



## **TOSHIBA CONFIGFREE™ IN ACTION CONNECTIVITY DOCTOR**

ConfigFree™ is a unique software utility that makes it easy to manage wired and wireless connections.

Incorporating wireless productivity features, ConfigFree enables you to use wireless networking for enhanced data exchange and meeting functionality.

**PROFILE SETTINGS** – Easily capture location-based connectivity profiles for future use. Automatically switch profiles for enhanced mobile working.

**CONFIGFREE™ SUMMIT** – Establish net meetings in an instant. Documents can be shared with drag and drop functionality.

**WIRELESS RADAR** – This intuitive radar screen graphical user interface displays nearby wireless devices and enables drag & drop connectivity.

**CONNECTIVITY DOCTOR** – Analyses your network connection and assists in diagnosing and fixing the problem.

### **MOBILITY ISSUE SOLVING TECHNICAL PROBLEMS ON THE GO**

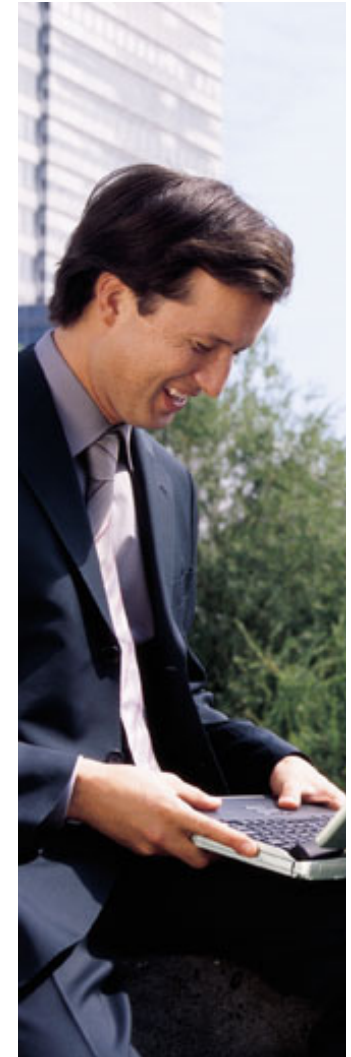
As options for mobile connectivity increase, it becomes more complicated to make sure all of your connections are up and running when you need them. While on the go, an incorrect IP address, a wireless network card without power, or a non-valid WEP key can cost time when you need a direct connection to a business or home network. Every mobile professional needs to be able to tackle the challenge of networking problems anytime, anywhere.

### **MOBILITY SOLUTION CONNECTIVITY DOCTOR: YOUR OWN ONBOARD HELP DESK**

The Connectivity Doctor helps non-technical users resolve problems that might occur with their device's connections, identifying the settings that may need to be changed in order to connect. The utility can also create a log of the system configuration to assist a company's technical support staff in resolving connectivity issues.

### **KEY BENEFITS CONNECTIVITY DOCTOR**

- Easy diagnosis of possible connectivity problems for non-technical users
- Proposes solutions for resolving connectivity issues
- Enables the user to create a log file for Tech Support Staff to use for second-level problem determination
- Reduces time spent on problem determination
- Reduces support costs for connectivity issues



## HOW THE CONNECTIVITY DOCTOR WORKS

Connectivity Doctor provides assistance in a number of ways. The graphical user interface provides a visual map of the notebook's connectivity path to the network. The user can quickly see whether or not the connection is established and working.

Connectivity Doctor provides two levels of support. At the first level, the Doctor diagnoses the problem and offers a solution.

For second-level problem determination, the user can create a log file of the connectivity issues and take this information to technical support staff in the organisation. This log file provides information that is vital to problem determination and problem solving.



### 1 DIAGNOSTICS

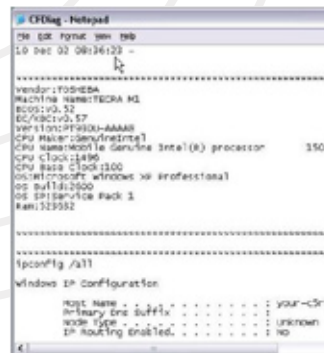
Connectivity Doctor performs a diagnostic of the network connection, then displays an exclamation point (!) at the location of a detected problem.

The cause of the problem and the proposed solution appear instantaneously.



### 2 CONFIGURATION AND STATUS

The Connectivity Doctor window displays the connection configuration and status of connected network devices. For wireless network devices, the signal strength and whether there is a WEP key setting are also displayed.



### 3 LOGS FOR TECH SUPPORT

The Connectivity Doctor can save diagnostic logs to aid technical support staff in solving problems.

Click Create LOG on the Connectivity Doctor window to display a diagnostic log. The information is saved in file CFDiag.log and created in the folder from which this program is executed (usually C:\Program files\TOSHIBA\ConfigFree).