# JOIKUSPOT PREMIUM FREQUENTLY ASKED QUESTIONS

- **I see several different Access Points from my operator when starting JoikuSpot. Which one should I choose?**
    - Choose the normal INTERNET access point for JoikuSpot; WAP, MMS, etc. access points will not work. Operator's Internet access point is typically called "Operator X Internet". Please make sure your SIM card has data plan with your operator.
- **Are there any costs to use JoikuSpot?**
    - You will be charged by your network operator for the mobile data you transfer with your JoikuSpot internet sessions. We recommend you to have an unlimited (flat rate) high speed mobile data plan with your network operator.
- **I have problems using JoikuSpot. What should I do?**
    - JoikuSpot requires that the phone has relatively new firmware inside, preferably from October 2008 or later. You can easily update the phone's firmware with Nokia Software Updater. Just go to http://europe.nokia.com/softwareupdate. Check also that the connecting device has the latest wlan drivers. Usually they can be updated at manufacturer's site or using Windows update with Optional updates.
- **I get the message "Unable to Start JoikuSpot" during start-up? What to do?**
    - You get "Unable to start JoikuSpot" most probably when some other application is using the WLAN in your phone at the same time. It might be a VoIP client or something similar. Check that the WLAN is free before starting JoikuSpot. You can do this at Connection manager - Active data connections. JoikuSpot requires that the WLAN is totally usable for it. If other application tries to use it at the same time there will be collation. This has to do with the WLAN drivers on the phone that are preventing multiple applications using the same WLAN interface.

        Some new phone models like N97 get this same error message even if there weren't any active data connections before starting JoikuSpot. This has been fixed in the version 2.6.
- **JoikuSpot creates the WLAN connection successfully. However, the browser doesn't connect and gives an error message?**
    - JoikuSpot requires Ad Hoc WLAN mode to enable web connection. Please configure your WLAN device's WLAN settings to allow use of Ad Hoc networks, and if possible, set the JoikuSpot connection as primary/default WLAN network, so that your WLAN device wouldn't get interrupted by other WLAN networks near-by.
- **What should I do when my phone heats during the use of JoikuSpot?**
    - You can save the battery and reduce heating if you lower the transmission power (Tx Power Level) of your phone from 100 mW to 50 mW. Just remember that this has effect to signal strength as well: The signal reach may be just few meters and fixed Wifi APs may interfere if they are in close proximity. Please see the manual for further details.
- **Why does JoikuSpot appear as computer to computer (ad hoc) network?**
    - Currently Symbian OS used in Nokia phones does not support WLAN infrastructure mode.
- **Why JoikuSpot doesn't have an option to choose WPA/WPA2 encryption?**
    - JoikuSpot does not currently support WPA/WPA2. These encryption modes require that the access point (phone) would work in WLAN infrastructure mode. Currently

this is not supported in Symbian OS or Maemo OS. Phone can be a client in infrastructure mode network, but it can not act as wlan infrastructure mode access point.

- **How do I secure my access so that it is not accessible by others?**
  - o Set the encryption on under Settings. You can get the Settings visible by stopping JoikuSpot first. Please see JoikuSpot User Guide document for further information.
- **I have a firewall or antivirus program in my smartphone and it prevents the usage of WLAN ad hoc networks. What should I do to allow JoikuSpot to work?**
  - o Please lower the security level to "Low" or "Allow all". It will allow the usage of WLAN ad hoc networks. JoikuSpot itself has firewall already.
- **How do I maximize my JoikuSpot Premium connection speed?**
  - o When you want to maximize your Joikuspot connection speed, contact your operator for a higher speed mobile data plan, preferably with flat rate. Some operators already offer for example 2-5 Mb flat rate data plans with unlimited data transfer. This way your JoikuSpot connection is fast and carefree also when you have several devices connected.
- **My JoikuSpot starts, runs for a little while and then suddenly turns to a Stopped mode. Next time I start, it runs smoothly. Why the instability?**
  - o JoikuSpot uses ad hoc wlan network mode. There are 3 frequencies/channels available in ad hoc mode. JoikuSpot selects one of them randomly at each start. If there is another WLAN base station nearby or in very close proximity that happens to use the same frequency, this may interfere with your JoikuSpot connection. Please turn off other WLAN base stations near-by or move further away from the cause, or re-start the JoikuSpot to allocate a new frequency.
- **What does Full Licence mean?**
  - o Full License means that your license is valid for your personal use with one mobile phone at the time. You can change operator freely.
- **For any issues in JoikuSpot connectivity, go through these points once again. These are the most likely causes for connectivity issues, and typically resolve 95% of the issues.**
  - o Check that you have newest firmware in your phone (to adjust proper WLAN drivers).
  - o Check that you are using the normal INTERNET access point for JoikuSpot; WAP, MMS, etc. access points will not work. Operator's Internet access point is typically called "Operator X Internet".
  - o Check that you have only one JoikuSpot Premium installation on your phone, remove earlier ones or JoikuSpot Light
  - o Check that your laptop or other connecting device (e.g. WLAN camera, iPod, iTouch) allows ad hoc WLAN connections
  - o Check that there is no firewall or other antivirus program in your phone preventing the connection creation
  - o Check that in your phone there is no other program that reserves the WLAN for itself (e.g. Email, SIP, VOIP, Messenger client).
  - o Check that there is no interfering WLAN basestation in very close proximity with your JoikuSpot device