

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.

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.*

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.
- Go to the Apple Menu > Control Panels > Modem and select the “Ignore dial tone.”
- 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.

Error message indicating incorrect password

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

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.



iPassConnect™ 1.8
for Mac OS

Your Guide to
Enterprise Connectivity

Set-up iPassConnect

- 1 Confirm that you have a dial tone.
- 2 Connect your laptop or computer to a phone jack.
- 3 Double-click the iPassConnect desktop icon.



- 4 Select the Country, State, and City of your current location. If you know the Area Code where you are, you may enter it.

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

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.
- 5 Click OK.

quick tip Most phone systems use tone dialing.

Connect

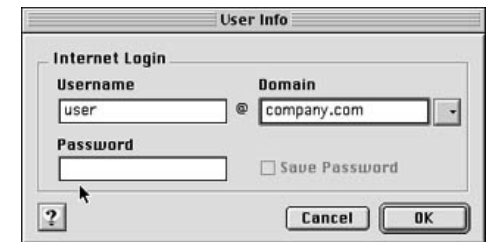
- 1 Select an access number from the phonebook. Click Select All to automatically dial each access number until you reach a successful connection.

quick tip Make sure that you have narrowed your dialing area as far as you can before choosing Select All, otherwise you may connect to a long-distance number when you don't need to.

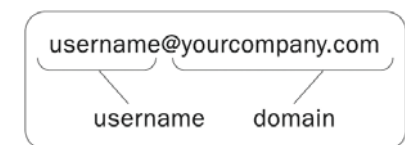
feature Turning on your Smart ReDial function will allow you to automatically roll over to and dial each number within the same selected city until a connection is established. Go to the Settings Menu > Smart ReDial. If you've turned on Smart ReDial, you don't need to click Select All.

- 2 Click Connect.

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



- 3 The User Info box will appear.
- 4 Enter your Username, iPass Roaming Domain (if not already filled in, domain fields are case sensitive) and Password.



- 5 Click OK.