

Dell NetReady User Guide

Overview

Congratulations! You have purchased a device that includes Dell NetReady—pre-configured mobile broadband service. Dell NetReady provides a convenient way of accessing a high-speed Internet connection using public wireless networks.

With this pre-installed “pay as you go” service, you can quickly go online to access files, check email or use your data and applications from anywhere within the service coverage area.

Complimentary Access to Dell NetReady

In addition to our “pay as you go” service, Dell NetReady offers complimentary mobile broadband access through our promotions. In this way, you can always be connected. Make sure to check the Dell NetReady homepage frequently to see our current promotions.

Getting Started

This guide explains the easy process for getting started with the service using the following steps:

1. Access the Dell NetReady mobile broadband service.
2. Register for the service.
3. Add credit to your account.
4. Buy a session to use the service.
5. Manage your account.
6. Learn about service icons.
7. Learn about notifications you might receive while using the service.

Accessing Dell NetReady

You can access the service in three ways:

1. Click the **Start** menu to access the **Programs** window and select Dell NetReady as shown in **Figure 1**. After you click the program, your web browser opens to the NetReady service homepage where you can register, log in and start using the Internet.



Figure 1: Dell NetReady in the Programs Window

2. Or, from the system tray notification area, located in the bottom-right corner of your Windows system, you can click the NetReady icon as shown in **Figure 2**. After you click the icon, your web browser opens to the NetReady service homepage where you can register, log in and start using the Internet.

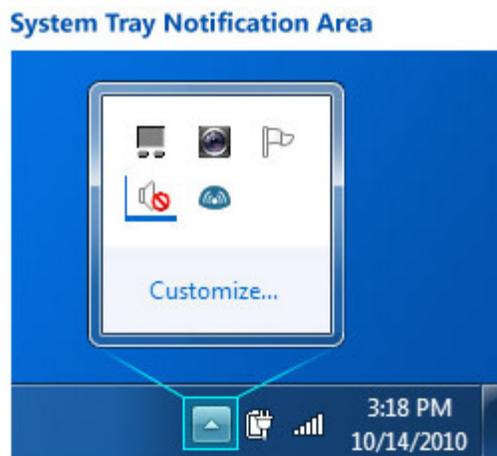


Figure 2: Dell NetReady Icon

3. Or, if you are no longer on your trusted Wi-Fi networks, open a web-browser and you will be automatically redirected to the NetReady service homepage. The NetReady service homepage is shown in **Figure 3**.

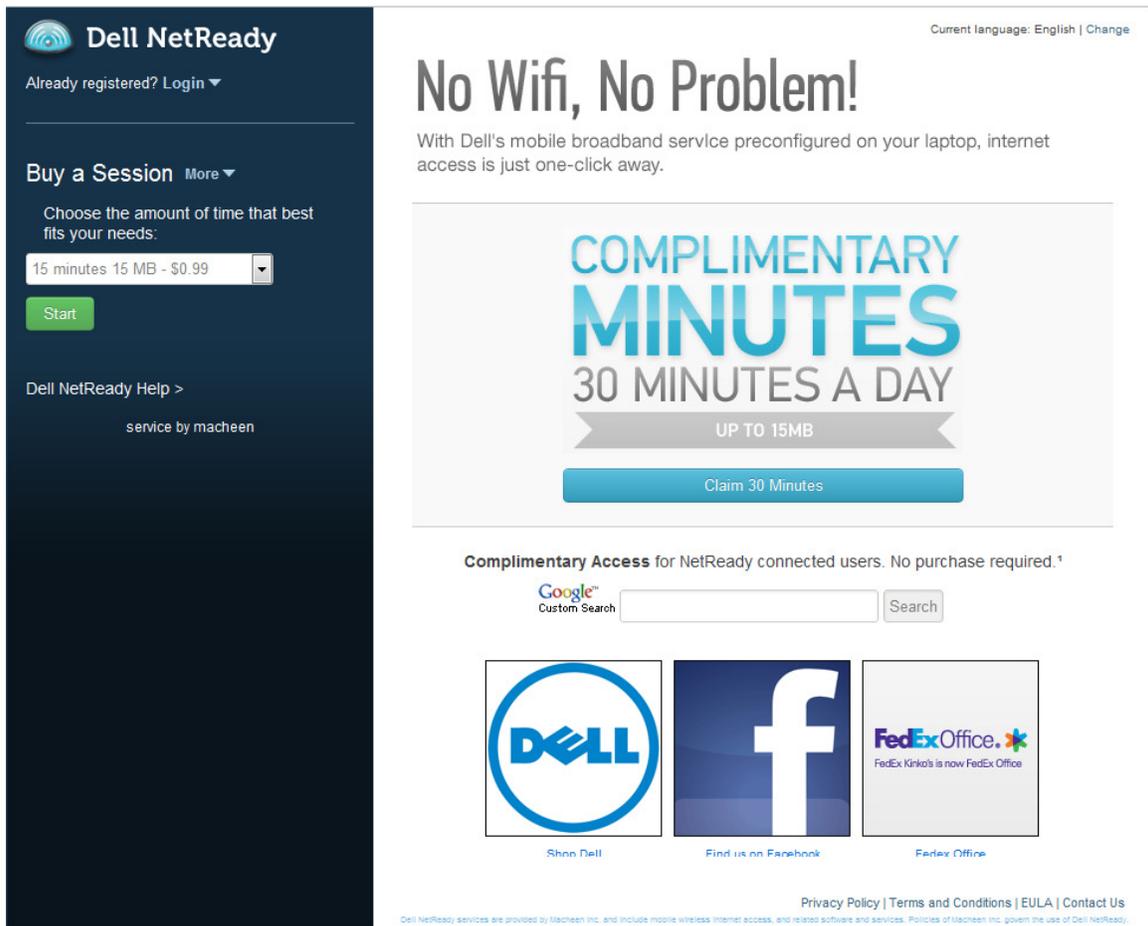


Figure 3: Dell NetReady Service Homepage

There are two versions of the Dell NetReady home page. **Figure 3** is the version you will see if you have not signed up or logged in. Once you log in, you will be presented with the view in **Figure 4**.

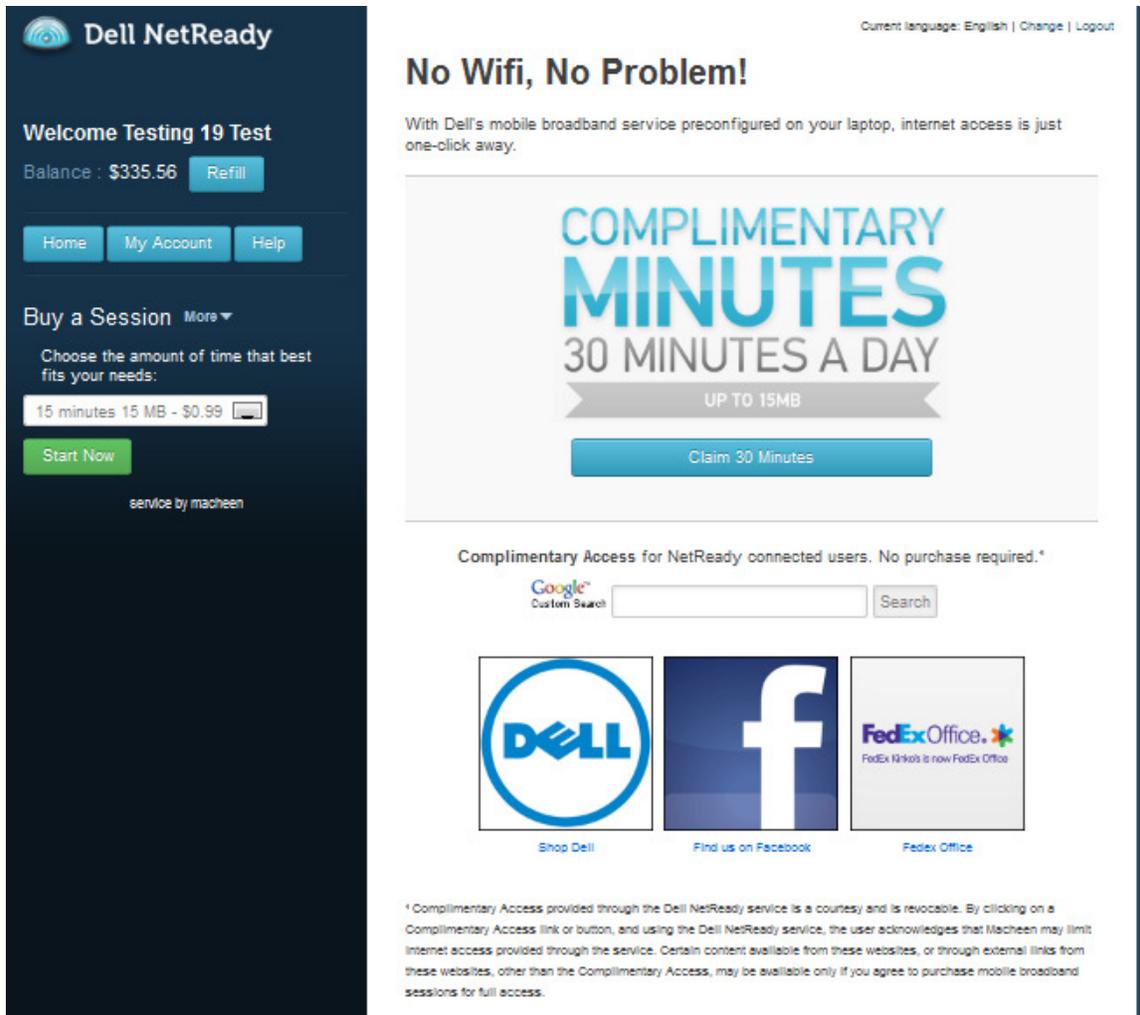


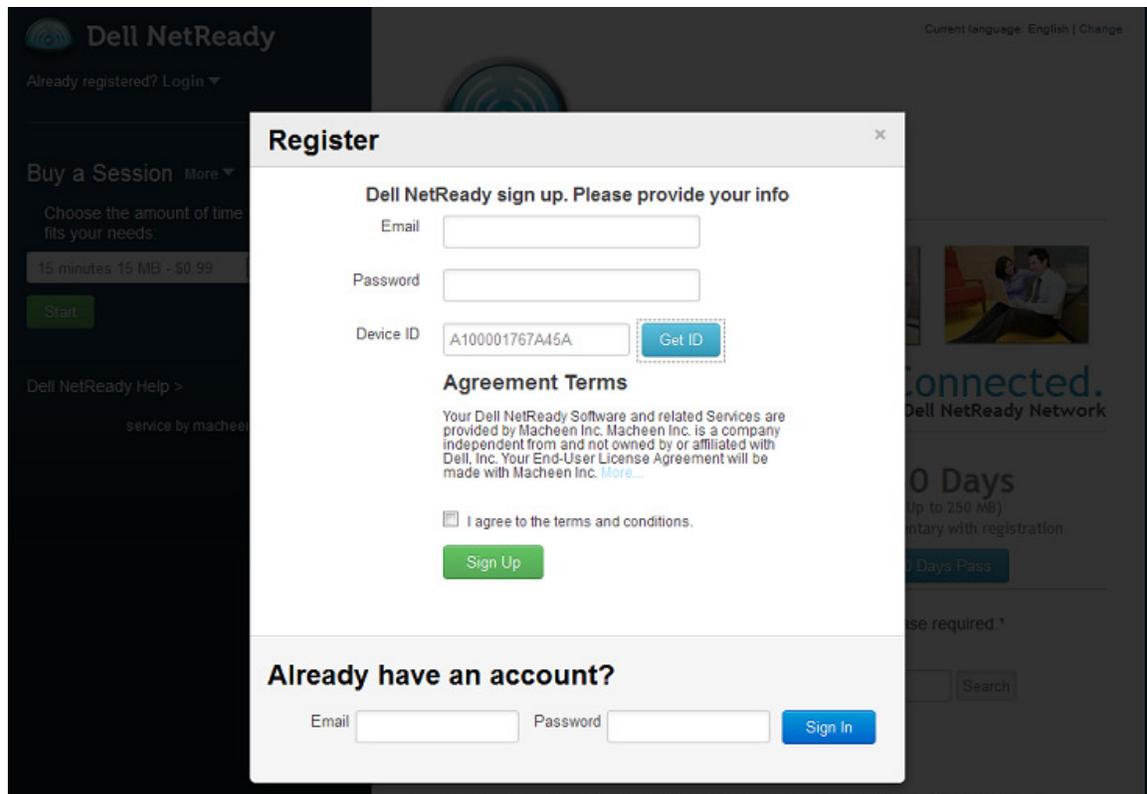
Figure 4: Dell NetReady Home Page – Signed In

The signed in version of the home page displays the following information:

- Your user name. By default, this is the email address you entered when you registered but can be updated on the **My Account** page.
- Your current balance
- The **Refill** button, which allows you to add credit to your account.
- The **Home** button that will take you back to this page.
- The **My Account** button will take you to your account and billing info.
- The **Help** button will take you to the FAQ, User Guide, Support options, and your current Service Coverage.
- The **Buy a Session** button. **Note:** You'll need to have credit in your account before buying a session.
- Any current promotional offers.

Registering to use the NetReady service

At the NetReady service homepage, if you click to buy a session or claim a promotion and you are not logged in, you will be asked to register or log in to the service.



The screenshot shows the Dell NetReady registration form. The form is titled "Register" and contains the following fields and buttons:

- Email:** A text input field.
- Password:** A text input field.
- Device ID:** A text input field containing "A100001767A45A" and a "Get ID" button.
- Agreement Terms:** A section with a checkbox labeled "I agree to the terms and conditions." and a "Sign Up" button.
- Already have an account?:** A section with "Email" and "Password" input fields and a "Sign In" button.

Figure 5: Dell NetReady Registration Form

To register, provide the following information in the registration form shown in **Figure 5**:

1. Enter your email address.
2. Create and enter a password.
3. Click **Get ID** for us to find your **Device ID**, or enter a **Device ID**. This button will only work if you are accessing the Dell NetReady homepage from your computer with the Dell NetReady modem and client.
4. Review the Agreement terms.
5. Click Sign Up.

You are now logged into the service and will be automatically logged in for two weeks. You will need to log in again only in the following cases:

- You access the service from a different web browser.
- Two weeks have passed since the last time you logged in.

Adding credit to your account

If this is your first time logging into the site, you'll need to add credit before purchasing a broadband session. Use the **Refill** button to start the process. When you refill, you have the option of enabling "Set and Forget Auto-Refill". Please note that "Set and Forget Auto-Refill" is automatically selected by default.

If you previously enabled this feature, you will not need to go through the refill process again. NetReady will automatically refill your account when you buy a session.

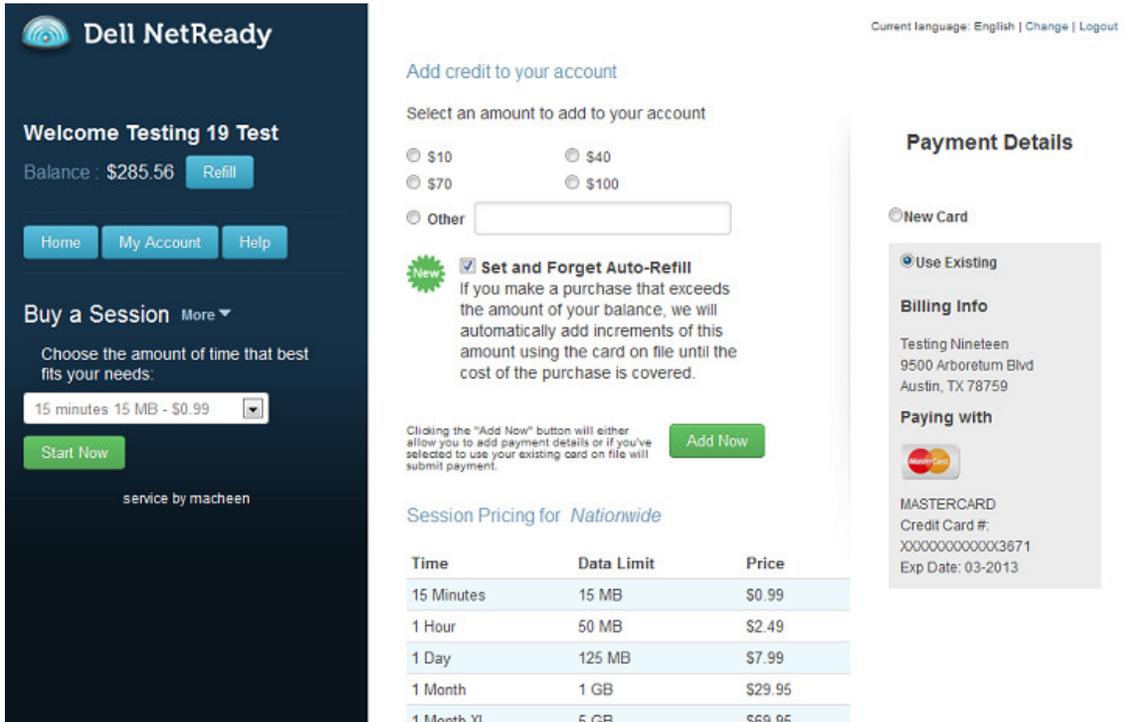


Figure 6: Add credit to your account

To add credit to your account using a **New Card**:

1. In the Dell NetReady homepage, click the **Refill** button. The **Add credit to your account** window appears as shown in **Figure 6**.
2. Select the amount of credit to add to your account or add an amount in the **Other** box.
3. **Set and Forget Auto-Refill** is checked by default. With this feature enabled, Dell NetReady will automatically charge your credit card when a future purchase exceeds the amount of your balance. If you prefer to refill manually each time your account balance is low, uncheck this box.
4. If you have never refilled before, the **Payment Details** will indicate you need to enter information for a **New Card**. If you have refilled previously and chose to store your credit card information, you may choose to **Use Existing**. This path assumes you have chosen to enter a **New Card**.
5. Click **Add Now**. Dell NetReady will ask you to provide billing information.

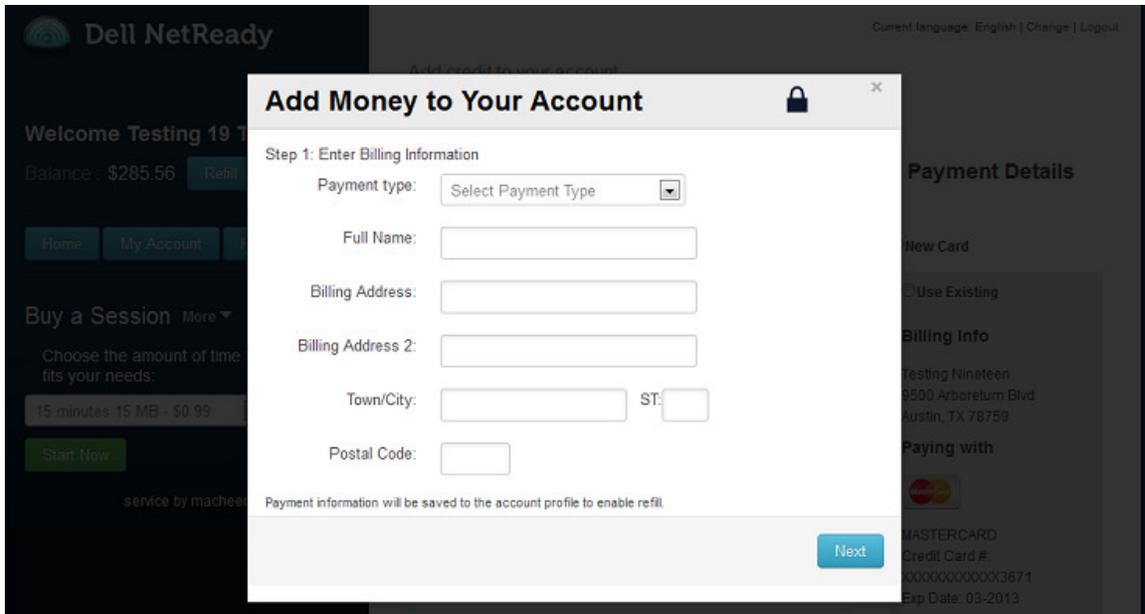


Figure 7: Add Credit to Your Account – Billing Information

6. Enter the following information in window as shown in **Figure 7**.
 - a. Select your **Payment type** using the drop-down menu.
 - b. Add the following information to the form:
 1. Your **Full Name** as it appears on your credit card.
 2. Your credit card **Billing Address**.
 3. Your City and State
 4. Your Zip Code
 - c. Click **Next**.

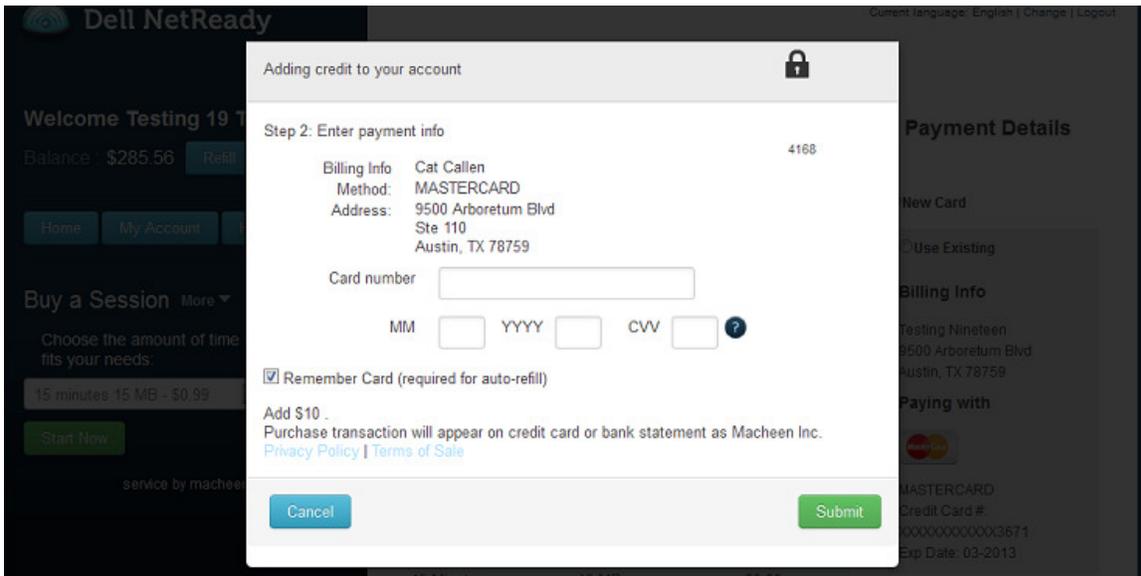


Figure 8: Add Credit to Your Account – Payment Information

7. Dell NetReady will ask you to provide your credit card details. Enter your payment information in the **Adding credit to your account** window as shown in **Figure 8**.
 - Credit card number
 - Expiration date
 - The credit card's three-digit CVV (security code)
8. If you did not select **Set and Forget Auto-Refill**, you will have the option of storing your credit card information for future use. The **Remember Card** checkbox is checked by default.
9. Click **Submit**. Dell NetReady will submit the charge to our credit card vendor.

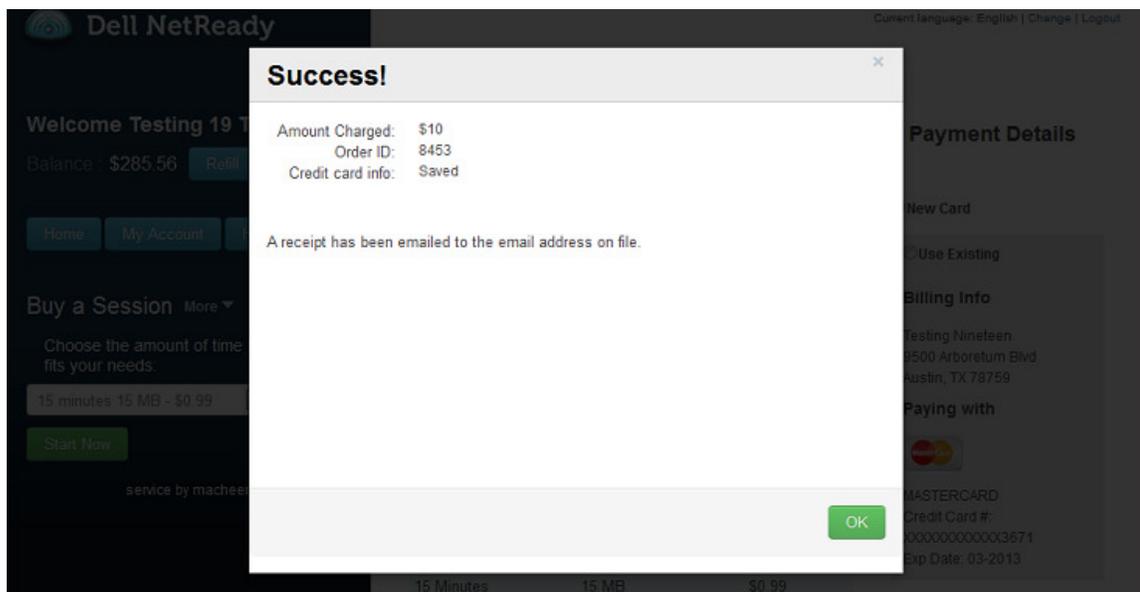


Figure 9: Add Credit to Your Account - Success

- a. If there is a problem processing your credit card, you will receive an error window. If you receive an error window, please open a Support Ticket explaining the error screen that you received so we best determine how to help you.
 - b. If the transaction is processed successfully, you will receive a **Success!** Window (as shown in **Figure 9**).
10. The success window contains an Order Id. This ID will allow you to reference the transaction should you need to call support. Dell NetReady will also send you an email containing invoice information. The Order Id will appear on the invoice as well. Click **OK** at the **Success!** window.

To add credit to your account with the **Use Existing** card option:

1. Click the **Refill** button. The **Add credit to your account** window appears as shown in **Figure 6**.
2. Select an amount to add to your account OR you can select **Other** and enter an amount in the text box next to the **Other** option.
3. If not already enabled you can do so by selecting the **Set and Forget Auto-Refill** checkbox—it is enabled by default.

Note: To learn how to disable this feature please reference the My Account section of this User guide.
4. **Use Existing** card on file is selected by default. If you want to change the card that is charged, select **New Card**. This path assumes you have selected **Use Existing**.
5. Click **Add Now**. As a security feature, Dell NetReady will ask you to enter your account password as shown in **Figure 10**.

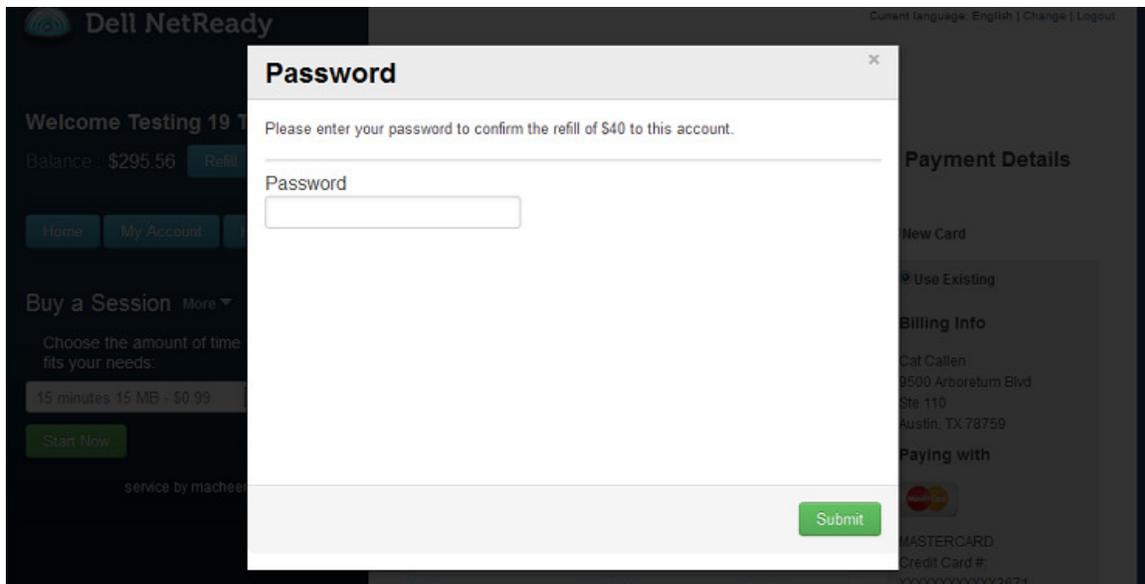


Figure 10: Password

6. Enter the password you used when you created the account. Click **Submit**.
7. Dell NetReady will submit the charge to our credit card vendor. If there is a problem processing your credit card, you will receive an error window. If the transaction is processed successfully, you will receive a success window as shown in **Figure 9**.
8. The success window contains an Order Id. This ID will allow you to reference the transaction should you need to call support. Dell NetReady will also send you an email containing invoice information. The Order Id will appear on the invoice as well. Click **OK** at the **Success!** window.

Buying a session

Now that you have added credit to your account, you can purchase a mobile broadband session. NetReady lets you select a session to suit your needs.

To purchase a session,

1. Access the mobile broadband service.
2. Select the session you'd like to buy from the drop-down menu.
3. Click **Start Now**. The **Start a Session** page appears as shown in **Figure 11**.

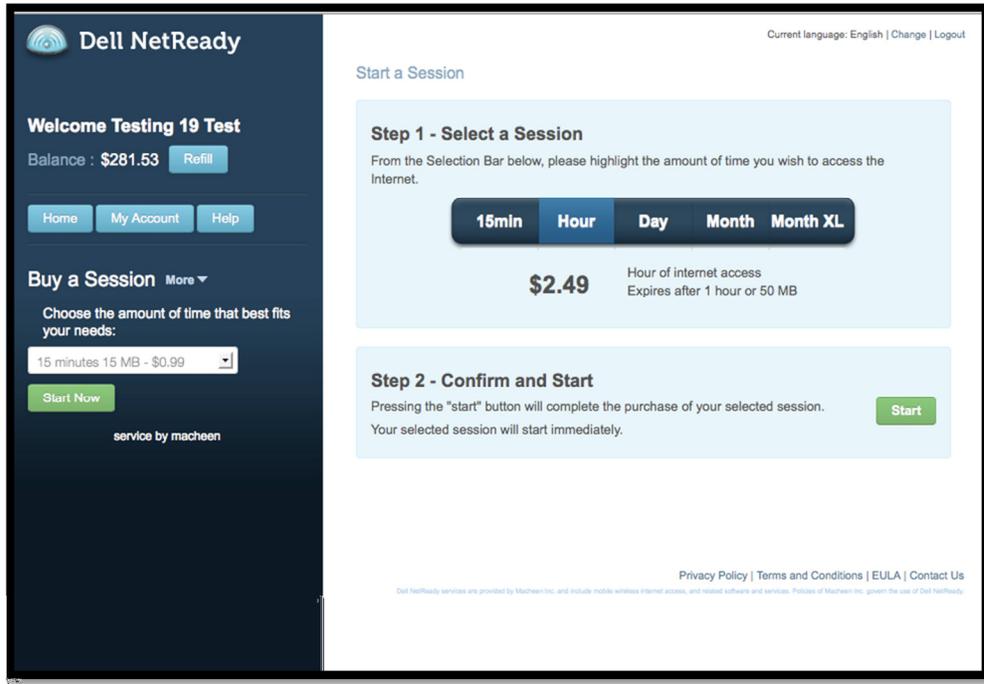


Figure 11: Dell NetReady Start a Session Window

4. Select your Current Location.

Note: In the U.S., you do not need to specify a location so you will not see this option. In other locations, there might be several “zones” from which to choose. When you select a zone, the product will list **Countries included in the selected zone**. Please note that pricing is different in different zones.

5. In the **Select a Session** section, choose the amount of time you want to purchase from the selection bar.

If you choose one of the **Month** sessions, you have the option of checking the box next to **Automatically renew session when it expires**. When this option is selected, Dell NetReady will renew your month long session automatically whenever it expires. If your account balance does not cover the price of the month session when it's time to expire and you have **Set and Forget Auto-Refill** enabled, Dell NetReady will also refill your account automatically. If you enable **Auto-Renew** but do not enable **Auto-Refill**, Dell NetReady will fail to purchase the month session when your balance is too low and will send you an email indicating **Auto-Renew** failed.

6. In the **Confirm and Start** section of the window, click **Start**. The **Success!** window appears with the details of your purchase and information about how Dell NetReady will notify you when you can begin using your session. See **Figure 12**.

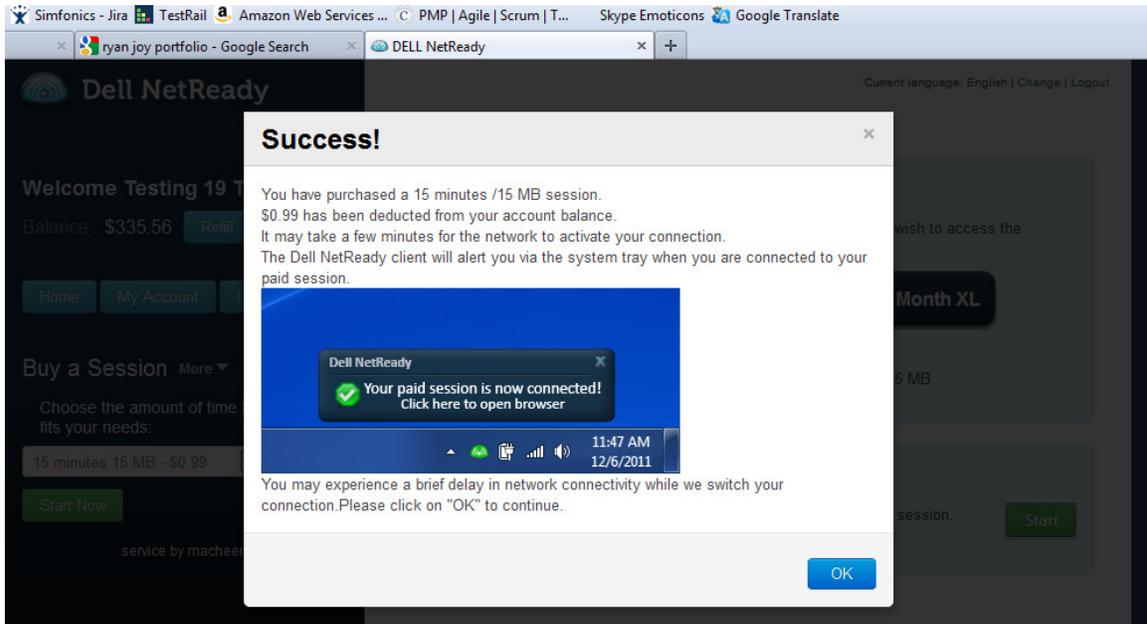


Figure 12: Buy a session – Success!

7. Click **OK**.
8. Once your purchased or promotional session becomes active, you will receive the system notification display in **Figure 13** above the system tray:

Note: It may take the system several minutes to activate you session.

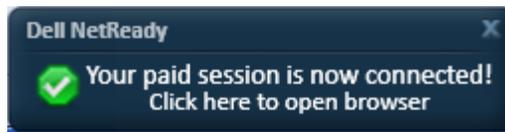


Figure 13: Session Connected Message

Managing your account

You can easily review and change your account details in the **My Account** page.

1. Access your NetReady service.
2. Click the **My Account** tab in the **Welcome** area. The **My Account** page appears as shown in **Figure 14**.

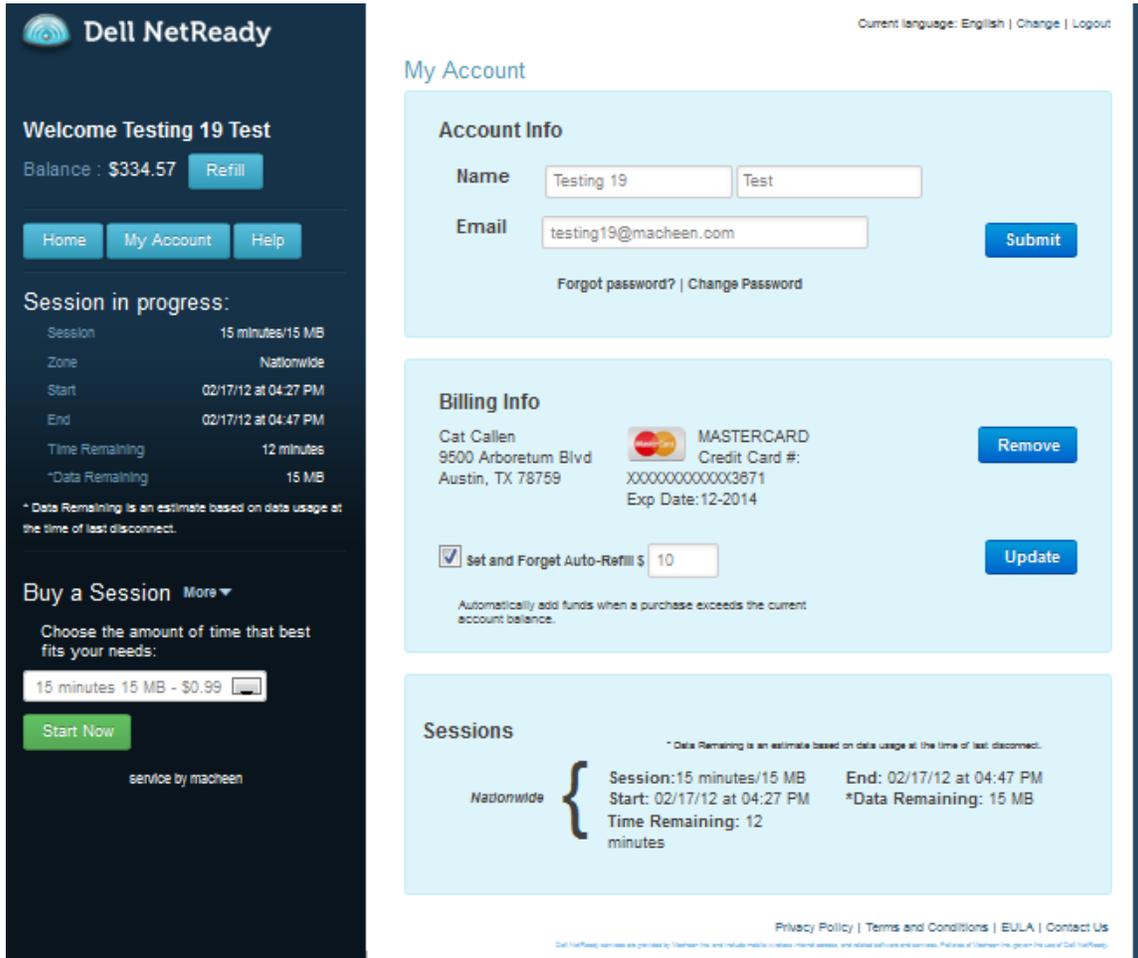


Figure 14: My Account Page

3. In the **Account Info** section, you can view and update your name and email address. If you make changes in this section, click **Submit** to ensure your changes are saved.
4. In the **Billing Info** section, you can:
 - View or remove your credit card details. If you want to remove your current credit card, click **Remove**.

Note: If you remove your card, you can add a new one by using the **Refill** (adding credit to your account) process. You cannot add a new card in this page.

- View and change the **Set and Forget Auto-refill** option. A checked box shows that you enabled this option while adding credit to your account. This option automatically adds credit in the amount specified when a future purchase exceeds your account balance. An unchecked box indicates you have not enabled this option.

- To enable this option, check the box and specify an amount.
- To disable this option, uncheck the box.
- Click **Update** to save changes.

Note: This option is only available if the user saved their credit card information.

5. In the **Sessions** section, you can review (and modify if in a month long session) the details of your current session if you have one. You can view the following information:
 - Length of session
 - Start time and end time
 - Time and Data remaining
 - Auto-renew status

Understanding Dell NetReady icons

The NetReady icon is found in your system tray. You can click or right-click it to help you use the product. The icon changes colors based on the current state of your mobile broadband connection and any broadband sessions you might have purchased. Following is a brief description of the icon colors and what each means.

- **Yellow means the application is trying to establish its state.** It displays after resuming from sleep or hibernation. The NetReady client has detected changes in connectivity for which it did not receive events and is waiting to determine what the current state of connectivity for the device is. After NetReady has determined the device's connectivity state, the icon will appear in one of the following colors:
- **Blue means the NetReady connection is available.** It appears when NetReady can detect a signal over a mobile broadband device and offer services and connectivity. If you have a session, you may connect to NetReady whenever the icon is blue. If you do not have a session, you can purchase a session or claim a promotional session whenever the icon is blue. You can also explore the NetReady Complimentary websites.
- **Green means your session is connected.** It shows that you are connected to NetReady with your purchased or claimed mobile broadband session.
- **A Red X means that your mobile broadband radio is off.** This can mean either you turned off your radio using the software on your device, disabling the mobile broadband modem through the device manager, or using the hardware switch sometimes found on the side, back, or keyboard of the device.
- **Red means there is no connectivity.** This displays when the NetReady product cannot find a signal or connect to the network.

Clicking the NetReady icon in the system tray launches your web browser. If a browser is already open on your computer, a new browser opens and directs you to the NetReady homepage.

Note: If the computer does not have connectivity, the product will display an error page.

Right-clicking the icon opens a menu with the options as shown in **Figure 15**.

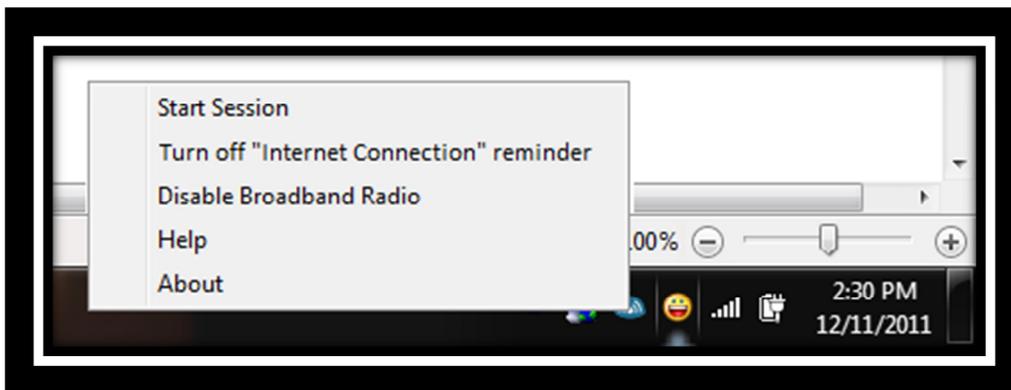


Figure 15: Right-Click Menu Options

Start Session: Clicking this option takes you to the NetReady homepage where you can start a session, add money to your account, change your account information, or register for service. You cannot select this option if the broadband radio is off or a connection to the internet is not available.

Turn off "Internet Connection" reminder / Turn on "Internet Connection" reminder: This option allows you to toggle whether a notification is presented when you have mobile broadband connectivity and no other connectivity. Only one of these options will appear at a time. If the

reminder is on, the NetReady service will notify you when mobile broadband connectivity is a compelling option.

When you first use the product, this menu option displays as “Turn off.” Clicking this menu option will turn off the notifications, and it will change the option you see on your screen to “Turn on.” Clicking “Turn on” will turn the notifications back on and change the option back to “Turn off. “

Disable Broadband Radio / Enable Broadband Radio: This option allows you to toggle whether your Mobile Broadband device sends and receives mobile broadband signals.

- If the broadband on your computer is currently on, the **Disable Broadband Radio** option appears.
- If the broadband radio is currently off, the **Enable Broadband Radio** option appears.

When you select this option, you can change the status of the broadband software from off to on and vice versa. If the physical radio switch on your laptop is off, this option is not selectable and will display the **Disable Broadband Radio** text. You'll need to turn the hardware switch on to use this option.

Help: Select this option to launch the help page that tells you more about the product.

About: Select this option to view the version of the currently installed mobile broadband product.

Understanding System Tray Notifications

At times, the system will present a notification in the lower-right corner of the screen with details about the mobile broadband connection.

- If you do nothing, the notification disappears after a period of time.
- Clicking the X in the top right corner causes the notification to disappear immediately.
- You can click anywhere on the notification text to initiate the action in the message.

Always Connected Notification

If your computer has no other connectivity, Dell NetReady will display the following notification to let you know you can use mobile broadband to go online.

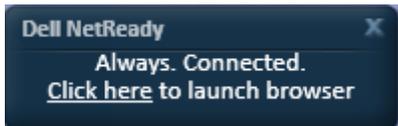


Figure 16: Dell NetReady is Connected

Session Active Notification

When the service connects to mobile broadband, the following message appears. You can click on the message text and a browser or browser tab will open to the Dell NetReady homepage.

Note: You must be in a location where you can connect your session for the system to consider it active.

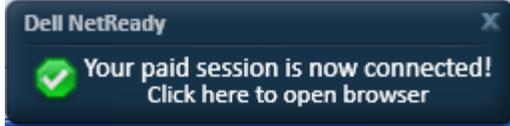


Figure 17: You now have an active NetReady session

Session running low notification

You'll receive one of the following messages when your session is running low, either in terms of time or data remaining.

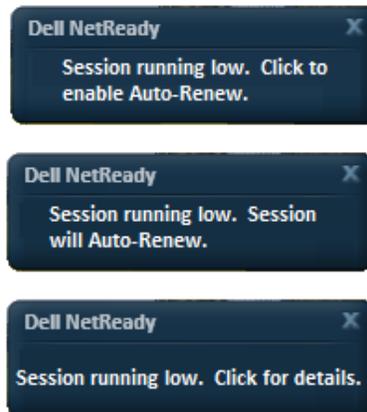


Figure 18-20: Session running low notifications

Figure 18: Session running low. Click to enable Auto-Renew. This message shows that the session you purchased allows Auto-Renew, but it is not enabled. If you click the notification, the message will disappear and the NetReady service will turn on Auto-Renew.

Figure 19: Session running low. Session will Auto-Renew. This message shows that the session you purchased allows Auto-Renew, and it is enabled. If you click the notification, your browser will open and launch the Dell NetReady page where you can view information about your current session.

Figure 20: Session is running low. You'll see this when your purchased session does not allow Auto-Renew. Clicking the notification opens a browser and launches the Dell NetReady page where you can view information about your session.

Session expired notification

When your data limit or session amount runs below 1%, you'll receive one of the following messages:

Your session was automatically renewed. Clicking the text inside this notification will launch the NetReady service homepage, where you can view your session information.

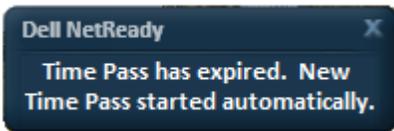


Figure 21: Auto renew has started another NetReady session

Your session has expired and was not automatically renewed. Clicking the text in this message will launch the Dell NetReady homepage, which show your session information.

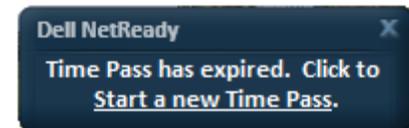


Figure 22: NetReady session has expired message