

SASATEL SERVICE GUIDE for EVDO modem and WiFi customers

Connect your way

Welcome to Sasatel

Thank you for choosing Sasatel! Sasatel offers you a quality network, innovative products at affordable prices and excellent 24 hour customer care. Get connected instantly to a reliable and quality network.

We are sure you will enjoy the many benefits that Sasatel has to offer. Please read the information in this leaflet before you start using your device.

What is Sasatel EVDO Mobile Broadband ?

Sasatel EVDO Mobile Broadband is a fast wireless & mobile Internet access which allows users to access information and other resources at the speed of up to 3.1Mbps(31,744Kbps). The Sasatel EVDO network is built to provide high Internet speed without any disconnections for a great user experience.

What you can do with Sasatel EVDO Mobile Broadband

Connect to Internet websites (browsing) and read newspapers, watch video etc.

Send and receive emails from your computer to the rest of the world

Download music and video files at a fast speed.

Have Live Chats with anyone connected to Internet

Buy & sell items through the internet (e-commerce)

How to get started

Your device is Non Ruim (does not use a SIM card), it has your number preprogrammed inside and your number is labeled on your gift box. All Sasatel numbers start with 061. Connect your device to your computer and follow the instruction manual which came with your device. You can also ask a Sasatel dealer or shop to help you with the installation.

How to activate your line

Your account is activated when you do your first airtime recharge.

If you have bought a Sasatel EVDO router you can follow the recharge instructions which came with it.

When it comes to recharging a Sasatel EVDO modem you can recharge it directly from your modem.

Please enter *105*followed by the 14 hidden digits on your voucher, press # then send.

How to connect to the Internet

Make sure you install your device by following the instruction manual which came with your device. These instructions must be followed without any exception to avoid any trouble.

If you have bought a Sasatel router, you will connect using your wireless connection on your computer. The Sasatel Internet is identified with the name "Sasatel".

For customers using a Sasatel EVDO modem, the modem must be connected to your computer and you must start the program which came with the modem and connect to Internet from that program.

Language Options

Sasatel gives you the option to choose the language that you want to use for your services. Currently, Sasatel offers two language options: English and Kiswahili. Kiswahili is the default language.

From a Sasatel EVDO modem you can change your language to Kiswahili: enter *140*1# then send or English: enter *140*2# then send.

If you have Sasatel EVDO router you can call Sasatel Customer Care to have your language changed.

Airtime and bundle balance

Your Sasatel account has two balances: 1) The amount of shilling which is left and 2) The number of megabytes which is remaining when you have a bundle.

From the Sasatel EVDO modem you can request the shilling account by entering *102# and send and the bundle account by entering *144# then send.

Router customers have to call Sasatel Customer Care to get their balances. In the future the balances will be available at www.sasatel.co.tz

Service Password

Your default service password is 123456. You are advised to change your password for security reasons.

Remember that your password will be required whenever you want to share your airtime with your friends and family.

To change your password enter *142*old password*new password# then send from your Sasatel EVDO modem.

Your password can be any six digit number.

Router customers cannot change their password.

Transfer Airtime

From a Sasatel EVDO modem you can transfer airtime to friends and family. Simply enter *141*amount*number you send airtime to*your service password# then send.

Example *141*5000*0614100000*123456#

Keep your password safe to avoid unauthorized airtime transfer.

Lost modem or router

In case your device is lost or stolen, kindly contact Sasatel Customer Care on 101 for assistance. Sasatel shall not be responsible of replacing lost/stolen devices but in case you will buy another device you will retain you preprogrammed number.

Sasatel Customer Care (Dial 101 free of charge)

You can call Sasatel Customer Care 24 hours a day, 7 days a week for help with all your enquiries. When you call from another network you must dial 0614100101 (charged call) to reach Sasatel Customer Care.

Monitor your consumption to control the cost with high speed Internet

Sasatel Internet offers very high speed and it means that you will consume from your account much faster compared to other Internet providers. If you download a file using Sasatel internet for 1 hour, it may be the same as using a slow provider for 2 or more hours. It is therefore important that you monitor the usage unless you are aware of it. Make sure you know what is downloaded over your Internet connection at all times.

Watching video on internet will consume a lot from your account

When you visit www.youtube.com and other pages which offer video viewing, you will consume a lot of data by viewing the video even if you don't download it to your computer. Sometimes the video will start to play automatically and this will also consume from your account. Stop any videos you don't want to watch as soon as possible.

Using file sharing programs

On the internet you can find programs where you can download movies and music. It is not recommended that you use these programs as the files you download may be forbidden by law. When using such program you also expose your own data for other people to download from your PC even if the program is not running. A typical song is 4MB and a movie 700MB in size. Your account will be deducted without you noticing anything and out of your control. If you use such a program you must disconnect your modem when you are not using Internet.

Protect your computer from virus

Many computers have a virus which the user of the PC cannot notice. Some viruses can connect your modem to internet and start downloading files without showing it on your screen. To avoid this you disconnect your modem from the computer when you are not using internet.

Programs on your PC download updates automatically

Most programs on your computer are set to automatically download new versions when they are made available from the software vendor. This is common for Windows, Office etc and the download is not controlled by you as the user of the computer. When such download is running in the background, it is also consuming from your Internet account. These files can be very large so make sure you have configured your programs so they don't download unwanted updates.

Protect your wireless connection from unwanted users

When you are using a Sasatel EVDO router, the signal from this router can be accessed by people outside your building. When this happens other people can consume from your account. Make sure you protect your signal so only your colleagues can use the signal. See instruction manual for instructions on how to protect your signal.

www.sasatel.co.tz

Sasatel Customer Care customercare@sasatel.co.tz

0614 100 101 or 101 from you Sasatel phone