

Wi-Fi frequently asked questions

Q1. What is Wi-Fi?

A. Wi-Fi is short for Wireless Fidelity, a means by which devices like laptops can access the internet or other network based services without the need for a network or modem cable. Our sites currently use a mix of 802.11b and 802.11g wireless networks. The only difference between the two is the speed of the network on that particular site. 802.11b operates at 11mb and 802.11g operates at 54mb. The speeds are set according to the size of the broadband connection on to each individual site and the number of pitches available.

Q2. How much does it cost to use Wi-Fi?

A. 5 hrs for £5, 20 hrs for £15 & 100 hrs for £40 all expiring 6 months after activation.

Q3. Can I purchase time on line?

A. No, this facility is not currently available. You can purchase vouchers from the wardens at sites with Wi-Fi.

Q4. Is the connection secure?

A. All of our Club networks are open networks as they are designed so that everybody can get access to them quickly and easily. We would recommend that you take some basic steps to protect yourself and your devices whilst using our network.

- Install robust and upgradeable anti-virus software and firewalls
- Ensure you turn off automatic login facilities
- Use a secure VPN if connecting to a corporate network
- Ensure your computer is password protected
- Don't leave your laptop unattended in a public place or lock it if possible
- If you have to enter any personal information or perhaps credit/debit card details, make sure that the website you are using is secure (check for the padlock icon in your browser)

Q5. Are my credit card details secure?

A. We use the same payment gateway for the Wi-Fi as we do for the Club website so your details are dealt with in exactly the same way.

Q6. My laptop cannot find the Wireless network.

A. Many laptops have a small switch or software setting to turn on the Wi-Fi radio, please check your manual.

Q7. How can I be sure that after I have purchased my Wi-Fi card I will get good reception from my pitch?

A. Aerials/repeaters have been positioned across the site to ensure good signal strength, however, we suggest you check that your laptop can pick up the connection before purchasing a time voucher.

Q8. How do I know how much time I have remaining?

A. Once you have logged in to the network, the status page displays the time used in that session and the time remaining on your account.

Q9. What if I forget my password and can't log on?

A. Please call Leisure Technology Solutions on 0845 052 2976 and they will be happy to help.

Q10. My laptop connects to the Wireless network but after I move the signal gets weak.

A. This is a shared service and whilst we try to ensure high-speed access we can't guarantee maximum bandwidth.

Q11. I can receive email from my existing Internet Service Provider (ISP) email account but not send it.

A. Some ISPs require that you have different email settings to send email when on another network – suggest you contact your ISP for further information.

Q12. I see lots of programs that I can download from the Internet such as icons for emails and security checks.

A. Many of these programs are spyware, please do not download any programs unless you are very sure of the provider.

Q13. Can I use a streaming websites such as iPlayer whilst on site?

A. We would not recommend this. At this time this system is a shared network and therefore bandwidth is being split between users logged in at the same time. We are developing solutions all the time in conjunction with our partner Leisure Technology and when increased bandwidth becomes available then streaming systems such as iPlayer will become available for members to use

Q14. Can I connect to the internet using my games console?

A. Again we would not recommend this due to the amount of bandwidth these types of systems demand. Also, many gaming systems do not have a browser environment which makes it difficult for the user to get on the network although we are constantly looking to improve things in the future.

Q15. I have a question not covered above?

A. Please contact Leisure Technology for any technical queries on 0845 052 2976.

Q16. Where can I access The Caravan Club Wi-Fi?

A. Please go to <http://www.caravanclub.co.uk/planning-your-trip/uk-trips/the-site-network/wi-fi-on-sites> - This can be accessed without purchasing a time voucher and you will find a list of Club sites which have Wi-Fi connectivity.