

Getting Started

Welcome to your new remote access client software, STARSOFT™.

STARSOFT is designed to connect you as easily and quickly as possible by providing you with the best possible remote access experience. STARSOFT's intuitive, intelligent interface provides you with one-click access to important features and automatically gives you detail of what connectivity options are available – all while ensuring the highest levels of “always-on” protection to keep both your connection and data safe.

This user guide assists you in understanding both the basic and advanced functionality of this exciting new product, allowing you to take advantage of the power STARSOFT™ has to offer. Using this software gives you the world's largest, most reliable network for remote access -- spanning country and technology boundaries for access to your corporate office from home, the road, and everywhere in between.

360° of Connectivity

- True “anytime, anywhere” access through popular and emerging transport types, including dial-up, ISDN, PHS, cable and DSL, Wi-Fi, and hotel broadband for the most comprehensive global access.
- Automatic detection of Wi-Fi and wired broadband signals
- Automatic access number selection and connection
- Easy-to-understand visual indicators of current connection and compliance state

360° of Protection

- End-to-end encryption of all user information
- A single, easy to use, interface for both Internet access and corporate VPN
- Persistent Policy Enforcement™ to provide automated security policy enforcement at system start-up, making sure that your data and connection is safe

360° of Management

- User-friendly background updates with bandwidth sensitive resumable downloads updates to keep your software and access location lists current at all times with no drain on your online productivity

Checking System Requirements

Before installing STARSOFT™ please ensure that your computer meets the following minimum system requirements:

Processor: Pentium III, 500MHz

Ram: 128MB (Megabytes)

Available Hard Disk Space: 80MB

Operating System (OS): Windows 2000 SP4, XP Professional, XP Home Edition

Internet Browser: Microsoft Internet Explorer 5.0

Screen Resolution: 800 pixels by 600 pixels, 16-bit color

Connectivity devices:

Dial/ISDN - Windows compatible modem

Broadband - Network Interface Card

Mobile Data - Most popular wireless cards and devices. Check with your system administrator to see if your card is compatible.

Wi-Fi – 802.11 card with NDIS 5.1 compliant drivers

Installing the Application

STARSOFT™ can be installed through one of the following methods:

- Downloading an installation executable from the Internet or your corporate network
- Through an installation CD (Compact Disc) provided by your company
- Through an update from an earlier version of your remote access client

No matter which method is employed, the installation instructions are the same.

Starting the Application

STARSOFT™ can be started from either your desktop or the **Windows Programs** menu.

To start STARsoft™ from your desktop, follow these steps:

1. Locate the **STARSOFT™** icon on your desktop.

<ICON>

2. Double-click the **STARSOFT™** icon. This initiates the application and displays it showing the **New Connection** tab. It also places the **STARSOFT™** icon in the **Windows System Tray (Systray)** -- located at the lower right corner of your desktop in the **Windows Task Bar**.



To start STARsoft™ from the Windows Programs menu, follow these steps:

1. Click the **Windows Start** button located on the lower left corner of your desktop. The **Windows Start** menu is displayed.
2. Click the **Programs** menu option. The **Windows Programs** menu is displayed.
3. Click the **STAR** menu option. The **STARSOFT™** menu options are displayed.
4. Click the **STARSOFT™** menu option. The application is initiated and the **New Connection** tab is displayed. The **STARsoft™** icon is also placed in the **Windows System Tray (Systray)** -- located at the lower right corner of your desktop in the **Windows Task Bar**.

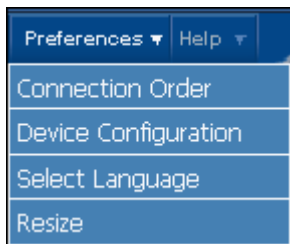
Changing the Language for Using STARSOFT™

STARSOFT™ can be displayed in the following languages:

- Japanese
- German
- French
- Simplified Chinese
- Traditional Chinese

To display STARSOFT™ in one of these languages, follow these steps:

1. Go to the **Preferences** menu on the STARSOFT™ main application window.



2. Click on the menu to display the options.
3. Go to **Select Language** to display the **Language** drop down menu.
4. Move the cursor to the **Language** menu and click on your language to select it.



Text, buttons, menus, and messages will display in your chosen language. To return to English or choose another language, go back to the Language menu and select the option you wish to view.

System Tray Icon

When you launch the STARSOFT™ application, its icon is displayed in the **Windows Sys tray**. The **STARSOFT™ Sys tray** icon allows you to interact with the application in the following ways:

- Positioning your mouse cursor over the icon causes a small **Connection Status** window to appear, indicating the **connection status** of STARSOFT™.
- Clicking the icon once opens STARSOFT™ -- if it is not already displayed.
- Right-clicking the icon displays a pop-up menu enabling you to quickly perform actions as described in the section titled **System Tray Icon Menu**.

Note: The **Windows Sys tray** is located on the lower right corner of your desktop in the **Windows Task Bar**. The **Sys tray** also contains several default items including volume control and data and time.

System Tray Icon Menu

The **STARSOFT™ Sys tray** icon menu allows you to take the following actions:

- Exit (or close) STARSOFT™. Do this by selecting the **Exit** menu option.
- Open STARSOFT™ displaying the **New Connection** tab. Do this by selecting the **Connect** menu option.

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- Open STARSOFT™ displaying the **Bookmarks** tab. Do this by selecting the **Bookmarks** menu option.
- Open STARSOFT™ displaying the **Status** tab. Do this by selecting the **Connection Status** menu option.
- Minimize STARSOFT™. Do this by selecting the **Minimize** menu option.
- Maximize STARSOFT™. Do this by selecting the **Maximize** menu option.

Note: Selecting the **Minimize** menu option causes STARSOFT™ to be minimized to the **Windows Task Bar**. While in this state, the application continues to run and preserves any active connections.

System Tray Icon Status

The **STARSOFT™** icon is displayed in the **Systray** upon launching the application. The **STARSOFT™ Systray** icon allows you to interact with the application in the following ways:

1. Positioning your mouse cursor over the icon causes a small **Connection Status** screen to appear that indicates whether STARSOFT™ is connected.
2. Clicking the icon once *opens* STARSOFT™.
3. Right-clicking the icon displays a pop-up menu that enables you to quickly perform actions as described in the next section titled **System Tray Icon Menu**.