MOBILISE HOTSPOTS

USER GUIDE - IOS

Mobilise

IOS App

Once you have subscribed to Mobilise Hotspots service by Purchasing an online subscription (currently disabled) or by activating a Voucher, please follow the following steps to use the service on an IOS device:

1. Download and install the Mobilise Hotspots Application from the App store by clicking on "APP STORE" upon completing your subscription or by searching on the App store for "Mobilise Hotspots" application.
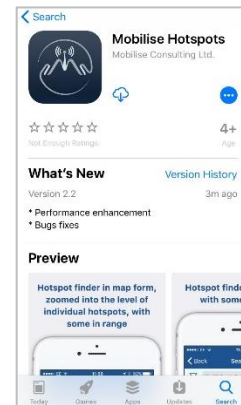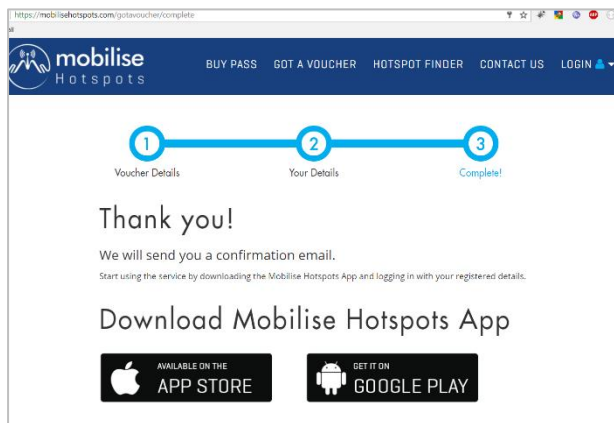

2. Open the app from the device's home screen. On first use, click on OK to allow the app to access certain permissions. Access to Motion and Fitness activity is requested as it allows the app to see if the user is moving and then tailor the Mobilise Hotspots service accordingly.
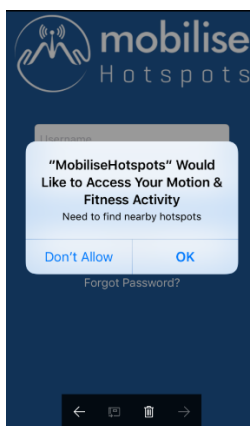
3. The app will ask you for permission to send Push Notifications. Click on "Allow".
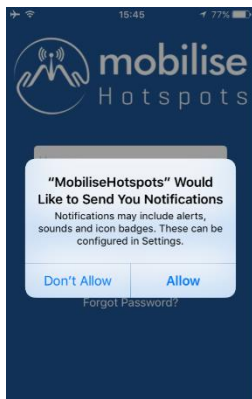
4. Now enter your registered mail address and password to get in to the app.
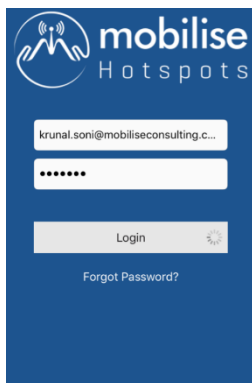
5. Next the introductory tutorial screens will appear. Scroll through the screens from left to right, to familiarise yourself with the app's functionality or you can skip the introduction by clicking on "Skip" in the top, left corner.
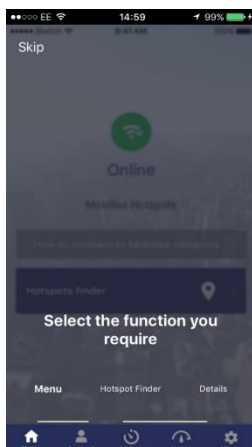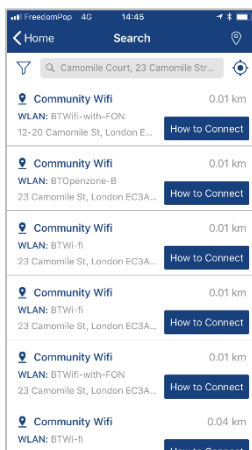
6. The home screen will appear.

7. Go to the Hotspot finder. The next screen will ask for your permission to access your location while using the app. Click "Allow".
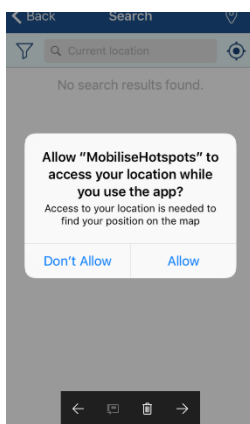

8. The app will identify the current location automatically and then display a list of supported Mobilise Hotspots near you. Click on "How to Connect" for instructions how to connect to a support hotspot.

9. When you click on "How to Connect", a pop-up window will occur, showing an explanation of how to connect to a supported Hotspot.
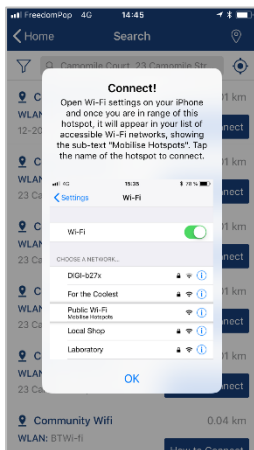

10. To connect to a hotspot, go to the iPhone's Settings screen and then select Wi-Fi. Then you will see a list of Wi-Fi hotspots within range. Any hotspots supported by Mobilise Hotspots will have the subtext "Mobilise Hotspots" and you can connect to them by tapping their name.
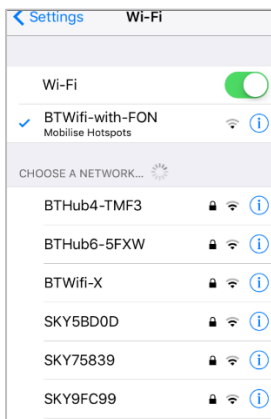

11. In the App's Hotspot Finder, it is possible to display certain types of supported Mobilise Hotspots by clicking on the filter icon in the top left corner. This will open the filter option.
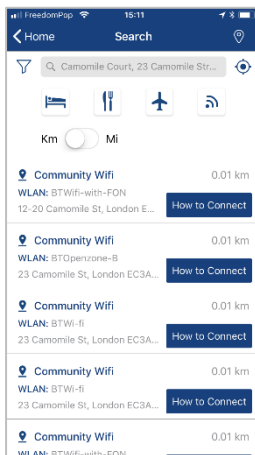
12. Now select any filter type. The list will display hotspots according to the selected filter type.
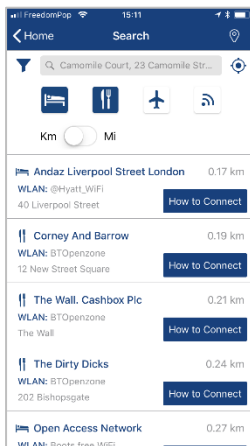

13. You can change the way distances are displayed from miles to kilometres. Just swipe the radio switch from left to right (from mi to km)
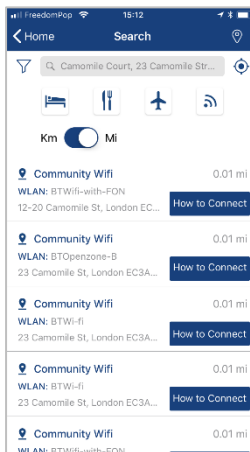

14. Click on location pin icon in the top right corner to see the Map view of hotspot locations. Click on any hotspot icon for more information about the hotspot.
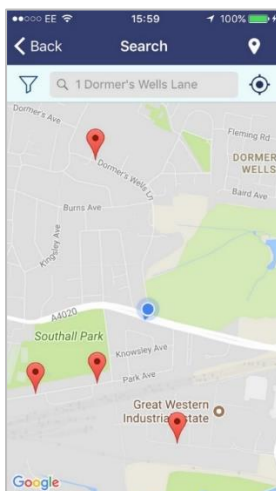
15. The menu at the bottom of the screen gives access to the app's key functions. Click on "Account" to see when your subscription expires.
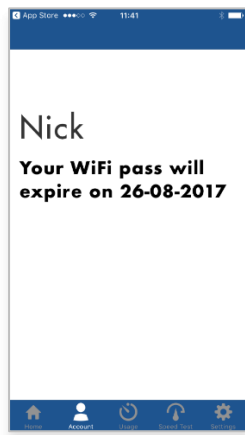

16. Clicking on "Usage" will display a Cellular/WiFi usage bar chart, according the selected duration option. The chart below shows a 7 Day usage chart.
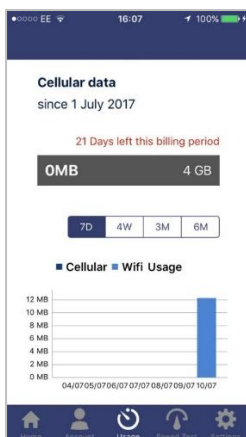

17. Clicking on "Speed test", will allow you to check the speed of your current Internet connection. Click on "Start Test" to initiate the test. After a few moments, the screen will display the quality of the connection in terms of speed and performance.
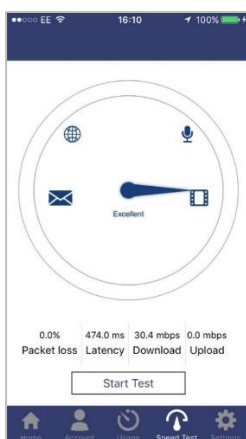
18. The "Settings" option will display the following screen.
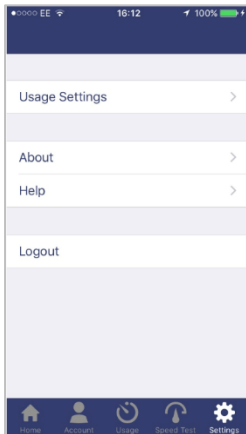
19. In "Usage Settings", you can adjust settings for the Usage Screen. You can specify the start of the billing period for your device's service contract, adjust the monthly cellular data limit in MB or GB and set whether the Mobilise Hotspots app should automatically log in to known hotspots.
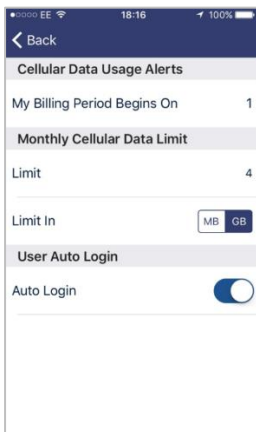

20. By clicking on "About" from the "Settings" screen, you will open the End User Licence for the Mobilise Hotspots service.
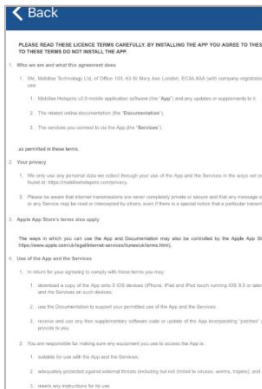
21. The "Help" option from "Settings" will give you access to instructional screens explaining how to use the app via "How to use app" and also the "Report a Problem" screen.
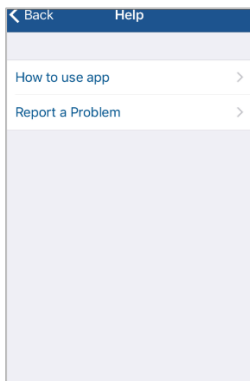
22. The "How to use app" option will display screenshots with details of what each icon does within the app.
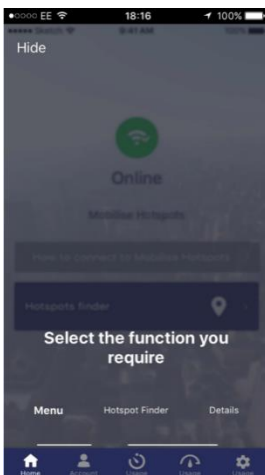
23. The "Report a Problem" function allows the user to report any issues by email to the Support team, including the important error log files as an attachment.
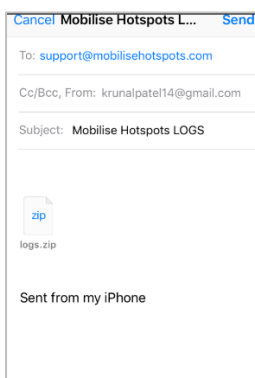
24. "Log out" allows the user to securely log out of the app.