

# Welcome To



# User Manual

## Index.

Welcome to Easyweb.....2

### How Easyweb Works

Local Internet Access.....2

Telephone Access.....2

Charges.....2

Telephone Charges.....3

Internet Charges.....3

### How to use your Easyweb Services

Webmail.....3

My Wireless.....4

My VOIP.....4/5

Support.....5

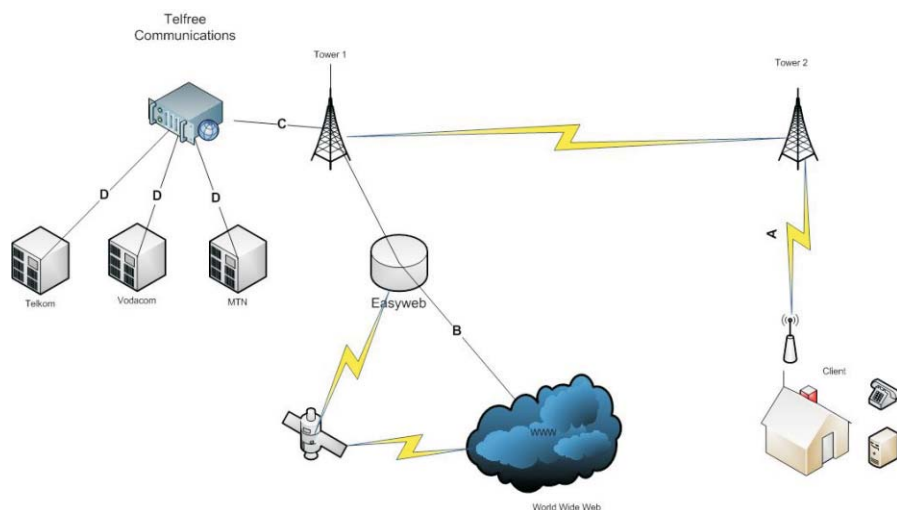
Bandwidth Top-Ups.....6

Access Details.....6

## Welcome to the Easyweb Family.

We hope you will have many years of trouble free internet and telephone usage from our network, please read this document as most of your as yet unasked questions are sure to be answered herein.

Easyweb's wireless system works differently to Wi-Fi Hotspots, it creates a secure point to point link between your premises and our tower, this point unlike Wi-Fi is fixed and may not be moved as the unit is both tower and encrypted user specific, therefore it is as secure as a fixed line connection.



Connection Diagram

## This is how Easyweb Works.

### Local Internet Access.

Easyweb have numerous redundant internet connections via Copper Fixed Line, Fiber Optic and Satellite Uplink it is highly improbable that all these links simultaneously drop so internet access is almost a 100% sure thing 24/7. We also have full mirrored redundancy of our entire server infrastructure based in the USA so in the event of catastrophic failure here or there, there is always a backup.

### Telephone Access.

Easyweb have a symbiotic relationship with Telfree Communications the VOIP license holder, we have a high speed network connection directly into their backbone so all calls made via VOIP do not have to transverse the Internet before a connection is made but go directly to the VOIP provider Via A and C thereby enhancing voice quality and lowering cost.

### Charges.

Connection Charges (A on the [Connection Diagram](#)) for connection to our infrastructure is based on speed requirements, this does not include data usage for the internet (B on the [Connection Diagram](#)). These charges are purely for the connection and usage of the network.

Bandwidth Charges (B on the [Connection Diagram](#)) are paid for on a prepay (never expire) basis so you only pay for what you use there is no costly xxGb / Month contracts where you lose the unused portion of the contract.

## Telephone Charges.

All call charges and VOIP Number rentals are payable direct to Telfree Communications, the portal for this can be accessed via our website using the My Account – My VOIP buttons. Telfree have a number of options for payment from debit order to credit card and prepay. The Costs of connection to Telfree (C on the [Connection Diagram](#)) are free to (Internet & Telephone) users on our network but are an additional charge for (Telephone Only) users only.

## Internet Charges.

Internet data usage is payable in advance to Easyweb, this is for the data used on segment (B on the [Connection Diagram](#)) on the drawing. Usage of this can be monitored on our website using the My Account-My Wireless buttons, login using your username and password and follow the instructions on page 4.

Users who have elected to use our debit order system may order bandwidth top up when low by simply using the Support – Top up Bandwidth options see Instructions on Pages 9 and 10.

## How to use your Easyweb Services.

### Webmail.

With our webmail service you can view your email not matter where you might be, from any computer in any part of the world, as long as you have an internet connection, you will be able to get your e-mails.

First thing is to go to the Easyweb website URL [www.easyweb.co.za](http://www.easyweb.co.za), once there go to the “My Account” link, you will see a drop down menu appear, click on “My E-mail” as illustrated below.



Once you have done that you will see a new window pop-up, in this screen type your username which will be your e-mail address, then type your password and click the login button below.



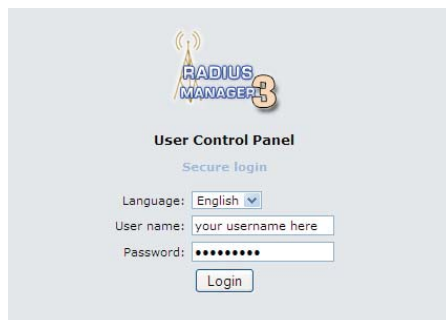
## My Wireless.

When it comes to your bandwidth as we've said before you will never lose what you don't use. Your bandwidth will last till you finish it even if it takes you 6 months or more. You will receive an e-mail when it is running low, this normally gets sent to you when you have 300Mb remaining.

If you want to monitor your bandwidth usage you can do so from our website [www.easyweb.co.za](http://www.easyweb.co.za), just follow these simple instructions. First move your mouse over the "My Account" button, on the drop down go to "My Wireless".



You will see a pop-up screen with a username and password block, input your username and password in these block and click the login button. From here you will be able to view the bandwidth you have used, the bandwidth you have left and which days you have used the most.



## My VOIP.

Tired of only getting shocked by your telephone account at the end of the month? Don't worry anymore with Easyweb's VOIP telephone services you can view your up to date account at anytime. View what calls have been made, all the costs as well as duration of each call. Since this is a prepaid telephone service you will even be able to view your current balance.

To use this extremely useful added service just follow these simple instructions. First go to the Easyweb website [www.easyweb.co.za](http://www.easyweb.co.za), now go to the "My Account" button. When the drop down button appears go to "My VOIP".



You will see a window pop-up with a security ticket, click yes on this box.



Now you will be taken to a new browser page with language, phone number, password and verification code. Input your language then type your phone number (please note this works on the international format so you must leave the first 0 out eg. 877503279 and not 0877503279) and your password, now type the verification code you will see on the right of the verification box. View the example below for assistance.

Please Login to access your Account.

Language Select: English

Phone Number: 877503279

Password: [masked]

Verification Code: 27342

27342

Login Reset

Having trouble logging in?  
Forgotten Your Password?

If you have any queries about product or services feel free to contact us. Our representatives are here to help you.

## Easyweb Support Page.

When it comes to general support or Bandwidth Top-ups, these can be done on the Easyweb website under the “Support” link. When you are on this page you will see a form, this form gets e-mailed to our support team when you click on the submit button.

You will notice above the “Submit” button it says “Please note the fields with the red \* are essential”, without those specific blocks being filled out the mail will not be sent and the data in the required fields also has to match the data on our server or the mail will be ignored. The important blocks are your name, phone number, your account number, reply email address and what type of support you need.

Take a look at the example below, I have filled in the required details.

Home My Account Products Sign-Up Support Contact

Having trouble? We've got the solution

Fill in your details and we will get back to you shortly

Unit 6 Fish Eagle Office Park 1  
Kingfisher Crescent  
Meyersdal

P.O. Box 6204  
Meyersdal  
1447

Map: [Click Here](#)

VOIP: + 27 87 750 EASY(3279)  
Tel: + 27 11 867 5888  
Fax: + 27 11 867 1003 / 9807  
E-Mail: [info@easyweb.co.za](mailto:info@easyweb.co.za)

Name: \* Your Name Here

Surname:

Phone: \* 0877503279

E-Mail:

Address:

Account Number: \* 0000

Account Holder:

Support needed: \* Network

Query:

Please note the fields with the red \* are essential

Submit Query

## Bandwidth Top-Up.

The Easyweb management system will automatically notify you at your registered email address when your remaining bandwidth is below 300Mb. In order to avoid service interruption it is necessary to keep the bandwidth at a level greater than 5Mb. To request additional bandwidth simply go to the support page and choose the "Bandwidth Top-Up" option on the drop down block.

where it says "Support Needed". In the query box put the amount of Bandwidth you would like to be topped up with in units of whole Gigabytes i.e 3Gb, type nothing else.

**Note** :- This will only work if you have signed an automatic debit order. If you are not a debit order client it is necessary to contact our helpdesk and request a top-up voucher, you will be required to deposit and send proof of payment by fax, at that time a voucher will be issued and this number must be typed into the query field.

The screenshot shows a web page with a navigation bar at the top containing links for Home, My Account, Products, Sign-Up, Support, and Contact. Below the navigation bar is a header with the text "Having trouble? We've got the solution". The main content area is a contact form titled "Fill in your details and we will get back to you shortly". The form includes fields for Name, Surname, Phone, E-Mail, Address, Account Number, Account Holder, Support needed (a dropdown menu with "Bandwidth Top-Up" selected), and a Query field. A "Submit Query" button is at the bottom. On the left side of the form, there is contact information for Unit 6 Fish Eagle Office Park 1, Kingfisher Crescent, Meyersdal, including a P.O. Box, map link, and various phone and fax numbers.

## Access Details.

### Wireless Logon Details.

Username - \_\_\_\_\_

Password - \_\_\_\_\_

### E-mail Access Details.

E-mail Address 1

Username/E-mail Address - \_\_\_\_\_

Password - \_\_\_\_\_

E-mail Address 2

Username/Email Address - \_\_\_\_\_

Password - \_\_\_\_\_

### VOIP Access Details.

VOIP Phone 1

VOIP Phone 2

Phone Number - \_\_\_\_\_ - \_\_\_\_\_

Password - \_\_\_\_\_ - \_\_\_\_\_