

# FAQs: iPassConnect 1.50 for iPhone

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## General FAQs:

### **What is iPassConnect for iPhone?**

iPassConnect is an iPhone application that lets you utilize your iPass account to login to Wi-Fi hotspots around the world. The iPassConnect software will bypass the normal authentication required at many of the world's hotspots and instead utilize your iPass account.

### **What is iPass?**

iPass is a virtual network operator that has agreements with most of the major hotspot providers around the world. These agreements allow iPass to offer access to these hotspots to their customers. Instead of signing up for service with many individual providers, the iPass service lets you subscribe to a single iPass account that gets you access to thousands of locations.

### **I have an iPass account through my company, can I use that account with the software?**

The software is available to all iPass customers, but your company will need to authorize you to use the software by providing you with a valid configuration code. Upon entering a valid configuration code, you will be able to enter your iPass username, password, and domain which will allow you to start using the software. Ask your help desk or system administrator for an iPass configuration code. If they authorize you to use the software, they will supply you with the proper configuration code and domain name to use with the client.

### **What if my company authorizes me to use the software, but they don't have a valid configuration code to give me?**

Your system administrator can obtain a configuration code from iPass by contacting their iPass reseller or, if they obtain service directly from iPass, they can obtain a configuration code from their iPass Account Manager.

### **Why do I need an Internet connection in order to enter a configuration code?**

The configuration code will instruct the software what hotspot directory to download to your device. This download happens over the Internet. Because this hotspot directory varies based upon your company's iPass pricing plan and resell channel, the software needs to download the appropriate one for your company.

### **How much does the iPassConnect for iPass software cost?**

The application is free from the App store. The software is intended to be used with your individual corporate or access account. There is a monthly fee associated with an iPass account.

### **HotSpot FAQs:**

#### **Which hotspots are included with the service?**

iPass has over 100,000 hotspots in its directory. To find hotspot locations, visit <http://www.ipass.com/mobilehotspot>

Since this accesses an online directory of locations, you must have an Internet connection (Wi-Fi or cellular data) to access this function.

#### **Which hotspots locations are not supported with the iPassConnect for iPhone application?**

Almost all of the hotspots in the iPass directory are supported with the iPhone, but there are a few exceptions including Korea Telecom hotspots.

### **Installation FAQs:**

#### **How do I obtain the iPassConnect for iPhone software?**

The iPassConnect for iPhone software is installed via the Apple App Store. You can access the App store directly on your iPhone via the “App Store” button, or you can access the App store via iTunes on your Mac or PC. You can search for the software using “iPass” as your search criteria.

#### **Do I need a specific version of the iPhone Operating System software?**

You must be running version 2.1 or higher of the iPhone operating system software.

#### **Can I install the software on my iPod Touch?**

Yes, you can use the iPassConnect software on your iPod Touch as long as it is running version 2.1 or higher of the iPhone operating system software.

#### **Can I install the software on my iPod Classic or Nano?**

No, the software can only be installed on the iPhone or iPod Touch devices.

### **Can I install the software on the iPhone 3G? The original iPhone?**

Yes, the software can be used with both the original iPhone and the iPhone 3G.

### **How do I update the software when a new version becomes available?**

Any software updates will be distributed via the Apple App Store.

## **Upgrade FAQs:**

### **I was using a previous version on my iPhone, how do I upgrade?**

Software updates are distributed via the Apple App Store. Select “App Store,” and then “Upgrades” on your device to select the iPassConnect upgrade, or choose “Applications” from iTunes and select “Upgrades Available.”

### **Will I have to re-enter my username and password after upgrading?**

Because the password gets stored by the iPhone Operating System, it is not removed when you install a new version so you will not have to re-enter your password. The username does get stored with the iPassConnect software which means it gets replaced with an upgrade. You will have to re-enter your username after upgrading.

### **Is there a cost for the upgrade?**


No, there is no cost for the upgrade.

## **Features/Usage FAQs:**

### **What do I need to know before making my first connection?**

Before using iPassConnect for iPhone and before logging into a hotspot, it is important to know the two distinct steps necessary to gain Internet access at hotspot locations:

- 1) Establishing wireless communication with the hotspot's wireless equipment
- 2) Authenticating your account for Internet Access through that equipment



For home wireless connections and even some free hotspots, only the first step is necessary because there is nothing restricting Internet access after establishing the wireless connection. But for-pay hotspot operators restrict Internet access until you have authenticated your account, so they know you are a valid user of their service. Typically, this is done through the launch of a web browser. The web browser will redirect navigation to your selected destination and instead take you to an account login page where you enter your account credentials or a credit card number. Once you have entered this information and validated your account, you will then be allowed Internet Access. The iPassConnect for iPhone software handles this second step for you for any location that is part of the service. Instead of launching a browser, you can simply launch the iPassConnect software to login. It will handle this authentication for you, utilizing your iPass account information. iPassConnect on other platforms consolidates these two steps into one. Because of limitations in the Apple Software Developer's Toolkit for the iPhone, iPassConnect for iPhone cannot yet consolidate this into one step. You will need to manually select a network (via Settings-Wi-Fi) to handle step 1, then launch iPassConnect to take care of step 2.

#### **I have used iPassConnect before on my PC, how is this iPhone application different?**

The iPhone version of iPassConnect does not have the ability to display a list of wireless networks, designate which of those networks are iPass networks, and associate or join you to those networks. The Apple SDK does not provide a documented/approved method for this yet. This portion of the logon procedure must be performed within the Settings-Wi-Fi function of the device.

#### **How do I associate/join a network/hotspot on the iPhone?**

You can join a network by touching the Settings button on your iPhone and then touching the Wi-Fi option.

#### **How do I enter my configuration code?**


In the account view, touch the blue arrow button next to "Corporate User Registration". You will then be prompted for the configuration code.

#### **How do I enter my domain name?**

After a successful download of your configuration after entering a valid configuration code, a domain field will be revealed in the client where you can enter your domain name.

#### **Is the domain name my Active Directory Domain or email Domain?**

Neither. This is a special domain name chosen by your company when subscribing to the iPass service. Your company could have chosen to use the same name as your domain name, but it is just



as likely that they did not. You must obtain this information from your help desk or system administrator.

### **How do I login to a hotspot after I have joined its network?**

You can log into an iPass enabled hotspot by simply launching the iPassConnect for iPhone application. After launch, a Login button will be available if the application detects that you are joined to an iPass enabled network.

### **I can't login to a hotspot, what should I do?**

There are several things that can cause a login failure at a hotspot. Sometimes, an Internet provider will use a network name that is the same as one of the providers that is part of the iPass network, but is not iPass enabled. If possible, verify that the venue is listed in the on-line iPass hotspot directory. Occasionally, some of our service providers can experience technical difficulty. If you are unable to login, try logging in at a different hotspot.

### **Why can't I login to my access point at home with iPassConnect?**

iPassConnect for iPhone is only for use at hotspots that require payment for Internet access. It is not used for home Wi-Fi connectivity or for access at free hotspots.