Overview

This Browser Configuration Guide provides instructions on how to set up your web browser to accommodate the browser-based login process used by the Telstra Wireless Hotspot service. It also provides details of the authentication process you must follow once your browser has been set up correctly.

This guide assumes that you have an IEEE 802.11b or 802.11g compatible Wireless LAN device installed in your laptop or PDA, and that this device has been configured correctly to connect to the Telstra Wireless Hotspot network. If you are yet to configure your Wireless LAN device, refer to the device-specific configuration guides on the Telstra Wireless Hotspot website (http://www.telstra.com.au/wirelesshotspots) for assistance.

Please note that some of the configuration changes recommended in this guide may impact on your ability to access other networks. In particular, if you are a corporate user, it is recommended that you seek the advice of your IT support helpdesk prior to implementing the configuration changes outlined in this document.

Should you be unable to resolve your browser problems after consulting this guide, please call the Telstra customer service hotline on 1300 131 816 for further assistance.

Configuring your browser to use the Telstra Wireless Hotspot service

1. Load Internet Explorer or your preferred web browser. The following guide is specific to Internet Explorer, but similar configuration will be required for all web browsers.

If you do not have a default web page (i.e. if your browser Address is about: blank), type in an Internet URL (e.g. http://yahoo.com). Otherwise, the browser should attempt to load your default homepage. If your default homepage is an Intranet URL not accessible by the general public, you will be required to enter in a publicly accessible Internet URL (e.g. http://yahoo.com).

If a Telstra Wireless Hotspot authentication screen appears, your browser is set up correctly and you do not need to consult this guide any further. Follow the on-screen instructions to authenticate and pay for your Wireless Hotspot session. This is explained in greater detail in step 5.

If the authentication screen does not appear, one of several possibilities may occur:

- a Dial-up Connection screen pops up (proceed to step 2);
- a web page loads up but it is not the Telstra Wireless Hotspot authentication screen, or you receive a blank browser window (proceed to step 3);
- an error such as The page cannot be displayed is shown in the browser window (proceed to step 4).

Handling the Dial-up Connection Window

2. When your browser is opened, a Dial-up Connection window similar to the one below may appear.

To resolve this, click on Settings and select Never dial a connection. Click OK.

On the previous Dial-up Connection window, click on Work Offline. Close the browser and return to step 1 to determine if your problem has been resolved.
Handling another web page appearing

3. If another web page loads up instead of the authentication page, or you receive a completely blank browser window, check the following browser settings.

   On the **File** menu in **Internet Explorer**, if there is a tick next to the **Work Offline** option, select the **Work Offline** option to bring your web browsing session back online.

   ![Internet Explorer File Menu](image)

   Refresh your browser window by hitting the **F5** key on your keyboard. This will force your browser to make a fresh request for a web page, bypassing cached and offline content which may prevent the authentication screen from appearing. Return to step 1 to determine if your problem has been resolved.

Fixing ‘The page cannot be displayed’ errors

4. If the browser has reported a **The page cannot be displayed** error message, you may need to make some configuration changes to your browser. Click on the **Tools** menu in Internet Explorer, and select **Internet Options**. Under the **Connections** tab, click on the **LAN Settings** button. Here, you may either uncheck the **Use a proxy server** box, or check the **Automatically detect settings** box. You may have to re-enable your proxy server to access other networks, so take particular note of this step covering how to enable and disable your proxy server settings.

   ![Internet Explorer LAN Settings](image)

   Refresh your browser window by hitting the **F5** key on your keyboard. This will force your browser to make a fresh request for a web page. Return to step 1 to determine if your problem has been resolved.

Authenticating and paying for Wireless Hotspot Access

5. The Telstra Wireless Hotspot authentication page will be customised depending on the hotspot coverage location you are in. However, all authentication pages will have an option for you to enter in a mobile phone number or credit card.

   If you wish to pay for your Telstra Wireless Hotspot access on your mobile phone bill, enter the mobile phone number of the Telstra mobile phone, (excluding pre-paid services) you wish to bill the Wireless Hotspot usage charges to within the **Telstra Mobile Customers** part of the web page. After accepting the terms and conditions of use, the mobile phone corresponding to the number you entered into the authentication page will be sent an SMS containing a one-time password. Read this SMS from your mobile phone, and take note of the password. Enter the one-time password into the web browser when prompted.

   If you wish to pay for your Telstra Wireless Hotspot session via credit card, click on the **Credit Card Payment** option, accept the terms and conditions of use, enter in your credit card details, and select the block of time you wish to purchase upfront.

   Upon successful authentication, another browser window will appear in the foreground, with your default homepage loaded in it. You now have unrestricted access to the Internet. If you selected the **Telstra Mobile Customers** payment option, Telstra Wireless Hotspot charges will be billed back to the Mobile phone account that the SMS message was sent to. Otherwise, if you chose the **Credit Card Payment** option, usage will be charged to your nominated credit card.

   The original browser window in the background will contain information pertinent to your Telstra Wireless Hotspot session, and most importantly, a facility for you to **log out** of the Telstra Wireless Hotspot service.

Ending your Telstra Wireless Hotspot session

6. To log out of the Telstra Wireless Hotspot service, select the **log out** option from the original browser window. Alternatively, leave the Wireless Hotspot coverage area; switch off your computer, or remove or disable your Wireless LAN device, and you will be automatically logged off in 2 minutes.

   If you opted to pay for your Telstra Wireless Hotspot use via your mobile phone, you will receive another SMS once you are logged off, giving you a summary of the length of your session in minutes, and an approximate charge for the session.