



# GUIDE

FOR THE BUSINESS EVERYWHERE USER  
INSTRUCTIONS FOR VERSION 9  
FOR WINDOWS®

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# 1. INTRODUCTION

## **Enjoy the freedom of Business Everywhere**

Business Everywhere lets you access the internet and your corporate network just as effortlessly as though you were in the office, wherever you may be. It's all thanks to the reach of the EE mobile broadband 3G+/4G network.

Designed to give you the best possible mobile internet experience, Business Everywhere software is easy to install and simple to use. It always finds the best available network and even lets you monitor usage as you go.

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## 2. HOW TO INSTALL/UNINSTALL BUSINESS EVERYWHERE

### 2.1 Configuration

- Your computer should be configured as follows:
- Operating system
  - **32-bit Windows XP (SP3)**
  - **32-bit and 64-bit Windows 7 (SP1)**
- Your computer hardware should meet the recommended requirements for the installed operating system
- 40MB available space on hard drive
- USB Port for connecting your device

## 2. INSTALL/UNINSTALL CONTINUED...

### 2.2 Have you used Business Everywhere before?

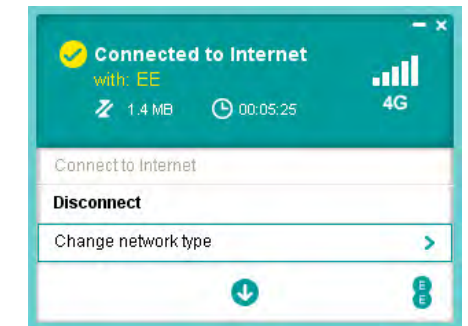
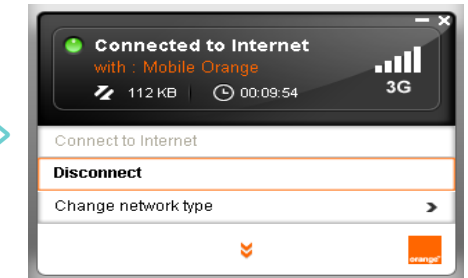
If so, you'll notice the following changes and new features in Version 9:

- Version 9 is faster, more refined and more intuitive. By only offering the services you actually need to use it's quicker and easier all round
- Allows for seamless switching between internet and Intranet use and vice versa
- Streamlined, with indicators and tools that focus solely on the essentials
- Efficient, light and discreet, now designed to integrate more easily with other tools on your computer

Version 8 - Orange 3G



Version 9 - Orange 3G+



Version 9 - EE 4GEE

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## 2. INSTALL/UNINSTALL CONTINUED...

### 2.3 Step-by-step installation

- Insert the SIM card into the slot indicated on your dongle (if necessary refer to the instruction leaflet that came with your device)
- If your IT manager has provided you with software directly, or if you are downloading software from the EE website, please install this software **before** plugging in your dongle
- If your laptop allows 'plug and play' installation, simply plug in your dongle and the software installation should start automatically
- Read and accept the terms & conditions of use for Business Everywhere, then click '**Next**'
- Follow the on-screen instructions

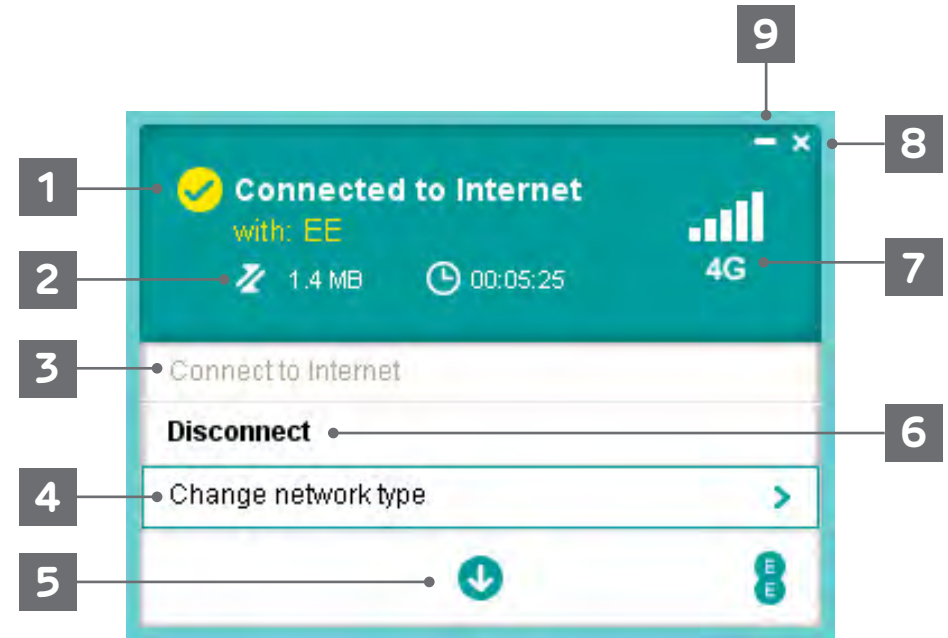


## 3. THE BUSINESS EVERYWHERE INTERFACE

Business Everywhere is always active on your computer. It shows up as a small icon in the notification area or task bar. Click on the icon, or plug in your dongle, to access the software.

### 3.1 Your Business Everywhere connection kit

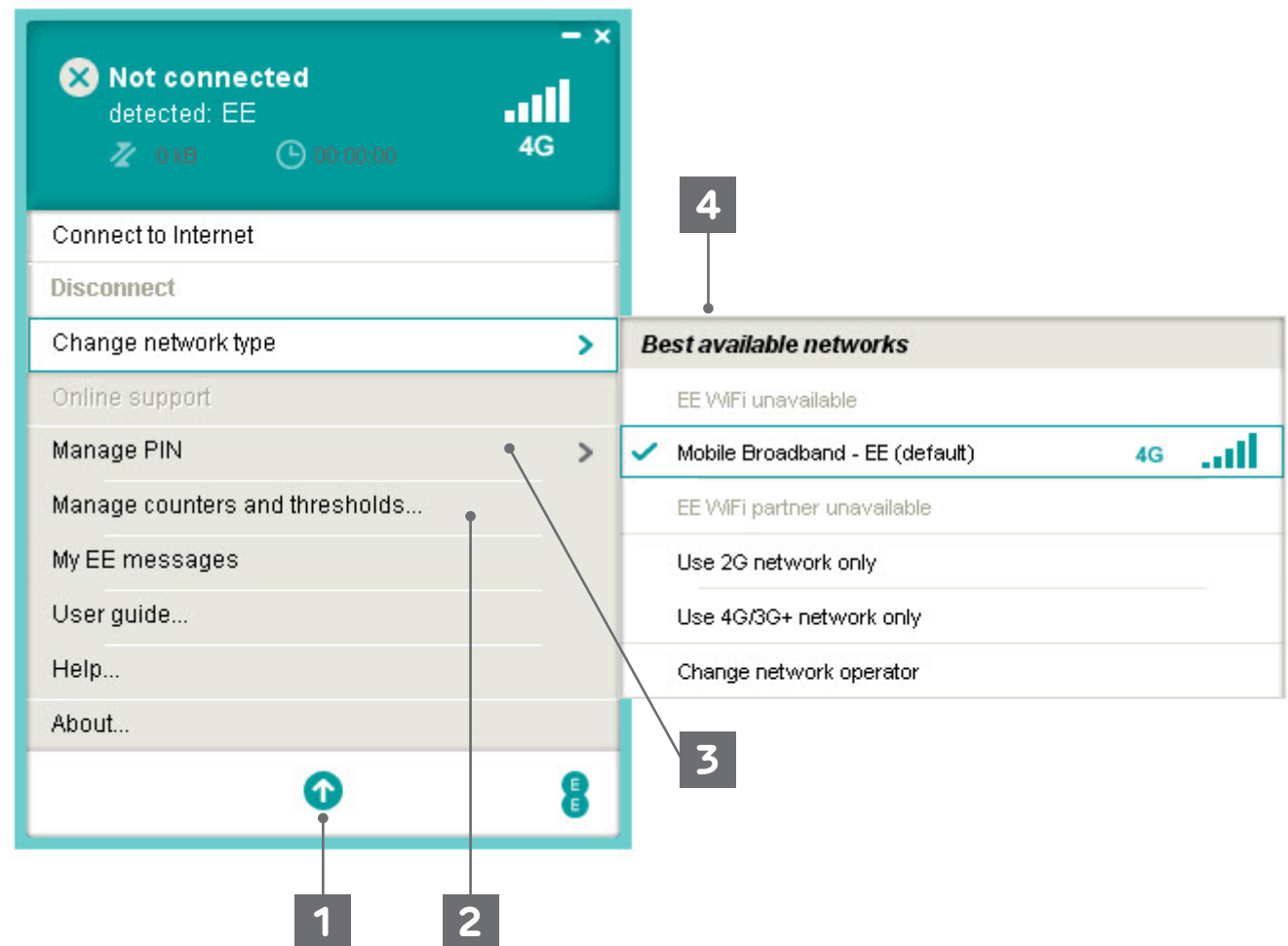
1. Connection status and network name
2. Connection duration and volume of data
3. Connect to the Internet or your corporate network (Intranet)
4. Manually select another network
5. Expand the interface to access secondary functions
6. Disconnect from current connections (enabled when you are connected)
7. Signal level and network type
8. Close the interface
9. Minimise to the taskbar



## 3. INTERFACE CONTINUED...

### 3.2 Secondary functions

1. Return to compact mode and hide sub-menu
2. Manage your usage
3. Change, enable or disable your PIN code
4. Select from available connections





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## 4. LAUNCHING BUSINESS EVERYWHERE

- Once installed, Business Everywhere launches itself automatically whenever your device is connected
- You can also launch Business Everywhere by clicking the icon in the taskbar, or via **Start > All Programs > Business Everywhere > Business Everywhere**
- The software may ask you to enter your PIN: if so, see **Section 6.1**
- Business Everywhere is now ready to connect



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## 5. CONNECTION

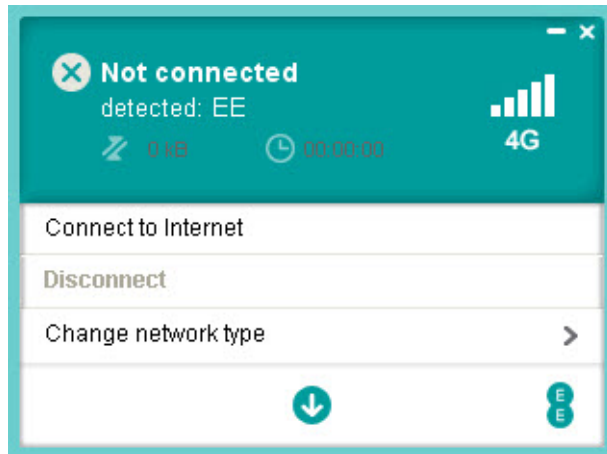
Business Everywhere allows you to connect to the internet or your corporate network and switch rapidly between them

### 5.1 First connection

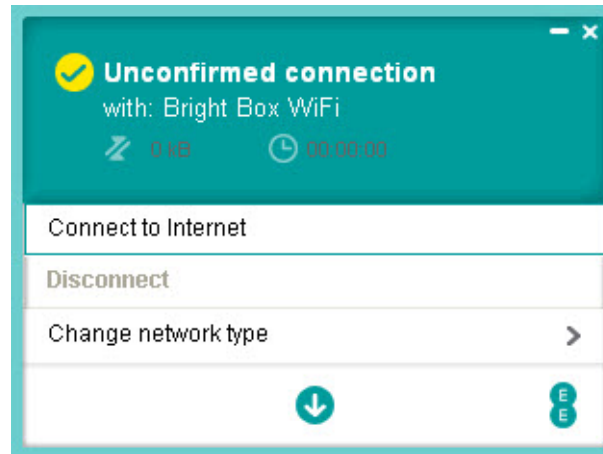
- To connect, click on '**Connect to Internet**' or '**Connect to Intranet**' (when available)
- When you first connect, Business Everywhere will automatically detect technical settings for you - this may take a minute

## 5. CONNECTION CONTINUED...

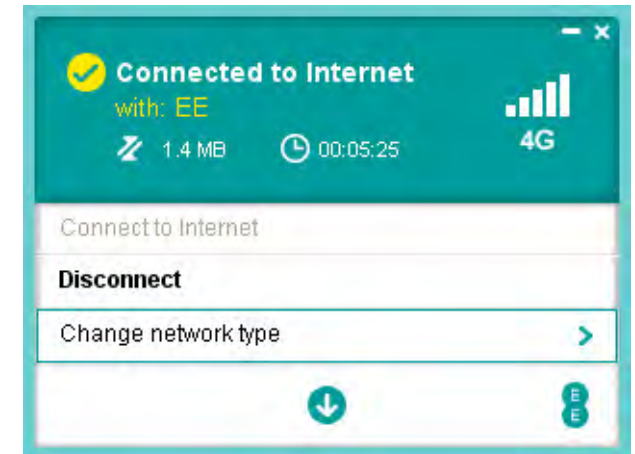
### 5.2 Connection status – what you'll see



Connection not established. Click **'Connect to Internet'** or **'Connect to Intranet'** (when available)



A connection has been established but cannot connect directly to the Internet. An intranet IP address has not been confirmed (or has not been programmed.)

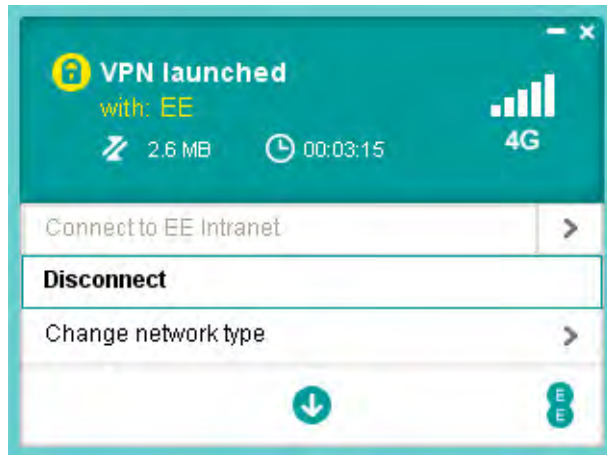


Internet connection successful

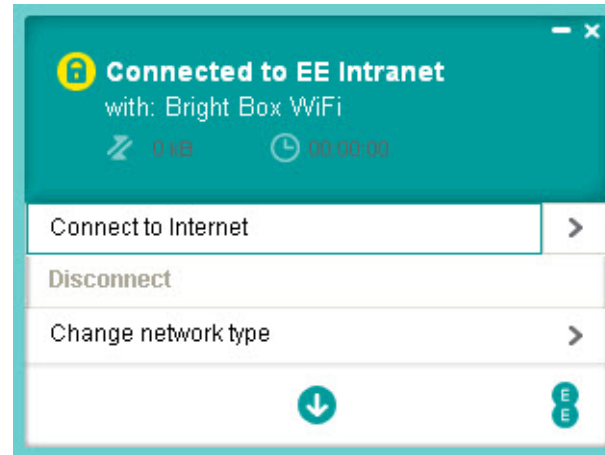
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## 5. CONNECTION CONTINUED...

### 5.2 Connection status – what you'll see (continued)



Connection established, and VPN client launched



Your VPN client is running and Business Everywhere has confirmed that you are connected to your intranet (an intranet IP address has been detected.)

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## 5. CONNECTION CONTINUED...

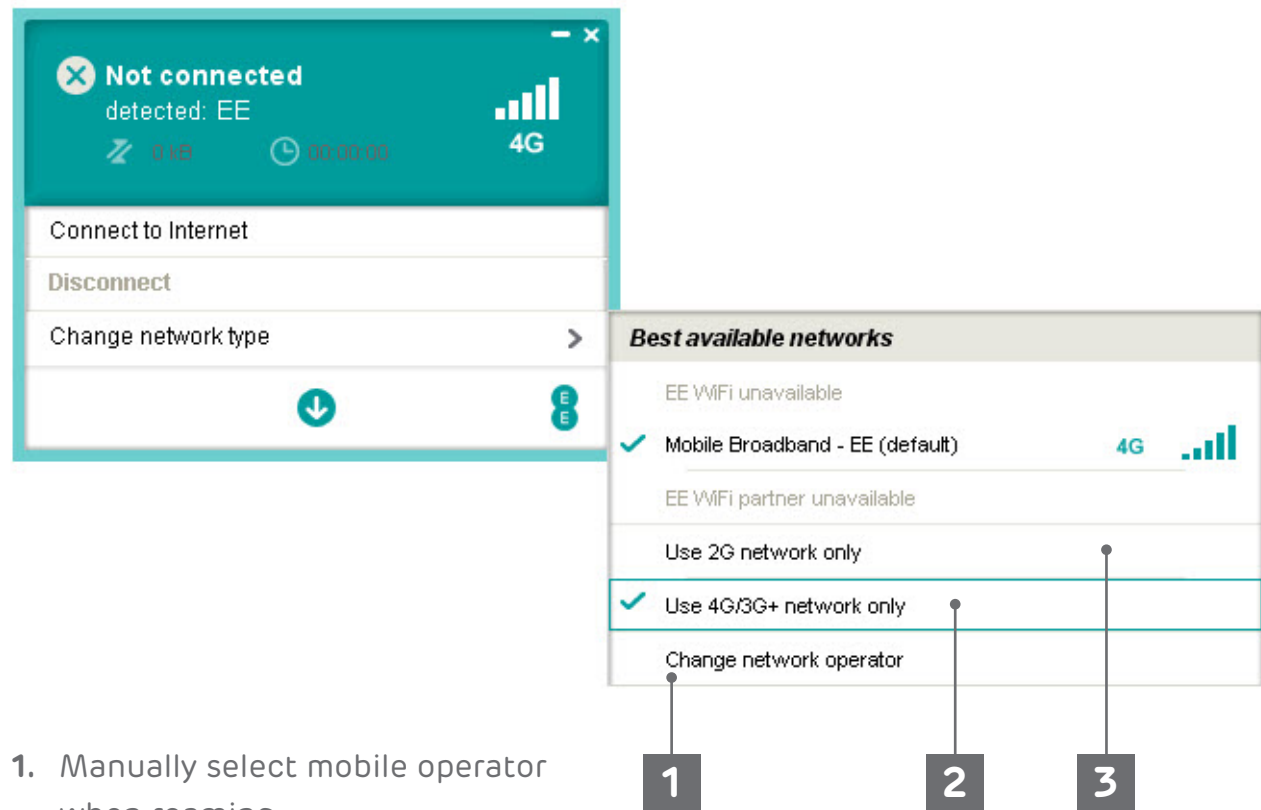
### 5.3 Business Everywhere networks

- Business Everywhere will detect and advise you if your laptop is already connected to a network with a network cable (e.g. in the office) or via private WiFi (e.g. in the home.)
- When on the move, Business Everywhere automatically detects and displays the best available network, giving priority to the EE 4G/3G+ mobile network, over 3G and EDGE
- To connect to the mobile network, click '**connect to Internet**' or '**connect to Intranet**' (when available) in **Business Everywhere**

## 5. CONNECTION CONTINUED...

### 5.4 Change network

- Business Everywhere connects using the network currently displayed. To switch network, click on **"Change network type."** Unavailable network options are greyed out
- If you close and re-launch the software, Business Everywhere will revert to its automatic choice of the best available network



1. Manually select mobile operator when roaming
2. Use 4G/3G+ network only
3. Use 2G/EDGE network only

## 5. CONNECTION CONTINUED...

If Business Everywhere detects that your laptop has established a connection

### 5.5 Disconnecting from private WiFi

- Once launched, Business Everywhere will detect if an Intranet or private internet connection has been established via your PC (for example via a network cable, private WiFi or corporate WiFi)
- To connect via Business Everywhere you must disconnect from any open outside connections

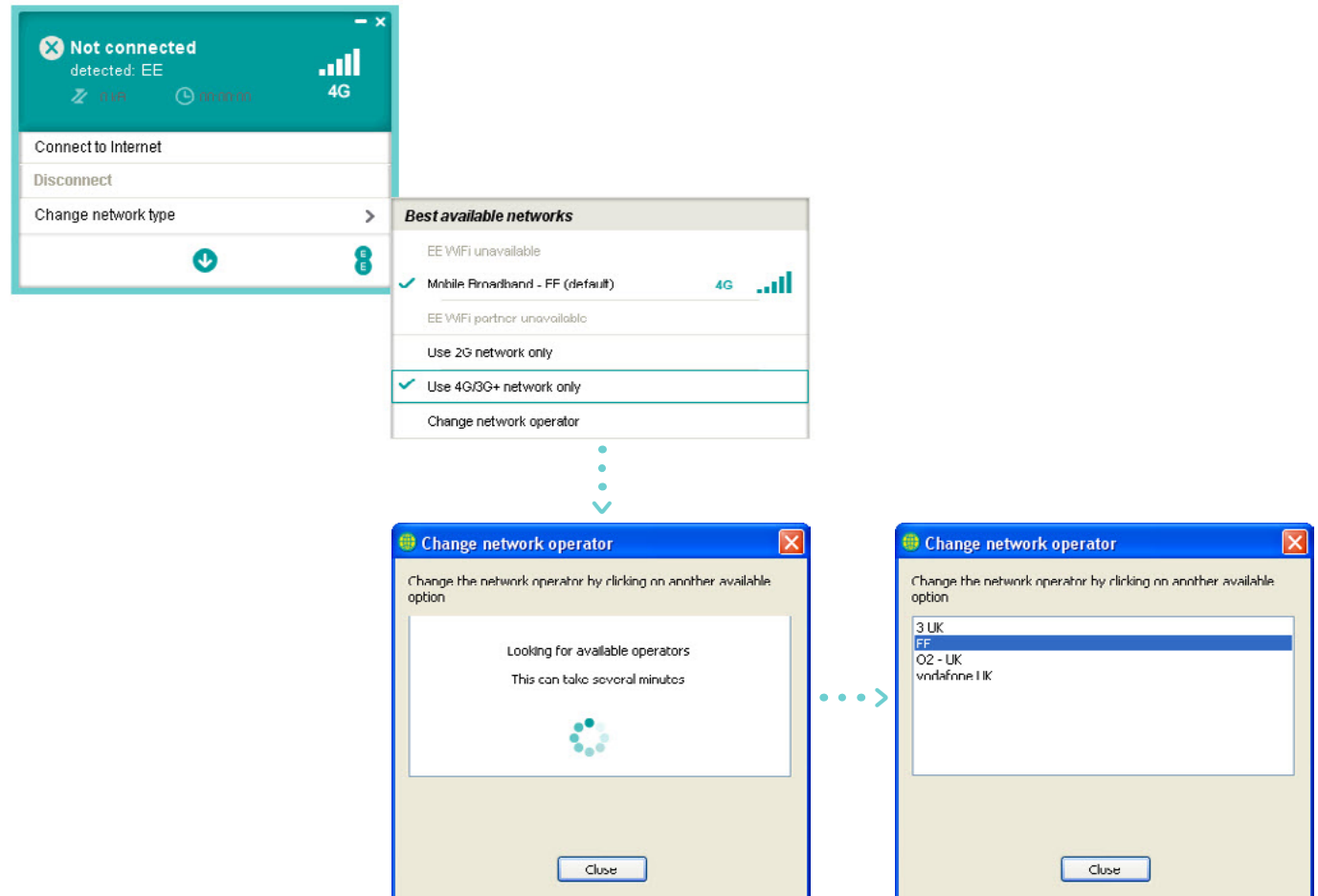




## 5. CONNECTION CONTINUED...

### 5.6 Select mobile network operator

- If you want to manually change your mobile network operator – in a roaming situation, for example – use the '**Change network operator**' menu to do so
- A new window displays all available networks
- Select the mobile network operator you want



## 5. CONNECTION CONTINUED...

### 5.7 Connecting to the Intranet (VPN)

Business Everywhere also lets you connect remotely to your company's Intranet via a VPN client. To do this:

- Type in the technical parameters using the Business Everywhere Configuration tool via:  
**Start > All Programs > Business Everywhere > Business Everywhere Configuration**
- Set the parameters of your VPN in the window that opens up:
- To use Business Everywhere in internet-only mode, please select '**VPN disabled**'. You can still launch your VPN client manually if you have one, although this will not be detected by the Business Everywhere connection manager.

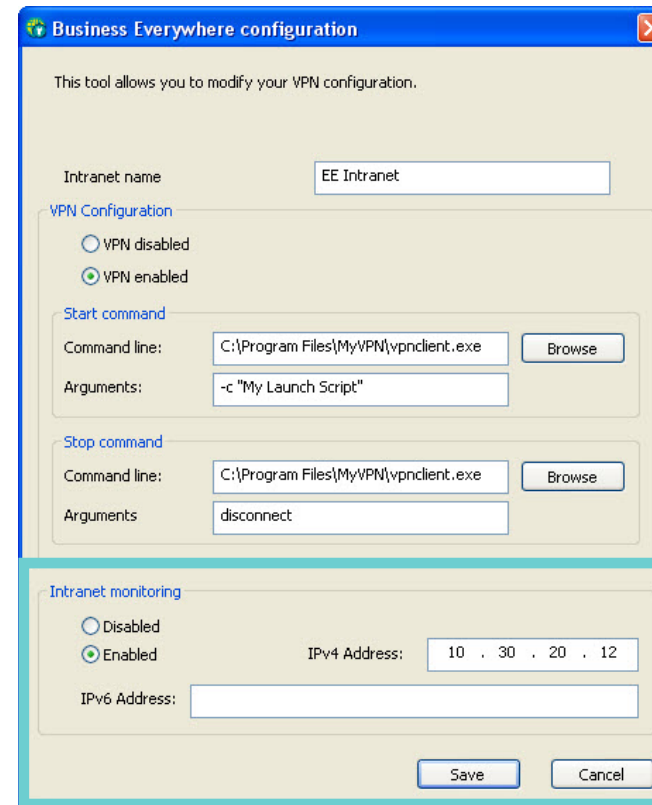
- To access your corporate network together with the internet, select '**VPN enabled**', then complete the lines for the launch / stop commands of the VPN client\*.
- If you enter incorrect VPN client command lines, Business Everywhere will display an error message as it tries to connect to your Intranet

\*launch / stop commands are specific to the VPN client installed. E.g. Cisco, Microsoft, Safenet. Please refer to instructions from your VPN provider.

The screenshot shows the 'Business Everywhere configuration' window. It has a title bar with a green icon and a close button. The main area is divided into three sections: 'Intranet name' with a text box containing 'EE Intranet'; 'VPN Configuration' with radio buttons for 'VPN disabled' and 'VPN enabled' (the latter is selected); and 'Intranet monitoring' with radio buttons for 'Disabled' and 'Enabled' (the latter is selected). Below the 'VPN Configuration' section, there are two groups of fields: 'Start command' and 'Stop command'. Each group has a 'Command line' text box, an 'Arguments' text box, and a 'Browse' button. The 'Start command' fields contain 'C:\Program Files\MyVPN\vpncient.exe' and '-c "My Launch Script"'. The 'Stop command' fields contain 'C:\Program Files\MyVPN\vpncient.exe' and 'disconnect'. At the bottom, there are 'Save' and 'Cancel' buttons. The 'Intranet monitoring' section also includes 'IPv4 Address' (10 . 30 . 20 . 12) and 'IPv6 Address' (empty) fields.

## 5. CONNECTION CONTINUED...

- Business Everywhere can monitor ongoing access to your corporate network from your PC. To activate this setting, enable '**Intranet monitoring**', and enter a known private IP address on your corporate network. (Your IT manager may have to provide this for you.)
- If you'd rather not use this function, uncheck '**Intranet monitoring.**' Precise information on the status of the corporate network connection will disappear but the '**VPN launched**' status will still be shown



The screenshot shows the 'Business Everywhere configuration' window. It has a title bar with a green icon and a close button. The main area contains the following sections:

- Intranet name:** A text box containing 'EE Intranet'.
- VPN Configuration:** A section with two radio buttons: 'VPN disabled' and 'VPN enabled' (which is selected).
- Start command:** A section with a 'Command line' text box containing 'C:\Program Files\MyVPN\vpnclient.exe' and a 'Browse' button. Below it is an 'Arguments' text box containing '-c "My Launch Script"'. There is also a 'Stop command' section with a 'Command line' text box containing 'C:\Program Files\MyVPN\vpnclient.exe' and a 'Browse' button, and an 'Arguments' text box containing 'disconnect'.
- Intranet monitoring:** A section with two radio buttons: 'Disabled' and 'Enabled' (which is selected). To the right of the 'Enabled' radio button is an 'IPv4 Address' text box containing '10 . 30 . 20 . 12'. Below this is an 'IPv6 Address' text box which is empty.

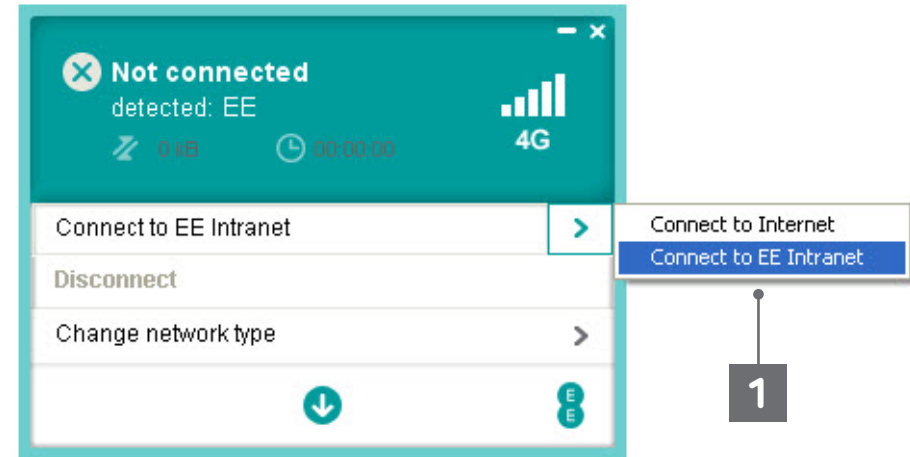
At the bottom right of the window are 'Save' and 'Cancel' buttons.

## 5. CONNECTION CONTINUED...

### 5.8 Switch between the internet and VPN

- Once you've entered the commands for connecting to / disconnecting from the VPN into Business Everywhere you'll be able to switch between the internet and your corporate network on the go

1. Click this menu to switch between Internet and Intranet

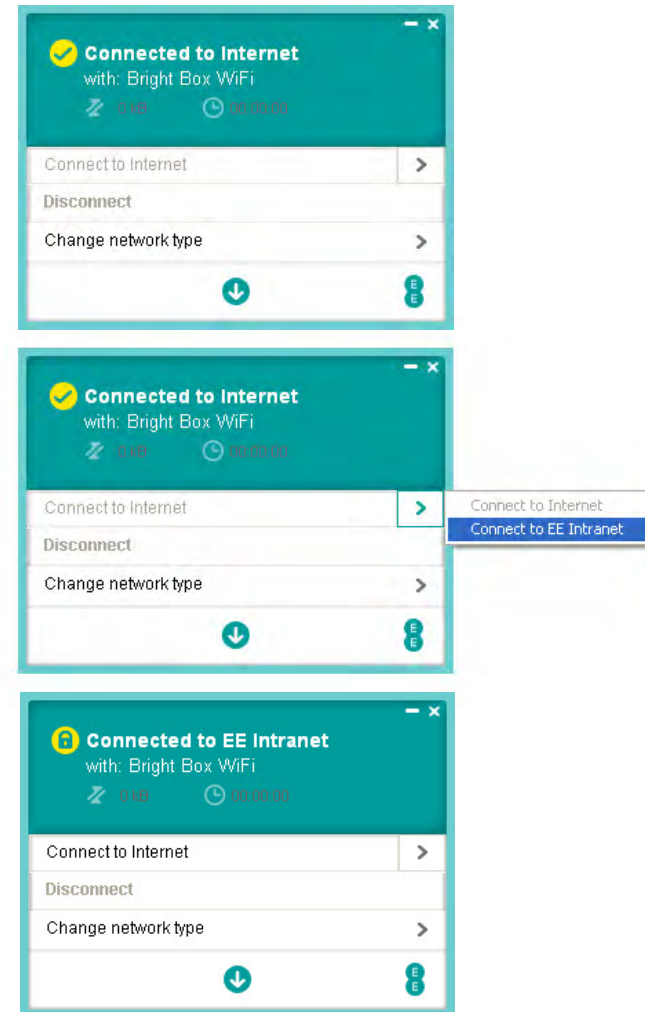


## 5. CONNECTION CONTINUED...

### 5.9 Connecting to the Intranet with private WiFi

Once programmed you can access your Intranet using Business Everywhere while connected to a private router via WiFi or network cable

- If your laptop is already connected to the internet via your private WiFi, Business Everywhere will show this status (so long as it's been configured as a favourite WiFi network in your Windows wireless manager)
- Select '**Connect to Intranet**'. Business Everywhere will automatically launch the VPN client configured in the Business Everywhere configuration tool
- Once you've authenticated your VPN, Business Everywhere will show that you're connected to your Intranet through private WiFi



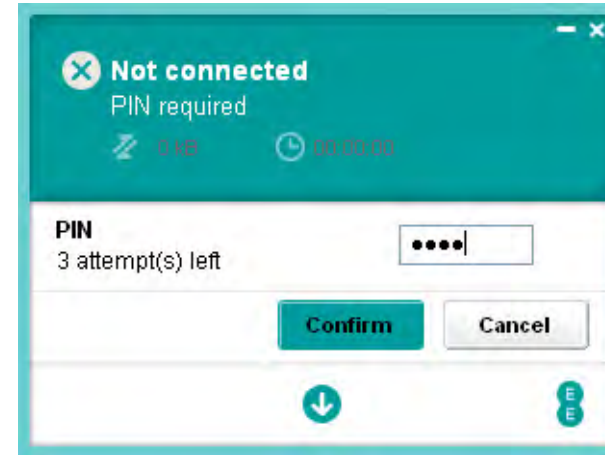
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## 6. BUSINESS EVERYWHERE MANAGEMENT TOOLS

### 6.1 Setting up and changing the PIN

To prevent anyone else from using your SIM card if it's lost or stolen, you can set up a PIN:

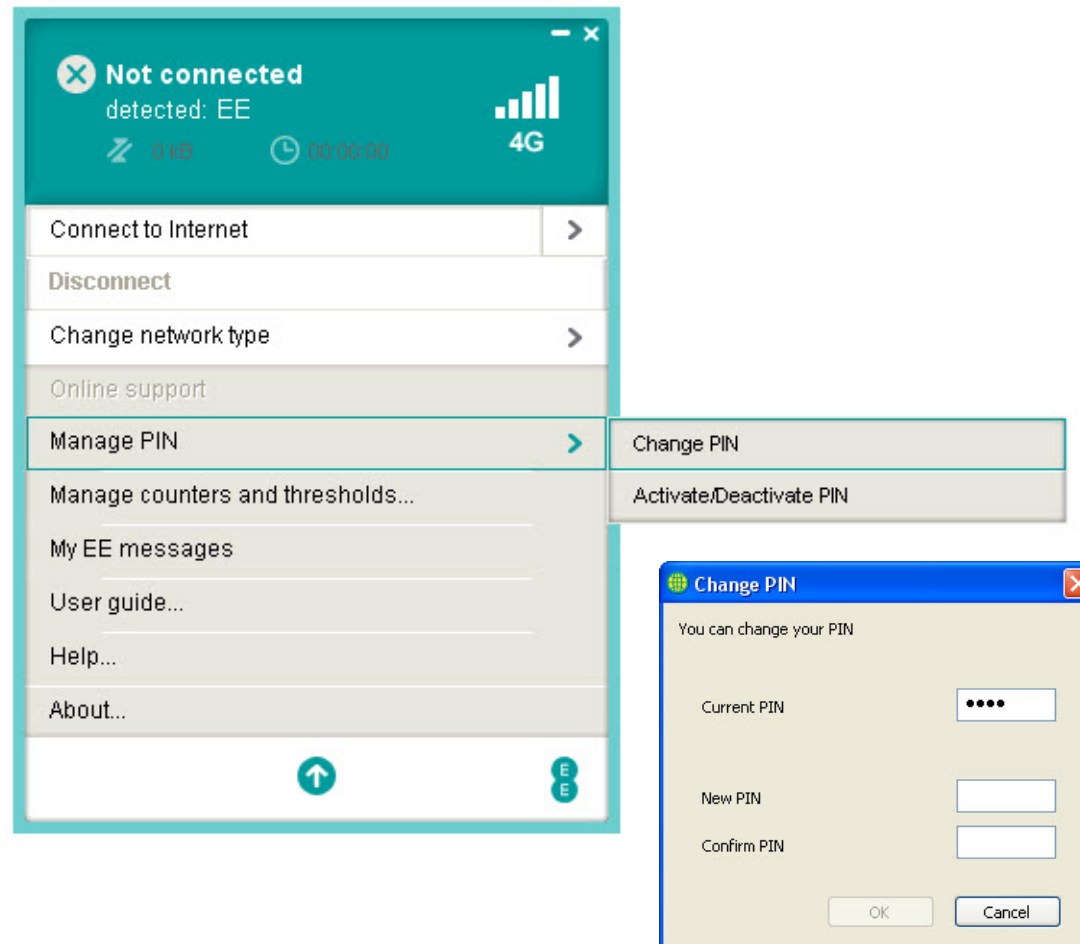
- Your SIM may come with a PIN already activated. If so, once your device is plugged in, Business Everywhere will ask for your PIN
- The default PIN is 1111: **Section 6.2, Changing your PIN** tells you how to alter this
- Click '**Confirm**'
- If you enter a PIN incorrectly 3 times, Business Everywhere will ask you to enter your PUK code, which you can get from EE customer services



## 6. MANAGEMENT TOOLS CONTINUED...

### 6.2 Changing your PIN

- To change your PIN, click on '**Change PIN**' and follow the instructions
- If you want to disable your PIN click '**Enable/Disable PIN**' on the menu and follow the instructions. You can then connect your device without having to enter your PIN. (Please note that this will leave your device without PIN protection if it gets lost or stolen)



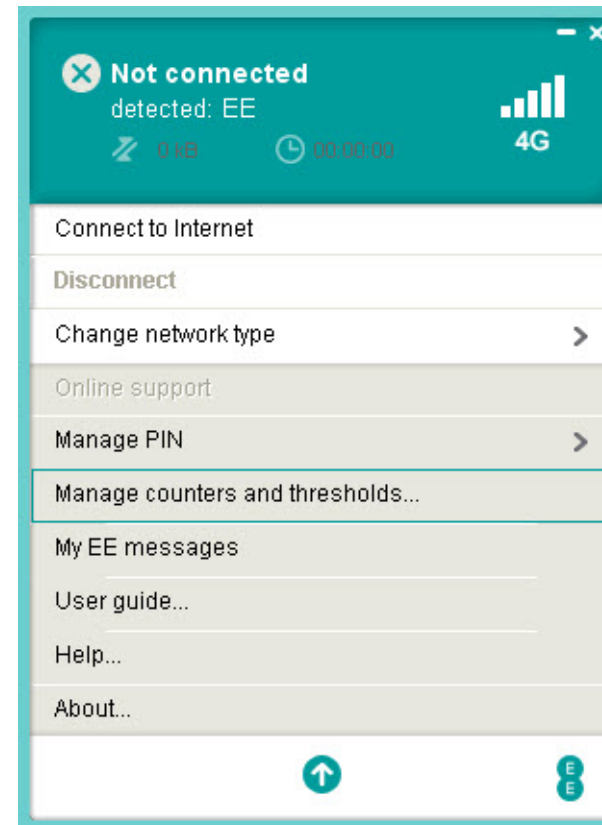


## 6. MANAGEMENT TOOLS CONTINUED...

### 6.3 Managing your usage: counters and thresholds

The '**Manage counters and thresholds**' option on the main menu lets you monitor your usage:

- You can browse connection statistics for the current and previous month for mobile broadband and partner WiFi as well as for national and international networks
- You can also set up usage alert thresholds for national and international mobile networks



## 6. MANAGEMENT TOOLS CONTINUED...

- The reports will display volume and time statistics, on a **per computer** rather than per SIM card basis i.e. if you use different devices on a shared computer, the counters will not distinguish between them, and will instead show total usage on that particular computer
- Please note that, while this tool helps track your usage by allowing you to monitor the exchange of data used by Business Everywhere, this is **for information purposes only**. It is not synchronised with statistics gathered on the network operator side and has no contractual validity
- By default, counters are reset to zero on the 1st of every month: You may change this reset date on the '**Counters and thresholds**' screen, to coincide with your bill date

**Counters and thresholds**

Time and data counters from 01/10/2012 to 01/11/2012

Monitor your data usage this month, or click on the link below to view your usage for last month.

Mobile		WiFi	
National	International	EE	EE partner
0hr 18min 50s	0hr 0min 0s	0hr 0min 0s	0hr 0min 0s
13.3MB	0.0MB	0.0MB	0.0MB

< previous month

Day of the month to reset counters: 1

**Usage thresholds**

You can change the default alert thresholds. You will be warned when your data usage reaches 80% and 100% of these values.

To deactivate the alerts, set them to 0.

**Mobile broadband**

National: Data ☒ 3072 MB, Time ☐ 0 hr 0 min

International: 200 MB

**WiFi**


Partner: Data ☒ 0 MB, Time ☐ 0 hr 0 min

OK Cancel

## 6. MANAGEMENT TOOLS CONTINUED...

### 6.4 Receiving text messages

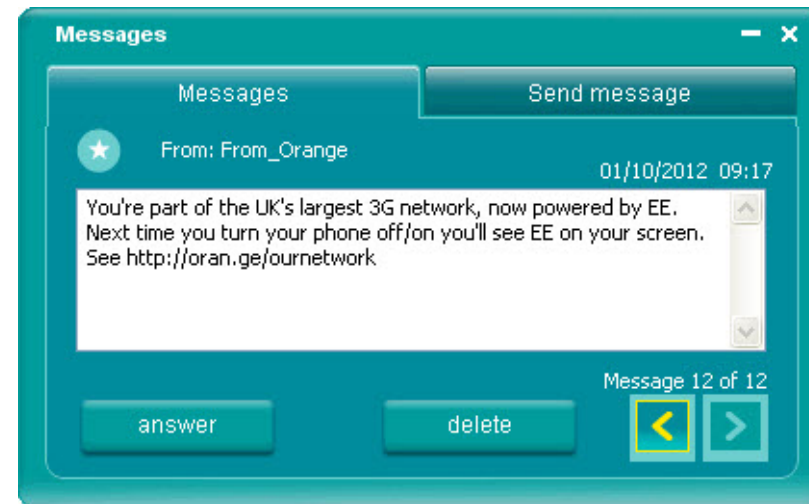
With Business Everywhere you can receive text messages from EE. These show up in a pop-up window to the bottom right of the screen

- To access the log of text messages received, click on the **'Message'** icon in the Windows notification area 
- Business Everywhere carries three different message types:

 information from EE about your usage

 private messages

 general information messages

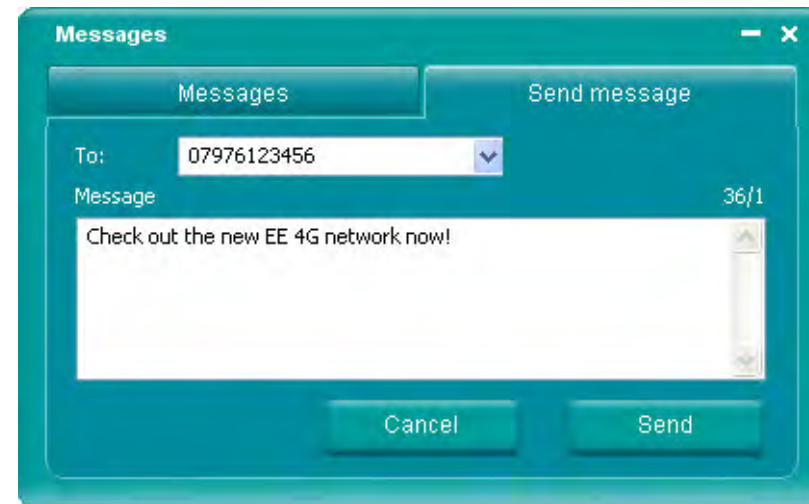


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## 6. MANAGEMENT TOOLS CONTINUED...

### 6.5 Sending text messages

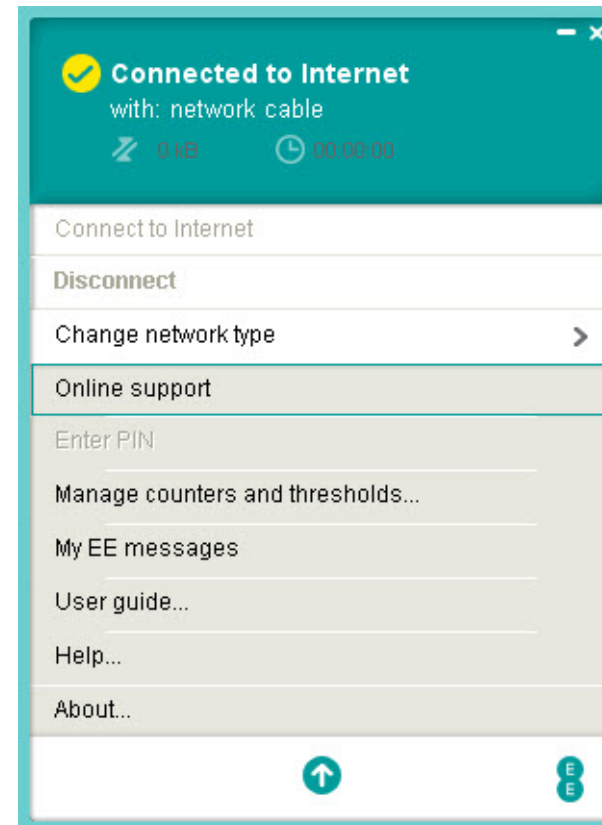
- With Business Everywhere you can send texts from your laptop
- Click on the '**Send message**' tab in the text messages notification window to open the new text message window
- You can now enter the mobile number for the recipient and compose and send your text



## 6. MANAGEMENT TOOLS CONTINUED...

### 6.6 Access to Business Everywhere Online support

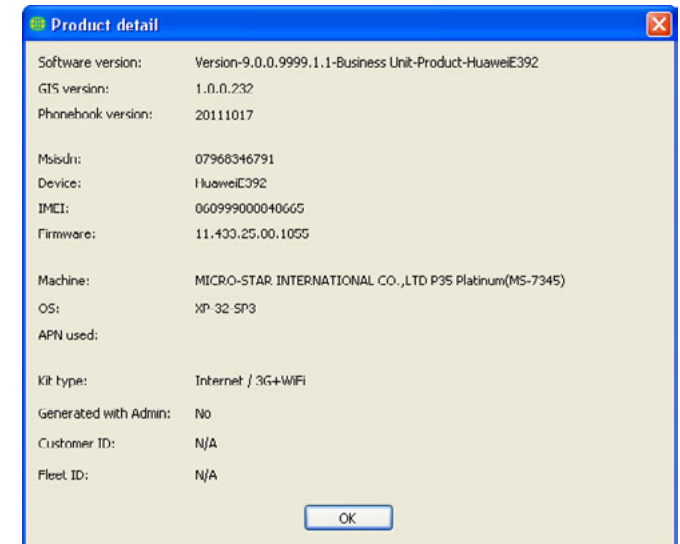
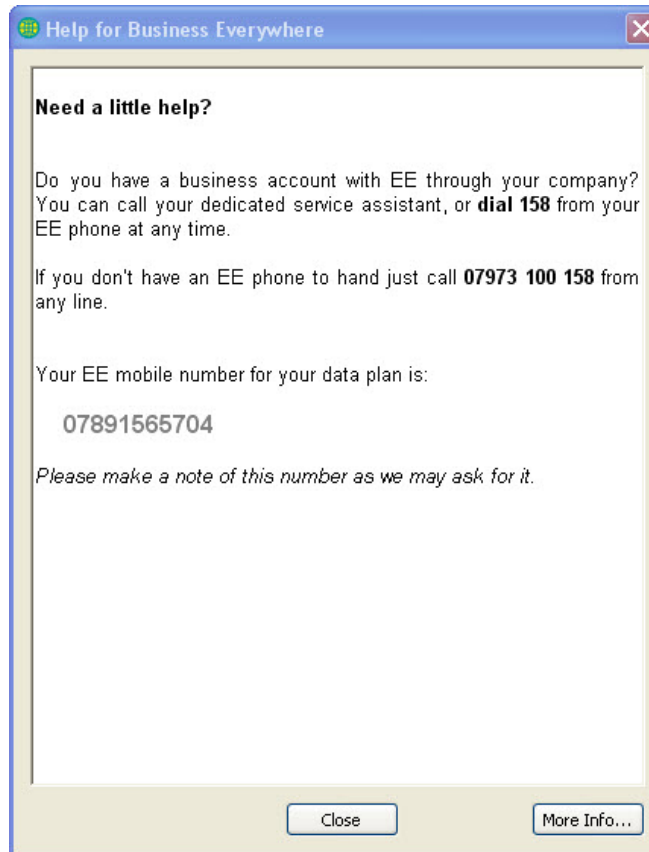
- You'll find '**Online support**' as a sub menu option.  
The button is only enabled when connected
- Clicking the button launches your Web browser to the Business Everywhere support pages



## 6. MANAGEMENT TOOLS CONTINUED...

### 6.7 Support

- To see support information, click on **'Help'** in **Business Everywhere**: along with contact information for customer services the help window shows technical information your EE advisor may require
- Click on **'More info...'** to open **'Product detail'** and find the detailed technical information they may request

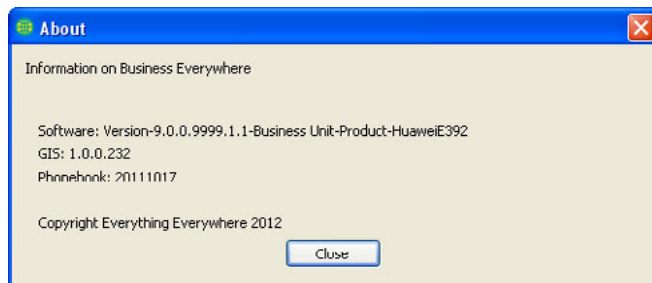


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## 6. MANAGEMENT TOOLS CONTINUED...

### 6.8 About Business Everywhere

- The **'About'** button in the sub menu will show details of your current software and version



### 6.9 Maintenance releases

- From time to time, EE may release updates to the Business Everywhere software (Your IT Manager may choose to disable this function.)
- Business Everywhere will check for updates whenever a Windows session is opened and at regular intervals thereafter. If an update is available, it will ask if you want to download one
- If you click **'Yes'**, the update will be downloaded automatically and installed on the next Windows session
- If you click **'No'**, it will be offered again eight days later



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# 7. TROUBLESHOOTING

## 7.1 General

### Can't connect to mobile broadband using Business Everywhere?

- Check that your device is properly connected
- Check that your SIM card is inserted correctly
- Check that you're in an area with good mobile coverage
- Re-start your PC

### Still can't connect?

- Please contact EE customer services

## 7.2 Customer services

### Need some help?

- If your company has a business account with EE, please call your dedicated services assistant or **dial 158** from an EE phone or **07973 100 158** from any other line

The EE mobile number for your device is listed under the **'Help'** main menu: please quote this number when prompted.

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## 8. FREQUENTLY ASKED QUESTIONS (FAQS)

### **What happens if the SIM card is not correctly inserted into the dongle?**

Without the SIM card correctly inserted, you can't connect to the mobile network.

### **In which countries can I use Business Everywhere?**

To browse a list of countries in which you can use Business Everywhere, visit [www.ee.co.uk/business](http://www.ee.co.uk/business). Before you travel, check that the device you're using is compatible with the networks in the countries you are visiting.

### **What should I do if my connection doesn't work after returning from sleep mode?**

Unplug your device, wait a few seconds and plug it in again. If the problem persists, restart your laptop.

### **What is a PC with an integrated module?**

A PC with an integrated module is one which can have a SIM card inserted directly into it so that connection can be made without plugging in a separate dongle

### **How do I know which are the best available networks?**

Business Everywhere automatically connects to the best available network.

### **What is a VPN ?**

A VPN (Virtual Private Network) provides secure connectivity between your PC and your corporate network (Intranet). You may need to consult your IT department to configure this correctly.

### **Can I connect to my private WiFi via Business Everywhere?**

No, to connect to your private WiFi you must use the Windows connection manager. Business Everywhere only manages mobile broadband and public WiFi partners.

### **How can I close Business Everywhere?**

Shut down Business Everywhere by clicking the cross in the top right hand corner or by right-clicking on the taskbar icon and selecting 'Quit'. You'll have to re-launch Business Everywhere from the shortcut on the desktop or from your Windows **start** menu before establishing a new connection.