

# iPassConnect Acclaim TCNJ



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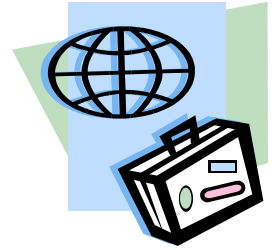
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## **Overview – About iPassConnect Acclaim TCNJ**

iPassConnect client is a simple, easy-to-use dialup client that allows remote users to connect to the internet through iPass' global networks of providers. Information Technology maintains a subscription with this third-party client. The department has installed this dialup client on the campus laptops. The client allows remote dial-in access for employees traveling on college business. This guide will introduce the main components of iPassConnect client software: Key menus, configuration instructions and troubleshooting tips.

## **Before You Travel**

### **Checklist**



Before you travel with your laptop, make sure you have checked the following:

#### **A. For Faculty/Staff members with their own College Laptops:**

1. Keep this manual with your laptop.
2. Please visit the Office of Telecommunications for an iPass account request form. The request shall be submitted to the Office of Telecommunications, and will include a copy of your College Travel authorization form. Sign-out durations are requested to be less than 2 weeks to allow for other individuals to use the service.
3. The requesting individual or a representative must pick up the iPass login and password information in person. For security reasons the login and password cannot be provided over e-mail or telephone.
4. The requesting individual is responsible for account use from the time the login and password are picked up until the account is disabled. Accounts are typically disabled within one business day of the return date indicated on your request form.
5. See the instructions on the next page for updating the phonebook. You should do this while you are still on campus.

#### **B. If you are borrowing a laptop from Information Technology:**

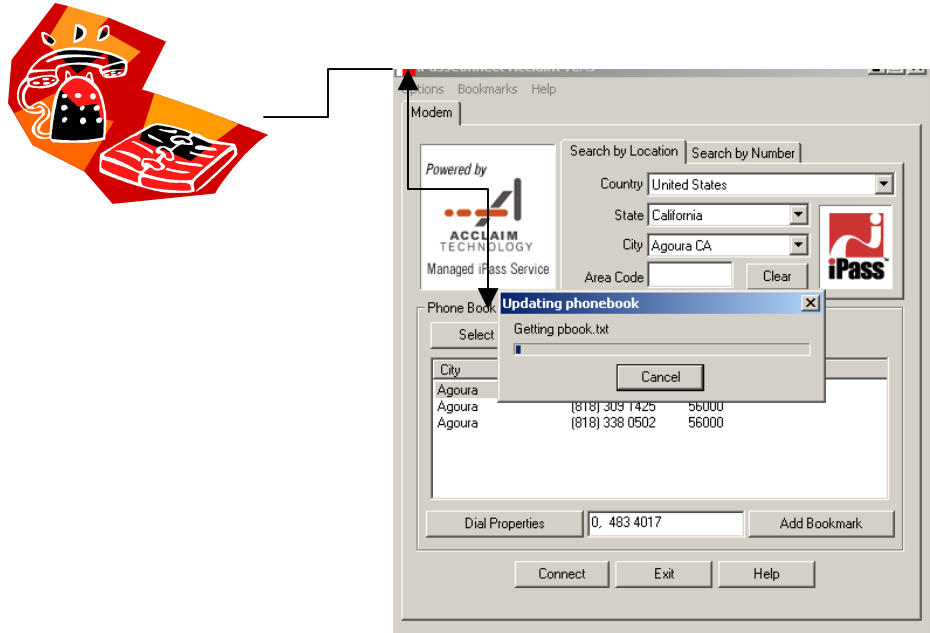
1. Keep this manual with your laptop.
2. The laptop will be pre-configured with an iPass account from Information Technology.
3. The laptop phonebook has already been updated.

## Updating your Phonebook

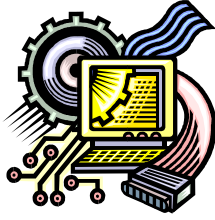
iPass will force a phonebook update to your dialer if you have not received an updated phone book in the last 14 days. This process is necessary to ensure you have a positive connection experience by keeping your phonebook up to date. You can also update your Phonebook manually. In order to expedite the process, Information Technology recommends that you update your phonebook while on campus, before traveling.

To update your Phonebook manually:

1. Start your laptop normally if necessary and log into the network.
2. Start the iPass client by double-clicking on the icon located on the Desktop, or by selecting iPass from the START menu.
3. Go to **OPTIONS, UPDATE PHONEBOOK.**



4. A progress window appears. When complete, press **OKAY.**



## Connecting the Laptop for Dialup Access

iPassConnect acts like an Internet Server Provider. For example, if you use America Online (AOL) as your Internet provider, you must set up the modem and dialup number so that you can connect to AOL. This access connects you to the Internet through a telephone line. iPassConnect works the same way. If the modem and dialup numbers are not set up properly, you will not be able to connect through iPassConnect.

### Modem

Information Technology has already set up the modem on your laptop. However, it's up to you to make sure the telephone wire is properly connected and inserted into the correct telephone jack (*especially important for users in hotels*). You may have to refer to the guest services folder in the hotel room for information on connecting your modem to their phone lines, or check the front desk at the hotel for instructions and assistance.

### Before You Dial

If you are dialing from a hotel, it may be necessary to consult with the front desk at the hotel for instructions to find out whether a number is local before you dial. If the number you choose is not local, you may be incurring unnecessary costs.

- ✓ Determine the location the you are dialing from: State, City and Area Code.
- ✓ Determine what to dial to get an outside line. Is it an 8, 9?
- ✓ Determine how to place calls: 7 or 10-digit dialing?
- ✓ Determine how much it costs to place a local call

## Launching the dialer



### Step 1: Open iPassConnect Acclaim TCNJ

On the desktop, you will see the icon titled *iPass Connect Acclaim TCNJ*. If this icon is not on your desk, go to **START, PROGRAMS, IPASS**. Double click on *iPassConnect Acclaim TCNJ*.

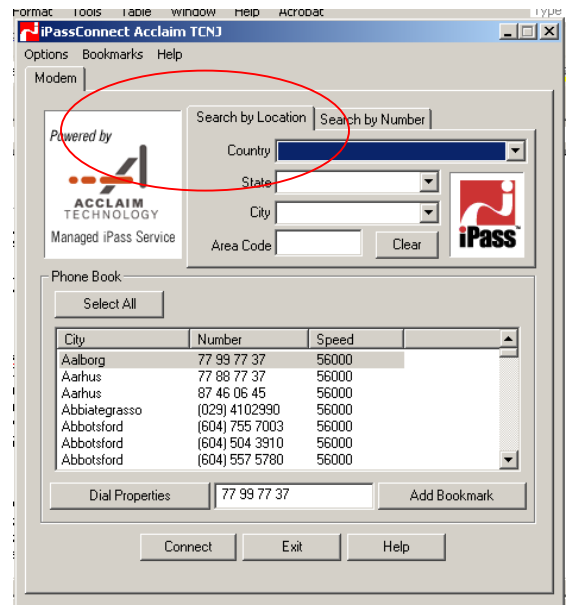
You will see iPassConnect Acclaim TCNJ with four menu options.

#### 1. Options

#### 2. Modem (Dial Up Connection Window)

- Search by Location (recommended method)
- Search by Number

**Note:** Only these first two menus: *Options* and *Modem* are actually needed for configuration and use of this program. You will become more familiar with these two menus as you dial into iPass Connect.



#### 3. Bookmarks

#### 4. Help

## STEP 2: Locate Telephone Numbers to Connect to the Internet

**Search by Location** - Select the access number based upon the country, state/city that you are calling from and area code, for US numbers only. Remember to refer to the information from 'Before You Dial' to properly select a dial-up number.

The screenshot shows the iPassConnect application window. The interface includes a menu bar (Options, Bookmarks, Help), a toolbar (Modem, ISDN, PHS, Wireless Broadband, Wired Broadband), and search options (Search by Location, Search by Number). The 'Search by Location' section contains dropdown menus for Country, State, and City, and a text field for Area Code. Below this is a 'Phone Book' section with a 'Select All' button and a table of phone numbers. At the bottom, there is a 'Dial Properties' field, an 'Add Bookmarks' button, and 'Connect', 'Exit', and 'Help' buttons.

1. Select the country you are in, or calling

2. If in the US, select the STATE here (This can also be Territory or Province)

3. Select the City and one or more phone numbers will appear in the Phone Book window

4. Select a phone number in the Phone Book window to dial

5. Click Connect

City	Number	Speed
A Course	(301)000000	56000
Auborg	7793 77 37	56000
Aarhus	7788 77 37	56000
Aarhus	9746 09 46	56000
Abbotsgate	(029)4102980	56000
Abbotsford	(804)755 2013	56000
Abbotsford	(604)504 2910	56000

**Step 3: Select the number to dial (includes area code, outside access number, etc).**

The screenshot shows the iPassConnect Acclaim TCNJ software interface. The window title is "iPassConnect Acclaim TCNJ". The interface includes a "Modem" tab, a search section with "Search by Location" and "Search by Number" options, and a "Phone Book" section. The search section shows "Country: United States", "State: California", and "City: Agoura CA". The Phone Book section contains a table with the following data:

City	Number	Speed
Agoura	(818) 483 4017	56000
Agoura	(818) 309 1425	56000
Agoura	(818) 338 0502	56000

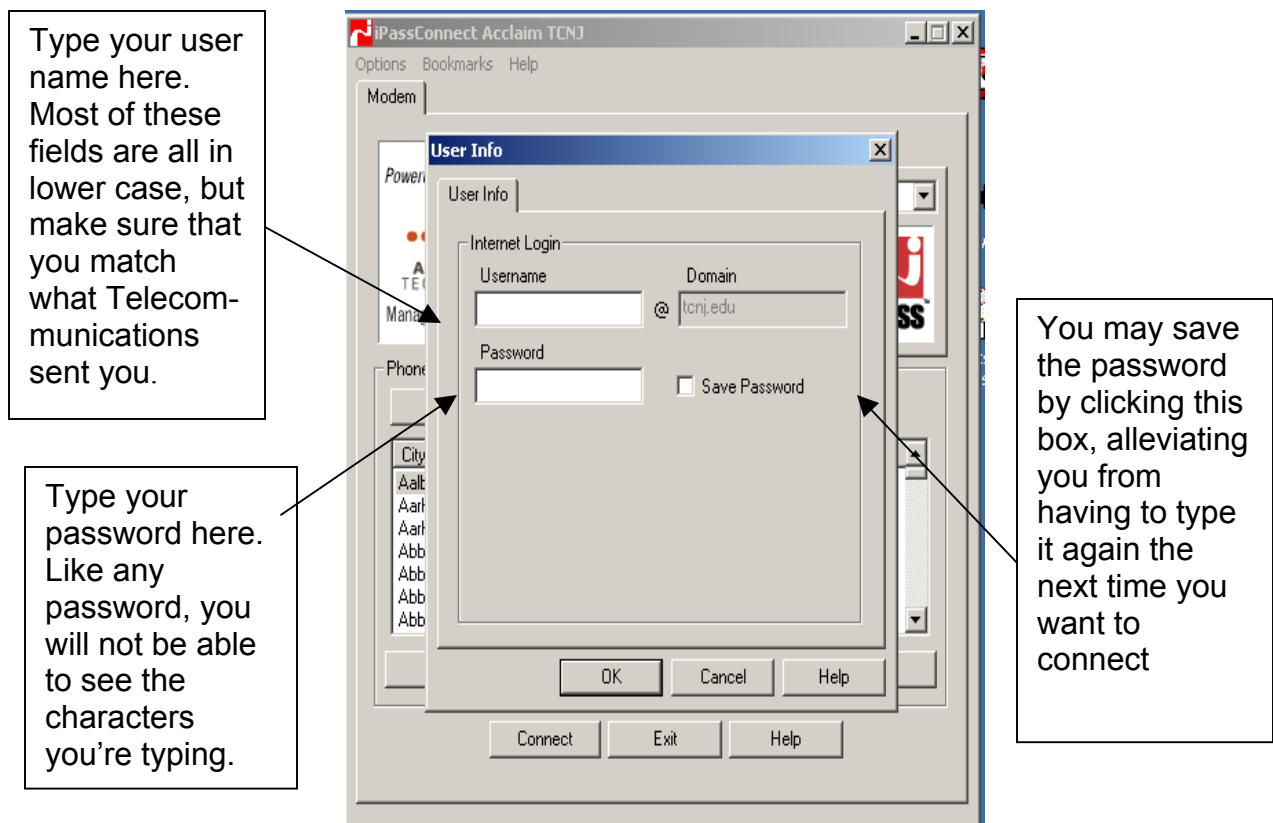
Below the table is a "Dial Properties" button and a text field containing "9818 309 1425". An arrow points from the "Dial Properties" button to a text box on the left that says "Click the Dial Properties button for additional configuration." Another arrow points from the "Add Bookmark" button to a text box on the right that says "Type 9 (or 8) in front of the selected number to get an outside line if necessary." At the bottom of the window are "Connect", "Exit", and "Help" buttons.

## STEP 4 – SetUp User Information.

As mentioned earlier, iPass is a third-party service that provides Internet access. Information Technology maintains this subscription. However, as with any Internet service provider (AOL, MSN, etc), you must first sign in with a user ID and password.

If you are using a laptop on loan from Information Technology, this information will already be filled in. Other users will have to enter the provided iPass **USERNAME**, and **PASSWORD** as supplied.

Select **OPTIONS**, then **USER INFO**. Your domain is already filled in as *tcnj.edu*. Click **OK** when done.



**Note:** If you are borrowing this laptop from Information Technology, this information has been pre-configured and *should not be changed*.

**Step 4: Press Connect.** You are connected when you see an icon at the bottom right hand corner of your system tray.

## **Disconnecting**



To disconnect from the iPass service when you are finished with the dial-up connection:

1. Double-click the iPass icon in the system tray (lower right hand-corner).
2. Click Exit to close the program

## **A Word about Hang Ups**

Note that system is programmed to terminate your connection under the following conditions:

- After 15 minutes of inactivity on the connection
- After four hours of connection time

To reconnect, open the iPassConnect client again and redial.

## Trouble Shooting

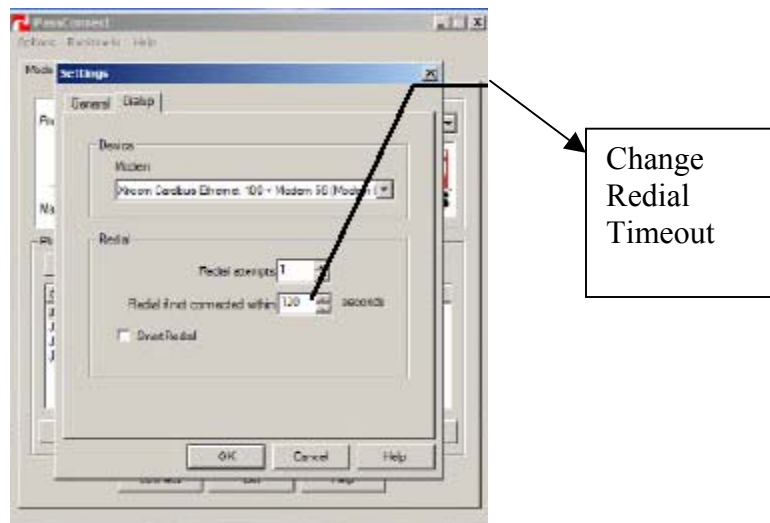
These are some common problems and suggestions to resolve them:

### A. Problem: Username/Password invalid

Often, this is a result of the user entering their username and password incorrectly, but this error can indicate that the system is not passing transactions to iPass correctly.

#### Suggestions:

- Make sure that your username and password are spelled correctly.  
Does your username have a special character in it (\$ or . or \_ or ? or !)?
- Try retyping your username and password, making sure that CAPS LOCK or NUM LOCK is not on (you can test it in the username field).
- Try another connect number, if it is available.
- Change the Redial Timeout Setting to 180 or more seconds  
OPTIONS...SETTINGS...DIAL-UP tab..."Redial if not connected within XX seconds")



## **B. Problem: Constantly get a Busy Signal**

Although it is possible that there are congestion issues, this is not common. Usually this will indicate incorrect settings in the Dial Properties menu.

### **Suggestions:**

- Make sure that the DIAL PROPERTIES are set correctly. If you are dialing from a hotel room, do you need to dial a 9 or 8 first? Click the DIAL PROPERTIES button to the left of the connect number at the bottom of the iPassConnect window.
- Make sure that the DIALING FROM LOCATION is set correctly in the DIALPROPERTIES window. This usually is set to LOCATION SAME AS SELECTED NUMBER, indicating that you are calling from the city who's number you have selected.
- If the Dial Properties are set to disable Call Waiting, and the telephone line does not have Call Waiting enabled, this will result in a busy signal upon dialing. Verify the Dial Properties settings.

## **C. Problem: There is no answer**

Generally this is caused by incorrect settings in the Dial Properties menu. For example, a missing 8 or 9 to access an outside line will often cause a recording or human to answer, which the modem will detect as No Answer.

### **Suggestion:**

Verify the Dial Properties settings.

## **D. Problem: There is no dial tone**

### **Suggestions:**

- Check to see that the phone line is properly connected to the modem, that the line is activated, and not currently in use.
- Check that the phone line is connected to the proper jack in the hotel room. Refer to the room's guest services information or contact the front desk for assistance.

## **E. Problem: The data link was terminated by the remote machine**

This error indicates that the user's computer was unable to successfully negotiate a set of protocols for communication with the provider's equipment. If this error occurs on one number, but the user can connect to another number, the problem was most likely a noisy line, or

a possible problem at the provider. If this error is received every time that the user tries to dial, this may indicate a more serious problem with the laptop.

#### F. The NAS did not respond

This error indicates that there was no modem answer on the line. This error is usually caused by misconfigured Dial properties, (i.e., a missing or incorrect 8 or 9 for an outside line). It is also possible that there is a problem at the provider, but much less likely than incorrectly configured Dial Properties.

#### G. Voice message stating that number is out of service or invalid

If you did not update your phonebook before traveling, the problem could indeed be a disconnected number. Try another number. The problem could also be in the “DIAL FROM” section.

#### Suggestion:

Check the Dial Properties, and make sure that the proper “DIAL FROM” option is checked.

