

FAQs

Q What does Tether do?

A Our software allows you to connect your BlackBerry to your computer and use your existing BlackBerry Smartphone data plan to access the internet on your computer or laptop. With Tether, you are able to access high speed internet anywhere you can get cell phone reception.

Q How is your software different than normal tethering?

A Tether is simple, can be set up in minutes and works with multiple carriers. It allows customers to use their existing data plan to its full potential, while paying a one-time only fee. Tether is a better and more cost efficient solution than existing tethering applications.

Q Why is Tether a better solution for mobile Internet access?

A In the past, getting started with tethering has been a technically difficult process requiring lengthy configuration and often platform-specific workarounds. Tether is not only easier to install than the competition, but more cost efficient, as it uses your phone's existing data plan and requires only a one-time payment.

Q How does Tether help wireless carriers?

A Tether is a great opportunity for wireless carriers because it helps enable new usage scenarios that sell data and phones. Tether is actively pursuing relationships with carriers to help them deliver Internet Anywhere solutions to their customers, increasing the volume of Smartphone and data plan sales. Tether is a product that is simple to use, easy to configure, and can be pre-installed on carrier smart phones and devices allowing users to easily enjoy the benefits of tethering.

Q Why is Tether of interest to the enterprise decision maker?

A Tether is seamlessly usable across all carriers, without the hassle of having to change settings. We offer a unique, economical solution that works around the connection limitations of the mobile browser. Tether eliminates the productivity setbacks that inevitably accompany unreliable internet and allows customers to use their existing data plan to its full potential.

Q Do I need to buy multiple licenses for multiple PCs?

A No. Each license is valid on one BlackBerry which can be used across multiple PCs.

Q Can I receive phone calls, emails, or text messages while using Tether?

A It depends on which kind of 3G network provided by your carrier. There are two major types of 3G networks, CDMA and GSM. GSM allows you to have voice and data at same time, while CDMA does not. However, CDMA offers a better data connection speed and performance since it does not share the voice channel.

For carriers such as Verizon and Sprint that are CDMA networks, voice calls and SMS texts will temporarily interrupt the data connection. If your providers is AT&T or T-Mobile which use GSM network technology, voice and data can be active at same time.

Q Are there additional or tethering-specific fees?

A For light internet uses like checking your e-mail, or surfing the web, there should be no additional fees. Our product works with your current Blackberry data plan. Please assess your carrier's contract, because additional data usage as a result of having greater access to the Internet may result in additional charges. Make sure to review the Terms of Service associated with your Smartphone contract.



Q How fast is the internet with your software?

A Tether provides internet speeds up to 2.4 Mbps, as fast as any solution available.

Q Does Tether work on a Mac?

A Yes. Tether is fully supported on the Macintosh platform.

Q Does Tether work on 64-bit operating systems?

A Yes. Tether is fully supported on 64-bit platforms.

Q Do you support VPN connections?

A Yes. We support VPN connections as well as PC control software and websites like LogMeIn.

Q Does Tether strictly work with a USB connection or will it work with Bluetooth as well?

A Tether works via a USB cord or can be configured to work wirelessly via Bluetooth.

Q If I break, replace, lose or damage my phone do I need to purchase a new license?

A No, we allow you to install Tether on your new device and transfer your registration code.

Q I'm having trouble getting Tether to work on my Blackberry phone. Where do I go for help?

A Full technical support is available on our web site. Please visit <http://tether.com/support>.

