



iPass Open Mobile 2.0 for iOS Quick Start Guide

Version 1.1, December 2011

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

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



Copyright © 2011, iPass Inc. All rights reserved.

Trademarks

iPass, iPassConnect, ExpressConnect, iPassNet, RoamServer, NetServer, iPass Mobile Office, DeviceID, EPM, iSEEL, iPass Alliance, Open Mobile, and the iPass logo are trademarks of iPass Inc.

All other brand or product names are trademarks or registered trademarks of their respective companies.

Warranty

No part of this document may be reproduced, disclosed, electronically distributed, or used without the prior consent of the copyright holder.

Use of the software and documentation is governed by the terms and conditions of the iPass Corporate Remote Access Agreement, or Channel Partner Reseller Agreement.

Information in this guide is subject to change without notice.

Every effort has been made to use fictional companies and locations in this manual. Any actual company names or locations are strictly coincidental and do not constitute endorsement.



TABLE OF CONTENTS

Installing and Activating	2
Technical Requirements	2
Installing Open Mobile	2
Activation	2
Default Mode	3
Updating the Directory	3
Uninstalling	3
Using Open Mobile	4
Dashboard	4
Account Settings	5
How to Connect	Error! Bookmark not defined.
Usage Meter	7
Hotspot Finder	8
Support for Open Mobile	9
Send Logs	9
Troubleshooting Tips	9
About iPass Open Mobile	10



Installing and Activating

Technical Requirements

iPass Open Mobile 2.0 for iOS requires an iOS device that supports multitasking (iPhone 3GS or later, iPod touch 3rd generation or later, or any iPad) running iOS 4.x or higher and an iPass account.

Installing Open Mobile

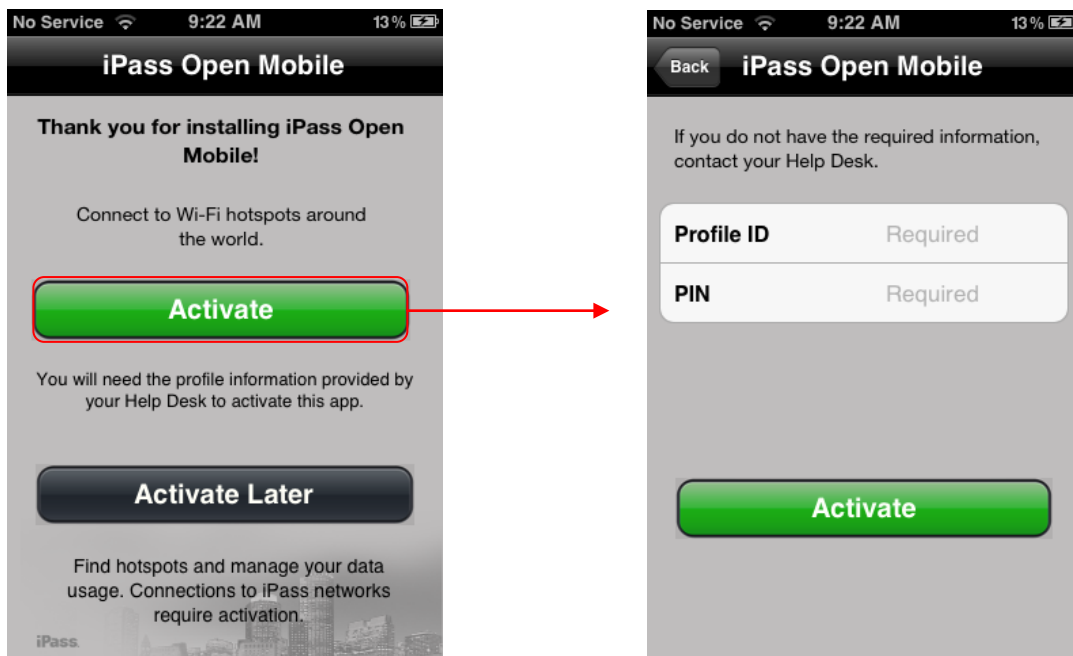
Download the application from the iTunes App Store and install it on your iOS device (iPhone, iPad, or iPod touch).

Activation

You will need a Profile ID and optional PIN to activate.

Tap the **Activate** button on the Welcome Screen, and on the Activation Screen enter your Profile ID and optional PIN.

If you do not have a PIN, you should leave that field blank.



Test Profile Mode

If you are testing the app, you will have to tap the bottom left corner of the screen three times to enter Test Profile Mode before entering the Profile ID and PIN.

Default Mode

If you do not have a Profile ID and PIN, you can tap **Activate Later**. You will have access to the Usage Meter and Hotspot Finder, but you will not be able to use the app to authenticate to iPass Networks. You can activate the app at any time by tapping **Activate Now** button on the Dashboard.

Updating the Directory

You can manually update your network directories by tapping the **Settings > About > Check for Updates**. Open Mobile will automatically update your directories on a regular basis.

Uninstalling

To uninstall Open Mobile, hold your finger over the App until it shakes, then tap the cross on the upper-left hand corner. When the dialog box opens, select **Delete**.





Using Open Mobile

Dashboard



Current Connection

Current Connection displays the current network name and a timestamp of when the connection started.

-  indicates an iPass Network.
-  indicates an OpenAccess network.

Log In/Out Button

Tapping the **Log In** button logs in to the current network with your iPass credentials, and tapping the **Log Out** button disconnects from the current network.

*If the network is OpenAccess, the **Log Out** button will not appear since Open Mobile cannot be used to disconnect from an Open Access network.*

Account Settings

You have to enter your iPass credentials before logging in to an iPass network.

To enter your Account Credentials:



1. Tap **Settings** button.
2. Tap the **Account Settings** button.
3. Enter your **Username**, **Password**, **Domain**, and **Prefix** (optional) by tapping on each box and using the keyboard.



How to Connect

Open Mobile works with the native iOS Wi-Fi settings to connect you to the Internet.

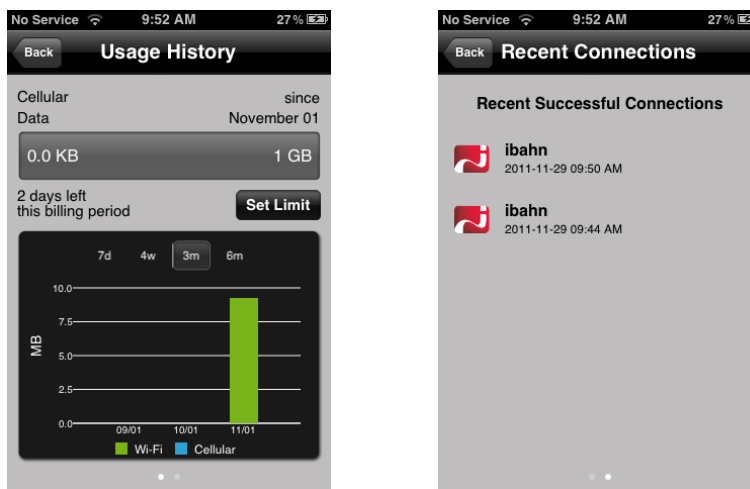
To connect to an iPass Network:

1. Tap the iOS **Settings** icon .
2. Tap **Wi-Fi**.
3. Select a network from the list.
4. Return to the home screen and tap the **Open Mobile** icon .
5. On the dashboard, tap the **Log In** button.

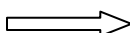


Usage Meter

There are two Usage Meter screens that you can swipe between. The Usage History screen has graphs of your data usage, and the Recent Connections screen shows your last twenty successful connections.



Usage Meter

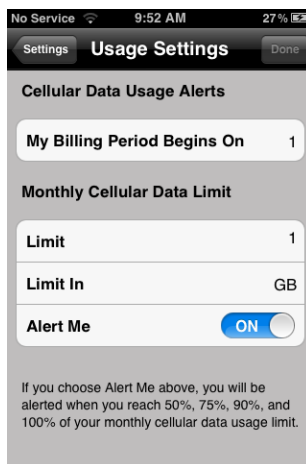


Recent Connections

Usage Settings

Open Mobile can alert you when you are close to your monthly cellular data limit.

Usage alerts will only work when the app is running in the foreground due to a limitation in iOS.



To set the cellular data limit:

1. Tap the **Set Limit** button on the Usage Meter page (or the **Usage Setting** button on the Settings page).
2. Tap the **My Billing Period Begins On** button and enter the first calendar day of your billing period.
3. Enter your limit by tapping **Limit** and entering the number, and then tapping **Limit In** to enter the memory unit.
4. Slide **Alert Me** to **ON**.

Hotspot Finder

Open Mobile for iOS includes a Hotspot Finder that allows you to locate iPass Wi-Fi hotspots anywhere in the world. You 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.



Support for Open Mobile

Send Logs

To send logs:

1. In the **Settings** button and then tap **About** .
2. Tap **Send Logs**.
3. An email will open with a Troubleshooting Report attached. Enter the email address of your Help Desk in the **To:** field and describe the problem in the body of the email.
4. Tap **Send**.

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.



About iPass Open Mobile

Before contacting the help desk, the user should note the version of Open Mobile and the Profile ID they are using. You can find this information by tapping the **Settings > About**.

