

FAQ: iPass App for the Universal Windows Platform

Q. What is the Universal Windows Platform?

A: First introduced in Windows 10, the Universal Windows Platform (UWP) allows developers to create a single application that can be installed and used on a wide range of Windows-supported devices, e.g., all Windows-supported laptops, smartphones and tablets or Surface devices.



Q. Why did we build an iPass app for the UWP?

A: iPass created a “lite” version of the iPass app to run on the UWP primarily to meet a contractual obligation with HP.

Q: What does it mean to be a “lite” version of iPass?

A: Although the “lite” version does allow the user to authenticate on to the iPass network, it does not have certain features, such as One-click activation or Wi-Fi scan list access, due to platform limitations. Additionally, the current version of the iPass app for the UWP does not support iPass SmartConnect and iPass Last Mile VPN.



TABLE OF CONTENTS

- ▶ What is the Universal Windows Platform?
- ▶ Why did we build an iPass app for the UWP?
- ▶ What does it mean to be a “lite” version of iPass?
 - ▶ When will iPass SmartConnect and iPass Last Mile VPN be available on UWP?
- ▶ Is the iPass app for the UWP widely available?
- ▶ Which Windows app or client should I recommend to my customers?
- ▶ Will the iPass for the UWP replace the current mobile version of the iPass app, i.e., Windows 8 Phone and Windows RT?



ABOUT IPASS

iPass (NASDAQ: IPAS) is a leading global provider of mobile connectivity, offering convenient, secure, always-on Wi-Fi access on any mobile device. Built on a software-as-a-service (SaaS) platform, the iPass cloud-based service keeps its customers connected by providing unlimited Wi-Fi connectivity on unlimited devices. iPass has 50 million hotspots in more than 100 countries, at airports, hotels, train stations, convention centers, outdoor venues, inflight, and more. Using patented technology, iPass SmartConnect takes the guesswork out of Wi-Fi, automatically connecting customers to the best hotspot for their needs. Customers simply download the iPass app to experience UNLIMITED, EVERYWHERE, and INVISIBLE Wi-Fi.



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Q: When will iPass SmartConnect and iPass Last Mile VPN be available on UWP?

A: Developing a more complete version of the iPass app for the UWP is on the long-term roadmap for 2016. However, as we do not currently have a significant user population on Windows Mobile devices, we will not dedicate full resources to the development of a full iPass client for the UWP until sometime later this year.

Q: Is the iPass app for the UWP widely available?

A: The iPass app for the UWP is available in the Windows Store. However, since the current version is a feature-lite version for HP users, we do not recommend promoting this version to our current customer base.

Q: Which Windows app or client should I recommend to my customers?

A: Please continue to promote the current Windows Laptop client (iPass 2.5) to customers. End users can access the current version through their IT department. The iPass Windows Laptop client contains the full suite of iPass features. Windows Phone 10 users should use the iPass app for the UWP.

Q: Will the iPass app for the UWP replace the current mobile version of the iPass app, i.e., Windows 8 Phone and Windows RT?

A: The UWP version of iPass is only for devices running Windows 10. Devices running Windows 8 Phone and Windows RT will continue to use the existing version.

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