

General

Q.) What phones will Snap-Link Mobile run on? Do you have plans for any other platforms?

A.) Snap-Link Mobile currently runs on any Windows® Mobile Based Phone or PDA that has Windows® Mobile Version 5.0 or later. HAI is researching other platforms to expand to, but have reached no conclusions yet.

Q.) When I click “About”, Snap-Link Mobile says it’s registered to someone else.

A.) It’s possible that you have a pirated version of Snap-Link Mobile. It’s important that each user have their own unique serial number, and be registered, in order for HAI to provide updates, notifications and support to users.

You should call HAI at 1-800-229-7256 or 504-736-9810 for further help.

Q.) What controllers does Snap-Link Mobile work with?

A.) Snap-Link Mobile works with all Omni Ile, Omni Pro II, Lumina, and Lumina Pro controllers with firmware 2.16 or higher.

Q.) I’ve got a new phone/PDA, and I’ve lost my serial number. How can I install Snap-Link Mobile?

A.) Please call HAI technical support at 1-800-229-7256 or 504-736-9810.

Q.) I’ve purchased Snap-Link Mobile. How many devices can I use it on?

A.) The Snap-Link Mobile license allows Snap-Link Mobile to be installed on only one device at any time.

Q.) I have a comment, suggestion, or bug report. Who should I contact?

A.) Send an e-mail to snap-linkmobile@homeauto.com.

Security

Q.) What should I do if I lose my phone?

A.) Immediately change the encryption key in your controller. Contact your cell provider and disable your account. Within Snap-Link Mobile use “require code on start” for extra security.

Q.) Is Snap-Link Mobile secure?

A.) Snap-Link Mobile uses 128-bit AES encryption to encrypt all traffic between your phone/PDA and your controller.

The U S National Security Agency (NSA) has conducted a review of the AES encryption algorithm and its applicability to the protection of national security information. The NSA review determined that the design and strength of AES was enough to protect classified U S government data.

Q.) Are my stored settings secure within my phone/PDA?

A.) All controller information and camera links are stored in an encrypted file that is uniquely keyed to each Windows® Mobile Device.

Troubleshooting

- Q.) When I try to install Snap-Link Mobile, it states that I need a new version of the .Net Compact Framework. What does this mean?
- A.) Snap-Link Mobile utilizes Microsoft .Net technology. Your device needs an update for the .Net Compact Framework, which is available for free from http://www.homeauto.com/Downloads/Products/Snap-LinkMobile/NETCFv2_wm_armv4i.cab
- Q.) When I try to connect, I get an error message after awhile.
- A.) Snap-Link Mobile is having trouble accessing your Controller. Please check the following:
1. The Internet connection is working on your device
 2. The Network Address of your Controller is correct
 3. The Port Number of your Controller is correct
 4. The Encryption Key of your Controller is correct
 5. If you have a router, you have setup port forwarding with TCP over the specified port.
 6. The controller has 2.16 or greater firmware

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- Q.) I've got a new phone/PDA. Can I transfer my Accounts to the new device?
- A.) Unfortunately, no. Each Account file is encrypted and keyed to each individual Windows® Mobile Device. This is to ensure that no one can retrieve an account file off your device, and use it later on another device to access your controller.

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- Q.) I have a question that is not answered here, who can I contact?
- A.) You can e-mail at snap-linkmobile@homeauto.com or call technical support at 1-800-229-7256 or 504-736-9810.