iPass Open Mobile 3.1.x for Android Quick Start Guide

VERSION 1.0, JANUARY 2015

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TABLE OF CONTENTS

TABLE OF CONTENTS

Support   26

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

In most cases, the [Travel Preferences](#) screen will automatically appear when Open Mobile activates, prompting users to enhance their connection experience by selecting regions they frequently visit.

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**.
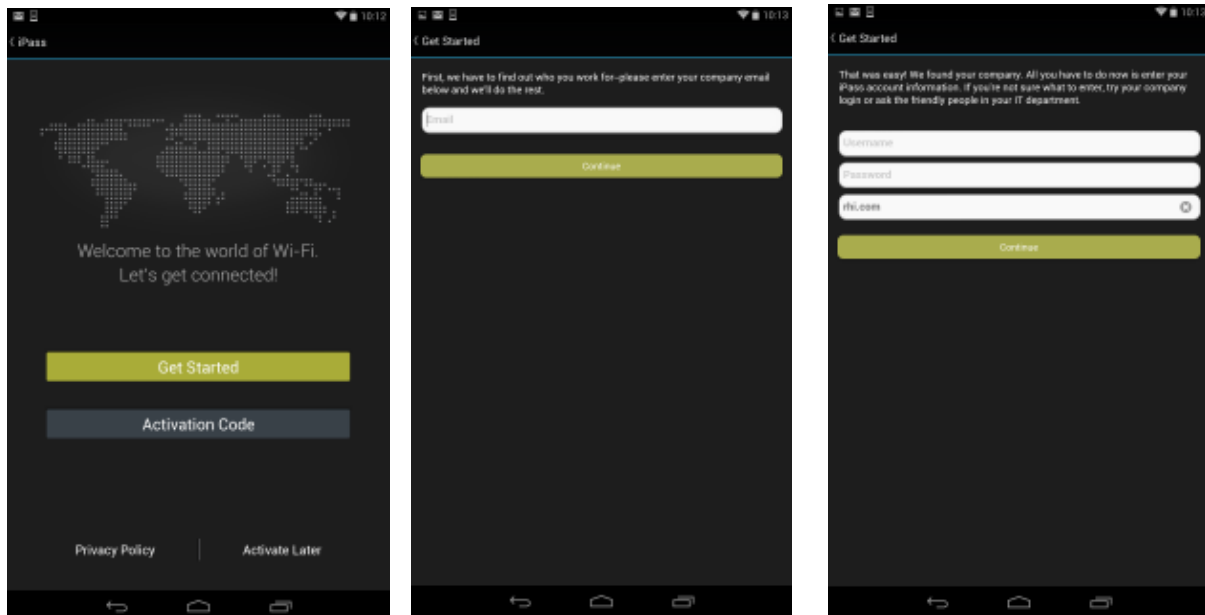
Credential-Free Authentication

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.

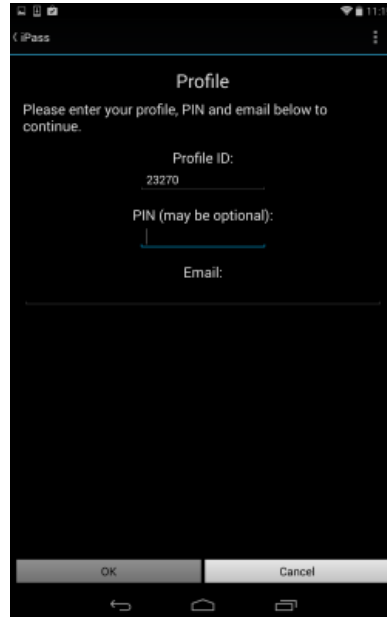7. Tap **Finish**. You will be returned to the welcome screen.
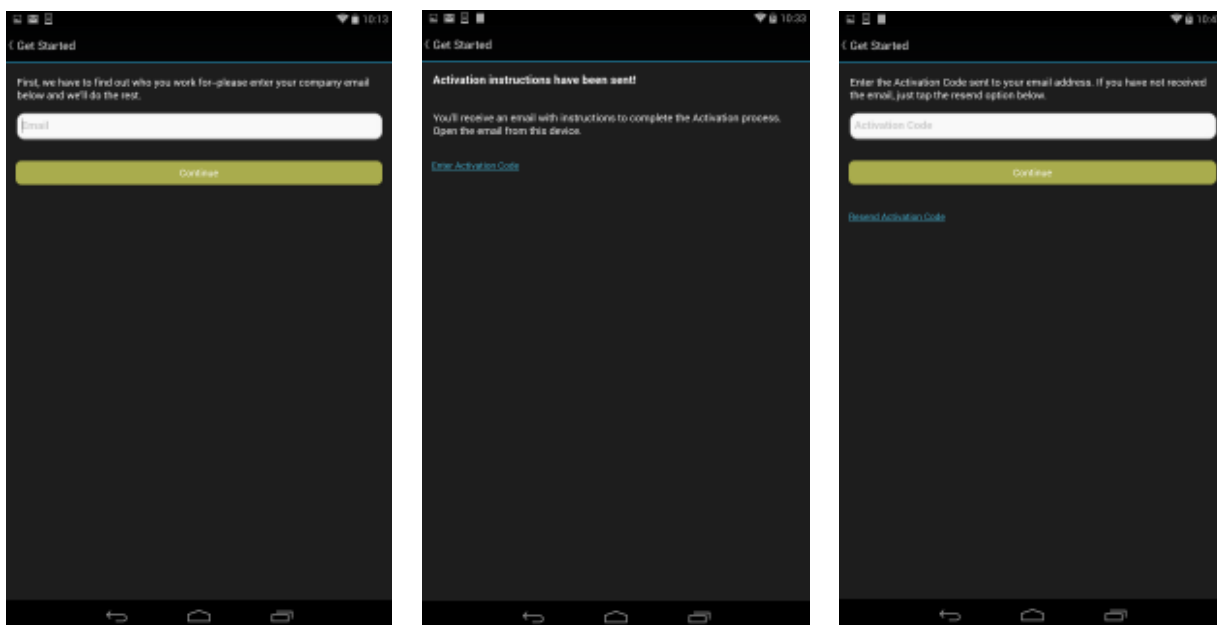
Activation Code

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.
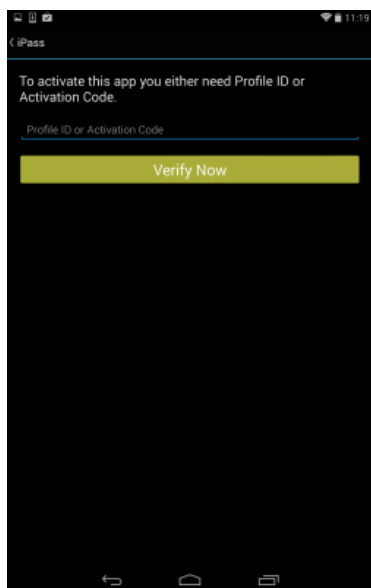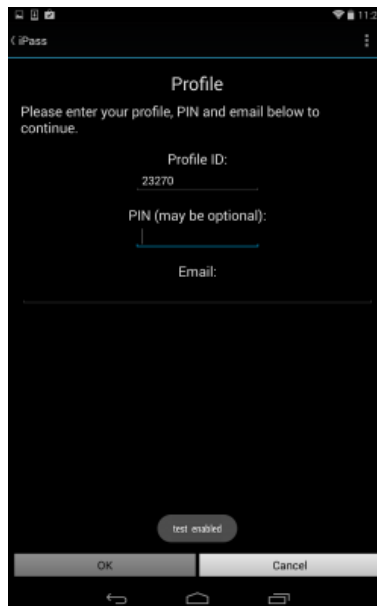
■ If the Activation Code is entered correctly, Open Mobile will be activated and you will see a congratulations screen. Tap the **Finish** button on this screen and you will be returned to the welcome screen.

■ 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.
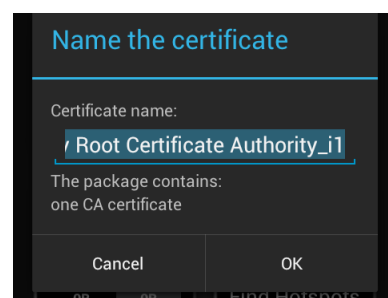
Upgrades

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

Main Screen
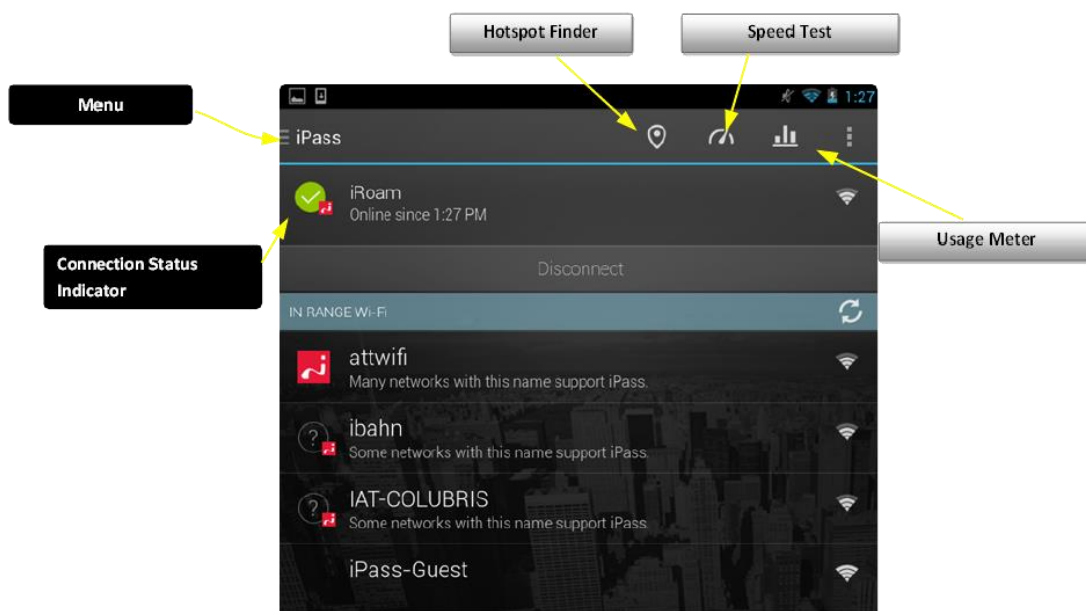
The action overflow button (⋮), located on the top-right side of the screen, may contain several features like Usage Meter, Speed Test, etc.. Due to differences in screen resolution among Android devices, some feature buttons can't be displayed on the main screen.

- Menu: A pane with several options for customizing preferences and making the most of Open Mobile.
- Hotspot Finder: Users can search for available networks near them.
  - **Find Hotspots Offline**: For information on finding hotspots while offline or traveling, please visit Travel Preferences.
- Speed Test: Allows users to measure the latency, packet loss, download speed, and upload speed of a connection.
- Usage Meter: Three dialogs will illustrate a user's data usage. To move between them, a user can swipe their finger from left to right (or right to left).
- **Connection Status Indicator**: A green circle with a white check mark will appear when a user is connected to a network.

Hotspot Finder

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. Users should tap on a specific hotspot location on the list to reach a picture of the 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.
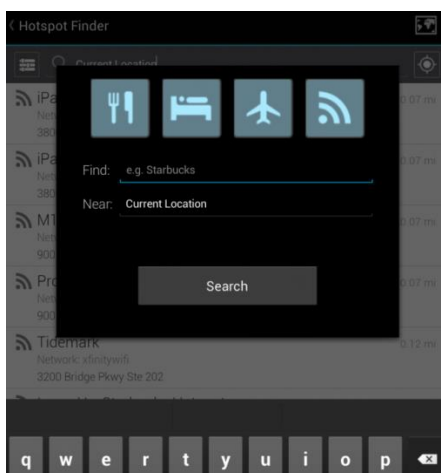
1. Tap the **Hotspot Finder** button ( ) on the main screen.

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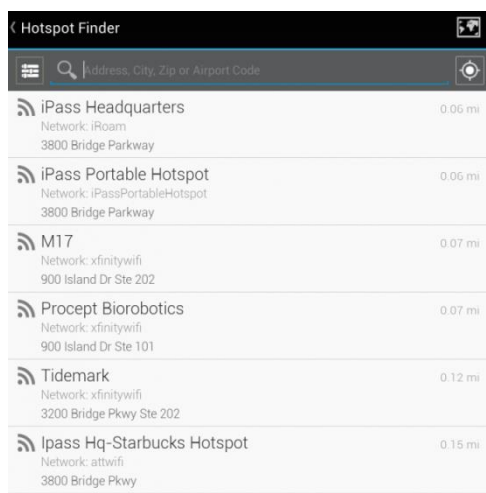
A list of nearby hotspots is available to users as soon as they tap on the **Hotspots Finder** button. Automatically, the nearest and most convenient hotspots are displayed. However, users can search for specific hotspots by:

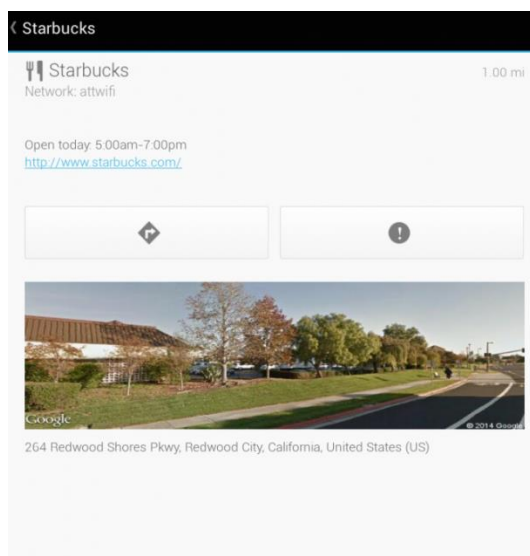- address
- city
- zip code
- airport code

3. **Filter hotspots.**

Tapping the filters button ( ) on the top-left side of the screen allows users to filter their hotspot search by:

■ hotel

■ restaurant

■ airport

■ distance

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.**
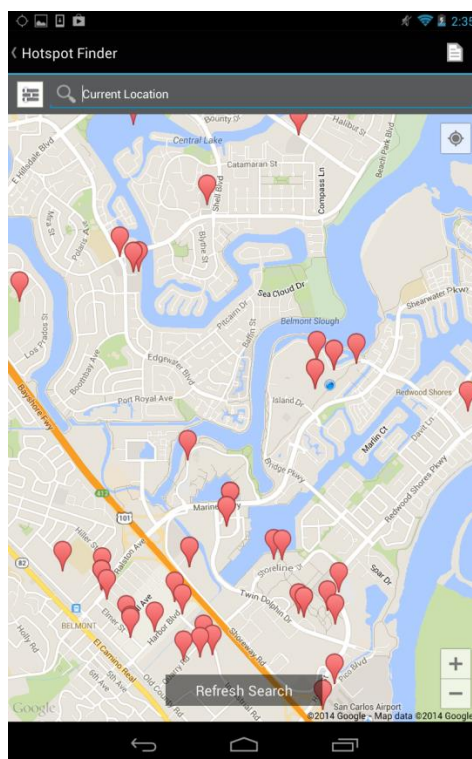
- Tapping the map icon ( ) will pull up a map that displays several hotspot locations.
- Tapping the location icon ( ) will bring up a list of nearby hotspots.
- Tapping the **Refresh Search** button will refresh the hotspots present on the map.
  > *Map view is not available when users are offline (or in Offline Mode).*

Find Hotspots Offline

For information on finding hotspots while offline or traveling, please visit [Travel Preferences](#).

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.
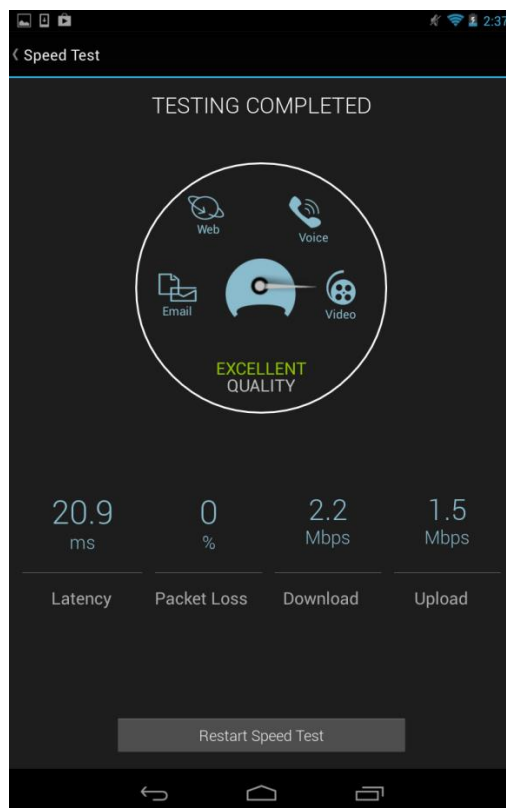
To test the speed of a connection:

1. Navigate to the Speed Test screen by tapping the **Speed Test** button on the main 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.

Usage Meter

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

Cellular Data

This dialog displays graphs of your data usage for this billing period.
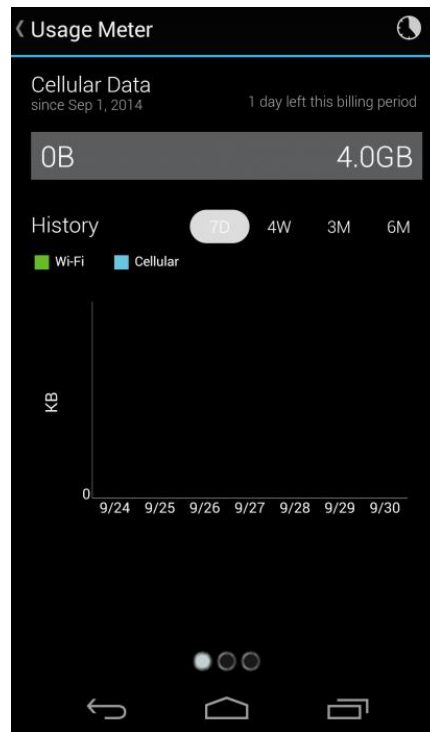
Cellular Data Usage Alerts

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** button ( ) to open the **Cellular Data Usage Alerts** 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).

Application Data Usage

This dialog displays your top ten applications. To move between these screens, swipe your finger from left to right (or right to left).
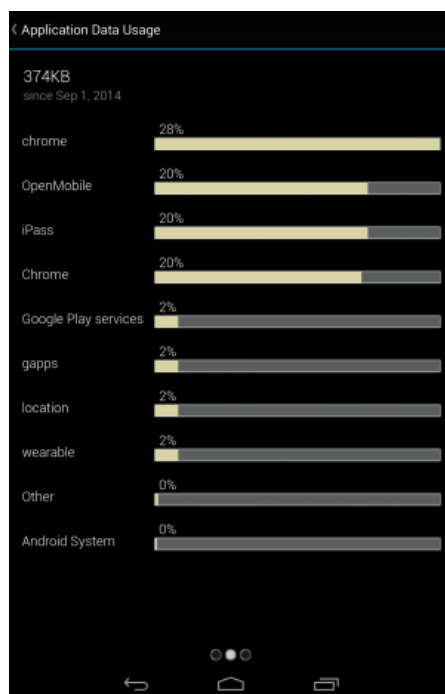
Recent Connections

This dialog shows your last twenty connections. (Users on Android 2.1 or earlier will only see this screen.) Tap the trashcan button to clear your connection history.

Menu

Tapping the **Menu** button will open a pane with the following options displayed.

> *The Account option many not be visible if the Automatic Credential Assignment feature has been enabled.*

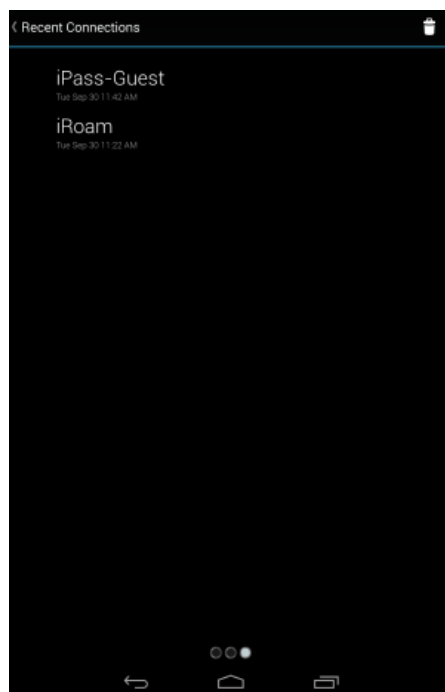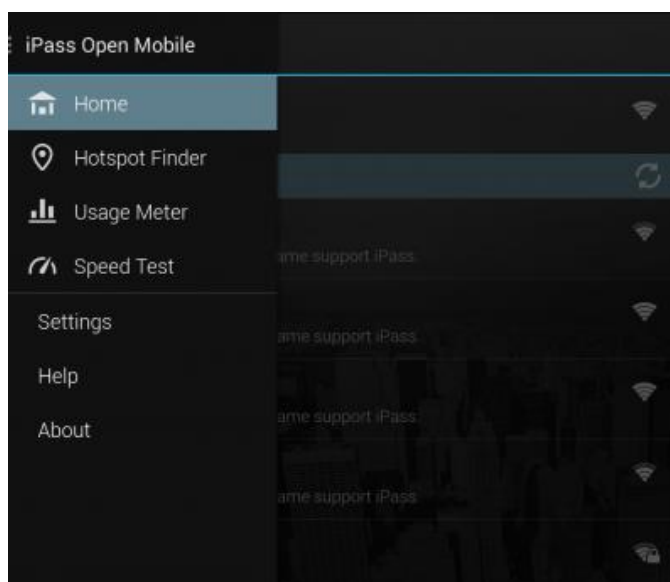- ■ **Home**: Tapping the Home button will take the user back to the main screen, where they can see the network they're connected to and a list of other available networks.
- ■ Hotspot Finder: Tapping the **Hotspot Finder** button will open the hotspot finder, where users can search for networks near them.
- ■ Usage Meter: Tapping the **Usage Meter** button will open three dialogs illustrating your data usage. To move between them swipe your finger from left to right (or right to left).
- ■ Speed Test: Tapping the **Speed Test** button will open the Speed Test feature, allowing users to measure the latency, packet loss, download speed, and upload speed of a connection.
- ■ **Settings**:
  - ▪ AutoConnect: The app will automatically re-connect to a network when the user is unintentionally disconnected.
  - ▪ Connection Preferences: Favorite or exclude specific networks for a more customized connection experience.
  - ▪ Notifications: Use the Settings option to turn notifications of available iPass networks On or Off.
  - ▪ Travel Preferences: Gives users the opportunity to enhance their connection experience when traveling by downloading hotspot information about regions they frequently travel. Once they have hotspot information, users can look up locations while they're offline.
  - ▪ **Account**: The user enters or changes iPass account credentials here, including Username, Password, Domain, and possibly Prefix.
    > *If the credential-free authentication feature has been configured, users will not see Account Details.*

- **Help**
  - **Service Overview**: A series of informative screens describing Open Mobile and how to get connected.
  - **Interface Help**: A diagram explaining some of the buttons and features on the main screen.
  - **FAQ**: A set of Frequently Asked Questions (FAQs) to help users if they are having trouble connecting to an iPass network.
  - **Report a Problem**: Tapping this option will launch the user's email client, with logs attached. The To field will auto-populate help@ipass.com.
- **About**
  - **Update Networks**: Check for any available Profile and Directory update (not software update). These updates happen automatically every 24 hours.
  - **Replace Profile**: Users can tap this option to replace their profile. Once users 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**: More information on the user's version of Open Mobile.
  - **Legal Information**: Terms of Use and Privacy Policy information.

Travel Preferences

Travel Preferences gives users the opportunity to enhance their connection experience when traveling or when they're not connected to the Internet by downloading hotspot information about regions they frequently visit. Once they have hotspot information, users can look up locations while they're on the road or offline by tapping the **Hotspot Finder** button on the main screen.
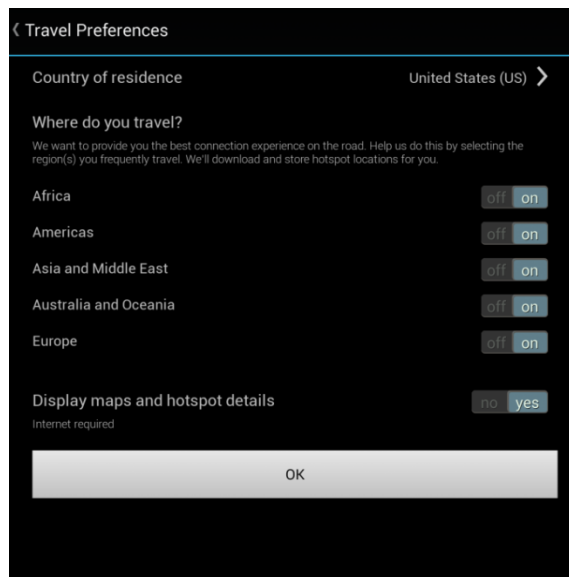
- **Country of Residence**: The user's country of residence. (Users have the option to select **None**.)
- **Where do you travel?**: Users should select regions based on their travels. Once a region has been

selected, Open Mobile will download all corresponding hotspot information. Users can access the hotspot information when they're offline and traveling by simply tapping the Hotspot Finder button on the main screen.

■ **Display maps and hotspot detail**s: Open Mobile stores hotspot locations for users to access when they are offline. However, enabling this option allows Open Mobile to connect to the Internet and download maps and more details for a richer Hotspot Finder experience.
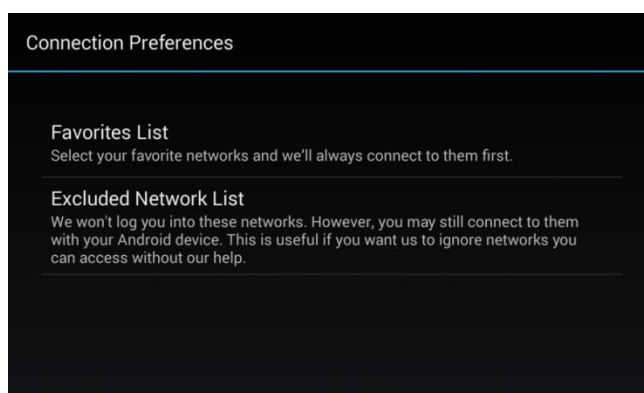
AutoConnect

If users turn AutoConnect ON, the app will automatically re-connect to a network when the user is unintentionally disconnected (after signal loss, for example). When multiple networks are available in the same location, the client uses a sophisticated algorithm to determine which network to AutoConnect.

If the user chooses to disconnect from an AutoConnect network, Auto-Connect will be disabled until the user explicitly attempts to connect again. If the user disables Save Password while AutoConnect is enabled, then Auto-Connect will automatically be disabled.

In Open Mobile 2.6.0 for Android and later, you can choose whether to make the AutoConnect box visible to the user, as well as the default value for the AutoConnect setting. For more information, see here.

Connections Preferences

This feature allows users to customize their connection experience by creating lists of networks for Open Mobile always prefer or ignore (regardless of available networks in the area).


■ **Favorites List**: Open Mobile will always try to connect to networks on a user's Favorites List first (if available). Users can add their preferred networks to their Favorites List by tapping Favorites List and then the plus button next to the appropriate network. A great example of a "favorite" network is a user's home Wi-Fi. Most likely, a user would rather connect to their home network than a iPass-enabled network in the area. iPass makes that possible.

■ **Excluded Network List**: For one reason or another, a user might want Open Mobile to ignore a specific network. Users can add networks to their Excluded Network List by tapping Excluded Network List and then the plus button next to the appropriate network. Open Mobile will completely ignore any networks on this list. A user might want to "exclude" a particular network if it interferes with their connection to a different, preferred network or if the user has their own account for a network and doesn't need Open Mobile to help

them log in.

Manage Notifications

Users can choose the types of notifications that iPass is allowed to send them. To manage notifications or restore them at any time, navigate to **Menu** > **Settings** > **Notifications** from the main screen and toggle **ON** the desired notification type(s).

Notification Options
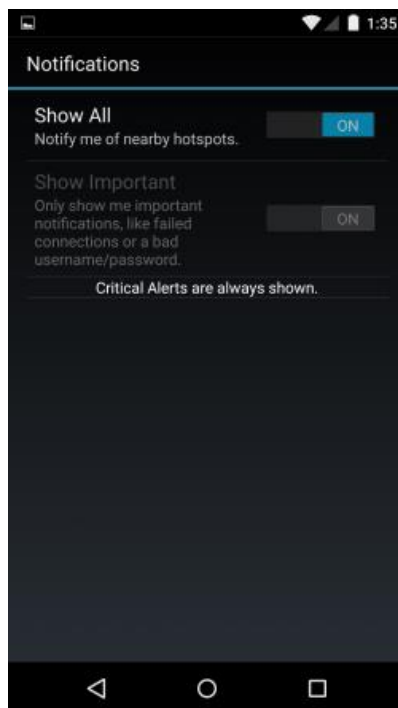
- **Show All**: iPass will inform users when an iPass network is available through notifications, like the one pictured below.
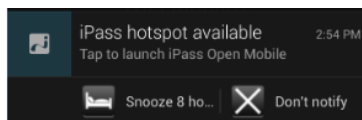
  - Tap on **Snooze 8 hours** to turn off notifications for an eight hour period.
  - Tap on **Don't notify** to stop notifications.
- **Show Important**: iPass will only notify users of important information, like any issue that might prevent them from connecting to the Internet (bad password, etc.).
- **Critical Alerts**: These are urgent notifications for the user and will always be shown.

# Automatic Credential Assignment

Please contact an iPass admin to enable this feature.

Automatic credential assignment makes it so users don't need to enter their username or password to use and connect with Open Mobile. Credentials are automatically assigned in the background, once users have been verified.

There are two general ways a user may encounter this account update. Below, you will find descriptions for a short way and a long way. The short way doesn't require the user to enter any extra information, while the long way requires users to enter an email address and launch a link.

Short Way

When automatic credential assignment is enabled and users are successfully migrated (no incorrect passwords, usernames, etc.), users will receive an account update the next time they launch Open Mobile. Users will be informed that they no longer need to worry about usernames and passwords.
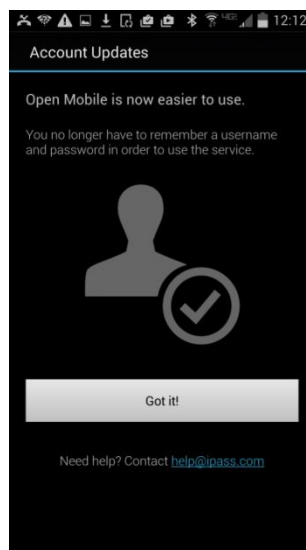

Upon encountering the account update, users should simply tap **Got it!** and continue using Open Mobile. A notification for an account update may appear if the user is on their device and Open Mobile is running in the background. The only change users may notice is the Account Details option, under Settings, will no longer be visible as it no longer relevant.

Long Way

The slightly longer way will require users to help us verify their current credentials by providing us with an email address and by reaching into their email for a special link that will finalize the account update.

1. The user must tap on **Continue** when the Account Updates screen appears. This screen may appear the next time the user launches Open Mobile or if they tap on an account update notification.
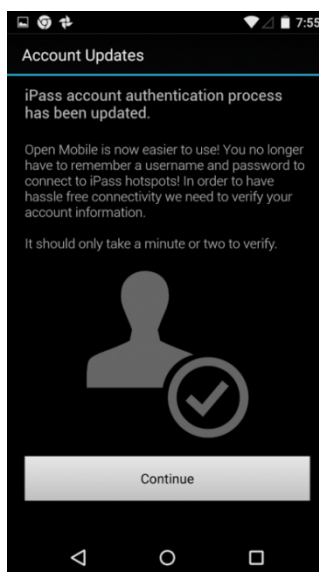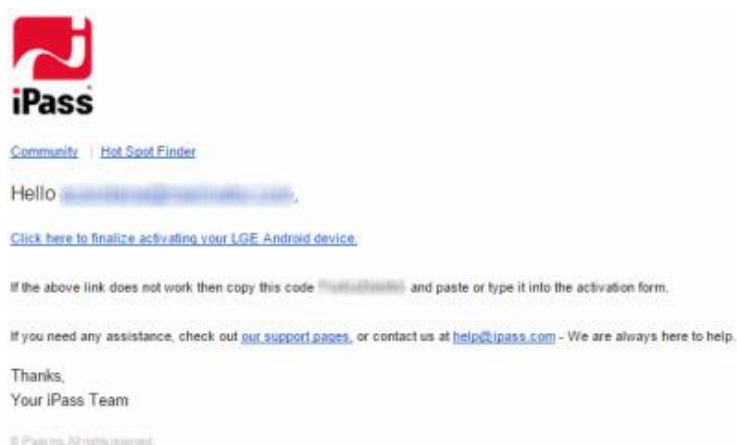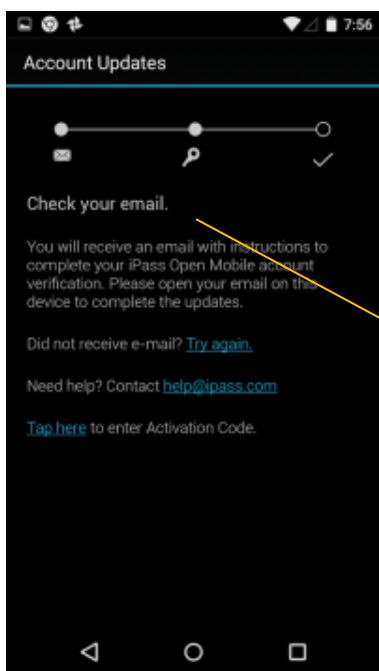
2. The user must enter their email address. Users may need to select among domains if there are several associated with a specific user.
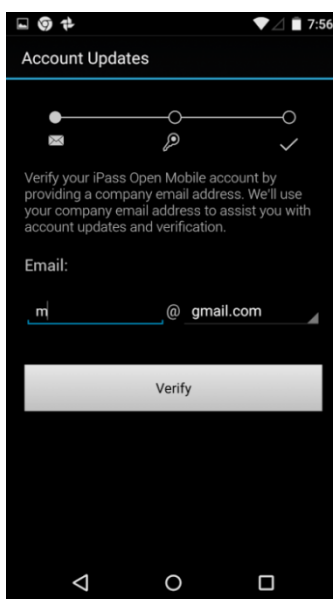
3. The user is notified that an email has been sent to the email address they provided. The user must open the email sent by iPass and tap on the link contained within the email.

If the link doesn't work for any reason, there is an activation code included in the email that the users can enter (where it states **Tap here to enter Activation Code**).

Support

Report a Problem

Open Mobile logs connection data, which can be useful in troubleshooting connectivity or application issues.

To report a problem:

1. Tap **Menu** > **Help** > **Report a Problem**.

2. Select a method for sending the logs (the choice varies by device depending on what you have installed). The easiest method is most likely email.

   ◼ If you select email, an email will open with logs attached to the email and the **To** field will be auto-populated with **help@ipass.com**. Please describe the problem in the body of the email.

3. Tap **Send**.

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.