

A large background image showing a globe of the Earth viewed through a wire mesh, with a red vertical bar on the left side.

# **Using Connexion by Boeing with Your iPass Account**

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*Information in this guide is subject to change without notice.*

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## Connexion by Boeing<sup>SM</sup>

The Connexion by Boeing service gives you high-speed Wi-Fi Internet access through your iPass account. It can be used as often as you like for the duration of a flight, for a flat fee. You can stay connected as long as you wish during a single flight, or disconnect and then reconnect multiple times, without incurring any additional charges.

### How Does it Work?

You will not use iPassConnect to connect to your iPass account, but instead use a Web browser.



An antenna mounted atop the aircraft fuselage locks onto a signal relayed from a geo-synchronous satellite, which enables transmissions to and from the plane. The satellite communicates with ground stations, from which the signal is carried securely through to the Internet and back.

Through a shared network, Connexion by Boeing users will generally enjoy upload and download speeds that are comparable to those experienced in the home and in hotels with a cable modem or digital subscriber line (DSL) service. Users connect in precisely the same manner as they would connect using their wireless card on the ground. Data latency is minimal, about one second or less on average.

## Requirements

### Minimum System Requirements

The minimum hardware and software required to use the service are as follows:

- A laptop (PC) or notebook computer with Microsoft<sup>TM</sup> Windows<sup>TM</sup> 95 or later, or an Apple<sup>TM</sup> Macintosh laptop with Mac OS X or OS 9 and Open Transport 2.6.
- Wi-Fi card: configured and operational 802.11b network interface.
- An Internet Web Browser (select one):
  - Internet Explorer 5.0 or later, with Secure Sockets Layer (SSL) and JavaScript enabled, or
  - Netscape Navigator 6 or later, with Secure Sockets Layer (SSL) and JavaScript enabled.
  - If you are using the service in Japanese, we recommend using Internet Explorer; however if you prefer Netscape, version 7.x is required.

## Credentials

You will require your iPassConnect credentials, which consist of your iPassConnect username (including your login domain) and password. For example, a valid set of credentials might be username `jane@acme.com`, password `jane1970`.

- For some users, the user name may also require a login prefix. This prefix will take the general form `YOURCOMPANY/`, where `YOURCOMPANY` is the name of your enterprise. Check with your Help Desk if this prefix is required. An example of how this prefix would be prepended to a user name is `ACME/jane@acme.com`

## Additional Requirements

These additional requirements may not apply to every user.

- If you're running iPassConnect, exit the application by right-clicking the iPassConnect system tray icon and choosing Exit.
- Before your first connection to the service, you need to associate to the access point by setting the SSID to **Connexion1**. Precise instructions will depend on your laptop specifications and operating system. Step-by-step instructions may be found in your in-flight magazine or other seatback material. Some airlines offer a separate setup guide instead. Your flight attendant will be able to tell you what material is available onboard your flight.
- Your Help Desk may require a VPN or other security solutions in order for you to connect to corporate resources.

*You will not need a separate Connexion by Boeing account to use this service. All authorization and billing is handled as part of your iPass account.*

## Available Flights

Several airlines have partnered with Connexion by Boeing, including Lufthansa, JAL, Singapore Airlines, Scandinavian Airlines, and others. For additional details, visit the Connexion by Boeing website at: <http://www.connexionbyboeing.com/>.

## Connecting and Disconnecting

If you're on a flight equipped with the Connexion by Boeing service, and you meet the system requirements shown on page 3, you can use a Web browser and your iPass credentials to connect.

### Before Connecting

Before your first connection to the service, you need to associate to the access point by setting the SSID to **Connexion1**. There is no need to enter a WEP key, as WEP is disabled. Precise instructions will depend on your laptop specifications and operating system. Step-by-step instructions may be found in your in-flight magazine or other seatback material.

Before your flight, you can also download instructions from the Connexion by Boeing Web site at [www.connexionbyboeing.com](http://www.connexionbyboeing.com).

### Connecting

Make sure you've set up your connection profile before attempting to connect.

#### To connect to the service,

1. Open your browser to the Connexion by Boeing Home Offline page, located at <http://cbb.by.boeing>.

2. In **Username**, enter your username and domain (such as jane@acme.com).
  - a. If required, include the login prefix if required. For example, ACME/jane@acme.com.
3. In **Password**, enter your iPassConnect password.
4. Under **Billing Method**, select *iPass Inc.* A single flat fee incurred for the duration of your flight will be billed directly to your iPass account.
5. Click **Sign In**.
6. On the **Select Your Price Package** page, select your price package. (**Note:** Initially, all iPass customers will be charged the same flat fee, that for a short flight, regardless of the length of your flight, so simply select the option button.)
7. Click **Connect to Service**.
8. You are now connected to the Internet through the iPass network. You can surf the Web, or launch a VPN to securely access your corporate resources.

The **Status** window shows your connection status. Don't close this window until after you disconnect.

If you do close the window, you will be shown as connected until the end of the flight (but you will not incur any additional charges.)



## Connecting Using a VPN

### To connect to your corporate resources using a VPN:

1. After signing in to the Connexion by Boeing service, minimize your Web browser.
2. Do one of the following:
  - a. Launch your VPN software, just as you would from a remote location on the ground.
  - b. Alternately, if iPassConnect is integrated with a VPN, you can launch iPassConnect, and connect with the Home Broadband tab which will in turn, launch your VPN.
3. Follow your company's internal procedure for logging onto its network.

## Your Connection Status

### To view your connection status at any time,

1. Do one of the following:
  - a. Open a browser window and type <http://cbb.by.boeing>
  - b. On the *Status* window, click **Home**.
2. Check the upper left-hand corner of the *Home* page for your connection status.

## Automatic Signoff

You will be automatically signed off Connexion by Boeing for the following reasons:

- If you don't use the Internet for 6 to 9 minutes, or
- Connexion by Boeing cannot detect your computer due to it being turned off or disconnected.

*If you have a firewall enabled, including the Microsoft Windows XP default firewall, the Connexion by Boeing system may not be able to detect your computer, and consequently, will not be able to tell when you are inactive to sign you off the service.*

## Disconnecting

### To disconnect from the service,

1. If you're using a VPN, disconnect from it before signing out.
2. In the *Status* window, click **Sign Out**.

**Note:** If you have closed the *Status* window, open another browser window and type <http://cbb.by.boeing> to bring up the Connexion by Boeing Home page. Then click the **Sign Out** button in the upper left hand corner of the page just below the Connexion by Boeing logo.

*You'll be charged a single flat fee for the duration of a flight. Thus, you may reconnect as many times as you like on a flight without incurring additional charges. You may also stay connected as long as you need without incurring additional charges.*

## Pricing

Use of the Connexion by Boeing service is charged directly to your IT department as follows:

Flight Duration	Flat Fee
Short-Haul Flights (0-3 Hours)	\$14.95
Medium-Haul Flights (3-6 Hours)	\$19.95
Long-Haul Flights (Over 6 Hours)	\$29.95

Fees are based on the scheduled flight duration, not the actual flight duration.

## Special Promotion

Until August 31, 2005, all iPass customers will be charged the same flat fee, that for a short-haul flight, regardless of the length of your flight.

## Support and Help

- For pricing or billing-related questions, please contact your IT Help Desk.
- For all other inquires, please contact Connexion by Boeing Customer Care. You can click the Live Chat Help icon on the Connexion by Boeing Home Page to initiate a chat session.

