

Internet Everywhere

Version 8



contents

user guide

1	introduction	4
2	system requirements	4
3	launch Internet Everywhere	5
3.1	your Internet Everywhere dashboard	6
3.2	Internet Everywhere connections	7
3.3	Internet Everywhere messaging	8
3.4	synchronising your contacts and messages	10
3.5	Internet Everywhere quick settings.....	11
3.6	Internet Everywhere reports	12
4	advanced settings	13
4.1	general preferences	14
4.2	display preferences	15
4.3	customise buttons	15
4.4	proxy	17
4.5	settings profiles	18
4.6	update preferences	18
5	advanced settings profiles options	18
5.1	creating connections	18
5.2	add a device	20
6	troubleshooting.....	20
 frequently asked questions		
7	frequently asked questions	22

user guide

1 introduction

Unplug your office and take it with you: Internet Everywhere is a software package that provides continual high speed access to your Internet, e-mail, intranet and company information using the fastest available connect - 3G+, 3G, EDGE or GPRS - regardless of your location.

Ideal for frequent travellers, Internet Everywhere uses 'all wireless technology' across the Orange network, so business users and frequent travellers enjoy consistent coverage everywhere.

Key features include:

- Simplicity: the set up process is short and intuitive
- Control: you choose which network to use
- Flexibility: Internet Everywhere is compatible with many different data cards and USB modems.

For more information, including which networks are available where, please go to www.orange.ro.

2 system requirements

Your PC must meet the following system requirements:

- **Operating system**
 - Windows® 2000, Service Pack 4
 - Windows® XP, Service Pack 2, pe 32 de biți
 - Windows® XP Tablet Edition, Service Pack 2
 - Windows Vista pe 32 de biți
- **Microsoft Internet Explorer, versiunea 6.0 or later, Mozilla, Netscape or Opera**
- **Pentium 4 processor or equivalent**
- **Minimum 1 GB RAM memory**
- **Minimum screen resolution 1024 x 600**
- **Minimum disk space of 1GB (maximum application size 150MB)**
- **Type II PCMCIA / PCI express card free slot with cardbus interface**
- **Free USB port for a USB modem**

3 launch Internet Everywhere

Insert your Internet Everywhere data card or connect your USB modem to the PC. If the application doesn't start automatically, you can launch Internet Everywhere in one of two ways:

- 1 Double-click the Internet Everywhere icon on your desktop.
- 2 Select **Start > Programs > Internet Everywhere > Internet Everywhere**.

The first time you launch Internet Everywhere you might be asked for some information. This only needs to be completed once.

Internet Everywhere will then open. After a few moments the signal strength indicator will appear next to the Orange logo. You can use text messaging, help and settings whether you are online or offline.

To connect click **Connect**, **internet** or **e-mail** buttons.

Note: You can set up Internet Everywhere to open automatically when you start your computer using the Settings menu.
Please check the startup preferences at [page 11](#) for more information.



WARNING

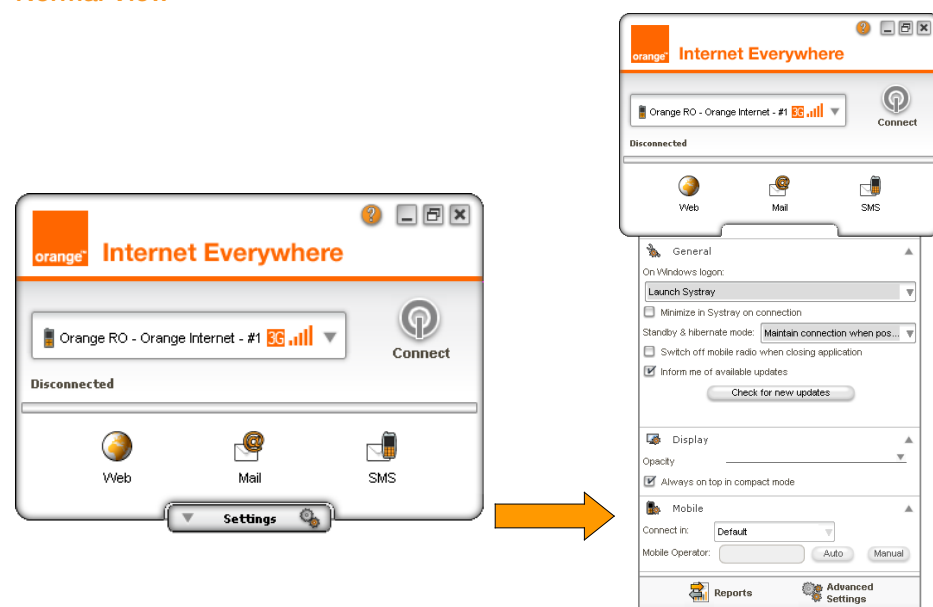
Please DO NOT remove your data card or your USB modem from your computer without first clicking on the taskbar icon and safely stopping it. Failure to follow this advice could damage your computer.





To close the Internet Everywhere application:

- If you have an active connection, click **Disconnect** and then close down any browser windows that may have opened.
- Click on the X button in the upper right corner of the Internet Everywhere window.

3.1 your Internet Everywhere dashboard

Normal View

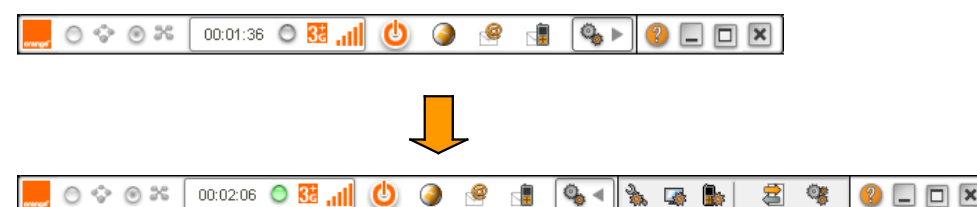


-  Connect.
-  Open your computer's Internet browser.
This will take you to your Internet homepage.
-  Access your e-mail account.
You will need to select the account that you wish to use when you open this application for the first time.
-  Send, view and organise text messages, and store a list of important contacts.

Compact view

You still have access to all icons seen in the normal view, but they are minimised in your taskbar.

To access this view press .



3.2 Internet Everywhere connections

On the Internet Everywhere dashboard you will see your available connections and the signal strength indicator.



Connection

Once Internet Everywhere is correctly installed and your connections are set up see [5.1 settings profiles](#), use the drop-down on the dashboard to view and connect to your preferred Connection. Click **Disconnect** to stop your connection.

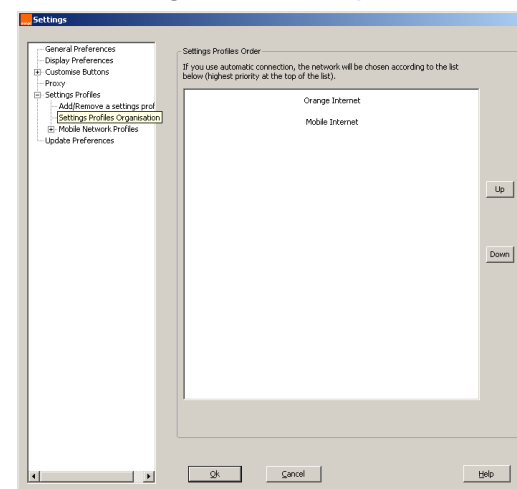
Other connections

If you want to connect with any other connections (i.e. Intranet), select it from the drop-down and click **Connect**.

Automatic connection

- If **Automatic connection** is selected in the drop-down, Internet Everywhere connects to the first connection. If this is connection is unsuccessful it will attempt connection to the next.
- You can change the default order of connection in the drop-down by going to **Settings > Advanced Settings > Settings Profiles > Settings Profiles Organisation**.

The following window will open:



You can change the order in which each Settings Profile appears in the Access Point List by clicking the Up or Down buttons.

manual connection

Manually select the connection with which you want to connect from the Access Point List and click **Connect**.

Internet/Intranet connection

- 1 Open Internet Everywhere by double-clicking the icon on your desktop.
- 2 Click the **internet** button.
- 3 A connection will be made to the selected Access Point according to the order of the Access Point List. Your computer's default Internet browser application will then launch.
- 4 Click **Disconnect** to stop your connection.

You can change the program that you use to browse the Internet by using your settings menu. See [4.3 customise buttons](#).

3.3 Internet Everywhere messaging

E-mail

Your e-mail button will automatically launch a connection as it opens. You can select an e-mail application pre-installed on your computer. Go to **Advanced Settings > Customise Buttons** (see section [4.3 customise buttons](#)).

The following e-mail clients are supported, Lotus Notes is not supported:

- Outlook Express 5.5 & 6
- Outlook 2000, 2002, 2003 & XP
- Netscape Mail 3 & 4
- Eudora Light 3

Text Messaging (SMS)

You can use Internet Everywhere to send, view and save text messages. Click the SMS button and the SMS client will open. Internet Everywhere will automatically check for new messages, but you can also check manually.


Receiving messages

When new SMS messages are received, the SMS icon on your dashboard will display the number of new messages received.

Managing your text messages

- 1 Click SMS. Any received messages will be displayed in your Inbox. You will also be asked if you would like to send any messages you have stored in your Outbox.
- 2 To view a message in full in the box below the Inbox, highlight it.
- 3 To delete a message, highlight it and click **Delete**.
- 4 You can also reply to, forward and print messages by clicking the relevant buttons.


Storing messages in the Archives folder

- 1 To archive messages, select the Archive tab and create a folder using  then use your mouse to drag messages into it.
- 2 To store a message in one of your Archives, simply highlight the message in your Inbox then use your mouse to drag it to the folder where you would like to store it.

Sending a text message

- 1 Click **New Message**. A new message window will open.
- 2 If you want to send the message to one of your saved contacts, check **Contact** and then select the relevant contact and telephone number from the drop-down menu.
- 3 If you want to send the message to a new number, check **Telephone number(s)** and then enter the number. To send the message to more than one number, insert a semicolon then a space between the numbers, for example "...0740123456; 0740123457....". You can also add saved contacts to your recipients by clicking **Add a contact**, selecting the relevant contacts and then clicking **OK**.
- 4 Enter your message in the lower box. A single text message can be up to 160 characters long. A message longer than 160 characters will be sent as separate messages and you will be charged accordingly. You will also be charged separately for each person the message is sent to.
- 5 Click **Send**. The message will be stored in the Outbox folder whilst it is being sent.
- 6 Once the message has been sent it will be saved in the Sent Items folder.

Saving a new contact

- 1 Click the **SMS** button on your Internet Everywhere dashboard.
- 2 Select the Contacts folder and then click .
- 3 Enter the relevant information about your contact in each of the tabs. Once you have finished, click **OK** to save the contact.

You can also save a contact from a text message that you have received. Right-click on the message and selecting **Create a new contact**.

Editing a saved contact

- 1 Click the **Contacts** tab and then click on the contact that you would like to edit.
- 2 Click **Edit** and then change the information in the same way as when you first saved the contact. Click **OK** to save the changes.

Sending a text message directly from your contacts list

- 1 Click the **Contacts** tab and then click on the contact that you would like to send a message to.
- 2 Click **Send** and then write and send your message in the usual way..

3.4 synchronising your contacts and messages

Synchronising your contacts and messages

You can synchronise the contacts saved on your PC with the contacts saved on your SIM Card.

- 1 From the dashboard open **SMS**. Then select **Contacts > Synchronise**.
- 2 Choose how you want to synchronise and click OK.

If you chose **Mobile to PC** the following screen will appear:

sincronizare: mobil catre PC

Bifati articolele pe care doriti sa le modificati:

Mobil	PC	Tip	Actiune	
"Mihai Popa" a fost schimbat in "Mihai Popa/G" 0374012345	Creare: Mihai Popa	GSM	Adaugare	<input type="checkbox"/>
"Oana Batusariu" a fost schimbat in "Oana Batusariu/X"	Creare: Oana Batusariu	Fax	Adaugare	<input checked="" type="checkbox"/>
Nu exista corespondenta	Cosmin Nechita 0212345678	Wrk	Stergere	<input type="checkbox"/>
Nu exista corespondenta	Paul Dragomirescu 074012346	GSM	Stergere	<input checked="" type="checkbox"/>

Contacte pentru sincronizare: 2 / 4

OK Anulare

- Each line corresponds to a telephone number to synchronise.
- The first column is the name of the contact from the SIM card memory you wish to copy from. A suffix will be added depending upon the type of number you have stored – for example, W will be added for work contacts.
- The second column shows either the name or number of a contact if it is already saved in the PC memory, or **Creating**: if the contact does not yet exist in the PC memory.
- The fourth column shows whether you will be adding a new contact or modifying or deleting an existing one. Check each contact's box in the fifth column if you would like to go ahead with the synchronisation.

If you chose **PC to Mobile** the following screen will appear:

sincronizare: PC catre mobil

Spatiu liber inainte de sincronizare: 998

Bifati articolele pe care doriti sa le modificati:

PC	Mobil	Actiune	
Cosmin Nechita (Wrk) 0212345678	Creare: Cosmin Nechita/W	Adaugare	<input checked="" type="checkbox"/>
Paul Dragomirescu (GSM) 074012346	Creare: Paul Dragomire/G	Adaugare	<input checked="" type="checkbox"/>
Nu exista corespondenta	Mihai Popa 0374012345	Stergere	<input type="checkbox"/>
Nu exista corespondenta	Oana Batusariu 0744444444	Stergere	<input checked="" type="checkbox"/>


Contacte pentru sincronizare: 3 / 4

OK Anulare

- Each line corresponds to a telephone number to synchronise.
- The first column shows the contact as it appears in the PC memory.
- The second column shows the contact as it appears in your SIM card memory
- The third column shows whether you will be adding, modifying or deleting the contact. Check the box next to each contract and click OK to synchronise.

Note: You can change the address book that Internet Everywhere uses in your text messaging Options menu.

Text Messages Options

Click  to open your SMS Options menu. The Options menu is split into three tabs:

- **Contacts Management**

This tab allows you to choose the Address book of your PC, for example Outlook Express, which is used by Internet Everywhere. You can also choose whether to view contacts from your SIM Card memory or device memory. These contacts can then be saved to your PC using the final option in this tab.

- **Text Message Management**

Choose to read messages from your SIM Card memory, device memory or both. You can then delete these messages from your SIM Card or device once they have been downloaded to your text messaging application. The Text Message Management tab also contains options for sending messages, check the box to save copies of any sent messages in the memory.

- **Information**

This tab displays information on the SIM Card and device memory that you are using with Internet Everywhere, including available space for new text messages and network strength.

3.5 Internet Everywhere quick settings

Settings options

Click on the **Settings** button to customise Internet Everywhere.

In **Settings** there are three sub-menus: **General**, **Display**, **Mobile**.

Note: You will need to restart Internet Everywhere if you make any modifications to the General or Display section, before they are applied.

General

This customises the action that occurs when you start your PC:

- No launch
- Launch Systray and Deskboard
- Launch Systray

Check **Minimise in Systray** on connection to activate the standby function & hibernate mode. There are three choices:

- Maintain connection when possible
- End connection
- Prevent Standby and Hibernate modes.

Check **Switch off mobile radio when closing application**. It will allow the mobile radio to be switched off when closing.

If you click **Check for new updates**, Internet Everywhere must be connected to the Internet for three minutes for you to be able to continue with an update.

Display

The **Opacity** function allows you change the look of Internet Everywhere. Click on the arrow to define the opacity. This feature is only available in compact mode.

3.6 Internet Everywhere reports

Check **Always on top in compact mode** to ensure visibility of Internet Everywhere at all times whilst in compact mode.

Mobile

There are two options within the Mobile section, **Connect in** and **Mobile Operator**.

Connect in

In this option you can choose the type of network you would like to use to connect.

- There are three choices: **Auto, 2G, 3G**.
- If you select **Auto**, Internet Everywhere will choose the best network for your current location, although you can force a connection type.

Mobile operator

The **Mobile operator** field shows a list of available operators.

- **Auto:** Internet Everywhere will automatically connect to Orange or a partner network when roaming.
- **Manual:** Choose the operator to connect to when you are roaming.

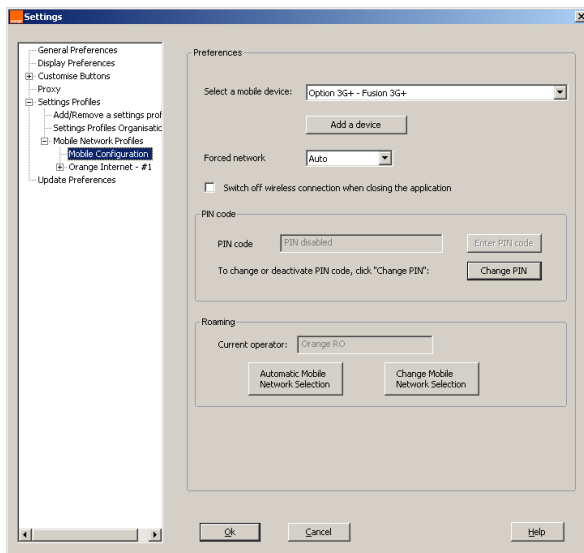
Clicking Reports within **Settings** allows you to keep track of information regarding your recent Mobile connections. You can also reset counters for these connections, so you know how much time and data you are using.

- **Reset all counters:** All your counters will be reset, including Mobile counters.
- **Export Statics in “CSV” format:** Internet Everywhere exports the readings from all your counters to a CSV file. You will be asked to choose the directory this will be saved in and the name of the CSV file.
- **Export Statics in “Text” format:** Internet Everywhere exports the data from all your counters to a new Text file. You will be asked to choose the directory this will be saved in and the name of the Text file.
- **History of service quality:** will offer you statistics regarding the last successful connection and regarding the last connection errors.

4 advanced settings

Click on the **Advanced Settings** button on the Internet Everywhere Settings menu. A window will open giving you access to all the Internet Everywhere settings.

To change the connection mode of your Internet Everywhere connections, go to **Settings > Settings Profiles > Mobile Network Profiles > Mobile Configuration**.



Select a mobile device: If there is more than one mobile device installed, click on the drop-down menu and select the one you want to use to connect.

Forced network type: There are three modes for mobile connection.

- **Auto:** Internet Everywhere uses the best mode detected, either GPRS/EDGE or 3G+/3G, depending on the area coverage.
- **3G:** uses the 3G+/3G mode only (if the area is not covered by 3G+ or 3G, the connection will not be successful).
- **2G:** Internet Everywhere uses the EDGE/GPRS mode only (if the area is not covered by EDGE/GPRS, the connection will not be successful).

Switch off wireless connection when closing application: If this check box is selected, Internet Everywhere will turn off the detection/emission mobile card radio signal automatically when Internet Everywhere is closed.

PIN code status: This field displays the status of your PIN, for example PIN OK.

Enter PIN code: If you've activated a PIN for your SIM Card you should enter it here.

Change PIN: Use this field to change or activate/deactivate the PIN you have already chosen.

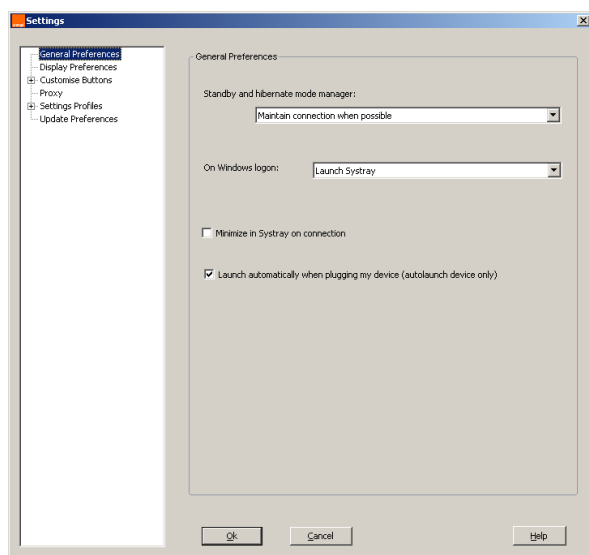
Current operator: Orange will be displayed here, unless you have manually selected another provider whilst roaming.

Automatic mobile network selection: If you check this box Internet Everywhere will choose the best network available in the area.

Change mobile network selection: Click here to open a new window displaying all the operators detected. Select the one you want to use.

4.1 general preferences

The first option in the Advanced Settings menu is **General Preferences**. Highlight it to open the window below:



Standby and hibernate mode manager

There are three options in the drop-down box to choose from:

- **Maintain connection when possible:** If your PC is in standby mode, Internet Everywhere will maintain a network connection (if possible).
- **End Connection:** Internet Everywhere will close the connection to the network when your PC is in standby mode.
- **Prevent Standby and Hibernate Modes:** Internet Everywhere prevents your PC from entering standby mode until you have manually disconnected from your Internet Everywhere network.

On Windows login:

There are three options for you to choose from in the drop-down:

- **No launch:** When you open your Windows session Internet Everywhere (systray and dashboard) is not launched. You will have to launch manually.
- **Launch Systray:** When you switch your PC on, the systray view of Internet Everywhere is launched automatically.
- **Launch Systray and Dashboard:** When you switch on your PC the Internet Everywhere systray and dashboard are launched automatically.

Minimize in Systray on connection

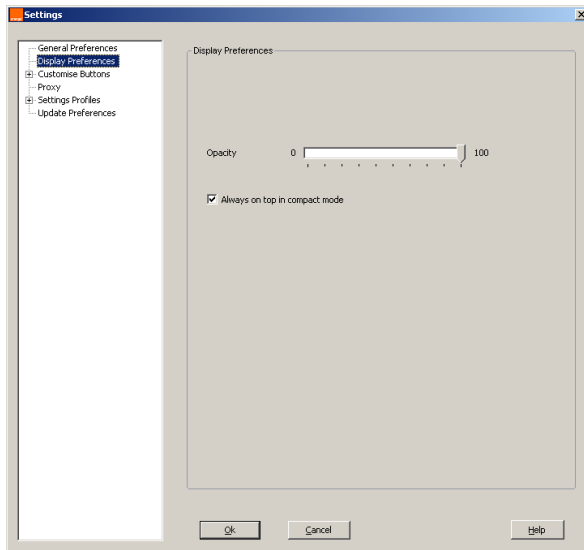
If you check this box the Internet Everywhere Dashboard will be minimized in the systray after a successful connection.

Launch automatically when plugging my device (autolaunch device only)

If you check this box the Internet Everywhere Dashboard will be launched automatically when you plug in your autolaunch device

4.2 display preferences

Select the **Display Preferences** menu item to open the window below.



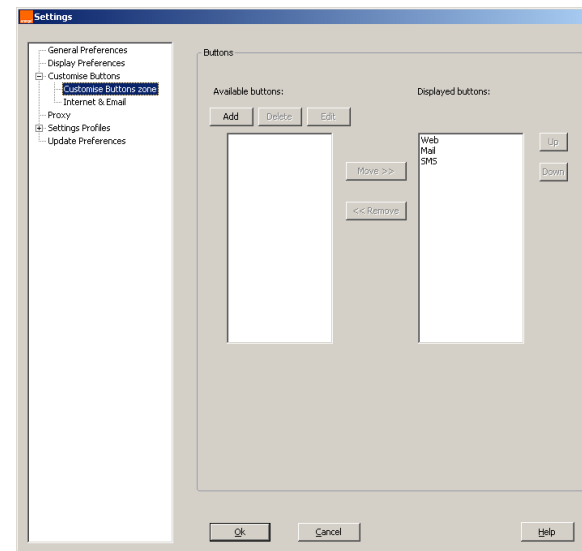
- **Opacity:** Adjust the opacity of Internet Everywhere. This feature is only available in compact mode.
- **Always on top in compact mode:** Ensure visibility of Internet Everywhere at all times whilst in compact mode.

4.3 customise buttons

There are two options available in the Customise Buttons sub-menu. These are **Customise Button Zone** and **Internet & Email**.

Customise Buttons Zone

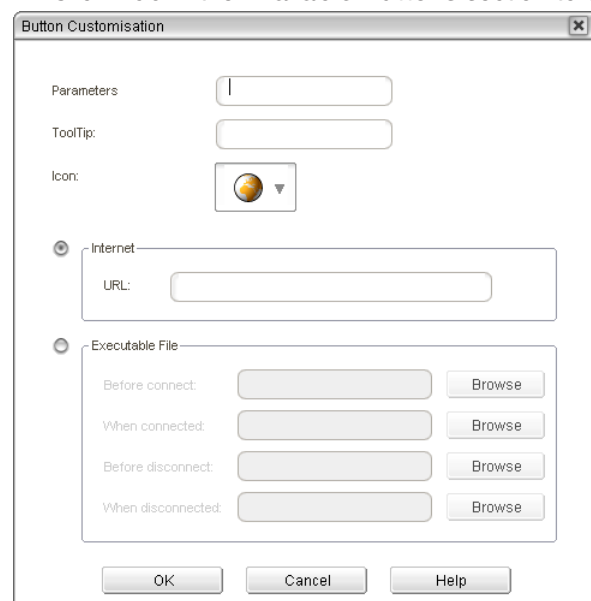
With this option you are able to add or remove buttons from the main Internet Everywhere dashboard.



- In the list of buttons, three are displayed by default. You can only change the position of these buttons on screen. You can't remove them from the list altogether.
- Use the **Up** and **Down** buttons to change the position of the buttons on the dashboard.
- You can use up to 16 personalised buttons, each with their own specific action.

Adding a new button

- 1 Click **Add** in the **Available Buttons** section to open the following window.



- 2 In the **Parameters** field enter the name of your new button. This field is mandatory.
- 3 In the **ToolTip** field enter the text you'd like to appear as you're floating over the button.
- 4 In the **Icon** field select a picture from the list. This will be displayed on the main window
- 5 If the new button is to be used as a connection, check the **Web box** and enter the URL you want the new button to connect to.
- 6 If you want your new button to launch another application, check the **Executable File** and specify the executable to be launched using the **Browse** button.

- 7 Click the **OK** button to save your changes.
- 8 After adding your new button it will be displayed in the Possible Buttons list. Select it and click on the Move button.

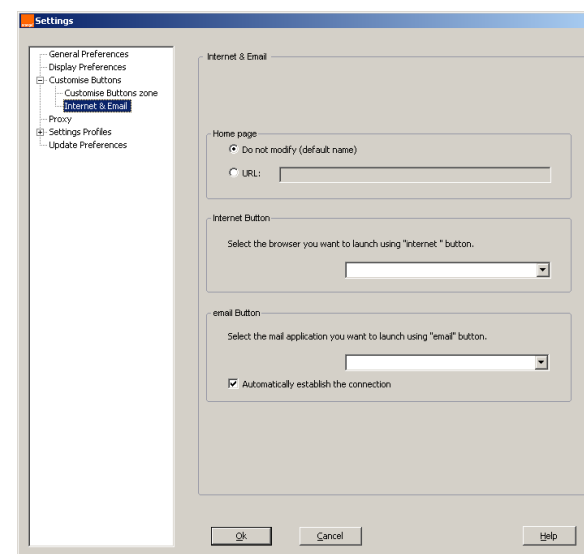
The new button will then be posted in the Buttons list in the highlighted services zone. The button will now appear on the Internet Everywhere dashboard.

To delete the button, select it in the Buttons list and click on the **Delete** button.

To edit the settings of the button, select it in the Buttons list and click on **Edit**.

Internet & E-mail

Click on Internet & Email to open this window:



4.4 proxy

Home page options

- **Do not modify (default name):** Internet Everywhere connects to the default homepage URL used in your PC set up.
- **URL:** If you want to change the URL that Internet Everywhere connects to, check this box and enter the URL you want to set as your new homepage.

Internet button

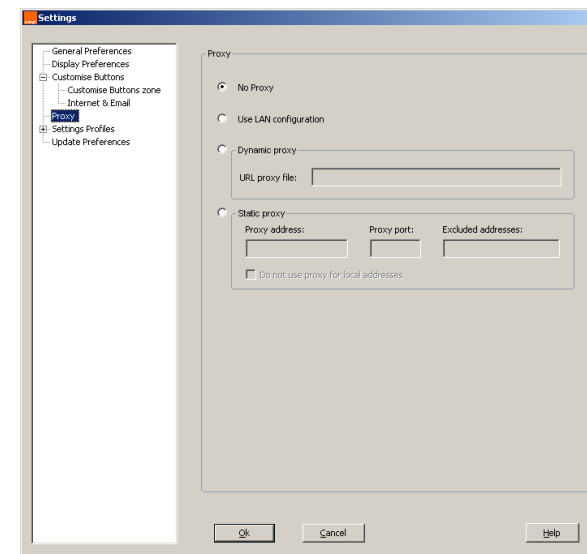
Select the browser you want to launch when you click the internet button, for example Internet Explorer. If you want to change the browser, select another one from the drop-down.

email button

- Select the e-mail client you want to launch when you click the email button, for example Outlook Express. If you want to change the e-mail client, select another one from the drop-down.
- If you select the Automatically establish connection option the connection to your mail browser will happen automatically whenever you launch Internet Everywhere.

This section provides instructions on how to set up Internet Everywhere to use your corporate proxy.

Go to **Advanced settings > Proxy:**



No Proxy: Select this option if you do not want Internet Everywhere to use proxy.

Use LAN Settings: Select this option if you want to use a LAN Connections other than the Internet Everywhere LAN set up.

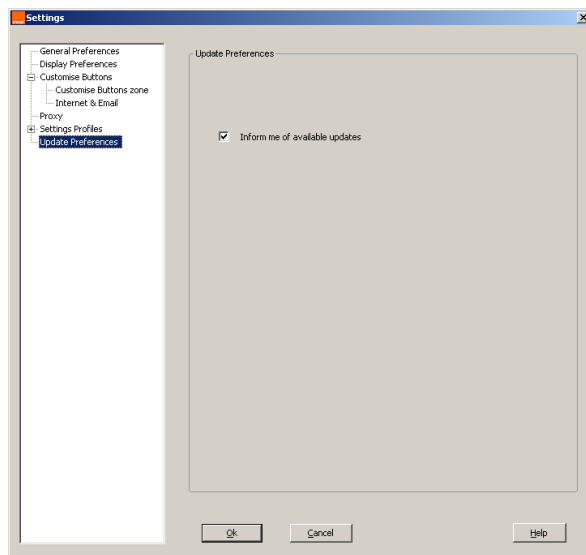
Dynamic Proxy: If you select this option, enter a dynamic Proxy (.pac extension). This will then launch an applet which will contain a proxy address.

Static Proxy: If you select this option, enter a static Proxy, including the Proxy address, the Proxy Port and any addresses you want to exclude.

4.5 settings profiles

Internet Everywhere allows you to create/remove and define connections. For more information go to [5 advanced settings profiles options](#).

4.6 update preferences



Inform me of available updates: Select this option to be informed about available Internet Everywhere updates. You will need to be connected for at least three minutes to be notified of available updates.

5 advanced settings profiles options

After successful installation of Internet Everywhere (Software and Hardware), you can specify additional properties for each connection.

The Settings Profiles can be configured for mobile access to internet or intranet.

5.1 creating connections

You can use one of the following networks:

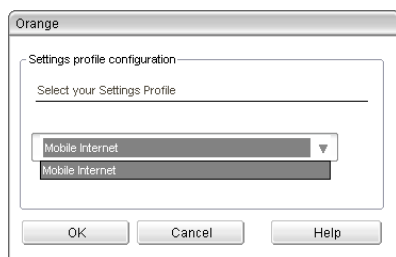
Private: Used to describe a connection to a corporate or secured network (such as a private APN).

Public: Used to describe an unsecured Internet connection (such as a connection via the Orange mobile network without secure options).

Connection Types

To create a new connection within your Internet Everywhere installation:

- 1 Launch Internet Everywhere. If prompted, enter your SIM PIN.
- 2 Go to **Advanced Settings > Settings Profiles > Add/Remove a Settings Profile > Add a Settings Profile**.
- 3 Available connections are displayed within the dropdown in the window that opens.



Click **OK** to save and exit. Click **Cancel** to exit without saving.

Adding a Mobile Settings Profile

- 1 Go to **Advanced Settings > Settings Profiles > Add/Remove a Settings Profile > Add a Settings Profile**.
- 2 Open the drop-down box and select Mobile Internet.
- 3 Click **OK** to create the connection.
- 4 The Profile Settings menu dedicated to this Settings Profile will open. You will have two sections: **Configuration** și **Authentication**.

Configuration

- **Frienly Name field:** Displays the name of the Settings Profile. It cannot be changed. In the second part of the Friendly Name field you can enter friendly name. By default the friendly name is #1.
- **APN Field:** Enter the APN (Access Point Name) to which you will be connecting.
- **Activate automatic reconnection mode field:** Select this option if you wish to allow automatic reconnection attempts, should your connection fail.

Use the **OK** button to save your selection and exit. Click the **Cancel** button to close the window without saving your changes. The **Help** button will open this PDF user guide.

Authentication

If you are using a dedicated APN based on authentication, choose **Always use these credentials** and enter the user name and password. If you don't need authentication, choose **Request for each connection**.

Use the **OK** button to save your selection and exit. Click the **Cancel** button to close the window without saving your changes. The **Help** button will open this PDF user guide.

Removing Settings Profiles

- 1 Go to **Advanced Settings > Settings Profiles > Add/Remove a Settings Profile > Delete a Settings Profile**.
- 2 Open the drop-down box to view all of your added connections.
- 3 Select the connection you would like to remove and click **OK**.
- 4 The connection will be deleted.

5.2 add a device

After installation you can add additional devices so that Internet Everywhere recognises them.

Adding a Mobile Device

- 1 Go to **Advanced Settings > Settings Profiles > Mobile Network Profiles > Mobile Configuration**.
- 2 Click on the **Add a device** button. The following window will open:



- 3 When prompted, connect your device to your computer and click on **Next**.
- 4 When your device installation is finished, click **OK** to complete installation.
- 5 Go to **Advanced Settings > Settings Profiles > Mobile Network Profiles > Mobile Configuration**. Your newly added device should appear in the drop-down list and can be selected.

6 troubleshooting

If you are having any problems with your Internet Everywhere data card or USB modem please make sure that you have checked or tried these tips.

- Check that your datacard, or USB modem is correctly connected.
- Check that your SIM Card is inserted in your data card or USB modem correctly.
- Check that your SIM Card has the data services activated.
- Check that you are in an area of network coverage.
- Try to uninstall and reinstall the Internet Everywhere application. Uninstall it and the drivers completely by using control panel --> add/remove programs.
- Refer to the frequently asked questions in this guide.

frequently asked questions

7 frequently asked questions

What is text messaging?

Text Messaging enables you to send and receive messages of up to 160 characters to another mobile subscriber. Click on the text messaging button to access this service.

What is a PIN?

A PIN (Personal Identification Number) is a code of between 4 and 8 digits which protects your SIM Card against unauthorised use. A factory set PIN is normally supplied with your SIM Card – it is advisable to change the PIN before using it. The PIN code can be activated or disabled. The SIM generally comes with a PIN preset to 0000. If you did not receive it and you believe you should have a PIN, please contact Customer Services. You can then change your PIN code.

What is a PUK code and why would I need it?

A PUK (Personal Unblocking Key) code is required to change a blocked PIN code. (This happens if the wrong PIN is entered 3 times.) If your Internet Everywhere data card requests the PUK code, contact Customer Services who will be able to assist.

How do I find out the phone number (MSISDN) of my SIM?

The simplest way of determining the phone number of your SIM is to send a text message from your computer to your mobile phone. It should also be on the box your device arrived in.

Which operating systems will the Internet Everywhere data card work on?

Internet Everywhere data cards will work on the most common Microsoft® Windows®-based operating systems for computers:

- Microsoft Windows® XP Service Pack 2, 32 bits
- Microsoft Windows® 2000 Service Pack 4
- Microsoft Windows® XP Tablet Edition Service Pack 2
- Microsoft Windows® Vista, 32 bits

What are the minimum system requirements for a Internet Everywhere data card?

Internet Everywhere require at least:

- Microsoft Internet Explorer, version 6 or later
- Pentium 4 processor or equivalent
- Minimum 1 GB RAM memory
- Minimum disk space 1 GB (The maximum application size is 150 MB)
- Type II PCMCIA with cardbus interface for datacard and USB port for USB modem.

In which countries can I use a Internet Everywhere data card?

Internet Everywhere is compatible with networks in Europe, North America and Asia. You will be able to use it wherever Orange has international data roaming agreements. For the latest list of countries and networks, please consult the Orange website at: <http://www.orange.ro>

You also have to check your device compatibility with the mobile network from those countries on the Orange website at: <http://www.orange.ro/support>

What data transfer speeds can be achieved?

Orange 3G+ (HSDPA):	maximum speeds up to 7.2 Mbps for download and 1.46 Mbps for upload.
Orange 3G:	maximum speeds up to 384 kbps for download and 128 kbps for upload.
Orange EDGE:	maximum speeds up to 220 kbps for download
Orange GPRS:	maximum speeds up to 53.6 kbps for download and 26.8 kbps for upload

During the installation, Windows says it cannot find the file msircom.sys. What should I do?

This error message can appear when your installation of Windows® is not up to date.

If this happens, please exit the software and install the last updates available.

We recommend you install Service Pack 4 for Windows® 2000 or SP2 for Windows® XP. These all are available at <http://windowsupdate.microsoft.com>

Once this update has been carried out, you will need to re-start the Internet Everywhere software installation.

How much data will a megabyte cover?

Approximately:

- 50 average web pages
- 3500 e-mails (text only)
- a 1 minute MP3 file
- 25 one-page Word documents

How do I access the corporate network?

Your IT administrator will be able to advise you depending on your company policy. For example, you may use a VPN, Remote Access Server (RAS) or you may be using a dedicated APN.

When I'm synchronising Outlook, what should I do when I lose connection to the network?

First of all, don't close down Outlook - try to re-connect. Just click on the Connect button on the Internet Everywhere data card software to re-establish the connection, re-establish your VPN tunnel (if applicable) and Outlook should carry on synchronising again.

Outlook keeps freezing my PC. Why?

First, check your e-mail is correctly configured; if you are unsure, please contact your IT administrator. It is recommended that you synchronise your Inbox, Calendar etc whilst you're connected to the corporate LAN before you leave your office. It is recommended that you do not synchronise all these files whilst you are connected over EDGE/GPRS as this may take a long time to complete. Do note that Outlook (by default) is configured to synchronise every 3 minutes. If you are unsure, please contact your IT administrator.

I have just installed a new device with the Internet Everywhere data card, and I am having difficulty connecting. What should I do?

When you install a new device, Windows® sometimes takes a few seconds to completely finish the operation. So if you run the program during this period, you may have connection problems. In this case we recommend you wait a few seconds, and then check that your device has been recognised correctly. Try rebooting your PC.

What happens if the SIM is not slotted into the data card or USB modem?

Without the SIM Card, you will not be able to connect to the Orange Mobile network.

Why am I getting messages about SIM Cards?

If Internet Everywhere is producing error messages about the SIM Card, try the following:

- Check that the SIM Card has been correctly activated by calling Orange Customer Services.
- Make sure the SIM Card is inserted in the Internet Everywhere data card or USB modem.
- Check that the SIM Card is from Orange.
- Check that your datacard or USB modem is correctly connected.
- Re-enter the PIN for the SIM Card in case it had been entered incorrectly.

Can the PC go into power save mode with the Internet Everywhere data card inserted?

Yes.

Why is my Internet Everywhere data card or USB modem not being recognised by my computer?

- Make sure the SIM Card is inserted in the device.
- Verify that the SIM has been activated.
- Check that the data card or USB modem is inserted correctly.
- Try rebooting the computer with the data card inserted.

What do I do if there is no Internet Everywhere icon on my desktop after installation?

Check to make sure 'Orange Internet Everywhere' has been added to your Microsoft Windows® Programs menu list. If found, you can manually create an Orange Internet Everywhere shortcut.

Can I use my Internet Everywhere data card or USB modem work during a flight?

It's illegal to use your datacard on a plane.

How can I see how much data I've used?

Select Setting > Usage to view your recent 3G+/3G/EDGE/GPRS connections. The volumes of data sent and received are reported by APN name. Click on a connection type to see the information relevant to that connection.

How do I un-install the Internet Everywhere application?

Go to **Start > Programs > Internet Everywhere > Uninstall**.

Can the text messaging software recognise the Outlook sub-directories, groups and mailing lists in Outlook express?

The text messaging software allows you to use all your Outlook contacts. However, it does not recognise the synchronisation of Outlook files, groups and mailing lists in Outlook Express at present.

Can the text messaging software recognise Lotus Notes contacts?

No, at present the text messaging software cannot recognise Lotus Notes contacts.

What do I do if I cannot 'send' or 'receive' text messages from Internet Everywhere?

- Check that you have a 3G+/3G/EDGE/GPRS signal indicated on the Internet Everywhere dashboard.
- Check that your Inbox is not full.
- Check to ensure you are using the correct service centre.