

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.

iPassConnect,
secure
remote
access.

Troubleshooting

Below are frequently asked questions about using the iPass service. If our troubleshooting tips don't help resolve your issue, please contact the helpdesk at your ISP or company.

Platforms

- MAC OS, 8.6, 9.04, 9.1
- Not MAC OS X compatible

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.
- Goto the Apple Menu/Control Panels/Modem and check 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 modem 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 Username, Roaming Domain and 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 to connect.
- Under Options > Settings, make sure that (if you are traveling outside the United States) the “Redial if Not Connected in x Seconds” option is set to 120 seconds.

Wherever you go,
iPass can
connect you.

iPassConnect™ 1.8 Mac OS

YOUR GUIDE TO REMOTE ACCESS



www.ipass.com

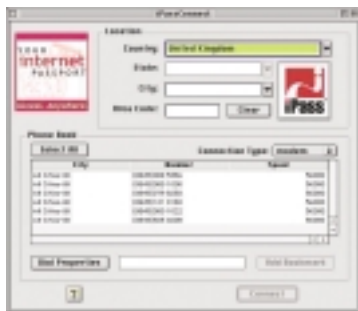


www.ipass.com

Access. Anywhere.

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 simply typing the first few letters of your desired location and the "type-ahead" feature will display results that most closely match your request.

feature

iPass automatically updates your Phone book and iPassConnect software so you don't have to.

Confirm your Dial Properties

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 Phone book list. 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 you as you can before choosing Select All, otherwise you may connect to a long-distance number when you don't need to.

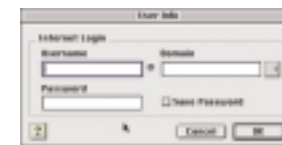
feature

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. If you would like to use this function, go to the Settings menu to turn on your Smart ReDial. If you've turned on Smart ReDial, you don't need to click Select All.

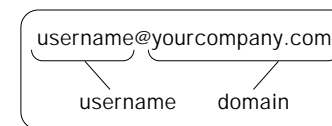
- 2 Click Connect.

quick tip

To easily access a number again in one quick step, make it a Bookmark. See "Add a New Bookmark" for instructions.



- 3 The User Info box will appear.
- 4 In the appropriate fields, enter your Username, iPass Roaming Domain (if not already filled in) and Password.



quick tip

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

- 5 Click OK.