



NEOI Technology –Global Service – eMXI (香港 股份有限公司)

SingTel Singapore WAP / GPRS / MMS Settings

Operator: - SingTel

GPRS APN: - internet

Username: - {blank}

Password: - {blank}

DNS: - 165.21.100.88, 165.21.83.88

2. WAP OVER GPRS SETTINGS

WAP profile name: IDEAS WAP (GPRS)

WAP gateway IP: 165.21.42.84

Homepage title: SingTel IDEAS

Homepage URL: <http://www.ideas.singtel.com>

Security/authentication: OFF/ normal

APN (for WAP access): e-ideas

User-id: 65IDEAS

Password: IDEAS

Data Bearer: GPRS

GPRS connection: always attach/always on

TCP/IP: Use server assigned IP addresses

Name servers: Use server assigned IP addresses

Primary DNS: 0.0.0.0

Secondary DNS: 0.0.0.0

Port: 8080

3. INTERNET OVER GPRS SETTINGS

Name: IDEAS internet (GPRS)

Homepage title: SingTel IDEAS

Homepage url: <http://www.ideas.singtel.com>

APN: internet

User-id: 65IDEAS or you may leave this field empty

Password: IDEAS or you may leave this field empty

Proxy Settings: proxy.e-ideas.com.sg, **Port:** 8080

Modem: cellular line (GPRS)

Data Bearer: GPRS

TCP/IP: Use server assigned IP addresses

Name servers: Use server assigned IP addresses

Primary DNS: 165.21.83.88

Secondary DNS: 165.21.100.88

This network connects to internet (PocketPC only): Yes

This network uses a proxy server to connect to the internet (PocketcPC only):

Yes

Authentication: PAP

4. MMS SETTINGS

For phones where MMSC URL is not set in WAP Profile (Eg Ericsson T68i)
WAP Profile: Select "IDEAS WAP (GPRS)" profile that is pre-configured earlier.

MMSC URL: <http://mms.singtel.com:10021/mmsc>

Push Access: On

Read Report: Off

Delivery Report: Off

Auto Delete: Off

Auto Download: On

Multimedia reception: always on/ automatic download

For Phones where MMSC URL is set in WAP Profile

WAP profile name: IDEAS MMS

WAP gateway IP: 165.21.42.84

Homepage title: SingTel MMS

MMSC URL: <http://mms.singtel.com:10021/mmsc>

Security/authentication: OFF/ normal

APN (for WAP access): e-ideas

User-id: 65IDEAS

Password: IDEAS

Data Bearer: GPRS

GPRS connection: always attach/always on

TCP/IP: Use server assigned IP addresses

Name servers: Use server assigned IP addresses

Primary DNS: 0.0.0.0

Secondary DNS: 0.0.0.0

Port: 8080

6. VIDEO STREAMING SETTINGS

A. For WAP enabled phones: The setting may under streaming or client configuration
Connection Setting and Proxy: Disable

Access Point: e-ideas

B. For PDAs or PDA phones:

Connection Setting and Proxy: Disable

Access Point: internet

SINGTEL further Information:

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What are the requirements in order to enjoy GPRS service?

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If I am accessing data services on a GPRS mobile phone, can I answer incoming calls?

Can I have my unused data brought forward to the next month?

About the service

1. What is GPRS?

GPRS refers to General Packet Radio Service - a packet-based technology that enables data to be transmitted at speeds of up to 44kbps* compared to the current 9.6kbps.

With GPRS, end-user experience of many data applications as well as internet-related services will be profoundly improved.

GPRS complements the current data services available on the GSM digital cellular networks. With its high-speed data transmission capability, GPRS makes possible data capabilities originally planned for "third generation" networks.

* The speed supported is phone dependent.

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2. What are the benefits of GPRS?

With GPRS, you can enjoy faster simultaneous voice or data sessions at speeds of up to 44kbps*, while staying on-line all the time. And faster access means lower costs and less waiting time for data transmissions. You also save valuable time and money, as there is no airtime traffic charge incurred, you only pay the actual amount of data sent or received.

* The speed supported are phone dependent

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3. What are the requirements in order to enjoy GPRS service?

To enjoy the benefits of GPRS service, you need to:

- Be a SingTel Mobile customer on GSM900 home network
- Own a GPRS enabled mobile phone
- Subscribe to AutoRoam service in order to use the service overseas.

(For AutoRoam customers, please ensure that the country you visit supports GPRS)

service. Please contact our Customer Service Hotline at 1626 for the latest list of roaming destinations that support GPRS or for details on GPRS Roaming, click [HERE](#))
 - Activate and configure your GPRS Service at www.ideas.singtel.com

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4. What is the new GPRS price plan? Is there a promotion on the new price plan?

NEW GPRS Price Plan	Registration (one-time)	Monthly Subscription	Usage Charges
Pay-Per-Use	Waived (U.P \$10.50)	Free	0.53 cents per KB

10kb is approximately 10 WAP pages or one full-text A4-page email

All GPRS customers will also automatically be given a Free Internet Account by SingNet that provides you with Free Internet Access to browse and download contents from the Internet, using the phone as a modem. (* Free Internet Account will not be accessible with Fixed line or LAN line)*

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5. If I am an existing customer with IDEAS WAP service, what are the applicable charges when I access IDEAS service with GPRS?

If you are accessing IDEAS or Internet contents using GPRS connection, all your data usage will be based on [GPRS](#) charges.

However, as an existing IDEAS WAP customer, you still have the flexibility to access IDEAS via the normal Circuit Switch or High-Speed connection (with the appropriate supporting mobile phone equipment), your data usage will be based on data [airtime](#) charges. For voice and SMS usage, they will still be based on prevailing voice and SMS charges respectively whether it is GPRS, Circuit Switch or High-Speed connection.

Existing IDEAS GPRS/MobileOffice/Data Price Plan customer

Types of applicable charges using	GPRS data connection	High-Speed data connection	Circuit Switch at 9.6kbps data connection
Accessing IDEAS content/Internet	GPRS data charges based on 0.53 cents per KB	First min: 10c Subsequent 6 sec block: 1c	First min: 10c Subsequent 6 sec block: 1c
Voice calls	Prevailing airtime charges per min	Prevailing airtime charges per min	Prevailing airtime charges per min
SMS	Prevailing SMS charges per SMS sent	Prevailing SMS charges per SMS sent	Prevailing SMS charges per SMS sent

Non IDEAS GPRS/MobileOffice/Data Price Plan customer who signs up GPRS service

Types of applicable charges using	GPRS connection
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Accessing IDEAS content/Internet	GPRS data charges based on 0.53 cents per KB
Voice calls	Prevailing airtime charges per min
SMS	Prevailing SMS charges per SMS sent

Note: Type of connection is dependent on the appropriate mobile equipment supported.

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6. I am an existing SingTel Mobile customer on GSM900 home network, how do I apply for the GPRS service?

You need to own a GPRS-enabled phone and apply for GPRS at no monthly subscription by simply dialing *43327 and send on your mobile phone. [Click here](#) for step-by-step guide.

Alternatively, you may visit:

- Visit any of our Customer Service Centres near you
- Call our Customer Services Hotline at 1626

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7. Where can I purchase the GPRS handsets to enjoy the GPRS service?

The handsets are available at all SingTel Hello! stores and Teleshops.

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8. When I can expect a higher GPRS data speed transmission?

Please refer to the following table for the phone

Phone Model(s)	Data Speed Supported
Ericsson T39m/mc	Up to 40Kbps
Ericsson T65	Up to 40Kbps
Ericsson T68	Up to 40Kbps
Motorola Timeport P7389i	Up to 20Kbps
Motorola V60	Up to 46Kbps
Motorola V66	Up to 46Kbps
Nokia N8310	Up to 40Kbps
Siemens S45/6618/ME45/3618	Up to 40Kbps
Trium Mondo	Up to 20Kbps

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9. Which are the computer devices that support SingTel Mobile's GPRS service?

The following computer devices or PDA have been tested to support SingTel Mobile's GPRS service:

- IBM ThinkPad 560Z with Windows 95 using IrDA and GPRS serial

- Dell CPx with Windows 2000 using GPRS serial HP Jornada Pocket PC 500 series.
- Compaq iPAQ
- Palm Pilot V series, Palm IIIxe and 500 series
- Handspring Visor Platinum, Prism and Deluxe
- Cassiopeia EM500 and E125

For detail on hardware configuration setting, please visit www.ideas.singtel.com

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10. What is the difference between SingTel Mobile's GPRS compared to its existing High-Speed Access Roaming?

For GPRS, users can transmit data, access the Internet and SingTel Mobile IDEAS at up to 44kbps* and at charges based on actual data communicated. With the added convenience of being continually connected to the GPRS service and constantly ready to send or receive data.

With **High-Speed Access****, users can transmit data at up to 38.4kbps, which is 4 times the current transmission speed and data charges are based on data airtime connected.

*The speed supported is phone dependent.

**All SingTel Mobile customers can now enjoy High-Speed Access simply by using a High-Speed handset that supports High-speed (e.g. Nokia 6210) - there is no additional subscription for this service.

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11. What are the applications that I can enjoy with GPRS service?

There are several applications that customer can enjoy with GPRS service. They are

- Access to the Internet, Intranet or Corporate LAN/information
- Email on the move
- Information Services (e.g. News, Finance Information, Traffic Information, Event Services)
- IDEAS services (e.g. on-line banking or shopping, ticketing, betting etc)
- Entertainment/Lifestyle (Games, Chatting, Video Download or Portal Services)

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12. If I am accessing data services on a GPRS mobile phone, can I answer incoming calls?

Yes. With GPRS service, customer can still answer incoming voice calls while accessing the Internet. The GPRS session will be put on hold and users can resume the data session after the voice conversation is over. As long as you are not downloading files from the Internet, you will still be able to answer and make calls*.

*Ability to make voice calls concurrently with data session is phone dependent

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13. Can I use GPRS service while roaming?

Yes. For more information, please refer to [GPRS roaming](#).

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14. My home network is GSM1800, can I sign up for GPRS?

You have to be on a GSM900 home network to enjoy GPRS. To change your home network to GSM900 and retain your current mobile number, you will have to visit customer service counter at hello! stores for a FREE SIM card upgrade. For details on the SIM card upgrade, please call our hotline 1626.

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Using the Service

15. What do I need to do after I have subscribed to your GPRS service?

Upon subscribing to our GPRS service, you will automatically be given a

- Free Internet Account by SingNet that provides you with Free Internet Access to browse and download contents from the Internet. (Free Internet Account for GPRS will not be accessible using LAN line)

- IDEAS (WAP) content

To access these contents, you will need to set up your Access Point Name (APN) for the Internet and/or IDEAS service using the respective user-id and password.

The APN "internet" allows you to access the Internet similar to when you sign up with an Internet Service Provider for Internet services. (Free Internet Account for GPRS will not be accessible using LAN line)

The APN "e-ideas" allows users to access to our IDEAS contents.

Please refer to the [setup guide \(www.ideas.singtel.com\)](#) on how to configure the APN.

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16. How many user-id and password will I be given when I sign up for the GPRS service?

After you have subscribed to the GPRS service, you will be first given a 6-digit GPRS Internet password via SMS to your phone within 1 working day. The user ID will be your mobile phone no. (ie. 659xxx xxxx).

If you want to access WAP over GPRS, you will need to activate a free account a [www.ideas.singtel.com](#). Follow through the activation steps to activate both your account and WAP access accordingly. During this activation, you will need to specify another password.

However, if you do not wish to keep different passwords, you may proceed to synchronizing the passwords into one password. Click [here](#) to find out more.

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17. What are the Internet and IDEAS user-id and password for?

To access Internet and IDEAS contents via GPRS, you will need to set up your Access Point Name (APN) for the Internet and/or IDEAS content. You will be prompted to enter the Internet/IDEAS user-ids and password during the APN setup. For details on setting up the APN for your mobile phone and PDA, please refer to the My Setup

Guide under GPRS in

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18. Can I use my IDEAS user-id and password for the GPRS Internet access?

Yes. You may do so if you have synchronized the passwords. Click [here](#) to find out more on how you can synchronize the passwords.

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19. I cannot remember my password, what should I do?

For GPRS Internet password, you can change your password at "Change Password" after logging into the IDEAS portal. Please activate a free account if you have not done so.

For IDEAS password, you can reset it via www.ideas.singtel.com.

Or contact our IDEAS helpdesk at 1800-i-1-IDEAS (1800-4-1-43327) for further assistance.

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20. Can I use the GPRS Internet user-id and password to access Internet via the fixed line?

No, The user-id and password for GPRS Internet access is only applicable to GPRS mobile access. It cannot be used via the access number provided by the other Internet Service Provider (ISP).

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21. Can I use my SingNet user-id and password to access the Internet via GPRS?

No, user-id and password provided by other ISPs cannot be used for GPRS Internet access. You need to use the Internet user-id and password given to you with the GPRS service.

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22. I'm an existing SingNet account user. Can I use my SingNet user-id and password to access emails via GPRS?

Yes, you will be able to access using your existing SingNet user-id and password. Please make sure that the domain ie. the user-id xxx@singnet, where '@singnet' MUST be included.

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23. How will I be charged if I am using my existing SingNet account account?

You will only be charged based on GPRS data rate. Your free usage included under your SingNet price plan will not be affected when using GPRS

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- 24. If I configured the Internet profile using my own user-id and GPRS password on my handset but, on my handheld I am using a friend's user-id and GPRS password.**

i. Am I still able to connect up into the network? If yes, why is that so?

Yes. Provided your friend's and your GPRS user-id and password are valid. Just like any Internet user-id and password from any ISP, which you are able to use over any fixed line telephone. In this case, you are using the user-id over GPRS access instead of fixed line telephone.

ii. If yes, how would you charge? Would you charge under my account or my friend's?

Charging is not based on your Internet account but rather your mobile subscription. That means if you are a valid SingTel Mobile subscriber, you can use any Internet user-id (from SingNet) but still the GPRS data usage will be charge to your mobile account.

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- 25. What should I do if I have problems accessing GPRS data service?**

Please refer to the setup guide for proper settings on the GPRS mobile phone or PDA connected to the GPRS mobile phone. If you still encounter problem, please contact our Technical Support at 1800-7788133 for further assistance.

For IDEAS access, please contact our IDEAS Technical Support at 1800-i-1-IDEAS (1800-4-1-43327)

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- 26. Can I access IDEAS WAP services using GPRS? If yes, how do I access?**

Yes. To date, you can use a GPRS-enabled phone and any Personal Digital Assistants (PDAs) will be able to access to IDEAS WAP. Please refer to the [setup guide](#) (www.ideas.singtel.com) for proper settings on the GPRS mobile phone or PDA connected to the GPRS mobile phone. Should you encounter problem, please contact our Technical Support at 1800-7788133 or 1800-i-1-IDEAS (1800-4-1-43327) for further assistance.

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- 27. Who should I contact regarding GPRS service?**

For more information on GPRS service and application, please contact our Customer Service Hotline at 1626 or IDEAS Hotline at 1800-i-1-IDEAS (1800-4-1-43327)

For technical support, please contact 1800-7788133 or 1800-i-1-IDEAS (1800-4-1-43327)

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28. If I am accessing data services on a GPRS mobile phone, can I answer incoming calls?

Yes. With GPRS service, customer can still answer incoming voice calls while accessing the Internet. On general, the phone will 'notify' you on incoming voice calls, you will be prompted on whether to take up or reject the call. The GPRS session will be put on hold and users can resume the data session after the voice conversation is over. As long as you are not downloading files from the Internet, you will still be able to answer and make calls.

- Ability to make voice calls concurrently is phone dependent

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29. Can I have my unused data brought forward to the next month?

No, unused data will not be brought forward to the next month

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Under Downloads You also find all Instructions and Manuals, please look at the NEOI 809i files and Manuals.

Thank You.

For any support please contact support@neoi.cm.sg or support@neoi.de or go to: <http://www.neoi-technology.com> – <http://www.neoi.de>

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