



Wireless Internet Service Information

Internet Services can be used from your own Laptop

- Please connect to “Disney-Internet-Guest” Network.
- Open your Internet web browser to get started. You will automatically be directed to a login page. Then enter the information requested. If you are unable to connect, additional wireless information is available at Guest Services on Deck 3 Midship.
- Once logged in: Select your pricing option on the screen. All applicable charges will automatically be billed to your onboard account.
- Please be sure to Log off by following the Log-out Instructions below.
- Please note: Due to satellite connectivity, onboard internet service will be noticeably slower than you may be accustomed to and may at times be interrupted or unavailable.

Log-In Instructions

| | |
|-------------------------|--|
| First Name: | Enter your First name |
| Last Name: | Enter your Last name. Please avoid using spaces. (Example: Sanchez Gonzalez - SanchezGonzalez) |
| Cabin Number: | Enter your Stateroom number |
| Date of Birth: | Please enter your date of birth on the following format: mm/dd/yy (Example: April 30th, 1960 – 04/30/60) |
| Change Password: | The system will ask for a password change the first time you log in. Use this new password for all future sessions. |

Please note that first names and last names are not case sensitive.

Log-Out Instructions

At the top of your web browser, go to the address field and type **logout.com**. This will end your session.

You will be able to see an Internet Usage Summary every time you log out. This will give you the time you have used and the time you have left to use. If this webpage does not display the information, please do not close the window. This will prevent you from seeing the information. Only press the “refresh” button to try to retrieve the info again.

Wireless Pricing Plans

| | |
|-------------|--------------------------|
| Time plan 1 | \$0.75 Per Minute |
| Time plan 2 | 100 Minutes for \$55.00 |
| Time plan 3 | 250 Minutes for \$100.00 |
| Time plan 4 | 500 Minutes for \$150.00 |

Access Point Locations

Guest with wireless-ready laptops will find several wireless “hot spots” throughout the ship, including all public areas, Guest Staterooms and all open decks.

No credit will be given for unused time plan minutes. Upgrading plans is not available. Time plan minutes can be used until you disembark the ship. For your convenience, a limited amount of Netbooks are available for rent at Guest Services (Deck 3, Midship).

Connecting to a Wireless Network

If you are not able to connect by opening your browser, the following settings may need to be changed in order to facilitate wireless networks access. Please note: Each laptop is configured differently and changing the settings below will not guarantee you will be able to connect to a wireless network. There are general settings that need to be configured for most laptops to access a wireless environment. If possible, take note of your current settings as you may want to set them back to the original configuration.

Windows Users

1. Make sure you have the SSID(Network) set to "Disney-Internet-Guest":
 - Move the mouse over the wireless connection icon on the bottom right corner of the screen. It should show: Wireless Network Connection "Disney-Internet-Guest".
 - If it is not connected: right click on the wireless connection icon and select "view available wireless networks" and choose "Disney-Internet-Guest".
 - Then click connect.
2. Check your internet settings
 - Go to Start / Settings / Control Panel / Internet Options> under the connections tab.
 - Make sure "Never dial a connection" is selected in the top box.
 - Click on the LAN Settings buttons at the bottom.
 - Make sure "automatically detect settings" is checked at the top.
 - Make sure "Use a Proxy Server" is not checked
3. Make sure any Firewall software you may have is disabled:
 - Look in the system tray (next to clock on task bar for running firewall/internet security programs)
4. Make sure your wireless card's encryption is disabled:
 - Right click on the Wireless Connection Icon and select "Status". Click on "Properties" and choose the "Wireless Networks" tab. Highlight Disney Internet Guest and click "Configure".
 - Under the "Association" tab, all boxes should check.
5. Make sure pop-up blocker software is disabled:
 - Look in the system tray for popup blocker programs.
6. Make sure DHCP is enabled on the wireless card:
 - Go to Start / Settings / Control Panel / Network Connections.
 - Right click the Wireless Network Connection / Properties.
 - Double click Internet Protocol (TCP/IP)
 - Make sure "Obtain an IP address automatically" is selected.
 - Make sure "Obtain DNS server address automatically" is selected.
 - Click OK, Click OK.
7. Make sure SSID is turned off:
 - Go to Start / Settings / Control Panel / Network Connections.
 - Right click the Wireless Network Connection / Properties.
 - Click on Wireless networks tab
 - Click CONFIGURE
 - Make sure all boxes are not checked.
8. If you are running Norton Anti-Virus, disable script blocking:
 - Go to Norton anti-virus Properties
 - Find the "Script Blocking" Box. Be sure it is not checked.

Microsoft Outlook Users:

You may have to change the outgoing SMTP server address to 10.154.219.6 in order to send your messages. Please remember to make a note of your original address, as these will need to be reset to your original configurations when you get home.

Logging Out

If you have closed or lost the LOG OUT Browser window, you can logout manually by typing the following web address: logout.com

Macintosh Users

1. Turn "Airport" ON in the "Internet Connect" Application.
 - From Menu Bar select Go / Applications
 - Scroll down the list of application and open "Internet Connect".
 - Click "Turn on Airport" button
 - Using the drop down arrow, open the network menu and select: "Disney-Internet-Guest"
 - The blue bar should now show the signal strength of the "Disney-Internet-Guest" Network.
 - Open the Internet browser and see if you are redirected to login page
2. If Disney Internet Guest network does not appear in the network list:
 - Go to the "Apple Menu" from the Menu Bar and open "System Preferences".
 - Open "Network" preferences
 - The following settings should be marked:
LOCATION: Set to "Automatic"
Show: set to "Airport"
TCP/IP:
CONFIGURE: set to "Using DHCP"
AIRPORT Tab: Select "Join network with best signal" (or temporarily use "Join a specific network" to select or create the Disney Internet Guest Network)
 - Click on the "Apply button"
3. Restart laptop for settings to take effect.

Logging Out

If you have closed or lost the LOG OUT Browser window, you can logout manually by typing the following web address: logout.com

Important Tips

Verify Log Out: Your time will continue to count down if you do not log out properly.

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Network Connectivity: Internet Service uses a satellite connection.

- You may experience signal outages.
- Internet at sea is significantly slower than regular high-speed connections on land.

Printing: Printers are available for your convenience on the Vista Café and Cove Café Area (\$0.25 per printer page)