iPass Open Mobile 2.6.0 for Android Quick Start Guide

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Installing Open Mobile

System Requirements

Using Open Mobile for Android requires the following:

- A Wi-Fi capable device running the Android operating system 2.2 or later, including 4.0 and 4.1.
- A screen with HVGA or better 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.

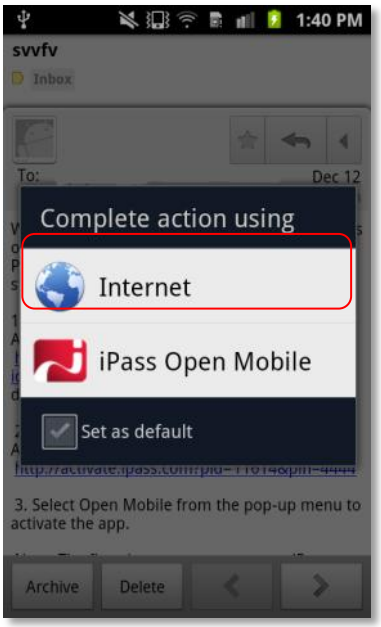
Installation Process

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.



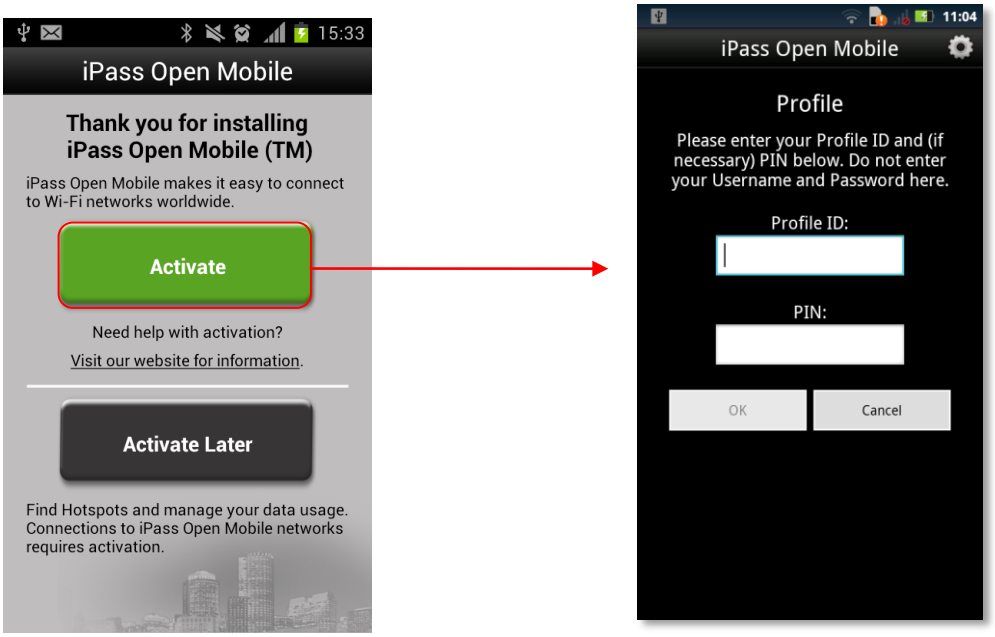
Android Market

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

If the Profile Finder feature has been enabled by your administrator, and you already have Open Mobile installed on another platform (such as a Windows laptop), you can use the profile ID from that installation to activate Open Mobile on your iOS device.

To install Open Mobile from the Android Market:

1. Download the Open Mobile app from the Android Market.
2. On the **Welcome** screen, tap **Activate**.
3. Enter your **Profile ID** and (if necessary) **PIN.**
4. Optionally, if you are using a Test profile, tap the area below the **OK** button three times to enter Test Profile Mode.
5. Enter your Profile ID and PIN, then tap **OK**.



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.

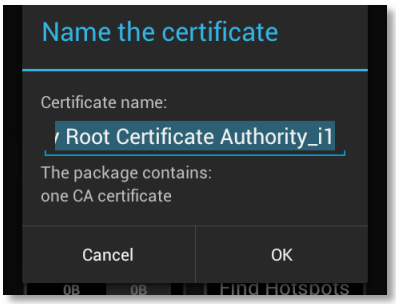
If the base .apk file is installed, the user will have to enter Profile ID and PIN to activate.

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 Hotspot Finder, 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

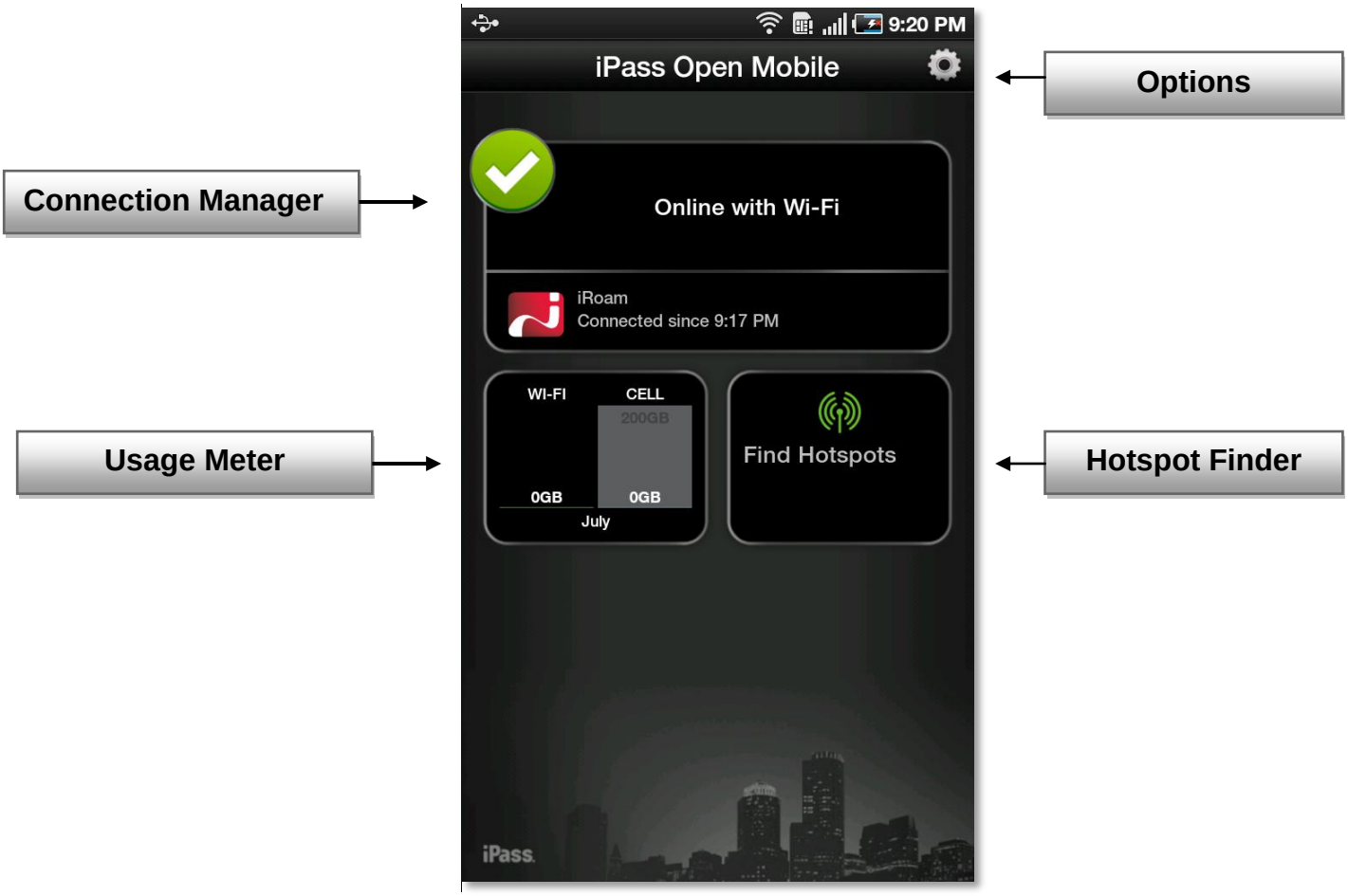
To uninstall Open Mobile, browse to **Settings | Applications | Manage Applications**, select Open Mobile from the list, and then tap the **Uninstall** button.

Using Open Mobile

The Open Mobile for Android interface is illustrated here.

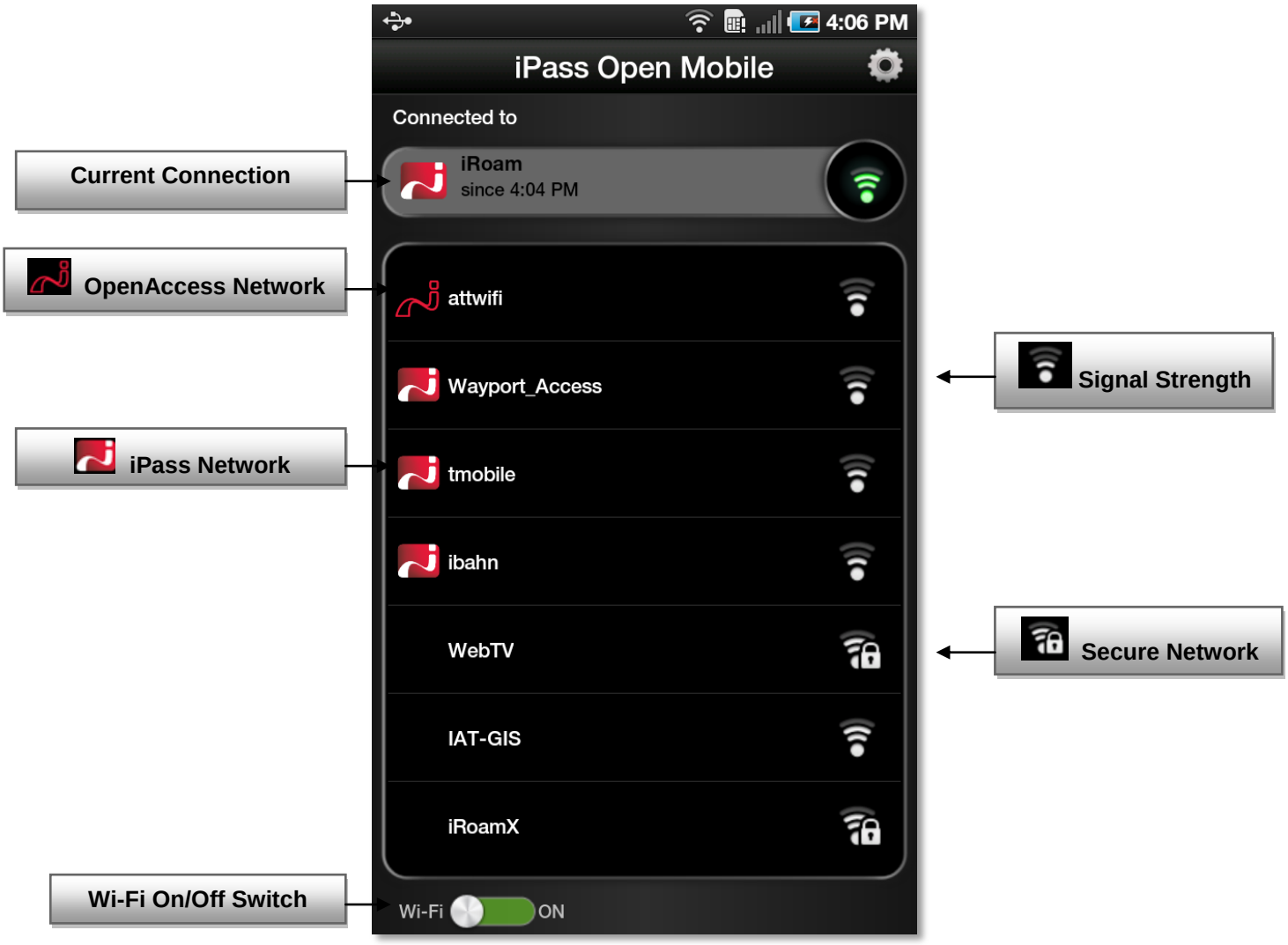
Dashboard

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 a dialog with more details, described below, and they represent your current connection (the Connection Manager), your past connections (the Usage Meter), and your future connections (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 it.

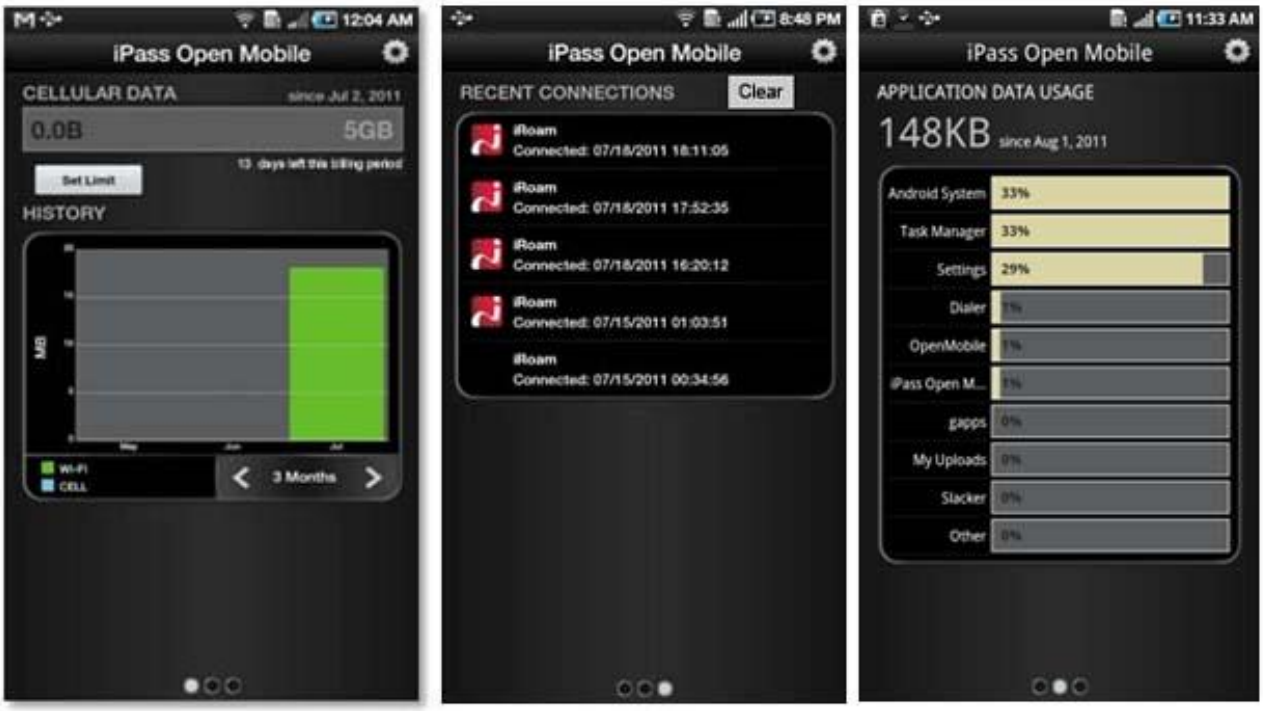


Usage Meter

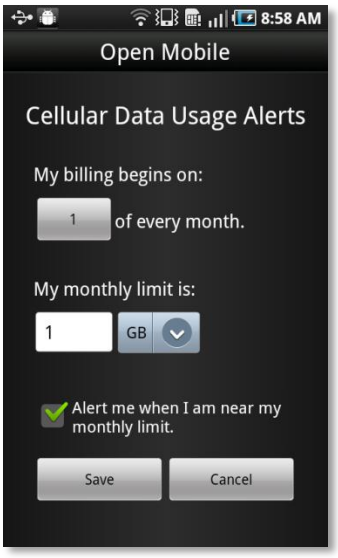
There are three dialogs in the **Usage Meter** section.

- 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 **Options** 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).

Hotspot Finder

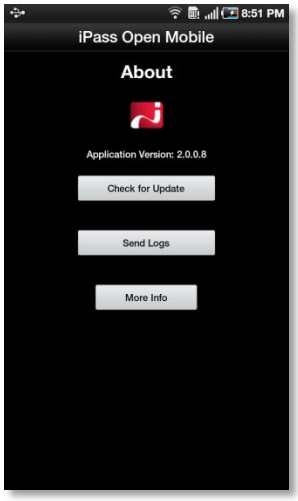
Open Mobile for Android includes a Hotspot Finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. Enter a location in the search box, or tap the **List nearby hotspots** button, for a list of hotspots and their locations. The Hotspot Finder requires an Internet connection to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

Options

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

About

There are three buttons on the **About** dialog: **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 11 for more information on this feature).
- **More Info** will display 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).

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.

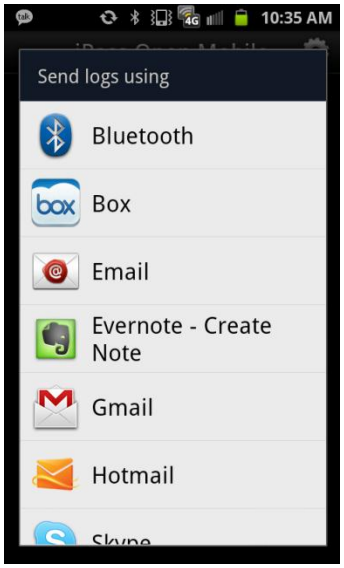
Usage Settings

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 8.

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), by Bluetooth, by instant messenger such as Skype, or by 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.
- The location is 802.1x-enabled. 802.1x connections are not currently supported.