

## Cloud Wi-Fi With Your Smartphone Or Broadband Dongle

If your service provider offers unlimited Wi-Fi access to The Cloud as part of your contract, you need to download the latest version of your connection client and active the service with your service provider. Contact your service provider for further information on how to connect to the service.

If you have received login credentials (username and password) from your service provider, please choose your service provider in the drop down menu on the login page and use these to connect to the service.

If you would like to connect your Smartphone, PDA, or any other wireless device, we recommend that you activate automatic MAC authentication via The Cloud or your service provider. See information on the login page on how to connect to this service with The Cloud, or contact your service provider for more information on this service.

## Support

### Trying to connect from a Wi-Fi phone, PDA or other device?

If you need help connecting on a Wi-Fi device other than a laptop, such as the iPhone, iPod Touch, or Nokia phones, please consult our knowledge base for instructions at [support.thecloud.net](http://support.thecloud.net)

### VPN client problems

If you are using a VPN client, it needs to be NAT gateway compatible. Please go to our support site for more information or contact your company IT manager.

### How do I know if I am eligible for free Cloud Wi-Fi under my service provider contract?

Please contact your service provider.

### Contact Cloud Support

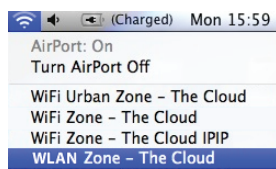
You could also contact Cloud Support for further questions on the service via [nordicsupport@thecloud.net](mailto:nordicsupport@thecloud.net) or telephone us on:

- Sweden (+46) 0200 120 160
- Denmark (+45) 80 600 700
- Norway (+47) 800 89 180

## Troubleshooting Apple Mac

Click on AirPort in the toolbar and select Turn AirPort On.

Select WLAN Zone - The Cloud from the list of wireless networks. (fig. 1)



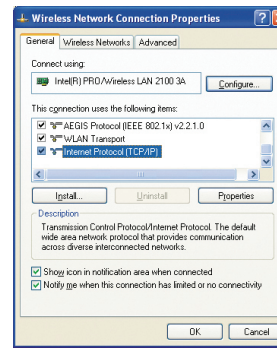
(fig. 1)

## Troubleshooting Windows XP

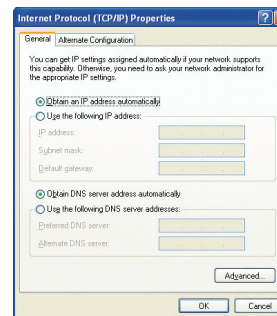
- Go to Start, Control Panel then Network Connections. Right click on the Wireless Network Connection. Select Properties.
- Click on the Wireless Networks tab. Highlight 'WLAN Zone - The Cloud' in the Preferred Networks section. If no wireless networks are displayed, ensure your wireless is switched on.
- Click on Configure or Properties and ensure that all details are as (fig. 2) Then select OK.
- Click on the General tab. Highlight Internet Protocol TCP/IP (fig. 3) and click on Properties.
- Select Obtain an IP address automatically and Obtain DNS server address automatically as (fig. 4) Then select OK.



(fig. 2)



(fig. 3)



(fig. 4)

- Wi-Fi power management settings.** If your laptop is not connected to a power supply, your Wi-Fi power management settings may be too low for the wireless device to be able to connect to a Wi-Fi signal. Please see our support site for help on how to change your power management settings.
- Configure Microsoft® Internet Explorer.** Open your web browser and go to Tools. Select Internet Options and the tab Connections. Under LAN settings open the window for Local Area Network (LAN) settings. Ensure the following options are NOT selected:
  - Automatically detect settings
  - Use automatic configuration script
  - Use a proxy server for your LAN

- Automatically detect settings
- Use automatic configuration script
- Use a proxy server for your LAN

Then select OK. If you have had to change any settings during this configuration process, please restart your laptop.

## Troubleshooting Windows Vista/7

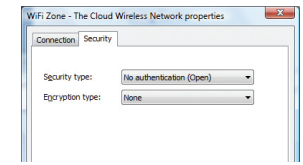
- Go to Start, Control Panel, Network and Sharing Center. Go to Manage Wireless Networks on the left of the screen.
- Make sure 'WLAN Zone - The Cloud' is positioned on the top of the list by moving it up if needed. If no wireless networks are displayed, ensure your wireless is switched on. Highlight 'WLAN Zone - The Cloud', right-click and choose Properties.
- Ensure that all details are as (fig. 5) Then select OK and close the Manage Wireless Networks screen.
- Go to Manage Network Connections, right-click on Wireless Network Connection and select Properties. Highlight Internet Protocol Version 4 ... (fig. 6) and click on Properties.
- Select Obtain an IP address automatically and Obtain DNS server address automatically as (fig. 7) Then select OK.

- Wi-Fi power management settings.** If your laptop is not connected to a power supply, your Wi-Fi power management settings may be too low for the wireless device to be able to connect to a Wi-Fi signal. Please see our support site for help on how to change your power management settings.

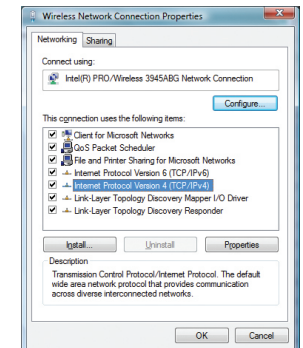
- Configure Microsoft® Internet Explorer.** Open your web browser and go to Tools. Select Internet Options and the tab Connections. Under LAN settings open the window for Local Area Network (LAN) settings. Ensure the following options are NOT selected:
  - Automatically detect settings
  - Use automatic configuration script
  - Use a proxy server for your LAN

- Automatically detect settings
- Use automatic configuration script
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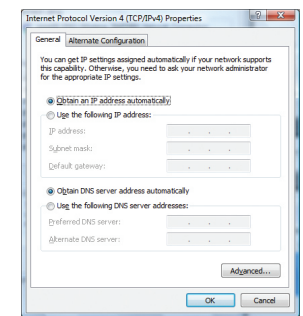
Then select OK. If you have had to change any settings during this configuration process, please restart your laptop.



(fig. 5)



(fig. 6)



(fig. 7)