



iPass Open Mobile 3.4.x for iOS Quick Start Guide

VERSION 1.0, JUNE 2014

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

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

TABLE OF CONTENTS

Installing and Activating	4
System Requirements	4
Supported Languages	4
Installing and Activating Open Mobile	4
Activating	4
Get Started Wizard	4
Credential-Free Authentication.....	5
Activation Code.....	6
Activation by URL	7
Activation by Application.....	7
Activate Later	7
Updating the Directory	7
Uninstalling	7
Using Open Mobile	8
Dashboard	8
Special Features on the iOS Dashboard:.....	9
Current Connection	9
Log In/Out Button	9
Account Settings	9
How to Connect	9
Find Hotspots	10
Find Hotspots Offline	11
Report Hotspot	12
Speed Test	12
Manual Login	13
Settings	14
Usage Alert Settings	14
Usage Settings	14
About	14
Help	14
Send Logs	15



TABLE OF CONTENTS

Download Hotspot Lists	15
Take A Tour	15
Support	16
Send Logs	16
Troubleshooting Tips	16



Installing and Activating

System Requirements

- iOS 6.0 or later.
- Multitasking support (for example, iPhone 3GS or later, iPod Touch third generation or later, or iPad second generation or later).
- 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 Mobile Broadband connection) to activate Open Mobile.
- Only the Apple App Store is supported for distribution.

Supported Languages

Open Mobile is supported in English, French, German, Spanish, Italian, Korean, Japanese, Thai, Russian, Simplified Chinese, and Traditional Chinese.

Installing and Activating Open Mobile

Activating

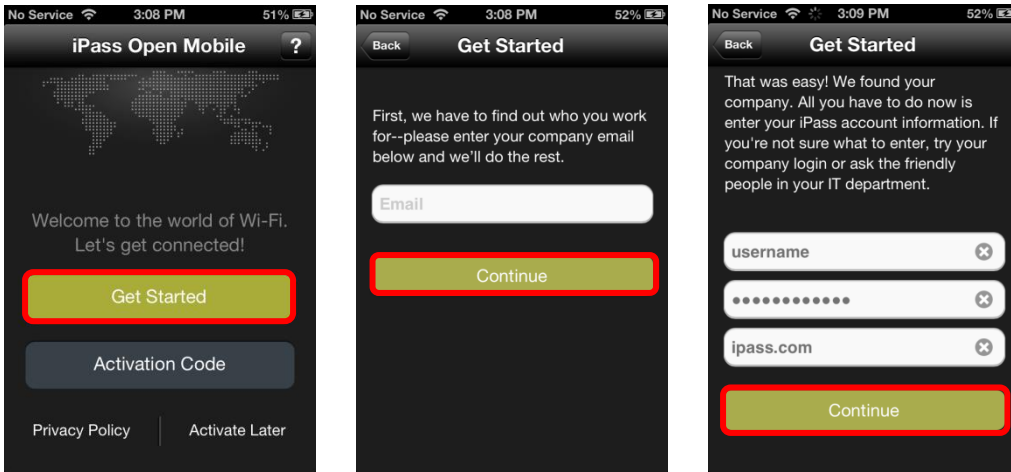
Activate Open Mobile using on the methods below:

- [Get Started Wizard](#)
 - [Credential-Free Authentication](#)
- [Activation Code](#)

Get Started Wizard

To activate using the **Getting Started Wizard**:

1. Download the Open Mobile app from the iTunes App Store.
2. Review the Terms of Use 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**.

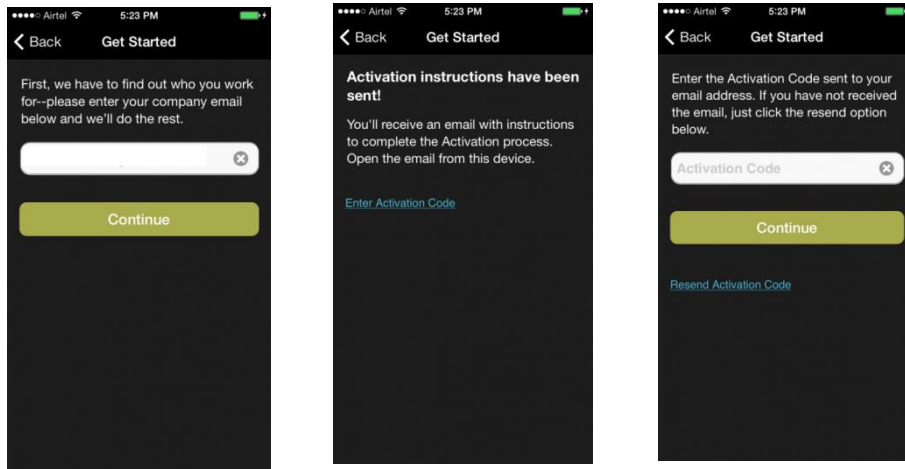


Credential-Free Authentication

If the credential-free authentication feature is enabled, follow the instructions below:

1. Download the Open Mobile app from the iTunes App Store.
2. On the welcome screen, tap **Get Started**. You need to be connected to the Internet to activate the app.
3. Enter your corporate email address and tap **Continue**.
4. 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.
5. Enter the **Activation Code** sent to you in the instructions.

*To activate even faster and easier, tap on the Activation Code link sent in the email. Make sure to tap **Open** if a pop-up appears.*
6. Tap **Finish**. You will be returned to the main screen.

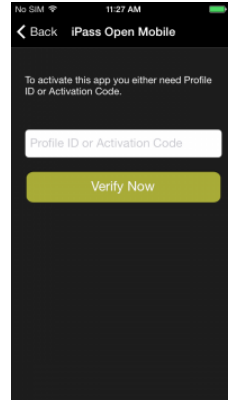


Activation Code

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 your Activation Code:

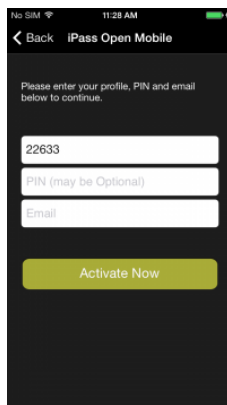
To Activate with your Activation Code:

1. Download the application from the iTunes App Store.
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 to activate the app.
4. Enter your **Profile ID** or **Activation Code** and then tap the **Verify Now** button. Depending on whether Profile ID or Activation Code was entered, the activation process will flow as described in the two sections below.



- If an **Activation Code** is entered, follow the instructions below:
 - Tap the **Finish** on the congratulations screen.
 - Tap **OK** on the pop-up that appears.
 - After Open Mobile activates, you will be returned to the welcome screen.
- If a **Profile ID** is entered, follow the instructions below:
 - Tap **OK** on the pop-up that appears.
 - On the next screen, enter your PIN and Email. If you don't have a PIN, leave this field blank.
 - Tap **Activate Now** on the screen where you entered your PIN (if required) and Email.
 - Tap **Finish** on the congratulations screen. You will be returned to the welcome screen.

Profile Finder: 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.



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.

Activation by URL

If your administrator has chosen to enable this method, two URLs (Web addresses) will be supplied to you by email or other method.

- The first URL will give the link for the Apple App Store, where you can download the application.
 - The second URL will give the link to complete the activation.
- If this method fails, you will be able to activate using the Profile ID/PIN method, described above. You will require the Profile ID and PIN in order to complete this.*

Activation by Application

Your administrator may supply a second application that will handle the activation or configuration of Open Mobile. If such an application is supplied, you may not need to take any steps to activate Open Mobile. Consult your administrator for details of using such an application.

Activate Later

If you are not ready to activate, you can tap **Activate Later**. You will have access to the Usage Meter and the Find Hotspots option, but you will not be able to use the app to authenticate to iPass networks.

You can activate the app at any later time by tapping **Activate** button on the Dashboard, and then entering an appropriate Profile ID and PIN.

Updating the Directory

Open Mobile will automatically update your directories on a regular basis. Open Mobile will try to update directories over Wi-Fi for up to 30 days. If the update is not completed, it will attempt the update over a Mobile Broadband connection.

In addition, you can manually update your network directories by tapping the **Settings > About > Check for Updates**.

Uninstalling

To remove Open Mobile from your device:

1. Touch and hold the Open Mobile application icon on the Home Screen until the icons start to wiggle.
2. Tap the "x" in the corner of the Open Mobile icon.
3. Tap **Delete** to remove the application and all of its data from your device.
4. Press the Home button to stop the icons from wiggling.

Using Open Mobile

Dashboard

Below, the iPhone (on the left) and iPad Dashboards have been labeled with different Open Mobile feature names.

Please note that most of the examples in this guide utilize iPhone screenshots; however, Open Mobile features appear almost identical (with only a few differences in layout & sizing) in all iOS devices.



iPhone:

The iPhone Dashboard includes four main sections, with the Settings button in the top-right corner. The four sections represent your current connection, your past connections (the Usage Meter), your future connections (the Find Hotspots), and your ability to test your connection (the Speed Test).

iPad:



The iPad Dashboard includes six main sections, with the Settings button in the top-right corner. The six sections represent your current connection, your past connections (the Usage Meter and Data Usage), your future connections (the Find Hotspots), your ability to test your connection (the Speed Test), and your Open Mobile app information (the About section).

Special Features on the iOS Dashboard:

- **Connection Status Indicator:** A green circle with a white check mark will appear when a user is connected to a network.
- **Hotspots nearby:** The iOS Dashboard features a preview tile that displays the 10 nearest hotspots (within a ~3 mile radius). Tap this button to get to the hotspot finder.
- **How to Connect with iPass:** For quick instructions on connecting to the Internet with Open Mobile, tap **How to Connect with iPass** on the iOS Dashboard.
- **iPad Tool Tips:** If a profile is configured without a speed test, the **Tips** box will appear on the bottom-right corner of the screen and display a random tooltip each time the user navigates to the **Dashboard**. These tips are supplied by iPass and are not customizable.

Current Connection

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

-  indicates an iPass Network.
-  indicates an OpenAccess (free) 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.

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

Account Settings

*If the credential-free authentication feature has been configured, users will not see the **Account Settings** option.*

Enter your iPass credentials before logging in to an iPass network.

To enter your account credentials:

1. Tap the **Settings** icon.
2. Tap **Account Settings**.
3. Enter the prompted credentials: username, password, domain, and, if required, prefix.
4. Tap **Save**.



*To enable Auto-Login, slide **Auto-Login** to **ON**. If Auto-Login is enabled, you will be logged in automatically when you are within range of a local network.*

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. (On iOS 6.0 and later, iPass networks are shown with the annotation *Check for iPass.*)
4. Return to the home screen and tap the iPass icon. 
5. On the Dashboard, tap the **Log In** button.

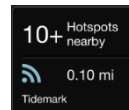
Find Hotspots

Open Mobile includes a hotspot finder that enables you to locate iPass Wi-Fi hotspots anywhere in the world. You can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. 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 Hotspots nearby on the Dashboard.

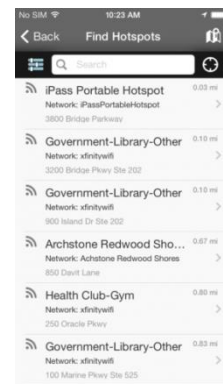
The **Hotspots nearby** button on the iOS Dashboard brings users to the hotspot finder feature (in addition to listing nearby hotspots).




2. Search for a hotspot.

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

- address
- city
- zip code
- airport code
- venue



However, a user can filter their search by tapping on the filters icon () on the Find Hotspots screen will allow users to filter their hotspot search by:

- hotel
- restaurant
- airport
- distance




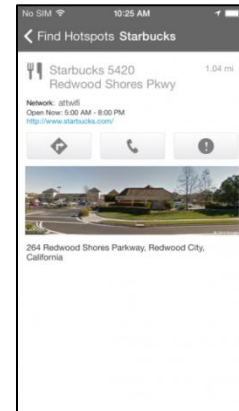
In addition, users can save data by searching for hotspots in Offline Mode. To turn on Offline Mode, tap **On** in the Filters window. For details on using Offline Mode, please see the [Find Hotspots Offline](#) section.

3. 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 the establishment
- address
- directions (to the location)
- phone number
- hours
- company website

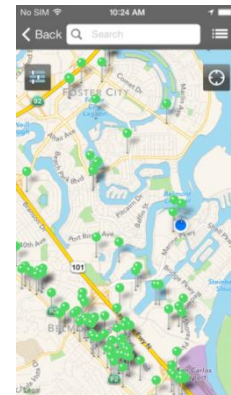
In addition, users can use the Report Hotspot button () to notify iPass of any problem they encounter with a hotspot. Please see the [Report Hotspot](#) section for more information.



4. View a map.

- Tapping on 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.

Map view is not available when users are offline (or in Offline Mode).



Find Hotspots Offline

The hotspot finder features an offline mode that allows you to download a list of iPass hotspots you can later access without an Internet connection. Before this mode can be utilized, you must download a list of hotspots.

To download a list of hotspots for later use:

1. Tap on the **Settings** icon on the top-right side of the screen.
2. Tap the **Download Hotspot Lists** option.
3. Tap the **Download** button.

To find hotspots offline:

1. Before finding hotspots offline, you must download a hotspot list as shown above.
2. Tap on the **Hotspots nearby** button on the Dashboard.


- The hotspot finder will try to pinpoint the user's location if the user has location services enabled for Open Mobile.
- After the list of hotspots has been downloaded, users can search for hotspots by city on the Find Hotspots screen (not map view).

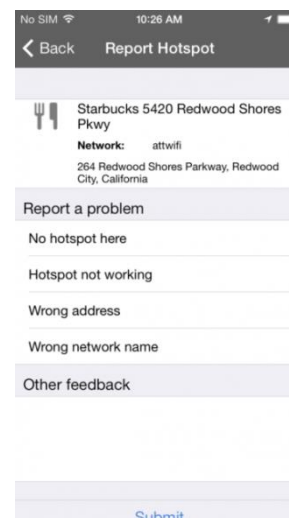
Offline hotspot lists must be updated manually by tapping the **Update** button on the **Download Hotspot Lists** screen.

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:

- Tap on the **Report Hotspot** button () to notify iPass of any problem with a particular hotspot.
- Choose the appropriate hotspot problem from the list:
 - No hotspot here
 - Hotspot not working
 - Wrong address
 - Wrong network name
 - Other feedback
- Tap the **Submit** button.

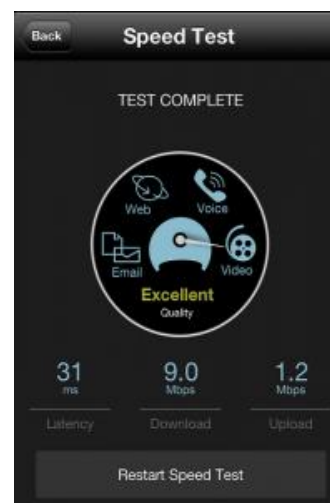


Speed Test

The Speed Test measures the latency, download speed, and upload speed of a hotspot connection. When a Speed Test is initiated, Open Mobile will ping test servers and choose the one with the fastest response. Open Mobile will then download a test file from that server and upload a test file to that server. After the test is complete, Open Mobile will display the results and indicate the connection quality.

To test the speed of a connection:

- Navigate to the Speed Test screen by tapping the **Speed Test** button on the welcome screen.
- Tap **Start** when prompted. You can tap **Cancel** to stop the test.
- 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. A speedometer will indicate whether your connection is suitable for (from slowest to fastest): Email, Web, Voice, or Video.



The Speed Test screen may display a “Packet Loss” message if any packets of data were lost during the speed test.

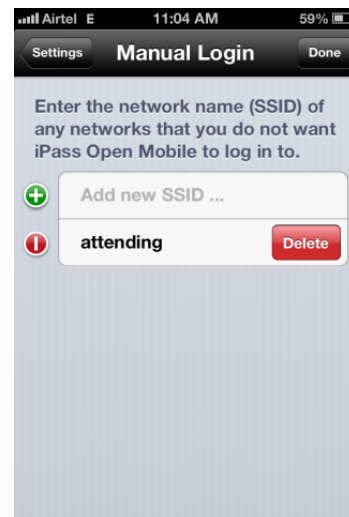
Manual Login

Requires: Open Mobile 3.0.2 or later and iOS 6.0 or later.

You can create a list of networks (by SSID) that you do not want Open Mobile to log in to.

To edit the Manual Login list:

1. Tap the **Settings** button.
2. Tap **Manual Login Settings**.
3. Tap the **Edit** button.
4. Add a network by tapping the green + button. Delete a network by tapping the red – button. Edit the name (SSID) of a network by tapping on it and using the keyboard that pops up.
5. Tap **Done** to save your changes.



Settings

If the credential-free authentication feature has been configured, users will not see the **Replace Profile** option.

Usage Alert Settings

You can swipe between two Usage Meter screens. The **Usage History** screen displays your data usage, and the **Recent Connections** screen shows your last 20 successful connections.

Usage Settings

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

Due to a limitation in iOS, usage alerts will only function when the app is running in the foreground.

To set the cellular data limit:

1. Tap the **Set Limit** button on the Usage Meter screen (or the **Usage Setting** button on the Settings screen).
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**.



About

The following options will be available on the About screen:

- Tap **Replace Profile** to replace your profile. You will be sent back to the Activation Code screen and will need a new activation code (Profile ID and possibly a PIN) to replace your profile.
- Tap **Check for Network Updates** to check for any available Profile and Directory update (not software update). These updates happen automatically every 24 hours.
- Tap **Note Info** for information on your version of Open Mobile. The user can also replace their profile here.
- Tap **Legal Information** to access legal details.



Help

By tapping the **Help** option, the user has access to an informative set of Frequently Asked Questions (FAQs) to help them if they are having trouble connecting to an iPass network.

Send Logs

Tap **Send Logs** to send your current logs to your IT Help Desk.

Download Hotspot Lists

Downloading a list of hotspot locations prior to traveling will allow Open Mobile to find hotspots while offline. For more details on using this feature, please see the [Find Hotspots Offline](#) section.

Take A Tour

By tapping **Take a Tour**, you can access a series of informative panels.

Support

Send Logs

You can send troubleshooting logs to your help desk, to diagnose connectivity problems.

To send troubleshooting logs:

1. Tap **Settings**.
2. Tap **Send Logs**.
3. An email will open with a Troubleshooting Report attached and the **To** field will be auto-populated with help@ipass.com. Please describe the problem in the body of the email.
4. Tap **Send**.

Troubleshooting Tips

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.



Copyright ©2015, 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 document is subject to change without notice.

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

