



iPassConnect™ 2.0 for Pocket PC 2002

Frequently Asked
Questions

General

What are the key features of iPassConnect 2.0 for Pocket PC 2002?

- Easy connectivity: Full support for modem, ISDN, PHS, wireless and wired broadband with one account
- Stand alone application: no longer requires the end user to carry around their laptop to sync up with while on the road
- Secure access: VPN integration to make secure enterprise connectivity simple for both the IT manager and the corporate users
- Proactive troubleshooting: Quality data is captured for each user connection attempt which can be used by IT groups to identify user issues for troubleshooting and monitoring usage
- Stays updated: Automatic phonebook updates

When will iPassConnect 2.0 for Pocket PC 2002 be released?

iPassConnect for Pocket PC 2002 is targeted for release on January 16, 2003. Any customer who wishes to receive the new client should open an SOS ticket after its release.

What platforms does iPassConnect 2.0 for Pocket PC 2002 support?

This release of iPassConnect will operate on any device that uses Microsoft Pocket PC 2002 operating system. Testing has occurred on many devices including:

Toshiba e740
Audiovox Maestro 2032
Compaq 3850
Compaq 3870
NEC MobilePro P300
HP Jornada 565
Toshiba 2032
T-Mobile Pocket PC Edition

Furthermore, iPassConnect is only supported on the StrongArm and Xscale Chips.

Will iPass be releasing versions of iPassConnect for other PDA platforms (i.e. Palm OS, Symbian, EPOC)

At this time iPass does not have plans to release new versions of iPassConnect on any PDA OS other than MS Pocket PC 2002. The iPassConnect for Palm OS is still available for customers.

When will iPass End of Life iPassConnect 1.0 for Pocket PC?

The iPass Help Desk will immediately begin asking customers and partners to have users install the new iPassConnect 2.0 for Pocket PC 2002. The new client adds tremendous new functionality and stability which should be made available to users immediately. End of Life strategy planning is underway.

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What connection technologies does iPassConnect 2.0 for Pocket PC 2002 support?

The Pocket PC 2002 client mirrors in the Win32 and Macintosh clients in connection technologies. All three clients support modem, ISDN, PHS, wireless and wired broadband.

Does iPassConnect 2.0 for Pocket PC 2002 provide the entire iPass GBR footprint?

iPassConnect 2.0 for Pocket PC 2002 currently supports the Wayport access points. Via Wayport iPassConnect 2.0 for Pocket PC 2002 has over 400 wireless venues and close to 500 wired venues.

When will the remaining GBR footprint be available to the Pocket PC 2002 client?

iPass currently plans to release an updated iPassConnect for Pocket PC 2002 later in 2003. This enhancement will be pushed to the users; it will not require a fresh install.

How do software and phonebook updates get applied to the device?

The iPassConnect client for Pocket PC 2002 receives updates in the same way as the Windows or Macintosh client, via the Internet. After successfully connecting, the Pocket PC 2002 client contacts an iPass update server and retrieves software and phonebook updates.

Do I still have to use ActiveSync? Can I use ActiveSync?

MS ActiveSync 3.5 or 3.6 is needed to install the iPass client on the PDA, as with all PDA software. Once installed the client's phonebook will automatically update via the Internet after each successful connection. If iPass releases a new version of software, a user will need to install it via ActiveSync.

Can I have auto-launch or one-click VPN integration?

This release of iPassConnect for Pocket PC 2002 can auto-launch the VPN client; the user will need to provide their credentials to the client.

Screen Shot

The screenshot shows the iPassConnect PDA interface. At the top, there is a blue header bar with the iPass logo, the text "iPassConnect PDA", and a speaker icon followed by the time "12:55". Below the header, the "Location" section contains three dropdown menus for "Country:" (set to "United States"), "State:" (set to "Illinois"), and "City:". To the right of these fields is the iPass logo and a "Clear" button. Below the location fields is a table with two columns: "City" and "Location". The table lists four entries: "Arlington Heights" with "Radisson Hot...", "Buffalo Grove" with "Wyndham Ga...", "Chicago" with "Sutton Place ...", and "Chicago" with "Radisson Hot...". Below the table are two buttons: "Connect" and "Exit". At the bottom, there is a navigation bar with tabs for "ISDN", "PHS", "Wireless Broadband", and "Wired B". Below the tabs are the labels "Options Bookmarks Help" and a keyboard icon.

City	Location
Arlington Heights	Radisson Hot...
Buffalo Grove	Wyndham Ga...
Chicago	Sutton Place ...
Chicago	Radisson Hot...

Technical

Will iPassConnect 2.0 for Pocket PC 2002 be pushed to the current version of iPassConnect for Pocket PC?

iPassConnect 2.0 for Pocket PC 2002 requires a fresh installation. This release will not be pushed to previous versions of iPassConnect for PDA.

What VPNs are available for Pocket PC 2002?

Two VPN clients are available for MS Pocket PC 2002. iPass has tested the Certicom Movian 3.0 VPN client against both Cisco and Nortel VPN equipment. In addition, CheckPoint has released a VPN client that operates with Movian. iPass has not tested the CheckPoint solution.

What level of integration is available between iPassConnect 2.0 for Pocket PC 2002 and the Certicom Movian VPN client?

iPassConnect for Pocket PC 2002 can launch a VPN client or any other software upon a successful connection. iPassConnect 2.0 for Pocket PC 2002 does not pass credentials to PDA VPN client in a 1- or 1.5-click manner.

Is personal firewall integration available for Pocket PC 2002?

iPass does not currently offer personal firewall integration for Pocket PC 2002.

How do I switch from one phonebook to another?

To switch the phonebook used on a particular PDA, iPassConnect 2.0 for Pocket PC will need to be uninstalled and reinstalled on the device via MS ActiveSync. For this reason, customers should experiment with the available phonebooks prior to wide-scale deployment of the client.

I'm familiar with the iPassConnect for Windows client. Can the Pocket PC 2002 client be customized in the same way?

iPassConnect 2.0 for Pocket PC 2002 supports the following customization options:

- Select one of seven phonebook options
- Prefilled domain name
- Suppression of specific connection tabs
- Smart Redial
- Redial Attempts

Is Local Number Lookup available in the client?

No. iPass will explore demand for this capability and possibly make it available in future releases.

Is SQM data collected by the Pocket PC 2002 client?

Yes. Connection quality data is collected by the new PDA client. The SQM data can be viewed using the iOQ tool.

What languages does the Pocket PC 2002 client support?

iPassConnect 2.0 for Pocket PC 2002 is available in English.

How do customers order iPassConnect 2.0 for Pocket PC 2002 software?

All iPass customers should order iPassConnect software via an SOS ticket.

What is the size of the iPass client on the PDA?

The size of iPassConnect 2.0 for Pocket PC 2002, without a phonebook, is 630KB. The final size of the client will be this value plus the size of the phonebook selected.

What kind of training is available for customers?

A computer-based self-paced module will be available in late December, 2002. In addition, the iPass training department will be offering several instructor led trainings via WebEx for those customers/partners who would like to attend.

About iPass

iPass Inc. solves the complex issues of increasingly mobile workforces accessing their corporate networks, e-mail and the Internet from anywhere in the world. iPass enables secure access via wireless and wired broadband, ISDN, dial-up and other access media, over multiple computer platforms and devices, all through the award winning easy-to-deploy and easy-to-use iPassConnect™ client. iPass counts among its enterprise and service provider customers many of the most recognizable corporate brands and "Global 1000" companies. Founded in 1996, iPass is headquartered in Redwood Shores, Calif., with offices throughout North America, Europe and Asia Pacific.

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