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iPassConnect PDA

Palm OS



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System Requirements

Host Computer Requirements

Note: You will need both a host computer as well as a Palm OS compatible handheld device.

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 Device Requirements

minimum requirements:

- ?? Palm OS HotSync Manager 3.0 or later
- ?? Palm OS 3.0 and later compatible handheld device
- ?? Palm OS compatible cradle or sync cable
- ?? V90 compatible modem

iPassConnect PDA

Installation Package

The following components get 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:

1. Download the iPassConnect PDA for Palm OS installation executable from your company intranet or service provider web site.
2. Connect your handheld to the host computer by placing the device in its cradle or via a sync cable.
3. Launch Hot Sync Manager from \Start Menu\Programs\Palm if it is not already active. The Hot Sync Manager is active if the  icon appears in the system tray.
4. Double-click the executable file to start the installation. Follow the directions on the screen. It is recommended that you accept all default settings.
5. Once the installation has completed, perform a manual HotSync by pressing the HotSync button on the cradle or from the handheld device.

6. Next, choose “iPassSync for Palm OS” from \Start Menu\Programs\iPass on the host computer. Note, this location may be different depending on the application group selected during installation in step 4.
7. Select and move POPs to the Handheld phonebook, click “Save” and then exit the application. Note, the number of POPs selected will increase the memory required on your handheld device. We currently recommend selecting no more than 150 POPs. Additionally, it is strongly recommend that users refresh their phonebook and resync on a regular basis.
8. You must now perform another HotSync operation as you did in Step 5.

Uninstall

Uninstalling iPassSync and iPassConnect PDA

To uninstall :

1. Open Start/Settings/Control Panel.
2. Select Add/Remove Programs.
3. Select *iPassSync* from the list.
4. Select *Remove* from the InstallShield Wizard.
iPassSync is removed from the host computer.
5. From the handheld device’s Application Launcher, select *Delete* from the menu.
6. Select **iPass** and click *Delete*.
iPassConnect PDA is removed from the handheld device.
7. Click *Continue*. You are prompted for the Windows NT CD-ROM again
8. When finished, select *OK* and reboot the PC when prompted.
9. After installation is complete, reapply the Service Pack. Note: Windows NT Service Pack 5 is the latest and is available from
<http://www.microsoft.com/ntserver/nts/downloads/recommended/sp5/>
10. Install and Configure the iPass client.

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 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 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

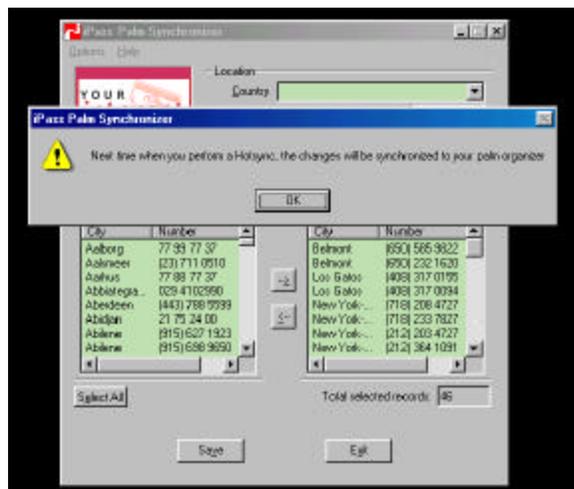
Launch iPassConnect and perform a phonebook update (from the Options menu, select "Update Phonebook"). Once the phonebook update is complete, close the iPassConnect dialer.

From the Start menu, select "Programs/iPass/iPassSync for Palm OS" 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 for 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 with the next Hot Sync operation.

Exit the iPassSync utility and perform a Hot Sync of your handheld to complete the operation.

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 iPassSync utility and click Save to force the handheld phonebook to be updated.
3. Finally, perform a Hot Sync operation to transfer the updated phonebook to the handheld 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:



From the Application Launcher:

1. Choose Prefs.
2. From the menu (upper right corner), select *Network*.
3. From the *Connection* pull-down menu, select the correct modem. NOTE- you may use any *Service* setting.
4. Return to Application Launcher.

Setting your Username, Domain Name, and Password and Modem



From the main screen:



1. Click the iPass  symbol.
2. From the iPassDialer screen, click: User.
3. In the iPass Profile screen, fill in your username and domain (i.e., for user@abc.com, *user* is the username and *abc.com* is the domain name).

Note – the combination of User name and Domain is limited to 31 characters. If your User name/Domain name exceeds this limit, please contact your support desk.



To enter and save your password,

1. Click on the Password field.
2. Type in your password.
3. Click *OK*.

Note 1: The Password dialog is closed and the password encrypted for your security. Reopening the Password dialog will delete the current password to prevent others from learning your password.

Note 2: This saves your password so that you don't have to type it in every time you try to connect.

Connecting to the Internet

There are three basic steps to connecting to the Internet.

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

1. Launching iPassConnect PDA



Launch iPassConnect by clicking the iPass icon from the main screen.

2. Choosing an iPass Access Number

Access numbers can be selected in the iPass Location screen.



1. Launch iPassConnect PDA (see previous section).
2. From the iPass Dialer screen, click on the location title (**Location**).
3. From the iPass Locations screen, enter your physical location by selecting from the *Country*, *State/Region* and *City* drop down menus.
4. Select an access number from the Number drop down menu.

Note: for more options on setting your dial properties, example; adding a number to the beginning of the dial string in order to access an out side line, see: Dial Properties in the Configuration Options section of this manual.

5. Click OK.

3. Connecting to the iPass network

To connect to the iPass network

1. Choose an access number (see previous section).
2. 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:

1. Launch a VPN session after connecting to the iPass network
2. Return to the Application Launcher
3. Click on your VPN client.

Contact your help desk for more information.

Disconnecting from the iPass network

To disconnect from the iPass network:

4. Click the iPass icon in Application Launcher to return to the iPassConnect PDA client.
5. Click *Disconnect*.
6. Click *Exit*.

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

Configuration Options

Dial Properties

Setting the Dial Properties



1. Go to the iPass Locations screen (for details see the “Choosing an iPass Location Number” section of this document).

Dial Prefix: If an extra number is needed to access an out side line (such as a 9).

1. Select the Dial Prefix option.
2. Type in the number.

Disable Call Waiting:

1. Select the Disable Call Waiting option.
2. Select the appropriate prefix from the drop down menu.

Location Same as Selected: Select this option when the location you are dialing from is in the same location as the access number.

Same Area Code: Select this option when you are dialing from within the same area code as the access number.

3. After selecting the appropriate options, click OK.

Bookmarks

Creating and Using Locations (Bookmarks)

In iPassConnect PDA for Palm OS, bookmarks are referred to as Locations.

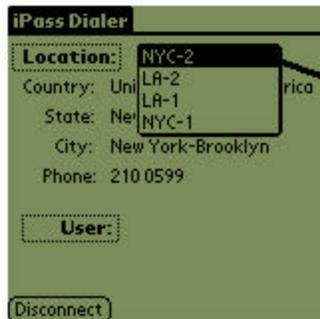


To make a bookmark or to delete a bookmark:

1. Complete the directions in “Choosing an iPass Access Number” in this document.
2. In the iPass Locations screen, click on the title bar.
3. Edit the Location name and confirm the access number and dial property settings.
4. Click Ok.

To connect using a stored Location (Bookmark):

1. From the main dialog, a drop down menu of stored Locations is accessible next to the Location button. Click on the menu to display a list of stored Locations.



Choose a bookmark from the dropdown menu

2. Choose one of the listed Locations. iPassConnect begins the connection process.

To delete a bookmark:

1. From the main dialog, select the bookmark you want to remove.
2. Click on *Location* to display the Location dialog.
3. From the menu, choose Delete Location
4. Click *Yes*.

Important: 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 answers to 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.
- ?? Make sure the modem volume is not turned off or disabled.
- ?? 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 Windows software to not detect a dial tone when dialing:
 1. Open Start/Settings/Control Panel/Modems.
 2. On the *Modems Properties* window, highlight your modem and click *Properties*.
 3. Click the *Connection* tab and uncheck “wait for dial tone before dialing.”
 4. Click *Advanced*.
 5. In the *Extra Settings* box, enter *ATX3*
 6. Click *OK* until you can close out of the *Modem Properties* window.
On some machines, you need to reboot for changes to take effect.
- ?? Check your dialer properties to see that you have the correct modem selected.
- ?? You may not have a modem connected to the PDA, if that is the case you need to install one.

Continuing to hear loud modem noise while trying to connect

- ?? The phone line might already be in use.
- ?? The modem volume may be set too loud; turn down the volume.
- ?? The modem may not be negotiating properly; manually set the modem (contact your helpdesk for support).

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.

Busy signal when trying to dial in

- ?? If more than one number is available, use the Select All or SmartRedial Feature, to connect through another number. If that is not an option, wait a few minutes and try connecting again.
- ?? 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 Windows software to not detect a dial tone when dialing:
 1. Open Start/Settings/Control Panel/Modems.
 2. On the Modems Properties window, highlight your modem and click Properties.
 3. Click the Connection tab and uncheck “wait for dial tone before dialing.”
 4. Click OK.

Password authentication is slow (e.g. more than 60 seconds)

- ?? It is possible that the authentication server or iPass RoamServer at your ISP or company may be down or offline; check with your helpdesk.
- ?? You may have a dial script problem. See “Dial scripts are not running properly” below.
- ?? There could be an iPass software error. Upgrade the iPass software to the newest version or contact your helpdesk.

Dial scripts are not running properly

- ?? As a user you cannot tell if your dial scripts are running correctly. Dial script problems could result in a bad password message, busy signal, wrong number being dialed and more. The best way to prevent a scripting failure is to enter the access point number through the phone book. – **Do not manually enter the access number**, even if you memorized the number. By entering the phone number through the phone book, you are attaching the correct dial script.
- ?? If you feel you are missing the dial up scripting tool, check and see if the scripting tool is installed. Find and run *iswsct.exe*.

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.

?? Check to make sure the dial properties are filled out correctly.

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.