



SNAP One

User Guide



SIMtone Corp
SNAP One User Guide

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About the SNAP One

The SIMtone SNAP One is a solid state, low power consumption, zero-touch desktop SIMtone terminal that can be used to access any virtual desktop and other cloud computing services powered by the SIMtone platform. The SNAP One is based on solid-state hardware, and operates without any local operating system or processing --- with all computing tasks performed 100% in the cloud.

The SNAP One securely and automatically connects to any SIMtone-powered cloud service on-the-fly, via any Network access point. It can be used to access as Microsoft Windows Vista, Microsoft XP, or Linux virtual desktop environments.

The SNAP One supports
802.11 b/g (optional)
10/100 Mbps RJ-45
2 USB ports
Audio out
Standard PC displays, keyboards and mice

The SNAP One packaging will contain

- SNAP One terminal
- AC power cord
- SNAP One stand
- Wireless antenna (if wireless option is selected)

To operate the SNAP One you will need to supply:

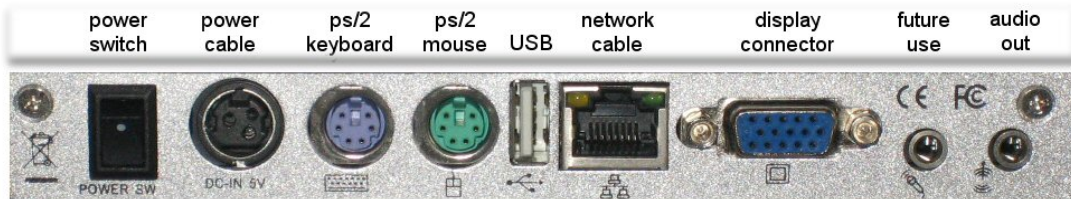
- a VGA display
- a keyboard and mouse
- a network connection configured for DHCP

The next few pages will guide you through the process of connecting these to the SNAP One, the process of connecting to SIMtone, and accessing your cloud computing service.

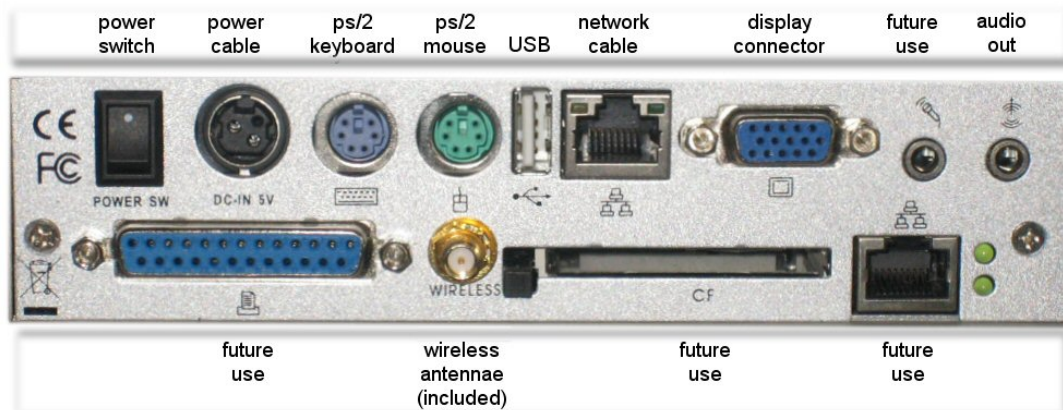
Connecting your SNAP One

The connections on the SNAP One are same as a traditional PC, in fact, the same peripheral devices can be connected.

SNAP One: rear view



SNAP One – wireless: rear view



Connect the keyboard and mouse. You may use the ps/2 connectors or the USB ports.

Connect the network cable. For proper connectivity, make sure the cable is connected to a local network configured for DHCP. DHCP auto-configures newly-connected devices for the network specifics. Most home and enterprise networks are configured to support DHCP.

Connect the monitor display cable and any USB devices.

If using the wireless unit, attach the included wireless antenna.

Connect the power cable, and plug in the included power adapter. Turn on the SNAP One with the power switch next to the power cable. A blue power indicator light on the front panel will come on.

SNAP One Configuration

The SNAP One will begin its power-up sequence. The startup process will pause briefly at the boot screen to allow configuration of the SNAP advanced networking and location parameters.

To enter the SNAP configuration menu, press <esc> during the power on cycle.



Connect to SIMtone service

Power up the SNAP using the latest saved configuration

Configure this SNAPone

Enter the SNAP configuration menu

Factory Reset

Configure the SNAP back to the factory default parameters

Once you enter the SNAP configuration menu, you'll have the following choices:

Locale: Select your Language/Country from the list. The default is English-US - *enUS*.

Timezone: Select the local time zone from the list. The default is *America/New York*.

Display: Select your display resolution from the list. The default is *1024 x 768* pixels.

Networking: Select your network connectivity preference and details.

The default is *LAN*, which will activate the wired Ethernet connection. If the SNAP is capable of wireless connectivity, you will also have the option of selecting *Wifi* from the menu.

If the *Wifi* option is chosen, the SNAP One will display the available wireless networks – called ESSIDs. Selecting your network from the list will configure the SNAP terminal to use that network when powered on. If the network is secured using WEP, you'll need to enter the key for access. If it is an open network, select the default *NONE*.

Connection (expert)

Advanced SIMtone Network connections can be manually adjusted for custom installations.

Automatic configuration: Resets Connection details back to factory defaults

Manual configuration:

Specify NSCLS

Special Lookup Server, used to connect to a custom SIMtone Service Provider.

Specify SNAP Proxy

When network restrictions prevent native SIMtone connections, a SNAP Proxy can be used to gain access to SIMtone services.

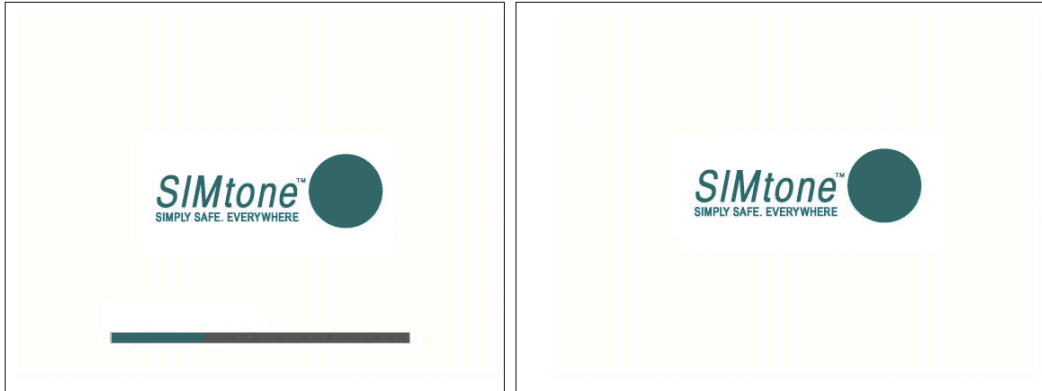
Tunnel SNAP Proxy Address / Port

SNAP Proxy assisted connections can be further defined by selecting SSL tunnel and port.



Using your SNAP One

The SNAP One will display a series of screens similar to the graphics below. These indicate that it is detecting network connections, and attempting to join the SIMtone network.



During the startup process a sequence of green bars will appear at the bottom of your screen.



These bars indicate the progress of the connection to SIMtone and to your cloud computing service. The sequence should progress to five green bars within a few seconds. This will indicate successful connection to SIMtone.

When the SNAP has finished its startup procedure, you will see the SIMtone Authentication Screen. This service provides access to the SIMtone network and the services activated for your account.

Enter your Subscriber Name and Password and click the *OK* button.

Subscriber	<input type="text" value="username@email.com"/>
Password	<input type="password" value="*****"/>
Options	<input type="button" value="Options"/> <input type="button" value="OK"/>

Correct authentication will begin your default service. Once connected, your service may require further authentication.



Changing your SIMtone Password

Your SIMtone password can be changed at any time from the Authentication Screen. Select *Password* from the Options drop-down menu.

Subscriber
Password
Options
Password

Enter your Subscriber name, Current Password, and New Password twice for verification. Then select *Change Password* to commit the change or *Quit* to leave your password unchanged.

SIMtone Password Management
Subscriber
Current Password
New Password
New Password

Use your Subscriber name and new Password the next time you connect.

Returning to the Authentication Screen

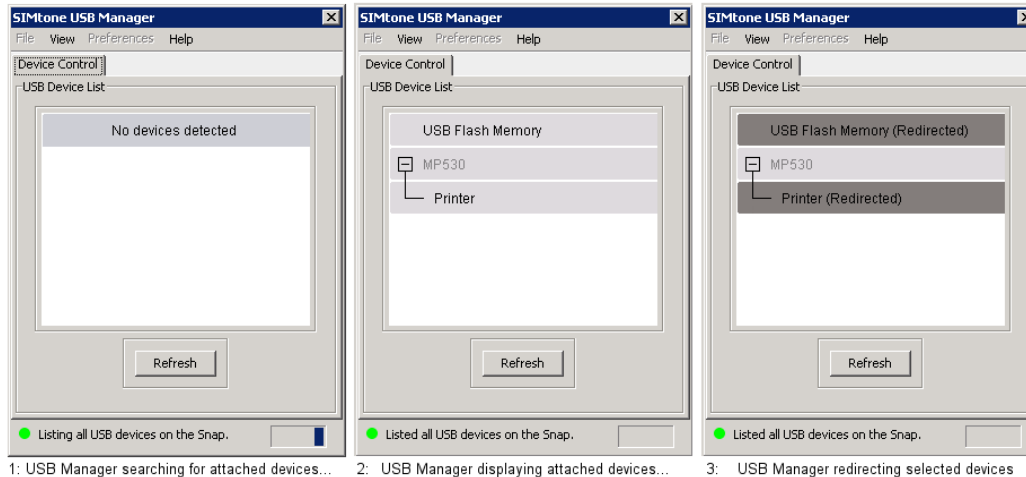
Pressing *Ctrl-Alt-Home* keys simultaneously will exit your current service and return you to the SIMtone Authentication Screen.

Using USB Devices

The SNAP One has the capability to redirect locally connected USB printers and storage devices. With the SIMtone USB manager installed in the cloud computing environment, redirected USB devices appear as connected to the cloud computing session.

USB Manager

If your cloud computing data center supports USB devices, you will see the SIMtone USB Manager appear and search for your attached USB devices when you connect. When supported USB devices are detected, you can click on the device you choose to redirect. Once a printer or USB storage device is redirected, it operates as if it were directly connected to the cloud computing desktop or environment.



The series of screenshots above display the sequence of the USB Manager searching for devices, listing those devices, and redirecting the selected devices – in this case, the SNAP is redirecting a Canon MP530 Printer and a USB Flash Memory storage device to the cloud computing session.

If USB devices are added during an active cloud computing session, click the refresh button to search for additional USB devices.

If your cloud computing session is part of a shared community or domain, you may share your connected devices, by right clicking the device in the SIMtone USB Control window and selecting *Share Device*. Similarly, to secure a shared device, right click the device and select *Secure Device*.

Closing the USB Manager window will not disconnect devices. The SIMtone USB Manager is available in the system tray of your Windows cloud computing session.

Printers:

For proper printer redirection, any required or supporting software associated to your particular printer will need to be installed or available to your cloud computing session. You may need to arrange with your provider or virtual desktop administrator to install the appropriate printer driver.

Storage drives:

Upon initial redirection, Windows prepares an index of the attached drive contents for first use. For very high capacity drive, this process can take a considerable amount of delay before the drive is available to the desktop. The delay depends on the capacity of the storage drive as well as the speed and latency of the connection between the SNAP and the cloud computing session.



Troubleshooting

The SNAP should work correctly without any intervention or troubleshooting on your part. However, if something does go wrong, here are some places to look.

If the SNAP fails to connect to the initial Authentication Service, check whether you have good network connectivity and DNS resolution. You can do this by entering a website name in any browser and verifying that the page is displayed, using a computer on the same network.

Once you have verified good network connectivity, check with your network administrator for any network restrictions. If your network is restrictive, you may need to add a proxy or SSL tunnel as described in the *SNAP One Configuration* section in this user guide.

If you are still experiencing difficulty connecting to the SIMtone service, please contact your cloud computing provider or virtual desktop administrator. You may also review the knowledge base and troubleshooting articles located in the support section of www.simtone.net.