



GETTING STARTED GUIDE

This guide shows you how to set up the iPass Open Mobile app to connect to the internet on **Apple Mac laptops**.

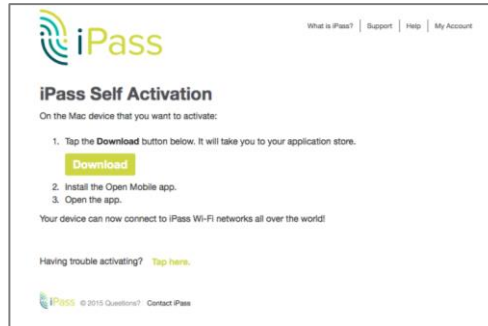
WHERE CAN I USE IPASS?

Connect to the iPass network of global Wi-Fi hotspots at airports, in airplanes, hotels, convention centres, restaurants and other venues, including free Wi-Fi where available.

1. SETUP

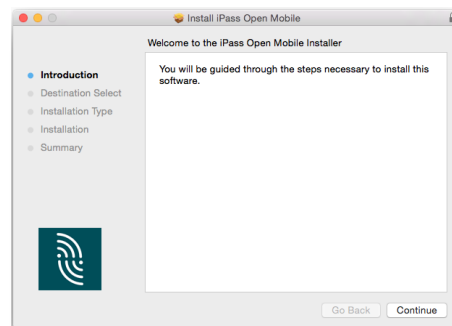
Open your iPass welcome email on the laptop that you want to install the app on.

- Use the **Click here...** button which takes you to a web page with setup instructions.



- Use the **Download** button to save the installation file to your desktop.
- Double-click on the file and follow the **installation wizard** on your screen.

- Click **Continue** to **Install** the app.



Once installed the app will be activated for the first time which may take a few minutes to complete.

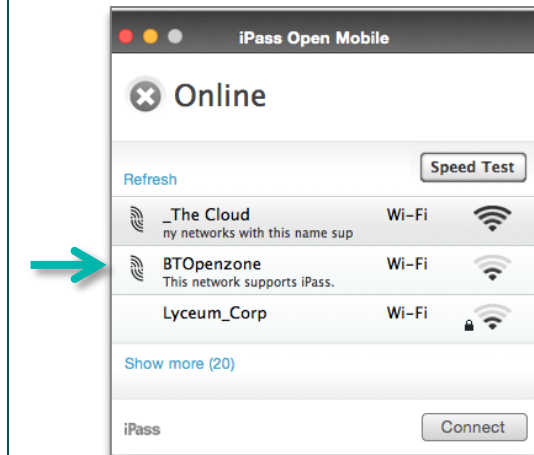
2. CONNECTING

- Launch the app by clicking on the icon in your system's dock.

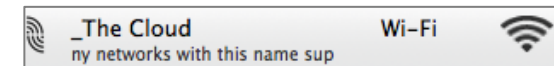


The iPass app will connect you **automatically** to an iPass hotspot when in range.

- To manually connect select a hotspot name from the list with a **strong signal**.



The **signal strength** is shown in bars on the right.



iPass hotspots feature the **iPass logo** on the left.

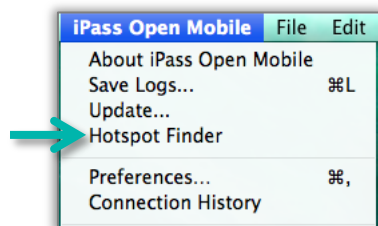
- Click **Connect** to start.

HOW CAN I FIND IPASS HOTSPOTS?

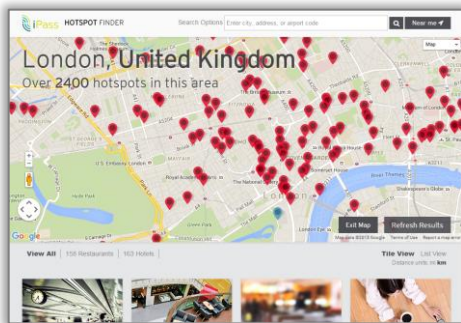
The app will list any hotspots within range.

To find additional iPass hotspots use the Hotspot Finder via the **iPass Open Mobile** menu (when the iPass app is launched) or go to

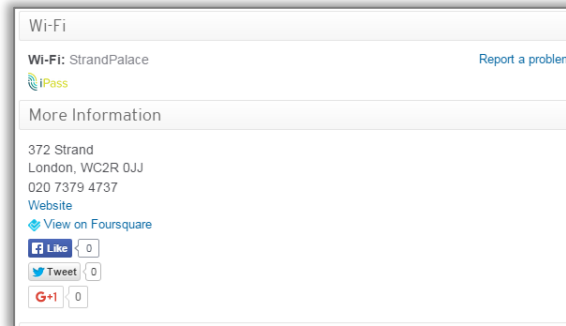
<http://hotspot-finder.ipass.com>



- Enter your search criteria, e.g. **Strand, London** and click **View Map**.



- Click on a search result to see location details, including the **Wi-Fi** hotspot name.



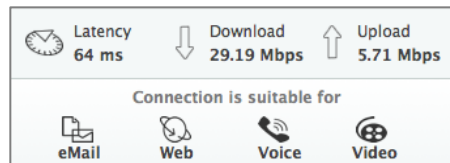
- Use the button on the right to **report a problem** to us.

SPEED TEST

Check whether your current connection is fast enough to do what you need to do.

- Click on the **Speed Test** button in the app.
- Click on **Start Speed Test**.

The results will show you what your connection is suitable for.

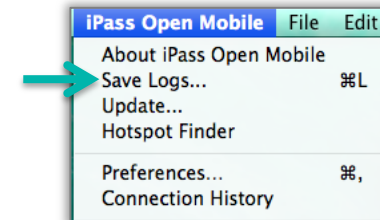


SUPPORT

For assistance please email hsbchelp@ipass.com

To report a problem:

- Open the iPass app and select **Save Logs** from the **iPass Open Mobile** menu.



- Forward the ZIP file that was created via email to hsbchelp@ipass.com and add a problem description including date, time, and location details.