iPass Open Mobile 2.1.x for Windows Phone Quick Start Guide

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Installing and Activating

System Requirements

- Wi-Fi capable Windows 8.1 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

- English, French, German, Japanese, and Spanish.

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 iPass. Once you have tapped on the iPass 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 iPass app and hold for a few seconds.
7. Tap on **Pin to Start** when it appears.
8. The iPass tile will now be available on the Start 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** on the location services so iPass can access your location to use the hotspot finder feature.
3. Tap **Allow** on the push notifications to turn on notifications from your organization.

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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 main screen, tap **Settings** (three dots at the bottom) and then tap **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** and **Password**, (and **Domain** if required) and tap **Continue**.
5. Tap **Finish Activation**. After Open Mobile activates, you will be returned to the main screen.

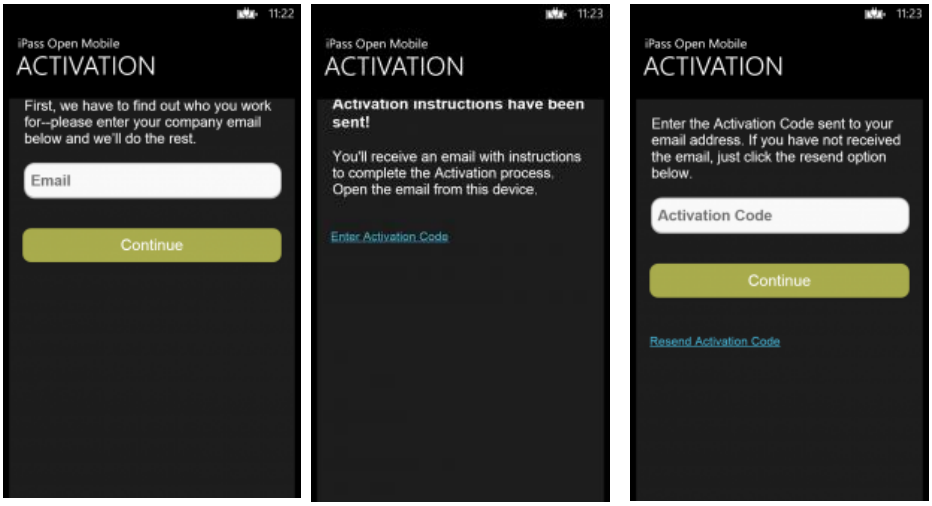
Credential-Free Authentication

If the credential-free authentication feature is enabled, follow the instructions below:

1. On the Open Mobile main screen, tap **Settings** (three dots at the bottom) and then 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. You will see a screen stating that activation instructions have been sent to you (with an Activation Code). Tap on the **Enter Activation Code** link.

   > *To activate even faster and easier, tap on the Activation Code link sent in the email. Make sure to tap **Allow** if a pop-up appears.*

5. Enter the Activation Code sent to you in the instructions and then tap **Continue**.
6. Tap **Finish**. You will be returned to the main screen.



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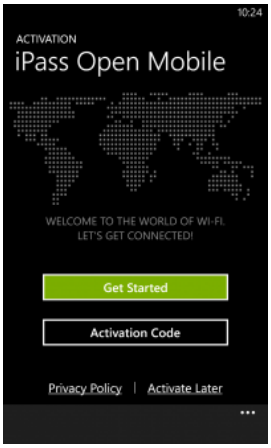
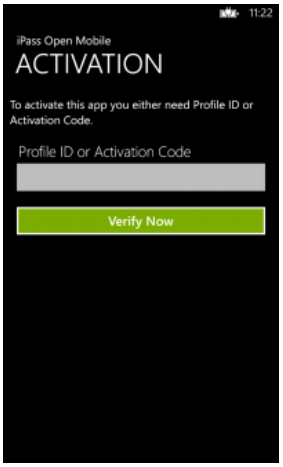
Activation Code

To activate Open Mobile with an Activation Code you must:

1. Ensure you have the following items:
   - Internet Connection
   - Activation Code
   - PIN (if necessary)
2. On the Open Mobile main screen, tap **Settings** (three dots at the bottom) and then tap the **ACTIVATE** button.
3. On the next screen, tap the **Activation Code** button. You have to be connected to the Internet for the button to work.



4. Enter your **Activation Code** or **Profile ID** and then tap on the **Verify Now** button.



- If the Activation Code is entered correctly, Open Mobile will be activated and you will see a congratulations screen. Tap the **Finish** button on this screen. Your configuration profile will be automatically downloaded and installed, and then you will be returned to the main screen.
- If the Profile ID is entered correctly, you will be taken to the next screen where Profile ID is prefilled. Enter your **PIN** and **Email** to activate. If you don't have a PIN, leave this field blank. Tap the **Activate** button and after Open Mobile activates, you will be returned to the main screen.

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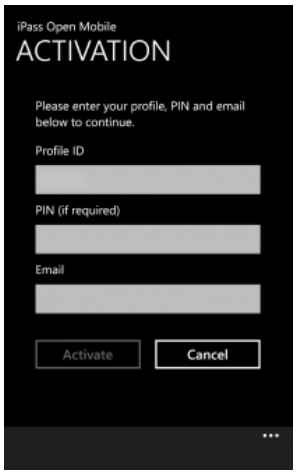

Set Up Your Account

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 main screen, swipe the **Settings** (three dots at the bottom) option.
2. Tap **Account Settings.**
3. Enter your account credentials and then tap **Save**.

Uninstalling Open Mobile

To uninstall Open Mobile:

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

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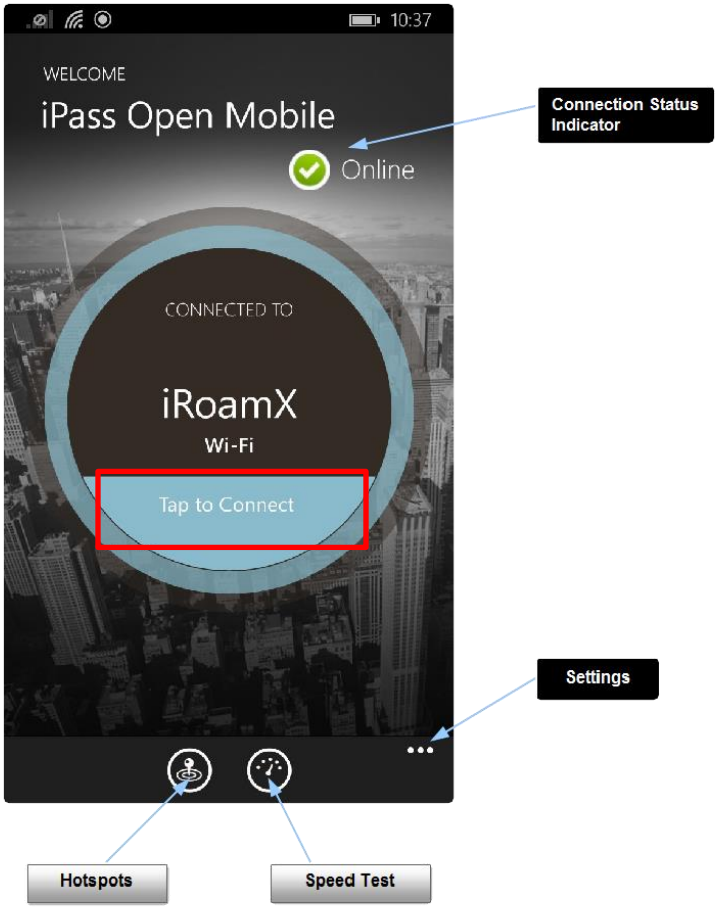
Using Open Mobile

Main Screen



- **Connection Status Indicator**: Lets a user know if they are online or offline.
- **Settings**: Swiping the Settings menu will open several different options. Please visit the Settings sections for further details.
- **Hotspots**: Opens the hotspot finder feature, where users can search for networks near them.
- **Speed Test**: Opens the Speed Test feature, allowing users to measure the latency, packet loss, download speed, and upload speed of a connection.
- **Tap to Connect**: Takes the user to the Windows Phone Wi-Fi list, where they can select and connect to an iPass network.

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Settings

The Settings feature offers the options described below.

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

About

The About section features the following buttons:

- **Check for Updates** will check for profile and network updates (not software updates)—these updates happen automatically every 24 hours.
- **Send Logs** will open an email with the encoded logs attached to the email. The **To** field will auto-populate help@ipass.com. The user must tap **Send.**
- **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:

Tapping the **Settings** option (three dots) on the About screen will display 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 configuration profile by tapping on this setting. You will be sent back to the Activation Code screen and will need a new activation code (Profile ID, email, 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 (if displayed).

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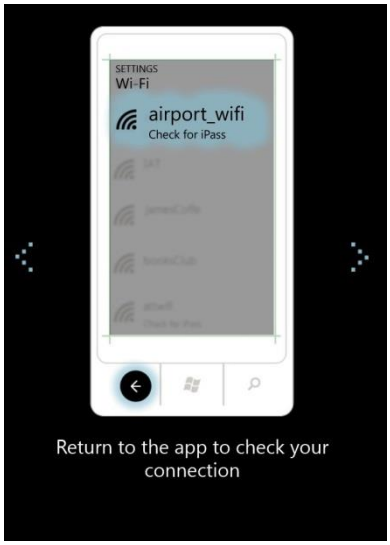
Help

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.

How to Connect

Open Mobile works with the native Windows Phone Wi-Fi settings to connect users to the Internet.



To connect to an iPass network:

1. Touch the **Tap to Connect** button on the Open Mobile main screen. This button will take users to their device's Wi-Fi list.
2. Tap on a network with **Check for iPass** below it.
3. Return to the Open Mobile main screen to verify the connection.

Take a tour

By tapping **Take a tour**, users can access a series of informative panels that briefly describe Open Mobile.

Settings

- Use the Settings option to turn location services **On** or **Off**. Turning this option on will allow iPass to access your location so you can use the hotspot finder feature.

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. For information on finding hotspots offline, please see the Travel Preferences section.

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Find Hotspots

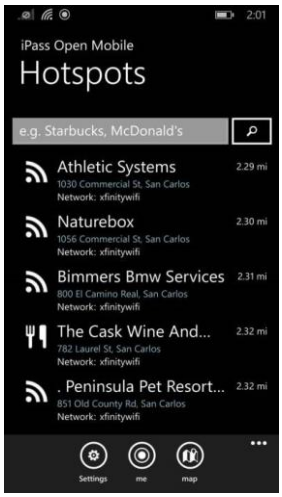
Open Mobile includes a hotspot finder that enables users to locate iPass Wi-Fi hotspots anywhere in the world. A user can enter a location (address, city, zip code, or airport code) in the search box or use the list of nearby hotspots. By tapping on a hotspot location on the list, users can reach a picture of the location along with the option to receive GPS directions.

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

1. Tap the **Hotspots** button.

This button is located at the bottom of the Open Mobile main screen. Swiping the three dots upwards will allow the user to see the names of the Hotspots and Speed Test buttons.

2. **Search for a hotspot**.



A list of nearby hotspots is available to users as soon as they tap on the hotspots button. Automatically, the nearest and most convenient hotspots are displayed. Users can search for specific hotspots by address, city, zip code, or airport code.

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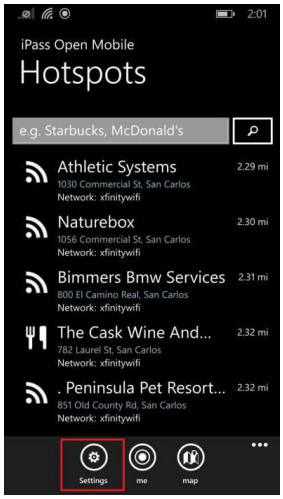
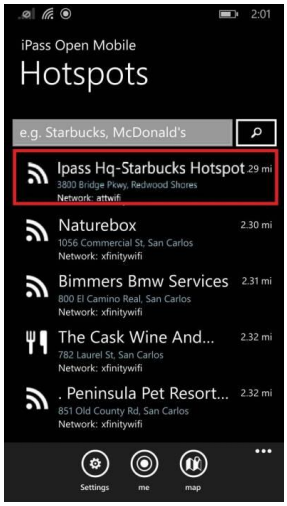
3. **Customize hotspot search.**

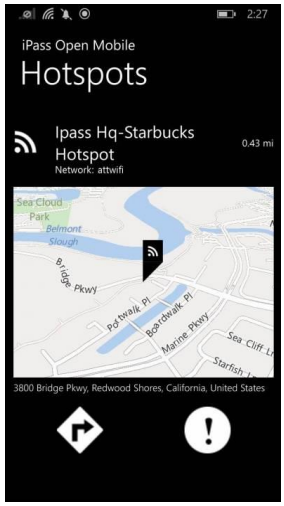


Tapping the Settings button (located toward the bottom of the screen) will bring up the options for filtering your search by venue, switching from miles to kilometers (or vice-versa), and searching for hotspots offline.

> *When user's switch to offline mode, they are saving cellular data.*

4. **View hotspot details**.





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

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

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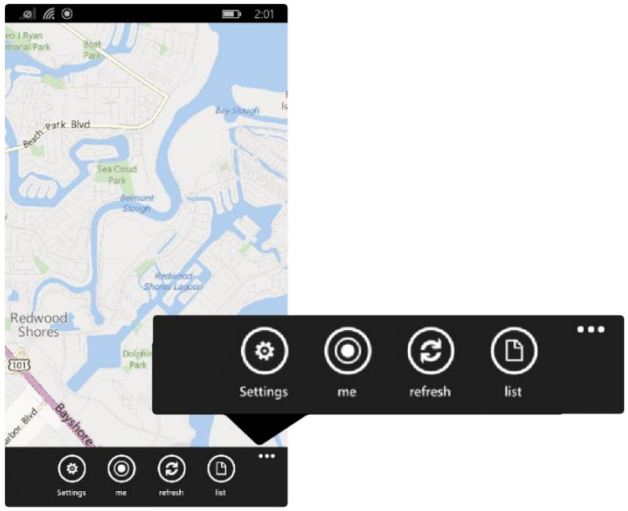
> *In addition, users can use the Report Hotspot button ( ) to notify iPass of any problem they encounter with a hotspot. Please see the Report Hotspot section for more information.*

5. **View a map**.



- **Settings**: Bring up the options for filtering your search by venue, switching from miles to kilometers (or vice-versa), and searching for hotspots offline.
- **Me**: Pinpoint the user's current location on the map.
- **Refresh**: Refresh the hotspots present on the map.
- **List**: Bring up the Hotspots screen, where a list of hotspots will be available.

Report Hotspot

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

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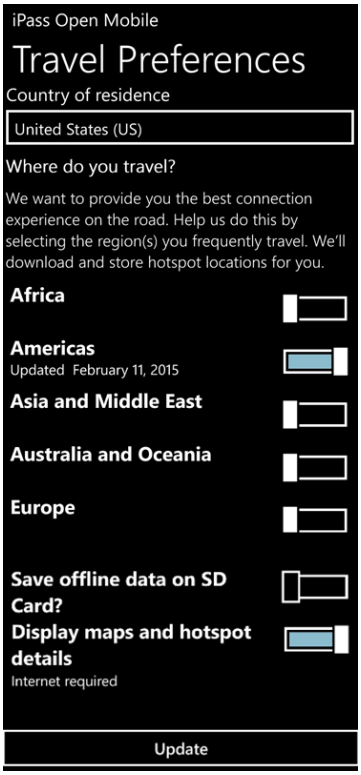
To report a hotspot problem:

1. Tap on the **Report Hotspot** button.
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.

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 about 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 **Hotspots** button on the main screen.



- **Country of residence:** he 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 Hotspots button on the main screen.
- **Save offline data to SD card?:** This option allows users to store hotspot details onto an SD card, thus

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optimizing storage on the user's device.

- **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.

Speed Test

The Speed Test measures the latency, packet loss, download speed, and upload speed of a 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 your connection:

1. Navigate the Speed Test screen by tapping the Speed Test icon ( ) on the main screen.
2. The test will automatically begin. You can tap on the Cancel button (at the bottom of the screen) at any time to stop the test. The speed test feature will only work if you are connected to the Internet (and Open Mobile can reach our test servers).
3. When the test is finished, your connection'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.

> *Connection quality will vary based on a number of factors (such as the number of users at a location, the signal strength, or provider network congestion). iPass cannot always guarantee the speed of available networks.*

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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 main screen.
2. Tap **About**.
3. Tap the **SEND LOGS** button.
4. This will automatically launch an email app, with the encoded logs attached to the email. The **To** field will auto-populate help@ipass.com.
5. Tap **Send**.

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.

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