

FIBERLINK



Extend360™ QuickStart

Fiberlink Communications

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Connecting with Extend360™



Select connection type

When a connection type is available, the corresponding icon is highlighted. Click on:

Dial **ISDN** **PHS** **Broadband** **WiFi** **Mobile Data**



For Dial, ISDN, and PHS Connections:

Enter your location: Choose a country from the Country dropdown box.

Numbers can be selected by either the area code and exchange or location.

Extend360™ auto-selects the local phone number. If you need to select another number, click on the Advanced button and uncheck all numbers that are not in your calling plan.

Dial Prefix: To access an outside line select the prefix from the dropdown. To disable call waiting select *70, #70, or 1170 from the dropdown box.



For Broadband Connections: (LAN/cable/DSL or hotel broadband)

LAN/Cable/DSL/free hotel broadband: Highlight the location to which you wish to connect.

Fiberlink hotel broadband: Select the **Find a Location** button and enter the location information fields and highlight the hotel broadband location.

Non-Fiberlink hotel broadband: Follow the hotel instructions for signing up and then select the broadband icon in Extend360 and highlight the location.

Locating hotels with Fiberlink hotel broadband: Before you travel, you can click on the **Find a Location** button to find hotels that have broadband connections.



For WiFi Connections:

Extend360 automatically detects broadcasted WiFi signals that are part of your E360 license agreement. An existing WiFi connection will be detected if you are already connected through a third party wireless network manager. A message may be displayed asking if you wish to continue your connection when you start E360 or if you want E360's connection manager to take over your WiFi connection. Highlight the wireless signal to which you wish to connect.

Private WiFi (Home/Office): Highlight the WiFi signal to which you wish to connect. If security is enabled (as indicated next to signal strength) or the signal is not broadcasting, select the Advanced button and set the network, mode, and VPN server information if you are meant to have access to this wireless signal. Give the bookmark a name. Then go to the next screen to set the security for the network authentication and data encryption information for your home or office. Save your settings. Fiberlink does not recommend accessing secure wireless signals to which you are not a subscriber despite determining how to gain access.

Fiberlink WiFi and Public Free WiFi: Highlight the WiFi network to which you wish to connect.

Third Party Access: Follow the instructions at the location for signing up and then select the WiFi icon in Extend360 and highlight the WiFi signal to which you wish to connect.



For Mobile Data Connections:

Extend360 accepts many 3G cards, but may not recognize all mobile data devices. Check with your corporate Help Desk for the appropriate compatibility.

Some Mobile Data devices have software used to activate the card and perform maintenance functions that can cause compatibility issues with E360. E360's Application Conflicts feature manages this software to avoid problems. Installed Mobile Data devices activate this feature as soon as they are detected and displays a screen that informs you of the conflicts and gives you options about how to handle it.

Extend360 comes with default profiles for a wide range of GSM carriers. When a new GSM device is inserted into Extend360, it is automatically associated with the default profile for the device's carrier, if one exists. If the default profile matches your GSM device and your SIM is unlocked, you can connect to the network without any further configuration. If not, go to Extend360's online help for more information or contact your carrier.

Once a connection type is selected, click **Connect**, which displays the following pop up dialog box for you to enter your login credentials:

This box varies depending on your site's login requirements. You may have one set of credentials or two, one dialog box or two, and you may be required to provide additional information such as a PIN number or charge code. Your corporate system administrator will provide you with your login credentials. Click **OK** to accept your entry.

Connection Progress

Each of the Connection Types has a set of connection progress messages that are displayed during the connection process. These messages indicate the stage of the connection that is being handled and if it is exited successfully. If there is a failure during the connection, a message indicates what caused the failure so you can correct the problem and retry. A **Retry** button is provided.

Status lights

Security Policy When green, indicates all the security criteria set by your IT department is active and has been met.

On-Line When green, connected to the Internet.

Corporate Network When green, indicates you are connected to your corporate VPN.

Public Venue Login

A checkbox for this appears on the pop-up credentials dialog box when logging in on Broadband and WiFi connections only. Checking this box indicates that you wish to use a web-based log in using non-Fiberlink credentials in a public place, such as a coffee shop, airport, hotel, etc.



Bookmarks

Select Bookmarks: Choose the previously set up connection you wish to use

Make Default: Sets the selected bookmark as the default connection that is used every time you log on

Edit: Allows you to make changes to a selected bookmark

Delete: Delete selected bookmark

New: Create new bookmark

Note: There is no Bookmark option for Mobile Data connections.

If you have problems connecting or the Status lights are red, contact your Help Desk at 800-xxx-xxxx. You will need to be prepared to answer the following:

Your contact name, e-mail and telephone number

The connection type to which you are trying to connect

The phone number or WiFi signal to which you are connecting (country, state, city, phone number, etc.)

The provider name of the WiFi or hotel broadband (if you are staying at a hotel, ask the concierge for this info)

A description of the problem, including messages received

The policy light that is red, if any

Extend360 version (find this out by going to: Help->About Extend360)

Time, Date and Frequency of the problem and description of recent changes to local software or hardware

Information on the last time the service was used and whether it worked

Frequently Asked Questions:

How can I find an 800 # when there is no local number? In the US and Canada, select phone number by location. Select either United States of America or Canada in the Country pull down menu and then chose Nationwide in the State pull down menu.

How is the phone book updated? Every time you make a connection, Fiberlink will check which phone book version is currently on your system. If the version is old, it will be updated. Updates are made once per month and take 3 to 4 minutes over a dial up connection.

For definitions of unfamiliar technical terminology, please refer to Extend360's online help or the user guide.

We advise connecting via Broadband (ie LAN/CABLE/DSL) before you travel to get the latest version quickly.