# iPass Open Mobile 3.2.0 for iOS Quick Start Guide

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# Installing and Activating

## System Requirements

iPass Open Mobile 3.2.0 for iOS requires the following:

- iOS 5.0 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 and Activating Open Mobile

There are several ways to activate Open Mobile.

### Getting Started Wizard

**To activate using the Getting Started Wizard:**

1. Download the Open Mobile app from the iTunes App Store.
2. Review the Terms of Use 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**.


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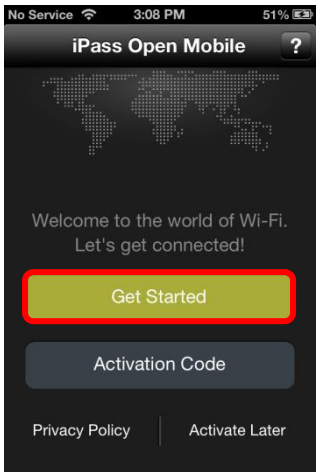
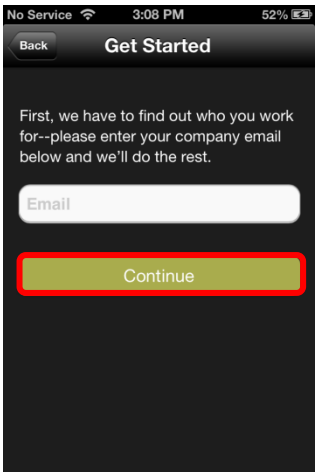
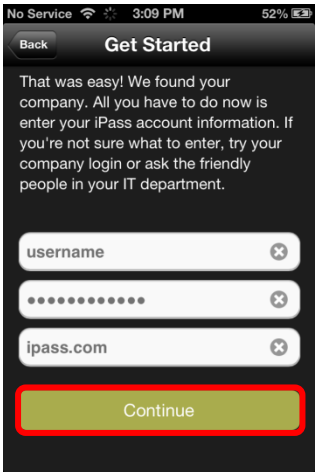
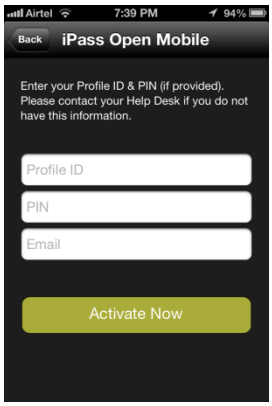



## Activation Code

If you Administrator gave you an Activation Code (Profile ID and possible a PIN), you can activate using that code.




### To Activate with your Activation Code:

1. Download the application from the iTunes App Store.
2. Review the Terms of Use and tap **Accept.**
3. On the **Welcome Screen**, tap the **Activation Code** button. You need to be connected to the Internet to activate the app.
4. Enter the **Profile ID** and optional **PIN** (if you do not have a PIN, leave the **PIN** field blank).
5. Tap **Activate Now**.

**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.

### *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.*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### 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.

## Activate Later

If you are not ready to activate, 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** 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.


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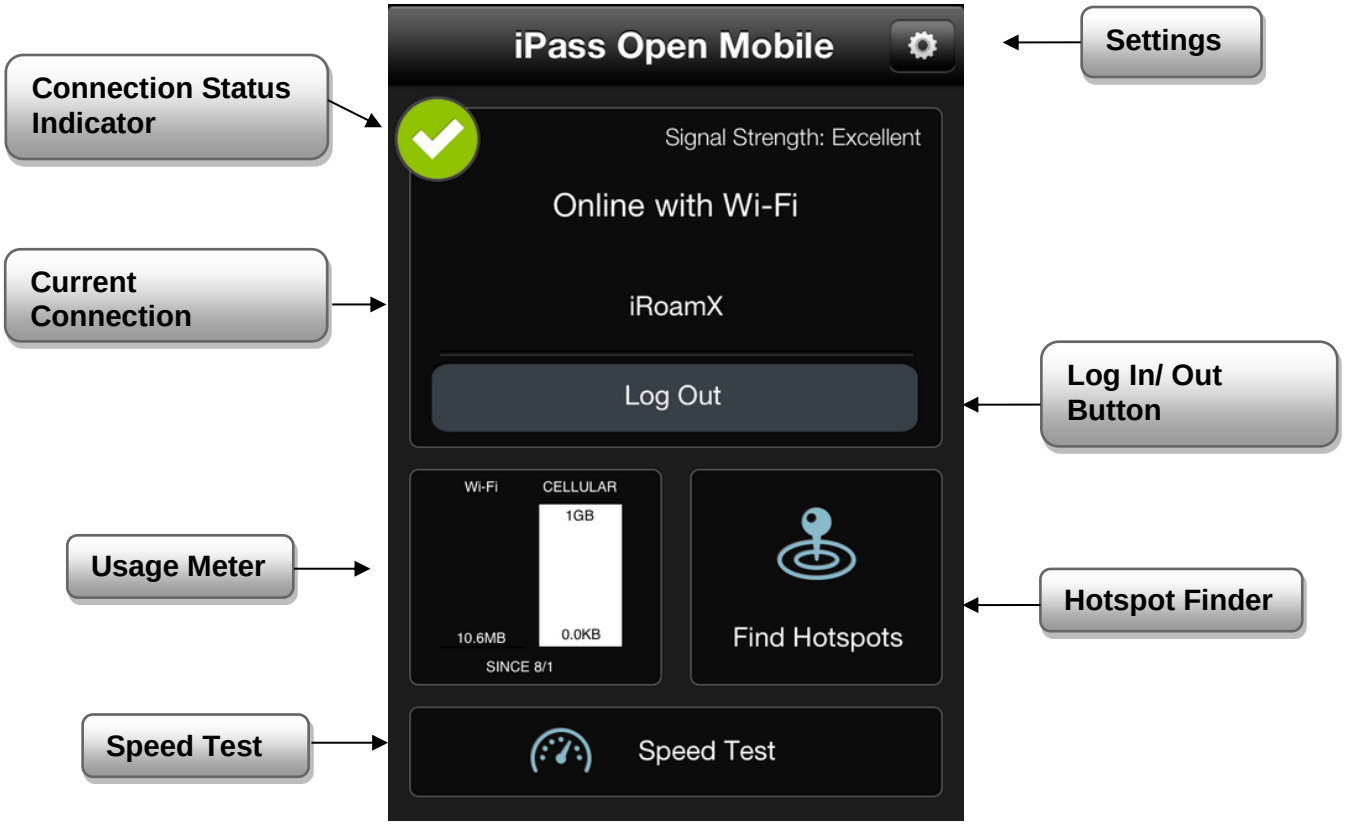
# Using Open Mobile

## Dashboard

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





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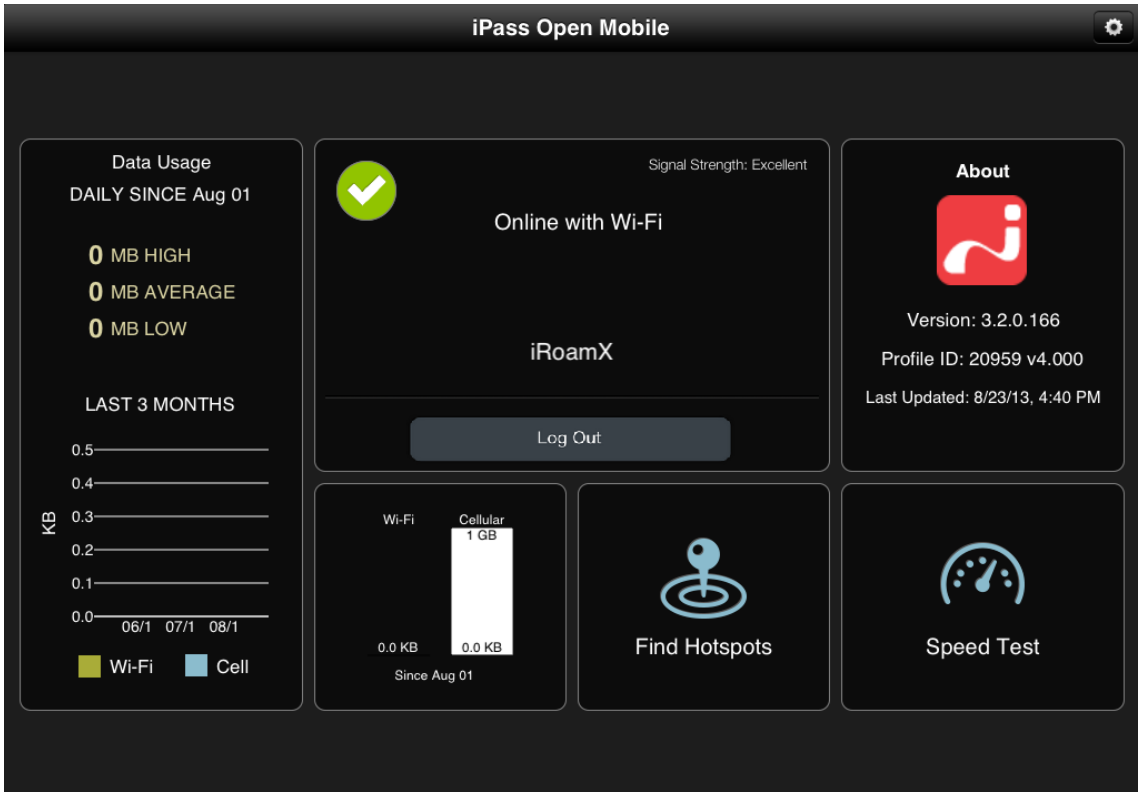
The Dashboard on the iPad is shown below.




## iPad Tool Tips

If a profile is configured without a speed test, the **Tips** box will appear on the bottom-right corner of the screen and display a random tooltip each time the user navigates to the **Dashboard**. These tips are supplied by iPass and are not customizable.

## 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.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**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 *Use iPass Here*.)
4. Return to the home screen and tap the iPass icon.
5. On the dashboard, tap the **Log In** button.

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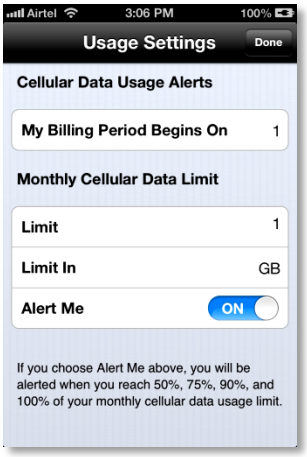
# Usage Meter

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.

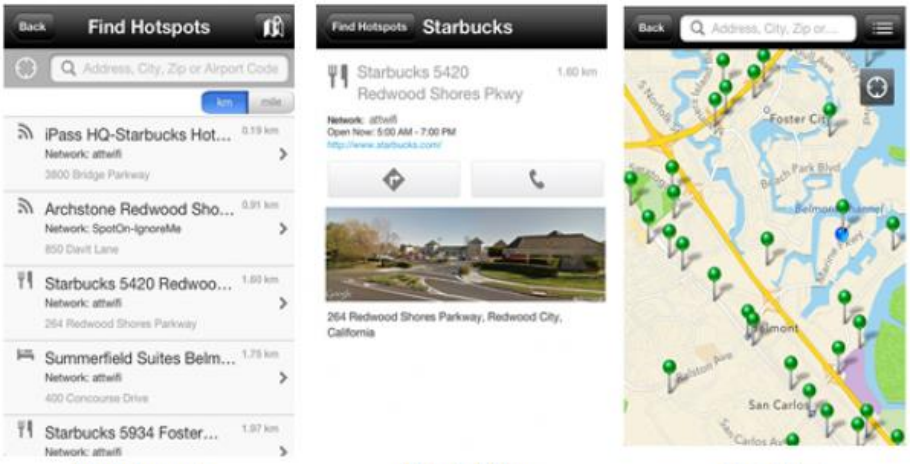
> *Due to a limitation in iOS, usage alerts will only function when the app is running in the foreground.*

**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 includes a Hotspot Finder that enables you to locate iPass Wi-Fi hotspots anywhere in the world. You can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. Tap on a specific hotspot location on the list to reach a picture of the location along with the option to call the location or receive GPS directions.




Find Hotspots | Detailed View | Map View

**Find Hotspots**: 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, you can search for hotspots by address, city, zip code, or airport code.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**Detailed View**: By tapping on a specific hotspot location, you 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.

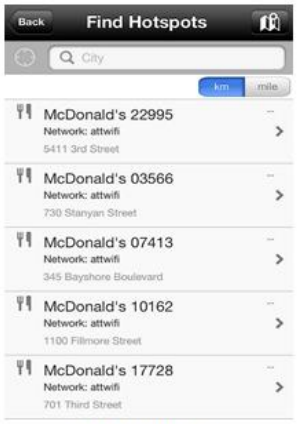
**Location icon**: Pressing the location icon ( ) will bring up a list of nearby hotspots.

## Offline Hotspot Finder

The Hotspot Finder features an offline mode that allows you to download a list of iPass hotspots you can later access without an Internet connection. Before the Offline Hotspot Finder can be utilized, you must download a list of hotspots that correspond to the location where you 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 location appropriate for you and then tap the **Download** button.




Find Hotspots

Map View

**To use the Offline Hotspot Finder:**

1. Before using the Offline Hotspot Finder, you 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 your location if location services are enabled for Open Mobile on your device. If location services are disabled. You can do a city search in the offline database.
4. You can do a city search on the **Find Hotspots** screen (not map view) to look for hotspots in a specific city.
5. To update a hotspot list, tap the **Update** button on the **Offline Hotspot Finder** options screen. Offline hotspot lists are not automatically updated.

> *Please note that the location icon, on both the (offline) **Find Hotspot** screen and map view, is grayed out.*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## Speed Test Screen

The Speed Test measures the latency, download speed, and upload speed of a hotspot 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.

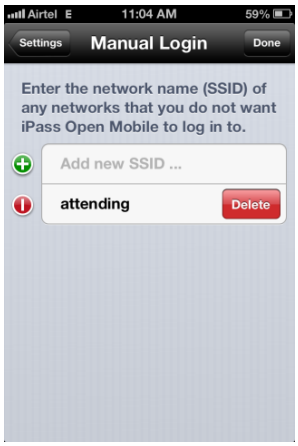
**To test the speed of a connection:**

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 to fastest): Email, Web, Voice, or Video.

## 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 Settings**.
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.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# Support

## Send Logs

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

**To send troubleshooting logs:**

1. Tap **Settings.**
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


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if a successful association is made.

- A weak signal prevents association.

# About iPass Open Mobile

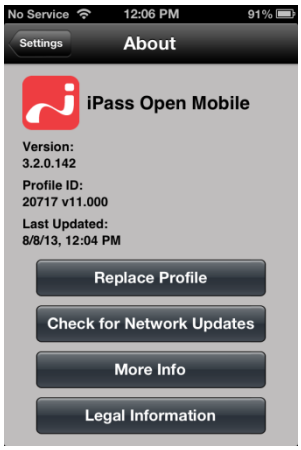
Before contacting your help desk, note the version of Open Mobile and the Profile ID in use by tapping **Settings > About**.

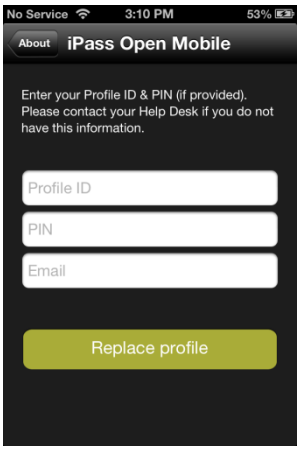
## Replace Profile

If you are instructed by your Administrator to replace your profile, you can do this within the app.

**To replace your profile:**

1. Go to **Settings** > **About**.
2. Tap **Replace Profile**.
3. Continue passed the warning message and on the following page enter your new **Profile ID**, **PIN** (if necessary), and **Email.**
4. Tap **Replace Profile**.





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