

iPass FAQ's

What is iPass SmartConnect™?

iPass SmartConnect is an app, available on your smartphone, tablet, or laptop, which keeps you connected to millions of Wi-Fi hotspots, wherever you go, in locations like hotels, convention centres, outdoor zones), airports, and several airlines.

How can I get iPass SmartConnect?

Go to <https://www.ipass.com/hsbcpremier> and register your activation code, which you received from HSBC in your personalised letter.

If you represent a company wishing to buy iPass SmartConnect, you may also use the [Buy iPass](#) page to contact Sales for information on buying the service for your company.

I have successfully registered. What do I do next?

Access your e-mail from your device. Open the e-mail entitled "Welcome to iPass Wi-Fi," and follow the instructions on how to activate iPass SmartConnect on your supported device. If you cannot find the e-mail, check your e-mail SPAM folder or request it again by clicking here (<http://p.ipass.com/resend>).

I have downloaded and installed the iPass application. What do I need to do next?

If you installed the iPass app using the welcome email simply, open the app to complete the setup process.

If you installed the iPass app without using the welcome email, open the welcome email. It is required to complete the setup process. Click or tap on the link to get started. The link will take you to the Self Activation web page. Scroll to the bottom of the page where you will see an Activate button. If the button is not currently visible, use the "tap here" link to display it, and then use it.

What is my username and password?

Your username and password are linked to the activation code and are automatically configured in the iPass SmartConnect app when you activate the service. There is nothing for you to remember!

Why do I have to provide my email address?

We use your email address to communicate with you in the following ways:

- A welcome email will be sent to you with instructions on how to set up the iPass app.
- We will use the email address to communicate with you for technical support issues if required.

Can I use my email address to register more than one device?

Each qualifying cardholder must be registered with one email address. However, the link in the welcome email can be used to activate the service on up to two devices.

Can I change the email address that I used when I registered the device?

Once an email has been used to register a qualifying device, that email address cannot be changed.

How do I activate the iPass service on my device?

Visit <https://www.ipass.com/hsbcpremier> and follow the instructions to begin the service activation process. You will need the activation voucher code in the letter received from HSBC to activate the iPass service.

How long does this free subscription last?

The iPass service is offered to qualifying HSBC credit card holders whilst they meet HSBC minimum qualifying criteria.

What devices/operating systems does the iPass service support?

The following platforms are supported:

- Android smartphones or tablets (version 2.3 or later)
- iOS (version 9.0 or later)
- MacOS (High Sierra 10.13) , (Sierra 10.12), (El Capitan 10.11), OS X 10.10 (Yosemite)
- Windows 10 (Win10, WinX), Windows 8 or Windows 8.1 (32- or 64-bit), Windows 7 or Windows 7 SP1 (32- or 64-bit)

How do I connect to Wi-Fi using the iPass app?

- Android: Open the iPass app, which will automatically connect you to an iPass hotspot when in range.
- iPhone/iPad : Open up your Settings menu, then your Wi-Fi menu. Ensure Wi-Fi is enabled, and select a hotspot with "Check for iPass" listed underneath the name. The iPass app will then automatically log you in.
- Laptops: Click on the iPass logo (in your system tray/dock,) which will launch the iPass app and automatically connect you to an iPass hotspot when in range.

Where can I use the iPass app?

Use the iPass app as you travel around the world. iPass hotspots are available at many popular hotel chains, on flights, at convention centres, airports, and outdoor networks.

Is the iPass service available on flights?

The iPass app keeps you connected in the air on many international flights, subject to airline policy, routes and enabled aircraft.

Is there a limit on upload or download of data?

There is no limit on the uploading or downloading of data, so feel free to download that PowerPoint presentation or take that video conference call without any data restrictions.

I haven't received a welcome email yet.

If you have checked your trash/spam/junk folder and the email didn't get misdirected, please request it again via <http://p.ipass.com/resend>.

How many devices can I set the iPass app on?

You can set up iPass SmartConnect on up to two devices. If you attempt to register a third, then the first device will be disabled.

How many devices can I use to connect to Wi-Fi at the same time?

You can connect on up two devices at the same time.

Setup

How to install the iPass app on my device?

Access the welcome email you receive on the device that you wish to install the app on. Click/tap on the link in the email, and follow the instructions on how to set up the app.

On some devices, this may include two steps. First download the app, and then return to the web page with the setup instructions, and tap on the activate button.

What is my username and password?

Good news: you don't need to manually configure your username and password. Your username and password are set automatically and saved inside the app. If you get prompted for a username and password, please go back to the setup steps, and complete them as required.

When I install the software on my Windows laptop I get an error like, 'This is not a valid windows installer package' or about 'data1.cab' files.

These problems happen when you attempt to install the software on your Windows laptop, but the file has not yet finished downloading. Please wait until the download has completed before installing the software.

Connecting

How can I find iPass Wi-Fi hotspots?

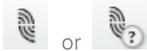
To locate a selection of iPass hotspots, use the hotspot finder feature within the iPass app on your smartphone/tablet or visit <https://wifilookup.com>). Here you can enter a city name or address, and see the iPass hotspots available at that location.

Please note that if you type in a country, the hotspot finder will only show you locations in the capital city. If there are NO hotspots at your location, please let us know and we will pass the information on to our iPass Account Manager.

How can I tell which hotspots are iPass-enabled in the app?

Android, Mac laptop and Windows laptop

All iPass hotspots will show the iPass icon next to the hotspot name, e.g.



The first icon indicates an iPass hotspot name that you have connected to before.

The second icon (with the question mark) indicates that this is an iPass hotspot you have not connected to yet.

iOS

Go to your device's Wi-Fi settings.

All iPass hotspots will show a "Check for iPass" label underneath their name.

Hotspots you have connected to before will be remembered in the future, so you can go straight to the app where the iPass icon will be displayed.

I am having problems connecting to Wi-Fi? What should I do?

Ensure your Wi-Fi is on and the signal strength, shown in bars, is high. Depending on your device, you can either see the signal strength in your Wi-Fi settings or in the iPass app itself. If it is low, try changing your location or ask a member of the staff at the venue to show you where the nearest access point is, so you can move closer.

Then make sure that it is an iPass location, with the iPass icon next to the name, or the network name on your iPhone or iPad. If not, then try the Hotspot finder to find the nearest location.

When you try to connect and there is a problem, the app should alert you as to you're not able to connect and inform you what you can do. Sometimes, your app may say it is somewhere you can use iPass, but you might have problems connecting. If so, the hotspot is not setup correctly. If you are still having problems, you can always report a problem, by sending details when you are connected. We will determine what happened.

I'm at a hotspot and cannot connect. What do I do?

A poor Wi-Fi signal strength is the most common cause of connection failures. Walls, windows and other obstacles can reduce signal strength. Check your device's signal strength indicator (number of bars) to see if you have a good signal, and try moving closer to the access point if possible to improve your signal strength before attempting to connect. Also, some non-iPass-enabled Wi-Fi hotspots share a name (SSID) with valid iPass hotspots. Check if you are at a valid iPass hotspot by looking up your location in the hotspot finder.

I have just landed at the airport, and I found an iPass-enabled hotspot. However, I do not seem to be able to get a good connection.

Please check first that your Wi-Fi is enabled, and your device is no longer set to flight mode/airplane mode.

As traffic at an iPass hotspot is shared by all users during peak hours, the speed may be slower than usual.

Inflight Wi-Fi

Were you travelling at cruising altitude?

Inflight Wi-Fi service is only enabled on aircraft once the aircraft reaches cruising altitude (domestic is usually 10,000 feet), usually when the seatbelt signs are turned off for the first time.

Not sure which network connection to use?

Inflight networks are shown as iPass-enabled. They will typically be called 'PanasonicAir'. If you don't see a network in your list, go to settings to enable Wi-Fi on your device.

Did you enter the security code (CAPTCHA) into the window that was brought up?

Often auto-correct will try to change the security code that you've input. Check to make sure that this isn't the case, and verify that the code has been entered correctly. You may also have a "Visually impaired?" link. When you click on that link, it will show you a different security question.

Question by Platform

Android

Can you see a list of Wi-Fi hotspots in your iPass app?

Turn on Wi-Fi on your device. If you are in airplane mode, you will need to go into Settings to turn on Wi-Fi again.

Can you see any hotspots that have the iPass logo next to them?

All the hotspots that you can see are either private, in which case they will have a padlock next to them, or are hotspots that anyone will be able to connect to.

To find iPass-enabled hotspots if there are none showing, go to the hotspot finder and search your current location, address, city of airport code.

Do you have good signal strength? (Shown on the right of the hotspot name)

Move closer to the hotspot to get a better signal. If you aren't sure where the hotspot and you are in a hotel or café, ask staff.

Have you connected here before?

There could be a problem with the hotspot itself.

Is the location showing as iPass-enabled but will not allow you to connect? Sometimes a hotspot will be marked as an iPass-enabled hotspot but will not be configured to work correctly. This is often because the hotspot shares a network name with that of another location, or is not part of the iPass network. In either of these instances, please report the location and the SSID to iPass. The access point will be investigated appropriately.

iOS

Can you see a list of Wi-Fi hotspots in the network selection on your device?

Turn on Wi-Fi on your device. If in airplane mode, you will need to go into settings to turn on Wi-Fi again.

Can you see any hotspots marked 'Check for iPass'?

All the hotspots that you can see are either private, in which case they will have a padlock next to them, or are hotspots that anyone will be able to connect to.

To find iPass enabled-hotspots if there are none showing, go to the hotspot finder and search your current location, address, city of airport code.

Do you have good signal strength? (Shown on the right of the hotspot name)

Move closer to the hotspot to get a better signal. If you aren't sure where the hotspot is and are in a hotel or café, ask the staff?

Have you launched the iPass app?

Exit your settings, and tap the iPass icon.

Have you connected here before?

There could be a problem with the hotspot itself.

Is the location showing as iPass-enabled but will not allow you to connect? Sometimes a hotspot will be marked as iPass-enabled but will not be configured to work correctly. This is often because the hotspot shares a network name with that of another location, or is not a part of the iPass network. In either of these instances, please report the location and the SSID to iPass. The access point will be investigated appropriately.

MAC

Can you see a list of Wi-Fi hotspots in your iPass App?

Turn on Wi-Fi on your device.

Can you see any hotspots that have the iPass logo next to them?

All the hotspots that you can see are either private, in which case they will have a padlock next to them, or are hotspots that anyone will be able to connect to.

To find iPass-enabled hotspots if there are none showing, go to the hotspot finder and search by current location, address, city of airport code.

Do you have good signal strength? (Shown on the right of the hotspot name)

Move closer to the hotspot to get a better signal. If you aren't sure where the hotspot is and are in a hotel or café, ask the staff.

Have you connected here before?

There could be a problem with the hotspot itself.

Is the location showing as iPass-enabled but will not allow you to connect? Sometimes a hotspot will be marked as an iPass-enabled hotspot but will not be configured to work correctly. This is because the hotspot shares a network name with that of another location, or is not in the iPass network. In either of these instances, please report the location and the SSID to iPass. The access point will be investigated appropriately.

Windows

When you start the app, do you see a message saying 'A service failed to load'?

If yes, press CTRL+R to restart the iPass services.

Can you see a list of Wi-Fi hotspots in your iPass app?

Turn on Wi-Fi on your device. If you are in airplane mode, you will need to go into Settings to turn on Wi-Fi again.

If your Wi-Fi is on, there may be a problem with your Wi-Fi Card. If so, go to Device Manager to find out if there are any conflicts or driver issues with your Wi-Fi adapter?

Can you see any hotspots that have the iPass logo next to them?

All the hotspots that you can see are either private, in which case they will have a padlock next to them, or are hotspots that anyone will be able to connect to.

To find iPass-enabled hotspots if none are showing, go to the Hotspot Finder and search your current location, address, city of airport code.

Do you have good signal strength? (Shown on the right of the hotspot name)

Move closer to the hotspot to get a better signal. If you aren't sure where the hotspot is and are in a hotel or café, ask the staff.

Have you connected here before?

There could be a problem with the hotspot itself.

Is the location showing as iPass-enabled but will not allow you to connect? Sometimes, a hotspot will be marked as iPass-enabled but is not part of the iPass network. In either of these instances, please report the location and the SSID to iPass. The access point will be investigated appropriately.