

## **The iPass Dial Wizard for Macintosh -- User Guide**

The iPass Dial Wizard for Macintosh is the iPass client dialer for the Macintosh Operating system.

[System Requirements](#)

[Installation](#)

[Usage Instructions](#)

[Phone Book Updating](#)

[Support and Troubleshooting](#)

[Known Problems](#)

### **System Requirements**

- Mac OS 7.5.3 or later (we recommend Mac OS 8.5 or later)
- 1.5 MB RAM
- Open Transport (OT) version 1.x or later
- Open Transport/PPP (OT/PPP) version 1.0.2 or later

If you are using another TCP/IP stack or PPP implementation, you can not use the iPass Dial Wizard. Both OT and OT/PPP can be obtained from <http://asu.info.apple.com> . To find the version of your system software, open the *Apple* menu and select *About this Computer*.

To verify you are running OT and OT/PPP, look in the Control Panels folder (located in your systems folder).

- If you find TCP/IP, you are running OT.
- If you find MacTCP, you are running the older MacTCP and need to upgrade to OT.
- If you find PPP (in Mac OS 8.5 and later, this is called Remote Access), you have OT/PPP installed. If they are not, you need to install OT/PPP.

To know the version of OT and OT/PPP you are running, open the PPP control panel and select Get Info from the File menu.

### **Installing the iPass Dial Wizard for Macintosh**

1. Download the software from your company intranet or service provider web site. The file appears on your desktop as a binhex file.
2. Use Stuffit Expander to extract the file. Note: Your browser might do this automatically.
3. Verify the *POP Database* and the *Country Database* files, along with *Scripts* folder, are in the iPass Dial Wizard folder. If not, delete the iPass Dial Wizard folder and extract them again. If the files are still incomplete, contact technical support for assistance.

### **Installing for Mac OS (versions before 8.5):**

1. In the Control Panel folder, open the TCP/IP control panel.
2. Select PPP in the Connect via pull-down menu.
3. Verify you have provided Domain Name Service (DNS) entry  
The DNS entry is shown as *Name server addr.:* . The Mac configuration

requires a DNS IP address to be specifically configured to get proper name/address translation. If you do not have one, ask our technical support group for one. Ensure that the DNS entry you are given is accessible from outside any firewalls that might be in place. The iPass Dial Wizard does not negotiate DNS settings. It is assumed that your modem is properly configured through the *Modem* control panel and you were able to make a successful connection to the Internet prior to the Dial Wizard Installation. Now that you have the Dial Wizard installed, make a connection to a local iPass number to ensure you are set up successfully. We recommend that you get set up before traveling. It is much easier, and less expensive, to get technical support while you are still at home.

4. Close the TCP/IP window.

#### **Installing for Mac OS (version 8.5 or later):**

1. Open the *Remote Access* control panel.
2. Click *Options*.
3. Click the *Protocol* tab.
4. From the *Use Protocol* pull-down menu, select PPP. Note: Do not leave the pull-down menu on the *Automatic* default.
5. Make sure *Connect to a command-line post*: is unchecked. Note: The remaining check boxes can be configured for your use.

It is assumed that your modem is properly configured through the *Modem* control panel and you were able to make a successful connection to the Internet prior to the iPass Dial Wizard Installation. Now that you have the iPass Dial Wizard installed, make a connection to a local iPass number to ensure you are set up successfully.

#### **Using the iPass Dial Wizard**

1. Double-click the iPass desktop icon. The *New Access Point* window appears. Note: After your first use, the program starts with the *iPass Dial Wizard* window.
2. Select the country and region where you are located.
3. Select the phone number you wish to dial.
4. Click OK. The *Phone Number Modification* window appears.
5. Make any changes to the *Phone Number Modification* window and click OK. The *Edit Configuration* window appears.
6. Verify all information is correct and enter your password.  
Example: jon@abc.com, when the user name is jon and the domain name is abc.com. The domain name is typically the name of your ISP or company and is usually the part of your email address after (but not including) the @ sign.
7. Click OK. The *Edit Configuration* window closes and the connection is on the iPass Dial Wizard window.
8. Click *Dial*.

To delete a dial connection, highlight the connection on the *iPass Dial Wizard* window and click *Delete*.

#### **Upgrading the iPass Dial Wizard Phone Book**

Newer versions of the iPass Dial Wizard phone book are available every 30 days. To update your phone book, reinstall the newer version of the iPass Dial Wizard. We recommend you uninstall the old files and icons before performing the new installation.

### **Uninstalling the iPass Dial Wizard for Macintosh**

1. Move the *iPass Dial Wizard* folder to the trash.
2. Reinstall the latest version of the Dial Wizard from your corporate site or ISP.

### **Support and Troubleshooting**

Below are some common troubleshooting suggestions when using the iPass Dial Wizard for Macintosh. If our troubleshooting tips do not help resolve your issue, please contact our technical support group.

#### **What if I follow the dial-in procedure but can't get connected?**

If you have problems connecting, please check the following:

- The phone line has a dial tone before connecting it to your modem.
- The phone line is connected well to your modem. It helps to turn the modem sound up so you can hear that there is a dial tone and the modem is working.
- Your *Modem* control panel has the correct modem selected.
- *PPP* is selected from the *TCP/IP* control panel.
- You have the proper DNS entry (for Mac OS versions before 8.5)
- You know how to dial from the country you are in; dialing in foreign countries varies from location to location.
- Your user name and password are entered correctly. For example, enter *jon@abc.com*, when the user name is *jon* and domain name is *abc.com*. The domain name is typically the name of your ISP or company and is usually the part of your email address after the @ sign. Typically it takes 30 seconds for modem negotiation and 10-30 seconds for your password verification and authentication.
- You have enough memory. You need to have at least 1.5 MB of free RAM in order to run the iPass Dial Wizard and establish a PPP connection.

#### **How do I connect to an iPass access point?**

When connecting with iPass you must use the iPass client software. The options are iPass MCM for Windows 95/98/NT, iPass Dial Wizard for Windows 95/98, or the iPass Dial Wizard for Macintosh Mac OS 7.5.3 or later. Not only does the iPass client software have the phone numbers for you to select, but also includes other key properties, such as the connection scripts associated with those phone numbers. If you are not using one of these products, you will typically have problems connecting. You can get the iPass client software from our [Software Download page](#).

#### **How can I be certain I have enough memory allocated to run the iPass Dial Wizard?**

Make sure the iPass Dial Wizard has enough memory allocated to it. To check:

1. Select the iPass Dial Wizard icon in the *Finder*.
2. Select *Get Info* from the *File* menu.

For Mac OS (versions before 8.5):

1. Check the lower right corner for a section titled *Memory Requirements*.
2. Increase the number in the *Preferred Size* box.
3. Close the window.
4. Try the iPass Dial Wizard again.

For Mac OS (version 8.5 or later):

1. Select *Memory* from the Show: pull-down menu.
2. Increase the number in the *Preferred Size* box.
3. Close the window.
4. Try the iPass Dial Wizard again.

**What if I get a busy signal or can't connect even after I've had a successful connection?**

In this case, you should first try another number. iPass often works with many service providers in major business centers so if one access point is congested or a service provider suffers a temporary outage, there are alternate numbers to dial into.

**Known Problems**

There is a bug in versions of Open Transport prior to 2.0.1. This bug causes instability when exceptions in the dialing process or login process occur. To accommodate this instability, the iPass Dial Wizard for Macintosh quits after any exceptional event. It also quits after making a successful connection and disconnection. If you are running Mac OS 8.5 or later (or Open Transport 2.0.1 or later), this behavior is not necessary, since the bug has been fixed.

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