

# BT MobileXpress App V2 for Android Quick Guide

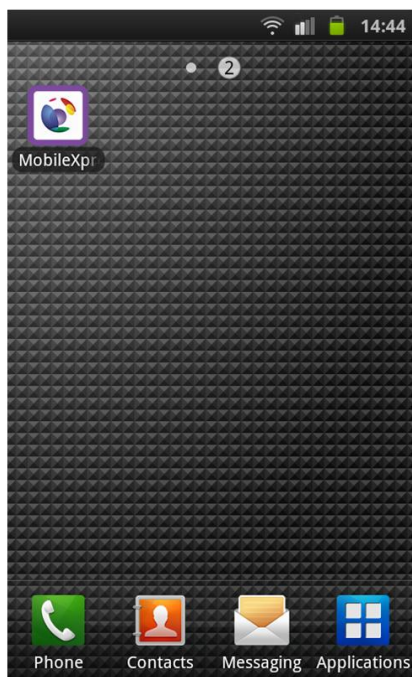


## Overview

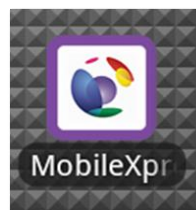
This quick guide provides an overview on how to use the BT MobileXpress App to connect to the BT MobileXpress Wi-Fi service. While the app is very intuitive, further advice and frequently asked questions (FAQ) can be found embedded within the BT MobileXpress App itself, within the 'Help' tab.

## Installation

The BT MobileXpress App should be installed from your local Google Play application store. The application can be found within the 'Business' category or by searching for 'BT MobileXpress'.



Once installed the App will appear on the device 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.

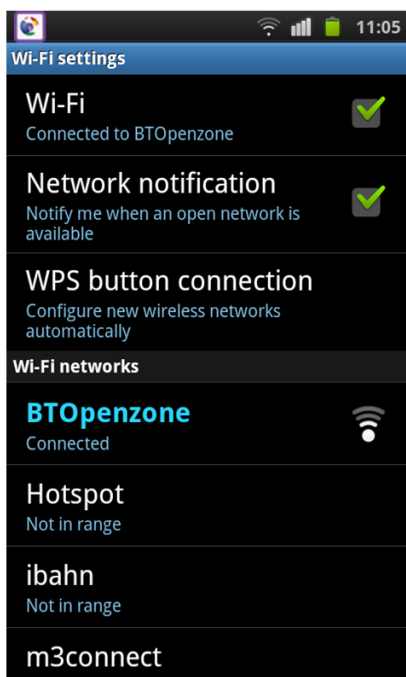
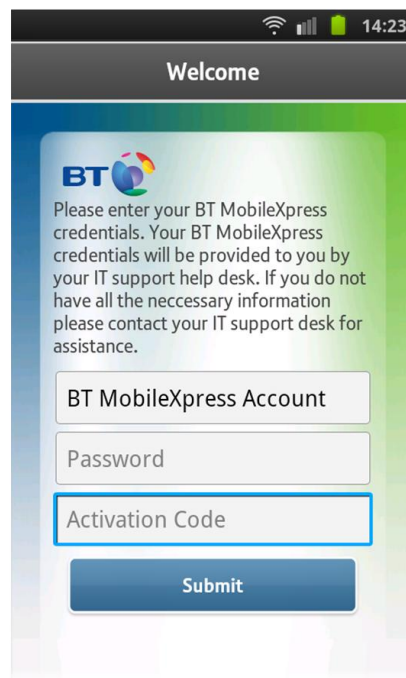


## Registration

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.



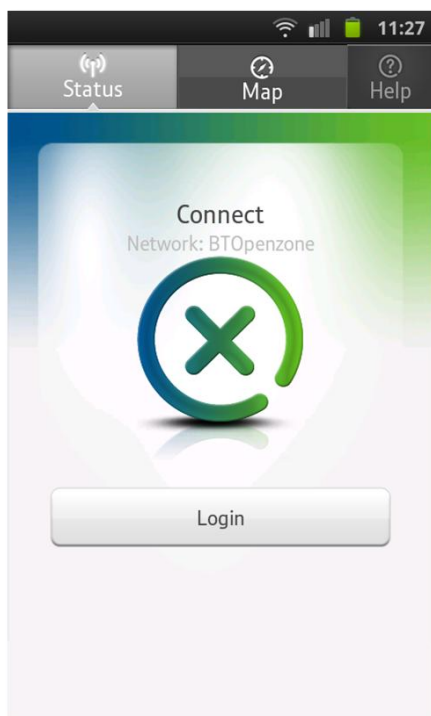
## Android Wi-Fi Settings

The BT MobileXpress App for Android provides a level of integrated Wi-Fi control that allows the application to connect to and use supported hotspots.

However to support this function Wi-Fi needs to be enabled within the device's local settings.

Users must remember to change their Wi-Fi setting to ensure they are correctly using their private Wi-Fi when at home or in another private Wi-Fi location.

## BT MobileXpress Application Screens



### User Status Screen

Once the BT MobileXpress App starts the application will check connectivity status, then the default status screen will appear.

This screen provides the key functions of:

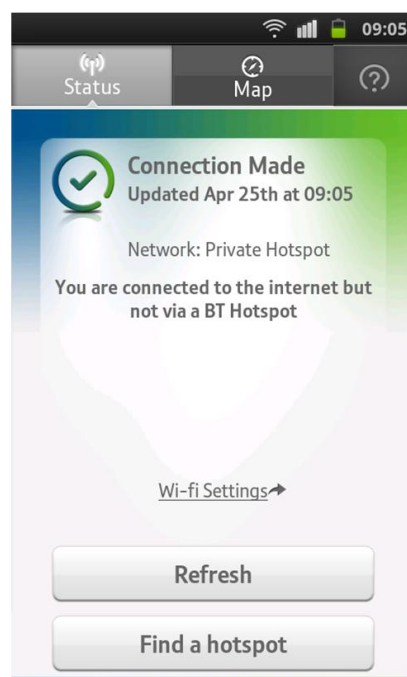
- Displaying the current SSID the device is associated with.
- Displaying the connection status
- Providing the option to 'Login' or 'Logout' of the BT MobileXpress Wi-Fi service using the central button when a suitable Wi-Fi service is present.
- Display any error and connectivity status messages.

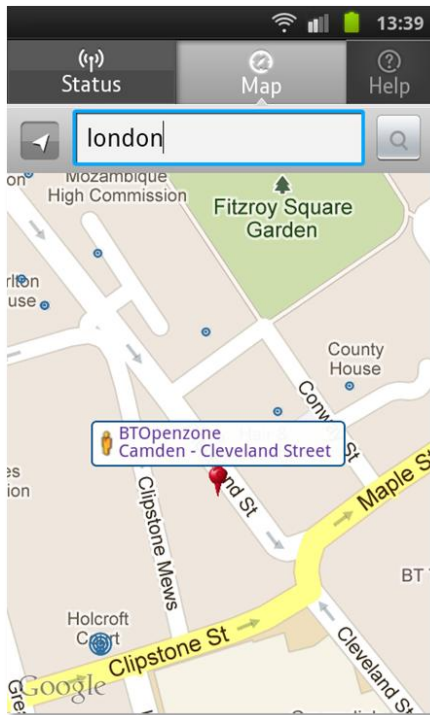
If you are connected to a non-BT MobileXpress Wi-Fi hotspot the following screen will appear.

This indicates that you are connected to a Wi-Fi network that is not part of the BT MobileXpress service and therefore the app can not be used to login.

The 'Wi-Fi Settings' link allows you to jump into your devices Wi-Fi settings to review or associate to an alternative hotspot.

The 'Refresh' button can be used to refresh the application status or alternatively you can select 'Find a hotspot' to jump into the app map screen to browse or search for a local hotspot location.





## Map Screen

The Map screen provides an online mapping function displaying 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.

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

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

The Map screen also provides the ability to open Street View maps at a given hotspot location.

Hotspots which can be viewed in Street View are indicated by a Yellow Man icon on the left of the hotspot popup.

To view Street View of any hotspot location double tap the red hotspot map pin. The mapping view will then swap to Street View.

Press the back button on your device to return to the normal app screen.

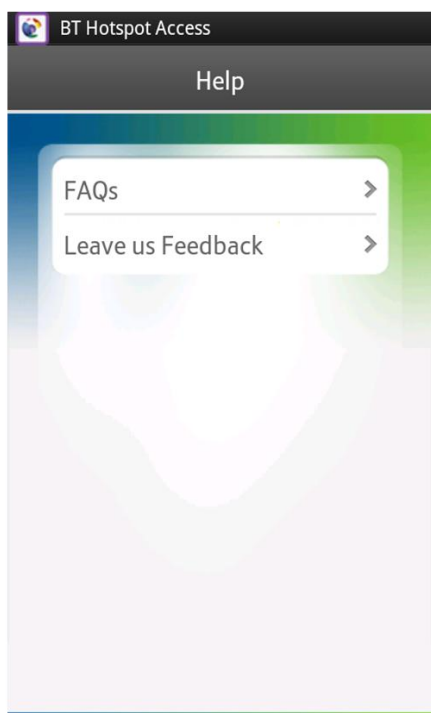
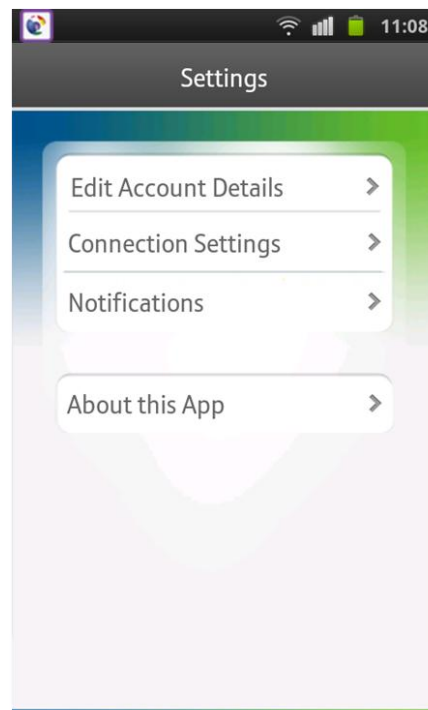


## Settings Screen

The Settings screen can be used to configure specific attributes of the BT MobileXpress App, including your MobileXpress credentials, connection settings and notification options. Details about the application, such as the version number, can be found in 'About this App'.

The Connection Setting to 'Prioritise your Wi-Fi network' allows the device to automatically associate with a useable BT MobileXpress Wi-Fi network when available.

The 'Auto Connect' option will allow the application to automatically login to the BT MobileXpress Wi-Fi service. However, this is not enabled by default as it could result in you connecting to the BT MobileXpress Wi-Fi service unnecessarily.



## Help Screen

The Help screen provides access to frequently asked questions (FAQs) as well as access to our e-mail based feedback functions.

The 'Email Us' 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 'Email Log' function if you are experiencing issues with the BT MobileXpress App or 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 Settings and ensure Wi-Fi is enabled.
2. Start the BT MobileXpress App.
3. If a supported BT MobileXpress Wi-Fi service is available then the status screen will appear, with a status of 'Connect' and the SSID will be listed.
4. You can then login to the BT MobileXpress Wi-Fi service by hitting the 'Login' button. The status will then change to 'Connected' and the central button will change to a 'Logout' button.

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 you may need to return to the device settings to re-associate and connect to that private Wi-Fi network.