



# iPassConnect™ 2.4 Client User Guide

**For Microsoft® Windows  
Operating Systems**

## Table of Contents

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<b>Introduction.....</b>	<b>4</b>
Key Features .....	4
Dialing Intelligence .....	4
Automatic Phonebook Updates .....	4
Type Ahead Feature .....	5
Local Number Lookup.....	5
Bookmark Feature .....	5
Select All.....	5
Smart Redial.....	5
Busy Number Redial .....	5
Post Connection Actions .....	5
Calling Card Option.....	5
Connection Status Window.....	6
<b>System Requirements.....</b>	<b>6</b>
Laptop Requirements .....	6
Operating System Requirements .....	6
Additional Requirements for Dial-up Users .....	6
Additional Requirements for Wired Broadband Users .....	7
Additional Requirements for Wireless Broadband Users .....	7
<b>Installation Instructions.....</b>	<b>7</b>
DUN Verification and Installation Instructions for Windows 95 or 98 Users .....	8
Verifying the DUN Version Number .....	8
Installing DUN for Windows 95.....	8
Installing DUN for Windows 98.....	8
DUN Verification and Installation Instructions for Windows NT Users .....	9
Installing RAS for Windows NT.....	9
DUN Verification and Installation for Windows 2000, Windows ME and Windows XP .....	9
Installing the iPassConnect Client Software .....	10
<b>iPassConnect Client GUI Features.....</b>	<b>10</b>
Dial-up Connections .....	10
Access Type Tabs for Dial-up Connections.....	10
Modem Tab .....	10
ISDN Tab.....	11
PHS Tab (For users in Japan with a PHS cellular phone) .....	11
Dial-up Connection Windows .....	11
Search by Location Tab .....	11
Search by Number Tab .....	11
Phonebook Partition .....	12
Broadband Connections.....	12
Access Type Tabs for Broadband Connections .....	12
Wired Broadband Tab .....	12
Wireless Broadband Tab.....	12
Broadband Connection Partitions .....	12

Location Partition .....	12
Phonebook Partition .....	13
Home Broadband Tab .....	13
iPassConnect Menus .....	13
Options Menu .....	13
Dial Properties .....	14
General Partition .....	14
Dialing from location Partition .....	14
User Info .....	15
Settings .....	15
General Tab .....	15
Dial-up Tab .....	16
Update Phonebook Option .....	16
Exit Option .....	16
Bookmark Menu .....	17
Bookmark Windows .....	17
Help Menu .....	17
<b>Basic Usage.....</b>	<b>18</b>
Six Basic Steps to Connecting .....	18
Setting your User Information .....	18
Selecting the Appropriate Access Tab .....	19
Selecting your Modem (Dial-up Users only) .....	19
Choosing the iPass Access Point.....	19
For Modem, ISDN or PHS Connections .....	19
For Wired or Wireless Broadband Connections .....	20
For Wireless Broadband Connections .....	20
Setting the Dial Properties (Dial-Up Users Only) .....	20
Connecting to the iPass Network .....	21
Disconnecting from the iPass Network .....	21
<b>Advanced Features.....</b>	<b>21</b>
Smart Redial .....	21
Smart Redial and the Search by Number Function .....	21
Busy Number Redial .....	22
Phonebook Updates .....	22
Automatic Update .....	22
Manual Update .....	22
Mandatory Phonebook Updates .....	22
Post-Connect Actions .....	23
Running a Virtual Private Network (VPN) .....	23
Calling Card Options .....	23
Using Bookmarks .....	24
<b>Uninstalling the iPassConnect Client.....</b>	<b>25</b>
<b>Conclusion.....</b>	<b>26</b>

# iPassConnect™ 2.4

## Client User Guide

### For Microsoft® Windows Operating Systems

#### ***Introduction***

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The iPassConnect client is a simple, easy to use desktop client that allows remote users to connect to the Internet through iPass' global network of providers. It has a point-and-click interface for connecting to iPass local access points, and supports Microsoft® Windows 95, 98, ME, NT, 2000 and XP. iPass has other versions of the iPassConnect client software which support PalmOS, WinCE, PocketPC, and Windows-powered mobile devices, as well as a client for Macintosh users. 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 software. 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 guide is a companion volume to the *iPassConnect Troubleshooting Guide*, which gives answers to frequently asked questions, as well as troubleshooting tips to ensure reliable connectivity. Consult that guide for detailed discussions of common troubleshooting issues.

#### **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.

### ***Local Number Lookup***

The Local Number Lookup lets you search for local access points by phone number. You simply enter the number you are dialing from, and iPassConnect will give you a list of access points to dial, saving you time and expense.

### ***Bookmark Feature***

The Bookmark feature allows you to conveniently save the connection information for access points used most frequently. A Bookmark menu allows you to easily create, modify and delete bookmarks, as well as to connect using existing bookmarks.

### ***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. This feature is useful when using a bookmarked access point, or when roaming in areas where there are few access points and heavy Internet traffic.

### ***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.

### ***Calling Card Option***

The Calling Card Option feature allows you to retain calling card information in the client for ease of use. This eliminates the need to remember calling card numbers,

and reduces the risk of loss or theft of the card. By storing card information here, you can enable the client to automatically dial the calling card number for a given connection attempt.

### **Connection Status Window**

The Connection Status window displays the connection time during each connection attempt. The connection time has been separated into two categories: modem negotiation time and authentication time. The iPassConnect client displays these times separately to allow a better understanding of what is happening as you are attempting to connect.

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## **System Requirements**

This section provides information about minimum system requirements for laptops, operating systems and accessory hardware and software.

### **Laptop Requirements**

To support the iPassConnect client software, your laptop must meet the following minimum requirements:

- At least 8 MB free disk space
- Pentium 150 MHz processor minimum, 233 MHz processor recommended
- 32MB RAM minimum, 64 MB RAM recommended
- Microsoft TCP/IP protocol installed
- Microsoft Dial-up Networking (DUN) Version 1.3 or later installed
- At least one connectivity device, depending on your connection type:
  - ◆ A modem for a dial-up connection
  - ◆ An Ethernet card for a wired broadband connection
  - ◆ An 802.11b wireless card for a wireless broadband connection.

### **Operating System Requirements**

To support the iPassConnect client software, your operating system must meet the following minimum requirements:

- Windows 95 OSR (original release) with Dial-up Networking 1.2b or higher
- Windows 95 OSR-1, 2, 2.1, 2.5 (a.k.a. Win95 "Gold")
- Windows 98 OSR (with or without Service Pack 1) and Second Edition
- Windows NT Workstation 4.0 and Server 4.0 with Service Pack 3 or later
- Windows 2000
- Windows ME
- Windows XP Home or Professional Edition

### **Additional Requirements for Dial-up Users**

To support a dial-up connection, you must have a modem installed and functioning. In addition, dial-up users must have Version 1.3 or later of Windows Dial-up Networking installed on their operating systems to support the iPassConnect client. To verify that

the correct version of DUN is installed and functional, see the “DUN Verification and Installation Instructions” provided in the “Installation Instructions” section on page7.

### ***Additional Requirements for Wired Broadband Users***

To support a wired broadband connection, you must have a network interface card with an Ethernet interface installed and functioning.

**Note:** Wired Broadband access is not compatible with all VPN solutions. The following VPNs have been tested and proven to support wired broadband connections:

- Cisco VPN Client
- Nortel Contivity Client
- Aventail Connect Client
- Microsoft PPTP
- Checkpoint SecuRemote
- Intel NetStructure

### ***Additional Requirements for Wireless Broadband Users***

To support a wireless broadband connection, you must have a Wireless 802.11b LAN card installed and functioning.

These adapters have been successfully tested for use on the iPass network:

- Cisco AIR-PCM352
- Intel WPC2011BWW
- Compaq WL100
- IBM/Lucent/Orinoco PC24E-H-FC
- Netgear MA701
- Toshiba Built-In WiFi

**Note:** Wireless broadband access is not compatible with all versions of Windows operating systems. Please refer to your wireless card’s documentation to determine which Windows operating systems are supported.

## ***Installation Instructions***

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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.

The iPassConnect client can be used for either standard dial-up connections (that is, by modem) or for access through a broadband connection. In order to use the iPassConnect client for dial-up access, you must have Microsoft Dial-up Networking (DUN) 1.3 or later installed on your computer. Before you install the client software onto your computer, you must determine whether DUN is installed on your system using the instructions below.

**Note:** DUN is not necessary to use broadband connectivity with iPassConnect.

## **DUN Verification and Installation Instructions for Windows 95 or 98 Users**

### **To verify that DUN is installed:**

1. From the Windows Start Menu, open *Start→Settings→Control Panel→Add/Remove Programs*.
2. Select the *Windows Setup* tab.
3. Double-click *Communications*.
4. Look for *Dial-up Networking*.
5. Verify that *Dial-up Networking* is checked. If it is not checked, check it now.
6. Click *OK*.
7. On the *Windows Setup* tab, click *OK*.

### **Verifying the DUN Version Number**

- On Win95, the DUN upgrade version can be viewed from the Windows Start Menu by opening *Start→Settings→Control Panel→Add/Remove Programs*. iPass recommends DUN version 1.3. If you do not have this version, see “Installing DUN v1.3 for Windows 95” below.
- On Win98, there is only one version of DUN. Thus, if it is listed, the proper version is already installed. If it is not listed, see “Installing DUN for Windows 98” below.

### **Installing DUN for Windows 95**

**CAUTION:** *This is an advanced operation. We advise that you do not perform this operation without the assistance of technical support. Consult your Help Desk for details.*

#### **To install DUN v1.3 for Windows 95:**

**Note:** This process may require the Windows 95 CD-ROM or system disks.

1. Download the .exe file from [ftp://ftp.microsoft.com/softlib/mslfiles/msdun13.exe](http://ftp.microsoft.com/softlib/mslfiles/msdun13.exe)
2. Double-click the .exe file.
3. Follow the installation instructions.

### **Installing DUN for Windows 98**

**CAUTION:** *This is an advanced operation. We advise that you do not perform this operation without the assistance of technical support. Consult your Help Desk for details.*

#### **To install DUN for Windows 98:**

**Note:** This process requires the Windows 98 CD-ROM.

1. From the Windows Start Menu, open *Start→Settings→Control Panel→Add/Remove Programs→Windows Setup→Communications→Dial-up Networking*.
2. Insert Windows 98 CD when prompted.
3. Follow the displayed instructions.

## **DUN Verification and Installation Instructions for Windows NT Users**

The Windows NT version of DUN is called RAS, or Remote Access Service.

### **To verify that RAS is installed:**

1. From the Windows Start Menu, open *Start*→*Settings*→*Control Panel*→*Network*.
2. Select the *Services* tab. Remote Access Service is installed if it is displayed in the list.
3. If RAS is not already installed, you will need to install it.

### **Installing RAS for Windows NT**

**CAUTION:** This is an advanced operation. We advise that you do not perform this operation without the assistance of technical support. Consult your Help Desk for details.

### **To install RAS for Windows NT:**

**Note:** This process requires the Windows NT CD-ROM.

1. From the Windows Start Menu, open *Start*→*Settings*→*Control Panel*→*Network*.
2. Select the *Services* tab.
3. Click *Add* and add the Remote Access Service from the *Network Services* list. You will be prompted for the Windows NT CD-ROM.
  1. Select your modem from the list when the *Add RAS Device* window appears.
  2. Click *OK*.
  3. In the *Remote Access Setup* window, click *Configure*.
  4. Select *Dial-out* only for port usage.
  5. Click *OK*.
  6. Click *Network*.
  7. In the *Network Configuration* window, select *TCP/IP*.
  8. Click *OK*.
  9. Click *Continue*. You will be prompted for the Windows NT CD-ROM again.
  10. When finished, click *OK* and reboot the PC when prompted.
4. After installation is complete, reapply the Service Pack.

**Note:** iPass recommends Service Pack 4+. If you have an earlier version, you can download the latest one from:

<http://www.microsoft.com/ntserver/nts/downloads/default.asp#RecommendedUpdates>.

## **DUN Verification and Installation for Windows 2000, Windows ME and Windows XP**

DUN is automatically installed on these editions. No verification or installation is required. Proceed to the instructions for installing the client.

When you have ensured that DUN is installed and functioning properly, you may install and configure the client.

## **Installing the iPassConnect Client Software**

### **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.

When the installation is complete, the client will automatically run. You must accept the End User Agreement in order to proceed. After clicking *Accept*, you will be presented with a short message outlining the format of iPassConnect. Read the message and click *OK*, to activate the full functionality. If you do not accept the End User Agreement, the client will automatically close.

You will need to do some minor customization of your client in order to store your personal information and preferences. If you wish to familiarize yourself with the layout of the client, the following section provides valuable information about many important features. If you wish to connect to the Internet immediately, you may skip this section and proceed directly to the configuration instructions that follow.

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## **iPassConnect Client Features**

Now that you have installed the iPassConnect software, please take a moment to look over the features of the client's graphical user interface (GUI). In this section, you will find an overview of the iPassConnect access tabs, menus, and other components.

### **Dial-up Connections**

The client has three separate tabs for dial-up connections: the *Modem* tab, the *ISDN* tab, and the *PHS* tab. Which tab to use is dependent on the type of connection equipment being used for remote access; however, the window layout and functionality are the same for all three access types. This window (also referred to as the main iPassConnect window) is the main display window for the client, and is used to enter your access location and the additional required information that allows you to connect.

### **Access Type Tabs for Dial-up Connections**

#### **Modem Tab**

The *Modem* tab is the access type tab most often used by roaming users, used for any connection attempt when you are dialing up using a standard modem. The client is compatible with any type of modem installed on a laptop. The layout of the modem tab window is described in "Dial-up Connection partitions" below.

### **ISDN Tab**

The *ISDN* tab is to be used for any connection attempt when you are dialing up through an ISDN line. The layout of the *ISDN* tab window is described in “Dial-up Connection Partitions” below.

### **PHS Tab (For users in Japan with a PHS cellular phone)**

You will see the *PHS* tab only if your ISP or corporation has enabled the option. It only applies to access within Japan for users with a PHS cellular phone. To connect with the iPassConnect client using a PHS access point, follow the instructions provided in this document for Dial-up connections, as the *PHS* tab has the same interface and functionality. The layout of the *PHS* tab window is described in “Dial-up Connection Partitions” below.

**Note:** PIAFS (PHS Internet Access Forum Standard) is the wireless protocol used for PHS cellular phones in Japan.

### **Dial-up Connection Windows**

The three dial-up windows are divided into two partitions: the *Location* partition and the *Phonebook* partition. The features included in each partition are described below.

#### **Search by Location Tab**

Here, you can enter the country, state, and/or city in order to view the access points available in that area.

- *Country, State/Region* and *City*: In these fields, you will enter the country, and, if necessary, the state or region and/or the city in which you are located.
- *Area Code*: Another way to list local access points is to enter the Area Code in the *Area Code* text box. All access points in that area code will display.
  - **Note:** For United States numbers, entering 800 in Area Code will also list access points in the 855, 866, 877, and 888 area codes. Like the 800 area code, these are also toll-free phone access points.
- *Clear*: The *Clear* button erases the text in the search fields.

#### **Search by Number Tab**

For United States numbers, you can also search for nearby access points by entering the local area code and the exchange (first three digits) of a valid phone number, such as the number you are calling from.

- *Area Code*: Enter the Area Code in the *Area Code* text box.
- *Phone Number*: enter first three digits of the phone number. If the area code has also been filled in, the client will display the nearest numbers to that phone number in the Phonebook.
- *Clear*: The *Clear* button erases the text in the search fields.

For example, if you looking for an access point in the 650 area code, and the number you are calling from has a 232 exchange, you can enter 650 in the *Area Code* text box and 232 in the first *Phone Number* text box. In the Phonebook, you would see all access point numbers closest to that phone number.

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

### **Phonebook Partition**

This partition shows all access points available for each location entered.

- **Select All:** Select this button to instruct the client to dial all available access points in turn until a connection is made.
- **Dial Properties:** Select this button to view the *Dial Properties* window, which allows you to set up information about special prefixes, call waiting, dial tones and location. This window can also be chosen from the *Options* menu on the menu bar. See “Dial Properties Option” on page 14 for more details.
- **Add Bookmark:** This button allows you to bookmark frequently used access points for easy access. See “The Bookmark Menu” on page 17.

For more information, see “Basic Usage” on page 18.

### **Broadband Connections**

The client has two additional tabs for broadband connections: the *Wired Broadband* tab, and the *Wireless Broadband* tab. Which tab to use is dependent on the type of connection equipment being used for remote access; however, the window layout and functionality is the same for both access types. This window (also referred to as the main iPassConnect window) is the main display window for the client, and is used to enter your access location and the additional required information that allows you to connect.

#### **Access Type Tabs for Broadband Connections**

##### **Wired Broadband Tab**

The *Wired Broadband* tab is to be used for any connection attempt when you are connecting by an iPass Wired Broadband Hotspot. Wired broadband access is not available in all locations, and may not be compatible with all VPN solutions. For more information, see “Additional Requirements for Wired Broadband Users” in the “System Requirements” section on page 7. The layout of the *Wired Broadband* tab window is described in “Broadband Connection partitions” below.

##### **Wireless Broadband Tab**

The *Wireless Broadband* tab is to be used when connecting through an iPass Wireless Broadband Hotspot. All of the iPass wired broadband access points are (802.11b) compliant. For more information, contact your Help Desk. The layout of the *Wireless Broadband* tab window is described in “Broadband Connection partitions” below.

#### **Broadband Connection Partitions**

The broadband windows are divided into two partitions, the *Location* partition and the *Phonebook* partition. The features included in each partition are described below.

##### **Location Partition**

Here, you can enter the country, state, and/or city in order to view the access points available in that area.

- **Country, State/Region and City:** In these fields, you will enter the country, and, if necessary, the state or region and/or the city in which you are located.
- **Clear:** The *Clear* button erases the text in the location fields.

### **Phonebook Partition**

This partition shows all access points available.

- *Select All*: Select this button for the client to attempt all access points in turn until a connection is made.
- *Add Bookmark*: This button allows you to bookmark frequently used access points for easy access. See “The Bookmark Menu” on page 17.

**Note:** Your ISP or corporation may not have implemented the Broadband Roaming feature. Contact your Help Desk for more details.

For more information, see “Basic Usage” on page .

### **Home Broadband Tab**

The *Home Broadband* tab allows you to view your connection status while using a broadband connection from your home. It does not function to provide a connection through the iPass network. As such, you should only use the *Home Broadband* tab if you are already connected to the Internet through a DSL, cable or other existing Internet connection.

If properly configured, you may access a corporate network using the iPassConnect client when this tab is selected. This can be achieved by clicking the Connect button, which will launch your VPN application to grant you access to your corporate resources. See the “Advanced Configuration Instructions” section on page 21 or contact your Help Desk for more details.

### **iPassConnect Menus**

The iPassConnect client has three menus on the menu bar.

- *Options* menu
- *Bookmark* menu
- *Help* menu

### **Options Menu**

The *Options* menu has five selections:

- *Dial Properties* – Select this option to configure your location, special prefixes, calling card and more.
- *User Info* – Select this option to view or change your user name, domain and password. This is required to connect to the iPass network.
- *Settings* – Choose this option to configure your modem, post connect actions and redial attempts.
- *Update Phonebook* – Select this option to manually update your Phonebook when you have a connection to the Internet through some device other than your modem (for example, through LAN access).
- *Exit* – Choose this option to terminate a connection and quit the iPassConnect program.

## **Dial Properties**

The *Dial Properties* window is used to record information about special prefixes, call waiting, dial tones, and location. This window is divided into two partitions: the *General* partition and the *Dialing from location* partition.

### **General Partition**

The following information appears in this partition:

- *Access Outside Line Dial* – Enter any characters required to access an outside line. For example, you might need to dial "9" to access an outside line from a hotel. If you are not required to dial any characters to access an outside line, leave this field blank.
- *Disable Call Waiting Dial* – Select from the pull-down menu or enter any characters required by your telephone service to disable call waiting. If your telephone service does not support call waiting, leave this field blank.
- *Dial Using:*
  - ◆ *Tone* – Select this option if your phone line supports tone dialing. (Most phone systems use tone dialing.)
  - ◆ *Pulse* – Select this option if your phone line supports pulse dialing. Some older phone lines only support pulse dialing.

### **Dialing from location Partition**

The following information appears in this partition:

- *Location Same As Selected Number* – When using the Search by Location feature, described on page 11, check this box to ensure that the location description displayed appropriately describes the selected access point.
- *Country* – This box specifies the country you are dialing from. The client uses this information to retrieve the dialing rules for the country you are in.
- *Area Code* – This box specifies the area code you are dialing from. The client uses this information in conjunction with the dialing rules for the country to form the access point to dial.
- *Area Code Rule* – Choose one of the following from the pull-down menu to specify the area code rule to use:
  - ◆ *Normal* – Select this option to dial 1 + the area code only if the access point being dialed is in a different area code than where you are dialing from.
  - ◆ *Dial Area Code* – Select this option to always dial the area code, regardless of the area code you are dialing from.
  - ◆ *Dial 1 + Area Code* – Select this option to always dial 1 + the area code, regardless of the area code you are dialing from.
- *Use Calling Card* – Check this box to use a calling card when placing a call. Select a calling card to use from the list, or press the corresponding buttons to add, delete or modify a calling card. The *Calling Card* window will appear.
  - ◆ *Calling Card window* – The Calling Card window allows you to enter information and use your calling card when dialing an access point.
    - *Card Name* – This box specifies the name of the calling card.
    - *PIN* – This box specifies your personal identification number.

- *Dial Sequence* – This box specifies the phone number to dial for this calling card. This can be any combination of numbers and symbols (as described below).
- *Symbol* – Click this button to display a list of symbols that can be used in the Dial Sequence.

### **User Info**

The *User Info* window is to be used to enter or view your user name, domain name, department/project code and password. Depending on your configuration, you may have the option of saving your password so that it only needs to be entered once. This window has the following fields:

- *Username* – This field is used to enter your user name which will log you onto the network.
- *Domain* – This field is used to enter the appropriate domain name to log you onto the network.. Your version of the iPassConnect client may have the domain name pre-set by the administrator so that it appears dimmed or may not appear at all.
- *Dept/Project* – This field is used to enter a specific department or project code to be used for billing purposes. One or more pre-filled codes may already be displayed in this field, or you may be allowed to enter a code of your choosing. (**Note:** This is an optional field, and may not be displayed in all versions of the iPassConnect client.)
- *Password* – This field is used to enter your password, which will log you onto the network.
- *Save Password* – Check this box to save your password. If the password is not saved, the client will prompts you to enter the password each time a connection is attempted. (**Note:** If this box is unavailable, your company or ISP has configured the iPassConnect client so that you must enter your password every time).

### **Settings**

The *Settings* window has two tabs: the *General* tab and the *Dial-up* tab.

- The *General* tab is the default display and is for all users.
- The *Dial-up* tab is specifically for modem and ISDN users.

### **General Tab**

The *General* tab has the following options:

- *Update* – Check this box to automatically update the Phonebook after a connection is made. By default, this box is checked. iPass strongly recommends leaving this box checked to ensure that you always have the latest access points.
- *Program to run after connection* – By entering information in this box, you can configure the iPassConnect client to automatically launch programs after a successful connection.
  - ◆ *Default Web Browser* – If this box is checked, your default browser will automatically be started after the connection is made.
  - ◆ *Description and Location* – This box displays the Program description and location of the program(s) you have specified to run after connection.

- *Add* – Upon clicking this button, a window is displayed that allows you to add a program either by typing in the path or by browsing for it.
- *Modify* – This button allows you to modify either the description or the location of an existing program in the *Program to run after connection* box.
- *Delete* – This button allows you to delete any program selected to run after connection.

### **Dial-up Tab**

The *Dial-up* tab is used to configure the client for dial-up connections. The fields in this window can be used to choose your modem device and to set up special dialing instructions. The *Dial-up* tab has two partitions: the *Device* partition and the *Redial* partition.

- The *Device* partition:
  - ◆ *Modem* – In this field, select the modem device you wish to use to connect.
- The *Redial* partition:
  - ◆ *Redial Attempts* – In this field, you can enter the number of times the client will try to redial the access point. A setting of 1 is recommended.
  - ◆ *Redial if not connected within ... seconds* – This field displays how long the client will wait (in seconds) before it redials the access point. The default (and recommended) value for this feature is 120 seconds.
  - ◆ *Smart Redial* – If this box is checked, the iPassConnect client will automatically dial another access point in the same city if the connection to the selected access point fails. It will continue to dial other access points until a successful connection is established. iPass strongly recommends leaving this box checked for optimal performance.
- Main Page Buttons
  - ◆ *OK* – Click this button to make the specified changes.
  - ◆ *Cancel* – Click this button to exit the window without making any changes.

See “Choosing the iPass Access Point” on page 19 for more information.

### **Update Phonebook Option**

If you have disabled your automatic Phonebook updates, or your Phonebook is so out of date that you cannot connect to the Internet with the client to obtain an automatic Phonebook update, you can use the *Update Phonebook* option to perform a manual update. However, you must already have a connection to the Internet through some device other than your modem (for example, through LAN access).

By default, new versions of the client are configured to update the Phonebook automatically. iPass strongly recommends this configuration to avoid connection difficulties. However, this feature can be disabled if so desired, requiring you who do so to manually update the Phonebook on a regular basis. To enhance connection reliability, newer versions of the client have been programmed to force a Phonebook update every two weeks regardless of whether the automatic update feature is enabled or disabled. See “Phonebook Updates” on page 22 for more details.

### **Exit Option**

Select the *Exit* option to close the iPassConnect client program.

## **Bookmark Menu**

The *Bookmark* menu allows you to conveniently save the connection information for access points you use most frequently. This menu allows you to add, modify and delete bookmarks, as well as to connect using an existing bookmark.

It's important to note that the *Bookmark* feature is linked to the access type you are using to connect. Bookmarks for each connection type are only displayed when you have selected the associated access type tab. For example, when you have selected the *Modem* tab, only the bookmarks for modem access points will appear in the list of bookmarks.

The following selections are available from the *Bookmark* menu:

- *Add* – Select *Add* to display the *Add Bookmark* window, where you may add bookmarks to your bookmark menu.
- *Modify* – Select *Modify* to display the *Modify Bookmark* window, where you may modify or delete bookmarks from your bookmark menu.
- *Individual Bookmarks* – Bookmarks you have already added will also appear as a selection from the drop-down bookmark menu. Selecting a bookmark from this menu will automatically launch the iPassConnect client to connect you to the Internet through that access point.

## **Bookmark Windows**

The *Add Bookmark* and the *Modify Bookmarks* windows have the same layout and field functionality. However, the *Bookmark* windows will display different selections depending on whether you have chosen an access type tab for a dial-up (*Modem*, *ISDN* or *PHS*) or broadband (*Wired* or *Wireless*) connection. For each access type, two fields will display when the window opens:

For dial-up users the fields are:

- *Name* – The name of existing bookmarks.
- *Dial String* – The phone number associated with the bookmark.

For broadband users the fields are:

- *Name* – The name of existing bookmarks.
- *Location* – The location of the hot spot associated with the bookmark.

*Bookmarks are not revised when your Phonebook is updated and can become obsolete. If you experience difficulty while trying to connect to an old bookmark, it may be that the access point does not exist any more. Check your current Phonebook to see if the access point is still valid.*

## **Help Menu**

The *Help* menu has four selections:

- *Contents* – Select this to view the online help files. The help files contain useful information about many of the features of the software, and provides remedies to many common connection difficulties. You can also access the Help files by clicking the *Help* button on the bottom of each main iPassConnect window.

- *About iPassConnect* – Select this to view information about your iPassConnect client, including version number, profile number, Phonebook number, copyright information and the date that your Phonebook was last updated.
- *Technical Support* – Select this to view contact information to obtain technical support from your corporation or ISP. It typically displays a Help Desk phone number and/or a URL to obtain online support.
- *Dial History* – This selection allows you to view your Dial History. By relaying the information in your Dial History to the Help Desk personnel, you can obtain informed advice on how to resolve your connection difficulties.

A Dial History is compiled whenever you make a connection attempt. This is called the Service Quality Management (SQM) data, and includes your last 100 or so connection attempts. Both successful and unsuccessful attempts are stored. iPass uses this data to help ensure the highest possible quality of service for end users.

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## Basic Usage

### **Six Basic Steps to Connecting**

1. Setting Your User Information
2. Selecting The Appropriate Access Tab
3. Selecting Your Modem
4. Choosing The iPass Access Point
5. Setting The Client Properties
6. Connecting to the iPass Network

**To begin configuration**, launch the iPassConnect client by double-clicking the iPass icon on your desktop.

### **Setting your User Information**

**To set your user name, domain name and password:**

1. From the iPassConnect menu bar, select *Options* → *User Info*.
2. In the fields provided, fill in your user name and domain (for example, for user@domain.com, user is the user name and domain.com is the domain name).
3. To save your password for future sessions, check *Save Password*.  
**Note:** Your service provider or network administrator may have disabled the Save Password feature, in which case you will be required to reenter it upon each connection attempt.

If you choose to enter your password each time you connect (or the Save Password feature has been disabled), do not enter your password now. You will be prompted to do so later.

4. Click *OK*.

### **Selecting the Appropriate Access Tab**

From the main iPassConnect window, you will need to select the appropriate access tab from the following options, based on the connection type you are using:

- *Modem* – for standard dial-up modem
- *ISDN* – for local area networks
- *PHS* – for Japan only
- *Wired Broadband* – for wired broadband connections while away from your home
- *Wireless Broadband* – for wireless broadband connections
- *Home Broadband* – for wired broadband connections while at your home.  
Note that this tab is only used to view connection status or to launch a VPN to access corporate resources. Contact your Help Desk for more details.

**Note:** The iPass access point list will only show access points with the specified type of connection.

### **Selecting your Modem (Dialup Users only)**

Dial-up users will also need to select the appropriate modem from a list of options.

#### **To select your modem:**

1. From the iPassConnect menu bar, select *Options* → *Settings*.
2. Select the *Dial-up* tab.
3. From the *Modem* drop-down list, select the correct modem.
4. Click *OK*.

To configure your client to retry a busy access point, automatically start a Web browser on connection, launch a VPN or to set up other advanced configurations, see the “Advanced Configuration Instructions” section on page 21.

### **Choosing the iPass Access Point**

#### **For Modem, ISDN or PHS Connections**

1. From the main iPassConnect window, select the appropriate access tab.
  - A. On the *Search by Location* tab, enter your physical location in the *Country*, *State/Region* and *City* text boxes. (Narrow your search by entering the first few letters of your desired location. The Type Ahead feature will display results that most closely match your request.), **OR**,
  - B. In the *Area Code* box, enter the area code where you are or want to dial from (United States access points only). All of the available access points in that area code will be visible, **OR**,
  - C. For United States numbers, on the *Search by Number* tab, enter the area code and phone number of the number you are dialing from.
2. Select the access point to dial. You can sort the access points by city, number, or speed, by simply clicking the appropriate header on the *POP Number* table.
3. The characters that appear in the preview box constitute the dial string that will be used to connect. If it is not correct (for example, the area code is not

needed, or you need an 8 to get an outside line), you will need to set the Dial Properties. See page 14 for more information on setting Dial Properties.

### **For Wired or Wireless Broadband Connections**

1. From the main iPassConnect window, select the appropriate access tab.
2. Enter your physical location in the *Country, State/Region* and *City* text boxes. (Narrow your search by entering the first few letters of your desired location. The Type Ahead feature will display results that most closely match your request.)
3. Select the specific access point from which you want to connect.

### **For Wireless Broadband Connections**

- WEP (*Wired Equivalent Privacy*) must be disabled for all wireless connections made using iPassConnect. A message is displayed above the *Phonebook* partition to notify you about the WEP setting. To disable WEP, you should consult your wireless card's software instructions or check <http://www.ipass.com/wifisetup>. Detailed instructions are also contained in the *iPassConnect Troubleshooting Guide*.
- If an SSID (*Service Set Identifier*) is required for access, a message is displayed above the *Phonebook* partition. (Most iPass wireless access points do not require an SSID and will actually accept any value in this setting) To enter an SSID if needed, please consult your wireless card's software instructions or check <http://www.ipass.com/wifisetup>. Detailed instructions are also contained in the *iPassConnect Troubleshooting Guide*.

### **Setting the Dial Properties (DialUp Users Only)**

If you're a dial-up user, setting your dial properties correctly is crucial to getting a proper connection. There are two ways to set the Dial Properties:

- From the main iPassConnect window, click the *Dial Properties* button, **OR**,
- From the iPassConnect menu bar, select *Options* → *Dial Properties*.

#### **To set your dial properties:**

In the *General* partition,

1. Enter any characters needed to reach an outside line (For example, if you are in a hotel, you may need to dial a 9.)
2. Enter any characters needed to disable call waiting.
3. Using the drop-down menu, select *Pulse* or *Tone* dial. (Most phone systems use tone dialing.)

In the *Dialing from location* partition,

1. a. Check *Location same as selected number* if you are in the same area code as the selected access point, **OR**,  
b. Select the country you are in, and enter the area code from where you are calling. (Narrow your search by entering the first few letters of your desired location. The Type Ahead feature will display results that most closely match your request.)
2. Click *OK*.

To configure your client for advanced features, such as using a calling card, see the “Advanced Configuration Instructions” section on page 21.

When you are finished filling in the *Dial Properties* window, the access point dial string will appear in the dialing preview box at the bottom of the window. You are now ready to connect.

### **Connecting to the iPass Network**

#### **To connect to the iPass network:**

1. Click *Connect*.
2. If you have skipped any of the above steps, or if you are required to enter your password each time you connect, you will be prompted to do so at this time – enter the relevant information.

### **Disconnecting from the iPass Network**

#### **To disconnect from the iPass network:**

1. Double-click the iPass icon in the system tray (right-hand corner of the Task Bar).
2. Click *Disconnect*. The main iPassConnect window appears.
3. a. Click *Exit* to close the program, **OR**,  
b. Choose another access point and connect again.

## **Advanced Features**

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Your iPassConnect client is equipped with a number of advanced features for ease of use and improved functionality. Below is a list of features provided, as well as instructions for configuration.

### **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. This means that you do not need to use the Select All feature to select all numbers in the Phonebook.

#### **To activate the Smart Redial feature:**

1. From the iPassConnect menu bar, select *Option*→*Settings*.
2. Select the *Dial-up* tab.
3. Check *Smart Redial*.
4. Click *OK*.

### **Smart Redial and the Search by Number Function**

If you use the Search by Number function (see page 11) with Smart Redial, and you fail to connect, select a different city or phone number than your original number, the Smart Redial will restart its redial at the closest phone number.

## **Busy Number Redial**

The Busy Number Redial feature, used for dial-up connections, allows you to configure your client to retry a busy access point if a connection attempt fails. This feature is useful when using a bookmarked access point, or when roaming in areas where there are few access points and heavy Internet traffic.

### **To configure your client to redial a busy access point:**

1. From the iPassConnect menu bar, select *Option*→*Settings*.
2. Select the *Dial-up* tab.
3. In the *Redial attempts* text box, enter the number of attempts.
4. In the *Redial if not connected within* field, enter the amount of time (in seconds) you want to elapse between each dial. This should be set to a minimum of 120 seconds in order to give the first dialing sequence time to finish.
5. Click *OK*.

**Note:** the Busy Number Redial feature may be incompatible with the Smart Redial or Select All features, which will cause the client to roll over to the next access point upon a failed connection attempt. Whenever possible, you should give preference to the Smart Redial feature rather than the Busy Number Redial or Select All features for greater reliability.

## **Phonebook Updates**

The iPassConnect Phonebook can be updated automatically or manually.

**Note:** 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 bar, select *Options*→*Settings*.
2. Select *Automatically update Phonebook*.
3. Click *OK*.

### **Manual Update**

There are two options for updating your Phonebook manually:

- A. If you have disabled your automatic Phonebook updates, you can manually download as you connect. In the *Connection Status* window (seen as you connect), select *Info*→*Update Phonebook*, **OR**,
- B. If your Phonebook is so out of date that you cannot connect to the Internet with the iPassConnect client to perform a Phonebook update, select *Options*→*Update Phonebook* from the iPassConnect menu bar. The client will automatically update the Phonebook. 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).

### **Mandatory Phonebook Updates**

If you have disabled your automatic Phonebook 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.

### **Post-Connect Actions**

The Post Connect Actions feature allows you to configure programs to run after 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 programs.

#### **To configure your client to launch your default Web browser:**

1. From the iPassConnect menu bar, select *Option*→*Settings*.
2. Select the *General* tab.
3. In the *Program to run after connection* box, check *Default Web browser*.
4. Click *OK*.

#### **To configure the iPassConnect client to launch other programs:**

1. If you have not already done so, select *Option*→*Settings* from the iPassConnect menu bar.
2. Select the *General* tab.
3. In the *Programs to run after connection* box, click *Add*.
4. In the *Add Program* window, under *Description*, enter the description of the program to run.
5. Under *Location*, click *Browse*.
6. On your computer, select the program you wish to open after successful connection and click *Open*. The location of the program will be displayed in the display box.
7. Continue to add programs as desired to the list.
8. Click *OK* to close the *Add Program* window.
9. Click *OK* again to close the *Settings* window.

### **Running a Virtual Private Network (VPN)**

A program that 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 (refer to the instructions on page 23). 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 client. Contact your Help Desk for more information.

### **Calling Card Options**

The Calling Card Options feature allows you to retain calling card information in your client for ease of use. This eliminates the need to remember calling card numbers, and reduces the risk of loss or theft of the card. By storing card information here, you can configure the iPassConnect client to automatically dial the calling card number for all connection attempts.

#### **To save a calling card entry:**

1. From the iPassConnect menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. Click *Add*. The *Add Calling Card* window appears.
4. In the *Card Name* text box, enter name of the calling card.

5. In the *PIN* text box, enter your PIN, if applicable.
6. In the *Dial Sequence* text box, enter the phone number to dial for the calling card and/or any of the symbols shown below. You may enter any combination of symbols and numbers provided they follow the format outlined on your calling card. For example, if the instructions for your calling card read “Dial 1 800 222 5050 + PIN + area code + phone number”, your dial sequence will be 1 800 222 5050 HFG.

*Note: The following list can also be viewed if you click the Symbols button while in the Add Calling Card window.*

Symbol	Meaning
E	Country code
F	Area code
G	Phone number
H	Card number (PIN)
P	Pulse-dial subsequent numbers
T	Tone-dial subsequent numbers
W	Wait for second dial-tone
,	Pause (approx. 1 second)
!	Flash
@	Wait for quiet answer
\$	Wait for calling card prompt tone
?	Wait for user input

7. Click *OK*. The calling card number is shown in the dial preview box.

**To modify a calling card entry:**

1. From the iPassConnect menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. From the pull-down menu, select the calling card you want to modify.
4. Click *Modify*.
5. Make the necessary changes.
6. Click *OK*.

**To delete a calling card entry:**

1. From the iPassConnect menu bar, select *Options*→*Dial Properties*.
2. Check *Use Calling Card*.
3. From the pull-down menu, select the calling card you want to delete.
4. Click *Delete*.
5. Click *OK*.

**Using Bookmarks**

The Bookmark menu allows you to conveniently save the connection information for access points you use most frequently. This menu allows you to create, modify and delete bookmarks, as well as to connect using an existing bookmark.

It is important to note that the Bookmark feature is linked to the access type you are using to connect. Bookmarks for each connection type are only displayed when you



have selected the associated access type tab. For example, when you have selected the *Modem* tab, only the bookmarks for modem access points will appear in the list of bookmarks.

**To bookmark the access points you call most frequently:**

1. From the main iPassConnect window, select the appropriate access type tab.
2. Enter your physical location in the *Country*, *State/Region* and *City* boxes. All of the available access points in that location will be visible.
3. Highlight the access point you want to bookmark.
4. a. Click *Add Bookmark* next to the dial preview box at the bottom of the iPassConnect window, **OR**,  
b. From the iPassConnect menu bar, select *Bookmarks* → *Add*.
5. The *Add Bookmark* window will appear. The city name will appear as a default in the *Name* field. You may wish to modify this name to be more specific.
6. Verify the name and access point.
7. Change the name if you so desire.
8. Click *OK*.

**To connect using an existing bookmark:**

1. From the main iPassConnect window, click the appropriate access type tab.
2. From the iPassConnect menu bar, select *Bookmarks*. A list of your bookmarks is displayed.
3. Select one of the listed bookmarks. The client begins the connection process.

**To modify or delete a bookmark:**

1. From the main iPassConnect window, click the appropriate access type tab.
2. From the iPassConnect menu bar, select *Bookmark* → *Modify*.
3. In the *Modify Bookmark* window, select the bookmark you want to delete or modify.
4. Click *Delete* to remove the entry, or click *Modify* to change the bookmark name.
5. Click *OK*.

*Bookmarks can become obsolete when the Phonebook is updated. If you fail to connect to an old bookmark, that access point may have changed. Check your current Phonebook to see if the access point is still valid.*

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## **Uninstalling the iPassConnect Client**

**To uninstall the iPassConnect client:**

1. From the Windows Start Menu, open *Start* → *Settings* → *Control Panel*.
2. Select *Add/Remove Programs*.
3. Select iPassConnect from the list.
4. Click *Add/Remove*.

The iPassConnect client is now uninstalled.

## **Conclusion**

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Congratulations! You have now successfully installed and configured the iPassConnect client software. 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. For troubleshooting tips and a list of commonly asked questions, consult the *iPassConnect Troubleshooting Guide*.

## **About iPass**

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iPass Inc. ([www.ipass.com](http://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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