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Global Roaming Help Guide

Please find below answers to some frequently asked questions. If you require technical support while roaming, please call: L.A. Bridge technical support number goes here (310) 450.5686 or e-mail: support@LABridge.com.

Q: The number I selected won't connect.

A: Should you encounter problems connecting to an access number, try an alternative number within the region you are traveling. If you are unable to connect to numerous access numbers, it may indicate a compatibility problem with your modem, or computer in the region in which you are traveling. Consult your technical support group or modem manufacturer for further assistance. If you can connect successfully to an alternative access number, it may indicate the access number or site is temporarily unavailable.

Q: I can't hear a modem sound on the other end of the line.

A: Check if your phone system digital. If you suspect the phone system is digital you will need to have a special adapter to connect. The only alternative is to request access to a fax line (fax lines must be analogue to function). Check for pulse or tone dialing. If the phone system is analogue you are safe to connect your modem. Before attempting to dial you should check if the phone system uses pulse dialing or tone dialing. You can easily check this by picking up the phone and dialing one digit. Listen for clicks (pulses) or tones. This will tell you whether to select pulse or tone dial in your software. Ensure that the line is fully connected between the jack and modem. If you are not getting any audible modem/line noise or you cannot hear your modem "handshaking", use your handset to call the modem number to ensure that it is a modem line. If the access number has been incorrectly published, please advise your Internet service provider.

Q: I don't seem to be making any connection.

A: Make sure that you are dialing the required prefixes and local dial code for the region. (Many hotels require that you dial a number to get an outside line.)

Q: I keep getting a message telling me that I am using an incorrect password.

A: This is a generic message in your dialer software that can indicate:

1. Incorrect password (you must use the same password that you use at

your home Internet service provider to connect remotely). Don't forget to add @DOMAIN after your user name.

2. An incorrect username has been entered.
3. Incorrect domain name (you must use your full email address when logging on to your account remotely). For example, John@ISP.com.
4. Consult with your Internet service provider to ensure your account is active and that you are using the correct user ID and password.

Q: I get a busy signal when dialing into an access number while I'm roaming.

A: Occasionally there are times when an access point will be busy. We recommend that you setup alternative access number scripts to use during peak business hours. If this is not an option, wait a few minutes and try connecting again.

Q: My World Wide Web (WWW) access is really slow.

A: If your access to the World Wide Web is slow, it may be due to one of the following:

1. **Slow Network Response**

A noisy telephone line often causes slow transmission speed; this is often the case in hotels. This can cause modems to work at a slower baud rate than their top speed because the modem has to correct for data errors. Most iPass access numbers support connections of 28,800bps but can be hindered by the telecommunications network in the specific country.

2. **Proxy Servers**

Proxy Servers are used by many ISPs that speed up WWW access (they operate like a huge memory of web pages so that popular sites are served from a local source instead of using overseas bandwidth). If your browser is set to use these, you need to disable this until you are accessing your account again from your home ISP.

To turn off your proxies in Netscape:

1. Go to the Options section.
2. Highlight the Network Preferences section.
3. Select Proxies from the tab bar at the top.
4. Select No Proxies.
5. Hit OK

To re-enable proxies in Netscape:

1. Go to the Options menu.
2. Click Network Preferences Select Proxies and then Manual Proxy Configuration.
3. Enter your ISP proxy address in the http field. Enter the corresponding Port number

4. Click on OK and then OK again in the Preferences section to close.

To turn off your proxy servers in Microsoft Internet Explorer:

1. Go to the View section and select Options.
2. Select the Connection option from the top tabs.
3. Make sure that your "Connect through a Proxy Server" box is unchecked.

To re-enable proxies in Microsoft Internet Explorer:

1. Go to the View section and select Options.
2. Select the Connection option from the top tabs.
3. Check the "Connect through a proxy server".
4. Click on the Settings box and enter your ISP proxy address in the http field.
5. Enter the corresponding Port number.
6. Click on OK and then OK again in the Preferences section to close.

Q: My connection sometimes disconnects or stops working in the middle of my session.

A: Often the only indication that your connection is lost is that you stop getting network packets. If your SLIP/PPP software is well written, it allows you to close your connection gracefully, but often your applications will be hanged (your application stops responding to your input) and you will have to reboot your machine. One common cause of a connection hang is that your telephone has either hung up (for example, someone may have picked up another extension of the telephone line you are using) or the line may have gotten noisy enough for your modem to hang the line up.

Line Noise

If the country that you are visiting has a poor telecommunications system or the line you are trying to connect with has audible interference your line might drop out unexpectedly.

Too General a Modem String

Sometimes a connection with us relies on a very basic modem string (this is how the modem and telephone line communicate). Often, we will set you up with a very basic/generic modem string. Once you are overseas, and numerous other "hops" go into establishing your connection, it pays to make sure that you are using the best possible modem string. This can often cause dropouts. Please call us or your modem manufacturer to get the most reliable modem string.

Q: I do not have Dial-Up Networking installed.

A: If there is no icon for Dial-Up Networking in the My Computer window, you can use the following procedure to install it (you may be prompted to insert your Windows 95 CD ROM, so please be sure to have this handy).

1. Click the Start button, point to Settings, and then click Control Panel.
2. Double click Add/Remove Programs.
3. Click the Windows Setup tab, click Communications, and then click Details.
4. Click the Dial-Up Networking check box, and then click OK. Click OK again and follow the instructions on your screen.
5. Double-click My Computer, and then double-click Dial-Up Networking.
6. Follow the instructions on your screen.

Q: Dial-Up Networking does not remember my password.

A: Within your Connect To window, enter your password and hit your tab key. You will now be positioned at the Save password prompt. It has a small white box next to it. Enter SHIFT s and a checkmark will be displayed within the box and will save your password for subsequent connections until you remove the checkbox.

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...a community Internet Service Provider

Postal Mail: 2633 Lincoln Blvd. #426 Santa Monica, California 90405

NOC: [4676 Admiralty Way #450 Marina Del Rey, CA 90292](#)

v: 310.823.6416 ~ LABridge@LABridge.com ~ f: 310.821.6529

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