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iPassConnect 2.2 Client Software User Guide



*iPassConnect 2.2 Client Software User
Guide for Windows Operating Systems*

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Introduction

This guide will serve as an introduction to use of the iPassConnect client software. It provides end users with valuable information on how to install, configure and use the client, and includes troubleshooting tips to guarantee reliable connectivity.

iPassConnect is a simple, easy to use desktop client that allows remote users to connect to the Internet via iPass' global network of providers. It has a point-and-click interface for dialing into the iPass local access points and supports Windows 95, 98, ME, NT, 2000 and XP. iPass has other versions of the iPassConnect software which support PalmOS, WinCE, PocketPC, and Windows-powered mobile devices, as well as a client for Macintosh users. In addition, the iPassConnect client can be customized to automatically launch many other programs or applications.

Key Features

Dialing Intelligence

The iPassConnect client has been programmed with intelligent dialing for dial-up connections made around the world. This means that the client "knows" the dialing rules for each given city and country and automatically adds the correct dialing sequence to each access attempt. This feature enables users the flexibility of traveling without having to remember or understand complicated dialing instructions, and reduces the need for administrative support.

Automatic Phonebook Updates

The Automatic Phonebook Update feature has been enhanced in the latest versions of the iPassConnect client. The client may come pre-configured with this feature enabled, which automatically updates a user's phonebook each time they connect. If an end user has disabled the automatic phonebook update feature and logs into the Internet via the iPassConnect client, the client will still check the phonebook version against the current version. If it has not been updated within the past 14 days, the iPassConnect client will automatically download a new phonebook for the user.

Type Ahead Feature

Many fields in the iPassConnect user interface come equipped with the Type Ahead feature. Users simply enter the first few letters of the word or phrase they are looking for, and the client will fill in the rest. This feature reduces the need to type out long phrases, prevents spelling errors and speeds up the connection process.



Bookmarking Feature

The Bookmark feature allows users to conveniently save the connection information for access points used most frequently. A Bookmark menu allows you to easily create, modify and delete bookmarks, as well as to connect using existing bookmarks.

Select All

The Select All feature allows users to select all of the access points visible in the Phonebook window. By choosing this feature, the client will attempt each of these access points in sequence until a successful connection is made. This feature is helpful when connecting from a location where connection may be unreliable, or where there is heavy phone or Internet traffic that may prevent access from the first access point chosen. It virtually ensures that the user must only click “connect” once to get connected. This feature must be selected on each dial attempt.

Smart ReDial

The iPassConnect client may also come auto-configured with the Smart ReDial feature. By using Smart ReDial, the client will automatically continue dialing all access points within the same city until a successful connection is made. This means that the user does not need to choose the “Select All” feature on each dial attempt.

Busy Number Redial

The Busy Number Redial feature allows users to configure the client to retry a busy access point if a connection attempt fails. This feature is useful when using a bookmarked access point, or when roaming in areas where there are few access points and heavy Internet traffic.

Post Connection Actions

The post-connect actions feature allows users to configure the client to automatically run programs after connecting to the Internet via the iPass Network. This feature allows users to launch a web browser, connect to the corporate network using a VPN solution, or to launch various other software programs.

Calling Card Option

The Calling Card Option feature allows users to retain calling card information in the client for ease of use. This eliminates the need to remember calling card numbers, and reduces the risk of loss or theft of the card. By storing card information here, users can enable the iPassConnect client to automatically dial the calling card number for a given connection attempt.

Connection Status Screen

The connection status screen displays the connection time to the user during each connection attempt. The connection time has been separated into two categories: modem negotiation time and authentication time. The iPassConnect client displays these times to the user separately to allow a better understanding of what is happening as he or she is attempting to connect.

Within this guide, you will find information on system requirements, installation instructions, client features, basic and advanced configuration instructions, and guidelines for troubleshooting. This information has been divided into sections based on content for ease of use. In addition, information provided in more than one section is cross-listed for added convenience.

System Requirements

This section provides end users with information about minimum system requirements for laptops, operating systems and accessory hardware and software.



Laptop Requirements

To support the iPassConnect software, your laptop must meet the following minimum requirements:

- 2.0 MB free disk space
- Pentium 150 Mhz processor minimum, 233 Mhz processor recommended
- 32MB RAM minimum, 64 MB RAM recommended
- Microsoft TCP/IP protocol installed
- Microsoft Dial Up Networking (DUN) installed

Operating System Requirements

To support the iPassConnect client software, your operating system must meet the following minimum requirements:

- Windows 95 OSR (original release) with Dial Up Networking 1.2b or higher
- Windows 95 OSR-1, 2, 2.1, 2.5 (a.k.a. Win95 "Gold")
- Windows 98 OSR (with or without Service Pack 1) and Second Edition
- WinNT Workstation 4.0 and Server 4.0 with Service Pack 3 or later
- Windows 2000
- Windows ME
- Windows XP Home or Professional Edition

Additional Requirements For Dial-up Users

To support Dial-up options, you must have a modem installed and functioning. In addition, dial-up users must have the proper Dial Up Networking installed on their operating systems to support the iPassConnect client. To verify that the correct DUN is installed and functional, see the "DUN Verification and Installation Instructions" (specific to your operating system) provided in the "Installation Instructions" section below.

Additional Requirements For Wired Broadband Users

To support wired broadband options, you must have a Network interface card with an Ethernet interface installed and functioning.

Note: Wired Broadband access is not compatible with all VPN solutions. The following VPNs have been tested and proven to support wired broadband connections:

- Cisco VPN Client
- Nortel Contivity Client
- Microsoft PPTP
- Checkpoint SecuRemote
- Intel NetStructure

Additional Requirements For Wireless Broadband Users

To support wireless broadband options, you must have a Wireless 802.11b LAN card installed and functioning.

Note: Wireless Broadband access is not compatible with all versions of Windows operating systems. To support wired broadband connections, you must have one of the following versions of Windows OS installed:

- Windows 98 OSR (with or without Service Pack 1) and Second Edition
- Windows 2000
- Windows XP

Installation Instructions

Installing the iPassConnect client is a simple process. The execution file for installing the iPassConnect software can be found on your company intranet, or on your service provider's Web site. Instructions for installation of the iPassConnect client are provided in this section.

Please note that the iPassConnect client can be used for either standard Dial-up connections (i.e. via modem) or for access via a Broadband connection. In order to use the iPassConnect client for Dial-up or Home Broadband access, you must have Dial Up Networking (DUN) installed on your computer. Before you install the iPassConnect client onto your computer, you must determine whether DUN is installed on your system and install if necessary using the instructions below.

NOTE: DUN is not necessary for use of the Broadband feature.

DUN Verification and Installation Instructions for Windows 95 or 98 Users:

Verify that DUN is installed

1. From the Windows Start Menu, open *Start* → *Settings* → *Control Panel* → *Add/Remove Programs*.
2. Select the *Windows Setup* tab.
3. Double-click *Communications*.
4. Look for *Dial Up Networking*.
5. Verify that *Dial Up Networking* is checked. If it is not checked, check it now.
6. Click *OK*.
7. On the *Windows Setup* tab, click *OK*.

Verify the DUN Version Number

- On Win95, the DUN upgrade version can be viewed from the Windows Start Menu by opening *Start* → *Settings* → *Control Panel* → *Add/Remove Programs* list. iPass recommends DUN version 1.3. If you do not have this version, see “Installing DUN v1.3 for Windows 95” below.
- On Win98, there is only one version of DUN. Thus, if it is listed, the proper version is already installed. If it is not listed, see “Installing DUN for Windows 98” below.

Installing DUN v1.3 for Windows 95

CAUTION: *This is an advanced operation. We advise that you do not perform this operation without the assistance of technical support. Consult your Help Desk for details.*

To install DUN v1.3 for Windows 95:

NOTE: This process may require the Windows 95 CD-ROM or system disks.

1. Download the .exe file from <ftp://ftp.microsoft.com/softlib/mslfiles/msdun13.exe>.
2. Double-click the .exe file.
3. Follow the installation instructions.

Installing DUN for Windows 98

CAUTION: *This is an advanced operation. We advise that you do not perform this operation without the assistance of technical support. Consult your Help Desk for details.*

To install DUN Windows 98:

NOTE: This process requires the Windows 98 CD-ROM.

1. From the Windows Start Menu, open *Start* → *Settings* → *Control Panel* → *Add/Remove Programs* → *Windows Setup* → *Communications* → *Dial Up Networking*.



2. Insert Win98 CD when prompted.
3. Follow instructions on the screen.

Dial Up Networking (DUN) Verification and Installation Instructions for WinNT Users:

Verify that DUN is installed

1. From the Windows Start Menu, open *Start*→*Settings*→*Control Panel*→*Network*.
2. Select the *Services* tab. Remote Access Service is installed if it is displayed in the list.
3. If DUN is not already installed, you will need to install it.

Installing DUN for WinNT

CAUTION: *This is an advanced operation. We advise that you do not perform this operation without the assistance of technical support. Consult your Help Desk for details.*

To install DUN WinNT:

NOTE: This process requires the Windows NT CD-ROM.

1. From the Windows Start Menu, open *Start*→*Settings*→*Control Panel*→*Network*.
2. Select the *Services* tab.
3. Click *Add* and add the *Remote Access Service* from the *Networks Services* list. You will be prompted for the Windows NT CD-ROM.
 1. Select your modem from the list when the *Add RAS Device* window appears.
 2. Click *OK*.
 3. In the *Remote Access Setup* window, click *Configure*.
 4. Select *Dial-out only* for port usage.
 5. Click *OK*.
 6. Click the *Network* button.
 7. In the *Network Configuration* window, select *TCP/IP*.
 8. Click *OK*.
 9. Click *Continue*. You will be prompted for the Windows NT CD-ROM again.
 10. When finished, click *OK* and reboot the PC when prompted.
4. After installation is complete, reapply the Service Pack.

NOTE: iPass recommends Service Pack 4+. If you have a lower version, you can download the latest one from <http://www.microsoft.com/ntserver/nts/downloads/default.asp#RecommendedUpdates>.

Dial Up Networking (DUN) Verification and Installation Instructions for Windows 2000, ME and XP users:

DUN is automatically installed on these editions. No verification or installation is required. Proceed to the instructions for installing the iPassConnect client.

When you have ensured that DUN is installed and functioning properly, you may install and configure the iPass client.

Installing the iPassConnect client software

To install the iPassConnect software:

1. Download the software installation package from your company intranet or service provider web site.
2. Double-click the executable file.
3. Follow the directions on the screen.



When the installation is complete, the iPassConnect software will automatically run. The user must accept the End User Agreement in order to proceed. After clicking “accept”, the user will be presented with a short message outlining the format of iPassConnect. After clicking “OK”, the user is able to use the functions in iPassConnect. If the user does not accept the End User Agreement, iPassConnect will automatically close.

You will need to do some minor customizations of your client in order to store your personal information and preferences. If you wish to familiarize yourself with the layout of the iPassConnect client, the following section provides valuable information about many important features. If you wish to connect to the Internet immediately, you may skip this section and proceed directly to the configuration instructions that follow.

iPassConnect GUI Features

Now that you have installed the iPassConnect client, you may want to take a moment to look over the features of the client’s graphical user interface (GUI) format. In this section, you will find an overview of the iPassConnect Access Tabs, Menus, and other components. The next two sections, “Basic Configuration Instructions” and “Advanced Configuration Instructions” will explain how these components can be configured to allow you to connect to the Internet using the iPassConnect client.

Dialup Connections

The client has three separate tabs for dialup connections: the Modem tab, the ISDN tab, and the PHS tab. The determination of which tab to be used is dependent on the type of connection equipment being used for remote access; however, the window layout and functionality are the same for all three access types. This window (hereinafter referred to as the main iPassConnect window) is the main display window for the client, and is used to enter a user’s access location and the additional required information that allows them to connect.

Access Type Tabs for Dialup Connections

Modem Tab

The modem tab is the access type tab most often used by roaming users. It is to be used for any connection attempt when the user is dialing up using a standard modem. The iPassConnect client is compatible with any type of modem installed on a laptop. The layout of the modem tab window is described in “Dialup Connection Partitions” below.

ISDN Tab

The ISDN tab is to be used for any connection attempt when the user is dialing up through an ISDN line. The layout of the ISDN tab window is described in “Dialup Connection Partitions” below.

PHS Tab

You will see this access type tab only if your ISP or corporation has enabled the option. It only applies to access within Japan for users with a PHS cellular phone. To connect via the iPassConnect client using a PHS access point, follow the instructions provided in this document for Dial-up connections, as the PHS tab has the same interface and functionality. The layout of the PHS tab window is described in “Dial-up Connection Partitions” below.

NOTE: PIAFS (PHS Internet Access Forum Standard) is the wireless protocol used for PHS cellular phones in Japan.

Dial-up Connection Partitions

The Dial-up windows are divided into two partitions, the *Location* Partition and the *Phone Book* Partition. The features included in each partition are described below.



The Location Partition

The user enters the Country, State, City and/or Area Code in order to view the access points available in that area.

- *Country, State/Region and City:* In these fields, you will enter the Country, and, if necessary, the State or Region and/or the City in which you are located.
- *Area Code:* Another way to list local access points is to enter the area code in the Area Code text box. All access points within that area code will display.

Note: The Area Code feature is only functional for access points dialed within the United States. When in the United States, entering 800 will also list access points in 866, 877 and 888 area codes. Like the 800 area code, 866, 877 and 888 are toll-free phone access points.

- *Clear:* The clear button erases the text in the location fields.

The Phone Book Partition

This partition shows all access points available for each location entered.

- *Select All:* Select this button to allow the client to dial all available access points in turn until a connection is made.
- *Dial Properties:* Select this button to view the *Dial Properties* window, which allows you to set up information about special prefixes, call waiting, dial tones and location. This window can also be chosen from the *Options* Menu on the menu bar. See “Dial Properties Option” below for more details.
- *Add Bookmark:* This button allows you to bookmark frequently used access points for easy access. See “The Bookmark Menu” below.

For more information, see “Basic Configuration Instructions” below.

Broadband Connections

The client has two additional tabs for Broadband connections: the Wired Broadband tab, and the Wireless Broadband tab. The determination of which tab to be used is dependent on the type of connection equipment being used for remote access; however, the window layout and functionality is the same for both access types. This window (hereinafter referred to as the main iPassConnect window) is the main display window for the client, and is used to enter a user’s access location and the additional required information that allows them to connect.

Access Type Tabs for Broadband Connections

Wired Broadband Tab

The Wired Broadband tab is to be used for any connection attempt when the user is connecting via an iPass Wired Broadband Hotspot. Wired Broadband access is not available in all locations, and may not be compatible with all VPN solutions. For more information, see “Additional Requirements for Wired Broadband Users” in the “System Requirements” section above. The layout of the Wired Broadband tab window is described in “Broadband Connection Partitions” below.

Wireless Broadband Tab

The Wireless Broadband tab is to be used when connecting via an iPass Wireless Broadband Hotspot. All of the iPass Wired Broadband access points are Wi-Fi (802.11b) compliant. For more information, contact your Help Desk. The layout of the Wireless Broadband tab window is described in “Broadband Connection Partitions” below.

Broadband Connection Partitions

The broadband windows are divided into two partitions, the *Location* Partition and the *Phone Book* Partition. The features included in each partition are described below.

The Location Partition

The user enters the Country, State, and/or City in order to view the access points available in that area.



- *Country, State/Region and City:* In these fields, you will enter the Country, and, if necessary, the State or Region and/or the City in which you are located.
- *Clear:* The clear button erases the text in the location fields.

The Phone Book Partition

This partition shows all access points available for each location entered.

- *Select All:* Select this button for the client to attempt all access points in turn until a connection is made.
- *Add Bookmark:* This button allows you to bookmark frequently used access points for easy access. See “The Bookmark Menu” below.

Note: Your ISP or corporation may not have implemented the Broadband roaming feature. Contact your Help Desk for more details.

For more information, see “Basic Configuration Instructions” below.

Home Broadband Tab

The Home Broadband tab allows you to view your connection status while using a broadband connection from your home. It does not function to provide a connection through the iPass Network. As such, you should only use the home broadband tab if you are **already connected** to the Internet via a DSL or a cable connection.

If properly configured, you may access a corporate network using the iPassConnect client when this tab is selected. This can be achieved by clicking the *Connect* button, which will launch your VPN application to grant you access to your corporate resources. See the “Advanced Configuration Instructions” section below or contact your Help Desk for more details.

iPassConnect Menus

The iPassConnect client has three menus.

- *Options* menu
- *Bookmark* menu
- *Help* menu

The Options Menu

The *Options* menu has five selections:

- *Dial Properties* – Select this option to configure your location, special prefixes, calling card and more.
- *User Info* – Select this option to view the username, domain and password. This is required to connect to the iPass network.
- *Settings* – Select this option to configure your modem, post connect actions and redial attempts.
- *Update Phonebook* – Select this option to manually update your phonebook when you have a connection to the Internet through some device other than your modem (i.e. via LAN access).
- *Exit* – Select this option to terminate a connection and quit the iPassConnect program.

Dial Properties Option

The *Dial Properties* window is to be used to set up information about special prefixes, call waiting, dial tones, and location. This window is divided into two partitions: the General Partition and the Dialing From Location Partition.

The General Partition

The following information appears in this partition:

- *Access Outside Line Dial* - Enter any characters required to access an outside line. For example, you might need to dial "9" to access an outside line from a hotel. If you are not required to dial any characters to access an outside line, leave this field blank.
- *Disable Call Waiting Dial* - Select from the pull-down menu or enter any characters required by your telephone service to disable call waiting. If your telephone service does not support call waiting, leave this field blank.
- *Dial Using:*
 - ◆ *Tone* - Select this option if your phone line supports tone dialing.
 - ◆ *Pulse* - Select this option if your phone line supports pulse dialing. Some older phone lines only support pulse dialing.

The Dialing From Location Partition

The following information appears in this partition:

- *Location Same As Selected Number* – This box is to be checked to ensure that the location description displayed appropriately describes the selected access point.
- *Country* – This box specifies the country you are dialing from. The client uses this information to retrieve the dialing rules for the country you are in.
- *Area Code* – This box specifies the area code you are dialing from. The client uses this information in conjunction with the dialing rules for the country to form the access point to dial.
- *Area Code Rule* – Choose one of the following from the pull-down menu to specify the area code rule to use:
 - ◆ *Normal* – Select this option to dial 1 + the area code only if the access point being dialed is in a different area code than where you are dialing from.
 - ◆ *Dial Area Code* – Select this option to always dial the area code, regardless of the area code you are dialing from.
 - ◆ *Dial 1 + Area Code* – Select this option to always dial 1 + the area code, regardless of the area code you are dialing from.
- *Use Calling Card* - Check this box to use a calling card when placing a call. Select a calling card to use from the list, or press the corresponding buttons to add, delete or modify a calling card. The Calling Card window will automatically appear.
 - ◆ *Calling Card window* - The *Calling Card* window allows you to enter information and use your calling card when dialing an access point.
 - *Card Name* - This box specifies the name of the calling card.
 - *PIN Name* - This box specifies your personal identification number.
 - *Dial Sequence* - This box specifies the phone number to dial for this calling card. This can be any combination of numbers and symbols (as described below).
 - *Symbol* - Clicking this button displays a list of symbols that can be used in the Dial Sequence.

User Info Option

The *User Info* window is to be used to enter your username, domain name, department/project code and password. You may have the option of saving your password so that it only needs to be entered once. This window has the following fields:

- *Username* - This field is used to enter the name of the user logging in.
- *Domain* - This field is used to enter the domain name associated with this user. Your version of iPassConnect may have the domain name greyed-out by the administrator.

- *Dept/Project* – This field is used to enter a specific department or project code to be used for billing purposes. One or more prefilled codes may already be displayed in this field, or the user may be allowed to enter a code of their choosing. (Note: This is an optional field, and may not be displayed in all versions of the iPassConnect client.)
- *Password* - This field is used to enter the password of the user logging in.
- *Save Password* - Check this box to save the password of the user logging in. If the password is not saved, the client prompts the user to enter the password each time a connection is made. (Note: If this box is grayed out, your company or ISP has configured the iPassConnect client so that you must enter your password every time).

Settings Option

The *Settings* window has two tabs: the *General* tab and the *Dialup* tab.

- The *General* tab is the Client default display and is for all users.
- The *Dialup* tab is specifically for Modem and ISDN users.

The *General* Tab

The general tab has the following options:

- *Update* - Check this box to automatically update the phonebook after a connection is made. By default, this box is checked. iPass strongly recommends leaving this box checked for optimal performance.
- *Program to run after connection* - By entering information in this box, the user can configure the iPassConnect client to automatically launch programs after a successful connection.
 - ◆ *Default Web Browser* - If this box is checked, your default browser will automatically be started after the connection is made.
 - ◆ *Description and Location* - This box displays the Program description and location of the program(s) the user has specified to run after connection.
- *Add* - Upon clicking this button, a window is displayed that allows the user to add a program either by typing in the path or by browsing for it.
- *Modify* - This button allows the user to modify either the Description or the location of an existing program in the *Program to run after connection* box.
- *Delete* - This button allows the user to delete any Program selected to run after connection.

The *Dialup* Tab:

The Dialup tab is used to configure the iPassConnect client for Dial-up connections. The fields in this window can be used to choose your modem device and to set up special dialing instructions. The Dialup tab has two partitions: the Device Partition and the Redial partition.

- *The Device Partition*
 - ◆ *Modem* – In this field, select the modem device you wish to use to connect.
- *The Redial Partition*
 - ◆ *Redial Attempts* – In this field, users can enter the number of times the client will try to redial the access point. A setting of 1 is recommended.
 - ◆ *Redial if not connected within ... seconds* – This field displays how long the client will wait (in seconds) before it redials the access point. The default value for this feature is 120 seconds.
 - ◆ *Smart Redial* - If this box is checked, the iPassConnect client will automatically dial another access point in the same city if the connection to the selected access point fails. It will continue to dial other access points until a successful connection is established. iPass strongly recommends leaving this box checked for optimal performance.
- *Main Page Buttons*



- ◆ *OK* - Click this button to make the specified changes.
- ◆ *Cancel* - Click this button to exit the window without making any changes.

See “Choosing the iPass Access Point” in the “Basic Configuration Instructions” section below for more information.

Update Phonebook Option

If you have disabled your automatic phonebook updates, or your phonebook is so out of date that you cannot connect to the Internet with the iPassConnect client to obtain an automatic phonebook update, you can use the *Update Phonebook* option to perform a manual update, provided you already have a connection to the Internet through some device other than your modem (i.e. via LAN access).

By default, new versions of the iPassConnect client are configured to update the phonebook automatically. iPass strongly recommends this configuration to avoid connection difficulties. However, this feature can be disabled if so desired, requiring users who do so to manually update the phonebook on a regular basis. To enhance connection reliability, newer versions of the iPassConnect client have been programmed to force a phonebook update every two weeks regardless of whether the automatic update feature is enabled or disabled. See “Phonebook Updates” in the “Advanced Configuration Instructions” section below for more details.

Exit Option

Select the Exit option to close the iPassConnect program.

The Bookmark Menu

The bookmark menu allows you to conveniently save the connection information for access points you use most frequently. This menu allows you to add, modify and delete bookmarks, as well as to connect using an existing bookmark.

It is important to note that the Bookmarks feature is linked to the access type you are using to connect. Bookmarks for each connection type are only displayed when you have selected the associated access type tab. For example, when you have selected the *Modem* tab, only the bookmarks for modem access points will appear in the list of bookmarks.

The following selections are available from the Bookmarks menu:

- *Add* – Select Add to automatically display the *Add Bookmark* window, where you may add bookmarks to your bookmark menu.
- *Modify* – Select Modify to automatically display the *Modify Bookmark* window, where you may modify or delete bookmarks from your bookmark menu.
- *Individual Bookmarks* - Bookmarks you have already added will also appear as a selection from the drop-down bookmark menu. Selecting a bookmark from this menu will automatically launch the iPassConnect client to connect you to the Internet through that access point.

Bookmark Windows

The *Add Bookmark* and the *Modify Bookmarks* windows have the same layout and field functionality. However, the Bookmark windows will display different selections depending on whether you have chosen an access type tab for a Dial-up (Modem, ISDN or PHS) or Broadband (Wired or Wireless) connection. For each access type, two fields will display when the window opens:

For Dial-up users the fields are:

- *Name* - The name of existing bookmarks.



- *Dial String* - The phone number associated with the bookmark.

For Broadband users the fields are:

- *Name* - The name of existing bookmarks.
- *Location* - The location of the hot spot associated with the bookmark.

Bookmarks can become obsolete when the phone book is updated. If you experience difficulty while trying to connect to an old bookmark, it may be that the access point is not in existence any more – check your current phone book to see if the access point is still valid.

The Help Menu

The *Help* menu has four selections:

- *Contents* – Select this to view the online help files.
- *About iPassConnect* – Select this to view information about your iPassConnect client.
- *Technical Support* – Select this to view contact information to obtain technical support.
- *Dial History* - This feature allows the user to easily read and relay information about their connection attempts to Help Desk personnel during troubleshooting efforts.

Contents

- This selection allows you to view the online help files provided with your iPassConnect client. It contains useful information about many of the features of the software, and provides remedies to many common connection difficulties.
- You can also access the Help files by clicking the Help button on the bottom of each main iPassConnect window. Either command will display the Help files window, which displays the help file contents for your reference.

About iPassConnect

- This selection allows you to view information about your iPassConnect client.
- It contains the version number, profile number, phonebook number, copyright information and the date that your phonebook was last updated.

Technical Support

- This selection allows you to view contact information to obtain technical support from your corporation or ISP.
- It typically includes a Help Desk phone number and/or a URL to obtain online support.

Dial History

- This selection allows you to view your Dial History.
- A Dial History is compiled when a user cannot make a successful connection. This is called the SQM data, and it is stored on your laptop until you are successfully connected.
- The Dial History window lists your most recent unsuccessful dial attempts, and the error codes associated with them. Fields that are displayed are: User name, dial start time, access point dialed, modem connect time, client profile ID, Error Code, Error Message, and Recommendation.
- By relaying the information in your Dial History to the Help Desk personnel, you can obtain informed advice on how to resolve your connection difficulties.
- Once a connection is successful, the Dial History is emptied and the information contained therein is relayed to iPass to be used in our quality assurance program.



Basic Configuration Instructions

Six basic steps to configuring the iPassConnect client

1. Setting your user information
2. Selecting the appropriate access tab
3. Selecting your modem
4. Choosing the iPass access point
5. Setting the client properties
6. Connecting to the iPass network

To begin configuration, launch the iPassConnect client by double-clicking the iPass icon on your desktop.

Setting your User Information

To set your username, domain name and password:

1. From the iPassConnect Menu bar, select *Options* → *User Info*.
2. In the fields provided, fill in your username and domain (i.e., for user@abc.com, *user* is the username and *abc.com* is the domain name).
3. To save your password for future sessions, check *Save Password*.
NOTE: Your service provider or network administrator may have disabled the *Save Password* feature, in which case you will be required to reenter it upon each connection attempt.
If you choose to enter your password each time you connect (or the *Save Password* feature has been disabled), do not enter your password now. You will be prompted to do so later.
4. Click *OK*.

Selecting the Appropriate Access Tab

From the main *iPassConnect* window, you will need to select the appropriate access tab from the following options, based on the connection type you are using:

- Modem – for standard dial-up modem
- ISDN – for local area networks
- PHS – for Japan only
- Wired Broadband – for wired broadband connections while away from your home
- Wireless Broadband – for wireless broadband connections
- Home Broadband – for wired broadband connections while at your home. Note that this tab is only used to view connection status or to launch a VPN to access corporate resources. Contact your Help Desk for more details.

NOTE: The “iPass access point” list will only show access points with the specified type of connection.

Selecting your Modem (Dial-up users only)

Dial-up users will also need to select the appropriate modem from a list of options.

To select your modem:

1. From the iPassConnect Menu bar, select *Options* → *Settings*.
2. Select the *Dialup* tab.
3. From the *Modem* drop-down list, select the correct modem.
4. Click *OK*.



To configure your client to retry a busy access point, automatically start a web browser on connection, launch a VPN or to set up other advanced configurations, see the “Advanced Configuration Instructions” section below.

Choosing the iPass Access Point

For Modem, ISDN or PHS Connections:

1. From the main *iPassConnect* window, select the appropriate access tab.
2. Enter your physical location in the *Country*, *State/Region* and *City* dialog boxes (taking advantage of "type ahead" which selects locations upon keystrokes) **OR** In the *Area Code* box, enter the area code where you are or want to dial from (United States access points only).
All of the available access points in that area code will be visible.
3. Select the access point to dial. Users can sort the access points by City, Number, and Speed by clicking the appropriate header on the “POP number” table.
4. The characters that appear in the preview box constitute the dial string that will be used to connect. If it is not correct (for example, the area code is not needed, or you need an 8 to get an outside line), you will need to set the Dial Properties.

For Wired or Wireless Broadband Connections:

1. From the main *iPassConnect* window, select the appropriate access tab.
2. Enter your physical location in the *Country*, *State/Region* and *City* dialog boxes (taking advantage of "type ahead" which selects locations upon keystrokes).
3. Select the specific access point from which you want to connect.

For Wireless Broadband Connections only

1. WEP (Wired Equivalent Privacy) must be disabled for all Wireless connections made using iPassConnect. A message is displayed above the phonebook partition to notify the user about the WEP setting. To disable WEP, you should consult your wireless card's software instructions or check <http://www.ipass.com/wifisetup>
2. If an SSID (Service Set Identifier) is required for access, a message is displayed above the phonebook partition. (Most iPass Wireless Access Points do not require and SSID and will actually accept any value in this setting) To enter an SSID, please consult your wireless card's software instructions or check <http://www.ipass.com/wifisetup>

Setting the Dial Properties (Dial-Up Users Only)

There are two ways to set the Dial Properties:

- From the main *iPassConnect* window, click the *Dial Properties* button **OR**
- From the iPassConnect Menu bar, select *Options* → *Dial Properties*.

The *Dial Properties* window will automatically appear.

In the *General* partition:

1. Enter any characters needed to reach an outside line (i.e., if you are in a hotel, you need to dial a 9, etc.).
2. Enter any characters needed to disable call waiting.
3. Using the drop-down menu, select *Pulse* or *Tone* dial.

In the *Dialing from location* partition:

1. Check *Location same as selected number* if you are in the same area code as the selected access point **OR**



2. Click *OK* when you are done.

To configure your client for advanced features, such as using a calling card, see the “Advanced Configuration Instructions” section below.

When you are finished filling in the *Dial Properties* window, the access point dial string will appear in the gray dialing preview box at the bottom of the window. You are now ready to connect.

Connecting to the iPass network

To connect to the iPass network:

1. Click *Connect*.
2. If you have skipped any of the above steps, or if you are required to enter your password each time you connect, you will be prompted to do so at this time -- enter the relevant information.

Disconnecting from the iPass network

To disconnect from the iPass network:

1. Double-click the iPass icon in the system tray (right-hand corner of the Task Bar).
2. Click *Disconnect*. The main *iPassConnect* window appears.
3. Click *Exit* to close the program, **OR**
Choose another access point and connect again.

Advanced Configuration Instructions

Your iPassConnect client automatically is equipped with a number of advanced features for ease of use and improved functionality. Below is a list of features provided, as well as instructions for configuration.

Smart ReDial

By using the Smart ReDial feature, your client will automatically continue dialing all access points within the same city until a successful connection is made. This means that the user does not need to use the “Select All” feature.

To activate the Smart ReDial feature:

1. From the iPassConnect Menu bar, select *Option* → *Settings*.
2. Select the *Dialup* tab.
3. Check *Smart ReDial*.
4. Click *OK*.

The Smart ReDial feature is enabled by default, but can be enabled if so desired. To avoid connection difficulties, iPass strongly discourages disabling Smart ReDial unless absolutely necessary.

Busy Number Redial

The busy number redial feature allows you to configure your client to retry a busy access point if a connection attempt fails. This feature is useful when using a bookmarked access point, or when roaming in areas where there are few access points and heavy Internet traffic.

To configure your client to redial a busy access point:

1. From the iPassConnect Menu bar, select *Option* → *Settings*.
2. Select the *Dialup* tab.
3. In the *Redial attempts* dialog box, enter the number of attempts.
4. In the *Redial if not connected within* field, enter the amount of time (in seconds) you want to elapse between each dial. This should be set to a minimum of 60 seconds in order to give the first dialing sequence time to finish.
5. Click *OK* and connect as usual.

*Note that the Busy Redial feature may be incompatible with the Smart Redial or Select All features, which will cause the **client** to roll over to the next access point upon a failed connection attempt. Whenever possible, users should give preference to the Smart ReDial feature rather than the Busy Number Redial or Select All features for greater reliability.*

Phonebook Updates

There are two ways to update the phonebook:

- Automatically
- Manually

IMPORTANT: We strongly advise you to leave your settings on automatic update.

Automatic

To update automatically:

1. From the iPassConnect Menu bar, select *Options* → *Settings*.
2. Select *Automatically update phonebook*.
3. Click *OK*.

Manual

There are two options for updating your phonebook manually:

- If you have disabled your automatic phonebook updates, you can manually download as you connect. From the *Connection Status Dialog* (seen as you connect), select *Info* → *Update Phonebook*. **Or,**
- If your phonebook is so out of date that you cannot connect to the Internet with the iPassConnect client to perform a phonebook update, select *Options* → *Update Phonebook* from the iPassConnect Menu bar. The iPassConnect software will automatically update the phonebook.

NOTE: This method will only work when you already have a connection to the Internet through some device other than your modem (i.e. via LAN access).

Mandatory phonebook updates

If you have disabled your automatic phonebook you will still receive periodic updates. iPass will force a phonebook update to your client if you have not received an updated phone book in the last 14 days. This process is necessary to ensure that you have a positive connection experience by keeping your phonebook up to date.

Post-Connect Actions

The post-connect actions feature allows you to configure programs to run after connection. You may use this feature to launch a web browser, connect to your corporate network using a VPN solution, or to launch various other software programs.

To configure your client to launch a web browser on successful connection:

1. From the iPassConnect Menu bar, select *Option* → *Settings*.
2. Select the *General* tab.
3. In the *Programs to run after connection* box, check *Default Web browser*.

4. Click *OK*.

To configure the iPassConnect client to launch other programs:

1. If you have not already done so, select *Option* → *Settings* from the iPassConnect Menu bar.
2. Select the *General* tab.
3. In the *Programs to run after connection* box, click *Add*. The *Add Program* window appears automatically.
4. In the field provided, enter the description of the program to run.
5. Click *Browse*.
6. Select the program you wish to open after successful connection.
7. Click *Open*. The location of the program will be displayed in the display box.
8. Click *OK* to close the *Add Program* window.
9. Click *OK* again to close the *Settings* window.

To connect to your corporate network:

Programs that connect you to your corporate network are called virtual private networks (VPN). You can run your VPN as a post-connect action by selecting it as a *Program to run after connection* (see above). Depending on the configuration of your VPN, users may or may not have to enter another user name and password in addition to the one used in the iPassConnect client. Contact your Help Desk for more information.

Connecting from a hotel

To connect from a hotel, you may need to dial additional characters to reach an outside line.

To configure your client to do this:

1. From the main *iPassConnect* window, click the *Dial Properties* button **OR** From the iPassConnect Menu bar, select *Options* → *Dial Properties*. The *Dial Properties* window will automatically appear.
2. In the *General* partition:
 - a. Enter the character(s) needed to dial an outside line.
 - b. Using the drop-down menu, select *Pulse* or *Tone* dial.
3. In the *Dialing from location* partition:
 - a. Check *Location same as selected number* if you are in the same area code as the selected access point **OR**
 - b. Select the country you are in (taking advantage of "type ahead" which selects locations upon keystrokes) and enter the area code from where you are calling.
4. Click *OK* when you are done.

Calling Card Options

The Calling Card Options feature allows you to retain calling card information in your client for ease of use. This eliminates the need to remember calling card numbers, and reduces the risk of loss or theft of the card. By storing card information here, you can configure the iPassConnect client to automatically dial the calling card number for all connection attempts.

To save a calling card entry:

1. From the iPassConnect Menu bar, select *Options* → *Dial Properties*.
2. Check *Use Calling Card*.
3. Click *Add*. The *Add Calling Card* window automatically appears.
4. In the *Card Name* dialog, enter name of the calling card.
5. In the *PIN* dialog, enter your PIN number, if applicable.
6. In the *Dial Sequence* dialog, enter the phone number to dial for the calling card and/or any of the symbols shown below. You may enter any combination of symbols and numbers provided they follow the format outlined on your calling card.

For example, if the instructions for your calling card reads “Dial 1 800 222 5050 + PIN + area code + phone number”, your dial sequence will be 1 800 222 5050 HFG.

Note: The following list can also be seen if you click the “Symbols” button while in the “Add Calling Card” window.

Symbol	Meaning
E	Country code
F	Area code
G	Phone number
H	Card number (PIN)
P	Pulse-dial subsequent numbers
T	Tone-dial subsequent numbers
W	Wait for second dial-tone
,	Pause (approx. 1 second)
!	Flash
@	Wait for quiet answer
\$	Wait for calling card prompt tone
?	Wait for user input

7. Click *OK*. The calling card number is shown in the dial preview box.

To modify a calling card entry:

1. From the iPassConnect Menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. From the pull-down menu, select the calling card you want to modify.
4. Click *Modify*.
5. Make the necessary changes.
6. Click *OK*.

To delete a calling card entry:

1. From the iPassConnect Menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. From the pull-down menu, select the calling card you want to delete.
4. Click *Delete*.
5. Click *OK*.

The Bookmark Menu

The bookmark menu allows you to conveniently save the connection information for access points you use most frequently. This menu allows you to create, modify and delete bookmarks, as well as to connect using an existing bookmark.

It is important to note that the Bookmarks feature is linked to the access type you are using to connect. Bookmarks for each connection type are only displayed when you have selected the associated access type tab. For example, when you have selected the *Modem* tab, only the bookmarks for modem access points will appear in the list of bookmarks.

To create a bookmark:

To bookmark the access points you call most frequently:

1. From the main *iPassConnect* window, select the appropriate access type tab.
2. Enter your physical location in the *Country*, *State/Region* and *City* boxes. All of the available access points in that location will be visible.
3. Highlight the access point you want to bookmark.



4. Click *Add Bookmark* next to the dial preview box at the bottom of the *iPassConnect* window **OR**
From the iPassConnect Menu bar, select *Bookmarks*→*Add*.
5. The *Add Bookmark* window will automatically appear. The city name will appear as a default in the *Name* field. You may wish to modify this name to be more specific.
6. Verify the name and access point.
7. Change the name if you so desire.
8. Click *OK*.

To connect using an existing bookmark:

1. From the main iPassConnect window, click the appropriate access type tab.
2. From the iPassConnect Menu bar, select *Bookmark*. A list of bookmarks is displayed.
3. Select one of the listed bookmarks. the iPassConnect client begins the connection process.

To modify or delete a bookmark:

1. From the main iPassConnect window, click the appropriate access type tab.
2. From the iPassConnect Menu bar, select *Bookmark*→*Modify*. The *Modify Bookmark* window will automatically appear.
3. Select the bookmark you want to delete or modify.
4. Click *Delete* to remove the entry, or click *Modify* to change the bookmark name.
5. Click *OK*.

Bookmarks can become obsolete when the phone book is updated. If you try to connect to an old bookmark, that access point might not be in existence any more – check your current phone book to see if the access point is still valid.

Uninstalling the iPassConnect client

To uninstall the iPassConnect client:

1. From the Windows Start Menu, open *Start*→*Settings*→*Control Panel*.
2. Select *Add/Remove Programs*.
3. Select *iPassConnect* from the list.
4. Click *Add/Remove*.

the **iPassConnect client** is now uninstalled.

Support and Troubleshooting

Below you will find answers to frequently asked questions about use of the iPass service. If our troubleshooting tips do not resolve your issue, please contact the Help Desk at your ISP or home corporation.

General Troubleshooting Tips

Difficulty connecting to the access point

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be using an outdated access point that you have bookmarked. If this is the case, update the phonebook in your client and/or choose a new access point.



- There could be an iPass software error. Verify that you are using the latest version of the iPassConnect software. If you are not, upgrade to the latest version or contact your Help Desk.
- If you have hand-edited the dial string, you could be having a dial script problem. For more information, see “Dial scripts are not running properly”.
- Verify that your dial properties are filled out correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client.
- Verify that you have the correct hardware for the access type selected.
- If you are a dial-up user, see “Difficulty connecting to the access point” in the “Troubleshooting Tips for Dial-up Users Only” section.

No access point in your location

- In some instances, you may not find a particular city listed in the phonebook, but there might be access points that are local or close to where you are.
- If possible, try connecting through an alternative access type. For example, Broadband users may be able to find a local dial-up connection.
- If you are in the United States, check if there are other cities within the same area code. These might be local.
- If you are in the United States, you can use the 800-number or an access point in the nearest city.

Note: The Area Code feature is only functional for access points dialed within the United States. When in the United States, entering 800 will also list access points in 800, 866, 877 and 888 area codes. Like the 800 area code, 866, 877 and 888 are all toll-free phone numbers.

- If you are outside of the United States, check in-country rates with the local operator. In many countries, it is very inexpensive to dial long-distance within the country.
- In some locations, like the UK or Germany, there may be "All Cities" listings and "Toll Free" listings. Neither are local calls.
 - ◆ All Cities access points have local rates (less expensive).
 - ◆ Toll Free access points are not local and usually yield a higher connection charge for you or your company.

Error message indicating incorrect password

- Re-enter your username, domain name and password (to correct any typographical errors you might have made).
- If your password is lower case, make sure the CAPS LOCK key is not depressed, and vice versa (you can check the letter case by typing in the username field - this is a readable field).
- Make sure you have entered a "domain.com" in the *Domain* field of the *User Info* window.
NOTE: You do not need to add the "@" sign as you did with previous iPass clients.
- It is possible that the authentication server or iPass RoamServer at your ISP or company may be down or offline; check with your Help Desk.
- Your user account may no longer be active. Check with your Help Desk.
- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in your area. The iPass service offers multiple access points in major business centers.
- If you have hand-edited the dial string, you could be having a dial script problem. For more information, see “Dial scripts are not running properly”.

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

- Do not click Cancel. In some areas, it may take up to 120 seconds to connect.

- If you are traveling outside the United States, look in the iPassConnect *Options* Menu under *Options*→*Settings*→*Dialup* and ensure that the “Redial if not connected in 60 seconds” option is set to 120 seconds.
- It is possible that the authentication server or iPass RoamServer at your ISP or company may be down or offline; check with your Help Desk.
- There could be an iPass software error. Verify that you are using the latest version of the iPassConnect software. If you are not, upgrade to the latest version or contact your Help Desk.
- You may have a dial script problem. See “Dial scripts are not running properly” below.

Screen is blank

- Your monitor could be in "sleep" mode. Wake it up by moving the mouse or pressing the enter key.
- Make sure your computer is plugged into an electrical outlet and turned on.
- Make sure your monitor is on. If you are having trouble with your monitor, see the monitor's user guide.

Dial History

- Located under the Help menu, this data is stored to allow the user to easily read and relay connection attempt information to Help Desk personnel during troubleshooting efforts.
- Fields that are displayed are: User name, dial start time, number dialed, modem connect time, client profile ID, Error Code, Error Message, Recommendation.
- Upon successful connection, the data in this file is sent through the system to our database for quality tracking purposes, and this information is cleared from the user's laptop file.

Troubleshooting Tips for Dial-Up Users Only

Difficulty connecting to the access point

- Make sure you dial the required prefixes and local dial code for the region. Many hotels require you to dial additional characters to reach an outside line.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel PBX system may be overloaded, or you may be required to dial a 9 to get an outside line.
- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be using an outdated access point that you have bookmarked. If this is the case, update the phonebook in your client and/or choose a new access point.
- If you have hand-edited the dial string, you could be having a dial script problem. For more information, see “Dial scripts are not running properly”.
- Verify that your dial properties are filled out correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client.
- See tips below for more details.

No dial tone

- Verify that there is a working phone line by connecting a phone to it and dialing out.
- Verify that any phone extension is connected securely to your computer and the wall phone jack.
- Verify that the phone line is connected to the input jack in the correct PC card.
- Verify that your computer volume is turned on.

- If you are in an international location, the dial tone could be different, causing your modem to fail to recognize it. You may need to reconfigure your Windows software to not detect a dial tone when dialing. See “Disable Windows “wait for dial tone before dialing”” for more details.

Modem not found/no noise

- Verify that you have a modem installed in your computer. If you do not, you will need to install one.
- If you have more than one modem installed, verify that you have selected the same modem in both your Windows *Start Menu* (open *Start*→*Settings*→*Control Panel*→*Modems*) and in the iPassConnect *Options Menu* (open *Options*→*Settings*→*Dialup*→*Modem*).
- Verify that there is a working phone line by connecting a phone to it and dialing out.
- Verify that any phone extension is connected securely to your computer and the wall phone jack.
- Verify that the phone line is connected to the input jack in the correct PC card.
- If the system is digital (versus analog), you may need a special adapter to connect. You could also request access to a fax line, as it must be analog to function.
- Verify that your Dial Properties are filled out correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client. From the iPassConnect Menu bar, select *Options*→*Dial Properties*, and check or uncheck the “Location Same as Selected Number” box and attempt to connect again.
- If you can't hear your modem, verify that the modem volume is not turned off or disabled.
- If you are in an international location, the dial tone could be different, causing your modem to fail to recognize it. You may need to reconfigure your Windows software to not detect a dial tone when dialing. See “Disable Windows “wait for dial tone before dialing”” for more details.

Loud or ongoing modem noise

- Verify that the phone line is not already in use.
- The modem volume may be set too loud; turn down the computer and/or modem volume.
- If your modem is not negotiating or not compatible, you may need to set the modem manually. See the instructions that came with your modem or contact your Help Desk for further assistance.

Busy signal

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be using an outdated access point that you have bookmarked. If this is the case, update the phonebook in your client and/or choose a new access point.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel PBX system may be overloaded, or you may be required to dial a 9 to get an outside line.
- If you are in an international location, the dial tone could be different, causing your modem to fail to recognize it. You may need to reconfigure your Windows software to not detect a dial tone when dialing. See “Disable Windows “wait for dial tone before dialing”” for more details.
- If you have hand-edited the dial string, you could be having a dial script problem. For more information, see “Dial scripts are not running properly”.

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No answer/human answer

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area. The iPass service offers multiple access points in major business centers.
- You may be using an outdated access point that you have bookmarked. If this is the case, update the phonebook in your client and/or choose a new access point.
- There could be an iPass software error. Verify that you are using the latest version of the iPassConnect software. If you are not, upgrade to the latest version or contact your Help Desk.
- If you have hand-edited the access point, you could be having a dial script problem. For more information, see “Dial scripts are not running properly”.
- Verify that your dial properties are filled out correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used your client.

Disable Windows “wait for dial tone before dialing”

To reconfigure your Windows software to not detect a dial tone when dialing:

1. From the Windows *Start* Menu, open *Start*→*Settings*→*Control Panel*→*Modems*.
2. On the *Modems Properties* window, highlight your modem and click *Properties*.
3. Click the *Connection* tab and uncheck “wait for dial tone before dialing.”
4. Click *Advanced*.
5. In the *Extra Settings* box, enter *ATX3*.
6. Click *OK* until you can close out of the *Modem Properties* window. On some machines, you will need to reboot for changes to take effect.

Dial scripts are not running properly

- As a user, you cannot tell if your dial scripts are running correctly. Dial script problems could result in many different errors, including a bad password message, busy signal, or the wrong number being dialed.
- The best way to prevent a scripting failure is to select the access point from the list in the main iPassConnect window. **Do not manually enter the access point**, even if you have memorized the number. By choosing an access point from the list, you are attaching the correct dial script.
- You may be using an outdated access point that you have bookmarked. If this is the case, update the phonebook in your client and/or choose a new access point.
- There could be an iPass software error. Verify that you are using the latest version of the iPassConnect software. If you are not, upgrade to the latest version or contact your Help Desk.
- If you feel you are missing the dial up scripting tool, make sure that you have the right Dial Up Networking (DUN) for your system. See the “DUN Verification and Installation Instructions” in the “Installation Instructions” section or contact your Help Desk for more information.

Connection drops/disconnects in the middle of a session

- This is often a result of electro magnetic interference (EMI) or a “noisy” phone line. This happens most frequently in countries with poor telecommunications systems or when the line you are trying to connect to has audible interference. Try reconnecting to the access point.
- If you remain connected to the Internet but are inactive, the iPassConnect software might be set to automatically disconnect you. Contact your Help Desk for assistance.



Access to the web is slow

- This is often a result of electro magnetic interference (EMI) or a “noisy” phone line. EMI can cause slow transmission speeds because the modem has to correct for data errors. This happens most frequently in countries with poor telecommunications systems or when the line you are trying to connect to has audible interference. Try reconnecting to the access point.

Wired Broadband Troubleshooting

Error message indicating “unable to connect to router”

- Verify that your Ethernet cable is securely plugged into both the computer and the wall jack in the hotspot location.
- Make sure that the Ethernet card is enabled.

Wireless Broadband Troubleshooting

Error message indicating “Broadband System Error”

- Verify that WEP is disabled.
- If an SSID is required, please verify that you have properly entered the SSID into your wireless card’s software.

Conclusion

Congratulations! You have now successfully installed and configured the iPassConnect client software. In this guide, you have learned important information about the minimum requirements for installation of the iPassConnect client, as well as the unique features of this software. You have been instructed on installation, basic and advanced configuration and troubleshooting tips to remedy commonly reported errors.

iPass strives to provide reliable and secure Internet connectivity, anywhere in the world. If you have any questions about the installation or operation of your new iPassConnect client after reading this guide, please contact your Help Desk for additional assistance.