

## 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

- Sometimes there is a delay when selecting Cancel during authentication.
- If an error occurs during a connection attempt it may take up to 40 seconds before the client responds with an error message.

## 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 connecting outside the United States, go to Apple Menu > System Preferences > Network > select modem tab, and uncheck the “Wait for dial tone before dialing” box.
- Verify that the phone is working by lifting the handset and listening for a dial tone.
- Make sure you configure the iPassConnect Dial Settings appropriately for each location.

### 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 Settings — 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 iPassConnect > Preferences > Modem Settings, make sure that the “Redial if not connected in 60 seconds” option is set to 120 seconds.



iPassConnect™ 2.3  
for Mac OS X

*Your Guide to  
Enterprise Connectivity*

## Set-up iPassConnect

- 1 Open iPassConnect by double-clicking the hard drive, opening the Applications Folder and double-clicking the iPassConnect icon.



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

<b>Modem</b>	<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>
<b>ISDN</b>	<ul style="list-style-type: none"> <li>i Connect your ISDN modem or terminal adapter to a phone jack</li> </ul>
<b>Wired Broadband</b>	<ul style="list-style-type: none"> <li>i Connect the Ethernet cable to your Ethernet port</li> </ul>
<b>Wireless Broadband</b>	<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.

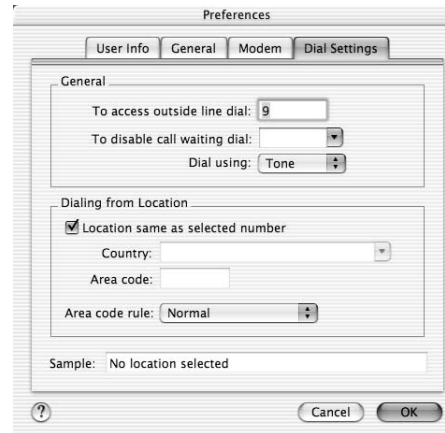
**quick tip** Narrow your search by entering the first letters of your desired location. The “type-ahead” feature will display results that most closely match your request.

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

## Confirm Dial Settings

Modem, ISDN and PHS

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



- 1 Click Dial Settings or select Dial Settings in the iPassConnect menu.
- 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.

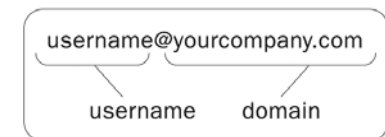
## Connect

Modem, ISDN, PHS and Broadband

- 1 Select an access number or location from the phonebook list.
- 2 Click Connect.
- 3 The User Info box will appear.
- 4 Enter your Username, iPass Roaming Domain (if not already filled in) and Password.



- 5 Click OK.



**quick tip** Make sure that your Caps Lock key is turned off. The Username, Password and Domain fields are case sensitive.

**feature** For wireless broadband connections the client will automatically set the appropriate SSID when accessing a wireless network at any airport location.