

Internet

FAQ

Frequently asked questions



daltron

your technology specialist

Do you have some Internet questions?

We have put together our most frequently asked questions to try and assist you.

As a Prepaid Webtaim user, am I able to check my remaining Webtaim hours?

You can access your remaining Webtaim hours 24hours a day, 7 days a week via the Internet. To access it please have your username and password handy and then follow these steps:

1. Go to Internet webpage www.daltron.com.pg
2. Locate “**Webtaim**” on the homepage and click on it.
3. On the next page click “**Check Time Remaining On Your Card**”.
4. At the prompt enter your username and password, and then click **Submit**”.
5. Your number of hours remaining will appear on screen.

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I have a monthly account for 10/20/40 hours. Can I check how many hours I have used up in this billing period?

You can check your hours used up 24hours a day, 7 days a week via the Internet. To access it please have your registration number (located on your billing statements), your username and password handy and then follow these steps:

1. Go to Internet webpage www.daltron.com.pg
2. Click the “**Internet**” link on the homepage.
3. Locate “**Customer Billing Tool**” on the left hand side of the page and click on it.
4. At the prompt enter your Registration number and your password, and then click “**Submit**”.
5. Click “**View On-line Session Activity**”.
6. Enter your “FROM” and “TO” date (format: mm/dd/yy), your use name, and tick all the boxes, then click “**Submit**”.
7. To check the hours used for the current billing period up to the

present, the “from” date should be the first day of your (current) billing period and the “to” date should be *tomorrow’s* date (in order to how any hours used on the current day).

8. A report will be generated and will provide you with different items of information. The important column you want to check is the **Durtion** column, which will tell you how many hours you have been online.

I have a monthly account for 100/200MB usage. Can I check how much traffic I have generated in this billing period?

You can access your remaining Internet usage 24hours a day, 7 days a week via the Internet. To access it please have your registration number (located on your billing statements), your username and password handy and then follow these steps:

1. Go to Internet webpage www.daltron.com.pg
2. Click the “**Internet**” link on the homepage.
3. Locate “**Customer Billing Tool**” on the left hand side of the page and click on it.
4. At the prompt enter your Registration number and your password, and then click “**Submit**”.
5. Click “**View On-line Session Activity**”.
6. Enter your “FROM” and “TO” date, your username, and tick all the boxes, then click “**Submit**”.
7. To check the hours used for the current billing period up to the present, the “from” date should be the first day of your (current) billing period and the “to” date should be *tomorrow’s* date (in order to show any hours used on the current day).
8. A report will be generated and will provide you with different items of information. The important column you want to check is the **Traffic** column, which will tell you how many kilobytes (KB) of traffic you have generated while online. To convert to megabytes (MB), divide the total by 1024.

Can I use Telikad?

Yes you can, and there are a number of different ways that you can access the Internet using Telikad and Webtaim. The most common, and simplest method, is to do the following.

1. First locate your dialup connection, usually for your convenience; you would have a shortcut on your Desktop to use. (If not, please refer to our **troubleshooting userguide** for details on locating your dialup connection.)
2. Launch your dialup connection (either by clicking or double-clicking on it), then change the dialled number using this pattern.

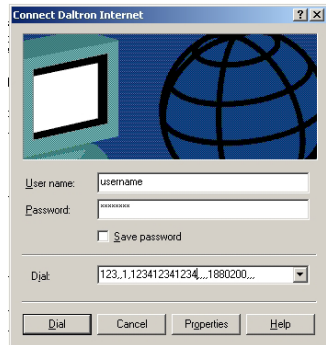
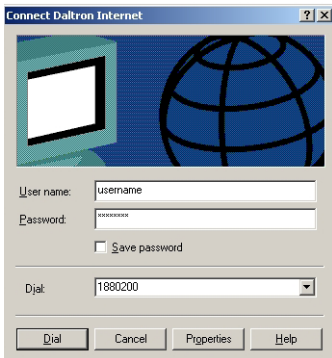
Replace: 1880200 or 1883111 (depends on what you have)

With: 123,,1,<telikad number>,,,1880200,,,

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Because this is not standard, you may wish to experiment with differing numbers of commas, if the above doesn't work for you. The general rule is that 1 comma = 1 second pauses. This is to simulate how you would wait a few seconds while listening to the voice prompt.

The figures below show the before and after screenshots



Can I use RAIT Prepaid?

Yes you can, and there are a number of different ways that you can access the Internet using RAIT Prepaid. The most common, and simplest method, is to do the following.

3. First locate your dialup connection, usually for your convenience; you would have a shortcut on your Desktop to use. (If not, please refer to our **troubleshooting userguide** for details on locating your dialup connection.)
4. Launch your dialup connection (either by clicking or double-clicking on it), then change the dialled number using this pattern.

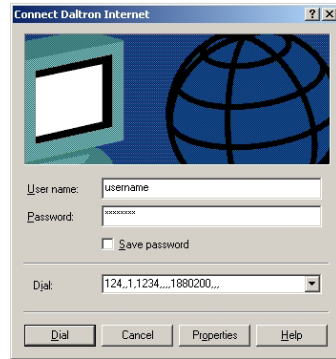
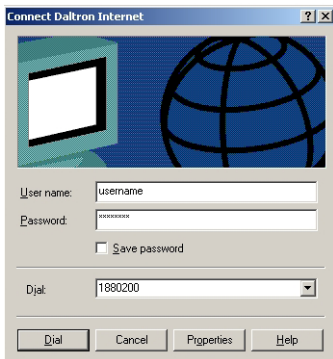
Replace: 1880200 or 1883111 (depends on what you have)

With: 124,,1,<RAIT>,,,,1880200,,,

Because this is not standard, you may wish to experiment with differing numbers of commas, if the above doesn't work for you. The general rule is that 1 comma = 1 second pauses. This is to simulate how you would wait a few seconds while listening to the voice prompt.

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The figures below show the before and after screenshots



When should I use the Internet Troubleshooting Userguide.

The userguide will be helpful to you in answering the following questions:

- I can't get online
- I can get online, but I cannot send or receive emails
- I can get online but I cannot browse websites

Please contact our Internet staff if you require a copy.

What is Webmail and when should I use it?

Daltron has a web-based email service called Webmail and it can be very useful tool as it allows you to access your Daltron emails from anywhere in the world via the Internet on any computer, as long as you have access to the Internet you have access to your Daltron email.

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This is a free service which allows you to read, reply, write and delete your Daltron emails.

To use the Daltron Webmail service

1. Go to the Daltron homepage, <http://www.daltron.com.pg>.
2. Locate the **WEBMAIL** link and click onto it and follow the instructions.
3. At the prompt enter in your **username** and **password**, click **SUBMIT** and then you can access your mailbox via Daltron Webmail.

The way it works is when emails are sent to your Daltron email address they are received and stored in your mailbox by the Daltron mail server, similarly like a post office. From there, they are downloaded by you to your computer, using a mail client program such as Outlook Express, Microsoft Outlook or Incredimail for you to read.

Whilst they are in your mailbox, though, and before they are downloaded, Webmail can be used to view the emails. This can be helpful if:

- ▶ You are away from your regular PC (maybe overseas or in another centre), but need to check for any new emails that may have come in since you last checked.
- ▶ There is an email with a large attachment that you are trying to download. Go offline, wait 30mins, then use Webmail to check who the email is coming from and the size of the attachment. You can then download the attachment, read the email and delete it, if you want to.
- ▶ Before downloading your emails, quickly check them in Webmail and delete unwanted emails. It may save you time downloading emails you didn't want.
- ▶ Maybe you don't want the hassle of setting up an email client program, eg. Outlook Express. Webmail doesn't need any setting up at all.

Can I use my Daltron Account overseas?

Yes you can via two methods. The difference is that you can access it with your computer using **iPass Global Roaming Service** and the second method is using Webmail, via an internet website as detailed above.

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To access iPass Global Roaming Service you will need to setup an account via Daltron Internet Sales team. You will be provided with client software to load onto your computer and then whenever you are overseas use the iPass client software - **iPass Connect**, to connect to your mail. For more information on this service, please go to <http://www.daltron.com.pg/ipass/index.html>

(Only one small setting change needs to be done once you are an iPass user in order for sending emails to work. You must set your outgoing SMTP server to mail.daltron.com.pg. If you need help to do this, contact Daltron Internet or refer to the Userguide.)

I'm trying to receive my emails but the server repeatedly prompts me for my username and password.

You may encounter a situation where when trying to access your emails the server keeps asking you for your username and password. There may be some reasons for this:

- ▶ Incorrect settings - Check the window that is prompting you for your use name and password. It will show if your settings is incorrect. See figure below



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- ▶ You aborted a previous attempt to download your emails a few minutes earlier, or you disconnected abruptly for some reason while receiving emails earlier.
Simply wait for 20-30mins offline, and then try again.
- ▶ You are typing in your email address instead of your username in the username field; type your username and not your email address. I.e. Type "username" and not username@daltron.com.pg

If none of these options work and your settings appears to be correct then please contact Daltron Internet Help Desk. We will gladly try our best to assist you to resolve your problem.

Daltron Internet Help Desk

Phone: 302 2200 and choose 2 at the voice prompt

Email: inet@daltron.com.pg

Fax: 325 6558

Web: Please direct a query through the **Contact Us** link from our homepage, www.daltron.com.pg



your technology specialist

www.daltron.com.pg