Business NETVIGATOR Roaming

Quick User Guide

Step 1. Installing the Roaming Application

Download & install the application from:

For Business Broadband Customers:

http://www.biz.netvigator.com/support/ro/BizNet_Business0607.exe

For Dedicated Internet Access Customers:

http://www.biz.netvigator.com/support/ro/BizNet_ImsBiz0607.exe

Step 2. Start the Roaming Application

Locate and double-click the application icon from the Windows' desktop
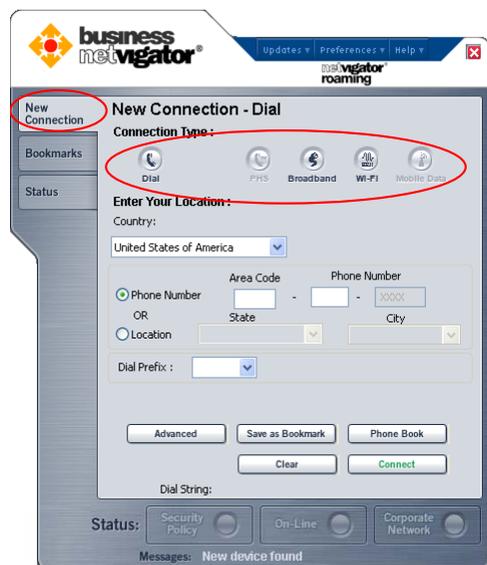
Step 3. Select connection type

Click the **New Connection** tab on the left-hand side menu then select your desire connection type: **56K modem dialup (Dial), Broadband, Wi-Fi, or CDMA (mobile data)**, by clicking on the corresponding icon as circled in the diagram above

In general, using the dialup is the easiest way to get connected as it has the widest coverage.

Note, if the icon is dimmed in grey, it indicates that the corresponding connection type is not available to your PC currently, hence, no appropriate hardware installed or physical LAN cable connected.

Using Dial Connections:

Tell the Roaming Application which country and city you are in, the application will automatically search and pick up a local dialup number for you to make connection.
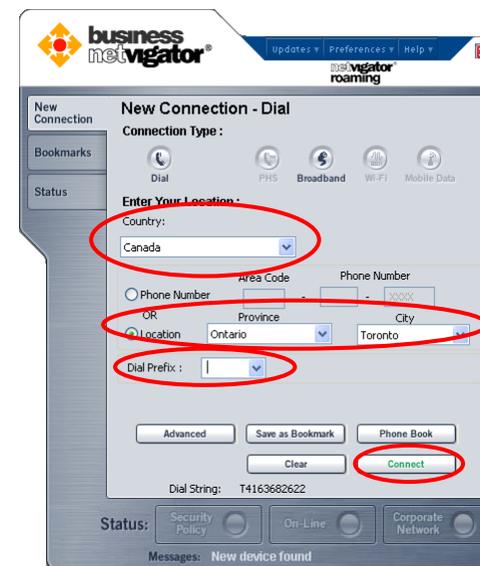
- In the **Country** prompt**:** select the country where you are in from the dropdown selection box.

- Click the **Location** radio button

- In the **State/Province** prompt: select the state/province where you are in from the dropdown selection box. Note, depending on the country selected, the State/Provice prompt may or may not appear.

- In the **City** prompt: select the city where you are in from the dropdown selection box.

- In the **Dial Prefix** prompt: select the prefix number used for your connected telephone line to get access to the outside line (if required), e.g. 9,

- Click the **Connect** button

Please jump to step 4 to continue the rest of the connection procedures

Using Wi-Fi Connections:

The Roaming Application will automatically detect any **supported** Wi-Fi signals near by. If there is such available, it will be shown as "**PCCW**" (PCCW's own hotspot) or "**Fiberlink Wireless Premium**" (Other service provider's hotspot) under Available Networks' list. Otherwise, the list will be empty. It is suggested to select the "**PCCW**" one if both signal names appear.

Note, make sure the Wi-Fi of your PC is turned on.
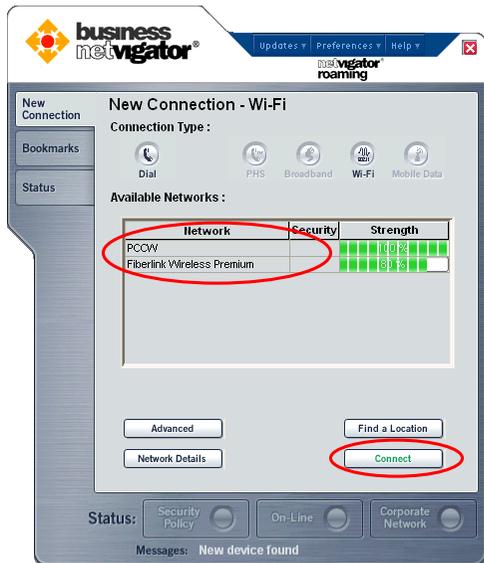
- Select either the "**PCCW**" (preferred) or "**Fiberlink Wireless Premium**" signal

- Click the **Connect** button

Please jump to step 4 to continue the rest of the connection procedures

Using Broadband Connections:

First check whether the location that you are in is in the Business NETVIGATOR Roaming's supported list of broadband locations. To do so (for US and Canada only), click the **Find a Location** button and select the country, states, and city where you are from the dropdown selection boxes, and click the **Run Search** button. List of the available locations will be shown (if available)
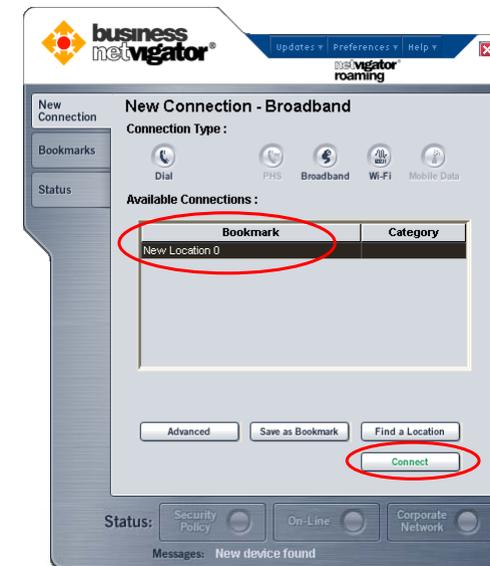
If the location where you are in is shown in the list:
- Connect your PC to the available network socket with a LAN cable
- Click the **OK** button – it will take you back to the connection page
- Select the signal named as **New Location 0**
- Click the **Connect** button

Please jump to step 4 to continue the rest of the connection procedures

Using Mobile Data Connections (China CDMA):

The service is ONLY accessible within the CDMA mobile network coverage in China.

Note, make sure the CDMA card is inserted into your PC.

- Click the **Connect** button

Step 4. Enter Login Information

Once the connection type is selected, and clicked the **Connect** button, it will bring you to the login page as shown below:
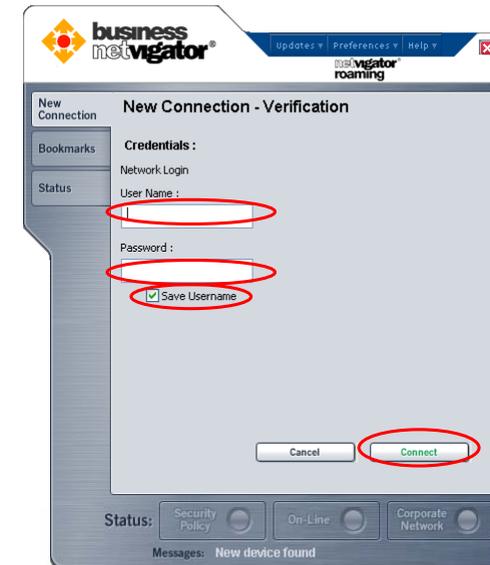
- Input your **User Name** and **Password** that provided to you.

  Note, do not need to input the trailing @domain for the User Name, e.g. input **pccwrm50** if you are provided with pccwrm50@biznetvigator.com as the user name.

- Tick the **Save Username** check box if you prefer to have your user name remembered when you login again next time. Note, you still have to input your password again next time when you login as for the security sake

Once the entered user name and password are authenticated successfully, you are connected to the Internet. Note, the Roaming Application will minimize itself and stay in the Window's System Tray

Demonstrate Internet connectivity

Upon the connection established, you are connected to Internet

- Start a web browser, i.e. Microsoft Internet Explorer

- Browse any Internet web site, e.g. www.biz.netvigator.com or www.yahoo.com etc.

Disconnect the Internet connection

- Click the icon in the Window's System Tray to open the Roaming Application

- Click the **Status** tab on the left-hand side menu

- Click the **Disconnect** button

Once it is disconnected, the word "**Disconnected**" will be shown in the Message line at the bottom of the Application

Selecting Your Language

The roaming application is localized for Japanese, German, French, Simplified Chinese, and Traditional Chinese. You can change the user interface to display in any of these languages.

To display one of these languages in the roaming application:

- Go to the **Preferences** menu on the main Roaming Application window

- Click to display the options

- Go to **Select Language** to display the **Language** drop down menu

- Move the cursor to the **Language** menu and click on your language to select it

Text, buttons, menus, and messages will display in your chose language. To return to English or choose another language, go back to the **Language** menu and select the option you wish to view.

Getting Help

If you encountered any problem regarding using the Roaming Application, you can contact our Customer Support center. The center's hotline number can be found from the Help Desk Message under the top Help menu.
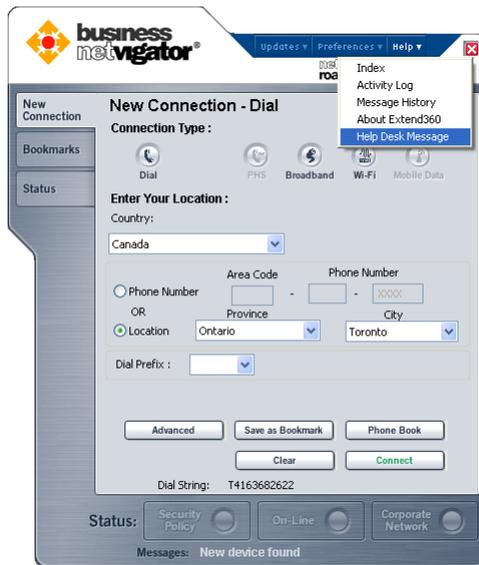
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Frequently Asked Questions:

1. Don't see any signal name in the Wi-Fi signal list

   There might not be any **supported** Wi-Fi hotspot near by. Note Wi-Fi signal from private access point will NOT be shown in the signal list, hence, it cannot be used.

2. Never able to establish a dialup connection

   Check out whether:

   - your PC has modem installed or

   - a correct modem is selected (click the Advanced button and select the correct one under the Hardware Device drop-down selection box)

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Change Password

Follow the procedure below to change your password:

- Start a web browser, and type in www.biz.netvigator.com in the browser's address bar

- Login to the Service Portal from the Customer Login at the top right corner

  - Type in your assigned username, e.g. pccwrm50@biznetvigator.com at the User Name prompt. Note, the domain @biznetvigator.com must be input

  - Type in your current password

- Once login successfully, the Service Portal will be shown

- Click the "Change Password" from the left-hand side menu

- Type in your current password at the Old Password prompt

- Type in your new password at the New Password prompt

- Re-type the new password at the Confirm Password prompt

- Click the Submit button - Done