



# iPassConnect 3.1 for Windows Mobile 5.0 User Guide

**Version: 1.01, February 2007**

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# Getting Started

This guide details the installation, configuration and use of iPassConnect™ 3.1 for Windows Mobile 5.0.

iPassConnect 3.1 for Windows Mobile 5.0 allows remote users to connect to the Internet through iPass' global network of providers. You can connect to the iPass network by Wi-Fi or modem.

## System Requirements

### Host PC

- A computer running Microsoft ActiveSync version 3.8 or later. (See the Microsoft Web Site for details regarding ActiveSync system requirements.)

### PocketPC

- Windows Mobile 5.0
- .NET 2.0 or later
- ARM processor based devices
- 6MB of program memory

### Connectivity

In addition, your PDA requires a connectivity device in order to access the Internet. You can use either a standard modem to make a dial-up connection, or a Wi-Fi card to make a Wi-Fi connection. See the *iPassConnect 3.1 for Windows Mobile 5 Release Notes* for a list of supported Wi-Fi cards.

## Installation Instructions

The installation file for installing iPassConnect can be found on your company intranet, or on your service provider's Web site.

Before the installation process, make sure that:

- Microsoft ActiveSync 3.7 or later is installed on your PC.
- Your PDA cradle is connected to your PC.

### To install iPassConnect on your PDA:

1. Download the iPassConnect installation file from your company intranet or service provider Web site to your PC.
2. On your PC, double-click the file to begin installation.
3. Proceed through the installation wizard.
4. Review the End User License Agreement. You must accept the Agreement in order to install the software.
5. Your PC will communicate with your PDA. Follow the prompts as directed.
6. After installing iPassConnect on your PC, check your PDA screen to see if any additional steps need to be taken. Otherwise, the installation process is now complete, and you will see an iPassConnect icon on your PDA's Start menu. You are now ready to connect.



## Uninstalling iPassConnect

### To uninstall iPassConnect:

1. Dock your PDA in its cradle.
2. On your PC or laptop, on the **Start** menu, choose **Control Panel > Add/Remove Programs**.
3. Select *iPassConnect*. This process will remove iPassConnect from your PC and your PDA.

## Launching iPassConnect

To launch iPassConnect: on the **Start** menu, tap **Programs> iPassConnect**.

## Basic Configuration

### Before Connecting

Before connecting for the first time, you should make sure that your user information has been entered correctly. If you are a Dialup user (modem, ISDN or PHS), you should also make sure that your dial properties are set and your modem is correctly configured.

### Setting Login Credentials

#### To set your login credentials:

1. On the **File** menu, tap **Login Information**.
2. Enter your user name.
3. In **Domain**, select a domain from the drop-down list.
4. In **Project**, if a project code is required, select one from the drop-down list.
5. In **Password**, enter your password.
6. If you want iPassConnect to store your password information, select **Save Password**.
7. Tap **OK**.

### Setting the Dial Properties (Dialup Users Only)

If you're a Dialup user (which includes modem, ISDN, GSM and PHS), you will need to set your dial properties before connecting.

#### To set your dial properties:

1. On the **File** menu, tap **Dialing Properties**.
2. In **To access outside line dial...** enter any dial prefix you may need to get an outside line, such as 9.
3. If you wish to disable Call Waiting, in **To disable call waiting dial...** select the characters needed from the drop-down list.
4. Select whether your phone system uses **Tone** or **Pulse** dialing.
5. Do one of the following:
  - a. If you want to set dialing rules that take into account the location you are in, tap **Set Rules by Location**, then tap **Set**. If this will be the same location as the one you are connecting to, select **Location Same as Selected Number**. Otherwise, select the location from which you are dialing, including country and area code. Then select an area rule that reflects your local area's dialing rules (for example, dialing a 1 before the area code.) Tap **OK**.



6. The complete dial string, which reflects all of the dial properties you have set, appears at the bottom of the dialog box labeled **Sample**. If this is not correct, fix the properties as required for correct dialing from your location. If the dial string is correct, tap **Set**, then tap **OK**.

*You can also set dial properties for individual access points. Select the access point in the Search by Location window, then tap **Details**, and then tap **Edit this Connection**.*

## Wireless Hardware Settings

If your PDA has a single Wi-Fi adapter, it will automatically be selected for Wi-Fi connections by default. You won't need to take any action.

If multiple Wi-Fi adapters are present, you can select one for use as the default.

**To select a Wi-Fi device for connections,**

1. Tap **File > Connection Settings > Wireless**
2. In the **Wireless Adapter** drop-down list, select your default wireless adapter.
3. **MAC Address** displays the adapter's Media Access Control address, a unique code assigned to most forms of networking hardware.
4. Tap **OK**.

## Personal Wi-Fi Networks

If iPassConnect automatically detects a local Wi-Fi iPass-enabled network, it will configure the network settings automatically. You won't need to take any action. However, you can also configure iPassConnect to connect to personal access points, such as a home Wi-Fi access point.

**To configure a personal Wi-Fi network,**

1. On the main menu, tap **Settings**.
2. On the **General** tab, enter the Service Set Identifier (SSID).
3. If the access point doesn't use security encryption, skip to Step 4. Otherwise, do the following:
  - a. On the **Security** tab, in **Mode**, select the encryption mode from the drop-down list.
  - b. In **Network Key**, enter the encryption key.
4. Advanced Settings (check with your Help Desk if these are required):
  - a. If your network authentication requires a pre-shared WEP key, on the **Advanced** tab, select **Network authentication (shared mode)**.
  - b. If this is a computer-to-computer network, select **Ad-hoc network**.

# Connecting and Disconnecting

You can connect to local Wi-Fi access points in range of your PDA, or select a local dial-up access point.

## Connecting

If you have a Wi-Fi card installed in your PDA, iPassConnect will automatically detect local Wi-Fi networks and present them to you for connection.

### To connect using Wi-Fi,

1. On the main menu, select an automatically detected Wi-Fi network. (Signal strength for each network will be displayed in bars next to the name of each one.)
2. Tap **Connect**. You will be connected to the iPass network.

*You can also connect to a personal Wi-Fi network, such as a home Wi-Fi access point, but must first enter the SSID and other configuration settings as described on page 3.*

## Making a Modem Connection

If you don't have a Wi-Fi device ready, you can search by location for local access points and then connect to them using your modem.

### To connect to local access points by location,

1. On the main menu, tap **Search > By Location**.
2. Select the filter criteria you will use from the **Country**, **State/Region** and **City** drop-down lists. Each criterion will narrow your search for an access point to a more specific location, and display the search results in a list. For example, to see all the access points in a country, select the country from the **Country** drop-down list. To narrow the search to a specific state in that country, select the state from the **State** drop down list.
3. Select an access point from your search.
4. Tap **Connect**. You will be connected to the iPass network.

## Connection History

You can use the Connection History feature to connect quickly to recently-used access points without having to do a Search by Location.

### To connect to a recently-used access point,

1. On the main menu, tap **Search > History**.
2. Select a recently-used access point, then tap **Connect**.



To delete all History items: select any item and tap **Clear**.

## Rescanning a Local Wireless Network

If you've installed a wireless card in your PDA, iPassConnect should automatically detect local iPass-enabled Wi-Fi networks and present them to you for connection.

If iPassConnect fails to detect a local network, it may be due to a number of reasons, including local interference or difficulty with the Wi-Fi card. You may wish to move away from any sources of interference and try re-scanning for both the network or the Wi-Fi card to re-establish the detection.

To re-scan auto-detection of a local network: tap **File > Rescan > SSID**.

To re-scan detection of your Wi-Fi card: tap **File > Rescan > Hardware**.

## Disconnecting

To disconnect iPassConnect: Tap **Disconnect**.

## Additional Features

iPassConnect is equipped with a number of advanced features that make the application even easier to use.

### Smart Redial

By using the Smart Redial feature with Dialup connections, iPassConnect will automatically continue dialing all access points within the same city until a successful connection is made.

#### To turn on Smart Redial:

1. On the **File** menu, tap **Connection Settings > Dialup**.
2. Select **Smart Redial**.
3. Tap **OK**.

### Busy Number Redial

The Busy Number Redial feature, used for Dialup connections, allows you to configure iPassConnect to retry a busy access point if a connection attempt fails. This feature is useful when using a bookmarked access point, or when roaming in areas where there are few access points and heavy Internet traffic.

#### To configure iPassConnect to redial a busy access point:

1. On the **File** menu, tap **Connection Settings > Dialup**.
2. In **Redial Attempts**, enter the number of times iPassConnect should try to redial the busy number.
3. In **Redial if not connected within**, enter the interval in seconds between each redial attempt.
4. Tap **OK**.

*The Busy Number Redial feature may be incompatible with the Smart Redial feature, which will cause iPassConnect to roll over to the next access point upon a failed connection attempt. Whenever possible, you should give preference to the Smart Redial feature rather than the Busy Number Redial for greater reliability.*

### Launch Programs

The Launch Programs feature allows you to configure programs to run after connection. You may use this feature to launch a Web browser, connect to your corporate network using a VPN, or to launch various other programs.

#### To launch your default Web browser automatically after connecting:

1. On the **File** menu, tap **General**.
2. Select **Launch Default Web Browser**.

#### To configure iPassConnect to launch other programs:

1. On the **File** menu, tap **Connection Settings > General**.
2. Tap **Add**.

3. In **Description**, enter a brief description of the application that you wish to launch after connecting (such as My VPN).
4. Tap **Browse** and browse to the location of the application, then tap **OK**.
5. In **Parameters**, enter any parameters the program requires to run.
6. Tap **OK**.

**To modify a post-launch application:**

1. On the **File** menu, tap **Connection Settings > General**.
2. Under **Launch Programs**, select an application and tap **Modify**.
3. On the **Add/Modify Action** dialog, modify the program information as needed.
4. Tap **OK**.

**To delete a post-launch application:**

1. On the **File** menu, tap **Connection Settings > General**.
2. Under **Launch Programs**, select the application and tap **Delete**.
3. Tap **OK**.

**VPN Integration and iPassConnect**

A Virtual Private Network (VPN) is a program that securely connects you to your corporate network. You can run your VPN as a post-launch action by selecting it as a program to run after connection. The configuration of your VPN, determines whether or not you need to enter another user name and password in addition to the one used to connect to the iPass network. Contact your Help Desk for more information.

**Bookmarks**

Bookmarks allow you to conveniently save and re-use the connection information for the access points you connect to most frequently.

**To connect using a bookmark:**

1. On the main menu, tap **Search > Bookmarks**.
2. From the list of Bookmarks, select the access point you wish to use.
3. Tap **Connect**.

**To bookmark an access point:**

1. Select the access point as you would normally.
2. Tap **Bookmark**.
3. The bookmark will be shown with a default name.
4. If you want to keep the default name and number, tap **OK**.
5. If you want to assign the bookmark a new name, enter the new name and tap **OK**.

**To view or change the connection details of a Bookmark:**

1. On the main menu, tap **Search > Bookmarks**.
2. Select the Bookmark and tap **Details**.
3. To edit the connection settings for this bookmark, tap **Edit This Connection** and edit the settings as described on page 2.

**To delete a bookmark:**

1. On the main menu, tap **Search > Bookmarks**.
2. From the list of Bookmarks, select the bookmark you wish to delete.
3. Tap **Delete**.
4. Tap **OK**.

*Bookmarks can become obsolete when the Phonebook is updated. If you fail to connect to a bookmark, that access point might have changed or been removed. Check your current Phonebook to see if the access point is still valid.*

## Software and Phonebook Updates

You can update both the iPassConnect software and the iPassConnect Phonebook to make sure you have the most current versions. You can set up automatic Phonebook updates, or manually update as needed.

**To set automatic Phonebook updates:**

1. Tap **File > Updates > Settings**.
2. On the **General** tab, select **Automatically check for phonebook updates**, then tap **Apply**. iPassConnect will check for and download Phonebook updates upon every connection.

**To perform a manual Phonebook update:**

1. Connect to the iPass network.
2. Tap **File > Update > Phonebook**.

### Filtering Phonebook Updates

With thousands of access points worldwide, the size of a full iPass Phonebook file can be quite large. When updating, it can be helpful to filter out portions of it that you may not need, such as those applying to hardware types not available to you, or locations that you don't visit.

- *Hardware Type*: If filtered by hardware, your updates will only include access points that are accessible with the hardware devices you specify. For example, if you filter by Modem, then your Phonebook updates will not include GSM, PHS and Wireless Broadband access points. By default, your included access points are filtered by the hardware currently installed on your PDA.
- *Location*: if filtered by location, your Phonebook updates will only include access points in specified countries. By default, your Phonebook updates include all countries.

**To filter by hardware type,**

1. On the **File** menu, tap **Updates > Settings**.
2. Tap the **Hardware** tab.
3. De-select the **Installed Hardware** checkbox, then select one or more checkboxes that apply to the access point types you wish to filter. Any types you do not select will not be included in your Phonebook updates.
4. Tap **Apply**.

**To filter by location,**

1. On the **File** menu, tap **Updates > Settings**.
2. Tap the **Location** tab.
3. De-select **All Countries**, then select then select one or more checkboxes that apply to the countries you wish to filter. Access points in countries you do not select will not be included in your Phonebook updates.
4. Tap **Apply**.

## Help and Support

**To view the iPassConnect online help system:** tap **Help > Help Topics**.

**To view technical support contact information:** tap **Help > Technical Support**.

### Connection Log

The connection log displays the technical details of your past connection attempts, including both successful and unsuccessful attempts to connect. This information can be useful to technical support representatives when diagnosing access problems,

**To view the connection log:** tap **Help > Connection Log**.