

iPass Open Mobile 2.4.x Quick Start Guide for Mac

VERSION 1.3, SEPTEMBER 2015

Welcome to iPass Open Mobile™ for Mac!

With iPass Open Mobile, you can securely connect to the Internet and enterprise resources through the iPass global network of providers with Mobile Broadband, Wi-Fi, or Ethernet.

System Requirements

Open Mobile has the following system requirements:

- Operating System: 10.8 (Mountain Lion), 10.9 (Mavericks), and OS X 10.10 (Yosemite)
- 40 MB of disk space

Supported Languages

Open Mobile 2.4.x supports English, French, German, Japanese, and Spanish.

Supported Hardware

Mobile Broadband Devices

To use Mobile Broadband connectivity, you need an iPass-supported Mobile Broadband device and a subscription with either the iPass Mobile Broadband service or another Mobile Broadband network carrier.

The following devices have been fully integrated and are supported for Open Mobile:

- Sierra Wireless 320U (driver version 3.0.0.16)
- Sierra Wireless 312U N2 (driver version 3.0.0.16)
- Sierra Wireless U308 (driver version 3.0.0.16)
- Sierra Wireless 312U (driver version 3.0.0.16)
- Sierra Wireless AC503 (driver version 3.0.0.16)

If your Mobile Broadband device is not provided by iPass, you should install it and test it for connectivity with your carrier's network, using your carrier's client, before attempting to use it with Open Mobile.

Installing Open Mobile

You must have local administrator rights in order to perform the installation.

To install Open Mobile:

1. Open the Open Mobile disk image (DMG) and select the installer package file.
2. Follow the prompts for installation. iPass recommends that you install the application in the default location.

Activation

If you downloaded an inactivated version, you can activate it using the Get Started Wizard. The wizard will launch the first time you open the application:

To Activate with the Get Started Wizard:

1. On the **Welcome screen**, click **Get Started**. You need to be connected to the Internet to activate the app.
2. Enter your corporate email address and click **Continue**.
3. Enter your **Username**, **Password**, and **Domain** and click **Continue**.
4. Click **Finish Activation**.

Activate Later

If you click **Activate Later**, you will have access to our Speed Test, but you will not be able to authenticate to any networks. You can activate the app at any time by clicking **iPass Open Mobile > Activate**.

Software Upgrade

Upgrading from a Previous Version

If you are upgrading from a previous version of Open Mobile for Mac, you have to manually install the latest version.

- If your previous version was Open Mobile 1.1.0 for Mac or later, your credentials will be retained after you install the latest version.
- If your previous version was Open Mobile 1.0.0 for Mac, make sure you uninstall before installing the latest version, and you may have to re-enter your credentials after installation.

Upgrading to a Future Version

Starting with version 2.2.0, you will be able to upgrade your software with your next profile update. When a software update is available, a dialog box will open with a description of the new features and the required disk space, and you can choose to install it now or later.

Uninstallation

To uninstall Open Mobile:

1. On the application menu, under **iPass Open Mobile**, click **Uninstall...**
2. Click **Yes** to confirm uninstallation.

3. Follow any prompts to complete the uninstallation.

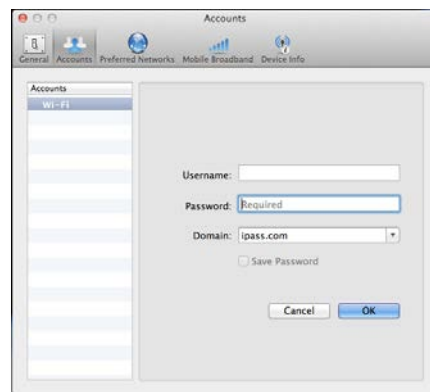
Login Credentials

Open Mobile can store your login credentials, making it easier and faster for you to log in. You should verify with your Help Desk whether you need separate credentials for Internet access.

Depending on how your account is configured, you may not see all of these fields when setting up your login credentials.

To set your login credentials for an account:

1. Select **iPass Open Mobile > Preferences**.
2. Select the **Accounts** tab.
3. In **Username**, enter the username.
4. In **Password**, enter the password.
5. If you need to log in from a particular domain, then in **Domain**, enter the domain or select it from the drop-down.
6. If you want Open Mobile to store your account password for future use, select **Save Password**.
7. Click **OK**.



Connecting to a Network

To connect to a network, select it from the list of Available Networks and double-click, or click the Connect button.

Disconnecting from a Network

To disconnect from a network, click the **Disconnect** button.

If your system enters the suspended state (Sleep), Open Mobile will automatically disconnect any active connection. Once the system is fully resumed, you can initiate a new connection (Closing the iPass Open Mobile window will not disconnect you from the network: quit the application—or click the **Disconnect** button—to disconnect).

Automatic Credential Assignment

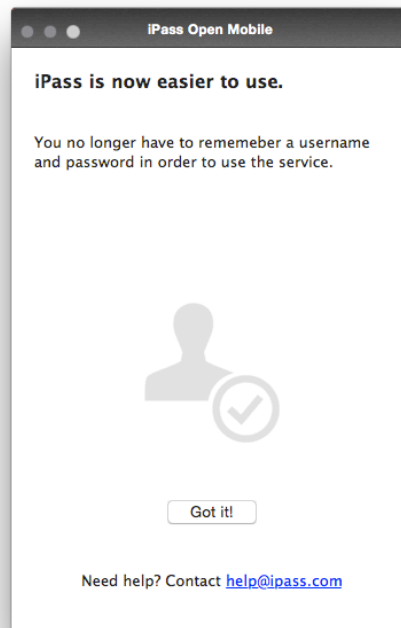
Please contact an iPass admin to enable this feature.

With automatic credential assignment (ACA), 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 ways a user may encounter this account update. 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 to Automatic Credential Assignment

After automatic credential assignment is enabled and migration is successful, you will receive an account update the next time you launch Open Mobile stating you no longer need to worry about usernames and passwords.

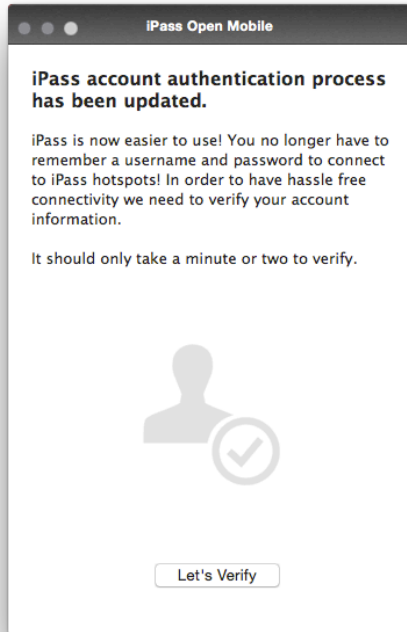


After the account update, click **Got it!** and continue using Open Mobile. A notification for an account update may appear if you are on your device and Open Mobile is running in the background. The only change you may notice is that the **Account Details** option, under **Settings**, will no longer be visible as it is no longer relevant.

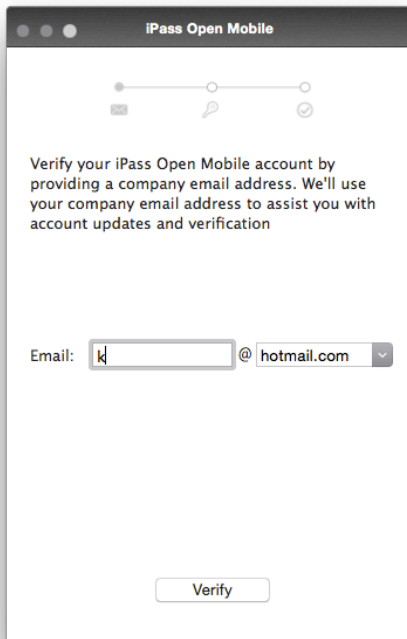
Longer Way to Automatic Credential Assignment

The slightly longer requires users to provide iPass with an email address and to access an email link that finalizes the update.

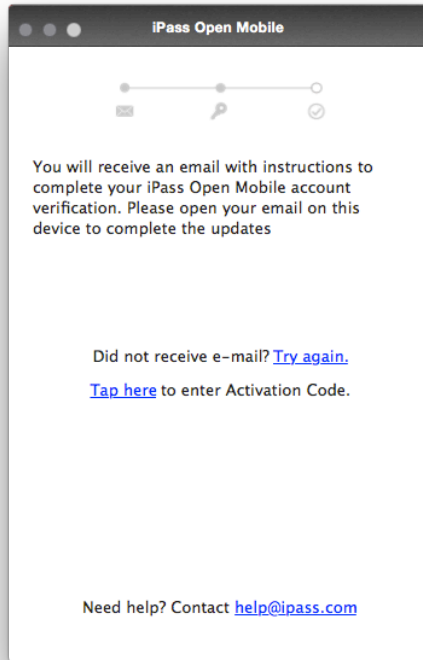
1. Click on **Continue** when the **Account Updates** screen appears. This screen may appear the next time you launch Open Mobile or if you click on an account update notification.



2. Enter your email address. You may need to select among domains if there are several associated with your user profile.



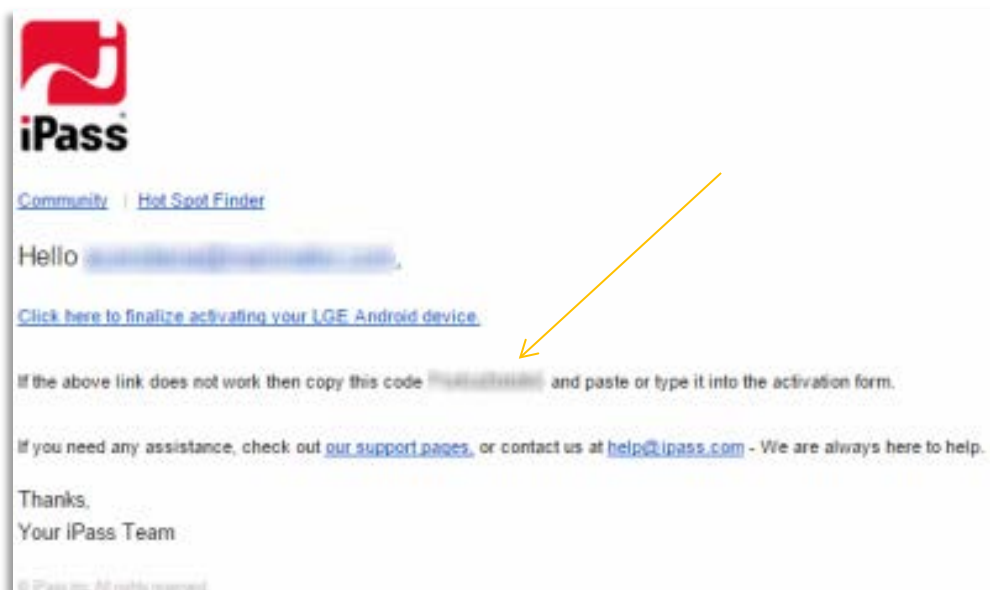
3. You will be notified that an email has been sent to the email address you provided. You must open the email sent by iPass and click on the link contained within the email.



Additional Help

For a complete description of additional features of Open Mobile, click **Help > iPass Open Mobile Help**.

If the link doesn't work for any reason, there is an activation code included in the email that the users can enter



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