iPass Open Mobile 3.8.x Quick Start Guide for iOS

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Installing and Activating

System Requirements

- iOS 7.0 or later.
- Multitasking support (for example, iPhone 3GS or later, iPod Touch third generation or later, or iPad second generation or later).
- 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

Open Mobile is supported in English, French, German, Spanish, Italian, Korean, Japanese, Thai, Russian, Simplified Chinese, and Traditional Chinese.

Installing and Activating Open Mobile

> *In most cases, the Travel Preferences screen will automatically appear when Open Mobile activates, prompting users to enhance their connection experience by selecting regions they frequently visit.*

Activating

To activate Open Mobile:

- Get Started Wizard

Get 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**.

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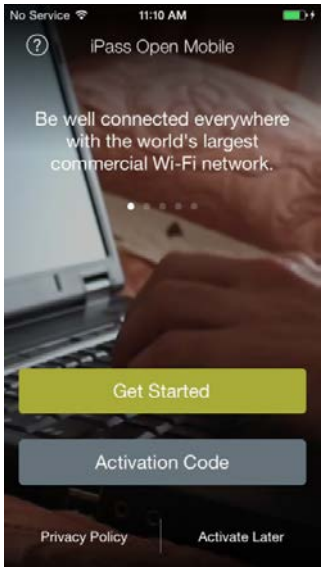

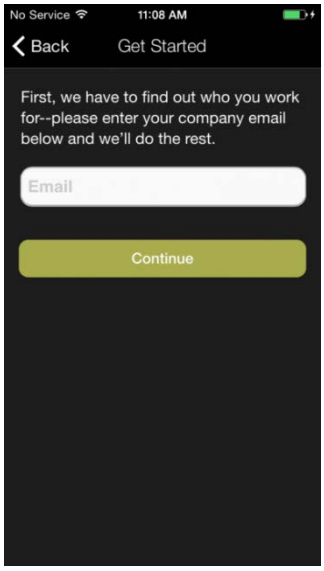

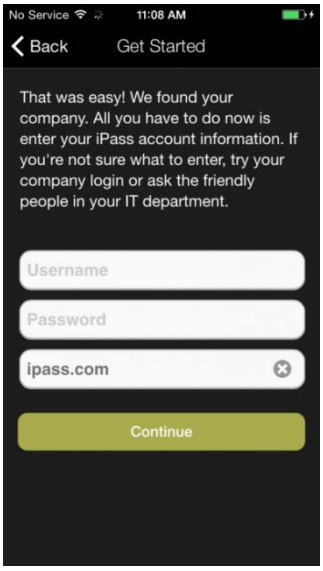

Activation by URL

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.

Activate Later

If you are not ready to activate, you can tap **Activate Later**. You will have access to the Usage Meter and the Find Hotspots option, 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 Network 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.

Upgrading

Open Mobile upgrades are automatically handled through the Apple app store.

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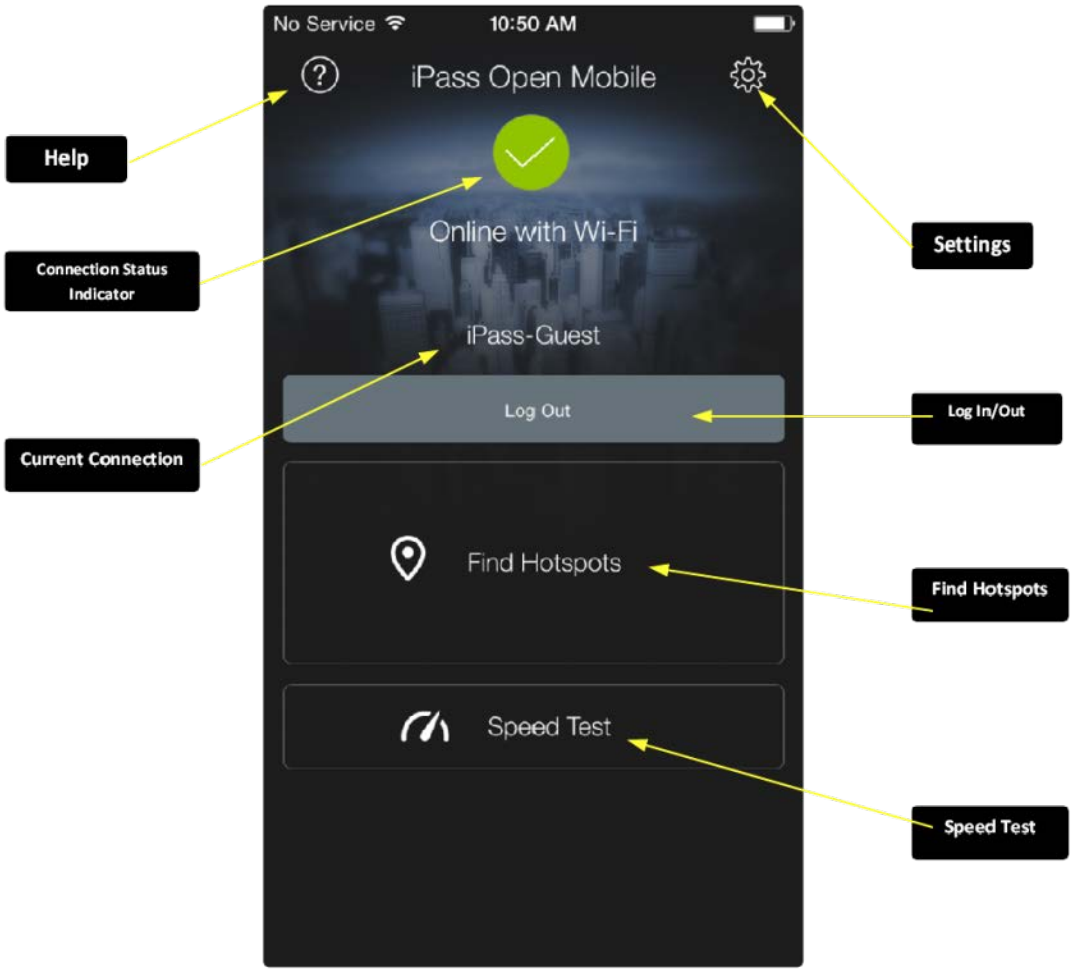
Using Open Mobile

Main Screen

> *Most of the examples in this guide utilize iPhone screenshots; however, Open Mobile features appear almost identical (with only a few differences in layout & sizing) in all iOS devices.*



- Settings: Gives users several options for customizing preferences and making the most of Open Mobile.
- Help: Offers users several resources for enhancing their connection experience.
- Find Hotspots: Users can search for available networks near them.
    - **Find Hotspots Offline**: For information on finding hotspots while offline or traveling, please visit Travel Preferences.
- Speed Test: Allows users to measure the latency, packet loss, download speed, and upload speed of a connection.

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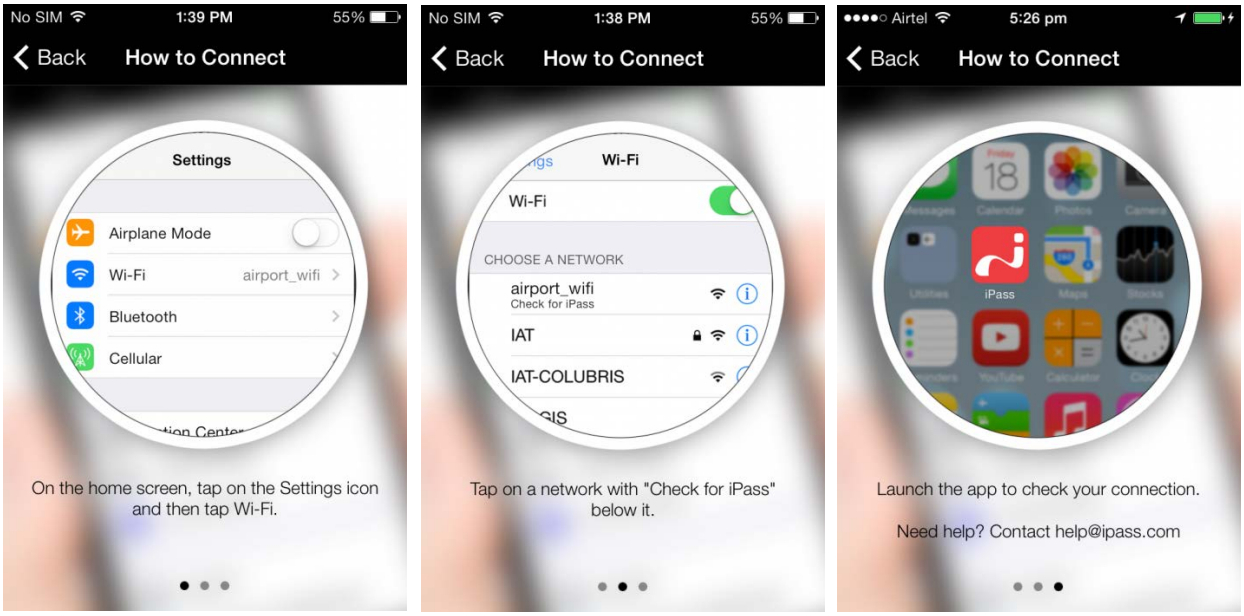
- **Connection Status Indicator**: A green circle with a white check mark will appear when a user is connected to a network.
- **Current Connection**: Displays the current network name and a timestamp of when the connection started.
  - indicates an iPass Network.
  - indicates an OpenAccess (free) network.
- **Log In/Out**: 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.

  If the network is OpenAccess, the Log Out button will not appear, since Open Mobile cannot be used to disconnect from an Open Access network.

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 that has “Check for iPass” below it.
4. Return to the home screen and tap the iPass Open Mobile icon.
5. On the main screen, tap the **Log In** button.

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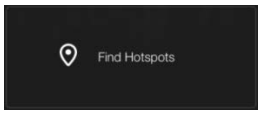
Find Hotspots

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.

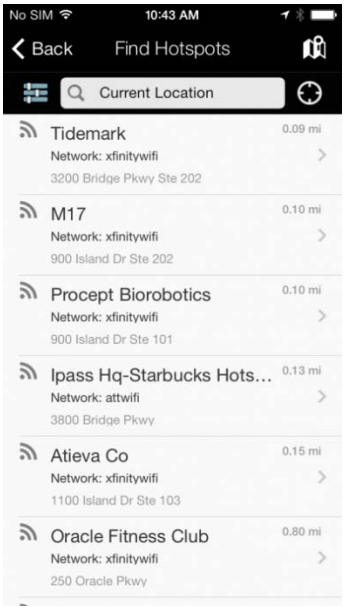
The steps below describe the general process of how the hotspot finder works, while illustrating features and functions.

> *Once users have activated Open Mobile, the hotspot finder button on the main screen may display the names and distance of nearby hotspots.*

1. **Tap Find Hotspots on the main screen.**



2. **Search for a hotspot.**



A list of nearby hotspots is available to users as soon as they tap on the Find Hotspots button. Automatically, the nearest and most convenient hotspots are displayed. Users can search for specific hotspots by:

- address
- city
- zip code
- airport code
- venue

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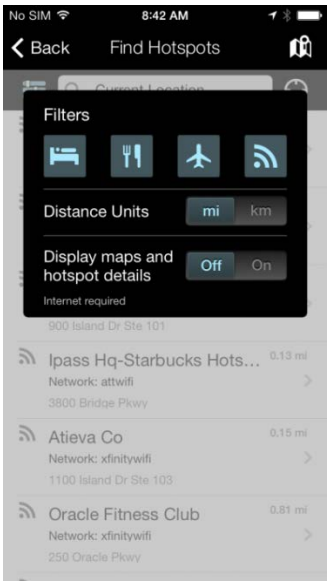
3. **Filter hotspots**.

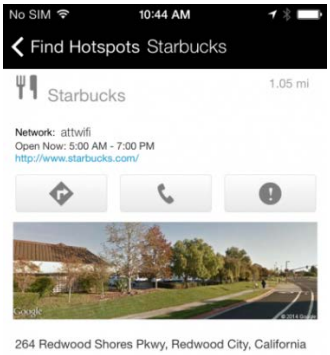


Tapping on the filters icon ( ) on the Find Hotspots screen will allow users to filter their hotspot search by:

- hotel
- restaurant
- airport
- distance

> *Users can have a richer hotspot finder experience by switching **On** the **Display maps and hotspot details** option.*

4. **View hotspot details.**



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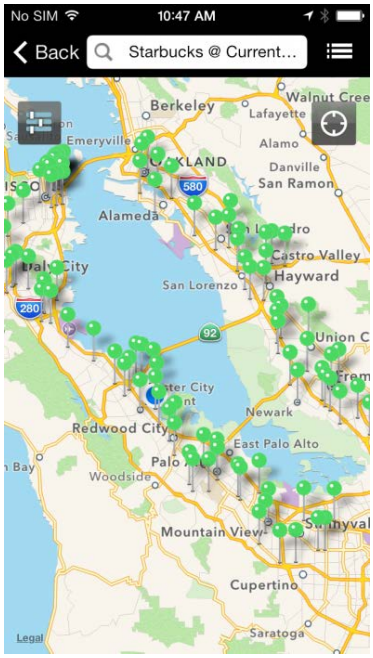
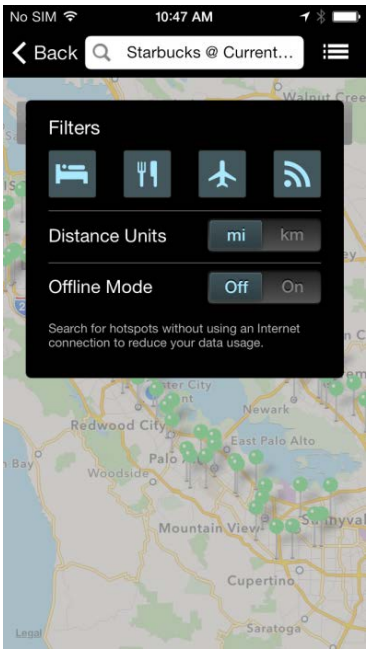
By tapping on a specific hotspot location from the list, the user can pull up detailed information about that location, like:

- name of the establishment
- address
- directions (to the location)
- phone number
- hours
- company website

> *In addition, users can use the Report Hotspot button ( ) to notify iPass of any problem they encounter with a hotspot. Please see the Report Hotspot section for more information.*

5. **View a map.**





- Tapping on the map icon ( ) will pull up a map that displays several hotspot locations.
- Tapping the **location icon** ( ) will bring up a list of nearby hotspots.

> *Map view is not available when users are offline.*

Find Hotspots Offline

For information on finding hotspots while offline or traveling, please visit Travel Preferences.

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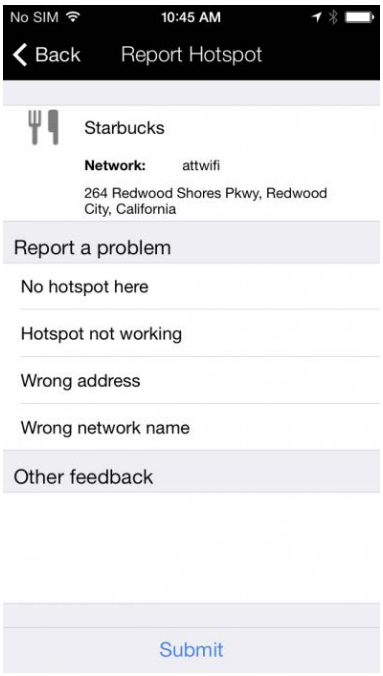
Report Hotspot

By reporting these problems, users are helping iPass improve its hotspot data and thus enhance users' experience with the hotspot finder.



To report a hotspot problem:

1. Tap on the **Report Hotspot** button ( ) to notify iPass of any problem with a particular hotspot.
2. Choose the appropriate hotspot problem from the list:
   - No hotspot here
   - Hotspot not working
   - Wrong address
   - Wrong network name
   - Other feedback
3. Tap the **Submit** button.

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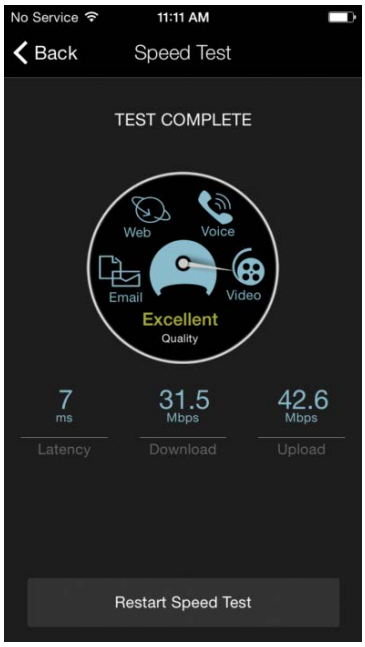
Speed Test

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.

> *The Speed Test screen may display a "Packet Loss" message if any packets of data were lost during the speed test.*

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Settings

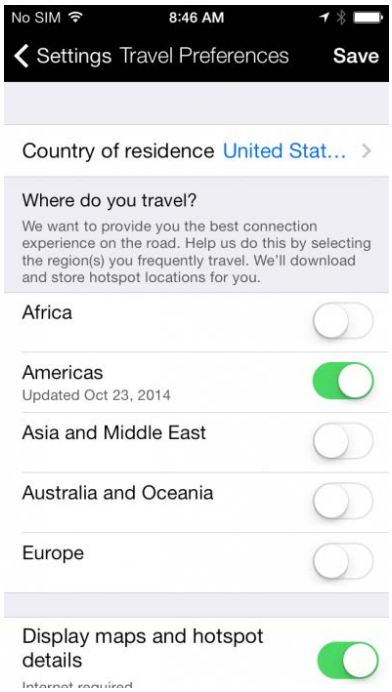
> *The Account Settings option may not be visible if Automatic Credential Assignment feature has been enabled.*

- Travel Preferences: Gives users the opportunity to enhance their connection experience when traveling by downloading hotspot information about regions they frequently travel. Once they have hotspot information, users can look up locations while they're offline.
- Account Settings: The user enters or changes iPass account credentials here, including Username, Password, Domain, and possibly Prefix.
- Login Settings: Login Settings includes a toggle for Auto-Login and gives users the opportunity to exclude networks they don't want to connect to.
- Usage Alert Settings: Open Mobile can send data usage alerts when the user is close to reaching the monthly cellular data limit.
- Usage History: Users can swipe between two Usage Meter screens. The **Usage History** screen displays data usage, and the the **Recent Connections** screen shows a user's last 20 successful connections.
- **About**
  - **Replace Profile**: Users can tap this option to replace their profile. Once users continue past the warning message, they will be returned to the Activation screen where they can enter the new Profile ID, email, and (if necessary) PIN.
  - **Check for Network Updates**: Check for any available Profile and Directory update (not software update). These updates happen automatically every 24 hours.
  - **More Info**: More information on the user's version of Open Mobile.
  - **Legal Information**: Terms of Us and Privacy Policy information.
- **Help**
  - **Service Overview**: A series of informative screens describing Open Mobile and how to get connected.

- **How to Connect**: A set of instructions showing users how to connect to Open Mobile through the native iOS Wi-Fi manager.
- **FAQ**: A set of Frequently Asked Questions (FAQs) to help users if they are having trouble connecting to an iPass network.
- **Report a problem**: Tapping this option will launch the user's email client, with logs attached. The **To** field will auto-populate with **help@ipass.com**.

Travel Preferences

Travel Preferences gives users the opportunity to enhance their connection experience when traveling or when they're not connected to the Internet by downloading hotspot information belonging to regions they frequently visit. Once they have hotspot information, users can look up locations while they're on the road or offline by tapping the **Find Hotspots** button on the main screen.



- **Country of residence:** The user's country of residence. (Users have the option to select **None**.)
- **Where do you travel?**: Users should select regions based on their travels. Once a region has been selected, Open Mobile will download all corresponding hotspot information. Users can access the hotspot information when they're offline and traveling by simply tapping the **Find Hotspots** button on the main screen.
- **Display maps and hotspot details**: Open Mobile stores hotspot locations for users to access when they are offline. However, enabling this option allows Open Mobile to connect to the Internet and download maps and more details for a richer hotspot finder experience.

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Account Settings

> *If the credential-free authentication feature has been configured, users will not see the **Account Settings** option.*

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. Tap **Save**.

> *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.*

Login Settings

Auto-Login

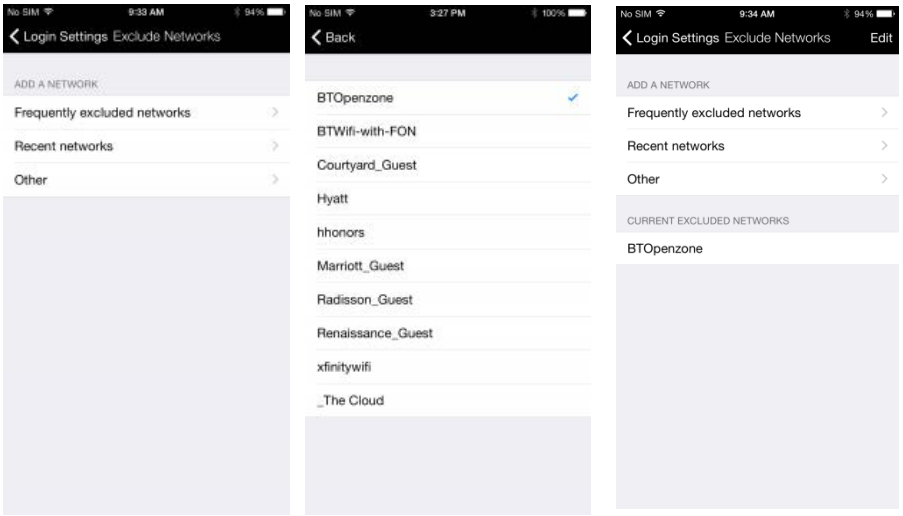
When enabled, this setting lets Open Mobile automatically log a user in to an iPass network after their device detects the network and connects to it.

Exclude Networks

For one reason or another, a user might want Open Mobile to ignore a specific network. A user might want to "exclude" a particular network if it interferes with their connection to a different, preferred network or if the user has their own account for a network and doesn't need Open Mobile to help them log in.

Users can add networks to their Current Excluded Networks by:

- Tapping **Frequently excluded networks** where they can select a network that other Open Mobile users frequently exclude. (Includes an example below.)
- Tapping **Recent networks** where they can select a network that their device has recently detected.



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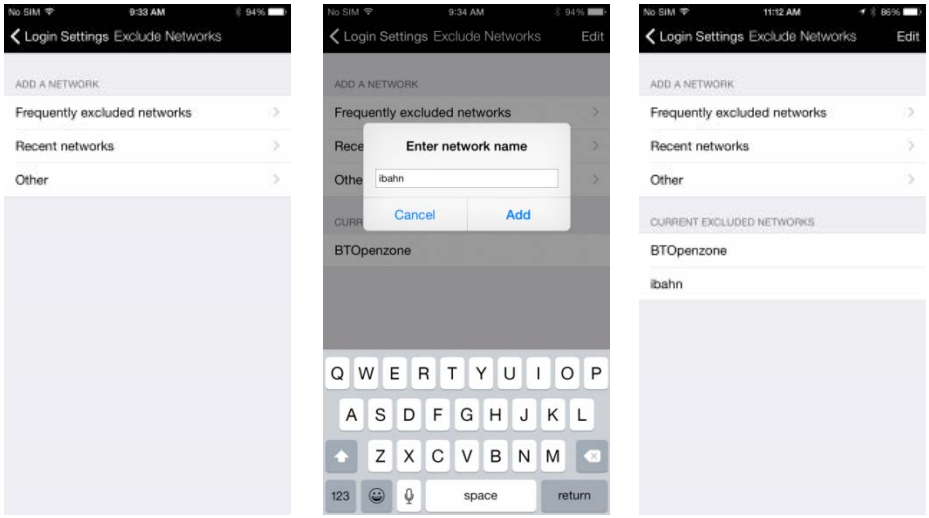
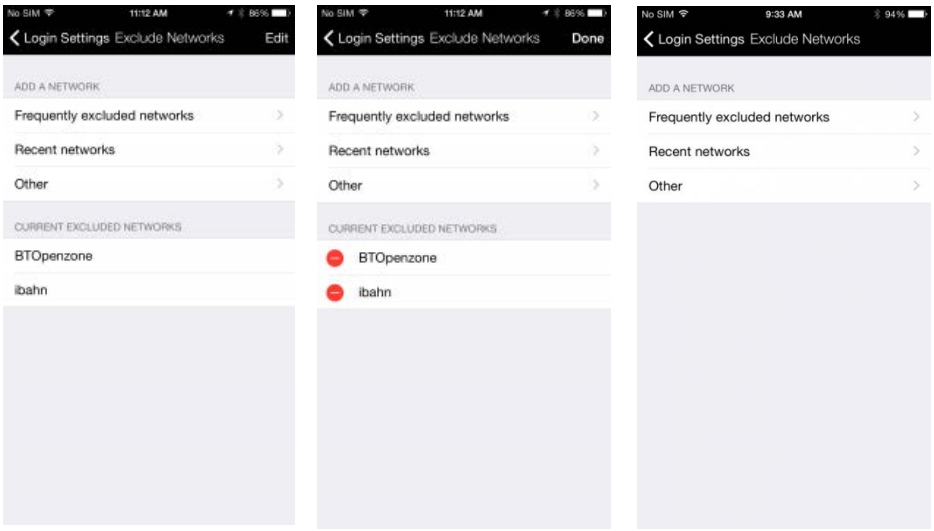
- Tapping **Other** and entering a specific network name.



User can take networks off their Current Excluded Networks list by:

- Tapping **Edit** and then deleting the appropriate network.



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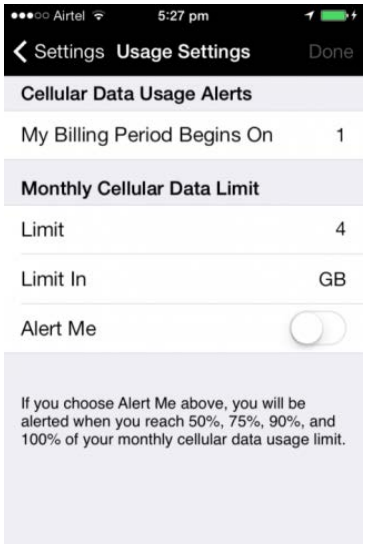
Usage Alert Settings

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.*

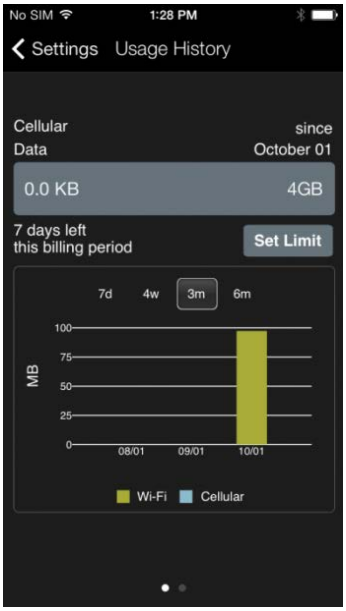


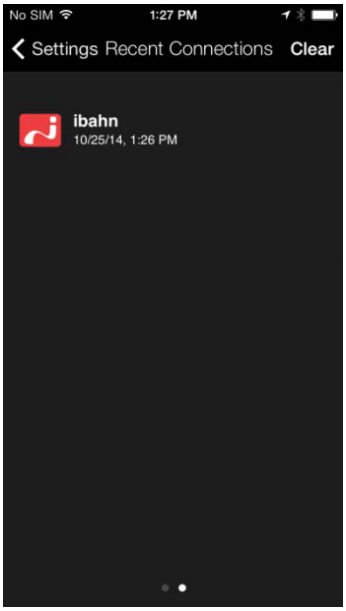
To set the cellular data limit:

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**.

Usage History

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.





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Automatic Credential Assignment

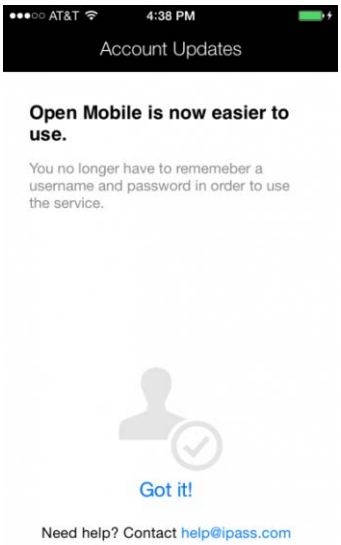
> *Please contact an iPass admin to enable this feature.*

Automatic credential assignment makes it so users don't need to enter their username or password to use and connect with Open Mobile. Credentials are automatically assigned in the background, once users have been verified.

There are two general ways a user may encounter this account update. Below, you will find descriptions for a short way and a long way. The short way doesn't require the user to enter any extra information, while the long way requires users to enter an email address and launch a link.

Short Way

When automatic credential assignment is enabled and users are successfully migrated (no incorrect passwords, usernames, etc.), users will receive an account update the next time they launch Open Mobile. Users will be informed that they no longer need to worry about usernames and passwords.



Upon encountering the account update, users should simply tap **Got it!** and continue using Open Mobile. The only change users may notice is the **Account Settings** option, under Settings, will no longer be visible as it no longer relevant.

Long Way

The slightly longer way will require users to help us verify their current credentials by providing us with an email address and by reaching into their email for a special link that will finalize the account update.

1. The user must tap on **Let's Verify** when the Account Updates screen appears (whenever the user launches Open Mobile after automatic credential assignment has been enabled).

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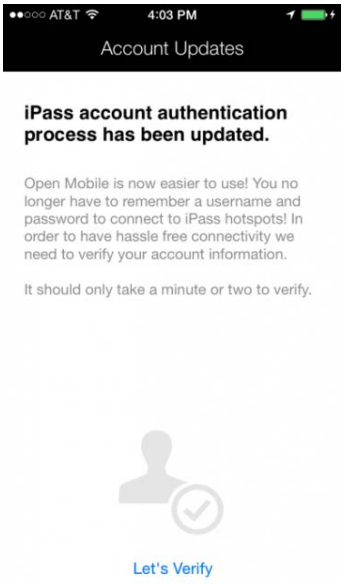
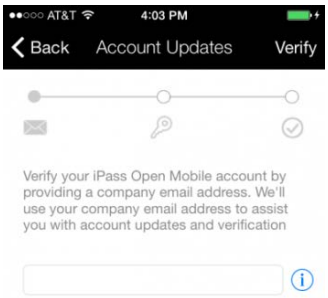


2. The user must enter their email address. Users may need to select among domains if there are several associated with a specific user.



3. The user will be notified that an email has been sent to the email address they provided. The user must open the email sent by iPass and tap on the link in the email.

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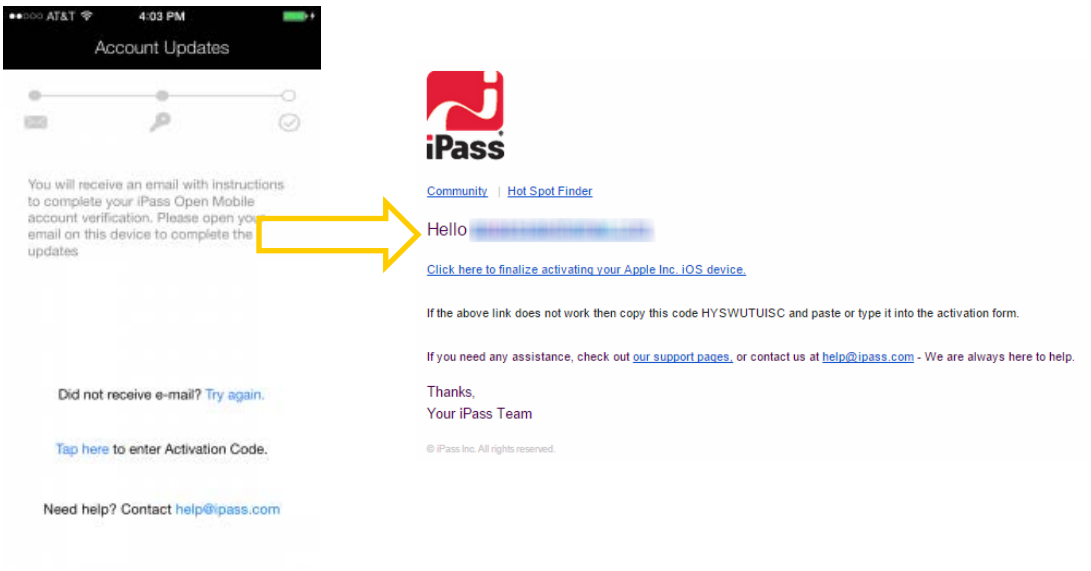
AT&T
4:03 PM
Account Updates
You will receive an email with instructions to complete your iPass Open Mobile account verification. Please open your email on this device to complete the updates
Did not receive e-mail? Try again.
Tap here to enter Activation Code.
Need help? Contact help@ipass.com
iPass
Community | Hot Spot Finder
Hello
Click here to finalize activating your Apple Inc. iOS device.
If the above link does not work then copy this code HYSWUTUISC and paste or type it into the activation form.
If you need any assistance, check out our support pages, or contact us at help@ipass.com - We are always here to help.
Thanks,
Your iPass Team
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Support

Report a problem

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

To send troubleshooting logs:

1. Tap **Settings** > **Help.**
2. Tap **Report a problem**.
3. An email will open with a Troubleshooting Report attached and the **To** field will be auto-populated with help@ipass.com. Please describe the problem in the body of the email.
4. Tap **Send**.

Troubleshooting Tips

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.

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