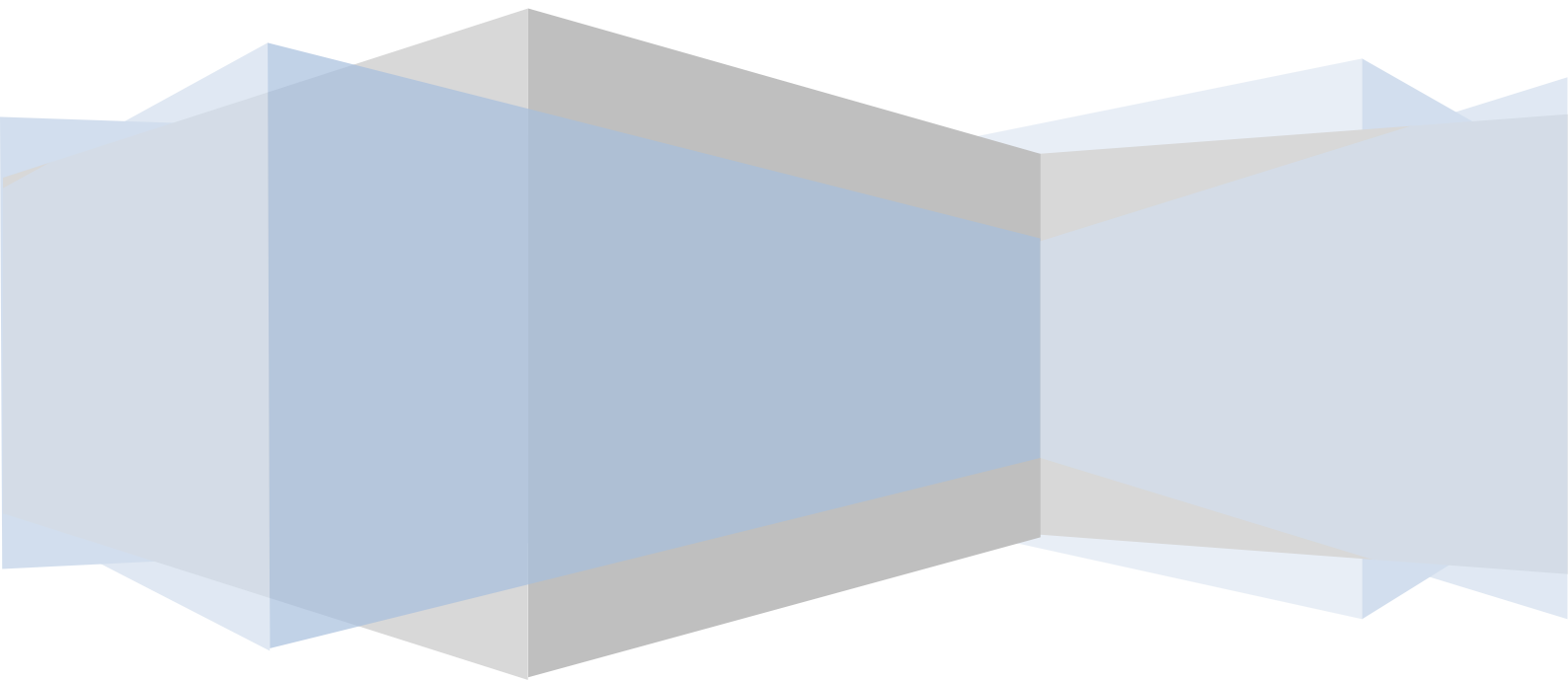


# Yes Connect

User Guide v1.1



**yes**

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# 1 Introduction

If you're reading this, that means you have bought a subscription with Yes. Congratulations and welcome to the world of 4G wireless connectivity!

You must be eager to start your Yes experience with us. We promise to make using your Go as simple as possible (or at least we'll try!).

## 1.1 What is Connect

In case you are still not sure what you've got, Connect is software you can install onto your computer that will allow you to use your Go to connect to the Internet.

# 2 Setting Up Connect

## 2.1 What You Need

To use Connect, you'll need:

### 2.1.1 Hardware Requirements

Hardware Type	Description
CPU	2.8Ghz Intel processor
RAM	1 GB of RAM
Hard disk space	100MB of hard disk space
USB Port	1 USB port
4G USB dongle	Yes Go

### 2.1.2 Software Requirements

Software	Description
Operating System	Windows XP with Service Pack 3 Windows Vista with Service Pack 2 Windows 7 MacOS 10.6

## 2.2 Installing Connect on Windows

Your Yes Go comes preloaded with the installer for the Connect software. This user manual will guide you through installing and setting up Connect.

### 2.2.1 Pre-requisites

1. Connect is not already installed.
2. There shall be at least 100MB of free space available.
3. One USB port shall be available.
4. You must have administrative privileges on the system (if you are a home user, this shouldn't be a problem. If you are installing from your office computer, you may need to get permission from your IT department).

## 2.2.2 Steps for Default Installation

1. Plug in the Go.
2. The computer should detect your Go as a CD-ROM device.
3. The Connect installer on your Go should launch automatically and guide you through the installation process.

If you are prompted with the below screen, select the Connect Installer.



Figure 1: Autoplay dialog

If the installer does not automatically launch, go to "My Computer" double-click on the CD-ROM drive called "Connect Installer".

4. On Windows Vista and Windows 7, you may be prompted with the screen below, press "Yes" to continue.

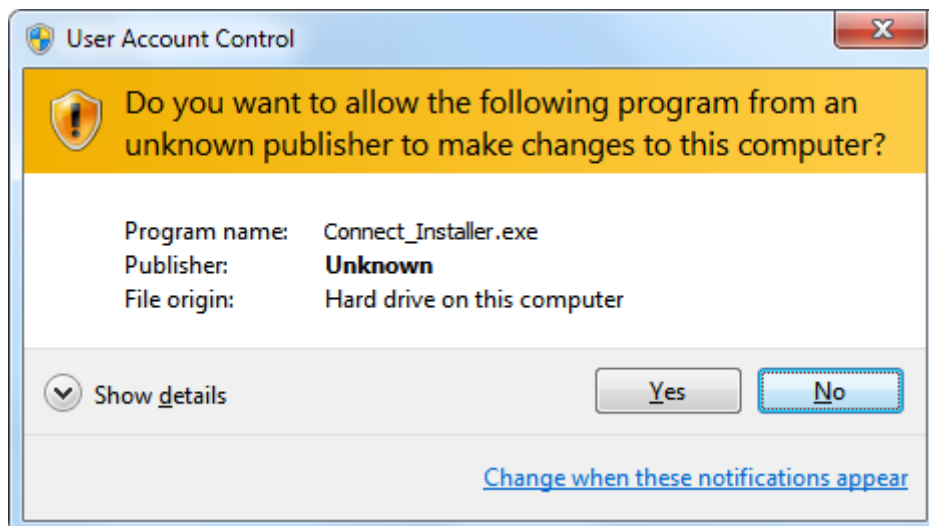


Figure 2: Windows User Account Control dialog

The installation welcome dialog will appear.

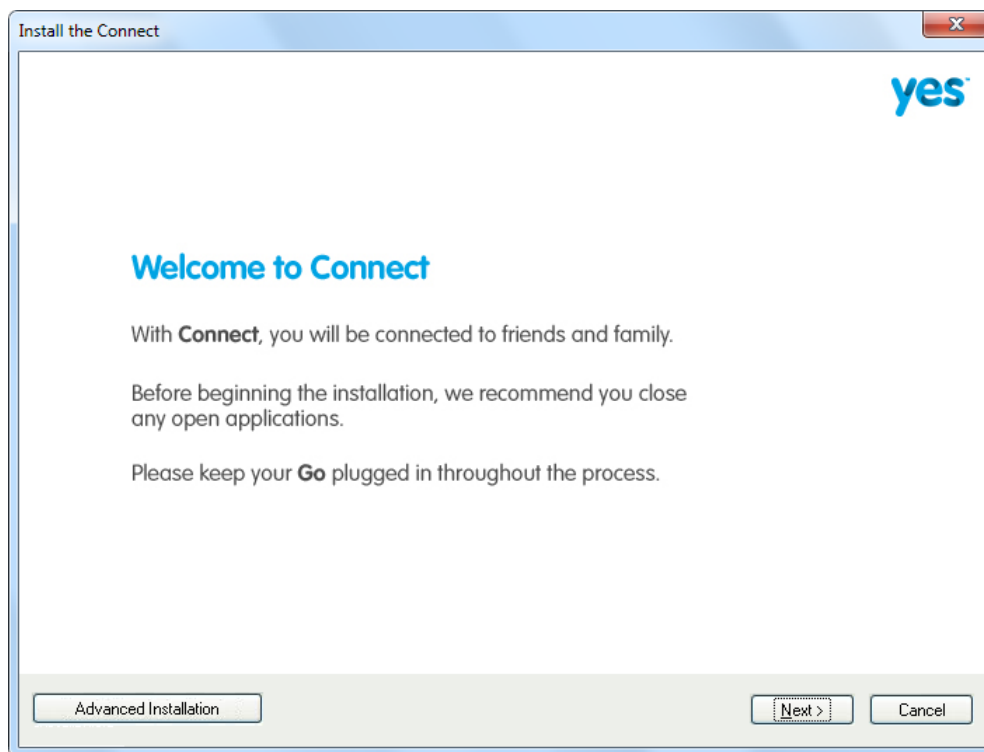


Figure 3: Welcome dialog

5. Press the “Next” button on the welcome window. It will lead to the license agreement

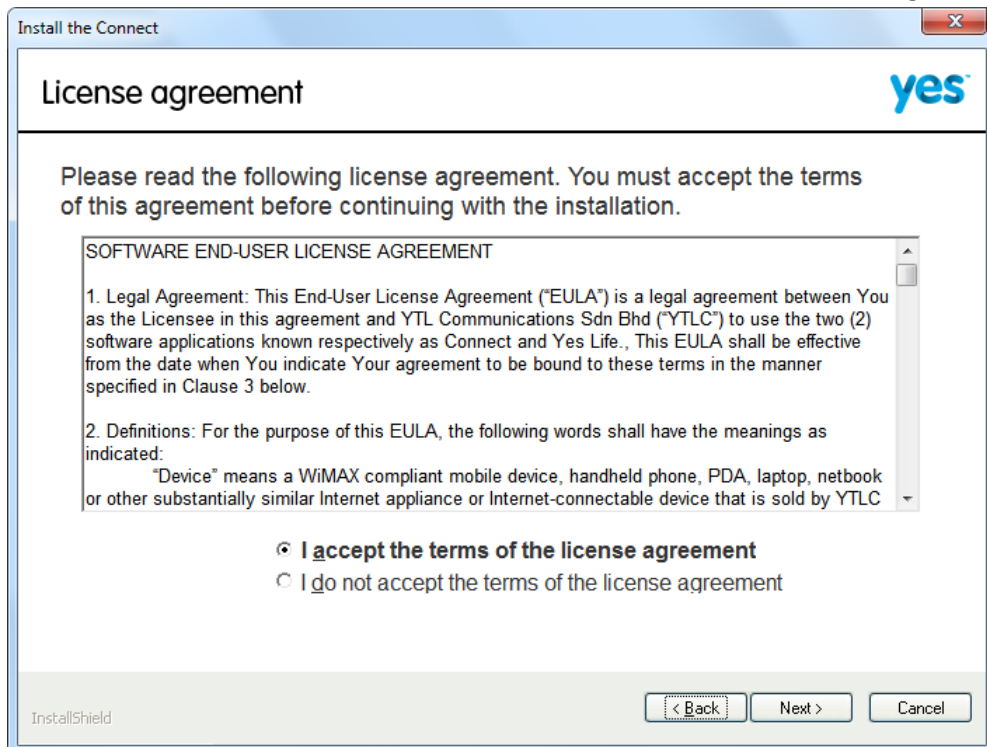


Figure 4: License agreement dialog

6. Select the “I accept ...” option and press the “Install” button

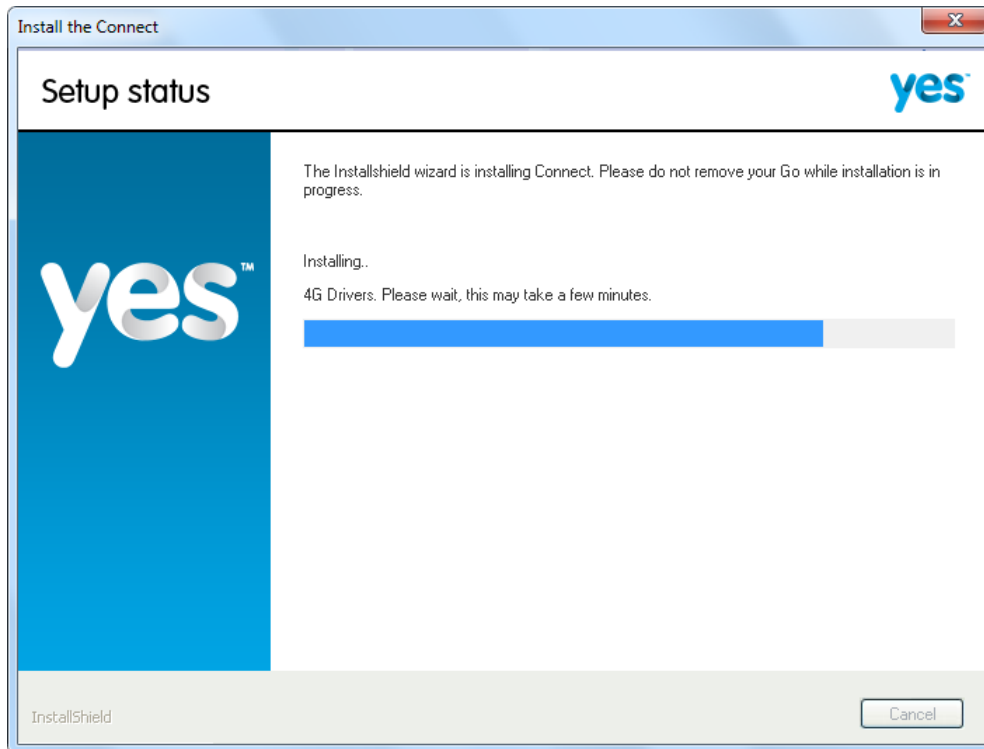


Figure 5: Installation progress bar dialog

7. The installation progress bar will appear. Wait for the installation to complete.
8. The installation confirmation dialog will appear.

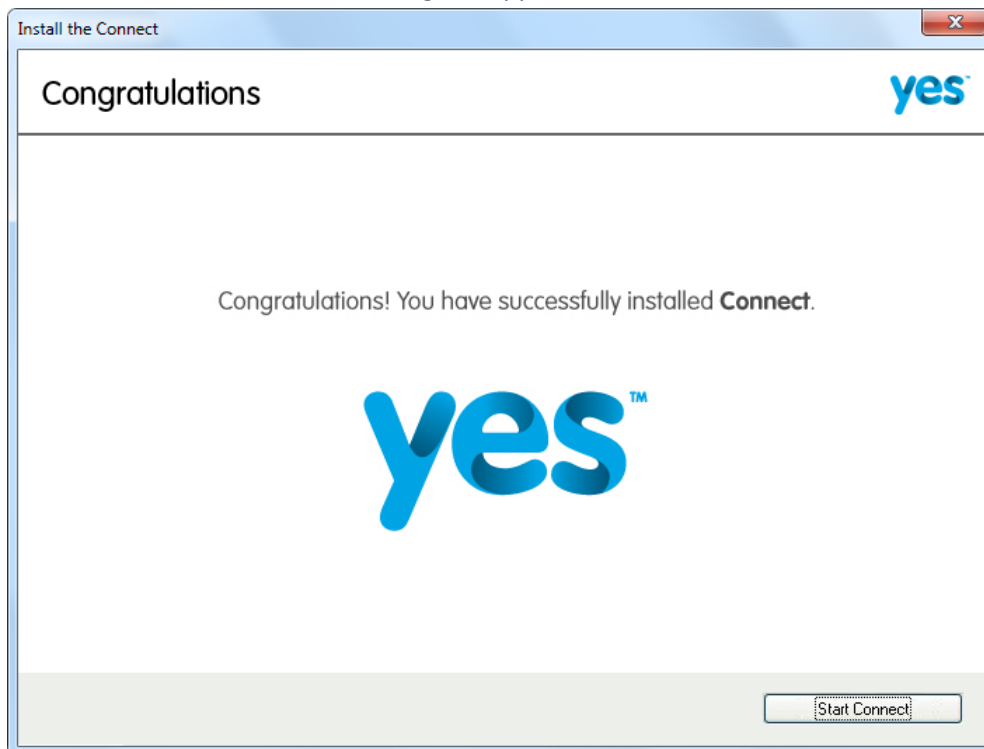


Figure 6: Installation confirmation dialog

9. Click on the “Start Connect” button, and the Connect window (Figure 25) will be displayed.
10. The software will start scanning for the available Yes network, and a green “Connect” button should appear.

### 2.2.3 Steps for Advanced Installation

1. Repeat steps 1-4 of the default installation.
2. Click on the “Advanced Installation” button, as in Figure 3: Welcome dialog
3. Select the “I Accept ...” option and press “Install,” as in Figure 4: License agreement dialog. It will lead to the advanced installation options.

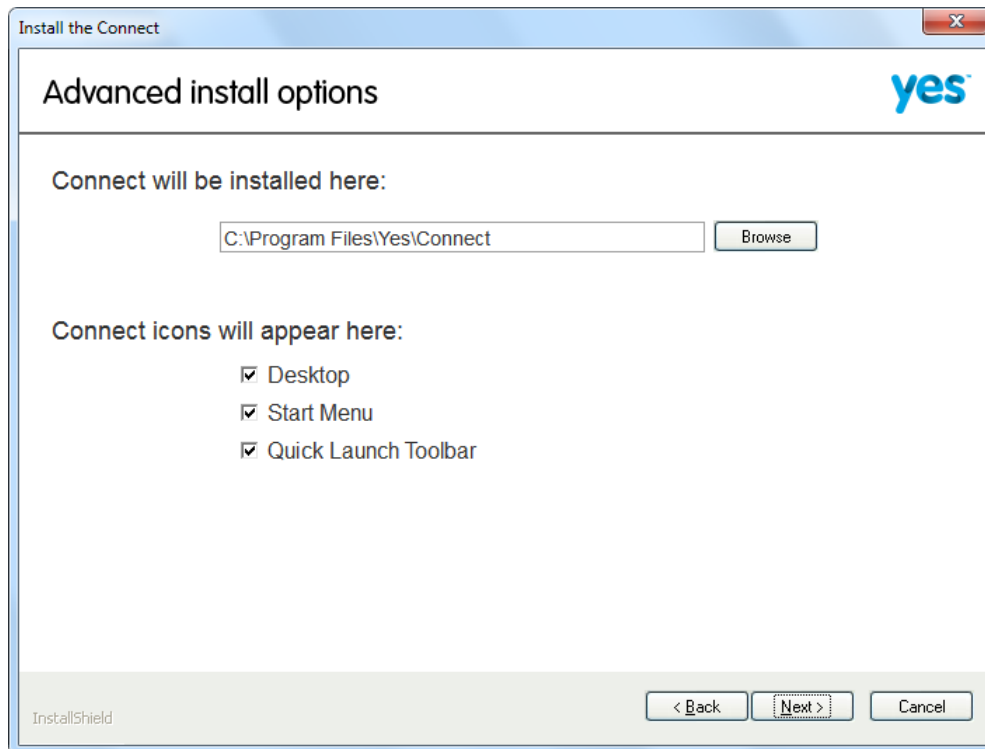
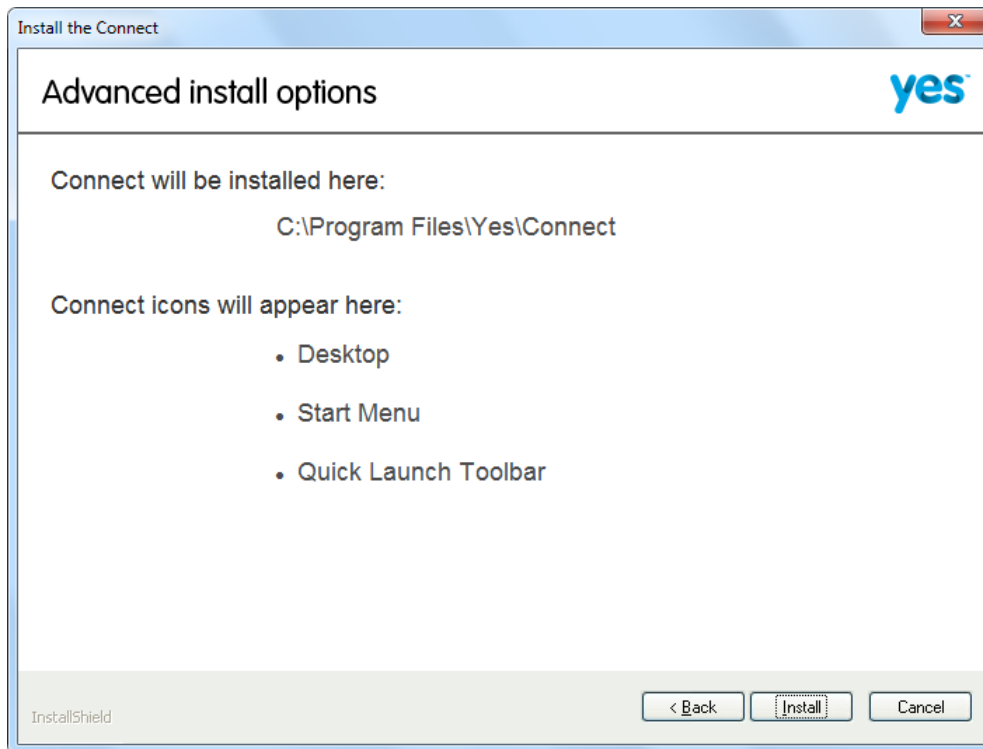


Figure 7: Advanced installation options dialog

4. After choosing your options, as shown in Figure 5, click the “Next” button, which will lead to confirmation.



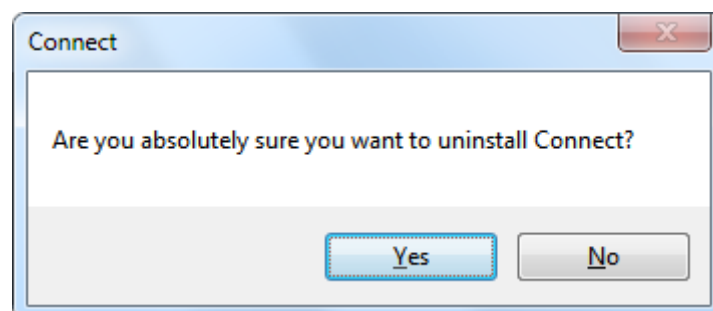
*Figure 8: Advanced installation options confirmation dialog*

5. Click on the "Next" button, which will display the installation progress bar, as in Figure 5: Installation progress bar dialog.
6. Proceed to steps 6-10 of the default installation.

## **2.3 Uninstalling Connect on Windows**

To uninstall the Connect, go to:

1. Start -> Control Panel -> "Add / Remove Programs" for Windows XP and "Programs and Features" for Windows Vista and Windows 7.
2. Find "Connect".
3. Click "Remove" or "Uninstall".
4. Click "Yes" to confirm that you would like to uninstall Connect.



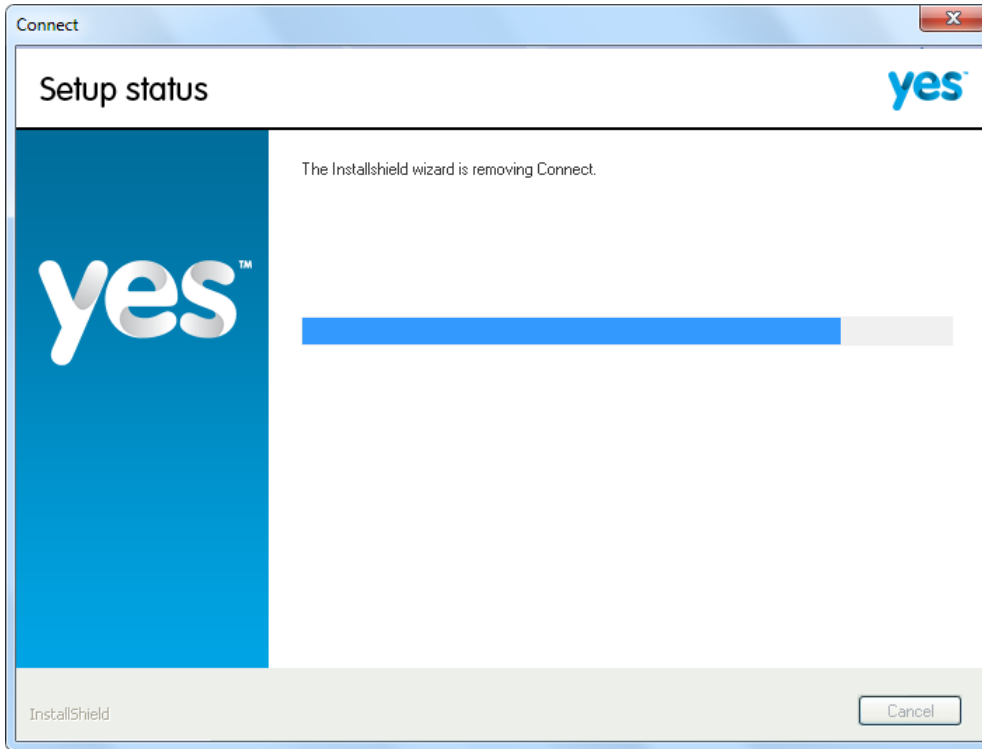


Figure 9: Uninstall progress

5. The following screen will be displayed. Select “Yes” to restart your computer to complete the removal process. If your Go is inserted, please make sure that it is removed before you click “Finish”.

If you do not want to restart your computer yet, remove your Go and click “No”.

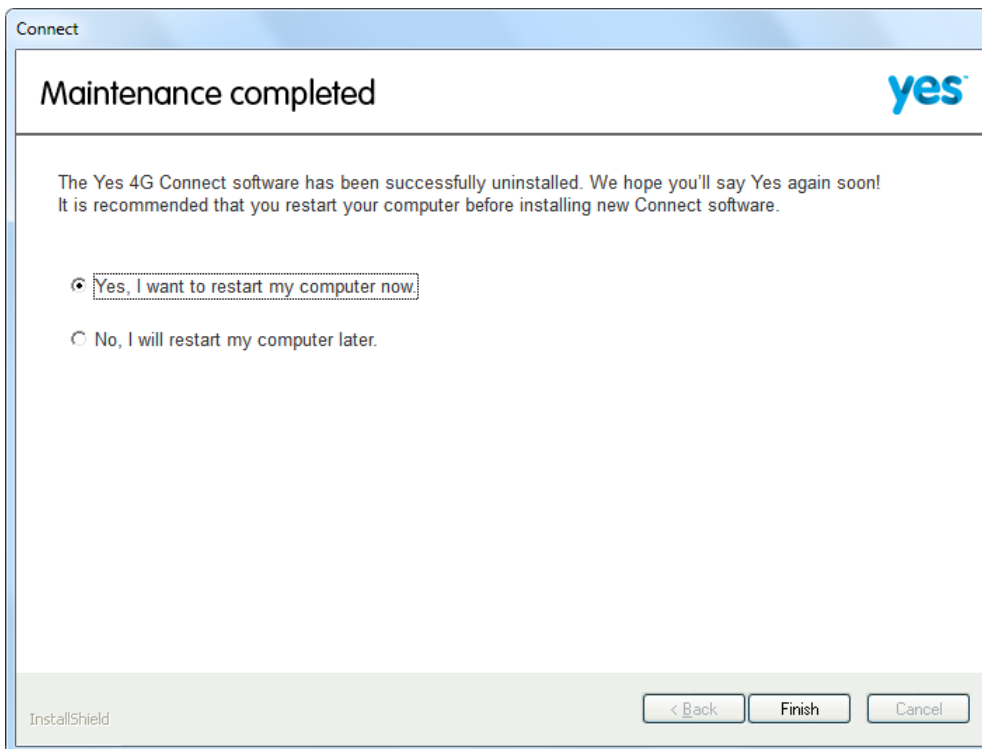


Figure 10: Completed uninstallation

## 2.4 Installing Connect on Mac OS

### 2.4.1 Pre-requisites

1. Connect software is not already installed.
2. There shall be at least 100MB of free space available.
3. One USB port shall be available.
4. You must have administrative privileges on the system (if you are a home user, this shouldn't be a problem. If you are installing from your office computer, you may need to get permission from your IT department).

### 2.4.2 Steps for Default Installation

1. Plug in your Go.
2. The computer will detect your Go as a CD-ROM drive in Finder.
3. Double click the CD-ROM drive.
4. Double-click the installer package icon.
5. The installation welcome window will appear.



Figure 11: Welcome dialog

6. Press the "Continue" button. It shall lead to the license agreement.

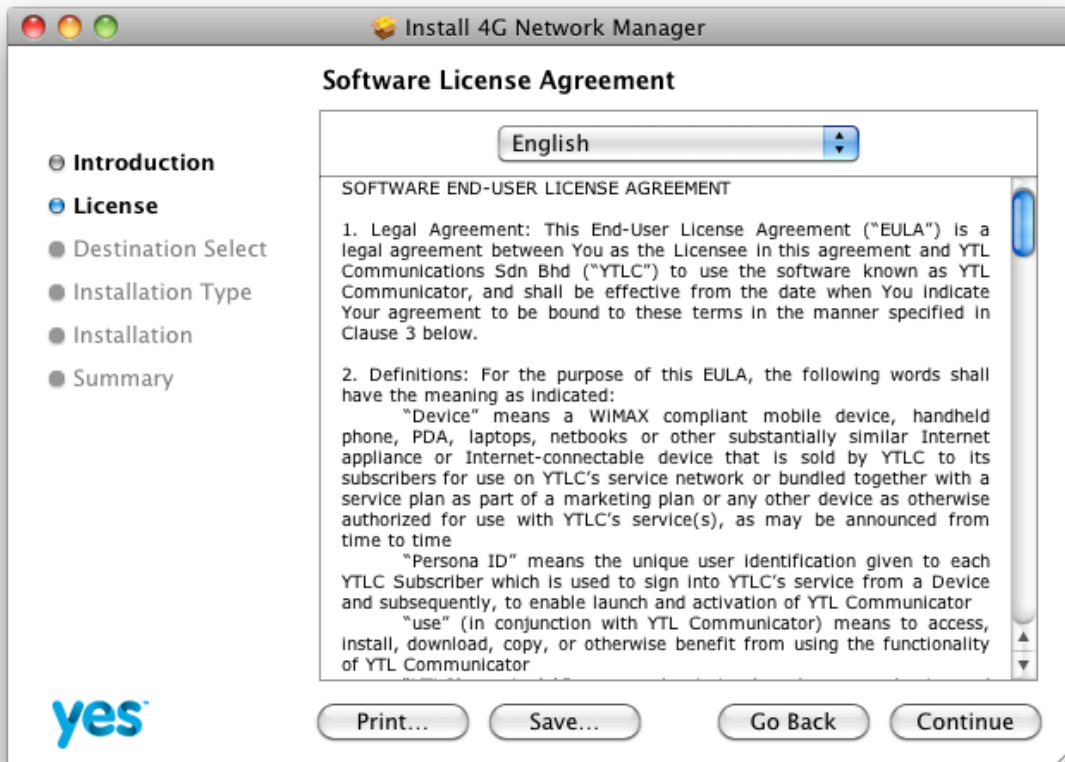


Figure 12: License agreement dialog

7. Press "Continue".



8. Press "Agree" to continue the installation.



Figure 13: Select disk dialog box

9. Choose where to install Connect and press "Continue".

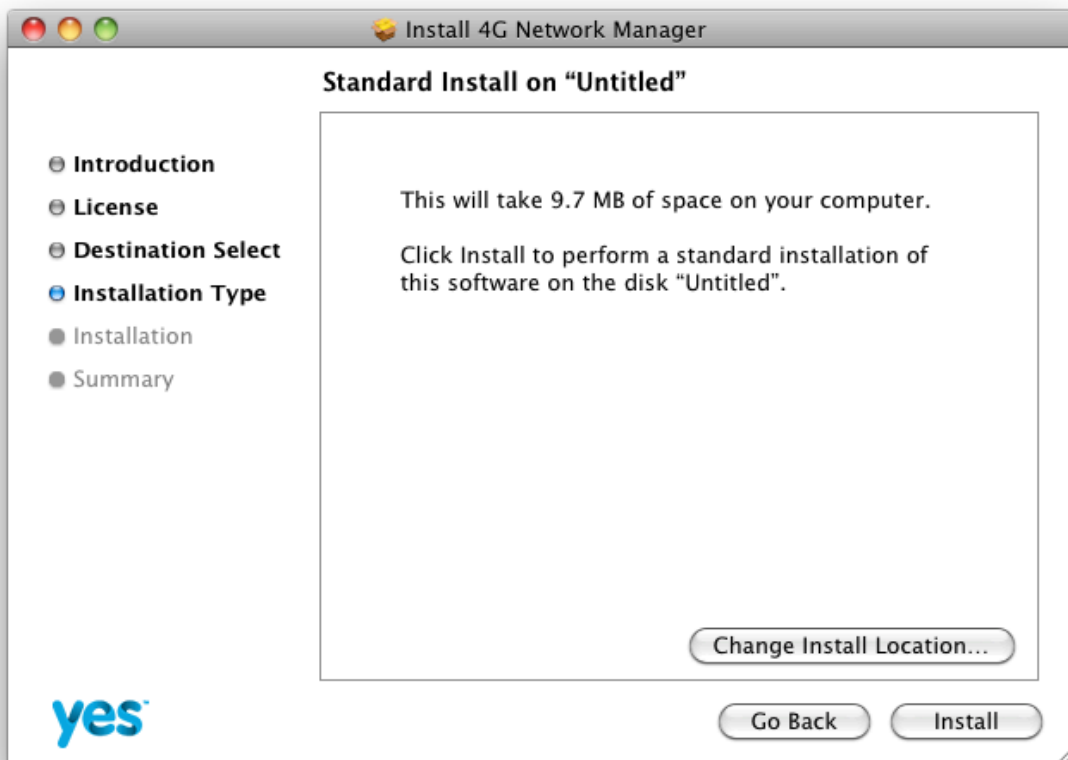


Figure 14: Select installation location dialog box

10. If you want to change the installation location, click “Change Install Location” and press “Install” to install the software.



Figure 15: Administrator log-in dialog

11. You may be asked for the administrator log-in before you can install the software. Key in your administrator username and password to continue.

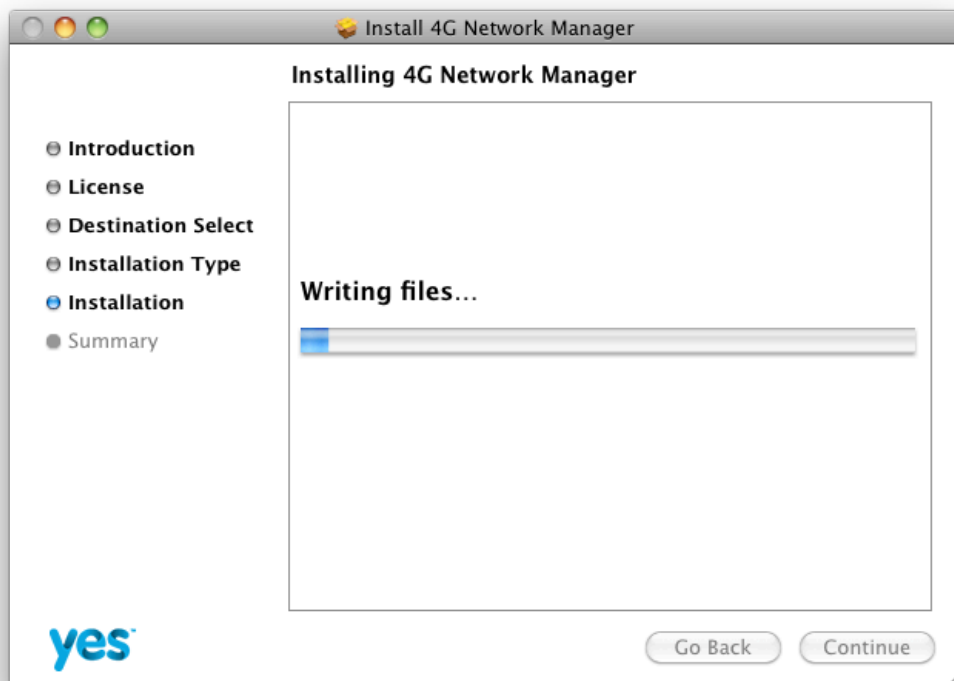


Figure 16: Installation progress bar dialog

12. The installation progress bar will appear. Wait for the installation to complete.

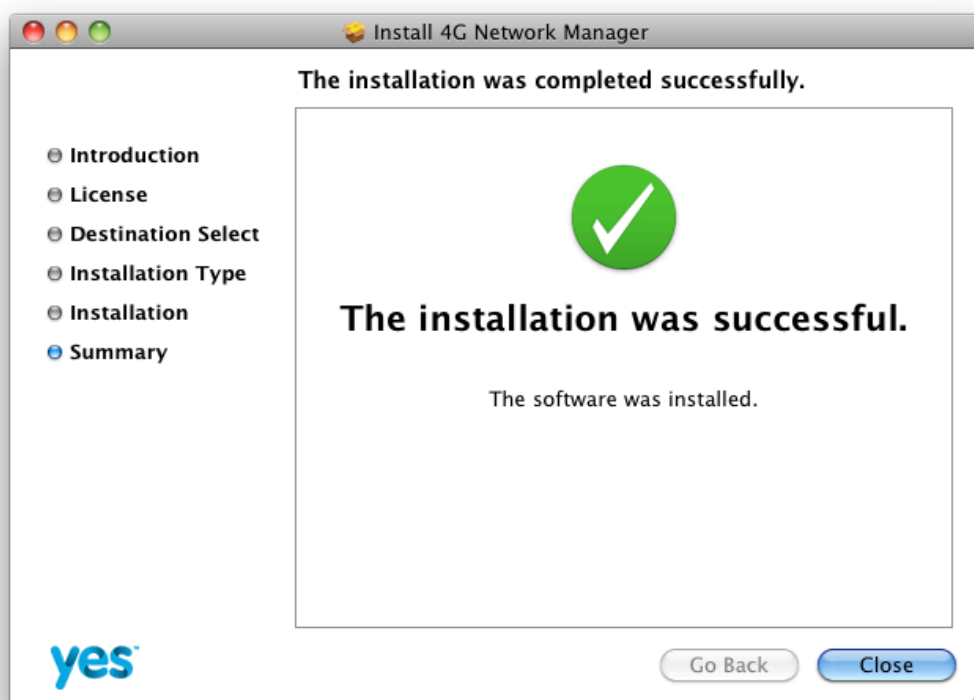


Figure 17: Installation confirmation dialog

13. Click on the Connect alias icon found in the Dock or Application folder to start.



Figure 18: Connect shortcut icon

14. If you have installed Connect for the first time, you may see the following figure. Click "Cancel" to allow the software to automatically configure your connectivity.



Figure 19: New Network Interface dialog

## 2.5 Uninstalling Connect on Mac OS

1. Double-click the Connect uninstaller icon to begin uninstallation. This shortcut icon can be found in the "Applications" -> "Yes" -> "Connect" folder.



Figure 20: Uninstaller shortcut icon

2. Click "OK" to continue the uninstallation.



Figure 21: Uninstallation confirmation dialog

3. Enter your administrator username and password if needed to proceed.

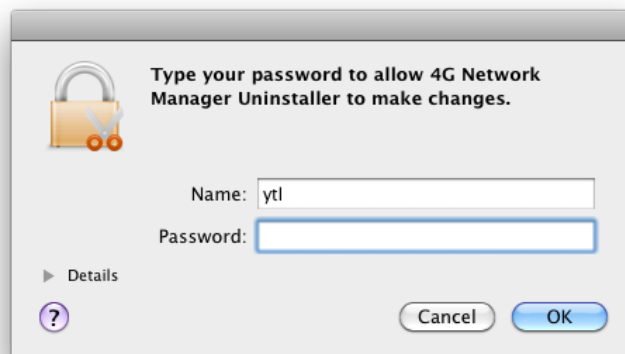


Figure 22: Administrator log-in dialog

4. The following dialog box will display when Connect has been successfully uninstalled. No restart of the Mac is required.



Figure 23: Uninstallation successful dialog

## 3 Using Connect

### 3.1 Starting Connect

By default, Connect will start automatically when you start your computer. If you have set the options to not launch automatically then look for the Connect icon and double click from your Windows Start Menu, Quickstart or Desktop or on the Mac, the icon can be found on the Dock or Applications folder.



Figure 24: Connect shortcut icon

### 3.2 Start-up Screen

When Connect is first launched you will see the following screen:

**Information panel:** This area will guide you to action.

**Remember my password:** Checking this will ensure that you don't have to type in your password every time you open the Connect 4G Network Manager.

**Automatically sign in:** Checking this will ensure that you will be automatically signed in to the network when the Connect 4G Network Manager is open.

**Main Menu:** This opens a list of options.

**Login field:** Key in your Yes ID here.

**Password field:** Key in your password here.

**Remember my Yes ID:** Checking this will ensure that you don't have to type in your Yes ID every time you open the Connect 4G Network Manager.

Figure 25: Connect start-up dialog

To proceed, insert your Go.

*Note: It is normal after you have inserted your Go to wait several seconds before you see any changes in the screen. This is because it takes some time for your computer to detect the Go. When your Go has been detected, you will see that the light goes from "off" to "on".*

*Note: The Mac OS version of Connect may look a bit different from the Windows version, but it works the same, overall.*

### 3.3 Ready to Connect

When your Go is detected, you'll see the following screen:

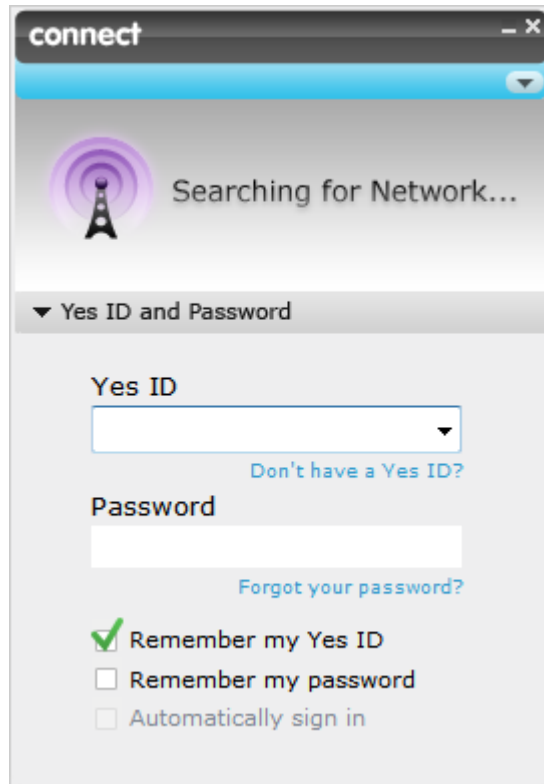


Figure 26: Searching for network connection

If no signal is detected, "Searching for Network" will show indefinitely. If a signal is detected, the following screen will be displayed:

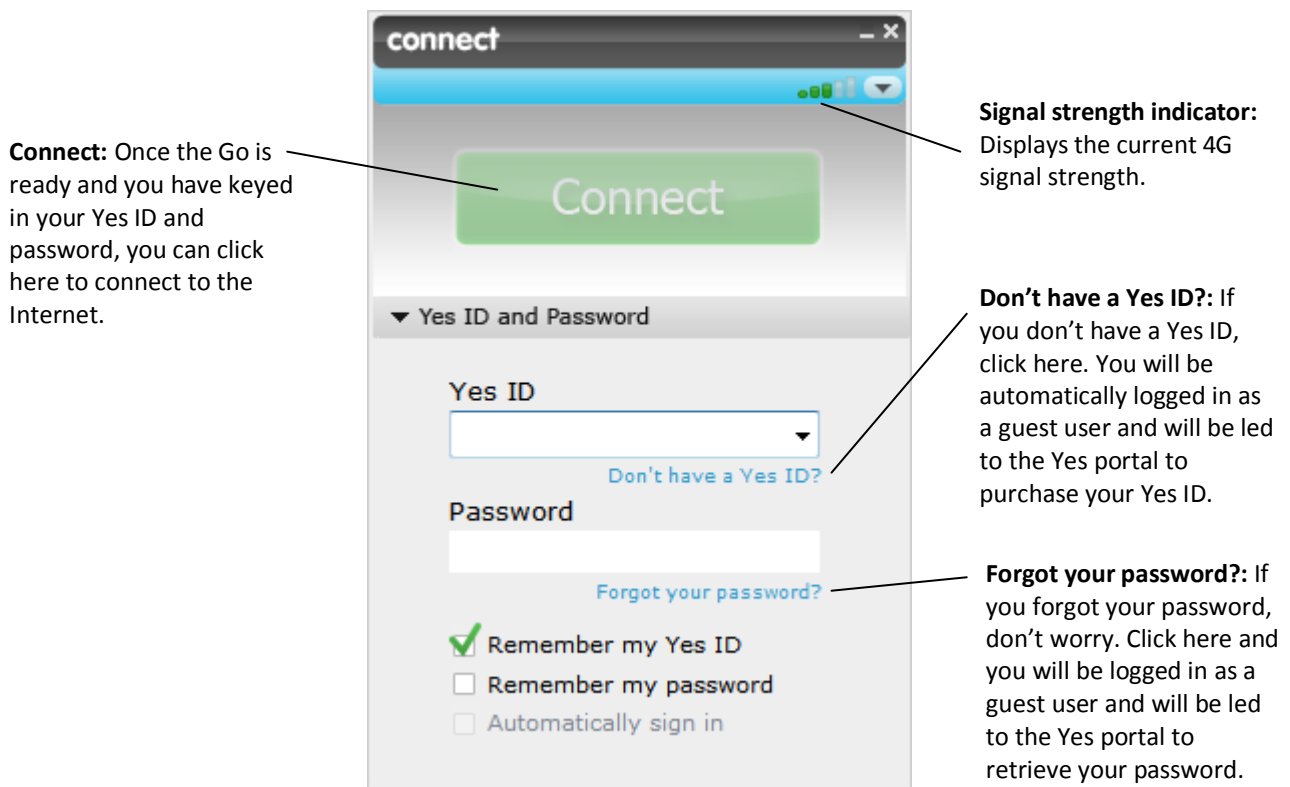


Figure 27: Ready to connect

To proceed, fill in your Yes ID and password and click “Connect”.

*Note: You can click on “Don’t have a Yes ID?” and “Forgot your password?” when there is network availability to access the Yes portal without having to key in the Yes ID and password. However, your access will only be limited to the Yes portal because you will be logged in as a guest user (see section 2.10)*

The screenshot shows a mobile application interface for logging in. At the top, there is a window title bar with the word "connect" and standard mobile status icons. Below this is a large, prominent green button with the text "Connect". Underneath the button is a section header "Yes ID and Password" with a downward-pointing arrow. This section contains two input fields: "Yes ID" and "Password". The "Yes ID" field is a dropdown menu currently showing "mimjessmim". To the right of this field is a blue link that says "Don't have a Yes ID?". The "Password" field is a standard text input with its contents masked by black dots. To the right of this field is another blue link that says "Forgot your password?". Below the input fields are three checkboxes with corresponding labels: "Remember my Yes ID" (which is checked with a green checkmark), "Remember my password", and "Automatically sign in".

Figure 27: Keying in your credentials

### 3.4 Connected State

When Connect has connected to the Yes network, the following screens will be displayed in this order:



**Cancel:** Clicking this will stop the connection process and lead you back to the screen shown in Figure 24.

Figure 28: Connecting state



**Signal strength indicator:** Move your mouse over the signal strength indicator to reveal your download and upload speed and total data usage for the particular session.

Figure 29: The final connected and collapsed state

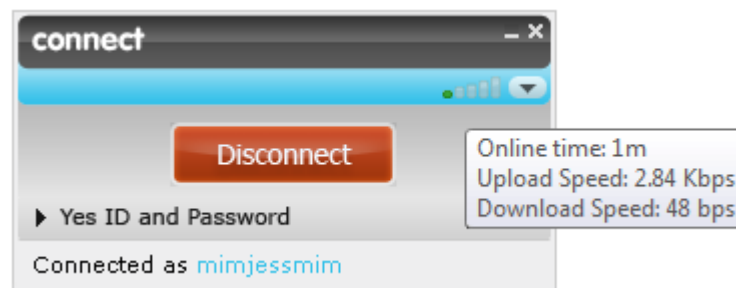


Figure 30: Connection information

### 3.5 Guest Mode

If you do not have a Yes ID or have forgotten your password, you can always login as guest by clicking on “Don’t have a Yes ID?” or “Forgot your password?”. This will allow you to login as guest, and once connected, you will be led to the Yes portal to purchase your Yes ID or to retrieve your password.

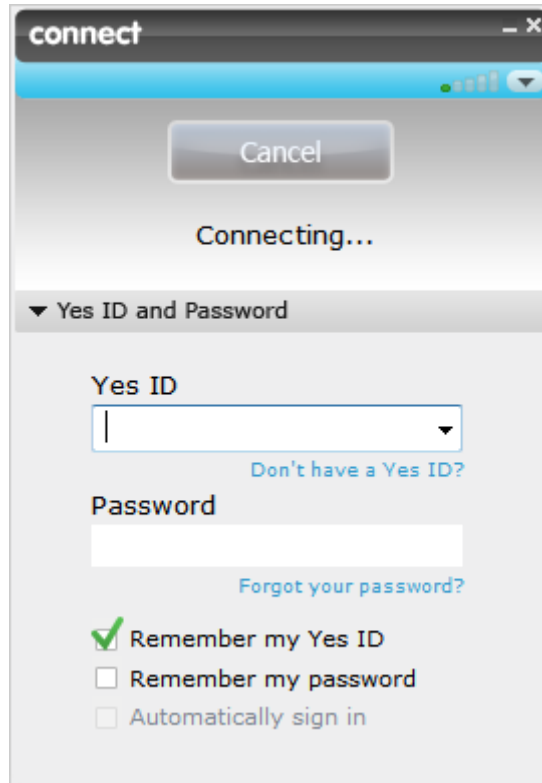


Figure 31: Connecting as guest



Figure 32: Connected as guest

### 3.6 Disconnecting

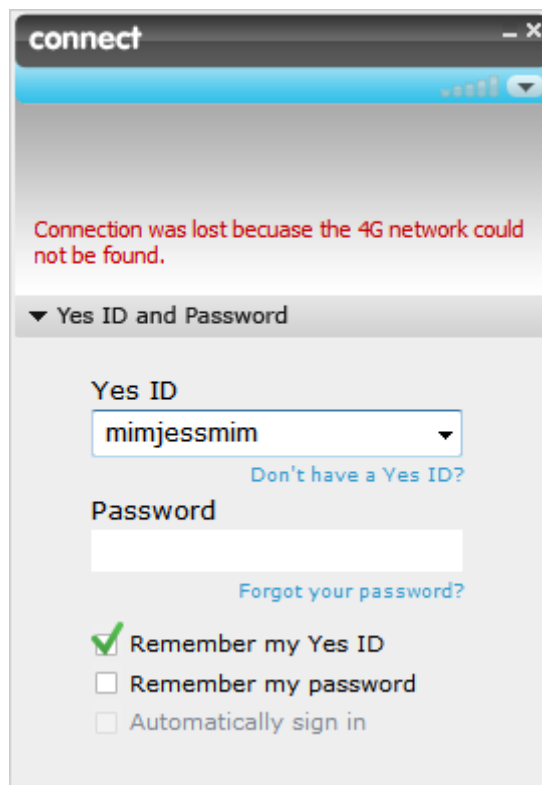
To disconnect from the 4G network, just click “Disconnect”, as shown in *Figure 34*.



*Figure 33: Disconnect button*

#### 3.6.1 Out-of-Coverage Disconnect

If you have moved out of coverage, you will be automatically disconnected and the following message will be displayed:



*Figure 34: Lost of network connectivity*

This message will immediately be followed by the “Searching for Network” (see *Figure 26*).

To reconnect, wait until you have at least one bar of signal and click “Connect”.

*Note: If you have set to “Reconnect me automatically if I lose my connection” and have set “Remember my password” under Connect settings (see section 2.11), then when you move back into an area with signal, you should be reconnected automatically.*

### 3.6.2 Go-Removed Disconnect

If you have removed the Go, you will be automatically disconnected and the error message below will be shown:

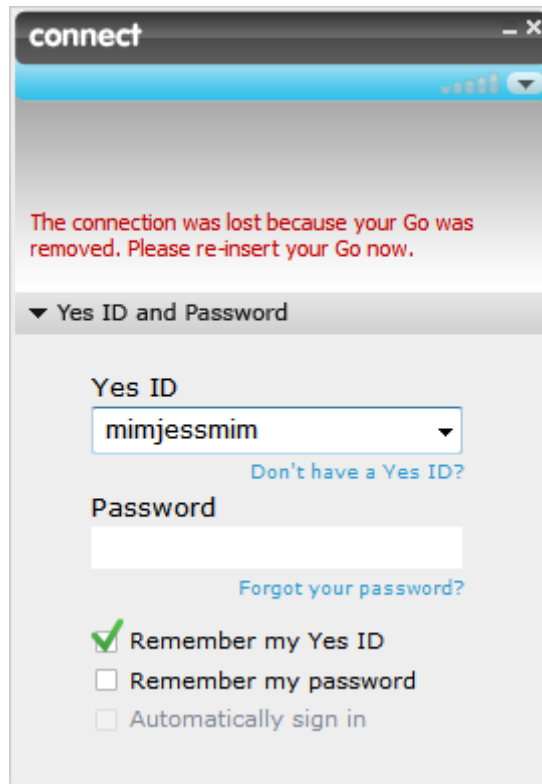


Figure 35: Go removed

To reconnect, simply re-insert your Go, wait for Connect to detect the 4G signal, and click "Connect".

## 3.7 Connect Settings

Choose the “Settings” option under the Main Menu to show Connect’s Settings.

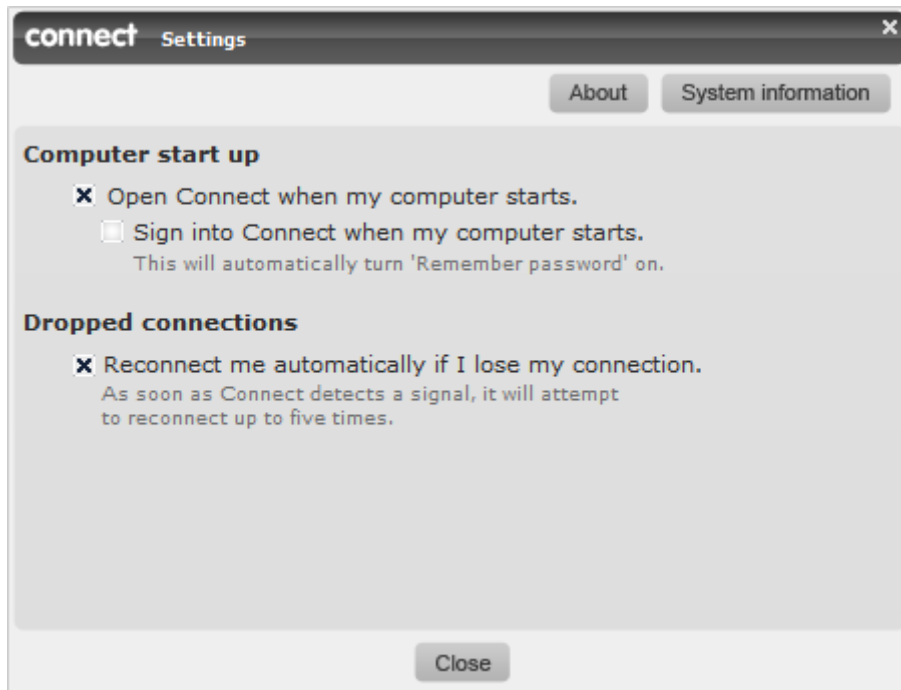


Figure 36: Connect settings

### 3.7.1 Available Options

**Start-up Settings:** These allow you to automatically open Connect when your computer starts up; this is turned on by default. You can also set to sign in to the Yes 4G network automatically when your computer starts; this is turned off by default.

**Connection Settings:** These allow you to reconnect automatically when you lose connectivity. Connect will retry connection up to five times after it has detected available signal strength.

**About Screen:** This displays the current software version installed.

**System Information:** These are used to display and to diagnose your connection settings. You might be asked to open this screen by a Yes customer care representative when you encounter a connection problem.

## 3.8 Software Upgrade

Connect features an automatic update system, which means you will always have the latest version of the software.

When the system detects that there is new software available, the system will automatically download the update package. Once it has been downloaded, you will see a notification (Figure 38) that your software will be updated.



*Figure 37: Software update window*

Connect would then disconnect and close while it installs the new version. Do not remove your Go or start Connect during the installation; the new software will automatically restart Connect when it has been updated.

*Note: There are no data charges for downloading updates.*