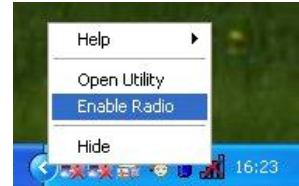


Connecting to a WiFi HotSpot with Windows XP

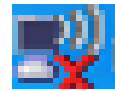
1. **Enable your wireless card.**

This can be done on some laptops with a switch/button, alternatively there may be a small icon in the task bar near the clock that shows the wireless driver.



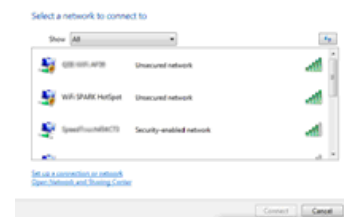
2. **View Wireless Networks**

Right click on the wireless network utility. This will be located in the bottom right hand corner of your screen. You will see a dialogue that invites you to '**View Available Wireless Networks**'. Windows should then tell you that there are available wireless networks.



3. **Select WiFi SPARK**

Locate WiFi SPARK in your network list and have a look at the green bars. If you see two bars or less then the signal strength may be too low. The more bars, the better! Select '**WiFiSPARK.com HotSpot**' and click on **Connect**. A message will pop up telling you that you are trying to connect to an unsecured network and that your data may be visible to other people. Click on '**Connect anyway**'.



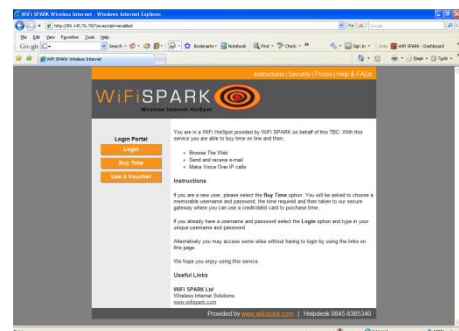
After a few moments, it should then say that you have successfully connected to WiFi SPARK



Note: A SPARK HotSpot prevents other PC users on the same network from seeing your data but do remember this is a wireless system and that data being broadcast may be intercepted. Please see the FAQ section on our website for more details.

4. **Open your web browser**

Next you will need to open an Internet Browser. The most common web browsers are Internet Explorer or Firefox. Either one is compatible with our system. You will be redirected to the SPARK portal page where you can choose your payment / access method. SPARK often offers useful sites in the 'Free Links' Section so feel free to look around!



Connecting to a WiFi HotSpot with Windows Vista

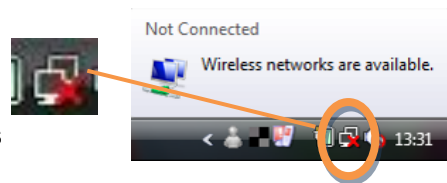
1. **Enable your wireless card.**

This can be done on some laptops with a switch/button, alternatively there may be a small icon in the task bar near the clock that shows the wireless driver.



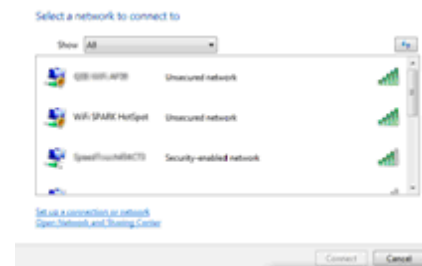
2. **View Wireless Networks**

Click on the wireless network utility. This will be located in the bottom right hand corner of your screen. You will see a dialogue that invites you to '**Connect to a network.**' Windows should then tell you that there are available wireless networks.



3. **Select WiFi SPARK**

Locate WiFi SPARK in your network list and have a look at the green bars. If you see two bars or less then the signal strength may be too low. The more bars, the better! Select '**WiFi SPARK.com HotSpot**' and click on **Connect**. A message will pop up telling you that you are trying to connect to an unsecured network and that your data may be visible to other people. Click on '**Connect anyway**'.



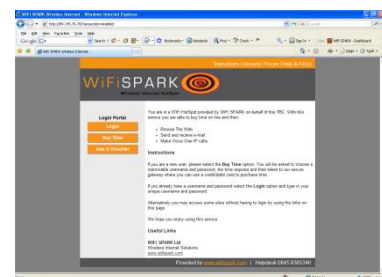
4. **Select Public Network**

After a few moments, it should then say that you have successfully connected to WiFi SPARK. You may then be asked what type of network you are connecting to, select **Public** as this will disable any file sharing on your computer while using this network.

Note: A SPARK HotSpot prevents other PC users on the same network from seeing your data but do remember this is a wireless system and that data being broadcast may be intercepted. Please see the FAQ section on our website for more details.

5. **Open your web browser**

Next you will need to open an Internet Browser. The most common web browsers are Internet Explorer or Firefox. Either one is compatible with our system. You will be redirected to the SPARK portal page where you can choose your payment / access method. SPARK often offers useful sites in the 'Free Links' Section so feel free to look around!



Troubleshooting

Q: I cannot see any Wireless Networks

1. Most laptops have a button to enable/disable wireless cards, ensure that this is switched on.
2. Make sure that you are within coverage of the hotspot. Ask staff for details.

Q: I have connected to the wireless network but I have a blank page or “page cannot be displayed” message when opening my internet browser

Try the following fixes but make a note of any settings that you change as they may need to be changed back for your office or home network

1. In Internet Explorer, go to **Tools – Internet Options – Connections**. Ensure **Never Dial a Connection** is selected. Click on **LAN settings** and ensure no boxes are ticked. Click **OK** then **OK** again. Close down Internet Explorer and reopen it.
2. Check your network settings
 - **In Windows XP**
 - i. Go to **Start – Control Panel – Network Connections**.
 - ii. Right mouse click on the Wireless Network Connection and select **Properties**.
 - iii. Towards the bottom of the list, select **Internet Protocol TCP/IP** and then **Properties**.
 - iv. Ensure that **Obtain an IP address automatically** and **Obtain DNS server address automatically** are selected. Click **OK** then **OK** again
 - **In Windows Vista**
 - i. Click on the Network Connection icon followed by **Network and sharing centre – Manage network connections**.
 - ii. Right mouse click on the Wireless Network Connection and select **Properties** then **Continue**.
 - iii. Select **Internet Protocol Version 4** and then **Properties**.
 - iv. Ensure that **Obtain an IP address automatically** and **Obtain DNS server address automatically** is selected. Click **OK** then close all the windows then reopen your internet browser
3. Some firewalls such as Norton or McAfee can prevent you from connecting to a network, try disabling this temporarily.



Please visit our Knowledgebase at www.wifispark.com/support/kb for further FAQs

If you are still unable to connect to the internet, please contact our helpdesk on 0844 848 9555 or email support@wifispark.com