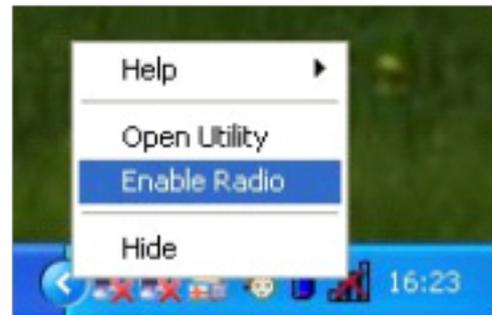


# Connecting to a WiFi Hotspot with Windows XP

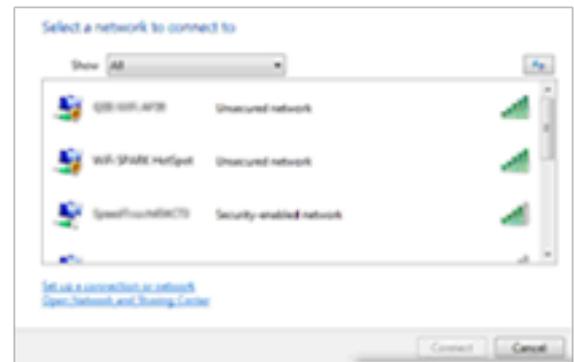
## 1. Enable your Wireless Card

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



## 4. Open your 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**
    1. Go to Start – Control Panel – Network Connections.
    2. Right mouse click on the Wireless Network Connection and select Properties.
    3. Towards the bottom of the list, select Internet Protocol TCP/IP and then Properties.
    4. Ensure that Obtain an IP address automatically and Obtain DNS server address automatically are selected. Click OK then OK again
  - Some firewalls such as Norton or McAfee can prevent you from connecting to a network, try disabling this temporarily.

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