

STILETTO 2

Wi-Fi & Hotspot

Troubleshooting Guide



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OVERVIEW

Stiletto 2 (SL2) offers users the ability to listen to SIRIUS Internet Radio (SIR) over a wireless 802.11B/g network. After the SL2 successfully connects to a wireless access point (AP), it will initiate a connection to the Internet, and ultimately, the SIRIUS Internet Radio service.

This document addresses common questions and issues experienced by SL2 users of SIR:

SIRIUS INTERNET RADIO MODE

1. Q: What is SIRIUS Internet Radio mode?

A: SIRIUS Internet Radio mode, or SIR allows the user to listen to streaming SIRIUS Internet Radio programming by connecting to a wireless (Wi-Fi) network. Users subscribing to Premium SIR can enjoy CD-quality (128kbps) music.

2. Q: What does the SL2 display when I go into Internet Radio mode?

A: If no previously used Wi-Fi networks are in range, the SL2 will display a list of all the accessible wireless networks it does detect. A typical display is illustrated below:



The LOCK icon to the right of each network is displayed for any network requiring a passkey.

<Hidden Network> is displayed for a network that is NOT broadcasting its name (SSID).

The "NO" symbol (next to SMARTSIGHT) is displayed for any network which is NOT compatible with the SL2. If you attempt to connect to an incompatible network, you will be put back on the Home screen.

If you've used Internet Radio before, and the SL2 detects that there is a previously used Wi-Fi network within range, it will connect automatically and present the user with the list of SIRIUS Internet Radio categories or genres.

WIRELESS (WI-FI) NETWORKS

3. Q: How do I find the password if I want to use my SL2 with a WEP network?

- You will need the WEP key, which is typically found in the WEP Key settings, under the "Wireless" or "Wireless Security" sections of your router settings.
- Some routers allow you to enter a passphrase. This is then converted to a WEP key number. When you are entering a WEP key into the SL2 we recommend using the actual hexadecimal WEP key, as the passphrase is unlikely to work.
- Most routers have multiple (typically four) WEP key slots. The FIRST key from the first key slot must be used with the SL2.

4. Q: How do I find the password if I want to use my SL2 with a WPA or WPA2 network?

- You will need the WPA/WPA2 passphrase, typically found in the "Wireless" or "Wireless Security" settings for your router.
- The passphrase is CaSe SenSiTive. Make sure you enter it with the correct character capitalization.

5. Q: I selected "Hidden Network", entered the name, but instead of connecting the SL2 went back to "Finding Networks" and displayed the same list. Why didn't it just connect to my network?

A: This means that the SL2 was not able to find a network matching the name (or SSID) entered. Make sure you are entering the name correctly, with the correct character capitalization. Note that network names (SSIDs) are CaSe SeNsiTive.

6. Q: The security settings of my wireless network have changed, and I can no longer connect wirelessly even after entering the correct password. How can I connect using the new settings?

A: To reconnect with the new settings, first remove the old network configurations saved in your Stiletto. Navigate to **Home**, then **Settings**, then **Wi-Fi**, then **Network List** and press **Options** in order to remove the network from your device. You will then be asked to reselect your network, and provide the new credentials for your wireless network. Keep in mind that the new security settings must also be supported by the SL2.

7. Q: I am having trouble with...

- a) .. connecting to a network which might require login credentials; after a couple of failures it is now stuck in "Finding Networks". What should I do?
- b) .. getting connected to my Wi-Fi network, and now I find that I can access the Internet channel list but when I select a channel nothing happens. How do I resolve this?
- c) .. after accidentally selecting a wireless network that requires a username and password. I hit "Back" to get out of that screen, but now whenever I try and start Internet Radio it keeps taking me back to the login screen for that network. How do I get my SL2 to try a different network?

A: In all three of these cases, the problem is that the SL2 Wi-Fi connection setup is incomplete. The best way to force the SL2 to start the Wi-Fi discovery process over again, is to turn off Wi-Fi by briefly putting the SL2 into Satellite Radio. Then go back to Internet Radio mode and start over.

HOTSPOTS

8. Q: What is a Wi-Fi Hotspot?

A: A hotspot is another name for a Wi-Fi access point or an area where there is an open wireless network. Hotspots are often found in public locations and provide wireless access to the Internet.

9. Q: Is there a list of hotspots that are known to work with the SL2?

A: Yes. Here are the public access Providers with which the SL2 has been tested:

- AT&T
- FON
- T-Mobile
- Wayport

Please note that each hotspot location is configured locally and there are differences in implementation. Some configurations may not actually work with the SL2.

For additional information on connecting to a specific provider, please refer see below for known issues with specific providers.

10. Q: Why does SL2 ask for a username and password when I try and connect at a particular public hotspot?

A: Public hotspots often set up their networks so that the first time someone connects a laptop and tries to browse the Internet, their browser gets redirected to a login page. This configuration is referred to as a **captive portal**. The user must provide some credentials or agree to acceptable terms of use before they are permitted to access the network. When the SL2 presents the "Username" screen, it means that the SL2 has determined that it needs to get these credentials from the user, and pass them to the captive portal in order to connect. The user must provide valid credentials, in a format that the captive portal requires, in order to allow the SL2 to connect through that hotspot.

11. Q: Why does the SL2 keep asking for username and password, instead of connecting, even though I've already supplied the information?

A: If the SL2 is not able to negotiate a connection with a captive portal, it will continue to ask for the Username and Password. Either you've encountered a location that is not compatible with the SL2, or you need to enter your credentials in a slightly different format in order to allow the SL2 to pass the portal. Refer to the site-specific sections of this document for information that may be applicable to your hotspot.

12. Q: Will my prepaid Wi-Fi hotspot account for my laptop work with my SL2

A: Unfortunately, it is unlikely to work. Prepaid accounts (vs. subscription accounts) are typically not compatible with the SL2.

13. Q: Why can't I use my SL2 at a hotspot where I can my laptop can connect just fine?

A: Some providers, like T-Mobile, limit you to one connection at a time. You may need to disconnect your laptop from the network before connecting your SL2. Check with your provider to find out their policy on multiple concurrent logins.

HOTSPOT: AT&T

14. Q: I have an account with a company that allows me to connect at AT&T locations. Will I be able to use it with my SL2?

A: It is likely to work if you can enter your credentials in the correct format. AT&T is an example of a provider which provides access to account holders from other companies, such as Prodigy and SBC Global. When connecting a laptop at such locations, your browser will normally take you first to a login screen which may appear similar to the image below. When connecting to this hotspot using a laptop, you would enter your user identification, and then use the pull-down menu to select the appropriate identifier for your account, such as "@prodigy.net", or "@sbcglobal.net".

AT&T WI-FI HOME MEMBERSHIP YOUR ACCOUNT SUPPORT LOCATIONS

at&t
Your world. Delivered.

Runs great on
intel
Centrino Duo

AT&T and Intel are working together to keep you connected

General Connection Guide
Frequently Asked Questions
Glossary

AT&T Wi-Fi Members

If you are an AT&T Wi-Fi Member, please input your Wi-Fi User Id, enter your Password, then agree to the Wayport Acceptable Use Policy.

User Id

Service Provider AT&T WiFi

Password AT&T WiFi

I agree to

- AT&T Remote Access
- @att.net
- @sbcglobal.net
- @snet.net
- @nvcbell.net
- @swbell.net
- @pacbell.net
- @ameritech.net
- @bellsouth.net
- @prodigy.net
- @wans.net
- @flash.net

Wi-Fi Here

When using the SL2 at AT&T locations, you may need to enter your identifying information in the form of an email address. For example you may need to enter your Username as **yourUserID@attwifi.com**. If your account is with another company, such as Prodigy, try using the format **yourProdigyID@prodigy.net**.

HOTSPOT: T-MOBILE

15. Q: My laptop connects fine; why can't I use my SL2 at the same T-Mobile Hotspot?

A: T-Mobile limits you to one connection at a time. You will need to disconnect your laptop from the network before connecting your SL2.

HOTSPOT: WAYPORT

16. Q: I'm having trouble connecting at a Wayport location, any ideas?

A: For Wayport locations, it will be necessary to enter your Wayport account ID prepended with "wayport/" to identify yourself as a Wayport account holder. For example, if your Wayport account ID were "SIRIUSMusicLover", for your SL2 you will need to enter your **Username** as **wayport/SIRIUSMusicLover**.

WI-FI CONNECTION STATUS ERRORS

17. Q: I'm having problems connecting my SL2 to a wireless network. Is there anything I can check that might help explain my problem?

A: When you start Internet Radio mode, the first thing that happens is that the SL2 must establish a connection with a wireless network. Once that phase is successful, it then attempts to use the network to verify that it can access the Internet and the SIRIUS Internet Radio services. If SL2 can't complete the connection through the Internet, it will fail with an "Unable to Connect" message. At that point, you can check the Wi-Fi Connection Status page to see if it can help guide you towards understanding the problem. You can access this through the **Settings** then **Wi-Fi** screens on the SL-2.



The following table lists some of the status messages displayed in the Wi-Fi Connection Status screen, what they may mean, and suggestions for what you might try to resolve the problem.

Wi-Fi Connection Status Message	What does it mean?	Corrective Action
Cannot connect to AP	Could not negotiate handshake with the access point.	- Verify if AP is using MAC filtering or other mechanism to restrict connections.
Internet check failed	Failed to reach Internet-based services for an unknown reason	- Verify you can connect to the access point and establish an Internet connection with a laptop computer. - Verify there isn't a firewall preventing the SL2 from getting to the Internet.
IP address failed	SL2 was unable to get a valid IP address using DHCP. This may indicate an access point configuration problem. If it's a WEP AP, then it may also be that the wrong WEP key was entered.	- If it's a WEP AP, try entering the passkey in hexadecimal. - Make sure that the DHCP server is working. If it's a home network, try rebooting the router. - Finally, try connecting to a different access point.

Wi-Fi Connection Status Message	What does it mean?	Corrective Action
Not connected	Not connected to an access point	- Try to connect by being within range of a Wi-Fi access point and selecting Internet Radio, or by selecting Settings, Wi-Fi, Wi-Fi Status, then Options button: Choose Network...
Network Lost	Device has moved beyond the range of the access point or access point power interrupted.	- Try moving back in range of the access point; ensure you have at least two signal strength bars displayed for the selected Wi-Fi network.
Network login failed	Navigated captive portal just fine, but authorization failed	- Enter your network login information again
Network check failed	Couldn't navigate through the captive portal; captive portal Wi-Fi network currently not supported.	- Try connecting to a different access point.
Password failed	WPA Password entered for access point is incorrect.	- Re-enter the access point WPA authentication pass phrase.

INTERNET RADIO ERROR MESSAGES

18. Q: While listening to Internet Radio, it stopped and displayed an error. What does it mean?




A: The most common error messages you may encounter on the Now Playing screen are described in the following table. Look up your message to see when that message may appear, and what you may try to resolve your problem.

<i>Now Playing Status Message</i>	<i>What does it mean?</i>	<i>Corrective Action</i>
Connection lost, press >> to retry	The network connection was lost. A check of the Wi-Fi Status screen will also show "Network Lost".	1) Press >> to attempt to reestablish a connection. 2) Ensure the AP has not been turned off 3) Move closer to the AP
Couldn't Connect	The SL2 was not able to connect to SIRIUS Music Service. This may mean that there is a problem accessing the Internet from the wireless network, or there is a SIRIUS Music Service outage.	1) Verify that your access point is still connected to the Internet. 2) Reset your Wi-Fi connection by briefly going to Satellite Radio then back to Internet Radio mode.
Playing Error	The SL2 was not able to stream audio. The SL2 has a poor or intermittent Internet network connection.	1) Reconnect to access point 2) Move closer 3) Reboot the network equipment
Connecting...	The SL2 was not able to stream audio. If accompanied by excessive "Buffering" messages, the SL2 is having problems maintaining a usable connection to the audio servers.	1) May resolve itself after a minute or two, especially if the SL2 is moved closer to the WAP. 2) Reboot the network equipment
Connection Timed Out	SL2 gave up waiting for a problem to resolve itself.	1) Reconnect to access point 2) Move closer 3) Reboot the network equipment

APPENDIX A – CONNECTING TO AN OPEN, UNSECURED NETWORK

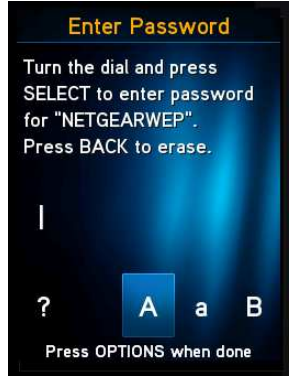



As an SL2 goes through the process of establishing a connection to a wireless network, it will display a sequence of status screens for each phase of the process. What is actually happening on the SL2 during each phase is slightly different.

Here is the sequence of screens that you might see if connecting to an open, non-secured network, which in these examples happens to be named "NETGEAR". The text describes what is actually happening on the SL2, and what sort of problems may crop up (which would result in the "Unable to Connect" screen being displayed).

 <p>Internet Radio All Channels Presets Pop Rock Electronic/Dance Hip-Hop R & B Country</p> <p>Connecting to NETGEAR</p>	<p><u>What is Happening:</u> Negotiating with the wireless access point, and requesting an IP Address</p> <p><u>Possible Errors at this Phase:</u> Failures here are usually due to MAC filtering or other low-level problems blocking even the start of communications with the access point. Check Wi-Fi status for valid IP address. See Q18.</p>
 <p>Internet Radio All Channels Presets Pop Rock Electronic/Dance Hip-Hop R & B Country</p> <p>Checking NETGEAR</p>	<p><u>What is Happening:</u> Checking that the connection to the Internet is working and that the SIRIUS Internet services are available</p> <p><u>Possible Errors at this Phase:</u> Failure to reach Internet, possibly due to firewalls or problems with the ISP.</p>
 <p>Internet Radio All Channels Presets (A,B,C) Pop Rock Electronic/Dance Hip-Hop R & B Country</p> <p>Connected to NETGEAR</p>	<p>Success! Connected to the access point and to the Internet</p>

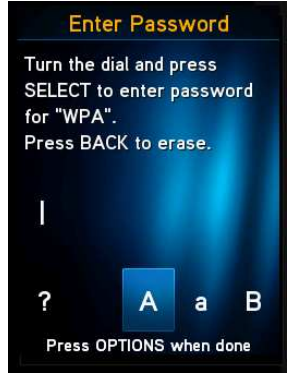



APPENDIX B – CONNECTING TO A WEP SECURED NETWORK

Here is the sequence of screens that you might see if connecting to a WEP-secured network, which happens to be named "NETGEARWEP":

	<p><u>What is Happening:</u> For WEP networks, the SL2 will detect that it needs the network key to communicate with the access point. It will immediately present this screen requiring that you enter the key</p> <p><u>Possible Errors at this Phase:</u> No errors after this screen</p>
	<p><u>What is Happening:</u> Requesting IP address, using WEP key</p> <p><u>Possible Errors at this Phase:</u> Probably invalid WEP password. Try using the WEP hexadecimal key. If WEP key is correct, check to verify DHCP server is up and running. Try rebooting your router to reset DHCP server.</p>
	<p><u>What is Happening:</u> Checking that the connection to the Internet is working and that the SIRIUS Internet services are available</p> <p><u>Possible Errors at this Phase:</u> Failure to reach Internet, possibly due to firewalls or problems with the ISP.</p>
	<p>Success! Connected to the access point and to the Internet</p>





APPENDIX C – CONNECTING TO A WPA SECURED NETWORK



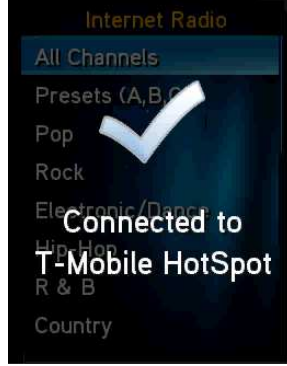
Here is the sequence of screens that you might see if connecting to a WPA protected network, which in this example is coincidentally named "WPA":

	<p><u>What is Happening:</u> For WPA and WPA2 networks, the SL2 will detect that it needs the network passphrase to communicate with the access point. It will immediately present this screen requiring that you enter the key</p> <p><u>Possible Errors at this Phase:</u> None</p>
	<p><u>What is Happening:</u> Negotiating connection, Requesting IP address</p> <p><u>Possible Errors at this Phase:</u> Failures here are usually due to MAC filtering or other low-level problems blocking even the start of communications with the access point. Check Wi-Fi status for valid IP address. See Q18.</p>
	<p><u>What is Happening:</u> Checking that the connection to the Internet is working and that the SIRIUS Internet services are available</p> <p><u>Possible Errors at this Phase:</u> Failure to reach Internet, possibly due to firewalls or problems with the ISP. See Q18.</p>
	<p>Success! Connected to the access point and to the Internet</p>

APPENDIX D – CONNECTING TO A HOTSPOT

What follows is the sequence of screens you might see connecting your SL2 at a T-Mobile Hotspot location:

 <p>The screenshot shows a dark blue interface with a circular radio dial. The text 'Connecting to T-Mobile HotSpot' is prominently displayed in the center. Other visible text includes 'Internet Radio', 'All Channels', 'Preset', 'Pop', 'Rock', 'Electronic/Dance', 'Hip-Hop', 'R & B', and 'Country'.</p>	<p><u>What is Happening:</u> Negotiating with the wireless access point, captive portal, and requesting an IP Address.</p> <p><u>Possible Errors at this Phase:</u> The captive portal is not compatible with the SL2. Try again later to see if support has been added, but in the meantime use a different hotspot.</p>
 <p>The screenshot shows a dark blue background with the title 'Enter Username'. Below the title, it says 'Enter a Username for "T-Mobile HotSpot" (e.g abc, abc@attwifi.com, or wayport/abc)'. There is a vertical cursor and a keyboard layout with 'L', 'I', 'M', 'm', 'N' visible. At the bottom, it says 'Press OPTIONS when done'.</p>	<p><u>What is Happening:</u> SL2 detects that the hotspot requires an account to access. User must enter appropriate Username</p> <p><u>Possible Errors at this Phase:</u> None</p>
 <p>The screenshot shows a dark blue background with the title 'Enter Password'. Below the title, it says 'Enter a Password for "T-Mobile HotSpot"'. There are five dots representing a password field and a keyboard layout with 'R', 'r', 'S', 's', 'T' visible. At the bottom, it says 'Press OPTIONS when done'.</p>	<p><u>What is Happening:</u> User must enter appropriate Password</p> <p><u>Possible Errors at this Phase:</u> none</p>
 <p>This screenshot is identical to the first one, showing the 'Internet Radio' screen with 'Connecting to T-Mobile HotSpot'.</p>	<p><u>What is Happening:</u> SL2 now retries connection process, requesting an IP address</p> <p><u>Possible Errors at this Phase:</u> Errors will not typically be seen at this point, if you've already provided user credentials. See Q18</p>

 <p>Internet Radio All Channels Presets Pop Rock Electronic/Dance Hip-Hop R & B Country</p> <p>Checking T-Mobile HotSpot</p>	<p><u>What is Happening:</u> SL2 attempts to access Internet, sees that it must provide login credentials</p> <p><u>Possible Errors at this Phase:</u> Errors will not typically be seen at this point, if you've already provided user credentials</p>
 <p>Internet Radio All Channels Presets Pop Rock Electronic/Dance Hip-Hop R & B Country</p> <p>Authorizing T-Mobile HotSpot</p>	<p><u>What is Happening:</u> SL2 submits login credentials and checks to see if they are accepted</p> <p><u>Possible Errors at this Phase:</u> If the user credentials are invalid, you will be taken back to the "Enter Username" screen to re-enter your credentials.</p>
 <p>Internet Radio All Channels Presets (A,B,C) Pop Rock Electronic/Dance Hip-Hop R & B Country</p> <p>Connected to T-Mobile HotSpot</p>	<p>Success! Connected to the access point, logged into account, and SL2 can reach the Internet</p>