



TELSTRA GLOBAL WI-FI USERGUIDE

Powered By



Five Easy Steps to Connect

Welcome to Telstra Global Wi-Fi. This guide will show you the 5 easy steps to get devices connected fast. Some troubleshooting tips are also included at the end.

① User Registration

Register your company email address and receive a welcome email

② Install the Wi-Fi software

For smartphones and tablets you will need to visit the app store to download

③ Activate the Wi-Fi software

Using credentials provided activate the Wi-Fi software on your device(s)

④ Plan your trip and find Wi-Fi hotspots

Prior to travel, locate hotspots in the countries you will be visiting

⑤ Connect to Wi-Fi hotspots when travelling

Connect to hotspots for internet access

1 User Registration

Register your company email address at <http://globalwifi.telstra.com>

! Your employer must be subscribed to Telstra Global Wi-Fi Day Pass before you can register and connect to Wi-Fi. Please check with your employer before registering



Telstra Global Wi-Fi

With Telstra Global Wi-Fi, when connected to a Wi-Fi hotspot you can manage bandwidth-heavy activities like large file downloads or video conferencing as much as you like without consuming your international roaming data. When you're not in range of our Wi-Fi hotspots, you can still use international roaming to stay connected on pay as you go rates, or with an international roaming data plan. It's the ideal combination for the business traveller.

You can configure up to three devices to use the Telstra Global Wi-Fi service.

Getting started is easy

Before you travel simply register and configure your compatible work device(s).

Step 1: Your employer needs to subscribe to the Telstra Global Wi-Fi service. Please check with your employer before attempting to register and configure your work device(s).

Step 2: Enter your name and company email address below. It's important that you enter your company email address and NOT a personal email address.

Step 3: After successfully registering for Telstra Global Wi-Fi you will receive a confirmation email with a unique web link that will allow you to configure your device(s). You'll need to use the device you want to configure to access the web link.

First name

Last name

Company email

Register now



Welcome to Global Wi-Fi



Dear John Doe,

Welcome to Telstra's Global Wi-Fi service, the perfect complement to international roaming for bandwidth-heavy activities like large file downloads or video conferencing.

You are now registered to access your employer's Telstra Global Wi-Fi Day Pass plan.

Getting started is simple. Using the work device you will be taking overseas, click on the link below to configure this device. You can use this link to configure up to three of your work devices and only need to configure each device once before travelling.

Using the device you will be taking overseas, click here to configure

That is all it takes – you should be able to access over [13 million Wi-Fi hotspots](#) in many places around the world!

More information about how to connect to Telstra Global Wi-Fi hotspots can be found in this [userguide](#).

Enjoy your trip!

Go to globalwifi.telstra.com and enter your name and company email address to register. You will then be sent a welcome email to this company email address.

Using the device you are taking overseas, click the email link (email link expires after two days)

TIP: Reuse this email link to configure up to three devices

② Install the Wi-Fi software

Download and install the Wi-Fi software on your compatible devices

! The following devices are compatible with Global Wi-Fi:

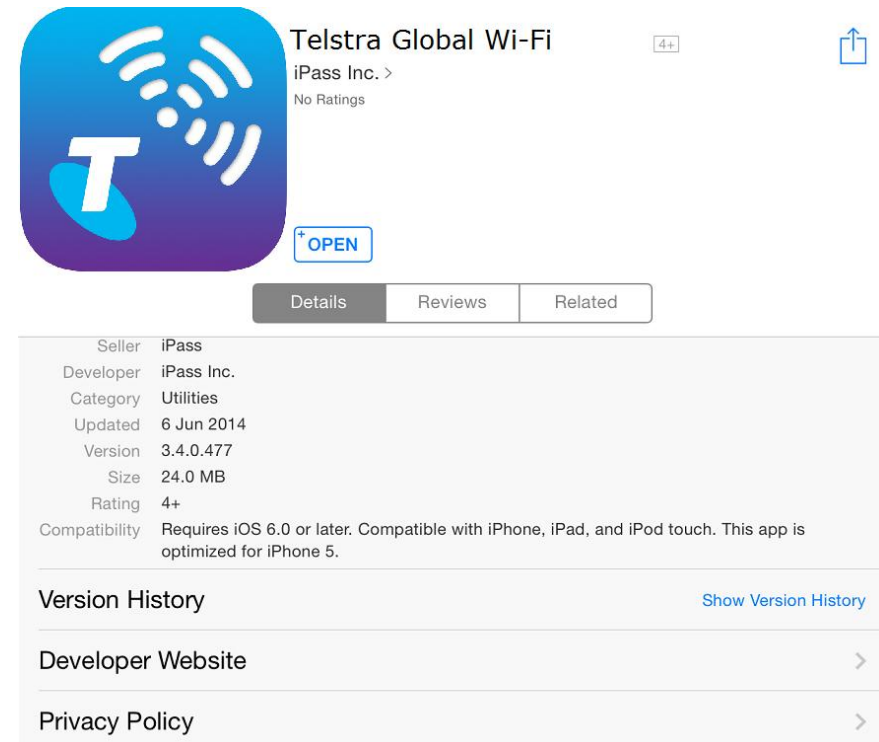
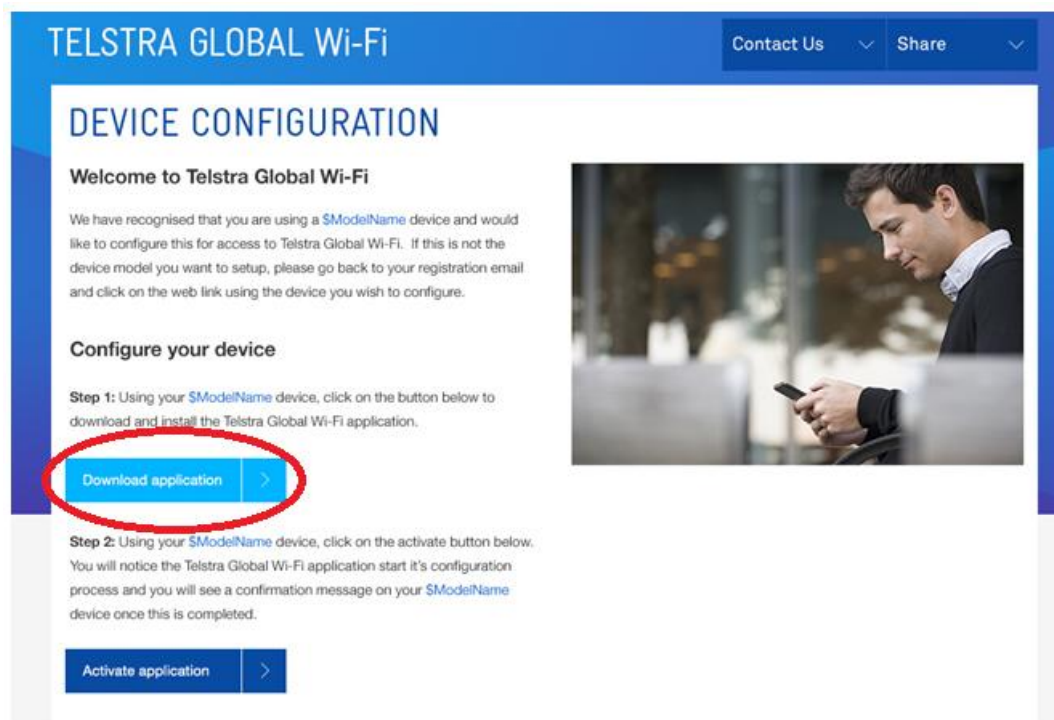
>Apple iOS v6+

>Google Android v2.3+

>Windows Phone v8.1+

>Windows XP/7/8 laptops

>Apple Mac OS 10.7+ laptops



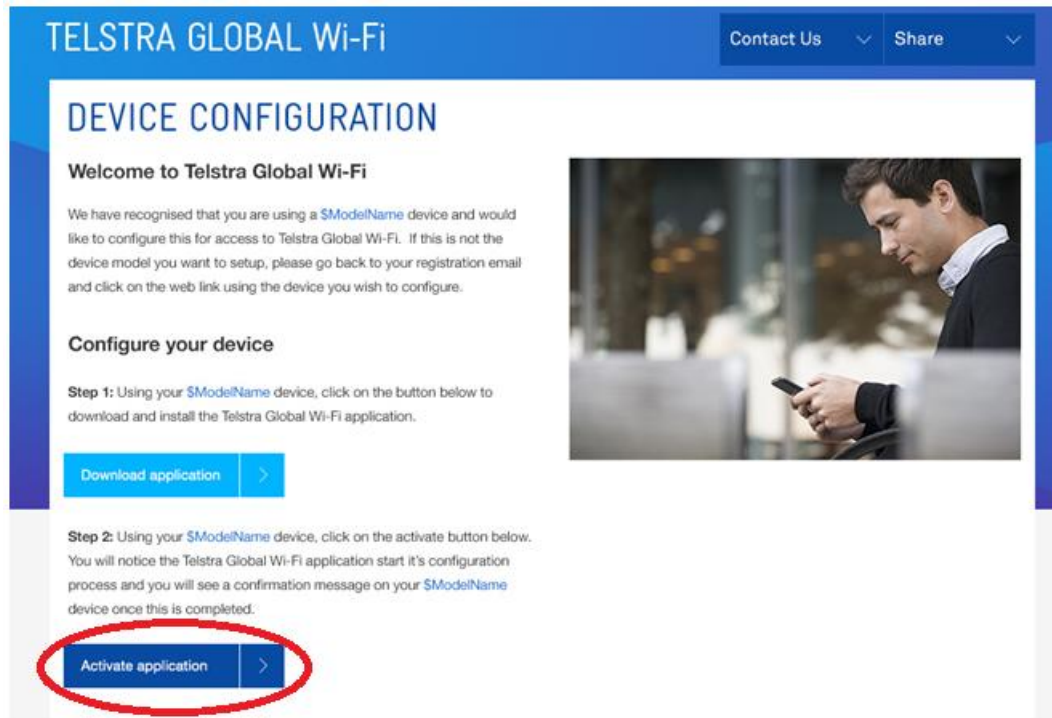
Click the download button and install the Wi-Fi software on your compatible device

Smartphone & tablets will be prompted to download the Wi-Fi software from the public app store

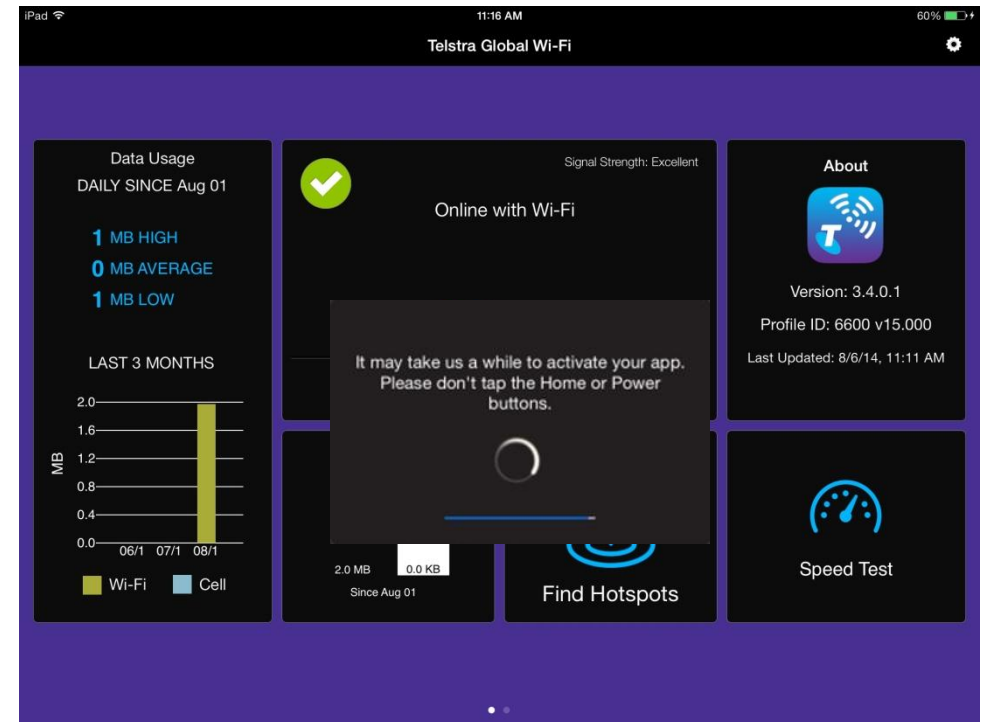
Laptops will be prompted to download the file directly

③ Activate the Wi-Fi software (smartphones & tablets)

Automatically activate the Wi-Fi software on your smartphone and tablet at the click of a button



Using the smartphone or tablet you will be travelling with, click the activate button to configure the Wi-Fi software



The Wi-Fi software will then be automatically configured on smartphones & tablets. This should take about 1 minute

③ Activate the Wi-Fi software (laptops)

Activate the Wi-Fi software on your laptop by entering a username and password

DEVICE CONFIGURATION

Welcome to Telstra Global Wi-Fi

We have recognised that you are using a \$ModelName device and would like to configure this for access to Telstra Global Wi-Fi. If this is not the device model you want to setup, please go back to your registration email and click on the web link using the device you wish to configure.

Configure your device

Step 1: Using your \$ModelName device, click on the button below to download and install the Telstra Global Wi-Fi application.

[Download application](#)

Step 2: Under Accounts, enter the information below:

Username: John.Doe

Password: *****
☐ Show password

Domain: globalwifi.telstra

The username and password for your laptop is listed on the device configuration page

Global Wi-Fi

Offline.

Details

Networks

Refresh

Local Area Connection
No internet access

mobilEDN

87IZAC002998

[Show more \(9\)](#)

Options

Preferences

Accounts

Credentials

Username: john.doe

Password: *****
☒ Save Password

Usage

Wi-Fi

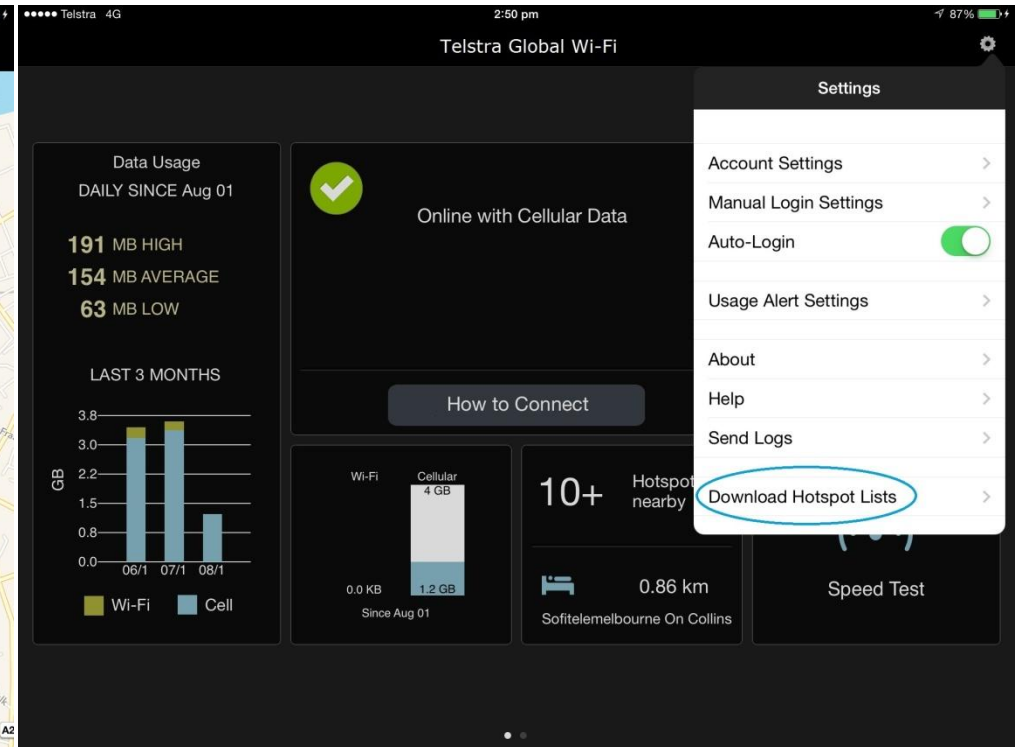
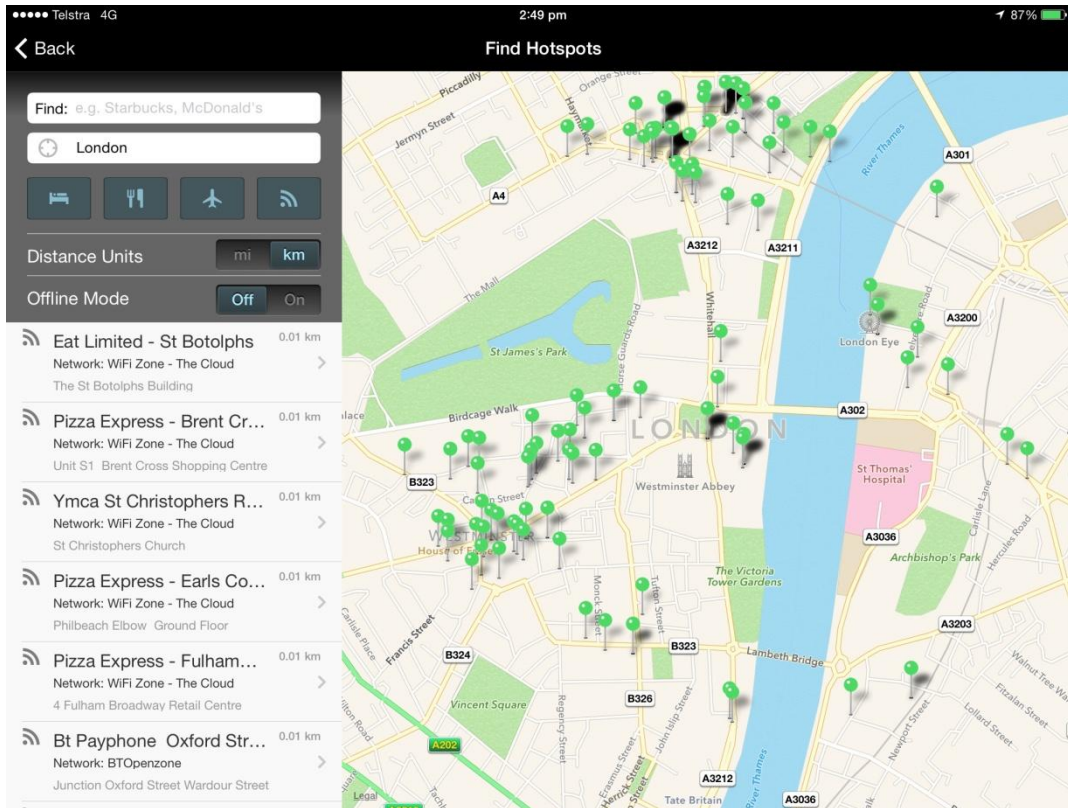
Ethernet

[Close](#)

In the Options>Accounts menu of the Wi-Fi software enter the username and password to activate the Wi-Fi software. Make sure the save password option is ticked

④ Plan your trip and find Wi-Fi hotspots

Before travelling use the [hotspot finder](#) to locate Wi-Fi coverage areas

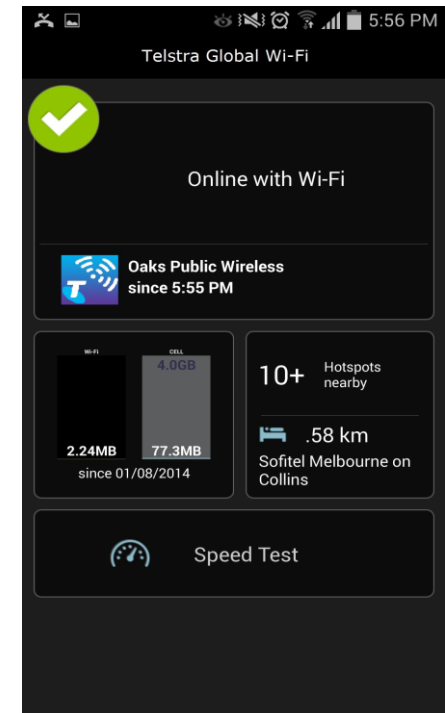
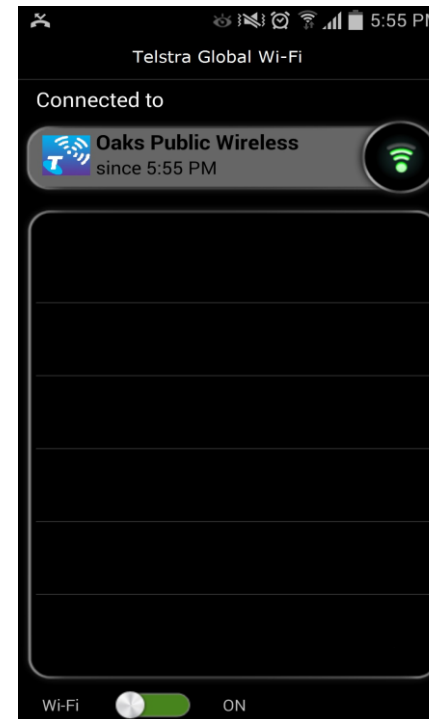
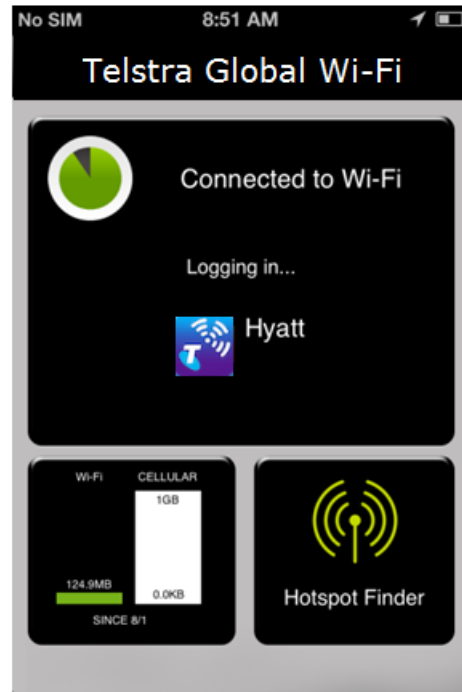


The Wi-Fi software can help you locate Wi-Fi hotspots prior to travelling

Tip: From the Wi-Fi software settings menu, download the hotspot locations to your smartphone and tablet prior to travelling so you know where they are even when you're offline

⑤ Connect to Wi-Fi hotspots when travelling

Where possible, the Wi-Fi software will automatically connect to hotspots when in range and Wi-Fi is enabled on your device. However this depends on your device model



Apple iOS devices require that you manually connect. Look for Wi-Fi hotspots labelled “iPass”

Other devices will attempt to automatically connect to Wi-Fi hotspots when in range and Wi-Fi is enabled. You will be charged for a Day Pass each day your device connects to a Wi-Fi hotspot. If you don't want to automatically connect change your settings to manually connect

Troubleshooting Tips

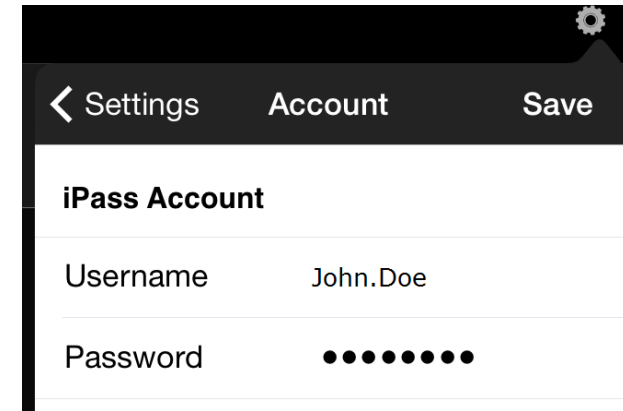
Q: Is the Wi-Fi software activated correctly with your username and password in the settings? If not, refer to previous device configuration instructions

Q: Can I prevent the Wi-Fi software from automatically connecting? Yes, under the settings menu you can set the Wi-Fi software to manually connect

Q: Do you have good Wi-Fi coverage? Signal strength should be more than 50%. Check Wi-Fi is enabled and try moving to a better position

Q: Does the venue have a very busy internet connection at peak times? Try again later or ask the venue about whether there is network congestion

Q: Still got problems? Telstra can be contacted at globalwifi@team.telstra.com or (+61) 1800 My WiFi. Please record the Telstra ticket number for future reference

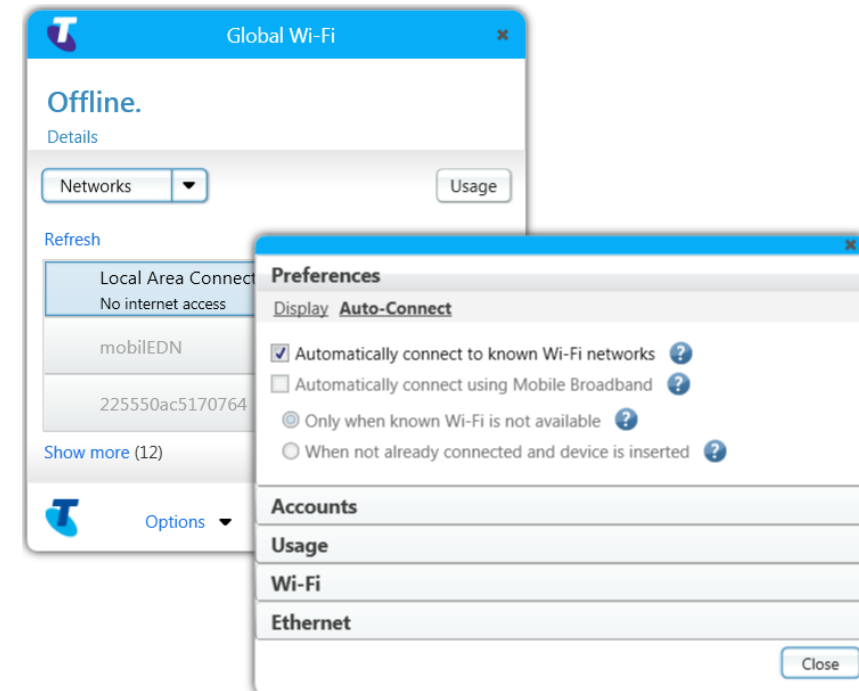


Settings Account Save

iPass Account

Username John.Doe

Password ••••••••



Global Wi-Fi

Offline.

Details

Networks Usage

Refresh

Local Area Connect
No internet access

mobilEDN

225550ac5170764

Show more (12)

Options

Preferences

Display Auto-Connect

☒ Automatically connect to known Wi-Fi networks ?

☐ Automatically connect using Mobile Broadband ?

☒ Only when known Wi-Fi is not available ?

☐ When not already connected and device is inserted ?

Accounts

Usage

Wi-Fi

Ethernet

Close