

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.
 - c) Wait at least 60 seconds.
 - d) 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.x 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

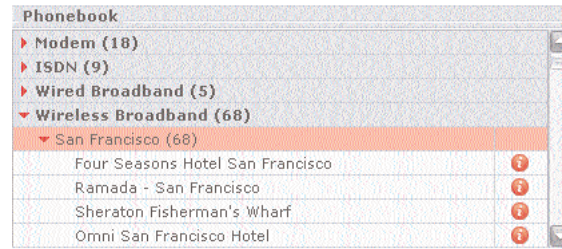
- 1 If you're in range of a Wi-Fi network and have a Wi-Fi card, all available locations will be presented under the heading available **Wireless Networks**.

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.



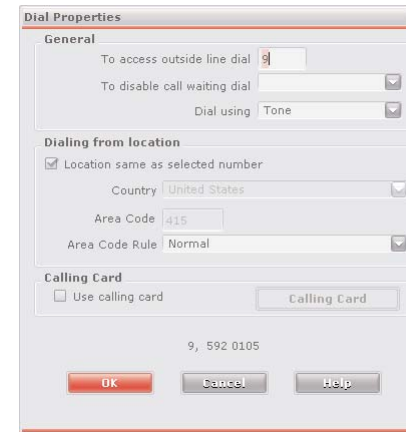
- 4 Enter your **User Name**, iPass **Domain** (if not already filled in) and **Password**.

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**.