AMANDA MARSHALL LIMITED
GENERAL HELP DOCUMENTATION

"iPHONE/iPOD/iPAD
WI-FI AND 3G USAGE + TROUBLESHOOTING"

iPhone / iPod Touch / iPad software v5.x

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iPHONE/iPOD/iPAD WI-FI AND 3G USAGE

NOTE: This document is only for use with an Apple iPhone, iPod Touch or iPad running OS 5.0 or later. You can check which version of the OS you are running by going to Settings > General > About > and checking the number under "Version".

UNDERSTANDING THE PROCESS

The basic process for using your company/internet services e.g. email when you are not in the office follows several steps

1. Switch on your iPhone/iPod/iPad
2. Make sure the service that you want to use is switched on e.g. cellular data or Wi-Fi
3. Connect to the service network
4. Connect to the internet
5. If required switch on the VPN (Virtual Private Network)
6. Open mail and let it connect to/synchronise with your email server

1. SWITCH ON YOUR iPHONE/iPOD/iPAD

There are various states that your iPhone/iPod/iPad can be in:

- Physically off
- Asleep
- Locked
- Awake
- Awake but in Airplane mode

Lock iPad	Press the Sleep/Wake button.
Unlock iPad	Click the Home button ☐ or the Sleep/Wake button, then drag the slider.
Turn iPad off	Hold down the Sleep/Wake button for a few seconds until the red slider appears, then drag the onscreen slider.
Turn iPad on	Hold down the Sleep/Wake button until the Apple logo appears.

NOTE: If certain applications are running e.g. VPN or music playing then pressing the sleep button simply puts the device to "sleep" – the active application will continue to run. This is particularly important to understand if you are abroad using a cellular data service (e.g. 3G) with data roaming on and you have turned on a VPN connection. The VPN connection could stay active running up costs so always switch off the VPN connection when you have finished.

TO "RESTART" YOUR DEVICE

Step 1: Press and hold the Sleep/Wake button for a few seconds until the red "slide to power off" slider appears, and then slide the slider.

Step 2: Press and hold the Sleep/Wake button until the Apple logo appears.

2. SWITCH ON REQUIRED SERVICE (Cellular Data/Wi-Fi)

NOTE: Your iPhone/iPod/iPad will always try to use Wi-Fi where possible so when you want to specifically use cellular data you may need to switch off Wi-Fi. For example, you may need to do this if you are connected to a Wi-Fi network but have no internet connectivity, so you want to use the mobile network instead. Switch Wi-Fi off to force your iPhone/iPad to use cellular data.

CELLULAR DATA/MOBILE NETWORK
To switch Cellular Data on or off:

iPad = Go to Settings > Mobile Data
iPhone = Go to Settings > General > Network

WI-FI
To switch Wi-Fi on or off:

iPhone/iPod/iPad = Go to Settings > Wi-Fi

3. CONNECT TO SERVICE NETWORK (Cellular Data/Wi-Fi)

NOTE: Just because you are connected to a service network it does not mean you have internet connectivity and without internet connectivity you cannot use VPN/email.

CELLULAR DATA/MOBILE NETWORK
If cellular data is switched on (see section 2) then your iPhone/iPad will attempt to connect to a service network automatically. The iPhone/iPad currently supports three different mobile data (GSM) services all of which have different speeds. They are all indicated by different symbols in the status bar:

✈ 12:12 🔋	Airplane mode = no data and no calls
Searching... 12:12 🔋	No service or searching = no data and no calls
▂▃▄ O2-UK 12:13 🔋	Operator name but no symbol (° E 3G) = calls but no data
▂▃▄ AT&T ○ 10:52 AM 🔋	° = Basic data aka GPRS (very slow, may not be usable for VPN, internet or email)
▂▃▄ O2-UK E 12:13 🔋	E = Edge (slow)
▂▃▄ O2-UK 3G 12:10 🔋	3G = 3G aka UMTS (fast)

NOTE: When using a cellular data network that does not support simultaneous voice and data e.g. Edge or GPRS, incoming or outgoing calls may interrupt cellular data transfers until the call ends.

WI-FI
If Wi-Fi is switched on (see section 2) then your iPhone/iPod/iPad will attempt to connect to known networks automatically. A successful connection to a Wi-Fi service network will result in the Wi-Fi "bars" symbol appearing in the status bar (the number of dark bars indicates the Wi-Fi network signal strength).

▂▃▄ O2-UK 📶 13:12 🔋

NOTE: To check/see the name of the network you are currently connected to go to Settings > Wi-Fi – it will be one with the "tick" e.g.

✓ WiFi Zone - The Cloud 📶 ⓘ

NOTE: To remove a known (remembered) network because it isn't working or the password has changed tap the arrow to the right of the name and tap "Forget this Network".

Wi-Fi networks come in different forms:

Open and Free = No password, login or payment is required. This is commonly known as "free public Wi-Fi". However, if a lot of people are using the network at the same time you may not even be able to connect to the network (constant whirling connection symbol / no tick) or if you can connect there will be slow/no internet connectivity.

Open with Login = No password required to get on the network but once you have connected to the network you need to login to be able to use the internet (payment may be required for the login details). A good example of this is Wi-Fi networks that are provided by nationwide companies/services aka "hotspots" e.g. The Cloud and BTOpenZone. Also some networks at public locations e.g. some airports may require the login so that they can restrict your use to a certain amount of time – to continue using the internet you have to repeatedly login.

Secure = A network password is required which may not be free. Once you have connected to the network internet connectivity is free and automatic. This type of network is common on business networks of companies you may be visiting.

Secure plus Login = A network password is required which may not be free. Once you have connected to the network you need to login to be able to use the internet (payment may be required for the login details). This type of network is common in hotels or in airport business lounges.

NOTE: Network logins (not secure network passwords) are usually done via a web browser so once you have connected to the Wi-Fi network you may need to open Safari if the login screen doesn't appear automatically.

TO "JOIN" A WI-FI NETWORK

Step 1: Make sure you have the exact name of the Wi-Fi network you want to join. If the network is password protected you will need the password too.

Step 2: Go to Settings > Wi-Fi.

Step 3: Look for the name of the network you need to join in the list of available networks that appears (see the picture to the left as an example).

NOTE: Networks that require a password will have a padlock symbol.

Step 4: Tap the network you wish to join and enter the password if one is required (be careful with numbers and letters that are lowercase/uppercase in the password).

NOTE: If you are able to connect to the Wi-Fi network it will become ticked in the list and the Wi-Fi symbol will appear in the status bar. However, just because you are connected to a Wi-Fi network it does not mean you have internet connectivity and without internet connectivity you cannot use VPN/email.

4. CONNECT TO THE INTERNET

Once you have connected to a service network (see section 3) the first thing you should do is try to connect to the internet. The best way to do this is to open a web browser (Safari) and go to www.apple.com or www.google.com. If a login is required for the service network (that has not automatically appeared) you will get the chance to login now. Once you can connect to the Apple or Google website you know you have internet connectivity.

NOTE: If you do not have internet connectivity i.e. you cannot access Apple or Google you will not be able to use VPN/email.

5. VPN

Once you have connected to the internet (see section 4), if required, you can now switch on your VPN connection.

Step 1: Go to Settings > VPN

Step 2: If you have more than one VPN configuration set up select the required VPN "configuration" from the 'Choose a Configuration…" list at the bottom (the configuration currently selected will be ticked).

Step 3: Switch/slide VPN to "ON" and wait until the connection is established (when a successful connection is established a VPN symbol will appear in the status bar).

NOTE: If you do not have a VPN connection i.e. there is no VPN symbol in the status bar you will not be able to access the secure services e.g. Amanda Marshall email that are only available on your company's secure, private network.

NOTE: To disconnect from the VPN server go to Settings > VPN and switch/slide VPN to "OFF" and wait until the connection has stopped (the VPN symbol will disappear from the status bar).

NOTE: Due to the way the Amanda Marshall VPN is configured you may not be able to browse the internet, use other internet-based applications or access different email services e.g. damselinadress while the VPN is connected.

6. EMAIL

You can now send and receive emails via your email account.

NOTE: If you are using an Exchange email account e.g. Amanda Marshall (not damselinadress) email (plus contacts/calendar information if turned on) will be automatically synchronised between the device and the server). However, synchronisation is not always quick as there may be a lot of information to synchronise so emails may not appear in your inbox immediately. This will be especially true if you are on a GPRS (°), Edge (E) or a slow Wi-Fi connection.

TROUBLESHOOTING CONNECTIONS

You must closely follow each of these basic steps in order that are required to use your company/internet services (outlined in full in the first part of this help document):

1. Switch on your iPhone/iPod/iPad
2. Make sure the service that you want to use is switched on e.g. cellular data/3G or Wi-Fi
3. Connect to the service network (you may need to manually join a Wi-Fi network)
4. Connect to the internet (can you access www.apple.com or www.google.com)
5. If required switch on the VPN (and wait for a successful connection)
6. Open mail and let it connect to/synchronise with your email server (be patient)

The most common problems are:

- ✗ **Connecting to the service network** - troubleshooting is outlined below.

- ✗ **Lack of an actual internet connection** - this can easily be checked at any time by simply using a web browser (Safari) to attempt to view www.apple.com or www.google.com. If you can view common websites like these, you have an internet connection. If at first, you are connected to the internet and using a VPN/email but then the internet connectivity drops the VPN connection will drop and email will stop working.

- ✗ **Speed of the network/number of users on the network** - all networks are limited by the number of people that can connect to it and the speed of the connection to the internet. This applies to both Wi-Fi and cellular data networks! The more people that are connected the less likely you will be able to connect and/or the slower the network will be. Slow connections are not good for browsing the internet, using a VPN or email. Test the speed of connection by using Safari to see how fast www.apple.com or www.google.com loads.

- ✗ **Moving while using the email/the internet** - Establishing and maintaining a VPN connection requires constant internet connectivity so if you are moving e.g. you are on a train then internet connectivity may not be permanent and this may cause problems. If at first you are connected to the internet and using a VPN/email but then the internet connectivity drops the VPN connection will cease and email will stop working.

TROUBLESHOOTING CELLULAR DATA e.g. 3G

Just because you are connected to a mobile network it does not mean you have internet connectivity and without internet connectivity you cannot use VPN/email. The signal strength bars for your carrier e.g. Vodafone and/or a GPRS (°), Edge (E) or 3G symbol does not mean you have internet connectivity. It is possible to be in a built-up area e.g. town/city centre and have five bar signal strength on a 3G network but there will be no internet connectivity. Try the following:

- ✓ Make sure airplane mode isn't on - go to Settings and make sure Airplane mode is "OFF".

- ✓ Make sure Cellular Data is turned on:

    - o On an iPad go to Settings > Mobile Data and switch/slide 'Mobile Data' to "ON".

    - o On an iPhone go to Settings > General > Network and switch/slide 'Cellular Data' to "ON".

- ✓ Make sure the 3G protocol is turned on:

    - o On an iPad go to Settings > Carrier and switch/slide 'Enable 3G' to "ON".

    - o On an iPhone go to Settings > General > Network and switch/slide 'Enable 3G' to "ON".

- ✓ Check the cell signal indicator in the status bar at the top of the screen. If there are no bars, or if it says "No service," try moving to a different location. If you're indoors, try going outdoors or moving closer to a window.

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- ✓ Make sure your iPhone/iPad is not trying to use a nearby Wi-Fi network by temporarily turning Wi-Fi off - go to Settings > Wi-Fi and switch/slide Wi-Fi to "OFF".

- ✓ Switch "3G" off and on again:
    - o On an iPad go to Settings > Carrier and switch/slide 'Enable 3G' to "OFF", wait a few seconds and then switch/slide it back to "ON".
    - o On an iPhone go to Settings > General > Network and switch/slide 'Enable 3G' to "OFF", wait a few seconds and then switch/slide it back to "ON".

- ✓ Restart your iPhone/iPad (see the bottom of page 2).

TROUBLESHOOTING WI-FI

Just because you are connected to a Wi-Fi network it does not mean you have internet connectivity and without internet connectivity you cannot use VPN/email. The signal strength bars for the Wi-Fi network does not mean you have internet connectivity. It is possible to be connected to a Wi-Fi network with three bar signal strength but there will be no internet connectivity. Try the following:

- ✓ Make sure airplane mode isn't on - go to Settings and make sure Airplane mode is "OFF".

- ✓ Make sure Wi-Fi is turned on - go to Settings > Wi-Fi and switch/slide 'Wi-Fi' to "ON".

- ✓ Make sure you are connected to the right Wi-Fi network - go to Settings > Wi-Fi and check which network in the list is the one with the "tick".

- ✓ Switch "Wi-Fi" off and on again - go to Settings > Wi-Fi and switch/slide 'Wi-Fi' to "OFF", wait a few seconds and then switch/slide it back to "ON".

- ✓ Check the Wi-Fi signal strength using the icon in the status bar.

- ✓ If possible, move closer to the Wi-Fi router or hotspot.

- ✓ Try removing/forgetting the Wi-Fi network (before you do this. make sure you know the password if it is a secure network i.e. one with a padlock symbol) - go to Settings > Wi-Fi and tap the arrow to the right of the name of the network and then tap "Forget this Network". Now try joining the network again.

- ✓ Can other people connect to and use the Wi-Fi network okay?

- ✓ If you're on a public Wi-Fi network look around and see how many people are using mobile devices/laptops in the vicinity. If there is a lot the network may simply be overcrowded – there's nothing you can do other than try a different network if available or resort to using the mobile (3G) network.

- ✓ Watch the Wi-Fi symbol in the space bar – if the signal strength is weak or fluctuates try moving closer to the Wi-Fi router or base station to see if the Wi-Fi signal improves. Check for potential interference around you:
    - o Some external electrical sources such as power lines, electrical railroad tracks and power stations
    - o Most microwave ovens, cordless telephones, wireless cameras or baby monitors
    - o Water, bricks or marble (Medium)
    - o Concrete or bulletproof glass (High)
    - o Metal (Very high)

- ✓ Watch the Wi-Fi network name in Settings > Wi-Fi – if there are lots of Wi-Fi networks listed and/or your network keeps appearing/disappearing then there is major interference probably with another Wi-Fi network – try moving around in the local area until the network name stays permanently in the list without disappearing.

- ✓ Restart your iPhone/iPod/iPad (see the bottom of page 2).

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NOTE: Some older third-party Wi-Fi access points/routers may not be compatible with all iOS devices, even after updating to the latest firmware. Although rare, it is therefore possible that in some cases your device simply won't work with the offered Wi-Fi network.

NOTE: Wi-Fi networks configured as closed or private do not broadcast the network name to Wi-Fi devices - join a closed or private network by tapping Settings > Wi-Fi > Other and entering the Wi-Fi network name, security and password exactly as given to you.

TROUBLESHOOTING VPN

The VPN connection process has several steps:

If you do not get a successful VPN connection i.e. there is no VPN symbol in the status bar you will not be able to access the secure services e.g. Amanda Marshall email that are only available on your company's secure, private network.

- ✓ Check your VPN configuration settings with your network administrator or IT Department.

- ✓ If the VPN connection is lost for any reason it needs to be re-established before you can use your VPN services e.g. email again. This is common if you are moving fast e.g. on a train or in a car.

NOTE: Just because you are connected to internet it does not mean the VPN will work. 99.9% of the time it will but there may be occasions where it doesn't. This could be for a number of (technical) reasons e.g. the VPN protocol is blocked and in these cases there will be nothing that you can do about this.

EXAMPLE WI-FI NETWORK LOGIN

The Cloud (http://wifi.thecloud.net/) operates a UK wide Wi-Fi hotspot facility. The service is free and the Wi-Fi networks are public (not secured with a password) so they are "Open with Login" (see page 4). However, you need to register with them to have an account and each time you use one of their Wi-Fi networks you need to "login".
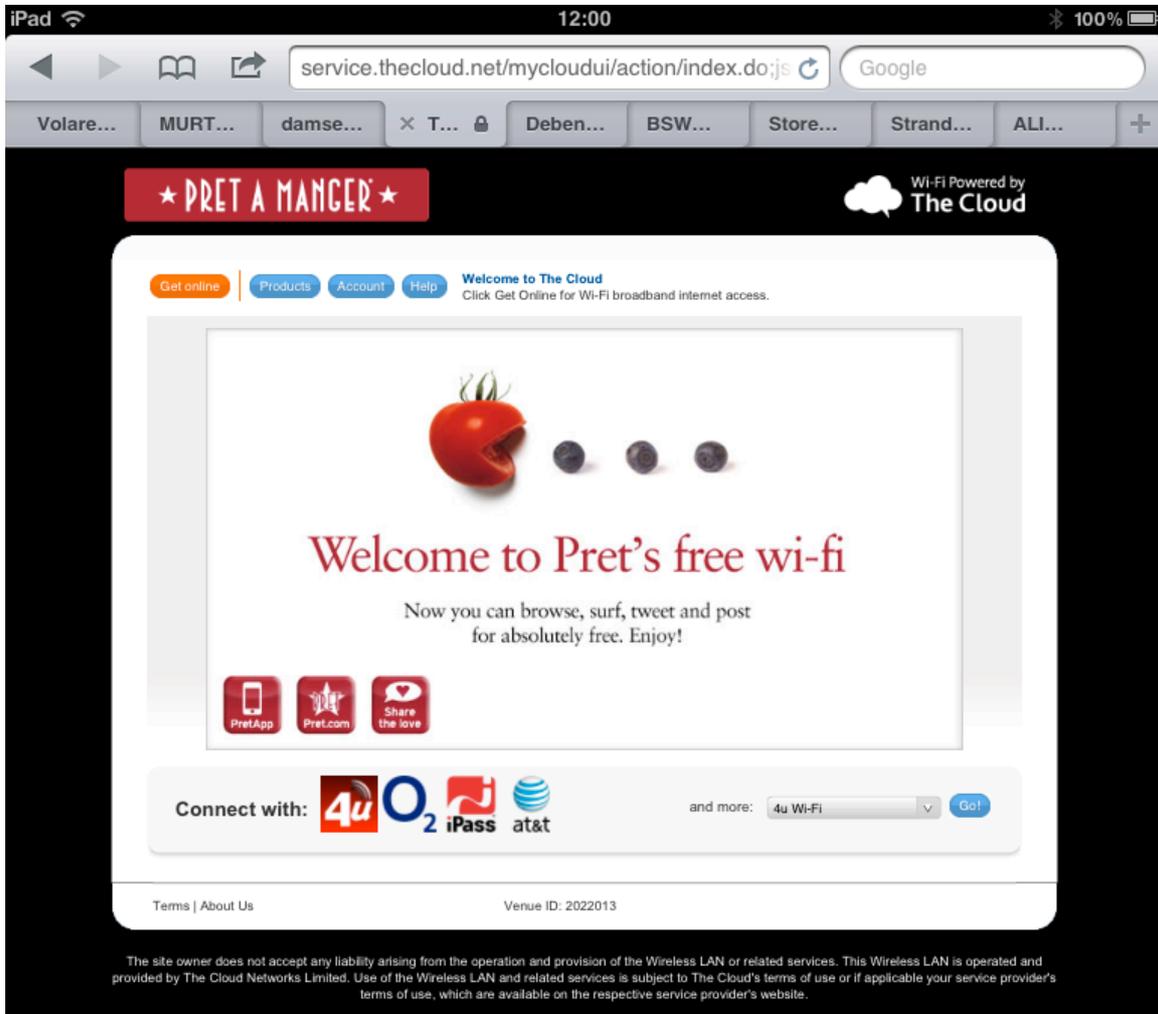
Basically you need to use a web browser to login to the "service" first. Once you have done this all internet connectivity should start to work.

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GOING ABROAD WITH YOUR iPHONE/iPOD/iPAD

NOTE: Using Data Roaming outside of the UK can be *very* expensive (e.g. £5 per MB). So just checking emails and downloading a large attachment could cost tens of pounds! Whenever possible it is much better to find a Wi-Fi hotspot and connect in the normal way.

BEFORE YOU GO

- ✓ Check you have set up any required VPN configurations and email accounts.

- ✓ Make sure "roaming" is enabled on your account/SIM/carrier contract, what the costs are and what if any data "caps" may be in place – contact your carrier/mobile provider e.g. O2, Vodafone or Orange/T-Mobile.

- ✓ Make sure your iPhone/iPad model supports the mobile frequencies used by the carrier(s)/mobile provider(s) in the foreign country you are visiting.
    - o iPad = http://www.macstrategy.com/article.php?17
    - o iPhone = http://www.macstrategy.com/article.php?16

- ✓ Don't forget to take your charger, charger cable and make sure you have the correct adapter/plug for the electrical sockets used in the foreign country you are visiting.
    - o Apple's World Travel Adapter Kit (part code MB974ZM/B) = http://bit.ly/AtrAdT

- ✓ Check your (travel) insurance policy carefully to make sure your device is covered for accidental damage and/or theft.

- ✓ Reset your cellular data usage statistics - go to Settings > General > Usage > Cellular Usage and tap "Reset Statistics".

- ✓ For security set a passcode (Settings > General > Passcode Lock).

- ✓ Enable Apple's find my device facility via iCloud (http://www.apple.com/icloud/setup/)
    - o iPad = http://www.apple.com/ipad/built-in-apps/find-my-ipad.html
    - o iPhone = http://www.apple.com/iphone/built-in-apps/find-my-iphone.html
    - o iPod = http://www.apple.com/ipodtouch/built-in-apps/find-my-ipodtouch.html

WHEN YOU ARE THERE

- ✓ If you are going to use cellular data/a mobile network:
    - o Make sure Cellular Data is turned on:
        - ▪ iPad - go to Settings > Mobile Data and switch/slide 'Mobile Data' to "ON".
        - ▪ iPhone go to Settings > General > Network and switch/slide 'Cellular Data' to "ON".
    - o Make sure the 3G protocol is turned on:
        - ▪ iPad - go to Settings > Carrier and switch/slide 'Enable 3G' to "ON".
        - ▪ iPhone - go to Settings > General > Network and switch/slide 'Enable 3G' to "ON".

- ✓ When you are ready to use cellular data/a mobile network:
    - o iPad - go to Settings > Mobile Data and switch/slide 'Data Roaming' to "ON".
    - o iPhone - go to Settings > General > Network and slide 'Data Roaming' to "ON".

- ✓ If data roaming is switched on your device makes regular data roaming connections without you manually making a connection so if you want to keep your data roaming charges to a minimum switch Data Roaming off when you are not directly using it:
    - o iPad go to Settings > Mobile Data and switch/slide 'Data Roaming' to "OFF".
    - o iPhone go to Settings > General > Network and slide 'Data Roaming' to " OFF ".

- ✓ Regularly check your cellular data usage - go to Settings > General > Usage > Cellular Usage.

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FREQUENTLY ASKED QUESTIONS

Q. Where can I find help and advice on the basic features of my iPhone/iPod/iPad?
A. Go to one of the following web sites dependent on your device:

- iPhone = http://www.apple.com/support/iphone/
- iPod Touch = http://www.apple.com/support/ipodtouch/
- iPad = http://www.apple.com/support/ipad/

Q. Where can I find help and advice on the basic features of iOS 5?
A. Download the *latest available* iOS PDF manual specific to your device:

- iPhone = http://manuals.info.apple.com/en_US/iphone_user_guide.pdf
- iPod Touch = http://manuals.info.apple.com/en_US/ipod_touch_user_guide.pdf
- iPad = http://manuals.info.apple.com/en_US/ipad_user_guide.pdf

Q. I thought the great thing about this handheld device is that I would get email (contacts and/or calendar events) "pushed" to my iPhone/iPod/iPad automatically. This doesn't always seem to happen. Why is this?
A. Because you have to have a secure connection to the Amanda Marshall VPN to synchronise email/information for your Amanda Marshall account. "Pushed" content can only be received when the VPN connection is open/established.

Q. Based on the above Q&A should I therefore keep the VPN connection open permanently?
A. This is not really recommended as the connection could be dropped anyway (e.g. when the iPhone/iPad switches from one mobile phone cell tower to another). In addition we do not know what effect, if any, there may be on battery life.

Q. When I am in a town/city or I am abroad I cannot get a 3G connection?
A. Not all countries/cities/towns have the 3G (UMTS) technology. In these cases your iPhone/iPad will drop to the slower Edge (E) or GPRS (°) connection - check for the connection symbol in the top left of your status bar (see page 3).