

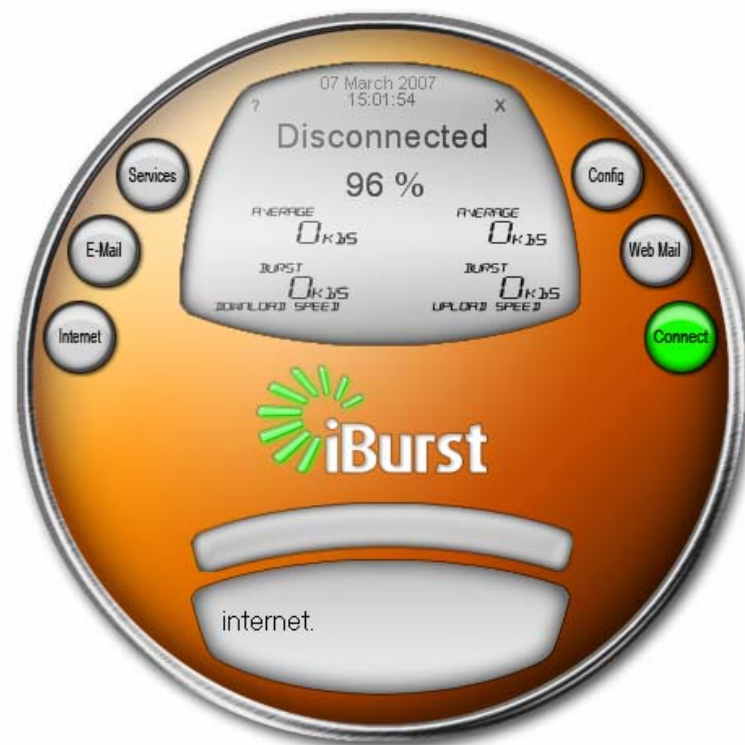
iBurst Dashboard Help File

1 What is the iBurst Dashboard?

The iBurst Dashboard serves to provide you with the appropriate information to ensure your iBurst experience is fruitful and bursting with excitement. The Dashboard will provide you with the ability to connect to the iBurst network and provides you with shortcuts to applications and sites that will ease your web experience.

The dashboard provides you with following functionality

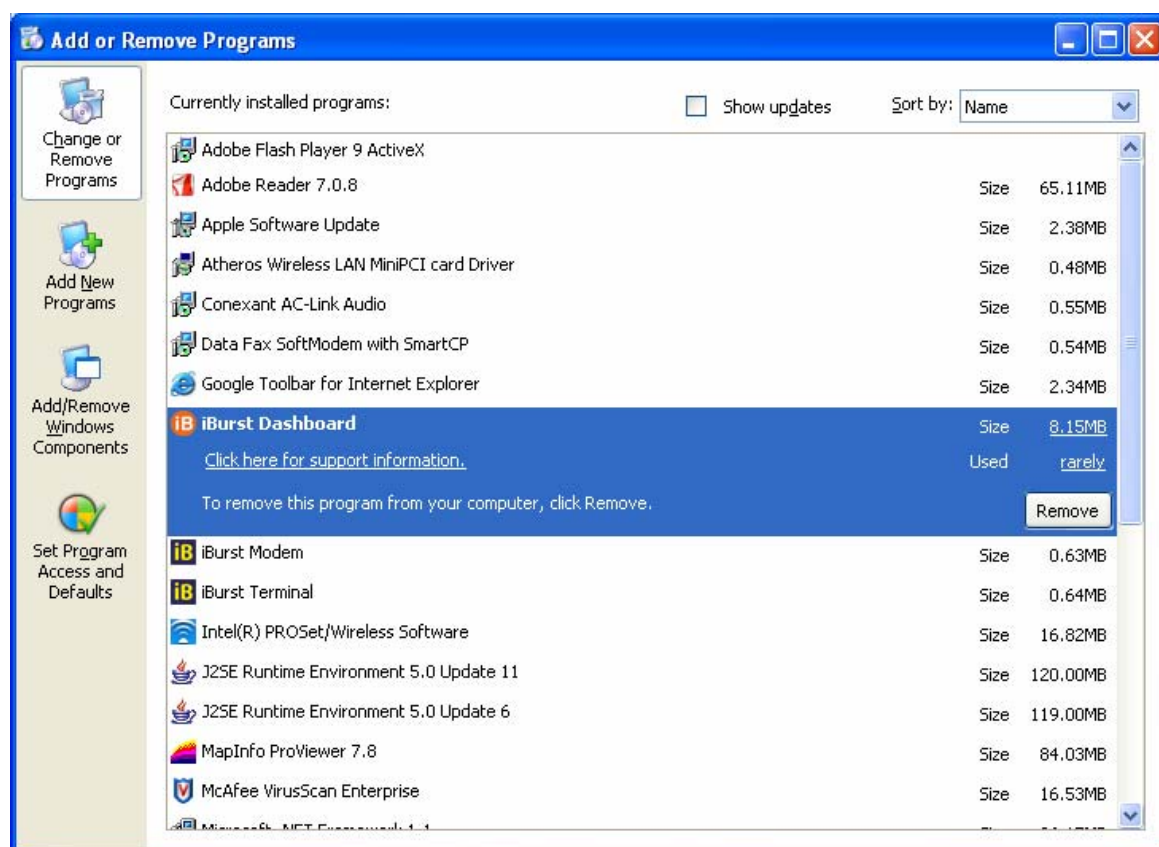
- Connection to the iBurst network
- Usage monitoring
- Upload and Download speeds
- Quick link to frequently used applications and sites
- Signal Strength
- Communication from iBurst



2 Getting Started

IMPORTANT: Please make sure you have removed any dashboard software previously installed. (This can be found under “Add or remove programs” in your Control Panel via the start menu bar)

Before plugging in the iBurst Modem, install the contents of the included CD and follow the prompts as indicated. The CD will install the iBurst Dashboard and modem drivers (if not installed already). The dashboard will automatically pop up once the modem has been plugged in.



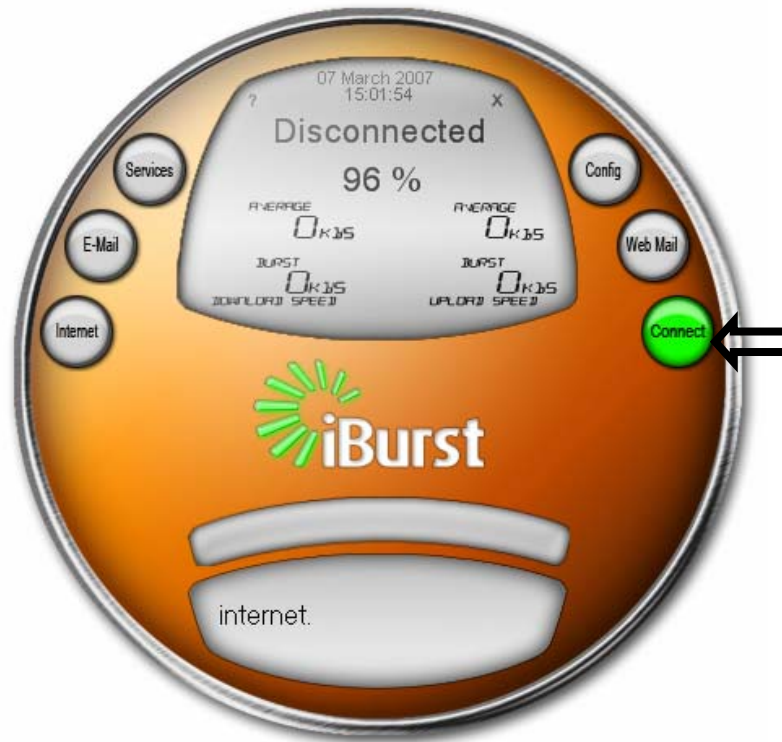
You will need to re-start your pc to effect the changes



3 iBurst Quick Links

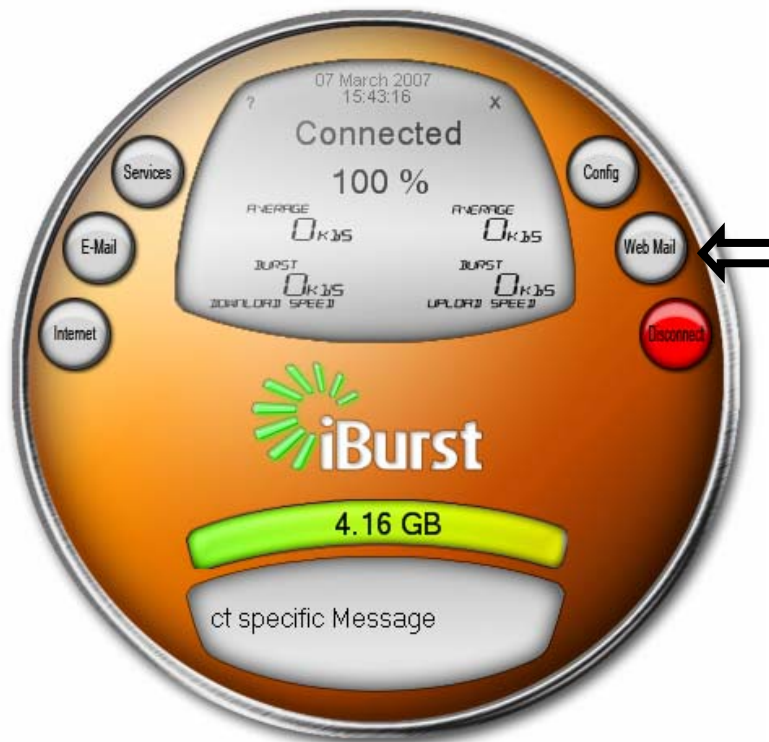
3.1 Connect Button – Connect link

The Connect button activates your internet experience. Login information supplied during the installation process will be used to connect you to the iBurst Network. Once connected the colour of the button will change to red. To disconnect, please click on this button again and the icon will turn back to green



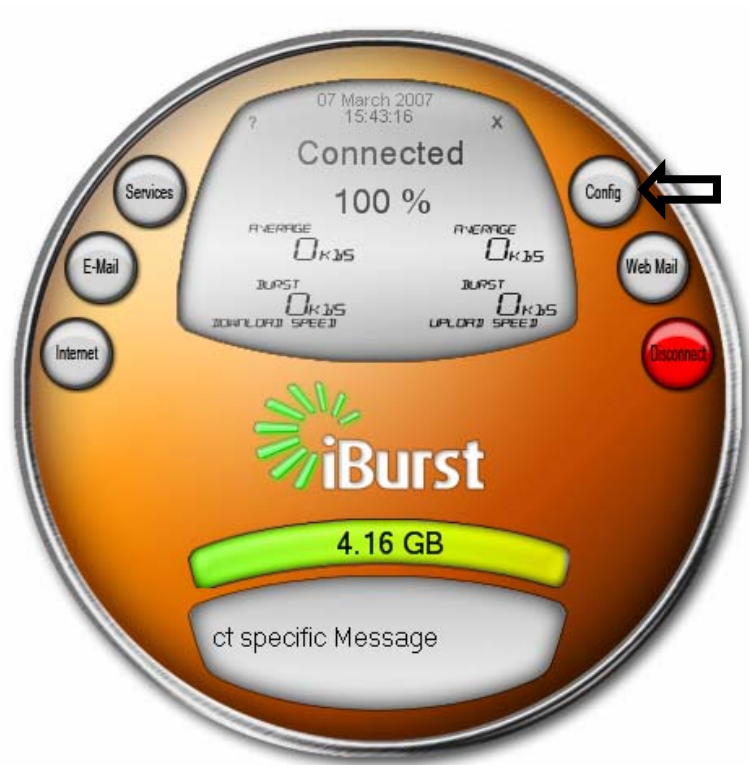
3.2 iBurst Webmail - Web Mail link

Access your iBurst web mail via this bubble. You will need to log in with your iBurst credentials (ensure you put in the full username: mrclient@iburst.co.za / mrclient@wbs.co.za)



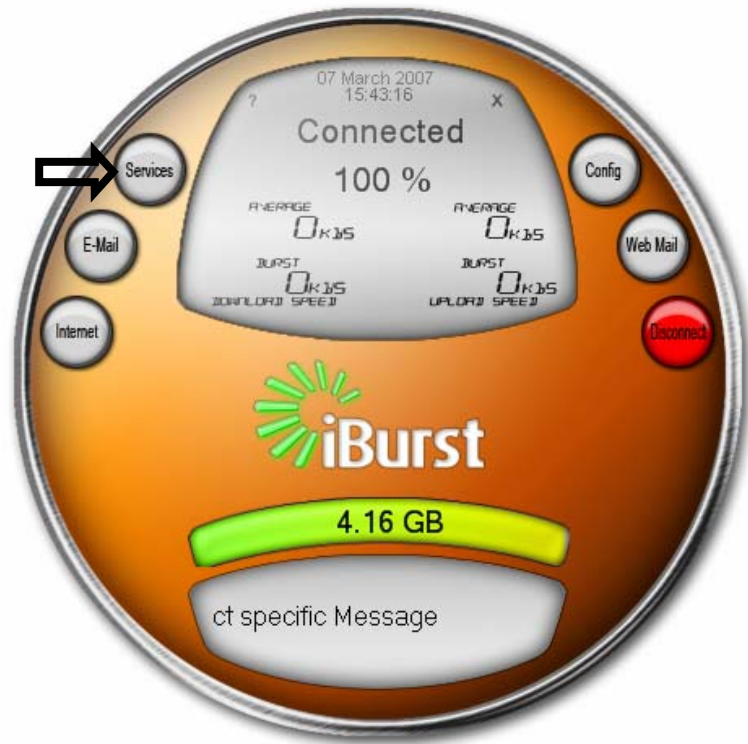
3.3 Change Login Details – Config link

This button allows you to change your iBurst username and password. Please note that this change is for use on the dashboard only and not on the network directly. Please remember to keep this information secure at all times.



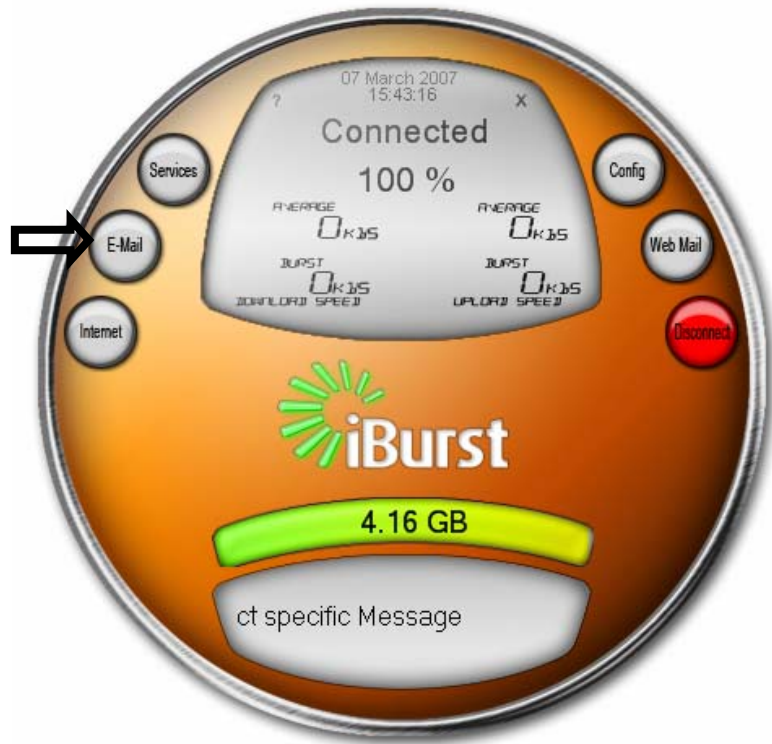
3.4 Additional ISP Services – Services link

You will be directed to the ISP services portion of iBurst website to access information regarding domain hosting, additional mailboxes etc. You will be need to log in using your iBurst credentials.



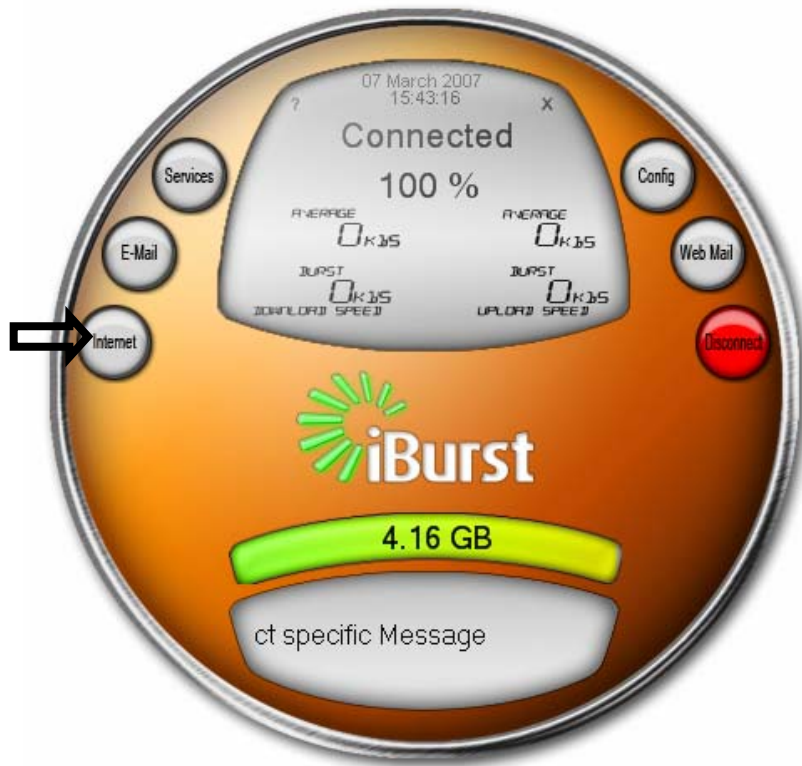
3.5 New Email – Email link

Click on this bubble to launch a new email window.



3.6 Launch iBurst Website - Internet link

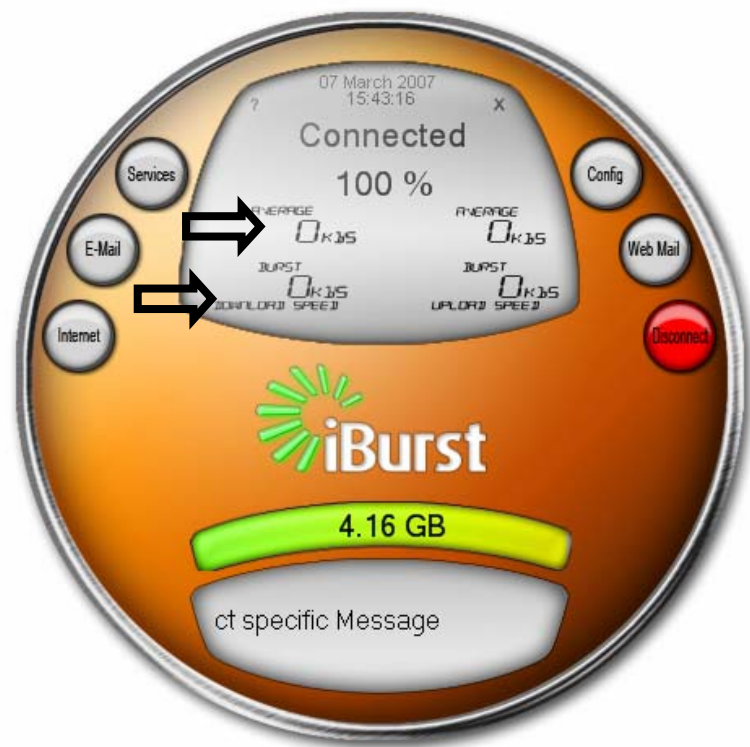
Find out all you need to know about iBurst by surfing through the iBurst website.



4 Main Dial:

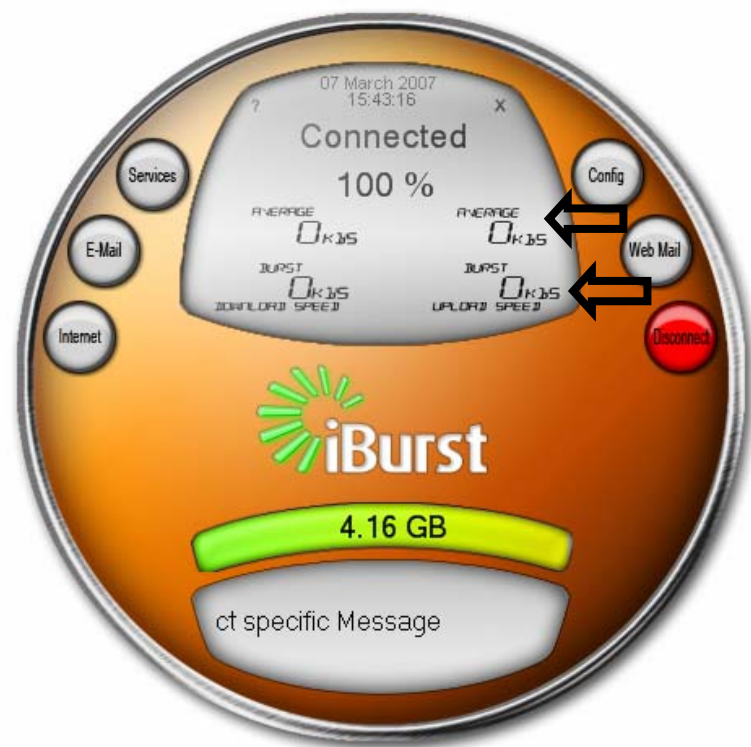
4.1 Download Speed:

The iBurst network is capable of providing download speeds of up to 1Mbps. Your download speed is dependent on your signal strength which in turn is determined by a host of factors including (but not limited to) placement of your device within your building/home/office, surrounding terrain, distance from the base station and iBurst Network capacity. This dial provides you with both your current (Burst) and average speeds.



4.2 Upload Speed:

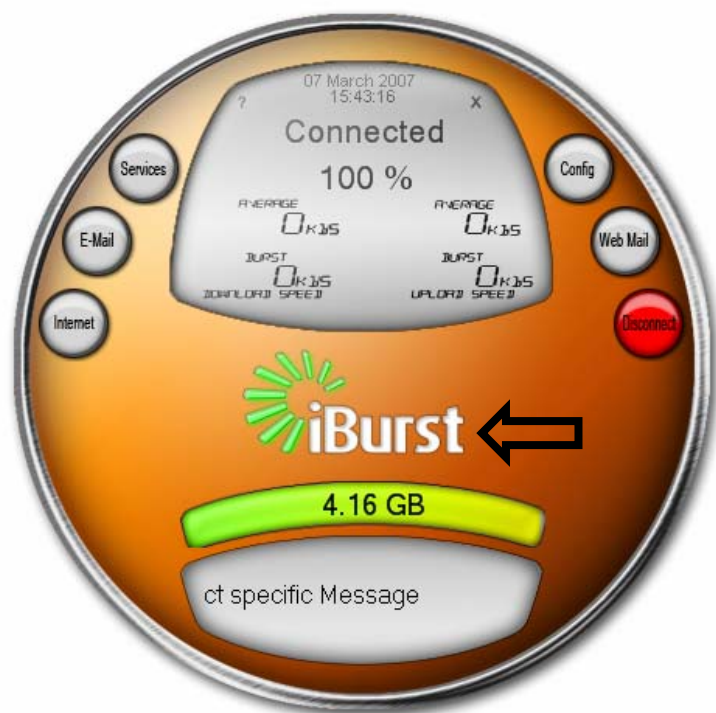
The maximum upload speed achievable on the iBurst network is 345kbps. Your upload speed is dependent on your signal strength which in turn is determined by a host of factors including (but not limited to) placement of your device within your building/home/office, surrounding terrain, distance from the base station and iBurst Network capacity. This dial also provides you with both instantaneous (Burst) and average speeds.



5 Signal Dial

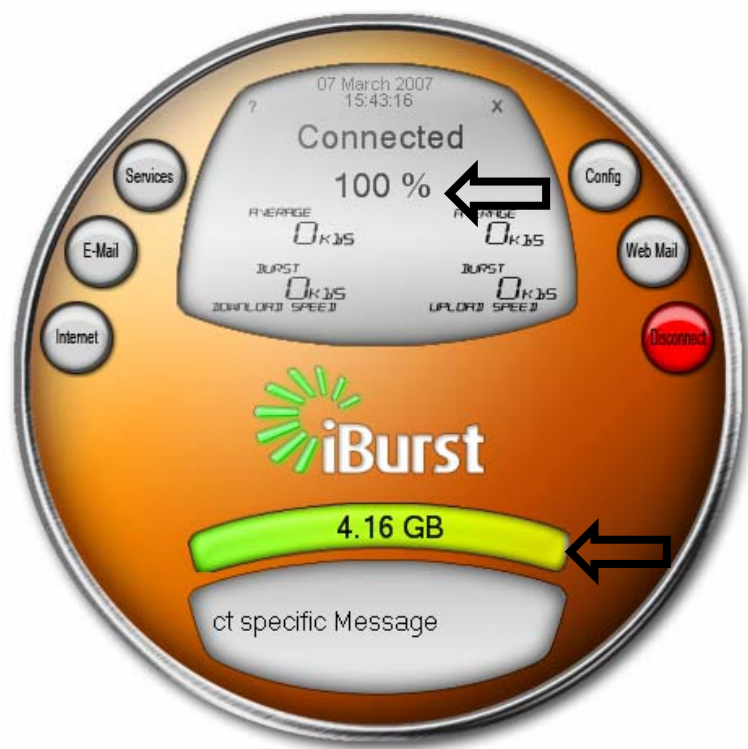
Your signal strength is a critical factor in determining your maximum speed possible. Although this dial may display 100% very often, maximum speed may not always be attainable. The iBurst network uses intelligent radio frequency techniques (adaptive modulation, Intellicell Adaptive Antennas etc) to maintain your connection under varying signal conditions. The iBurst Network therefore adjusts a host of parameters to maintain the connection under a reduced signal strength but at the cost of a reduction in connection speed. Only once the iBurst Network is not able to vary the parameters any further, will the Signal Strength Indicator show a signal of <100%. At <100% you will experience degraded service and should attempt to improve the signal being received either by repositioning the iBurst Modem, or by implementing one of the external antenna options available.

In order to get an indication of the connection speed available, a network speed test is available at <http://speedtest.iburst.co.za>.



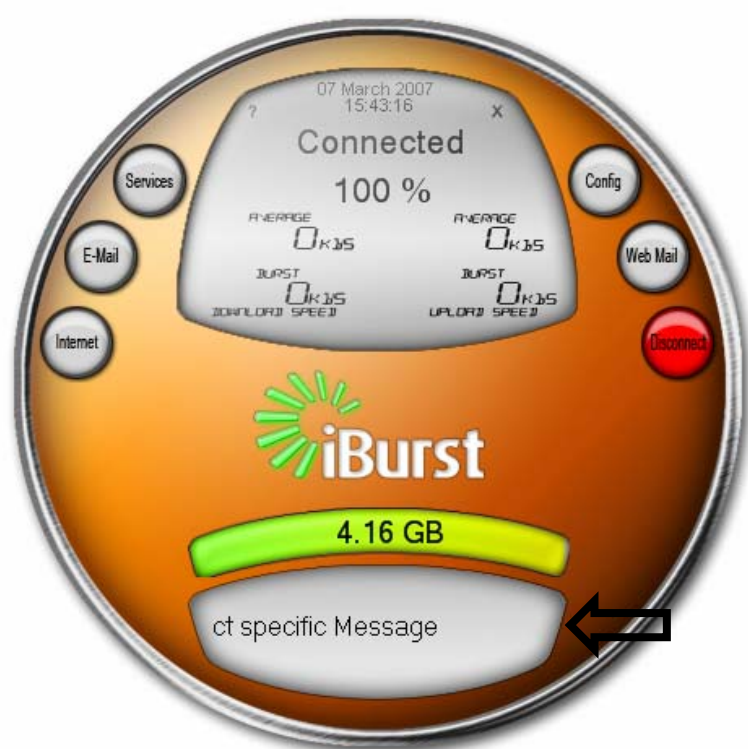
6 Usage Dial

This gauge of the dashboard provides you with information regarding data usage on your iBurst profile. The information provided by these gauges are merely guides and may differ from the actual usage calculated by the network. These discrepancies may occur from time to time due to the nature of internet connectivity and associated usage patterns. Please note that the usage is calculated to include data sent plus data received including all packet headers. Your total usage is provided by this gauge. It combines your last and current usage.



7 Message Box:

The message box is used to broadcast either contract specific messages: i.e. "Mr. Client – Happy Birthday" and broadcast messages i.e. "For information on DATA CARRY OVER please contact 0861 927 435".



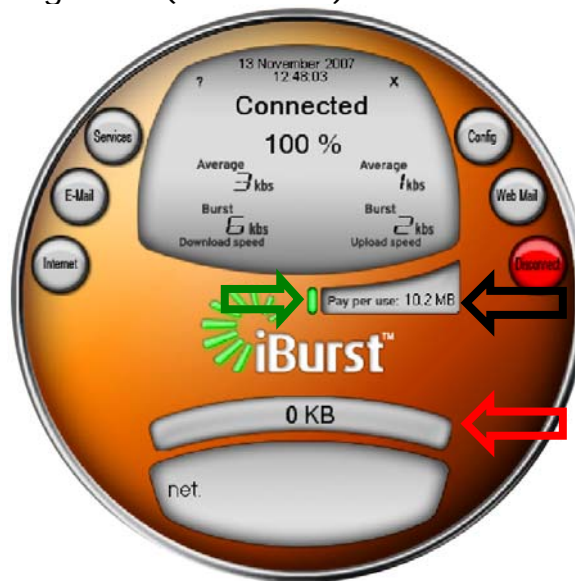
8 Minimized Dashboard:

Should you need to have a smaller view of the dashboard, simply right click on the orange IB icon and choose the mini view as apposed to the default. The mini view illustrates signal strength, data used and remaining and whether of not you are connected.

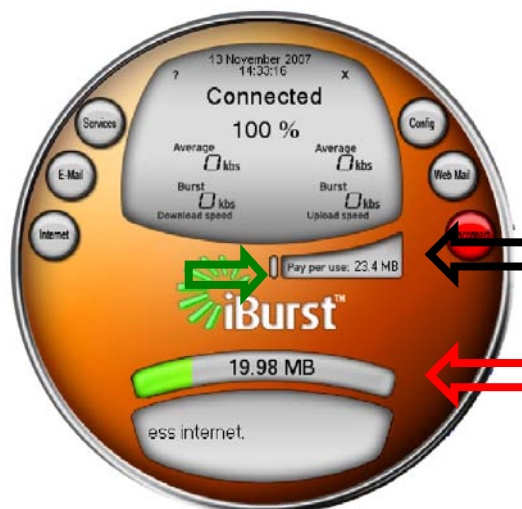


9 Pay-per-use

Pay-per-use from iBurst allows for a subscriber to experience uncapped access to the iBurst network at a per Megabyte rate once the cap is reached – visit www.iburst.co.za for more details. The Dashboard also provides you with up to date information on your Pay-per-use data utilization. Once you start Pay-per-use the green light indicated below (green arrow) will illuminate. The dial next (black arrow) to it will provide information in terms of the data utilized whilst on Pay-per-use. Also notice your usage dial (red arrow) will show 0Kb of data left.

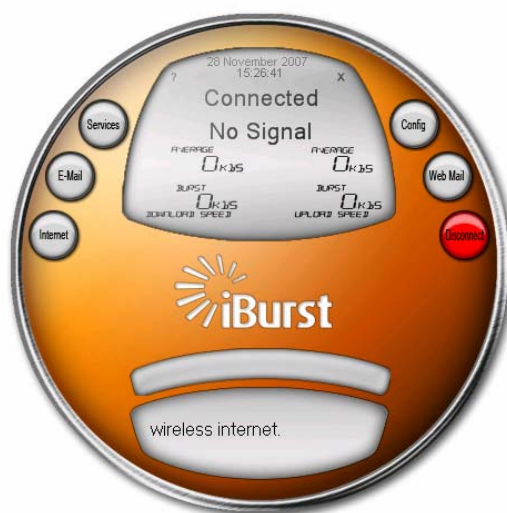


Should you purchase Bandwidth Boosters from iBurst then your PPU indicator light will switch off, your PPU data will still be visible but the usage dial will show data remaining on the Booster.



10 Using the Dashboard with the Webfone™ or with Desktop Modem via Ethernet

The Dashboard also allows you to connect to the internet with the Webfone™ or Desktop Modem via Ethernet. The connect button will change to red and the dial will show connected. You will however not be able to view Signal strength and Speeds of the connection as per the example below.

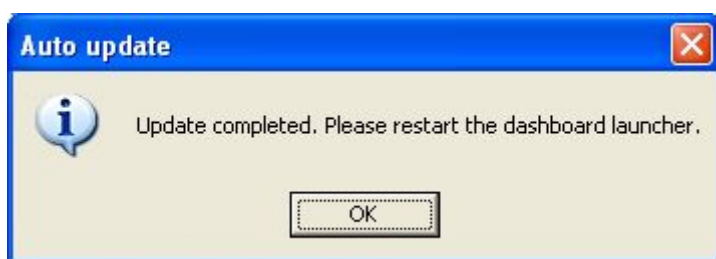


11 Dashboard Automatic update:

To update any changes made to the dashboard right click on the orange IB icon and select "check for update". Should there be an update available, it will run automatically



Once the update has successfully ran, the following message should appear.



The launcher will then need to be closed and reopened via the Start menu bar.



12 Contact Us:

If you are experiencing any problems with iBurst please call our 24-hour helpdesk on 0861428778 or email us on helpdesk@iburstgroup.co.za.

13 Disclaimer

iBurst provides the dashboard for information purposes only. iBurst gives no warranty, express or implied as to the accuracy, reliability and completeness of any information provided through the use of the dashboard and does not accept any liability for loss or damage of whatsoever nature, which may be attributable to the reliance on and use of the dashboard.

