iPass

GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on **Android smartphones and tablets** using iPass SmartConnect.

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 hotspots where available.
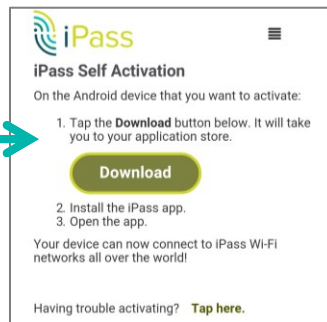
1. SETUP

Open your iPass **welcome email** on the device you want to install the app on.

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

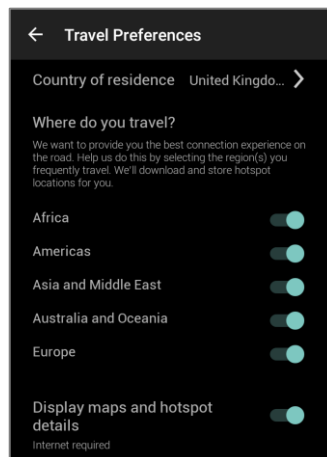- Tap on **Download** which takes you to the Google Play Store.

- Tap on **Install** and **accept** the app permissions.

! *The app will be automatically activated when you **open** it for the first time. It may take a few minutes to complete.*

You will be prompted to configure your travel preferences next, making the Hotspot Finder available offline for your required regions before you travel.

You can change this any time in the app via the **menu** icon
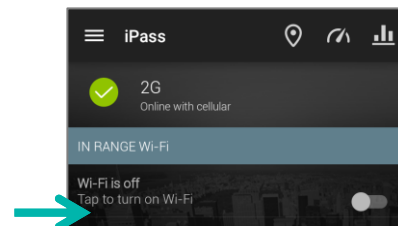>**Settings** >**Travel Preferences**

See the next page for details on the Hotspot Finder.

2. CONNECTING

The iPass app will **automatically** connect when an iPass hotspot is in range.
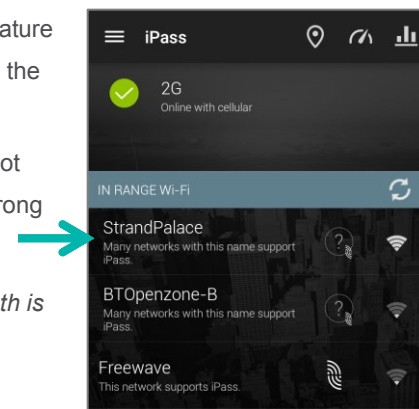
To **manually** connect, follow the steps below.

- Make sure that Wi-Fi is switched **ON**. You can do this from within the app.

iPass hotspots feature the iPass logo on the right.

- Tap on a hotspot name with a strong signal.

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

- Tap **OK** to begin the connection.

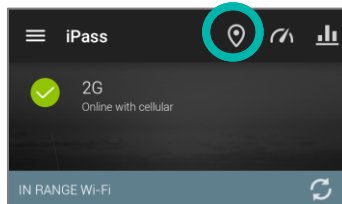*Note the labels underneath the hotspot names. They tell you which ones work best.*

! *iPass hotspots you were connected to once before are shown with a large icon, others with a small one.*

HOW CAN I FIND iPASS HOTSPOTS?

The app will list all hotspots within range.

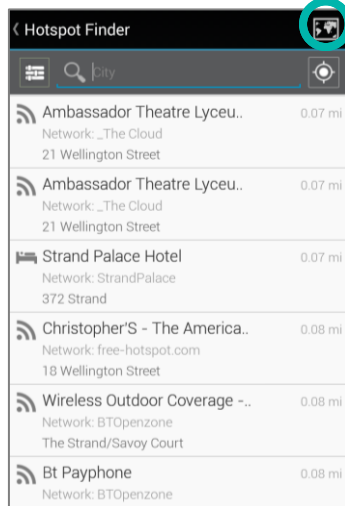To find further hotspots please use the built-in **Hotspot Finder** in our app.

- Tap on **Hotspot Finder** in the action bar.

A list of nearby hotspots will be shown to you in a new screen, including the distance from your current location.
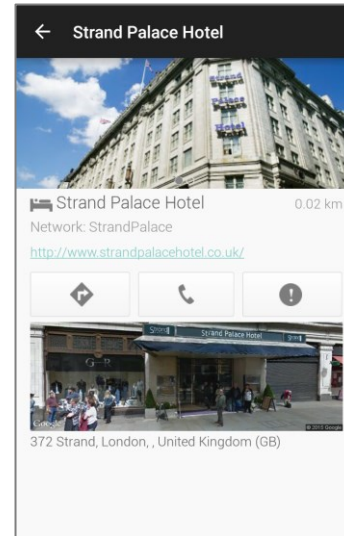
You can scroll through the **list** of nearby hotspots or type in a keyword to **search** for.

- Tap on the icon in the top right corner to view the hotspots on a **map** instead.
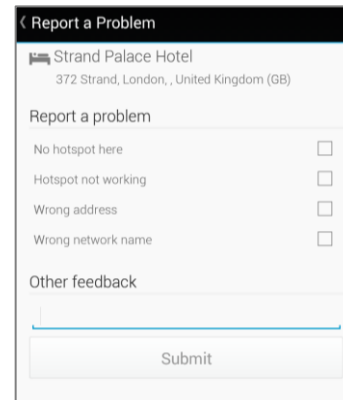

When you select a hotspot, location details are displayed.

- Tap [⬦] to view directions on how to get there.

- Tap [☎] to call the venue.

- Tap [❗] to report a problem with that hotspot.

- To report a problem, simply tick one of the boxes.

- Then add a comment below, before you **submit** your feedback to us.
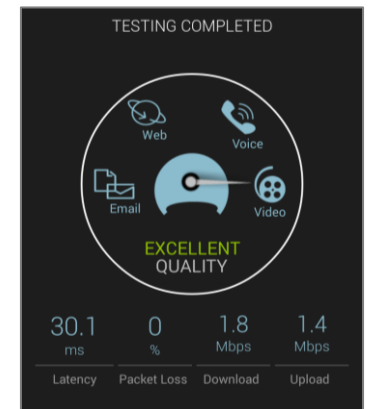

SPEED TEST

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

- Tap on the meter icon in the action bar.

- Tap **start** to run the **Speed Test**.

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

SUPPORT

For assistance please contact **help@ipass.com**

To report a problem:

- Tap on the menu [≡] icon within the app >**Help** >**Report a Problem**.
- Select your email app if prompted.
- Add a **problem description** including date, time, and location details.