



# **Open Mobile 1.0 for BlackBerry User Guide**

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# Getting Started

Open Mobile 1.0 for BlackBerry enables BlackBerry users to connect to the Internet and enterprise resources through the iPass global network of Wi-Fi providers. Users who already have Open Mobile for another platform (such as Windows) can re-use the same credentials for their BlackBerry.

## Device Requirements

Open Mobile 1.0 is supported on all BlackBerry devices equipped with Wi-Fi, running BlackBerry OS version 5.0 or later.

## Installing Open Mobile for BlackBerry

Open Mobile for BlackBerry can be installed one of the following methods.

- Using BlackBerry Desktop Manager to install the client from your PC.
- Installing directly by downloading the client from your BlackBerry Web browser.

Alternatively, Open Mobile may be distributed directly by your administrator, by some other method (such as by email or posting on a corporate intranet). If this is the case, contact your administrator for installation instructions.

### Installing Open Mobile using BlackBerry Desktop Manager

BlackBerry Desktop Manager 5.0 or later can be used to install Open Mobile. Uninstall any previous version of Open Mobile before installing the current version.

To install using the Desktop Manager:

1. Save the Open Mobile for BlackBerry installer files to a convenient location on your PC.
2. Connect your BlackBerry device to your PC using the USB cable.
3. Launch the Desktop Manager Software in Windows (**Start > Programs > BlackBerry > Desktop Manager**).
4. Click the **Application Loader** icon.
5. Click the **Start** button in the **Add / Remove Applications** pane. The **Application Loader** will connect to the device and search for available device software.
6. Click **Browse** and navigate to the folder containing the Open Mobile installer files from step 1.
7. Select the `OM.alx` file and click **Open**.
8. Click **Next**. The **Summary** of your selected actions will be displayed.
9. Click **Finish** to begin installation. The **Update complete** message will be displayed once installation is complete.
10. Close the **BlackBerry Desktop Manager** window and disconnect the USB cable. You can move this icon to a more convenient location in the menu by highlighting the Open Mobile icon and selecting **Move** or **Move to Folder** from the BlackBerry menu.

## Installing Open Mobile from a Web Browser

This method of installing Open Mobile does not require an intermediate PC, but you will need:

- An existing Internet connection.
- A URL link to the download files. Your system administrator will provide you with this link if this option is available.

### To install from a web browser:

1. Connect to the Internet from your BlackBerry.
2. Open your preferred BlackBerry web browser and navigate to the URL provided by your administrator to download the `OM.jad` file.
3. Click the displayed link.
4. Click **Download** to install Open Mobile.

A confirmation message will be displayed upon successful installation. Click **Run** to launch Open Mobile immediately or **OK** if you do not wish to launch Open Mobile at this time.

## Uninstalling Open Mobile

You can uninstall Open Mobile by following the steps described below.

### To uninstall Open Mobile:

1. Locate the Open Mobile icon in the BlackBerry menus (by default, the icon is located in the Downloads folder)
2. Press the **Menu** key and select **Delete**.
3. Confirm the action when prompted.

# Configuring Open Mobile

You need to configure Open Mobile with your iPass account information, before using it for the first time. The client will prompt you for this information upon first launch. You may also be prompted to provide a Configuration Code. You can obtain this code from your helpdesk or by requesting a code from iPass at:

[http://www.ipass.com/services/services\\_software.html](http://www.ipass.com/services/services_software.html).

If a configuration code is required, you will need to be connected to the Internet during the first launch in order to verify the code.

## Entering a Configuration Code

To enter a configuration code:

1. Launch Open Mobile and connect to the Internet.
2. If the Client Configuration screen is displayed, type a valid configuration code and choose menu option **Configure**. Note that configuration codes are case-sensitive. Open Mobile will attempt to validate the configuration code and to retrieve the correct configuration.
3. Following the update, you will see the message *Configuration has been updated successfully*.

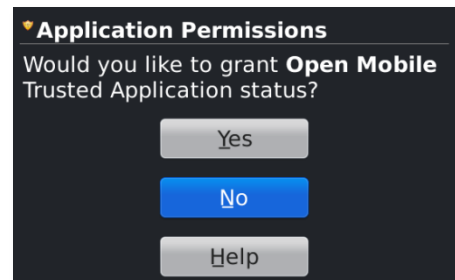
## Trusted Application Status

The very first time you launch Open Mobile, you will be prompted to grant it status as a Trusted Application for your BlackBerry device.

To grant Trusted Application status when prompted:

1. On the Application Permissions dialog, click **Yes**.

Open Mobile will initialize and create its required network directories. You may then set your Open Mobile credentials.

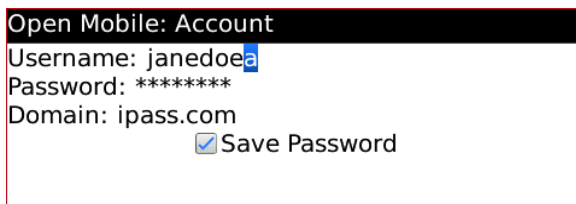


## Setting Open Mobile Credentials

Open Mobile will prompt you for your login credentials (username, domain, and password) on first launch. Your username and domain are always remembered, but your password will only be saved if you check the **Save Password** box. Saving your password will expedite future login attempts.

To review or edit your Open Mobile Account:

1. Launch Open Mobile.
2. Press the Menu key.
3. Click **Account**. The **Account** screen will be displayed.
4. Type your **Username**, **Password** and **Domain** name in the space provided.




5. If desired, check the **Save Password** box. If you do not save your password, you will be prompted to retype it before each Open Mobile login attempt.

*Unless your administrator has requested otherwise, your password will be cached between consecutive connection attempts within the same iPass session, even if you do not save your password.*

6. Click **Save**.

## Connecting to a Network

The Open Mobile main screen displays a list of all Wi-Fi networks detected in the vicinity. The iPass-enabled networks are grouped together and displayed in the beginning of the list followed by non-iPass networks or personal networks.

The  icon indicates that the network is iPass-enabled.

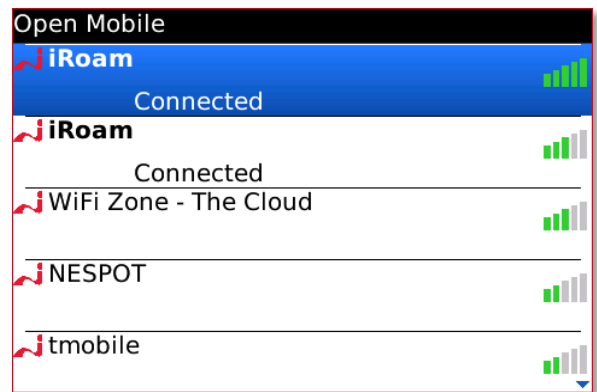
The number of bars illuminated in the  icon indicates the signal strength.

### Connecting to an iPass-enabled Network

Connecting to an iPass network is simple.

**To connect to an iPass-enabled Network:**

1. Launch Open Mobile.
2. On the main screen select the network of your choice and select **Connect**. Open Mobile associates and then authenticates with the network.
3. Once you are connected, you can press the Escape key to switch to another application and begin using your Internet connection. Closing the Open Mobile application will disconnect you.




### Connecting to a WEP-Encrypted iPass-enabled Network

A small number of iPass-enabled networks (primarily in Japan) are protected by WEP encryption. Open Mobile assists you with connecting to these networks

**To connect to a protected iPass-enabled network:**

1. Select the network on the main screen and select the **Copy WEP Key** menu option.
2. Select the menu option **Connect**. Open Mobile opens the built in Wi-Fi tool.
3. Select the same network from this list and initiate a connection.
4. Next to WEP key on the Wi-Fi Security screen, choose the menu option **Paste**.
5. Select **Connect**. After the connection succeeds, select **Finish**. This returns you to the Open Mobile main page.
6. On the Open Mobile main page, select the network and choose the menu option Connect.


 *The BlackBerry Wi-Fi tool automatically saves the WEP key between login sessions.*

### Connecting to a Non-iPass Network

**To connect to a network that is not iPass-enabled:**

1. Select the network, and choose the menu option Connect. Open Mobile opens the built-in BlackBerry Wi-Fi tool.

2. Click **Scan For Networks** and choose the network from the list.
3. Connect to the network.

 *In some cases, you will have to log in through your browser.*


4. After successfully connecting, you return to the Open Mobile main screen where you can see that you are connected.

## Granting Access Permission (BlackBerry OS 5.0.0.500 or later only)

For devices running BlackBerry OS 5.0.0.500 or later, you must grant permission to Open Mobile to access networks before each new connection.

**To grant permission before connecting:**

1. Launch Open Mobile.
2. Click the Menu button and switch applications to **Manage Connections | Wi-Fi Network**.
3. Under **Options and Status**, pick **Wi-Fi Network**.
4. On the **Hotspot Client Installation** dialog, click **Yes**. The hotspot client will be installed.
5. Click **OK**.

 Your device requires you to give permission to "Open Mobile" to access networks. You can do this by selecting Manage Connections -> Wi-Fi Network of the device.

To complete the connection, follow the steps outlined for connecting as explained for your choice of network type (iPass, WEP-encrypted, or non-iPass).

## Disconnecting from a Network

**To disconnect from a network:**

1. On the Open Mobile main screen, select the connected network and choose the menu option Disconnect.

## Closing Open Mobile

If you are currently connected to a network, closing Open Mobile will disconnect you. If you want to switch to another application, press the **Escape** key, which will keep Open Mobile open in the background and maintain your network connection.

**To close Open Mobile:**

1. From Open Mobile, press the **Menu** key.
2. Click **Close**.



# Open Mobile Features

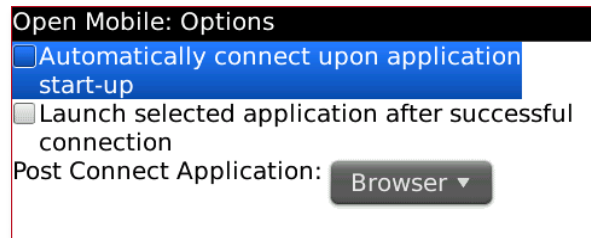
Open Mobile includes these additional features to enhance your connection experience.

## Auto-Connect

If Auto-Connect is enabled, Open Mobile will automatically make a local network connection when it is launched.

To enable Auto Connect:

1. In the menu, select **Options**.
2. Select **Automatically connect upon application start-up**.



## Post-Connect Application Launch

Open Mobile can be configured to automatically launch the application of your choice following a successful connection.

To launch an application after connection automatically:

1. In the menu, select **Options**.
2. Select **Launch selected application after successful connection**.
3. Next to **Post Connect Application**, select an application to launch from the list.

## Updating the iPass Directory

Open Mobile will automatically update your iPass directory whenever Open Mobile is connected to an iPass-enabled hotspot, and more than 24 hours have elapsed since the last successful directory update.

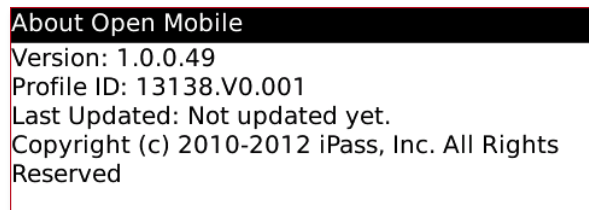
You can also choose to perform a manual update at any time.

To perform a manual update your iPass directory:

1. From Open Mobile, press the Menu key.
2. Click **Check for Updates**. Open Mobile will check for updates and download any which are available.
3. The **Directory update successful** message will display confirming the download.

To verify Directory status:

1. From Open Mobile, press the Menu key.
2. Click **About Open Mobile**. The About screen displays the Open Mobile Version number, Profile ID, Directory ID, Last Updated date, and time. This information may be useful when contacting your help desk for support.



## Change Configuration

In some cases, your helpdesk or system administrator may supply you with a new configuration code. A different configuration code can provide new features, new configurations, different directory of services, or different settings for your login credentials.

### To change your configuration:

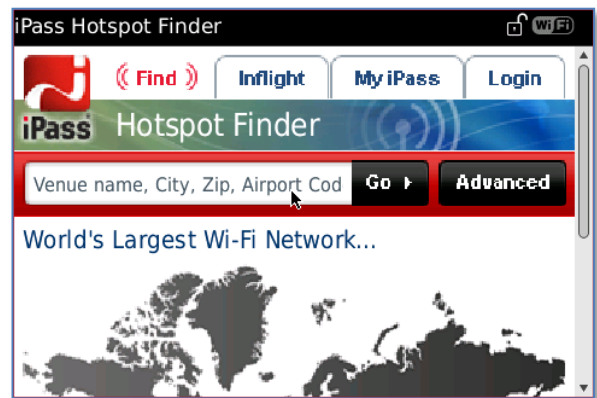
1. Launch Open Mobile and press the **Menu** key.
2. Click **Change Configuration**. The **Change Configuration** screen will be displayed.
3. Type the new configuration code in the space provided. The configuration code is case sensitive.
4. Press the **Menu** key and select **Configure**. Look for the message **Configuration has been updated successfully** upon completion.
5. If you see an **Invalid code** message then you should double-check the code you were provided before contacting your helpdesk for further assistance.

## Online Hotspot Finder

The iPass Handheld Hotspot Finder helps mobile users search online for iPass-enabled Networks around the world. Choose this option to open the network finder website.

### To use the online Hotspot Finder:

1. Connect to the Internet
2. Press the Menu key and select **Hotspot Finder**.



## Open Mobile Help

Open Mobile for BlackBerry includes some simple help content to assist you with the basic operation of the client.

### To get help:

1. From Open Mobile, press the Menu key.
2. Select **Help**. The Open Mobile for BlackBerry Help Index screen will be displayed in a browser window.
3. You can browse the help content by following the links on the index page.
4. Click Escape when done or select **Close** from the menu and you will be returned to Open Mobile.

# Troubleshooting

This section addresses some of the common user issues that many arise during normal operation. Further support questions should be directed to your local helpdesk.

## General Troubleshooting Tips

These tips apply to connections in general using Open Mobile.

### Difficulty Configuring Open Mobile

- Make sure you are connected to the Internet by checking if your browser can access a public website.
- Your device may not be configured to allow all applications access to the Internet. Please call your carrier's customer support to verify your connectivity.

### Difficulty Connecting to the Network

- Make sure you have good signal strength. Weak or intermittent signals are the primary source of connection failure. If the signal strength is less than four bars, try to move closer to the Wi-Fi access point.
- Your preferred access point may be offline or otherwise temporarily unavailable, even though the SSID is still being broadcast. Try another access point in the area.
- Verify whether the venue is actually an iPass hotspot. Sometimes an Internet provider that is not iPass-enabled will use a network name that is the same a provider in the iPass network. Use a browser to check whether you are being redirected to a provider login page.

### Authentication Issues

- Check that your username, domain name, and password are entered correctly. These fields are case-sensitive.
- The authentication server may be down or offline or your iPass user account may have been disabled by your corporate helpdesk. Check with your IT Help Desk if you see repeated login failures at different venues, particularly if you are sure your username and password are entered correctly.
- If you save your corporate credentials in Open Mobile, remember to update your account information.

## Viewing Open Mobile Logs

Open Mobile writes diagnostic information to the BlackBerry Event Log. This information may sometimes be useful to your helpdesk when troubleshooting your connection experience.

To view the Open Mobile logs:

1. From the BlackBerry home screen, type LGLG (not case-sensitive) while holding the Alt key. The Event Log screen will be displayed.
2. Press the **Menu** key and click **Options**. The **Event Logger Options** screen will be displayed. The **Min log level** displays the current log level.
3. Press the **Menu** key and click **Change Option** to view the three log levels:

- **Warning:** Displays error and warning exception messages encountered in the normal course of the operations.
  - **Information:** Displays brief information on the various operations initiated by the user as well as operations Open Mobile initiates automatically. Warning messages will also be displayed.
  - **Debug Info:** Displays low-level diagnostic information intended for developers. Warning and Information messages will also be displayed.
4. Choose the log level as instructed by your Help Desk.
  5. Press the **Menu** key and click **Options**.
  6. Scroll down to the list of applications and locate Open Mobile in the list.
  7. Make sure that the check box next to Open Mobile is checked.
  8. Press the **Menu** key and click **Save**. The Event logger displays all the event logs pertaining to Open Mobile.

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