

FONSPOT FREQUENTLY ASKED QUESTIONS

A) What is the main difference between FonSpot and JoikuSpot Light?

JoikuSpot Light supports only HTTP and HTTPS protocols allowing user to surf in normal and secure websites. FonSpot supports ALL protocols allowing user to use Outlook, YouTube, Web radios, FTP, VPNs, Skype and other programs requiring specific protocols.

B) Why does FonSpot appear as computer to computer (ad hoc) network?

Currently Symbian OS used in Nokia phones does not support WLAN infrastructure mode.

C) Why doesn't FonSpot work with Sony PSP or Nintendo DS?

Sony PSP and Nintendo DS require WLAN infrastructure mode. FonSpot does not support this yet.

D) How do I secure my access so that it is not accessible by others?

Set the encryption on under Settings. You can get the Settings visible by stopping FonSpot first. Please see FonSpot Help document for further information.

E) I see several different Access Points from my operator when starting FonSpot. Which one should I choose?

Please choose the one that allows you to access internet directly. WAP gateway sharing is not supported.

F) I have Firewall program in my smartphone and it prevents the usage of WLAN ad hoc networks. What should I do to allow FonSpot to work?

Please lower the security level to "Low". It will allow the usage of WLAN ad hoc networks.

G) I have problems starting FonSpot. My phone is about one year old. What should I do?

FonSpot requires that the phone has relatively new firmware inside. You can easily update the phone's firmware with Nokia Software Updater. Just go <http://europe.nokia.com/softwareupdate>

H) My FonSpot starts, runs for a little while and then suddenly turns to a Stopped mode. Next time I start, it runs smoothly. Why the instability?

FonSpot uses ad hoc wlan network mode. There are 3 frequencies/channels available in ad hoc mode. FonSpot 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 FonSpot connection. Please turn off other WLAN base stations near-by or move further away from the cause, or re-start the FonSpot to allocate a new frequency.

I) FonSpot creates the WLAN connection successfully. However, the browser doesn't connect and gives an error message?

FonSpot requires Ad Hoc WLAN mode to enable web connection. Please configure your WLAN device WLAN settings to allow use of Ad Hoc networks, and if possible, set the FonSpot connection as primary/default WLAN network, so that your WLAN device wouldn't get interrupted by other WLAN networks near-by.

J) I get message "Cannot Start FonSpot" during start-up? What to do?

If you get this note "Cannot start FonSpot" it is most probable due to other application 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 FonSpot. FonSpot requires that the WLAN is totally usable for it. If other application tries to use it at the same time there will be collision. This has something to do with the WLAN drivers on the phone that are preventing multiple applications using the same WLAN interface.

K) I do not have 3G available and I'm using GPRS. Every time there's a call the data connection seems to drop down. What to do?

Unfortunately GPRS does not support data connection and calls at the same time. 3G is the only one supporting this. Please upgrade to 3G.

L) I just bought Apple iTouch. It does not work with FonSpot. What to do?

Apple iTouch requires that the first registration to internet is done by using a fixed WLAN access point. Please use it once with fixed WLAN access point and then it will work with FonSpot as well. [Apple iTouch with new firmware 2.0 does not have this problem anymore.](#)

M) The VPN connection does not work. I use PPTP/GRE forwarding protocol.

Firewall systems that require PPTP/GRE port forwarding protocol for VPN are not supported in Premium 2.0.

N) Which VPN protocols are supported by FonSpot Premium?

FonSpot Premium's VPN supports ICMP, TCP and UDP protocols. VPN solutions with PPTP/GRE protocol are not supported.