

FAQ for Business NETVIGATOR Roaming

Service FAQ

Q What is Business NETVIGATOR Roaming?

Get connected securely anytime, anywhere to Internet, corporate email, Intranet and company information via one integrated access platform that gives travelling executives unparalleled convenience and security experiences, no matter he/ she is using wired/wireless, fixed/mobile internet connection.

Q What are the benefits?

- Business NETVIGATOR Roaming is enhanced with a new dialer that simplifies procedures for different internet connection type: WiFi/ Broadband, dialup, mobile data
- CDMA mobile data card: pioneer unlimited usage plan

Q What is the uniqueness?

- Asia's first - One secure, integrated access platform that standardizes login procedure for Broadband/ WiFi, Dial-up and Mobile data
- Get connected to network-based secure remote access to company email/ Intranet
- Bundled with CDMA mobile data card with pioneer unlimited usage plan in Mainland China

Q What is the coverage?

Worldwide:

- Coverage more than 153 countries in +9,000 cities worldwide
- Including +11,000 hotspots in 2,500 cities of 42 countries
- All provinces of Mainland China in over 340 cities for CDMA access

Technical FAQ:

Q What connection types are available for making connection?

There are 4 connection types available, i.e. 56K modem dialup, Broadband, Wi-Fi, and Mobile data (optional service)

Q Do I need different user name and password pair for different types of connection?

No, only a single pair of user name and password is needed regardless the connection types is used.

Q How do I choose a number for dialup connectoin?

There is no need to choose a dial number because the Roaming Application automatically chooses one for you based on the location and/or phone number criteria that you entered.

Q I have multiple modems, how do I pick the one I want to use?

You can select the modem that you want to use for a Dial Connection through the Advanced – Dial screen or the Device Configuration screen.

Q I need to dial a 9 (or other prefix), where do I enter it on the client?

A Dial Prefix can be selected or entered through the Dial Prefix field on the New Connection – Dial screen.

Q How do I connect to a Wi-Fi connection?

A Wi-Fi Connection can be created if your computer is equipped with a Wi-Fi LAN card and you also need to be near a Wi-Fi Access Point

Q I know the area I am in has a hot spot, why is the Roaming Application not displaying the signal?

The Roaming Application may not be displaying the signal for a number of reasons. Here are some possible reasons for this issue:

- The hot spot is not a member of the service alliances
- There may have been a change in the hot spot at that location. Make sure you have the latest Phone Book updates.
- You may be in an area where the hot spot does not reach (otherwise known as a dead zone).
- Your Wi-Fi card may not have the latest drivers or may not be installed properly.

Q Which Wi-Fi service signal shall I select from the available signal list?

Select the one named as “Fiberlink Wireless Premium”

- Q How do I search for a wireless hot spot or hotel Broadband connection?**
You can find a wireless hot spot or Broadband location through the **Find a Location** – Wi-Fi screen or the **Find a Location** – Broadband screen.
- Q How do I connect to a Mobile Data connection?**
Mobile Data is an optional service, please contact your account manager for **Roaming – China CDMA** mobile data service subscription detail
- Q I have subscribed the optional Roaming – China CDMA mobile data service, can I use it in Hong Kong or US where CDMA service is available**
No, the Roaming - China CDMA service can only be used within China.
- Q My CDMA card seems not working, how can I get it fixed?**
You can simply call our customer service hotline to report the case and follow the steps below:
Step 1: Customer arranges delivery of the faulty card to our service center (please refer the address below*)
Step 2: A replacement card will be sent to customer's specified address in Hong Kong or China via free courier / registered post service within 48-hour upon receipt of the faulty card to the service center
- *Remarks: service center address:
Fiberlink c/o Shanghai Uonline Communications Co Ltd
Suite 601, Unicom International Tower, No 547 Tian Mu Road West, Shanghai.
- Q What is bookmarks?**
Bookmarks allow you to store connection information under a name that you define so that future connections can be established with just a few clicks of your mouse.
- Q The On-Line indicator light is green, what does this mean?**
A green indicator means that you are authenticated and currently connected to the Internet.
- Q The On-Line indicator light is grey, what does this mean?**
A grey indicator means that you do not have an authenticated Internet connection.
- Q How often will my Phone Book be updated?**
The Phone Book will be updated when you make a successful connection.
- Q How do I see how long I have been online and what my connection speed is?**
You can see this information by clicking the Status tab. Note. the connection speed of mobile data may not be available.

Q How can I get help?

You can always contact our customer support service. The contact information is available from the Help Desk Message under the Help menu.

Customer service enquiry: HK hotline*: +852 1833 822

Technical enquiry: Toll free no (worldwide)*: +800 3822 3822

HK hotline*: +852 1833823

Email: csroaming@biznetvigator.com

*Remarks: Hotline support 24 x 7, language (English, Cantonese, Mandarin)

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