

T-Mobile webConnect[®] Manager (Mac)

Table of Contents

Introduction	1
Welcome to the T-Mobile® webConnect®.....	1
Online Support	2
Contacting Support	2
T-Mobile webConnect Manager License	3
Getting Started	5
System Requirements	5
Additional Requirements:	5
T-Mobile webConnect Product.....	5
Wi-Fi.....	5
Inserting Your SIM Card	6
Installing the T-Mobile webConnect Manager Software.....	6
Opening T-Mobile webConnect Manager	6
The Dock Icon.....	7
The T-Mobile webConnect Manager Mobile Interface.....	9
T-Mobile webConnect Manager Menu.....	12
About T-Mobile webConnect Manager.....	12
Preferences.....	12
Hide T-Mobile webConnect Manager.....	12
Quit T-Mobile webConnect Manager.....	12
Controls for the Main Window.....	13
Mini-View	13
The File Menu.....	14
My Account	14
The Tools Menu.....	14
Network Info> Wi-Fi Network	14
Network Info> Broadband	14
Profiles	14
Usage Meter	14
Lock SIM.....	15
Change PIN Code.....	15
User Credentials... ..	15
Always on Top.....	15
Transparency	15
The Help Menu	16
Search.....	16
Help.....	16
Online Forums.....	16
Establishing Broadband Connections.....	17
How to Connect to a T-Mobile Broadband Network.....	17
To connect to a T-Mobile Broadband network follow these steps:	17
Network Info: Device Tab	18
Device Name.....	18
OS.....	18

Printed Documentation

Modem Port	18
Manufacturer	18
Modem Model	18
Hardware Version	18
Driver	18
Firmware Version	18
Serial Number	18
IMSI.....	19
ICCID	19
IMEI.....	19
Phone number.....	19
Network Info: Network Tab	20
Network type	20
Network name	20
Signal strength (%).....	20
Signal strength (dBm)	20
APN.....	20
Country	20
Status.....	20
Data sent.....	20
Data received.....	20
IP Address	21
Gateway address	21
Primary DNS	21
Secondary DNS	21
GSM PIN Entry	22
SMS.....	23
The Text Messaging Service.....	23
The Text Messaging Client	23
T-Mobile Sent SMS	23
Viewing and Managing Messages.....	24
Establishing Wi-Fi Connections.....	29
How to Connect to a T-Mobile HotSpot	29
How to Disconnect From a T-Mobile HotSpot Network.....	32
T-Mobile HotSpot Security	32
T-Mobile Wi-Fi Network.....	32
WISPr Authentication Support.....	32
Association to Partner Networks Without Authentication	32
Network Info: Wi-Fi Network	33
Wi-Fi Network: Device Tab	33
Vendor Description.....	33
MAC address	33
Driver version	33
Firmware version.....	33
Wi-Fi Network: Network Tab	34
IP address	34

Gateway	34
DNS Server	34
DHCP Server	34
WINS Server	34
Usage Meter.....	35
Data Usage Introduction	35
Byte	35
Kilobyte	35
Megabyte	35
Gigabyte.....	35
Terabyte.....	36
Data Usage Meter.....	36
Usage Meter: Broadband.....	36
Current Usage.....	36
Cumulative Usage.....	37
Usage Meter: Advanced	38
Creating and Managing Network Profiles	39
Creating a Profile for a T-Mobile Broadband Network	40
Creating a Profile for a Wi-Fi Network	41
Profile Icons.....	42
Profile Properties: Wi-Fi.....	43
Profile Properties: Broadband.....	43
Service	43
Service Type	43
Dialed Number	43
Access Point Name.....	43
MIP Profile Number.....	44
User Info	44
Profile Priorities.....	44
Changing Profile Priority	44
How to Edit a Network Profile	45
How to Remove a Network Profile	46
Profile Properties: General	46
Profile Name	46
Connection Options.....	46
Open Browser Window on Connect	47
Disable IE's Manual Proxy Settings.....	47
Profile Properties: IP	47
Profile IP Address	47
Profile DNS server	47
Using the Location Finder	49
How to Update HotSpot Location Data	49
How to Use the HotSpot Locator	49
T-Mobile HotSpot Security	51
T-Mobile Wi-Fi Network.....	51
WISPr Authentication Support.....	51

Association to Partner Networks Without Authentication	51
Roaming With T-Mobile webConnect Manager	53
Roaming with T-Mobile webConnect Manager and the T-Mobile webConnect Product or webConnect Jet.....	53
What is Roaming?.....	53
Who Can Roam	53
Wi-Fi Roaming requires that you have:	53
Roaming With Wi-Fi.....	54
User Credentials Dialog.....	54
Default Subscriber Realm	54
Custom Authentication Realm.....	55
T-Mobile webConnect Manager Settings	57
The Settings Window.....	57
Settings: Client	58
User interface is always on top	58
Enable splash screen.....	58
Automatically run this application.....	58
Display connection timer	58
Reset all warning messages	58
Available languages	58
Settings: Hardware	59
The Device List	59
Allow simultaneous connections	59
Prompt before switching connections.....	59
The Profiles Button.....	59
Settings: Sounds.....	60
Connected.....	60
Lost Connection	60
Hot Spot Authentication	60
Settings: Update	61
Automatically download and install	61
Prompt me to download and install	61
Manually download and install	61
Update Now	61
Application Launcher.....	63
Adding an Application	63
Application Configuration Window	64
Profile Name	64
File / Browse	64
Parameters	64
Test.....	64
Toolbar Settings	64
Editing the Parameters for a Launched Application.....	65
Stopping an Application from Being Launched	65
Warnings and Error Messages.....	67
For Wi-Fi.....	67

Configuration Warnings.....	67
Connection Errors	67
For Broadband.....	68
SIM Card Errors	68
Connect Disconnect Warning.....	68
Customer Support	71
Frequently Asked Questions.....	71
Which Wi-Fi cards do you support?	71
What should I do if my connection drops?	71
I have Bluetooth on my laptop. Will this cause interference and prevent a good connection?.....	71
Can I roam with T-Mobile webConnect Manager?	71
How do I get T-Mobile webConnect Manager to stop launching every time I restart my laptop?	71
T-Mobile webConnect Manager connected a network, but why do I keep losing the connection?.....	71
Who can I contact if need assistance with the Connection Manager?	72
New network interfaces have been detected.	72
Technical Support.....	73
T-Mobile Broadband Support	73
T-Mobile HotSpot Support.....	73
Devices Supported	73
Troubleshooting	75
Why am I being asked for my password when installing T-Mobile webConnect Manager?	75
Application Launch Issues	75
Application is not visible after launch	75
Auto launching of T-Mobile webConnect Manager at Startup	75
Broadband Connection Failure	76
Disconnected From the Network.....	76
Invalid Hotspot Username	76
No Broadband Coverage	77
Unable to Install T-Mobile webConnect Manager Software	77

Introduction



Welcome to the T-Mobile® webConnect®

The T-Mobile webConnect Manager software and webConnect service frees you from setting up and paying for multiple networks and provides ever-present Internet connectivity on T-Mobile's rapidly expanding 3G network and the T-Mobile HotSpot network.

- Harness the power of the Internet to stay connected—anytime, everywhere on the T-Mobile network. Stay connected on your laptop through our EDGE and 3G network and Wi-Fi wireless broadband Internet service in convenient locations such as home, office or school, Wi-Fi-enabled coffee shops, FedEx Kinko's, hotels, airports, and the airline clubs of American®, Delta, United® and US Airways®.
- T-Mobile International is the first mobile communications company to offer service on both sides of the Atlantic with a single global brand name and a single digital technology standard, GSM (Global System for Mobile Communications). One world, one standard, which makes T-Mobile the one company that gives customers more ways to stick together.
- T-Mobile's webConnect Product makes wherever you are the place to be.
- It just makes sense. The more ways you have to connect with the people who matter to you, the easier it is to stay close.
- The always on T-Mobile webConnect Product and T-Mobile webConnect Manager provides a reliable wireless Internet connection with next generation speed, so they're great for everything from checking your email, to sharing files with friends or co-workers, to enjoying streaming video or sound. You can even connect to your corporate network with confidence on a more secure network.
- Wireless Internet service from T-Mobile HotSpot gives you a world of connections that don't tie you down. With thousands of locations across the world – in coffeeshops, hotels, and airports, T-Mobile HotSpots are as easy to find as they are to use.
- With the reliability and expertise of T-Mobile behind you, the webConnect experience gives you a connection you can count on.
- Convenience. The built-in T-Mobile webConnect Manager software installs easily on your laptop and auto-finds the fastest available connections for you.

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- Numerous Options. Take the guesswork out of your connectivity options as the T-Mobile webConnect Manager and your T-Mobile's webConnect Product auto-finds the Internet connection options around you.
- 2-in 1 Productivity. Carry one less device around as the T-Mobile webConnect Product can support microSD cards and double as external storage of all your documents and downloads such as songs and videos.

Online Support

- The Help system is designed to answer your questions on how to perform specific tasks and to explain the functions of the T-Mobile webConnect Manager . The menu system on the left allows you to browse help topics, while the Index and Search tabs provide other mechanisms to access available help topics.
- You can also view the Frequently Asked Questions (FAQ) page for help at any time.

Contacting Support

- We're here to help!
- T-Mobile is committed to your satisfaction when using the T-Mobile webConnect Manager solution.
 - The T-Mobile Broadband (2G/3G) online support area is at [http:// support.t-mobile.com](http://support.t-mobile.com)
 - The T-Mobile HotSpot online support area is http:// HotSpot.t-mobile.com/ support_contact.htm where you will find comprehensive technical support and assistance on a wealth of information, including troubleshooting tips, FAQs, and configuration settings.
- You may obtain personal technical support by contacting Customer Support if the online help does not address your specific issue. Our trained, courteous Customer Service Representatives can quickly help address any questions you may have.
- T-Mobile HotSpot Customer Service and T-Mobile Broadband technical support is available 24 hours a day, seven days a week, to assist you.
 - For T-Mobile HotSpot technical support: Call 1.877.822.SPOT (7768).
 - For T-Mobile Broadband (2G/3G) technical support: Call 1.800.937.8997.
 - For customer service on all other T-Mobile products: Visit [http:// www.t-mobile.com/ Contact.aspx](http://www.t-mobile.com/ Contact.aspx)

T-Mobile webConnect Manager License

When you install T-Mobile webConnect Manager , you have a license to install and use the software with T-Mobile's webConnect Product.

Getting Started

System Requirements

The system requirements for basic installation and operation of the T-Mobile webConnect Manager software are shown in the table below.

	Mac OS v10.4.11 (Tiger)	Mac OS v10.5 (Leopard)
Processor	Power PC G3, G4 or G5 Processor (700 MHz or faster) processor	Intel or Power PC G5 or G4 (867 MHz or faster) processor
RAM	256 MB	512 MB
Hard Drive Space	60 MB	60 MB
Compatible OS System Updates	10.4.11	10.5.6
Safari	Version 2.x (or higher)	Version 2.x (or higher)

Additional Requirements:

T-Mobile webConnect Product

This version of T-Mobile webConnect Manager supports the Huawei UMG 1831 (USB Modem).

See also:

[Inserting a SIM Card](#)

Wi-Fi

This version of T-Mobile webConnect Manager monitors your Mac computer's AirPort for Wi-Fi connections.

See also:

[How to Connect to a T-Mobile Hotspot](#)

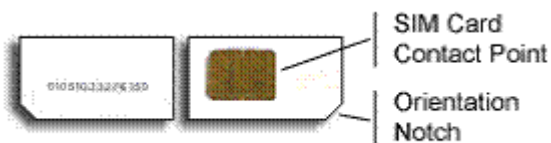
Inserting Your SIM Card

Your T-Mobile webConnect Product uses a SIM (Subscriber Identity Module) card that contains your account information for the mobile network. Insert your SIM before attempting to use the device with the T-Mobile webConnect Manager software.

The SIM card uses contact points to connect with your device's modem. You must take care not to damage the contact point.

The orientation notch is used as a reference for properly inserting the SIM card. Inserting the SIM card incorrectly will prevent the device's modem from communicating with the network.

See your T-Mobile webConnect Product Quick Start Guide for more details on the T-Mobile webConnect Product.




Installing the T-Mobile webConnect Manager Software


Installing T-Mobile webConnect Manager is easy. Connect the T-Mobile webConnect Product to your laptop and the installation program will launch automatically. Follow the on screen instructions for installation and configuration of the T-Mobile webConnect Manager Software.

Opening T-Mobile webConnect Manager

To start T-Mobile webConnect Manager follow these steps:

1. Select **Go** from the top menu bar
2. Next, select **Applications**.
3. Double-Click on the  T-Mobile webConnect Manager application to open the application.

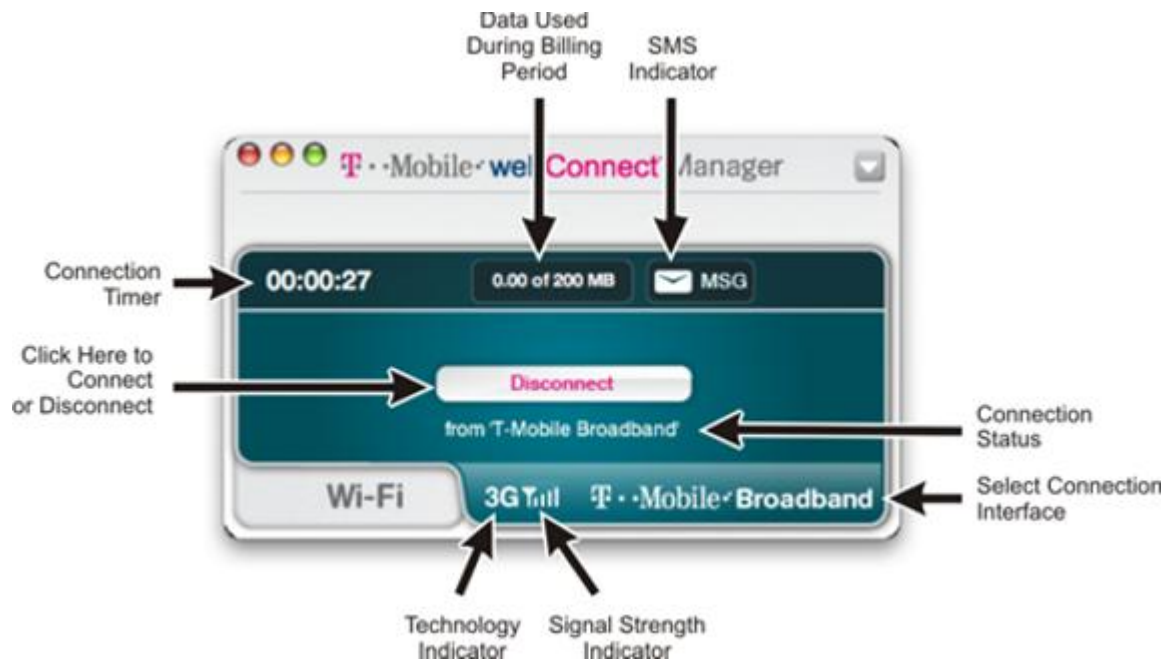
The Dock Icon

When T-Mobile webConnect Manager is first launched, the main screen appears and an icon  appears in the Dock.

Click this icon to open the Main Window of the T-Mobile webConnect Manager application. You may also Control-click on the icon in the dock to bring up a short menu that allows you to access various tools in T-Mobile webConnect Manager .

The T-Mobile webConnect Manager Mobile Interface

The Main interface for establishing broadband wireless connections is shown below.



This window will display details about the T-Mobile broadband network or about one of our partner networks when you are roaming. You can do the following from this window:

- Connect or Disconnect to the displayed network by clicking the **Connect/Disconnect** button
- View data usage by Clicking on the **Usage Meter** button.
- View data used during the current billing period in the lower left corner of the window.

Initially this field will show "**Usage Setup**" until you have configured the usage meter. Clicking on the "**Usage Setup**" indicator will launch the [Usage Meter](#).

- View the status of the current connection in the **Connection Status** text field.
- View how long you have been connected for the current session in the **Connection Timer** field.
- View the SMS message indicator for new messages. Clicking on the icon will launch the [SMS client](#).
- View the currently used technology type with the Technology Indicator.

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- Create and edit [network profiles](#) by clicking on the Profiles button.
- Switch to the **Wi-Fi** mode by selecting the Wi-Fi tab on the right side of the main window.
- Switch to the Mini-View by Clicking on the Min-View button in the upper right corner of the Main Window.

The T-Mobile webConnect Manager Mobile Interface

The Main interface for monitoring Wi-Fi based wireless connections is shown below. T-Mobile webConnect Manager monitors the Wi-Fi connection established by your Mac computer's AirPort application and displays the status of that connection.



This window will display details about the network you are currently connected to.

You can do the following from this window:

- View the displayed network (if any) in the **Connection Status** field. If you are not currently connected, it will display **"Not Connected to Managed Wi-Fi"**.
- Switch to the **Broadband** mode by selecting the Broadband tab on the right side of the main window.
- Switch to the Mini-View by Clicking on the Min-View button in the upper right corner of the Main Window.

T-Mobile webConnect Manager Menu

About T-Mobile webConnect Manager


Selecting this item will display a window with Serial Number, Version and Technical Support information. Clicking on the **System Info** button will display your Mac computer's system information. This information may be helpful when communicating with technical support. This item appears on the menu bar of your computer which is located at the top of your screen.


Preferences

Selecting this item will display the [Settings window](#). Various preferences for T-Mobile webConnect Manager may be changed here.

Hide T-Mobile webConnect Manager

Selecting this item will hide the T-Mobile webConnect Manager application from your screen. An icon will remain in the dock. This is useful if you want to keep the T-Mobile webConnect Manager available without terminating an active Broadband or Wi-Fi connection.

To return to T-Mobile webConnect Manager , click on the T-Mobile webConnect Manager icon  in the dock.

Also, if **Show Status in Menubar** is checked on the [Client tab](#) of the [Settings window](#) there will be a small icon  in the Menubar. Clicking on this icon and selecting the option to **Show the T-Mobile webConnect Manager** will show the application again.


Quit T-Mobile webConnect Manager

Select this item to quit the T-Mobile webConnect Manager application.

Controls for the Main Window



The buttons in the upper-left corner of the main window; control the appearance and location of the window.

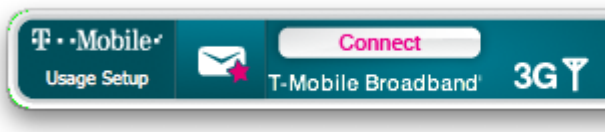
 Click this button to **Close** the main window and exit the application.

 Click this button to **Send** the application to the Dock.

 Click this button to **Maximize** or **Minimize** the window.

Mini-View

Clicking on the Mini-View button in the upper right corner of the main window will reduce the size of the main window to a miniature window as shown below:



Mini-View Broadband



Mini-View Wi-Fi

The File Menu

The **File** menu options available from the menu bar are as follows:

My Account

Selecting this item opens a mini browser window that takes you to the **My T-Mobile Account Management** web page, where you can view your account information. You will need to log-in to see your account information.

The webConnect data plan includes unlimited access on the T-Mobile HotSpot network. Your HotSpot Account includes a username and password. Your T-Mobile HotSpot username is your 10 digit phone number. Your default password is the last 4 digits of your SSN (Corporate customers, your default password is the last 4 digits of your corporate tax ID). You may use Account Management to change your password. Your username may not be changed.

The Tools Menu

Clicking **Tools** in the menu bar produces a menu with the following options:

Network Info > Wi-Fi Network

Select this item to open the [Wi-Fi Info window](#). This window displays some technical information about the Wi-Fi network you are connected to and your current Wi-Fi device.

Network Info > Broadband

Select this item to open the [Mobile Info window](#). This window displays some technical information about the broadband network you are connected to and your current broadband device.

Profiles

Select this item to open the [Network Profiles](#) main window.

Usage Meter

Select this item to launch the [Usage Meter](#).

Lock SIM

This item is only available when the **Broadband** tab is selected on the right side of the [Main Window](#). Locking your SIM can be used to prevent use of your T-Mobile webConnect Product by anyone who does not know your unique PIN code.

- Select **Lock SIM** to lock your SIM card using your PIN code. SIM Locking will then be enabled upon the next device reset (after removing and reinserting the device). A checkmark will appear on the menu item.
- Select **Lock SIM** to unlock your SIM card using your PIN code. SIM Locking will then be disabled. The checkmark will be removed from the Lock SIM menu item.

Change PIN Code

This item is only available when the **Broadband** tab is selected on the right side of the [Main Window](#). Select this item to change the current PIN code on your T-Mobile webConnect Product SIM card.

User Credentials...

Selecting this item will display a window requiring you to enter your [username and password](#) for your T-Mobile HotSpot account. This item is only available when the **Wi-Fi** button is selected on the right side of the [Main Window](#).

Always on Top

Selecting this item ensures that T-Mobile webConnect Manager will always be on top of all other applications.

Transparency

This menu item connects to a sub-menu where you can select a transparency value for T-Mobile webConnect Manager. Values are: Solid, 20%, 40%, 60% and 80%.

The Help Menu

Clicking **Help** in the menu bar of T-Mobile webConnect Manager 's Main window produces a short menu with the following options:

Search

Enter a term in the Search field to find related menu items and help topics.

Help

Opens this Help system.

Online Forums

Selecting this item opens your default browser to the T-Mobile Forums web page, where you can ask questions, share tips and get helpful info from the T-Mobile community.

Establishing Broadband Connections

How to Connect to a T-Mobile Broadband Network

Before you begin, you will need:

- The T-Mobile webConnect Product that you will use to establish connections.
- A T-Mobile webConnect data plan.
- A [network profile](#) configured to access the T-Mobile network. A profile for the T-Mobile webConnect Product is initially pre-configured.

To connect to a T-Mobile Broadband network follow these steps:

1. **Insert** your T-Mobile webConnect Product if you have not already done so.
2. Click on the **Broadband** button in the [Main window](#). If your device is properly connected and configured, the T-Mobile webConnect Manager will begin searching for an available network. When T-Mobile webConnect Manager is ready, it displays **Ready to Connect** along with the current network profile.
3. Click **CONNECT**.

To view information about your laptop, cellular modem, cellular network connection, and session activity, select **Tools>Network Info>Broadband**. The Mobile Info window will appear providing useful information on your laptop and T-Mobile webConnect Product. The mobile number (phone number) is listed on this window as well.

The window includes two tabs:

- [Network](#)
- [Device](#)

Network Info: Device Tab

This tab contains detailed information about your device as provided by the driver installed on your computer. Note that if the driver does not provide any information or provides incorrect information, that will be reflected in the appropriate field.

Device Name

This field displays the name of the device.

OS

The operating system that is currently installed on your computer.

Modem Port

The communications port located in /dev mountpoint.

Manufacturer

The name of the manufacturer of your wireless device.

Modem Model

The model name of your wireless device

Hardware Version

The hardware ID of your wireless device.

Driver

The version of the driver for your wireless device that is currently installed on your computer.

Firmware Version

The version of your wireless device's on board operating software.

Serial Number

Your wireless device's serial number.

IMSI

A GSM mobile subscriber's SIM is assigned a unique 15 digit IMSI (International Mobile Subscriber Identity) code. This IMSI allows any mobile network to know the home country and network of the subscriber.

ICCID

Integrated Circuit Card ID (*ICCID*) - 19 or 20-digit serial number of the SIM card.

IMEI

International Mobile Equipment Identifier: A number string uniquely identifying a GSM device.

Phone number

The telephone number of your cellular device.

Network Info: Network Tab

The Network tab contains information about the Broadband network you are currently connected to (if any).

Network type

The type of Broadband network you are currently connected to.

Network name

The name of the Broadband carrier you are currently connected to.

Signal strength (%)

The strength of the signal being received from this network, expressed as a percentage of a maximum possible signal strength.

Signal strength (dBm)

The strength of the signal being received from this network, expressed in dBm.

APN

Shows the name of the wireless access point with which your Broadband device communicates when connected to this network.

Country

The country in which the network access point is located.

Status

Indicates whether you are currently connected or disconnected.

Data sent

The amount of data sent over this connection since it was established (in bytes).

Data received

The amount of data received over this connection since it was established (in bytes).

IP Address

The IP address you are using for the current mobile broadband connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely NOT permanently assigned to your computer.

Gateway address

The address of the default gateway that has been assigned to your device.

Primary DNS

The address of your primary domain name server.

Secondary DNS

The address of your secondary domain name server.

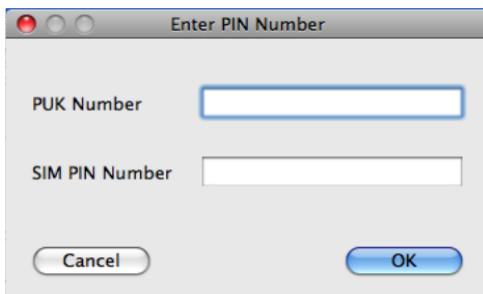
GSM PIN Entry

Some GSM devices will be provisioned with a Personal Identification Number (PIN) locking user access to the GSM device. When users insert (or connect) a GSM device or and/or launch T-Mobile webConnect Manager , they may be presented with the following PIN entry dialog box:



GSM providers frequently limit the number of incorrectly entered PINs. This usually ranges from three (3) to ten (10) possible PIN entry attempts. If a user fails to enter a correct PIN within the number of permitted attempts, the GSM device may become locked.

In the event that a GSM device becomes locked, the user has the ability to re-enable the PIN mechanism by entering a Personal Unblocking Key (PUK). If the PIN is locked, the user will see the following dialog box where they will have the opportunity to reset the PIN by entering a combination of the PUK and the new PIN in the following dialog box:



SMS

The Text Messaging Service

Short Message Service (SMS) is a standard used by Cellular Carriers worldwide for interchange of text messages between devices. Originally developed as a GSM network technology, SMS messages can be sent using any compatible device. T-Mobile webConnect Manager makes sending and receiving text messages simple by using the [Text Messaging Client](#).

The Text Messaging Client

When connected to a broadband network (Non-Wi-Fi), you can send and receive text messages through T-Mobile webConnect Manager very much like you can do on most wireless phones. If you have messages waiting you will see the following icons on the [Main Window for Broadband Connections](#).



This icon indicates that you have new (unread) text messages.



This icon indicates that you have read text messages in your mailbox (but no new ones).

To view text messages, when the broadband button is selected from the [Main Window](#), click the SMS indicator icon (shown above). You will then be presented with the [Text Messaging Service Window](#).

T-Mobile Sent SMS

T-Mobile may occasionally send an informational SMS message. This type of SMS message will appear as a **branded popup window** and will be on top of other windows until the user closes the window or 5 minutes have passed. In the event that a card is connected but T-Mobile webConnect Manager is not running and more than one SMS message arrives, T-Mobile webConnect Manager will display only the last received SMS message.

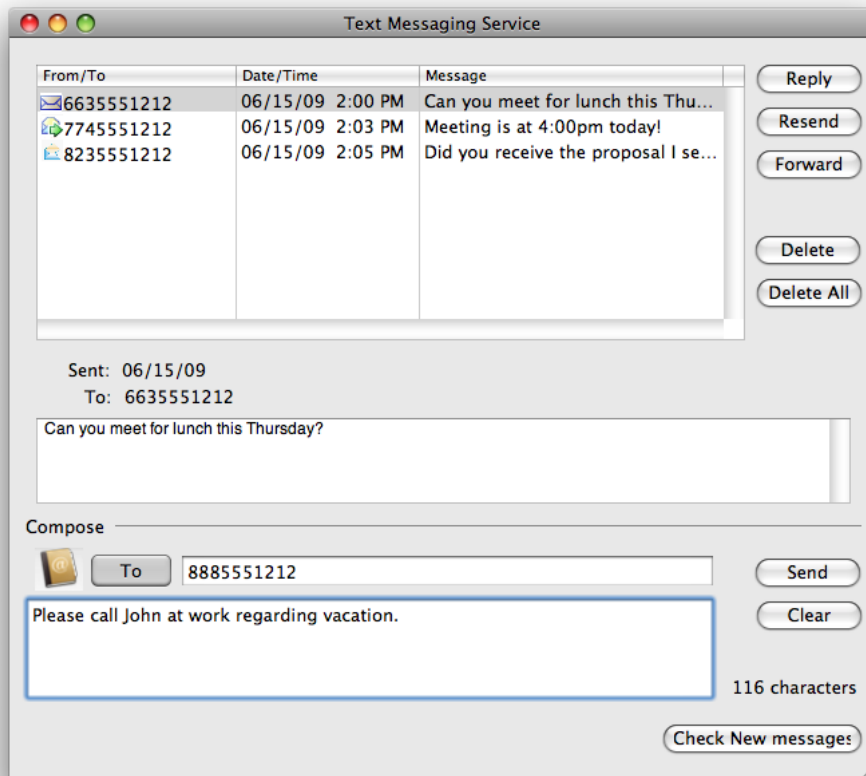
Example message:

Free T-Mobile Msg: As of 11:45 AM 12/21 you had less than 1 GB of monthly data usage left. Overage is charged at \$.20 per MB. Check usage at my.t-mobile.com.

Viewing and Managing Messages





The Text Messaging Window

The text messaging client allows you to send and receive text messages using the window shown below. This client allows you to view previously sent or received messages and send new messages. You can also forward an existing message to a new recipient or re-send the message to the original recipient using the buttons on the right side of the window.



SMS Message Icons

The following icons appear in the left hand column of the Message List:

-  An Unread SMS Message
-  An SMS message that you have already read
-  A Sent SMS Message
-  A Forwarded SMS Message

Sending Text Messages

Before attempting to send or receive text messages, check to make sure that your T-Mobile webConnect Product is connected to your laptop and registered with a broadband network (T-Mobile webConnect Manager will indicate **Ready** or **Connected**).




T-Mobile webConnect Manager can send text messages when the application is in Ready to Connect mode or when you are actively connected. Some networks, however, may not support sending and receiving text messages while you are actively connected.

T-Mobile webConnect Manager supports sending the following types of text messages:

- **Mobile to Mobile:**
In the number entry field, type the mobile number of the person you are sending a message to. For example: Enter "8155551212" in the number entry field of the text messaging client.
- **Mobile to email:**
If your cellular provider supports sending text messages to email addresses, you can type the email address of the message recipient in the number entry field. Your message will appear as a normal email to the recipient.

To send a text message, do the following:

1. Click on the SMS icon  on the [Main Window for Broadband Connections](#). The text messaging window will be displayed.

Type the mobile number or email address of the person you wish to send a message to in the number entry field, next to the **To** button.


2. Type your message in the compose text field below the number entry field.
3. Click **Send**.

Did You Know?

For your convenience, phone numbers can be stored in your Mac computer's address book. To access your address book from the Text Messaging Window click on the **To** button or the **Address Book** icon.



Double clicking on any entry in your address book will add that entry to the number entry field. You may also add multiple entries.

 Clicking on the **Clear** button will delete all text in both the compose text field and the number entry field. To delete the text in only one of these fields pressing **Command + A** will select all text in the selected field and then pressing **delete** will clear the field.

Receiving Text Messages

When you receive a text message, the text messaging indicator will appear on the primary broadband user interface.



This version of the icon indicates that you have new (unread) text messages.



This version of the icon indicates that you have text messages in your mailbox (but no new ones).

Click on this icon to view your messages.

Updating Text Messages

If your T-Mobile webConnect Product is connected to your laptop, T-Mobile webConnect Manager will automatically retrieve new messages from the device when it is launched. You can also update the contents of your Inbox by clicking the Check New Messages button.

Establishing Wi-Fi Connections

How to Connect to a T-Mobile HotSpot

To connect to a T-Mobile Wi-Fi network, use your computer's AirPort. T-Mobile webConnect Manager monitors connections made by your computer's AirPort. Once T-Mobile webConnect Manager sees a valid T-Mobile Hotspot or Roaming partner, it will use your username and password to logon to the Hotspot. Once you have successfully logged onto the Hotspot, the T-Mobile webConnect Manager will display the name of the network you are connected to. Your user credentials are entered in the [User Credentials Dialog](#) which may be accessed from the [Tools](#) menu on the main window. If the you have saved your credentials, future connections will authenticate using the saved credentials and you will not be prompted.

In order to connect to the T-Mobile Network you must know the SSIDs that are part of the T-Mobile network. The following list of SSIDs is valid as of August, 2009.

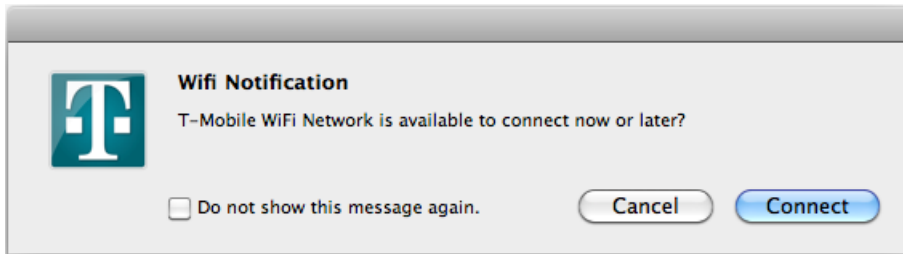
SSID	Network Name
tmobile	T-Mobile WiFi Network
attwifi	T-Mobile HotSpot Roaming Partner- AT&T WiFi
0033	NTT Com - T-Mobile HotSpot Roaming Partner
BTOpenzone	British Telecom - T-Mobile HotSpot Roaming Partner
Air-LAN	Munich Airport - T-Mobile HotSpot Roaming Partner
frankfurt-airport	Frankfurt Airport - T-Mobile HotSpot Roaming Partner
T-Mobile_T-Com	T-Mobile Europe - T-Mobile HotSpot Roaming Partner
tcom	T-Mobile Germany - T-Mobile HotSpot Roaming Partner
maxis	Maxis - T-Mobile HotSpot Roaming Partner
ACCESS-StarHub	StarHub - T-Mobile HotSpot Roaming Partner

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wifiarea	TelecomItalia - T-Mobile HotSpot Roaming Partner
mobile	Swisscom - T-Mobile HotSpot Roaming Partner
Telstra	Telstra - T-Mobile HotSpot Roaming Partner
STSN	iBAHN - T-Mobile HotSpot Roaming Partner
ibahn	iBAHN - T-Mobile HotSpot Roaming Partner
zum	iBAHN - T-Mobile HotSpot Roaming Partner
orange	Orange - T-Mobile HotSpot Roaming Partner
opti	Opti-Fi - T-Mobile HotSpot Roaming Partner
T-Mobile_ICE	T-Mobile Europe - T-Mobile HotSpot Roaming Partner

To connect to a T-Mobile Wi-Fi HotSpot follow these steps:

1. Select a supported T-Mobile SSID from the list of available networks shown on your Mac's AirPort interface. Your computer will establish the Wi-Fi connection with the selected network. Once the connection is established and detected by the T-Mobile webConnect Manager and recognized as a supported T-Mobile Hotspot, you will receive the following prompt asking if you want to connect to the T-Mobile Hotspot:



2. Click the **Connect** button to start the authentication process with the T-Mobile Wi-Fi network. If you would prefer not to receive this notification message, check the box "Do not show this message again."
3. T-Mobile webConnect Manager will use your username and password to login.
4. Once you are logged onto the T-Mobile HotSpot, the T-Mobile HotSpot name will be displayed on the [Main Window for Wi-Fi Connections](#)

T-Mobile HotSpot customers are able to authenticate to a T-Mobile HotSpot Roaming Partner via the User Credentials dialog.

NOTE Unless you have "Allow simultaneous connections" enabled, you will not be able to have a Wi-Fi connection and T-Mobile broadband connection at the same time. By default this setting is disabled.

NOTE There is no Connect/Disconnect button on the Main Window for Wi-Fi connections. T-Mobile webConnect Manager has no control of the Wi-Fi state, it does however, report the current status on the [Main Window for Wi-Fi Connections](#) in the connection status area.

NOTE T-Mobile webConnect Manager will prompt the user to disconnect a mobile broadband connection when a Wi-Fi connection is established, and the "Allow simultaneous connections setting is disabled."



T-Mobile webConnect Manager does not support connections to Closed Networks.

How to Disconnect From a T-Mobile HotSpot Network

To disconnect from a Wi-Fi network:

Go to <http://logoff.hotspot.t-mobile.com>.



If the AirPort Interface is turned off, or the computer is turned off while the application is running, you are NOT logged off of the T-Mobile Network.

T-Mobile HotSpot Security

Select T-Mobile HotSpot locations offer you two different networks for connecting to the Internet:

T-Mobile Wi-Fi Network

T-Mobile's Wi-Fi Network is the T-Mobile standard network for Wi-Fi connections.

WISPr Authentication Support

T-Mobile webConnect Manager supports the WISPr interface specification for access to all T-Mobile HotSpot roaming partner networks that support T-Mobile's implementation of the WISPr standard.

Association to Partner Networks Without Authentication

T-Mobile webConnect Manager will automatically launch an Internet browser page for manual authentication with these networks.

Network Info: Wi-Fi Network

To view information about a Wi-Fi network you are currently connected to or the Wi-Fi device you are using to connect to that network, select **Tools>Network Info>Wi-Fi Network** from the Tools menu. This produces a window with two tabs.

The **Network** tab contains information about the [IP Settings](#) for your current Wi-Fi connection.

The **Device** tab contains information about your current [Wi-Fi Device](#).

Wi-Fi Network: Device Tab

This box contains information about the Wi-Fi device you are currently using. Fields include the following:

Vendor Description

This is the name of your Wi-Fi network interface card.

MAC address

The hardware address of the device. MAC (Media Access Control) addresses are pre-configured by the device's manufacturer and usually cannot be altered. These addresses are used for transferring data by hardware-level protocols such as Ethernet and 802.11. Higher level protocols such as the TCP/IP protocol suite used by the Internet have their own addressing schemes, but still rely on the hardware-level protocol for the transfer of data between individual nodes on a network.

Driver version

The version of the driver for this device that is currently installed on your computer.

Firmware version

The version of the device's on-board operating software.

Wi-Fi Network: Network Tab

This box displays your computer's current network configuration. It includes the following information:

IP address

The Internet address your computer is using for the current network Wi-Fi connection.

Gateway

The address of the device that is responsible for routing all of your network traffic onto the Internet.

DNS Server

The address of the server your computer is using to translate verbal Internet addresses into numerical addresses (and vice versa).

DHCP Server

The address of the server that assigned your computer's network configuration for the current wireless connection.

WINS Server

The address of the server (if any) that your computer is using to find the names of computers on a network.

Usage Meter

Data Usage Introduction

T-Mobile webConnect Manager allows you to monitor your data usage with the [Usage Meter](#). The amount of data transferred is expressed in either Kilobytes (KB), Megabytes (MB), Gigabytes (GB) or Terabytes (TB). The amount of data transmitted or received will depend on the type of files accessed. Text files will typically use relatively small amounts of data. Graphics files and music files will typically use larger amounts of data. Video files will use very large amounts of data. Your usage will vary depending on how often you are using the network and the type of information being transmitted and received. The type of data plan you have will determine how much data may be transferred before incurring additional charges. For example, if you are on a 5GB plan, any data transmission over the 5GB limit will incur additional charges. You will receive a free [SMS Message from T-Mobile](#) when you have exceeded your data plan limit. You may also check your usage at my.t-mobile.com.

Byte

A Byte is equal to 8 bits. A bit being the smallest unit which represents either a zero or one. A Byte can represent 256 states of information, such as a combination of letters and numbers or symbols.

Kilobyte

A Kilobyte is 1024 bytes. (Approximately 1000 bytes). Text and small graphics files are typically in the Kilobyte range.

Megabyte

A Megabyte is equal to 1024 Kilobytes. (Approximately 1000 Kilobytes). Graphics, video, programs and large text files may be in the Megabyte range. Cumulative data over a period of time may be in the Megabyte range.

Gigabyte

A Gigabyte is equal to 1024 Megabytes. (Approximately 1000 Megabytes). Video files and large program files may be in the Gigabyte range. Cumulative data over a period of time may be in the Gigabyte range.

Terabyte

A Terabyte is equal to 1024 Gigabytes. (Approximately 1000 Gigabytes). Cumulative data over a period of time may be in the Terabyte range.

Data Usage Meter

T-Mobile webConnect Manager incorporates a **Usage Meter** that shows Mobile Data Usage. This may be accessed on the main user interface or from the Tools menu. The usage meter displays both cumulative and current usage as well as all the client events that have been logged. Initially, the [Main Window for Broadband Connections](#) will show the text "**Usage Setup**" in the usage meter display. Clicking on this area will take you to the [Broadband tab](#) of the Usage Meter where you will be prompted to select your billing period start date.


Usage Meter: Broadband

The **Broadband** tab of the Usage Meter shows both cumulative usage and current usage. This information can be grouped by device and carrier using the dropdown menus.

Current Usage

This window shows the usage for the billing period selected.


- In the "**Show usage for billing period:**" dropdown menu select the billing period you wish to view.
- In the "**Billing period start date:**" dropdown select the billing period day (2-29).
- In the "**Select Your Plan Limit:**" dropdown select the plan you are currently using.
- **Overage** will display in *Red* and **Normal Usage** will be displayed in *Green*.

 The total usage displayed here is an approximation of usage on this computer excluding any in-progress session and is not used to calculate data charges. More information about data usage is available at: [http:// my.t-mobile.com](http://my.t-mobile.com) . You can also click the "**My Account**" link (under the File menu) to access your T-Mobile account information online.

Cumulative Usage

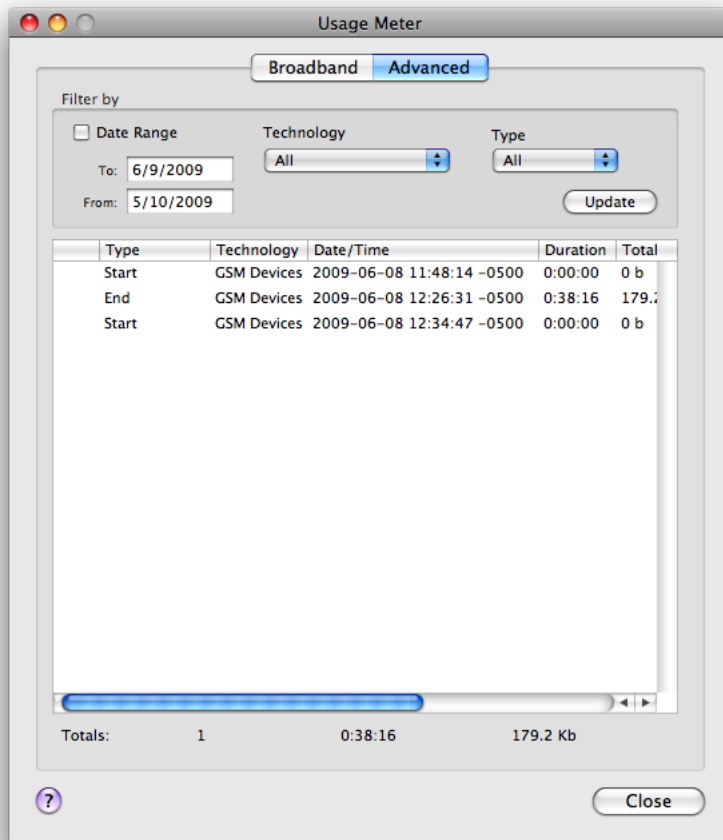
Selecting Cumulative Usage displays the total usage since the last time the "Reset Counter" button was selected.

- Clicking on the "Reset Counter" button will cause the start date in the graphical display to reset to the current date.
- Clicking on the "Details" button will display the [Advanced](#) window.

 The total usage displayed here is an approximation of usage on this computer excluding any in-progress session and is not used to calculate data charges. More information about data usage is available at: [http:// my.t-mobile.com](http://my.t-mobile.com) . You can also click the "My Account" link (under the File menu) to access your T-Mobile account information online.

Usage Meter: Advanced

Selecting the **Advanced** tab on the Usage Meter will display a window of all the client events that have been logged. From the [Main Window for Broadband Connections](#), select **Tools> Usage Meter**. In the Usage Meter window click the **Advanced** tab to see the client events that have been logged. The window shown below will appear.



You can do the following in this window:

- Use the options in the **Filter by** box to limit the events displayed to a particular date range, connection technology or event type. Then click the **Update** button to update the window with the new event data.
- Check your client event data by viewing the statistics at the bottom of the window.

Creating and Managing Network Profiles

Network Profiles are networks that have been installed or have been manually added to the Network Profiles network list.

Creating Network Profiles have the following advantages:

- You can configure the client to automatically connect to a Network Profile whenever that network is available.
- If the last network you connected to is not available at a particular location, the T-Mobile webConnect Manager software will connect to a network from your list of network profiles. T-Mobile webConnect Manager come pre-configured with Wi-Fi network profiles.
- You can automate steps in the connection process like launching a browser so that you don't have to perform these actions each time you connect.

Moreover, you must have a profile for the following:

- You cannot connect to a closed Wi-Fi network unless you create a "closed network" Network Profile.
- You must have a network profile for each Broadband network that you wish to connect to.



The default order for Network Profiles is as follows:

- User Defined Wi-Fi Profiles
- T-Mobile Wi-Fi Profiles (including T-Mobile @Home Profiles)
- T-Mobile Broadband Profiles

Creating a Profile for a T-Mobile Broadband Network

Follow these steps to create a **Broadband Network Profile**.

1. Select **Profiles** from the Tools menu of the T-Mobile webConnect Manager software.
2. The [Network Profiles window](#) will now be displayed.
3. Click the **Add** button.
4. Select **Broadband** as the profile type you will add.
5. Click **Add**. The **General** tab is displayed for this profile. The settings on the page are largely personal preference (for example, do you want to launch your browser upon successful connection?). Configure these as desired.
6. Click the **Broadband** tab . The [Broadband](#) page appears. If you are creating a custom profile, you will need to enter the correct settings for the network you wish to create a profile for (contact the provider of the network for the correct settings).
7. Click **Save**.

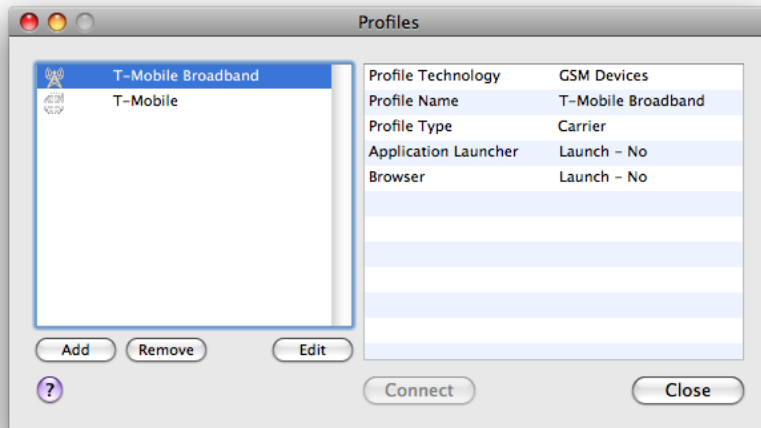
Creating a Profile for a Wi-Fi Network

Follow these steps to create a Wi-Fi Network Profile.

1. Select **Profiles** from the Tools menu of the T-Mobile webConnect Manager software.
2. The [Network Profiles window](#) will now be displayed.
3. Click the **Add** button.
4. Select **Wi-Fi** as the profile type you will add.
5. Click **Add**. The **General** tab is displayed for this profile. The settings on the page are largely personal preference (for example, do you want to launch you browser upon successful connection?). Configure these as desired.
6. Click on the **IP Settings** tab. The [IP Settings page](#) allows you to configure the Internet Protocol (IP) addressing to be used with this Profile. You will not need to alter these values unless specifically instructed to by your administrator.
7. Click on the **Wi-Fi** tab. .
8. In the **SSID** field, enter the broadcast name of the network profile. Note that the name entered here must match the SSID (Service Set Identifier) used by the network exactly.
9. If you are configuring a profile for a closed network, check **This is a non-broadcast network**.
10. Click **Save** to save your Wi-Fi profile.

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Use this window to add a Network Profile and to edit existing Network Profile settings.



Profile Icons

Each profile listed in the [Network Profiles window](#) will have only an icon next to the name. This icon indicates the technology that this profile uses to establish connections.



Broadband



Wi-Fi

Profile Properties: Wi-Fi

This window contains the security settings for Wi-Fi [Network Profiles](#). Follow these steps to configure Wi-Fi network security.

1. In the **SSID** field, enter the broadcast name of the network profile. Note that the name entered here must match the SSID used by the network exactly.
2. If the network you are configuring is a closed network, check **This is a non-broadcast network**.

Profile Properties: Broadband

This tab contains the Broadband - specific settings for [Network Profiles](#).

Service

The name of the network for which you are creating this profile. If this is a custom profile, you can specify the network name here; otherwise the network name will have been entered for you (and is not editable).

Service Type

Select the type of service provided by this network. For GSM networks, the option available is "Packet" for packet data (Broadband type) connections.

Dialed Number

The telephone number that your wireless device must dial in order to connect to this network. In most cases, the dialed number for the selected network will have been pre-entered for you (and will not be editable). However, if no dialed number has been entered, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

Access Point Name

The name of the wireless access point with which your GSM device communicates when connected to this network. In most cases, the access point name for the selected network will have been pre-entered for you (and will not be editable). However, if no access point name has been entered, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

MIP Profile Number

The number of the MIP profile used. In most cases, the MIP profile number will have been pre-entered for you (and will not be editable). However, if no access point name has been entered, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

User Info

Your username and password for this network is entered in this section.

Profile Priorities

In the [Network Profiles Window](#), profiles are listed in order of priority. When selecting a network to connect to, T-Mobile webConnect Manager will go down the list from top to bottom, selecting the first network profile for which all of the following are true.

- The network described by the profile is available
- You have a device capable of connecting to the network connected to your computer and ready
- The **Connection Options** field on the [General tab](#) in the profile's configuration is set to either "Automatic" or "Prompt"

Profile priority also determines when T-Mobile webConnect Manager will automatically switch from one network to another. If you are connected to one network and a higher priority network becomes available, T-Mobile webConnect Manager will switch to the higher priority network.

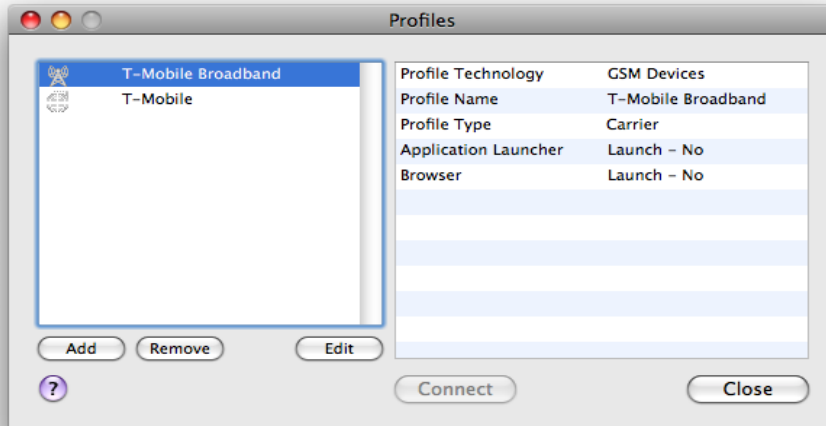
Changing Profile Priority

To change the priority of a specific profile, select the profile whose priority you would like to change. Then, **drag** Up or Down to move the profile up or down in the list.

How to Edit a Network Profile

Follow these steps to edit an existing network Profile:

1. Click the **Profiles** button in the main window of the T-Mobile webConnect Manager software. The Network Profiles window appears.



2. In the left pane, select the network you wish to edit.
3. Click the **Edit** button. A tabbed interface showing all the user-editable settings of the selected profile appears. Depending on the type of profile you are editing, the following tabs may be displayed:

- [Wi-Fi](#)
- [Broadband](#)
- [IP](#)
- [General](#)

Note that if the profile you are editing was created for you by your service provider, you may not be allowed to edit some of its settings. If this is the case, some of the tabs may not be present for this profile.

4. Make the desired changes.
5. Click the **OK** button when you are finished.

How to Remove a Network Profile

Follow these steps to remove a network from the Network Profiles window:

1. Click the **Profiles** button in the main window of the T-Mobile webConnect Manager software. The [Network Profiles window](#) will now be displayed.
2. Select the network that you want to remove from the list in the left pane of the window.
3. Click the **Remove** button.
4. Click **Close** to exit the Profile Properties window.



You cannot remove Profiles that have been pre-configured by your wireless service provider.

Profile Properties: General

This tab contains settings that apply to all types of [Network Profiles](#). Note that some of these options may not be available if you are configuring a profile created by your network service provider.

Profile Name

Enter a name for this network profile. This is how the network profile will be displayed in the Network Profiles window.

Connection Options

This setting controls what T-Mobile webConnect Manager will do when it detects the network you are configuring. There are three options:

- Select **Automatic** if you want the T-Mobile webConnect Manager to automatically connect to this network whenever it is detected.
- Select **Prompt me** if you want the T-Mobile webConnect Manager to ask you whether to connect to this network each time the network is detected.
- Select **Manual** if you only want to connect to this network manually (by selecting it from the list of networks and clicking **Connect**).

Open Browser Window on Connect

Check this box to automatically launch your browser each time you connect to this network. If you want the browser to start at a particular web page each time you connect to this network, enter the address of the desired web page in the box below.

Disable IE's Manual Proxy Settings...

If you normally connect to the Internet through a proxy server (this is common on corporate LANs), you may experience difficulty connecting to the Internet with Internet Explorer when you are traveling. This is because Internet Explorer is trying to connect through a proxy server that is on your home network rather than on the network to which you are connected.

If this is the case, you may wish to disable Internet Explorer's proxy settings while you are connected to other networks. Check this box to disable proxy settings while you are connected using this profile.

Profile Properties: IP

The IP Settings page allows you to configure the Internet Protocol (IP) addressing to be used with this Profile. You will not need to alter these values unless specifically instructed to by your administrator.

Profile IP Address

This top group of settings specifies the IP address that your system will use when connected to this network. The default selection, **Obtain IP address automatically**, instructs T-Mobile webConnect Manager to ask the network to assign it an appropriate address each time it connects. This is the correct setting for most network profiles.

However, if the network does not support automatic address assignment, you can enter appropriate values manually by clicking **Use the following IP address**. Contact the administrator of the network whose profile you are configuring to obtain appropriate values for these fields. T-Mobile webConnect Manager will override existing static IP settings while attempting to connect to a T-Mobile SSID.

Profile DNS server

This lower group of settings specifies the address of the name server that your system should use to translate names

(i.e. "t-mobile.com") to numerical addresses when connected to this network. The default selection, **Obtain DNS server address automatically**, instructs T-Mobile webConnect Manager to ask the network to provide the address of a name server each time it connects. This is the correct setting for most network profiles.

However, if the network does not support automatic DNS server assignment, you can enter appropriate values manually by clicking **Use the following DNS server address**. Contact the administrator of the network whose profile you are configuring to obtain appropriate values for these fields.

Using the Location Finder

How to Update HotSpot Location Data

To update the HotSpot Location data:

1. On the main menu click on **T-Mobile webConnect Manager**, then click **Preferences**, and then click the **Updates** tab.
2. You can select to download and install location directory updates automatically, manually, or be prompted when one is available. Prompt me to download and install is the default.

If the Update Settings tab is set to Prompt me to download and install, T-Mobile webConnect Manager automatically checks for available HotSpot data. If new data is available, a window appears saying that an upgrade is available and asks if you want to install. If yes, you are sent to a web page to do the install. Clicking Cancel defers this alert until the next time you launch the T-Mobile webConnect Manager .

3. Click **OK** to trigger an immediate download of the update.
4. Normal operation of the T-Mobile webConnect Manager continues following the successful completion of the download.



Your profile and custom settings are kept and are available after an upgrade.

How to Use the HotSpot Locator

The HotSpots button opens the T-Mobile HotSpot Locator. You can use the HotSpot Locator to find locations by using the Search or Map sections for both domestic and worldwide locations.

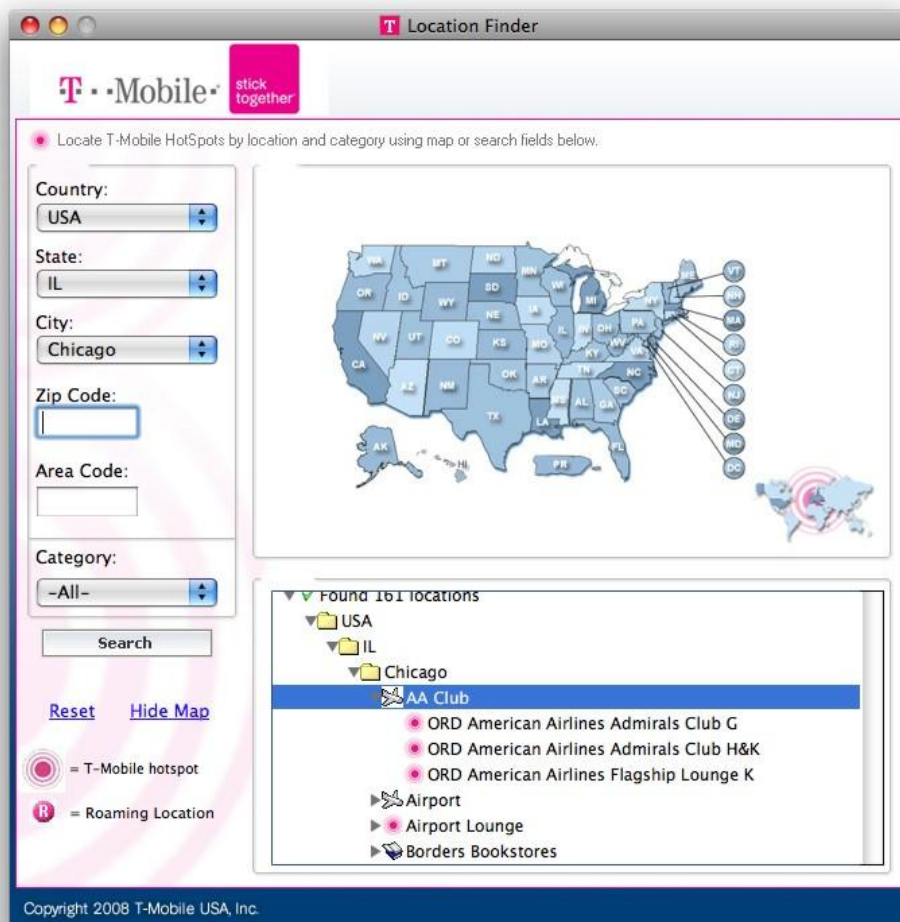
You can either:

- Select a country; a map of the selected country displays. Choose a city to see available HotSpots.
- Select USA, then choose a state to see the available state-wide HotSpots.
- Enter other search criteria, such as zip code or area code, and then click Search to find available HotSpots.

The HotSpot Locator provides you with a list of all available HotSpots worldwide.

NOTE You can do partial searches by entering the first few digits in the Zip Code or Area Code fields.

T-Mobile HotSpot roaming locations are identifiable by the **R** icon next to the location name in the Results window.



Click or hover on the **R** icon from the Locator screen to find out more information about the HotSpot.

Click or hover on the **R** icon from the Locator screen to find out more information about roaming or charges.

NOTE No map is displayed if when displaying locations that are in an area not covered by the available maps. In this case the resulting data will be displayed higher up in the right pane of the HotSpot Locator.

T-Mobile HotSpot Security

Select T-Mobile HotSpot locations offer you two different networks for connecting to the Internet:

T-Mobile Wi-Fi Network

T-Mobile's Wi-Fi Network is the T-Mobile standard network for Wi-Fi connections.

WISPr Authentication Support

T-Mobile webConnect Manager supports the WISPr interface specification for access to all T-Mobile HotSpot roaming partner networks that support T-Mobile's implementation of the WISPr standard.

Association to Partner Networks Without Authentication

T-Mobile webConnect Manager will automatically launch an Internet browser page for manual authentication with these networks.

Roaming With T-Mobile webConnect Manager

Roaming with T-Mobile webConnect Manager and the T-Mobile webConnect Product or webConnect Jet

What is Roaming?

Roaming lets you access the Internet while traveling away from home, whether domestically or internationally. For example, if T-Mobile US customers go to a Wi-Fi hotspot in London, they could access the Internet with a wireless connection through one of our roaming partner networks. Connection Manager allows you to roam on any Wi-Fi network partner for an additional charge, however, EDGE or non-3G roaming outside the T-Mobile network is restricted. We cannot guarantee the same speeds or performance offered while roaming on other networks, therefore, we have decided to restrict it. You can still use Broadband if those connections are available to you in a T-Mobile service area, free of charge, but we strongly recommend you leverage the fastest available connection such as 3G or Wi-Fi.

The Terms and Conditions of the roaming location's network, including its security and privacy policies, will apply instead of T-Mobile's during a roaming session.

T-Mobile webConnect Manager will automatically identify the network of each T-Mobile roaming partner and provide the proper credentials to access the roaming partner's network. Periodic updates of these roaming partners are accomplished when [software updates](#) are downloaded to your computer.

Who Can Roam

Wi-Fi Roaming requires that you have:

A T-Mobile webConnect Data Plan which includes T-Mobile HotSpot access or access through one of T-Mobile's roaming partners.

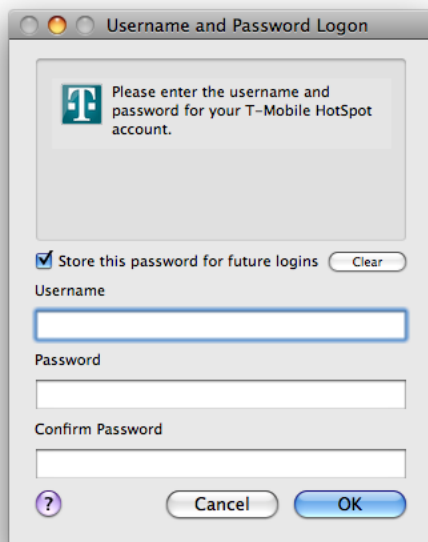
For a list of T-Mobile HotSpot roaming partners, use the [HotSpot](#) Locator.

Roaming With Wi-Fi

T-Mobile HotSpot customers can use the T-Mobile webConnect Manager to authenticate with a T-Mobile HotSpot Roaming Partner by logging in with their assigned **Username and Password** which is entered in the [User Credentials dialog](#). This is accessible from the [Tools](#) menu.

User Credentials Dialog

T-Mobile webConnect Manager supports automatic authentication for a T-Mobile HotSpot through the User Credentials dialog. The User Credentials dialog can be accessed from the **Tools** menu. Select **Tools > User Credentials**. The following dialog will be displayed:



T-Mobile HotSpot customers are able to authenticate to a T-Mobile HotSpot Roaming Partner via this dialog. Enter your T-Mobile HotSpot Username and Password and click **OK** to save your information. To save your Username and Password for future logins, check the box "**Store this password for future logins.**" To clear the Username and Password information click on the **Clear** button.

Default Subscriber Realm

T-Mobile webConnect Manager uses the default realm of "**t-mobile.us**" for T-Mobile U.S. Subscribers. For example if the Username entered was John, the assumed realm would be @ t-mobile.us.

Custom Authentication Realm

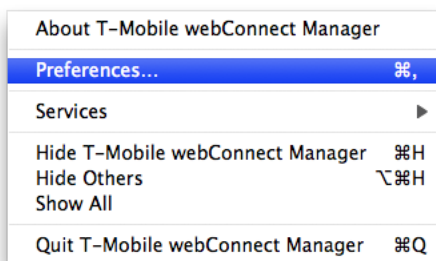
You can override the default realm by providing the realm in the Username field. For example if the username entered is "username@otherrealm.com," T-Mobile webConnect Manager will send the credentials to the realm "otherrealm.com."

T-Mobile webConnect Manager Settings

The Settings Window

The "Settings" window allows you to configure the behavior of the T-Mobile webConnect Manager software. Among other things, these settings control how the client connects to networks, the sounds it produces, when it retrieves updates and how it handles conflicting applications.

Select **Preferences** from the **T-Mobile webConnect Manager** menu on the top menu bar.



For information on the individual settings tabs, see the following:

- [Client Tab](#)
- [Update Tab](#)
- [Sound Tab](#)
- [Hardware Tab](#)
- [Configure Applications](#)

Settings: Client

The Client tab contains general settings for the T-Mobile webConnect Manager software. The following options are available:

User interface is always on top

When this box is checked, T-Mobile webConnect Manager will always appear on top of other application windows.

Enable splash screen

When this box is checked, T-Mobile webConnect Manager will display a splash screen while it loads. If you don't want the splash screen to be displayed, remove the check mark from this box.

Automatically run this application...

When this box is checked, T-Mobile webConnect Manager will be automatically launched each time you start your computer.

Display connection timer

This box controls whether the connection timer will be displayed in the main window. When the box is checked (default), the timer will be displayed. When the box is unchecked, the timer will not appear.

Reset all warning messages

T-Mobile webConnect Manager provides various warning messages that can be disabled if you do not want to see them. For example, the connection software will warn you that you will lose network connectivity if you close the application. These warning dialogs provide you with a method to turn off the warning. You can turn these warning messages back on by pressing the **Reset** button.

Available languages

Select the language you would like T-Mobile webConnect Manager to display.

Settings: Hardware

The Hardware tab is used to configure hardware-related settings for connection establishment. The following items can be found on this tab:

The Device List

This four column table takes up most of the tab's area. It is a list of all the devices connected to your computer that may be used to establish network connections. Among other things, you can do the following here:

- You can enable and disable individual devices.
- If you have multiple devices of the same type, you can choose which one to use.
- You can configure extended properties for Mobile and Dialup devices.

For more information, see [The Device List](#).

Allow simultaneous connections

If this box is checked, T-Mobile webConnect Manager will allow you to establish more than one connection at a time (for example, you could be connected to both Wi-Fi and Mobile concurrently).

If this box is NOT checked, T-Mobile webConnect Manager will prompt you to disconnect before allowing you to establish a second connection.

By default, allow simultaneous connections is turned off.

Prompt before switching connections

The T-Mobile webConnect Manager software can automatically switch to a higher [priority](#) network if one becomes available. However, since the original connection is shut down once the new connection is fully established, this has the potential to disrupt any activity that was relying on the original connection.

If this box is checked, T-Mobile webConnect Manager will prompt you for permission to switch networks before it actually does so.

The Profiles Button

Click this button to open the [Network Profiles Window](#).

Settings: Sounds

The Sounds Tab allows you to instruct T-Mobile webConnect Manager to play a sound when various events occur. It also allows you to specify the sounds that T-Mobile webConnect Manager plays. To enable this feature, check the **Enable sounds** box. Once the feature is enabled, the playing of an individual tone can be enabled by checking the box that corresponds to the tone you wish to play and then clicking **Browse** to select the sound file that you wish to play. You can specify sounds for the following events:

Connected

Enables the playing of a tone when T-Mobile webConnect Manager successfully connects to a Wi-Fi network.

Lost Connection

Enables the playing of a tone when T-Mobile webConnect Manager disconnects from or loses its connection to a Wi-Fi network.

Hot Spot Authentication

Enables the playing of a tone when T-Mobile webConnect Manager associates with and connects to a T-Mobile Hot Spot.

Settings: Update

The Update tab allows you to specify how often (if ever) T-Mobile webConnect Manager attempts to retrieve updates to its software and its databases.

Automatically download and install

(Default) Select this option to have the T-Mobile webConnect Manager automatically download and install the latest software including client executable and all databases (with hotspots) when you are connected to the Internet.

Prompt me to download and install

Select this option if you would like T-Mobile webConnect Manager to periodically prompt you to download and install product updates.

Manually download and install

Select this option if you want product updates to be downloaded only when you manually initiate the download process using the **Update Now** button below.

Update Now

Click this button to have to have T-Mobile webConnect Manager check for available updates now.

Application Launcher

The Application Launcher is used to setup a list of applications and/or files that can be launched when a connection to a network is established.

Adding an Application

Follow these steps to add an application to the list in the App Launcher:

1. In the Client tab of the [Settings](#) window, click the **Configure Applications** button. The [Configuration](#) window appears.
2. Click the **Add** button.
3. In the **Profile Name** box, enter the name of the application that you are adding. The name entered here will be displayed on the Application Launcher configuration window.
4. Click the **Browse** button next to the box marked **File**.
5. Select the file you wish to add to the list and then click **OK**. You can use the **Browse** button to search your computer for the file if you don't know the file name.
6. If the application requires any additional parameters to be entered on the command line when it is launched, the additional parameters may be entered in the **Parameters** field.
7. The fields in the **Toolbar Settings** section are used only by versions of T-Mobile webConnect Manager that feature a flyout toolbar from which applications may be launched. They are not used by the standard version of the product.
8. Click **OK**.

Application Configuration Window

This window allows you to select an application to be added to the Application Bar and/or edit the parameters T-Mobile webConnect Manager uses to launch that application. The following settings appear in this window:

Profile Name

This is the name that will be displayed for this application in the App Launcher settings page.

File / Browse

To select the application to be launched, do one of the following:

- Click the **Browse** button, locate the file you want to launch and then click **OK**.
- Type the complete path and filename of the file you wish to launch in the **File** box.

Note that specifying a file here automatically populates the icon parameters below.

Parameters

If you wish to specify any command line parameters to use when launching this file, you may enter them in this box. Most applications do not require such parameters to launch, but some may use them to configure particular options. See the documentation for the application you wish to launch for more information about command line parameters the application supports.

Test

Click this button if you wish to verify that the application launches correctly. T-Mobile webConnect Manager will attempt to launch the specified software with the configuration you have specified.

Toolbar Settings

The fields in this section are used only by versions of T-Mobile webConnect Manager that feature a flyout toolbar from which applications may be launched. They are not used by the standard version of the client.

Editing the Parameters for a Launched Application

The parameters used to launch an application are found in the [Application Configuration](#) window. Follow these steps to edit the parameters in the Application Configuration Window:

1. In the [Client tab](#) of the [Settings](#) window, click the **Configure Applications** button. The [Configuration](#) window appears. Select the application you wish to edit.
2. Click the **Edit** button. The Application Configuration window appears.
3. Make any desired changes.
4. Click **OK** when you are finished.
5. Next, click **Apply** to apply your settings.
6. Click **OK** to close the [Application Launcher](#) window.

Stopping an Application from Being Launched

To stop an application from being launched automatically when you connect to certain network profiles, remove the application from the list displayed in the Application Launcher. To do this, select the application you want to remove and then click the **Remove** button.

Warnings and Error Messages

For Wi-Fi

Configuration Warnings

The following are warnings that may appear during configuration of T-Mobile webConnect Manager .

SSID cannot be blank. Please enter a valid SSID.

This warning appears if you try to create a new Wi-Fi profile, but forget to enter an SSID on the first page of the Wi-Fi profile setup.

Unable to install T-Mobile webConnect Manager software

- For installation purposes, you must possess Administrative rights to install T-Mobile webConnect Manager.
- Check if your computer meets the [minimum requirements](#).

Connection Errors

This section contains various errors that may appear during connection with T-Mobile webConnect Manager .

Disconnected from network

Wait for few minutes before trying to reconnect to the network. If problem persists please contact T-Mobile customer care.

Connection Failed/Invalid HotSpot Username and Password

If you receive the error "Your username or password is incorrect", go to the [User Credentials dialog](#) to re-enter the 'HotSpot Username and Password'.

You have failed to log into this network

This window appears if you enter your username and/or password incorrectly.

Unable to contact Login Server at (IP address)

If the destination server is inaccessible during the authentication, you will receive the this message. Please try again later.

Your are already logged in

The computer has already logged in to the T-Mobile network.

For Broadband

SIM Card Errors

Broadband connection failure

- Check if the SIM is enabled for Broadband service. Contact T-Mobile Customer Care to activate it.
- Contact T-Mobile Customer Care to get roaming activated if connection failed because 'Roaming not allowed'.
- Check if the T-Mobile webConnect Manager displays 'T-Mobile Profile' before clicking the 'Connect button'.

No Broadband coverage

- Check if the T-Mobile webConnect Product is inserted properly.
- Check if the SIM is inserted properly.

Wrong PIN/Wrong PIN2

You have entered your PIN or PIN2 incorrectly. Enter the correct PIN or PIN2, and click OK.

PIN blocked/PIN2 blocked

You have entered your PIN or PIN2 incorrectly three times in succession. See your SIM user's manual for instruction on unblocking your PIN.

PUK blocked — contact operator

You have entered your personal unblocking key (PUK) code incorrectly 10 times in succession. Contact your network operator or service provider.

Codes do not match

This error occurs when you are trying to changing your security code (or PIN) and the two codes entered do not match. You must re-enter the new code again to confirm the change.

Connect Disconnect Warning

This section contains the warnings that may appear during connection or disconnection with T-Mobile webConnect Manager .

You are currently connected to a network...

This warning appears when you try to shut down T-Mobile webConnect Manager while you are still connected to the network.

Customer Support

Frequently Asked Questions

Which Wi-Fi cards do you support?

T-Mobile webConnect Manager for the Mac OS monitors your Mac computer's Wi-Fi connection. Please refer to your Mac computer manufacturer's documentation for supported Wi-Fi devices.

What should I do if my connection drops?

Try logging in again. If it happens repeatedly, call us at 1.877.822.SPOT (7768) for help in troubleshooting the cause.

I have Bluetooth on my laptop. Will this cause interference and prevent a good connection?

Even though they both use the 2.4GHz frequency range, Bluetooth should not interfere with the Wi-Fi connection. Contact your laptop vendor or manufacturer for more information.

Can I roam with T-Mobile webConnect Manager?

Yes. T-Mobile webConnect Manager supports both domestic and international roaming for T-Mobile HotSpot subscribers. Be aware that roaming charges may apply. Please refer to the T-Mobile HotSpot Web site for roaming charges.

How do I get T-Mobile webConnect Manager to stop launching every time I restart my laptop?

To keep T-Mobile webConnect Manager from starting when your computer starts, click T-Mobile webConnect Manager> Preferences> Client and remove the check from "Automatically run this application on machine startup."

T-Mobile webConnect Manager connected a network, but why do I keep losing the connection?

This may be due to interference caused by other devices, like cordless phones, microwave ovens, and other 2.4GHz band devices.

Who can I contact if need assistance with the Connection Manager?

For T-Mobile HotSpot and Wi-Fi technical support, or call us at 1.877.822.SPOT (7768).

For T-Mobile Broadband (2G/3G) support or call us at 1.800.937.8997.

New network interfaces have been detected.

When I connect to the T-Mobile broadband network, I keep seeing the following message appear. How can I make it go away?



There are two options.

1. If you click on "Cancel" it will close the dialog message, but it will appear the next time you connect.
2. If you click on the "Network Preferences" button, it will open the Network Preferences windows. Once the window appears, click on "Apply". Once this is done, the message will no longer be displayed.

Technical Support

T-Mobile is committed to your satisfaction when using the T-Mobile webConnect Manager solution.

T-Mobile Broadband Support

[http:// support.t-mobile.com/ productSelector.html](http://support.t-mobile.com/productSelector.html)

T-Mobile HotSpot Support

[http:// support.t-mobile.com/ hotspot.html](http://support.t-mobile.com/hotspot.html)

It is helpful to be prepared with the following information:

- Operating system (i.e. Mac OS v10.4 (Tiger) or Mac OS v10.5 (Leopard) etc. See the [Mobile Info window](#) topic in this help system).
- Browser version (usually found in the **Help>About menu**. See your browser's Help system for more information).
- Description of the problem you are experiencing.

Devices Supported

This version of T-Mobile webConnect Manager supports the **Huawei UMG1831** USB modem.

Driver Version: 4.16.00.00

Firmware Version: 11.823.03.00.420

See also:

[Inserting a SIM Card](#)

Troubleshooting

Why am I being asked for my password when installing T-Mobile webConnect Manager?

If your window requesting that you enter your password, you may not have administrative rights on that particular machine. To correct this just enter the correct password. If you do not have administrator rights, contact your system administrator.

Note: If your IT manager has questions, please see the T-Mobile webConnect Manager data sheet that fully explains our software and how it works in the enterprise.

Don't see your issue? Try the [FAQ](#) page or contact [Technical Support](#).

Application Launch Issues

Application is not visible after launch

T-Mobile webConnect Manager is designed to launch into the display state from which it was last exited. As such, it is possible that the Client will launch directly to its minimized state, causing the user to assume that it is not actually running.

Resolution

Look in the Dock for the T-Mobile webConnect Manager icon. If that icon is present, clicking it will display the main T-Mobile webConnect Manager user interface. In addition, holding down the control key and clicking on the T-Mobile webConnect Manager icon in the Dock will raise a menu allowing you to access various menu items.

Auto launching of T-Mobile webConnect Manager at Startup

T-Mobile webConnect Manager can be configured to allow the application to automatically launch when a computer boots up or when a new user logs into the machine. This may (or may not) be the desired functionality for the end user.

Resolution

The user can change this behavior of T-Mobile webConnect Manager by selecting **T-Mobile webConnect Manger > Preferences** and choosing the **Client** tab. Check (or uncheck) the **Automatically run this application at login...** box to change the autolaunch behavior as desired.

Broadband Connection Failure

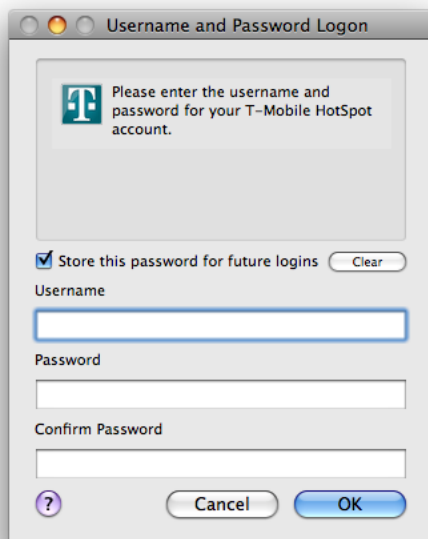
1. If you are having problems with failures while trying to connect to the broadband network please check the following:
2. Check if the **SIM** card is enabled for Broadband service. Contact T-Mobile Customer Care to activate it.
3. Contact T-Mobile Customer Care to get roaming activated if the connection failed with the message "**Roaming not allowed.**"
4. Check to see if the T-Mobile webConnect Manager displays "**T-Mobile Profile**" before clicking the Connect button.

Disconnected From the Network

If you receive the message "**Disconnected from network**" or experience network disconnections please wait for a few minutes before trying to reconnect to the network. If the problem persists please contact [T-Mobile customer care](#).

Invalid Hotspot Username

If you receive the message "Invalid Hotspot Username and Password" please enter your **Username** and **Password**. This dialog can be accessed by selecting **User Credentials** from the [Tools menu](#). Check the box next to the text "Store this password for future logins" if you wish to save the password for future connections.



No Broadband Coverage

If you are experiencing problems with broadband coverage please check the following:

1. Check if the data card is inserted properly.
2. Check if the [SIM](#) is inserted properly.

Unable to Install T-Mobile webConnect Manager Software

If you're unable to install T-Mobile webConnect Manager Software, please check the following:

1. Check that the computer meets the [minimum requirements](#).
2. For installation purposes, you must possess Administrative rights to install T-Mobile webConnect Manager Software. Users without administrative rights on an individual machine will be denied the ability to install software on that computer.

Resolution

No workaround is possible as the user must have administrative rights to install T-Mobile webConnect Manager Software. Contact your IT department.