



## Wireless Broadband

### MWEB Wi-Fi

Wi-Fi is short for Wireless Fidelity. Wi-Fi is used to refer to 'communicating' without cords or cables. Just like the way cell phones, televisions and radios work, a wireless network uses radio waves. In fact, communication across a wireless network is a lot like two-way radio communication. Technically, Wi-Fi refers to a network which uses high frequency radio signals and/or infrared waves to send and receive data over short distances (20 – 60 metres).

MWEB Wi-Fi is ideal for business owners who either travel a lot – or anyone who prefers to work or surf the net while dining out. Either way it allows for choice and flexibility as it allows for Internet access at a growing number of airports, restaurants and hotels around South Africa.

#### MWEB Hotspots

Hotspots are areas with a Wi-Fi service and are either accessed for free or for a fee. Hotspots use wireless technology which requires a Wi-Fi enabled laptop or personal digital assistant (PDA) for a connection. To get online at an MWEB ready Hotspot, your laptop or hand held device must either have built in support for Wi-Fi or be equipped with a Wi-Fi network card (you can purchase a card that is compatible with your notebook at most computer stores).

Once in a Hotspot you can access the Internet by logging in with your primary e-mail address and password. MWEB customers receive 300 free Wi-Fi minutes per month. After the 300 minutes are utilised you can top up with any of the following packages using your credit card at <http://wifi.mweb.co.za/whatis.aspx>, or alternatively by adding it to your MWEB Bill.

Wi-Fi top up packages are as follows:

- ❖ R 50 - 50 minutes
- ❖ R 100 - 100 minutes
- ❖ R 150 - 150 minutes

MWEB customers are also able to use the useful iPass service at any Hotspot overseas and are entitled to Internet access at these Hotspots. When you use iPass at an overseas Hotspot, you'll be charged at the rate set by the access provider at that Hotspot, and this charge will be debited to your MWEB account. For more information on iPass click here <http://www.mweb.co.za/help/Overseas.aspx?pld=24995>

#### Frequently Asked Questions

##### **Q: Can I get Wi-Fi access with my Bluetooth device?**

If your Bluetooth device does not support Wi-Fi standards such as 802.11b or 802.11g, you can't use it for Wi-Fi access. If you are not sure about whether you have Wi-Fi or not, go to the control panel of your device and if you have Wi-Fi, you will have a 'Wireless Network Setup Wizard' programme.

##### **Q: What if there is more than one Wi-Fi service provider in the same Hotspot?**

Whether there is only one available Wi-Fi network in your vicinity or more than one, you will need to open Internet Explorer, and select MWEB in the drop-down list. Once you have done this you can login with your primary email address and password.

##### **Q: How close do I have to be to a Hotspot to access the Internet?**

You need to be within the designated Hotspot area in order to get online. The range of a Hotspot area can vary from approximately 20 to 60 meters.



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**Q: Can I use my free minutes of Wi-Fi access at different MWEB-ready Hotspots?**

Yes. You can log in at any MWEB-ready Hotspot and use your free time.

**Q: Does Wi-Fi access cost more or less than surfing the Web using a cellphone?**

MWEB members currently get 300 free minutes of Wi-Fi access per month. This makes it cheaper and generally much faster than the kind of access an ordinary cell phone will offer you.

After the 300 minutes are utilised you can top up with any of the following packages using your credit card at <http://wifi.mweb.co.za/whatis.aspx> , or alternatively by adding it to your MWEB bill.

- R 50 - 50 minutes
- R100 - 100 minutes
- R150 - 150 minutes

**Q: Do I use up my free minutes when I surf from my own Hotspot at home?**

No; your free minutes are used only when you access the Internet at a public, MWEB-ready Wi-Fi Hotspot such as those found at Mugg & Bean restaurants, News Cafes, etc. Members who have their own Hotspot at home pay only for the connection from their home to the Internet. In this case, ADSL is the most typical kind of connection linking your home to the Internet. In short, you do not use up any of your free Wi-Fi minutes while accessing the Internet via Wi-Fi in your own home.

**Q: Where can I find Wi-Fi Hotspots?**

MWEB-ready Hotspots are available at a growing number of South African international airports, restaurants and other public venues. To view the all listed hotspots please [click here](#).