iPassConnect™ Pocket Guide

Use your iPass service to get connected at home and on the road using Wi-Fi, Mobile Data, Ethernet or Dial.

Quick Steps for Getting Connected

1. Go to a Location with Wi-Fi or Ethernet access, or insert your Mobile Data Card.
2. Power up your laptop and **launch your iPassConnect client**
3. Choose your preferred network from **Available Networks**
4. Enter your credentials, and click **OK**.

Map the high-speed access points nearest you at www.ipass.com

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iPassConnect™ Pocket Guide

Whether you're using Wi-Fi, Mobile Data, Ethernet, ISDN, Dial, GSM or PHS, getting online is easy with iPassConnect! Just follow these simple steps. You'll be online in no time.

Making Wireless Connections
Wi-Fi and Mobile Data

1 FIND A WIRELESS LOCATION

Take your notebook to any one of the thousands of locations around the world where iPass Wi-Fi and Mobile Data connections are available—including T-Mobile® HotSpot venues and SBC FreedomLink access points in the U.S., BT Openzone locations in the UK and many more.

You can use the iPass Hotspot Finder at www.ipass.com to locate access points near you. iPassConnect will also automatically list any available Wi-Fi and Mobile Data connections in your current location.

2 TURN ON YOUR WIRELESS ADAPTER

Before turning on your laptop, make sure it is outfitted with a Wi-Fi adapter or Mobile Data card. Most laptops now feature a built-in Wi-Fi adapter—look for a switch with a wireless icon and make sure it's turned on. If you use an external Wi-Fi or Mobile Data card, make sure it is inserted before powering up your computer.

3 LAUNCH iPASSCONNECT

Before you start other applications, launch iPassConnect. Double-click the iPassConnect icon in the system tray or the desktop icon.

Any in-range Wi-Fi hotspots or Mobile Data networks will be listed under **Available Wireless Networks**, provided your wireless card is turned on. Expand this heading by clicking the red triangle. ▶

4 GET CONNECTED

Select a location and click **Connect**.

The **Login Information** box will appear. Enter your **User Name, iPass Domain** (if not already filled in) and **Password**. Then Click **OK**.

Making Wired Connections
Ethernet, ISDN, Dial, GSM, PHS

1 FIND A WIRED ACCESS POINT

To locate wired access points on the iPass network, use the Hotspot Finder at www.ipass.com or find locations using iPassConnect. iPass offers a wide range of business-oriented locations with Ethernet-enabled hotel rooms, ISDN, toll-free and all-cities access numbers and additional dial options.

You'll find high-speed iPass connections in most venues of these leading hoteliers:

- Marriott
- Hilton
- Holiday Inn
- SAS Radisson
- Sheraton
- Wyndham

2 PLUG IN AND POWER UP

Plug your laptop into the Ethernet port or phone jack located on the wall or the desk and turn on your laptop. Even in hotels with in-house service, iPassConnect is all you need to get access—it's simple for you, and your company gets billed directly.

3 LAUNCH iPASSCONNECT

Before you start other applications, launch iPassConnect. Double-click the iPassConnect icon in the system tray or the desktop icon.
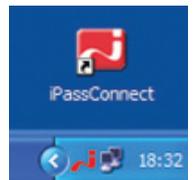
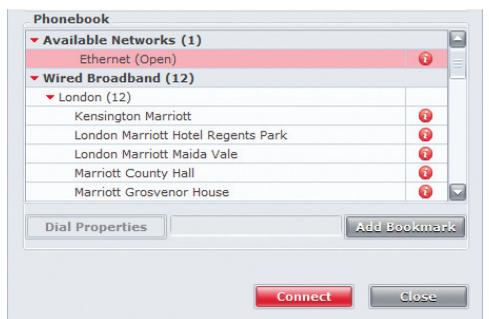Enter your location information by selecting the **Country**, **State** (if applicable) and **City**. Then click **Find**. Or you can perform a keyword search by entering information such as the name of the venue or city, then clicking **Find**.

All available connection methods will appear. Select your method of choice (Wired Broadband, ISDN etc.) by clicking the red triangle ▶ of that heading. Select your city the same way.

4 GET CONNECTED

Select your location and click **Connect**.

The **Login Information** box will appear. Enter your **User Name, iPass Domain** (if not already filled in) and **Password.** Then Click **OK.**

CONFIRM DIAL PROPERTIES

Modem, ISDN and PHS

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

Quick Tip

iPassConnect automatically treats each number dialed as a local call. To dial the country and area codes for all access points, uncheck **Location same as selected number.**

2. When connecting from a hotel, you may need to enter numbers in the field labeled **To access outside line dial**.

3. To disable **Call Waiting** select the proper setting from the menu.

4. Select either **Tone** or **Pulse** in the field labeled **Dial Using** (most phone systems use tone dialing).

5. Click **OK**.

USING BOOKMARKS

Add a New Bookmark

1. After selecting an access number, click **Add Bookmark** or select **Add** from the **Bookmarks** menu.

2. Enter a name for your Bookmark. Names that uniquely describe the city or venue and also indicate the connection type work best.

3. Click **OK**. iPassConnect will automatically access this location when you select this **Bookmark**.

Accessing a Bookmark

There are two ways of accessing bookmarked locations—in either case, select the name of the Bookmark to connect.

1. Right-click the system tray icon. All Bookmarks will appear in the menu.

2. Open iPassConnect and select the **Bookmark** menu option in the toolbar at the top of the screen.

USING A CALLING CARD

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

1. After selecting your access point, click **Dial Properties**.

2. Check **Use Calling Card**.

3. Click the **Calling Card** button.

4. Fill in the required information and click **OK**.

USING HOME BROADBAND

1. After launching iPassConnect, select **Home Broadband** and click **Connect**.

2. Enter your **User Name**, **iPass Domain** (if not already filled in) and **Password**, then click **OK**.

3. Your IT manager may have configured your VPN client to auto-launch. If so, then enter in your credentials to securely access the corporate network.

GENERAL

1. Ensure that your account is active and enabled.

2. Make sure you've entered your user name, domain and password correctly (Caps Lock key should be turned off).

3. Check that an iPass access point is available. If necessary, try another access number or location.

WIRELESS

1. Make sure that your Wi-Fi adapter or Mobile Data card is properly connected and enabled.

2. Make sure the Wi-Fi adapter is defined in iPassConnect and active. To verify, go to **Settings > Connection Settings > WLAN** and select the adapter from the device menu.

3. See the steps under General Troubleshooting.

ETHERNET

If you are connecting from an iPass-enabled hotel room you may need to power-cycle the connection hub—also known as a "brick." It takes about a minute:

1. Locate the hub, typically under the desk.

2. Verify that your laptop is connected to either the desktop Ethernet jack or directly to the hub itself with an Ethernet cable.

3. Disconnect the hub's power plug from the outlet.

4. Wait at least 60 seconds.

5. Plug the power back in.

DIAL

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

Difficulty connecting to the access number

1. Try an alternate number within the region.

2. 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.

3. If you are using a bookmark, check the dial string. Make certain there are no extra or missing digits.

4. Verify that the phone is working by lifting the handset and listening for a dial tone.

5. Make sure you configure the iPassConnect dial properties appropriately for each location.

No dial tone or modem sound

1. Make sure the phone cord is connected to both the computer and the phone jack.

2. Make sure the speaker volume is not turned off or disabled.

3. Check your **Dial Properties**. Try checking or un-checking **Location same as selected number**.

4. Attempt to connect again.

Password authentication is slow (more than 60 seconds)

1. Do not click **Cancel**. In some areas, it may take up to 120 seconds or more to connect.

2. Under **Options > Settings**, make sure that the **Redial if not connected in 60 seconds** option is set to 120 seconds.

If you are still unable to connect, please contact your company's help desk or remote access administrator.