

A woman with short brown hair, wearing a bright green blazer, is seated in an airplane cabin. She is leaning forward, resting her chin on her hand, and looking at a laptop computer that is open on her lap. The background shows the airplane window and a bright blue sky with scattered white clouds. The overall scene conveys a sense of productivity and connectivity while traveling.

Public Wireless LAN.  
Quick User Guide.

swisscom  mobile

Go far. Come close.

## The wireless high-speed office at the Hotspot.

Public Wireless LAN from Swisscom Mobile provides fast, simple access at all Hotspots from your laptop or pocket PC (e.g. iPaq) to the Internet, e-mail services and, if set up, to your corporate network as well.

With transmission speeds of up to 2 Mbit/s, Public Wireless LAN is considerably faster than transmission technologies such as GPRS or HSCSD (compared to 53.6 Kbit/s for GPRS).

## Requirements.

**To use Public Wireless LAN you need the following:**

- Laptop or pocket PC (e.g. iPaq).
- Commercially available Wireless LAN card based on standard IEEE 802.11b.
- Swisscom Mobile NATEL® subscription or a Value Card.

## How it works.

1. Look for a Swisscom Mobile Hotspot. Hotspots are indicated by this sign:



You'll find a list of all Swisscom Mobile Hotspots in Switzerland and those of our partners in Europe at:

[www.swisscom-mobile.ch/pwlan](http://www.swisscom-mobile.ch/pwlan)

In Switzerland, you can also call up a list of the five nearest Hotspots via SMS. Enter keyword WLAN and send the SMS to number 858.

**2. Start up your laptop or pocket PC.**

**3. Start your Internet browser,  
e.g. Microsoft Internet Explorer or  
Netscape.**

- Your browser automatically searches for a Public Wireless LAN connection.
- If the Public Wireless LAN entry page doesn't appear, enter any URL (e.g. [www.google.ch](http://www.google.ch)) to activate the browser.

**4. The Hotspot entry page appears.**



## **5. NATEL® subscription or Value Card?**

- If you have a Swisscom Mobile NATEL® subscription, proceed to number 6.
- If you are using a Value Card for accessing Public Wireless LAN, proceed to number 8.

## **6. Activating the supplementary service Public Wireless LAN.**

To enable your Public Wireless LAN usage to be debited to your Swisscom Mobile NATEL® bill, you need to activate the service beforehand or during the first session. This can be done directly over the Internet the first time you use the service by following the instructions below.

- Click on «Register».
- Enter the number of your mobile phone (4179 123 45 67).
- You will then receive an SMS on your mobile phone with a password to activate the service.

- When you have entered the password, you are registered for the service and can proceed with the log on.

For legal reasons, customers with a company NATEL® number must activate Public Wireless LAN via their in-house administrator.

For security reasons, activation must be carried out in Switzerland.

## **7. Log on.**

Once you have activated the service you need to log on for a Public Wireless LAN session:

- If travelling abroad, select Swisscom Mobile from the list of providers.
- Enter your NATEL® number.
- You will then receive an SMS on your mobile phone with a temporary password valid for this session only.
- Enter the password.

If supported by your company, you can now establish a secure connection to your corporate network (requires a VPN client; Virtual Private Network).



## **8. Using Public Wireless LAN with a Value Card.**

A Value Card is a card with stored credit for customers of Public Wireless LAN in Switzerland without Swisscom Mobile subscription. Value Cards are available at all Hotspots and Swisscom Shops.

- Enter the password (contained under the scratch field) in the «Log on» field.

Please note: Swisscom Mobile Value Cards are not valid abroad.

If supported by your company, you can now establish a secure connection to your corporate network (requires a VPN client; Virtual Private Network).

# Settings before you get started.

## **1. Installing the Wireless LAN card.**

Install your Wireless LAN card using the accompanying software in accordance with the manufacturer's instructions. All the necessary configurations are made automatically during installation.

## **2. Check the following settings.**

As a rule, you only need to configure the following settings once. Check the following points if you don't obtain a connection at the Hotspot.

## Configuring the network environment Windows 2000/XP.

«Start» →

«Settings» →

«Control Panel» →

«Network and Dial-up Connections» →

«LAN Connections» →

«Properties»

Double-click «Internet Protocol (TCP/IP)» →

Select «Obtain an IP address automatically» and «Obtain DNS server address automatically».

## Configuring the Internet connection.

Depending on the type of card and operating system, you still have to select the «MOBILE» network and accept a non-secured network connection.

SSID	MOBILE
WEP	Deactivate encryption
Mode	Infrastructure

Check the Internet access settings in your Internet browser and disable all proxy settings as follows.



## **Browser: Microsoft Internet Explorer.**

Under «Tools» → «Internet Options» select the «Connections» tab. →

Click «LAN Settings» and disable «Use a proxy server for your LAN».



## **Browser: Netscape.**

Under «Edit» → «Settings» select the menu item «Advanced». → Double-click «Proxies» and disable «Manual Proxy Configuration» or «Automatic Proxy Configuration».

## Conflicts with LAN cards.

If one icon showing 2 PCs (network icon) appears in the lower right-hand corner of your screen, the Wireless LAN card has been properly installed.

Wireless LAN cards are network components just like regular network accesses. Installing a Wireless LAN card can sometimes cause conflict with LAN cards already installed.



A Network Interface Card (NIC) should not be enabled at the same time as a Wireless LAN card.

If two network icons appear, this means that both a Wireless LAN card and an NIC have been installed.

Please disable the NIC as follows:

Click on the network icon in the taskbar with the right mouse button and select → «Disable».



# Hotline.

## General information

In Switzerland

Hotline 0800 55 64 64 (free of charge)

From abroad

Hotline +41 62 286 12 12 (subject to charge)

Open: 7 x 24 hours

## Technical information

In Switzerland

PWLAN Helpdesk 0900 333 22 1

(first 5 minutes free of charge,  
thereafter CHF 2.-/ minute)

From abroad

PWLAN Helpdesk +41 900 333 22 1  
(subject to charge)

Open: Mo-Fr 08.00 - 22.00 hrs

Sa 08.00 - 17.00 hrs

[www.swisscom-mobile.ch/pwlan](http://www.swisscom-mobile.ch/pwlan)

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