

## 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** 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™ 3.0  
for Windows

*WHOI's Quick Start  
Guide for Remote Access*

## 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.
- 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. > 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 pre-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**.



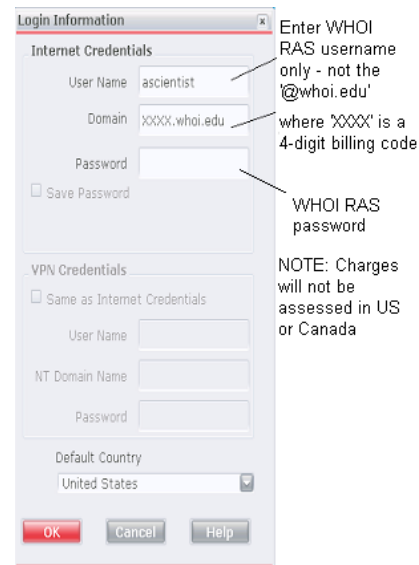
**Quick tip** In the U.S., an option to search by phone number is available. Select **United States** in the **Country** field, enter the 10 digit phone number of the location you are connecting from, then click **Find**.

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.



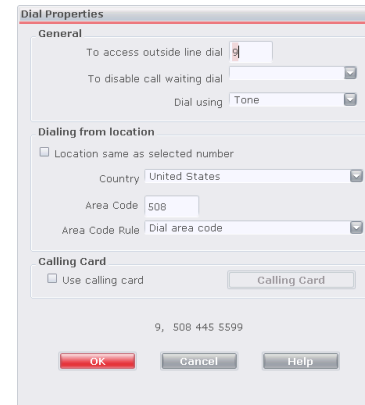
4. Enter your **User Name**, iPass **Domain** and **Password**.

**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** or **Pulse** 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**.

### **PLEASE NOTE**

Once established, you have a connection to the Internet. For access to internal WHOI resources, a VPN tunnel is required.

## Add a New Bookmark

1. After you have selected an access number in the desired area, click **All 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 the 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.

## 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**.