Connection Manager (V8.8)

Your guide to getting started

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Windows

Setting up mobile broadband

What you need

– Windows XP (Service Pack 3), Windows Vista (Service Pack 2), Windows 7 or Windows 8

– Hard Disk Space: 50MB

– Internet Explorer 8.0 or higher (we recommend you upgrade to the latest version)

– 32-bit and 64-bit full support

Tip: If you are using a work's computer you may need to speak to your I.T. department for help with installation.

Connection Manager – Here to help

To use mobile broadband with your computer you have to install Connection Manager (you'll find it on the dongle).

Connection Manager:

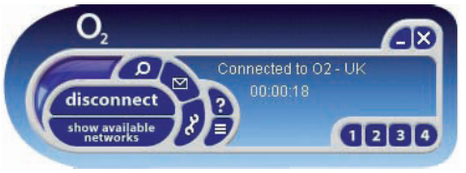
– Looks after all your internet connections

– Automatically connects you to the fastest network available

– Connects you to public wifi hotspots through O_2 Wifi, and BT Openzone at no extra charge

– Helps you keep track of your data usage on the O_2 mobile broadband network

If you have the old Connection Manager that looks like this, you'll need to uninstall it before you begin. If not, go straight to step 3.

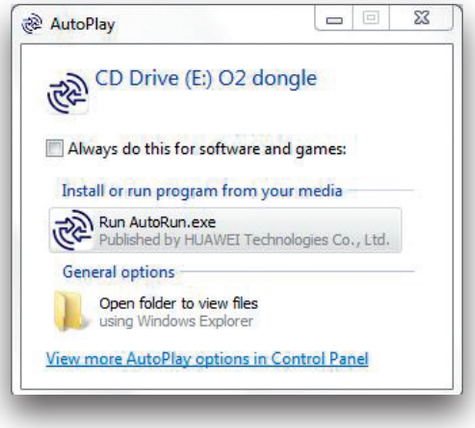


1. Uninstall Connection Manager by clicking Start > (All) Programs > O2 > O2 Connection Manager > Uninstall and follow the on-screen instructions.

2. Restart your computer when you're asked to.

3. Remove the cap and plug your dongle into a USB port on your computer. Look for the USB port symbol

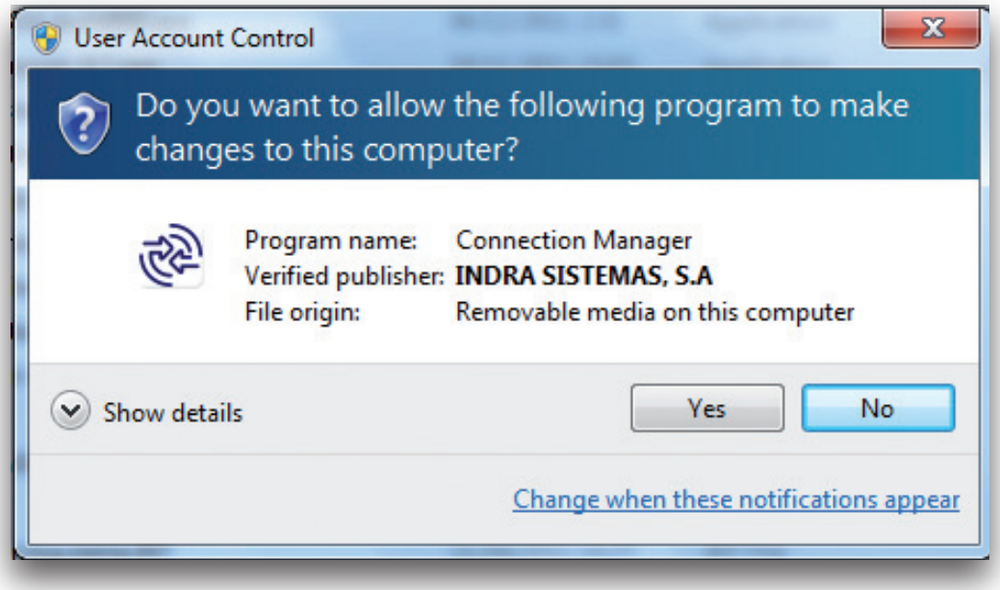
4. Wait a few minutes. If the AutoPlay window pops up, click Run AUTORUN.EXE.



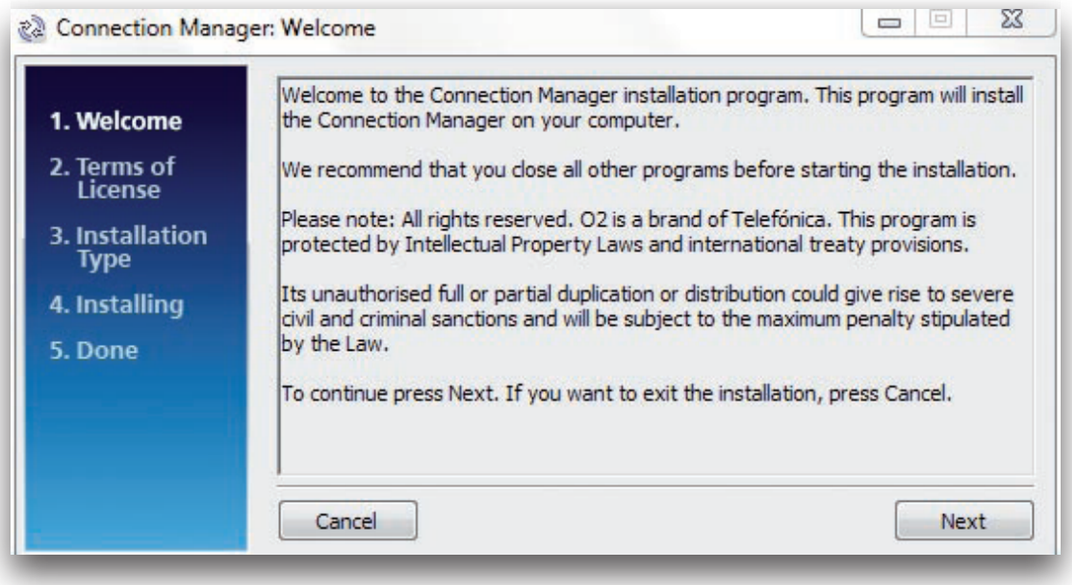
Tip: If it takes more than a few minutes, do it manually by going to Start > (My) Computer. Right click on O2 dongle and choose (Open) Autoplay...

Connection Manager will get ready to install. This may take a few minutes.

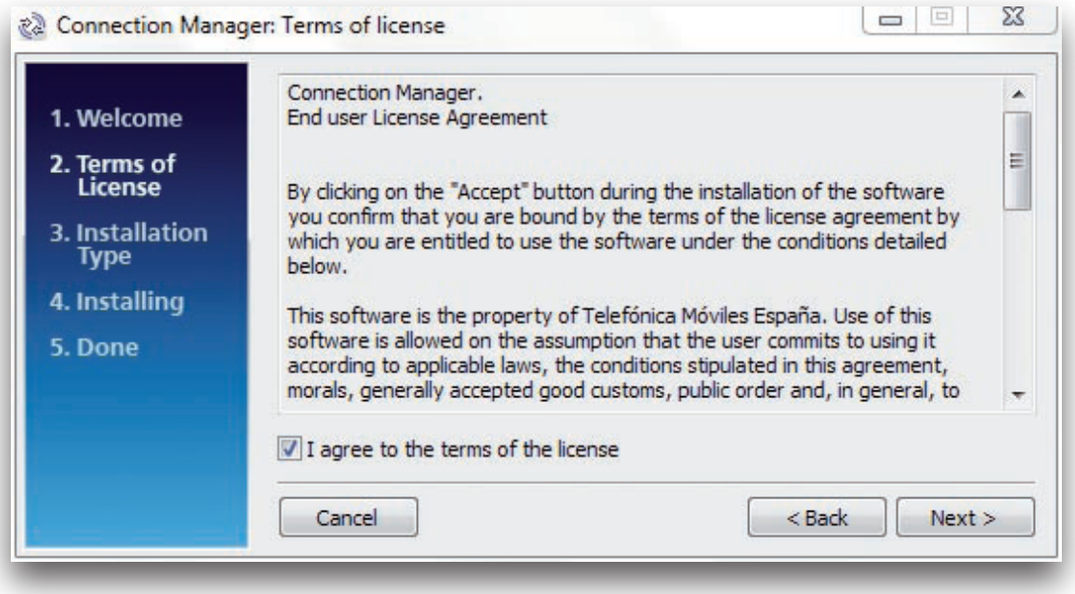
5. If the User Account Control message appears, click Allow or Yes (depending on which version of Windows you're using).



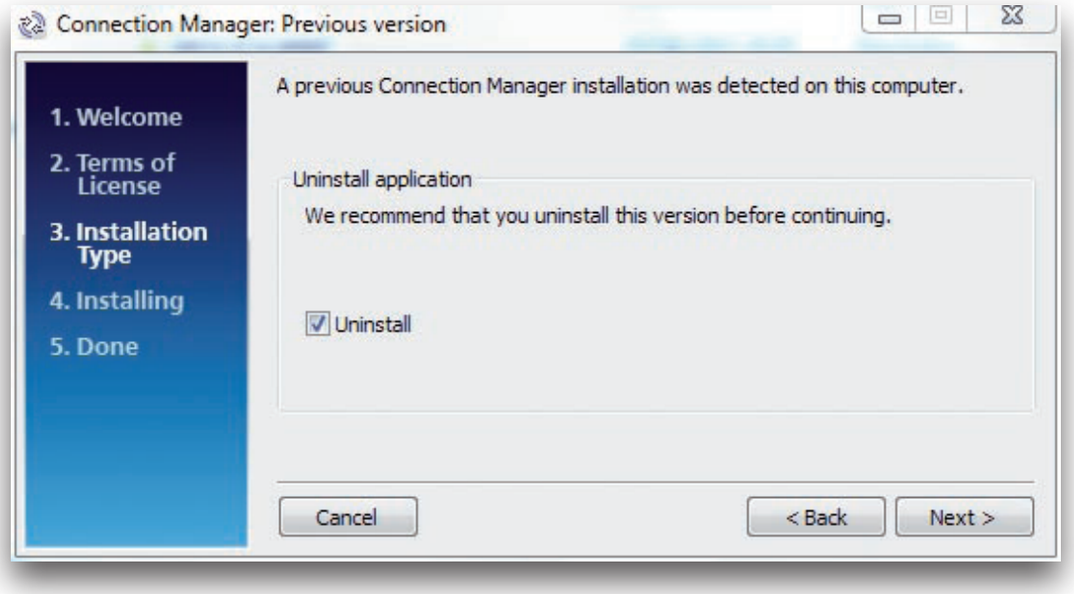
6. You'll see the Welcome screen. Close any other programs you have open on your computer. Click Next.



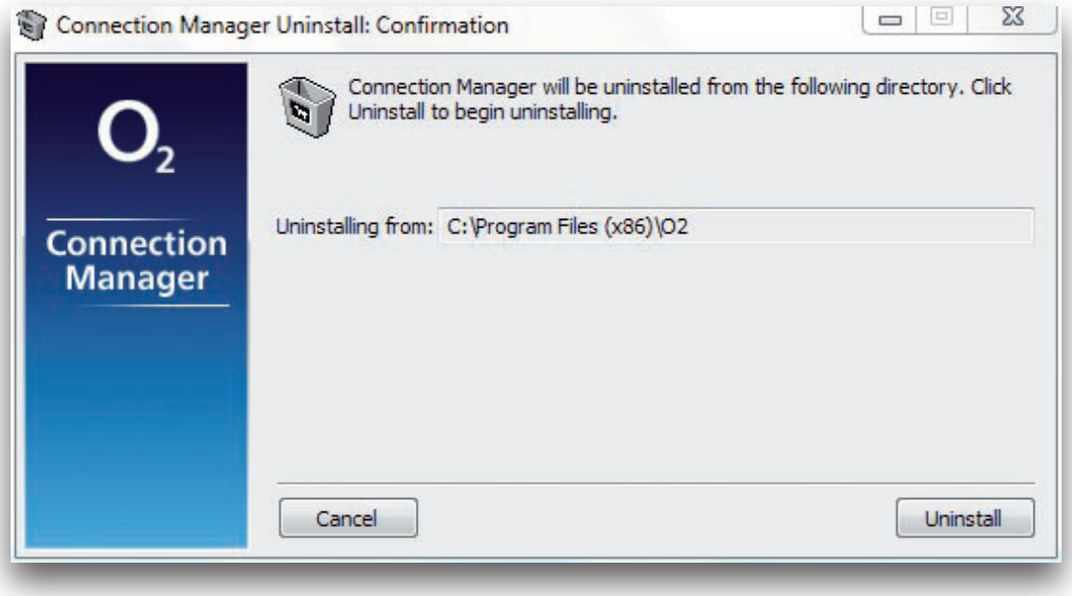
7. Read the agreement. If you agree, tick the box. Click Next.



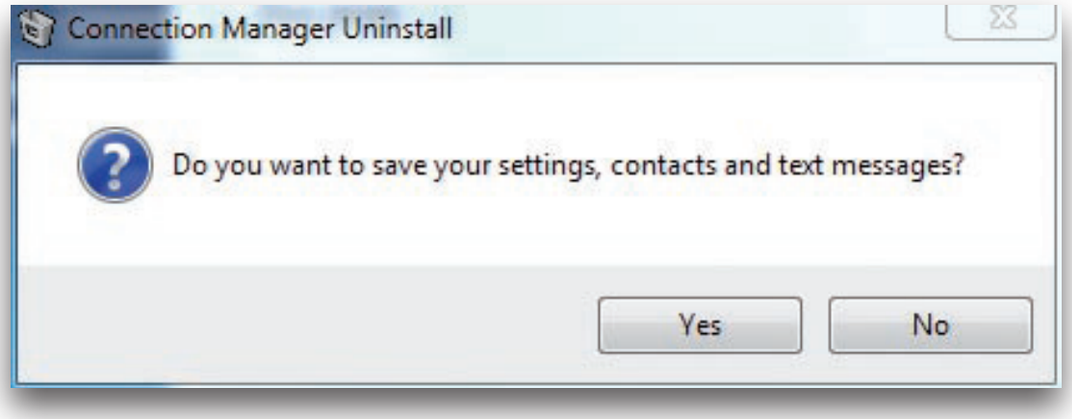
8. You may be asked to uninstall a previous version of Connection Manager. Click Next. If not go to step 11.



9. Click Uninstall.

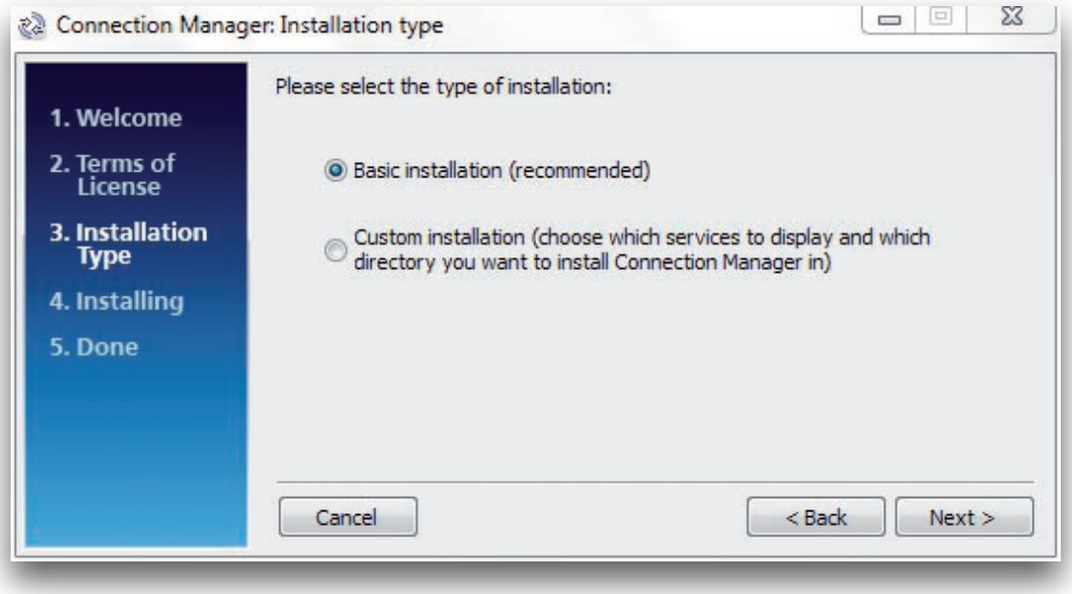


10. You will be asked if you want to save your settings, contacts and text messages. If you do, click Yes.

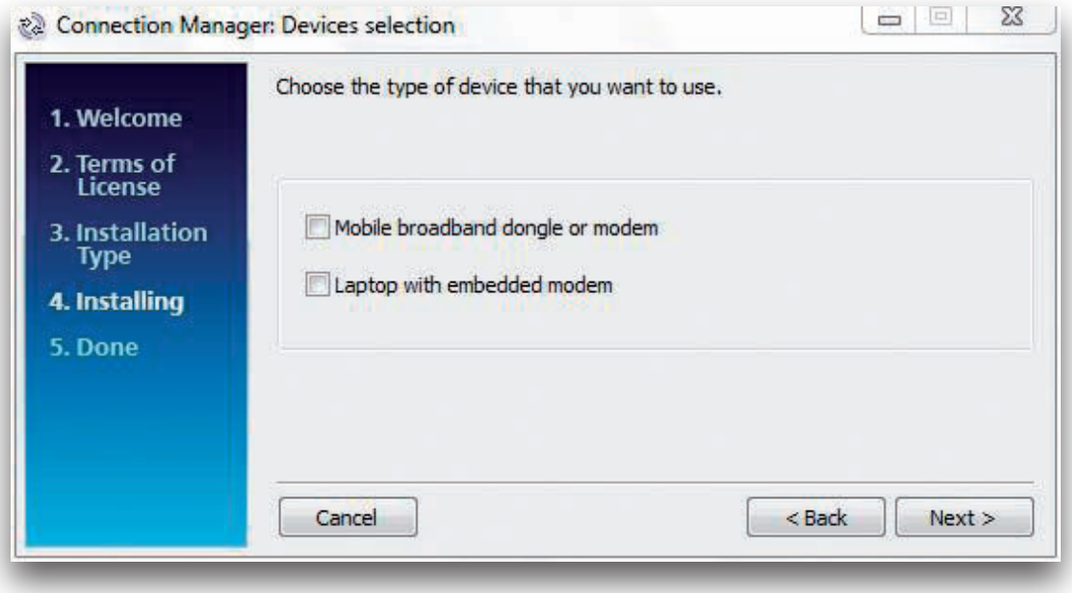


The previous version of Connection Manager will now uninstall. When it's finished, the window will close automatically.

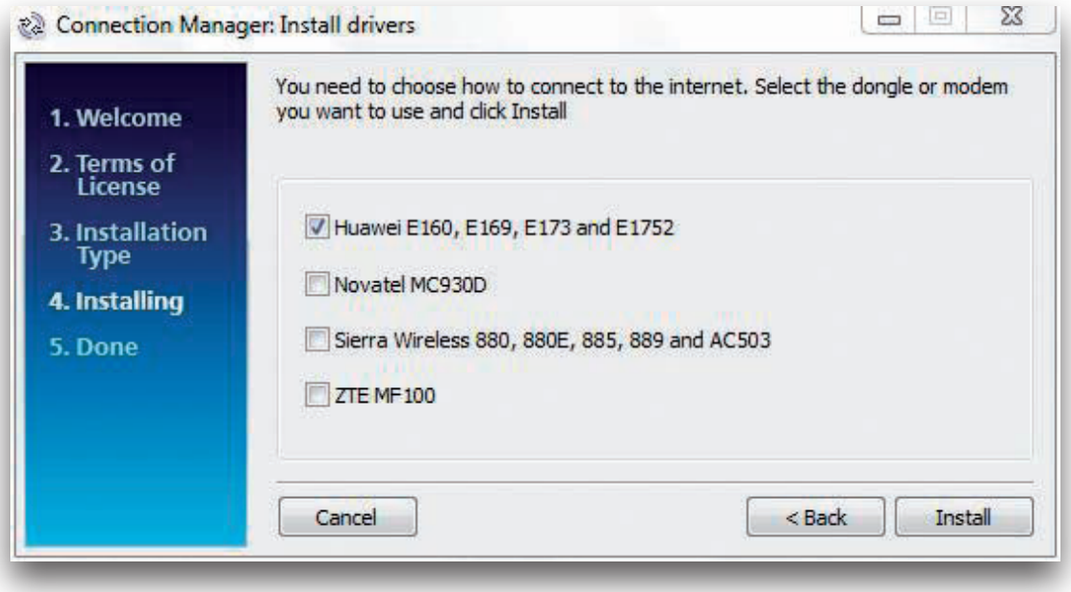
11. You'll be asked to choose either a Basic or Custom installation. Choose Basic, then click Next.



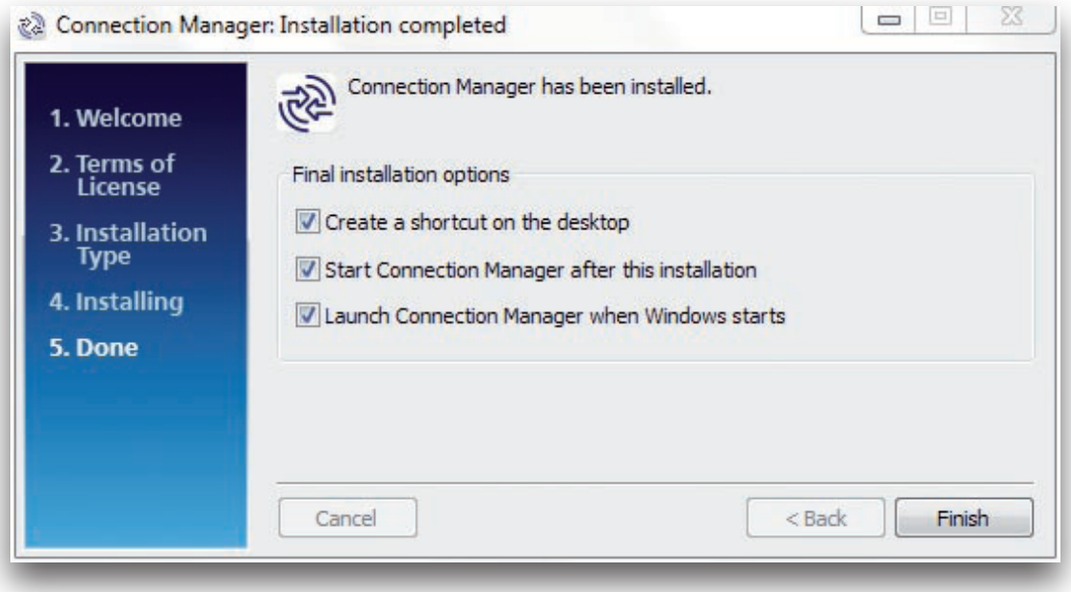
12. You may be asked to choose the type of device you want to use. Tick the box. Click Next. If not go to step 14.



13. You'll be asked to choose the model of your device. Tick the box, then click Install.



14. The software will start installing. Once the installation is finished, this pop-up will appear. Click Finish.

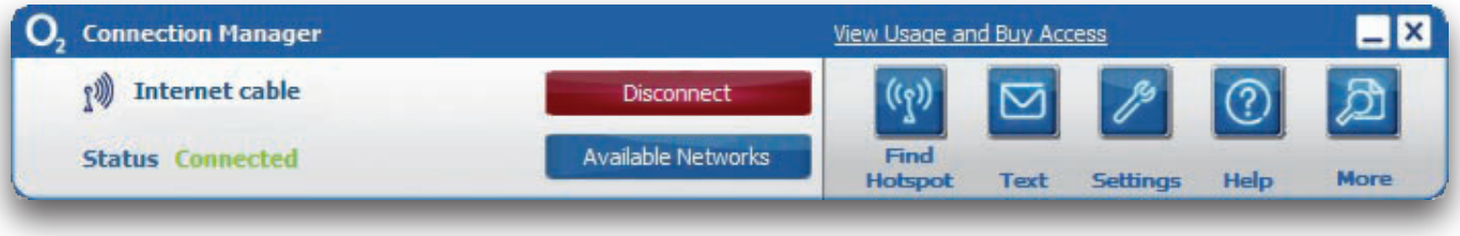


Important: Do not remove your dongle yet.

If you've already had a version of Connection Manager installed on your computer, you may get a pop-up message asking you if you want to keep your data from last time. If you do, click Keep It.

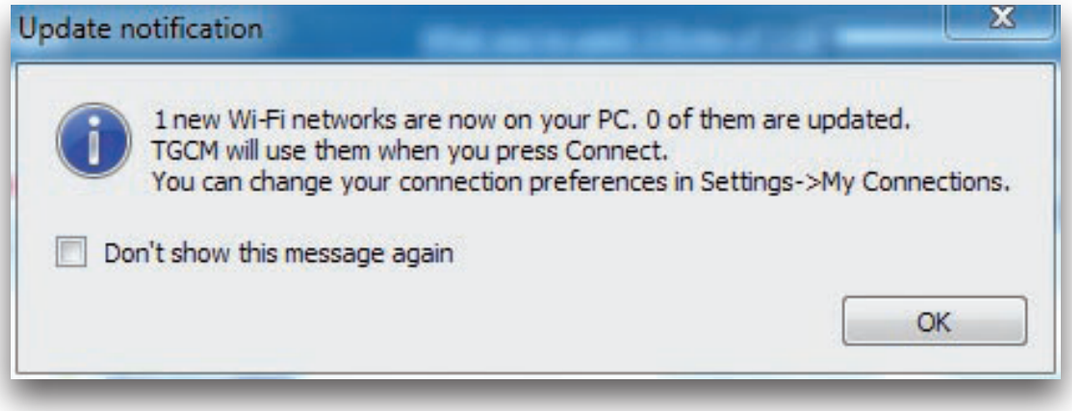
Connection Manager will launch automatically. If it doesn't, and you're on Windows 8, click on the connection manager tile, or type 'connection manager' into the search box.

If you are on an older version of Windows then, go to Start > (All) Programs > O2 > Connection Manager > Connection Manager.

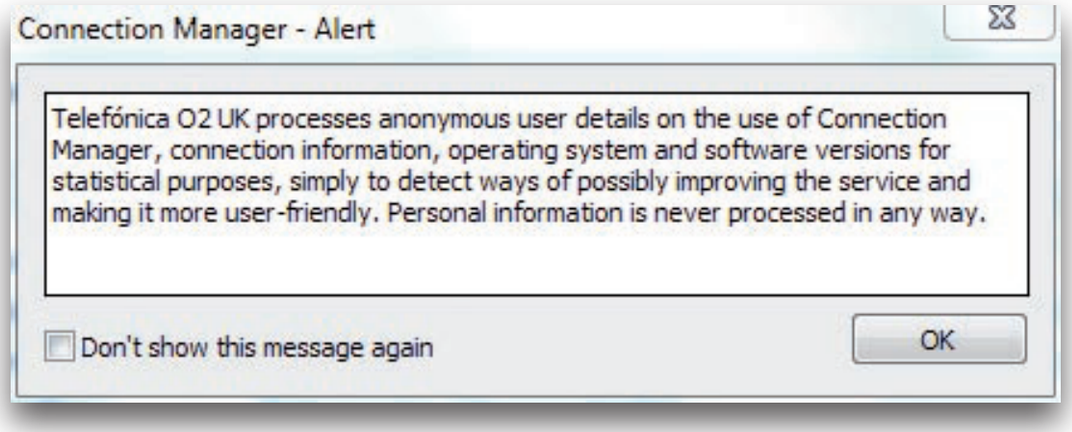


15. A window may pop up asking if you want to use the dongle you have plugged in. Click Yes.

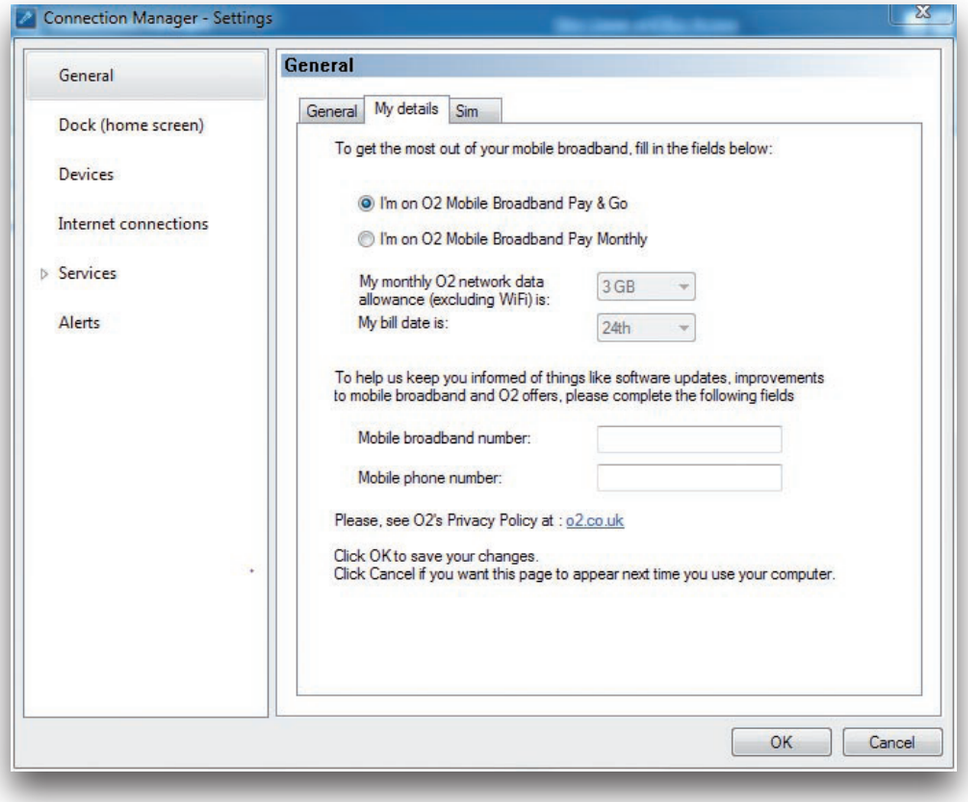
16. You will get a pop-up message telling you that Connection Manager is automatically using your existing wifi connections. Click OK.



17. You may get a pop-up message letting you know that O2 processes anonymous user data to help us improve Connection Manager. Click OK.



18. Tick the relevant box (Pay Monthly or Pay & Go) and fill in your details.



Tip: If you fill in your other details we can let you know about software updates.

If you're on Pay Monthly, fill in your bill date so Connection Manager can work out how much data you've used. Your monthly bill date will be the date of your email or the date written on your bill (if you asked for a paper copy). Go to page 21 for more details.

19. Click OK. Your software is now installed.

If you're on Pay Monthly, you're now ready to connect to the internet. Go to page 26 for more details. If you're on Pay & Go, you might need to buy internet access first. Follow the steps on page 17 to find out how.

Mac

Setting up mobile broadband

What you need

- Mac OS X 10.6 - Snow Leopard, Mac OS X 10.7 - Lion or Mac OS X 10.8 - Mountain Lion
- Hard Drive Space: 50MB
- Intel Processor
- USB 2.0 socket
- 32-bit and 64-bit full support
- Your Mac username and password

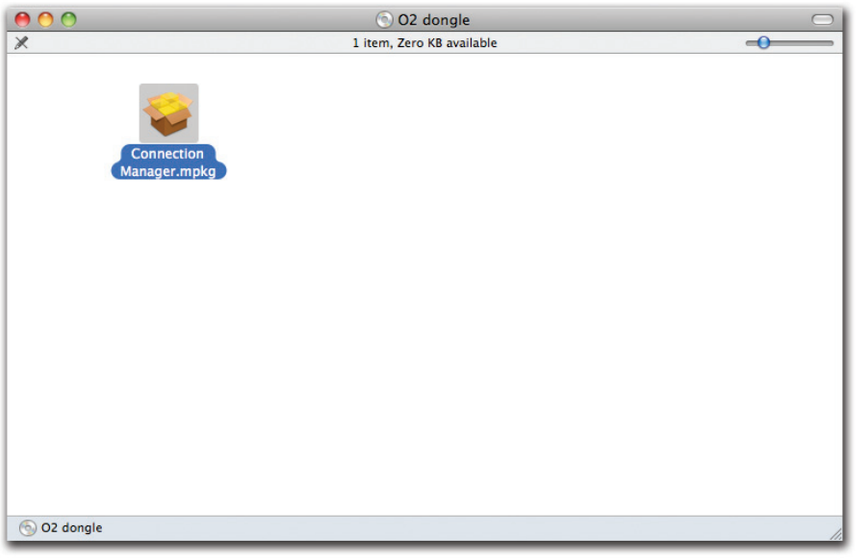
To use mobile broadband on your Mac, you'll need to install Connection Manager. You can install it on more than one Mac.

Installing Connection Manager

Before you start, close any other programs you've got open.

1. Plug your USB modem into a USB port on your Mac. Look for the USB port symbol

2. Double-click Connection Manager.

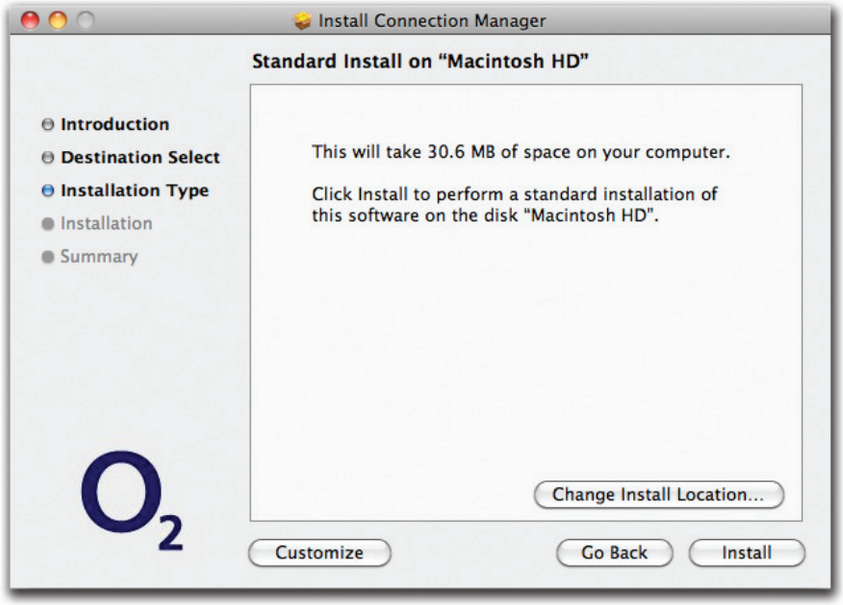


3. Click Continue.

4. Select Macintosh HD.

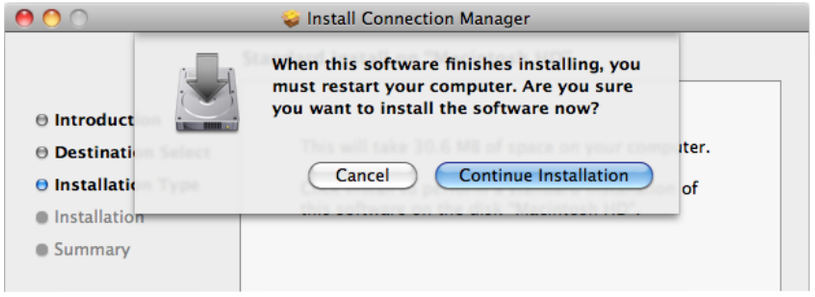
5. Click Continue.

6. Click Install.



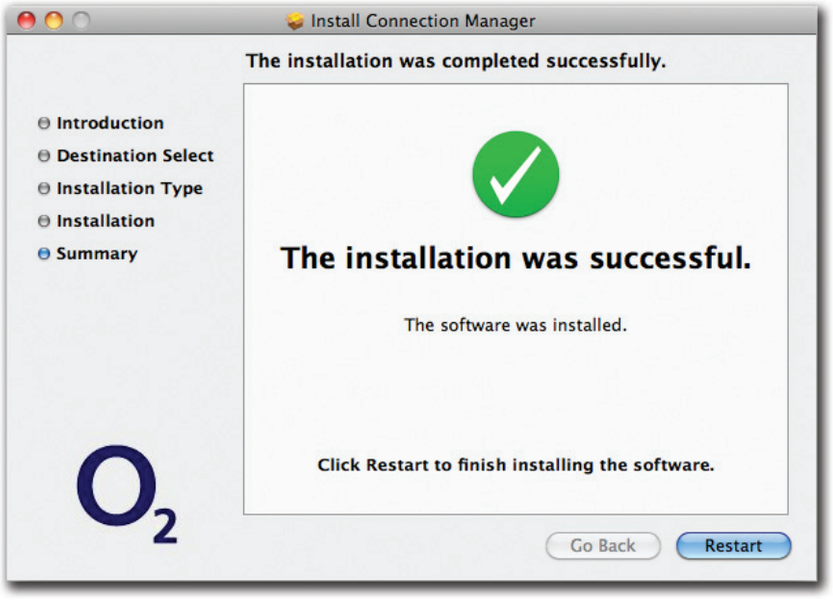
7. If your Mac asks you for your admin name and password, type it in. Click Install Software.

8. You will get a notification asking you to restart after installing. Click Continue Installation.



9. Connection Manager will start to install. You'll get a message when it's done.

9. Click Restart to finish.



10. You are now ready to use Connection Manager. Go to Applications > Connection Manager and add the icon to your dock.

If you're on Pay Monthly, you're now ready to connect to the internet. If you're on Pay & Go, you might need to buy internet access first. Follow the steps on the next few pages to find out how.

Ways to pay & help

Pay & Go

You can buy mobile broadband access with a Visa, MasterCard or Switch/Maestro. You won't be charged for going to the website to buy what you need.

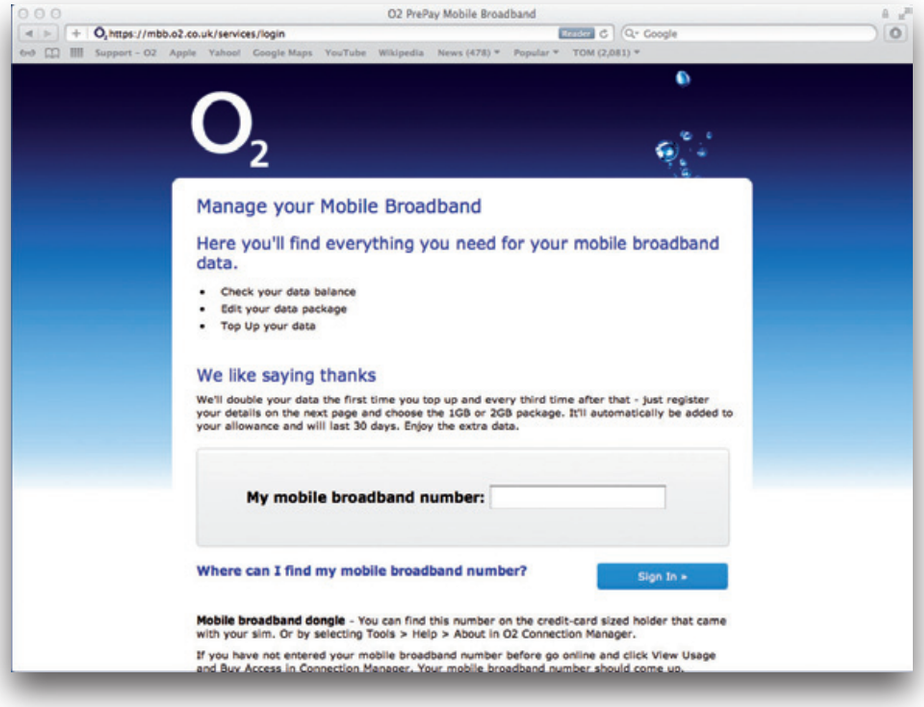
Data comes in daily or monthly allowances. When you use up your data allowance, or your time runs out (whichever happens first), you'll need to buy more. You can run out of data before you run out of time.

Buying internet access

1. Go to the mobile broadband access website

You can also get to this page by clicking View Usage & Buy Access in Connection Manager. Or open your internet browser and go to **mbb.o2.co.uk**

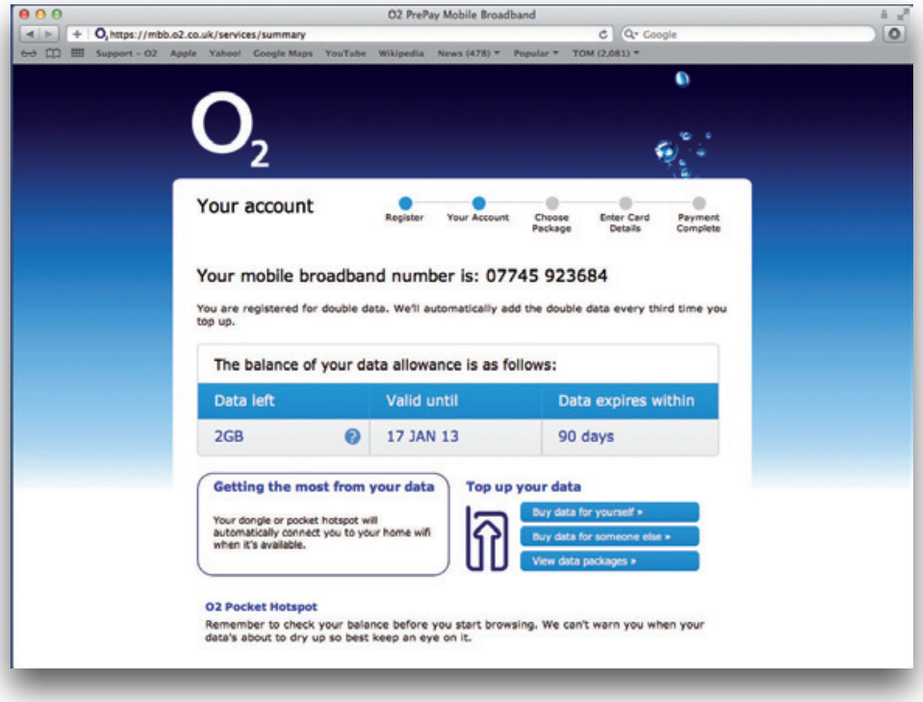
Tip: You'll need to be able to connect to the internet in order to do this. Go to page 29 for ways to connect.



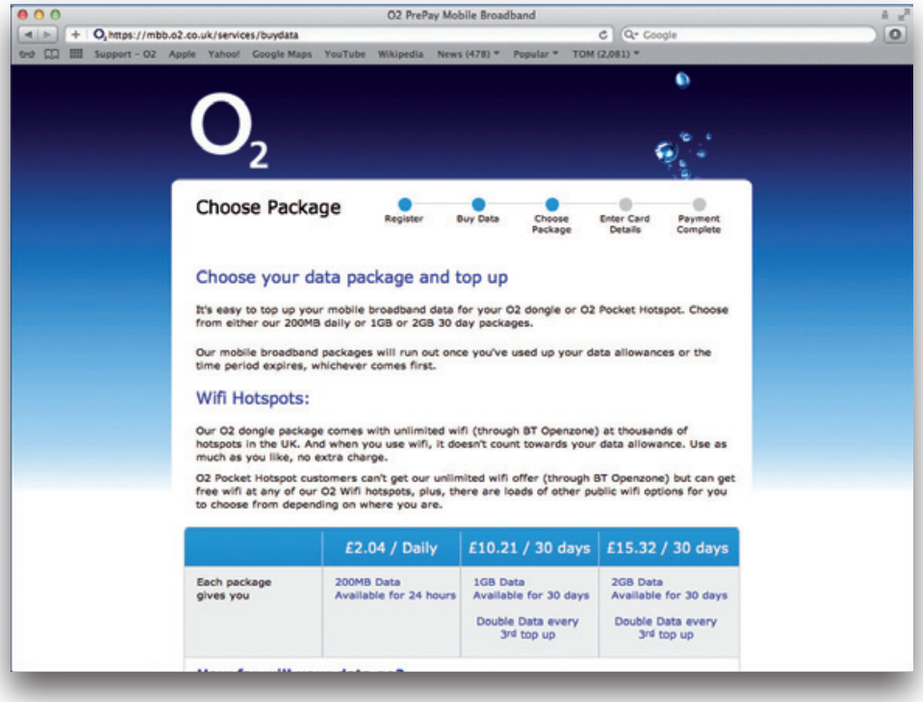
Tip: It's a good idea to bookmark this page.

2. Type in your mobile broadband number, (if it's not already there). Click Sign in.

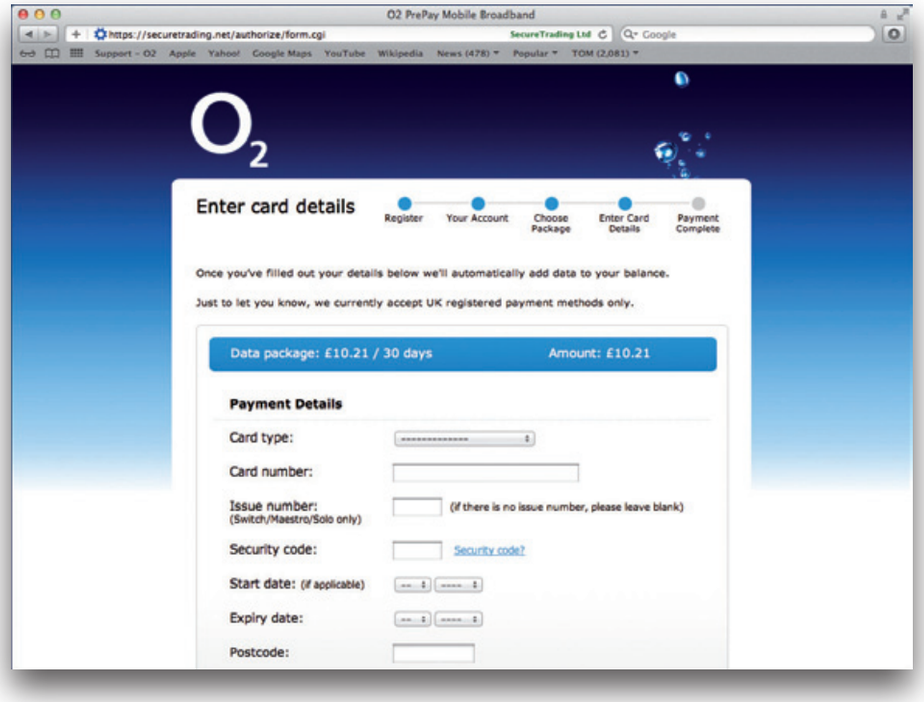
Tip: Your mobile broadband number is on the card you popped your sim out of (and on your dispatch note, if you bought it online). If you have a Pay & Go sim, you can also find your number in Connection Manager by clicking Help.



3. Click Buy Data for yourself.



4. Choose from our daily or monthly options, then click Buy Now.



6. Type in your card details. Click Submit Transaction.
   If your bank uses extra security you'll be asked to type in your password. Just follow the on-screen instructions.

7. Click Continue.

8. You need to disconnect before using the internet.
   Click Disconnect in Connection Manager, then Connect.

Checking your balance and usage

To check your balance go to the mobile broadband access website **mbb.o2.co.uk**.

Tip: You can also get there by clicking View Usage & Buy Access in Connection Manager.

Type in your mobile broadband number and click Continue to see how much time and data you have left in your allowance.

Pay Monthly

Checking your bill

You can see your bill anytime at **o2.co.uk**. Sign in with your mobile broadband username and password* and choose My O_2.

*You need to use your mobile broadband account details to check your mobile broadband bill. If you're on Pay Monthly for your mobile you'll have a separate username and password for that.

We'll also send you an email when your next bill is ready to view online. Your monthly bill date will be the date of your email or the date written on your bill (if you asked for a paper copy).

Don’t worry if you don’t know your bill date when you’re setting up Connection Manager, you can enter it at any time by clicking Settings > General > My Details.

If you’re a business customer, you can see your bill at **o2.co.uk/business.** Sign in or register for My O_2 Account, then choose My Bill Analysis. Your bill date is the same for everyone on your account. If your business doesn’t have an account, your bill date will be about a day after you bought mobile broadband.

Understanding your first bill

Once you’ve signed your contract, it takes us a few days to set up your bill. This means your first bill covers a slightly longer period than your other bills, so it will have a few extra days’ charges on it (the time between you buying your dongle and us setting up your bill).

Checking your data usage

Your mobile broadband comes with a monthly allowance on the O_2 network as part of your contract.

You can see how much data you’ve used in Connection Manager.

1. At the top of Connection Manager, in the blue bar, you’ll see how much of your data allowance you’ve used up.

You can also check how much data you've used through My O_2.

1. Go to **o2.co.uk**
2. Sign in with your mobile broadband username and password
3. Click My O_2 > View bill / balance
4. Click Data in the My allowances section to see your total data allowance, how much you've used and how much you have left.

Tip: Your data usage is updated every 30 minutes on your My O_2 page.

For a more detailed view of your data usage click View recent charges details in the **My recent charges** section.

You'll get a pop-up when you've nearly used up your data. We'll also send you a text to your Connection Manager. For more information on receiving text messages go to page 33.

Extra charges

We recommend using wifi or your home broadband network to download large files. If you'd like a guide on how much data you're likely to use click More > Favourites > then double-click on O_2 Data Calculator.

If you use up your monthly data allowance before your next bill date you will need to buy additional data Bolt Ons.

1. Go to o2.co.uk

2. Sign in with your mobile broadband username and password

3. Click My O_2 > View bill / balance

4. Click Data in the My allowances section and then click Manage Bolt Ons > Add Bolt Ons

5. Choose from our one-off or monthly data Bolt On options, then click Add to basket

6. Click Go ahead to confirm your selection and then tick the Terms and Conditions box. Click Continue – I'm happy with my Bolt Ons to finish.

If you choose not to buy additional data Bolt Ons, you can still use mobile broadband but at a much slower speed until your next bill date.

Tip: Some of our older Pay Monthly mobile broadband tariffs do not allow additional data Bolt Ons. When you exceed your monthly data allowance you will be charged for any extra data you use. Please call us on 0844 809 0202 if you are unsure which mobile broadband tariff you have.

Using mobile broadband abroad

If you're on Pay Monthly, you can use your mobile broadband in over 100 countries. But remember, roaming charges are outside your monthly allowance, and it can be expensive to use mobile broadband abroad. You can see the exact costs at **o2international.co.uk.** If you're on Pay & Go, you can't use your dongle abroad.

If you're a non-business customer, we've put a bar on your dongle which stops you using it abroad. This is to stop you getting any surprises on your bill. To lift it, call 0870 241 0202 or fill out the form on **o2.co.uk/mobilebroadbandroaming.** We can also tell you about the latest charges and any Bolt Ons that might save you money. Business customers can use their mobile broadband abroad straight away.

If you'd like to add a data roaming Bolt On, fill out the form on **o2.co.uk/mobilebroadbandroaming** or call us on 0870 241 0202 (or 0800 977 7337 for business customers).

Ways to connect to the internet

Mobile broadband

Mobile broadband – uses the O_2 mobile network to connect to the internet. You can connect anywhere, as long as there's O_2 mobile coverage. Check your coverage at **o2.co.uk/coveragechecker**

If your dongle is plugged in and wifi isn't available, Connection Manager will automatically connect you to mobile broadband.

If it doesn't automatically connect, or you want to connect manually, here's how:

1. Double-click the Connection Manager icon or, for Windows 8 customers, the Connection Manager tile on your desktop.

Tip: You can also open Connection Manager by going to:

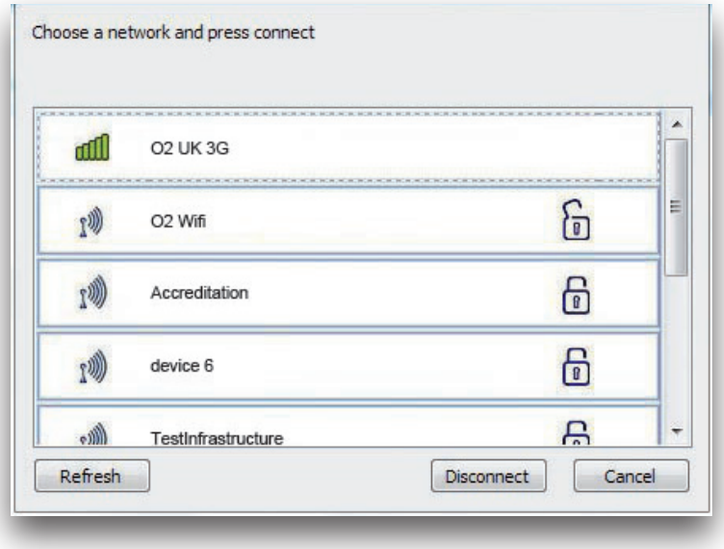
On a Windows 8 computer:

Push windows key ( ) to display the start screen to display start screen > type 'Connection Manager', make sure that below the search window you've selected 'apps' > double click Connection Manager icon.

On an older Windows computer:
Start > (All) Programs > O2 > Connection Manager > Connection Manager.

On a Mac:
Applications > Connection Manager.

2. Click Available Networks.



3. Click O2 UK or the network you want to use.

4. Click Connect.

5. You're now connected to the internet. When you're done, click Disconnect.

Home wifi

Home wifi – uses your home broadband connection. If your home broadband has a wireless router, Connection Manager can automatically connect to it – you just need to:

1. Click Available Networks.
2. Double-click the name of your network.
3. Type in your security key. Click OK.

Tip: Wifi is the fastest way to connect to the internet.
And it doesn't use up any of your data allowance.

Important: To use wifi on your computer, it needs a built-in wireless card or a USB wifi adapter. Most computers have one.

Connection Manager helps you manage your wifi connections. If you already use wifi on your computer, it will import your existing network settings and connect you to them automatically.

If you're on Windows XP, make sure you have Service Pack 2 or 3.

Public wifi hotspots

Public wifi hotspots – are wireless networks. You can connect to BT Openzone wifi hotspots in the UK. And you can use O_2 Wifi hotspots too.

The first time you connect to a public wifi hotspot, you may be asked to register.

You get unlimited wifi with mobile broadband*. And using wifi doesn't use up your data allowance. We'll let you know when there's a faster wifi network available.

Important: To use BT Openzone you'll need to have connected to your mobile broadband at least once before.

You can also connect to other wifi hotspots, but you might have to pay.

To check the latest hotspots available open your web browser and go to: **www.o2.co.uk/hotspot**

*Only applies to stand-alone mobile broadband through BT Openzone hotspots. Some mobile broadband with laptop bundles have a defined wifi allowance. Excessive use policy and terms apply, see o2.co.uk.

Text Messages

When you're on the O_2 mobile network, you can send and receive texts from Connection Manager using your mobile broadband number, GSM/GPRS/EDGE also work. You'll need to plug in your dongle to do this.

Important: If you're on Pay & Go, you can receive texts but not send them.

When you get a new text

You'll get a pop-up at the bottom of your screen.

To read your texts

1. Click the in Connection Manager.

2. Click the Inbox tab to see your texts.

3. Click on any text you want to read.
   Unread messages will be in bold.

To send a text

1. Click the in Connection Manager.

2. Choose the New message tab.

3. In the To box, type in the number you want to text. Or choose one of your Contacts by double-clicking their name.

4. Write your message in the Message box.

5. Click Send.

6. Click OK.

Tip: If you want to know when your text has been delivered, tick Send delivery report.

Texts you've sent will be saved in the Sent tab.

Tip: To import your contacts from Outlook or Outlook Express, click the More icon > Contacts > Import. Choose which program you want to import your contacts from. Click Next. It may take a few minutes to import all your contacts.

Text Notification

If you're a Pay Monthly customer, we'll send you a text to let you know when you've nearly used up your data.

How much does it cost?

Receiving texts is free. To find out what it costs to send them, check the mobile broadband support pages (**o2.co.uk/support**).

Important: Sending and receiving messages when you're abroad is more expensive. See **o2international.co.uk** for more details.

Mobile broadband not working?

If you're having problems installing your mobile broadband, try one or more of these steps:

Check the sim card

Take out the sim card and wipe it with a dry cloth. When you put it back in the sim card tray, make sure the gold chip is facing down.

You can check the sim card works by trying it in an O_2 mobile phone. If it doesn't work in that either, call us on 0844 847 0202 if you're on Pay Monthly or 0844 809 0222 if you're on Pay & Go.

Move the computer

Move your computer to a different place. Something might be interfering with the mobile broadband signal.

Re-install Connection Manager

Installing Connection Manager again can help if there were problems the first time around.

Windows

If the User Account Control message appears, click Allow or Yes (depending on which version of Windows you're using).

To uninstall Connection Manager from Windows 8 – right click on Connection Manager tile and click Uninstall, or Click Windows key + X > Control Panel > Programs and Features >Uninstall

Uninstall Connection Manager first by clicking Start > (All) Programs > O2 > Connection Manager > Uninstall and follow the instructions.

Restart your computer. Re-install and try a different USB port on your computer, in case one port isn't working.

Mac

Restart your Mac. Re-install and try a different USB port on your Mac, in case one port isn't working.

If you're still having problems setting up, go to **o2.co.uk/mobilebroadband/help** or call us on 0844 809 0202 (or 0800 977 7337 for business customers).

Tip: You'll find FAQs and a glossary at **o2.co.uk/mobilebroadband**

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Read our mobile broadband Ts & Cs at o2.co.uk/terms.