

## 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

### Error message indicating Broadband system error

- Make sure your 802.11b card is active, WEP is disabled and your SSID is set appropriately. Most iPass access points do not require an SSID, but if one is required, it is indicated in the message window above the access point listing.



iPassConnect™ 2.3

*Your Guide to  
Enterprise Connectivity*

## General Troubleshooting

### Error message indicating incorrect password

- Verify and re-enter the Login/Password (for possible typos made while entering Username, Roaming Domain and Password).
- Make sure your Caps Lock key is set properly.
- Try another access number or location.

## Dial Troubleshooting

### Dial history

- To review recent unsuccessful dial attempts and potential troubleshooting solutions, click Help > Dial History.

### 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.
- If connecting outside the U.S., go to Start Menu > Settings > Control Panel > Modems > Properties and uncheck the “Wait for dial tone before dialing.”
- Do not manually alter the dial string on the main screen of iPassConnect, as this may disable the access point.

### No dial tone or modem sound

- Make sure there is a phone line that provides dial tone and the phone line 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

- 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.

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[www.ipass.com](http://www.ipass.com)

## Set-up iPassConnect

- 1 Double-click the iPassConnect desktop icon.



- 2 Choose your connection method and select the appropriate tab:

Modem	<ul style="list-style-type: none"> <li>i Confirm you have a dial tone</li> <li>ii Connect your computer to a phone jack</li> </ul>
ISDN	<ul style="list-style-type: none"> <li>i Connect your ISDN modem or terminal adapter to a phone jack</li> </ul>
Wired Broadband	<ul style="list-style-type: none"> <li>i Confirm you have a network card with an Ethernet (RJ45) Interface</li> <li>ii Connect the Ethernet cable to your Ethernet port</li> </ul>
Wireless Broadband	<ul style="list-style-type: none"> <li>i Confirm your 802.11b wireless network card is plugged in and active</li> <li>ii Confirm WEP is disabled on your 802.11b wireless network card</li> </ul>

- 3 Narrow your search by selecting the appropriate Country, State, City or Area Code.

- 4 Select a number or location from the list at the bottom of the main screen of iPassConnect.

**quick tip** Narrow your search by entering the first letters of your desired location. The “type-ahead” feature will display results that most closely match your request.

**feature** iPass automatically updates your phonebook and iPassConnect software, ensuring you have the best network connection experience.

## Confirm Dial Properties

Modem, ISDN and PHS

You will need to make sure your properties are configured correctly for each location.



- 1 Click Dial Properties or, in the Options Menu, select Dial Properties.

- 2 You may need to enter a number(s) 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 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.

## Connect

Modem, ISDN, PHS & Broadband

- 1 Select an access number or location from the phonebook list.

**quick tip** To quickly and easily access a number again make it a bookmark.

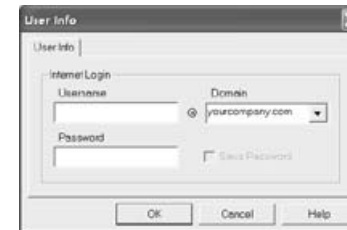
- 2 When selecting a wireless broadband access point, be sure to check the message above the listing of access points to check if an SSID is necessary.



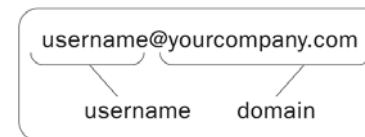
**quick tip** If you need assistance setting an SSID, please refer to your 802.11b card's instructions. If you need assistance, please refer to your 802.11b card's instructions or go to [www.ipass.com/wifisetup](http://www.ipass.com/wifisetup).

- 3 Click Connect.

- 4 The User Info box will appear.



- 5 Enter your Username, iPass Roaming Domain (if not already filled in) and Password.



- 6 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.

- 3 Click OK. iPassConnect will automatically dial this number when you select this Bookmark from the Bookmark menu.

**quick tip** When a bookmarked phone number is no longer valid, you will be prompted to get a new number for that location.

## Using a Bookmark

From the Bookmark menu select a Bookmark name and dial a saved access number.

## Using a Calling Card

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

- 1 Click Dial Properties or the Options menu to select Dial Properties.

- 2 Check use Calling Card.

- 3 Click Add.

- 4 In the Calling Card window, fill in the required information and click OK.

**quick tip** Set up your Calling Card properties and make sure they work prior to leaving for your trip. This will help you avoid unnecessary Calling Card troubles while on the road.