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## iPass Open Mobile Quick Start Guide



**Use iPass Open Mobile to get connected quickly and easily at home and on the road using Wi-Fi, Mobile Broadband, Ethernet or Dial.**

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# iPass Open Mobile Quick Start Guide

Use the Open Mobile client to get connected quickly and easily at home and on the road using Wi-Fi, Mobile Broadband, Ethernet or Dial.

## Quick Steps for Getting Connected

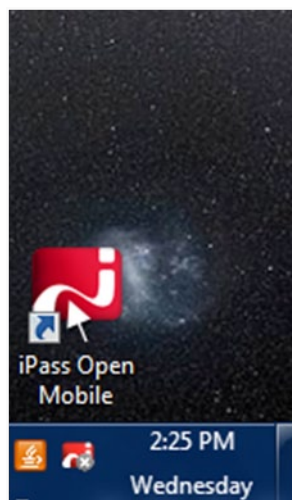
1. Go to a location with Wi-Fi or Ethernet access, or insert your Mobile Broadband Card.
2. Power up your laptop.
  - a. If Open Mobile is configured with Auto-Connect, Open Mobile will automatically connect you to the preferred network.
  - b. If Auto-Connect is not enabled, or if there are not any preferred networks for Open Mobile to automatically connect to, then open the Open Mobile client, select an available network, and click Connect.
3. If prompted, enter your credentials, and click OK.

## Detailed Overview- Wireless Connection

### Making a Wireless Connection (Wi-Fi and Mobile Broadband)

1. Find a wireless location.
  - Take your laptop to any one of the hundreds of thousands of global where iPass Wi-Fi, OpenAccess Wi-Fi, and Mobile Broadband connections are available, including GoGo Inflight Wi-Fi, Starbucks Coffee shops, SBC FreedomLink, BT Openzone, and many more.
  - Your organization may have defined corporate Wi-Fi locations to connect to. If so, you can connect to your Campus Wi-Fi network as well.
2. Make sure your wireless adapter is enabled.
  - Before turning on your laptop, make sure your Wi-Fi adapter is turned on, or that you have a Mobile Broadband card inserted.
3. Get Connected.
  - If Open Mobile is configured with Auto-Connect, and there is a Wi-Fi hotspot or Mobile Broadband network in range that matches the policy set by your organization, you will be automatically connected to the network.

- If Open Mobile is not configured with Auto-Connect, then you can launch the Open Mobile client by double-clicking the Open Mobile icon in the system tray or on the desktop.










- Any in-range Wi-Fi hotspots or Mobile Broadband networks will be listed on the Open Mobile Available Networks List. To expand this list, click the Show more option. Select a network and click Connect.



- If prompted for Login Information, enter your User Name, iPass Domain and Password. Then, click OK.
- Selecting network locations that are not part of the iPass Mobile Network or your organization's campus network may require additional credentials and configuration details in order to gain access.

### Quick Tip:

These icons give you additional information about the available access points (note that your organization may have added in their own icons in place of the icons shown here):

	Indicates an iPass enterprise-ready access point that is part of the iPass Mobile Network
	Indicates an iPass OpenAccess access point (no network fees will be incurred when connecting to this network) that is part of the iPass Mobile Network
	Indicates a Roaming network. You can attempt to connect to it, but there may be additional connection charges.
	Indicates signal strength
	Indicates WEP key is required
	Indicates a personal or campus network
	Indicates a wired (Ethernet) network

## Detailed Overview- Wired Connection

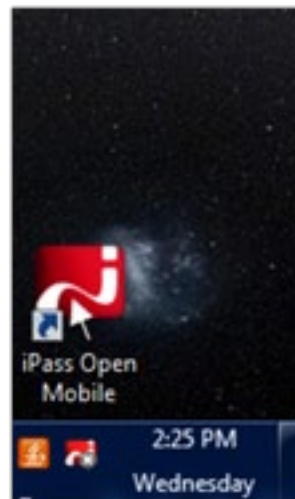
### Making a Wired Connection (Ethernet)

#### 1. Find a wired access point

- iPass offers a wide range of business-oriented locations that are enabled with Ethernet. You'll find high-speed iPass connections at leading hoteliers like Marriott, SAS Radisson, Hilton, Holiday Inn, and Wyndham.

#### 2. Plug In and Get Connected

- Plug your laptop into the Ethernet port located on the wall or the desk, and turn on your laptop.
- Launch the Open Mobile client by double-clicking on the Open Mobile icon in the system tray or on the desktop. Open Mobile will automatically detect the network and display it for connection.
- Select Local Area Connection and click Connect.
- If prompted for Login Information, enter your User Name, iPass Domain and Password. Then click OK.



## Tips and Tricks

### Making a VPN Connection

#### VPN Connections

If your organization has configured a VPN to work with Open Mobile, you may see your VPN automatically launch once an Internet connection has been made. If your VPN does not automatically launch, you can connect to the VPN using Open Mobile:



1. On the Open Mobile client toolbar, switch VPN to On. The VPN will then launch. You may be prompted for your login credentials before being connected.
2. Once connected, the VPN icon will be switched to On.
3. To disconnect from the VPN, switch VPN to Off.

## Quick Launch

### Using Quick Launch for fast access to applications

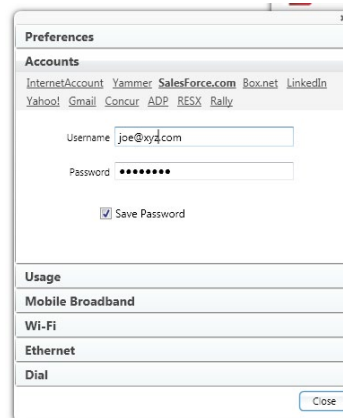
Your organization may have configured your Open Mobile client to include a set of applications for Quick Launch, giving you fast access to applications and Web sites. Quick Launch applications are displayed in the Quick Launch toolbar, a sliding set of icons to the right of the main Open Mobile interface.



To access a Quick Launch application,

1. On the Quick Launch toolbar, select an application icon and the application will launch. If Internet connectivity is required, and you are not already connected, Open Mobile will establish a connection.
2. You can also access Quick Launch by right clicking the Open Mobile system tray icon and selecting an application from the list presented.
3. If allowed by your organization, you can add applications to the Quick Launch App Bar by going to Options > Preferences > Quick Launch, and selecting Add. You can define both desktop applications and Web applications for Quick Launch.

Note that Open Mobile can be configured to populate your username and password for the application you are launching and sign you in without requiring your assistance. This feature is called Login Assist and must be enabled by your administrator. Login Assist can store different user names and passwords for different applications, making it easier for you to quickly log into applications without having to provide a user name and password each time you log in.



If enabled, you must enter the credentials required for each site or application by selecting Options > Accounts and then selecting the application that you want to enter the credentials for. From this point forward, each time you visit that application using an Internet Explorer browser, Open Mobile will enter your credentials for you. However, if you do not see the application listed, then your administrator has not enabled Login Assist for that site or application.

## Troubleshooting

### General

1. Ensure that your user account is active and enabled. Check with your Help Desk if you have concerns.
2. Re-enter your username, domain name and password. Password entry is case-sensitive. Make sure the CAPS LOCK key is not depressed. Note: You may only be prompted to provide your credentials the first time you access Open Mobile.
3. Check that an access point is available. Open Mobile will automatically list any available Wi-Fi and Mobile Broadband connections. Use the iPass Hotspot Finder at [www.ipass.com](http://www.ipass.com) to locate access points near you.

### Wi-Fi

1. Make sure Wi-Fi is active by looking for a switch with a wireless icon and verifying it's turned on. Also make sure that Open Mobile client is set up to manage Wi-Fi connections by going to Options > Wi-Fi and make sure the Manage Wi-Fi connections box is checked.
2. Check your Wi-Fi status meter, usually found in your Windows system tray and also represented in the Open Mobile client, to determine if you have a strong Wi-Fi signal.

### Mobile Broadband

1. Check to make sure that you are within a coverage area for your carrier network. If you are travelling internationally, your carrier account or Open Mobile may not be configured or enabled for roaming. Check with your Help Desk if you have concerns.
2. Verify that your Mobile Broadband device is correctly installed. If necessary, consult the card documentation.
3. From the Open Mobile client, go to Options > Mobile Broadband. Make sure your username and password are recorded correctly.

### Ethernet

1. Verify that your laptop is connected to either the desktop Ethernet jack or directly to the hub itself with an Ethernet cable.
2. If you are connecting from an iPass-enabled hotel you may need to power-cycle the connection hub. Locate the hub (typically under the desk) and disconnect the hub's power plug from the outlet. Wait 60 seconds and plug the power back in.

### Dial

1. For more information on troubleshooting issues with dial connections, ask your Open Mobile administrator.





## About iPass

Founded in 1996, iPass (NASDAQ: IPAS) manages mobile connectivity for large enterprises and global carriers through mobility and cloud services. With thousands of enterprise customers, iPass is a leading provider of enterprise mobility services which simply, smartly and openly facilitate access from any device on any network, while providing IT with the visibility and control necessary to support the demands of the enterprise workforce. iPass also provides in-country and international WiFi off-load and roaming services robust enough to support both the business and mass market requirements of telecom carriers. Additional information is available at [www.iPass.com](http://www.iPass.com) or on [Smarter Connections](#), the iPass blog.



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