

Open Mobile for Windows Phone

iPass Open Mobile™ makes secure, simple and effective network access a reality. No matter where work takes you, iPass Open Mobile provides on-demand global connectivity to the corporate network through a worldwide network of Wi-Fi providers. iPass Open Mobile ensures a secure and controlled session to address the critical requirements of today's IT departments.

As an administrator, you will use the [Open Mobile Portal](#) to configure your Open Mobile profiles, test, and then deploy clients to your user base. You can also use the [Open Mobile Portal](#) to run [reports](#) on your user base, usage patterns, and client deployment.

Topics

- [Installation](#)
- [Profiles](#)
- [User Interface](#)
- [Account Definitions](#)
- [Networks and Policies](#)
- [Support](#)

Latest Release Documents

- [Open Mobile for 1.0.1 for Windows Phone Release Notes](#)
- [Open Mobile for 1.0.x for Windows Phone Quick Start Guide](#)

Previous Releases

Open Mobile for Windows Phone Printable Administrator's Guide

The Open Mobile for Windows Phone Printable Administrator's Guide is not an interactive PDF. Its function is strictly for printing.

- [Open Mobile for Windows Phone Administrator's Guide](#)

From:

<http://help-dev.ipass.com/> - **Open Mobile Help**

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Installation

The installation page includes details on the following:

- [System Requirements](#)
- [Supported Languages](#)
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- [Launching Open Mobile For The First Time](#)
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System Requirements

The latest version of Windows Phone requires:

- Wi-Fi capable Windows 8 phone.
- Users need an iPass account in order for the service to function. In addition, the user must be connected to the Internet, have an Activation Code, and (if necessary) a PIN to activate Open Mobile.

Supported Languages

- Supported in English

Installing Open Mobile

Users download the Open Mobile app in the Windows 8 Store. After downloading Open Mobile, it will appear on the Start screen.

To install Open Mobile:

1. Go to the Start screen.
2. Tap on the **Store** tile.
3. Search for Open Mobile. Once you have tapped on the Open Mobile tile you will be brought to a screen describing the product. Tap the **Install** button.
4. Open Mobile will install in the background. Once it has finished, a notification will confirm that Open Mobile successfully installed.
5. Swipe the welcome screen from right to left.

6. Place your finger on the Open Mobile app and hold for a few seconds.
7. Tap on **Pin to Start** when it appears.
8. The Open Mobile tile will now be available on the Start screen.



Launching Open Mobile For The First Time

The first time you launch Open Mobile on your device, you must:

1. Tap **Accept** on the License & Agreement.
2. Tap **Allow** so iPass can access your location to use the Hotspot Finder feature.

Activating Open Mobile

Get started Wizard

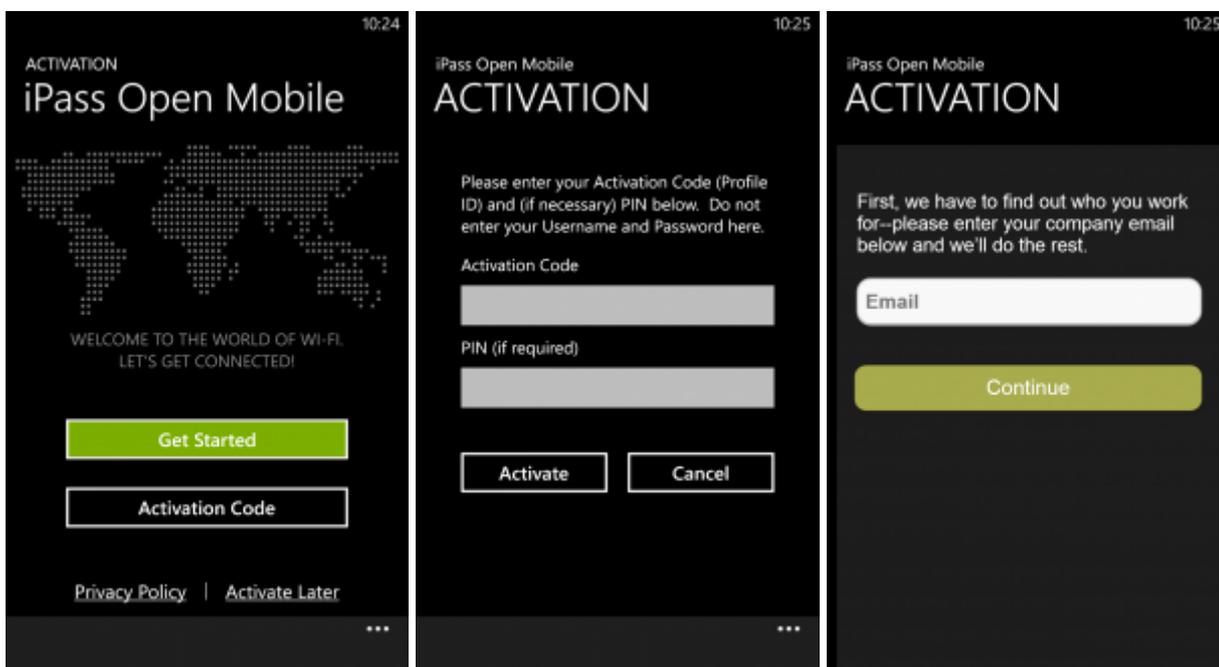
You can activate Open Mobile with only your corporate email address. Follow the instructions below to activate Open Mobile using the Get Started Wizard.

1. On the Open Mobile welcome screen, swipe the **Settings** menu (three dots at the bottom) upwards and tap the **ACTIVATE** button.
2. On the next 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. Enter your **Username**, **Password**, and **Domain** and tap **Continue**.
5. Tap **Finish Activation**.

Activation Code

To activate Open Mobile with an Activation Code you must:

1. Ensure you have the following items:
 - Internet connection
 - Activation Code
 - PIN (if necessary)
2. On the Open Mobile welcome screen, tap the **ACTIVATE** button.
3. On the next screen, tap the **Activation Code** button. You have to be connected to the Internet for the button to work.
4. Enter your **Activation Code** and **PIN** (if necessary), and then tap the **Activate** button. *If you don't have a PIN, leave this field blank.*
5. After Open Mobile activates, you will be returned to the welcome screen



Set Up Account

In order to connect to iPass hotspots, Open Mobile needs your iPass account credentials. The first time you connect to an iPass network, Open Mobile will prompt you to enter your credentials. You can also save your account credentials through the Settings. Follow the instructions below to save your account credentials.

1. On the Open Mobile welcome screen, swipe the **Settings** menu (three dots at the bottom) upwards.
2. Tap **Account Settings**.
3. Enter your account credentials and then tap **Save**.

Uninstalling Open Mobile

To uninstall Open Mobile:

1. Go to the main Windows Phone welcome screen.
2. Swipe to get to the apps list.
3. Press and hold the Open Mobile app.
4. Tap on the **Uninstall** option.

Go to: [Windows Phone Help](#)

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Profiles

A client *profile* is a set of customization options that determine the features, policy settings, and behavior of the Open Mobile client. Profiles are created in the Open Mobile Portal.

The Open Mobile Portal

The Open Mobile Portal is a powerful Web-based tool that enables you to manage all of your clients, issues, and accounts in one place. To launch the Open Mobile Portal, browse to <https://openmobile.ipass.com>.

The Open Mobile Portal includes the following capabilities:

- Centrally manage your Open Mobile client profiles, including configuration, deployment, and testing.
- View your open iPass Technical Support tickets.
- Download important documentation.
- Review your iPass accounts, including invoices and outstanding balances
- Run reports on your user data.

Creating a Profile

To create an Open Mobile Windows Phone profile:

1. Select the Configuration tab and then select **Manage Profiles**.
2. Click the **Create New Profile** button on the top-right corner of the screen and then continue past the instruction page.
3. Enter the following:
 - **Profile Name:** Enter a name for the new profile.
 - **Platform:** Select *Windows Phone*.
 - **Software Version:** Select a version of the client.
4. Click **Save & Continue**.

You can now edit the profile to enable your desired features. These features will include at least one [account definition](#) and your network policy settings.

Profile ID

The Profile ID is automatically generated by the Open Mobile Portal. The Profile ID is your user's **Activation Code**.

PIN

A PIN (Personal ID Number) provides an extra level of security for users activating the client. Adding a PIN is optional. A PIN is usually an alphanumeric string a few characters in length.

A PIN may not contain any of these special characters: space(), dollar sign (\$), ampersand (&), plus (+), percent sign (%), at sign (@), apostrophe('), comma (,), forward slash (/), colon(:), semicolon (;), equals (=) , question mark (?), quotation mark ("), greater than (>), less than (<), pound sign (#).

To create an optional PIN for this profile:

1. On the **Configure a profile** page, click **Edit**. The **Edit Profile Details** dialog box is displayed.
2. Enter a PIN and click **Save**.

Once you have published to Test, you may no longer change the profile's PIN.

More Information

For more information on creating and using profiles, see [Manage Profiles](#).

Go to: [Open Mobile for Windows Phone](#)

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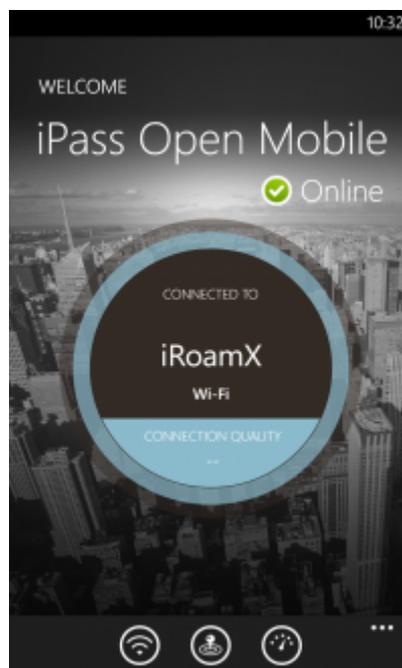
User Interface

The User Interface page includes the following:

- [Welcome Screen](#)
- [How to Connect to Wi-Fi](#)
 - [Turning Wi-Fi On/Off](#)
- [Hotspot Finder](#)
- [Speed Test](#)
- [Settings](#)

Welcome Screen

There are three main buttons on welcome screen, along with a **Settings** option in the bottom right corner and a **Connection Status Indicator** toward the top-middle of the screen. The three main buttons can be tapped to take you to a dialog with more details, described below, and they represent your current connection (**Wi-Fi**), your future connections (**Hotspots**), and your ability to test your connection (**Speed Test**).



Connection Status Indicator

A green circle with a white check mark will appear when a user is connected to a network.

How to Connect to Wi-Fi



To connect to a hotspot:

1. On the Open Mobile welcome screen, tap on the **Wi-Fi** icon at the bottom of your screen.
2. Make sure Wi-Fi networking is **On**.
3. You will find a list of available hotspots. Tap on the appropriate one.
4. Return to the Open Mobile welcome screen and tap on the **Login** button.

When you tap the Wi-Fi icon, your device will take you to its Wi-Fi network list. Currently, Windows Phone doesn't display which networks are iPass networks. We are hopeful that Microsoft will provide these annotations in the future.

Turning Wi-Fi On/Off

To turn on/off your phone's Wi-Fi, swipe the Wi-Fi networking bar from **Off** to **On** (or vice versa).

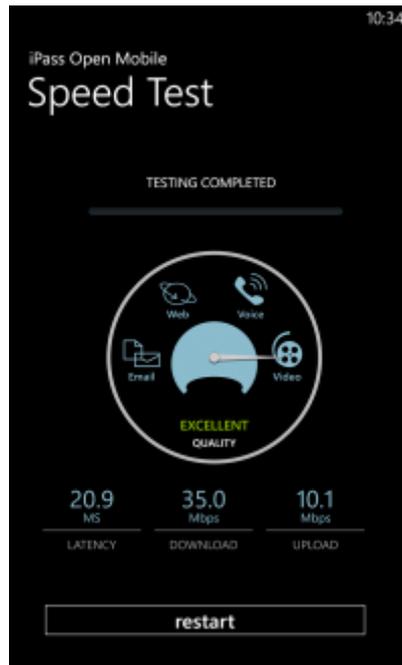
Hotspot Finder

Open Mobile includes a Hotspot Finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. Users can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. By tapping on a hotspot location on the list, users can reach a picture of the hotspot location along with the option to receive GPS directions.

For more details, please see our [Hotspot Finder](#) help page

Speed Test

The Speed Test measures the latency, download speed, and upload speed of a 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 your connection:

1. Navigate the Speed Test screen by tapping the **Speed Test** icon () on the welcome screen.
2. Tap on **OK**. You can tap on the Cancel button (at the bottom of the screen) at any time to stop the test. The speed test feature will only work if you are connected to the Internet (and Open Mobile can reach our test servers).
3. When the test is finished, your connection'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.

Connection quality will vary based on a number of factors (such as the number of users at a location, the signal strength, or provider network congestion). iPass cannot always guarantee the speed of available networks.

Settings

Swiping the Settings menu (the three dots on the bottom of your screen) will open the following five options:

- **About**
- **Account Settings**
- **Help**
- **Take a tour**
- **Settings**

For details on the settings options listed above, please visit our [Windows Phone Settings](#) help page.

Go to: [Open Mobile for Windows Phone](#)

From:

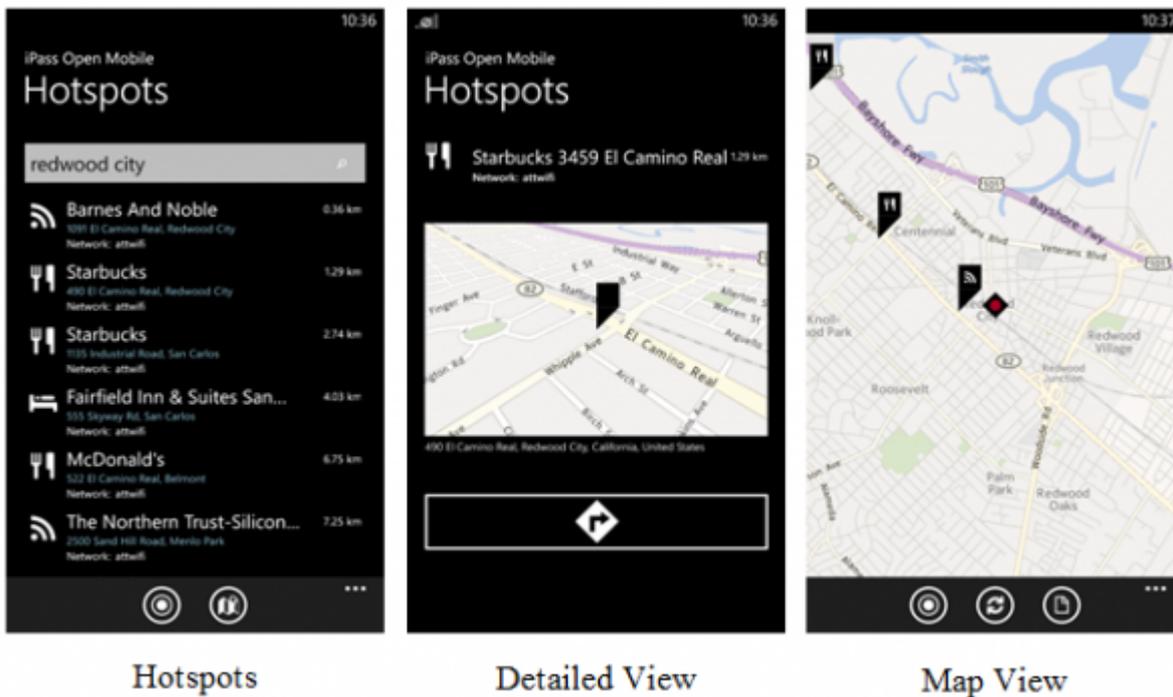
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Hotspot Finder



Hotspots

Detailed View

Map View

- **Hotspots:** Hotspots are available by tapping the hotspot finder icon () on the welcome screen. You can search for hotspots by address, city, zip code, or airport code.
- **Location icon:** Pressing the location icon () will refresh the search for nearby hotspots in both the **Hotspots** screen and the **Map View** screen.
- **Detailed View:** By tapping on a specific hotspot location, you can pull up the detailed information about that location, like: name of the establishment, address, GPS directions (to the location), phone number, hours, and even a company website.
- **Map View:** Pressing the map icon () will pull up a map of nearby hotspots.

Go to: [Open Mobile for Windows Phone](#) > [User Interface](#)

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Account Definitions

An *account definition* is comprised of the specific credential types required for a successful login. When logging in to Open Mobile, users are prompted for the required credentials for the account definition, based on the settings you configure.

For example, one account definition may require username and password, while another may require a password and domain name but no username. Account definitions are created in the Open Mobile Portal.

You must create one profile for use on the iPass network that includes username, password, and domain.

An account definition represents the attributes for all of your users' account credentials. It does not represent a particular user's login credentials.

Credential Types

Credential types are highly configurable to accommodate a variety of login and authentication schemes. This allows you take granular control over the user's login experience. For example, you can control whether or not the user is prompted for a domain prefix when logging in, or whether the prefix is pre-supplied.

- The field labels for accounts in Open Mobile can be changed and customized. For example, you can change the label Username to another value, such as Login Name.
- The values of several attributes may be pre-populated.
- Some Field Labels can be hidden so that the information never needs to be entered by the end user.

Account credentials can be configured as follows:

- **Username:** username can be re-labeled.
- **Password:** password can be re-labeled.
- **Domain:** domain can be re-labeled. You can also choose to allow the user to enter the domain, select it from a drop-down list of previously entered domains, or use a specific domain.
- **Prefix:** prefix can be re-labeled, pre-populated, and hidden from the end user.
- **Authentication Format:** In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain. Your iPass technical contact will be able to advise you on how to define an alternate authentication format for your Open Mobile profile.

Account Settings

Username

A username is required for authentication on the iPass network. In addition to authentication, this username will be used in reporting statistics. You can configure Username as follows:

Option	Description
Field Label	The label for the Username field can be changed. For example, if your organization uses employee IDs for user accounts, the label for the username field can be changed to read Employee ID, which would help instruct the user as to what value to use for this account.

Password

A password is required for authentication on the iPass network. Although an Open Mobile password can be any number of characters in length, some iPass providers support only a RADIUS limit of 15 characters for password size. As a result, Open Mobile users with passwords longer than 15 characters may encounter issues at some network locations. You can configure Password as follows:

Option	Description
Field Label	The label for the Password field can be changed. For example, if you configured the label for username to be <i>Email Username</i> or <i>Email Password</i> .

Password Encryption

An Open Mobile is encrypted in three ways when it is stored locally: first, by characteristics derived from the user; second, by machine characteristics; and third, using an AES 256 key.

Valid Password Values

An Open Mobile password (for client connections or Portal logins) may include any of these characters:

- Alphanumeric: A-Z, a-z, 0-9.
- Special: accent mark (`), approximation mark (~), exclamation point (!), at-sign (@), pound sign (#), dollar sign (\$), percentage (%), carat (^), ampersand (&), asterisk (*), left or right parenthesis, dash (-), underscore (_), equals sign(=), plus sign (+), left or right bracket ({, }), left or right square bracket ([,]), slash (/), backslash (\), pipe (|), colon(:), semicolon(;), question mark (?), period (.), apostrophe ('), comma (,), quotation mark ("), greater than sign(>), less than sign (<), space ().

Unicode characters are not supported for Open Mobile passwords.

Domain

A routing domain is required for iPass authentication. The routing domain is used to differentiate one customer’s users from another and is established during the initial setup of iPass service.

The routing domain does not have to be a registered Internet domain or even in the format of an Internet domain. However, It must be unique across the iPass customer base.

If the routing domain field is not used for iPass authentication routing, it can be used for authentication routing on the customer network. For instance, in a multiple domain Active Directory model, a domain name may be necessary to differentiate usernames that might exist in more than one domain (for example, jdoe@europe.acme.com instead of jdoe@asia.acme.com).

Fully Qualified Domains: A pre-filled domain may be fully qualified. However, you can only configure domains with a root suffix that matches a domain which is already registered to you. For example, if you were configuring a domain for example1.com, then sales.example1.com would be an acceptable fully qualified domain, but sales.example2.com would not be.

Options	Description
Display Name	The label for the Domain field can be changed.
Pre-Filled Domain	You can choose to pre-fill the domain field with a fixed value. If the domain field is used for iPass authentication and only one domain is to be used, then pre-filling the domain field (and making it non-editable) will ensure that the user always has the correct domain name.
Drop-Down List	You can choose to pre-configure a list of domains for the user.
User Text Entry	Allows users to type in their own domain name. (If the user could be part of a large list of domains, or the profile is shared among multiple customers, then this is the most desirable option.)
Allow Edit	If enabled, the user can edit the pre-populated domain.
Hide Field	You can choose to hide a pre-filled domain field from users completely.

Prefix

If the routing domain field is needed for customer authentication routing, then a routing prefix field can be enabled. This value must be unique across the iPass customer base. A routing prefix can be used to differentiate one customer’s users from another. This prefix is typically established during the initial establishment of iPass service.

Options	Description
Field Label	The label for the Prefix field can be changed.
User Text Entry	Allows users to type in the prefix name. Note: <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>
Pre-Filled Prefix	Administrators can choose to pre-fill the prefix field with a fixed value. This is the most commonly used option.
Allow Edit	If enabled, the user can edit the pre-populated prefix. Note: <i>If the prefix is not recognized by iPass, the connection will not succeed. As a result, it is recommended that you disable this option.</i>

Hide Field	You can choose to hide a pre-filled prefix field from users completely. This is the most commonly used option.
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Authentication Format

In some cases, an authentication format that differs from the standard iPass authentication may be desired. You can use any of the following tokens to assign a format to the authentication string for the profile: %a for prefix, %u for username, and %d for domain.

Your iPass technical contact can advise you on how to define an alternate authentication format for an Open Mobile profile.

Go to: [Open Mobile for Windows Phone](#)

[authentication format](#), [password](#), [username](#), [accounts](#), [credentials](#), [domain prefix](#)

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Networks and Policies

After Open Mobile is installed, it works in the background with Windows to connect you to hundreds of thousands of iPass hotspots around the world. Simply connect to an iPass Wi-Fi hotspot using Windows 8, and iPass will authenticate you in the background.

Configuring Wi-Fi

Wi-Fi is enabled by default and can be disabled by unchecking the box next to **Enable Wi-Fi**.

To assign directories to this profile, select each one from the Available Lists (on the left), and click the right arrow (>) button to add them to the Assigned Lists (on the right). You can add iPass and custom directories. When you are finished, click **Save**.

Even though OpenAccess and iPass Inflight directories may be listed as available, these networks will not work with this version of Open Mobile.

Authentication Settings

After network lists have been assigned, authentication format overrides can be applied by clicking **Authentication Settings** above the Assigned Lists. Accounts are generally assigned to an entire profile, and connections made using the account will use the authorization format defined for the account. However, accounts can be assigned for directories. Any authorization formats assigned to such accounts will override the more general one.

Hotspot Finder

iPass provides a Wi-Fi hotspot finder at: <http://mobile-hotspot-finder.ipass.com/smartphone>.

There is an option to configure the Hotspot Finder but this feature is not currently available for Open Mobile for Windows Phone.

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Support

This section describes features that can be helpful if your users require technical assistance:

- [About](#)
- [Help](#)
- [Logs](#)
- [Troubleshooting Tips](#)
 - [Failed Connection](#)
 - [Back-End Infrastructure Issues](#)

About

The About section features the **Send Logs** option. Tapping this button will open an email with an attachment of your current logs to your IT Help Desk. For more information on sending logs, please see out [Logs](#) sections below.

Help

By tapping the Help option, you have access to informative set of Frequently Asked Questions (FAQs) if you are having trouble connecting to an iPass network.

Logs

Support may ask you to send them your logs. You can do this from the About bar.

To send logs:

1. Open the **Settings** menu by swiping the three dots at the bottom of the welcome screen.
2. Tap **About**.
3. Tap the **SEND LOGS** button.
4. You will have the option to send logs by:
 - **Mail:** This will automatically launch your mail app and attach the logs to an email message.

Occasionally, a user may receive an error message informing them that their attempt to send a log failed. The problem is the log might be too large to send (at that moment). The user should try to send a log later as Open Mobile is constantly working to reduce the size of logs.

Troubleshooting Tips

These tips may be helpful to users attempting to connect over Wi-Fi.

Failed Connection

On occasion, an association to a Wi-Fi hotspot is successful, but the log in fails because of a timeout or some other error with the hotspot. A weak signal can cause a failed connection and simply moving to a location with a stronger signal may result in a successful connection.

Back-End Infrastructure Issues

Authentication errors can occur if the back-end authentication infrastructure is not available. This could be an outage at the hotspot provider or with your company's RoamServer or AAA system.

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