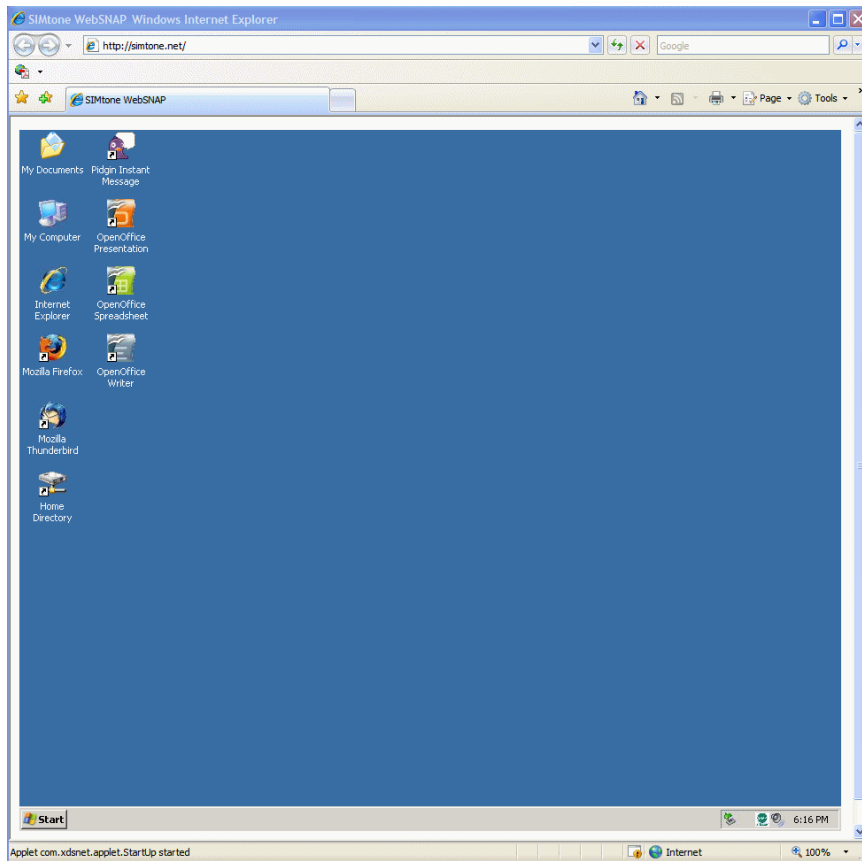




WebSNAP User Guide





SIMtone Corp
WebSNAP User Guide

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About WebSNAP

The SIMtone WebSNAP is a general access applet available to all SIMtone Cloud Computing users by simply pointing their browsers to www.simtone.net and clicking on the “Access SIMtone” link.

The WebSNAP has been designed for immediate convenience when in need for casual, yet totally secure access to cloud services from PCs or Macs, for example, when in customers offices, or in hotels and airports business centers.

The WebSNAP supports all standard SNAP features, such as high performance desktop media, except USB services. The WebSNAP supports Internet Explorer, Mozilla Firefox and Apple Safari Browsers.

Using WebSNAP

The WebSNAP is used to access your remote computing session through the SIMtone service.

WebSNAP operates from within a browser window, giving you access to remote services from any computer with a browser of the following types:

- Firefox
- Internet Explorer
- Apple Safari

The computer also must have the appropriate Java Runtime Environment (JRE) installed and enabled.

To update your Java Environment, browse to www.java.com and follow the steps to “Free Java Download.” Installing Java may require a reboot before continuing.

To access the Web SNAP, point your browser to:

www.simtone.net and click on the *Access SIMtone* link.

The WebSNAP will start in your browser window.



Connecting to SIMtone

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
Password
Options

SIMtone™
SIMPLY SAFE. EVERYWHERE

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

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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

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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. You can also hit “refresh” or “reload” in your browser.

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.

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.