

GETTING STARTED GUIDE

This guide shows you how to set up the iPass app to connect to the internet on Windows Phone 8.1 devices.

WHERE CAN I USE iPASS?

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

1. INSTALLATION

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

• Tap on the **link** in the email which takes you to a web page with setup instructions.

iPass

iPass Self Activation

- Tap on **Download** which takes you to the Windows Store.
- Please follow the instructions below to get started on Windows Phone. Not the device you want to activate? Click on the link in your email from that device.

 1. Tap the Download button below. You will be taken to your applications store (where you may need to enter the password associated with your applications store). • Tap on Get the app if Tap Install to download iPass and then return to this screen. Please do not open the app.
 Tap the Activate button below. prompted.

• Tap install to continue.

• Then tap allow for the app to be downloaded and installed.



4. iPass will now be ready to use

2. ACTIVATION

Your app has to be activated before you can use it to connect to the internet for the first time.

- Go back to the web page with the setup instructions.
- Tap on Activate.



The app will then be

activated which 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

More icon >Travel

Preferences.

We want to provide you the best connection xperience on the road. Help us do this by electing the region(s) you frequently travel. We'll ownload and store hotspot locations for you. **Africa Americas** Asia and Middle East Australia and Oceania Europe Save offline data on SD Card? Display maps and hotspot details Download

3. CONNECTING

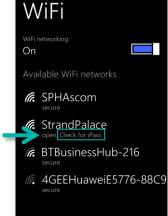
Connecting to an iPass hotspot is a two-step process.

SETTINGS

- First go to your phone's Wi-Fi settings.
- Select an iPass hotspot with a strong signal - they are marked

Check for iPass.

The signal strength is shown in bars on the left.





Hotspots you have previously selected are remembered for the future, so you don't have to do this first step again.

 Then go to the iPass app and confirm that it logged you in automatically.
 If it did not, simply tap on Log in.

Hotspots that are part of the iPass network are displayed with an iPass logo.



When you select a hotspot, location details are displayed.

- Tap to view directions on how to get there.
- 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 the right icon at the bottom of the welcome screen.



• Tap ok to run the 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 More icon within the app >about >Send Logs.
- Select your email app if prompted.
- Add a problem description including date, time, and location details.

HOW CAN I FIND IPASS HOTSPOTS?

Under your device's **Wi-Fi Settings** you can see a list of any hotspots in range (see previous page).

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

- Tap on at the bottom of the welcome screen to access the Hotspot Finder.
- Either tap on the middle icon at the bottom to find nearby locations or type in a keyword to search for.

