

# iPass Open Mobile 2.3.x for Mac Quick Start Guide

VERSION 1.0, OCTOBER 2014

Welcome to iPass Open Mobile™ for Mac!

With iPass Open Mobile, you can securely connect to the Internet and enterprise resources through the iPass global network of providers, using Mobile Broadband, Wi-Fi, and Ethernet.

## System Requirements

Open Mobile has the following system requirements:

- Operating System: OS X 10.7 (Lion), 10.8 (Mountain Lion), 10.9 (Mavericks), and OS X 10.10 (Yosemite)
- 40 MB of disk space

## Supported Languages

Open Mobile 2.3.x supports English, French, German, Japanese, and Spanish.

## Supported Hardware

### Mobile Broadband Devices

To use Mobile Broadband connectivity, you need an iPass-supported Mobile Broadband device and a subscription with either the iPass Mobile Broadband service or another Mobile Broadband network carrier.

The following devices have been fully integrated and are supported for Open Mobile:

- Sierra Wireless 320U (driver version 3.0.0.16)
- Sierra Wireless 312U N2 (driver version 3.0.0.16)
- Sierra Wireless U308 (driver version 3.0.0.16)
- Sierra Wireless 312U (driver version 3.0.0.16)
- Sierra Wireless AC503 (driver version 3.0.0.16)

*If your Mobile Broadband device is not provided by iPass, you should install it and test it for connectivity with your carrier's network, using your carrier's client, before attempting to use it with Open Mobile.*



## Installing Open Mobile

You must have local administrator rights in order to perform the installation.

**To install Open Mobile:**

1. Open the Open Mobile disk image (DMG) and select the installer package file.
2. Follow the prompts for installation. iPass recommends that you install the application in the default location.

## Activation

If you downloaded an unactivated version, you can activate it using the Get Started Wizard. The wizard will launch the first time you open the application:

**To Activate with the Get Started Wizard:**

1. On the **Welcome screen**, click **Get Started**. You need to be connected to the Internet to activate the app.
2. Enter your corporate email address and click **Continue**.
3. Enter your **Username**, **Password**, and **Domain** and click **Continue**.
4. Click **Finish Activation**.

## Activate Later

If you click **Activate Later**, you will have access to our Speed Test, but you will not be able to authenticate to any networks. You can activate the app at any time by clicking **iPass Open Mobile > Activate**.

## Software Upgrade

### Upgrading from a Previous Version

If you are upgrading from a previous version of Open Mobile for Mac, you have to manually install the latest version.

- If your previous version was Open Mobile 1.1.0 for Mac or later, your credentials will be retained after you install the latest version.
- If your previous version was Open Mobile 1.0.0 for Mac, make sure you uninstall before installing the latest version, and you may have to re-enter your credentials after installation.

### Upgrading to a Future Version

Starting with version 2.2.0, you will be able to upgrade your software with your next profile update. When a software update is available, a dialog box will open with a description of the new features and the required disk space, and you can choose to install it now or later.

## Uninstallation

**To uninstall Open Mobile:**

1. On the application menu, under **iPass Open Mobile**, click **Uninstall...**
2. Click **Yes** to confirm uninstallation.



3. Follow any prompts to complete the uninstallation.

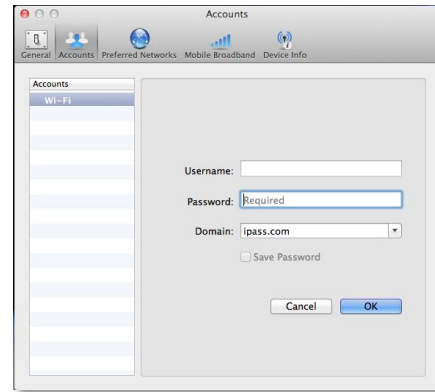
## Login Credentials

Open Mobile can store your login credentials, making it easier and faster for you to log in. You should verify with your Help Desk whether you need separate credentials for Internet access.

*Depending on how your account is configured, you may not see all of these fields when setting up your login credentials.*

To set your login credentials for an account:

1. Select **iPass Open Mobile > Preferences**.
2. Select the **Accounts** tab.
3. In **Username**, enter the username.
4. In **Password**, enter the password.
5. If you need to log in from a particular domain, then in **Domain**, enter the domain or select it from the drop-down.
6. If you want Open Mobile to store your account password for future use, select **Save Password**.
7. Click **OK**.



## Connecting to a Network

To connect to a network, select it from the list of Available Networks and double-click, or click the Connect button.

## Disconnecting from a Network

To disconnect from a network, click the **Disconnect** button.

If your system enters the suspended state (Sleep), Open Mobile will automatically disconnect any active connection. Once the system is fully resumed, you can initiate a new connection. (Closing the iPass Open Mobile window will not disconnect you from the network. Quit the application (or click the **Disconnect** button) to disconnect. )

## Additional Help

For a complete description of additional features of Open Mobile, click **Help > iPass Open Mobile Help**.

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