iPassConnect™ 2.3 User Guide

For the Mac® OS X Operating System

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Introduction

The iPassConnect™ client is a simple, easy to use desktop client that allows remote users to connect to the Internet through iPass' worldwide network of providers. It has a point-and-click interface for connecting to iPass local access points, and supports Mac OS X. iPass has other versions of the iPassConnect client software which support Windows, PalmOS, WinCE, PocketPC, and Windows-powered mobile devices. In addition, the iPassConnect client can be customized to automatically launch many other programs or applications.

This guide will serve as an introduction to use of the iPassConnect™ client. It provides end users with valuable information on how to install, configure and use the client.

Within this guide, you will find information on system requirements, installation instructions, client features, and basic and advanced configuration instructions. This information has been divided into sections based on content for ease of use. In addition, information provided in more than one section is cross-listed for added convenience.

Key Features

Dialing Intelligence

The iPassConnect client has been programmed with intelligent dialing for dial-up connections made around the world. This means that the client "knows" the dialing rules for each given city and country and automatically adds the correct dialing sequence to each access attempt. This feature gives you the flexibility of traveling without having to remember or understand complicated dialing instructions, and reduces the need for administrative support.

Automatic Phonebook Updates

Your client may come pre-configured with this feature enabled, which automatically updates your Phonebook each time you connect. If you've disabled the automatic Phonebook update feature and log onto the Internet, the client will still check the Phonebook version against the current version. If it has not been updated within the past 14 days, the client will automatically download a new Phonebook for you.

Type Ahead Feature

Many fields in the iPassConnect user interface come equipped with the Type Ahead feature. You simply enter the first few letters of the word or phrase you are looking for and the client will fill in the rest. This feature reduces the need to type out long phrases, prevents spelling errors and speeds up the connection process.

Select All

The Select All feature allows you to select all of the access points in the Phonebook window. By choosing this feature, the client will attempt each of these access points in sequence until a successful connection is made. Select All is helpful when connecting from a location where connection may be unreliable, or where there is heavy phone or Internet traffic that may prevent access from the first access point chosen. In most cases, you must only click *Connect* once to get connected.

Smart Redial

The iPassConnect client may also come auto-configured with the Smart Redial feature for dial-up connections. By using Smart Redial, the client will automatically continue dialing all access points within the same city until a successful connection is made. This means that you do not need to choose the Select All feature on each dial attempt.

Busy Number Redial

The Busy Number Redial feature, used for dial-up connections, allows you to configure the client to retry a busy access point if a connection attempt fails.

Post Connection Actions

The Post Connection Actions feature allows you to configure the client to automatically run programs after connecting to the Internet through the iPass Network. This feature allows you to launch a Web browser, connect to the corporate network using a VPN solution, or launch various other programs.

Connection Status Window

The Connection Status window displays the connection time during each connection attempt.

System Requirements

In order to run iPassConnect 2.3 successfully, your system must meet the following minimum requirements:

Hardware Requirements

- Any of the following computer models:
    - Power Mac G3 or G4

- o G4 Cube
- o iMac
- o PowerBook G3 or G4
- o iBook
- o eMac
- At least 4.5 MB free disk space
- 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 wireless adapter for a wireless broadband connection

Operating System Requirements
- Mac OS X 10.2 or later

Installation Instructions

Installing the iPassConnect client is simple. The installation file for installing the client software can be found on your company intranet, or on your service provider's Web site.

To install the iPassConnect client software:
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

Your Preferences
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 the iPassConnect client 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 user, correct dial settings are crucial to getting a proper connection. There are two ways to view the Dial Settings dialog:

- On the iPassConnect menu, choose *Preferences*, then click the *Dial Settings* tab, or,
- On the main iPass dialog, click the *Dial Settings* button.
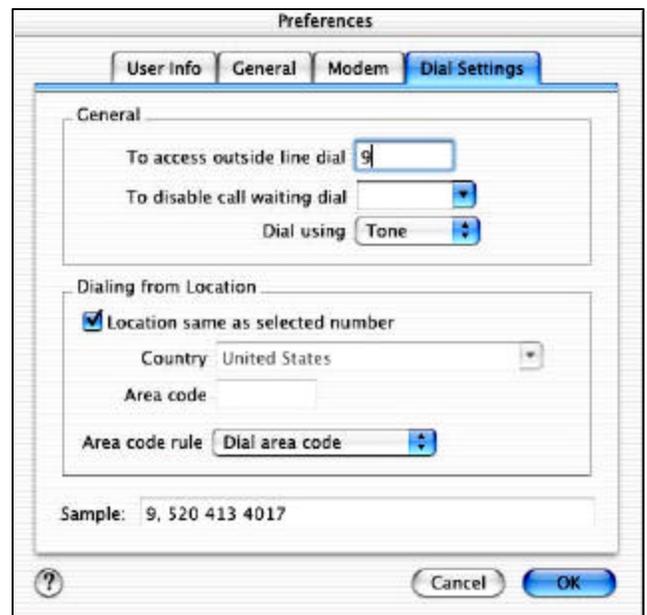
To configure your dial settings:
1. Under *General*, enter any numbers needed to access an outside line. For example, if you are in a hotel, you may need to dial 9.
2. From the drop-down list, select any characters needed to disable call waiting, or enter any characters required by your telephone system 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* appears correct, click *OK.*

General Preferences

The General Preferences tab allows you to set advanced program options, such as your Phonebook updates. See "Advanced Features" on page 11 for more information.

Help

To get help in iPassConnect:
- On the *Help* menu, click *iPassConnect Help*, or,
- 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.

As a further resource, you may also wish to contact your organization's Help Desk.

Getting Connected

Your connection procedure depends on which connection type you are attempting to establish. The iPassConnect client 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 5, for details.

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 11, for options to make your connection even quicker and easier.

Connecting by Modem

iPassConnect supports most standard modems.

To connect to the iPass Network using a modem connection:

1. Select the *Modem* tab.
2. On the *Modem* tab, search for an access point to connect to:
   a. 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.)
   b. Alternately, enter the area code to search on.
3. 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 end users.)
4. Select an access point and click *Connect*.
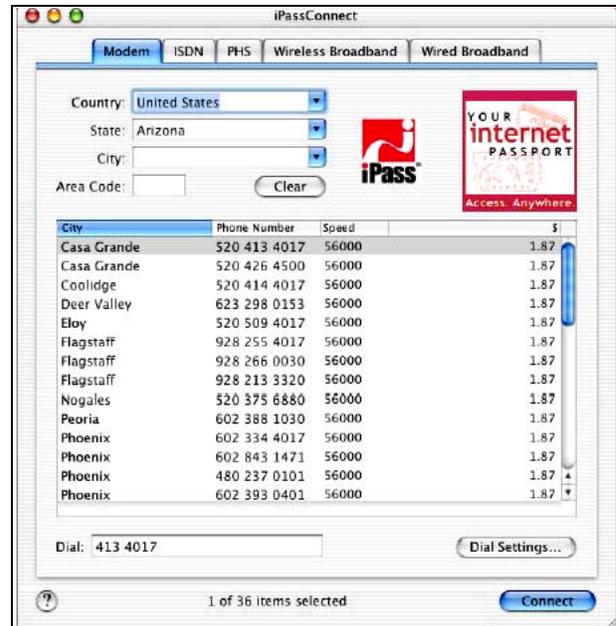
Connecting by PHS

A PHS connection is only available in Japan.

To connect to the iPass Network using a PHS connection:

1. Select the PHS tab.
2. On the PHS tab, search for an access point to connect to:
   a. 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.)
   b. Alternately, enter the area code to search on.
3. 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 end users.)
4. Select an access point and click *Connect*

Connecting by ISDN

To connect to the iPass Network using an ISDN connection:
1. Select the *ISDN* tab.
2. On the *ISDN* tab, search for an access point to connect to:

a. 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.)
b. Alternately, enter the area code to search on.

3. 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 end users.)

4. 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 to the iPass Network 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 to the iPass Network 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.

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 using iPassConnect, the client will launch your browser.

To configure the iPassConnect client 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, the client will launch the applications you specified.

Running a Virtual Private Network (VPN)

An application that securely connects you to your corporate network is called a virtual private network (VPN). 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 the iPassConnect client. Contact your Help Desk for more information.

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.)

When you Select All, the client 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, the client will cycle through all the selected points until a connection is made.

Smart Redial
By using the Smart Redial feature with dial-up connections, your client 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 your client to retry an access point if a connection attempt fails. there are few access points and heavy Internet traffic.

To configure your client 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 the client to try from the drop-down list.
4. In the *Redial if not connected within* field, 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 the client 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

This method 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 your client if you have not received an updated Phonebook in the last 14 days. This process is necessary to ensure that you have a positive connection experience by keeping 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 the iPassConnect Client

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

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

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. 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 your client.

- Verify that you have the correct hardware for the access type selected.

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. Neither are local calls.

- All Cities access points have local rates (less expensive).

- Toll Free access points are not local and usually yield a higher connection charge for you or your company.

  > *Note:* When in the United States, entering 800 will also list access points in 800, 855, 866, 877 and 888 area codes. Like the 800 area code, 855, 866, 877 and 888 are all toll-free phone numbers.

- 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.

Error Message Indicating Incorrect Password

- Re-enter your username, domain name and password (to correct any typographical errors you might have made).

- Password entry is case-sensitive. If your password is lower case, make sure the CAPS LOCK key is not depressed, and vice versa. (You can check the letter case by typing in the Username field; this is a readable field).

- Make sure you have entered the domain name, such as domain.com, in the Domain field of the User Info window. Note: You do not need to add the "@" symbol as you did using previous versions of the iPass client.

- It is possible that the authentication server or the iPass RoamServer at your ISP or company may be down or offline; check with your Help Desk.

- Your user account may no longer be active. Check with your Help Desk.

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in your area. The iPass service offers multiple access points in major business centers.

- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Password Authentication is Slow

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

- Generally, the further away from home you are, the longer the authentication process will take. If you are traveling in a foreign country, look on the iPassConnect menu under *Preferences>Modem*. Ensure that the option Redial if not connected in… seconds is set to 120 seconds. If this doesn't work, you may also try higher settings, up to 180 seconds.

- It is possible that the authentication server or the iPass RoamServer at your ISP or company 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 set 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 your client.

- 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.

- 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.

- Do not manually enter the access point number in the client window, even if you have memorized the number. Always use the procedures outlined in this help file 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.

- Your modem may not recognize the local dial tone.

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 your client.

- If you can't hear your modem, verify that the speaker volume is not turned off or disabled.

- Your modem may not recognize the local dial tone.

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 and/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.

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 your client.

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, the iPassConnect software 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.

- For a broadband connection, your password cannot contain a plus (+) or ampersand (&) symbol.

Personal Firewall Software Perceives the Access Point as an Attack

- Verify the hostname of the "attacker". In a Wayport location, if the hostname is NMD, specify to the firewall that it should trust the host. Then see if the connection can be made.

Summary

Congratulations! You have now successfully installed and configured the iPassConnect client software on your Mac. In this guide, you have been instructed on installation, basic and advanced configuration, as well as the unique features of this software.

iPass strives to provide reliable and secure Internet connectivity, anywhere in the world. If you have any questions about the installation or operation of your new iPassConnect client after reading this guide, please contact your Help Desk for additional assistance.

About iPass

iPass Inc. (www.ipass.com) provides software-enabled enterprise connectivity services that give employees secure access to information and applications on the corporate network from any location in the world. iPass' global virtual network offers employees a range of Internet protocol-based connectivity technologies, including wired and wireless broadband service at airports, hotels and conference centers worldwide. The award winning and user-friendly iPassConnect™ smart client is easily deployed across multiple computing devices and operating systems within an enterprise. Once deployed, the iPass service gives the corporate IT department complete control over how network resources are accessed. iPass counts among its enterprise and service provider customers many of the most recognizable corporate brands and "Global 1000"

companies. Founded in 1996, iPass is headquartered in Redwood Shores, California, with offices throughout North America, Europe and Asia Pacific.

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