

FAQ's

User FAQ's

Q: What is GPRS?

A: GPRS stands for General Packet Radio Service, a packet-based wireless communication service that enables mobile data to be transmitted at a higher speed.

Q: What are the four main benefits of GPRS compared with a dial up connection?

A: Higher capacity Internet access – Up to 10 times faster data transmission speed than conventional GSM circuit switched data connections.

Quicker access to the Internet – Constant connectivity with quick connection eliminating the lengthy conventional ISP dial up process.

Low cost – Due to the 'always on' connection, (unlike conventional dial up where you are charged per minute) GPRS charges are based on data transfer usage so you are only charged for actual usage, or a fixed monthly fee. This also means that when your PC is connected and not active you are not being charged.

Office mobility – For users who are always away from the office, GPRS can offer tremendous benefits for you and your business. GPRS enables you to access e-mail, the Internet, your corporate Intranet and company's network, when ever and where ever.

Q: I currently only have a dial up connection to my mail server so can I have GPRS?

A: This may be possible but you will need to consult your network administrator to see if they can allow Internet access to your mail server

Q: What do I need to do if my Company policy does not allow changes to Outlook in a user profile?

A: If your Company policy restricts an existing Outlook profile to be changed, please contact your network administrator to create a new profile for remote access.

Q: Do I have to be stationary to use GPRS?

A: No, you can be mobile but data speeds may be unreliable for speeds exceeding 60 mph (96Km/h).

Q: What are the benefits of HSCSD over a conventional 9,600bps GSM dial up?

A: High Speed Circuit Switched Data has a higher data rate to conventional GSM dial up. This allows faster Internet and Intranet access, emails and downloading of large files including; images, documents and other attachments creating a faster and more efficient user experience.

Q: I am using GPRS, should I work offline?

A: No there is no real need for this. If you are using GPRS you are not being charged extra for inactivity and you only pay for the data transferred.

Q: I am using HSCSD, should I work offline?

A: You can if you wish by synchronising your remote data folders onto your local machine and you can then browse offline.

Q: Can I use the GPRS service from abroad?

A: GPRS is available in a number of European countries through our partner networks and we are continually working to extend the availability of Orange GPRS abroad. Where networks do not support Orange GPRS data is transferred at the standard speed of up to 9.6kbps.

Q: My card stops working sometimes if I leave the connection inactive, what can I do?

A: You need to disable Power Management on your laptop.

Q: What is the difference between Orange High Speed Data and GPRS?

A: Orange High Speed Data and Orange GPRS are complimentary data access technologies that together allow you to work effectively away from the office, whenever you need to.

Orange GPRS provides a constant connection to the Internet or your office network. You will only pay for the amount of information sent or received, not the connection time so it is ideal for short bursts of data such as emails.

Orange High Speed Data is more suitable for large, time critical files as you pay for the connection time, rather than the amount of information, just like a voice call.

Q: Why can't I change the Account settings on the users laptop?

A: If you are running Windows 2000 or Windows XP you need to log in as an administrator or have administrator right for your current user login.

Q: How do I configure Outlook 98 so that I can limit the email message size or just get message headers?

A: This is not possible to configure Outlook 98 to limit the email message size. Outlook 98 does not offer this facility and you may wish to upgrade your users.

Administrator FAQ's

Q: My server only has a dial-up modem so can my users use GPRS to synchronise their e-mails?

A: No, they would need to connect using CSD or HSCSD.

Q: Do I need to create a new profile for my users for them to have access to their e-mail while mobile?

A: No you do not. Offline folders are the most efficient way to ensure synchronisation of the users e-mails.

Q: Do I need to modify my users mail accounts on the exchange server so they can use offline folders?

A: No, all settings changes are carried out within the individuals mail client.

Q: How do I configure Outlook 98 so that my users can limit their message size or just get headers

A: This is not possible with Outlook 98. Outlook 98 does not offer this facility and you may wish to upgrade your users to another version of Outlook.

Q: If my users can only connect via a slow connection with Microsoft Outlook what do I need to do to stop them receiving attachments or large e-mails?

A: If your users have Outlook 2000 or Outlook 2002 please see the user document **Configuring Mail for remote access** for further information.

Q: If my users can only connect via a slow connection with Lotus Notes what do I need to do to stop them receiving attachments or large e-mails?

A: If your users have Lotus Notes please see the user document **Configuring Mail for remote access** for further information.