



iPass Open Mobile 2.0.0 for Mac User Guide

Version 1.3, January 2012

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



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

Copyright © 2011, iPass Inc. All rights reserved.

Trademarks

iPass, iPassConnect, ExpressConnect, iPassNet, RoamServer, NetServer, iPass Mobile Office, DeviceID, EPM, iSEEL, iPass Alliance, Open Mobile, and the iPass logo are trademarks of iPass Inc.

All other brand or product names are trademarks or registered trademarks of their respective companies.

Warranty

No part of this document may be reproduced, disclosed, electronically distributed, or used without the prior consent of the copyright holder.

Use of the software and documentation is governed by the terms and conditions of the iPass Corporate Remote Access Agreement, or Channel Partner Reseller Agreement.

Information in this guide is subject to change without notice.

Every effort has been made to use fictional companies and locations in this manual. Any actual company names or locations are strictly coincidental and do not constitute endorsement.



TABLE OF CONTENTS

Getting Started	1
System Requirements	1
Supported Hardware.....	1
Installing Open Mobile	2
Upgrading	2
Uninstalling Open Mobile.....	2
Using Open Mobile	3
Available Networks	3
Setting Up Open Mobile	5
Login Credentials.....	5
Preferred Networks.....	6
Connecting and Disconnecting	7
Connecting to a Network	7
Disconnecting from a Network.....	7
Auto-Connect.....	7
Connect Using a VPN.....	7
Menu Extra.....	8
Additional Features	9
Quick Launch	9
Search.....	9
RSS Feed	9
SMS Messaging.....	9
SIM Card Management.....	10
Mobile Broadband Settings.....	11
Airplane Mode.....	12
History.....	13
Updating Open Mobile Profile.....	13
iPass Hotspot Finder	13
Troubleshooting Tips	14





TABLE OF CONTENTS

General Connection Tips14

Mobile Broadband Troubleshooting Tips14

Wi-Fi Troubleshooting Tips15

Ethernet Troubleshooting Tips15

Support 16

Help.....16

About Open Mobile16

Open Mobile Logs.....16

Additional Assistance.....16



Getting Started

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, using Mobile Broadband, Wi-Fi, and Ethernet. This guide is an introduction to Open Mobile for Mac, providing you with information on installation, configuration, and usage.

System Requirements

Open Mobile has the following system requirements.

Operating System	<ul style="list-style-type: none"> ■ Mac OS X 10.6 (Snow Leopard) ■ Mac OS X 10.7 (Lion)
Hardware Requirements	<ul style="list-style-type: none"> ■ 40 MB of system memory
Mobile Broadband Driver	<ul style="list-style-type: none"> ■ Sierra Wireless version 3.0.0.16

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 2.0.0 for Mac:

- 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)

Open Mobile supports a wide variety of Mobile Broadband devices and iPass regularly adds support for more. Contact your iPass account representative if you have questions about a specific device.

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.

Upgrading

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

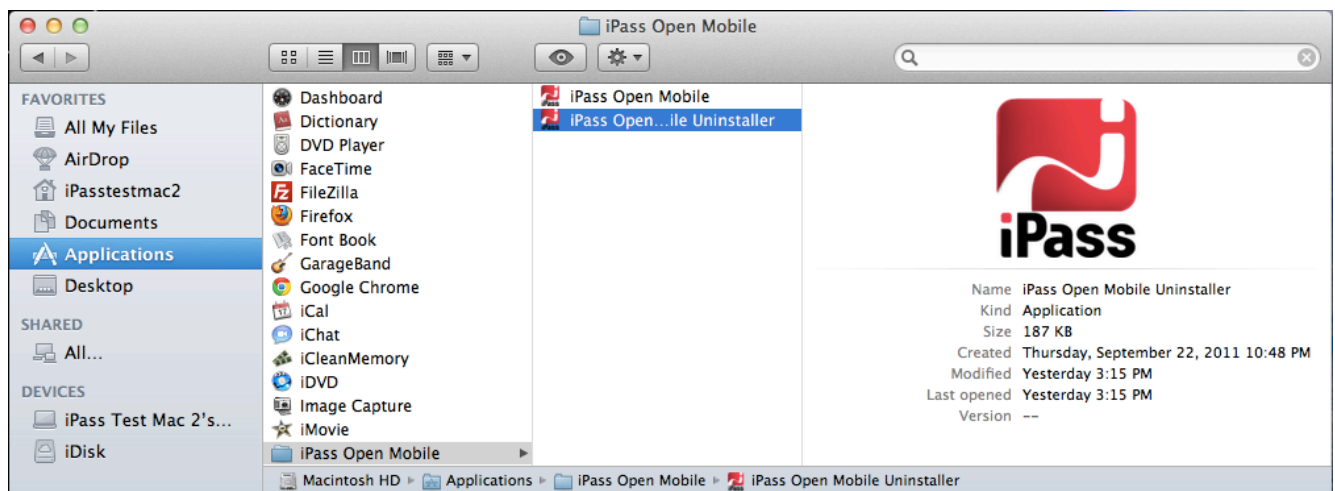
- If your previous version was Open Mobile 1.1 for Mac or later, your credentials will be retained after you install the latest version.
- If your previous version was Open Mobile 1.0 for Mac, make sure you uninstall before installing the latest version, and you may have to re-enter your credentials after installation.

Uninstalling Open Mobile

You must have local administrator rights in order to uninstall Open Mobile.

To uninstall Open Mobile:

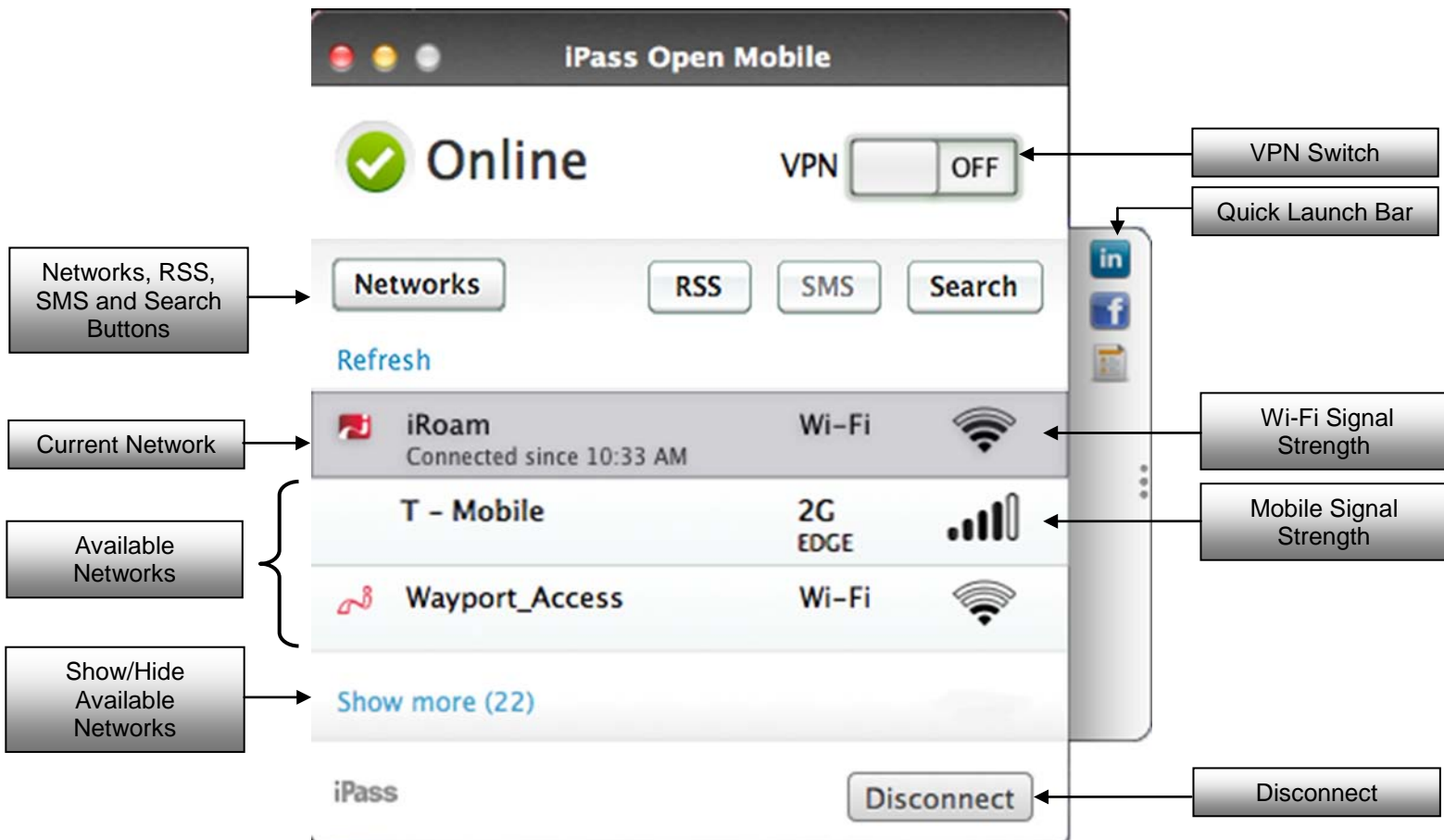
1. Make sure you quit Open Mobile.
2. Launch your **Finder** and select **Applications**.
3. Open the **iPass Open Mobile** folder and select **iPass Open Mobile Uninstaller**.



Using Open Mobile

Open Mobile enables you to connect to thousands of access points worldwide, using the global iPass network, private corporate access points, or even personal access points that you can define. You can use any of several possible connection types, including Mobile Broadband, Wi-Fi, and Ethernet, to access both the Internet and your corporate resources. You will need valid iPass credentials to log in to your selected access point.

Your exact Open Mobile capabilities may vary from the general description given here, as different enterprises may enable different types of connections. Check with your support helpdesk for more information on the specifics of your Open Mobile configuration.



Available Networks

Open Mobile can automatically detect local networks and make it easy for you to connect to them. The Available Networks list can display accessible Mobile Broadband, Wi-Fi, and personal networks.

- If you have a Mobile Broadband device and an account with a Mobile Broadband carrier, Open Mobile will automatically scan for your Mobile Broadband network.
- If Wi-Fi is on, Open Mobile will automatically scan your area for local Wi-Fi hotspots.
- If you connect an Ethernet network to your computer, Open Mobile will automatically detect the network and inherit the connection.

Simply double-click on an available network to connect. (If it's an iPass-enabled network, then Open Mobile will use your iPass credentials to log in).

Auto-Detection

Open Mobile automatically detects and displays Mobile Broadband networks and local Wi-Fi hotspots in the Available Networks list. If the network is iPass-enabled, then your Open Mobile credentials will grant you access. Other networks will require their own credentials.

An icon may be displayed next to the network indicating whether it is iPass-enabled, Roaming, or OpenAccess. Please see the table to the right for more information.

Mobile Broadband

If a Mobile Broadband device is connected to your computer and Mobile Broadband is enabled, Open Mobile detects the corresponding Mobile Broadband network and displays it in the Available Networks list.

The settings required to connect to a Mobile Broadband network are usually configured automatically when your Mobile Broadband device is connected and your account is activated. However, additional configuration steps may be needed for some devices before use with Open Mobile. (See page 11 for more information).

By default, Ethernet and Wi-Fi connections have a higher service order than Mobile Broadband connections, and so you will have to disconnect from any Ethernet or Wi-Fi network before connecting to a Mobile Broadband network.

Wi-Fi







Open Mobile will automatically detect nearby Wi-Fi hotspots, and display them in the Available Networks list.

iPass hotspots are shown with an iPass icon, and Open Mobile will automatically configure all of your Wi-Fi settings, such as SSID and WEP key for them. You will only need to configure Wi-Fi settings manually if you use a non-iPass hotspot.

By default, Ethernet connections have a higher service order than Wi-Fi connections, and so, you will have to disconnect from any Ethernet network before connecting to a Wi-Fi network.

Ethernet

When you connect to an Ethernet network, iPass Open Mobile will inherit and display the connection.

Icon	Type	Description
	iPass	The network is in the iPass network.
	Wi-Fi Signal Strength	The number of bars (1-4) indicates the strength of the wireless signal.
	Mobile Signal Strength	The number of bars (1-5) indicates the strength of the mobile signal.
	Secure	The network has been secured by a protocol such as WEP, and requires valid login credentials in order to connect.
	Roaming	The network is a roaming network. You can attempt to connect to it, but there may be additional connection charges incurred.
	OpenAccess	The network is free. You will incur no charges when connecting to this network.

Setting Up Open Mobile

Before using Open Mobile, you should configure the application with your login credentials.

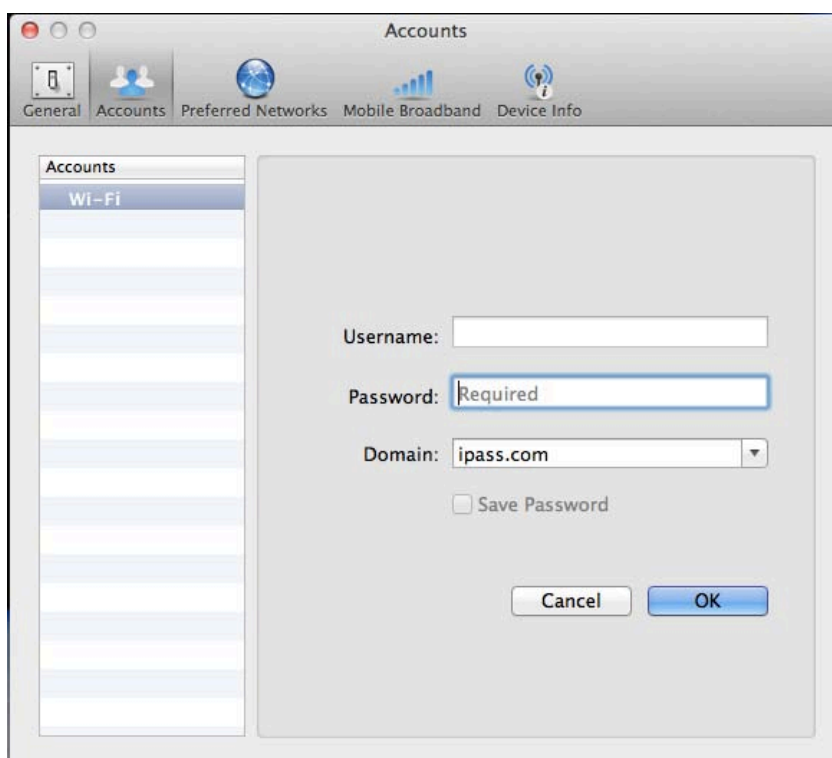
Login Credentials

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 will 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**.



Preferred Networks


After connecting to a personal network, Open Mobile will automatically add it to the Preferred Networks list. You can save login settings for a network in Preferred Networks to make connecting fast and easy.

To manually add a preferred network:


1. Select **iPass Open Mobile > Preferences**.
2. Select the **Preferred Networks** tab.
3. Click the  button (in the bottom-left corner).
4. In **Network Name**, enter the preferred network's SSID (the identifier used to distinguish the network).
5. In **Security**, select the security mode used by the network from the drop-down list. If necessary, in **Password**, enter the password value.
6. Click **OK**.



To modify settings for a preferred network:

1. Select **Preferences > Preferred Networks**.
2. Select the **Preferred Networks** tab.
3. Select the network you wish to edit, and then click the  button (in the bottom-left corner).
4. Edit the settings as desired, and then click **OK**.

To delete settings for a preferred network:

1. Select **Preferences > Preferred Networks**.
2. Select the **Preferred Networks** tab.
3. Select the network you wish to delete, and then click the  button (in the bottom-left corner).

Connecting and Disconnecting

This section outlines connection procedures, including connecting, disconnecting, and enabling Auto-Connect.

Connecting to a Network

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

If you would like to cancel the connection while it is taking place, click the **Cancel** 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. You have to quit the application (or click the disconnect button) to disconnect.

Auto-Connect

The Auto-Connect feature enables you to automatically make connections to known Wi-Fi or Mobile Broadband networks without having to choose a network manually before each connection. When there are many known networks available, Open Mobile will auto-connect to the network with the highest ranking (based on a preconfigured set of criteria).

To enable Auto-Connect:

1. Select iPass **iPass Open Mobile > Preferences**.
2. Select the **General** tab.
3. Specify your Auto-Connect settings:
 - **Automatically connect to known Wi-Fi networks:** if selected, Open Mobile will automatically connect to known Wi-Fi networks within range.
 - **Automatically connect via Mobile Broadband:** if selected, you will automatically connect to a detected Mobile Broadband network. If you choose this option, you must also pick one of the following options:
 - **Only when known Wi-Fi is not available:** if chosen, Open Mobile will only connect to a Mobile Broadband network if there is no Wi-Fi network available.
 - **Whenever device is attached:** if chosen, Open Mobile will connect to a Mobile Broadband network whenever a Mobile Broadband device is attached to your computer.

Connect Using a VPN

If enabled, you can quickly launch a VPN once you are connected. The VPN may also be configured by your Help Desk to launch automatically.

To connect using an integrated VPN:

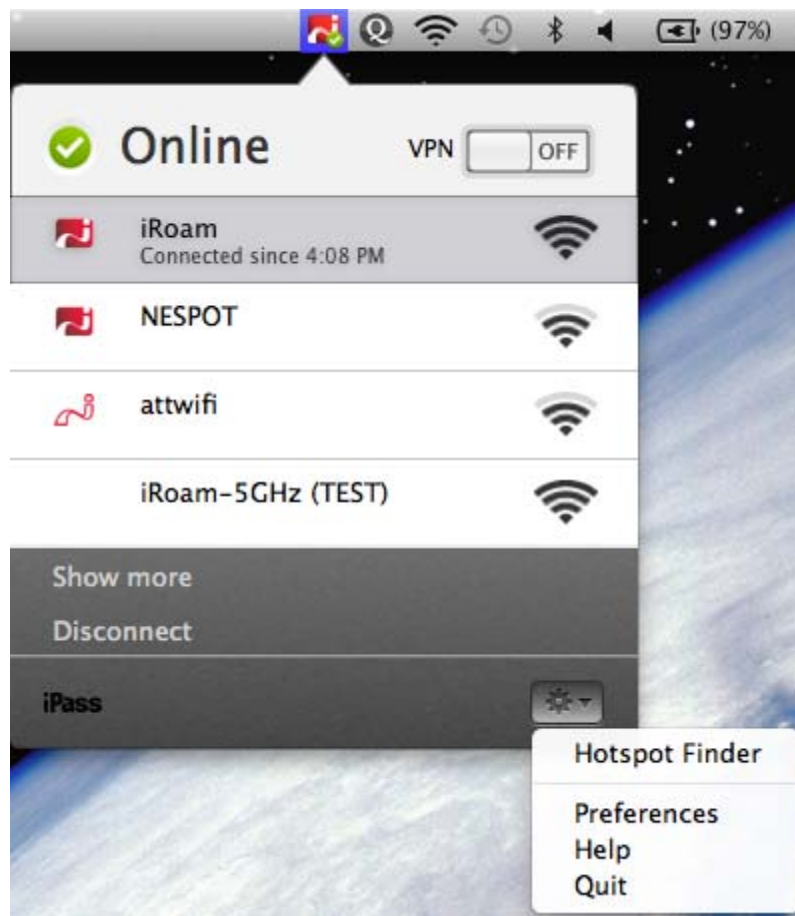
1. Click on the **VPN** switch to turn it on.
2. You may be prompted for your login credentials before being connected.

Menu Extra

When Open Mobile is running, you will see an Open Mobile icon on the right-side of the menu bar. The icon will have a check if you are connected to a network and a cross if you are not connected.

Clicking on the icon will:

- Allow you to connect to a network.
- Allow you to disconnect from the network (if connected).
- Allow you to open the application.
- Allow you to turn your VPN on or off.
- Clicking on the settings button can open Hotspot Finder, Preferences, Help, or quit Open Mobile (as shown below).



Additional Features

Open Mobile has a number of additional features that can enhance your connection experience.

Some of these features may not be configured for your account. Consult with your Help Desk for details of available features in your enterprise's version of Open Mobile.

Quick Launch

Your Open Mobile installation may include a set of applications for Quick Launch. This gives you fast access to commonly used applications and Web sites.

Quick Launch applications and sites are displayed in the Quick Launch application bar, a rotating set of icons, in the Open Mobile interface.

To access a Quick Launch application:

1. Hover the mouse over the Quick Launch bar to open it.
2. On the **Quick Launch** bar, click the icon.
3. The application or Web site will launch. If Quick Launch requires Internet connectivity, and you are not already connected, Open Mobile will establish a connection. If Quick Launch requires a VPN connection (and Open Mobile has been configured with the VPN), Open Mobile will establish the VPN connection before launching.

Search

If enabled, Open Mobile may include a search box with a pre-defined Internet search engine.

To perform a search:

1. Click on the **Search** button.
2. In the **Search** window, enter your search terms and click **Search**.
3. A browser window displays your search results.

RSS Feed

An RSS (Really Simple Syndication) feed streams news and headlines from a pre-defined RSS source. If enabled, RSS news can be viewed by clicking the **RSS** button.

SMS Messaging

This feature enables others to send you SMS (ASCII text) messages in Open Mobile. If enabled, and you have an SMS-capable device that Open Mobile supports, you can receive messages and view them by clicking on the **SMS** button. SMS messages can be received and deleted but not sent.

SIM Card Management

You can manage your Mobile Broadband device's SIM card in Open Mobile. The SIM card is a small removable plastic card that identifies your Mobile Broadband device to your carrier network.

You can perform the following tasks:

- Unlock a PIN locked card
- Change the PIN
- Enable or disable the PIN
- Unblock a PUK locked card

Unlock a PIN Locked Card

If your Mobile Broadband device is PIN locked, a PIN (Personal Identification Number) is required to unlock it before use. Some cards are automatically installed in a locked state, and a card can also become blocked if you enter your card credentials incorrectly three times consecutively.

You will be prompted to enter the PIN when the device is inserted and detected as 'locked'.

To unlock a PIN locked card:

1. Select **Settings > SIM Management > Unlock SIM**.
2. Enter your SIM card's PIN in the **Unlock SIM** dialog and then click **OK**. The card will be unlocked and ready for use.

Change the PIN

If your Mobile Broadband device is PIN locked, you can change the PIN in Open Mobile.

To change the PIN:

1. Select **Settings > SIM Management**.
2. Click **Change SIM PIN**.
3. Enter the current PIN and then enter the new PIN (twice).
4. Click **OK**.

Enable or Disable the PIN

You can use this option to disable the PIN for the SIM card.

To enable or disable the PIN:

1. Select **Settings > SIM Management**.
2. Click **Enable PIN** or **Disable PIN**.
3. Enter the PIN in the corresponding dialog box, and then click **OK**.

Blocked SIM Card

If you enter an incorrect PIN three times consecutively, the SIM card will be blocked. A PUK (Personal Unlocking Key) is required to unblock the card.

The maximum number of PIN entries is limited and this limit is specified by the SIM provider.

To unblock a SIM card:

1. Select **Settings > SIM Management > Unblock SIM**.
2. In the corresponding dialog box, enter the correct PUK in the **Enter PUK Code** field.
3. Enter a new PIN in the **Enter new SIM PIN** field.
4. Click **OK**.

If you enter an incorrect PUK more than the allotted times (usually ten times) then the SIM will be permanently blocked. You will need to contact your wireless carrier for additional instructions.

Mobile Broadband Settings

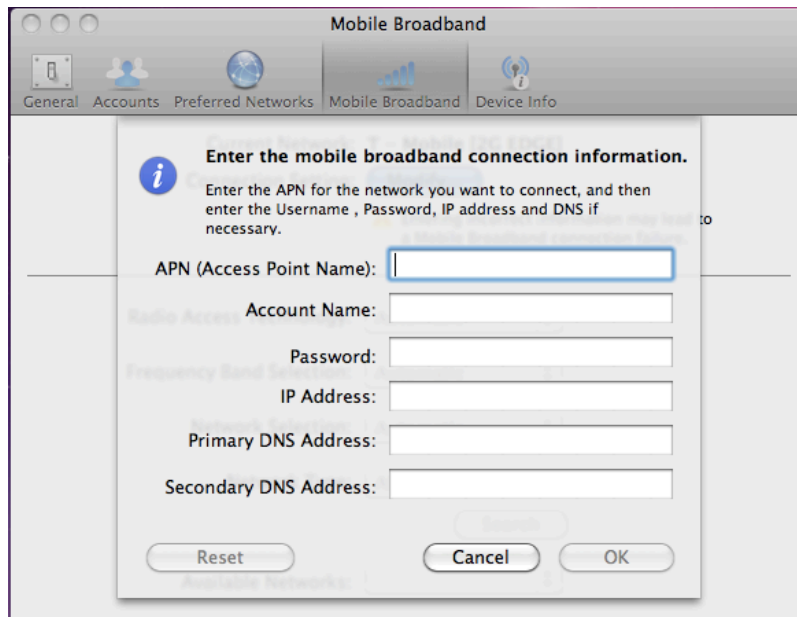
If your profile is configured for Mobile Broadband, you can configure your Mobile Broadband account and network settings in Open Mobile

Account Settings

In some cases, your Mobile Broadband device may not contain all of the information that Open Mobile requires for a connection, and you may be required to configure some of the settings manually in order to successfully connect. Contact your IT administrator for additional details.

To enter your Mobile Broadband account settings:

1. Make sure a Mobile Broadband device is inserted.
 2. Click **iPass Open Mobile > Preferences**.
 3. Click the **Mobile Broadband** tab.
 4. Next to **Connection Setting**, click **Modify...**
 5. Enter the following as required:
 - **APN (Access Point Name):** Identifies the network (usually the only mandatory field).
 - **Account Name:** Username for the account.
 - **Password:** Password for the account.
 - **IP Address:** Network's IP address.
 - **Primary DNS Address** and **Secondary DNS Address:** IP addresses of up to two Domain Name Servers, used by the network for domain lookup.
- Not all of these fields are required for some networks.*
6. Click **OK**.



Network Settings

Open Mobile can be configured to only connect to certain types of Mobile Broadband networks.

To configure the Network Settings:

1. Select **iPass Open Mobile > Preferences**.
2. Select the **Mobile Broadband** tab.
3. You can configure your network settings in the following ways:
 - To configure the Frequency Band Selection, click the drop-down box next to **Frequency Band Selection** (choices are **Automatic**, **3G 850/1900**, **2G 850/1900**, **2G All**, and **3G All**).
 - To manually choose the Mobile Broadband network to connect to, select **Manual** in the drop-down box next to **Network Selection**:
 - Click the drop-down box next to **Network Type** to allow **All Networks**, **Home Networks Only**, or **Preferred Networks Only**.
 - Click the **Search** button next to **Network Selection** and, after Open Mobile detects available networks, choose the network in the **Available Networks** drop-down box.

Airplane Mode

When a supported Mobile Broadband device is connected, Open Mobile can turn it off for the duration of a flight (without turning off the Wi-Fi radio) by entering Airplane Mode. To turn on Airplane Mode, click **Settings > Turn Airplane Mode ON**, and to turn off Airplane Mode, click **Settings > Turn Airplane Mode OFF**.

History

You can view a history of each Open Mobile connection. This information may be useful for support or troubleshooting purposes.

To view your history:

1. Select **iPass Open Mobile > Connection History**.
2. The following statistics for each session are shown:
 - **Connected:** a timestamp of when your session began.
 - **Network:** the SSID of the network you used to connect.
 - **Session Length:** the time in hours: minutes: seconds that the session lasted.
 - **Bytes Sent/Received:** the cumulative amount of data sent and received during the session.

Updating Open Mobile Profile

Open Mobile will periodically check for profile updates. You must be connected to the Internet in order to perform an update.

Manual Updates

In addition to automatic updates, you can manually update Open Mobile. Open Mobile will reload itself after most profile updates.

To update your Open Mobile Profile:

1. Connect to the Internet.
2. Select **iPass Open Mobile > Update Profile...**
3. Open Mobile will contact the update server to download and install the most recent updates.

iPass Hotspot Finder

iPass has over 500,000 hotspots worldwide. If you're travelling, you can look up the location of all iPass Wi-Fi hotspots on the iPass Hotspot finder, to help plan your itinerary.

To access the Hotspot Finder, select **iPass Open Mobile > Hotspot Finder**.

Troubleshooting Tips

If you have trouble connecting to the iPass network, these troubleshooting tips may help resolve your issue. These tips should be considered suggestions. Please contact your Help Desk for further assistance.

General Connection Tips

Difficulty Connecting To the Network

- Verify that your Wi-Fi is on.
- The network you are connecting through may be inactive or temporarily unavailable. Try another network.

Incorrect Password

- Re-enter your username, password, and domain.
- Password entry is case-sensitive. Make sure CAPS LOCK is off.
- Make sure you have entered the correct domain name, such as *example.com*, in your login credentials.
- It is possible that the authentication server may be down or offline. Check with your Help Desk.
- Your user account may no longer be active. Check with your Help Desk.

Password Authentication is Slow

- In some areas, it may take up to 120 seconds or more to connect. Give the process time to complete.
- The authentication server may be down or offline. Check with your Help Desk.

Service Order

- Depending on their Service Order, the user may have to disconnect from a network before connecting to a network lower on the list. You can change the Service Order by opening **System Preferences > Network > settings drop down (⚙️) > Set Service Order...**

Mobile Broadband Troubleshooting Tips

Unable to Log in Using Open Mobile

- You may be outside the coverage area for your carrier network.
- Make sure your account is set up with the carrier network.
- If you have never before successfully logged in using Open Mobile, your carrier account may not be activated or enabled for roaming. Contact your help desk for details.
- Verify that your Mobile Broadband device is correctly installed. If necessary, consult the device documentation.
- There could be interference with the Mobile Broadband signal. Make sure that you are not in or near a structure that is blocking the signal. Also, make sure you are working away from any obstructions, such as walls, pillars, large machines, or other possible sources of interference.
- Your card's antenna may not be fully extended or is pointing in the wrong direction.
- Check **iPass Open Mobile > Preferences > Accounts** to make sure your account credentials are entered correctly.
- If you use a SIM in your Mobile Broadband device, make sure your SIM is properly inserted in the device.

- Check your Open Mobile client to make sure the network's signal strength is at least 50%.

Wi-Fi Troubleshooting Tips

Unable to Log in Using Open Mobile

- If you've never successfully logged in using Open Mobile, your account may not be activated. Please follow your company's procedure for verifying your account status, or contact your company's iPass administrator for details.
- Verify that your Wi-Fi is on.
- Make sure you are working away from any obstructions, such as walls, pillars, large machines, or other possible sources of interference.
- Check your Open Mobile client to make sure the network's signal strength is at least 50%.

Ethernet Troubleshooting Tips

Unable to Log in Using Open Mobile

- Verify that your Ethernet cable is securely plugged in to both the computer and the wall jack at your location.

Support

This section describes features that can be helpful if you require technical assistance.

Help

You can get help on Open Mobile by selecting **Help > iPass Open Mobile Help**. Help topics include directions for connecting, disconnecting, customizing Open Mobile, and troubleshooting.

About Open Mobile

Select **iPass Open Mobile > About iPass Open Mobile** to open a dialog box with details of your Open Mobile installation including product version.

Open Mobile Logs

Open Mobile collects connection history data in a set of logs that can be helpful in diagnosing and resolving connection issues. Your help desk may ask you to send these logs, and it's best to save them as soon as possible after you encounter any problems. iPass Open Mobile makes saving logs simple and easy.

To save logs:

1. Select **iPass Open Mobile | Save Logs**.
2. In the dialog box that opens, select **Save Logs**.
3. A zipped log file will appear on your desktop.

Additional Assistance

If you have questions about the installation or operation of Open Mobile, please contact your help desk.