iPass Open Mobile 1.4.1 for Windows User Guide

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Getting Started

Welcome to Open Mobile™ for Windows!

With Open Mobile, you can securely connect to the Internet and enterprise resources through the iPass global network of providers, using Mobile Broadband, Wi-Fi, Ethernet, and dial. In addition, Open Mobile can be customized to automatically launch other programs such as a VPN, personal firewall, or Web browser.

This guide is an introduction to Open Mobile for Windows, providing you with information on installation, configuration, and usage.

Technical Requirements

Open Mobile has the following system requirements:

Operating System

- Windows XP (SP2 or later) (32-bit only)
- Windows Vista (32 or 64-bit)
- Windows 7 (32 or 64-bit)

Additional Software Components

- For XP and Vista platforms: .NET Framework 3.5 SP1 or 4.0
- For XP: WLAN API
- 802.1x connections on Windows XP require the Windows hotfix available at http://support.microsoft.com/kb/958071.

Hardware Requirements

- 1 GHz 32-bit (x86) or 64-bit (x64) processor
- 1 GB of system memory
- Support for DirectX 9 graphics and 32 MB of graphics memory
- At least one connectivity device installed, depending on your intended connection type:
  - Wi-Fi adapter for a wireless connection.
  - An iPass-supported Mobile Broadband device, plus appropriate driver software installed.
  - Ethernet adapter for an Ethernet connection.
  - 56K v90/92 modem for a Dial connection.

Supported Languages

- Open Mobile is supported in English, French, and German.

Supported Hardware

Mobile Broadband Devices

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

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 support for 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.*

Wi-Fi Devices

An 802.11b/g wireless device is needed for Wi-Fi connections. Open Mobile supports all standard Wi-Fi devices with an NDIS 5.1 or later interface.

Installing Open Mobile

Your system must meet the Open Mobile requirements or the Open Mobile installer will block the installation. In addition, you must have local administrator rights in order to perform the installation. (Local administrator rights are not required to run Open Mobile.)

To install Open Mobile,

1. Double-click the Open Mobile installer file. The installation wizard is launched.

2. Follow the prompts for installation. iPass recommends that you install the application in the default location.

> *You should always use the Open Mobile installer as it was supplied to you by your IT department. Do not rename or otherwise alter an installer file.*

Uninstalling Open Mobile

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

If you are currently running Open Mobile, right-click the Open Mobile system tray icon and choose **Exit** before uninstalling.

To uninstall Open Mobile,

1. Launch your Windows Control Panel.

2. Select Open Mobile from the list and follow the prompts to complete the uninstallation.

Migrating to Open Mobile from iPassConnect™

If you are an iPassConnect user, you can carry your iPassConnect settings to Open Mobile.

Install Open Mobile as described above. Upon first launching Open Mobile, the application will prompt you to migrate your settings from iPassConnect.

Do not uninstall iPassConnect before migration.

About 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 connection types, including Mobile Broadband, Wi-Fi, Ethernet, and dial, and securely access to 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 Help Desk for more information on the specifics of your Open Mobile configuration.*

Available Networks

Open Mobile can automatically detect local broadband networks and makes it easy for you to connect to them. Depending on your laptop, the Available Networks listing 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 your laptop is equipped with Wi-Fi, Open Mobile will automatically scan your area for local Wi-Fi hotspots.
- If you connect an Ethernet or DSL network to your computer, Open Mobile will automatically detect the network and display it for connection.

Just select an available network, click **Connect**, sign in with valid credentials, and you will be connected. (For iPass-enabled network, use your standard iPass credentials to log in.)

The iPass Hotspot Finder

iPass has a worldwide network of Wi-Fi hotspots. When travelling, you can easily look up the location of all iPass Wi-Fi and Ethernet hotspots on the iPass Hotspot finder, to help plan your itinerary. You can visit the iPass Hotspot Finder at http://hotspot-finder.ipass.com/.

The Hotspot Finder can be configured for Quick Launch to make finding hotspots quick and easy. See page 13 for more information.

VPN Connections

Open Mobile can be integrated with many industry-leading VPN (Virtual Private Network) solutions. A VPN provides a secure connection to corporate resources. If integrated with Open Mobile, it will be launched automatically upon connecting to the Internet, ensuring security and privacy for your corporate connection.

Personal Networks

Using a personal network enables you to make a fast and easy connection to a network access point outside of the iPass network, and for which you have valid login credentials. For example, if you have a Wi-Fi router at home, you could add it to your list of personal networks, set up your router credentials with Open Mobile, and then connect to it from home using an Open Mobile connection.

On-Campus Roaming

If On-Campus Roaming is enabled, you can use Open Mobile to log in to a local campus network, and then stay logged in no matter where you travel on the campus without having to sign in repeatedly. On-campus Roaming is typically used for a set of hotspots on a local campus where Wi-Fi connectivity is widespread. Users can roam from place to place on the campus and will stay connected without repeated logins.

Dial Connections

If dial connectivity is enabled for your installation of Open Mobile, and a modem is installed on your system, you can access any of thousands of worldwide iPass network access points over the phone lines.

Integrated Solutions

Open Mobile integrates with separate third-party security solutions, such as VPN software, personal firewalls, or anti-virus applications. Integrated solutions launch with Open Mobile, ensuring that your access is safe and secure.

Open Mobile integration is configured by your Help Desk. You do not need to take any additional installation or configuration steps. Consult your Help Desk for details on how Open Mobile has been configured to integrate with your security solutions.

Setting Up Open Mobile

Before using Open Mobile, you should configure the application with your basic settings, which include login information, connection settings, and settings for any personal Wi-Fi networks.

Login Information

Open Mobile can store your login credentials, making it easier and faster for you to log in. You will generally only need to enter this information prior to using Open Mobile for the first time, or when adding a new account.

- A valid Open Mobile password can be any number of characters in length, and may include special characters.
- You should verify with your Help Desk whether you need separate credentials for Internet access and for VPN 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 **Options | Accounts**.

2. Select the account type for which you wish to store login credentials: *Internet* or *VPN.*

3. In **Username**, enter the username.

4. If you need to log in from a particular domain, in **Domain**, enter the domain, or select it from the drop-down.

5. In **Password**, enter the password.

6. If you want Open Mobile to store your account password for future use, select **Save Password.**

Personal Networks

If you are connecting to a network outside of the iPass network, you must ensure that your connection is configured properly.

You may need valid login credentials and a security key to connect to a personal network, but you can easily save the login settings for the network to make connecting fast and easy.

To add a personal network,

1. Select **Options | Wi-Fi.**

2. Click **Personal Networks.**

3. Click **Add.**

4. In **Network**, enter the personal 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.

6. If the network does not broadcast an SSID, select **Non-Broadcast.**

To modify settings for a personal network,

1. Select **Options | Wi-Fi.**

2. Click **Personal Networks.**

3. Select the network you wish to edit, and then click **Modify**.

4. Edit the settings as desired.

To delete settings for a personal network,

1. Select **Options | Wi-Fi.**

2. Click **Personal Networks.**

3. Select the network you wish to delete, and then click **Delete**.

4. Click **OK** to confirm deletion.

Campus Networks

On-Campus Roaming is used in large corporate or other campuses where users routinely connect once, and then roam from place to place on the campus without having to reconnect to their network. If enabled for Open Mobile, you may need to configure your own campus networks before attempting to connect.

Before adding a campus network, you must make sure that its connection method is listed in Open Mobile. Consult your IT administrator for more information on campus network connection methods.

To add an OCR connection method,

1. Click **Options | Wi-Fi.**

2. Click **Campus Networks.**

3. Under **Connection Methods**, click **Add**.

4. Do the following:

    a. In **Method Name**, enter a descriptive name, such as MSCHAPv2.

    b. In the **Authentication Protocol** drop-down, select the 802.1x method for your network.

    c. Enter the protocol-specific connection settings as required for your connection method (such as authentication mode and credential source).

5. Click **Save**.

To add a campus network,

1. Select **Options | Wi-Fi.**

2. Click **Campus Networks.**

3. Under **Campus Networks**, click **Add.**

4. In **Network Name**, enter the campus 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.

6. In **Connection Method**, select a connection method from the drop-down list. Alternatively, click **Add**, then add a connection method as described above.

7. If the network does not broadcast an SSID, select **Non-Broadcast.**

8. Click **Save.**

To modify settings for a campus network,

1. Select **Options | Wi-Fi.**

2. Click **Campus Networks.**

3. Select the network you wish to edit, and then click **Modify**.

4. Edit the settings as desired, and then click **Save**.

To delete settings for a campus network,

1. Select **Options | Wi-Fi.**

2. Click **Campus Networks.**

3. Select the network you wish to delete, and then click **Delete**.

Exporting Campus Network Settings

If enabled, you can export your campus network settings for inclusion in user profiles. For example, if you have set up a campus network using EAP-TLS authentication, other users will also be able to use your connection settings.

To export settings for a campus network,

1. Select **Options | Wi-Fi.**

2. Click **Campus Networks.**

3. Configure your network connection settings as required, then click **Save**.

4. Click **Export**. Your settings will be exported as an XML file.

5. Browse to a location to save the XML export file.

You can now submit the XML file to your IT administrative staff for use by other Open Mobile users.

Mobile Broadband Settings

If Mobile Broadband connectivity is enabled for Open Mobile, you may need to configure your Mobile Broadband settings before attempting to connect.

Open Mobile will automatically search for your system's Mobile Broadband device whenever one of the following happens:

- Open Mobile is installed on your computer.
- You install or insert a Mobile Broadband device in your computer.

When it finds your device, it will attempt to automatically record the settings that the device contains, such as your user credentials, and use them when you attempt to connect.

In some cases, your 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 network settings manually in order to successfully connect.. Follow the steps shown here to enter your network settings.

To enter your Mobile Broadband settings,

1. Select **Options | Mobile Broadband.**

2. Click **Networks**.

3. Enter the following as required:

   - **Access Point Name:** Name of the local access point.
   - **Network Name:** Name of the network.
   - **Dial String:** Dial string is the phone number you are dialing, and any additional numbers set from your dial properties. For example, if you are dialing the local number 555-1212, and you need to dial a 9 to access an outside line, plus *70 to disable Call Waiting, then your dial string would be: 9, *70, 555 1212.
   - **DNS Address 1** and **DNS Address 2:** IP addresses of up to 2 Domain Name Servers, used by the network for domain lookup.
   Some of these settings may not be required by particular networks.

4. Under **Carrier Credentials,** enter your network user name and password.

5. Click **Save.**

Connecting and Disconnecting

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

Auto-Detection

If your computer is equipped with the proper hardware, Open Mobile will automatically detect and display Mobile Broadband networks and local Wi-Fi hotspots in the Available Networks list. Auto-detected networks usually require valid credentials for access. If the network is iPass-enabled, then your Open Mobile credentials will grant you access. Other networks will require their own credentials.

An icon next to auto-detected network on the list gives additional information about the network. (Some of these icons are configurable and may appear different.)

Mobile Broadband

If a Mobile Broadband device is installed in your computer, and Mobile Broadband connections are 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 installed and your account is activated. However, additional configuration steps may be needed for some devices before use with Open Mobile. (See page 8 for more information.)

Wi-Fi

If a Wi-Fi device is installed in your computer and enabled, Open Mobile will automatically try to detect any nearby Wi-Fi hotspots for you, and display them in the Available Networks list.

Icon	Type	Description
	iPass	The network is in the iPass network.
	Signal Strength	The number of bars (1-5) indicates the strength of the wireless signal.
	Secure	The network has been secured by a protocol such as WEP, and requires valid login credentials in order to connect.
R	Roaming	The network is a roaming network. You can attempt to connect to it, but there may be additional connection charges incurred.
	Open Access	The network is free. You will incur no charges when connecting to this network.
	Campus	Corporate campus network. For more information on campus networks, see page 7.

iPass access points are distinguished by the iPass icon. Auto-detection of an iPass Wi-Fi hotspot will automatically configure all of your Wi-Fi settings, such as SSID and WEP key. You will only need to configure Wi-Fi settings manually if you use a non-iPass hotspot.

Ethernet

If your computer is equipped with an Ethernet port, when you plug into an Ethernet network, iPass will automatically detect the network and display it for connection. Depending on the type of Ethernet network, you may be prompted to enter login credentials. An Ethernet network can be one of the following types:

- *iPass:* The Ethernet connection is part of the iPass network. Open Mobile credentials are required to connect.
- *Authentication Required:* The connection is part of an environment where the user's access to Web content and services is controlled. You may be able to reach a selection of Web services without credentials, but

usually valid login credentials are required in order to gain full access.

- *Open:* No authentication is required and you will be connected automatically.

DSL

When you plug into a DSL (PPPoE) network, iPass will automatically detect the network and display it for connection. Depending on the type of network, you may be prompted to enter login credentials.

Connecting to a Network

To connect to a network,

1. From the Available Networks list, select an available network to connect to. (You can click the down arrow to expand the Available Networks list.)

2. Click **Connect** and you will be connected to the network. (You may be prompted to enter additional information before connecting.)

Disconnecting from a Network

To disconnect from a network,

1. Click **Disconnect**. You will be disconnected from the iPass Network. Open Mobile will remain running in the Windows system tray.

If your system enters the suspended state (Standby or Hibernate), Open Mobile will automatically disconnect any active connection. Once the system is fully resumed, you can initiate a new connection.

> *Note that even if you disconnect from the iPass network, Open Mobile will still run in the background, and can be accessed using the Windows system tray.*

Auto-Connect

The Auto-Connect feature enables you to make automatic connections to a list of preferred wireless networks, without having to enter your login credentials before each connection. This can be useful if you use the same networks repeatedly.

To enable Auto-Connect,

1. Select **Options | Preferences.**

2. Click **Auto-Connect.**

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 (that is, iPass network access points, or personal networks that you have configured with the Auto-Connect option).

   - **Automatically connect via Mobile Broadband:** if selected, you will be automatically connected 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 connect to a Wi-Fi access point if one is available. If Wi-Fi is not available, it will connect to a Mobile Broadband network.
- **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.

Auto-Connect for personal networks must be configured when you first add the personal network to Open Mobile. See *Personal Networks* for more information.

Connecting Using a VPN

If your Help Desk has configured VPN integration with Open Mobile, you can quickly launch the 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. On the Open Mobile toolbar, click **VPN**. The VPN is launched.

2. You may be prompted for your login credentials before being connected.

VPN Gateway

For some VPN connections, you may need to select a VPN gateway in order to connect.

To select a VPN gateway,

1. Select **Options | Accounts.**

2. Click **VPN.**

3. In **VPN Gateway/Profile**, select a VPN gateway from the drop-down list.

The System Tray Icon

When Open Mobile is running, you'll see an Open Mobile icon in the system tray on the right side of your Windows taskbar. You can use this icon to perform a number of program tasks.

Task	Right-click the icon and select...
Open iPass	**Open**
Exit (and disconnect from the Internet)	**Exit**
Connect to your integrated VPN	**Connect to VPN**
Update Open Mobile	**Update**
Disconnect from the iPass network	**Disconnect**
Set a program option	**Options**
Quick Launch an application or web site	Application Name/Site Name

Additional Features

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

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

Options

You can customize both the display and behavior of Open Mobile .

Display Preferences

Display preferences control the way Open Mobile is displayed on your screen.

To set your display preferences,

1. Select **Options | Preferences**.

1. Under **Display Preferences**, Set your display preferences as desired.

   - **Minimize on Connect:** If selected, after connecting, Open Mobile will minimize to the system tray icon.
   - **Show Popup Messages:** If selected, connection and disconnection popup alerts will be shown from the system tray icon.
   - **Show Quick Launch Toolbar:** If selected, the Quick Launch Toolbar will be displayed at the top of the Open Mobile main interface, with icons indicating each available Quick Launch application.
   - **Background Transparency**: Using the slider, you can set the transparency level of the Open Mobile user interface, where 0 is no transparency and .9 is maximum transparency.
   - **Preferred Language:** Select your preferred display language from the drop-down list. Then, exit Open Mobile using the system tray icon, and re-launch Open Mobile to see your selected language displayed.

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 system tray menu, as well as the optional Quick Launch toolbar, a rotating set of icons in the Open Mobile interface.

To access a Quick Launch application,

1. On the Quick Launch toolbar, select the application icon. The application or Web site will launch. If the Quick Launch requires Internet connectivity, and you are not already connected, Open Mobile will establish a connection.

2. Alternatively, you can access Quick Launch by right clicking the Open Mobile System Tray icon. Select a Quick Launch item from the list at the top of the menu.

Configuring Quick Launch

Although your enterprise may already include some Quick Launch applications with your Open Mobile installation, you can also set up your own Quick Launch applications and Web sites.

To set up your own Quick Launch item,

1. Click **Options | Preferences.**

2. Click **Quick Launch**.

3. Click **Add**.

4. In **Name**, type the name of the application (or site) as you would like it to appear in your Quick Launch menu.

5. In **Description**, enter a brief description of the application or site.

6. Quick Launch items will be accessible in the system tray menu. If you want the application to also show an icon in the Quick Launch application toolbar, do the following:

    i. Select **Show in Quick Launch toolbar**.

    ii. If the application will not rotate on the Toolbar, but will remain fixed in one location, select **Always Visible**.

    iii. In **Icon**, click **Browse**. Then, browse to the location of the icon file that will be displayed in the Quick Launch toolbar.

7. In **Type**, select either *Application* or *URL*. Then, if the **Type** is *Application*, in Application Path, click **Browse** and then browse to the application's location on your laptop.

8. In **Arguments**:

    i. For an application, enter any arguments the program needs to run, if required.

    ii. For a URL, enter the actual URL that will be launched by your default browser (for example, http://www.ipass.com).

9. If an application requires that you be connected to the Internet before use, select **Internet Connectivity Required.**

10. If the application requires that you be connected over a VPN before use, select **VPN Connectivity Required.**

11. Optionally, if you would like the application to launch automatically when either internet connectivity or VPN connectivity is detected , make sure that one or both of the connectivity boxes is selected to set your launch conditions, and then select **Automatically launch if above conditions are met.**

12. Click **Save.**

To configure display of the Quick Launch toolbar, see *Display Preferences* on page 13.

Managing Mobile Broadband Devices

You can manage the settings for all currently inserted Mobile Broadband connectivity devices in **Options | Mobile Broadband | Devices.**

Default Mobile Broadband Manager: To make Open Mobile your computer's default Mobile Broadband manager, select **Manage Mobile Broadband connections.**

List Mobile Broadband Networks First: If selected, Mobile Broadband networks will be given priority in the Available Networks list.

Preferred Devices: If you have more than one device installed, you can choose one as Preferred. On connection attempts, Open Mobile will attempt to connect using a Preferred device first before others are tried. To prefer a device, double-click on it in the list of devices.

Flight Mode: available for some devices, Flight Mode will turn off the device radio. This is useful when on an airplane flight. To enable Flight Mode, click the airplane icon. Click the icon again at the end of your flight to turn the radio back on.

Ejecting a Device: To eject a Mobile Broadband device, click **Release**. This will release it from Open Mobile. You can then use the Windows **Safely Eject Hardware** icon in the Windows system tray to physically eject the device.

SIM Management

You can manage your Mobile Broadband device's SIM card. (A SIM card is a small removable plastic card that identifies your Mobile Broadband device to your carrier network.) You can perform the following SIM management tasks:

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

PIN Locked Cards

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, but a card can also become locked if you enter your card credentials incorrectly three times in a row.

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 **Options | Mobile Broadband.**
2. Click **SIM.**
3. Click **Unlock SIM.**
4. Enter your SIM card's PIN in the **Unlock SIM** dialog, and then click **OK.** The card will be unlocked and ready for use.

Enable or Disable PIN

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

To enable or disable the PIN,

1. Select **Options | Mobile Broadband.**
2. Click **SIM.**
3. Click **Unlock SIM.**
4. Select **Enable PIN** or **Disable PIN.**
5. Enter the PIN in the **corresponding** dialog box, and then click **OK.**

Blocked SIM cards

If you enter an incorrect PIN for a specified number of times, the SIM card will be blocked. A PUK (Personal Unlocking Key) is required to unblock the card.

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

To unblock a SIM card,

1. On the **PIN** menu, click **Unblock**.

2. Enter the correct PUK in the **SIM PUK** code text box.

3. Enter a new PIN in **New PIN code** and **Confirm PIN code** fields. Click **OK.** The card will be unblocked and ready for use.

4. Open Mobile will display an error message if you enter an incorrect PUK code.

If you enter an incorrect PUK more than ten times consecutively, the SIM will be permanently blocked. You will need to contact your wireless carrier for additional instructions.

Managing Wi-Fi Devices

You can manage the settings for your Wi-Fi devices in **Options | Wi-Fi | Devices.** To make Open Mobile your computer's default Wi-Fi manager, select **Manage Wi-Fi connections.**

Managing DSL Devices

You can manage the settings for your DSL connectivity devices in **Options | DSL**. To view DSL device settings, click Devices.

DSL Service Provider: To specify a DSL service provider, click **Settings.** In **Service**, enter the name of your DSL provider.

Usage Tracking

Open Mobile collects and tracks a variety of usage information.

Statistics

You can view your Open Mobile usage statistics for each connectivity method you use. This information can be useful for support or troubleshooting purposes.

To view your usage statistics,

1. Select **Options | Usage**.

2. Click **Stats**.

3. In **Connected using,** select a connectivity device from the drop-down list. The current usage statistics for the selected device are displayed.

   - *Session* shows the megabytes (MB) of traffic sent and received, as well as the total for the current

connection session.

- *Cumulative* shows cumulative megabytes (MB) of traffic sent and received, as well as the total since the **Reset** button was last clicked.
- *Data Rate* shows traffic sent and received in kilobytes per second (Kbps).

To reset your usage totals to zero, click **Reset**.

Connection History

You can view your history of all connections made using Open Mobile. This information can be useful for support or troubleshooting purposes.

To view your connection history,

1. Select **Options | Usage**.

2. Click **Connection History**. Your connection history is displayed, including total traffic sent and received.

3. To select the fields displayed, right-click any column header, and then select or deselect the desired fields.

Updating Open Mobile

You can manually update Open Mobile to make sure you have the most current software. Software update will update Open Mobile version 1.3 to a later version, if any are available, as well as update your network directories.

To update Open Mobile,

1. Connect to the Internet.

2. Right-click the Open Mobile system tray icon and click **Update**. Open Mobile will contact the update server, and then download and install the most recent updates. Open Mobile then restarts.

News and Information Features

Open Mobile may include a variety of news and information features. (These features are enabled by your Help Desk.)

Search

If enabled, Open Mobile Search can be used to perform Internet searches with a pre-defined search engine.

To perform a search,

1. In the **Search** window, enter your search terms.

2. Click **Search**. A browser window displays your search results.

RSS

An RSS (Really Simple Syndication) feed enables you to stream news and headlines from a pre-defined RSS source. If enabled, RSS news can be viewed under **Top News.** Click the expander arrow to display the RSS feed in your browser.

SMS Messaging

This feature enables others to send you SMS (text) messaging in Open Mobile. If enabled, and you have an SMS-capable device that Open Mobile supports, others can send messages to your device that will be displayed in the **Messages** window.

Troubleshooting Tips

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

General Connection Tips

These tips apply to connections in general using Open Mobile.

Difficulty Connecting To the Network

- Verify that you have the correct hardware for the access type selected. For instance, you must use a Wi-Fi device to access a Wi-Fi access point.
- The network you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.

Incorrect Password

- Re-enter your username, domain name and password.
- Password entry is case-sensitive. Make sure the CAPS LOCK key is not depressed.
- Make sure you have entered the correct domain name, such as *example.com*, in the Domain field of your Login Information.
- 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.

Mobile Broadband Troubleshooting Tips

This advice applies to Mobile Broadband connections.

Unable to Connect using Open Mobile

- You may be outside coverage area for your carrier network.
- Your account must be set up with the carrier network before attempting to use a Mobile Broadband device with Open Mobile.
- 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 card 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 **Options | Mobile Broadband.** Make sure your account credentials, including username and password, are entered correctly.

- If you use a SIM in your Mobile Broadband device, make sure your SIM is properly inserted in the device.

Wi-Fi Troubleshooting Tips

These tips apply to Wi-Fi connections.

Unable to Connect 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 adapter is correctly installed. If necessary, consult the adapter documentation.
- Ensure that your computer's Wi-Fi radio switch is in the On position.
- Make sure you are working away from any obstructions, such as walls, pillars, large machines, or other possible sources of interference.
- Check your Wi-Fi Status Meter, usually found in your Windows system tray, and make sure the signal strength and quality are at least 50%. Move your mouse pointer over the icon to display the link status.

Ethernet Troubleshooting Tips

These tips apply to Ethernet connections.

Unable to Connect 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 Ethernet cable is securely plugged in to both the computer and the wall jack at your location.
- Most Ethernet cards have a light on the connector to the cable, indicating whether there is a valid Ethernet connection. Ensure that the light is on.

DSL Troubleshooting Tips

These tips apply to DSL connections.

Unable to Connect 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 DSL cable is securely plugged in to both the computer and the DSL modem.

Dial Connections

Open Mobile includes a directory of global dial-up access points, called a Phonebook. You can quickly search the Phonebook for dial-up access points in your area by geographic vicinity. Open Mobile displays the available access points by connection type, so you can choose the one you want to connect to.

Dial connectivity also includes support for ISDN access points. (Supported ISDN hardware is required for an ISDN connection.)

> *Not all installations of Open Mobile will include dial connectivity. If dial connectivity is enabled, you will see a button on the main Open Mobile toolbar labeled **Dial**.*

Making a Dial Connection

To make a dial connection,

1. On the Open Mobile toolbar, click **Dial.** Open Mobile displays a set of drop-down lists enabling you to search for an access point.

2. Select the filter criteria you will use from the drop-down lists. Each filter criterion will narrow your search for an access point to a more specific location. (For example, to see all the access points in a country, select that country from the **Country** drop-down list. Then, to narrow the country results by state, you would select a state from the **State** drop-down.)

3. Click **Search.** The access points matching your search criteria are displayed by connection type. For example, **Modem (25)** shows there are 25 available access points for which you can use a dial connection. Click the arrow next to the connection type to show the local access points in detail.

4. From the list of access points, click an access point to connect to.

5. Click **Connect**. You will be connected to the iPass network. (You may be requested to enter user credentials or a VPN gateway to connect to.)

> *To return Open Mobile to wireless connectivity mode, click **Wireless** on the toolbar.*

Managing Dial Devices

You can manage your dial devices.

Device Settings

To view dial device settings,

1. Click **Options | Dial.**

2. Click **Devices**. Your dial devices are displayed.

Dial Settings

Dial properties are required settings for your dial connection, such as a number needed to access an outside line, or to disable call waiting. If you are a dial user, it is important to set your dial properties correctly.

To set your dial properties,

1. Click **Options | Dial.**

2. Click **Settings.**

3. Under **Dial Properties,** in the **To access outside line** dial text box, type any dial prefix you may need (such as 9) to get an outside line.

4. If you wish to disable call waiting, in the **To disable Call Waiting dial** box, select the characters needed from the drop-down list.

5. In **Dial Using**, select whether your phone system uses tone or pulse dialing. (Most phone systems use tone dialing.)

6. Do one of the following:

    i.   Under **Dialing From Location,** if this will be the same location as the one you are connecting to, check **Location same as selected number** and proceed to Step 6.

    ii. However, if this will be a different location from the one you are connecting to, uncheck the **Same Location checkbox**. Then:

        *   Select the country from which you are dialing from the **Country** drop-down list.
        *   In **Area Code**, type the area code you wish to dial.
        *   From the **Area Rule** drop-down list, select a rule that reflects your local area's dialing rules (for example, dialing a 1 before the area code).

Dial Troubleshooting Tips

These troubleshooting tips apply to dial connections.

No Access Point in Your Location

*   In some instances, you may not find a particular city listed in the Phonebook, but there might be other access points close by where you are.
*   If possible, try connecting through an alternate access type. For example, dial users without local access to dial may be able to find a nearby broadband connection.
*   In some countries, there may be All-Cities listings or Toll Free listings. All Cities access points have local rates and are therefore usually less expensive. Toll-Free access points are not local and usually yield a higher connection charge for you or your company. (In the United States, entering 800 to search by number will also list access points in the toll-free 800, 855, 866, 877, and 888 area codes.)
*   Check in-country rates with the local operator for a non-local access point. In some countries, it is very inexpensive to dial long-distance within the country.

Difficulty Connecting To the Access Point

*   Make sure you have set dial properties for the required prefixes and local dial code for the region. Many hotels require you to dial additional characters to reach an outside line.
*   The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.

- Verify that your dial properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used Open Mobile.

No Dial Tone

- Check that there is a working phone line by connecting a phone to it and dialing out.
- Make sure that the phone extension is connected securely to your computer and the wall phone jack.
- Check that the phone line is connected to the input jack in the correct PC card.
- Verify that your speaker volume is turned up.
- Your modem may not recognize the local dial tone. You may need to reconfigure your modem to not detect a dial tone when dialing. Consult your modem documentation for instructions.

Modem Not Found/No Modem Noise

- If you have more than one modem installed, verify that you are connecting with the correct one.
- Make sure that there is a working phone line by connecting a phone to it and dialing out.
- Verify that any phone extension is connected securely to your computer and the wall phone jack.
- Check that the phone line is connected to the input jack in the correct PC card.
- If you cannot hear your modem, verify that the speaker volume is not turned off or disabled.
- Your modem may not recognize the local dial tone. You may need to reconfigure Windows to not detect a dial tone when dialing. See your Windows help file for instructions.

Loud or Ongoing Modem Noise

- Verify that the phone line is not already in use.
- The modem volume may be set too loud. Turn down the computer or modem volume.
- If your modem is not negotiating the connection, or is not compatible, you may need to set the modem manually. Check the instructions that came with your modem, or contact your Help Desk for further assistance.

Busy Signal

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.
- Pick up the phone and dial the access point manually. You may hear a message explaining the problem. For example, the hotel switchboard system may be overloaded, or you may be required to dial a 9 to get an outside line.
- Your modem may not recognize the local dial tone, local busy tone, or both. You may need to reconfigure Windows to not detect a dial tone when dialing. Check your Windows help file for instructions.

No Answer/Human Answer

- The access point you are connecting through may be inactive or temporarily unavailable. Try another access point in the area.
- Verify that your dial properties are entered correctly. You may need to change your settings if you are attempting to connect from a different location than the last time you used Open Mobile.

Support

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

Help

You can get help on Open Mobile by pressing the **F1** key, or by selecting **Help | Help Topics**. Help topics include directions for connecting, disconnecting, customizing Open Mobile, and troubleshooting.

About Open Mobile

The **About Open Mobile** dialog box shows the details of your Open Mobile installation including product version and customer profile.

To view the About dialog box,

1. On the **Help** menu, click **About Open Mobile.**

Additional Assistance

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