



# **iPass Open Mobile 2.8.x for Android Quick Start Guide**

**VERSION 1.1, SEPTEMBER 2013**

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

[www.ipass.com](http://www.ipass.com)  
+1 650-232-4100  
+1 650-232-0227 fx

## TABLE OF CONTENTS

<b>Installing Open Mobile</b>	<b>3</b>
<b>System Requirements</b> .....	<b>3</b>
<b>Installation Process</b> .....	<b>3</b>
Activation Email .....	3
Android Market .....	3
Private Installer .....	4
Unactivated Clients .....	5
<b>Enabling Your Security Certificate (On-Campus Roaming Only)</b> .....	<b>5</b>
<b>Upgrades</b> .....	<b>5</b>
Important Note on Upgrades .....	5
<b>Uninstallation</b> .....	<b>5</b>
<b>Using Open Mobile</b>	<b>6</b>
<b>Dashboard</b> .....	<b>6</b>
<b>Connection Manager</b> .....	<b>6</b>
<b>Usage Meter</b> .....	<b>7</b>
Cellular Data Usage Alerts .....	8
<b>Hotspot Finder</b> .....	<b>9</b>
Offline Hotspot Finder .....	9
<b>Speed Test</b> .....	<b>10</b>
<b>Settings</b> .....	<b>11</b>
Account Settings .....	11
Usage Settings .....	11
Manual Login .....	11
About .....	11
Help .....	12
Offline Hotspot Finder .....	12
<b>Notification Options</b> .....	<b>12</b>
<b>Support</b>	<b>13</b>
<b>Open Mobile Logs</b> .....	<b>13</b>
<b>Troubleshooting Tips</b> .....	<b>13</b>



# Installing Open Mobile

## System Requirements

Using Open Mobile for Android requires the following:

- A Wi-Fi capable phone running Android OS 2.2 and later.
- A screen with HVGA or better resolution.
- 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 their cellular network) to activate Open Mobile.

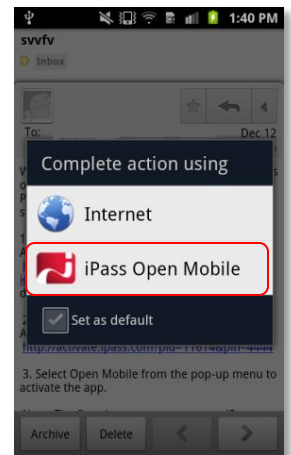
## Installation Process

### Activation Email

You should receive an email from your IT Administrator with download and activation instructions.

#### Activation Email Instructions:

1. Download the iPass Open Mobile app from the Android Market to your handheld device. Select the Market option when prompted for the fastest download.
2. On your handheld device, tap on the activation link and select **iPass Open Mobile** from the popup menu.
3. Review the Terms of Use agreement and tap **Accept**.
4. The first time you connect to a network with iPass Open Mobile, you will be prompted to enter your Account Credentials.

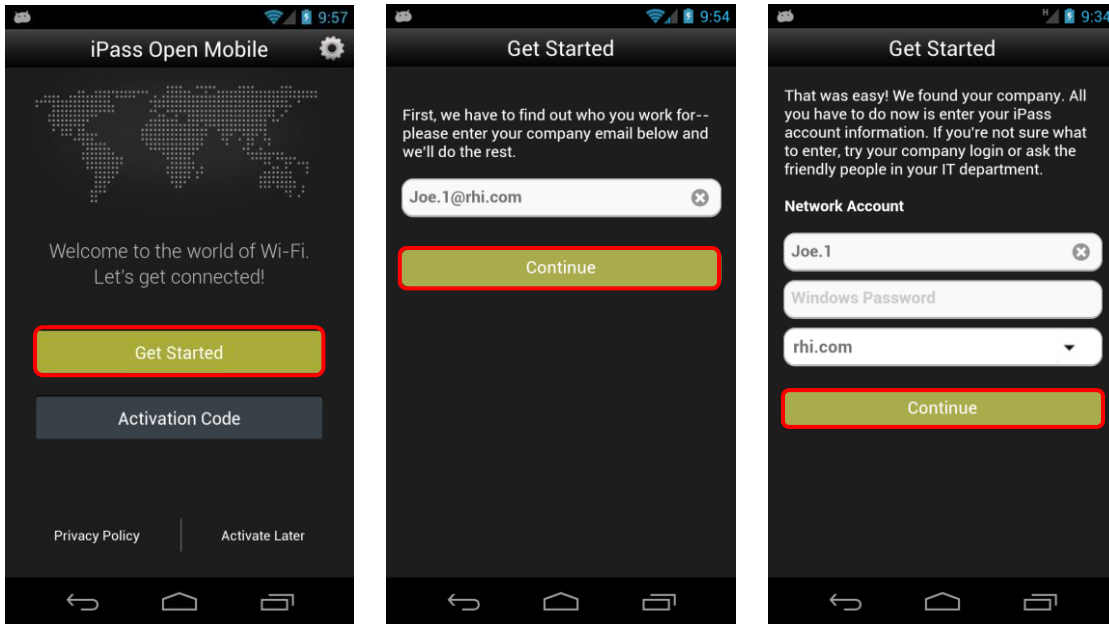


### Android Market

*This installation process requires Android 2.7.0 or later. For earlier version, please refer to previous Quick Start Guides.*

#### To install Open Mobile from the Android Market:

1. Download the Open Mobile app from the Android Market.
2. Review the Terms of Use agreement 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 Activation**.



### Activation Code

If your IT Administrator gave you a Profile ID (and possibly a PIN), you can activate using this code by tapping **Activation Code** on the **Welcome Screen**. Enter the **Profile ID** (and if necessary the **PIN**) and tap **OK**.

### Test Mode

If you are testing the app, tap **Activation Code** on the **Welcome Screen**. Tap the area below the **OK** button three times to enter **Test Profile Mode**. Enter the **Profile ID** (and if necessary the **PIN**) and tap **OK**.

### Private Installer

If you received the Android application directly from your IT Administrator (by email, web page link, or private version of the Android Market), do the following:

#### To install Open Mobile from a bundled installer:

1. On the Home screen, tap **Menu | Settings | Applications**, and check **Unknown Sources**.
2. Download the Open Mobile app from an email attachment, download link, or Private Market.
3. In some cases when downloading using a link or email attachment, you will have to navigate to the Download folder using a file manager app such as: Files, My Files, or Astro. From there, tap the Installer to launch it and tap **Install** to install.
4. When the installer is complete, tap **Open** to launch Open Mobile.
5. Review the Terms of Use and tap **Accept**.
6. The first time you connect to a network with iPass Open Mobile, you will be prompted to enter your Account Credentials.

If the base .apk file is installed, the user will have to enter Profile ID and PIN to activate.

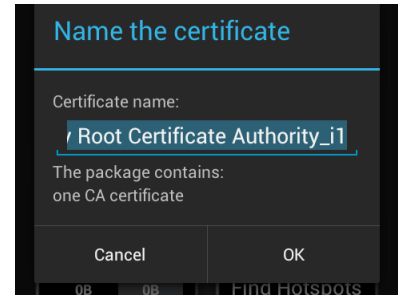
## Unactivated Clients

A user without the correct Profile ID and PIN can tap **Activate Later** on the Welcome screen. Without activation, you have access to the Usage Meter and Hotspot Finder, but cannot use the app to connect to iPass networks. The app can be activated at any time by tapping **Menu > Activate**.

## Enabling Your Security Certificate (On-Campus Roaming Only)

If On-Campus Roaming has been enabled for your device, then when first launching Open Mobile, you may be required to install a security certificate, which is used to ensure a secure connection. You will also be prompted to set a lock screen PIN or password for the device, if one has not been previously set.

- On Android 4.0 and later versions, this procedure is called Enabling Credential Storage. Follow the prompts to enable credential storage on your device. Do not rename any certificate filename; use the default name.
- On Android 2.2 or 2.3, follow the prompts to enable the lock screen PIN or password for your device. Do not rename any certificate filename; use the default name.



## Upgrades

You will receive software upgrades from the Android Market unless the Open Mobile package you installed was configured to receive updates from another source.

### Important Note on Upgrades

To ensure that you receive important upgrades, we recommend that you go to the **My Apps** section in the Android Market and check **Allow automatic updating** next to the Open Mobile app.

## Uninstallation

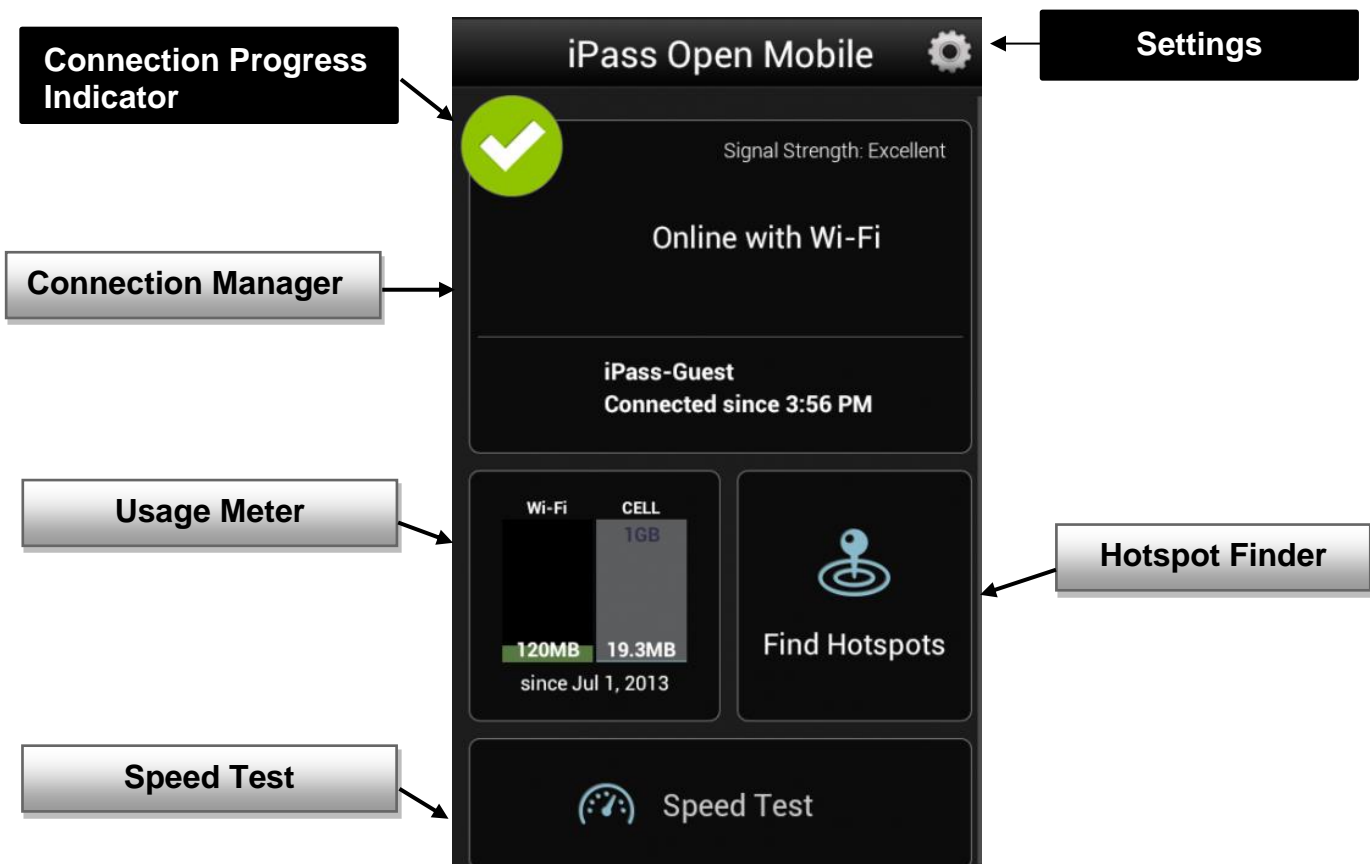
To uninstall Open Mobile, browse to **Settings | Applications | Manage Applications**, select Open Mobile from the list, and then tap the **Uninstall** button.

# Using Open Mobile

The Open Mobile for Android interface is illustrated below.

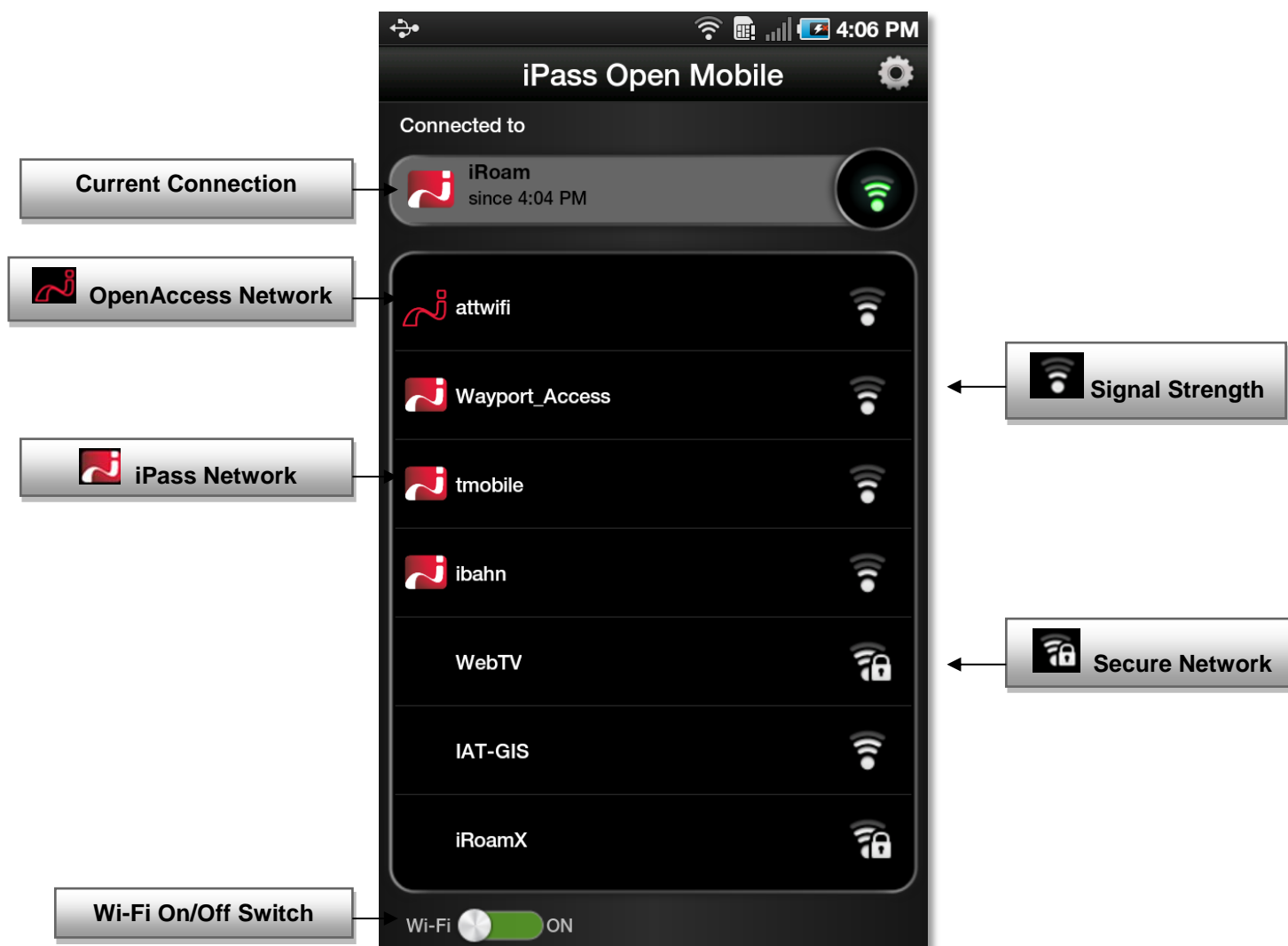
## Dashboard

There are four main buttons on the dashboard, along with a **Settings** button in the top right corner and a **Connection Progress Indicator** that lets you know how much time is left before you connect. The four main buttons can be tapped to take you to a dialog with more details, described below, and they represent your current connection (the **Connection Manager**), your past connections (the **Usage Meter**), your future connections (the **Hotspot Finder**), and your ability to test your connection (the **Speed Test**).



## Connection Manager

Open Mobile displays Available Networks and their signal strength. The list is refreshed every 15 seconds. To connect or disconnect from a network, tap on the **Connection Manager**.

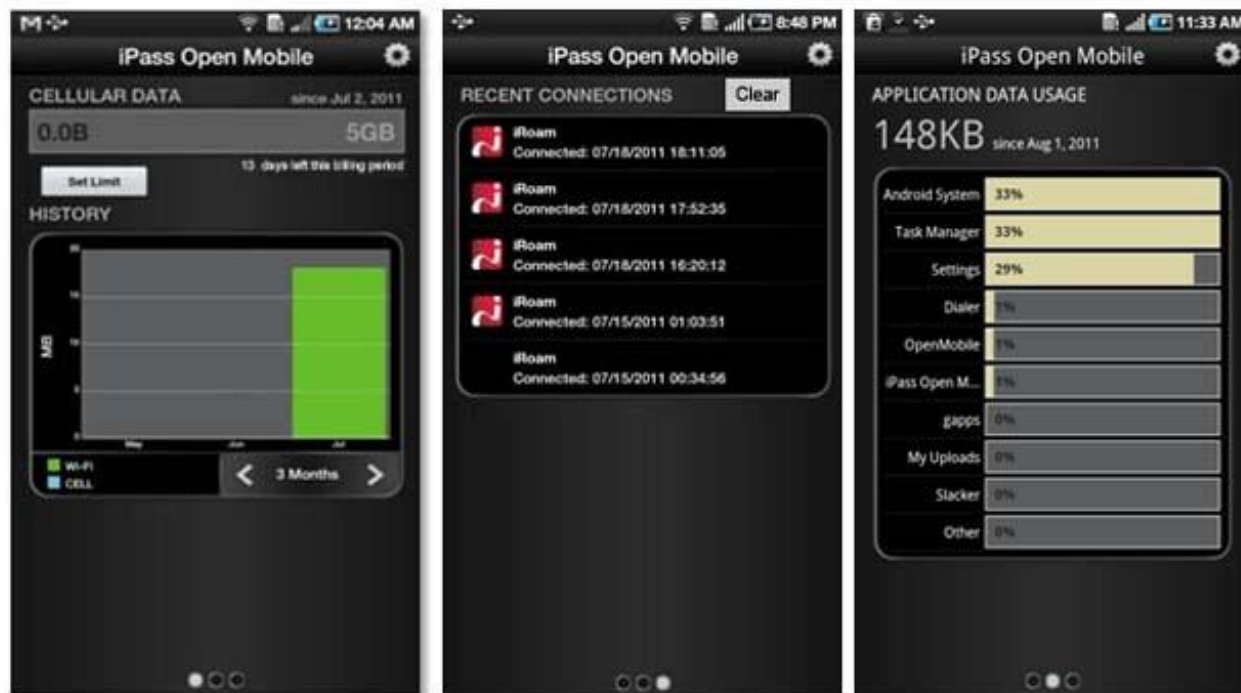


## Usage Meter

There are three dialogs in the **Usage Meter** section.

- The **Cellular Data** dialog displays graphs of your data usage for this billing period.
- The **Recent Connections** dialog shows your last twenty connections. (Users on Android 2.1 or earlier will only see this screen.) Tap **Clear** to clear your connection history.
- The **Application Data Usage** dialog displays your top ten applications.

To move between these screens, swipe your finger from left to right (or right to left).



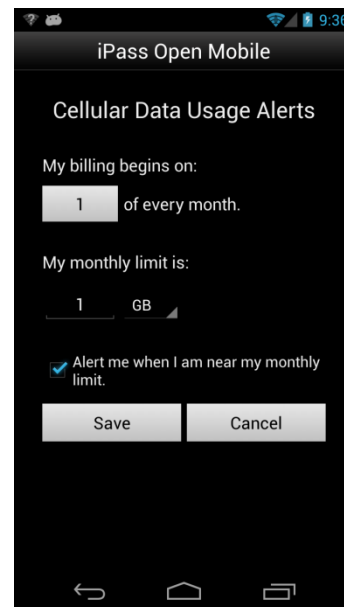
## Cellular Data Usage Alerts

Open Mobile can send alerts when the user is close to reaching the monthly cellular data limit.

To set the cellular data limit:

1. Tap **Set Limit** on the **Usage Meter** dialog (or the **Usage Setting** button on the **Settings** dialog).
2. Under **My billing begins on**: tap the box to enter the first calendar day of your billing period.
3. Under **My monthly limit is**: tap the box to enter your limit and select the unit from the dropdown.
4. Tap the box to check **Alert me when I am near my monthly limit**.
5. Tap **Save**.

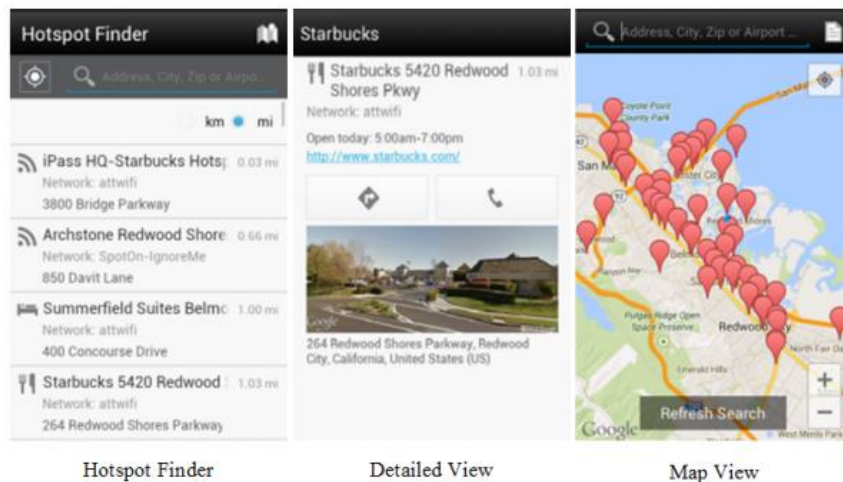
The **Application Data Usage** dialog will display a list of the user's top ten applications in order of data usage (showing the total usage and each application's percentage of the total).





## 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 call the location or receive GPS directions.



**Hotspot Finder:** The Hotspot Finder is available by tapping Find Hotspots on the dashboard. A list of nearby hotspots will automatically appear on the Hotspot Finder screen; however, users can search for hotspots by address, city, zip code, or airport code.

**Detailed View:** By tapping on a specific hotspot location, the user can pull up 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.

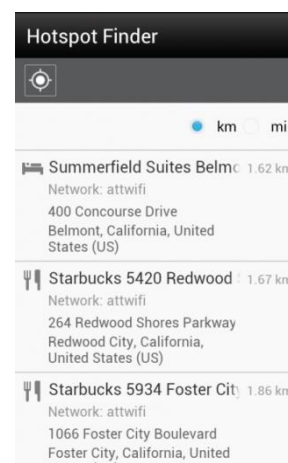
**Location Icon:** Pressing the location icon (  ) will refresh the search for nearby hotspots.

## Offline Hotspot Finder

The Hotspot Finder also features 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 can be utilized, users must download a list of hotspots that correspond to the location where they will be without a connection.

**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 **Offline Hotspot Finder** option.
3. Find the appropriate location and then tap on the **Download** button.
4. To cancel downloading or saving a hotspot list, tap on the back button.



**To use the Offline Hotspot Finder:**

1. Before using the Offline Hotspot Finder, the user must download a hotspot list as shown above.
2. Tap on the **Find Hotspots** option on the dashboard.
3. The hotspot finder will try to pinpoint the user's location based on their most recent information.

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

## Speed Test

The Speed Test measures the latency, download, speed, and upload speed of a hotspot connection. After the test is complete, Open Mobile will display the results and indicate the connection.

**To test the speed of a connection:**

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



## Settings

Tapping the **Settings** button on the upper-right corner of the screen (or the Menu button on your Android device) will open a window with six options: **Account Settings**, **Usage Settings**, **Manual Login Settings**, **About**, **Help**, and **Offline Hotspot Finder**.

### Account Settings

Enter or change your iPass account credentials here, including username, password, domain, and possibly prefix (not show in the screenshot).

#### Auto-Connect

Auto-Connect enables you automatically connect to OpenAccess and iPass-authenticated networks when within range. If enabled, Auto-Connect can make connecting to the Internet a 'zero-click' experience.

Open Mobile will automatically re-connect to a network when the user is unintentionally disconnected (for example, if the network signal is lost).

If you choose to disconnect from an Auto-Connect network, Auto-Connect will be disabled until you explicitly attempt to connect again.



### Usage Settings

You can set cellular data usage limits and the monthly billing cycle for the usage meter under Usage Settings. For more details, see the Usage Meter section on page 8.

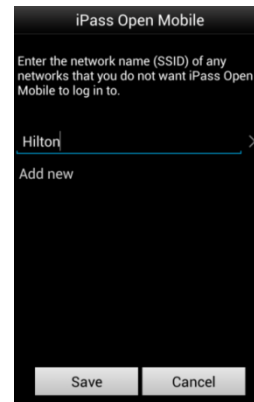
### Manual Login

**Requires:** Open Mobile 2.7.0 for Android or later.

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

To add a network to the Manual Login list:

1. Tap the **Settings** button
2. Tap **Manual Login Settings**.
3. Tap the field and use the keyboard to enter the SSID of the network you would like to manually log in to.
4. To add another network, tap **Add New**.
5. When you are done, tap **Save**.



### About

There are four buttons on the **About** dialog: **Update Networks**, **Send Logs**, **More Info**, and **Legal Information**.

- **Update Networks** will check for any available Profile and Directory update (not software update)—these updates happen automatically every 24 hours.
- **Send Logs** will open an email with an attachment of your current logs to your IT Help Desk (see page 13 for more information on this feature).



- **More Info** will display information on your version of Open Mobile. You can also replace your profile here by tapping the **Replace Profile** button and following the instructions.
- **Legal Information** lists several legal details.

The *About dialog* screen features a *toggle option*, allowing the user to turn iPass network notifications *ON* or *OFF*.

## 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.

## Offline Hotspot Finder

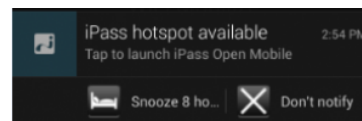
For information about the **Offline Hotspot Finder**, please see page 9.

## Notification Options

Users can manage how often they receive notifications informing them that an iPass network is available.

### To manage notifications:

1. Drag down the notification bar when the **iPass hotspot available** message appears.
2. Open the iPass notification by dragging it down with two fingers (this takes place in the notification drawer).
3. Notification options:
  - Tap **Snooze 8 hours** to turn off notifications for an eight hour period.
  - Tap **Don't notify** to stop notifications.



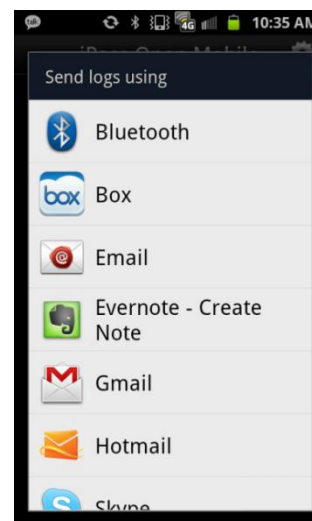
### To restore notifications at any time:

1. In the iPass welcome screen, tap on the **Settings** icon on the top right side of the screen.
2. Tap on the **About** option.
3. Find the **Network notifications** toggle option and tap **ON**.

# Support

## Open Mobile Logs

Open Mobile enables users to send troubleshooting logs for support using the **Send Logs** button. Logs can be sent by any number of file sharing methods: email (if ZIP files are allowed), Bluetooth, instant messenger such as Skype, or SMS message. Select a method, and then follow the prompts to send your logs to your support representative.



## Troubleshooting Tips

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

### *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 ©2013, 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.*

