Customizing Open Mobile Documentation

CUSTOM HELP AND WHITE-LABEL DOCUMENTS

Open Mobile is highly customizable, and provides customers the ability to include customized help files and documentation with their Open Mobile product offering.

Alternate Help Files

Windows and Mac clients permit a single customized help file, which can include your own content. Such custom help content could include a customized application name, specialized procedures for your users, help desk contact information, or other applicable information.

Your custom help file can completely replace the default Open Mobile help, or, alternatively, it can supplement the default help. If the help is supplemental, then a new item to launch the file will be added to the Open Mobile Help menu.

Creating Alternate Help

An Open Mobile client will only accept a single alternate (replacement or supplemental) help file. However, you could leverage the capabilities of the single file to link to other content. For example, you could create a help file consisting of a single HTML page that with links to an online site, which could contain any amount of help content.

For Windows Clients

By default, Open Mobile for Windows help is delivered in CHM (Compiled Help) file format. However, any valid file type can be used as an alternate help file for Open Mobile. Such file types can include, but are not limited to:

- CHM
- HTML
- PDF
- Plain text

In order to launch a help file in the selected file format, a default application for the file type must be registered on the user's system. For example, if you wanted to include a help manual in PDF format, you would need to ensure there was a valid PDF reader associated with the .pdf file extension on each user's system. When the help menu item is launched, Open Mobile would invoke the default PDF reader application to display the file.

Recompiling the Default CHM Files

The default CHM help file is created from a set of HTML topic files. The topic files are then compiled into CHM format using a help authoring tool. A variety of help authoring tools exist for this purpose.

On request, iPass may provide the HTML source files, which customers are free to edit and then re-compile as needed. (You can also acquire the HTML source files directly without iPass assistance by de-compiling the default CHM file in any help authoring tool. The default CHM help file is located in the Open Mobile /bin folder or one of its subfolders.)

Editing, re-compiling, or otherwise customizing these files is solely the responsibility of the customer.

For Mac OS X Clients

For Mac OS X clients, the alternate help file must be a single zipped HTML file that has been indexed by the Apple Help Indexer, is up to 800KB in size, and conforms to the Apple Help style.

For more information on creating Apple Help, please see **Authoring Apple Help** in the Mac OS X Developer Library. In addition to conforming to Apple's style, the Help Index must contain the following strings:

```
<meta name="AppleTitle" content="Help Book"/>
<a class="navlink_left" href="help:anchor='access' bookID=Help Book"></a>
```

For Other Platforms

Custom help functionality is not available for Open Mobile for Android or iOS platforms.

Including Alternate Help in a Profile

To supply the alternate help for your users, it must be included in their Open Mobile profile.

To include alternate help in your client offering,

1. Create the alternate help, including any custom content, using your choice of authoring tool.

2. Save the help in the desired file format.

3. Include the alternate help in an Open Mobile brand, using the Open Mobile Portal. Select whether your help file will supplement or replace the default Open Mobile help.

   - If the help will supplement the default help, enter a name for the supplemental help menu item.

4. Assign the new brand to an Open Mobile profile.

   Complete instructions for creating and editing Open Mobile brands and profiles are contained in the Open Mobile Portal Administrator's Guide.

5. Distribute the profile to customers or users.

White-Label Documentation

White-label documentation is provided to some iPass carrier customers, by request. iPass only provides white-label versions of its product documentation (such as the User Guide, Administrator's Guide, and Release Notes). Such documentation is supplied in plain-text format and is stripped of any iPass product identity, brand names, and screen shots.

White-label documentation is not intended to be a finished product. It serves as a guideline for carriers to create their own documentation and tailor it for their own product offering.