



# **iPass Open Mobile 3.0.x for iOS Quick Start Guide**

**VERSION 2.0, MARCH 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 and Activating</b>	<b>3</b>
<b>System Requirements</b> .....	<b>3</b>
Supported Languages .....	3
<b>Installing Open Mobile</b> .....	<b>3</b>
By Profile ID and PIN.....	3
Activation by URL .....	4
Activation by Application.....	4
<b>Later Activation</b> .....	<b>4</b>
<b>Updating the Directory</b> .....	<b>4</b>
<b>Uninstalling</b> .....	<b>4</b>
<b>Using Open Mobile</b>	<b>5</b>
<b>Dashboard</b> .....	<b>5</b>
Current Connection .....	6
Log In/Out Button.....	6
<b>Account Settings</b> .....	<b>6</b>
<b>How to Connect</b> .....	<b>7</b>
<b>Usage Meter</b> .....	<b>8</b>
Usage Settings .....	8
<b>Hotspot Finder</b> .....	<b>8</b>
<b>Support</b>	<b>9</b>
<b>Send Logs</b> .....	<b>9</b>
<b>Troubleshooting Tips</b> .....	<b>9</b>
<b>About iPass Open Mobile</b> .....	<b>10</b>



# Installing and Activating

## System Requirements

iPass Open Mobile 3.0.x for iOS requires the following:

- iOS 4.3 or later.
- Multitasking support (for example, iPhone 3GS or later, iPod Touch third generation or later, or any iPad).
- 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

iPass Open Mobile for iOS is available in English, French, German, Spanish, Italian, Korean, Japanese, Thai, Simplified Chinese, and Traditional Chinese.

## Installing Open Mobile

Installation and activation can take place in one of three ways: by Profile ID/PIN, by URL, or by another application.

### By Profile ID and PIN

If your administrator has chose to enable this method, download the application from the iTunes App Store, and install it on your iOS device (iPhone, iPad, or iPod Touch).

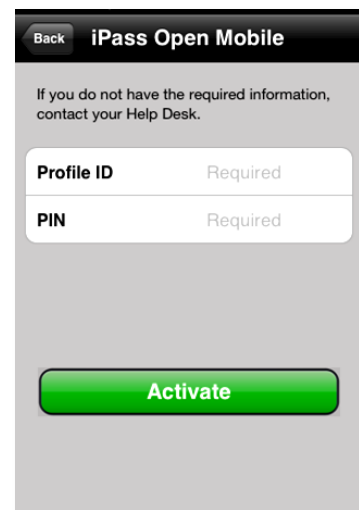
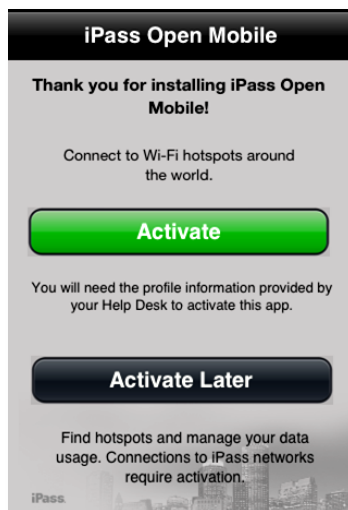
After downloading and installing, you will need a Profile ID to activate Open Mobile. You may also require a PIN.

**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.

Tap the **Activate** button on the Welcome Screen, and on the Activation Screen enter the Profile ID (and optional PIN, if required). If you do not have a PIN, leave the **PIN** field blank).

### 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.

## Later Activation

If you do not have a Profile ID and PIN, you can tap **Activate Later**. You will have access to the Usage Meter and Hotspot Finder, 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 Now** 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

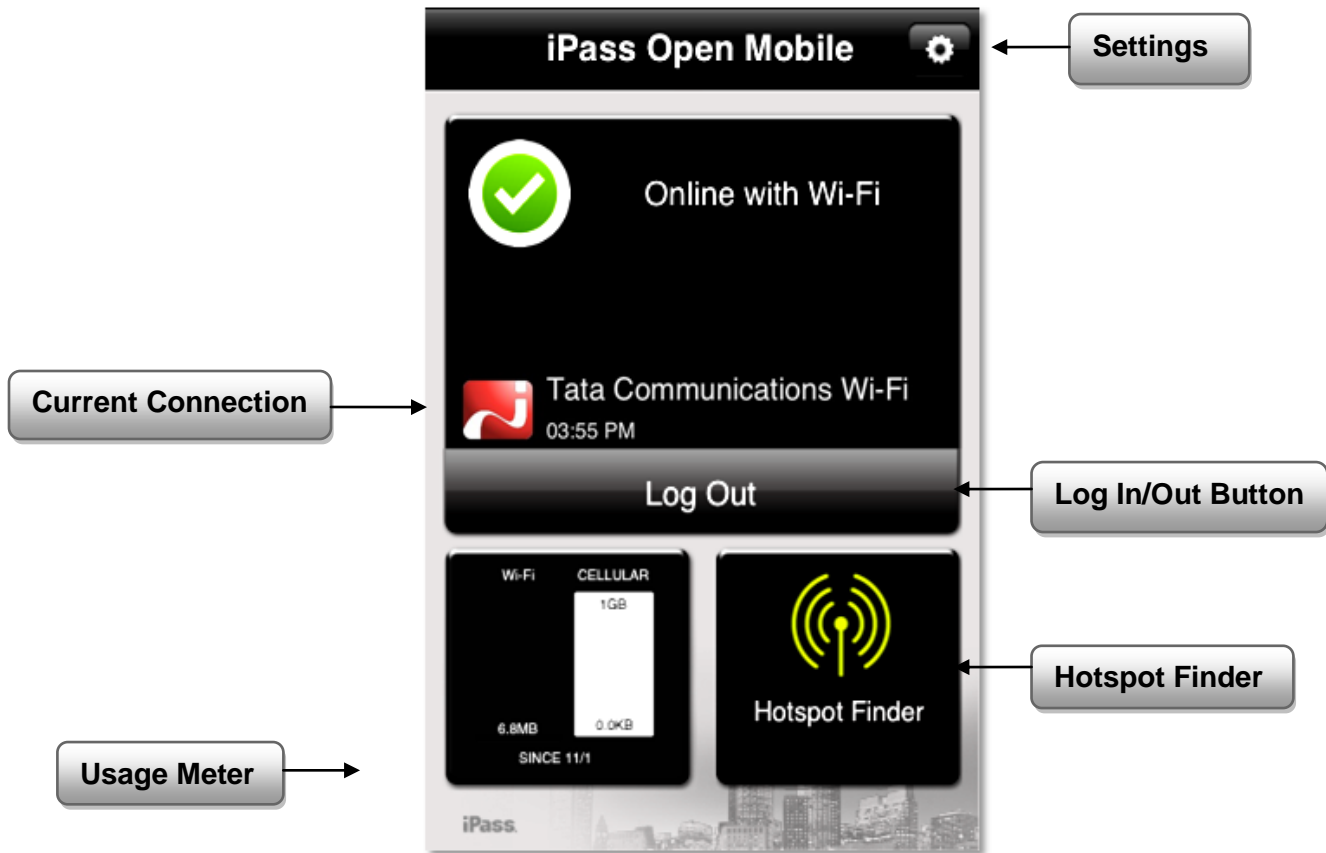
**To remove Open Mobile from your device:**

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

The Dashboard on an iPhone or iPod Touch is shown here.





The Dashboard on the iPad is shown here:



## 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

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. 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.
5. Tap **Save**.

## 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 *An iPass Network*.)
4. Return to the home screen and tap the Open Mobile icon. 
5. On the dashboard, tap the **Log In** button.



## Usage Meter

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.

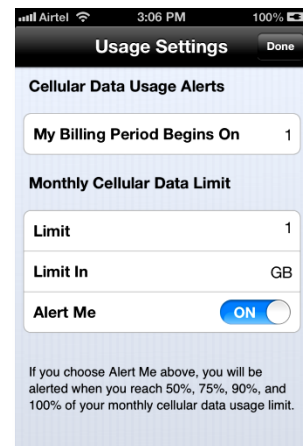
### Usage Settings

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**.



## Hotspot Finder

Open Mobile for iOS includes a Hotspot Finder that enables you to locate iPass Wi-Fi hotspots anywhere in the world. You can enter a location in the search box or tap the **List nearby hotspots** button for a list of hotspots and their locations. The Hotspot Finder requires an Internet connection to function.



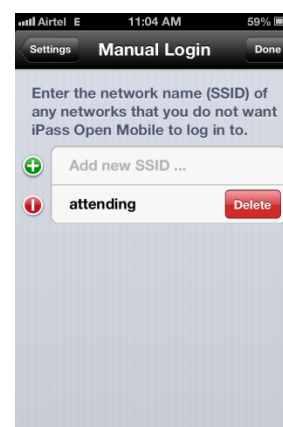
## Manual Login

**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**.
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.





# Support

## Send Logs

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

To send troubleshooting logs:

1. Tap **Settings**, and then tap **About**.
2. Tap **Send Logs**.
3. An email will open with a Troubleshooting Report attached. Enter the email address of your Help Desk in the To: field and describe the problem in the body of the email.
4. Tap **Send**.

## Troubleshooting Tips

These tips may be helpful in resolving issues with Wi-Fi connections.

### ***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.

## About iPass Open Mobile

Before contacting your help desk, note the version of Open Mobile and the Profile ID in use by tapping **Settings > About**.



**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.*

