



Welcome to Wi-Fi hotspot Internet Access



To get online at a Wi-Fi hotspot, your laptop or handheld device must either have built-in support for Wi-Fi, or be equipped with a Wi-Fi network card.

All users (including credit card users) require a username and password to make use of the Wi-Fi hotspot Internet services. A username and password can be acquired by making an [online purchase with your credit card](#) when you connect to the wireless network or by subscribing to the service via one of the [service providers listed on this page](#).

Purchased time can be used to access the Internet at any of the [participating locations](#) listed in this document. Provided that you have not exceeded the on-line time purchased, you can use the remaining time by entering the username/password that is issued by this facility.

In order to connect, make sure that your device is set to connect to the Wi-Fi network with the SSID (Service Set Identifier, or Network Name) called "Internet".

If you experience any problems with the service you can either phone the Wi-Fi Helpdesk on **0861 HOTSPOT (0861 468 7768)** or contact your relevant [service provider](#). Please contact the Helpdesk for any problems with credit card usernames and passwords. For all other usernames and passwords please contact your relevant service provider directly.

How To Connect To The Wireless (Wi-Fi) Network

In order to connect to the wireless network your laptop or handheld device should be equipped with a Wi-Fi (802.11b/g standard) network card and your SSID needs to be set to "Internet".

If you don't use Windows XP

If you use an operating system other than Windows XP, please use the software that came with your Wi-Fi network card. Be sure to type in Internet when asked for the "SSID Name" or "Network Name".

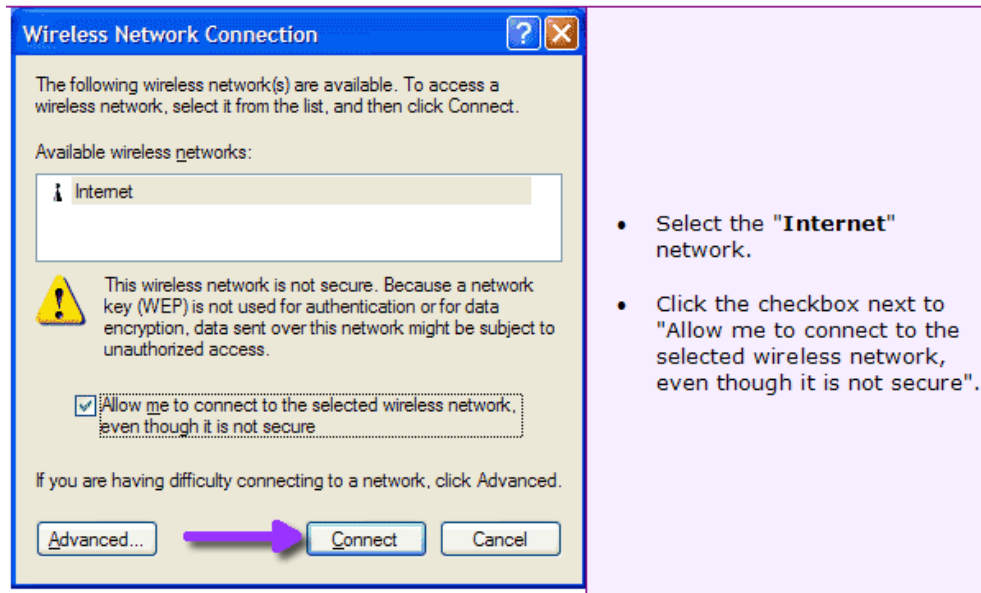
If you use Windows XP with no other software to manage your wireless connections

Windows XP will automatically detect the Wi-Fi network and then display this pop-up message at the bottom-right of your screen:



Click on the link "To see a list of available networks click here." You will then see one of the windows below.:

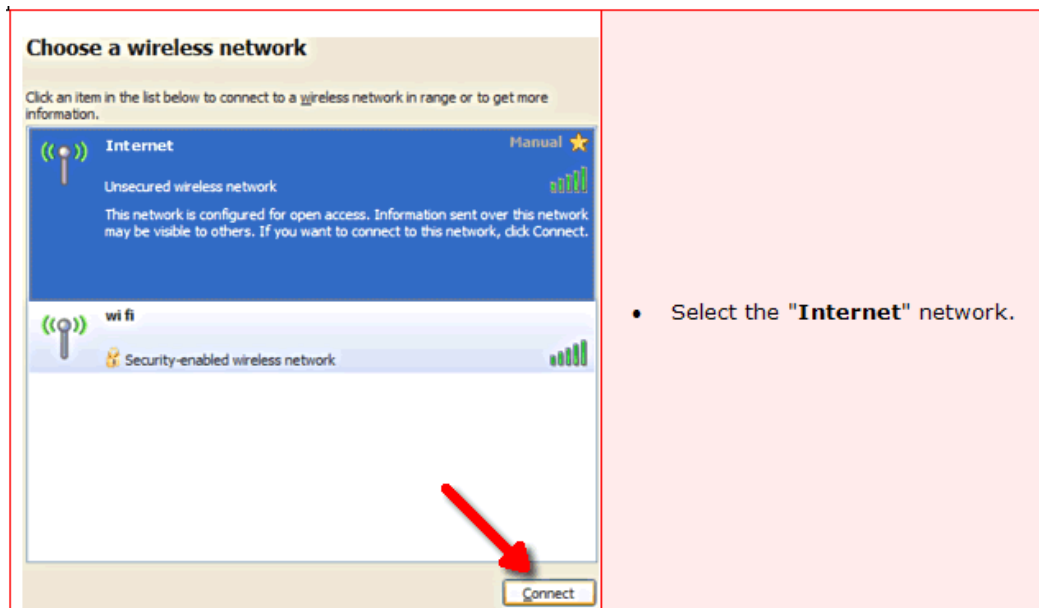
If you use Windows XP Service Pack 1:



Select the "Internet" network and click the check box "Allow me to connect to the selected wireless network, even though it is not secure." Click on the "Connect" button to connect the Internet wireless network.

Please note that credit card information and usernames and passwords entered to gain access to the Internet service are encrypted.

If you use Windows XP Service Pack 2:



Now click the Connect button to connect the selected network

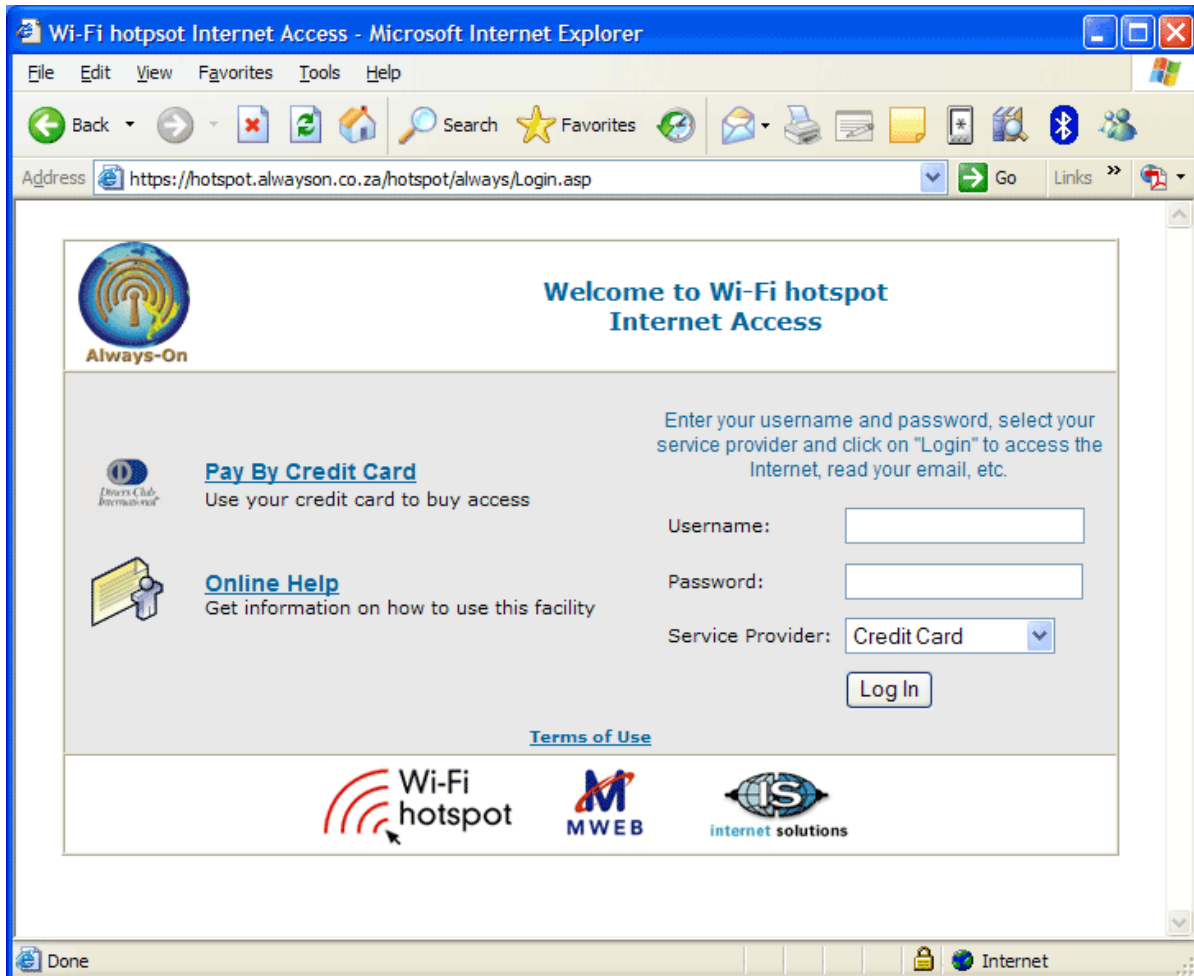
If you use Windows XP with software that came with your wireless card to manage your wireless connections

Please use the software that came with your Wi-Fi network card and be sure to type in Internet when asked for the "SSID Name" or "Network Name". When asked about security or encryption settings, set it to "no encryption"

Login Process

Step 1:

Open your browser (Microsoft Internet Explorer, Netscape Navigator, etc.) and enter the address of the website (i.e. www.yahoo.com) you wish to visit. You will be presented with the page listed below. Enter your username and password in the spaces provided and select your service provider (i.e. Credit Card, MWEB, Internet Solutions, etc.) in the selection list. Click the login button.



Step 2:

The status window listed below will pop-up on your screen. Please do not close your status window as you will not be able to "log off" once you have closed the status window. If have closed the status window by accident and cannot log off, make sure that you disconnect your device from the network. This will ensure that your user account is automatically logged out after 3 minutes of network inactivity.

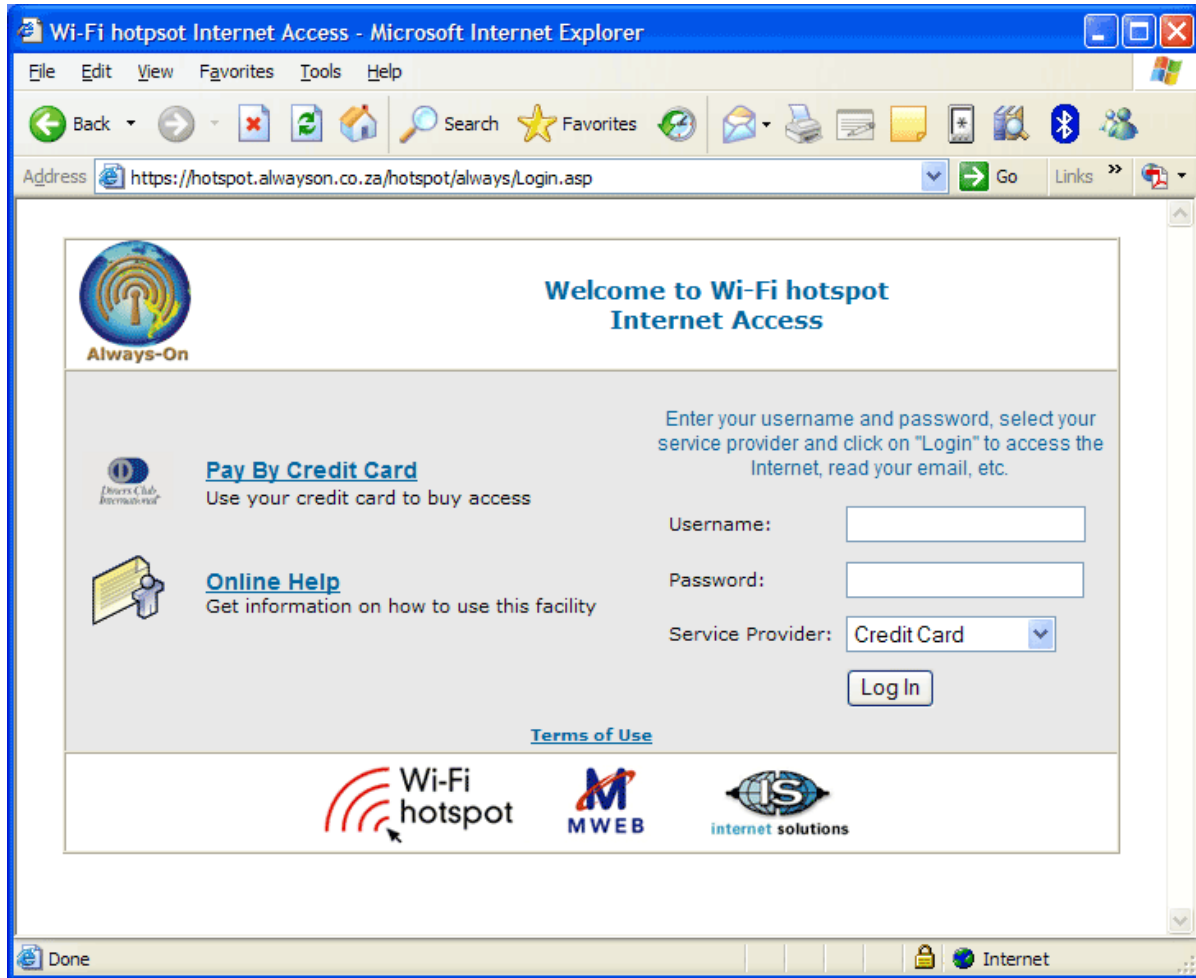


Credit Card Users

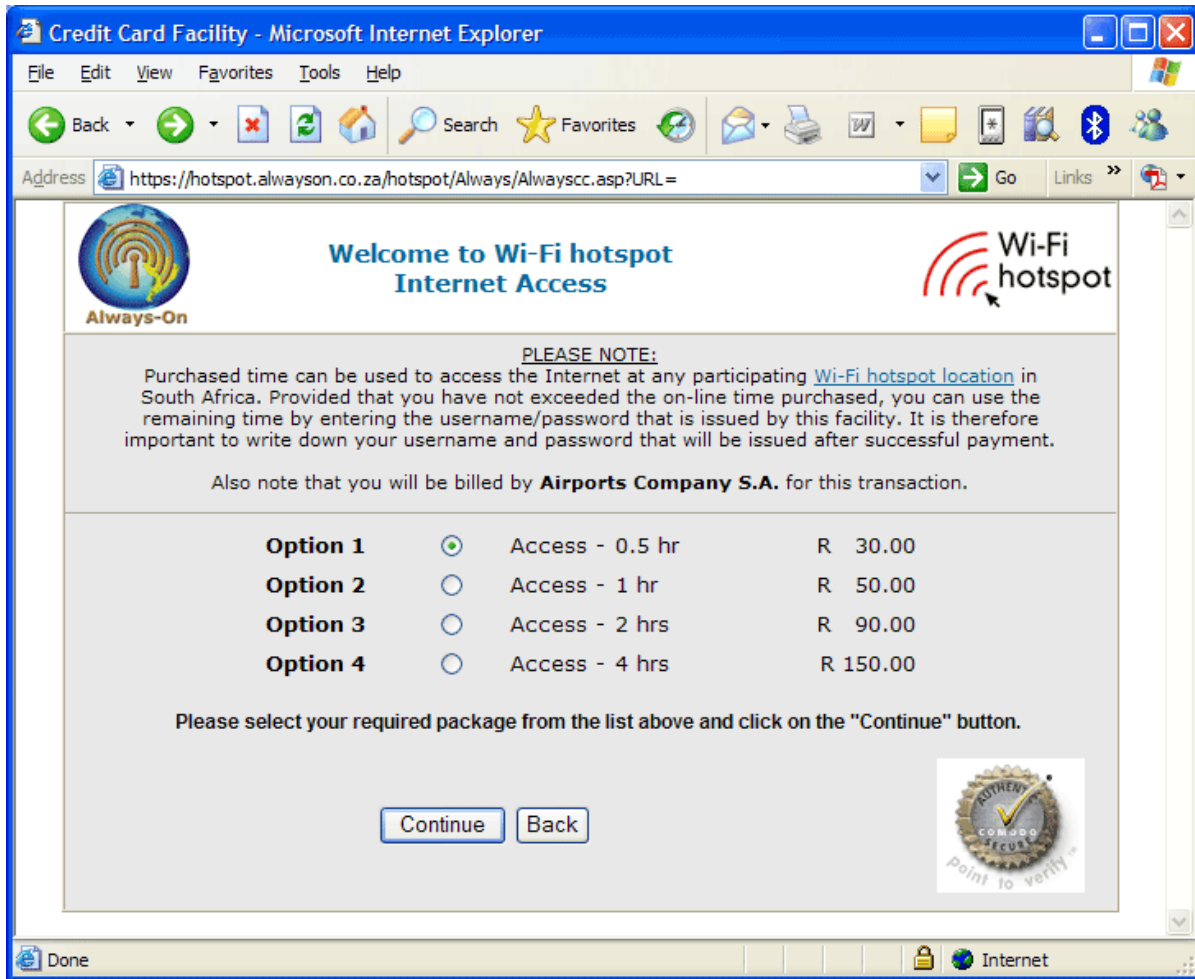
When you purchase time with your credit card you will be provided with a username and password that can be used at any ACSA, Internet Solutions and MWEB Wi-Fi Hotspot facility. Unused time can be utilised at a later stage or any other of the [Wi-Fi Hotspot locations](#) listed below.

Example: You are traveling from Cape Town to Johannesburg and you buy access time of one hour at Cape Town International and use only 20 minutes during your session at the airport. When you reach the City Lodge in Sandton you login with your username and password provided to you in Cape Town and use the remaining 40 minutes.

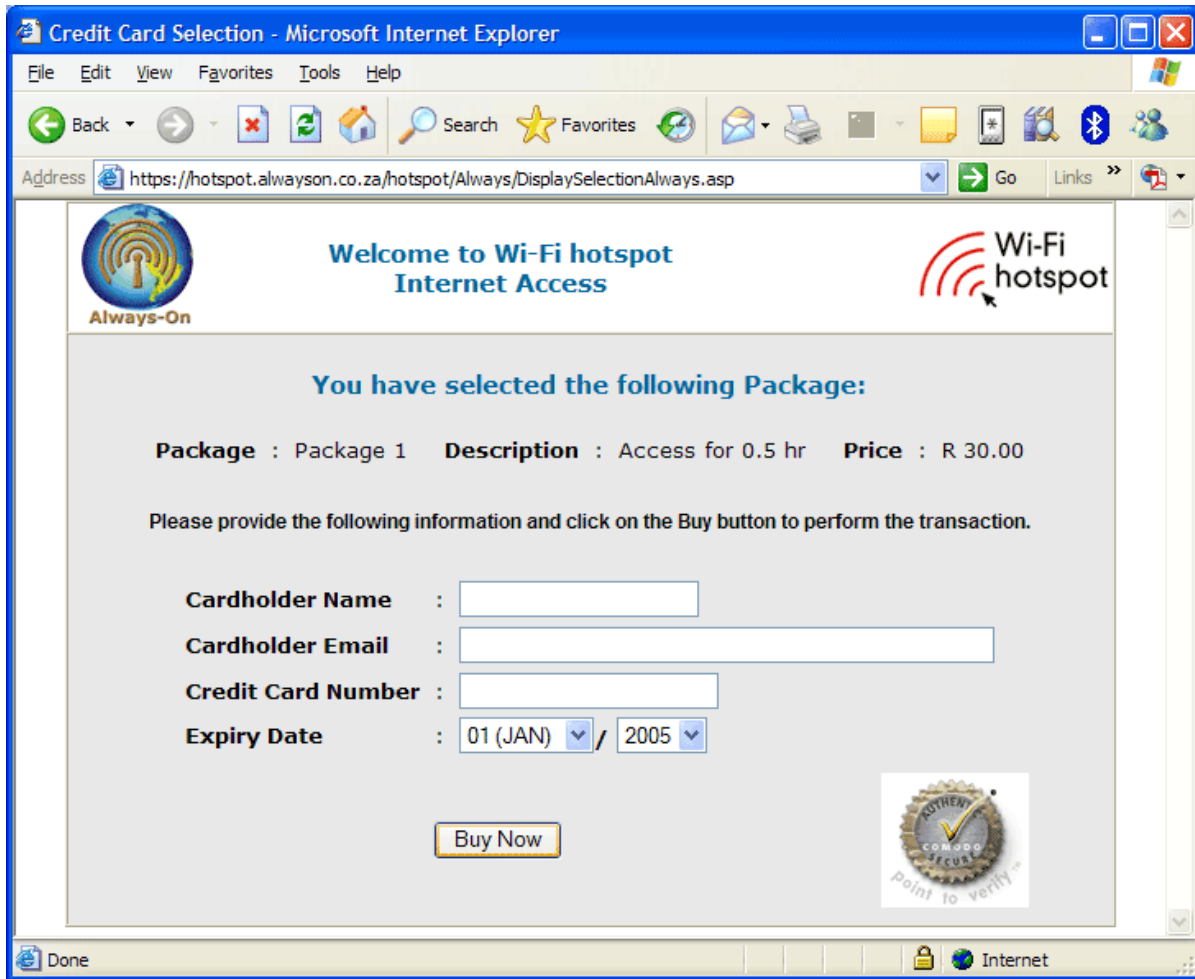
Step 1: Select the "Pay By Credit Card" option



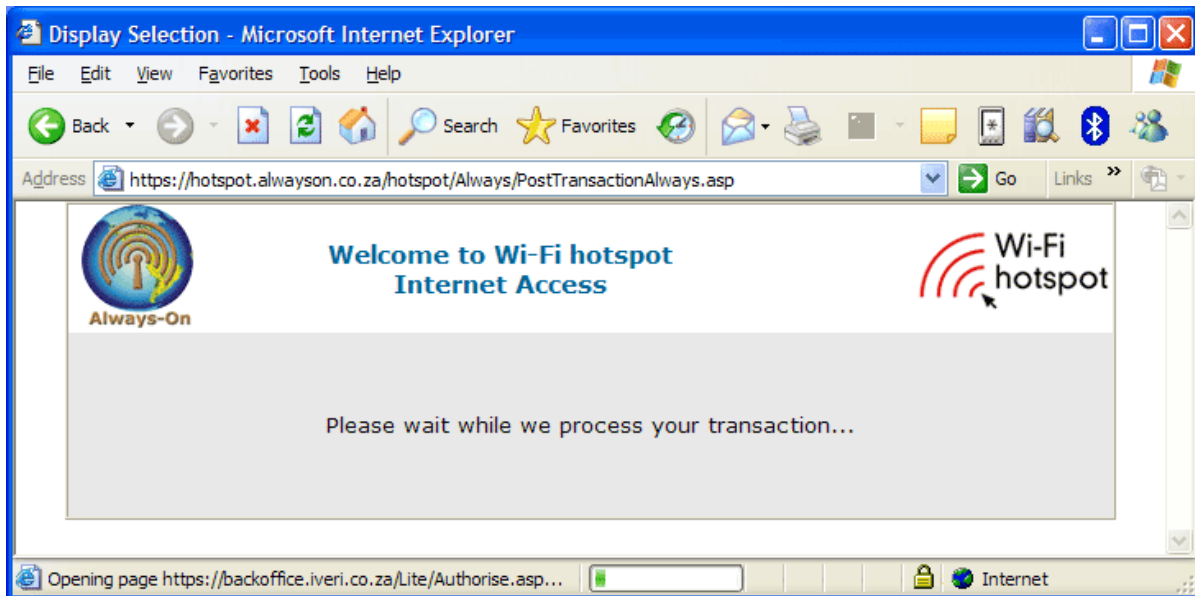
Step 2: Select the required access time



Step 3: Enter your credit card and other required details. Your username and password will be emailed to the email address you specify. This will enable you to reuse "unused time" at a later stage.

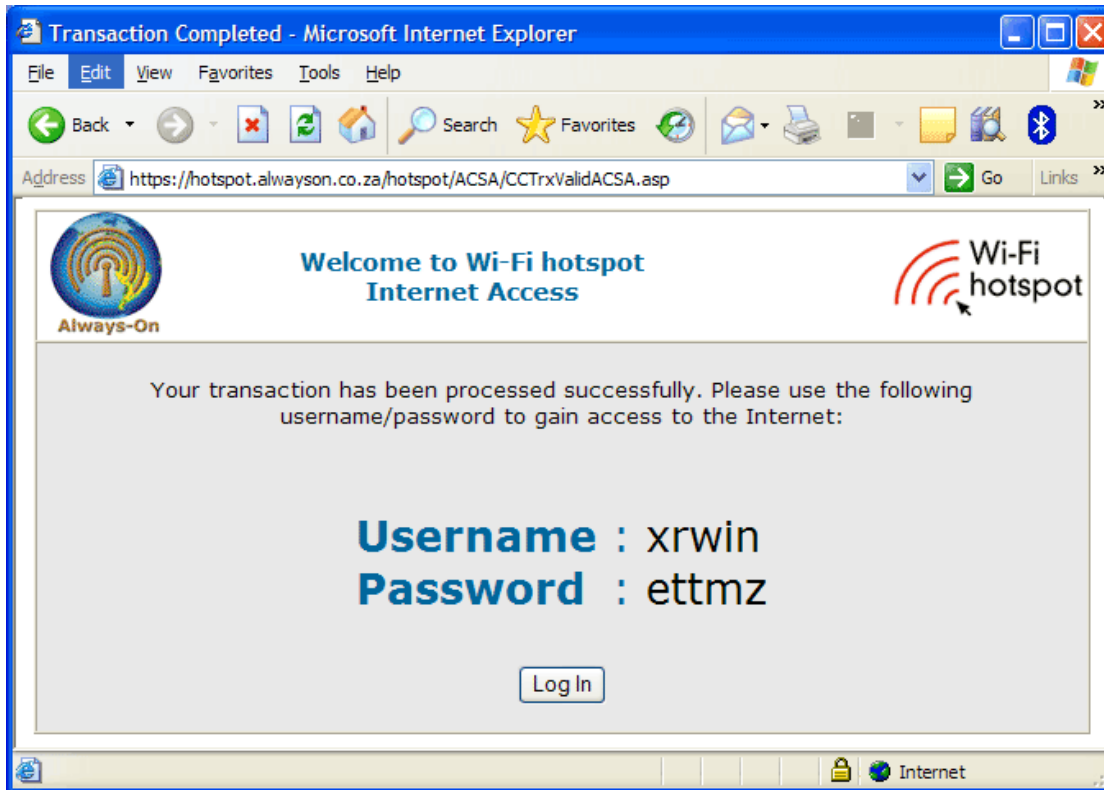


Step 4: Once you click "Buy Now" you will first be presented with the screen below and then with a username and password if your transaction has been approved.



Step 5: Click on the login button
Click on the "Log In" button to log in automatically.

If you provided a valid email address during your credit card transaction, your username and password will also be emailed to you. **Before you close the window that provides your username and password, please write it down as you will require it to login for future sessions.** Also please note the username and password is case sensitive, i.e. you must type it exactly as shown with the combinations of upper and lower case characters.



Service Provider Subscription Users

Internet Solutions Subscribers



Enter your Internet Solutions username and password and select Internet Solutions in the drop down selection list.

Call **011 575 2505** to subscribe to the Internet Solutions Wi-Fi service or should you experience any problems with your Internet Solutions username or password.

MWEB Subscribers



Enter your MWEB username and password and select MWEB in the drop down selection list.

Please note that you need to register with MWEB in order to use this service with your MWEB username and password. [Click on the MWEB logo](#) or call **0860 032 000** to subscribe to MWEB's Wi-Fi service or should you experience any problems with your MWEB username or password.

For more information click on the MWEB logo.

Roaming Partner Users

Enter your username and password and select the name of your roaming provider in the drop down selection list.



Hotspot Locations

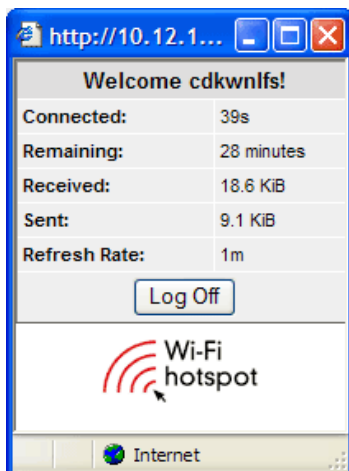
[Click on the Wi-Fi hotspot logo to get the latest list of Wi-Fi hotspot locations where you can connect to the Internet.](#)

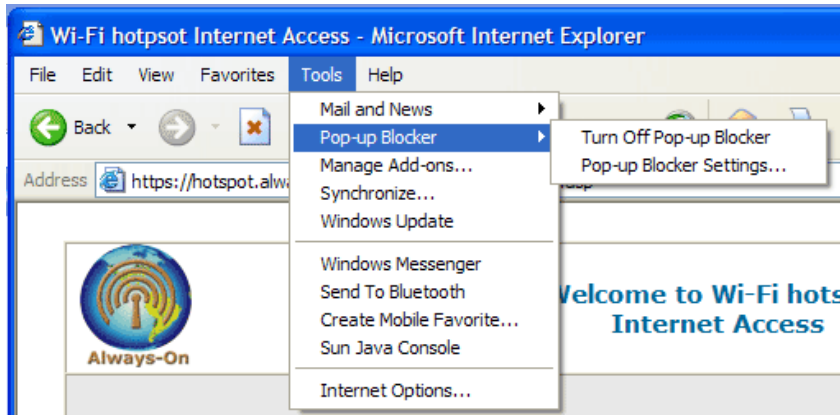


Troubleshooting, Tips and Other Technical Information

The status window did not open and I cannot log off

If the status window as shown below did not open when you logged in, you most likely have a pop-up blocker enabled. Windows XP Service Pack 2 installs and enables a pop-up blocker by default.





If you wish the status window to appear on login, disable your pop-up blocker before you click the login button. You can enable the pop-up blocker again, once you have logged in. To permanently allow the status window to appear on log in, add the address (<http://gateway.alwayson.co.za/>) of the status window as one of the sites for which you allow pop-ups in the Pop-up Blocker Settings.

In cases where you did not click the "Logoff" button in the status window, the system will log you out automatically after being disconnected from the network for more than 3 minutes.

You can also manually go to the status window by entering the address:

<http://gateway.alwayson.co.za/>

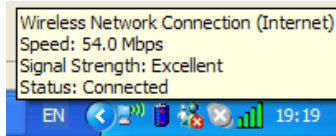
in the address bar of your browser.

How do I know that I have successfully connected to the wireless network?

If you are not presented with the page listed in Step 1 of the "Login Process" section listed above, you most probably did not make a successful network connection.

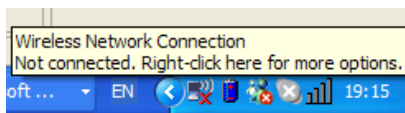
Move your mouse pointer over your wireless network connection in the bottom right hand corner of screen. If you connected successfully, your network connection should display a message similar to the one shown below. This message indicates that you are connected to the wireless network with the name, "Internet":

Connected to Wireless Network



Not Connected to Wireless Network

If you are not connected to the wireless network, your wireless network connection should display a message similar to the one shown below:



I don't see the wireless network connection on my notebook

If you do not see the "network connection" on your device, perform the following steps to determine whether you are connected to the wireless network:

Step 1: Open Command Prompt

Get user to open the "Command Prompt", i.e. Start, Run, type "cmd" and then enter.

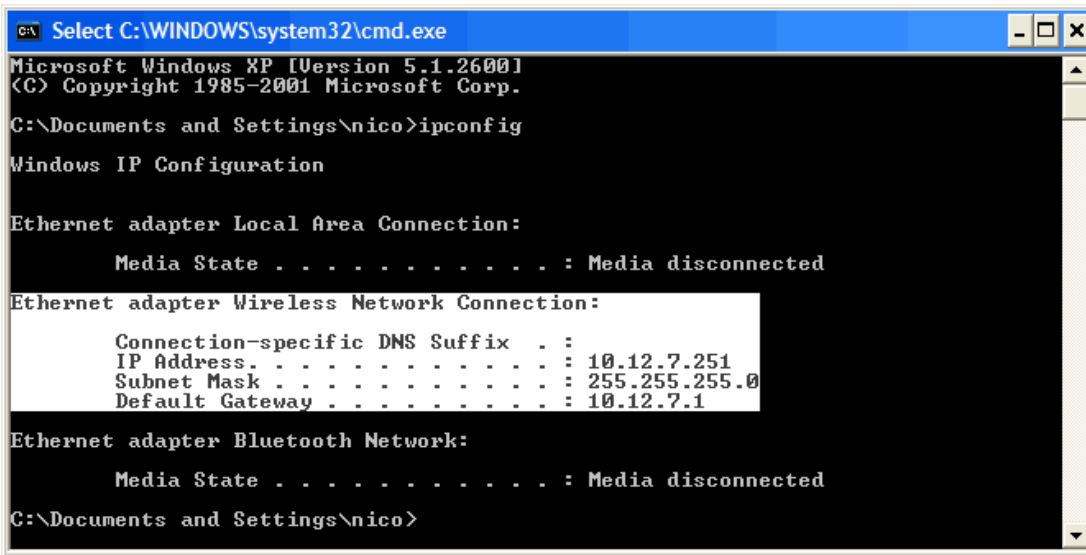
Step 2: Run IPCONFIG

In the Command Prompt (DOS window) window, type:

"ipconfig" followed by enter

Connected to Wireless Network

If you connected successfully to the wireless network, you should get a valid IP address similar to the one shown in the window below.



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nico>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected

Ethernet adapter Wireless Network Connection:

    Connection-specific DNS Suffix . :
    IP Address . . . . . : 10.12.7.251
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.12.7.1

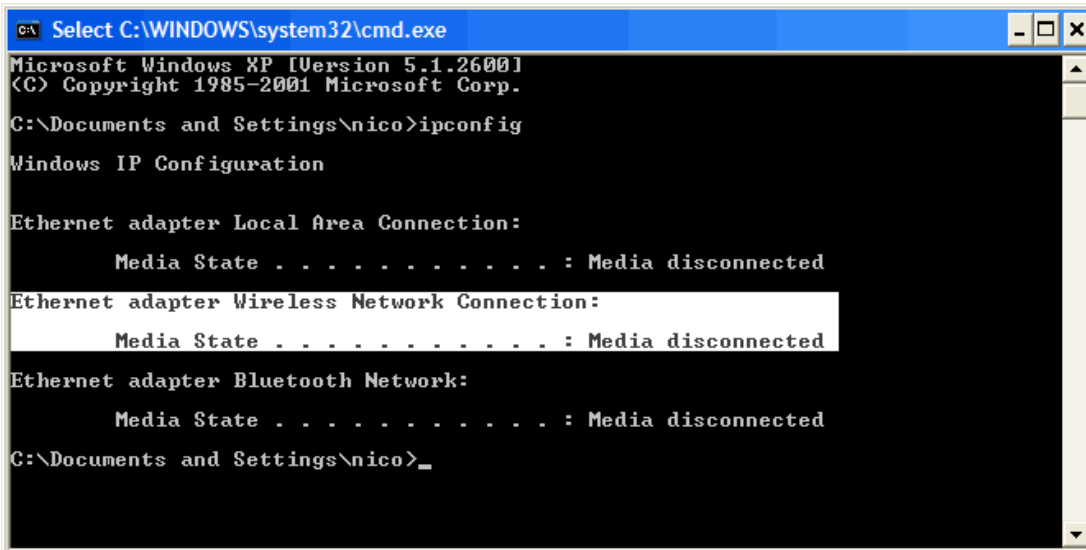
Ethernet adapter Bluetooth Network:

    Media State . . . . . : Media disconnected

C:\Documents and Settings\nico>
```

Not Connected to Wireless Network

If you did not connect successfully to the wireless network, you should see a message similar to the one shown below where the connection, "Ethernet adapter Wireless Network Connection" shows media disconnected:



```
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\nico>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Media State . . . . . : Media disconnected

Ethernet adapter Wireless Network Connection:

    Media State . . . . . : Media disconnected

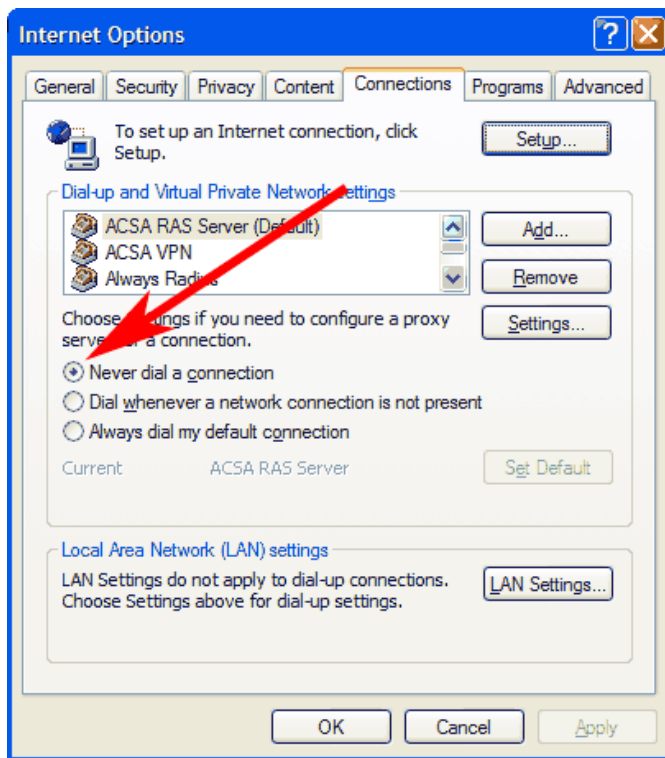
Ethernet adapter Bluetooth Network:

    Media State . . . . . : Media disconnected

C:\Documents and Settings\nico>
```

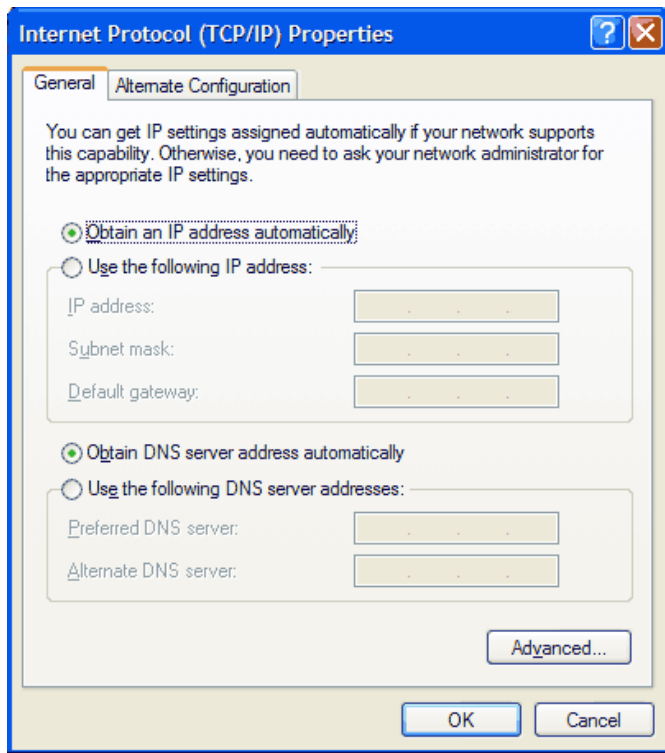
I am connected to the wireless network but still get "page cannot be displayed"

Ensure that your browser is set to never dial a network connection in Internet Explorer, Tools, Internet Options as shown below:



Also ensure that you have a DNS server specified on your Wireless Network Connection's Internet Protocol (TCP/IP) settings. You can check this in Control Panel, Network Connections, Wireless Network Connection, (right mouse button) Properties as shown below. The best configuration setting is to set your device to "Obtain an IP address automatically" and to also "Obtain DNS Server address automatically".

If you prefer to use specific addresses you will still be able to access the Internet even if you have fixed addresses specified, as long as your DNS server setting is not left "blank".



Slow Response or Poor Performance

If you experience very slow response, make sure that you have the latest drivers and firmware loaded for your Wi-Fi network card. We use the 802.11G (54Mb/s) standard wireless access points in our infrastructure. All our access points are Intel Centrino certified and have been tested with most brands of Wi-Fi network cards. Although the 802.11G standard is fully compatible with the 802.11B (11Mb/s) standard, some users with 802.11B cards experience performance problems if they do not have the latest drivers and firmware loaded.

To check if you experience compatibility issues

Ensure that you have good signal strength on your wireless card. Next, open the command prompt (DOS prompt) by clicking "Start", "Run" and type "cmd" followed by "enter".

In the command prompt window type "ipconfig" followed by "enter". The next step is to "ping" the default gateway that was displayed by the "ipconfig" command, i.e. type "ping -t 10.x.x.1" in the "command prompt window".

If you get many (more than 5%) "Request timed out" responses, you will experience poor performance. In such cases ensure that you have the latest drivers and firmware loaded for your network card. If you have loaded the latest drivers and firmware and you still experience the same problems, please contact us on 011 575 2505 and kindly provide us with your device's detail, i.e. type and manufacturer of network card and laptop and the version of your device's operating system.

VPN Support

Our facilities allow users to make use of VPN connections to connect to their corporate networks. We have successfully tested VPN clients from the following VPN software vendors:

- Microsoft
- Cisco
- Symantec
- CheckPoint Firewall-1
- Intel Netstructure VPN
- Shiva