

## Wired Broadband Troubleshooting

### Error message indicating Unable to connect to the specified site

- Make sure your Ethernet cable is securely plugged into both the computer (or dongle) as well as the wall jack in the hotspot location.
- Make sure that the Ethernet card is enabled.
- If you are trying to connect from a broadband-enabled hotel guest room you may need to “power-cycle” the connection hub (also called a “brick”) to resolve connectivity issues. The following procedure takes approximately one minute:
  - a) Locate the hub, typically under the desk.
  - b) Disconnect the hub’s power plug from the A/C outlet in the wall.
  - b) Wait at least 60 seconds.
  - c) Plug the power back in.

## Wireless Broadband Troubleshooting

### If at an iPass Wi-Fi enabled venue and unable to automatically detect a wireless network

- Make sure the Wi-Fi adapter is defined in iPassConnect and active. To verify the adapter, go to **Settings > Connection Settings > Wireless** and select the adapter from the device menu.
- Make sure the Wi-Fi card is NDIS 5.1-compliant. To verify, please check with the Wi-Fi card manufacturer.

## Home Broadband Troubleshooting

### Using Home Broadband is as simple as dial

- Once the service interface is launched, select **Home Broadband**, then click **Connect**.
- Enter your **User Name**, iPass **Domain** (if not already filled in) and **Password**, then click **OK**.
- Your IT manager may have configured your VPN client to auto-launch. If this is the case, then enter in your credentials to securely access the corporate network.



# iPassConnect™ 3.0 for Windows

*Your Guide to  
Enterprise Connectivity*

## General Troubleshooting

### Error message indicating incorrect password

- Verify and re-enter the **User Name/Password** (for possible typos made while entering **User Name**, **Roaming Domain** and **Password**).
- Make sure your **Caps Lock** key is turned off.
- Try another access number or location.

## Dial Troubleshooting

### Dial history

- To review recent unsuccessful dial attempts and potential troubleshooting solutions, click **Help > Connection Log**.

### Difficulty connecting to the access number

- Try an alternate number within the region you are traveling.
- Make sure you dial the required prefixes and local dial code for the region. Many hotels require you to dial a number to get an outside line.
- If you are using a bookmark, look at the dial string. Make certain there are no extra digits.
- Verify that the phone is working by lifting the handset and listening for a dial tone.
- Make sure you configure the iPassConnect dial properties appropriately for each location.

### No dial tone or modem sound

- Make sure there is a phoneline that provides dial tone and the phoneline is connected to the computer and the phone jack.
- Make sure the speaker volume is not turned off or disabled.
- Check your **Dial Properties** — try checking or unchecking the **Location same as selected number** box and attempt to connect again.

### Password authentication is slow (e.g. more than 60 seconds)

- Do not click **Cancel**. In some areas, it may take up to 120 seconds or more to connect.
- Under **Options > Settings**, make sure that the **Redial if not connected in 60 seconds** option is set to 120 seconds.

## Launching iPassConnect

- 1 Right-click the icon in the system tray and click **Open iPassConnect**, or double-click the iPassConnect desktop icon to launch the service interface.



## Getting Connected

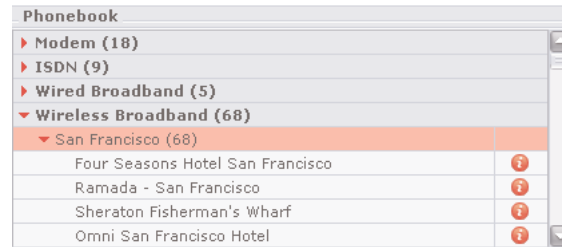
- 1 If you're in range of a Wi-Fi network and have a Wi-Fi card, all available locations will be presented under the heading available **Wireless Networks**.

If you're using another access technology or are not in the range of a Wi-Fi network, enter search criteria by selecting the **Country**, **State** (if applicable) and **City**, then click **Find**.



**quick tip** In the U.S., an option to search by phone number is available. Select United States in the Country field, enter the 10 digit phone number of the location you are connecting from, then click Find.

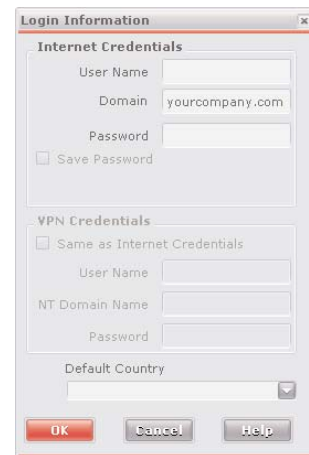
- 2 All available connection methods will appear. Choose the connection type by clicking on the triangle next to the connection type name. Select an access number or location and click **Connect**.



**quick tip** In some cases, the iPass-enabled access point message will appear instead as the venue name when using Wireless Broadband.

**quick tip** For information about the location or number, click on the "i" to the right.

- 3 The **Login Information** box will appear.



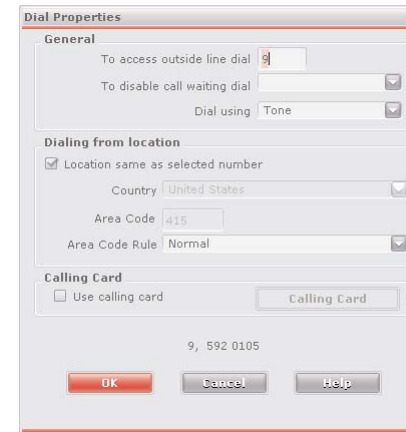
- 4 Enter your **User Name**, iPass **Domain** (if not already filled in) and **Password**.

**quick tip** Make sure the caps lock key is turned off, since Internet Credentials fields are case-sensitive.

- 5 Click **OK**.

## Confirm Dial Properties Modem, ISDN and PHS

- 1 Select **Dial Properties** to make sure your settings are configured correctly for each location.



- 2 You may need to enter numbers in the **To access outside line dial** field when connecting from a hotel.
- 3 To disable **Call Waiting** select the proper symbols from the menu.
- 4 Under **Dial Using** select either **Tone** or **Pulse** dialing.

**quick tip** Most phone systems use **Tone dialing**.

**feature** iPassConnect automatically treats each number dialed as a local call. Turn off the **Location same as selected number** setting to force the client to dial the country and area codes for all access points.

- 5 Click **OK**.

## Add a New Bookmark

- 1 After you have selected an access number in the desired area, click **Add Bookmark**, or from the **Bookmarks** menu, select **Add**.
- 2 Enter a name for the Bookmark to customize and highlight your frequently visited location. Choose a name that uniquely describes the city or venue name and also indicates the connection type.
- 3 Click **OK**. iPassConnect will automatically access this location when you select the **Bookmark** from the **Bookmark** menu.

## Using a Bookmark

There are two ways of accessing a bookmark:

- 1 Right-click the system tray icon and all bookmarked locations will appear right on the menu.
- 2 Open iPassConnect, go to the **Bookmark** menu option in the toolbar at the top of the screen.

Regardless of which method used, you can select the bookmarked name to connect.

## Using a Calling Card

Some locations, such as pay phones, may require use of a calling card to access the Internet.

- 1 After selecting the Modem, ISDN or PHS access point, click **Dial Properties**.
- 2 Check **Use Calling Card**.
- 3 Click the **Calling Card** button.
- 4 In the **Calling Card** window, fill in the required information and click **OK**.