



### Using LGA iPass Connect

- 1 Double-click the iPass Connect icon.
- 2 Go **Settings** menu, and select **Login Information**
- 3 The **Login Information** box will appear.
- 4 Enter your Username, Password & enter the right domain e.g : **@lga.net.sg**
- 5 Check **Save Password** and click **OK**.

**Quick tip**

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



### LGA iPass Connect Guide

- 1 Choose your connection type from the appropriate icon (modem, ISDN, wireless or Broadband)
- 2 Select a location - **Country** and **City** where you are.
- 3 Select a number from the list, Click **Connect**.

**Quick tip**

For Modem dial-up, please ensure phone use **Tone** dialing.

Modem	<p>For Modem</p> <ol style="list-style-type: none"> <li>1. Confirm you have dial tone</li> <li>2. Connect your laptop to a phone jack</li> <li>3. Please ensure phone use <b>Tone</b> dialing</li> </ol>
Wired Broadband (Hotel)	<ol style="list-style-type: none"> <li>1. Plug your laptop into the hotel's <b>Ethernet Outlet</b> (this may locate on the wall or a desk-top port).</li> <li>2. On your laptop, connect the Ethernet cable to your Ethernet port from your laptop</li> </ol>
Wireless Hotspots	<ol style="list-style-type: none"> <li>1. Go to location with Wi-Fi access.</li> <li>2. Turn on the Wi-Fi device from your laptop.</li> <li>3. Launch iPass Connect and select <b>Available Networks</b>.</li> <li>4. Enter your credentials, and click <b>OK</b></li> </ol>

### Changing Dial Rule (Modem)

You will need to make sure your properties are configured correctly for each location.

- 1 Click **Dial Properties** button. The Dial Properties box will appear.
- 3 You may need to enter a number(s) in the **"To access outside line dial"** field when Connecting from a hotel or office etc. in order to access out -side line.
- 4 Please check on **"Location same as selected number"** unless otherwise advised Click **OK**.

**Quick tip**

Please check with the Hotel Reception on the Correct Prefix Number to add to dial to external line



### General Troubleshooting (1)

**Incorrect password**

- Re-enter your username and password. Password entry is case-sensitive. Make sure the **CAPS LOCK** key is set properly (OFF).
- Your user account may no longer active. Check with your Help Desk.

**No Dial Tone**

- Check that there is a working phone line by connecting a phone to it and dialing out.
- Make sure that the phone extension is connected securely to your laptop and the wall phone jack.
- Your modem may not recognize the local dial tone. You may need to reconfigure your windows software to not detect a dial tone when dialing. See your Windows help file for instructions.

### General Troubleshooting (2)

**Busy Signal**

- To access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.
- You may be using an outdated access point that you have bookmarked. Try updating the Phonebook or choose a new access point.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example: the hotel switchboard system may be overloaded, or you may be required to dial a **9 or 0** (depend on individual hotel) to get an outside line.
- Your modem may not recognize the local dial tone, local busy tone, or both. You may need to reconfigure Windows to not detect a dial tone when dialing. Check your Windows help file

### General Troubleshooting (3)

**Hotel Broadband**

- Verify that your Ethernet cable is securely plugged in to both the laptop and the wall jack at your location
- Most Ethernet cards have a light on the connector to the cable, indicating whether there is a valid Ethernet connection. Ensure that the light is on.

**WLAN (wireless hotspots)**

- Make sure your laptop's Wireless device is switching on.
- Select the nearest hotspots available from iPass Phonebook

**LGA**

**Customer Support**

Helpdesk Line : (65) 6892 2308  
Email : [support@lgatelecom.net](mailto:support@lgatelecom.net)

**WE CONNECT YOU ANYWHERE ANYTIME**