



iPass Open Mobile 2.10.x for Android Quick Start Guide

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Installing Open Mobile

System Requirements

- A Wi-Fi capable device running the Android OS 2.3 and later.
- A screen with HVGA or better resolution.
- The app can be distributed through the Android Market, private market, Web sites, or email.
- 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.

Supported Languages

- Open Mobile is supported in English, Simplified Chinese, Traditional Chinese, Dutch, French, German, Italian, Japanese, Korean, Russian, Spanish, and Thai.

Installation and Activation

Downloading from the Google Play Store

The app can be downloaded from the Google Play Store and activated from the Welcome Screen.

Activating

Activate Open Mobile using one of the methods below.

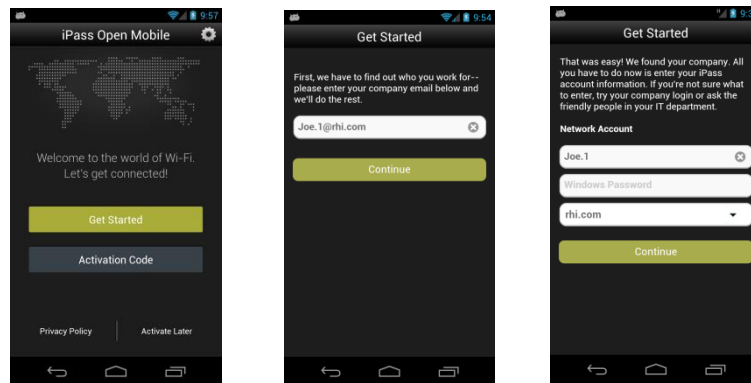
- [Get Started Wizard](#)
 - [Credential-Free Authentication](#)
- [Activation Code](#)

Get Started Wizard

This installation process requires Android 2.7.0 or later. For earlier version, please refer to previous Quick Start Guides.

To activate Open Mobile using the Get Started Wizard:

1. Download the app.
2. Review the Terms of Use agreement and tap **Accept**.
3. On the **Welcome** screen, tap **Get Started**. You need to be connected to the Internet to activate the app.
4. Enter your corporate email address and tap **Continue**.
5. Enter your Username, Password, and Domain and tap **Continue**.
6. Tap **Finish Activation**.



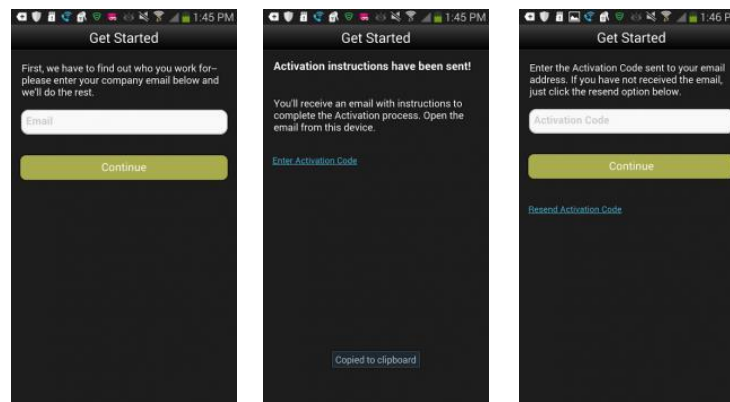
Credential-Free Authentication

If the credential-free authentication feature is enabled, follow the instructions below:

1. Download the app.
2. Tap **Accept** on the Terms of Service.
3. On the welcome screen, tap **Get Started**. You will need to be connected to the Internet to activate this app.
4. Enter your corporate email address and tap **Continue**.
5. You will see a screen stating that activation instructions have been sent to you (with an Activation Code). Tap on the **Enter Activation Code** link.

*To activate even faster and easier, tap on the Activation Code link sent in the email. Make sure to tap **Allow** if a pop-up appears.*

6. Enter the Activation Code sent to you in the instructions.
7. Tap **Finish**. You will be returned to the welcome screen.

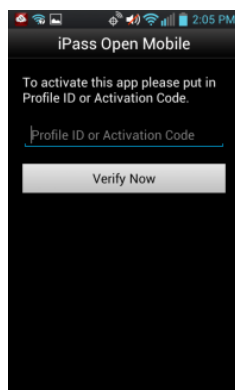


Activation Code

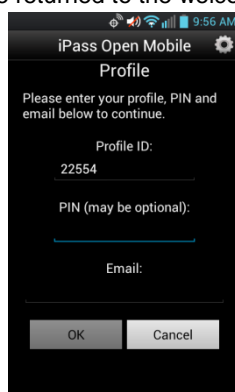
You can have your users activate with a specific profile by sending them the Profile ID and the optional PIN. Follow the instructions below to activate with an Activation Code:

1. Download the app.

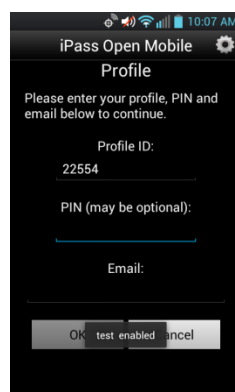
2. Tap **Accept** on the Terms of Service.
3. On the **Welcome Screen**, tap the **Activation Code** button. You need to be connected to the Internet.
4. Enter your **Profile ID** or **Activation Code** and then tap the **Verify Now** button.



- If the Activation Code is entered correctly, Open Mobile will be activated and you will see a congratulations screen. Tap the **Finish** button on this screen and you will be returned to the welcome screen.
- If the Profile ID is entered correctly, you will be taken to another screen where you need to enter your Profile ID (pre-filled), PIN, and Email. If you don't have a PIN, leave this field blank. Tap the **OK** button and after Open Mobile activates, you will be returned to the welcome screen.



Test Profile Mode: If you are testing the app, tap the bottom left corner of the screen three times to enter Test Profile Mode before entering the Profile ID and PIN. A pop-up will inform you that test mode has been enabled.



Activation Email

A pre-written email with download and activation instructions is available in the Open Mobile Portal (see Market Distribution). The instructions include an Activation URL that a user who has downloaded the application can tap to perform an automatic activation. You can review and make any necessary changes to the email before sending it out.

Private Installer

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

To install Open Mobile from a bundled installer:

1. On the Home screen, tap **Menu | Settings | Applications**, and check **Unknown Sources**.
2. Download the Open Mobile app from an email attachment, download link, or Private Market.
3. In some cases when downloading using a link or email attachment, you will have to navigate to the Download folder using a file manager app such as: Files, My Files, or Astro. From there, tap the Installer to launch it and tap **Install** to install.
4. When the installer is complete, tap **Open** to launch Open Mobile.
5. Review the Terms of Use and tap **Accept**.
6. The first time you connect to a network with iPass Open Mobile, you will be prompted to enter your Account Credentials.

If the base .apk file is installed, the user will have to enter Profile ID and PIN to activate.

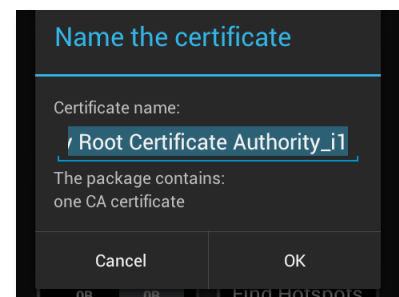
Unactivated Clients

A user without the correct Profile ID and PIN can tap **Activate Later** on the Welcome screen. Without activation, you have access to the Usage Meter and the Find Hotspots option, but cannot use the app to connect to iPass networks. The app can be activated at any time by tapping **Menu > Activate**.

Enabling Your Security Certificate (On-Campus Roaming Only)

If On-Campus Roaming has been enabled for your device, then when first launching Open Mobile, you may be required to install a security certificate, which is used to ensure a secure connection. You will also be prompted to set a lock screen PIN or password for the device, if one has not been previously set.

- On Android 4.0 and later versions, this procedure is called Enabling Credential Storage. Follow the prompts to enable credential storage on your device. Do not rename any certificate filename; use the default name.
- On Android 2.2 or 2.3, follow the prompts to enable the lock screen PIN or password for your device. Do not rename any certificate filename; use the default name.



Upgrades

You will receive software upgrades from the Android Market unless the Open Mobile package you installed was configured to receive updates from another source.

Important Note on Upgrades

To ensure that you receive 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.

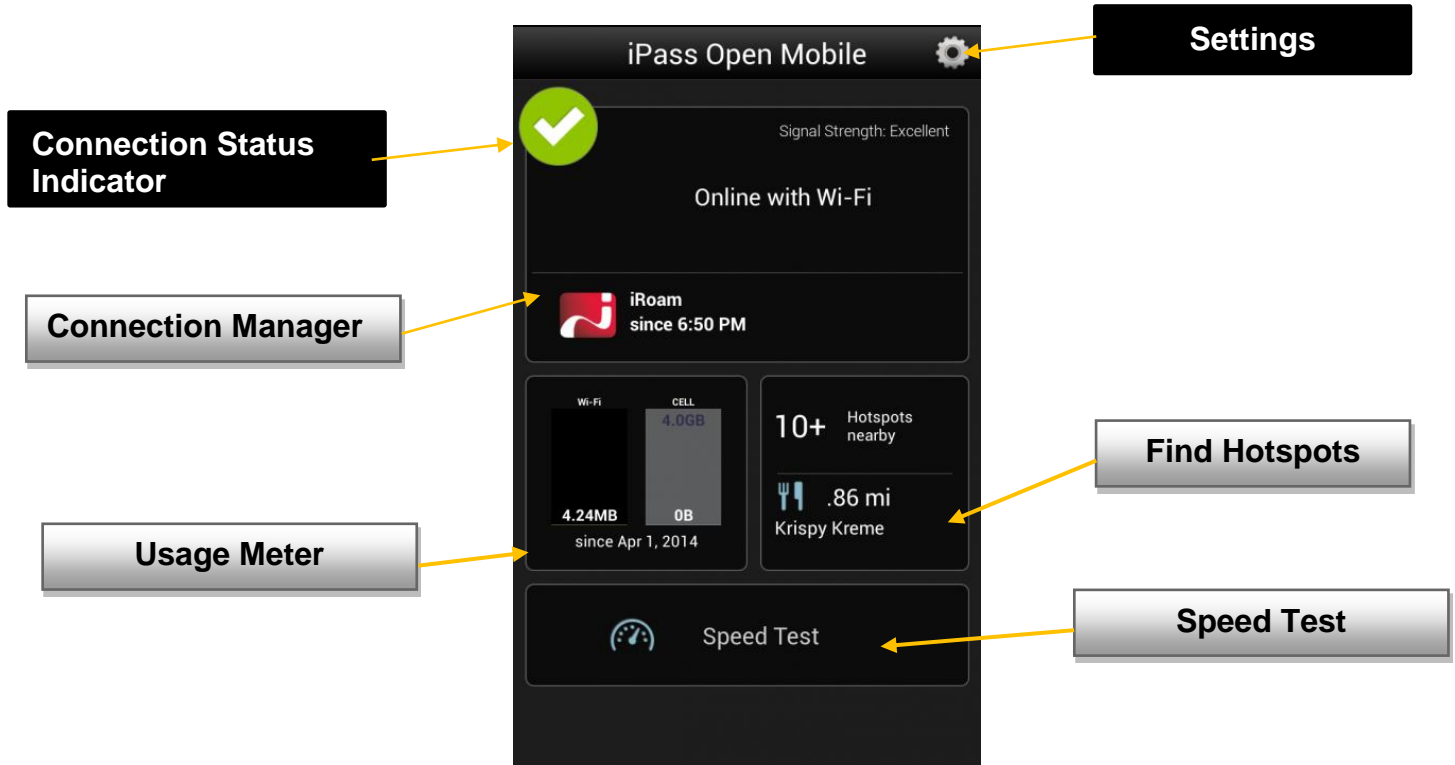
Uninstallation

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

Using Open Mobile

Dashboard

Below, the Android dashboard has been labeled with different Open Mobile feature names.



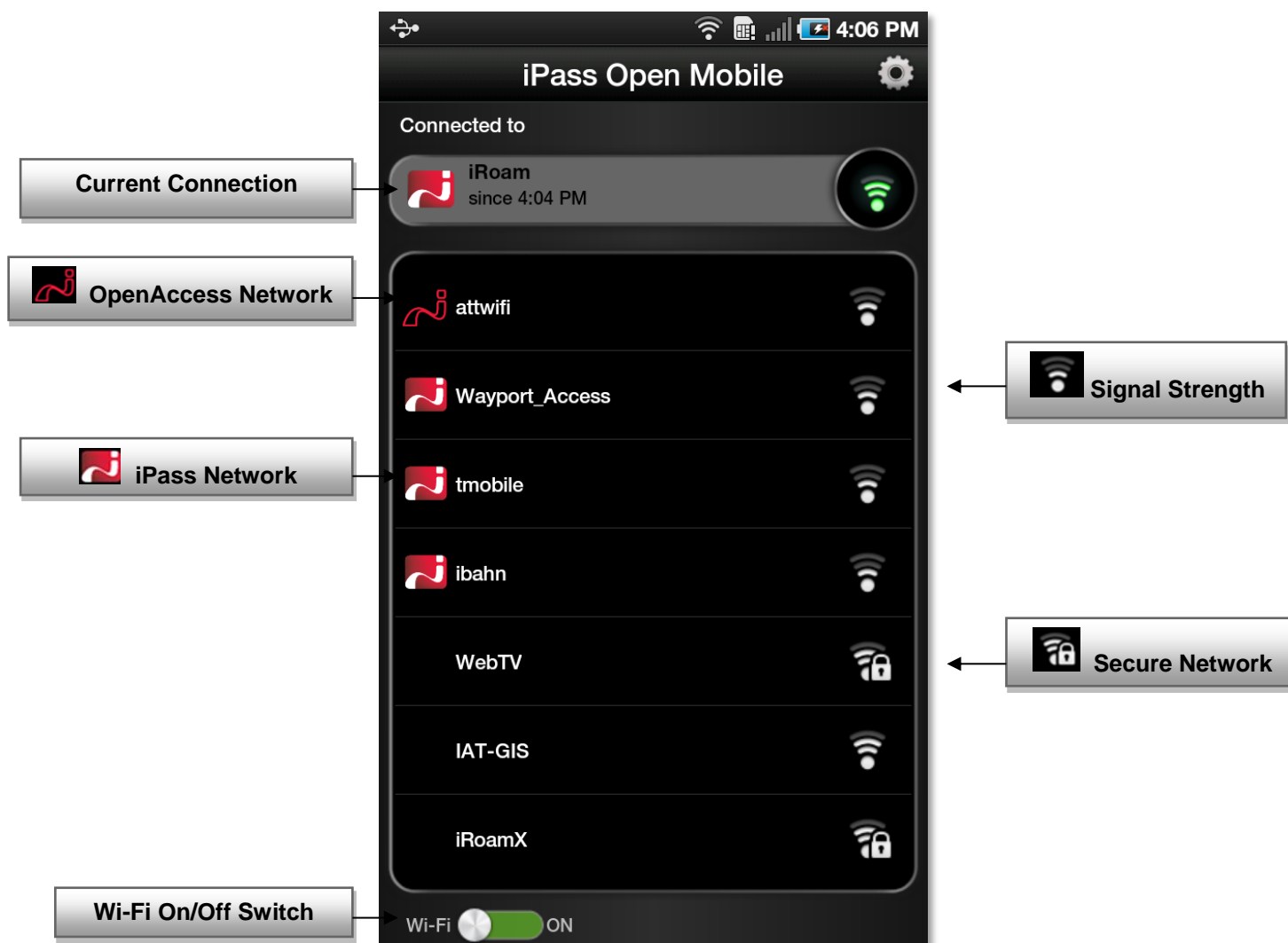
There are four main buttons on the dashboard, along with a **Settings** button in the top right corner and a **Connection Status Indicator**. The four main buttons can be tapped to take you to a dialog with more details, described below, and they represent your current connection (the **Connection Manager**), your past connections (the **Usage Meter**), your future connections (the **Find Hotspots**), and your ability to test your connection (the **Speed Test**).

Special Features on the Android Dashboard

- **Connection Status Indicator**: A green circle with a white check mark will appear when a user is connected to a network.
- **Hotspots nearby**: The Android dashboard features a preview tile that displays the 10 nearest hotspots (within a ~3 mile radius) and lets users know how many hotspots are nearby. Tap this button to get to the hotspot finder.

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, tap on the **Connection Manager**. Tap on the network you want to connect to and then tap **OK**. The **Connection Progress Indicator** (the green bar) will let you know how long you have to wait to connect.

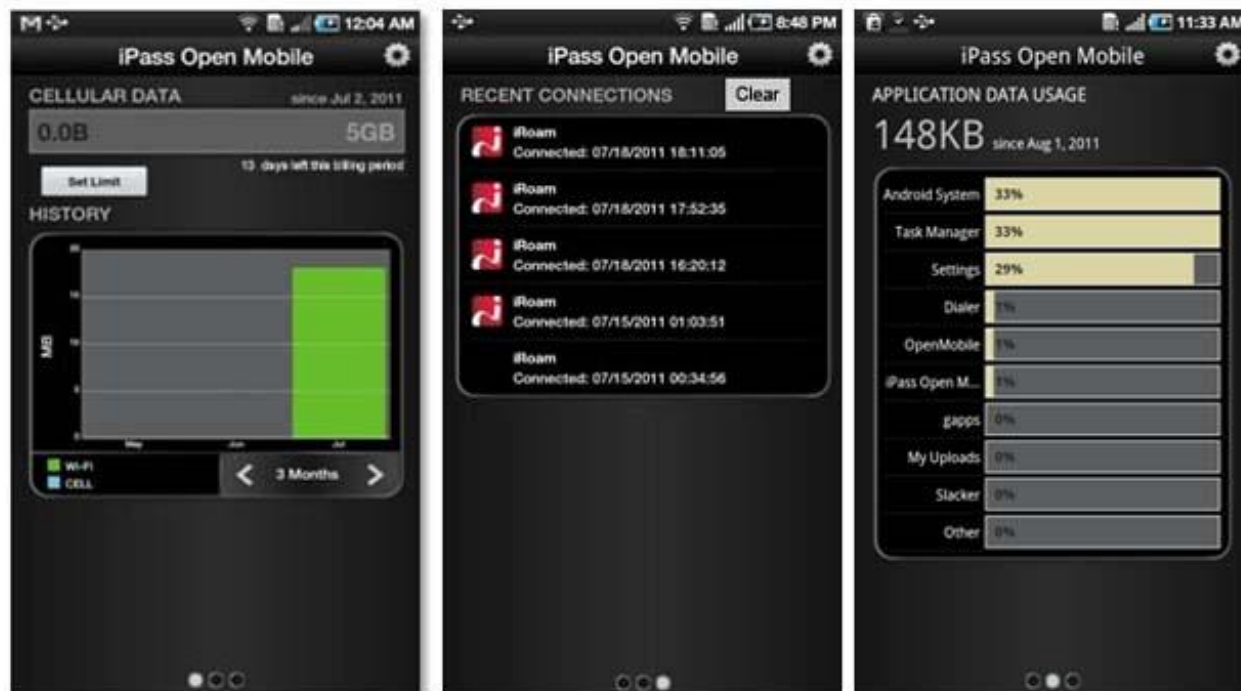


Usage Meter

There are three dialogs in the **Usage Meter** section.

- The **Cellular Data** dialog displays graphs of your data usage for this billing period.
- The **Recent Connections** dialog shows your last twenty connections. (Users on Android 2.1 or earlier will only see this screen.) Tap **Clear** to clear your connection history.
- The **Application Data Usage** dialog displays your top ten applications.

To move between these screens, swipe your finger from left to right (or right to left).



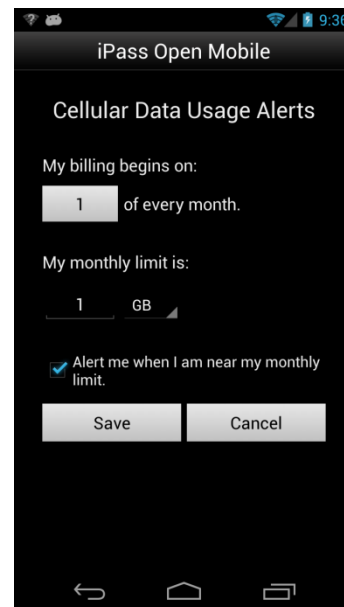
Cellular Data Usage Alerts

Open Mobile can send alerts when the user is close to reaching the monthly cellular data limit.

To set the cellular data limit:

1. Tap **Set Limit** on the **Usage Meter** dialog (or the **Usage Setting** button on the **Settings** dialog).
2. Under **My billing begins on:** tap the box to enter the first calendar day of your billing period.
3. Under **My monthly limit is:** tap the box to enter your limit and select the unit from the dropdown.
4. Tap the box to check **Alert me when I am near my monthly limit.**
5. Tap **Save**.

The **Application Data Usage** dialog will display a list of the user's top ten applications in order of data usage (showing the total usage and each application's percentage of the total).



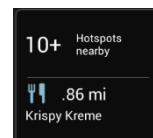
Find Hotspots

Open Mobile includes a hotspot finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. Users can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. By tapping on a hotspot location on the list, users can reach a picture of the hotspot location along with the option to call the location or receive GPS directions.

The steps below describe the general process of how the hotspot finder works, while illustrating features and functions.

1. Tap Hotspots nearby on the Dashboard.

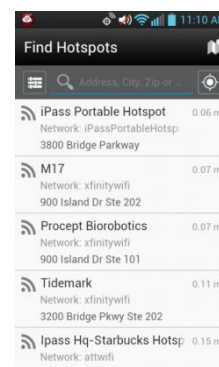
The **Hotspots nearby** button on the Android dashboard brings users to the hotspot finder feature (in addition to listing nearby hotspots).




2. Search for hotspots.

A list of nearby hotspots is available to users as soon as they tap on the **Hotspots nearby** button. Automatically, the nearest and most convenient hotspots are displayed. Users can search for specific hotspots by:

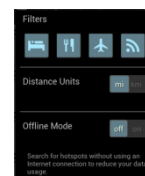
- address
- city
- zip code
- airport code



3. Filter hotspots.

A user can filter their search by tapping on the filters icon () on the Find Hotspots screen. This will allow users to filter their hotspot search by hotel, restaurant, airport, and distance.

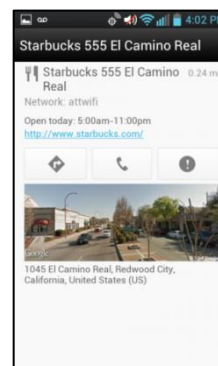
*In addition, users can save data by searching for hotspots in Offline Mode. To turn on Offline Mode, tap **On** in the Filters window. For details on using Offline Mode, please see the [Find Hotspots Offline](#) section.*




4. View hotspot details.



By tapping on a specific hotspot location from the list, the user can pull up detailed information about that location, like:

- name of establishment
- address
- directions (to the location)
- phone number
- hours
- company website

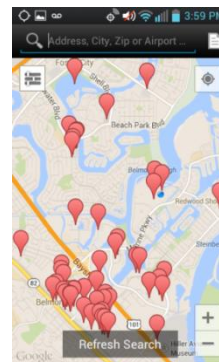


In addition, users can use the Report Hotspot button () to notify iPass of any problem they encounter with a hotspot. Please see the [Report Hotspot](#) section for more information.

5. View a map.

- Tapping the map icon () will pull up a map that displays several hotspot locations.
- Tapping the location icon () will bring up a list of nearby hotspots.
- Tapping the **Refresh Search** button will refresh the hotspots present on the map.

Map view is not available when users are offline (or in Offline Mode).



Find Hotspots Offline

The hotspot finder also features an offline mode that allows users to download a list of iPass hotspots that they can later access without an Internet connection. Before this mode can be utilized, users must download a list of hotspots.

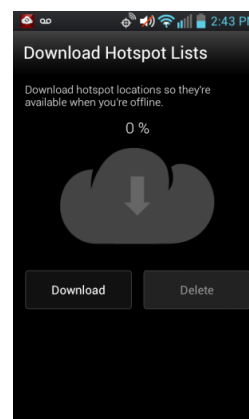
To download a list of hotspots for later use:

1. Tap on the **Settings** icon on the top-right side of the screen.
2. Tap the **Download Hotspot Lists** option.
3. Tap the **Download** button.

To find hotspots offline:

1. Before finding hotspots offline, the user must download a hotspot list as shown above.
2. Tap on the **Hotspots nearby** option on the dashboard.
3. The hotspot finder will try to pinpoint the user's location based on their most recent information. Tapping the location icon will refresh a search.


After the list of hotspots has been downloaded, users can search for hotspots by city.



Report Hotspot

By reporting these problems, users are helping iPass improve its hotspot data and thus enhance users' experience with the hotspot finder.

To report a hotspot problem:

1. Tap on the **Report Hotspot** button ().
2. Choose the appropriate hotspot problem from the list:
 - No hotspot here
 - Hotspot not working
 - Wrong address

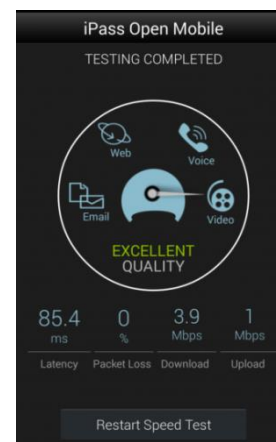
- Wrong network name
 - Other feedback
3. Tap the **Submit** button.

Speed Test

The Speed Test measures the latency, packet loss, download, speed, and upload speed of a hotspot connection. After the test is complete, Open Mobile will display the results and indicate the connection.

To test the speed of a connection:

1. Navigate to the Speed Test screen by tapping the **Speed Test** button on the Welcome screen.
2. Tap **Start** when prompted. You can tap **Cancel** to stop the test.
3. When the test is finished, your hotspot's latency will be displayed in milliseconds and its download and upload speed will be displayed in megabits or kilobits per second, while a percentage will show how many packets of data were lost. A speedometer will indicate whether your connection is suitable for (from slowest and fastest): Email, Web, Voice, or Video.



Settings

Tapping the **Settings** button on the upper-right corner of the screen (or the Menu button on your Android device) will open a window with these options: **Account Settings**, **Usage Settings**, **Settings**, **About**, **Help**, and **Download Hotspot Lists**.

*If the credential-free authentication feature has been configured, users will not see the **Account Settings** or **Replace Profile** option.*

Account Settings

Enter or change your iPass account credentials here, including username, password, domain, and possibly prefix (not shown in the screenshot).

Auto-Connect

Auto-Connect enables you automatically connect to OpenAccess and iPass-authenticated networks when within range. If enabled, Auto-Connect can make connecting to the Internet a 'zero-click' experience.

Open Mobile will automatically re-connect to a network when the user is unintentionally disconnected (for example, if the network signal is lost).

If you choose to disconnect from an Auto-Connect network, Auto-Connect will be disabled until you explicitly attempt to connect again.

Usage Settings

You can set cellular data usage limits and the monthly billing cycle for the usage meter under Usage Settings. For more details, see the Usage Meter section on page 11.

Settings

Notifications

Use the Settings option to turn notifications of available iPass networks **On** or **Off**.

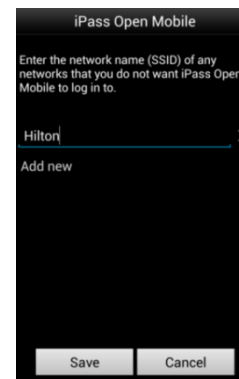
Manual Login

Requires: Open Mobile 2.7.0 for Android or later.

You can create a list of networks (by SSID) that you do not want Open Mobile to log in to.

To add a network to the Manual Login list:

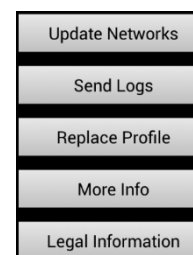
1. Tap the **Settings** button (gear icon) on the Dashboard.
2. Tap the **Settings** option.
3. Tap the **Manual Login** option.
4. Tap the field and use the keyboard to enter the SSID of the network you would like to manually log in to.
5. To add another network, tap **Add New**.
6. When you are done, tap **Save**.



About

The following options will be available on the About screen:

- **Update Networks** 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 17 for more information on this feature).
- **Replace Profile** will replace your profile. Once you continue past the warning message, you will be returned to the Activation screen where they can enter the new Profile ID, email, and (if necessary) PIN.
- **More Info** will display information on your version of Open Mobile. You can also replace your profile here by tapping the **Replace Profile** button and following the instructions.
- **Legal Information** lists several legal details.



Take a Tour

By tapping **Take a Tour**, you can access a series of informative panels.

Help

By tapping the **Help** option, the user has access to an informative set of Frequently Asked Questions (FAQs) to help them if they are having trouble connecting to an iPass network.

Download Hotspot Lists

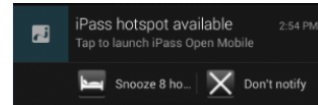
Downloading a list of hotspot location prior to traveling will allow Open Mobile to find hotspots while offline. For information on finding hotspots offline, please see the [Find Hotspots Offline](#) section.

Notification Options

Users can manage how often they receive notifications informing them that an iPass network is available.

To manage notifications:

1. Drag down the notification bar when the **iPass hotspot available** message appears.
2. Open the iPass notification by dragging it down with two fingers (this takes place in the notification drawer).
3. Notification options:
 - Tap **Snooze 8 hours** to turn off notifications for an eight hour period.
 - Tap **Don't notify** to stop notifications.



To restore notifications at any time:

1. In the iPass welcome screen, tap on the **Settings** icon on the top right side of the screen.
2. Tap the **Settings** option.
3. Find the **Notifications** toggle option and tap **ON**.

Support

Open Mobile Logs

Open Mobile enables users to send troubleshooting logs for support using the **Send Logs** button. Logs can be sent by any number of file sharing methods: email (if ZIP files are allowed), Bluetooth, instant messenger such as Skype, or SMS message. Select a method, and then follow the prompts to send your logs to your support representative.

Troubleshooting Tips

These tips may be helpful to users attempting to connect over Wi-Fi.

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 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.

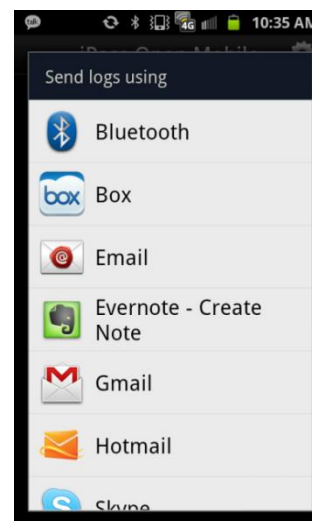
Back-End Infrastructure Issues

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.



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