

USEFUL HINTS & TIPS

SAMSUNG GALAXY POCKET

We really value your feedback on this useful hints & tips guide.
If you feel anything is missing, or anything could be made clearer,
please send your feedback to govtcare@2degreesmobile.co.nz



II. MANAGING CONTACTS

Managing & Backing-up Contacts On-line

In general it is a good idea to store your contacts on-line so that they are always backed-up. On an Android handset the easiest way to do this is with Google Contacts which is automatically available as soon as you configure a Gmail account - you will be prompted to do this when you first power on your phone, otherwise follow these steps:

1. Go to **Settings>Accounts and sync** and Tap **Add account**
2. Tap **Google**

You can then manage your contacts either on your phone or through your Gmail account on your computer and they will sync up. Should you ever change to another Android device then these contacts will automatically be synched with your new device as soon as you set-up that same Gmail account.

Transferring Contacts from your Sim Card

If you have been storing contacts on your SIM card then you can copy them to the Google on-line Contacts by following the steps below:

1. Put your old SIM card into your new phone and login or create your Gmail account as described above. Your phone will need WiFi access to the Internet or mobile data access using the old SIM.
2. Tap the **Contacts App** at the bottom of the Home Screen
3. Press the **Menu** key for additional options
4. Tap **Import/Export**
5. Tap **Import from SIM card**
6. Tap on your Gmail account in the **Save contact to box**
7. Tap **Select all** at the top left
8. Then in the bottom left Tap **Import** to transfer all Sim contacts to your Gmail on-line contacts.

Contacts in Microsoft Exchange/Outlook

For Businesses using Microsoft's Exchange Email platform, your Android handset will also synch contacts with your Exchange Contacts list. You can manage them on the phone or through Outlook on your PC. Your IT team should help you set this up.

VII. USEFUL INFORMATION – 2DEGREES

'YOUR 2DEGREES' ON-LINE ACCOUNT MANAGEMENT TOOL:

- Simply visit 2degreesmobile.co.nz and click on 'Your 2degrees'
- The first time you visit 'Your 2degrees' you will need to set yourself up with a password so you can access and manage your account.
- Once set up you will be able to view your usage, PUK code and purchase value packs.

DEDICATED BUSINESS CARE (OPEN 24/7):

- Dial 249 free from your 2degrees sim
- Dial 0800 022 BIZ (249) free from any other phone in New Zealand
- Dial +64 22 200 2000 from overseas

CHECK YOUR REMAINING BALANCES:

- Dial *100*4# free from your mobile and follow the onscreen prompts

CHECK YOUR VOICEMAIL:

- Dial 202 from your 2degrees sim (free on all Government plans excluding Govt Zero)
- Dial 022 202 2001 from any other phone in New Zealand or +6422 202 2001 from overseas (you will need to make sure your voicemail pin is set up first by calling 202 from your 2degrees sim whilst in New Zealand)

VI. SETTING PHONE UP AS A WI-FI HOTSPOT

Your handset has the ability to act as a WiFi Hotspot allowing up to 5 other devices to share its' mobile internet connection via WiFi, e.g. a laptop or tablet. Note that the more devices you allow to do this the slower each devices' connection will be. Also note that using the WiFi hotspot function will drain your handset battery faster so if using it for a long time (more than 20 minutes) it is a good idea to connect your handset to mains power

Enabling WiFi Hotspot:

1. Press the **Home Key** to ensure you are at the main (home) screen
2. Press the **Menu Key**
3. At the bottom of the screen Tap **Settings**
4. Tap **Wireless & Networks**
5. Tap **Tethering and portable hotspot**
6. Tap **Portable Wi-Fi hotspot settings**
7. Tap **Configure portable Wi-Fi hotspot**
8. Tap the box below **Network SSID** and **create your new network name** (this is what other devices will see when searching for your handset's WiFi hotspot)
9. Tap the **Security** drop down list and choose **WPA2 PSK**
10. Create a password and enter it the **Password** box
11. Tap **Save**
12. Tap the **Back Arrow**
13. Tap the **Portable Wi-Fi hotspot** so that the check box is now **TICKED** – you will see the "Turning on" message as it activates.

Now any other WiFi device can search for your hotspot and connect using the Password you configured.

If Tethering was working on the handset but has now stopped, please try restarting the handset first to see if this helps, then follow the steps above to check the settings.

TIP:

When you have finished using the WiFi hotspot then turn it off to save battery by following steps 1 to 5 above.

III. INTERNET SETUP AND TROUBLESHOOTING

Firstly, if internet access was working on the handset but has now stopped, please try restarting the handset first to see if this helps.

Upon restart if your handset still can't access the internet please follow the steps below – refer to section i) Basic Menu Navigation if you are unable to find particular key options:

1. Press the **Home Key** to ensure you are at the main (home) screen
2. Press the **Menu Key**
3. At the bottom of the screen now tap **Settings**
4. Now tap **Wireless & Networks**
5. Scroll down and tap **Mobile Networks**
6. Ensure that **Use Packet Data** is **ticked**
7. Ensure that **Data Roaming** is **ticked**
8. Ensure that **Use only 2G networks** is **UNTICKED**
9. Press the **Back arrow** and then Press the **Home key**

If the internet is still not working then repeat steps 1 – 5 above and continue with the following:

1. Now tap **Access Point Names**
2. Press the **Menu Key**
3. At the bottom of the screen now Tap **Reset to default**
4. Press the **Back arrow** and then Press the **Home key**
5. Restart your handset - the internet should now be working.

If the internet is still not working then call Business Care on 0800 022 BIZ (249)

IV. EMAIL SETUP AND TROUBLESHOOTING (NON-GMAIL)

New Email Account Set-up

If you are setting up a business Microsoft Exchange email account then your IT Department should provide you with instructions.

To set up your own ISP or on-line email account make sure you have your account settings ready just as you would use on a PC. You may need to contact your email provider to obtain these. Then follow the instructions below:

1. Press the **Home Key** to ensure you are at the main (home) screen
2. Tap the **Applications Icon** on the screen
3. Tap **Email** (this may also be on the Home Screen)
4. If this is the first email account then you will be presented with a welcome screen asking to **Set up email**. If you already have another email account set-up then press the **Menu Key**, tap **Accounts**, press the Menu Key and then tap **Add Account**
5. Enter your account details as appropriate. If you are not using a common ISP or online service then you may need to enter Manual setup.
6. Follow the screen prompts to complete setup. Again, you may need to refer to your email provider for specific settings.

Once the account setup is complete, please restart your handset.

Troubleshooting Email Account

Firstly, if Email was working on the handset but has now stopped, please try restarting the handset first to see if this helps.

Secondly, check that the internet is working on the handset by clicking on the Browser from the Home or Applications Screen to see if a web page will load. If it doesn't, then please follow the steps in Section iii) Internet setup and troubleshooting.

If email is still not working you will need to remove and re-create your Email account following the steps outlined above for New Email Account Set-up.

V. CONNECTING A BLUETOOTH HEADSET FOR THE FIRST TIME

Firstly you will need to put the headset into either "Pairing Mode" or "Discoverable". As this differs for each headset please refer to the headset instruction manual.

Now on the handset:

1. Press the **Home Key** to ensure you are at the main (home) screen
2. Press the **Menu Key**
3. At the bottom of the screen now tap **Settings**
4. Now tap **Wireless & Networks**
5. Tap **Bluetooth Settings**
6. Ensure that **Bluetooth** is **ON** (ticked)
7. Tap **Scan Devices**
8. After a short while under **Available Devices** tap the **display name** of the **bluetooth headset**
9. When prompted enter the **pairing code** (again this is specific to the headset and should be in the instruction manual, often 0000)
10. The headset should now be connected and ready to use.

TIP:

To stop using the headset just power off the headset or turn off Bluetooth on the handset as per step 6 above. You will need to repeat step 6 when you wish to use this feature again if you turn Bluetooth off.