

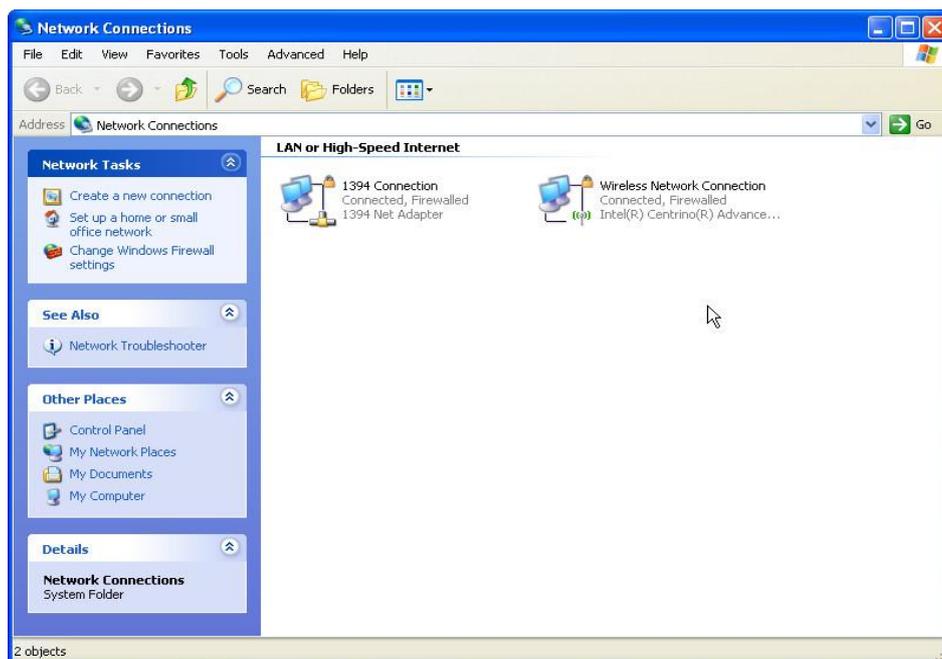
Hub telecom Wifi Hotspots User guide

User support

If you're still having trouble connecting to the portal after reading this guide, thank you for contacting customer support on **+33 805 46 94 34** (free call from a landline).

Wireless card activation

Make sure the WiFi is enabled on your computer. To do this, go into the control panel of your computer and select the icon "Network Connection", you will reach the screen below:



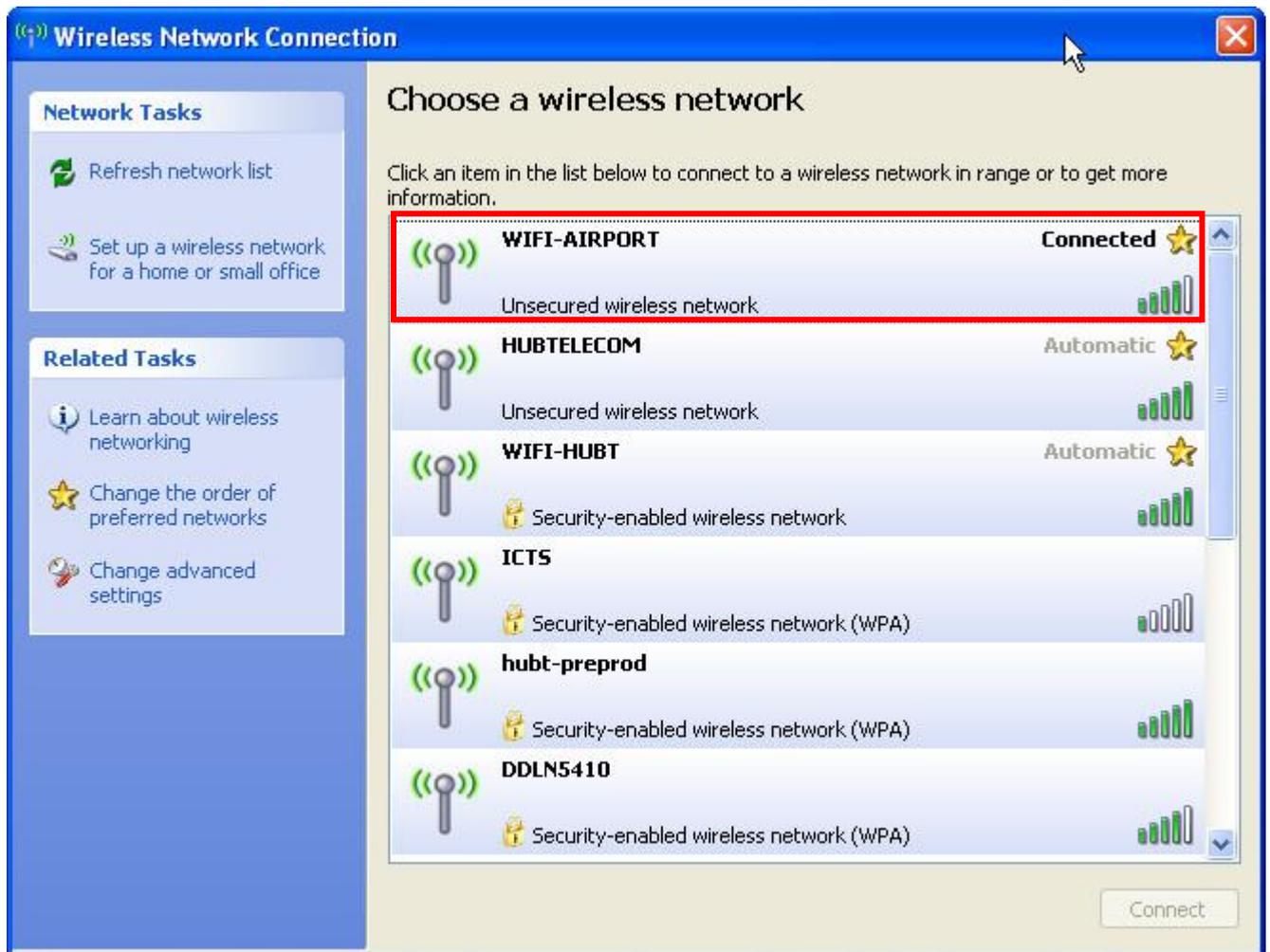
The icon "Wireless Network Connection" should not be dimmed. If this happens, click on this icon with the right mouse button and select the menu option "Enable".

Your card is now ready to connect to a wireless network.

Wireless network selection

Now that your card is connected, you can select the wireless network that you want to connect.

To do this, right-click on the icon "Wireless Network Connection" above and select "View available networks without son, you arrive at the selection screen of the network:



Select the wireless network "**WIFI-AIRPORT**" in the airport zone.

If the connection is successful, the status "Connected" will appear on the same screen.

If you do not find the "**WIFI-AIRPORT**" in the wireless network list, click "Refresh network list". (the network "**WIFI-AIRPORT**" appears if you're in WiFi coverage Hub Telecom).

If the list of wireless networks is empty, it is likely that your wireless card is not activated, return to first page to verify this point.

Step 1 : Authentication

Once connected to the wireless network, launch your Internet browser, and enter any URL. You will automatically get on the home portal:

Three options are available:

- You are already client: enter your username (Step 1a)
- You are a new customer:
 - Enjoy 15 minutes of free Wi-Fi (Step 1 b)
 - Buy one session (30 min, 1h, 24h, 15h) (Step 1c)
 - Connect with your operator ID (Step 1d)

- **Step 1 A – already Wifi customer : log in to your account**

You already have identifiers WiFi HUB TELECOM

- Fill the fields login and password in the "Instant Access" module.
- Accept the General Conditions of Use
- Click on the  button

Go directly in Step 2, page 11



▪ **Step 1 B : Enjoy 15 minutes of Wifi free**

Welcome to our airports

→ Purchase your Wifi session

→ Wifi : user guide

By credit card

Make your payment through your credit card and browse immediately the Internet

[→ Buy your session online](#)

Learn more about Wifi sessions available through credit card

By prepaid card

Prepaid cards sold in the Relay shops of this airport will provide you access codes to use the Wifi service...

Once in possession, type your login and password in the Instant Access module located at the right of every page of this web site!

Learn more about Wifi prepaid cards available

1. Get your access codes
2. Connect to the service
3. Browse the Internet

Learn more about these three steps to connect to the Wifi service of our airports

INSTANT ACCESS

Hub Télécom

Login

.....

I accept the [General Conditions of Use](#)

[→ Connection](#)

→ **Operators partnerships**

Benefit from your operator Wifi subscription to connect >>>

→ Surf freely on the aeroportsdeparis.fr web site

- | | |
|---|---|
| <p>Before your flight</p> <ul style="list-style-type: none"> ➤ Make shopping ➤ Finding a restaurant ➤ Relaxing ➤ Working | <p>Online services</p> <ul style="list-style-type: none"> ➤ Salon Icare ➤ Pass Parking Premium |
|---|---|

15 MINUTES

WIFI OFFERTES

15 minutes for free

TO ENJOY 15 MINUTES FREE WIFI, PLEASE CLICK HERE:

I accept Terms & Conditions of Use for the Hub Telecom WIFI service

[CONNECT](#)

To enjoy 15 minutes of Wifi free:

- Please accept Terms and conditions I accept Terms & Conditions of Use for the Hub Telecom WIFI service
- then click on the button

You are now connected.

Go directly in Step 2, page 11



▪ **Step 1 C: Buy a Wifi session**

AÉROPORTS DE PARIS

Homepage | Wifi user guide | **Buy Your Wifi session** | Operators partnerships | Hotspots

Welcome to our airports

→ Purchase your Wifi session

By credit card

Make your payment through your credit card and browse immediately the Internet

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→ Wifi : user guide

1. Get your access codes
2. Connect to the service
3. Browse the Internet

Learn more about these three steps to connect to the Wifi service of our airports

→ Operators partnerships

Benefit from your operator Wifi subscription to

INSTANT ACCESS

Hub Télécom

Login

.....

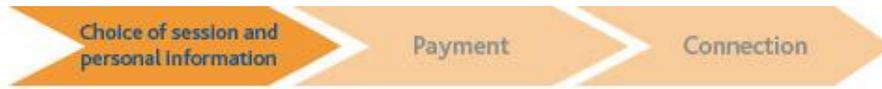
I accept the [General Conditions of Use](#)

→ Connection

To buy your session, click on the button

→ Buy your session online

The page "choice of session and personal information" invites you to fill in the fields and accept the terms and conditions of use for the Hub Telecom Wifi service.



Choose you WiFi session :

<input type="radio"/> Airport session 30 Minutes*	2.90 €
<input checked="" type="radio"/> Airport session 1 Hour*	4.50 €
<input type="radio"/> Airport session 15 Hours*	19.90 €
<input type="radio"/> Unlimited Airport session 24 Hours**	9.90 €

* Valid 30 day(s) after first connection
** Valid 1 day(s) after first connection

Monthly Wi-Fi throughout Europe from our partner Boingo

Choose your session

1

Personal Information (*mandatory fields):

Lastname* :

Firstname* :

Email* :

Company :

Please, fill in the fields

2

3

[accept the general terms of sell and use of the service.](#)

Validate

Click on the **Validate** button.



Check your order and your personal information. Choose your payment mode (CB, Visa, MasterCard, American Express, Pay Pal) by clicking on the corresponding icon.



Hotline
0 805 46 94 34
(free call from a landline)



Personal Information: [\(Click here to edit this information\)](#)
Airport session 1 Hour – 4.50€ TTC – Valid 30 day(s) after first connection

Order summary: [\(Click here to edit this information\)](#)
Lastname : test
Firstname : test
Email : test@test.com

Please select a means of payment below :

Choose your payment mode



Your transaction is secured by the Merc@net service of BNP Paribas bank.
Payment will be made to the benefit of Hub télécom, provider of the Wifi service. 

A secure payment interface (Merc@net service of BNP Paribas bank) will be displayed.



Hotline
0 805 46 94 34
(free call from a landline)



Personal Information: [\(Click here to edit this information\)](#)
Airport session 1 Hour – 4.50€ TTC – Valid 30 day(s) after first connection

Order summary: [\(Click here to edit this information\)](#)

Lastname : test
Firstname : test
Email : test@test.com

Merchant identifier 043794766600016
Order Reference 131328
Order Total 4,50 €

The symbols show that your payment is secure. You can now safely fill in the request form below:

Card Number: Expires end: 01-January / 2011

5

Please fill in your card security code, i-e the last three figures of the number written in the signature panel on the back of your creditcard:

[Information about card security code](#)

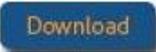
You have completed the form correctly, you may now

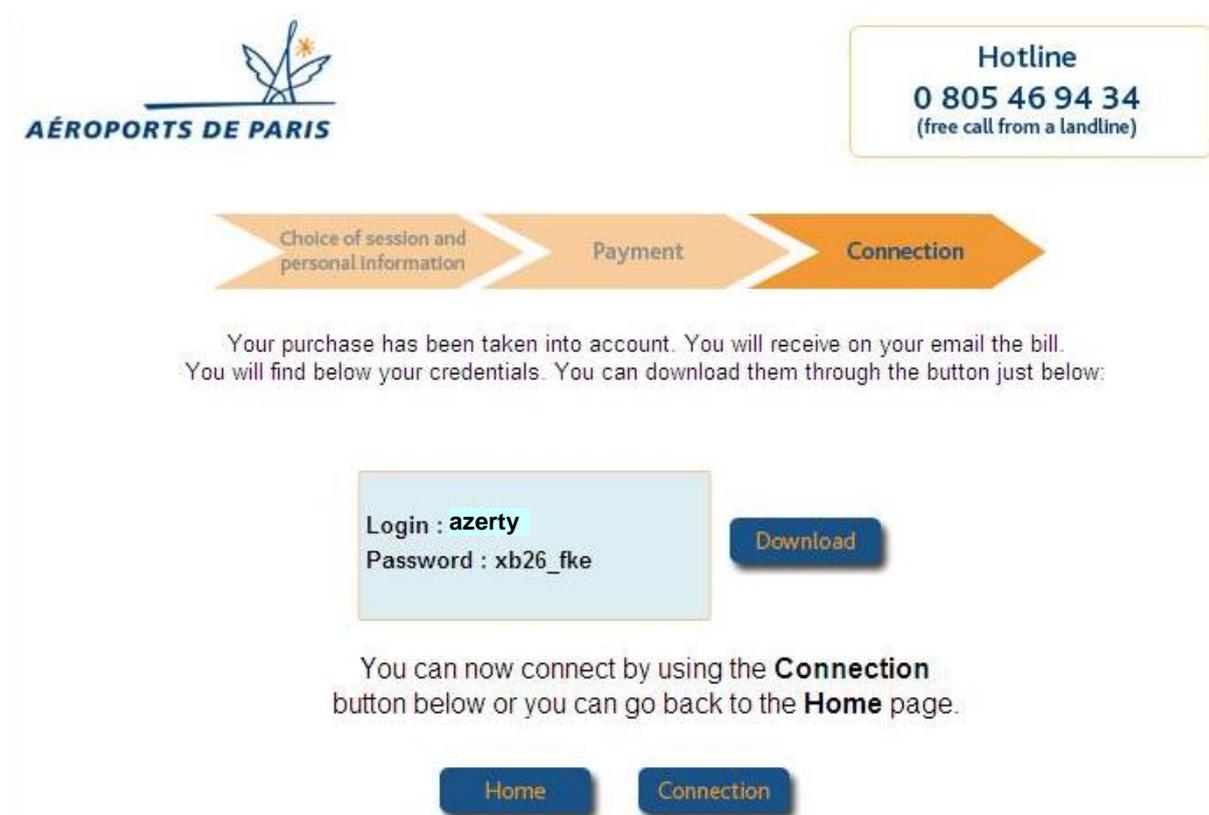


Your transaction is secured by the Merc@net service of BNP Paribas bank.

Payment will be made to the benefit of Hub télécom, provider of the Wifi service.



A confirmation window appears with a summary of your login. You can download your login by clicking the  button.



The screenshot shows the Aéroports de Paris website interface. At the top left is the logo for Aéroports de Paris. To the right is a box containing the text: "Hotline 0 805 46 94 34 (free call from a landline)". Below this is a horizontal flow diagram with three steps: "Choice of session and personal information", "Payment", and "Connection". The "Connection" step is highlighted. Below the flow diagram, a message states: "Your purchase has been taken into account. You will receive on your email the bill. You will find below your credentials. You can download them through the button just below:". Below this message is a light blue box containing the text: "Login : azerty" and "Password : xb26_fke". To the right of this box is a "Download" button. Below the box and button, a message says: "You can now connect by using the **Connection** button below or you can go back to the **Home** page.". At the bottom of this section are two buttons: "Home" and "Connection".

To start browsing, click on the  button.

Your web browser will then open a new Internet window (google)

Go directly in Step 2, page 11

▪ **Step 1 D : Connect with the credentials of another operator**

You have a pack with another wireless operator and you would like access the Wifi roaming Hub Telecom.

To proceed,

- Choose your Wifi provider from the drop-down list in the "Instant Access" module
- Enter the login and password provided by your service
- Accept the General Terms of Use
- Click on the  button

The screenshot shows the Hub Telecom website with a navigation bar at the top containing: Homepage, Wifi user guide, Buy Your Wifi session, Operators partnerships, and Hotspots. The main content area is titled "Welcome to our airports" and includes a "Purchase your Wifi session" link. There are sections for "By credit card" (with logos for American Express, VISA, MasterCard, and BOUYGUES TELECOM) and "By prepaid card" (with a RELAY logo). A central box lists three steps: "1. Get your access codes", "2. Connect to the service", and "3. Browse the Internet". Below this is a section for "Operators partnerships" with logos for orange, SFR, Bouygues Telecom, iPass, and boingo. On the right side, there is an "INSTANT ACCESS" dropdown menu with a list of operators, including ORANGE FRANCE (highlighted in blue), BOINGO, BOUYGUES TELECOM, GOREMOTE (GRIC), SFR, TEKORLD, TISCALI-WIFI, WEROAM, TRUSTIVE, SwissCom, VODAFONE, PHRYWAVE MOBILE DAT, TICONOCOM SA, T-SYSTEMS BUSINESS S, WIFIEURO SL, DNA FINLAND, ACROPOLIS TELECOM, BOZII LTD., NOCABLE S.P.A., VOXMOBILE, LATTELEKOM, PTWIFI, ZAO TASCOM, QUANTUM COMMUNICAT, MGP, SIOL D.O.O., INFORM SVYASZOK, BT Openzone, Sprint PCS, and Vex.

In some cases, you will be redirected to the website operator. Follow the instructions in your operator to continue the connection process.

Step 2: Connection



Hotline
0 805 46 94 34
(free call from a landline)

You are now connected to the service.
You will find below the remaining time
of your free WiFi session in real time.

Start Time	04/05/11 11:10:47
Time to end	00:14:56

Click on the Disconnect button to disconnect yourself

Disconnect

You can now start browsing the web
by clicking on the button below

Access the Internet

You are now connected to the service, click on the **Access the Internet** button to start browsing the web.

Once you have finished browsing, you can return to the window above to log out

To log out, simply click

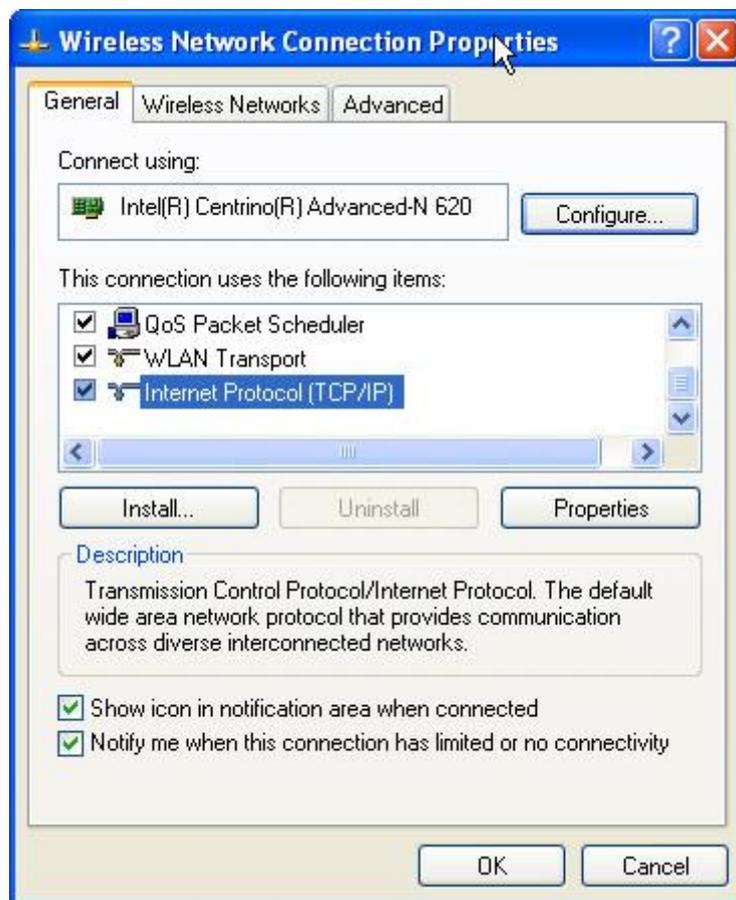
Disconnect

Troubleshooting guide

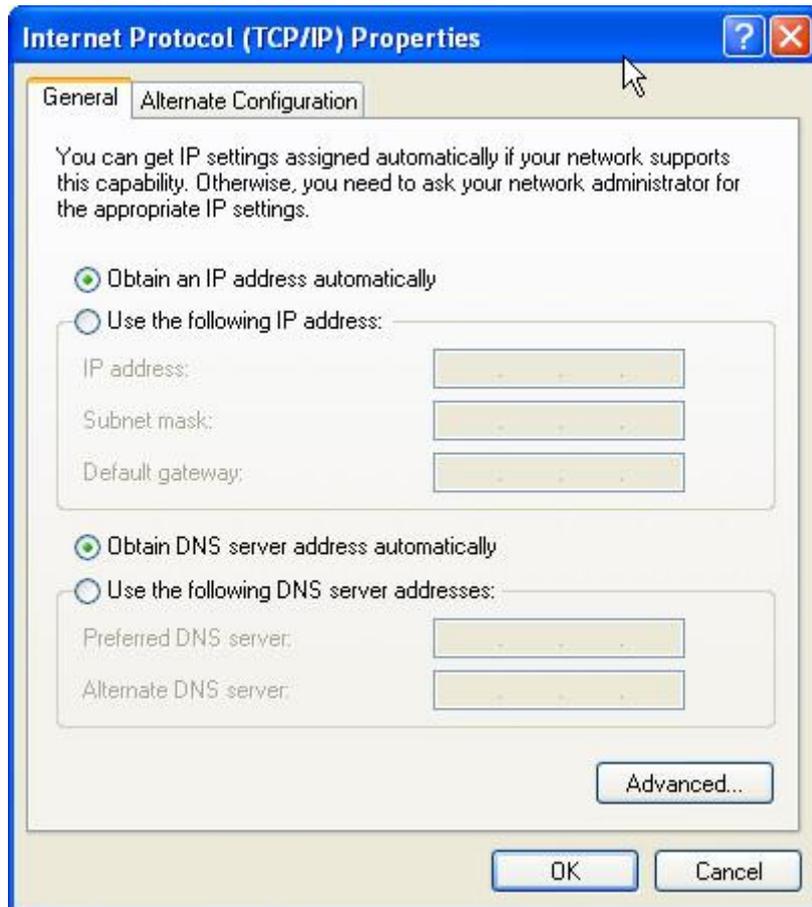
In case of connection problems, follow these steps:

1. The Wifi card is it good on? To check, follow the procedure on page 1
2. Check your connection settings IP:

Click the button on the right is an icon "Wireless Network Connection" and select "Properties":

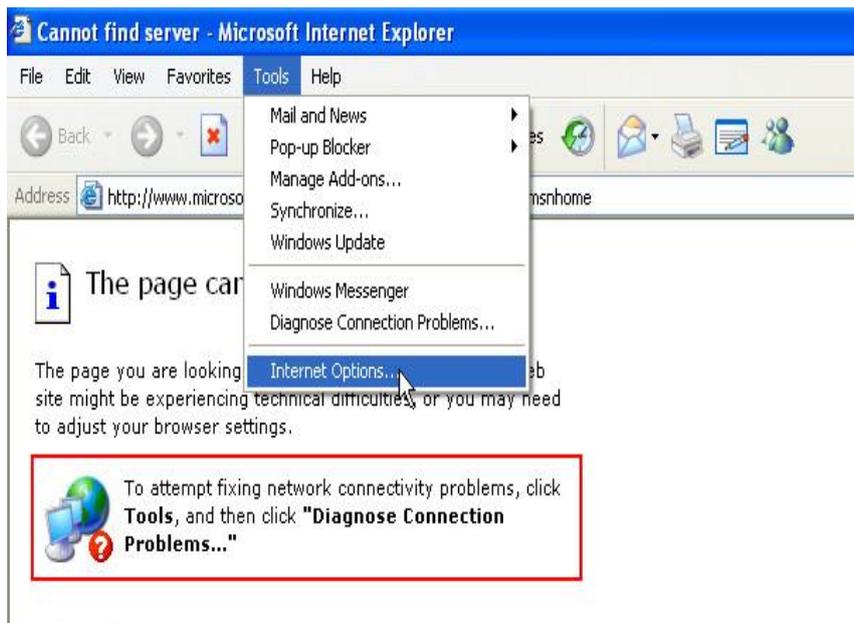


Select "Internet Protocol TCP / IP" then click "Properties." The configuration must be identical to the screen below:



3. Check your proxy settings within your Internet browser

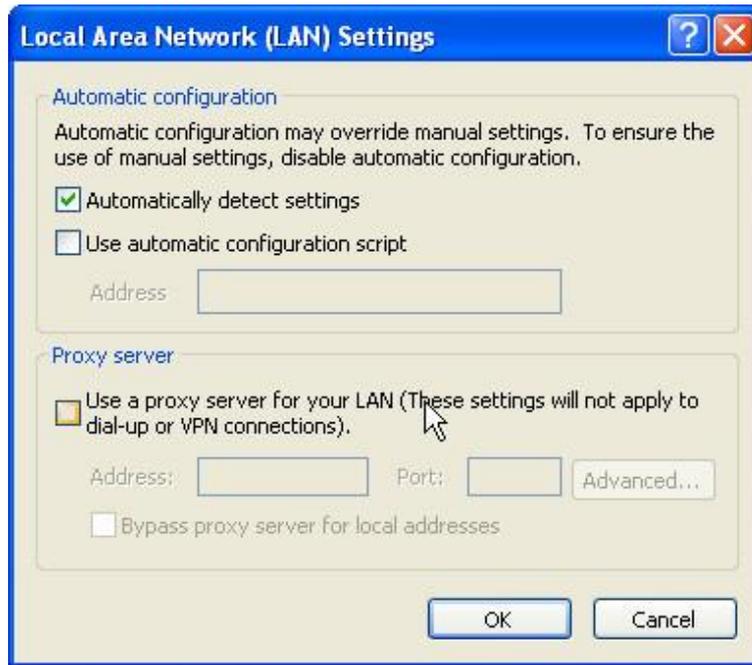
In Internet Explorer, go to the Tools menu, then select the very bottom of the menu "Internet Options".



In the new window, select the "Connections" tab, you will reach the screen below:



Then click the button "LAN Settings" and the following screen appears:



Uncheck all options and then click "OK".

4. Restart your Internet browser

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