



# VERIZON Wi-Fi. 100% FREEDOM, NOW 100% FREE.

Stay connected at thousands of hotspots nationwide like airports, cafes, hotels and more.

## Get Started!

If you are new to Verizon, you'll need to register and install your High Speed Internet or FiOS Internet before you can access the Verizon Wi-Fi service.

- Confirm that you have a required operating system. Verizon Wi-Fi Connect is compatible with 32-bit versions of Windows XP and 32-bit and 64-bit versions of Windows Vista. Service Pack 3 is required for use with Windows XP.
- Verizon Wi-Fi is not available for PDAs, phones, desktop PCs or Macs.

## Registering for Verizon Wi-Fi is quick and easy!

- Sign in at [business.verizon.net](http://business.verizon.net).
- Click on "My Account" and look for the Verizon Wi-Fi link.
- Select "Verizon Wi-Fi Registration" and follow the prompts to create your Wi-Fi username and password. Only primary Verizon Internet account holders can add a Wi-Fi account.
- You will then be guided to download Verizon Wi-Fi Connect that allows you to sign on at eligible hot spots.
- After your download is complete, you'll see a Verizon Wi-Fi Connect icon in your Windows task bar.

For more details, please visit [business.verizon.net/wifi](http://business.verizon.net/wifi) and follow the instructions provided under "How to Get It."

## One Website Does It All!

Go to [business.verizon.net/myaccount](http://business.verizon.net/myaccount) to create a Verizon Wi-Fi username, download Verizon Wi-Fi Connect software to multiple computers, search for hotspots near you, or find additional information. Once you've installed the Verizon Wi-Fi Connect software, you can also click on the Verizon Wi-Fi icon located on your laptop to search for hotspots nationwide. The Verizon Wi-Fi Hotspot Directory is downloaded with your Wi-Fi Connect software so you can look for hotspots without being connected to the Internet.

Whenever you're within a Verizon hotspot, the Verizon Wi-Fi Connect icon in your task bar will alert you with a pop-up screen and you can sign in and connect. Just enter your Verizon Wi-Fi username and password to log in, open a browser and start surfing!

## Answers to frequently asked questions can be found on the back of this page.

Once you have downloaded and installed the Verizon Wi-Fi Connect software, you can access a step-by-step User Guide for additional information on your laptop or netbook. Just click on your "Start" menu button, select "Programs," "Verizon Wi-Fi Connect" and then "Verizon Wi-Fi Connect User Guide."

### Please note:

Verizon Wi-Fi available in designated locations only. Other terms apply. Visit [business.verizon.net/wifi](http://business.verizon.net/wifi) for details.



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# QUESTIONS & ANSWERS

## **Q: What is Verizon Wi-Fi?**

**A:** Verizon Wi-Fi is a service that will enable Verizon High Speed Internet or FiOS Internet for Business subscribers to utilize wireless access to the Internet at thousands of public places known as Wi-Fi "hotspots." This service is not intended to be used from your business, but to be used while on-the-go.

## **Q: What is a hotspot?**

**A:** A hotspot is a specific area that offers Internet access for a laptop or netbook using a wireless signal. Access to the Internet on other wireless-enabled devices, such as PDAs, will be available in the future. Hotspots are often found at restaurants, airports, hotels, coffee shops and other public places.

## **Q: Do I need any additional equipment?**

**A:** If you have a wireless-enabled laptop or netbook, no additional equipment is needed to use the Verizon Wi-Fi service. If you do not have a wireless-enabled laptop or netbook, you will need to purchase a wireless card and simply plug it into your computer.

## **Q: How can I tell if my Verizon Wi-Fi service has been activated?**

**A:** Once you have successfully downloaded the Verizon Wi-Fi Connect software, you will see an icon in your system tray (lower right-hand corner of computer) or on your computer desktop.

## **Q: What factors can affect my connection speed while using Verizon Wi-Fi?**

**A:** Wi-Fi signal strength may vary by hotspot location and can be affected by many factors, including the location of wireless infrastructure, the direction of the wireless antenna, building architecture and materials, and the number of other wireless devices in operation at the location. If you experience a weak signal or loss of signal, you should try relocating within the immediate area to improve the signal strength.

## **Q: I have sub-accounts set up under my primary account. Will Verizon Wi-Fi work for those users also?**

**A:** Yes. As long as the sub-account holders have the Verizon Wi-Fi Connect software downloaded onto their computer, they will be able to enjoy the Verizon Wi-Fi service. The Verizon Wi-Fi primary account holder will need to set up a Verizon Wi-Fi username and password. The Verizon Wi-Fi username and password can be shared with the primary account holder and three (3) sub-account holders to provide them with Verizon Wi-Fi access. Verizon Wi-Fi service will allow up to two (2) users to access the service simultaneously.

## **Q: How do I know where the Verizon Wi-Fi hotspots are?**

**A:** Visit [verizon.net/hotspots](http://verizon.net/hotspots) and select country, state/region, venue (e.g. hotel, restaurant, etc.) and zip code. A list of available Verizon Wi-Fi hotspots will appear. Verizon Wi-Fi is available in the U.S. only.

## **Q: What does the Hotspot Search icon provide?**

**A:** After the Verizon Wi-Fi Connect software has been successfully downloaded, you can click the "Hotspot Search" icon on your desktop. "Wi-Fi Connect Location Directory Search" will then appear. Select country, state/region and venue (e.g. hotel, restaurant, etc). A list of available Verizon Wi-Fi hotspots will appear. Right click the Verizon Wi-Fi icon and select "Update" to refresh hotspot locations.

## **Q: Will my security software affect my use of Verizon Wi-Fi?**

**A:** If you subscribe to the Verizon Internet Security Suite, there should be no impact on your ability to use Verizon Wi-Fi. If you use security software from another provider, you should check directly with that provider.

## **Q: Does the sign on process protect my username and password?**

**A:** The integrity of our customers' security is a top priority for Verizon. With Verizon Wi-Fi, you can rest assured that you will receive a secure sign on and authentication process. Once you are online, take the same security precautions you would from your work Internet connection.

## **Q: What if I have trouble connecting?**

**A:** Simple tasks like rebooting your laptop or netbook will solve most connection issues. Most computers have a Wi-Fi setting. Be sure your Wi-Fi is turned on. If your computer does not have a Wi-Fi setting, go to Internet Options on your computer and verify your wireless LAN (WLAN) connection is enabled. If it is not enabled, right click and enable it. Check your signal. Right click on the wireless icon in the system tray, select "View Wireless Networks" and select a network from the list presented.

## **Q: How do I determine my Operating System or Service Pack version?**

**A:** Right click on the 'My Computer' icon on your desktop and select 'Properties'. Your Operating System and Service Pak version will be listed on the 'General' tab.

## **Q: Where do I go to get customer support for Verizon Wi-Fi service?**

**A:** You can find detailed product information, including how to download Verizon Wi-Fi Connect software, by visiting our website: [business.verizon.net/wifi](http://business.verizon.net/wifi)

If you are unable to find what you need online, Verizon has dedicated 24-hour technical support.

Technical support agents for Verizon High Speed Internet subscribers can be reached toll-free at: **1.888.649.9500**

Technical support agents for Verizon FiOS Internet for Business can be reached toll-free at: **1.888.244.4440**

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