

# Using iPassConnect™ 3.x for Wi-Fi and Ethernet

## YOUR GUIDE TO BROADBAND CONNECTIVITY


Getting online at Wi-Fi hotspots and Ethernet locations is easy with iPassConnect! Just follow these simple steps. You'll be online in no time.

### Connecting With Wi-Fi

#### 1. Finding a Wi-Fi Hotspot

Only iPass combines hotspots from providers around the world—including T-Mobile® HotSpot and SBC FreedomLink in the U.S., BT Openzone in the UK and many more—to give you access to thousands of convenient locations. Getting connected is easy—just take your notebook to a known iPass Wi-Fi hotspot. Use the iPass Hotspot Finder at [www.ipass.com](http://www.ipass.com) to find access points near you. You can also search for locations using iPassConnect.

#### 2. Turn On Your Adapter

Before turning on your laptop, make sure it is outfitted with a Wi-Fi adapter. The adaptor may be built-in—look for a wireless icon  and a switch—or it may be an external PC Card that you insert into your notebook.


Turn ON your internal adapter or insert your external card, then power-up your laptop.

#### 3. Launching iPassConnect

Before you start any other applications, **launch iPassConnect**. Double-click the icon in the system tray or the iPassConnect desktop icon.

When you are in range of a Wi-Fi network and have a Wi-Fi card, all available locations will be presented under the heading **Available Wireless Networks**.

Expand the **Available Wireless Networks** heading in the phonebook partition by clicking the red triangle. Select a **location** and click **Connect**.

**Quick Tip:** For information about the location, click on the .



## 4. Get Connected

After clicking **Connect** the **Login Information** box will appear.

Enter your **User Name**, iPass **Domain** (if not already filled in) and **Password**. Click **OK**.

**Quick Tip:** The credentials fields are case-sensitive, so make sure the caps lock key is turned off.



## Connecting With Ethernet

### 1. Finding an Ethernet Access Point

The iPass network includes a wide range of business-oriented hotels that feature Ethernet connections in the guest rooms, so plan to stay at an iPass-enabled hotel. Use the iPass Hotspot Finder at [www.ipass.com](http://www.ipass.com) to find a hotel with iPass connectivity in your next business destination. You can also find locations using iPassConnect.

Most locations of these prominent hoteliers are iPass-enabled:

- Marriott
- SAS Radisson
- Hilton
- Sheraton
- Holiday Inn
- Wyndham

### 2. Plug In & Power Up

Plug your laptop into the hotel's **Ethernet outlet** – this may be located on the wall or a desk-top port – and turn on your laptop. Even in hotels, iPassConnect is all you need to get high-speed access – you get connected and your company gets billed directly!


### 3. Launching iPassConnect

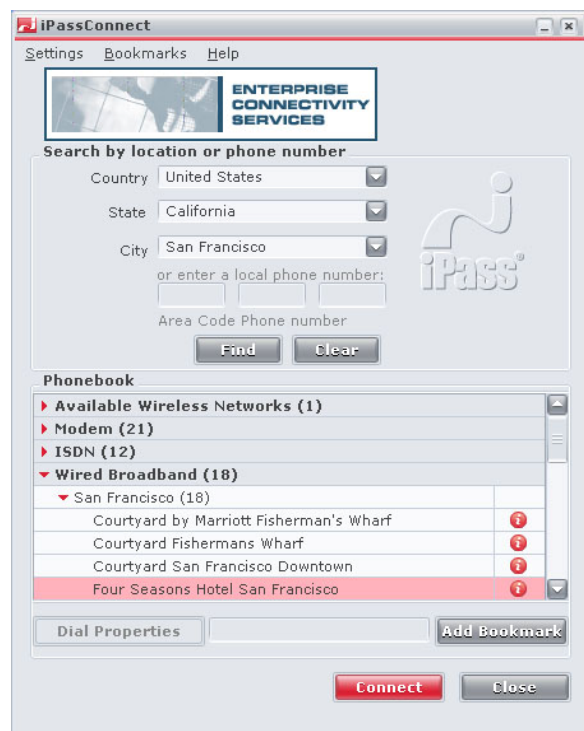
Before you start any other applications, **launch iPassConnect**. Double-click the iPassConnect icon in the system tray or the desktop icon.

Enter your **current location** and click **Find**.

Expand the **Wired Broadband heading** in the phonebook partition by clicking the red triangle, then expand the name of the **City** from which you are connecting.

Select the **name of the location** from which you are connecting, then click **Connect**.

**Quick Tip:** For information about the location, click on the .



## 4. Getting Connected

After clicking **Connect** the **Login Information** box will appear.

Enter your **User Name**, iPass **Domain** (if not already filled in) and **Password**. Click **OK**.

**Quick Tip:** The credentials fields are case-sensitive, so make sure the caps lock key is turned off.



## Troubleshooting

**Step 1** Ensure that your account is active and enabled.

**Step 2** Make sure that you've entered your username, password and domain correctly.

**Step 3** Check that an iPass access point is available.

### **Wi-Fi Connections**

Verify that iPassConnect has detected an available wireless network. If it hasn't, you may not be in range of an iPass hotspot, or your wireless access card may not be turned on or enabled.

### **Ethernet Connections**

Check that you've entered your location correctly. If it looks like service is available at the hotel, but not listed, it is possible that your phonebook is out of date. Update it by making a dial-up connection.

## **Step 4**

Make sure that your adapter is properly connected and enabled. Most wireless and Ethernet adapters have lights that indicate you have a connection and that your adapter is communicating with the network. If you don't see lights on your notebook or adapter, try the following:

### **Wi-Fi Connections**

Notebooks with built-in Wi-Fi cards typically have an on/off switch on the front or side. Some require you to press a key combination – typically the Fn key and a key with a wireless symbol (☺). If the switch is set to on and/or you have entered the key combination, you should see a light next to the wireless symbol on your laptop. It may take a moment to initialize after switching it on, and may even require a reboot if not switched on prior to starting up your laptop.

### **Ethernet Connections**

Check that your Ethernet adapter is properly connected. One end of your Ethernet cable should be plugged into your computer's Ethernet adapter and the other end to the wall or desktop receptacle. If your Ethernet cable is properly connected, you should see two lights on your adapter. If not, try a different cable.

## Step 5

Verify that your wireless or Ethernet adapter is properly installed and configured.

### **Wi-Fi and Ethernet Connections:**

Windows XP / 2000:

1. Right-click on My Computer > Properties.
2. Click the Hardware tab.
3. Click Device Manager.
4. Scroll down to Network Adapters.
5. Highlight the Wireless or Ethernet adapter.

If you don't see a wireless or Ethernet adapter listed, you won't be able to use an iPass broadband service at this time. However, you may still be able to connect using the iPass dial-up service.

If there is a Red X over the network adapter icon, your adapter is disabled. Right-click the device, and select Enable from the menu.

If the network adapter icon has a yellow circle with an exclamation point over it, there is a driver issue or possible hardware conflict with your adapter. This will likely require further assistance from your company's help desk or remote access administrator.

## Step 6

If you are not able to get connected after following the steps above, this last step may do the trick. If not, please contact your company's help desk or remote access administrator for further assistance.

### **Wi-Fi Connections**

Verify that you have the correct wireless adapter selected in iPassConnect. If your wireless adapter isn't displayed, contact your help desk.

1. Go to the Settings Menu in iPassConnect.
2. Select Connection Settings.
3. Click on the Wireless tab.
4. Select the correct wireless adapter from the device list.
5. Set power mode to "Continuous Awake".
6. Click OK.

### **Ethernet Connections**

If you are trying to connect from a broadband-enabled hotel guest room you may need to "power-cycle" the connection hub (also known as a "brick") to resolve connectivity issues. The following procedure takes approximately one minute:

1. Locate the hub, typically under the desk.
2. Verify that your computer is connected to either the desktop Ethernet jack or directly to the hub itself with an Ethernet cable.
3. Disconnect the hub's power plug from the outlet on the wall.
4. Wait at least 60 seconds.
5. Plug the power back in.

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