

# Getting online is easy

1. Turn on your wireless-enabled device.
2. Select **mycloud** or **WiFi Zone – The Cloud** from the available wireless networks. See inside if you need any help with this.
3. Open your Internet browser. The Cloud landing page will now appear.
4. Existing users and voucher holders can now enter their login details.

First time user? The Cloud offers the widest choice of payment options from pay-as-you-go to Service Provider subscriptions.

You can find out more about these options by clicking on the Service Provider logos when you've reached the landing page.

## FAQs

### Q. Who is The Cloud?

A. We are Europe's leading WiFi network operator. For more information about The Cloud or to find a hotspot near you, visit [www.thecloud.net](http://www.thecloud.net)

### Q. What is wireless Internet?

A. Wireless Internet, WiFi and WLAN all refer to a networking technology that uses radio frequency instead of physical wire to allow you to connect to the Internet when you're in a wireless hotspot location.

### Q. How secure is it?

A. The Cloud's network is one of the most secure available for public access, verified by Intel® as part of the Wireless Verification Programme. Whether your Internet access is wireless or wired, it's essential that you take some basic steps to protect your device:

- Install robust and updateable anti-virus software and personal firewalls
- Ensure you turn off automatic login facilities
- Use a secure VPN if connecting to a corporate network
- Ensure your computer is password protected
- Don't leave your laptop unattended in a public place or lock it if necessary
- Be careful not to leave credit card details exposed
- Only enter any personal banking details once you know the website is secure (look for the padlock icon on your browser, click on it to confirm it is secure).

### Q. How do I know if my device is wireless?

A. Wireless laptops and PDAs have a wireless icon displayed on them, such as Intel® Centrino™ Mobile Technology. If your device doesn't have wireless built-in, you can buy a separate wireless card from any major electronics store.

If you have followed the login instructions and are still unable to connect, please contact your service provider. Customers using The Cloud PayGo payment option should call **0870 900 9434**. This line is open 24 hours a day, 7 days a week. Calls are charged at the national rate.

TC 001/11/05

# Get online here

Please take one

Connecting you to

O<sub>2</sub>



skype™



And many more...

Powered by



# Welcome to wireless Internet

Wherever you are, wireless Internet gives you a whole new freedom to work, play and stay connected. You can email, download files or music, talk, surf the web, play games and much, much more at broadband speeds and without wires.

## Welcome to The Cloud

We are Europe's leading WiFi network operator. We can connect you to the Internet through our growing range of Service Providers including BT Openzone, O<sub>2</sub>, Skype (for Internet telephone calls), Nintendo (for online DS gaming) as well as many other international operators, giving you the widest choice of payment options.

We want you to experience a reliable, simple and secure service, at all The Cloud hotspots. This guide shows you the four quick steps to get online as well as instructions on how to check your network settings should you need to.

## Help and support

If you require any help to get started, please call your Service Provider. If you are using The Cloud PayGo payment option then please call us on **0870 900 9434**. We are here 24 hours a day, 7 days a week and calls are charged at the national rate.



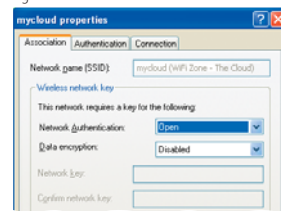
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## Adjusting your network settings

**PC users** (based on Windows XP operating system)

1. Go to **Start, Control Panel** then **Network Connections**. Right click on **Wireless Network Connection** and select **Properties**.
2. Click on the **Wireless Networks** tab. Highlight **mycloud** or **WiFi Zone – The Cloud** in the Preferred Networks section. If no wireless networks are displayed, ensure your wireless switch is on.

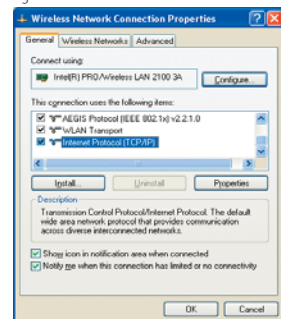
fig. 1



3. Click on **Configure** or **Properties** and ensure that all details are as fig. 1. Then select **OK**.

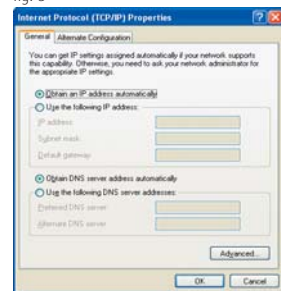
4. Back on the **Wireless Networks** tab, click **Advanced** at the bottom of the screen and ensure that **Access Point (infrastructure) networks only** is selected. Then close that screen.

fig. 2



5. Click on the **General** tab. Highlight the **Internet Protocol TCP/IP** option (fig. 2) and click on **Properties**.

fig. 3



6. Select **Obtain an IP address automatically** and **Obtain DNS server address automatically** as fig. 3. Then select **OK**.

7. Lastly, to configure Microsoft® Internet Explorer, open your web browser and go to **Tools**. Select **Internet Options** and the tab **Connections**. Under **LAN settings** open the window for **Local Area Network (LAN) settings**. Ensure the following options are NOT selected:

- **Automatically detect settings**
- **Use automatic configuration script**
- **Use a proxy server for your LAN**

Then select **OK**. If you have had to change any settings during this configuration process, please restart your laptop.

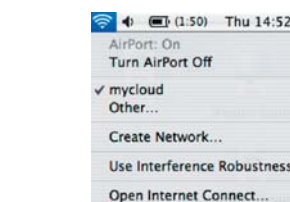


8. Open another browser window. The Cloud landing page should now appear.

**Mac users** (based on MAC OSX operating system)



1. Click on **AirPort** in the toolbar and select **Turn AirPort On**.



2. Select **mycloud** or **WiFi Zone – The Cloud** from the list of available wireless networks, then select **Open Internet Connect...**



3. The AirPort status screen will now appear. Open your Internet browser and you should reach The Cloud's landing page.

Please note – if you use a company laptop, your access to certain network configuration options may be restricted. If in doubt, contact your company IT helpdesk.