



# Global Roaming User Guide

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## INTRODUCTION

This guide will serve as an introduction to use of the Bell's Global Roaming software. It provides end users with valuable information on how to install, configure and use the dialer.

Global Roaming is a simple, easy to use desktop client that allows remote users to connect to the Internet via a global network of providers. It has a simple point-and-click interface for dialing into the a local access points and supports Windows 95, 98, ME, NT, 2000, and XP. In addition, Global Roaming can be customized to automatically launch many other programs or applications.

**Within this guide**, you will find information on installation instructions, basic and advanced configuration instructions, and a link for frequently asked questions and tips.

## INSTALLATION INSTRUCTIONS

Installing Global Roaming is a simple process. The execution file for installing the Global Roaming software can be found on the Bell.ca website at [www.bell.ca/globalroaming](http://www.bell.ca/globalroaming). Please note that Global Roaming can be used for standard Dial-up connections (i.e. via modem). In order to use Global Roaming for Dial-up access, you must have Dial Up Networking (DUN) installed on your computer.

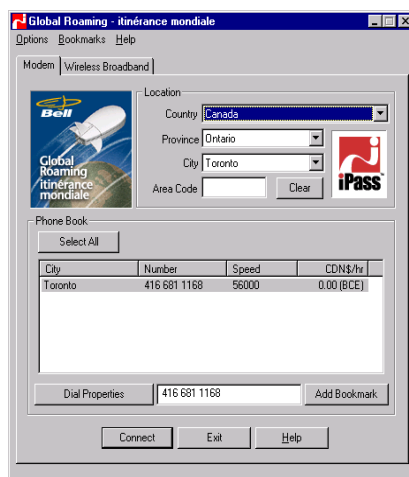
### Installing Global Roaming

To install the Global Roaming software:

1. Download Global Roaming from **Set Up** of our website [www.bell.ca/globalroaming](http://www.bell.ca/globalroaming).
2. Double-click the executable file.
3. Follow the directions on the screen.

When the installation is complete, Global Roaming will automatically run. You will need to customize your dialer configuration to suit your individual needs before you can connect.

## GLOBAL ROAMING GUI FEATURES



Now that you have installed Global Roaming, you may want to take a moment to look over the features of the dialer's graphical user interface (GUI) format.

### Connections

The dialer has two separate tabs for dialup connections, depending on the technology being used for remote access. These tabs are called the Modem tab and the Wireless Broadband tab. This window is used to enter a user's access location and enter the required information that allows them to connect.

### Access Type Tabs

#### Modem Tab

The modem tab is used for any connection attempt when the user is dialing up using a standard modem. Global Roaming is compatible with any type of modem installed on a laptop.

### Global Roaming Window

The Global Roaming window is divided into two partitions, the *Location* Partition and the *Phone Book* Partition. The features included in each partition are described below.

#### The **Location** Partition

The user enters the Country, State, City and/or Area Code in order to view the access numbers available in that area.

#### The **Phone Book** Partition

This partition shows all access points available for each location entered.

- *Select All*: Allows the dialer to dial all available numbers in turn until a connection is made.
- *Dial Properties*: Allows you to set up information about special prefixes, call waiting, dial tones and location. This window can also be chosen from the *Options* Menu on the menu bar.
- *Add Bookmark*: Allows you to bookmark frequently used numbers for easy access.

## BASIC CONFIGURATION INSTRUCTIONS

### Six basic steps to configuring Global Roaming

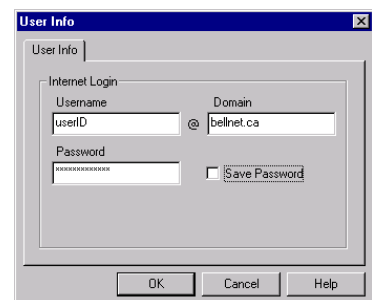
1. Setting your user information
2. Selecting the appropriate access tab
3. Selecting your modem
4. Choosing the an access point
5. Setting the dialer properties
6. Connecting to the Internet

To begin configuration, launch Global Roaming by double-clicking the Global Roaming icon on your desktop.

### Setting your User Information

To set your username, domain name and password:

1. From the Global Roaming Menu bar, select *Options* → *User Info*.
2. Your Business Internet account info consists of two parts - user ID and domain name. This information can be found on your welcome letter. Enter the user ID and domain in 'Username' and 'Domain' fields of this tab. (i.e., for userID@bellnet.ca).
3. To save your password for future sessions, check *Save Password*.  
If you choose to enter your password each time you connect (or the *Save Password* feature has been disabled), do not enter your password now. You will be prompted to do so later.
4. Click *OK*.



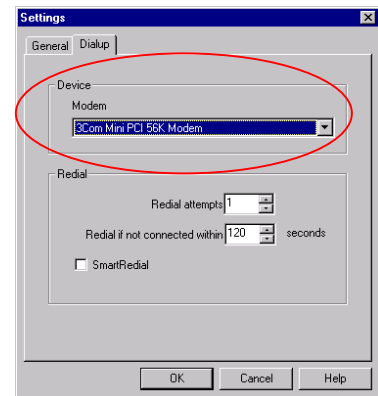
## Selecting your Modem

Dial-up users will also need to select the appropriate modem from a list of options.

### To select your modem:

1. From the Global Roaming Menu bar, select *Options* → *Settings*.
2. Select the *Dialup* tab.
3. From the *Modem* drop-down list, select the correct modem.
4. Click *OK*.

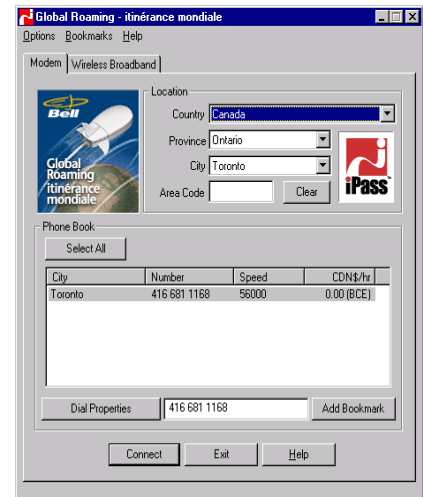
To configure your dialer to retry a busy number, automatically start a web browser on connection, launch a VPN or to set up other advanced configurations, see the “Advanced Configuration Instructions” section below.



## Choosing an Access Point

### For Modem Connections:

1. From the main *Global Roaming* window, select the ‘Modem’ access tab.
2. Enter your physical location in the *Country*, *State/Region* and *City* dialog boxes (taking advantage of "type ahead" which selects locations upon keystrokes) **OR**  
In the *Area Code* box, enter the area code where you are or want to dial from (United States numbers only). All of the available access points in that area code will be visible.
3. Select the number to dial. Users can sort the numbers by *City*, *Number*, and *Speed* by clicking the appropriate header on the “POP number” table.
4. The number that appears in the preview box is the number that will be dialed. If it is not correct (for example, the area code is not needed, or you need an 8 to get an outside line), you will need to set the Dial Properties.



## Setting the Dial Properties

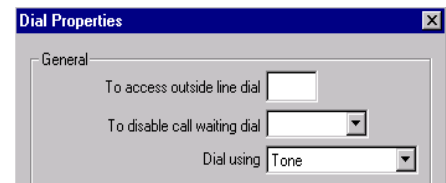
There are two ways to set the Dial Properties:

- From the main *Global Roaming* window, click the *Dial Properties* button **OR**
- From the Global Roaming Menu bar, select *Options* → *Dial Properties*.

The *Dial Properties* window will automatically appear.

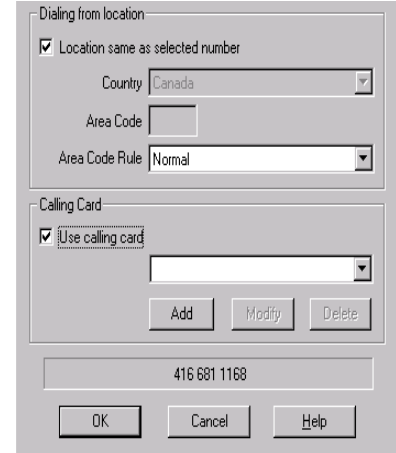
### In the General partition:

1. Enter any number needed to dial an outside line (i.e., if you are in a hotel, you need to dial a 9, etc.).
2. Enter any number needed to disable call waiting.
3. Using the drop-down menu, select *Pulse* or *Tone* dial.



### In the Dialing from location *partition*:

1. Check *Location same as selected number* if you are in the same area code as the selected number **OR** Select the country you are in and enter the area code from where you are calling.
2. Select the *Area Code Rule* that apply to the local number you are phoning. The rules are as follows:
  - a) *Normal* - 1 + area code is dialed if the number being dialed has a different area code than where you are dialing from.
  - b) *Dial Area Code* - The area code is always dialed, regardless of what area code you are in.
  - c) *Dial 1 + Area Code* - 1 + area code is always dialed; regardless of what area code you are in.
3. Click *OK* when you are done.



When you are finished filling in the *Dial Properties* window, the access number will appear in the gray dialing preview box at the bottom of the window. You are now ready to connect.

### Connecting to the Internet

#### To connect to the Internet:

1. Click *Connect*.
2. If you have skipped any of the above steps, or if you are required to enter your password each time you connect, you will be prompted to do so at this time -- enter the relevant information.

### Disconnecting from the Internet

#### To disconnect from the Internet:

1. Double-click the Global Roaming icon in the system tray (right-hand corner of the Task Bar).
2. Click *Disconnect*. The main *Global Roaming* window appears.
3. Click *Exit* to close the program, **OR** Choose another access point and connect again.

## ADVANCED CONFIGURATION INSTRUCTIONS

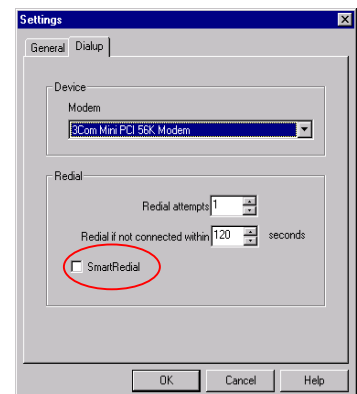
Your Global Roaming dialer automatically comes equipped with a number of advanced features for ease of use and improved functionality. Below is a list of features provided, as well as instructions for configuration.

### Smart ReDial

By using the Smart ReDial feature, your dialer will automatically continue dialing all numbers within the same city until a successful connection is made. This means that the user does not need to use the "Select All" feature.

#### To activate the Smart ReDial feature:

1. From the Global Roaming Menu bar, select *Option* → *Settings*.
2. Select the *Dialup* tab.
3. Check *Smart ReDial*.
4. Click *OK*.

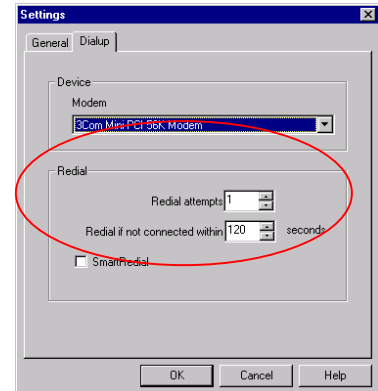


## Busy Number Redial

The busy number redial feature allows you to configure your dialer to retry a busy number if a connection attempt fails. This feature is useful when using a bookmarked access number, or when roaming in areas where there are few access numbers and heavy Internet traffic.

### To configure your dialer to redial a busy number:

1. From the Global Roaming Menu bar, select *Option*→*Settings*.
2. Select the *Dialup* tab.
3. In the *Redial attempts* dialog box, enter the number of attempts.
4. In the *Redial if not connected within* field, enter the amount of time (in seconds) you want to elapse between each dial. This should be set to a minimum of 60 seconds in order to give the first dialing sequence time to finish.
5. Click *OK* and connect as usual.



*Note that the Busy Redial feature may be incompatible with the Smart Redial or Select All features, which will cause the dialer to roll over to the next access number upon a failed connection attempt. Whenever possible, users should give preference to the Smart ReDial feature rather than the busy number redial or Select All features for greater reliability.*

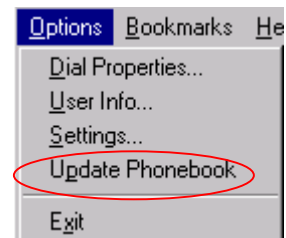
## Phonebook Updates

### Manual

There are two options for updating your phonebook manually:

- You can manually download as you connect. From the *Connection Status Dialog* (seen as you connect), click *Info* | *Update Phonebook*. **Or,**
- If your phonebook is so out of date you cannot connect to the Internet with Global Roaming to perform a phonebook update, select *Options*→*Update Phonebook* from the Global Roaming Menu bar. Global Roaming will automatically update the phonebook.

**NOTE:** This method will only work when you already have a connection to the Internet through some device other than your modem (i.e. via LAN access).



### Mandatory phonebook updates

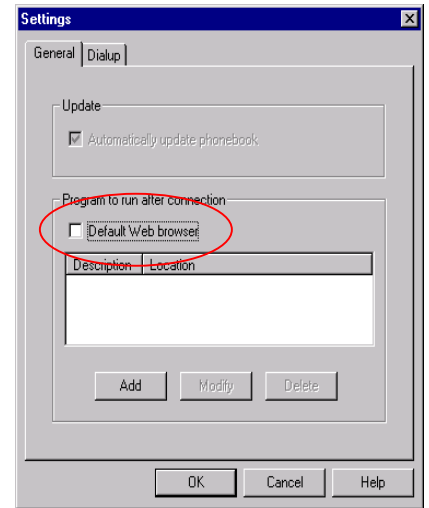
The Global Roaming dialer will force a phonebook update to your dialer if you have not received an updated phone book in the last 14 days. This process is necessary to ensure you have a positive connection experience by keeping your phonebook up to date.

### Post-Connect Actions

The post-connect actions feature allows you to configure programs to run after connection. You may use this feature to launch a web browser, connect to your corporate network using a VPN solution, or to launch various other software programs.

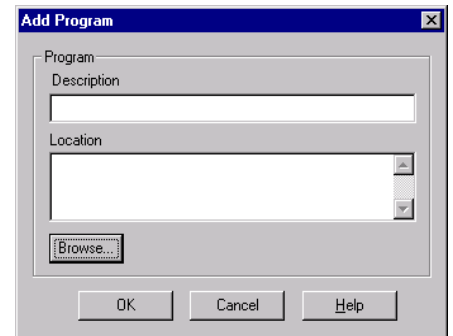
*To configure your dialer to launch a web browser on successful connection:*

1. From the Global Roaming Menu bar, select *Option* → *Settings*.
2. Select the *General* tab.
3. In the *Programs to run after connection* box, check *Default Web browser*.
4. Click *OK*.



*To configure Global Roaming to launch other programs:*

1. If you have not already done so, select *Option* → *Settings* from the Global Roaming Menu bar.
2. Select the *General* tab.
3. In the *Programs to run after connection* box, click *Add*. The *Add Program* window appears automatically.
4. In the field provided, enter the description of the program to run.
5. Click *Browse*.
6. Select the program you wish to open after successful connection.
7. Click *Open*. The location of the program will be displayed in the display box.
8. Click *OK* to close the *Add Program* window.
9. Click *OK* again to close the *Settings* window.



*To connect to your corporate network:*

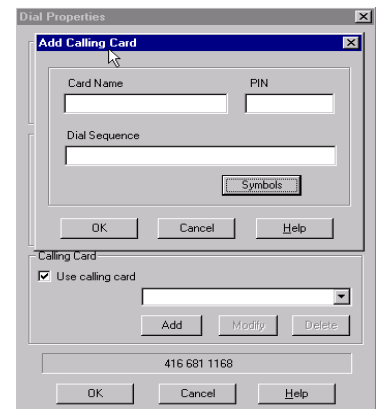
Programs that connect you to your corporate network are called virtual private networks (VPN). You can run your VPN as a post-connect action by selecting it as a *Program to run after connection* (see above). Depending on the configuration of your VPN, users may or may not have to enter another user name and password in addition to the one used in Global Roaming. Contact your help desk for more information.

### Calling Card Options

The Calling Card Options feature allows you to retain calling card information in your dialer for ease of use. This eliminates the need to remember calling card numbers, and reduces the risk of loss or theft of the card. By storing card information here, you can configure Global Roaming to automatically dial the calling card number for all connection attempts.

*To save a calling card entry:*

1. From the Global Roaming Menu bar, select *Options* → *Dial Properties*.
2. Check *Use Calling Card*.
3. Click *Add*. The *Add Calling Card* window automatically appears.
4. In the *Card Name* dialog, enter name of the calling card.
5. In the *PIN* dialog, enter your PIN number, if applicable.
6. In the *Dial Sequence* dialog, enter the phone number to dial for the calling card and/or any of the symbols shown below. You may enter any combination of symbols and numbers provided they follow the format outlined on your calling card. For





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example, if the instructions for your calling card reads “Dial 1 800 222 5050 + PIN + area code + phone number”, your dial sequence will be 1 800 222 5050 HFG.

**Note:** The following list can also be seen if you click the “Symbols” button while in the “Add Calling Card” window.

Symbol	Meaning
E	Country code
F	Area code
G	Phone number
H	Card number (PIN)
P	Pulse-dial subsequent numbers
T	Tone-dial subsequent numbers
W	Wait for second dial-tone
,	Pause (approx. 1 second)
!	Flash
@	Wait for quiet answer
\$	Wait for calling card prompt tone
?	Wait for user input

7. Click *OK*. The calling card number is shown in the dial preview box.

### To modify a calling card entry:

1. From the Global Roaming Menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. From the pull-down menu, select the calling card you want to modify.
4. Click *Modify*.
5. Make the necessary changes.
6. Click *OK*.

### To delete a calling card entry:

1. From the Global Roaming Menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. From the pull-down menu, select the calling card you want to delete.
4. Click *Delete*.
5. Click *OK*.

## The Bookmark Menu

The bookmark menu allows you to conveniently save the connection information for access numbers you use most frequently. This menu allows you to create, modify and delete bookmarks, as well as to connect using an existing bookmark.

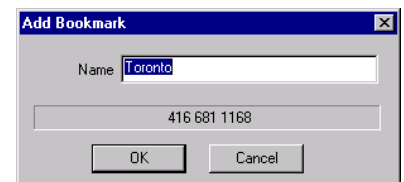
### To create a bookmark:

To bookmark the numbers you call most frequently:

1. From the main *Global Roaming* window, select the appropriate access type tab.
2. Enter your physical location in the *Country*, *State/Region* and *City* boxes. All of the available access points in that location will be visible.
3. Highlight the number or access point you want to bookmark.
4. Click *Add Bookmark* next to the dial preview box at the bottom of the *Global Roaming* window **OR**

From the Global Roaming Menu bar, select *Bookmarks*→*Add*.

5. The *Add Bookmark* window will automatically appear. The city name will appear as a default in the *Name* field. You may wish to modify this name to be more specific.



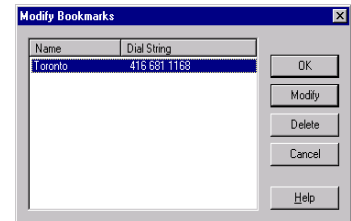
6. Verify the name and access point.
7. Change the name if you so desire.
8. Click *OK*.

*To connect using a bookmark:*

1. From the main Global Roaming window, click the appropriate access type tab.
2. From the Global Roaming Menu bar, select *Bookmark*. A list of bookmarks is displayed.
3. Select one of the listed bookmarks. Global Roaming begins the connection process.

*To modify or delete a bookmark:*

1. From the main Global Roaming window, click the appropriate access type tab.
2. From the Global Roaming Menu bar, select *Bookmark*→*Modify*. The *Modify Bookmark* window will automatically appear.
3. Select the bookmark you want to delete or modify.
4. Click *Delete* to remove the entry, or click *Modify* to change the bookmark name.
5. Click *OK*.



*Bookmarks can become obsolete when the phone book is updated. If you try to connect to an old bookmark, that number might not be in existence any more – check your current phone book to see if the number is listed as a valid access point.*

## UNINSTALLING GLOBAL ROAMING

**To uninstall Global Roaming:**

1. From the Windows Start Menu, open *Start*→*Settings*→*Control Panel*.
2. Select *Add/Remove Programs*.
3. Select *Global Roaming* from the list.
4. Click *Add/Remove*.

Global Roaming is now uninstalled.

## FREQUENTLY ASK QUESTIONS AND TIPS

You will find answers to frequently asked questions and tips about use of the Global Roaming service on our website [www.bell.ca/globalroaming](http://www.bell.ca/globalroaming).