



iPass Open Mobile 2.2.0.22 for Android Quick Start Guide

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Corporate Headquarters
iPass Inc.
3800 Bridge Parkway
Redwood Shores, CA 94065 USA

www.ipass.com
+1 650-232-4100
+1 650-232-0227 fx



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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.

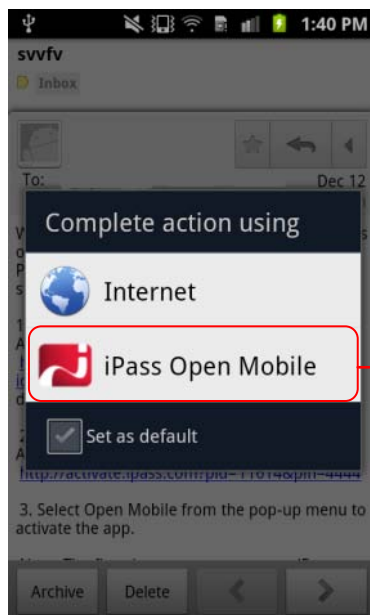
Installation Process

Activation Email

You should receive an email from your IT Administrator with download and activation instructions.

Activation Email Instructions:

1. Download the iPass Open Mobile app from the Android Market to your handheld device. Select the Market option when prompted for the fastest download.
2. On your handheld device, tap on the activation link and select **iPass Open Mobile** from the popup menu.
3. The first time you connect to a network with iPass Open Mobile, you will be prompted to enter your Account Credentials.



Select **iPass Open Mobile** from the popup menu.

Android Market

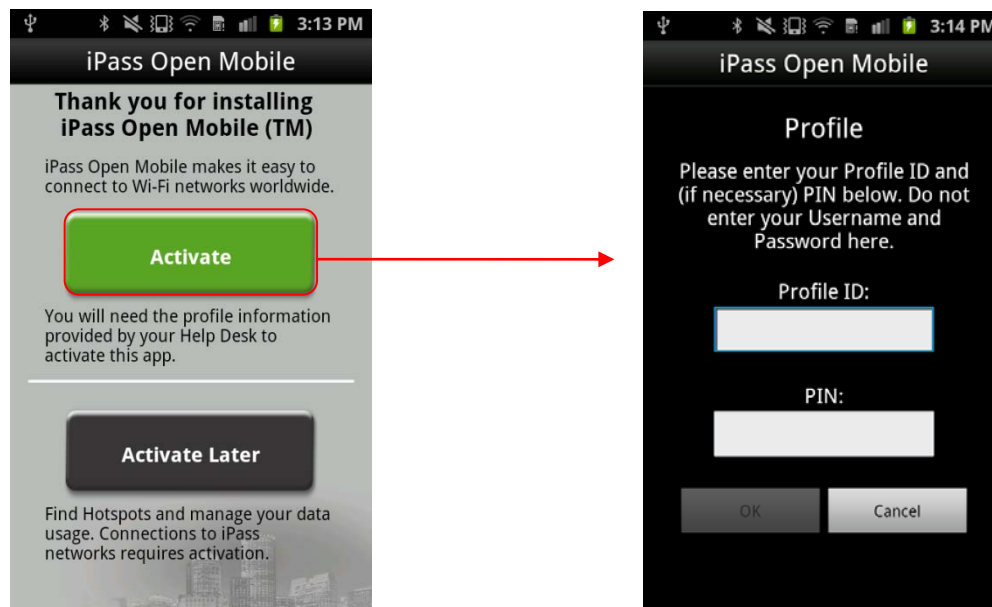
You will need a Profile ID and possibly a PIN before downloading the Open Mobile app from the Android Market.

To install Open Mobile from the Android Market:

1. Download the Open Mobile app from the Android Market.
2. On the Welcome Screen, tap the **Activate My Account** button.
3. 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.

4. Tap **OK**.



Default Mode

If you do not have your Profile ID and PIN, they can tap **Activate Later** on the Welcome screen. In default mode, you have access to the Usage Meter and Hotspot Finder, but you cannot use the app to connect to iPass networks. In default mode, you can activate the app at any time by tapping **Options > Activate Now**.

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, 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.

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

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.

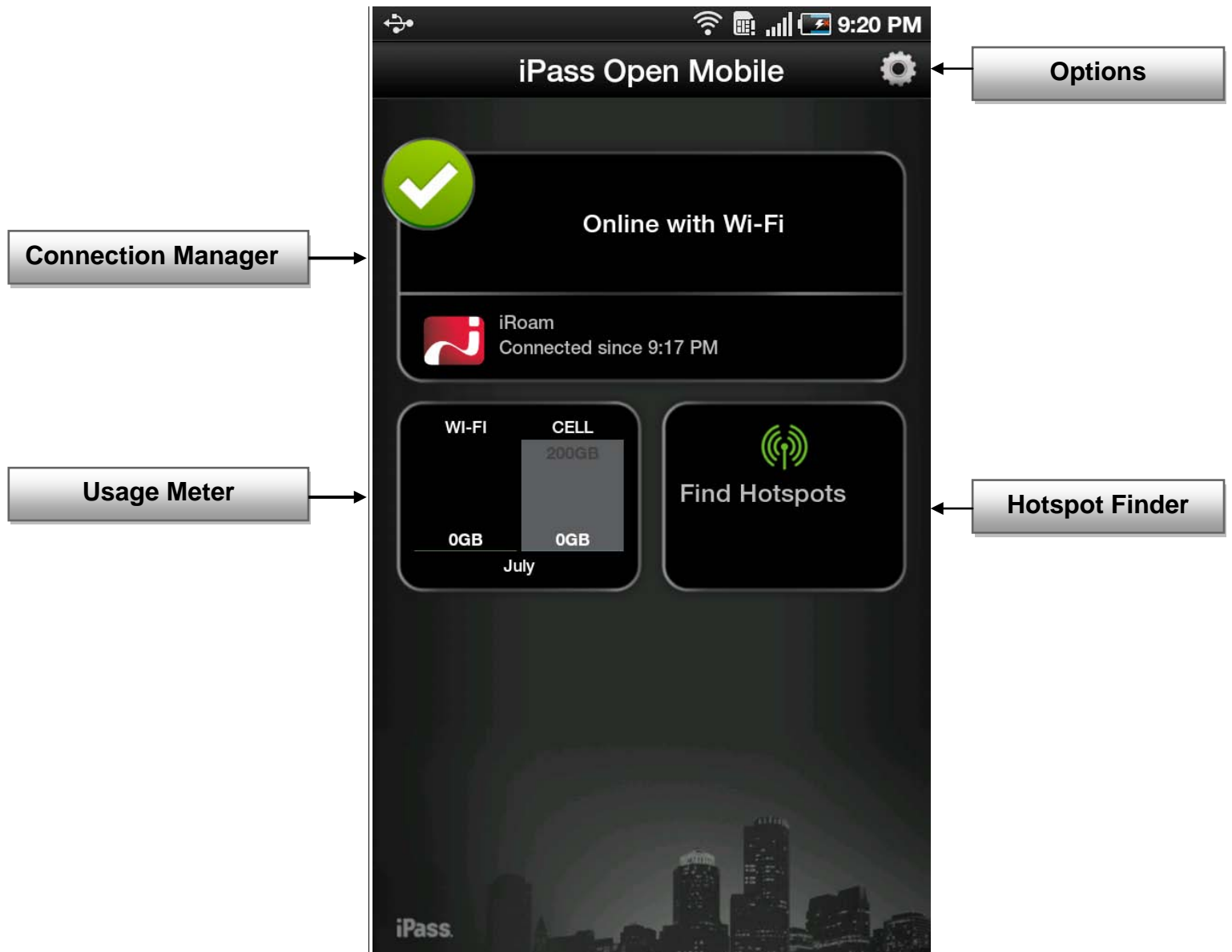
| *Due to a limitation in the Android uninstall process, the iPass directory and open_mobile_profile.zip in the /download directory will have to be removed manually.*

Using Open Mobile

The Open Mobile for Android interface is illustrated here.

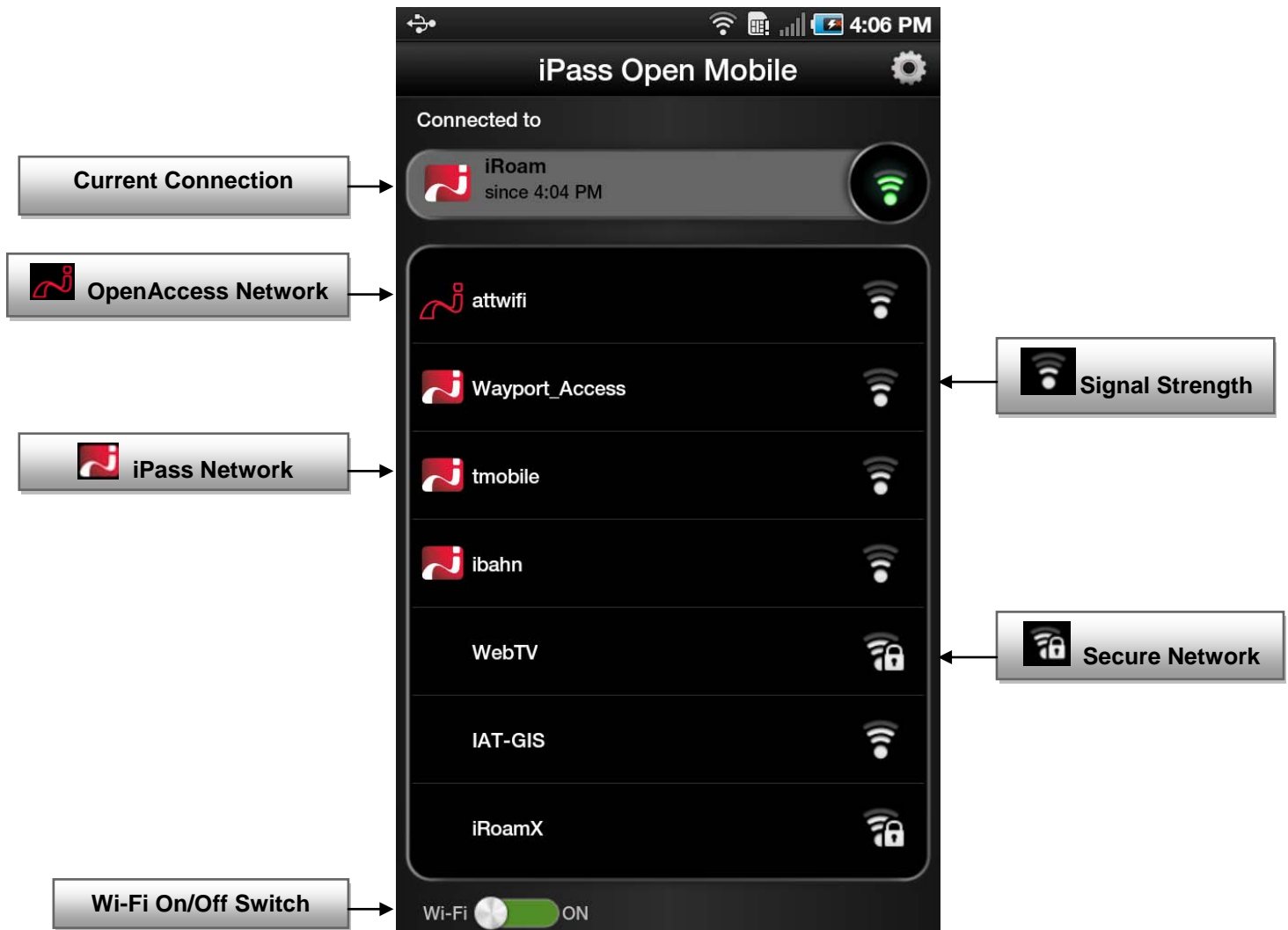
Dashboard

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).



Connection Manager

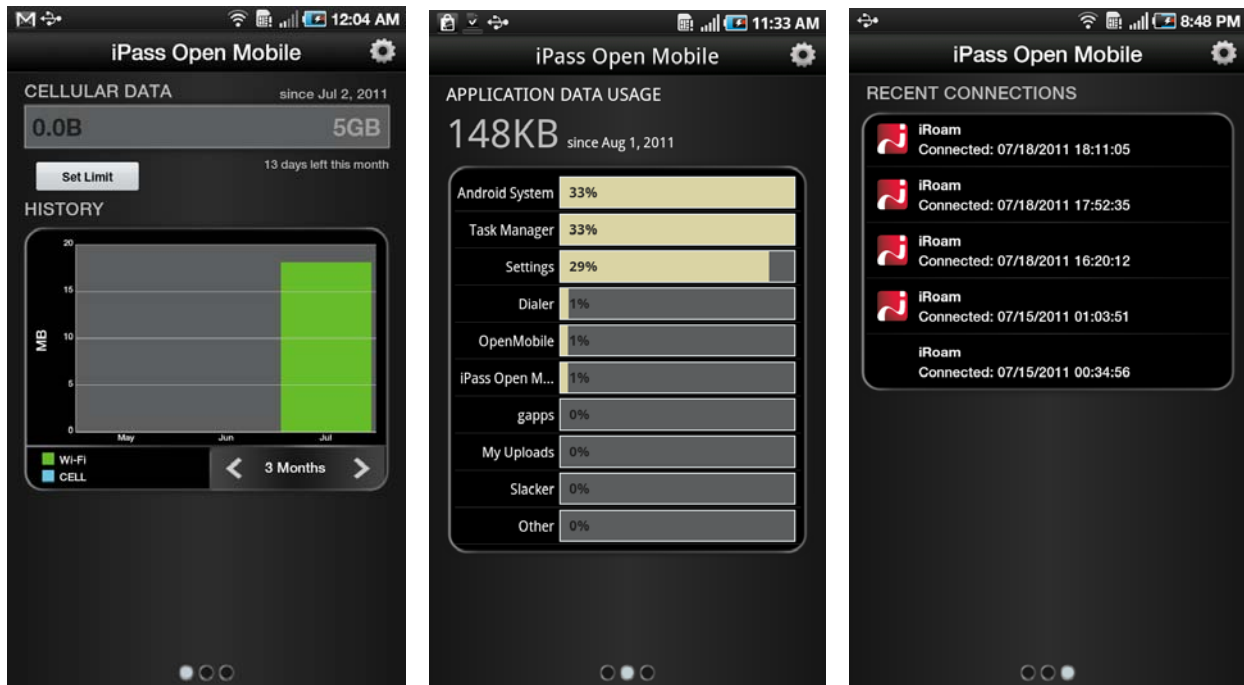
Open Mobile displays Available Networks and their signal strength. The list is refreshed every 15 seconds. To connect or disconnect from a network, simply tap on it.



Usage Meter

There are three pages in the Usage Meter section. The Usage Meter page has graphs of your data usage, the Application Data Usage page displays your top ten applications, and the Recent Connections page shows your last twenty connections. To move between them swipe your finger from left to right or right to left.

If the user is running Android 2.1 or earlier, this will be the only page they see in the Usage Meter.



Usage Meter



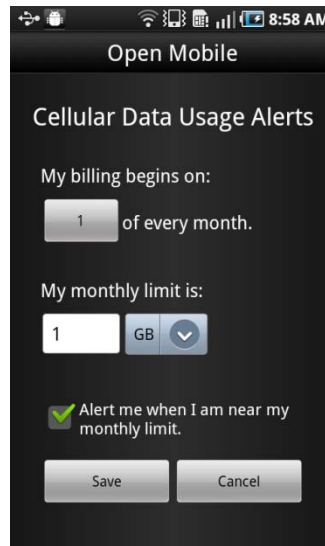
Application Data Usage



Recent Connections

Usage Alerts

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



To set the cellular data limit:

1. Tap the **Set Limit** button on the Usage Meter page (or the **Usage Setting** button on the Options page).
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 memory unit from the dropdown.
4. Tap the box to check **Alert me when I am near my monthly limit.**
5. Tap **Save.**

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

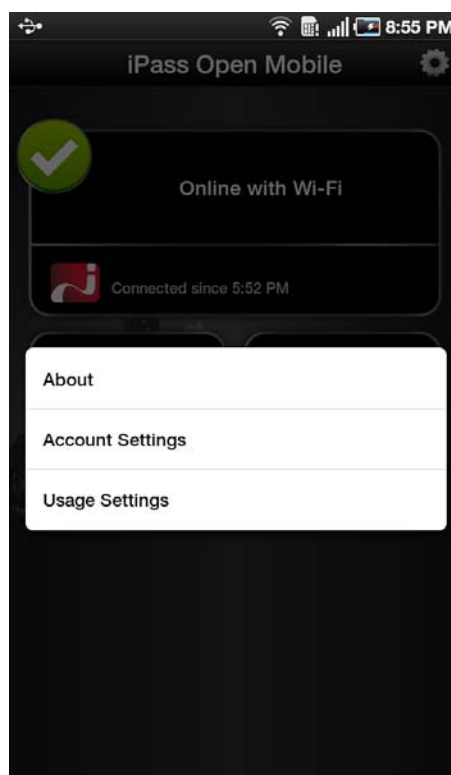
Hotspot Finder



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.

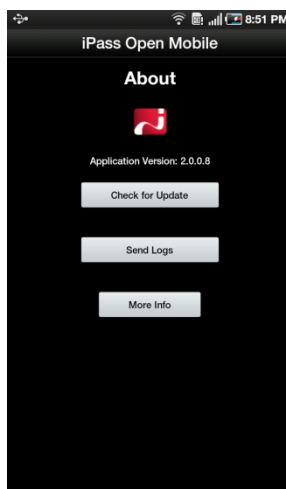
Options

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**.

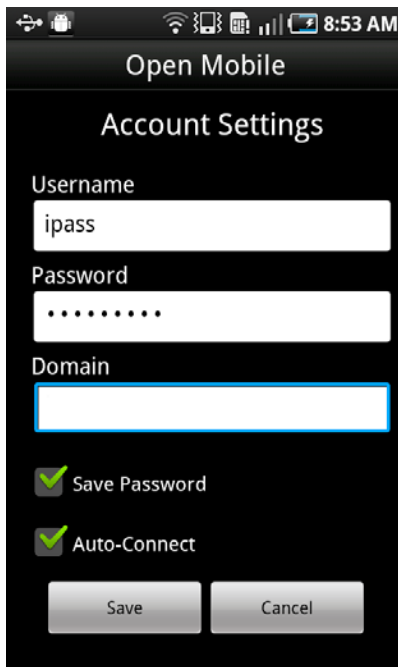


About

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.



Account Settings



Enter or change your iPass account credentials here, including Username, Password, Domain, and possibly Prefix (not shown above). If Save Password is enabled, you can 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 you 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 the user is 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 the user disables Save Password while Auto-Connect is enabled, then Auto-Connect will automatically be disabled.

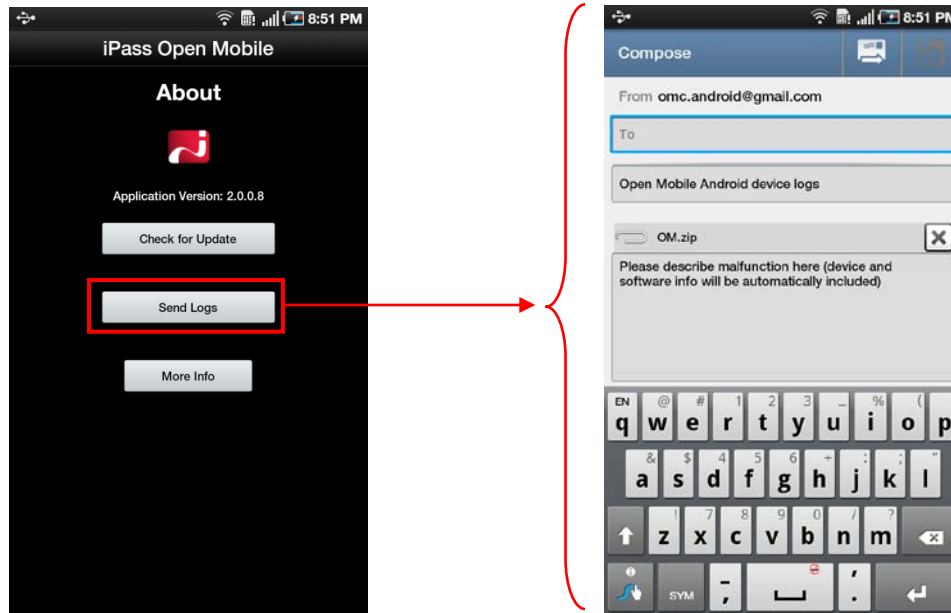
Usage Settings

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 8.

Support for Open Mobile

Open Mobile Logs

Open Mobile enables users to send troubleshooting logs for support using the Send Logs button. 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 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.