



User Guide

A NOTE ABOUT THIS MANUAL

The information in this document illustrates a typical configuration on a Wi-Fi enabled laptop running Windows XP SP2. This manual assumes that the Wi-Fi device is already set up according to the manufacturer's specifications.

ABOUT COGECO HOTSPOTS

Cogeco's Hotspots are conveniently located throughout our service area. These Hotspots are open to our Cogeco High Speed Internet customers and are **free** to use.

Users who do not subscribe to Cogeco High Speed Internet can access Cogeco Hotspots on a pay-per-use basis.

When you're on the go, you want to be able to easily access the Internet and your email account. Now you can with the new Cogeco Wi-Fi network. It offers a variety of Wi-Fi hotspots to Cogeco High Speed Internet customers* throughout Burlington, Oakville, Hamilton, Windsor and Kingston. So you can still be online when you're out and about.

You will find below a list of Cogeco Hotspots, as well as some recommendations concerning your computer's security settings. To ensure proper configuration, you must refer to the manual provided with your Wi-Fi device.

For all the information about our Hotspots and for a list of locations, visit <http://www.cogeco.ca/wifi>

EMAIL CLIENTS

EMail clients (such as Outlook) will not work at Cogeco Hotspots. This is to ensure your security and personal information is not compromised. If you need to check your EMail while at a Cogeco Hotspot, you must use a web based email retrieval method (e.g. <http://webmail.cogeco.ca>)

BEFORE GOING TO A HOTSPOT

Ensure your device meets the minimum requirements

- The required Internet software (usually a web browser)
- The browser must be 128-bit SSL compatible (Internet Explorer 5.0 and up, Firefox 1.0 and up)
- Your Wi-Fi device must be 802.11b and/or 802.11g compatible
- Your Wi-Fi device must be properly installed and/or configured
- For security reasons, it is recommended that you turn off File and Printer sharing before using a hotspot
- EMail clients will not function at Cogeco Hotspots

Confirm the presence of a Wireless Network Configuration

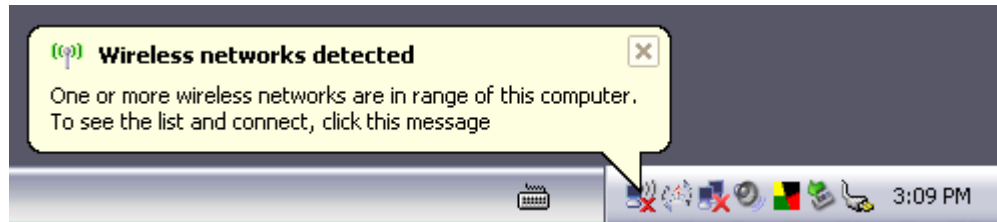
- On a laptop with Wi-Fi capability, an icon in your Network Connections should indicate if the Wi-Fi device is installed. The name of your wireless card will appear on the third line
- The Network Connections icon is located in the Control Panel
- If you do not see a Wireless Network Connection in this window, refer to your laptop's and/or wireless card's manual

HOTSPOT LOCATIONS

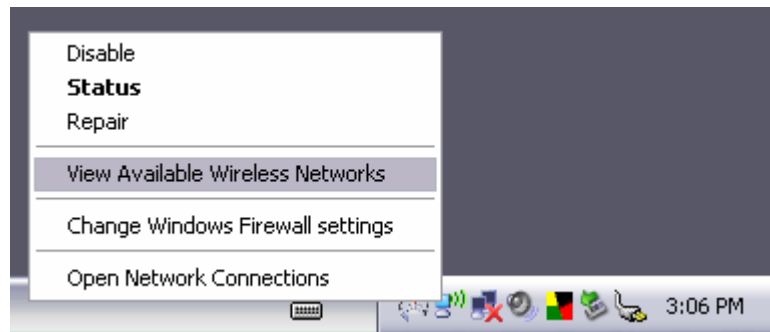
An up to date list of our Hotspots can be found at <http://www.cogeco.ca/wifi>

WHEN YOU ARE AT A HOTSPOT

A message near your taskbar indicates that wireless networks are in range

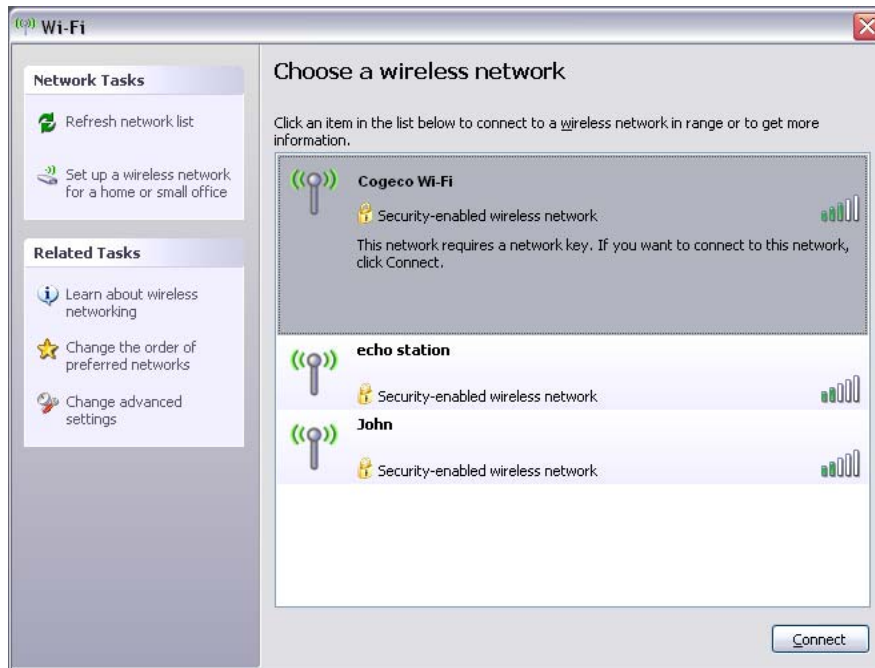


Right click on your wireless icon and select: 'View Available Wireless Networks'



A list of nearby wireless networks appears:

- Click on the desired network (Cogeco in this case)
- Click the connect button on the bottom right
- If Cogeco is not on the list, click 'Refresh Network List' located on the left under 'Network Tasks'

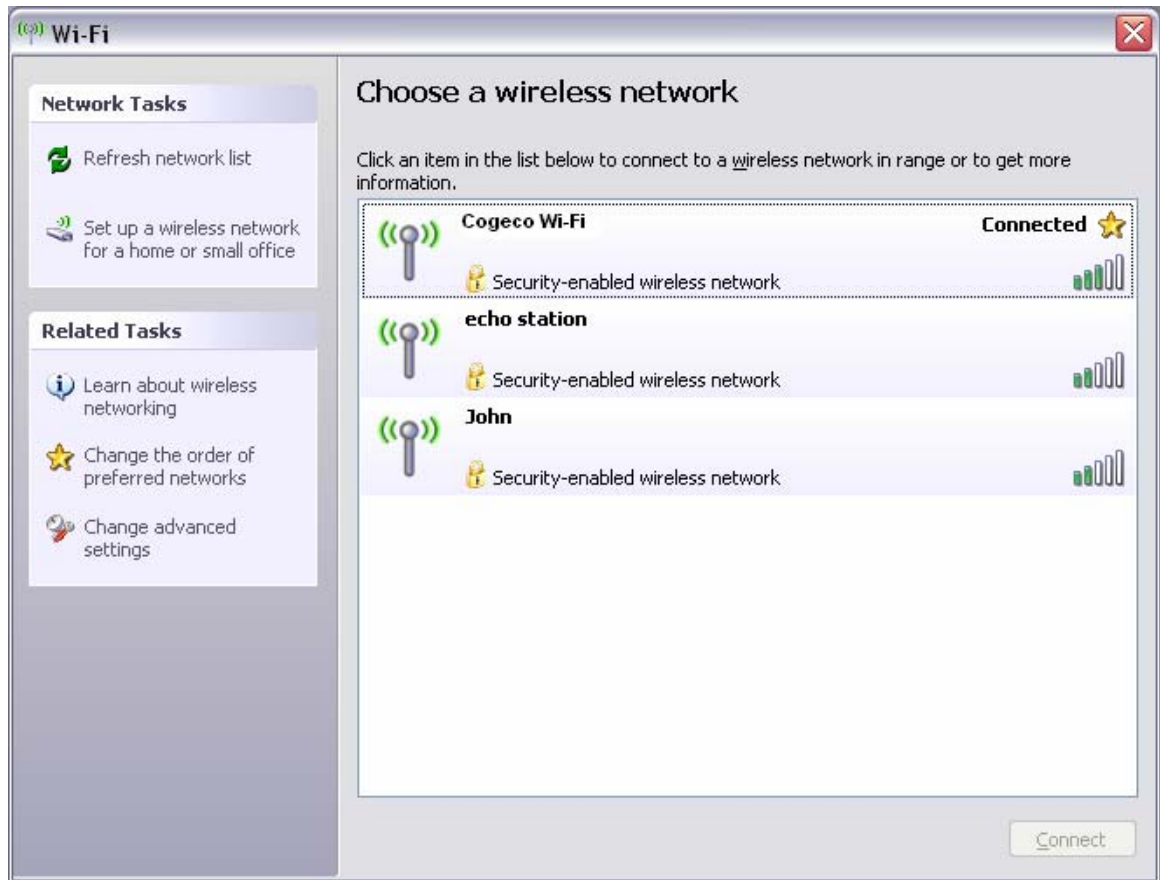


If you receive a message warning of the potential risks of connecting to a wireless network, click the 'Connect Anyway' button.

For a few seconds you may see a message indicating that a network address is being acquired



When completed, the word 'connected' will display



Launch your web browser and the Wi-Fi portal page will appear

- If the portal does not appear, enter a web address into your browser (e.g. www.google.ca)

Follow the in-browser instructions to complete your connection