



iPass Open Mobile 2.0.x for Windows Touch Quick Start Guide

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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.

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Installing and Activating

System Requirements

Open Mobile 2.0.x for Windows Touch has the following system requirements:

- Wi-Fi capable Windows 8.1 (and above) device.
- 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

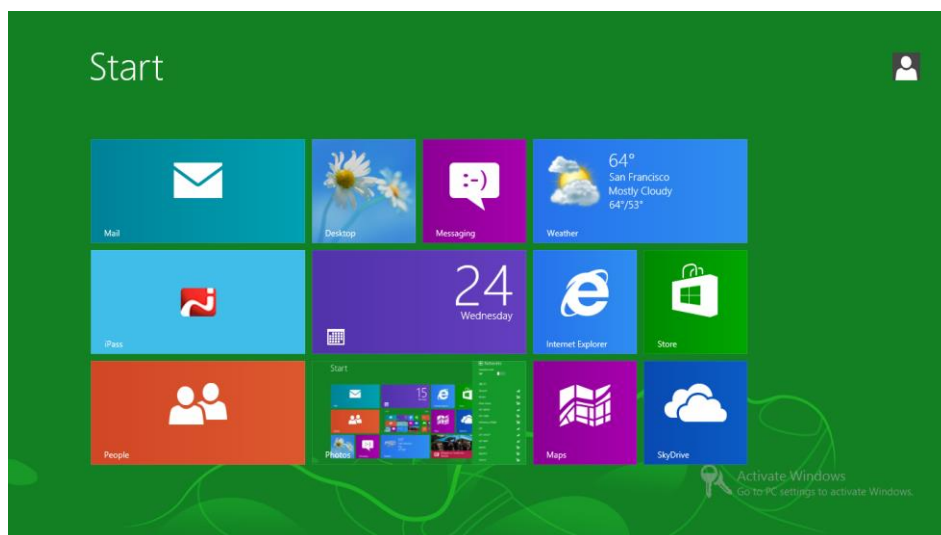
- Open Mobile is supported in English, French, German, Japanese, and Spanish.

Installing Open Mobile

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

To Install Open Mobile:

1. Go to the Start screen.
2. Tap or click on the **Store** tile.
3. Search for Open Mobile. Once you have tapped or clicked on the Open Mobile tile you will be brought to a screen describing the product. Tap or click 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. 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 Terms of Use.

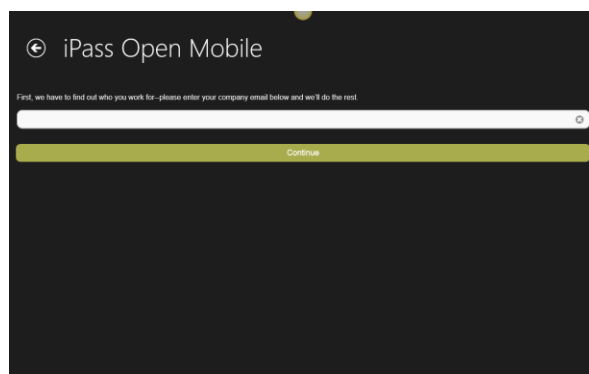
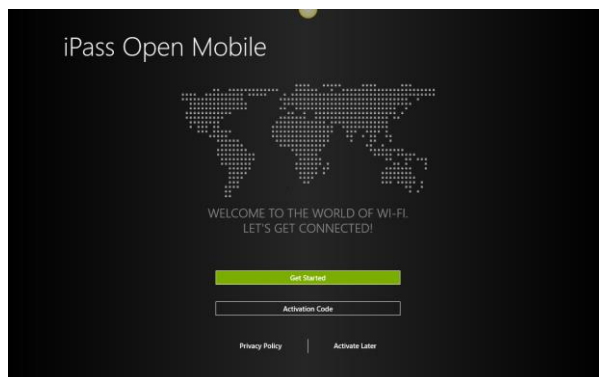
Activating Open Mobile

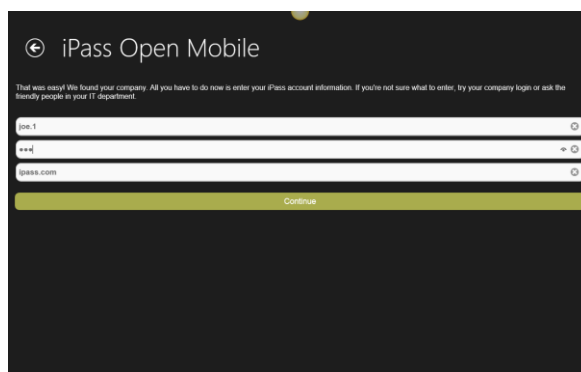
Get Started Wizard

You can activate Open Mobile with only your corporate email address.

To activate Open Mobile using the Get Started Wizard:

1. On the welcome screen, tap or click 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

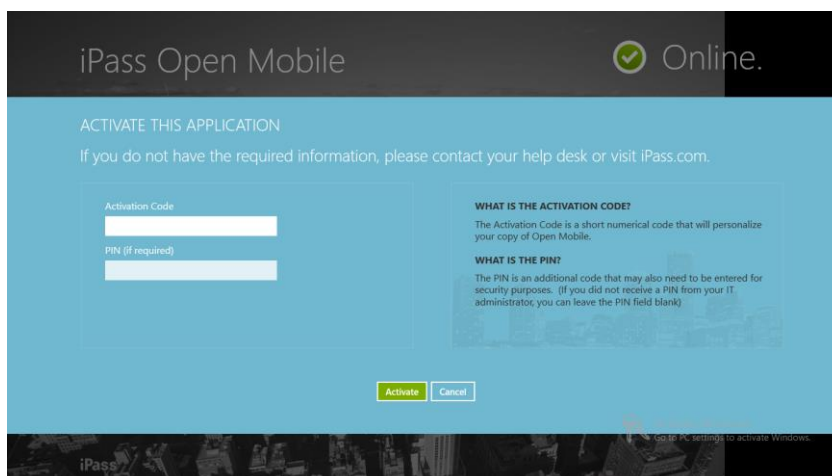
To activate Open Mobile with an Activation Code you will need:

- Internet Connection
- Activation Code
- PIN (if necessary)

To activate Open Mobile using your Activation Code:

1. On the welcome screen, tap or click the **ACTIVATE** button.
2. On the next screen, tap or click the **Activation Code** button. You have to be connected to the Internet for the button to work.
3. Enter your Activation Code and PIN (if necessary), and then tap or click the **Activate** button.

■ If you do not have a PIN, leave this field blank.
4. After Open Mobile activates, you will be returned to the welcome screen.



Activating in Test Mode

If you are testing Open Mobile (and are activating a test profile), tap or click the **Activation Code** button and then tap or click the bottom left corner of the Activation Code screen twice or until you see the message: **Test Mode Enabled**. You can turn off test mode by tapping or clicking the message until it disappears. After you have enabled test mode, you can enter your Activation Code, (if necessary) PIN, and tap or click the **Activate** button.

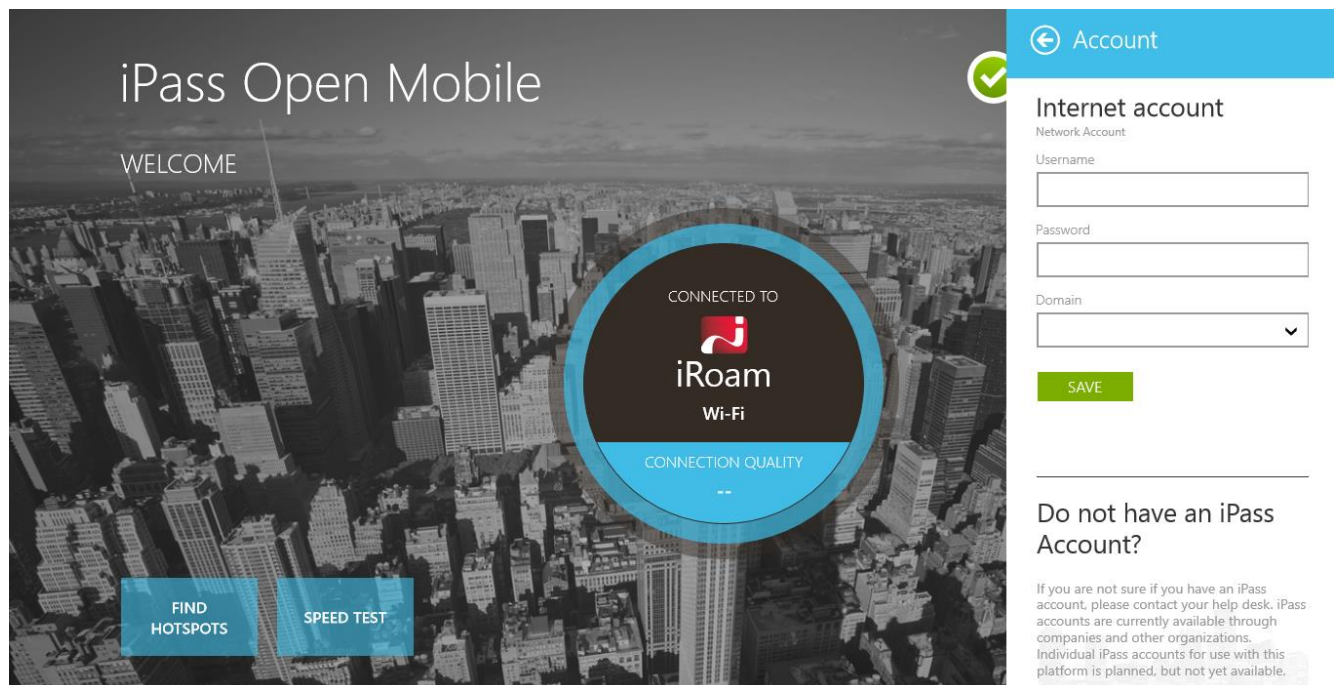
The screenshot shows the iPass Open Mobile activation interface. At the top, it says 'iPass Open Mobile' and 'Online.' with a green checkmark. Below this, the section 'ACTIVATE THIS APPLICATION' is displayed. A message states: 'If you do not have the required information, please contact your help desk or visit iPass.com.' There are two input fields: 'Activation Code' and 'PIN (if required)'. To the right of these fields, there are two informational boxes. The first box, titled 'WHAT IS THE ACTIVATION CODE?', explains that the Activation Code is a short numerical code that personalizes the copy of Open Mobile. The second box, titled 'WHAT IS THE PIN?', explains that the PIN is an additional code that may also need to be entered for security purposes, and if not received from the IT administrator, it can be left blank. At the bottom left, it says 'TEST MODE ENABLED' in red. At the bottom right, there are 'Activate' and 'Cancel' buttons. The background of the screen shows a cityscape.

Set Up Your 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.

Saving your account credentials:

1. Launch Open Mobile and open the Windows Charm bar by swiping your finger from the right edge of the screen or holding the mouse cursor at the top-right corner of the screen until the Charm bar appears.
2. Tap or click **Settings**.
3. Tap or click **Account**.
4. Enter your account credentials and then tap or click **Save**.



The screenshot shows the iPass Open Mobile app interface. The main screen displays a cityscape background with the text "iPass Open Mobile" and "WELCOME". A central circular overlay indicates "CONNECTED TO iRoam Wi-Fi" and "CONNECTION QUALITY --". At the bottom, there are two buttons: "FIND HOTSPOTS" and "SPEED TEST". On the right side, a blue header bar contains a back arrow and the word "Account". Below this, a green checkmark icon is visible. The "Internet account" section is titled "Network Account" and includes fields for "Username", "Password", and "Domain". A green "SAVE" button is located below these fields. At the bottom right, there is a section titled "Do not have an iPass Account?" with a paragraph of text explaining that iPass accounts are currently available through companies and other organizations, and that individual iPass accounts for use with this platform are planned but not yet available.

Uninstalling Open Mobile

To uninstall Open Mobile:

1. Go to the Start screen.
2. Swipe down on the Open Mobile tile or right click on the Open Mobile tile to make a bar appear on the bottom of the screen.
3. Tap or click **Uninstall** in that bar (circled in the screenshot below).



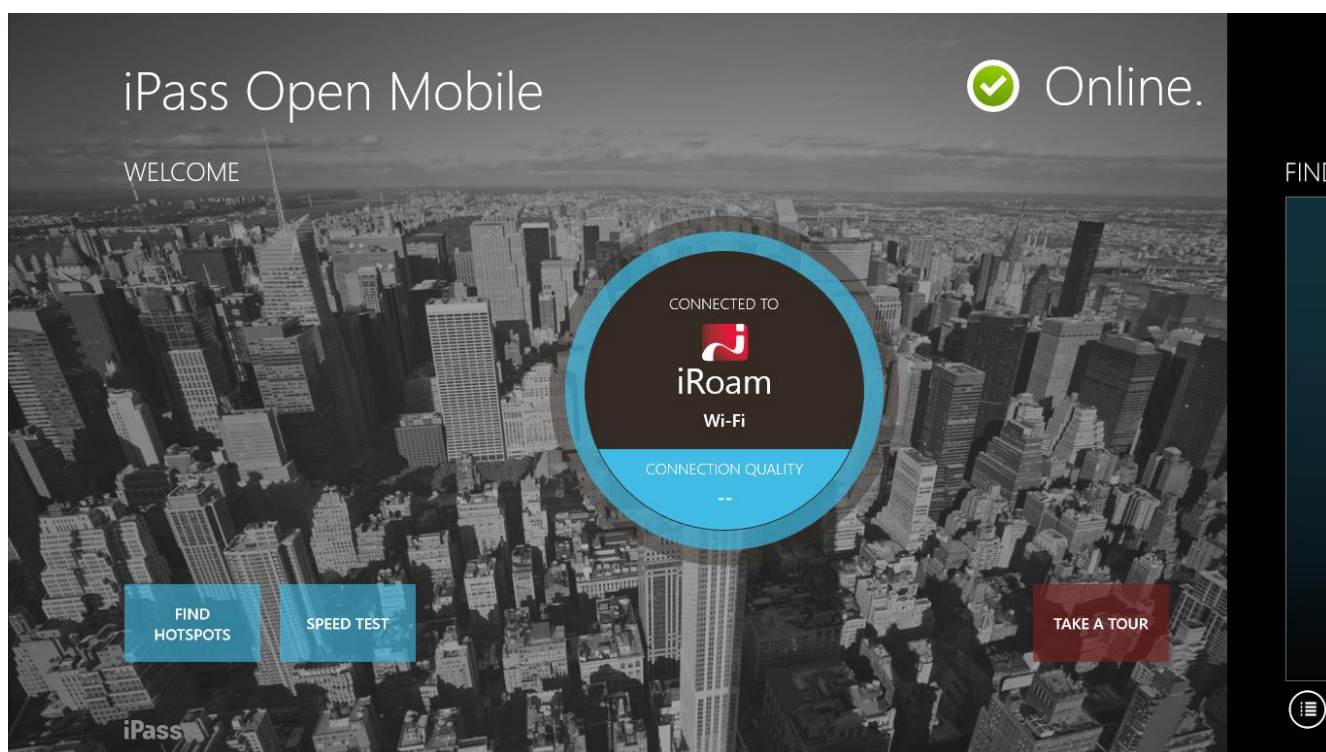
Using Open Mobile

Open Mobile enables you to connect to hundreds of thousands of hotspots around the world.

Welcome Screen

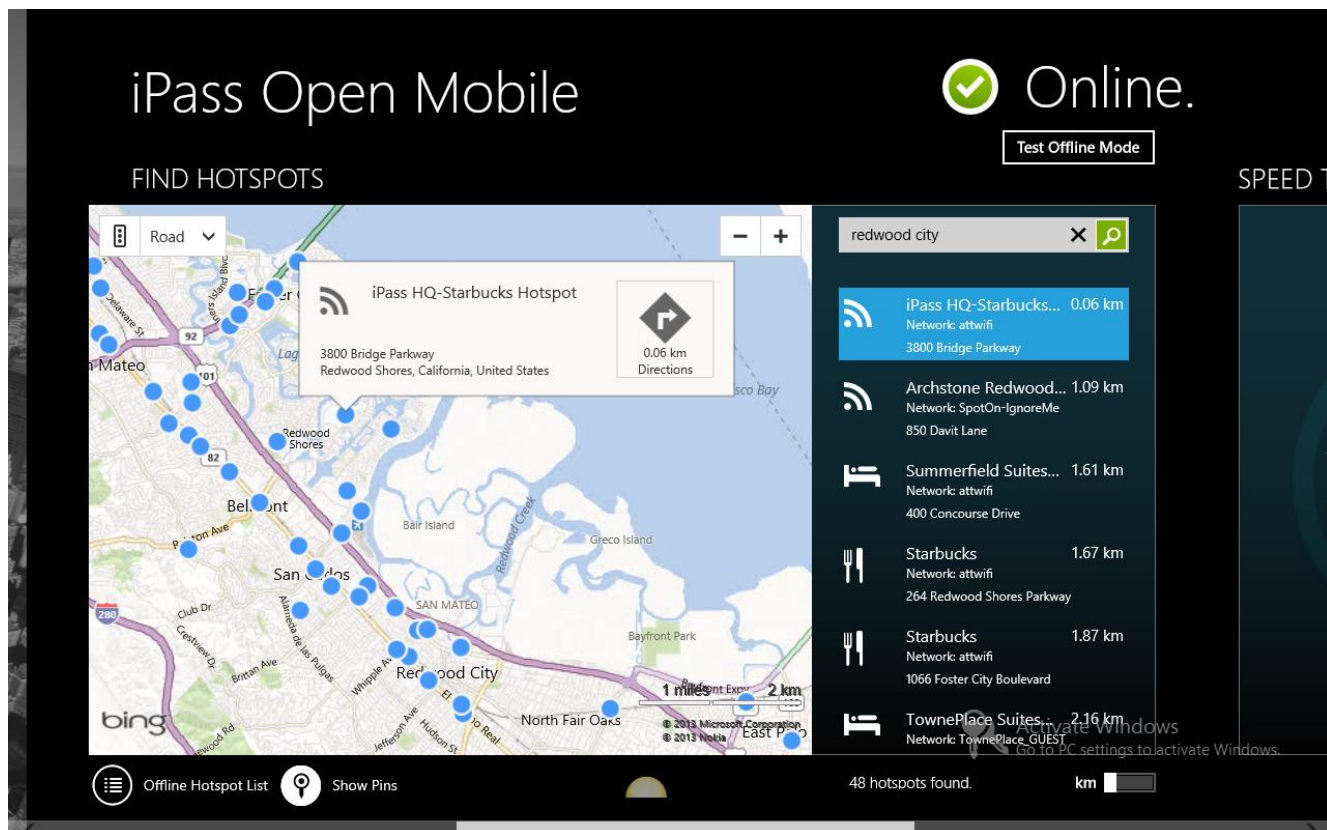
The welcome screen displays your connection status. The circle in the center will show the name (SSID) of the hotspot you are connected to (even if it is not an iPass hotspot) and an iPass logo will indicate that Open Mobile was used to connect. At the bottom of the circle, the connection quality (if available) will be displayed based on the download speed, upload speed, and latency of the hotspot (from poor to excellent).

The **FIND HOTSPOTS** and **SPEED TEST** buttons in the bottom-left corner of the screen will take you directly to those screens (you can also swipe from the right to navigate first to Hotspot Finder and then to Speed Test). There is also a **TAKE A TOUR** button that will launch a brief tour of Open Mobile.



Hotspot Finder

Open Mobile includes a hotspot finder feature 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 or clicking on a hotspot location on the list, users can reach a map location of the hotspot along with the option to receive GPS directions.



Find Hotspots: The Hotspot Finder feature is available by tapping or clicking on the **FIND HOTSPOTS** icon on the Open Mobile welcome screen. Alternatively, the hotspot feature is available by swiping from right to left on the Open Mobile welcome screen.

Detailed information: By selecting a specific hotspot location, the user can pull up detailed information about that location, like: name of the establishment, address, GPS directions, phone number, hours, and even a company website.


Map: The hotspot feature offers a map view of nearby hotspots, which can be adjusted to Road, Aerial, and Bird's Eye view.

Show Pins: Tapping or clicking on the **Show Pins** icon () will pull up or hide blue pins that illustrate where iPass hotspots are located.

Offline Hotspot Finder


The hotspot finder feature also supports an offline mode that allows users to download a list of iPass hotspots that they can later access without an internet connection. Before the offline hotspot finder feature can be utilized, users must download a list of hotspots that correspond to the location where they be without a connection.

To download a list of hotspots for later use:

1. Tap or click on the **FIND HOTSPOTS** icon on the Open Mobile welcome screen.
2. Tap or click on the **Offline Hotspot List** icon () on the bottom of the screen.
3. On the right side of the screen, an **Offline Hotspot List** bar will appear where the user can tap or click **Download** on the appropriate region.

To use the offline hotspot finder:

1. Tap or click on the **FIND HOTSPOTS** icon on the Open Mobile welcome screen or swipe the welcome screen from right to left.
2. Search for a hotspot by entering an address, city, zip code, or airport code into the empty search field on the right side of the screen. (Remember that your search will only yield results for the region you downloaded earlier.)

Tap or click on the **Offline Hotspot List** icon () to double-check which region you've downloaded. The region that corresponds to your offline hotspot list will be displayed on the right side of the screen.

Speed Test Screen

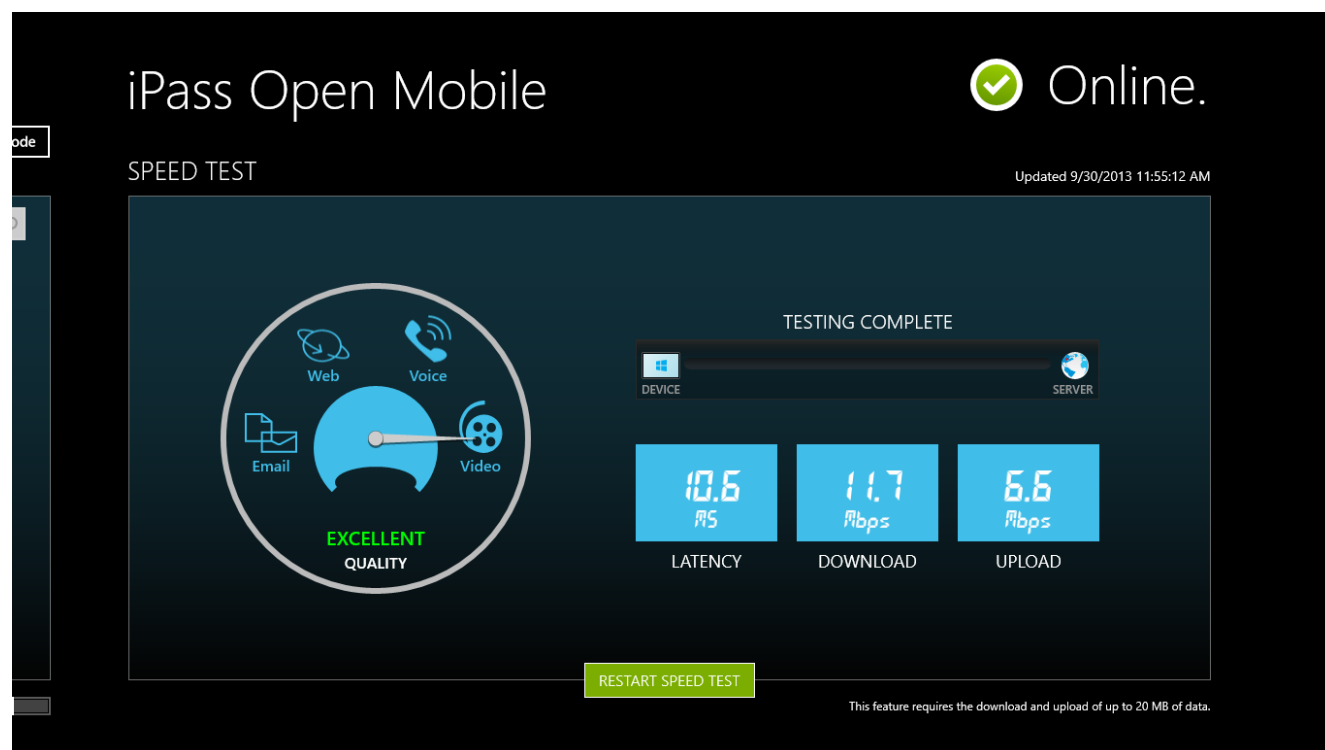
The Speed Test measures the latency, download speed, and upload speed of your Internet connection. When a Speed Test is initiated, Open Mobile will ping test servers and choose the one with the fastest response. Open Mobile will then download a 10MB test file from that server and upload a 10MB test file to that server. After the test is complete, Open Mobile will display the results and indicate the connection quality on the welcome Screen (in the center circle).

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.

To test the speed of your connection:

1. Navigate to the Speed Test screen by swiping over or tapping or clicking the **SPEED TEST** button on the welcome screen.
2. Tap or click **Start Speed Test**. You can tap or click **Cancel** to stop the test at any time. 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 hotspot's latency will be displayed in milliseconds and its download and upload speed will be displayed in megabits or kilobits per second. A highlighted icon will estimate whether your connection is suitable for (from slowest to fastest): email, Web, voice, or video streaming.

You can retest the speed at any time by tapping or clicking **RESTART SPEED TEST**.



How to Connect

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.

Due to a limitation in Windows 8, Open Mobile has to work in the background with the operating system to connect you to iPass hotspots. Unlike other versions of the client, you cannot choose a hotspot and connect directly through Open Mobile.

Connecting to a hotspot:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click the networks icon (circled below).
4. Tap or click on the hotspot you would like to connect to. Use the Hotspot Finder to locate all iPass hotspots in your area.
5. Tap or click the **Connect** button. If you would like to automatically connect to this network in the future, tap or click the box next to **Connect automatically** (a checkmark will appear).
6. If it is an iPass hotspot, Open Mobile will authenticate you in the background and launch to show that you have connected.



Settings

Open the **Settings** options by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until the Windows Charm appears, and then, tap or click **Settings**. The following options will appear: **Offline Hotspot List**, **Account**, **About**, **Update**, **Help**, **Replace Profile**, **Advanced Settings**, **Privacy Policy**, **Permissions**, and **Rate and review**.

Offline Hotspot List

Tap or click on **Offline Hotspot List** to pull up a variety of hotspot lists that correspond to different regions of the world. These hotspots can be accessed when you are traveling and not connected to the Internet.

Account

Enter or change your iPass account credentials here.

About

The About bar includes information on your version of Open Mobile, the profile you are using, and the last time your profile was updated. You can also tap or click the following buttons:

- **SEND LOGS:** If you are experiencing an issue with Open Mobile, use this button to send logs to support. After tapping or clicking this button, you will be given the option of sending your logs by email or by using SkyDrive.
- **CHECK FOR UPDATES:** Click this button to manually check for updates to your profile. Even though Open Mobile automatically checks for updates daily, this feature is useful if hotspots have been recently added to your profile.

Update

Manually check for updates to your profile. Even though Open Mobile automatically checks for updates daily, this feature is useful if hotspots have been recently added to your profile.

Help

The help bar includes answers to Frequently Asked Questions (FAQs). If you are experiencing any issues with Open Mobile or you have any questions about how Open Mobile works, you should check here first. Please see the **Help** section below for more information.

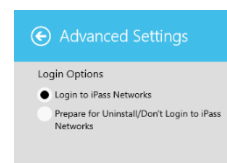
Replace Profile

Replace your profile by tapping or clicking on this setting. You will sent back to the Activation Code screen and will need a new activation code (Profile ID and possibly a PIN) to replace your profile.

Advanced Settings

The Advanced Settings bar manages your login options. Choose one of the following options:

- **Login to iPass Networks:** Select this option to allow Open Mobile to log you in to iPass networks when you connect to them through Windows 8.
- **Prepare for Uninstall/Don't login to iPass networks:** Selecting this option will prevent Windows from using Open Mobile to log into iPass hotspots.



Desktop Version

If a user is using the desktop version of Open Mobile, they will see the following options in the Advanced Settings menu:

- **Login to iPass Networks:** Select this option to allow Open Mobile to log you in to iPass networks when you connect to them through Windows 8.
- **Don't log in to iPass Networks or allow the desktop version of this application to log in to iPass networks:** Selecting this option will prevent Windows from using Open Mobile to log into iPass hotspots.

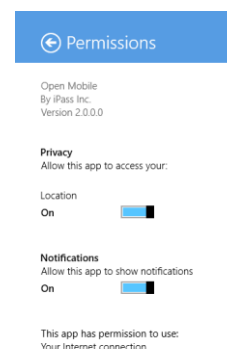
Privacy Policy

The Privacy Policy will display information that discloses the ways iPass gathers, uses, and manages customer's data.

Permissions

The Permissions bar displays the permissions that you have turned on for Open Mobile.

- **Privacy:** One of the permission requests is to use your location for the **Find Hotspots** feature. If you would like to use the hotspot finder to locate hotspots near your current location, turn the location permission on by sliding it to the right.
- **Notifications:** Another permission request is to allow Open Mobile to show notifications. If you would like to receive important Open Mobile notifications, turn notifications on by sliding it to the right.



Support

This section describes features that can be helpful if you require technical assistance.

Help

The help bar includes a comprehensive list of answers to frequently asked questions. If you are experiencing any issues with Open Mobile or you have any questions about how Open Mobile works, you should check here first.

To view the Help bar:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click **Help**.

Connecting to Gogo Inflight

If you experience any trouble connecting to a Gogo Inflight network, please refer to our [Gogo Inflight on Windows Touch](#) help page.

About

Before contacting support, you should have all of the details about your version of Open Mobile. The About bar displays your version of Open Mobile, your Profile ID, and the date when your profile was last updated.

To view the About bar:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click **About**.

Logs

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

To send logs:

1. Open the Charms bar by swiping your finger from the right edge of the screen or holding the cursor on the top-right corner of the screen (if you are using a mouse) until it appears.
2. Tap or click **Settings**.
3. Tap or click **About**.
4. Tap or click the **SEND LOGS** button.
5. 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.

- **SkyDrive:** This will automatically launch your SkyDrive app where you can upload the logs.

Troubleshooting Tips

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

Failed Connection

The most common cause of connection failure is an incorrect username or password. Due to a current limitation with Window 8, Open Mobile does not receive notice that your authentication failed and is unable to prompt you to correct your username and password. If a connection fails, make sure that your username and password is correct by navigating to **Settings > Account**. Please check with your help desk if you are not sure what username and password you should use with Open Mobile.

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.