

iPass Open Mobile 1.0.x for Windows Phone Quick Start Guide

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



www.ipass.com
+1 650-232-4100
+1 650-232-0227 fx

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Installing and Activating

System Requirements

- Wi-Fi capable Windows 8 phone.
- Users need an iPass account in order for the service to function. In addition, the user must be connected to the Internet, have an Activation Code, and (if necessary) a PIN to activate Open Mobile.

Supported Languages

- Supported in English

Installing Open Mobile

You can download the Open Mobile app in the Windows 8 Store. After downloading Open Mobile, it will appear on your Start screen.

To install Open Mobile:

1. Go to the Start screen.
2. Tap on the **Store** tile.
3. Search for Open Mobile. Once you have tapped on the Open Mobile tile you will be brought to a screen describing the product. Tap the **Install** button.
4. Open Mobile will install in the background. Once it has finished, a notification will confirm that Open Mobile successfully installed.
5. Swipe the welcome screen from right to left.
6. Place your finger on the Open Mobile app and hold for a few seconds.
7. Tap on **Pin to Start** when it appears.
8. The Open Mobile tile will now be available on the welcome screen.

Launching Open Mobile For The First Time

The first time you launch Open Mobile on your device, you must:

1. Tap **Accept** on the License & Agreement.
2. Tap **Allow** so iPass can access your location to use the Hotspot Finder feature.

Activating Open Mobile

Get Started Wizard

You can activate Open Mobile with only your corporate email address.



To activate Open Mobile using the Get Started Wizard:

1. On the Open Mobile welcome screen, swipe the **Settings** menu (three dots at the bottom) upwards and tap the **ACTIVATE** button.
2. On the next screen, tap **Get Started**. You need to be connected to the Internet to activate the app.
3. Enter your corporate email address and tap **Continue**.
4. Enter your **Username**, **Password**, and **Domain** and tap **Continue**.
5. Tap **Finish Activation**.

Activation Code

To activate Open Mobile with an Activation Code you will need:

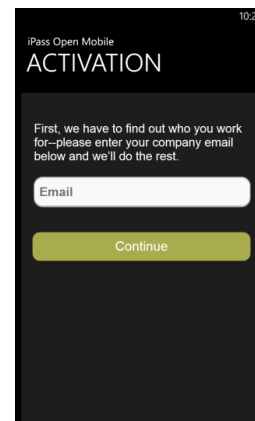
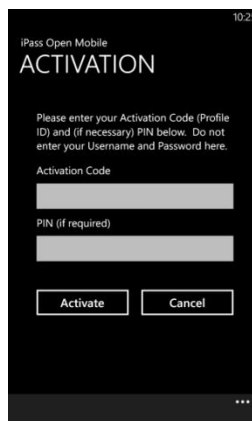
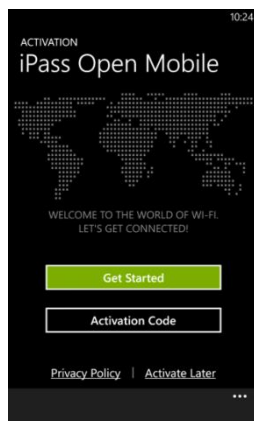
- Internet Connection
- Activation Code
- PIN (if necessary)

To activate Open Mobile using your Activation Code:

1. On the Open Mobile welcome screen, tap the **ACTIVATE** button.
2. On the next screen, tap the **Activation Code** button. You have to be connected to the Internet for the button to work.
3. Enter your Activation Code and PIN (if necessary), and then tap the **Activate** button.

If you do not have a PIN, leave this field blank.

4. After Open Mobile activates, you will be returned to the Welcome screen.



Set Up Your Account

In order to connect to iPass hotspots, Open Mobile needs your iPass account credentials. The first time you connect to an iPass network, Open Mobile will prompt you to enter your credentials. You can also save your account credentials through the Settings.

To save your account credentials:

1. On the Open Mobile welcome screen, swipe the **Settings** menu (three dots at the bottom) upwards.
2. Tap **Account Settings**.
3. Enter your account credentials and then tap **Save**.

Uninstalling Open Mobile

To uninstall Open Mobile:

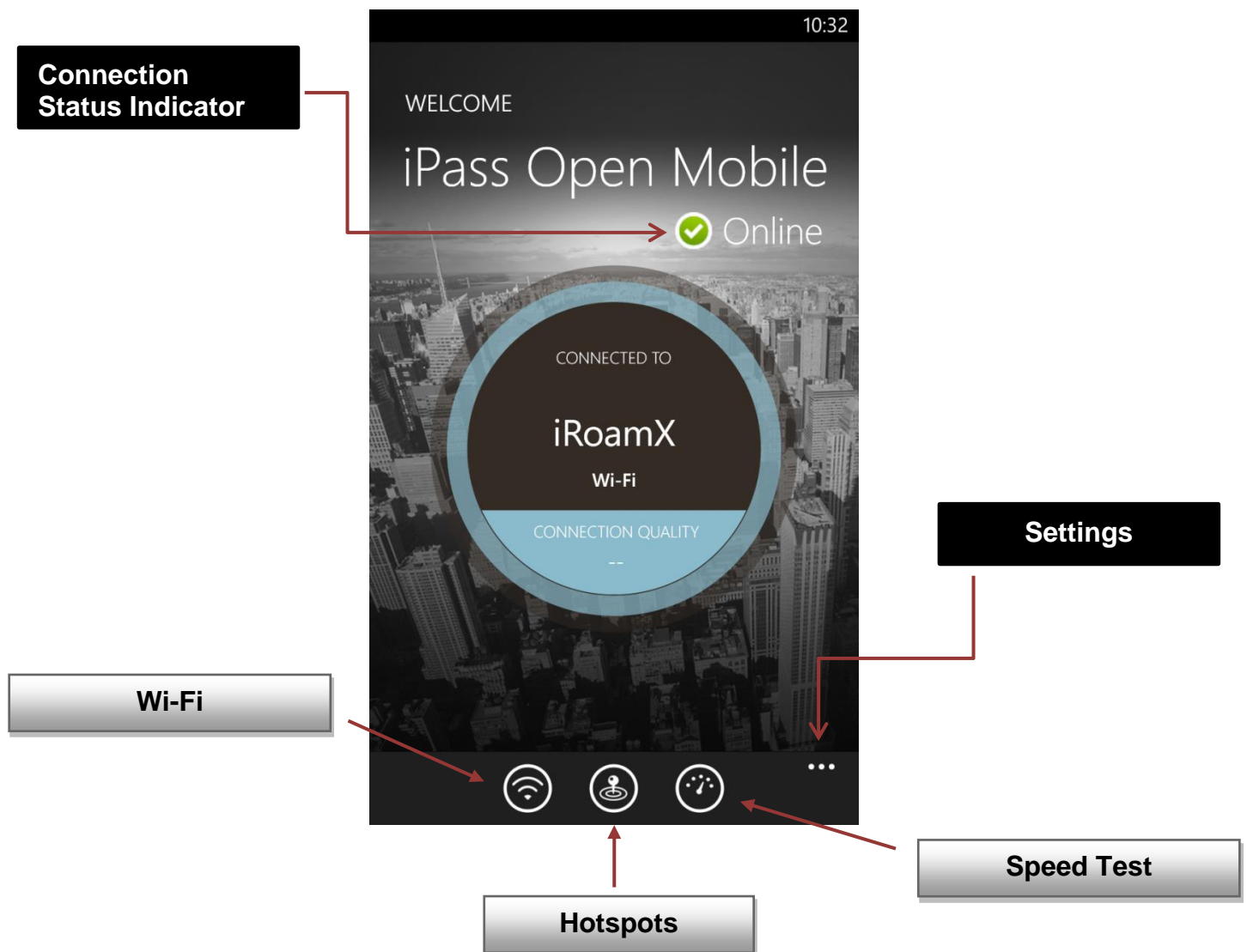
1. Go to the main Windows Phone welcome screen.
2. Swipe to get to the apps list.
3. Press and hold the Open Mobile app.
4. Tap on **Uninstall** option.

Using Open Mobile

The Open Mobile for Windows Phone interface is illustrated below.

Welcome Screen

There are three main buttons on the welcome screen, along with a **Settings** option in the bottom right corner and a **Connection Status Indicator**. The three main buttons can be tapped to take you to a dialog with more details, described below, and they represent your current connection (**Wi-Fi**), your future connections (**Hotspots**), and your ability to test your connection (**Speed Test**).



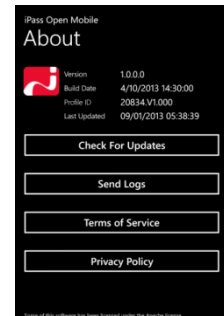
Settings

Swiping the **Settings** menu (the three dots on the bottom of your screen) will open the following five options: **About**, **Account Settings**, **Help**, **Take a tour**, and **Settings**.

About

The About section features the following four buttons: **Check for Updates**, **Send Logs**, **Terms of Service**, and **Privacy Policy**.

- **Check for Updates** will check for any available Profile and Directory updates (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.
- **Terms of Service** will display the rules which one must agree to abide by in order to use a service.
- **Privacy Policy** will display information that discloses the ways iPass gathers, uses, and manages a customer's data.



Further Settings Options

If you swipe the Settings menu (three dots) upwards on the About screen, you will encounter the following options:

- **Log Settings:** This feature allows you to customize how much information is sent in your logs. Send small logs or include lots of details (or something in-between) by lowering or raising the blue meter, respectively.
- **Replace Profile:** Replace your profile by tapping or clicking on this setting. You will be sent back to the Activation Code screen and will need a new activation code (Profile ID and possibly a PIN) to replace your profile.
- **Help:** By tapping the Help option, you have access to informative set of Frequently Asked Questions (FAQs) if you are having trouble connecting to an iPass network.

Account Settings

Enter or change your iPass account credentials on Account Settings. You may change your username, password, and domain.



Help

By tapping the **Help** option, you have access to informative set of Frequently Asked Questions (FAQs) if you are having trouble connecting to an iPass network.

Take a tour

By tapping **Take a tour**, you can access a series of informative panels.



Settings

Use the Settings option to turn location services **On** or **Off**.

How to Connect to Wi-Fi

Connecting to a hotspot:

1. On the Open Mobile welcome screen, tap on the Wi-Fi icon at the bottom of your screen.
2. Make sure Wi-Fi networking is **On**.
3. You will find a list of available hotspots. Tap on the appropriate one.

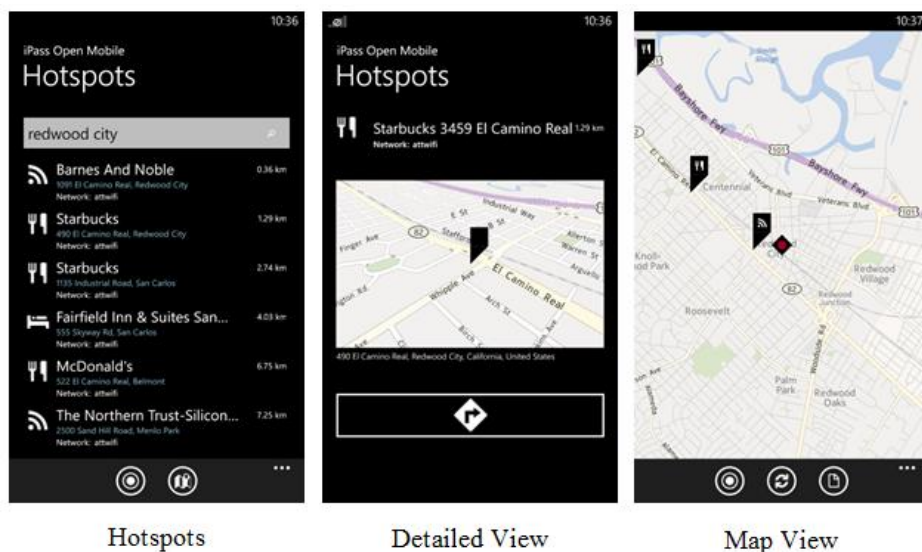
When you tap the Wi-Fi icon, your device will takes you to its Wi-Fi network list. Currently, Windows Phone doesn't display which networks are iPass networks. We are hopeful that Microsoft will provide these annotations in the future.

4. Return to the Open Mobile welcome screen and tap on the **Login** button.



Hotspot Finder


Open Mobile includes a Hotspot Finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. A user 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 receive GPS directions.




Hotspots

Detailed View

Map View

Hotspots: The Hotspots finder is available by tapping the hotspot finder icon () on the welcome screen. You can search for hotspots by address, city, zip code, or airport code.

Location icon: Pressing the location icon () will refresh the search for nearby hotspots in both the **Hotspots** screen and the **Map View** screen.

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.

Support

This section describes features that can be helpful if you require technical assistance. In addition, the **About** and **Help** sections documented above offer features to help if you are having trouble connecting.

Logs

Support may ask you to send them your logs. You can do this from the About bar.

To send logs:

1. Open the **Settings** menu by swiping the three dots at the bottom of the welcome screen.
2. Tap **About**.
3. Tap the **SEND LOGS** button.
4. You will have the option to send logs by:
 - **Mail:** This will automatically launch your mail app and attach the logs to an email message.

Troubleshooting Tips

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

Failed Connection

On occasion, an association to a Wi-Fi hotspot is successful, but the log in fails because of a timeout or some other error with the hotspot. A weak signal can cause a failed connection and simply moving to a location with a stronger signal may result in a successful connection.

Back-End Infrastructure Issues

Authentication errors can occur if the back-end authentication infrastructure is not available. This could be an outage at the hotspot provider or with your company's RoamServer or AAA system.