



# Read This Before You Go!

Thank you for choosing Roadpost for your BGAN satellite requirements. To help you get your mobile office set up and ready to go as quickly as possible, Roadpost also offers free 24 /7 technical support to address any questions you may have, in addition to the comprehensive User Guide included with your product.

We strongly encourage you to set up and test your unit BEFORE you leave for your destination. Our technical support team is available to you between 9:00 a.m. – 5:00 p.m. EST Monday through Friday to assist you with your BGAN terminal set up, software installation and use of the product, and other troubleshooting. We also provide 24/7 technical support relating to “out-of-service” issues.

Below are a few especially important tips to be aware of to help you maximize your BGAN performance and control your usage costs.

## Maximize the performance of your BGAN terminal

### To use your BGAN terminal

You must have an open view of the sky, with no obstructions such as tall buildings, trees or mountains between the antenna and satellite. Natural environments such as clouds, fog, rain, snow, wind and smoke will not negatively impact reception and call quality. Note that it can take several minutes to obtain a GPS fix and obtain good signal strength.

*Refer to your User Guide for detailed instructions and trouble shooting on setting up your BGAN terminal.*

## Control your usage costs

It's important to remember that when you are using the BGAN service, you pay for all data that is sent and received from your PC or laptop. In some cases, your computer may transmit data for system or application updates without you being aware of this activity. Below are some tips to help reduce unnecessary data transfers and manage your satellite usage costs.

- **Disable any automatic updates.** Windows system updates, antivirus, or any other program that accesses the Internet for updates, should have the auto update function turned off.
- **Do not leave web pages open** while you are working in other applications or while your laptop is unattended. Some websites refresh at timed intervals, meaning data is being transferred.
- **Minimize use of streaming media** (video/music/voice) as these applications use significant data. You can disable multimedia options in your web browser.
- **Use client-based email instead of webmail.** By using a client-based email program such as Outlook or Eudora instead of webmail such as Hotmail, Gmail or Yahoo you can significantly decrease your data usage. Using webmail to send/receive emails can be 10 to 20 times more expensive than using mail software.
- **Enable WEPKEY for Wi-Fi networks.** Some terminals, such as the Hughes HNS 9201 and the Thrane & Thrane 700 have Wi-Fi enabled by default with no security. This means that unauthorized users can potentially use your satellite network connection. If you plan on using your terminal's Wi-Fi capability, you should ensure that you secure it with WEPKEY, or alternatively disable the BGAN terminal Wi-Fi feature. Refer to your terminal User Guide for instructions on how to select your security encryption standards.
- **Minimize sending and downloading large files.** Files like photos and graphics are typically quite large so limiting sending and downloading these file types can help you contain your data usage.

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Thanks again for choosing Roadpost. If after consulting the User Guide, you have questions or require support please call our Customer Care team:

A free call from your Roadpost satellite equipment: 1.905.272.5665

Toll-free from North America: 1.888.622.7368

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