



## NetLink Terminal for Microsoft® Windows® User Guide



**DRAFT COPY**  
**Beta Release**  
**Version 1.0**







# NetLink Terminal for Microsoft® Windows® User Guide

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# Chapter 1

## Welcome to M/ERGY for Microsoft Windows

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### Features of M/ERGY and Your NetLink Terminal

Welcome to M/ERGY™ for Microsoft® Windows®. Your M/ERGY software, along with your NetLink Terminal, make it easy for you to obtain a wireless Internet connection from anywhere, including your home, your office, and even while traveling in a moving vehicle. By simply installing the M/ERGY software and plugging in your NetLink Terminal, you can quickly begin surfing the Web and checking your e-mail – all wirelessly.



Figure 1-1: The NetLink Terminal

### Speed Advantages

Your NetLink Terminal allows you to wirelessly access the Internet at speeds comparable to wired broadband systems such as DSL. While M/ERGY offers peak data rates of 2.4 Mbps, average data rates are 1.2 Mbps.

## Where You Can Use Your NetLink Terminal

### In Different Rooms of Your Home

Enjoy the ease and convenience of browsing the Internet from any spot in your home, including your living room, bedroom, and even your backyard. The NetLink Terminal's light-weight design allows it to be easily transported, along with your laptop, to anywhere inside or outside your home.

### In Different Locations in Your Office

Conduct your daily business activities with the assurance that you can access the Internet, your corporate intranet, and e-mail from anywhere within your office. The NetLink Terminal's light-weight design allows you to freely take it with you as you move from your office to a conference room, or anywhere else in your office building.

### In Your Car or on the Train

Experience the convenience of browsing the Internet while traveling in the car on business or vacation. Or you can take care of your e-mail correspondence and update your schedule on the corporate intranet while traveling to and from work on the train. No matter what your reasons for accessing the Internet, your NetLink Terminal allows you to do so while traveling at speeds up to 120 km/h (75 mph).

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**WARNING!** Do not use your NetLink Terminal while in control of a moving vehicle.

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## What Your System Needs

### Minimum System Requirements

Before installing the M/ERGY software and your NetLink Terminal, make sure that your system meets the following requirements:

- Microsoft® Windows® 98 or Windows 2000
- Universal Serial Bus (USB) port
- Pentium® 200 MHz processor
- CD-ROM drive
- 32 MB RAM
- 10 MB free space on hard drive

## Getting More Information

### Using the NetLink Terminal for Windows Help System

In case you encounter problems with your NetLink Terminal or its accompanying software, you can find solutions in the online help system that comes with your M/ERGY software.

To use the help system, click **Help** in the M/ERGY program group or click **Help** on the M/ERGY taskbar menu. This opens your Web browser and allows you to view the online help.

A table of contents appears, along with an **Index** and a **Search** tab. Within the **Contents** tab, click on the specific topic you would like to view. Information about that topic appears in the main window.

When you are working in the main window, you can click on the up or down arrows to move throughout the various topics. Click on the **Index** tab to view an alphabetical list of all help topics. You can also search for a particular topic by clicking on the **Search** tab. Enter the topic you wish to search for in the text box, and then click **Go**.

### Contacting COM DEV Technical Support

In case you encounter problems with your NetLink Terminal or its accompanying software, you can call COM DEV technical support at 805-544-1089, extension 2232.



Now that you know the ways in which you can use M/ERGY and your NetLink Terminal, you are ready to install the M/ERGY software.





## Chapter 2

# Installing the Software on Your Computer

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### Windows 2000 Considerations

If you are not running Windows 2000, you can proceed with the instructions in the next section titled “Using the Installation Wizard.”

However, if you are running Windows 2000, you must decide whether you want to make the software available to all people who use your computer or just yourself. If you indicate that you do not want to make the software available to all users, then anyone who logs onto your computer with a user name and password other than your own will not be able to access the Internet via your NetLink Terminal.

Here are some decision-making guidelines:

- If you **do not** currently use a user name and password to access your computer, the best option is to make the M/ERGY software available to all users.
- If you **do** log on to your computer with a user name and password, and want to have exclusive Internet access, the best option is to make the M/ERGY software available to only yourself.

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**IMPORTANT!** You must install the M/ERGY software *before* plugging in your NetLink Terminal. Failure to do so will result in improper software installation.

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### Using the Installation Wizard

The Installation Wizard will guide you through the following steps for installing M/ERGY on your computer.

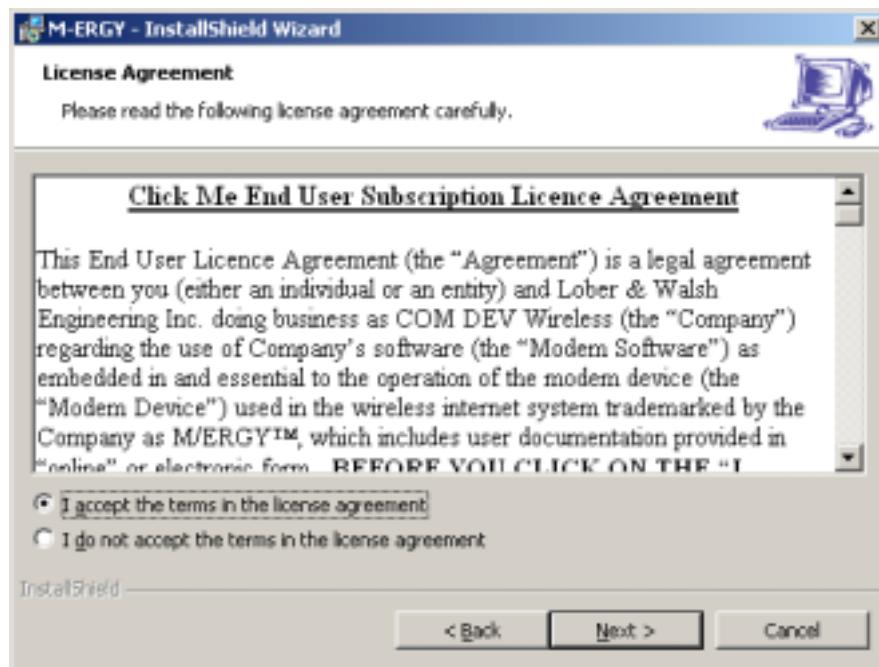
1. Insert the M/ERGY CD into your CD-ROM drive. The Installation Wizard launches automatically.

If the Installation Wizard does not launch automatically:

- Select **Run** from the Start menu. The **Run** dialog box appears.
- Type **d:\Windows\setup** and click **OK**. (**d** represents the drive letter for your CD-ROM drive.) The Installation Wizard window appears.

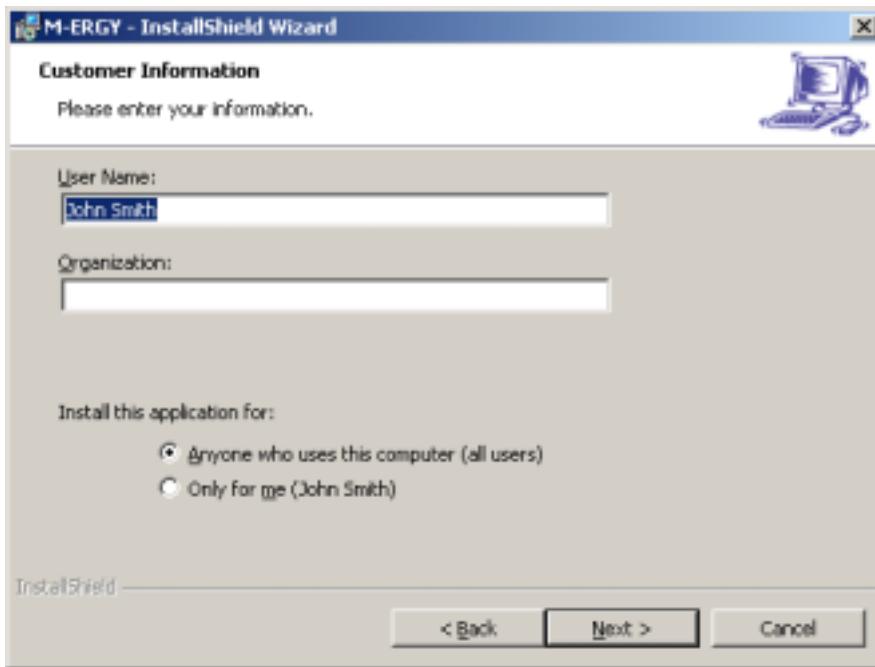


2. Click **Next** to begin installing M/ERGY on your computer.
3. The Installation Wizard opens the License Agreement window. You must select either the **I accept** option or the **I do not accept** option. The software will not be installed if you select the **I do not accept** option.



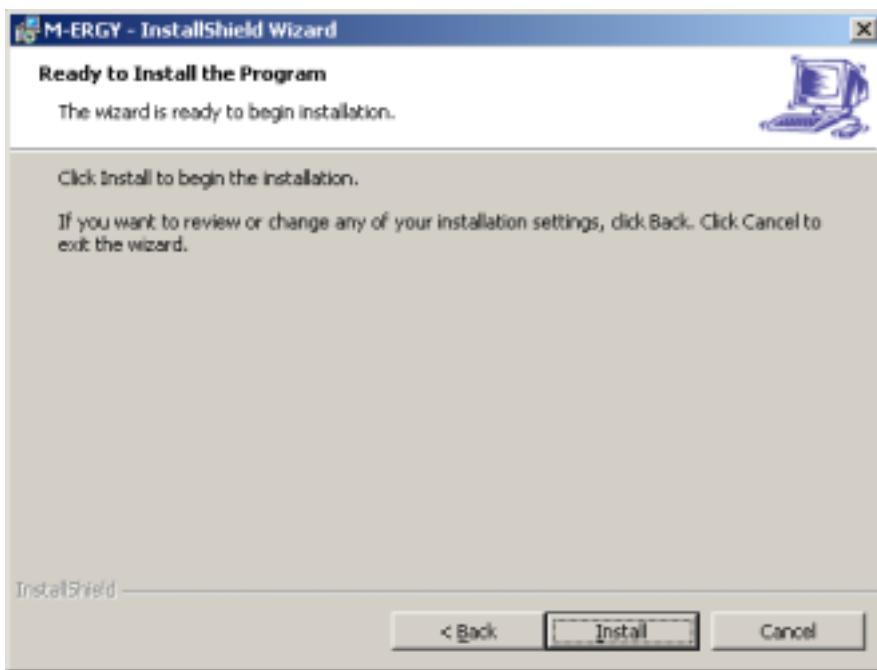
4. Click **Next**.

5. The Customer Information window appears, displaying the default personal information found in your computer's registry. If you wish, you may modify this information.

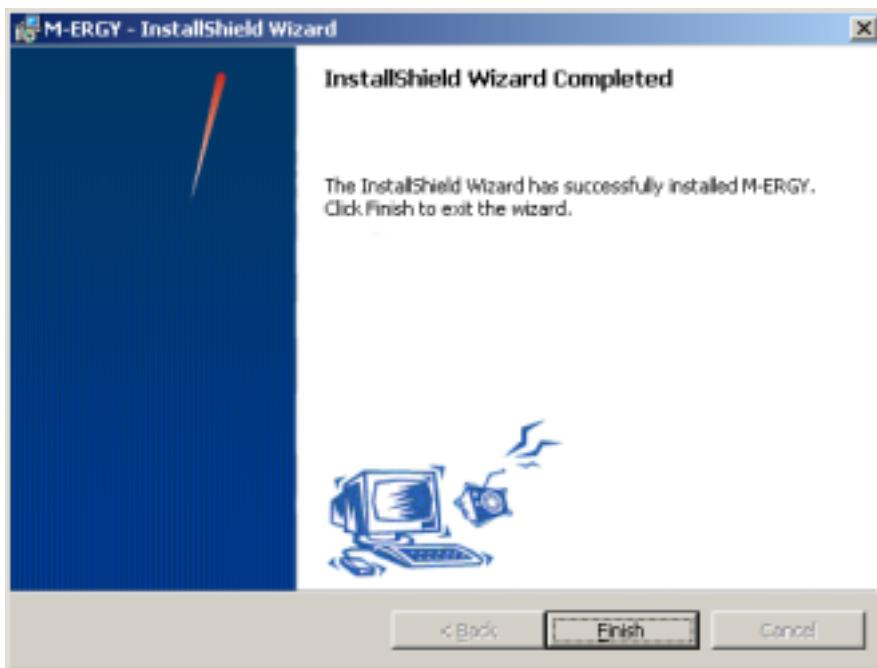


6. If you are running Windows 2000, you must choose whether you want to make M/ERGY available to all users or just yourself. Select the **Anyone who uses this computer** option to give Internet access to everyone who uses your computer. Select the **Only for me** option to restrict Internet access to yourself.
7. Click **Next**.

8. The Installation Wizard displays a window indicating that it is ready to install the software. Click **Install** to begin the installation, which may take several minutes.



When the Installation Wizard displays a window that tells you that it has finished installing the software, click **Finish** to exit to your desktop.



M/ERGY is now installed on your computer. An icon like the one shown below

appears on your desktop, as well as on your task bar.

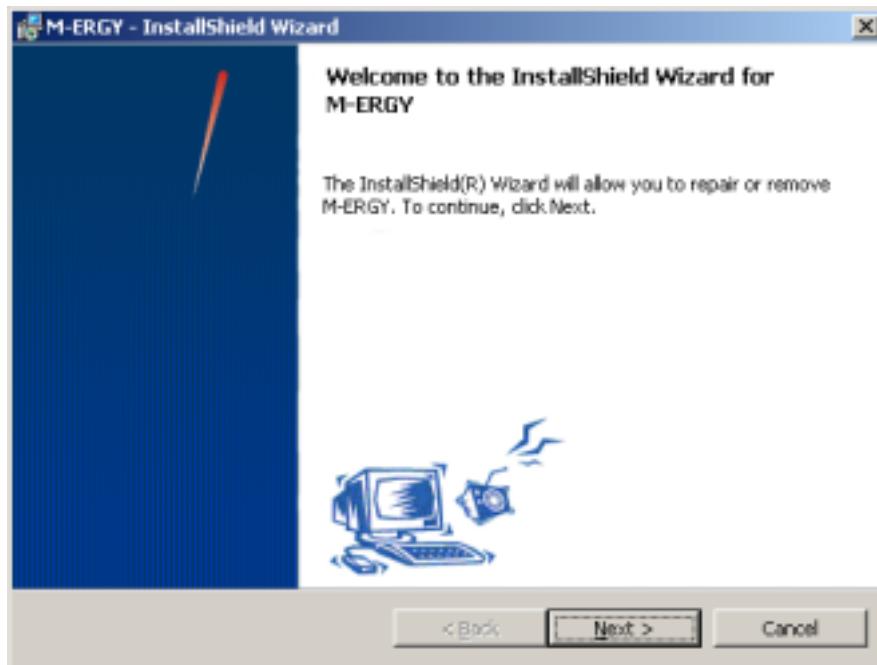


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## Uninstalling M/ERGY

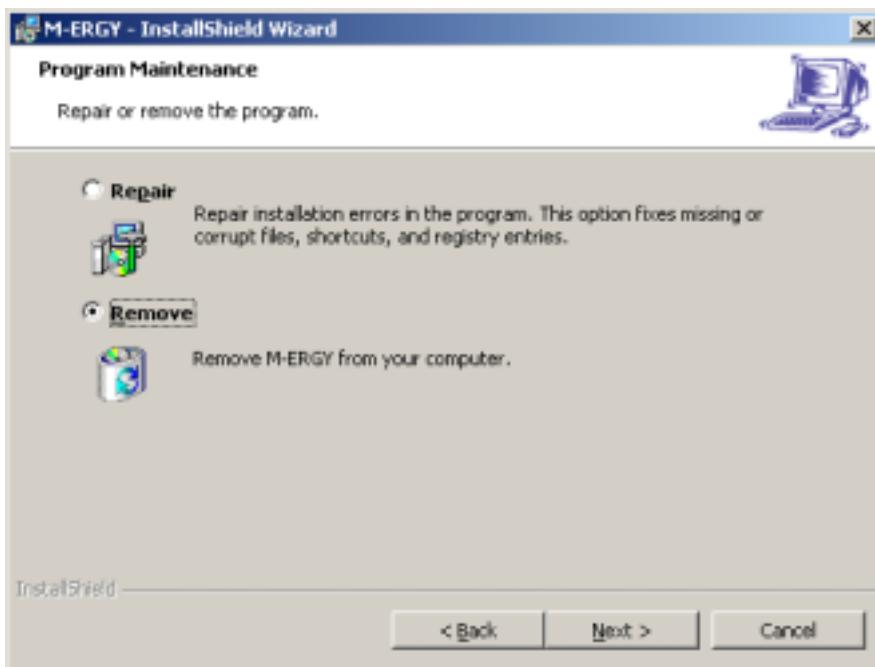
If you want to change the setting that indicates whether or not you want to give others Internet access, you will have to uninstall the M/ERGY software, then reinstall it with the new setting. To uninstall the software, follow the instructions below.

1. Unplug your NetLink Terminal.
2. Select **Uninstall** from the M/ERGY program group. This launches the Installation Wizard.

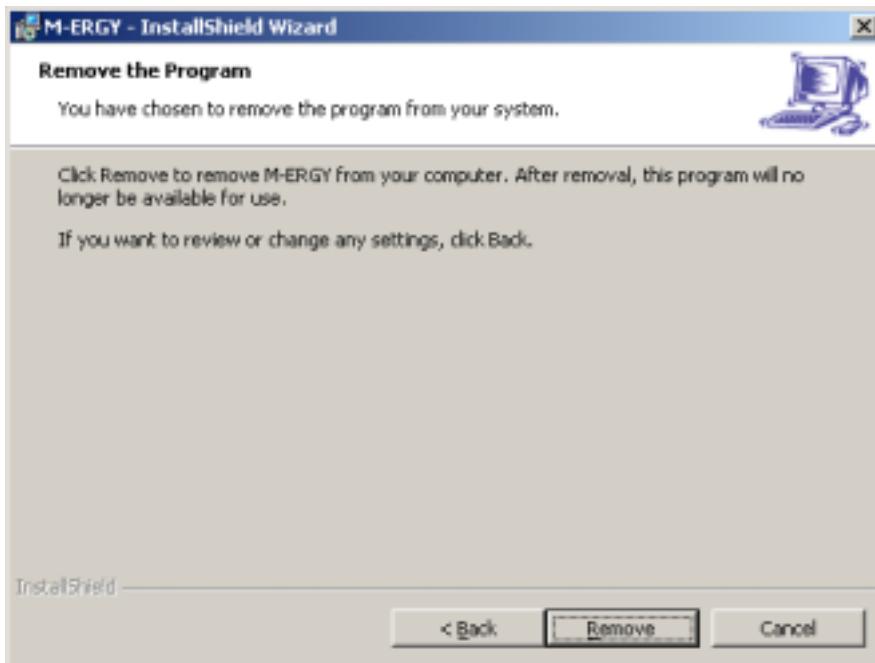


3. Click **Next** to remove M/ERGY from your computer.

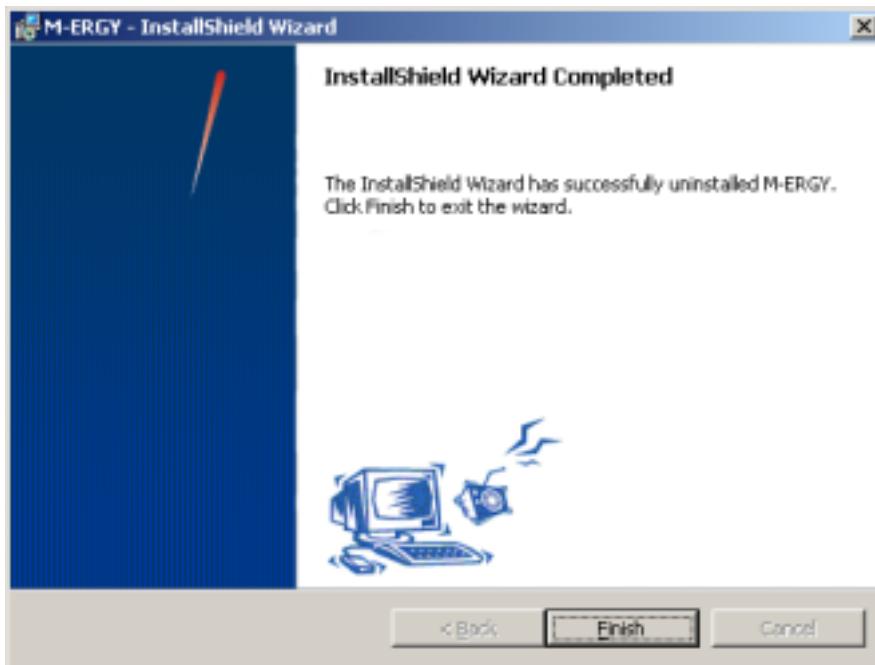
4. The Program Maintenance window appears. This window gives you the options of modifying, repairing, or removing M/ERGY from your computer. Select the **Remove** option, then click **Next**.



5. The Installation Wizard verifies that you want to remove M/ERGY from your computer. Click **Remove** to continue uninstalling M/ERGY.



6. When the Installation Wizard displays a window that tells you that it has finished uninstalling the software, click **Finish** to exit to your desktop.



You now know how to install and uninstall the M/ERGY software. Your next step is to connect your NetLink Terminal to your computer. Refer to Chapter 3 for instructions.





## Chapter 3

# Installing Your NetLink Terminal

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### Connecting Your NetLink Terminal

You can connect your NetLink Terminal to a desktop PC or laptop.

#### Connecting to a Desktop PC

To install your NetLink Terminal on your desktop PC, simply plug the device into the USB port on the back of your computer. Most USB ports are labeled as such. Figure 3-1 shows the location of a typical USB port on a desktop PC.



Figure 3-1: USB Ports on a Desktop PC

Note that your computer does not have to be turned off in order to install your NetLink Terminal. The device can be plugged in and unplugged while the computer is on.

To run your NetLink Terminal from electrical power, plug the AC/DC power adapter into the DC IN port on the front of your NetLink Terminal. Then plug the adapter into an electrical socket.

## Connecting to a Laptop

To install your NetLink Terminal on your laptop, simply plug the device into the USB port. The location of the USB port varies by laptop manufacturer. Check your laptop's user manual for the location of your USB port.

When not in use, the NetLink Terminal can be unplugged from the laptop.

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## Preparing to Use Your NetLink Terminal

To prepare your NetLink Terminal for use, simply raise the antennas, as shown in Figure 3-2.

Here are some guidelines for ongoing use:

- If your NetLink Terminal is connected to a desktop PC, you can leave it plugged in with the antennas up at all times.
- If the NetLink Terminal is connected to a laptop, you can fold the antennas down whenever it is unplugged and not in use.
- Remember to raise the antennas each time you want to use the NetLink Terminal. You will receive better service when the antennas are up.



Figure 3-2: The NetLink Terminal With Antennas Raised

## Getting to Know Your NetLink Terminal

Your NetLink Terminal has several ports and indicator LEDs that you should be aware of. Figure 3-3 identifies the ports and LEDs appear on your NetLink Terminal.

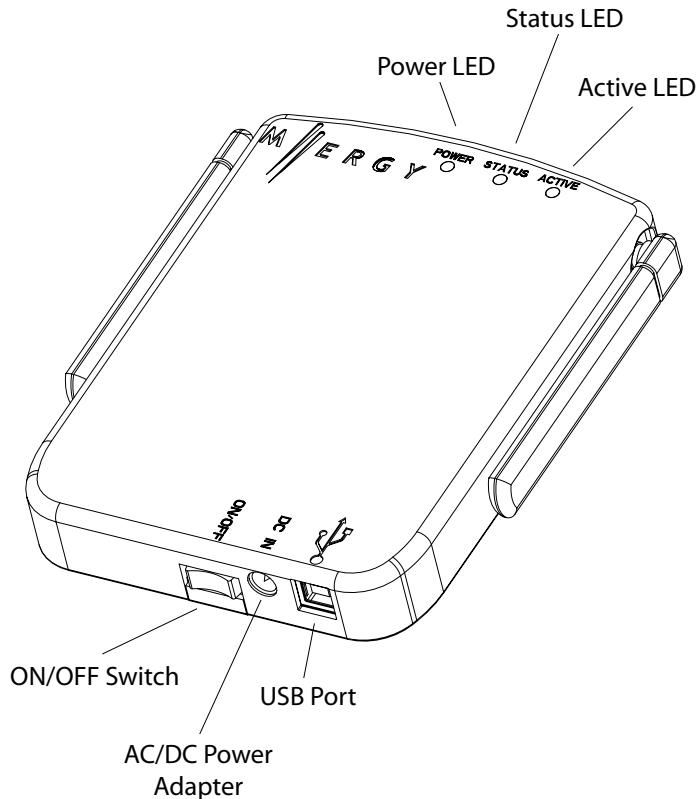


Figure 3-3: NetLink Terminal Ports and LEDs

## LEDs on Your NetLink Terminal

### Power LED

The Power LED is used to indicate the states of the power to the NetLink Terminal as well as the charging status of the NetLink Terminal's battery. The states of the power LED are as follows:

- **Off** - The power is off.
- **Green** - The power is on, and the battery is fully charged.
- **Red** - The power is on, and the NetLink Terminal is operating from the battery.
- **Orange** - The power is on, and battery is charging.

### Status LED

The Status LED indicates whether or not a connection has been made with the M/ERGY Network. The states of the Status LED are as follows:

- **Green** - You are connected to the M/ERGY Network and actively transmitting or receiving data.

- **Blinking Green** - You are connected to the M/ERGY Network and not actively transmitting or receiving data.
- **Orange** - You are in range of the M/ERGY Network but not connected to it.
- **Red** - You are not in range of the M/ERGY Network.

### Active LED

The Active LED indicates whether or not you are transmitting data to or receiving data from the M/ERGY Network. The states of the Active LED are as follows:

- **Green** - You are currently transmitting or receiving data.
- **Off** - Your NetLink Terminal is powered off, or you are not currently transmitting or receiving data.



Now that you have installed your NetLink Terminal, you are ready to obtain an M/ERGY account and connect to the Internet, as explained in Chapter 4.



## Chapter 4

# Using Your NetLink Terminal

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### Getting an M/ERGY Account

There are two ways that you can obtain an M/ERGY Internet account. Whichever way you choose, you must follow the instructions in the section titled "Using the Connection Wizard" later in this chapter.

#### Via the Internet

By following the instructions for using the Connection Wizard below, you can obtain an M/ERGY account over-the-air, without any prior arrangements with an Internet Service Provider (ISP).

#### Via the Telephone

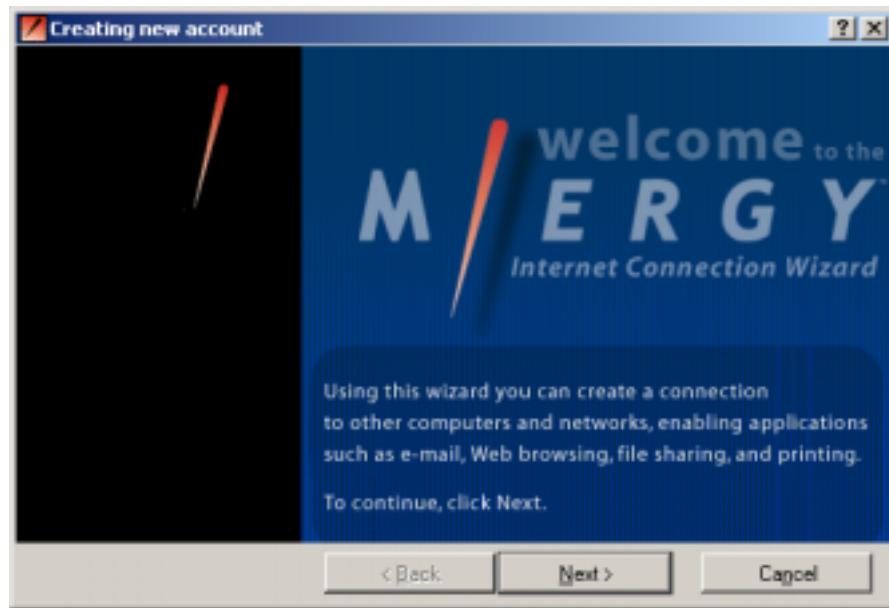
You can also obtain an M/ERGY account in advance by phoning your ISP. Be sure to obtain a user name and password for your account. You will need to enter these items when you follow the instructions found in "Using the Connection Wizard."

### Connecting to the Internet for the First Time

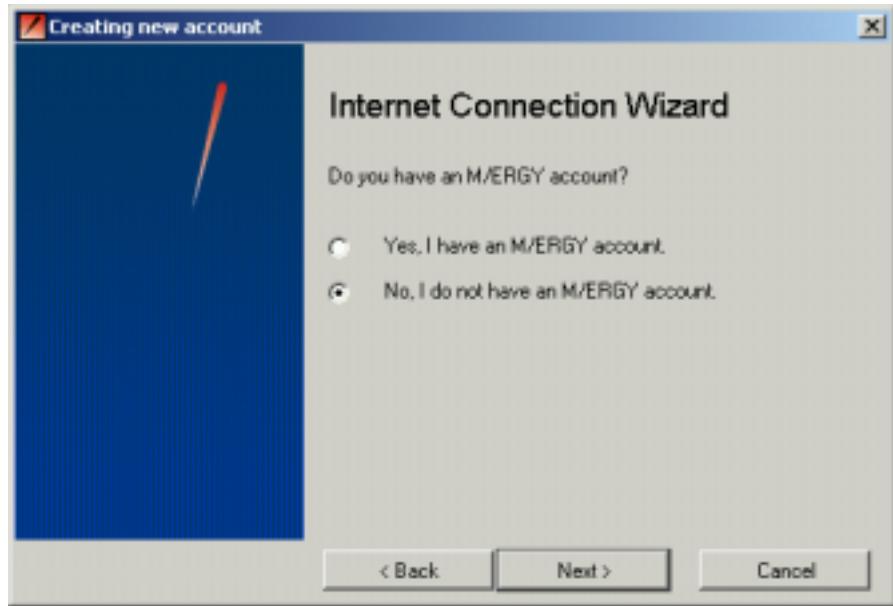
#### Using the Connection Wizard

Once you have installed the M/ERGY software and your NetLink Terminal, you are ready to connect to the Internet for the first time. Follow these steps:

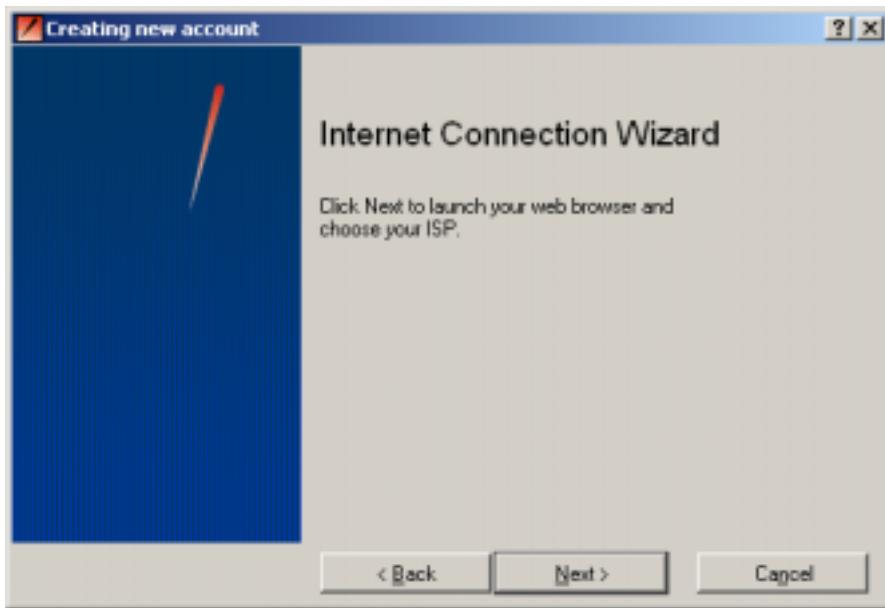
1. Double-click the **M-ERGY** icon on your desktop, or single-click the **M/ERGY** icon on your taskbar. This launches the Connection Wizard.



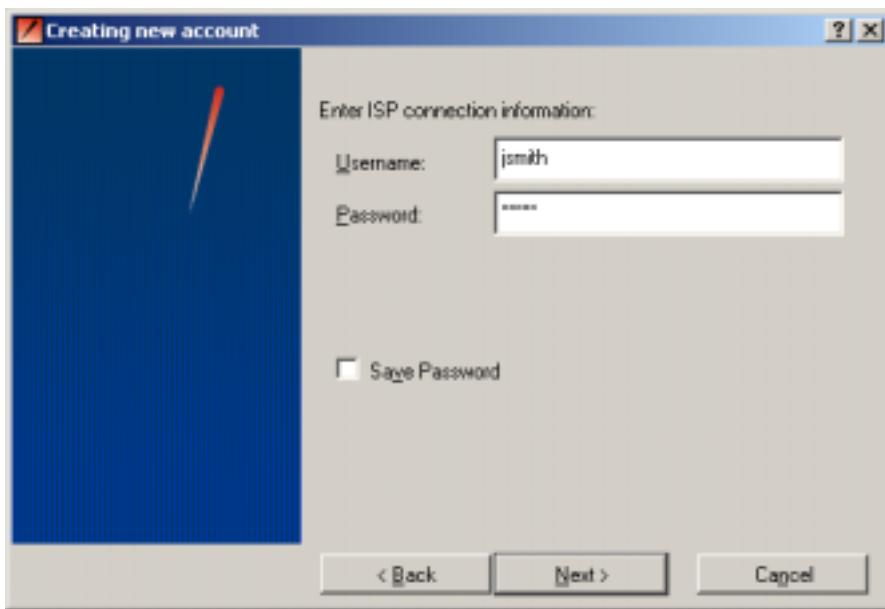
2. Click **Next** to begin using the Connection Wizard.
3. If your NetLink Terminal has been preset, the Connection Wizard asks if you have an M/ERGY account. If your NetLink Terminal has not been preset, you will skip this step.
  - If you already have an M/ERGY account, select **Yes, I have an M/ERGY account**, and click **Next**. Proceed to Step 7.
  - If you do not have an M/ERGY account, select **No, I do not have an M/ERGY account**, and click **Next**.



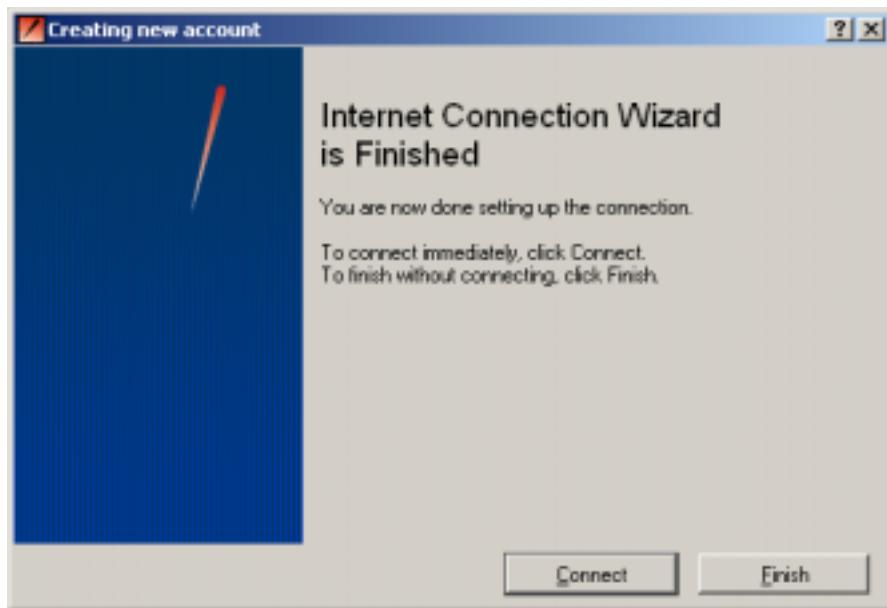
4. Click **Next** to automatically launch your Web browser. You will be taken to a Web site where you can select an ISP and set up a new M/ERGY account.



5. Follow the instructions provided on that Web site. If you already have an M/ERGY account, you must follow the instructions for configuring that account.
6. Close your Web browser when you have finished setting up your account. You will be returned to the Connection Wizard, which now displays the Connection Information window.
7. Type the user name and password that were supplied by your ISP in the appropriate text boxes.



8. Select the **Save Password** check box if you want to make the software remember your password. This eliminates the need to reenter it every time you use your M/ERGY service.
9. Click **Next**.
10. The Connection Wizard indicates that it is done setting up your account.
  - Click **Connect** to immediately connect to the Internet.
  - Click **Finish** to exit the Connection Wizard without connecting to the Internet.



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## Connecting to the Internet Daily

There are several ways to connect to the Internet on a daily basis.

- Double-click the **M-ERGY** icon on your desktop and click **Connect**.
- Click the **M-ERGY** icon on your task bar, then select **Connect**. In the Connect dialog box, enter your user name and password, then click **Connect**.
- From the Start menu, click **Connect** in the M/ERGY program group. In the Connect dialog box, enter your user name and password, then click **Connect**.

Once you have successfully connected to your M/ERGY service, open your favorite Web browser and begin surfing.

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**IMPORTANT!** Always raise the NetLink Terminal's antennas before trying to connect to the Internet. The NetLink Terminal will not operate well when its antennas are down.

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## Disconnecting from the Internet

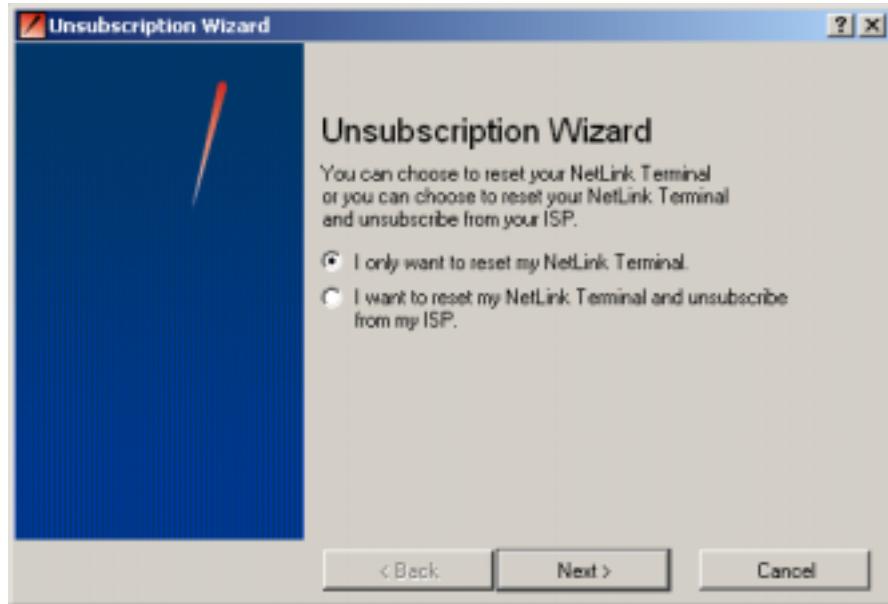
There are three ways to disconnect from the Internet.

- Double-click the **M-ERGY** icon on your desktop and click **Disconnect**.
- Click the **M-ERGY** icon on your taskbar, then select **Disconnect**.
- Open the Status screen, then click **Disconnect**.

## Making Changes to Your M/ERGY Service

Follow these steps to change your ISP, unsubscribe from your ISP, or reset the account information that your NetLink Terminal uses.

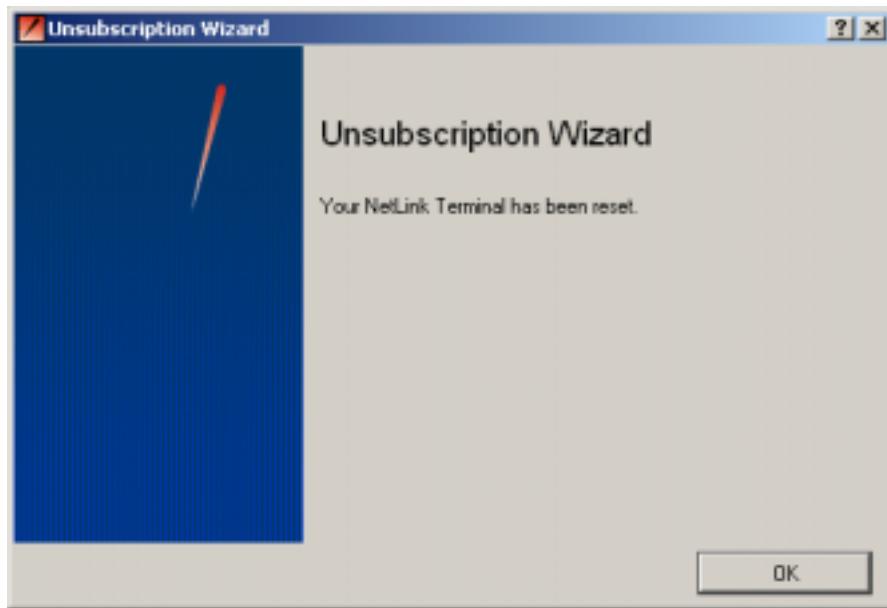
1. Click **Unsubscribe** in the M/ERGY program group. This launches the Unsubscription Wizard.



2. The Unsubscription Wizard asks you what you would like to do.
  - Select **I only want to reset my NetLink Terminal** to remove the current user name and password from your NetLink Terminal.
  - Select **I want to reset my NetLink Terminal and unsubscribe from my ISP** to remove the current user name and password from your NetLink Terminal and unsubscribe from your current ISP.

Click **Next**.

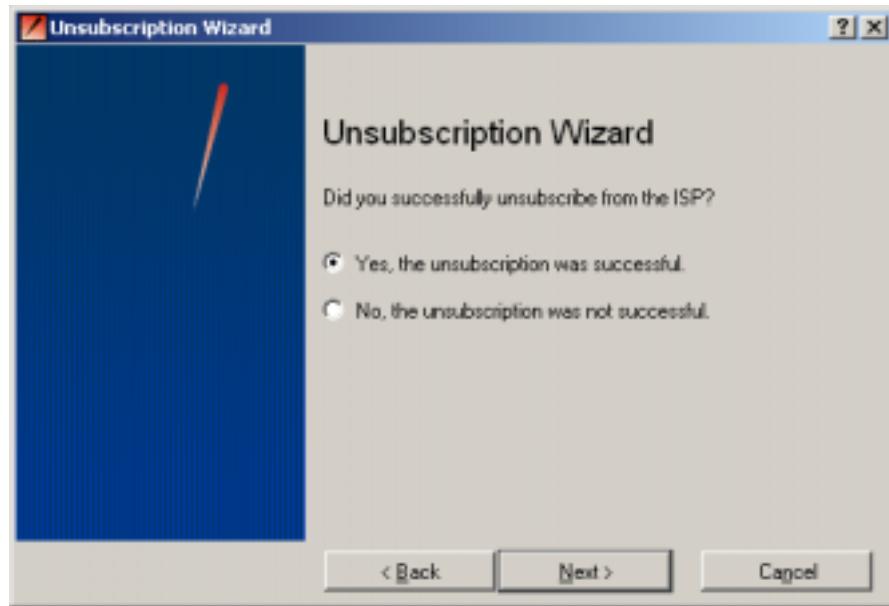
3. If you selected the **I want to reset my NetLink Terminal** option, the Unsubscription Wizard will confirm that the NetLink Terminal has been reset.



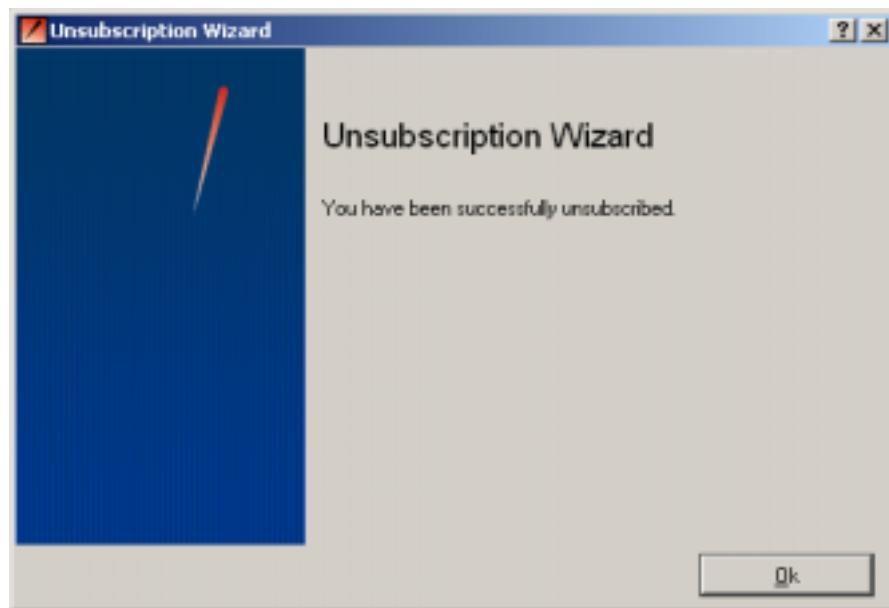
If you selected the **I want to reset my NetLink Terminal and unsubscribe from my ISP** option, click **Next** to launch your Web browser and unsubscribe from your ISP.

4. Follow the instructions provided on that Web site to unsubscribe from your ISP. Once you have finished, you will automatically be returned to the Unsubscription Wizard.

5. The Unsubscription Successful window asks whether or not the unsubscription process was successful. You must select either **Yes, the unsubscription was successful** or **No, the unsubscription was not successful**. Then click **Next**.



6. If your unsubscription was successful, the Unsubscription Wizard confirms this.



7. If your unsubscription was not successful, you must follow the steps in this section again.

## Viewing the M/ERGY Status Screen

The M/ERGY Status screen is made up of two tabs, which contain information that may be useful to you in monitoring your M/ERGY service.

To view your Status screen, click the **M/ERGY** icon on your task bar, then select **Status**.

### General Tab

The General tab of the Status screen provides you with information about your current Internet connection.

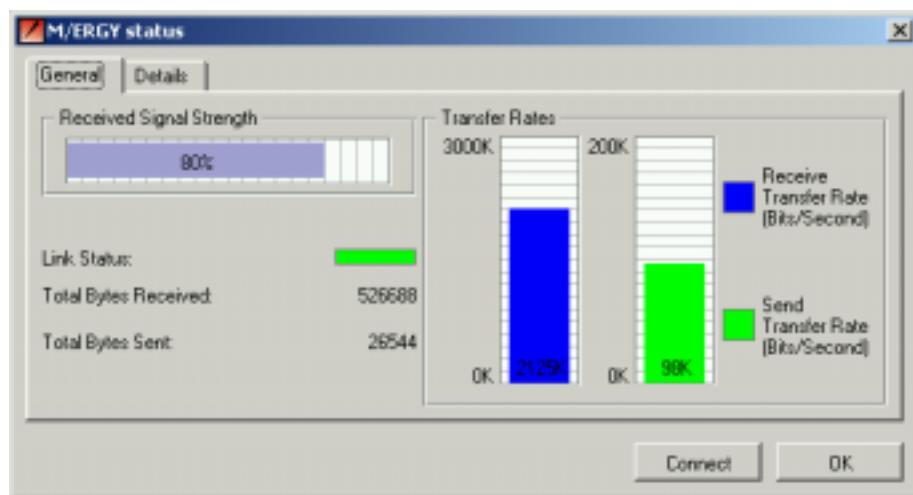


Figure 4-1: General Tab of Status Screen

#### Received Signal Strength

This bar graph depicts the strength of the signal that you are receiving from the M/ERGY Network. It is shown as a percentage of maximum, with the maximum signal strength being 100 percent.

#### Link Status

The link status bar changes color to indicate the state of your current connection.

- Red - Your NetLink Terminal is not plugged into your USB port.
- White - You are not connected to the M/ERGY Network.
- Green - You are connected to the M/ERGY Network.

#### Bytes Received/Bytes Sent

This indicates the amount of data you have sent or received since you connected to the Internet.

#### Transfer Rate

These bar charts indicate the maximum transfer rates you can achieve based on your current signal strength. As your signal strength rises, the speed at which you are able to send and receive data also increases. If your transfer rate is low, files take longer to upload or download. Because of this, it is beneficial to wait for a better signal strength before uploading or downloading large files.

## Details Tab

The Details tab of the Status screen provides advanced connection details that may be useful in the event you need to contact technical support at either COM DEV or your ISP.

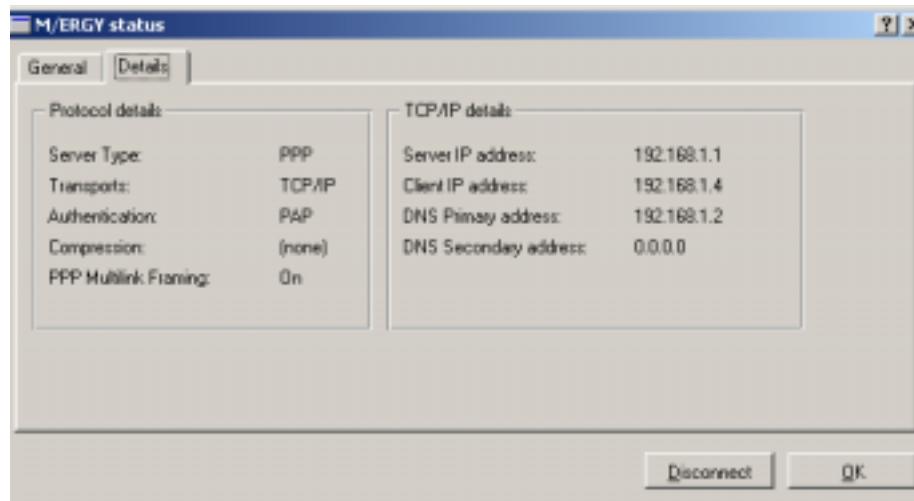


Figure 4-2: Details Tab of Status Screen

## Modifying Your Internet Sharing Option

If you want to modify the setting of the check box that indicates whether or not you want to give others Internet access, you will have to remove the M/ERGY software and reinstall it on your computer. Instructions appear in Chapter 2.

## Charging the Battery

Your NetLink Terminal can operate from its battery for approximately three hours. The battery can be charged in two ways:

- Plug the AC/DC adapter into your NetLink Terminal and an electrical outlet.
- When your computer is on and your NetLink Terminal is plugged into the USB port, the battery will charge itself via the USB cable.

## Updating Your NetLink Terminal Software

At times it may be necessary to update the software that runs inside your NetLink Terminal. This is done by clicking **Update NetLink Terminal** in the M/ERGY program group. If this software needs to be updated, COM DEV will notify you and provide instructions at that time.

## Nomadic vs. Mobile Service

Your NetLink Terminal is designed to give you both nomadic and mobile Internet service.

Nomadic service is equivalent to roaming. It allows you to use your NetLink Terminal in various locations throughout North America and still maintain a wireless Internet connection.

Mobile service allows you to use your NetLink Terminal while moving. The M/ERGY system is capable of providing mobile service while you are in transit at speeds up to 120 km/h (75 mph).

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**WARNING!** Do not use your NetLink Terminal while in control of a moving vehicle.

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## How to Improve Data Speed

Several factors may affect data speed. These include, but are not limited to, location, distance from the M/ERGY Network, and speed of travel.

Here are some guidelines for improving data speed:

- As a primary tactic, move your NetLink Terminal around until you see an increase in your signal strength.
- If you are in a moving vehicle, wait until the vehicle slows down or moves closer to an M/ERGY tower.
- If slow file transfer is a problem, wait until your signal strength improves before uploading or downloading large files.

## Conditions to Avoid

Your NetLink Terminal is designed to function in a protected environment. To keep it running efficiently:

- Always avoid exposing your NetLink Terminal to temperatures lower than -40° Celsius (-40° Fahrenheit) or greater than 40° Celsius (104° Fahrenheit).
- Never immerse your NetLink Terminal in water or other liquids.



You now know how to use your NetLink Terminal to make a wireless connection to the Internet. If you encounter problems, refer to the next chapter.



## Chapter 5

# Troubleshooting

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### Problems and Their Solutions

During the course of using your NetLink Terminal, you may encounter some problems. Here are some potential problems and possible solutions.

**Problem:** The software does not install correctly.

**Solutions:**

- Make sure the NetLink Terminal is not plugged into the USB port.
- Make sure all other programs are closed.

**Problem:** The NetLink Terminal was plugged in before the M/ERGY software was installed.

**Solutions:**

Recover the Windows drivers by using the following procedure.

1. Unplug your NetLink Terminal.
2. Remove the M/ERGY software by following the instructions for "Uninstalling M/ERGY" on page 9.
3. On the Start Menu, point to Settings, then click **Control Panel**.
4. Double-click **Add/Remove Hardware**. This opens the Add/Remove Hardware Wizard, which will uninstall your NetLink Terminal.
5. Click **Next** to begin using the Wizard.
6. Select **Uninstall/Unplug a device**, then click **Next**.
7. Select **Uninstall a device**, then click **Next**.
8. Click the **Show hidden devices** check box.
9. Select NetLink Terminal in the scroll box, then click **Next**.
10. Select **Yes, I want to uninstall this device**, then click **Next**. Your NetLink Terminal has been removed.
11. You can now install the M/ERGY software and then plug in your NetLink Terminal.

**Problem:** The Connection Wizard does not work.

**Solution:**

- Make sure all other programs are closed.

**Problem:** The NetLink Terminal does not work.

**Solutions:**

- Check to see that the power adapter is plugged into an electric socket.
- If your NetLink Terminal is operating off of the battery, check to see that the battery is charged. Instructions appear under "LEDs on Your NetLink Terminal" on page 15.
- Make sure that the NetLink Terminal has not been exposed to any of the situations listed under "Conditions to Avoid" on page 26.

**Problem:** Data speed is slow.

**Solutions:**

- Make sure the antennas are in the raised position.
- Move your NetLink Terminal around until you see an increase in your signal strength.
- If you are in a moving vehicle, wait until the vehicle slows down or moves closer to an M/ERGY tower.

**Problem:** You cannot connect to the Internet.

**Solutions:**

- Make sure the NetLink Terminal is plugged into the USB port on your computer.
- Make sure the NetLink Terminal is on.
- Make sure you are using the correct user name and password.
- If you still cannot connect, contact your ISP.

**Problem:** The online help contains an empty frame on the left-hand side.

**Solutions:**

Use the following procedure to enable JavaScript.

**If you are using Netscape:**

1. Open your browser.
2. Click **Edit**, then click **Preferences**.
3. In the Category box, click **Advanced**.
4. Select the **Enable JavaScript** check box.
5. Click **OK** and restart your Web browser.

**If you are using Internet Explorer:**

1. Open your browser.
2. Click **Tools**, then click **Internet Options**.
3. Click the Security tab.
4. Move the slider in the lower half of the window so that your security settings are set to Medium, Medium-Low, or Low.
5. Click **OK** and restart your Web browser.

Problem: Windows 98 attempts to log into a Windows network using the NetLink Terminal.

Solutions:

1. From the Start Menu, point to **Settings**, then click **Control Panel**.
2. Click the Network icon.
3. Select **TCP/IP M/ERGY USB NetLink Driver** and click **Properties**.
4. Click the **Bindings** tab.
5. Click to clear the **Client for Microsoft Networks** check box.
6. If present, click to clear the **File and printer sharing for Microsoft Networks** check box.
7. Click **OK** to close the Properties window.
8. Click **No** when asked if you want to select any drivers to bind with.
9. Click **OK** to close the network panel.
10. Click **Yes** to restart your computer.



This chapter has covered techniques for troubleshooting common problems that you might encounter with your NetLink Terminal. If the solutions discussed here do not solve your problem, call COM DEV technical support at 805-544-1089, extension 2232.

