

# Trouble Shooting

## Question and Answers

**Q: I can see the ClubWifi Network, but web page says no connection.**

A: Please check that your settings are allowing a DHCP connection. This is found in your network settings on your device - make sure it is set to DHCP.

**Q: I have forgotten my online username and password?**

A: Please go to [www.clubwifi.co.uk/support](http://www.clubwifi.co.uk/support) - fill in the forgotten password form and we will contact you direct.

**Q: Why are some sites blocked from access?**

A: All Clubwifi networks are monitored and are FAMILY SAFE - this means that some content will be blocked from the networks if it is undesirable content for public networks.

**Q: I have 2 devices and cannot use my account on both**

A: Each account is per device, log out of one and wait, then log in with the other - or purchase a second account or a family account card.

**Q: My wifi signal is weak, can I still use the ClubWifi network?**

A: You must ensure a good signal from your device to the network, either move to get a better signal or switch off your wifi network connection and restart.

**Q: Can I use Skype on the Network?**

A: Yes, Skype is enabled for use on the ClubWifi Network.

**Q: Can I use Facebook and other social networking sites?**

A: Yes, Facebook and Twitter and numerous other networks are all available on Clubwifi Networks.

**Q: Can I stream movies and watch video content online?**

A: Yes, in peak times this may be intermittent, however, all our networks are ready for content streaming.

**Q: Am I able to use my companies VPN connection on the network?**

A: Yes, all secure VPN access is authorised across these networks.

**Q: Is the network safe and secure?**

A: Yes, the network is secured at the server which connects all users. This is a secure server and additionally - we operate a safe "family" network policy which will block some undesirable content.

# ClubWifi Support Details

## Address

Office One  
67 Fore Street  
Chudleigh  
Devon  
TQ13 0HT

## Phone, Email and Web

Support - DIRECT FAST TRACK - [www.clubwifi.co.uk/support](http://www.clubwifi.co.uk/support)  
Email - [support@clubwifi.co.uk](mailto:support@clubwifi.co.uk)  
Phone - 0117 230 7413

## Support in Detail

Please visit [www.clubwifi.co.uk/support](http://www.clubwifi.co.uk/support) for more live and up to date support questions and answers, you can also request support call backs and online forms to deal with any query you may have.

For more Clubwifi Networks - please visit our website for the latest additions: [www.clubwifi.co.uk](http://www.clubwifi.co.uk)

The Club Wifi logo is at the top, with 'Club' in white on a dark grey background and 'Wi Fi' in white on a green background. Below the logo, a woman with long dark hair is smiling and looking to the right. A large green 3D Wi-Fi symbol is overlaid on the image, partially obscuring the woman's face.

# Club Wi Fi

## How to use ClubWifi wireless networks with your devices.

A row of five mobile devices is shown at the bottom of the advertisement. From left to right: an iPhone, a Nokia feature phone, a Samsung smartphone, a tablet, and another tablet. They are all displayed on a reflective surface.

[www.clubwifi.co.uk](http://www.clubwifi.co.uk)

## PCs and Laptops

### Windows



When using a windows based machine, follow these simple instructions.

- Switch on your WiFi - this is either via software or a hardware switch on your machine. An indicator on your toolbar should show what Wifi Networks are available to you.
- Connect to the ClubWifi network.
- Open your Internet Browser and follow the on-screen instructions. The Login Portal Links to more detailed information online if you need it. To log in you need an account, either prepaid or credit card - please select.

### Apple Mac



When using an Apple Mac based machine, follow these simple instructions.

- Switch on your WiFi - this is indicated at the top of your screen - turn Airport On.
- Choose the ClubWifi network from the list.
- Open your Safari Browser and follow the on-screen instructions.

### Linux



Ensure your Linux Ubuntu system has Wifi hardware.

- At the top of the screen, click the network icon, choose the ClubWifi network from the list.
- Once connected open an internet browser and follow the on-screen log in instructions.

To access online support freely - please go to:  
[www.clubwifi.co.uk/support](http://www.clubwifi.co.uk/support)

## Mobile Phones

### iPhone



- When connecting an Iphone or Ipod touch, Select Settings and then select Wifi.
- Switch on your WiFi - once on the device will scan for networks in range.
- Connect to the ClubWifi network.
- Open your Safari and follow the on-screen instructions. The Login Portal Links to more detailed information online if you need it. To log in you need an account, either prepaid or credit card - please select.

### Blackberry



- Switch on your Blackberry Phone
- On the Home screen - select settings and switch on Wifi.
- Open your blackberry Browser and follow the on-screen instructions.
- The Login Portal Links to more detailed information online if you need it. To log in you need an account, either prepaid or credit card - please select.



## Tablets and Touch Screens



There are many new devices coming to the market that require an internet connection. Most of these portable devices do have wifi and the simple rule to use when connecting to a ClubWifi Network is:

- Switch on the Wifi.
- Open a browser on the device.
- Follow the on-screen instructions.

### Payment Methods

There are 2 ways to access the internet using ClubWifi Networks. Either prepaid card or credit card.

### Prepaid Cards

These are sold on site where your network resides and do come in differing costs and times. On each Prepaid card is a unique USERNAME and PASSWORD - Keep these safe - these details are your login details for your device.

### Credit Card

To buy time using a credit/debit card, simply log into the portal online. When the login screen appears, select Credit Card payment, you will be asked to set up an account - this will be your username and password - IMPORTANT that you remember this. Select the type of account you want and payment. A receipt will be automatically emailed to you.