Cato VPN Client for Android

Installation and User Guide

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Table of Contents

1. Scope **3**
2. Downloading Your Client for Installation **3**
3. Logging into Your Cato VPN Client **4**
4. Getting to Know Your VPN Client Interface **5**
5. Connecting/Disconnecting Your VPN **6**
6. Viewing Connection Data **9**
7. Configuring Your Connection Settings **11**
7.1 Contacting Cato Networks Support 12
8. Additional Resources **13**

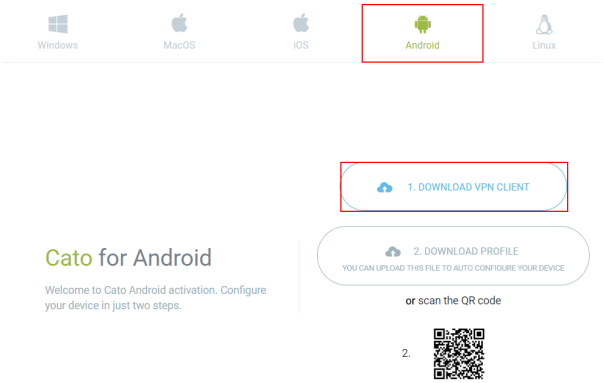
1. Scope

This guide describes how to download, install and use the Cato VPN Client on your Android device.

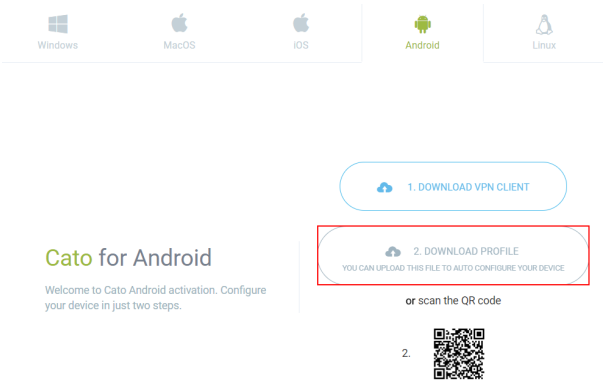
2. Downloading Your Client for Installation

In addition to downloading the Cato VPN Client installation file, you can optionally download a profile file that contains your configuration credentials, and enters your login details automatically.
However, if you prefer, you can enter your credentials manually.

1. Click **Android** and click **1. DOWNLOAD VPN CLIENT**. You will be redirected to Google Play to continue.



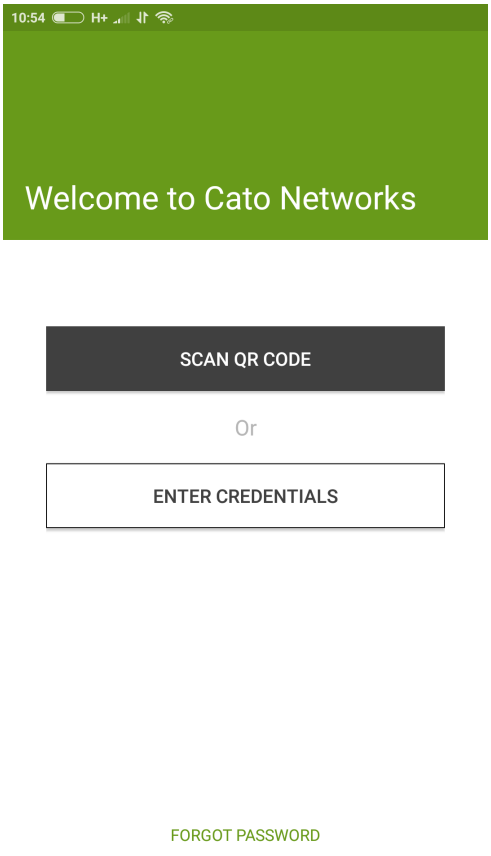
2. Optional - Click **2. DOWNLOAD PROFILE** and note where you saved the file for later use.



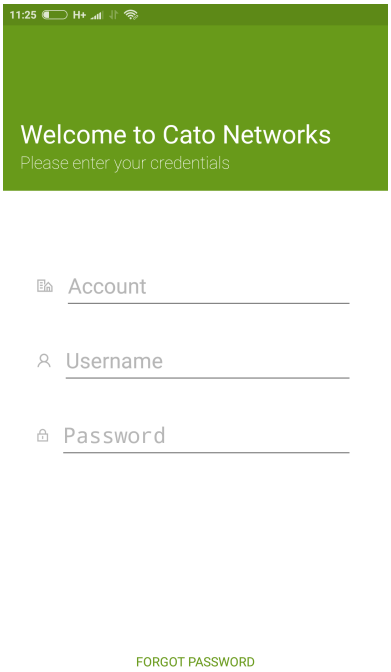
3. Logging into Your Cato VPN Client

When you start Cato VPN Client for the first time, you need to configure your account using either of the following methods:

- Scan the QR code on the User Portal.
  a. Click **SCAN QR CODE**.
  b. Set the 'Square Scanner' on The QR Code that appears on the User Portal.
- Manually by entering your credentials:
  a. Click **Enter Credentials**.



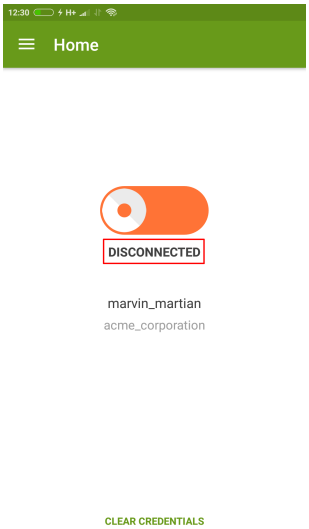
b. Enter your credentials as detailed in the email you received from your administrator and the password you defined.



After six consecutive failed login attempts, you will be locked out of your account for at least 30 minutes. If you prefer, you can ask your administrator to unlock your account earlier.

4. Getting to Know Your VPN Client Interface

On entering to the Cato VPN Client user interface u will get to the (**Home**) window.



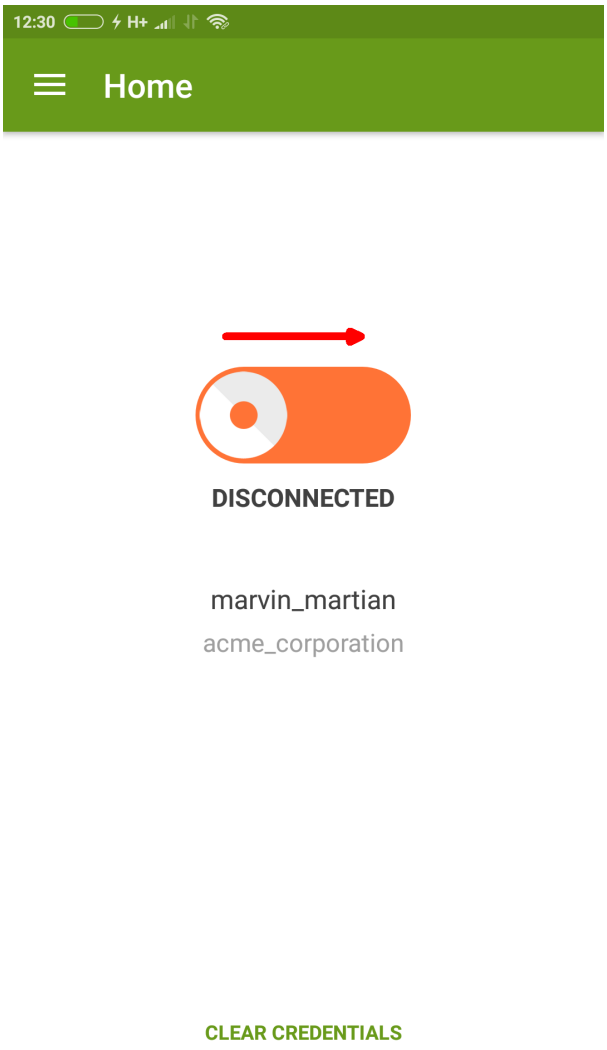
To get to the menu bar click ☰ (**Menu**) on the top left corner.

The Cato VPN Client user interface consists of a vertical menu with icons for each of the main functions:

- (**Home**) - displays basic information about the connection status and your credentials.
- (**Settings**) - configure your Cato VPN Client to connect using advanced settings.
- (**Connection Data**) - displays detailed information about your current connection.

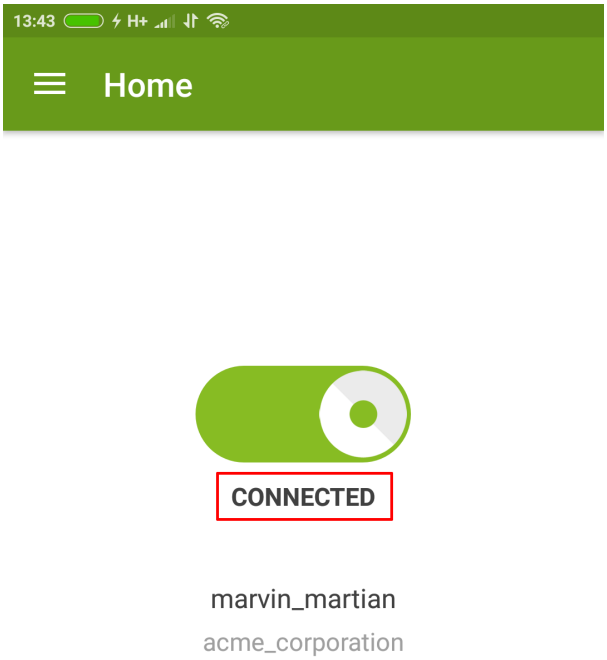
5. Connecting/Disconnecting Your VPN

To connect to your VPN:



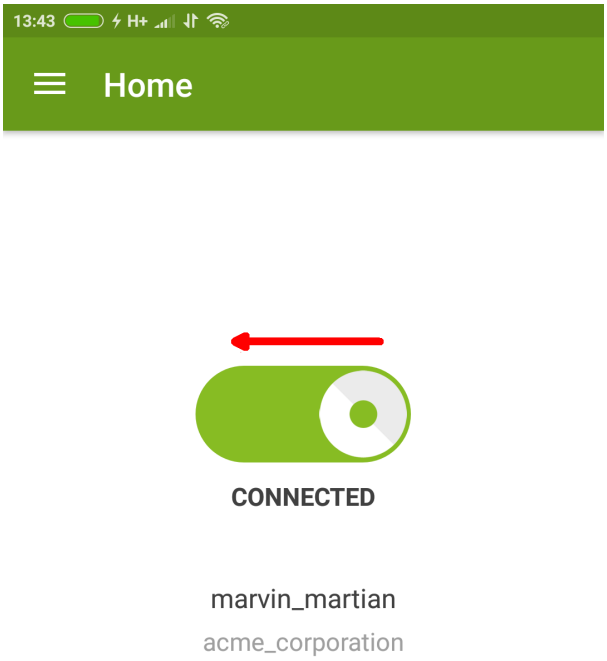
1. Move the white cycle from left to the right of the bar.

2. The connection status changes to **Connected**.

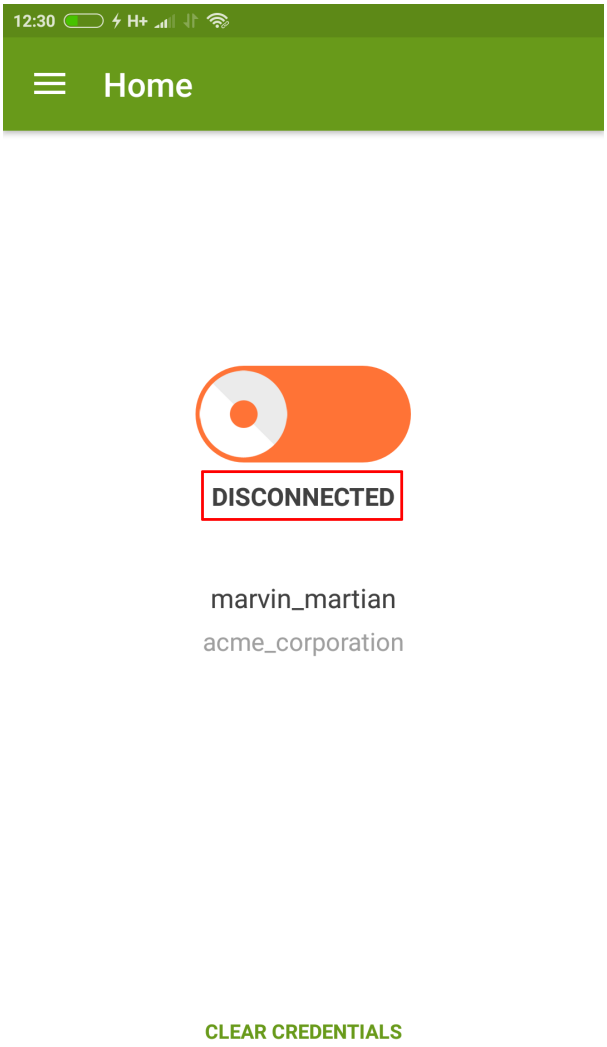


To disconnect from your VPN:

1. Move the white cycle from right to the left of the bar.



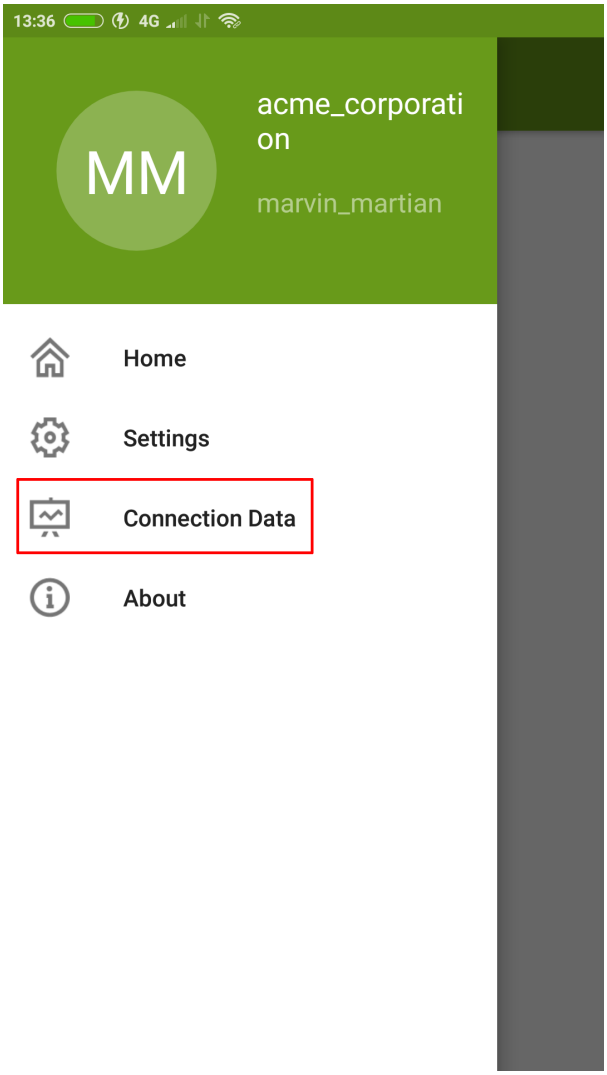
2. The connection status changes to **Disconnected**.



6. Viewing Connection Data

To view detailed information on your connection data:

1. In the vertical menu, click (**Connection Data**).



Parameter	Description
Bytes Sent	Total number of bytes sent over the VPN connection since it was established.
Bytes Received	Total number of bytes received over the VPN connection since it was established.
Local IP	IP address of the host in the local wired or wireless network.
Cato IP	IP address assigned by Cato Networks.
Connected PoP	The Cato PoP to which this VPN is currently connected.
Distance To PoP	Latency measured between this VPN client and the Cato PoP to which it is connected.
Session Start Time	Date and time when this VPN session was established.

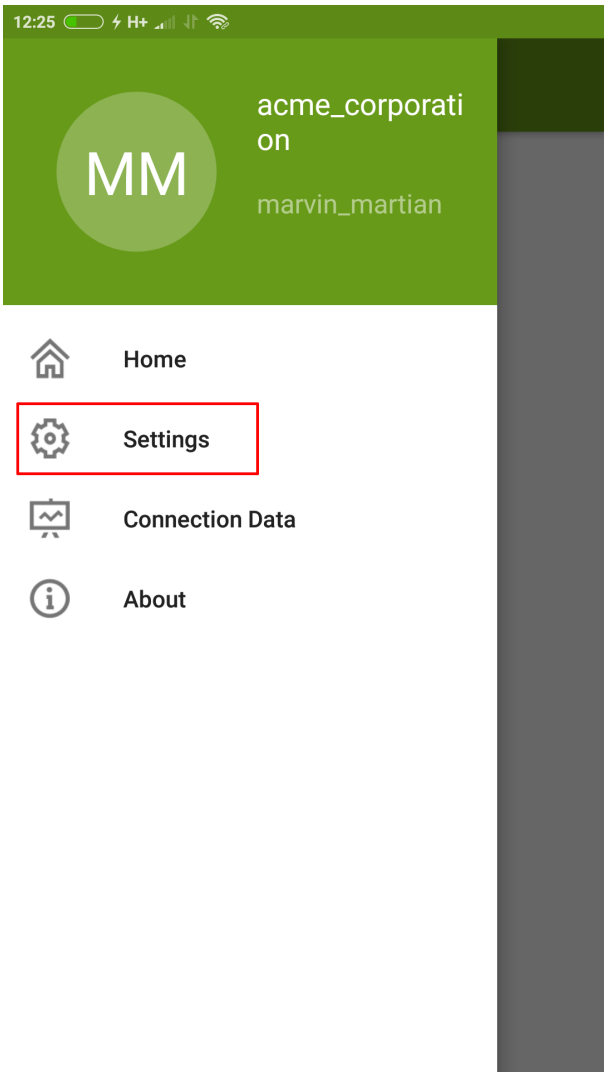
Parameter	Description
Last Active	The data and time when the latest packet was transferred in this VPN session.

7. Configuring Your Connection Settings

You can configure your Cato VPN Client to connect using advanced settings.

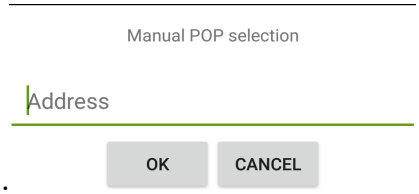
To configure your Connection Settings:

1. In the vertical menu, click ⚙ (**Settings**).



2. Configure the settings as described below.

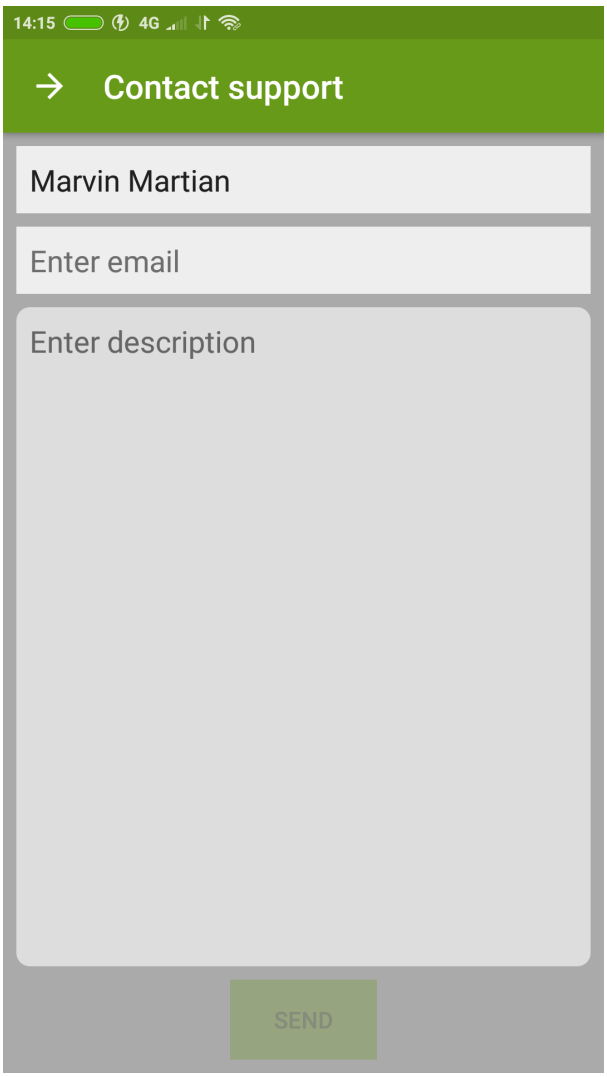
Item	Description
Contact Support	Click to open a ticket to Customer Support (see Section 7.1 - Contacting Cato Networks Support).

Item	Description
Manual Pop Selection	To specify a specific PoP to connect to:  1. Select **Manual PoP selection**. 2. Enter the IP of the PoP. 3. Click OK. You should receive the PoP IP from your IT admin or from Cato Support.

7.1 Contacting Cato Networks Support

To contact Cato Networks support:

1. In the vertical menu, click ⚙ (**Settings**).
2. Click **Contact Support**.



3. Fill in your details and describe your problem.
4. Click **Send**.

8. Additional Resources

Online documentation

Online documentation is available through the Cato Management Application.

Contact Support

Following are the channels for contacting Cato Networks Support:

- Cato Networks Support Portal: A self-service support web site that offers a full range of customer support features, such as: Opening, updating and tracking

technical support incidents quickly and conveniently. Finding technical documents, FAQs, using the new and robust Knowledge Base. Downloading documentation, full products guides, product updates, notifications etc. Sharing best practices and troubleshoot problems with others via tan interactive community. Access Cato Networks Online Support, by browsing https://support.catonetworks.com and register your support account.

- Email: Email services, allowing you to create technical tickets in our system easily, by sending email to support@catonetworks.com.
- Chat: Chat services are part of Cato Management Application, after login you have the option to chat with a Technical Support Engineer representatives based on an available free seat.
- Phone: Talk Services, 24x7x365, allowing you to call directly to Cato Support. All calls are recorded to further improve our services and for quality assurance purposes.
  USA: +1 (505) 333-4070
  United Kingdom: +44 114 303 3899
  Israel: +972 3 720 7171
- Text message: To create support tickets with Cato Networks, text your inquiry to the following text message numbers:
  USA: +1 (201) 890-7666
  United Kingdom: +44 1606 800066
  Israel: +972 52 628 5630