iPassConnect 2.3.9 for Macintosh User's Guide

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Introduction

iPassConnect™ is an easy-to-use desktop client that allows remote users to connect to the Internet through iPass' worldwide network of providers. Within this guide, you will find information on system requirements, installation instructions, client features, and basic and advanced use of iPassConnect.

System Requirements

In order to run iPassConnect, your system must meet the following requirements:

Hardware Requirements

Any of the following Macs with at least 500 MB disk space:

- o Power Mac G3 or G4
- o MacMini
- o iMac
- o PowerBook G3 or G4
- o iBook
- o MacBook
- o MacBookPro

Connectivity

At least one connectivity device installed, depending on your intended connection type:

- o A modem for a dial-up connection
- o An Ethernet adapter for a wired broadband connection
- o An 802.11b/g or Airport Extreme wireless adapter for a wireless broadband connection
- o A ISDN terminal adapter for an ISDN connection
- o A PHS phone for PHS connections

Operating System Requirements

- Mac OS 10.4 (Tiger) or 10.5 (Leopard)
- BSD subsystem must be installed

Installation Instructions

To install iPassConnect:

1. Download the software installation package from your company intranet or service provider Web site.

2. Double-click the downloaded file.

3. Follow the displayed directions.

You should also make sure that your connectivity device (modem or broadband adapter) has been properly installed and configured on your computer before attempting to connect to the iPass network. Consult your documentation for details.

Getting Started

You should make sure your preferences are set correctly before trying to connect. These include your user information and (if you're a dial-up user) your modem and dial settings.

Setting Your User Info

On the **User Info** tab, you can store your user name, domain and password for future use.

To set your user name, domain and password:

1. On the **iPassConnect** menu, choose **Preferences**.
2. On the **User Info** tab, under **Internet Login**, enter your user name and domain. (For example, for jack@domain.com, jack is the user name and domain.com is the domain.)
3. Enter your password. (Note: For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.)
4. To save your password for future sessions, check **Save password.**
5. Click OK.

Selecting Your Modem

If you're a dial-up user, you will need to tell iPassConnect which modem to use before connecting for the first time.

To specify your modem:

1. On the **iPassConnect** menu, choose **Preferences**.
2. Click the **Modem** tab.
3. Under **Device**, select the correct modem and script.
4. Click **OK**.

Dial Settings

If you're a dial-up (modem, PHS or ISDN) user, correct dial settings are crucial to getting a proper connection. There are two ways to view the **Dial Settings** dialog:

1. On the **iPassConnect** menu, choose **Preferences**, then click the **Dial Settings** tab, or,
2. On the main iPassConnect dialog, click the **Dial Settings** button.
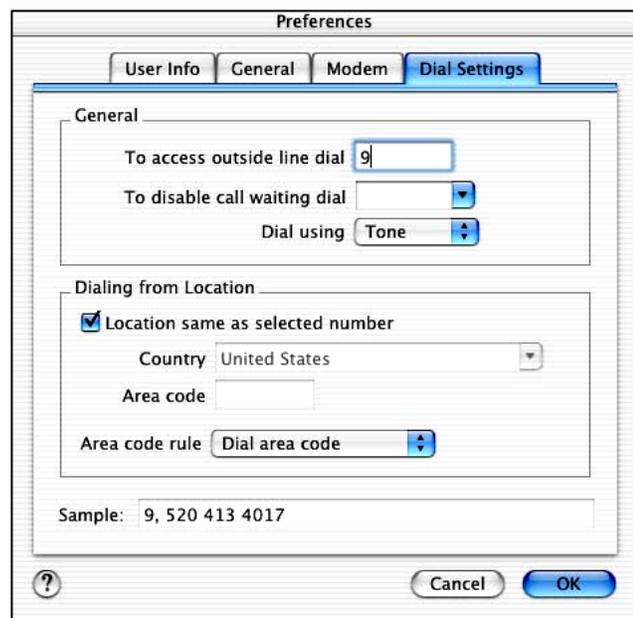
To configure your dial settings:

1. Under **General**, enter any numbers needed to access an outside line. For example, if you are in a hotel, you may need to dial 9.

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2. From the **To disable call waiting** drop-down list, enter any characters required to disable call waiting. If your telephone system does not support call waiting, leave this blank.
3. Select whether the phone system is tone or dial. (Most phone systems use tone.)
4. Under **Dialing from Location**, check the box if the location you are dialing from is the same as the access point you have selected. If the location is not the same as the access point, enter the country and area code of your location.
5. Select an area code rule. (The selected rule will determine what will prefix the phone number: no area code, the area code, or 1+the area code.)
6. The results of your cumulative dial settings are shown in **Sample**. If the number in **Sample** are correct, click **OK**.

General Preferences

The **General Preferences** tab allows you to set advanced program options, such as Phonebook updates. See *Advanced Features* on page 10 for more information.

Help

To get help in iPassConnect:

1. On the **Help** menu, click **iPassConnect Help**, or,

2. Click the **?** on the main **iPassConnect** dialog.

The help file explains basic iPassConnect settings, procedures, and advanced features. It also contains a troubleshooting section with a basic discussion of the most common issues that can arise when using iPassConnect.

Getting Connected

Your connection procedure depends on which connection type you are attempting to establish. IPassConnect supports the following connection types:

- Modem
- PHS
- ISDN
- Wired broadband
- Wireless broadband

You should have the appropriate hardware installed on your Mac before attempting to connect. For example, a wired broadband connection requires an Ethernet card and cable for your computer. See *System Requirements*, on page 4, for details.

Searching the Phonebook

iPassConnect allows you to search for a nearby access point to connect to, by entering geographical search criteria. For instance, you can search for all access points in a country, in a state of that country, or a city in a given state. The more search criteria you enter, the narrower your search will be. For a dial-up connection, you can also search for all access points in an area code.

Before connecting, you should make sure your preferences are set properly. If you're using a dial-up connection, like modem or ISDN, you should pay particular attention to your modem and dial settings.

See *Advanced Features*, on page 10, for options to make your connection even quicker and easier.

Connecting by Modem

iPassConnect supports most standard modems.

To connect using a modem connection:

1. Select the **Modem** tab.
2. On the **Modem** tab, search for an access point to connect to:
3. Select a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
    a. Alternately, enter the area code to search on.
4. The search results that match your criteria are displayed showing City, Phone Number, Connection Speed, and hourly connection rate. (Note that some organizations turn off the display of hourly connection rate for their users.)
5. Select an access point and click **Connect**.
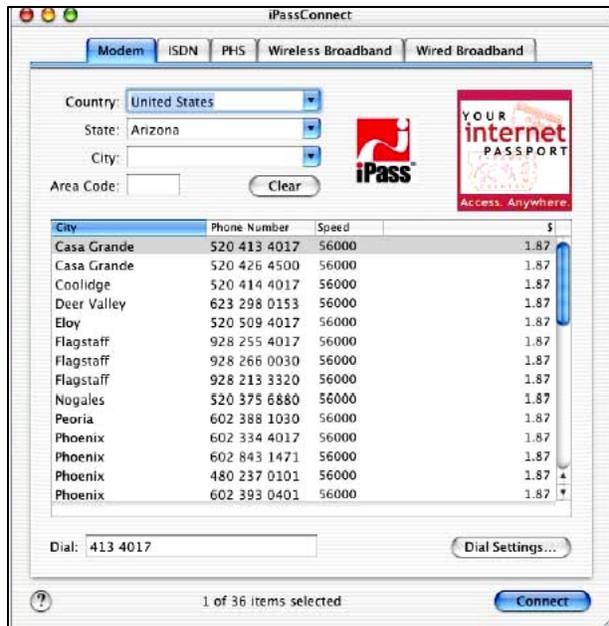
Connecting by PHS

A PHS (Personal Handyphone System) connection is only available in Japan.

To connect using a PHS connection:

1. Select the **PHS** tab.
2. On the **PHS** tab, search for an access point to connect to:
3. Select a prefecture and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
   a. Alternately, enter the area code to search on.
4. The search results that match your criteria are displayed showing City, Phone Number, Connection Speed, and hourly connection rate. (Note that some organizations turn off the display of hourly connection rate for their users.)
5. Select an access point and click **Connect**.

Connecting by ISDN

To connect using an ISDN connection:

1. Select the **ISDN** tab.
2. On the **ISDN** tab, search for an access point to connect to:
3. Select a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
   a. Alternately, enter the area code to search on.
4. The search results that match your criteria are displayed showing City, Phone Number, Connection Speed, and hourly connection rate. (Note that some organizations turn off the display of hourly connection rate for their users.)
5. Select an access point and click **Connect**.

Connecting by Wired Broadband

Wired broadband access points are available in many hotels, airports and other locations.

To connect using a wired broadband connection:

1. Select the **Wired Broadband** tab.
2. On the **Wired Broadband** tab, search for an access point to connect to by selecting a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
3. The search results that match your criteria are displayed showing city and location.
4. Select an access point and click **Connect**.

Connecting by Wireless Broadband

Wired broadband access points are available in many hotels, airports and other locations.

To connect using a wireless broadband connection:

1. Select the **Wireless Broadband** tab.
2. On the **Wireless Broadband** tab, search for an access point to connect to by selecting a country, state, and city as search criteria from the drop-down lists. (The more search criteria you select, the narrower your search will be.)
3. The search results that match your criteria are displayed showing city and location.
4. Select an access point and click **Connect**.

Disconnecting from the iPass Network

To disconnect from the iPass Network: click **Disconnect.**

Advanced Features

You can take advantage of some advanced connection features to make the process of connecting even easier and quicker.

Bookmarks

The **Bookmarks** menu allows you to conveniently save and re-use connection information for access points you use most frequently. This shortens the process of connecting.

To bookmark an access point:

1. Browse for an access point as you would normally.
2. Select the access point.
3. On the **Bookmarks** menu, choose **Add Bookmark**. The bookmark is added to your list of Bookmarks, and shown on the **Bookmarks** menu.

To view your Bookmarks:

1. On the **Bookmarks** menu, select **Show Bookmarks.**
2. Your list of Bookmarks will be displayed in a sliding panel on the side of iPassConnect. The icon next to each Bookmark will indicate the access type:
   - Modem, PHS or ISDN
   - Wired Broadband
   - Wireless Broadband
3. For additional information on the Bookmark, click the More Info icon.

To connect using an existing bookmark: On the **Bookmarks** menu, select the bookmarked access point you wish to use.

To modify a bookmark:

1. On the **Bookmarks** menu, select **Show Bookmarks.**
2. On the **Bookmarks** panel, click the **More Info** icon in the right-hand column.
3. On the **Bookmark Settings** dialog, modify the bookmark as needed.
4. Click **OK**.

To delete a bookmark:

1. On the **Bookmarks** menu, select **Show Bookmarks.**
2. On the **Bookmarks** panel, select the Bookmark you wish to delete.
3. On the **Bookmarks** menu, choose **Remove Bookmark.**
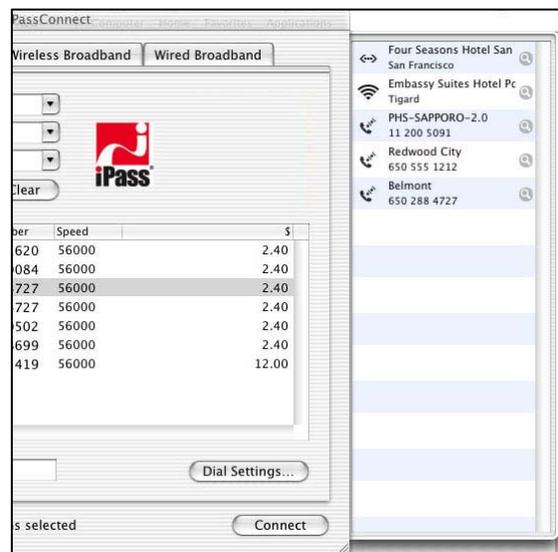
Post-Connection Actions

The Post-Connection Actions feature allows you to configure applications to run after you establish a 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 applications.

To automatically launch your default Web browser after connecting:

1. On the **iPassConnect** menu, choose **Preferences**.
2. Click the **General** tab.
3. Under **Programs to run after connection**, check **Launch default Web browser.**
4. Click **OK**. The next time you connect to the Internet, iPassConnect will launch your browser.
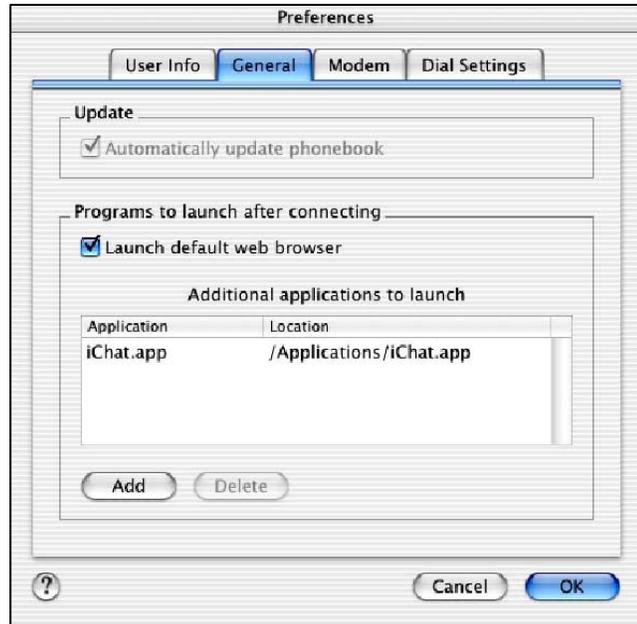
To configure iPassConnect to launch other applications:

1. On the **iPassConnect** menu, choose **Preferences**.
2. Select the **General** tab and click **Add**.
3. Browse to the program you want to run after being connected and click **Open**.
4. Continue to add applications as desired by repeating Steps 2 and 3.
5. Click **OK** to close the **Preferences** dialog. The next time you connect, iPassConnect will launch the applications you specified.

Running a Virtual Private Network (VPN)

A *virtual private network* (VPN) is an application that securely connects you to your corporate network. You can run your VPN as a post-connect action by selecting it as a program to run after connection. Depending on the configuration of your VPN, you may or may not have to enter another user name and password in addition to the one used in iPassConnect. Contact your Help Desk for more information.

Advanced Dial-Up Features

Select All

The Select All feature allows you to select all of the access points shown in the Phonebook. (Note that this isn't all of the possible iPass access points, just the access points that are displayed after a search.)

When you Select All, iPassConnect will attempt each of the access points in sequence until a successful connection is made. Select All is helpful when connecting from a location where a connection may be unreliable, or where there is heavy phone or Internet traffic that may prevent access from the first access point chosen.

To select all access points shown in the Phonebook:

1. Depending on your connection method, search for a set of local access points.
2. On the **Edit** menu, click **Select All.**
3. Click **Connect**. If your connection to the first access point is unsuccessful, iPassConnect will cycle through all the selected points until a connection is made.

Smart Redial

By using the Smart Redial feature with dial-up connections, iPassConnect will automatically continue dialing all access points within the same city until a successful connection is made. (If you use Smart Redial, you don't have to use the Select All feature.)

To activate the Smart Redial feature:

1. From the **iPassConnect** menu, select **Preferences**.
2. Click the **Modem** tab.
3. Under **Redial**, check **Smart Redial.**
4. Click OK.

Busy Number Redial

The busy number redial feature, used for dial-up connections, allows you to configure iPassConnect to retry an access point if a connection attempt fails. there are few access points and heavy Internet traffic.

To configure iPassConnect to redial a busy access point:

1. From the **iPassConnect** menu, select **Preferences**.
2. Click the **Modem** tab.
3. In the **Redial attempts** text box, select the number of attempts you want iPassConnect to try from the drop-down list.
4. In **Redial if not connected within**, select the amount of time (in seconds) you want to elapse between each dial from the drop-down list. This should be set to a minimum of 120 seconds in order to give the first dialing sequence time to finish.
5. Click **OK**.

Phonebook Updates

The iPassConnect Phonebook can be updated automatically or manually. We strongly advise you to leave your settings on Automatic update.

Automatic Update

To set iPassConnect to update the Phonebook automatically:

1. From the **iPassConnect** menu, select **Preferences**.
2. On the **General** tab, select **Automatically update phonebook.**
3. Click **OK**.

Manual Update

A manual update will only work when you already have a connection to the Internet through some device other than your modem (for example, through LAN access).

To manually update your Phonebook:

1. On the iPassConnect menu, choose **Update Phonebook.**
2. The Phonebook will update.

Mandatory Phonebook Update

Even if you have disabled your automatic Phonebook updates, you will still receive periodic updates. iPass will force a Phonebook update to iPassConnect if you have not received an updated Phonebook in the last 14 days. This process is necessary to ensure that your Phonebook up to date.

POP Info

The term POP (Point of Presence) is another word for an access point. You can examine the attributes of an access point in detail, including support information, POP location, and phone number.

To view detailed information on an access point:

1. Select the access point in the Phonebook.
2. On the **Edit** menu, choose **Show POP Info**. The POP details will display.

Uninstalling iPassConnect

To uninstall iPassConnect, drag the iPassConnect icon from the Applications folder into the Trash.

Hotkeys

iPassConnect makes use of the following keyboard shortcuts:

Command	Hotkeys
Add a Bookmark	Cmd+D
Show Bookmarks panel	Cmd+D
Show POP Info	Cmd+I
Close iPassConnect	Cmd+W
Hide iPassConnect	Cmd+W
Quit iPassConnect	Cmd+Q
Help	Cmd+?
Select All access points in Phonebook	Cmd+A

Troubleshooting

This section addresses some of the more common issues that arise when using iPassConnect. If you don't see your issue listed here, or our suggestions fail to resolve your problem, please consult your Help Desk.

General Troubleshooting Tips

These tips apply to connections in general using iPassConnect.

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.
- Bookmarks are not updated when you update your Phonebook. You may be using an outdated access point that you have bookmarked. If this is the case, update the Phonebook or choose a new access point.
- Verify that your dial properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used iPassConnect.
- Verify that you have the correct hardware for the access type selected. For instance, you must use a Wi-Fi card to access a Wi-Fi hotspot.

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 alternate access type. For example, broadband users without local access to broadband 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, which might be local.
- In some countries there may be All Cities listings or Toll Free listings. All Cities access points have local rates and are therefore usually less expensive. Toll Free access points are not local and usually yield a higher connection charge for you or your company. When in the United States, entering 800 to search by number will also list access points in the toll-free 800, 855, 866, 877 and 888 area codes.
- Check in-country rates with the local operator for a non-local access point. In many countries, it is very inexpensive to dial long-distance within the country.

Incorrect Password
- Re-enter your username, domain name and password.
- Password entry is case-sensitive. Make sure the CAPS LOCK key is not depressed.
- Make sure you have entered the domain name, such as example.com, in the Domain field of your Login Info. Note:
- It is possible that the authentication server may be down or offline. Check with your Help Desk.
- Your user account may no longer be active. Check with your Help Desk.

Password Authentication is Slow

- In some areas, it may take up to 120 seconds or more to connect. Do not click the Cancel button prematurely.
- Generally, the further away from home you are, the longer the authentication process will take. Ensure that the option **Redial if not connected in… seconds** is set to at least 120 seconds.
- The authentication server may be down or offline. Check with your Help Desk.

Screen Is Blank

- Your monitor could be in Sleep mode. Wake it up by moving the mouse or pressing the Return key.
- Make sure your computer is plugged into an electrical outlet and turned on.
- Make sure your monitor is turned on.
- If the problem continues, see the monitor's user guide.

Troubleshooting Tips for Dial-Up (Modem, PHS or ISDN) Users

Difficulty Connecting To the Access Point

- Make sure you've configured Dial Settings to the required prefixes and local dial code for the region. Many hotels require you to dial additional characters to reach an outside line. You may need to change your settings if you are attempting to connect from a different location than the last time you used iPassConnect.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, 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.
- Do not manually enter the access point number, even if you have memorized the number. Always use the procedures outlined in this user guide to connect.

No Dial Tone

- Verify that there is a working phone line by connecting a phone to it and dialing out.
- Verify that the 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 your computer.
- Verify that your speaker volume is turned up.

Modem Not Found/No Modem Noise

- Verify that you have a modem installed in your Mac. If you do not, you will need to install one.
- If you have more than one modem installed, verify that you have selected the correct modem in Preferences.
- 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 your computer.

- If the local phone system is digital (as opposed to analog), you may need a special adapter to connect. You could also request access to a fax line, which is an analog line.
- Verify that your Dial Settings are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used iPassConnect.
- If you can't hear your modem, verify that the speaker volume is not turned off or disabled.

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 or modem volume.
- If your modem is not negotiating the connection, or is 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.
- 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.
- Your modem may not recognize the local dial tone, local busy tone, or both. You may need to configure the modem.

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.
- Verify that your Dial Settings are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used iPassConnect.

Connection Drops/Disconnects in the Middle of a Session
- A sudden disconnect is often a result of electro magnetic interference (EMI), a "noisy" phone line, or traffic congestion. Try reconnecting to the access point.
- If you remain connected to the Internet but are inactive, iPassConnect might be set to automatically disconnect you. Contact your Help Desk for assistance.

Access to the Web is Slow
Slow Web access could be the result of electromagnetic interference (EMI), a "noisy" phone line, or Internet congestion. Try reconnecting to the access point.

Troubleshooting Tips for Broadband Users

Unable to Log in using iPassConnect

- If you've never successfully logged in using iPassConnect, your account may not be activated or enabled for roaming. Please follow your company's procedure for verifying your account status, or contact your company's iPass administrator for details.
- If you're using an Ethernet connection:
    o Verify that your Ethernet cable is securely plugged in to both the computer and the wall jack at your location.
    o Most Ethernet cards have a light on the connector to the cable, indicating whether there is a valid Ethernet connection. Ensure that the light is on.
- If you're using a wireless connection:
    o Verify that your 802.11b Wireless Ethernet Adapter is correctly installed. If necessary, consult the adapter documentation.
    o Make sure you are working away from any obstructions, such as walls, pillars, columns, or other possible sources of interference.