JiWire Hotspot Helper

Installation & User Guide

(Version 2.0.0.0)

Wi-Fi Hotspot Finder
Wi-Fi Security
Wi-Fi Mailer
Wi-Fi Toolbar

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JiWire
the way to wi-fi

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What is JiWire Hotspot Helper?

With JiWire Hotspot Helper, you get everything you need for a safe and reliable Wi-Fi hotspot experience in one easy-to-use application:

• **Wi-Fi Hotspot Finder** lets you find public Wi-Fi locations around the world even without an Internet connection.

• **Wi-Fi Security** protects your privacy anywhere you use hotspots by providing enterprise-class encrypted VPN (virtual private network) service.

• **Wi-Fi Mailer** ensures your desktop email will work anywhere you use hotspots -- most public hotspots block sending email from programs like Outlook.

• JiWire Toolbar works independently or together with Hotspot Helper to monitor your Wi-Fi connection status, access JiWire resources, and search for hotspots directly from the Toolbar.

Installing JiWire Hotspot Helper

System requirements

JiWire Hotspot Helper works with Windows XP. For maximum compatibility and security, installation of the Windows XP service packs and updates is highly recommended.

Wi-Fi Hotspot Finder (part of the Hotspot Helper suite) also requires at least 70MB of free hard drive space for its offline hotspot database, more if you add new countries to your hotspot list. Wi-Fi Hotspot Finder works with Internet Explorer 6.x.

JiWire Toolbar works with Internet Explorer 6.x or Mozilla Firefox 1.5.x browsers on Windows XP.

Before you install
If you haven't downloaded the JiWire Hotspot Helper installer already, or if you need to reinstall, you can find it here:

http://www.jiwire.com/hotspot-helper.htm

It's best to install Hotspot Helper when you are using a Wi-Fi connection, rather than wired Ethernet, so that you can immediately test the installation. The Wi-Fi connection can be at home, at the office, or at a public hotspot.

Before you install, make sure you do not already have other VPN software on your computer, such as Cisco. JiWire Hotspot Helper includes its own VPN service, called Wi-Fi Security, and you cannot run two VPNs at the same time.
If you use a corporate VPN, do not install Hotspot Helper. You already have a secure Wi-Fi connection and do not need Wi-Fi Security. However, corporate VPN users can still take advantage of the free JiWire Toolbars for Internet Explorer and Firefox, downloadable separately here:

http://www.jiwire.com/jiwire-downloads.htm

Upgrading from JiWire SpotLock to JiWire Hotspot Helper

If you previously installed JiWire SpotLock, it is very important that you remove all JiWire software prior to installing JiWire Hotspot Helper. To do so, open the Windows control panel and click on Add/Remove Programs. Locate JiWire SpotLock and any other JiWire software you may have installed on your computer and uninstall these items. Restart your computer. After your computer has finished restarting, run the JiWire Hotspot Helper Installer. During the installation, enter your JiWire ID and password. If you have an active JiWire SpotLock subscription, it will transfer immediately to Hotspot Helper with the same subscription terms at no additional charge.

Installing the JiWire Hotspot Helper components

To start the install process, run the JiWire Hotspot Helper installer downloaded to your hard disk. You will first be presented with a Welcome screen:

Click Next to view the license agreement.

You can scroll through the Agreement or read more by following the terms-of-service link. Click Yes to agree to the license terms, and then Next to choose which components you'd like to install.
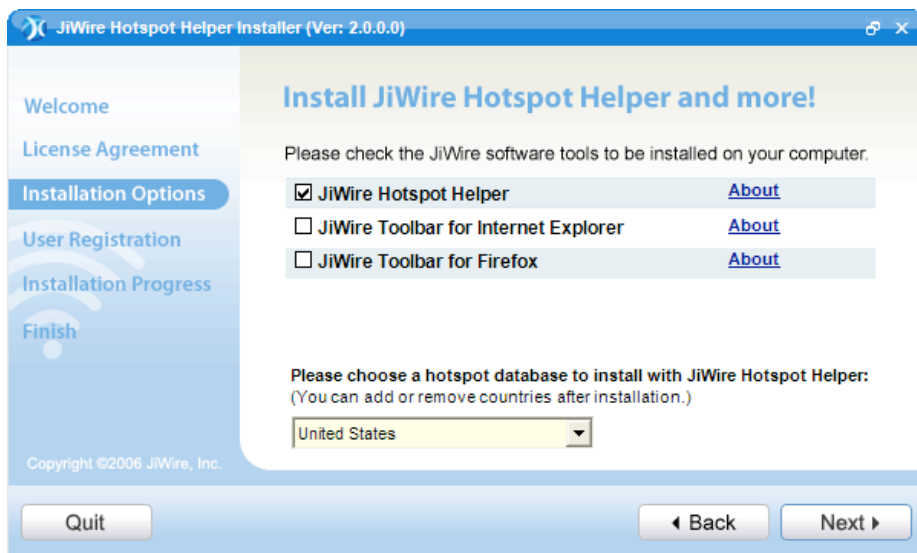
The main JiWire Hotspot Helper suite will be installed by default. You can also choose to install the JiWire Toolbars for Internet Explorer 6.x or Firefox 1.5.x. (Note that the Toolbar options will only be available if you already have Explorer or Firefox installed on your system.)

Non-U.S. users can select a different base country to download for the offline Wi-Fi Hotspot Finder database. You can also add or remove countries after installation, so just choose your primary country for now. Then click the Next button to get the registration screen.

If you are already a JiWire.com member, enter your JiWire ID and password here. New users can also create an account by filling out the information in the New JiWire Users section. Creating an account is required for both free and paid users. (If you have already paid for JiWire Hotspot Helper, your subscription information will be registered into the software during installation. If you are a free user, you can pay later and then re-register the software while it's running.) Click the Next button to start the install process.

Learn more about JiWire Hotspot Helper at www.jiwire.com

You will see a progress bar indicating the status of your installation. If you have a firewall running on your computer, unblock it in response to any alerts you may receive during installation. If possible, click the "remember" or "always allow" as appropriate in your firewall software.
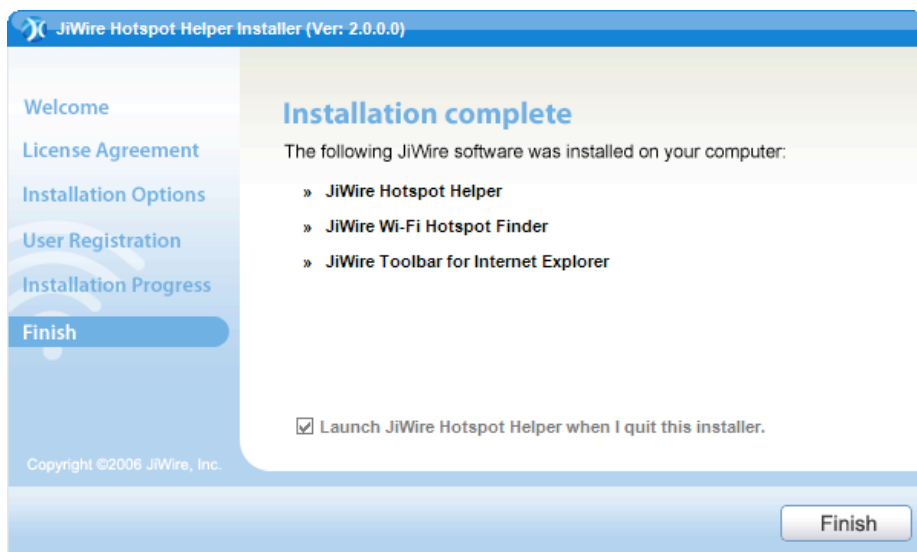
That's it! You are finished and ready to start using JiWire Hotspot Helper. The program will be launched immediately after installation unless you uncheck the box at the bottom.

Turning on Wi-Fi Security for the first time

If you left the box checked to Launch JiWire Hotspot Helper after installation, and are connected to a Wi-Fi network, the first thing you will see is a popup window from the System Tray indicating that Wi-Fi Security has been turned on successfully:

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By default, Wi-Fi Security and Wi-Fi Mailer will turn on every time you connect to a Wi-Fi network. You can change this preference by unchecking the box in the popup, or later by left-clicking on the JiWire Hotspot Helper icon in the System Tray, and clicking on the Wi-Fi Security button.

Purchasing a subscription & managing your account

Once installed, the Hotspot Helper window (accessible by left-clicking the JiWire icon in the System Tray) will show the time left in your free or paid subscription, and which services are available to you. Free users may secure their hotspot connections for 30 minutes per day. Paid subscribers get unlimited use of Wi-Fi Security, as well as Wi-Fi Mailer, for $24.95 per year. The Wi-Fi Hotspot Finder and JiWire Toolbars are free to all.

To purchase a subscription, or to change your account information, simply click on the Manage My Account button, which will take you to the My Account area on the JiWire website.

Now read on to learn more about all the valuable tools in JiWire Hotspot Helper: the Wi-Fi Hotspot Finder, Wi-Fi Security, Wi-Fi Mailer, and the JiWire Toolbars.

Using Wi-Fi Hotspot Finder

What is Wi-Fi Hotspot Finder?

Wi-Fi Hotspot Finder is a FREE, self-updating offline hotspot database that lets you quickly locate hotspots around the world even without an internet connection.

You can search the more than 120,000 legitimate Wi-Fi hotspots in 130 countries around the world that have been verified by JiWire's global staff. The downloadable database shows location and service provider information for each hotspot. Both free and paid hotspots are included.

You can customize your Wi-Fi Hotspot Finder database to download hotspots in any countries, or U.S. cities and states that you might travel to. The database can then automatically update itself weekly or monthly.

When you are connected to the internet, the database also links dynamically to the JiWire website, so you can retrieve even more information about each hotspot, such as maps and driving directions.

Wi-Fi Hotspot Finder works within Internet Explorer 6.x, so you must have IE installed to use it. If Internet Explorer is not installed, the Wi-Fi Hotspot Finder will launch in your preferred browser, however JiWire makes no guarantees of compatibility.

Launching Wi-Fi Hotspot Finder

You can launch Wi-Fi Hotspot Finder in one of three ways. From the shortcut placed on your desktop during installation, from the Program menu, or from the Hotspot Helper window, accessible by left-clicking the JiWire icon in the System Tray. Click "Go" to launch Wi-Fi Hotspot Finder.
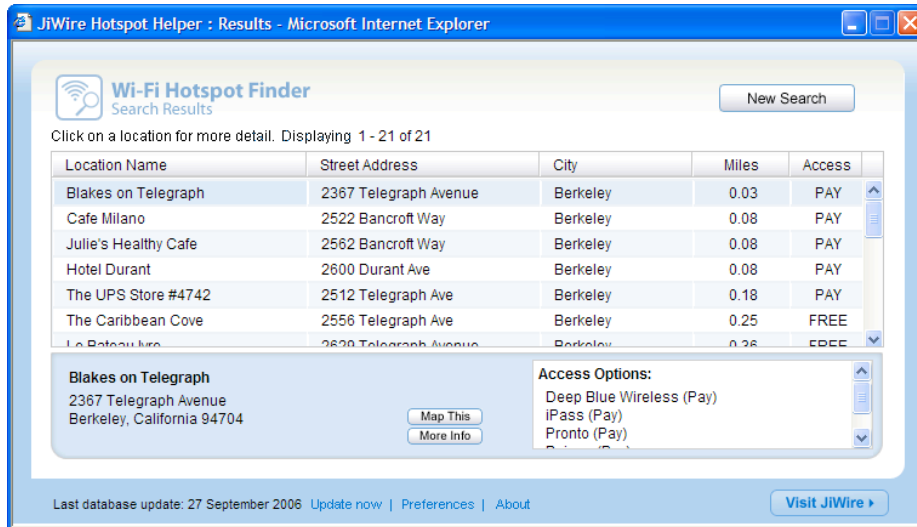
Searching Wi-Fi Hotspot Finder

Once launched, you can start a search for nearby hotspots simply by entering a zip code or city and state, then clicking the "Find Hotspots" button. You can also enter an exact address, and narrow your search by provider name (such as T-Mobile or Boingo), or by whether the hotspot is free or paid.
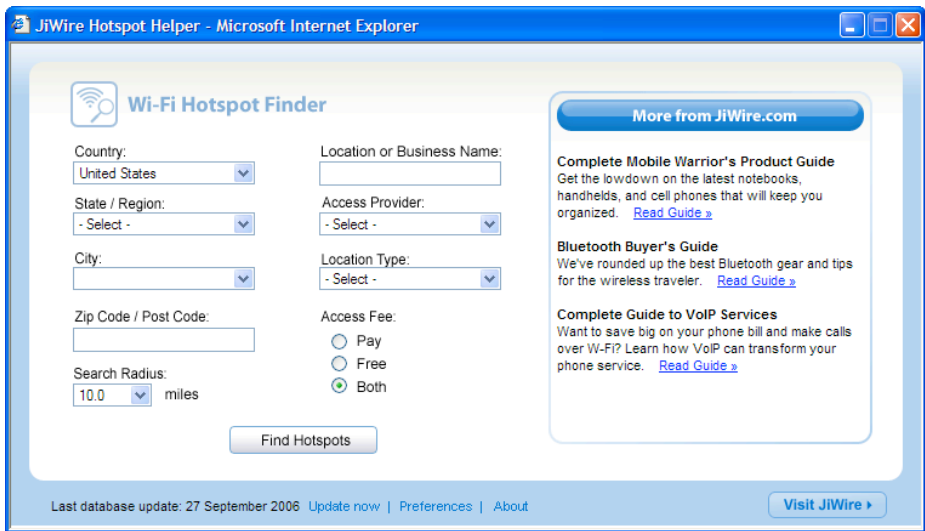
The search results show a list of nearby hotspots, in order of proximity. Click on any hotspot to see more information, such as a service provider list.

Learn more about JiWire Hotspot Helper at www.jiwire.com

If you are online, you can also click the "Map This" or "More Info" buttons to view complete Hotspot Detail, including a street map, on JiWire.com.

Setting Wi-Fi Hotspot Finder Preferences

To open Preferences, click the button at the bottom of any Wi-Fi Hotspot Finder window. The Preferences screen allows you to customize two key settings:
- Which locations to download
- How often to update your hotspot database

You can also enter internet proxy server information if required, and change your distance units from miles to kilometers.
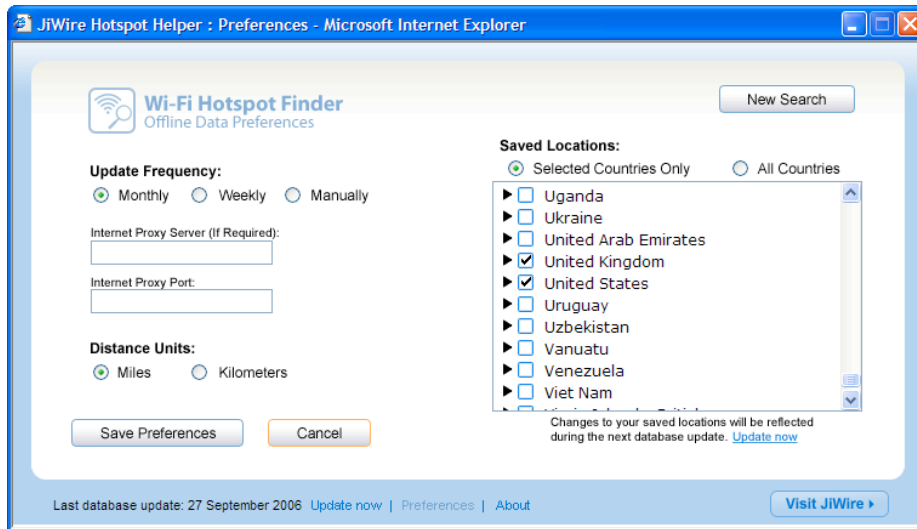
To choose additional countries to download, simply check the boxes on the right of the window. Clicking on the triangles to the left of each country name shows major cities and states, so you can just download London instead of the entire United Kingdom, for example.

The full JiWire hotspot database is very large, with more than 120,000 entries, and can take a long time to download and update, so you should only select locations you may actually visit. You can always add or remove locations from your database as your needs change.

Choose an update interval that works for you, monthly, weekly or manually. Updates will occur in the background while you are online. They should not interfere with normal work. If you shut down your machine during an update, it will resume automatically later. You can even perform hotspot searches

Learn more about JiWire Hotspot Helper at www.jiwire.com

while an update is running. However, you cannot change your preferences in the middle of an update.

You can also update manually at any time by clicking the Update Now button at the bottom of the screen. The main online hotspot directory is updated weekly, so there is no need to update your offline directory more often than that.

Once you've chosen your database and update options, click the Save Preferences button.

Using Wi-Fi Security

What is Wi-Fi Security?

Wi-Fi Security ensures your privacy when using Wi-Fi hotspots by keeping your personal information safe and anonymous from Wi-Fi hackers.

It works by providing a VPN (virtual private network) service that yields the same level of industrial-strength security protection found in large enterprise VPNs -- but without the costs or complexity.

Wi-Fi Security uses the IPSec framework and AES encryption, which has been adopted by the U.S. Government for its strength. Wi-Fi Security uses a 128-bit encryption key.

Wi-Fi Security automatically encrypts all your inbound and outbound internet traffic (including email, web pages, IM, VoIP calls, FTP, etc.)

It also includes a personal firewall to block Wi-Fi hackers from using your wireless connection to gain access to your computer and stealing confidential files or infecting your computer with viruses.

Turning Wi-Fi Security on and off

By default, Wi-Fi Security is set to turn on automatically for all Wi-Fi connections as soon as you install JiWire Hotspot Helper.

If you mostly connect at encrypted hotspots (such as your home or office access points using WEP or WPA) and only want to use Wi-Fi Security occasionally at public hotspots, you may want to change this default. This is especially true if you are a free user, otherwise you may use up your free 30 minutes each day before you really *need* them

But even with encrypted Wi-Fi networks, it can be a good idea to use Wi-Fi Security, since many forms of Wi-Fi encryption can be broken easily. By contrast, the JiWire VPN provides enterprise-class encryption all the way to our VPN servers, even over the wired portion of your network.

To turn Wi-Fi Security on or off, simply left-click on the JiWire icon in the System Tray to bring up the JiWire Hotspot Helper window, and then on the Wi-Fi Security button. (You can also bring up this window by clicking the Hotspot Helper shortcut on your desktop, or choosing it from the Program menu.)

This will pop up the Wi-Fi Security window, from which you can turn Wi-Fi Security off, or change your auto-start preference.
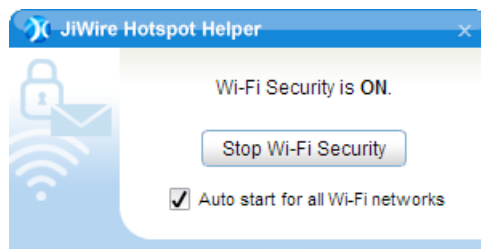
You can also start or stop Wi-Fi Security directly by right-clicking the JiWire icon in the System Tray and choosing from the popup menu. Note that a small yellow lock icon blinks on top of the JiWire icon in the System Tray to indicate that your network activity is secured by JiWire's Wi-Fi Security service.
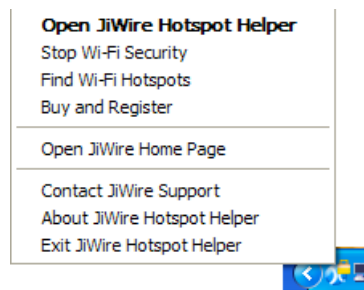
**The JiWire Hotspot Helper menus**

Other items in the JiWire Hotspot Helper popup window include buttons for Wi-Fi Mailer (discussed in Chapter 5), and Wi-Fi Hotspot Finder (Chapter 3).

In addition, you can view the status of your current Wi-Fi connection, including signal strength, SSID (network name), and whether it is encrypted (the lock icon).

At the bottom of the window, you'll see your current Hotspot Helper subscription status, with a button to manage your account information or purchase a yearly subscription.

Clicking the little i button at the top right of the Hotspot Helper window brings up complete Wi-Fi connection information, including useful numbers such as your IP address, router IP, Wi-Fi channel number and SSID, Wi-Fi adapter name, and the MAC addresses of your computer and router.
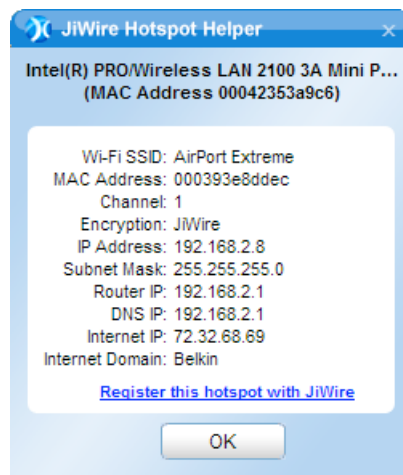
The right-click menu includes convenient direct access to the Wi-Fi Hotspot Finder, the ability to start or stop Wi-Fi Security, and the ability to exit Hotspot Helper altogether. You can also access JiWire.com resources, purchase a subscription, and contact technical support.

Using Wi-Fi Security with wired connections

Wi-Fi Security provides a secure VPN tunnel over wired connections too, although it won't start automatically over them. You can turn it on manually at any time from the Hotspot Helper right-click menu. Note that if you are using dual Wi-Fi and Ethernet connections, ONLY the Wi-Fi connection will be secured.

If you have a local network, also note that since Wi-Fi Security isolates your computer on its own encrypted virtual private network, so you will not be able to see other computers on the local network while it is running. If you would like to connect to other computers or printers on your local net, you can disable Wi-Fi Security temporarily, but remember to turn it back on so your computer stays protected.

Using Wi-Fi Mailer

What is Wi-Fi Mailer?

With JiWire's Wi-Fi Mailer, you can ensure your email works at Wi-Fi hotspots just like it does when at home or at the office. Most hotspot providers block mail sent from desktop email programs like Outlook as a way to prevent spammers from using their networks. With Wi-Fi Mailer, there is no need to hassle with webmail or changing SMTP servers just to send mail at a hotspot.

Since Wi-Fi Mailer works together with Wi-Fi Security, your email will also be encrypted all the way to our VPN servers, protecting it from prying eyes.

With Wi-Fi Mailer, you can send up to 200 emails/day from your regular email client. Multiple recipients on one email only count as one email. The 200 emails can also be from multiple email accounts and/or email programs on the same computer.

How Wi-Fi Mailer Works

Wi-Fi Mailer is enabled whenever Wi-Fi Security is on. You'll see an "On" indicator in the JiWire Hotspot Helper popup window whenever it is active.
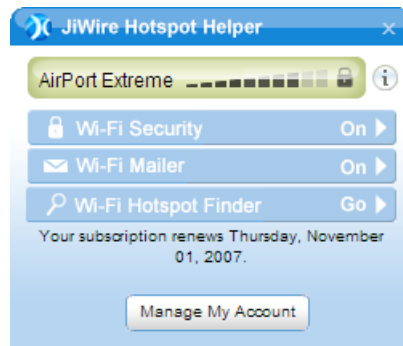
Wi-Fi Mailer works by automatically intercepting SMTP email sent over port 25 (the type used by many desktop email clients and email services) and relaying it over JiWire's SMTP servers instead. No reconfiguration of your email client is required, and your "reply-to" address remains the same.

Wi-Fi Mailer is limited to 200 emails per day to prevent abuse of our system by spammers. If you need to send more mail, you can use webmail instead after your daily limit has been reached.

If a recipient inadvertently replies to the "from" address generated by our forwarding server instead of your email address, we will forward this reply to you at the address of your choice if you have a paid Hotspot Helper subscription. Paid subscribers can also add a signature to messages delivered through Wi-Fi Mailer. Both of these preferences can be set in the My Account area on JiWire's website.

Changing Wi-Fi Mailer Preferences

If you are a paid JiWire Hotspot Helper subscriber, you can directly access the Wi-Fi Mailer Preferences in the My Account area of JiWire's web site by clicking on the Wi-Fi Mailer button in the Hotspot Helper popup window. (This button is inactive for free users of JiWire Hotspot Helper.)

After the sign-in screen opens, enter your JiWire ID and password to sign into your account and make changes.

Once you have signed in to your account, you can specify whether Wi-Fi Mailer adds a "sender" email address on JiWire's SMTP server. If you check this box, JiWire will also redeliver any misdirected replies

to the email address associated with your JiWire account. You can also define a signature to be added to emails sent while Wi-Fi Mailer is active. (The default is no signature.)

Using JiWire Toolbar

What is the JiWire Toolbar?

The JiWire Toolbar for Internet Explorer 6.x or Mozilla Firefox 1.5.x provides direct access to JiWire's worldwide hotspot database, as well as handy monitoring of your Wi-Fi connection, right from your internet browser.

The Toolbar also integrates with JiWire Hotspot Helper, so you can check the status of Wi-Fi Security and Wi-Fi Mailer without leaving your browser.

Other handy features include information about your internet connection, such as your computer's IP address, the channel and SSID of your Wi-Fi router, and your Wi-Fi adapter's name and MAC address. Most importantly, you can see at a glance whether your Wi-Fi connection is protected by Wi-Fi Security, and the type of Wi-Fi encryption being used, if any.

Installing the JiWire Toolbar

Most users will opt to install the JiWire Toolbar along with JiWire Hotspot Helper (see Chapter 2). If you didn't install the Toolbar along with Hotspot Helper, or if you want to add a version for a new browser (Internet Explorer or Mozilla Firefox), you can also download and install the Toolbars separately from the JiWire download page:

http://www.jiwire.com/jiwire-downloads.htm

Whichever way you install it, your browser will then open with the Toolbar at the top, and present a page outlining the Toolbar's features.

Learn more about JiWire Hotspot Helper at www.jiwire.com
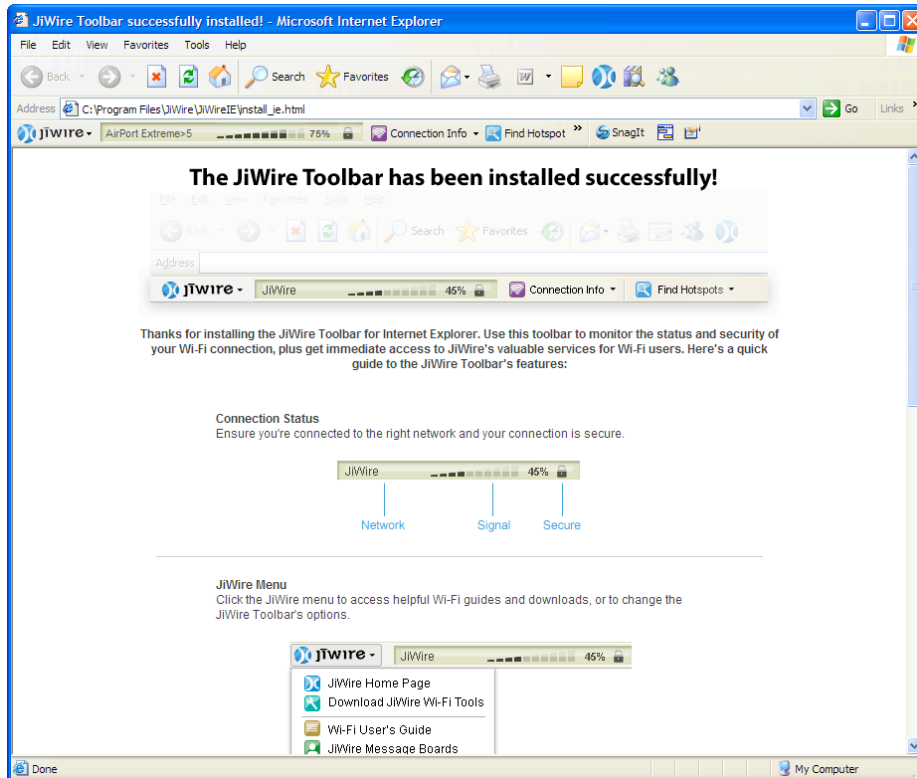
The Toolbar has three menus (JiWire, Connection Info, and Find Hotspot), as well as a visual indicator of your Wi-Fi connection signal strength and SSID. The lock icon to the right of the signal strength meter shows whether Wi-Fi Security is on or not. An open lock means it is off, while a closed lock means your connection is protected.

The JiWire menu

The JiWire menu provides handy links to various JiWire.com resources, including our Wi-Fi User's Guide and online Message Boards. There is also direct access to our Wi-Fi Security Test page (in the Internet Explorer version only), where you can check the security of your wireless connection.
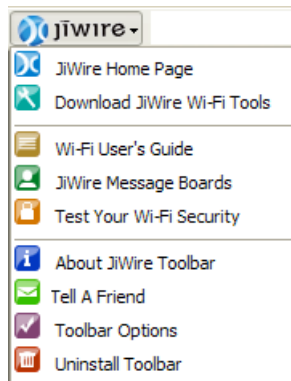
At the bottom of the JiWire menu, you'll find two key functions: a link to uninstall the Toolbar if desired, and Toolbar Options. Toolbar Options allow you to completely customize your JiWire Toolbar experience, by showing or hiding various menus and features. If you only want to show the Find Hotspot or Connection Info menus, for example, you can do so:

Learn more about JiWire Hotspot Helper at www.jiwire.com

JiWire Wi-Fi Finder IE Toolbar Configuration

Behavior Options:

☑ Show text labels for buttons

Buttons/Menus Visibility:

☑ Show JiWire pulldown menu

    ☑ Show "JiWire Home Page" menu item

    ☑ Show "Download JiWire Wi-Fi Tools" menu item

    ☑ Show "Wi-Fi User's Guide" menu item

    ☑ Show "JiWire Message Boards" menu item

    ☑ Show "Test Your Wi-Fi Security" menu item

    ☑ Show "About JiWire Toolbar" menu item

    ☑ Show "Tell a Friend" menu item

    ☑ Show "Uninstall" menu item

☑ Show Wi-Fi information panel

☑ Show Wi-Fi information "Connection Information" button

☑ Show "Find Hotspots" button

The Connection Info menu

The Connection Info menu provides a handy snapshot of your current internet connection, whether Wi-Fi or wired Ethernet (the Wi-Fi Network and Adapter information will obviously not be available for wired connections).

If you have JiWire Hotspot Helper installed, the Connection Info menu will show the status of Wi-Fi Security and Mailer.

Other available information includes your computer and router IP addresses, your DNS server, the channel and SSID of your WI-Fi router, the type of Wi-Fi encryption being used (if any), and your Wi-Fi adapter's name, maximum throughput, and MAC address. If you have a third-party VPN turned on (other than JiWire Wi-Fi Security), it will be shown under the Wi-Fi Network heading.

The Find Hotspot menu

The Find Hotspot menu provides direct access to the JiWire hotspot database. Just click on the menu, then enter an address or zip code to find nearby hotspot locations. You can also refine your search by proximity, business name (such as Starbucks), provider (such as Boingo or T-Mobile), location type (hotel, coffee shop, airport, etc.), and whether the hotspot is free or paid.
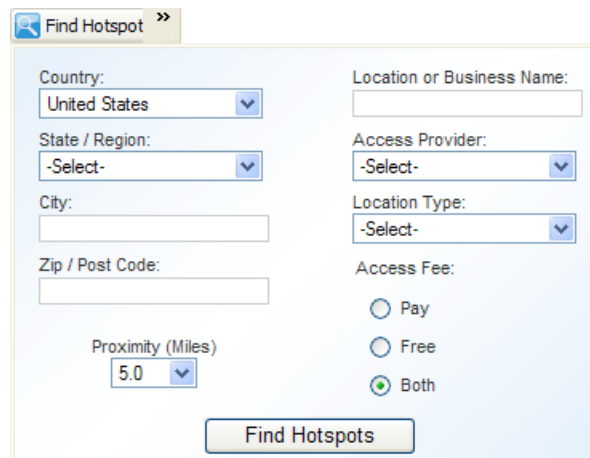
If you are online, clicking the Find Hotspot button will take you directly to your search results on the JiWire site, where you can also view detailed hotspot information like maps and driving directions. If you are offline, the Find Hotspot button will take you to the offline Wi-Fi Hotspot Finder instead.

Help & FAQs for JiWire Hotspot Helper

Frequently Asked Questions

How do I purchase JiWire Hotspot Helper security?

Go to the My Account section of our site:
http://www.jiwire.com/registration.htm?action=hotspot-helper
If you haven't already done so, visit the Hotspot Helper page to download and install the software. You can also access this page while Hotspot Helper is running by right-clicking on the JiWire icon in your system tray and selecting "Purchase & Register".

Can I use JiWire Hotspot Helper wherever I go?

Indeed you can use JiWire Hotspot Helper in any country you are in. All you need is an Internet connection.

How much does JiWire Hotspot Helper cost?

Unrestricted use of JiWire Hotspot Helper costs just $24.95 for an annual recurring subscription. As a free user, you can use the Wi-Fi Mailer and Wi-Fi Security features for 30 minutes per day, but you can always use the Wi-Fi Hotspot Finder whether you buy JiWire Hotspot Helper or not.

How many computers can I install Hotspot Helper on?

Your Hotspot Helper subscription is good for one user only. This means that one person can use it on two computers, but not at the same time. You will need to download the program on both computers as well.

Will JiWire provide JiWire Hotspot Helper for the Mac, Linux, or Windows Mobile?

JiWire is currently in the process of assessing whether to port JiWire Hotspot Helper application to each of these operating systems. Please be sure to register for our WeeklyWire newsletter to be the first to know about when additional platforms are supported, plus get additional news and helpful information about Wi-Fi and wireless technologies.

Common Problems and Workarounds

I am having trouble using JiWire Hotspot Helper with my firewall software. Can the two programs coexist?

Yes. Just allow JiWire services to start whenever you see warning messages, and if possible, click "remember" or "always allow" as appropriate in your firewall software.

Why can't I access my local network when JiWire Hotspot Helper is enabled?

Wi-Fi Security isolates your computer on its own encrypted virtual private network, separate from other computers on the local network. If you would like to connect to other computers or printers, you can disable Wi-Fi Security temporarily, but remember to turn it back on so your computer stays protected.

Can I use the JiWire Hotspot Helper application with another VPN service or program?

No. JiWire Hotspot Helper's Wi-Fi Security is its own VPN service and it will conflict with other VPN programs. Do not install Hotspot Helper if you have other VPN software, such as Cisco Systems, on your computer.

Should I use a firewall, or antivirus program with Hotspot Helper?

All data is protected by a VPN that has 128 bit strength encryption built into it. This is the same type of heavy encryption banks use. The VPN prevents anyone from intercepting data while it's wirelessly being transmitted. Hotspot Helper does not replace a firewall, or antivirus program. Hotspot Helper adds another layer of security on top of these to prevent your wireless data from being misused.

The JiWire icon remains gray, what should I do?

You may have a firewall or combination anti-virus program running. If your firewall prompts you to allow JiWire access to the internet, please click allow. JiWire Hotspot Helper must be able to see JiWire's servers in order to start Wi-Fi Security and Wi-Fi Mailer.

The JiWire Icon will not secure the connection, is this normal?

You may have a problem with your JiWire Hotspot Helper installation, and need to reinstall. First, uninstall all components using Add/Remove Programs. Then delete the JiWire folder under My Computer> C Drive> Program Files. You may also wish to remove the JiWire registry entry. You can do this by going to Start>Run> type in REGEDIT, then hit enter. A window will pop up. Choose HKEY_LOCAL_MACHINE, then Software. Find the JiWire folder there and delete it. Then close the window. Be **very** careful when you do this, **only** delete the JiWire folder. Once this is done, restart your computer, and install a fresh copy of Hotspot Helper.

I use a firewall, which ports need to be open for JiWire Hotspot Helper to work?

In order to connect through a firewall; the firewall will need to have ports 22, 500, and 4500 opened. JiWire Hotspot Helper passes secure data through these ports.

Wi-Fi Security

How do I know my connection is secure?

When Wi-Fi Security is active, the JiWire icon in your system tray will have a small lock on it that will blink as you access the network.

How do I turn Wi-Fi Security on? How do I turn it off?

Simply click on the JiWire icon in your system tray to open the connection status window, which lets you turn Wi-Fi Security on and off. Users of the free version will be presented with a registration screen after their 30 minutes of free use each day has ended.

What kind of encryption is being used?

Wi-Fi Security uses the IPSec framework and AES encryption, which has been adopted by the US Government for its strength. Wi-Fi Security uses a 128-bit encryption key.

I've read recent reports about IPSec vulnerabilities to hacking. How does Wi-Fi Security overcome these vulnerabilities?

There are two reported methods for cracking IPSec tunnels under some very specific circumstances, neither of which occurs with JiWire's Wi-Fi Security implementation. The first involves a bit-flipping technique to compromise DES encryption algorithms. Since JiWire uses a more robust AES encryption algorithm, it is not vulnerable to this attack. The second approach involves modifying network packet headers to cause error messages which then contain the unencrypted packet contents. JiWire is not vulnerable to this type of attack, either, because it's constantly checking to ensure packets have not been modified. In short, when it comes to staying on top of the latest best practices in secure VPN tunneling and best defenses against hackers, we're on it. Your data is safe with JiWire Hotspot Helper and Wi-Fi Security.

Do I need to install a VPN server at my company to use Wi-Fi Security?

No, JiWire has its own VPN servers that are used with Wi-Fi Security, so there is nothing more for you to configure other than installing the JiWire Hotspot Helper application and paying if you want unlimited use of the service.

Can I use Wi-Fi Security through wired connections?

Yes. JiWire Wi-Fi Security provides a secure VPN tunnel over wired connections too, although it won't start automatically over them. You can turn it on manually at any time from the Hotspot Helper right-click menu. Note that if you are using dual Wi-Fi and Ethernet connections, ONLY the Wi-Fi connection will be secured.

Will Wi-Fi Security slow my network connection?

Depending on the performance of your computer and system load on JiWire's security servers, there may be a negligible impact on networking performance.

How can I test if my connection is secure?

From Internet Explorer, you can access JiWire's free Wi-Fi Security Test from the link shown below. This test will tell you if your connection is secured with WEP, WPA, or JiWire's Wi-Fi Security.

http://www.jiwire.com/wifi-security-test.htm

Wi-Fi Mailer

Why did I get an email from the JiWire Email Server regarding a forwarded message?

JiWire forwards your email through an SMTP relay whenever you are connected through our JiWire Hotspot Helper security service. If a user inadvertently replies to the "sender" address generated by our forwarding server instead of your email address, we will forward this reply to you as a courtesy. (This feature is available to paid JiWire Hotspot Helper users only.)

How many email messages can I send each day?

You can send 200 emails each day to an unlimited number of recipients (i.e., multiple recipients on one email only counts as one email).

Why did I get a message telling me that I have reached my email limit?

To thwart efforts by people to use JiWire Hotspot Helper to send out unlawful SPAM, JiWire Hotspot Helper's SMTP service allows user to send a maximum of 200 emails per day.

Do I need to change any settings to use Wi-Fi Mailer?

No, our SMTP servers automatically relay your email whenever Wi-Fi Security is active. That is what makes our SMTP service so unique and useful. No configuration is required.

Are my emails encrypted?

Like any network traffic sent over a Wi-Fi connection when JiWire Hotspot Helper is connected, your emails are encrypted until they reach JiWire's servers, after which they continue on to their destination unencrypted.

Will the recipient of my emails require any special software to read them?

No, recipients do not need any special software to receive emails because they are not encrypted when they are sent from JiWire's secure servers to their destination.

Wi-Fi Hotspot Finder

How often is the directory updated?

Maintaining the hotspot directory is an ongoing activity and one of our primary focuses. We generally update our directory once a week. The directory updates will be pushed automatically to your Wi-Fi Hotspot Finder database whenever you are connected to the internet according to your settings in the Wi-Fi Hotspot Finder's preferences screen. To change your auto-update preferences, select the Preferences button on the bottom of your Wi-Fi Hotspot Finder screen.

I see that some hotspots have multiple service providers. What does that mean?

Some hotspots are serviced by a primary hotspot operator who has roaming agreements with other hotspot service providers. JiWire strives to provide information on all service providers and access options available at each hotspot location whenever possible.

Will updates to my Wi-Fi Hotspot Finder database slow my network connection?

JiWire has worked hard to make the download as unobtrusive as possible. You should not notice a slowdown while the hotspot database is updating.

Is there a way to stop an update that's running?

You can quit Wi-Fi Hotspot Finder but the update will continue to run in the background. You also can safely shut down your machine or disconnect from the internet. If you are set up for automatic updates, the update will automatically pick up where it left off the next time you connect to the internet.

Why can't I go to the Preferences screen while an update is running?

It is not possible to change and save your country list during an update. When the update is complete the Preferences screen will be available again.

Account Management

How do I create a JiWire account?

Go to the My Account section of our website. Choose an ID and password, and enter a valid email address. Once you complete a basic registration, you can use links on the main page to subscribe to our free WeeklyWire newsletter or purchase JiWire Hotspot Helper.

How do I change or reset my JiWire password?

Sign in to your JiWire member account from the My Account link on our site and then click on the link to update your profile. You can also reset your password from the "forgotten password" links on the sign-in page on our site or the registration window in JiWire Hotspot Helper. If you have purchased a JiWire Hotspot Helper subscription, you'll need to re-register your software with your new password.

I entered my username and password in the Purchase and Register page of JiWire Hotspot Helper but it keeps telling me that they are incorrect. What should I do?

Please click on the "forgotten password" link, and we will reset your password for you and send you an email containing your username and a new password. You may then enter this password into JiWire Hotspot Helper. If you have problems resetting your password or re-registering JiWire Hotspot Helper, please contact us.

How do I cancel my JiWire Hotspot Helper subscription?

To cancel your JiWire Hotspot Helper subscription, sign in to the My Account page on our site and then click on the JiWire Hotspot Helper link. On that page, change your subscription from "renew" to "cancel". Your subscription will still be usable until your original expiration date. If you change your mind and decide to renew, just change "cancel" back to "renew" before your expiration date and you will renew automatically. You can also re-start a new subscription if the expiration has already occurred.

Contacting JiWire Technical Support

By email:
Fill out our web support form at
http://www.jiwire.com/corp-contact-us.htm?interest=helper1
and a member of our support team will respond as quickly as possible.

Questions are answered in the order in which they are received, with preference given to registered JiWire Hotspot Helper users.

By phone (for paid JiWire Hotspot Helper subscribers only):
Within the United States, reach our support team toll-free at:
(866) 859-SPOT (7768).

From outside the US, call +1 (916) 817-8038. Please have your JiWire ID handy when calling.

Telephone support is available Monday through Friday, from 10AM to 5PM Pacific time.

Learn more about JiWire Hotspot Helper at www.jiwire.com