

A guide to Mobile Internet



Better Value



Better Service



Better Coverage



Keeping the Island connected



Manx Telecom offers a comprehensive range of mobile data services for our Pay Monthly and Pay As You Go customers and a superfast mobile broadband network.

Most mobile phones allow you to access the internet, send and receive e-mails and download news, games, music and video clips, just as you would on a computer.

This booklet tries to break down the jargon and get you started. If you need more help, pop into one of our shops for one to one tuition and assistance, give us a call on **624 624** or visit our website **www.manxtelecom.com**

We are here to help you get the most from your mobile.



Choose Manx Telecom

Getting started with mobile internet is simple.

You will need to get the correct settings for your particular phone or device depending on whether you are a pay monthly or pay as you go customer. The easiest way to do this is to visit www.manxtelecom.com/ota and follow the onscreen instructions.

How much will it cost?

Mobile Internet charging is based on how much data you send or receive, not how long you are connected. Everything that you send or receive over the Internet is bits of data and the mobile Internet is no different, whether it's a web page, an e-mail, a music track or a video clip. Each piece of data is a different size and is measured in Kilobytes (KB) or Megabytes (MB). Any free data allowance and ongoing charge per Kilobyte will depend on which tariff you are on. See page 9 for our low cost options.

A guide to mobile data size

What is a Megabyte (MB)? – When you use data services (Internet, e-mail, etc.) you will be charged for the amount of data that you send and receive rather than the time spent using the service.

As a guide 1 Megabyte (MB) is equivalent to the following*:

E-mail – an average text e-mail is 7 Kilobytes (KB) = 146 average e-mails sent/received for 1 MB.**

WAP Pages – an average WAP Page is 5 KB = 205 average WAP page visits for 1 MB.

Web Pages – an average web page with pictures is 30 KB = 34 average web page visits for 1 MB

Truetones – an average high quality ringtone is 250 KB = 4 truetones for 1 MB. Average full song MP3 can be around 4 MB.

Converter – 1,024 Bytes in a Kilobyte. 1,024 Kilobytes in a Megabyte. 1,024 Megabytes in a Gigabyte.

*Please note that these figures are indicative and a guideline only.

** Remember you can specify the maximum size of an e-mail downloaded to your handset in your phone's inbox settings.

You can use your phone to send and receive e-mail messages and attachments in the same way you would with your personal computer.

If you have a 'POP3' mail account, like @manx.net you can set up your username, password and mail server addresses on your handset to start e-mailing.

You can even add attachments. Also, your sign-in details are stored so there's no need to keep re-entering them.

If you aren't sure about your username, password or mail server addresses then give your Internet Service Provider (ISP) a call.

What if my phone doesn't support this?

If you don't have an e-mail program, your phone may still have a WAP browser, in which case you could check your @manx.net Mail account this way. If you have an @manx.net mail account, open your phone's browser and visit <http://m.manx.net> and enter your username and password.

If you are unsure refer to your phone's user manual. For additional help, visit one of our shops or contact us on **624 624**.

What about my work e-mails?

In the first instance talk to your own IT support to find out what type of e-mail address you have (e.g. hosted by an Internet Service Provider or your own company mail server). If you wish to use your own mail server please contact the Manx Telecom Corporate Sales team on **624 624**.

BlackBerry

Please visit

www.manxtelecom.com/blackberry

call in to one of our shops or call **624 624**.

If you are out and about, you can still access your favourite websites from your mobile!

- Enter the web address e.g. <http://m.manx.net> and select OK (sometimes called Go To or Send).
- Select the option to bookmark the page.
- Add a title or name for your bookmark, if given the option, eg Manx Net.
- Save your bookmark by selecting OK (your phone might say: Save or Done).

Here are some of our favourite websites for keeping in touch with your friends, checking the latest news and weather and keeping up-to-date with local events:

<http://m.facebook.com>

<http://m.manx.net>

www.bbc.co.uk/mobile

Here are a few more useful sites for social networking, the latest TV listings and for all your search queries:

<http://mobile.google.com>

<http://mobile.sky.com>

www.iomtoday.co.im

<http://m.bebo.com>

<http://m.twitter.com>

<http://m.myspace.com>

<http://m.bing.com>

** This booklet is designed to highlight services you may not be aware of. We have tested the services listed and at time of going to press they were available to use, however they are for illustrative purposes only and outside of Manx Telecom's control.



Don't miss the moment! Use your phone to take pictures and videos and send them to friends and family.

To send a multimedia message (MMS) you'll need a camera on your phone. You can now get camera phones of 12 megapixels, which makes them of a similar quality, if not better than many digital cameras ... with the added advantage of being able to send your pictures and videos to another mobile, e-mail address or upload to the Internet instantly!

Choose from a wide range of camera phones at Manx Telecom's shops in Strand Street and Victoria Street, Douglas; Mobile World, Ramsey or from our online shop at www.manxtelecom.com/shop

Multimedia Messaging – Availability

You can send pictures, videos or audio clips from your Manx Telecom mobile to other Manx Telecom mobiles, an e-mail address or to mobiles on other operators' networks.

Costs

Price per Multimedia Message

26p

Prices include VAT @ 20%

Remember: Multimedia messages are part of your inclusive messages with every Manx Telecom Pay Monthly tariff.

Pay As You Go customers will also be charged the relevant data charge for the amount of data comprising the picture.

An MMS sent to a mobile on another operator's network will either be sent directly to your recipient's mobile device, or when this is not possible, the MMS will be forwarded to a web portal. An MMS sent to a web portal is referred to as virtual delivery and a text message is sent to the destination mobile device containing the web address, a unique user id and password allowing the mobile user to retrieve the message that has been sent to them and respond to the message. This MMS will still be chargeable or taken from any allowance.

The size of the file that can be sent is limited by both the sending and the receiving handset.

Faster Internet access on the move with our superfast 3G/HSPA network. Browse your favourite sites, send and check your messages wherever you like.

What is 3G?

3G provides higher speed mobile Internet access than a 2G (GSM) or 2.5G (GPRS) mobile network as well as video calling and delivers the same services, phone calls and text messages.

Video calls can only be made between two Manx Telecom 3G handsets.

You do not need to sign up for 3G service. If your handset is 3G capable you will automatically access the 3G network and the best possible speed.

3G Coverage

The 3G network is available in most areas of the Island. A 3G handset will display a 3G icon indicating when you are connected to a 3G network. These icons can differ on each mobile device and your user manual will show which icon is applicable to your mobile phone.

When you are out of 3G coverage, you will be seamlessly transferred to the 2G or 2.5G network so you will still be able to make calls, send messages and access the Internet. You will not be able to access 3G only services like video calling and downloads will be slower on the other networks.

3G off the Island

3G roaming is available on a number of networks off Island. Where no 3G network is available you will be able to use the 2G and 2.5G services of a visited network where Manx Telecom already has roaming agreements.*

For an up to date list, please visit www.manxtelecom.com/roaming or call the team on **624 624**.

*Occasionally, you may find you are able to access 3G network services not previously indicated by Manx Telecom. This is because some operators automatically open their 3G network to visiting customers.

Video calls with 3G

You can make video calls with other Manx Telecom 3G customers on Island, providing that you and the call recipient are using a 3G enabled handset and the Manx Telecom 3G network simultaneously.

At present, you will not be able to make video calls to other networks or whilst roaming.

Only the customer making the video call will be charged not the customer receiving the call. There is still a charge if the connection fails. Video calls are charged the same as a Local Mobile voice call and are included in the inclusive minutes of Pay Monthly contracts.

The network coverage and compatibility of devices can influence the ability to make a call and the quality of the calls made.

3.5G – HSPA

HSPA (High Speed Packet Access), also known as 3.5G, is also available on Manx Telecom's network delivering one of the fastest mobile networks in the world capable of speeds up to 7.2Mb per second, which is up to 15 times faster than 2G.

This means you can transfer data, stream video and music, or download games, videos or music to your laptop or mobile device faster with improved quality.

HSPA handsets and data devices for laptops are available from either of the Manx Telecom shops or you can visit our website

www.manxtelecom.com/shop

For mobile data tariff options visit

www.manxtelecom.com/mobilebroadband



3G battery life varies greatly from one phone model to another, 3G supports larger files, faster download speeds and the devices generally have a larger screen. As a result, there is more demand on the battery and we advise you to recharge your phone every day, ideally overnight.

Pay As You Go customers receive a free allocation of data when topping up. Pay Monthly customers receive 100MB of data as part of their contract.

Pay-as-you-use

This is the default tariff for all Pay Monthly and Pay As You Go customers outside of any free or inclusive allowance.

Pay Monthly Data Bolt-ons

Mobile Data Bolt-ons are for on Island use only. Roaming charges apply when using data off island. Refer to page 10 for further information.

Call **624 624**, visit www.manxtelecom.com, or call in store for advice on how to avoid charges when roaming.

Mobile Data Medium

Ideal for mobile e-mail and download customers.

Mobile Data Large

This package is ideal if you intend to use more

advanced features on your handset or for occasional use on a laptop using a data device.

Mobile Data X Large

For frequent high data usage with a data card, laptop and mobile modem this is the ultimate package. If you're always on the move and need to send and receive large amounts of data on a daily basis then this is for you.

DATA-ONLY:

All the Mobile Data bolt-ons shown are also available as a data only service for customers who want a separate SIM card for a data only device like a PDA or laptop. Users can enjoy secure, global, wireless access to the Internet, e-mail and corporate networks/VPN on their mobile device wherever mobile operators provide network coverage.

Pay As You Use	Costs
Standard Price Per MB	£0.51
Mobile Data Medium	Costs
Monthly Tariff – includes 500MB of data	£5.10
Cost per additional MB	£0.05
Mobile Data Large	Costs
Monthly Tariff – includes 2GB of data	£10.21
Cost per additional MB	£0.01
Mobile Data Extra Large	Costs
Monthly Tariff – includes 10GB of data	£20.42
Cost per additional MB	£0.001

Minimum charge 10KB per data session

Prices quoted are for data accessed while on the Isle of Man, are inclusive of VAT @ 20% and are indicative only. For roaming destinations and charges please see www.manxtelecom.com or call **624 624**. Terms and conditions apply.

If you have any difficulty in getting an application to work then in the first instance it is best to refer to your phone's user manual.

Every phone make and model has slightly different settings and menu structures. On the next page there is a table of the settings you will need to input to get Internet and MMS working on your phone.

Get your phone settings sent direct to your handset over the air:

www.manxtelecom.com/ota

Read common support issues online at :

www.manxtelecom.com

Call our Service Centre available 24/7 :

624 624 or pop into one of the Manx

Telecom shops.

Data Roaming

If you want to access the internet on your mobile, BlackBerry, iPhone, tablet, netbook or dongle when roaming you will need to check that there is a data roaming agreement with at least one network in the country you are visiting.

For an up to date list, please visit

www.manxtelecom.com/roaming or call the team on **624 624**.

Be aware of the data charges for the operator you are roaming with so that you don't inadvertently run up a large bill.

Data roaming does not form part of your inclusive or free data allowance. Only download what is necessary, for example, where possible, prohibit automatic downloading of e-mail attachments.

Some devices do automatic updates or checks e.g. checking e-mail, updating social networking sites. This will incur a data roaming fee even if you do not request your phone to do so. Please go into a store for more details on how to remove data services while away.

For handset specific information please refer to your phone's user guide. To manually set up your handset for the internet, you will need the information below.

Pay Monthly customers

Web

APN	web.manxpronto.net
User name	gprs
Password	gprs

Picture Messaging

APN	mms.manxpronto.net
Homepage	http://mms.manxpronto.net:8002
User name	mms
Password	mms
IP Address	195.10.99.46

Pay As You Go customers

Web

APN	web.prontogo.net
User name	webgo
Password	webgo

Picture Messaging

APN	mms.manxpronto.net
Homepage	http://mms.manxpronto.net:8002
User name	mmsgo
Password	mmsgo
IP Address	195.010.099.041

You can also get the settings sent straight to your phone from www.manxtelecom.com/ota or alternatively call **624 624** or call in to our store.

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