

# USEFUL HINTS & TIPS

## IPHONE

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](mailto:govtcare@2degreesmobile.co.nz)



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(Tethering - sharing the phone's internet connection)

## Important Note regarding iPhone Settings on 2degrees:

There are a couple of situations that can cause your iPhone to lose its 2degrees settings.

1. You are setting up a new iPhone for the first time
2. You have removed your SIM card from the iPhone and inserted a SIM from another network provider
3. You have updated the software on your iPhone either through iTunes or over the air
4. You have restored default settings on your iPhone (hard reset).

In these situations you may have to restore settings on your iPhone as detailed in this document.

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# IX. USEFUL INFORMATION – 2DEGREES

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

- Simply visit [2degreesmobile.co.nz](http://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)

## VIII. SETTING PHONE UP AS A PERSONAL WI-FI HOTSPOT

Your handset has the ability to act as a Wi-F Hotspot allowing up to 5 other devices to share its' mobile internet connection via Wi-Fi, 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 Wi-Fi 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

### Personal Hotspot set up

- On an iPhone 3GS it is possible to share your data via USB i.e. with a laptop, or through Bluetooth.
- iPhone 4 and beyond additionally provide the Personal Hotspot via Wi-Fi. If using this option it's very important to secure with a password and to switch off when not in use, to prevent unwanted access to your data.
- To activate the Personal Hotspot feature simply follow these steps:
  1. Tap into **Settings** from the Home Screen
  2. Tap into **General**
  3. Tap into **Cellular** (some models say **Network** or **Mobile Data**)
  4. Select **Cellular Data Network** (some models say **Mobile Data Network**)
  5. Scroll down to the **Internet Tethering** section
  6. Tap on the **APN** field and write **internet**, then press Home button to return to Home screen
  7. Turn your phone off and then back on again
  8. Tap into **Settings** from the Home screen
  9. Tap into **General**
  10. Tap into **Cellular** (some models say **Network** or **Mobile Data**)
  11. Tap into **Personal Hotspot**
  12. You can turn **ON** the Personal Hotspot from this screen. You may be prompted to enable Bluetooth (if it is disabled) and this screen also has the instructions for connecting to your PC via Wi-Fi, Bluetooth or USB

### TIP:

When you have finished using the Wi-Fi hotspot turn it off to save battery by following steps 8 to 12 above and simply slide to **OFF**. You will need to slide **ON** Portable Wi-Fi Hotspot when you wish to use this feature again. Please note that leaving this feature on will consume the battery of the phone at a significantly higher rate.

## I. BASIC MENU NAVIGATION

### POWER/SLEEP BUTTON

- Press once to put into sleep mode
- Press once to waken from sleep mode
- Press and hold to switch handset on/off

### HOME SCREEN

- Apps screens can be accessed by swiping finger left and right
- Tap required to open app
- Tap and hold any application icon to activate, delete, or move capability (some pre-installed apps cannot be deleted, such as 'settings')

### HOME APPS

- Is visible from all apps screens
- Tap and hold any application to activate, delete, or move

### HOME BUTTON

- This will take you back to main(home) screen at any time
- Double press to view active apps (press and hold any active app to display close option)
- Press and hold to activate voice control

### TIP:

When following the instructions in the following guide: "Press" always refers to a physical button at the bottom of the handset  
"Tap" always refers to a feature on the screen itself



### STATUS BAR

- Shows the newtwork signal strength, remaining battery, and the time
- May also display other icons such as Bluetooth, or active Wi-Fi connection

### SETTINGS ICON

- The settings icon allows users to access more settings to help with troubleshooting and setting-up/ personalising the iPhone
- Is referred to regularly in this guide

## 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. With an iPhone you can do this using Apples iCloud service using these steps:

1. Tap the Settings Icon on the Home Screen
2. Scroll down and Tap **iCloud**
3. Scroll down and Tap the slider next to what you would like backed up ( **Contacts, Calendars, Notes** for example)

### TRANSFERRING CONTACTS FROM YOUR SIM CARD

If you have been storing contacts on your SIM card then you can copy them to the phone and iCloud by following the steps below:

1. Tap the Settings Icon on the Home Screen
2. Scroll down and Tap **Mail, Contacts, Calendars**
3. Scroll down once more to the Contacts section
4. Tap **Import SIM Contacts** to transfer from SIM

### CONTACTS IN MICROSOFT EXCHANGE/OUTLOOK

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

## VII. CONNECTING A BLUETOOTH HEADSET / DEVICE FOR THE FIRST TIME

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

Now on the phone:

1. Tap into Settings from the Main Menu
2. Tap into Bluetooth
3. Ensure Bluetooth is turned **ON**
4. It will now begin searching for active devices
5. If you are asked for a PIN / Password for your Bluetooth device check the manual for the device as there may be a default PIN assigned (usually 0000 or 1234)

#### TIP:

To stop using the headset just power off the headset or turn off Bluetooth on the phone as per steps 1-3 above. You will need to repeat step 5 when you wish to use this feature again if you turn Bluetooth off.

## VI. EMAIL SETUP AND TROUBLESHOOTING

### New email account

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. Go to Home Screen
2. Tap **Settings** Icon
3. Scroll down and Tap **Mail, Contacts, Calendars**
4. Tap **Add Account** and if your mail provider (e.g. Gmail, Hotmail, Exchange etc.) is on display, Tap the relevant icon.
5. Alternatively, if your email provider isn't on the displayed list Tap **Other**
6. Follow the screen prompts to complete setup. Again, you may need to refer to your email provider for specific settings.
7. 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.

## III. INTERNET SETUP AND TROUBLESHOOTING

Firstly, there are a few things to check if the internet was working on the phone but has now stopped, please try restarting the phone first to see if this helps. This can be done by pressing and holding the power button at the top of device.

If upon restart the internet is still not working, please do the following:

### Internet set up

1. On the Main Menu select Settings
2. Scroll down to select General
3. Scroll down and select Mobile/Cellular Data (Some models say Network)
4. Select Enable 3G and turn it **ON**
5. Select Mobile Data and turn it **ON**
6. Select Data Roaming and turn it **ON**
7. Scroll down and choose Mobile(or Cellular) Data then Mobile(or Cellular) Data Network
8. Touch the APN field and tap in: **internet**
9. Leave the Username and Password fields blank

If the internet is still not working then continue with the following:

1. Follow steps 1 to 7 above
2. Scroll to the bottom of the Cellular Data/Mobile Data screen and Tap **Reset Settings**
3. Again, follow the steps above (1-9) to re-install Internet settings

Also, if you wish to use **MMS** see section iii) on the next page and to setup **Personal Hotspot** again go to section **IX** for instructions.

## IV. MMS (PICTURE MESSAGING) SETUP AND TROUBLESHOOTING

Firstly, if MMS was working on the phone but has now stopped, please try restarting the phone to see if this helps.

If upon restart MMS is still not working, please do the following:

### MMS Setup

1. Tap the Settings icon on Main apps screen
2. Tap into General
3. Tap into Cellular (some models say Network or Mobile Data)
4. Ensure Cellular Data is **ON** (some models say Mobile Data)
5. Ensure Data Roaming is **ON**
6. Ensure Enable 3G is **ON**
7. Tap into Cellular Data Network (some models say Mobile Data Network)
8. In the **MMS** section, tap on the APN field and write mms
9. Tap on the MMSC field and write: **http://mms.2degreesmobile.net.nz:48090**
10. Tap on the MMS Proxy field and write **118.148.001.118:8080**
11. Tap on the MMS Max Message Size field and write **312200**
12. Please restart your phone to apply the settings.

### If MMS is still not working then continue with the following:

1. Follow steps 1 to 7 above for your particular Operating System
2. Scroll to the bottom of the Cellular Data/Mobile Data screen and Tap **Reset Settings**
3. Follow steps on section iii to setup **Internet** settings
4. Again, follow the steps above (1-12) to re-install **MMS** settings
5. Lastly, if you wish to setup **Portable Hotspot** go to section **IX** for instructions.

## V. SMS (TEXT MESSAGING) TROUBLESHOOTING

### Sending Issues

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

Most of the time texting will just work once you've popped in your 2degrees SIM card.

If it's not, you might need to manually enter what's called the 'Service Centre Number'.

The Service Centre Number needs to be set as: **+64220227672**

You can check what your Service Centre is currently set to by dialing **\*#5005\*7672#** (like you would dial a phone number) then press the green Call button. If this is blank or not set to **+64220227672** you'll need to change this.

Dial **\*\*5005\*7672\*+64220227672#** (tap this in all together with no spaces), then press the green Call button.

Please restart your phone to apply the settings.

### Incorrect Number displaying

If an iPhone user brings their number across to 2degrees, there may be occasions where the ported number (e.g. 021 or 027...) isn't displaying to recipients when calling or texting. This is due to Apple products using the iMessage service to send SMS messages to other Apple devices.

While this shouldn't happen often, there is a simple solution when it does occur. All that is required is to add the ported number in the phone itself by going into settings and selecting Phone and then my number and update the ported number.

**Settings -> Phone -> My number** (add the ported number)

This should fix the issue immediately.