iPassConnect™ 1.50.0 for Symbian User's Guide

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Getting Started

iPassConnect™ for Symbian is an easy-to-use mobile device client. It allows remote users with Symbian devices to connect to the Internet and enterprise resources through iPass' global network of providers. This guide will serve as an introduction to iPassConnect, providing you with information on installation, configuration, basic and advanced usage.

System Requirements

Hardware Requirements

- **Nokia Series 60** devices, 3rd Edition

Operating System Requirements

iPassConnect 1.50.0 has been tested on the Symbian v9.1 Nokia S60, 3rd Edition user interface. iPass strongly recommends that you install critical Symbian updates, and preferably all Symbian-recommended updates, for your operating system.

iPassConnect Installation Instructions

Your system must meet the system requirements or the iPassConnect installer will prevent the installation from occurring.

> *Make sure that the device is in sync with your laptop or desktop. The latest Nokia PC suite should be installed on the laptop or desktop.*

Installing iPassConnect on the Nokia Series 60 devices, 3rd edition

Use PC Suite and suitable method (USB2.0 cable recommended for PC Suite) or copy to an MMC card.

To install iPassConnect

1. Download the software installation package from your company intranet or service provider website.

2. Open **Nokia PC Suite**. Click **Install applications,** the **Nokia Application Installer** window appears.-Make sure that your handset is in sync with your laptop/desktop.

3. Choose the appropriate iPassConnect installation file and double click on it.

4. Follow the installation directions. The software can be placed either in the default location (Communicator Memory) or on the SD card.

> *You can also install the client on the device by transferring the installer through Bluetooth or IR to your handset from your laptop/desktop.*

> *Secure Digital (SD) is a flash memory card format used in portable devices, including handheld computers. SD cards are based on the older Multimedia Card (MMC) format, but most are physically slightly thicker than MMC cards. They provide higher data transfer rates and a write-protect switch on the side.*

Configuring iPassConnect

To launch and configure iPassConnect

1. Launch the iPassConnect and use the right navigation key or joy stick to open the **Menu**.

2. From the **Menu**, choose **User Credentials**. The **Login & Password** dialog box appears.

3. Key in your **Login** name, **Password**, and **Domain** name

4. To save your password, select **Save Password** and change the status to **Yes**.

5. Click **Options** and then click **Select** to continue.

Uninstalling iPassConnect

To remove iPassConnect from your Nokia Series 60 devices, you must uninstall iPassConnect.

To uninstall iPassConnect:

1. Navigate to the folder which contains the installed applications, select the **iPassConnect** icon, and then click **Options**.

> *The name of the folder which contains the installed applications may vary from device to device. For example, the name of this folder is* `Installed` *for Nokia E61, but this folder name may be different for other devices.*

2. To uninstall the application choose **Remove** from the **Options** menu and then press **Select**. A confirmation message is displayed.

3. Click **Yes** to continue the uninstallation process.
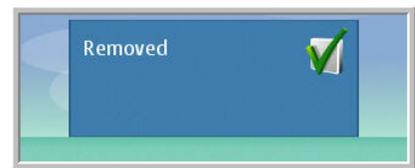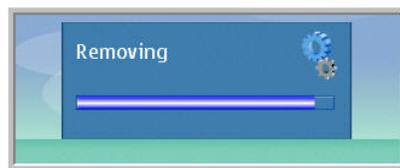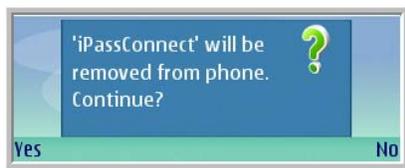
Setting Up iPassConnect

Before using iPassConnect, you should configure the client with your basic settings, which include login information, connection settings, and configuration for any personal Wi-Fi network; however, iPassConnect will prompt you if you forget to do so.

Login Information

iPassConnect can store your login credentials, making it easier and faster for you to log in. You will generally only need to enter this information prior to using iPassConnect for the first time.

> A valid iPass password must be an alphanumeric string, 15 characters or less in length.

To set your user credentials:

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu**.
2. From the **Menu** choose **User Credentials**. The **Login & Password** dialog box appears.
3. Type your **Login** name, **Password**, and **Domain Name**.
4. Select **Save Password** to save the specified user credentials.
5. Click **Options** and then click **Select** to continue.

   (Refer to Page 5 for the Login details).

Personal Wi-Fi Connection Settings

When you try connecting at an iPass-enabled Wi-Fi hotspot, your Wi-Fi settings will be configured automatically when iPassConnect detects the hotspot. You won't need to take any action. However, if you are using a home or other personal Wi-Fi network, you must ensure that your Wi-Fi connection is configured properly. A detected network will be displayed in the iPassConnect main interface.

To configure the Personal Wi-Fi settings when iPassConnect detects the hotspot

1. Select the **Security** mode from the dropdown list. **None**, **WEP** and **WPA-PSK** are the available security modes.

2. After selecting the **Security** mode, key in **Key data** and select the **WEP Authentication** / **Encryption**.

   > If the Security mode selected is **WEP, WEP Authentication** mode is to be selected. Two types of **Authentication** modes are supported, **Open** and **Shared**.

   > If the Security mode selected is **WPA-PSK, Encryption** type is to be selected. Two types of encryptions are supported, **Temporal Key Integrity Protocol (TKIP)** and **Advanced Encryption Standard (AES)**.
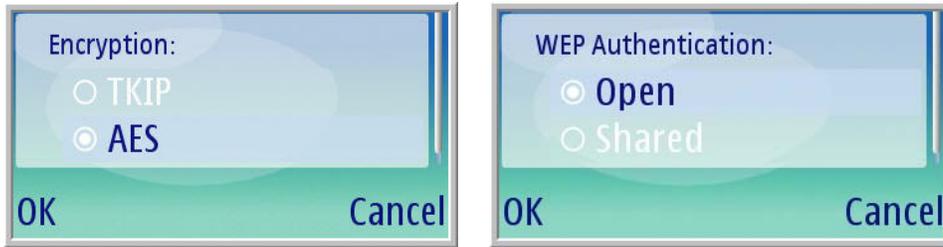
3. Select the network and then click **Connect**.

> ***Wired Equivalent Privacy (WEP)*** *is a privacy scheme that is part of the wireless networking standard to secure IEEE 802.11 wireless networks (also known as Wi-Fi networks). WEP provides a level of security that can deter casual snooping.*
>
> ***Wi-Fi Protected Access (WPA) i****s designed for using with an IEEE 802.1X authentication server, which distributes different keys to each user. It can also be used in a less secure **pre-shared key (PSK)** mode, where every user is given the same pass phrase.*

Setting up a personal Wi-Fi network enables you to connect to a non-iPass network, such as a home Wi-Fi network and the user can connect the next time without re-entering the credentials.

To configure the personal Wi-Fi settings when iPassConnect does not detect the hotspot (such as non-broadcasting Service Set IDs when the user knows the SSID and the configuration):

1. From **Options** menu, choose **User Networks**, and then click the **Select** option. The **User Network** Window appears.

2. Click **Options** on the **User Networks** window, choose **Add** from the **Options** menu and then click **Select.**

3. Type the network **Name** of your choice (for example "Home").

4. Enter the Service Set ID name, in the **SSID**.

5. .Select the Security mode. None, **WEP** and **WPA-PSK** are the three security modes available. If **WEP** mode is selected, type the **Key data** and select the **WEP Authentication** and if **WPA-PSK** mode is selected, type the **Key data** and select the **Encryption type**.

6. To save the details, click **Options** and then click **Select**

7. Select the appropriate iPass network and click **Connect**.

Using Personal Wi-Fi

Here are some tips to help you to use the Personal Wi-Fi networks menu in a more effective manner.

- All nearby networks, whether configured or not, will be listed under the application main interface.

- Use of an SSID (Service Set Identifier, which helps identify the network) is mandatory.

- There is a limit of 10 SSIDs (Service Set Identifiers) that may be defined by the device.

- If a particular network SSID needs to be changed after creation, you can use the Edit feature.

Basic Use

This section outlines the basic use of iPassConnect, including wireless auto-detection, connecting, and disconnecting.

Auto-Detection

iPassConnect will automatically detect local Wi-Fi hotspots and display it. Auto-detection is also sometimes referred to as *sniffing*.

Wi-Fi

iPassConnect will automatically try to detect any nearby iPass-enabled wireless hotspots for you using the built-in Wi-Fi capabilities of your Nokia device. If found, iPassConnect displays them in the application main interface. In addition to this, iPassConnect displays non-iPass networks.

Auto-detection of an iPass-enabled Wi-Fi hotspot will automatically configure all of your Wi-Fi settings, such as Service Set ID (SSID) and key data. You will only need to configure Wi-Fi settings if you use a home or personal Wi-Fi network.

Connecting with iPassConnect

To connect to a network using iPassConnect

1. If there are any local iPass-enabled hotspots detected nearby, iPassConnect will display them first in the application main interface, in order of signal strength. Select the desired network from the list, click **Options** and then click **Select**.

2. When prompted, key in your **Login** name, **Password** and **Domain** and then save the credentials. You will be connected to the network.

Disconnecting from the iPass Network

To disconnect from the iPass network

1. After the connection is established, to disconnect from the iPass network, click **Options**, and then click **Select**.

> *Note that even if you disconnect from the iPass network, your iPassConnect client will still run in the background, and can be accessed from your desk.*

Exiting from iPassConnect

To exit from iPassConnect

1. On the iPassConnect application main interface, click the **Connection** tab. Click **Exit** and you will be logged out of iPassConnect.

Features of iPass Connect

Network Scanning

iPassConnect can scan the vicinity for available iPass networks. If a network is found within 100 meters, iPassConnect lists all the hotspots with their signal strengths. You can adjust the frequency at which iPassConnect scans for available networks.

Scanning Frequency

The scanning frequency feature enables you to scan for iPass networks for a specified frequency.

To change the Scanning Threshold

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu.**

2. From the **Menu** choose **Settings**. The **Settings** window appears.

3. Type the desired scanning frequency in seconds in **Scanning Threshold** field.

4. To save the settings, click **Options** and then click **Select**.

> *The frequency ranges from 30 through 600 seconds.*

Post-Connect Applications

iPassConnect enables you to automatically launch selected applications after connection.

To add an item to the Post-connect Applications list

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu**.

2. From the **Menu** choose **Actions**. The available application list is displayed.

3. To add an application to the list of Post-Connect Applications, click the **Options** of the desired application, choose **Mark**, and then click **Select**.

To remove an item from the Post-connect Applications list

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu.**

2. From the **Menu** choose **Actions**. The available application list is displayed.

3. To remove an application from the list of Post-Connect Applications, click the **Options** of the desired application, choose **Unmark**, and then click **Select**.

> *To remove all the applications from the list, click **Options,** choose **Unmark all** and then click **Select.***

Connection Log

iPassConnect records all the post connection details and it is displayed in the connection log screen. The document under display is a read-only file and cannot be deleted.

To view the Connection Log

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu.**

2. From the **Menu** choose **Help**. On the **Help** menu, click **Connection Log.** The **Connection Log** Window appears. Click **Back** to exit.

> *Finest, Info, Warning, Severe* are the four log levels available for **Connection Log**. The end-user can customize the log levels.

Personal Wi-Fi Networks

Personal Wi-Fi networks enable you to connect to a non-iPass Wi-Fi network, such as a home access point .You will need appropriate credentials to connect to a personal Wi-Fi network.

To create Personal Wi-Fi networks,

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu.**

2. From the **Menu** choose **User Networks**. The **User Networks** dialog appears.

3. Click **Options**, and then click **Add**, the **New User Network** dialog box appears.

4. Type the appropriate Network name, SSID, and select the Security mode.

   a. If **WEP** mode is selected, type the **Key data** and select the **WEP Authentication**.
   b. If **WPA-PSK** mode is selected, type the **Key data** and select the **Encryption type**.

5. To save the details, click **Options** and then click **Select**.

Updating the Phonebook

You can update the service set IDs by using the phonebook update feature of iPassConnect.

To update Phonebook details,

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu**. On the **Menu**, click **Update** to start the download process. Once the **Phonebook** is updated, a message is displayed stating that the download is complete.

2. Click **Log Off** to disconnect and **Exit** to close iPassConnect.

   > *You will also be prompted to update the phone book every week; you have the choice to either accept or reject the phonebook update.*

Network Alerts

A network alert is displayed if any one of the following conditions is satisfied.

- When there is no Wi-Fi connection.
- When iPC is in running mode.
- Cell phone is in idle state.

> *The user will be notified only if the **Network Alert** is configured to **Yes**.*

To Enable the Network alerts,

1. Launch the iPassConnect and use the navigation key or joy stick to open the **Menu.**

2. From the **Menu** choose **Settings**. The **Settings** window appears.

3. Set the value of the **Network alert** field to **Yes** using the joy stick or navigation keys.

4. To save the settings, click **Options** and then click **Select.**

Troubleshooting

If you have trouble connecting to the iPassConnect network, these troubleshooting tips may prove helpful to resolve your issue. These tips should be considered suggestions only. Please contact your Help Desk for further assistance.

Troubleshooting Tips and Hints

General Connection Tips

Difficulty Connecting To the Access Point

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.

- iPassConnect Symbian is Wi-Fi only, no dial-up.

- Wi-Fi is built-in; no Wi-Fi card is needed.

  *Make sure that you have set the value of **Access Point** present in the **Settings** of the **Web** to **Always ask**.*

Incorrect Password

- Re-enter your username, domain name and password.

- Password entry is case-sensitive. Make sure the **CAPS LOCK** key is not pressed.

- Make sure that you have entered the domain name, such as domain.com, in the Domain field of your Login Info. Note: You do not need to add the "@" symbol as you did using previous versions of the iPass client.

- It is possible that the authentication server or the iPass RoamServer at your ISP or company may be down or offline. Check with your Help Desk.

- Your user account may no longer be active. Check with your Help Desk.

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in your area. The iPass network offers multiple access points in worldwide locations.

WI-FI Troubleshooting Tips

Unable to Log in using iPassConnect

- If you've never successfully logged in using iPassConnect, your account may not be activated or enabled for roaming. Please follow your company's procedure for verifying your account status, or contact your company's iPass administrator for details.

- Verify that your WI-FI adapter is correctly installed. If necessary, consult the adapter documentation.

- Make sure you are working away from any obstructions such as walls, pillars, columns, or other possible sources of interference.

iPass strives to provide reliable and secure Internet connectivity, anywhere in the world. If you have questions about the installation or operation of your new client software after reading this guide, please contact your help desk for additional assistance.

Viewing and Retrieving the Log file

iPassConnect records all the connection details and is stored in a text file named **Logger.txt**.

To View the Log file

1. Using any file manager (e.g. Y-Browser), navigate to the following folder "**C:\Logs\IPC\"**.

2. To view the contents of the log file, open the **Logger.txt** file in the **IPC** folder.

> *It is to be noted that, you can view the content of the Loggert.txt file only if you have successfully logged out of iPassConnect. Also you require a file manager (for e.g. Y- Browser) in order to view the contents of this text file.*
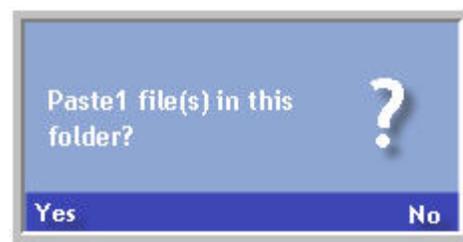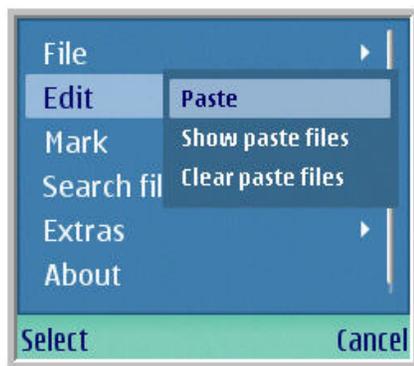
To Retrieve the Log file

1. Using any file manager (e.g. Y-Browser), navigate to the following folder "**C:\Logs\IPC\"**.

2. To copy the log file to a desired location, click its **Options**, choose **Edit** from the **Options** menu, and then click **Copy**.
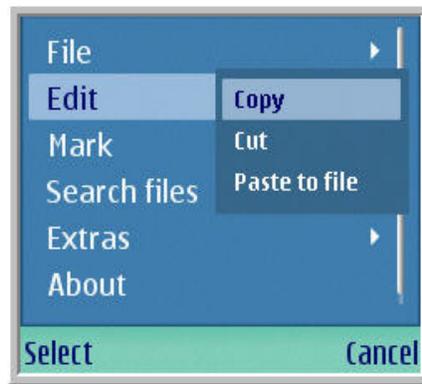
3. Navigate to the desired folder, click **Options**, choose **Edit** from the **Options** menu and then click **Paste**. A confirmation message will be displayed.

4. Click **Yes** to paste the log file onto the destination folder

> *You can also send the log file via **Multimedia**, **Infrared** or **Bluetooth** to an external device, for example a laptop. To send the log file to an external device, click **Options** of the log file, choose **File** from the menu, and then click **Send**. The user will be prompted to select the mode of data transfer. Choose the mode from the list and click **Select.***
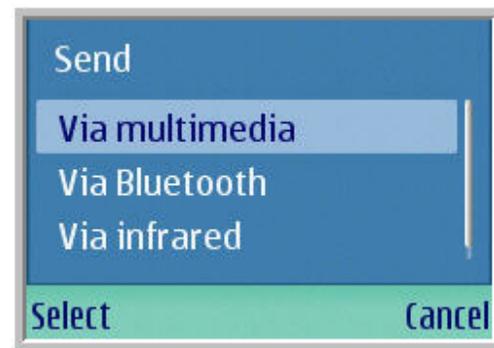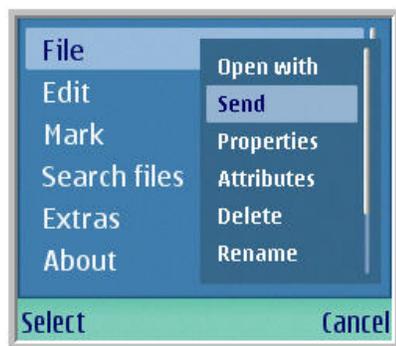
Installation Tips

Unable to Install iPassConnect (or some Third Party Applications)

While installing iPassConnect or some third party applications, an error message is displayed "**Certificate error, Contact the application Supplier**".

If you are getting the above warning message,

- Check the date of the device, as incorrect date setting is the most common cause for the installation error.
- If it still doesn't work then the user can try to reset the Software Installation or Online Certification.

To remove the Certificate error,

1. In the main **Menu**, open **Tools** and then open **Applications Manager.**

2. Open the **Options** menu of the **Application Manager,** choose **Settings,** and then click **Select**. The **Settings** window appears.

3. Set the value of the **Software Installation** to **All** and **Online Certif. check** to **Off.**

4. Click **Back** to go to the previous menu and run the installer again.