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iPass Inc.

iPassConnect PDA
WinCe OS

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Version:

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System Requirements

You will need both a host computer as well as one of the following handheld devices:

- ?? Compaq - Aero, IPAQ 3600 Series
- ?? Casio – Cassiopeia
- ?? Hewlett Packard – Jornada 500 series

Host Computer Requirements

minimum requirements:

- ?? Operating system support for the following versions of Windows 95, 98, NT, 2000:
  - Win95 OSR (original release) with Dial-Up Networking 1.2b or higher (1.3 is the latest).
  - Win95 OSR-1, 2, 2.1, 2.5 (a.k.a. Win95 "Gold")
  - Win98 OSR (with or without Service Pack 1) and Second Edition
  - WinNT Workstation 4.0 and Server 4.0 (with Service Pack 3 or later....5 is the latest)
  - Windows 2000
- ?? iPassConnect for Windows 1.8 or later

Handheld Devise Requirements

minimum requirements:

- ?? Microsoft ActiveSync 3.0 or later
- ?? Windows CE 2.11, 3.0(Pocket PC)
- ?? WinCE/Pocket PC compatible cradle or sync cable
- ?? v90 compatible modem
- ?? 16Mb Memory (32Mb recommended)

iPassConnect PDA

Installation Package

The iPassConnect PDA installation package includes software components for both the host computer and the handheld device. The following components are installed:

iPassSync

Installed to a host machine, this utility is used to select PoPs from the main iPassConnect phonebook and sync those PoPs with the handheld phonebook.

iPassConnect PDA

Installed to the handheld device, this is the dialer client software and associated PoP database. Note that the iPassSync utility must be used to transfer and update the PoP database.

Installation / Uninstall

Installation

To Install do the following:

To begin:

1. You must already have installed iPassConnect (for Windows) on your PC.

2. Download the iPassConnect PDA for WinCE/Pocket PC installation executable from your company intranet or service provider web site.

3. Connect your handheld to the host computer by placing the device in its cradle or via a sync cable.

4. Launch ActiveSync Manager from \Start Menu\Programs\Microsoft ActiveSync if it is not already active. When active and the device is connected, the ActiveSync dialog should appear as follows:
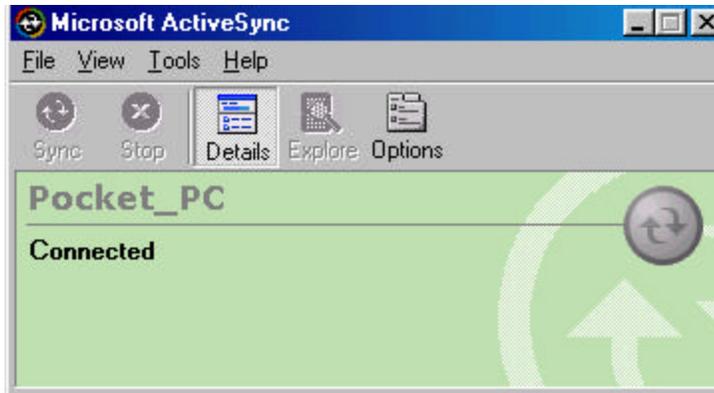
5. Double-click the executable file to start the installation. Follow the directions on the screen. It is recommended that you accept all default settings.

6. Once the installation has completed, perform a manual Sync by clicking the Sync button on the ActiveSync screen on your desktop.

7. Next, choose "iPassSync for CE" from \Start Menu\Programs\iPass on the host computer.

8. Select and move POPs to the Handheld phonebook, click *Save* . Clicking *Save* will start the synchronization process. Note: the number of POPs selected will increase the memory required on your handheld device. Up to 1000 POPs can be stored in the hand held phone book.

To ensure access to the best quality POPs, it is strongly recommend that users refresh their phonebook and resync on a regular basis.

Uninstall

### Uninstalling iPassSync and iPassConnect PDA

To uninstall :

1. Open *Start*/*Settings*/*Control Panel* on your desktop PC.

2. Select *Add/Remove Programs*.

3. Select *iPassSync* from the list.

4. Select *Remove* from the InstallShield Wizard. Be sure to remove iPassSync and all its components when prompted.

Using IPassSync

Overview

The iPassSync utility is installed on the host computer and is used to manage the selection and update of the handheld phonebook. iPassSync allows you to choose POPs from the full iPass network of 10,000+ POPs in 150 countries. By choosing only those POPs that you will need, you minimize the amount of valuable memory used on your handheld.
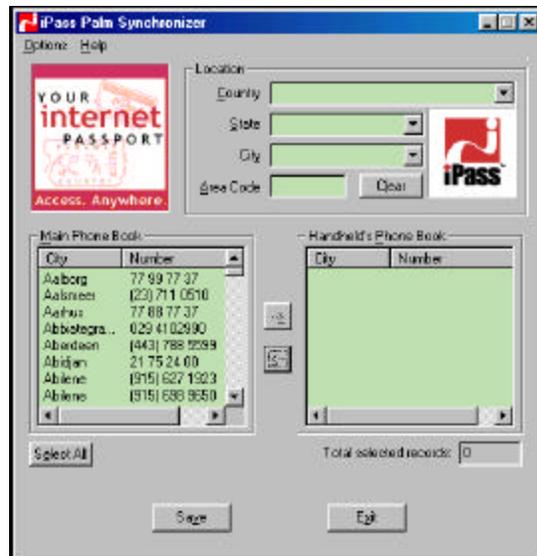
Purpose

The Sync utility allows users to create a custom phonebook for their handheld device while allowing access to the full iPass network of 10,000+ POPs in 150 countries.

The utility should be immediately familiar to users of iPassConnect for Windows.

iPassSync

Getting Started

Launch iPassConnect and perform a phonebook update (from the Options menu, select "Update Phonebook"). Once the phonebook update is complete, close the iPassConnect dialer.

From the Start menu, select "Programs/iPass/iPassSync for CE" to launch the iPassSync utility.

Moving POPs to the handheld Phonebook

1. Enter your physical location in the *Country*, *State/Region* and *City* dialog boxes. (Note: These dialog boxes use "type ahead" -- type the first few letters of the word you are looking for), **or**
in the *Location* box, enter the area code where you are or want to dial from. All the available access points in that area code are listed in the Main Phonebook field.
2. From the Main PhoneBook field, select the POPs you want to transfer to the Handheld Phone Book (use Ctrl to select multiple numbers at once), and click the ">" key to move the number to the Handheld Phone book.
3. You can remove numbers from the Handheld Phone book in the same manner. Click on the number, then click the "<" button to remove from the list.

Saving the Handheld Phonebook
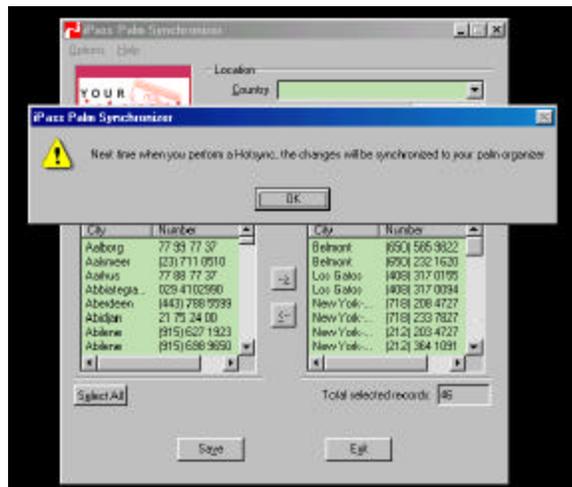
Once you have identified the numbers you want, click *Save* to commit your changes. These changes will be applied to the handheld immediately. Note: If the iPassConnect PDA is open on the hand held device you will not see your phone book updates. You must close the PDA dialer and reopen it to see the new numbers.

Updating the Phonebook

1. To update the handheld phonebook, first perform a main phonebook update from the iPassConnect for Windows client on the host computer (from the *Options* menu, select *Update Phonebook*).

2. Next, launch the iPass Windows CE Synchronizer and click *Save* to force the handheld phonebook to be updated. This will begin the synchronization with the CE device.

Using iPassConnect PDA

Initial Set-up

Verify your modem selection

Before using iPassConnect PDA, please verify that your modem is correctly specified in *Prefs/Network*. To set your modem:
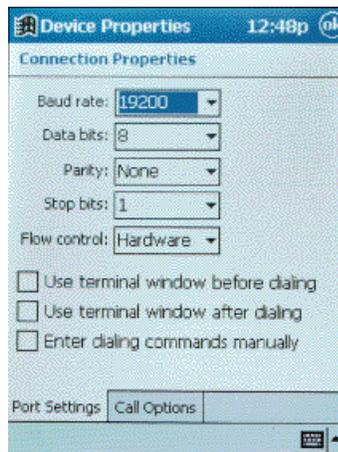
On the main iPassConnect PDA screen click on *Options* ? *Device*. The Device Selection dialog will be displayed. Select your modem from the drop down menu. You can configure your modem by clicking *Configure*. Please consult your modem manufacturer's User Guide for information on correctly setting your When finihed configuring the modem, click *OK*.

Note: If you are dialing from a phone with call waiting and voice messaging, it is recommended that you uncheck the box "Wait for dial tone before dialing."

Setting your Username, Domain Name, and Password and Modem

To begin:

1. From the *iPassConnect* PDA dialog, select *Options* ? *User Info*.

2. The User Info dialog is displayed.

3. Fill in your username and domain (i.e., for user@abc.com, *user* is the username and *abc.com* is the domain name).

To enter and save your password, click in the *Password* field.You can enter your password and have it saved for future sessions **Alternative ly,**
if you choose to enter your password each time you connect, do not enter your password now. You will be prompted when a connection is made.

4. Click *OK*. The User Info dialog is closed and the password encrypted for your security. Upon reopening the User Info dialog, the current password will show up masked and will be represented by *s to prevent others from learning your password.

Connecting to the Internet

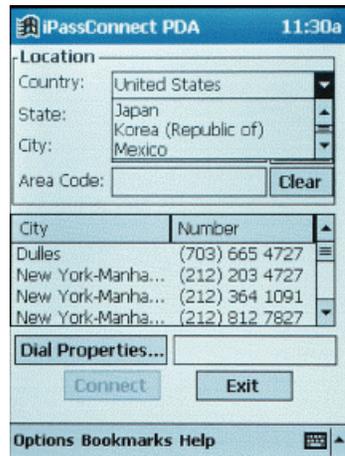### There are three basic steps to connecting to the Internet.

1. Launch iPassConnect PDA.
1. Choose an access location.
2. Connecting to the iPassNetwork

1. Launching iPassConnect PDA

Launch iPassConnect by clicking the iPass icon on your PDA screen start menu.

2. Choosing an iPass Access Number

To connect to the iPass network:

On the main iPassConnect PDA screen enter your physical location by selecting from the *Country*, *State/Region* and *City* dialog boxes. You can also use the area code box to bring up numbers in a certain area. The numbers will appear below in the phone book sorted by City. By clicking on the *Number* button you can have the numbers re-sorted by number.

Select the number to dial.
From the PDA phonebook, by clicking on and highlighting it.

3. Connecting to the iPass network

To connect to the iPass network

1. Choose an access number (see previous section).
3. Click *Connect*.

Note: If you have left out any of the above steps, or need to enter your password each time you connect, you are prompted at this time -- enter the relevant information.

Other Session Actions

Connecting to your Corporate Network

Programs that connect you to your corporate network are called virtual private networks (VPN). If you have a VPN client installed on your handheld device, you can launch a VPN session after connecting to the iPass network by selecting the VPN client from the Start menu. Contact your help desk for more information.

Disconnecting from the iPass network

To disconnect from the iPass network:

1. Click the iPass icon in the Start up menu to return to the iPassConnect PDA client.

2. Click *Disconnect* You will prompted to confirm. Click *Yes*.

3. You can also disconnect from the network by turning the handheld device off.

Configuration Options

Dial Properties

Setting the Dial Properties
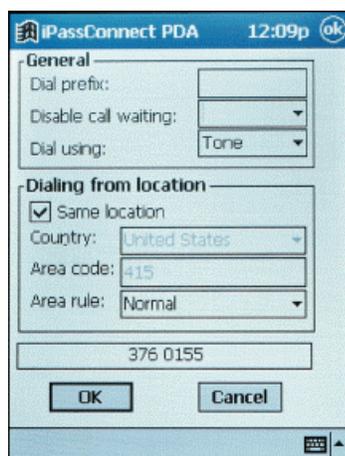
1. Click the *Dial Properties* button on the *main iPassConnect PDA* screen. The Dial Properties dialog will come up.

   In the *General* section:

   1. In the Dial Prefix box, enter any number needed to dial an outside line (i.e., if you are in a hotel, you need to dial a 9,etc.).

   2. To disable call waiting at the dialing location, select the appropriate prefix from the drop down menu or type in the correct prefix.

   3. Select the appropriate option for pulse or tone dial.

In the *Dialing from location* section:

1. Check the *Same location* if you are in the same area code as the selected number, **or**

2. Uncheck the *Same location* box and select the country you are in and enter the area code from where you are calling.

3. Select the area code rule (if applicable in your area) to dial the area code or 1+area code.

4. Verify that the number string will be dialed correctly by looking at the number in the box below the *Dialing from location* box.

Click *OK* when you are done.
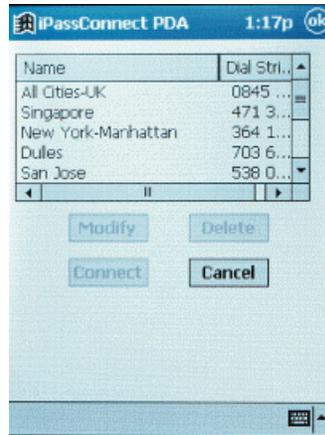
Bookmarks

Creating and Using Bookmarks

To make bookmarks of the numbers you call most frequently:

1. Complete the directions in steps 1 and 2 of "Connecting to the iPass network" to highlight the number you want to bookmark.

2. Click on *Bookmarks* ? *Add*.

3. Edit the *Name* for the bookmark if desired and confirm the access number and dial property settings.

4. Click *Ok*.

To connect using a stored Bookmark:

1. From the main dialog, Click on *Bookmarks* ? *Select.* The Bookmark dialog screen will come up.

4. There are four functions available on this screne: *Modify*, *Connect, Delete,* and *Cancel.*

5. To connect, select one of the listed Numbers you bookmarked in the bookmark dialog screen. Click on *Connect.* iPassConnect begins the connection process.

6. To modify a bookmark, select one of the listed Bookmarks. Click on *Modify.* Edit the name of the bookmark as desired.

7. To delete a bookmark, select one of the listed Bookmarks. Click on *Delete.*

Important Note: Bookmarks can become outdated due to new phone books. If you try to connect to an old bookmark, that number might not be in existence any more – check your current phone book to see if the number is listed as a valid access point.

Calling Cards

Using a Calling Card

This release of iPassConnect PDA does not support the use of Calling Cards.

Troubleshooting

Overview

Below are frequently asked questions about using the iPass service. If our troubleshooting tips don't help resolve your issue, please contact the helpdesk at your ISP or company.

Tips

Difficulty connecting to the access number

?? Try an alternate number within the region you are traveling. If you can connect to another number it may indicate the initial access number is temporarily unavailable.

?? Make sure you dial the required prefixes and local dial code for the region. Many hotels require you to dial a number to get an outside line. Also, pick up the phone and dial the number yourself – you may hear a message explaining the problem – e.g., the hotel PBX system is overloaded.

?? Make sure you have the correct modem specified.

No dial tone or modem sound

?? Make sure there is a phone line, the phone line is good, and the phone line is connected to the computer and the phone jack.

?? Check to see if your modem is turned on and connected to your computer and the phone system.

?? If the system is digital (versus analog), you need a special adapter to connect. You could also request access to a fax line, as it must be analog to function.

?? Sometimes dial tones from different parts of the world are interpreted differently by your modem (e.g., your modem "thinks" the phone is busy, when in reality it is a pulsing dial tone.

?? Try setting your iPassConnect PDA software to not detect a dial tone when dialing:

    1. In the iPassConnect PDA main screen click *Options* ? *Device* ? *Configure..*

    2. In the *Call Options* menu uncheck *Wait for dial tone before dialing*.

    3. Click *OK*

?? Check your dialer properties to see that you have the correct modem selected.

?? You may not have a modem in the PDA; if that is the case you need to install one.

Error message saying incorrect password

?? Verify and re-enter the login/password (for possible typos made while entering username, domain and password).

?? Make sure your CAPS LOCK key is not depressed (or depressed if you have all caps in your username and password).

?? It is possible that the authentication server or iPass RoamServer at your ISP or company may be down or offline; check with your helpdesk.

?? Your user account may no longer be active. Check with your helpdesk.

No answer/human answer

?? Try dialing into another number; the access number you are dialing may be inactive or temporarily unavailable. The iPass service offers multiple access points in major business centers.

?? Update the phonebook in your iPass client software. If you do not have client software that has an automatically updating phonebook, then you should manually update your phonebook monthly. Contact your helpdesk for more information.

?? If you have hand edited the phone number, try creating a new connection from scratch by selecting a new number in the iPassConnect PDA phonebook.

?? Check to make sure the dial properties are filled out correctly in the dial string box below the iPassConnect PDA phonebook.

No local access number in your location

?? In some instances, you may not find a particular city listed in iPassConnect, but there may be numbers local or close to where you are. Check if there are other cities within the same area code. These may be local numbers. Contact the local carrier for confirmation.

?? If you are in the United States, you can use the Nation-wide toll free numbers (800, 888, 877, 866) or an access number to the nearest city.

?? If you are outside of the United States, check in-country rates with the local operator. In many countries, it is quite inexpensive to dial long-distance within the country.

Connection drops/disconnects in the middle of a session

?? This is most often a result of electro magnetic interference (EMI) or a noisy phone line. This happens most frequently in countries with poor telecommunications systems or when the line you are trying to connect to has audible interference. Try redialing the access number.

?? If you remain connected to the Internet but are inactive, some access points automatically disconnect you.

?? If you remain connected to the Internet but are inactive, your PC might be set to automatically disconnect you.

Access to the web is slow

?? Electro magnetic interference (EMI) -- a noisy phone line -- often causes slow transmission speed; this is often the case when you are connecting from a hotel. This can cause modems to connect at a slower baud rate because the modem has to correct for data errors.

Screen is blank

?? Check that the PDA is turned on.

?? If it still does not turn on, put the device in the sync cradle. The battery may need to be recharged.