

# iPassConnect for Nokia S60 version 2.20

## User Guide

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## TABLE OF CONTENTS

<b>iPassConnect for Nokia S60</b>	<b>4</b>
<b>Introduction</b>	<b>4</b>
System Requirements	4
Supported Languages	4
Installing iPassConnect	4
<b>Configuring iPassConnect</b>	<b>5</b>
Launching iPassConnect	5
Setting Configuration Code	5
Setting iPass Credentials	6
Configuring Unknown Networks	6
Network Information	7
Exiting from iPassConnect	7
<b>Connecting and Disconnecting</b>	<b>8</b>
Connecting to a Wi-Fi Network	8
Manually Connecting to Mobile Broadband Networks	8
<b>Auto-Connect</b>	<b>8</b>
Configuring Auto-Connect	9
Choosing networks for Auto-Connection	9
Enabling Mobile Broadband Network Support	9
Application First Mode (Connect on Demand)	11
<b>Additional Features</b>	<b>12</b>
Scanning Access Points	12
Online Hotspot Finder	12
Post Connect Application	12
Directory Updates	13
Re-configuring Known Networks	13
Switching Configurations	14
Usage Tracking	14
Usage Tips	15
<b>Troubleshooting Connection Issues</b>	<b>16</b>



## TABLE OF CONTENTS

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# iPassConnect for Nokia S60

## USER GUIDE

### Introduction

**iPassConnect for Nokia S60**, version **2.20**, is an easy-to-use network Connectivity Manager for the Nokia S60 series mobile device. It allows remote users with Nokia S60 devices to connect to the Internet and enterprise resources through iPass' global network of providers.

iPassConnect provides Wi-Fi connectivity to the user. It also provides an option to connect via Mobile Broadband networks in case a Wi-Fi network is not available.

iPassConnect can be executed in two different modes: the traditional **Connection First** mode where iPassConnect is first launched to establish a network connection before launching a network-aware productivity application, like the web browser or email client. The second mode is **Application First** where the application upon launching automatically activates the network connection using iPassConnect. Refer to section ***iPass reminds users to check their data*** usage plans for their respective Mobile Broadband carrier. iPass is not responsible for any fees incurred by the user for use of iPassConnect over a Mobile Broadband connection. No credit or refund will be made available for usage fees that exceed a subscriber's data plan. It is the Mobile Broadband subscriber's sole responsibility to track his/her mobile data usage.



Application First Mode (Connect on Demand) for more details.

This guide will serve as an introduction to iPassConnect, providing you with information on configuration and basic usage.

## System Requirements

- Nokia S60 3<sup>rd</sup> edition devices (both Feature Pack 1 and 2) with Wi-Fi capability

## Supported Languages

- English

## Installing iPassConnect

Transfer the installer file to the device using removable storage cards, as mail attachments or alternate methods before beginning the installation procedure.

### To install iPassConnect on your device:

1. Copy the iPassConnect installation SISX file to your device.
2. Open File Manager, locate and select the SISX file to begin installation. *Note that earlier iPassConnect software is removed automatically* The installation wizard takes you through the various steps to complete the installation. Please read and accept the EULA in order to install the software. Once the installation process is complete, you will see an iPassConnect icon in the **Installations** folder. Your device is now ready to connect.

*You can also use **Nokia PC Suite**, if available, to install iPassConnect directly from your laptop.*

## Configuring iPassConnect

You need to configure the client with your basic settings, which includes your iPass account information, before using iPassConnect for the first time. iPassConnect will also prompt you for the information upon first launch.

### Launching iPassConnect

Once installed iPassConnect icon appears in the Installations folder.

#### To launch iPassConnect:

1. Navigate to the **Installations** folder.
2. Select **iPassConnect** to launch it.



#### Navigating the Menus

Use the left and right soft keys for selecting the appropriate option or command. You can also use the joystick to scroll and select options – if your device has this capability.

### Setting Configuration Code

iPassConnect 2.20 for Nokia S60 is normally delivered as a generic installer which requires a configuration code to be provided on first run. Configuration codes can be requested online at <http://www.ipass.com/misc/ipclaunch.html><sup>1</sup> or through your iPass Account Manager or technical representative.

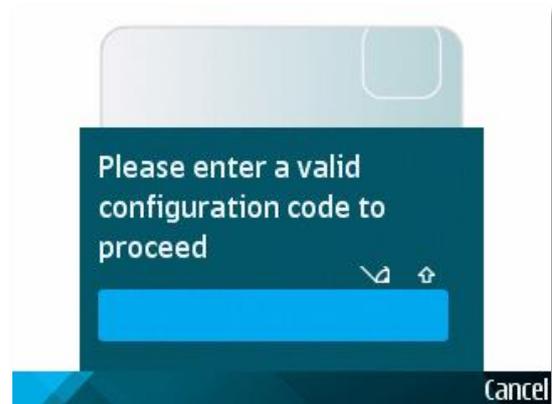
If you had received a configuration code along with the software, please enter this code when prompted, before proceeding further. Note that the code is case sensitive. Once a valid code is entered, the client will download the latest configuration and directory information. An Internet connection (Wi-Fi or cellular) needs to be enabled in order to receive this update.

#### To configure iPassConnect using configuration code:

1. iPassConnect prompts for the **Configuration code** when you launch the client for the first time.
2. Key-in a valid configuration code and select **OK**. An **Invalid code** message will be displayed in case of incorrect code.
3. iPassConnect connects to iPass Directory server and downloads the latest configuration and directory information.

*Note that the device needs to be connected to the Internet using a non-iPass Wi-Fi connection or cellular connection for this process to complete.*

4. Please restart your device when prompted.



<sup>1</sup> Note that this URL is correct at the time of release but that it is subject to change in future. In this event, iPass will post an update to this document but check with your iPass account manager if you discover this document is referencing a broken link

## Setting iPass Credentials

iPassConnect can store your iPass login credentials, making it easier and faster for you to log in. If an iPass account has not been assigned to you by your company, you can obtain an individual account by registering at <http://www.ipassconnect.com/S60>, either using your PC or from this device after connecting using a personal Wi-Fi connection.

### To set your iPass user credentials:

1. Select **Options > Settings > User Login**.
2. Key-in your **Username**, **Password** and **Domain name** in the boxes provided.
3. Select **OK** to save your changes.

Furthermore, you can register for iPass connectivity from this screen, if required:

4. Select the option **'Not yet registered?'** to view the link **www.ipassconnect.com**. You may need to scroll down in order to view this option.
5. Select the link to visit the site and register for iPass connectivity.
6. Select **OK** to save your changes.



## Configuring Unknown Networks

In addition to iPass networks, iPassConnect allows you to easily connect to network access points that are not part of the iPass network and which iPassConnect refers to as 'Unknown Networks'. Once you configure and connect to an unknown network, it is classified as a 'Known Network'. All iPass networks are automatically classified as known networks.

When iPassConnect detects an iPass enabled network, the corresponding wireless network settings are configured automatically. However, if you are using a privacy enabled Wi-Fi network, please ensure that the connection settings are configured properly.

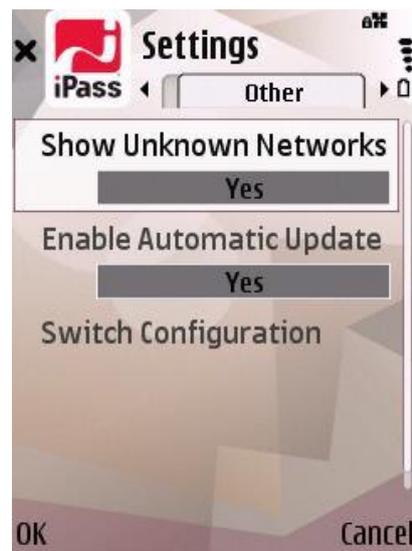
### To configure the Wi-Fi settings for unknown networks:

1. Select the unknown network in the list.
2. Select **Connect**.
3. Input authentication and encryption data as required.
4. Select **OK**.

The iPassConnect client by default displays all known and unknown networks. Display of unknown networks can be turned off, if required.

### To turn off display of unknown networks:

1. Select **Options > Settings > Other**.
2. Select **Show Unknown Networks**.
3. Select this option to toggle **No**.
4. Select **OK**.



### Hidden WLANs

**Hidden WLANs** or non-broadcasting networks are normally listed at the bottom of the networks list. You can connect to these networks provided you have the network name in addition to encryption and authentication information. Connecting to hidden or non-broadcasting networks is supported but is strongly discouraged. Auto-Connect cannot be used with Hidden WLANs (both in Connection First and Application First modes).

#### To configure the Wi-Fi settings for Hidden WLANs:

1. Select **Hidden WLAN** in the list.
2. Select **Connect**.
3. Key-in the network name in the **Enter SSID** box.
4. Select **OK**.
5. Input other authentication and encryption data as required.
6. Select **OK**.



### Network Information

The iPassConnect client scans for Wi-Fi networks – both iPass enabled networks and non-iPass networks – and lists them in most-preferred to least preferred order. iPassConnect uses various icons to represent and identify different networks and various aspects.

#### Icons used to represent information about the available networks:

Icon	Description	Location on screen
	iPass enabled known network	Left
	Unknown network	Left
	Non-iPass known network	Left
	Auto-Connect enabled network	Left
	Signal Strength	Right
	The network requires security information to connect	Right
	Connected network, using security credentials	Left
	Connected network, without using security credentials	Left

### Exiting from iPassConnect

You can exit iPassConnect, if required, by following the procedure described below.

#### To Exit from iPassConnect:

- Select **Options > Exit**.

## Connecting and Disconnecting

Upon launch, the iPassConnect client scans for Wi-Fi networks within range and lists them. This list displays both iPass enabled networks and non-iPass networks arranged in most-preferred to least preferred order. It is refreshed periodically thereafter.

### Connecting to a Wi-Fi Network

Though the basic procedure for connecting to Wi-Fi networks is the same for both known and unknown networks, you might be prompted for credentials in case of unknown networks.

#### To connect using iPassConnect:

1. Choose the desired network from list and select **Connect**.
2. iPassConnect displays various status messages and finally shows the message **Connected** upon successful connection. Moreover, the option **Connect** changes to **Disconnect**.

#### To disconnect from iPassConnect:

- Scroll to the connected network and select **Disconnect**.



### Manually Connecting to Mobile Broadband Networks

You can also connect manually to Mobile Broadband networks, if required.

#### To manually connect to Mobile Broadband network:

1. Select **Options > Connect to Mobile Broadband**.

*Note that this option will be displayed only if you had enabled **Fallback to Mobile Broadband**. See section **Enabling Mobile Broadband Network Support** for more information.*

2. You will be connected. Moreover the option changes to **Disconnect from Mobile Broadband** using which you can disconnect from the network.

### Auto-Connect

When Auto-Connect is enabled, iPassConnect will seek to connect automatically to known networks on startup (Connection-first mode) or following a request from another program, such as Mail for Exchange (this is called "Application-first" mode). Auto-Connect enabled networks can be identified by a special symbol (🟢) displayed against their name.

## Configuring Auto-Connect

Your configuration may have Auto-Connect enabled by default for all networks, except Hidden WLANs. If you see the **Mark as Favourite/Unmark as Favourite** option in the **Options** menu for any iPass network, it means that Auto-Connect has been enabled.

*This option will not be displayed in case of unknown networks.*

### To configure Auto-Connect for all networks:

1. Select **Options > Settings**.
2. Select **Auto-Connect**.
3. Select **Auto-Connect to Favourites**.
  - Select **Yes** to enable Auto-Connect
  - Select **No** to disable Auto-Connect.
4. Select **OK**.

*In certain cases, network connection will be automatically established even if Auto-Connect has been disabled. This can be noticed in an **Application First** scenario where known networks are available.*



## Choosing networks for Auto-Connection

Once Auto-Connect has been enabled for all networks, as explained above, you can choose to use specific networks for Auto-Connection. Note that unknown networks are not chosen for Auto-Connect; once they become classified as a known network, you can choose them for Auto-Connect.

### To remove a network from the Auto-Connect list:

1. Choose the desired network from the list.
2. Select **Options > Unmark as Favourite** to remove this network from the Auto-Connect enabled list.

*This option would now appear as **Mark as Favourite** which can be used for enabling Auto-Connect.*

## Enabling Mobile Broadband Network Support

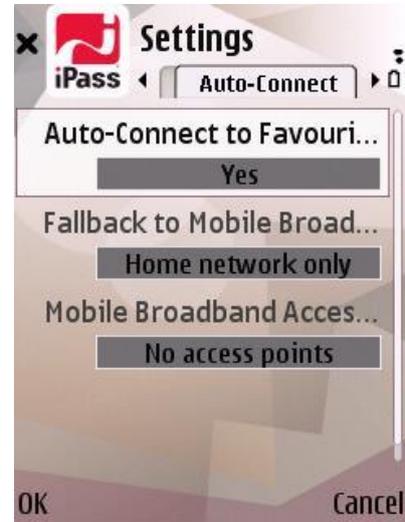
One of the benefits of this client is that you can configure applications to use the iPassConnect Virtual Access Point and let iPassConnect decide whether to use Wi-Fi or Mobile Broadband based on what is available. The alternate options are that you can configure your application to prompt you each time, or select a specific type of connection – cellular or a specific Wi-Fi network – for regular use. This fallback to Mobile Broadband option in iPassConnect simplifies your work for you.

You can opt to use Mobile Broadband networks when Wi-Fi networks are not available, provided your device supports Mobile Broadband connectivity. However, note that Mobile Broadband support option is available only when you enable Auto-Connect.

Please be aware that additional charges might be applicable while using Mobile Broadband connections, especially roaming charges while travelling. Please contact your cellular vendor for further details in this regard.

**To enable Mobile Broadband Network support:**

1. Select **Options > Settings**.
2. Select **Auto-Connect**.
3. Select **Yes** for **Auto-Connect to Favourites**.
4. Select **Fallback to Mobile Broadband**.
5. Choose one of the following options to specify how iPassConnect responds when no Wi-Fi connections are available:
  - **Never fallback:** Select this option if you do not wish to use Mobile Broadband connections.
  - **Home network only:** Select this option to use Mobile Broadband, but only within home networks.
  - **Always fallback:** Select this option to always use Mobile Broadband connections when Wi-Fi networks are not available.



6. Select **Mobile Broadband Access Point**. This is used to specify the Mobile Broadband options, which depends on your cellular provider and plan.

*This option will not be displayed if you had selected the **Never fallback** option above.*

7. Choose appropriate option from the list and select **OK**.

*It shows **No access points** if you have not inserted the SIM card provided by your cellular provider.*

8. Select **OK** and then select **OK** again.

*iPass reminds users to check their data usage plans for their respective Mobile Broadband carrier. iPass is not responsible for any fees incurred by the user for use of iPassConnect over a Mobile Broadband connection. No credit or refund will be made available for usage fees that exceed a subscriber's data plan. It is the Mobile Broadband subscriber's sole responsibility to track his/her mobile data usage.*

## Application First Mode (Connect on Demand)

One of the most powerful and popular features of iPassConnect for Nokia S60 is **Application First** mode. Application First mode, or "Connect on Demand," allows you to configure the applications on your device to use iPassConnect to determine the best connection to utilize for its network communication.

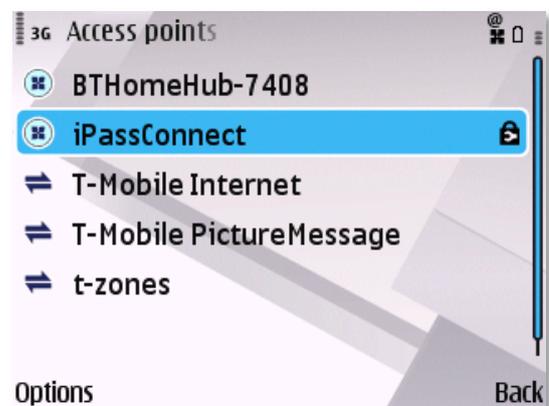
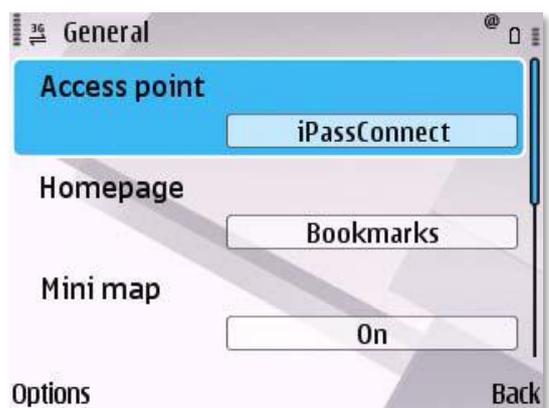
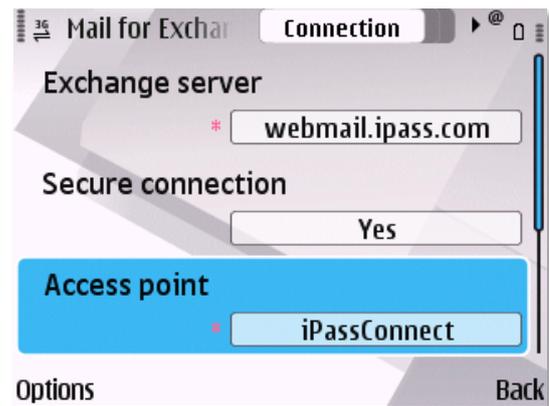
iPassConnect creates a protected "Virtual Access Point" named "iPassConnect". This is available for use by all network-aware applications (e.g., Nokia Web Browser, Mail for Exchange, Google Maps).

*S60 3<sup>rd</sup> edition Feature Pack 2 (3.2) has access point groups known as 'destinations'. The "iPassConnect" access point is created under the destination "Uncategorised".*

When an application requests a connection from the iPassConnect virtual access point, iPassConnect acts as a broker, selecting the best available "known" Wi-Fi or Mobile Broadband connection if no known Wi-Fi is available. The result is a generally seamless experience with this method and you will only be asked to participate in the connection process in two cases:

- If neither known Wi-Fi nor Mobile Broadband connection is available.
- If you need to enter your password to connect

For the best connection experience we recommend you configure your network-aware applications to always use the "iPassConnect" access point. Examples from Mail for Exchange and the Nokia Web Browser are shown here.



## Additional Features

### Scanning Access Points

iPassConnect displays the networks within range and refreshes the list periodically. You can also manually scan for networks within range, if so required.

#### To scan for networks manually:

1. Select **Options > Refresh**.
2. iPassConnect scans the neighborhood for available networks and lists them.

### Online Hotspot Finder

The iPass Handheld Hotspot Finder helps mobile users to locate nearby Wi-Fi networks in the iPass network of more than 100,000 broadband locations in over 80 countries using the Web browser. Choose this option to open the network finder website.

#### To use the online Hotspot Finder:

- Select **Options > Hotspot Finder**.

*Note that you need to have Internet access (using cellular or Wi-Fi connection) in order to use the Hotspot Finder function.*



### Post Connect Application

iPassConnect can be configured to automatically launch the specified application upon connecting successfully.

#### To add an item to the Post Connect Application list:

1. Select **Options > Settings**.
2. Select **Post-Connect**. A list of available applications is displayed.
3. Select the application you wish to add. This application will thereafter be executed automatically upon connection.

*In case you set your browser as the Post Connect Application, you will be prompted for an additional argument to specify the URL of the home page.*

*This option may not be available if your system administrator has already pre-configured a post-connect action for you.*

#### To remove an item from the Post Connect Application list:

1. Select **Options > Settings**.
2. Select **Post Connect**. The **Post Connect Application** is displayed.
3. Select **Options**.
4. Select **Remove**.
5. Select **Yes** to confirm deletion.

## Directory Updates

The iPassConnect client is in-operable without the presence of an iPass-provisioned directory, which maintains a list of iPass enabled networks. The client can be configured to periodically update the directory – automatically and transparently – without exhausting network bandwidth or consuming disproportionate processor cycles or memory. You can also update the directory manually, if required.

### To configure Automatic Directory update:

1. Select **Options > Settings**.
2. Select **Other**.
3. Select **Allow update** to toggle **Yes**.
4. Select **OK**.

### To update Directory details manually:

- Select **Options > Check for Updates**

### To verify Directory status:

1. Select **Options > About**.
2. The **About** window displays the following information:
  - iPassConnect **version** details
  - **Profile and Directory IDs**
  - **Date** on which the Directory was last updated.



## Re-configuring Known Networks

iPassConnect prompts you for credentials when you initially attempt to connect to an unknown network. Once valid credentials are provided, it connects successfully while also adding the network to the known networks list. You can delete the network from the list, for instance, when you need to re-configure or re-assign updated credentials. The network will be recreated again once you connect using updated credentials.

### To delete a network from the list:

1. Select the required non-iPass enabled known network.
2. Select **Options > Delete access point**.
3. Select **Yes** to confirm.

## Switching Configurations

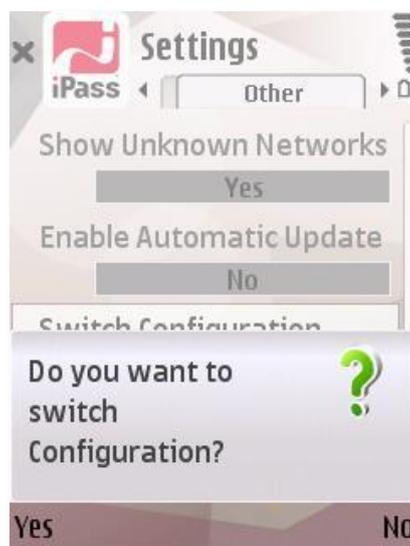
Occasionally, your system administrator may want to make some changes to your iPassConnect configuration. In that event, the administrator will provide you with a configuration code which you can enter in order to switch configuration.

### To switch configuration using configuration code:

1. Select **Options > Settings > Other**.
2. Select **Switch Configuration**.
3. iPassConnect prompts whether the configuration needs to be changed. Select **Yes**.
4. Key-in the configuration code and select **OK**. An Invalid code message will be displayed in case of incorrect code.
5. iPassConnect connects to iPass Directory server and downloads the latest configuration and directory information.

*Note that the device needs to be connected to the Internet using a non-iPass Wi-Fi connection or cellular connection for this process to complete.*

6. Please restart your device when prompted.



## Usage Tracking

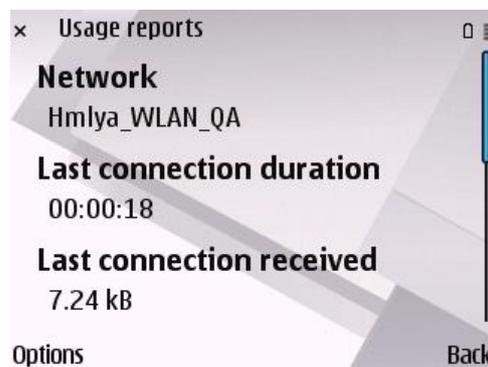
iPassConnect keeps track of usage during the current session and also the cumulative usage data. The Usage Report screen shows the name of the network, data sent and received in kilo bytes (KB) during the last connection. It also shows the total connection duration, total data sent and received since the counters were last reset.

### To view the Usage Report:

- Select **Options > Usage Reports**.

### To reset the Usage Report Counters:

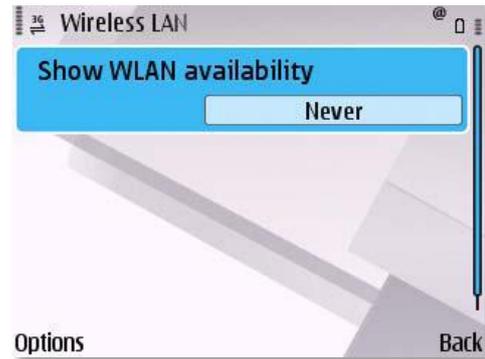
1. Select **Options > Usage Reports**.
2. Select **Options**.
3. Select **Reset Counters**.
4. Select **Yes** to confirm.



## Usage Tips

### *Performance and Battery Life*

- For best performance and battery life it is recommended that you set **Show WLAN availability** to **Never** under **Menu > Tools > Settings > Connection > Wireless LAN settings**.
  
- Similarly, if you have a **WLAN scanning** option on your 'home standby screen', then it is recommended that you leave it set to **WLAN scanning off** for best performance.



## Troubleshooting Connection Issues

If you are unable to login using iPassConnect, it could be due to the following reasons:

- **Interference:** Make sure you are working away from any obstructions, such as walls, pillars, columns, or other possible sources of interference.
- **Signal Strength:** Check the signal strength, displayed in the networks list. Try connecting to a local access point that gives the strongest signal.
- **Password:** If you utilize your corporate username/password, make sure you update your password in the client if the password was recently changed.

iPassConnect records the details of all failed connection attempts which can be used for troubleshooting connection issues. The document being displayed is read-only file and cannot be deleted.

### To view the Troubleshooting Log:

1. Select **Options > Troubleshooting**. The Troubleshooting log is displayed which shows the list of failed connection attempts, the time and date at which each attempt was made.
2. Select any log entry to view its details.
3. Select **OK** to return to Troubleshooting logs.
4. If working with your System Administrator or iPass, you may be asked for a copy of your log file for analysis. Select **Options > Send log** in order to send the log via email.



### Log File Notes:

- **[AFS]** indicates “Application First Scenario”; these are connections initiated by applications on your device configured to use the “iPassConnect” Virtual Access Point.
- **[CFS]** indicates “Connection First Scenario”; these are connections initiated inside the iPassConnect client.
- Connectivity to iPass networks requires to steps: 1) Physical connection (association) to the access point and 2) Login to the hotspot provider. The login to the hotspot provider function is labeled a “GIS” login. Viewing the log files to determine whether there was an association failure or a GIS failure will help aid in the troubleshooting process. Connections to personal networks do not require the 2nd step.

Association failures are most often caused by interference, or weak signal strength. In addition to interference and signal strength issues, GIS failures can be caused by a bad username/password, a problem with the venue’s authentication system, or a problem with your company’s authentication interface (if using a corporate account). Also, there are occasions when you may be in range of a network that uses the same network name as one that is part of the iPass network. This can cause the software to think it is in range of an iPass network, but will result in a GIS login failure since the venue’s authentication is not integrated with iPass.