

Business Everywhere

Version 8



contents

user guide

1	introduction	4
2	system requirements	4
3	install Business Everywhere	5
4	launch Business Everywhere	5
4.1	your Business Everywhere window	6
4.2	Business Everywhere networks	7
4.3	Business Everywhere messaging	8
4.4	synchronising your contacts	9
4.5	Business Everywhere quick settings	11
4.6	Business Everywhere hotspot locator	12
4.7	Business Everywhere reports	12
5	advanced settings	13
5.1	general preferences	13
5.2	display preferences	14
5.3	customise buttons	15
5.4	corporate proxy	17
5.5	VPN Client	18
5.6	authentication	18
5.7	networks	18
5.8	update preferences	19
6	advanced networks settings	19
6.1	adding and removing networks	19
6.2	add a device	22
7	my Business Everywhere space	23
8	troubleshooting	24
9	FAQ	25
10	contact us	29

user guide

1 introduction

Business Everywhere is a software package that makes it possible to manage your GPRS, EDGE, 3G, 3G+ (HSDPA), ADSL, and Wi-Fi connections with Orange. It is easy to install and run and provides an user-friendly interface.

For more information on Business Everywhere or Orange services please go to www.orange-business.com.

2 system requirements

WARNING

Please DO NOT insert your data card or USB modem before you install the software as damage may occur to your laptop.

Your PC must meet the following system requirements:

- **Operating system**
 - Windows® 2000, Service Pack 4
 - Windows® XP, Service Pack 2
 - Windows® XP Tablet Edition, Service Pack 2
 - Windows Vista
- **Microsoft Internet Explorer Version 6.0 or later, Mozilla software, Netscape or Opera**
- **Pentium II processor or equivalent**
- **Minimum hard disk space of 1mb**
Minimum application size is 300 MB
- **Type II PCMCIA / PCI express card slot with cardbus interface**
- **USB port for a USB modem**

3 install **Business Everywhere**

To install the Business Everywhere software:

- 1 If you already have existing Business Everywhere software installed on your laptop uninstall it by clicking **Start > Programs > Orange Business Services > Uninstall**. Restart your computer.
- 2 Before installing the Business Everywhere software, please make sure your antivirus is disabled.
- 3 Insert the Business Everywhere software CD into your CD drive. If the CD does not automatically open, go to **My Computer**, open your CD folder and run setup.exe.
- 4 Read the End User Software Licence Agreement. If you agree to these Terms and Conditions, please check **I accept these terms and conditions**. Then click **Next >**.
- 5 Follow the instructions on the screen. The installation will take approximately 15 minutes to complete. A bar will appear showing the progress of the installation.
- 6 When the installation ends, you will have to restart your computer before being able to use Business Everywhere.
- 7 After the restart, Business Everywhere will launch automatically.
- 8 Enter your Orange wifi access username and password (provided to your company administrator during line activation) to access Wi-Fi. Click **Next >**. If you do not know your password you can click **Set up later** then **Next**.
- 9 Enter your PIN (by default 0000) and choose whether you want Business Everywhere to remember it or not. Click **Next >**.
- 10 You can now use Business Everywhere.

4 launch **Business Everywhere**

Insert your Business Everywhere data card (if not built-in to your laptop) or connect your USB modem. You can now launch Business Everywhere in one of the following ways:

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

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

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

To connect click **Connect** or **Internet**.

Note: You can set up Business Everywhere to open automatically when you start your laptop using the Tools & Settings menu. See start-up preferences on page 11 for more information.

To close the Business Everywhere application:

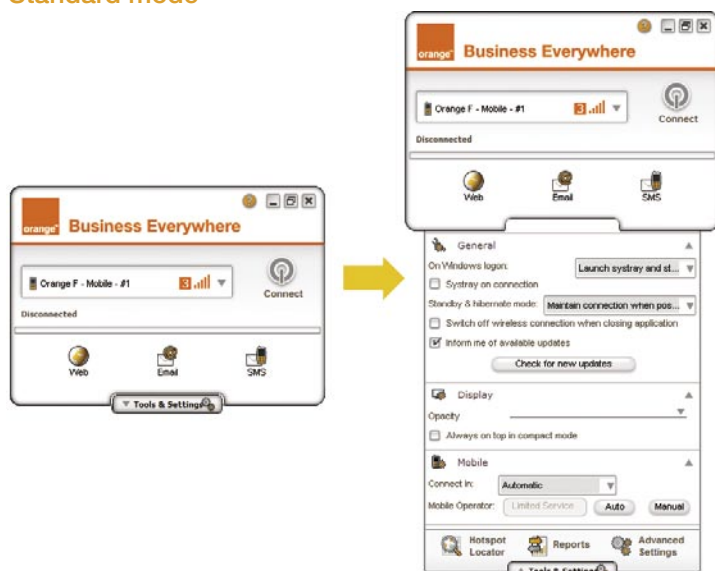
- If you have an active connection, click **Disconnect** and then close down any browser windows that may have opened.
- Right click on the Business Everywhere icon in the taskbar. A menu will open, select **Quit**.

WARNING

The **X** button doesn't fully quit Business Everywhere, it enters systray mode (as an icon in the taskbar). If you are connected, it does not close the connection. Please **DO NOT** remove your data card or your USB modem from your laptop without first clicking on the taskbar icon and safely stopping your data card. Failure to follow this advice could damage your laptop.

4.1 your **Business Everywhere** window

Standard mode



Connect to Orange.



Open your laptop's Internet browser. This will take you to the "my Business Everywhere space" page you own Web 2.0 customisable page! (See [07 my Business Everywhere space](#)).



Access your Internet-based email 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 contacts.

Compact mode

You still have access to all icons seen in the standard mode, but they are reduced to a toolbar.

To access this view press



4.2 Business Everywhere networks

In the Business Everywhere standard mode view you will see your available networks, and the signal strength indicator.



Networks

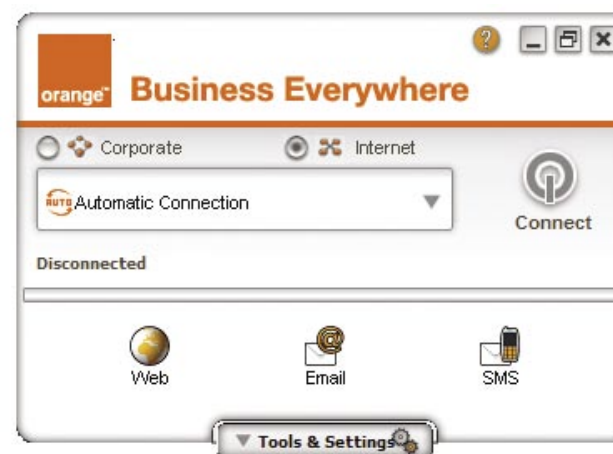
Once Business Everywhere is correctly installed and your networks are set up (see [6.1 create networks](#)), use the drop-down list in the standard mode view to select your network. Click **Connect** to start the connection. Click **Disconnect** to stop it.

Automatic connection

- If Automatic connection is selected in the drop-down list, Business Everywhere connects to the first Connection in the List. If this connection is unsuccessful it will attempt connection to the next one.
- You can change the default order of connection in the drop-down list by going to: **Tools & Settings > Advanced Settings > Network > Networks Organisation.**

Corporate and Internet modes

If you have defined a VPN client (see [5.5 VPN Client](#)), a radio button appears in the standard mode view, enabling you to choose between Corporate and Internet modes (see picture below). In Corporate mode, all connections are routed through the corporate proxy (see [5.4 Corporate Proxy](#)) and can use the VPN Client. In internet mode, the corporate proxy and VPN client are unavailable.



4.3 Business Everywhere messaging

Email

Your Email button will launch a connection as it opens. You can select an email application already installed on your laptop. Go to **Tools & Settings > Advanced Settings > Customise Buttons** (see section [5.3 customise buttons](#)).

The following Email clients are supported, Lotus Notes is not supported:

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


Text Messaging

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

Receiving messages

When new SMS messages are received, a number appears next to the SMS button. This popup will also indicate the number of new messages received.


Managing your text messages

- 1 Click **SMS** and **Send/Receive**. 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.
- 5 To archive messages, create a folder using  then use your mouse to drag messages into it.

Sending a text message

- 1 Click **New Message**. A new 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 "...01910123456; 01910654321....". 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.
- 2 Select the Contacts tab 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 select **Create a new contact**.

Editing a saved contact

- 1 Select 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

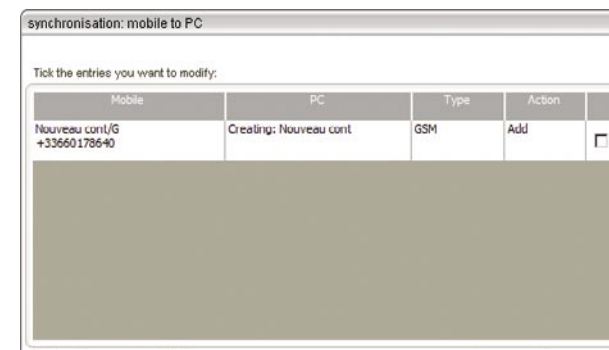
- 1 Select the Contacts tab and then click on the contact that you would like to send a message to.
- 2 Click **Send** and then write and send your message in the usual way.

4.4 synchronising your contacts

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

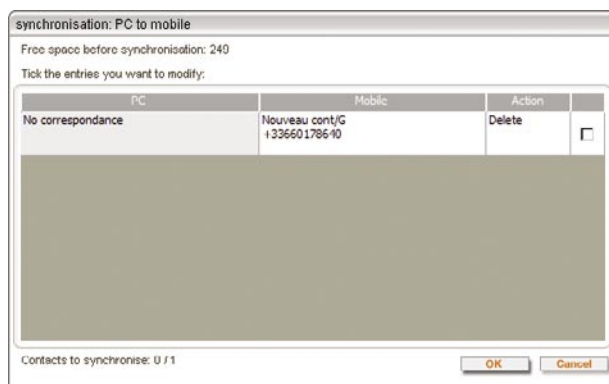
- 1 From the standard mode view, open the SMS client and click on **Synchronise**.
- 2 Choose how you want to synchronise and click OK.

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



- Each line corresponds to a telephone number to synchronise.
- The first column is the name of the contact from the USIM 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 third column indicates the type of contact
- The fourth column shows whether you will be adding a new contact or modifying or deleting an existing one.
- Check the box in the fifth column for each contact you want to synchronise and click **OK**.


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



- 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 USIM card memory or it shows Creating if the contact does not exist.
- The third column shows whether you will be adding, modifying or deleting the contact.
- Check the box in the forth column for each contact you want to synchronise and click **OK**.

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

Text messaging options

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

■ **Contacts Management**

This tab allows you to choose the Address book used by Business Everywhere, for example your Outlook Express Adress book. You can also choose whether to view contacts from your USIM 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 USIM Card memory, device memory or both. The Text Message Management tab also contains options for sending messages. You can choose to save copies of any sent messages in the memory and/or to receive receipt acknowledgement messages.

■ **Information**

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

4.5 Business Everywhere quick settings

Tools & Settings

Click on the **Tools & Settings** button to customise Business Everywhere. In Tools & Settings there are three sub-menus: General, Display and Mobile.

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

General

Use the **On Windows logon** drop down list to customises the action that occurs when you start your PC. There are three choices:

- No launch
- Launch systray
- Launch systray and standard mode

Check the **Systray on connection** box to have the kit hide in the taskbar when the connection is established.

The **Standby & hibernate** mode drop down list enables you to activate the standby function & hibernate mode. There are three choices:

- Maintain connection when possible
- Disconnect
- Prevent from Standby and Hibernate modes.

Check **Switch off wireless connection when closing** and the radio link will be turned off when the application closes.

Check **Inform me of new available updates** to receive a notice whenever a new update is available for Business Everywhere.

If you click **Check for updates**, Business Everywhere will try to download updates from the Internet. You must be connected to for at least three minutes to be able to achieve an update.

Display

The Opacity function allows you to change the look of Business Everywhere. Click on the arrow to define the opacity.

Check **Always on top in compact mode** to ensure visibility of Business Everywhere at all time while 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: **Automatic, 2G, 3G.**
- If you select **Automatic**, Business 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:** Business Everywhere will automatically connect to Orange or a partner network when roaming..
- **Manuel:** Choose the operator to connect to when you are roaming.

4.6 Business Everywhere hotspot locator

This section describes how to find a Wi-Fi Hotspot.

Business Everywhere contains a list of national and international Hotspots.

To find a Hotspot click on **Tools & Settings** and then **Hotspot Locator** to open the window below:



Select the country you are located in from the drop-down list and click on the **Search for Hotspots** button. A new window (Hotspot Locator Results) will open with all the information on local Hotspots.

You can carry out your search using other definitions, for example, the Name, Address, Postcode, Town or Category of each hotspot.

4.7 Business Everywhere reports

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

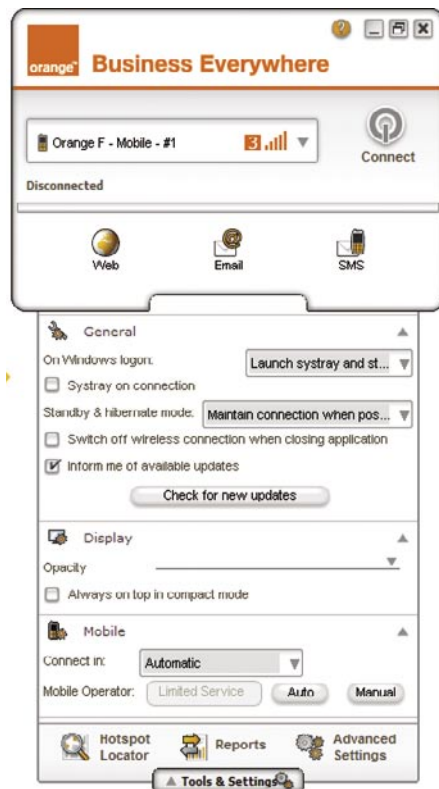
Usage results are divided by connection type. Click on a connection type to see the relevant results.

You can also export usage information to your laptop as a .csv or .txt file.

- 1 Choose to export statistics as either .csv or .txt format.
- 2 Specify a destination directory and file name.
- 3 Click **Save**.

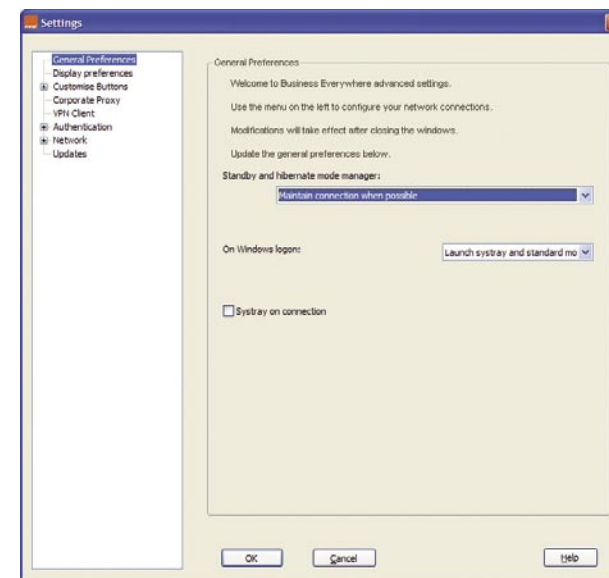
5 advanced settings

Click **Tools & Settings** and **Advanced Settings** to access to all the Business Everywhere settings.



5.1 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 to choose from in the drop-down box list:

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

5.2 display preferences

Action on Windows startup

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

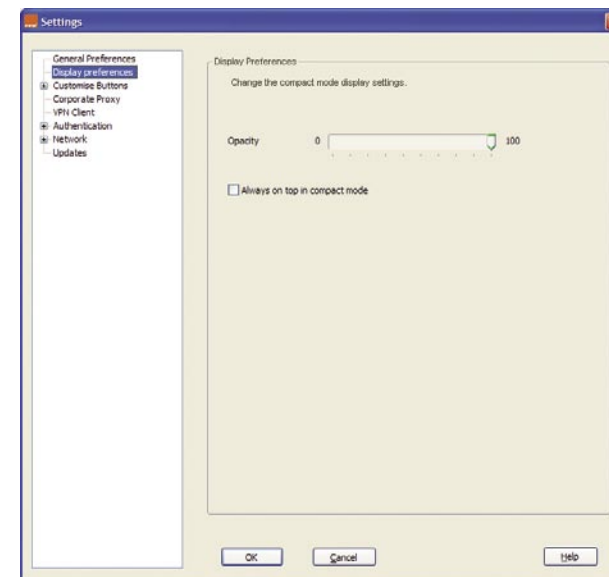
- **No launch:** When you open your windows session Business Everywhere is not launched. You will have to launch manually.
- **Launch systray:** When you switch on your PC, the systray view of Business Everywhere is launched automatically.
- **Launch systray and standard mode:** When you switch on your PC the Business Everywhere systray and standard mode are launched automatically.

Systray on connection: Check this box to make sure that Business Everywhere is reduced in systray whenever you launch the application.

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

- **Opacity:** Adjust the transparency of Business Everywhere.
- **Always on top in compact mode:** Ensure visibility of Business Everywhere at all time while in compact mode.

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



5.3 customise buttons

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

Customise Buttons Zone

With this option you can add or remove buttons from the standard mode view.

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

Adding a new button

- 1 Click **Add** in the Select action section.
- 2 In the Name field enter the name of your new button. This field is mandatory.
- 3 In the Tooltip field enter the text you would like to appear as you are floating over the button.
- 4 In the Icon field select a picture from the list. This icon will be displayed on the main window.
- 5 If the new button is to be used as a shortcut to a Web page, 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** box 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 list on the left. Select it and click the **Move>>** button.

The new button will then be posted in the Displayed buttons list. The button will now appear on the standard mode view.

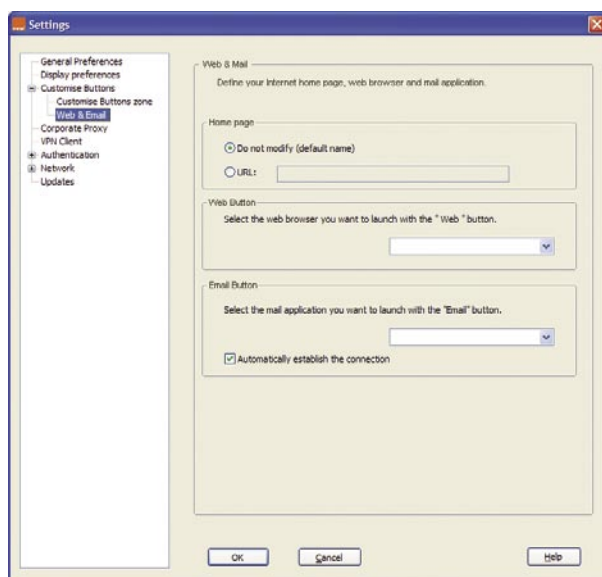
To remove the button from the standard mode view, select it in the Displayed buttons list and click on the **<<Remove** button.

To totally delete the button, you must remove it first from the Displayed buttons list, then select it in the list on the left and click the **Del** button.

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

Web & Email

Select Web & Email to open the window below.



Home page

- **Do not modify** (default name): Business Everywhere connects to the "my Business Everywhere space" page.
- **URL:** If you want to change the URL that Business Everywhere connects to when you click the Web button, check this box and enter the URL you want to set as your new homepage.

Web button

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

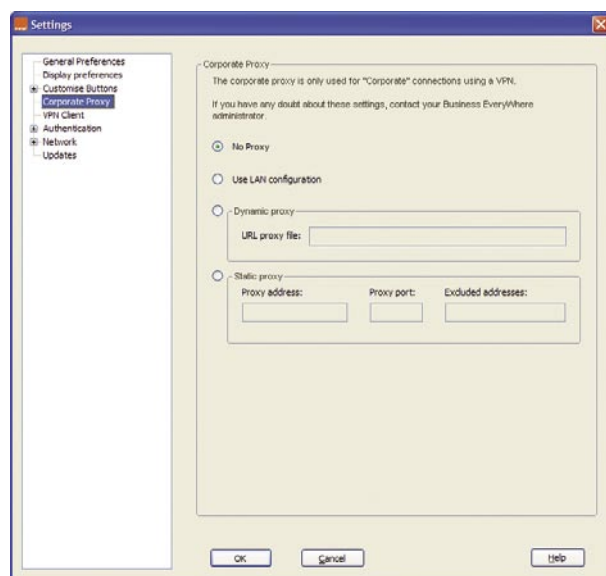
Email Button

- Select the Email client you want to launch when you click the **Email** button. If you want to change the Email client, select another one from the drop-down list.
- If you select the **Automatically establish connection** option the connection to your Email client will happen automatically whenever you launch Business Everywhere.

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

5.4 corporate proxy

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



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

Use LAN configuration: If you select this option, the Business Everywhere proxy will use the same settings as your LAN proxy.

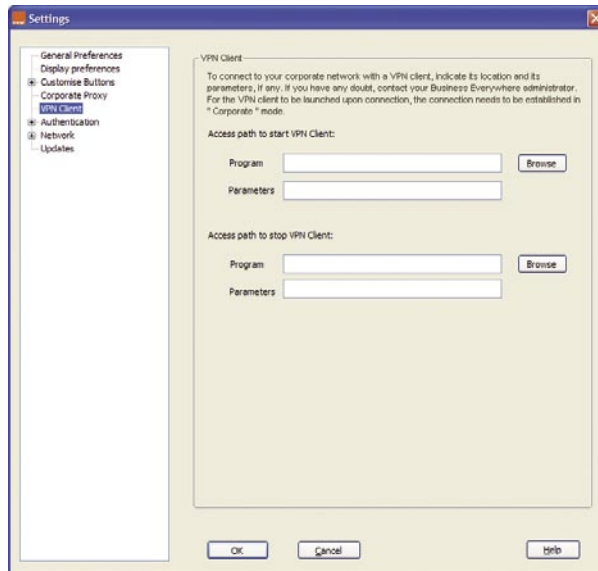
Dynamic Proxy: If you select this option, enter a dynamic Proxy (.pac extension). This will launch an applet which will contain a proxy address.

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.

5.5 VPN Client

Business Everywhere does not include an embedded VPN client.

Before setting up your VPN, make sure it is correctly installed on your PC. Then select **Advanced Settings > VPN Client**. The following window will open.



Access path to start VPN Client

- **Program:** Click the **Browse** button and indicate the file to start the VPN Client (it must have an .exe extension).
- **Parameters:** Enter the initialisation string which will start the VPN client. For example, Exp > activate > connect.

Access path to stop VPN Client

- **Program:** Click the **Browse** button and indicate the file to stop the VPN Client (it must have an .exe extension).
- **Parameters:** Enter the termination string which will stop the VPN Client. For example, Exp > deactivate > disconnect.

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

5.6 authentication

Orange wifi access

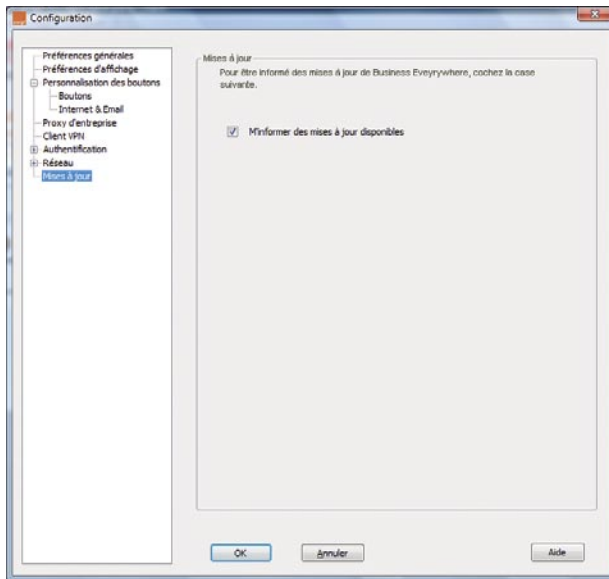
Always use these credentials: Select this option and Business Everywhere will remember your logon credentials. You will then need to enter your login and password.

Request for each connection: Select this option if you wish for your credentials to be requested every time you connect.

5.7 networks

Business Everywhere allows you to create/remove and define connections. For more information go to [6 Advanced networks settings](#).

5.8 update preferences



Select the **Inform me of new available updates** option to be informed about available Business Everywhere updates. You will need to be connected for at least three minutes to be notified of available updates. Click **OK** to save and quit or click **Cancel** to quit without saving.

6 advanced networks settings

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

6.1 adding and removing networks

Networks are classified by bearer.

The bearer can be any of the following:

- High speed mobile
- Wi-Fi (Orange wifi access, private WiFi, Livebox or Other WiFi networks)
- ADSL (USB or Ethernet)

Types of connection

Here is the list of all Connection Types within Business Everywhere.

- **ADSL Public Ethernet:** Used to set up a connection with an ADSL modem in Ethernet mode.
- **ADSL Public USB:** Used to set up a connection with an ADSL modem in USB mode.
- **Mobile - Private:** Used to connect to a private mobile network. Exp: APN=Tranpac.net.
- **High speed mobile:** Used to connect to a public mobile network. Exp: APN=orange.fr.
- **Livebox:** Used to connect in Wi-Fi mode via a Livebox. You will first need to install the Live Box to your computer.
- **Private Wi-Fi:** Used to connect to a private Wi-Fi network.
- **Other Wi-Fi Networks:** Used to set up a public Wi-Fi networks. Once configured, Business Everywhere will be able to open all the Wi-Fi networks that are detected.

To add a new network to your Business Everywhere installation:

- 1 Launch Business Everywhere. If prompted, enter your SIM PIN.
- 2 Go to **Advanced Settings > Network > Add/Remove a Network > Add a network**.
- 3 Available connections are displayed within the dropdown list in the new window.
- 4 Select the connection you want to set up and click OK.
- 5 The network's configuration page will then open.

This page changes depending on the connection type.

For an ADSL network (USB or Ethernet) the configuration contains the following options :

Friendly name: The first field displays the network type. It cannot be changed. In the second field you can enter a name for your network. By default the name is #1.

Check the **Active automatic reconnection** box to allow automatic reconnection attempts, should your connection fail.

In the network sub menu you will also find a Proxy Configuration and an Authentication page.

Proxy Configuration

In the Proxy Configuration page you can choose whether you wish to connect with your ISP's Proxy settings or not.

Authentication

In the Authentication page choose whether you wish Business Everywhere to remember your ADSL credentials or not. If you choose to save the credentials, enter your ADSL subscription login and password.

For a Mobile network (Private or not) the configuration page contains the following options :

Friendly name: The first field displays the network type. It cannot be changed. In the second field you can enter a name for your network. By default the friendly name is #1.

APN: Enter the APN (Access Point Name) to which you will be connecting. For a Mobile network that is not Private, if you subscribed to "Business Everywhere Illimité VPN", use "orange.vpn". Otherwise, use «internet-entreprise». A Mobile – Private network – uses a private APN. Contact your Business Everywhere administrator for the name of this APN.

Click **Automatic Reconnection** to enable automatic connection to the network.

In the network submenu you will also find an Authentication page; and, for Mobile networks that are not private, a DNS-WINS Configuration page.

Authentication

In the Authentication page choose whether you wish Business Everywhere to remember your details or not. If you choose to save the credentials, enter the login and password of your APN. For a mobile network that is not private, use "orange" as login and password.

DNS / WINS Configuration

Select the **Use DNS Operator Configuration** option if you wish to use Orange DNS Settings.

Select the **Use my DNS Servers** option to specify your own DNS Settings. You must enter at least one DNS Server IP address.

Select the **Use WINS Operator Configuration** option if you wish to use Orange WINS Settings.

Select the **Use my WINS Servers** option to specify your own WINS Settings. You must enter at least one WINS Server IP address.

For a Livebox network, the configuration page contains the following options :

Friendly name: The first field displays the network type. It cannot be changed. In the second field you can enter a name for your connection. By default the name is #1.

SSID: This field shows all the available SSIDs.

Security key: Enter your security key here.

Click the **Livebox configuration** button to launch the Livebox configuration.

Important note: Do not start Livebox configuration until you have selected the SSID and entered your security key.

Check the **Active automatic reconnection** box to allow automatic reconnection attempts, should your connection fail

In the network sub menu you will also find a Proxy Configuration page. In this page you can choose whether you wish to connect with your ISP's Proxy settings or not.

For a Private Wi-Fi network the configuration page contains the following options :

Friendly name: The first field displays the network type. It cannot be changed. In the second field you can enter a name for your connection. By default the name is #1.

SSID(name): Click here to view all the available SSIDs.

Select **No**, **WEP** or **WPA** depending on your security policy and enter the relevant parameters.

Check the **Active automatic reconnection** box to allow automatic reconnection attempts, should your connection fail

In the network sub menu you will also find a **Proxy** Configuration page. In this page You can choose whether you wish to connect with your ISP's Proxy settings or not.

For an Orange wifi access network, the configuration page contains the following options :

Friendly name : The first field displays the network type. It cannot be changed. In the second field you can enter a friendly name for your connection. By default the friendly name is #1.

Exclude SSID : To prevent Business Everywhere to access some Wi-Fi networks, click **Edit** and choose the SSIDs of the networks you want to exclude from the list.

Check the **Active automatic reconnection box** to allow automatic reconnection attempts, should your connection fail

In the network sub menu you will also find a **Proxy** Configuration page. In this page you can choose whether you wish to connect with your ISP's Proxy settings or not.

For other Wi-Fi networks, the parameters cannot be customised

Removing networks

- 1 Go to **Advanced Settings > Networks > Add/Remove a network > Remove a network**.
- 2 Open the drop down list to see all your networks.
- 3 Select the network you wish to remove and click **OK**.

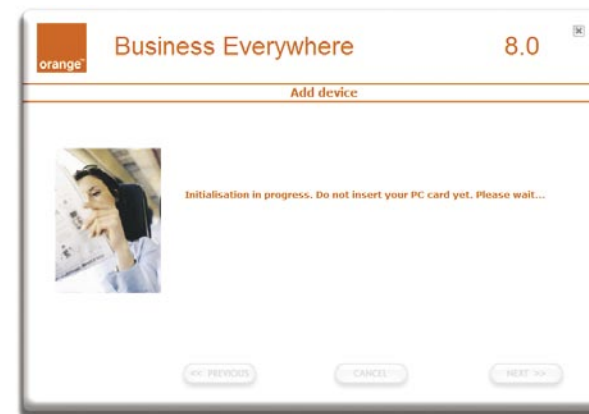
6.2 add a device

After installation you can add additional devices so that Business Everywhere recognises them. The types of devices which can be added are:

- Mobile device

Adding a Mobile device

- 1 Go to **Advanced Settings > Network > Mobile > Preferences**.
- 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 > Network > Mobile > Preferences**. Your newly added device should appear in the drop-down list and can be selected.

In the Mobile > Preferences page you can also configure the following options:

There are three modes for mobile connection.

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

Switch off wireless connection when closing application: If this check box is selected, Business Everywhere will turn off radio link automatically when Business Everywhere is closed.

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

Enter PIN: If you have not yet activated a PIN for your USIM Card you should enter it here.

Change PIN: Use this button to change the PIN you have already chosen.

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

Automatic mobile network selection: If you click this button Business 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.

7 my **Business Everywhere** space

How do I get there?

When you click the **Internet** button, you will go by default to the My Business Everywhere Space, the first customisable Web 2.0 space dedicated to you!

If you are not directed to the My Business Everywhere Space, configure the address by entering the URL www.my-be.fr

What does it do?

My Business Everywhere Space helps you create and organise your own information page according to your own interests.

Just one click will take you to all the practical and useful information you need. See the latest news, the list of hotspots available, the weather or market intelligence in your business sector...

How does it work?

- 1 Once connected to Business Everywhere, click on the **Internet** button
- 2 You will be directed to the My Business Everywhere Space page
- 3 To customise your home page, sign up in the **sign-up** zone. Enter your e-mail address and password. Confirm
- 4 You can now make changes to your page as you wish: move, delete and add blocks of information.

Moving a block

- click on the block title bar so you see the navigation cross
- drag the block to where you want it > a dotted frame appears, drop the block into place
- you can move blocks over 3 columns

8 troubleshooting

Adding a block

- click on **Add content**
- select your information sources from the themes proposed
- or enter the address of the web site that you want

choose here the information you need:
news, weather, traffic information,
share prices, town maps, search
engines, podcasts...

sign up here to customise
your space

Each time you connect,
go straight to your
customised area



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

- Check that your datacard (if not built-in), or USB modem is correctly connected.
- Check that your USIM Card is inserted in your data card or USB modem correctly.
- Check that your USIM Card is registered with Orange.
- Check that you are in an area of network coverage.
- Try to uninstall and reinstall the Business Everywhere application. Uninstall it and the drivers completely by using **Control Panel > Add/remove programs**.
- Refer to the frequently asked questions in this guide.

If you are still having trouble, check our website or give us a call.
See [10 contact us](#).

9 FAQ

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 **SMS** 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 USIM Card against unauthorised use. A factory set PIN is normally supplied with your USIM Card – it is advisable to change the PIN before using it. The PIN code can be activated or disabled. The USIM generally comes with a PIN preset to 1111. 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 Business 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 USIM?

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

What is Wi-Fi?

Wi-Fi (Wireless Fidelity) is a type of network designed for high bandwidth wireless access for laptops at specific sites – such as your office, home or a public hotspot. Wi-Fi enables your computer to connect to the internet by picking up wireless signals transmitted from a local access point.

What is an SSID?

SSID stands for Service Set Identifier, and is a name that identifies a Wi-Fi network. Users must know the SSID to connect to the Wi-Fi access point. It can be either broadcast publicly or a private SSID which only the authorized users knows.

What is a WEP security key?

WEP stands for Wired Equivalent Privacy and is a code used for Wi-Fi encryption between the Wi-Fi device and the Access Point.

What is an Access Point?

The Access Point manages Wi-Fi traffic from devices within range and connects into the Internet at a hotspot, a Corporate Network or your home Broadband/ADSL service.

What are the Other Wi-Fi Networks?

Other Wi-Fi networks are networks you do not regularly use and do not have to store. The Other Wi-Fi networks settings will enable you to pick up the SSID of a new network and connect to it, without having to have used it before, or save it to use again.

What is a VPN?

A VPN (virtual private network) is a technology that offers you secure access to your office network from any Internet access point. To use VPN you need to install software on your computer. This software requires a username and a password. For more information, consult your IT administrator.

Which operating systems will the Business Everywhere data cards work on?

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

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

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

Business Everywhere data cards require at least:

- Microsoft Internet Explorer Version 5.5 or later
- Pentium II processor or equivalent
- 128 MB RAM internal memory
- Minimum disk space 300MB
- Type II PCMCIA / Express PCI interface for datacard or USB port for USB modem.

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

Business 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.mobilité.fr.orange-business.com/public/oev4/html/fr/pme/couverture/home/home.php>

What data transfer speeds can be achieved?

Orange 3G+ (HSDPA): maximum speeds up to 1.8 Mbps receiving and 384 kbps sending.
 Orange 3G: maximum speeds up to 384 kbps receiving and 128 kbps sending.
 Orange EDGE: maximum speeds up to 214 kbps receiving
 Orange GPRS: maximum speeds up to 53.6 kbps receiving and 26.8 kbps sending

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-install the Business Everywhere software.

What is the Access Point Name (APN) and why do I need an APN?

The APN is the exit point from the Orange Mobile network into either the public Internet or a private customer gateway. The APN dictates the point at which the end user call is routed out of the Orange Mobile network. It is required for you to connect via EDGE/GPRS/3G/3G+.

How much data will a megabyte cover?

Approximately:

- 50 average web pages
- 3500 emails (text only)
- a 2 minute MP3 file
- 25 pages Word documents

What do I do if I cannot get access to my corporate applications?

- Check that you can connect to the Internet by clicking the Internet button.
- Check you can connect to your corporate network by clicking the VPN button and that you have set up your VPN correctly.
- Take note of any VPN error messages.
- If the problem persists, contact your corporate IT administrator and report any error messages with the fault.

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 the corporate LAN service.

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

First of all, do not close down Outlook - try to re-connect. Just click on the **Connect** button of Business Everywhere 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 email is correctly configured; if you are unsure, please contact your IT administrator. It is recommended that you synchronise your Inbox, Calendar etc whilst you are 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 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 Business 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 in the relevant Access configuration page screen within Advanced Settings. For instance if you have added a Mobile device you should check that the device is recognised in the **Advanced Settings > Network > Mobile > Preferences** screen. Try rebooting your PC.

What happens if the USIM is not slotted into the data card, USB modem or PCI data card module built in to my laptop?

Without the USIM Card, you will not be able to connect to the Orange Mobile network. Access to ADSL and Wi-Fi networks is still possible without a USIM Card.

Why am I getting messages about USIM Cards?

If Business Everywhere is producing error messages about the USIM Card, try the following:

- Check that your datacard (if not built-in), or USB modem is correctly connected.
- Make sure the USIM Card is inserted in the Business Everywhere data card or USB modem.
- Check that the USIM Card is from Orange.
- Re-enter the PIN for the USIM Card in case it had been entered incorrectly.
- Check that the USIM Card has been registered on the Orange network by calling Orange Customer Services.

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

Yes.

Why is my Business Everywhere data card or USB modem not being recognised by my laptop?

- Check that the data card or USB modem is inserted correctly.
- Check that there is a USIM inserted in the device.
- Verify that the USIM has been activated.
- Try rebooting the laptop with the data card inserted.

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

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

Can I use my Business 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 **Tools & Setting > Reports** to view your recent GPRS/EDGE/3G/3G+/Wi-Fi, and ADSL 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 Business Everywhere application?

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

How do I get all my mobile telephone numbers into the Business Everywhere software for use with text messaging without having to re-type each telephone number?

Click **SMS** on the Business Everywhere software, click **Synchronise**.

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.

Is it possible to store my text messages to send them later?

Once you have composed your message, clicking on the **send** button will send it immediately. However, if you click on the **save** button you can save it in an outbox to be sent later; Sending the saved messages is not automatic. You will need to click on the **send/receive** button in order to send the messages.

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

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

10 contact us

Contact our Customer Services by dialing :

- 706 from your Orange mobile phone (call included in your subscription)
- 0825 000 706 from a fixed phone (0.13€ /min - Tax not included)
- +33 675 05 20 00 from outside of France