iPass Open Mobile 2.1.0 for Android Quick Start Guide

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Installing Open Mobile

Technical Requirements

Using Open Mobile 2.1.0 for Android requires the following:

- A Wi-Fi capable device running Android 2.1 or later (the usage meter features, besides Recent Connections, require Android 2.2 or later).
- A screen with HVGA or higher resolution.
- Users need an iPass account in order for the service to function.

In addition, the user must be connected to the Internet (by Wi-Fi or their cellular network) to activate Open Mobile.

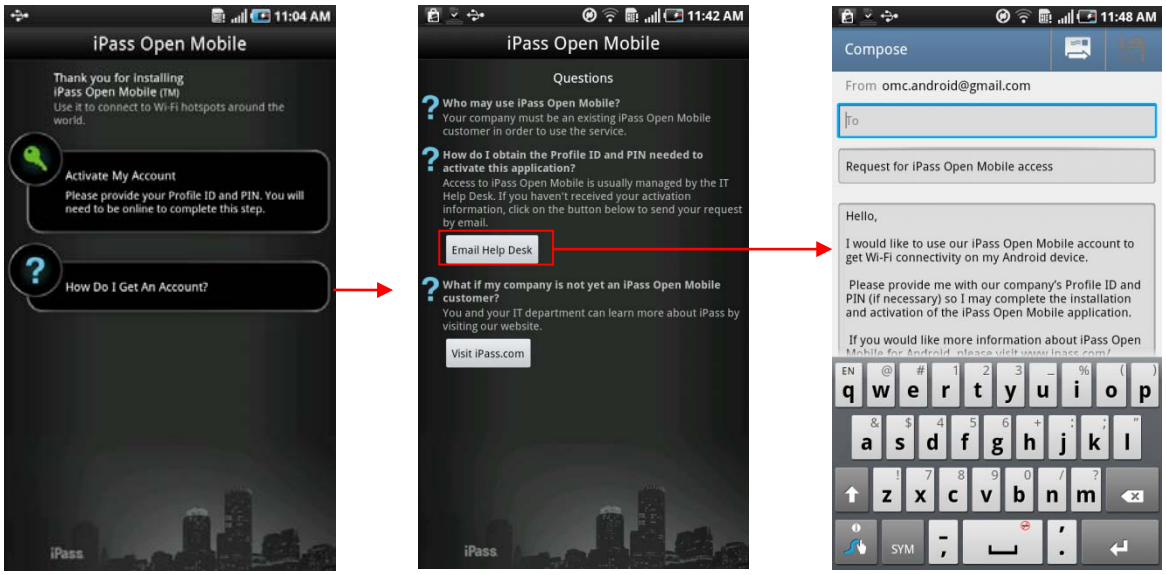
Installation Process

Downloading from the Android Market

You will need a Profile ID and possibly a PIN before downloading the Open Mobile app from the Android Market.

No Profile ID and PIN

If you downloaded the application without a Profile ID (and PIN if necessary), tap the **How Do I Get An Account?** button, and then tap the **Email Help Desk** button to open a form email for your IT Help Desk. Enter your IT Help Desk email address in the **To:** box, check the content of the email, and make any necessary changes before sending.



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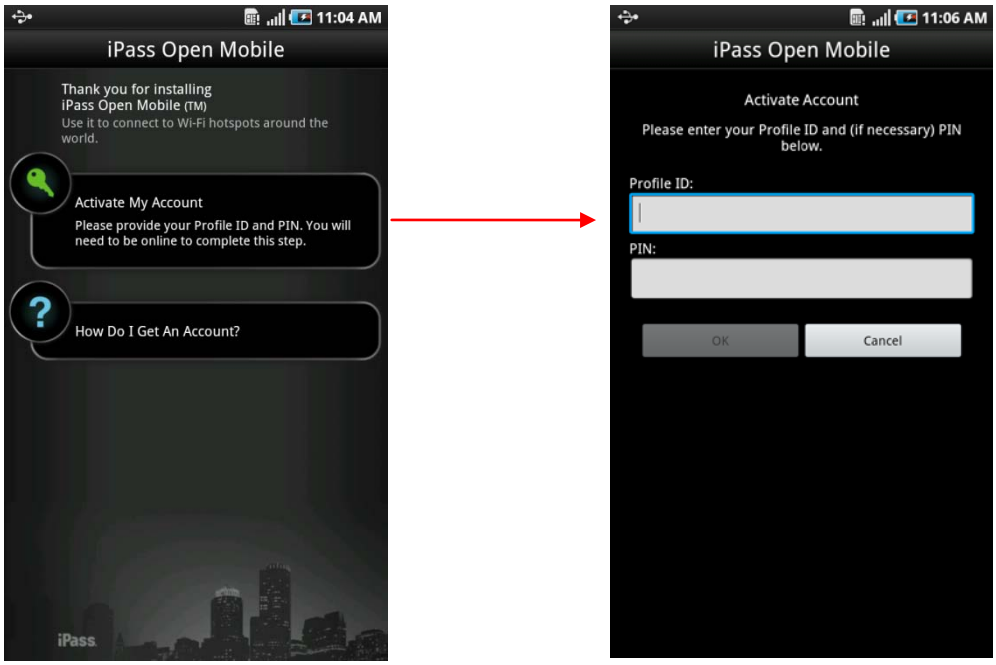
To install Open Mobile from the Android Market:

1. Download the Open Mobile app from the Android Market.
1. On the Welcome Screen, tap the **Activate My Account** button.
2. Enter your **Profile ID** and (if necessary) **PIN**.

   > *If you are using a Test profile, tap the bottom of the screen three times to enter Test Profile Mode before entering your Profile ID and PIN.*

3. Tap **OK**.



Bundled Installer

If you received the Android application directly from your IT Administrator (by email, web page link, or private version of the Android Market), use the following

To install Open Mobile from a bundled installer:

1. On the **Home** screen, tap **Menu | Settings | Applications**, and check **Unknown Sources.**
2. Down load the Open Mobile app from an email attachment, link to download, or Private Market.
   - In some cases when downloading using a link or email attachment, you will have to navigate to the Download folder using the Files app, My Files app, Astro app, or another similar app. From there, tap the Installer to launch it and tap **Install** to install.
3. When the installer is complete, tap **Open** to launch Open Mobile.

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Upgrades

You will receive software upgrades from the Android Market (regardless of how the app was distributed).

Important Note on Upgrades

To ensure that you receive all important upgrades, we recommend that you go to the **My Apps** section in the Android Market and check **Allow automatic updating** next to the Open Mobile app.

Uninstallation

To uninstall Open Mobile, browse to **Settings | Applications | Manage Applications**, select Open Mobile from the list, and then tap the **Uninstall** button.

> *Due to a limitation in the Android uninstall process, the iPass directory and open_mobile_profile.zip in the /download directory will have to be removed manually.*

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Using Open Mobile

The Open Mobile for Android interface is illustrated here.

Dashboard

There are three main buttons on the dashboard with an options button in the top right corner. The three main buttons can be tapped to take you to more a page with more details, described below, and they represent your current connection (the Connection Manager), your past connections (the Usage Meter), and your future connection s (the Hotspot Finder).

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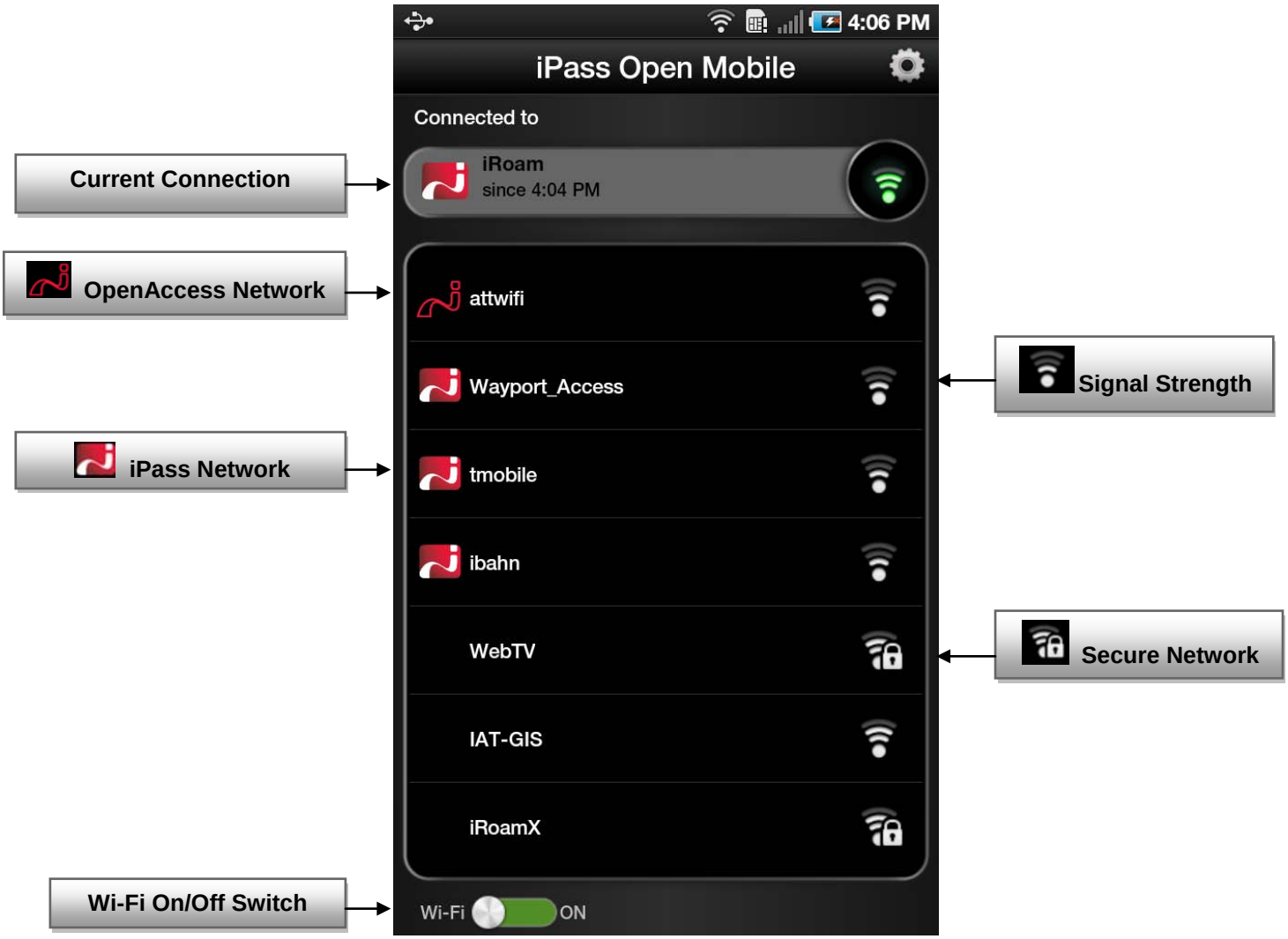
Connection Manager



Open Mobile displays Available Networks and their signal strength. The list is refreshed every 15 seconds. To connect or disconnect from a network, simply tap on it.

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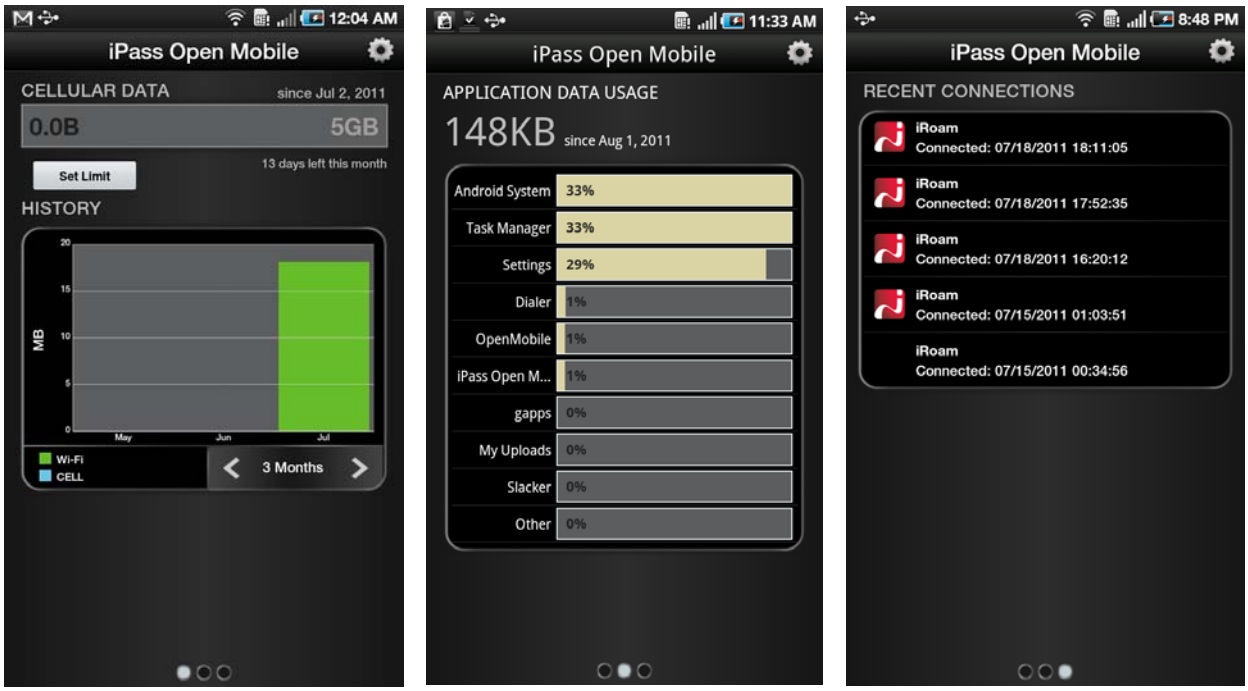
Usage Meter



Usage Meter ⟹ **Application Data Usage** ⟹ **Recent Connections**

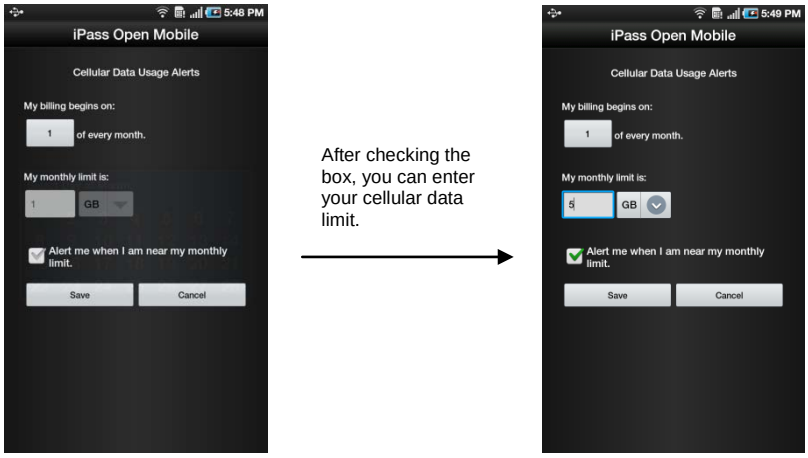
There are three pages in the Usage Meter section. To move between them swipe your finger from left to right or right to left.

Usage Meter

Tap the **Set Limit** button to open the Cellular Data Usage Alerts page.

Tap the box under **My billing begins on** to set the calendar day when your monthly billing cycle begins.

To set your monthly limit (in gigabytes or megabytes), first tap the box next to **Alert me when I am near my monthly limit** then tap the box under **My monthly limit is**.



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Application Data Usage

This page will display a list of your top ten applications in order of their data usage (showing the total usage and each applications percentage of the total).

Recent Connections

This page will display your twenty most recent network connections with a timestamp of when the connection happened.

> *If you are running Android 2.1 or earlier, this will be the only page they see in the Usage Meter.*

Hotspot Finder

Open Mobile for Android includes a Hotspot Finder that allows users to locate iPass Wi-Fi hotspots anywhere in the world. Users can enter a location in the search box or tap the **List nearby hotspots** button for a list of hotspots and their locations. The Hotspot Finder requires an Internet connection to function.

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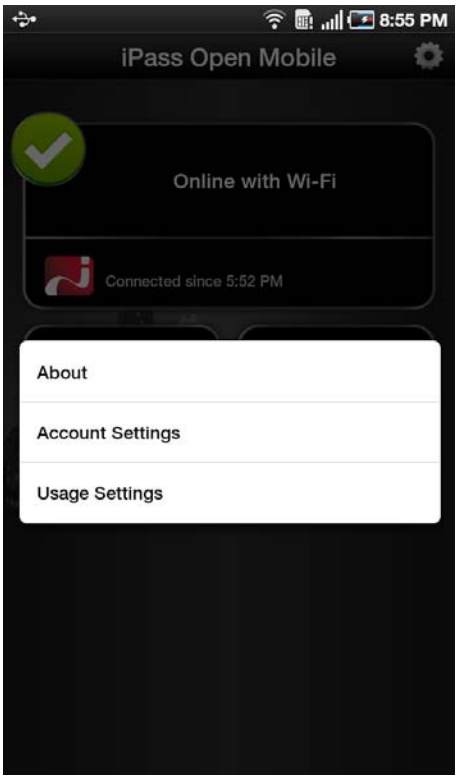
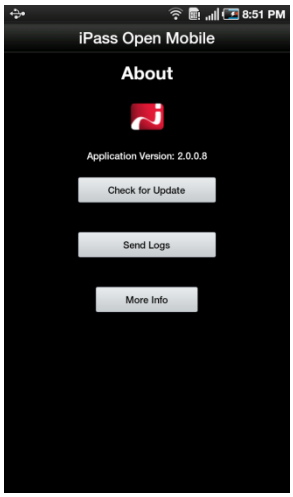
Options

Tapping the **Options** button either on the upper-right corner of the screen or the menu button your Android device will open a window with three options: **About**, **Account Settings**, and **Usage Settings**.



About

There are three buttons on the About page: **Check for Update**, **Send Logs**, and **More Info**. **Check for Update** will check for any available Profile and Directory update (not software update)—these updates happen automatically every 24 hours. **Send Logs** will open an email with an attachment of your current logs to your IT Help Desk (see page 12 below for more information on this feature). **More Info** will display more information on your version of Open Mobile.



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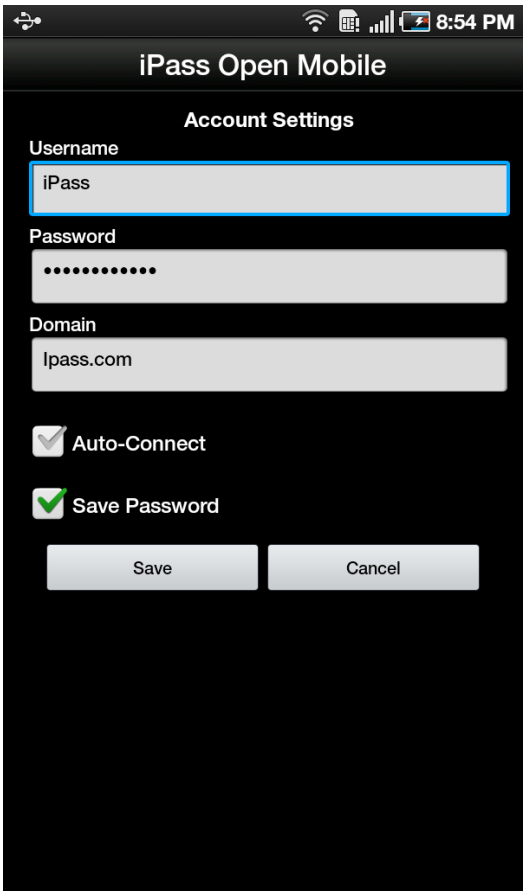
Account Settings



Enter or change iPass account credentials here, including Username, Password, Domain, and possibly Prefix (not shown above). If **Save Password** is enabled, check the box here to save the entered password and doing so will make connecting to networks a one-click experience.

Auto-Connect

If Save Password is enabled and checked, Auto-Connect can be enabled by checking the box next to it. The Auto-Connect feature lets users automatically connect to OpenAccess and iPass-authenticated networks (a zero-click experience). If enabled, Auto-Connect can make connecting to the Internet a 'zero-click' experience.

Open Mobile will automatically re-connect to a network when you are unintentionally disconnected (if they lose the network signal for example).

When multiple networks are available in the same location, Open Mobile uses a sophisticated algorithm to determine which network to Auto-Connect.

If a user chooses to disconnect, it would not be desirable to be automatically re-connected to the same network. As a result, manually disconnecting from a network will automatically turn off Auto-Connect for that network for a period of 20 minutes. Auto-Connect will also be disabled any time the device display is off.

> *If you disable Save Password while Auto-Connect is enabled, then Auto-Connect will automatically be disabled.*

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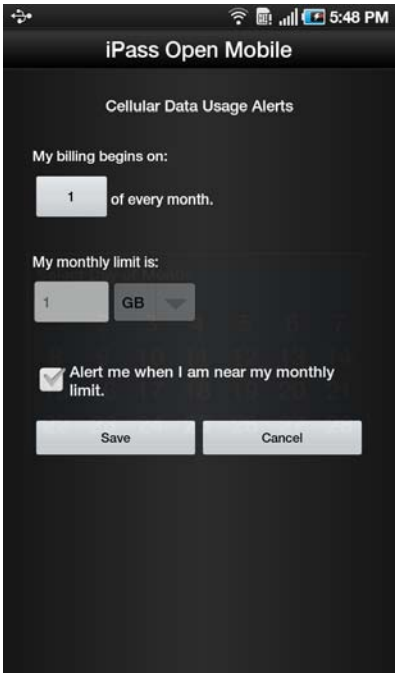
Usage Settings

You can set cellular data usage limits and their monthly billing cycle for the usage meter under **Usage Settings**. For more details see the Usage Meter section on page 7.



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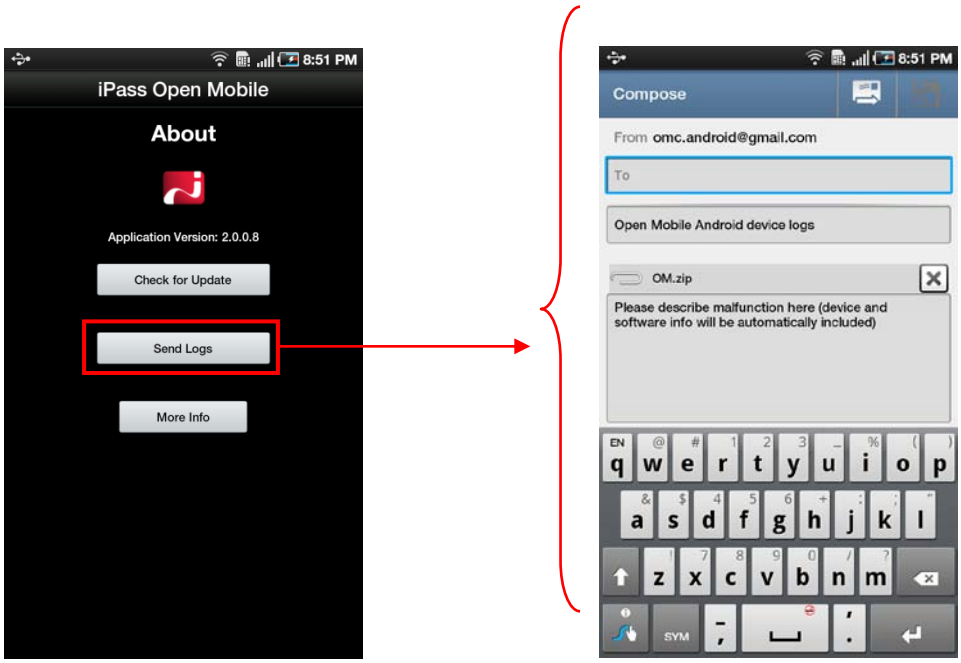
Support for Open Mobile

Open Mobile Logs

Open Mobile enables users to send troubleshooting logs for support using the Send Logs button. These logs are located in the directory /sdcard/iPass/OM/Log. Logs can be sent by corporate email (if zip files are allowed), standard email, or by SMS message.



Troubleshooting Tips

Wi-Fi users can occasionally run into difficulties in connection, such as those listed here.

Duplicate SSID

Open Mobile identifies iPass Wi-Fi networks by their network name (SSID). A network name that duplicates a network name in the iPass Network directory will display the iPass logo in Open Mobile, normally indicating that it is an iPass network. However, there are some circumstances where the indicated network is not actually an iPass location, such as the following:

- The local provider is using a name that is also used by one of the iPass network providers.
- The local provider has other locations that are part of the iPass service, but has excluded this particular location.

Failed Venue Login

On occasion, an association to a Wi-Fi access point is successful, but the log in to the venue fails because of a timeout, authentication failure, or some other error.

Connecting to an iPass network requires not just a successful association; Open Mobile must also receive an IP address from the venue and it must be able to pass HTTPS communication to the access gateway. A weak signal can cause a

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failure in the IP address assignment or HTTPS communication. Moving closer to the access point, or moving to a location with a stronger signal, may resolve this situation.

Back-End Infrastructure Issues

Authentication errors can occur if the back-end authentication infrastructure is not available. This could be an outage at the provider, or with your RoamServer or AAA system.

Personal Wi-Fi

Some common issues that can occur for personal Wi-Fi access points include:

- The home access point has MAC address filtering, which prohibits the user from communicating over it even if a successful association is made.
- A weak signal prevents association.
- The location is 802.1x-enabled. 802.1x connections are not currently supported.

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