



# BT MobileXpress App V2 Apple iPhone Quick Guide



## Overview

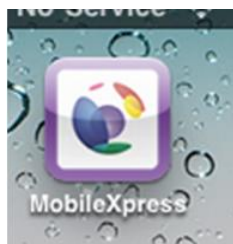
This quick guide provides an overview on how to use the BT MobileXpress App to connect to the BT MobileXpress Wi-Fi service. While the app is very intuitive, further advice and frequently asked questions (FAQ) can be found embedded within the BT MobileXpress App itself, within the 'Help' tab.

## Installation

The BT MobileXpress App should be installed from your local Apple iTunes App Store (the App Store where you originally registered your device). The application can be found within the 'Business' category or by searching the App Store for 'MobileXpress'.



Once installed the App will appear on the Apple desktop as a standard application with a BT icon titled "MobileXpress".



Start the BT MobileXpress App by selecting the desktop icon.

When the application starts a BT MobileXpress splash screen will appear for a few seconds as the application loads.



## Registration

On first use, the BT MobileXpress App will prompt you to enter your user credentials.

If not already provided to you, your BT MobileXpress Username, Password and Activation Code can be obtained from your local IT Helpdesk. The BT MobileXpress credentials can be changed or updated at a future date through the application's "Settings" tab.



## Apple Wi-Fi Settings

Like other public Wi-Fi connectivity apps running on Apple iOS, the BT MobileXpress App must be used in conjunction with the Apple Wi-Fi settings.

Therefore you must run the Apple device 'Settings' to enable Wi-Fi on the device and to select an appropriate SSID.

For BT MobileXpress App Version 2 the SSID you need to connect to will vary based on the exact location and partner hotspot you are using.

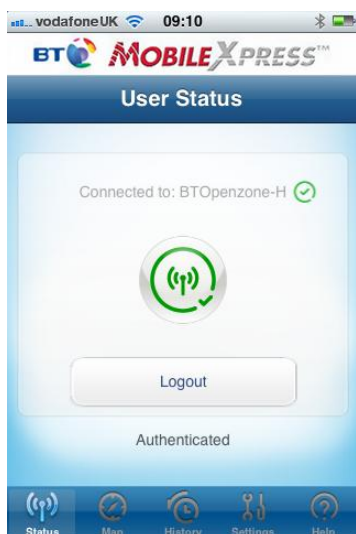
The BT MobileXpress App mapping function can help you identify the correct network / SSID at your location. If you touch a specific hotspot on the map a pop-up will appear that provides location details and SSID.

This SSID will only appear in the list when you are in range of a suitable Wi-Fi hotspot. Once this SSID has been selected the device will remember the setting and will connect to that SSID again whenever available.

Users must remember to change the default Wi-Fi setting to their private Wi-Fi when at home or in another location.

## BT MobileXpress Application Screens

### User Status Screen



Once the BT MobileXpress App starts, a default User Status screen will appear. This screen provides the key functions of:

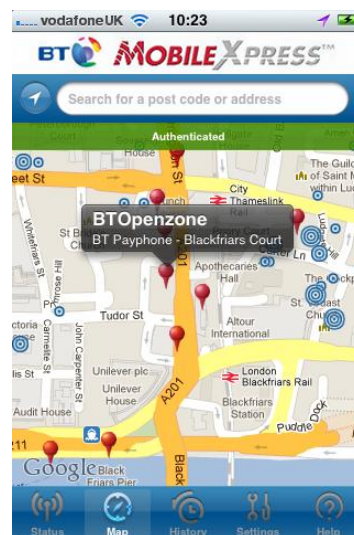
- Displaying the current SSID the device is associated with.
  - o Green tick next to the SSID name confirms you are connected to a supported MobileXpress Wi-Fi network.
  - o A Red cross next to the SSID name means you are not connected to a supported MobileXpress Wi-Fi network.
- Displaying the connection status (the central icon)
  - o Red – Not connected to a supported BT MobileXpress Wi-Fi network.
  - o Amber – Connected to a supported BT MobileXpress Wi-Fi network but not logged in.
  - o Green - Connected to a supported BT MobileXpress Wi-Fi network and logged in.
- Providing the option to 'Login' or 'Logout' of the BT MobileXpress Wi-Fi service using the central button once a connection to a BT MobileXpress Wi-Fi network is established.

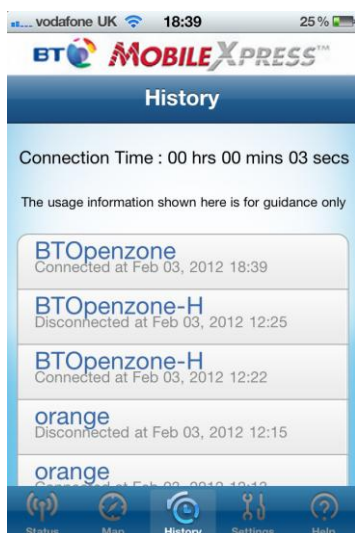
Any error or status messages are displayed on the User Status screen.

### Mapping Screen

The Map screen provides an online mapping function with the location details of supported BT MobileXpress Wi-Fi hotspots in your area, and can also be used to search for hotspots in other areas based on an address or post code.

By default, the Map screen will center based on your current location (assuming location services are enabled on your Apple device).





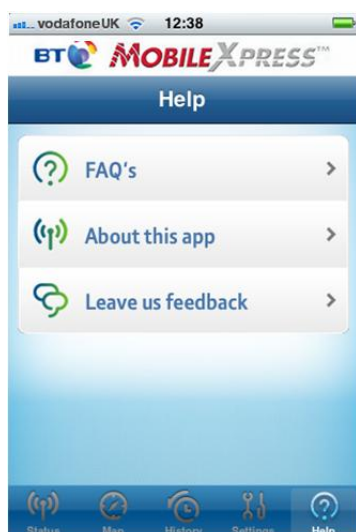
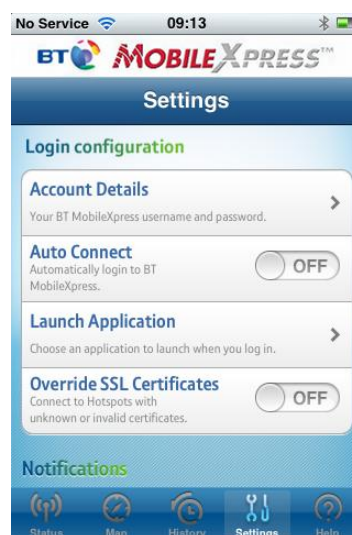
## History Screen

The History screen provides a simple view of recent connections showing when you logged in and out of the BT MobileXpress Wi-Fi service and which SSIDs you connected to.

If you are currently logged into the BT MobileXpress Wi-Fi service the screen will also show your current connection time.

## Settings Screen

The Settings screen can be used to configure specific attributes of the BT MobileXpress App, including your MobileXpress credentials and notification options.



## Help Screen

The Help screen provides access to frequently asked questions (FAQs), the application's end user license agreement, version information as well as access to our e-mail based feedback functions.

The 'Send us an email' option provides you a direct route to express your views and suggestions regarding the application, including recommendations for future development.

You may be requested to use the 'Send us a console log' function if you are experiencing issues with the BT MobileXpress App of MobileXpress Wi-Fi service.

## How To Make A Connection To MobileXpress Wi-Fi

To login to the BT MobileXpress Wi-Fi service these basic steps need to be followed:

1. Open your device's Apple Settings and ensure Wi-Fi is enabled and the device is associated to a supported BT MobileXpress Wi-Fi SSID.
2. Run the BT MobileXpress App.
3. When the Status screen appears, the status should be 'Amber'. This means the device is 'associated' to a supported BT MobileXpress Wi-Fi SSID, but not logged in. A green tick will also appear next to the SSID name on the Status screen to confirm you are connected to a supported BT MobileXpress Wi-Fi hotspot / SSID.
4. Press the central 'Login' button on the Status screen – the app will login to BT MobileXpress Wi-Fi. The central icon will turn green and the central button title will change to 'Logout'

You are now connected to the Internet and can run any specific applications or access web sites as required

Once you have completed your work please remember to return to the BT MobileXpress App and press the central 'Logout' button to disconnect your BT MobileXpress Wi-Fi connection. Failure to logout before leaving a venue could result in additional, excessive billing charges.

If you are also using the device at private Wi-Fi locations (e.g. home Wi-Fi), please remember to return to the Apple device settings to re-associate and connect to that private Wi-Fi network.

Note: the 'Auto Connect' option within Settings can be used to remove the need for Step 4 above. However, this is not enabled by default as it could result in you connecting to the BT MobileXpress Wi-Fi service unnecessarily.