



iPassConnect™ 2.4 for Windows

Frequently Asked Questions

General

What are the new features of iPassConnect 2.4 for Windows?

iPassConnect 2.4 for Windows adds one new key feature: Local Number Lookup

What is Local Number Lookup?

Local Number Lookup assists end users with determining the local number to dial from in the US. For example, a user is attempting to connect in a Los Angeles hotel. They are not likely to know which of the 15 iPass access points in the 213 area code will incur a local toll charge. With this new feature, the user enters the area code and exchange (the first three numbers) of the location they are connecting from, and iPassConnect will return a list of dial access points that are closest to them. This helps companies reduce costs without burdening the end user to know what numbers are local within the vicinity that they are dialing from.

When will iPassConnect 2.4 for Windows be available?

iPassConnect 2.4 for Windows is targeted for release on January 16, 2003. Any customer who wishes to receive the upgrade must open an SOS ticket after the release and the software will automatically be sent to users.

Where will I find the Local Number Lookup feature in iPassConnect 2.4 for Windows?

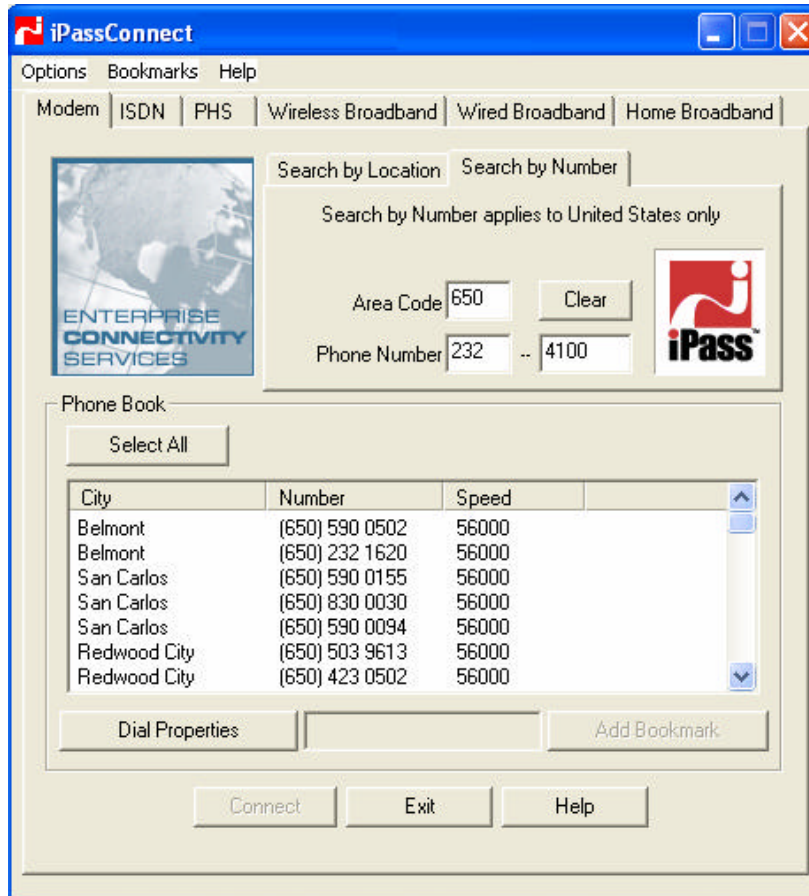
Local Number Lookup can be found on the Modem tab. The Modem tab now has two functions: Search by Name and Search by Number.

Search by Name - allows a user to search for an access point in the exact same fashion as previous versions of iPassConnect. A user can enter the Country Name, state/Territory/Province/ Prefecture Name (if applicable) and City Name and a listing of numbers will appear for that particular city.

Search by Number - is only available when searching for a number in the United States.

Please see the following screen shot.

Screen Shot



In what countries may I use Local Number Lookup?

Local Number Lookup can be used in the United States on Modem access points.

What additional countries does iPass intend to release Local Number Lookup support for in the future?

iPass has no immediate plans to offer this service in countries outside the United States, even though Canada uses a similar area code and prefix methodology. In many countries where All Cities coverage is available, Local Number Lookup capability is not required.

If I use Local Number Lookup can I be guaranteed to not incur a toll charge?

No call can be guaranteed to be a free call because iPass does not control the local calling plan for each user. Calling plans vary by region and within regions. Most users have a calling plan which allows for unlimited local calls for a flat fee per month. To a user, these calls are perceived to be free. iPassConnect displays the numbers that are closest to the user and are within the range of these perceived free calls.

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Is this an opt-in program or will all customers receive this update?

This is an opt-in release. If a customer would like a particular profile upgraded to v2.4, they should submit an SOS ticket from the secure iPass website after the release.

Technical

Is Local Number Lookup enabled at the company, profile or user level?

Local Number Lookup is enabled at the profile level. Customers receiving iPassConnect 2.4 or greater will have the option whether they want to activate this feature. It can not be turned on or off by a user.

If I enable Local Number Lookup, how much larger is the initial install?

Local Number Lookup adds only 500K to the initial installation program. This is an important design strength considering the volume of NPA/NXX data that is required to calculate Local Number Lookup is over 13 GB. Total client size is 2.9MB.

If I upgrade to iPassConnect 2.4 and elect to enable the Local Number Lookup feature, how large is the upgrade?

The upgrade from iPassConnect 2.3 to iPassConnect 2.4 is 500 KB.

Can I update to iPassConnect 2.4 for Windows and not enable Local Number Lookup?

Yes. A corporation may upgrade to 2.4 from 2.3 and not enable Local Number Lookup, but there is really is no reason to do this. The software would have no capability that is different than 2.3.

Will all new deployments after the release of iPassConnect 2.4 for Windows be with 2.4?

Yes. All new customers will receive iPassConnect 2.4, however, they may configure iPassConnect 2.4 so that the Local Number Lookup feature is inactivated.

If I choose to move to iPassConnect 2.4 for Windows, do I need to reinstall?

No. Upgrading to iPassConnect 2.4 does not require a reinstallation of the software. A user of a previous version of iPassConnect can upgrade to 2.4. This oldest version of the software supported is version 2.03. The upgrade is 500 KB.

How much larger are the periodic phonebook updates?

The full phonebook updates are not significantly larger; they are a compressed file approximately 170KB.

How do the Select All and Smart Redial features work with Local Number Lookup?

The Select All feature functions the same way. However, Smart Redial does not.

Search by Name function - Smart Redial will roll through all numbers in the same city/state/country regardless if there are other access points displayed in the phonebook partition. For example, if a user puts United States in the Country field and then 650 in the area code, the user will be presented all of the numbers in the 650 area code. If the user scrolls down and selects the second San Mateo number, iPassConnect will roll through the San Mateo numbers only, and ignore all of the other access points, even though they appear in the phonebook partition.

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Search by Number function - Smart Redial will roll through all numbers displayed in the phonebook partition, as they are local to the user.

Do I really need to enter all 10 digits?

No. A user only needs to enter the area code and first three digits of the phone number (commonly referred to as the "NPA-NXX") However, iPassConnect allows a user to enter up to 10 digits for simplicity.

How often will the NPA/NXX data be updated?

iPass plans to update the NPA/NXX tables on a quarterly basis.

What is NPA/NXX an abbreviation for?

NPA stands for the Numbering Plan Area and NXX is the Numbering Prefix Exchange. The North American Numbering plan is made up of several hundred thousand NPA/NXX pairs, these are the area code and exchange pairs which are served by central offices (COs) located at several thousand "wire centers". It is at these wire centers that "local loops" to customers are terminated and branch circuits to other offices originate.

Can I have my company RAS entries included in the Local Number Lookup results?

Yes. A company's RAS entries can be included in Local Number Lookup. Customer owned access points can be sorted to the top, even if the distance is greater than the closest iPass access point. If two access points are the exactly the same distance, they are displayed alphabetically.

How will my company RAS entries be sorted in the Local Number Lookup results?

RAS numbers, by default, will be sorted to the top as long as they are deemed local to the area code and exchange entered by the user.

If my phone book includes iPass toll-free numbers, how will they be sorted in the Local Number Lookup results?

Toll-free numbers will be sorted to the top and displayed whenever an area code and exchange is entered which does not have any local access points.

What languages does iPassConnect 2.4 for Windows support?

iPassConnect is supported in Worldwide English, Japanese, Simplified Chinese, Traditional Chinese, Brazilian Portuguese, French, Spanish and German. Local Number Lookup can be used in the United States.

What OS platforms does iPassConnect 2.4 for Windows support?

iPassConnect 2.4 is supported in Windows 95, Windows 98, Windows ME, Windows NT 4.0, Windows 2000, and Window XP (both Home and Professional)



How accurate is the Local Number Lookup data? How does it work?

The client searches through the NPA/NXX data to find the closest number to the number the user inputs. This is based on the distance from one local central office (CO) to another. The data is 99% accurate. The results are then conservatively filtered by calling areas to generate those access points which are local. For example, in San Francisco, CA only those numbers which are within 12 miles to the user's CO are displayed so the user is confident that the displayed options are local. iPass does not display the distance to the CO. The iPass approach to Local Number Lookup provides a simple solution to the user; no extraneous information is provided which might confuse the user.

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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