

## BA Lounge – How to connect to BT Openzone Free Wi-Fi service

In order for customers to connect the free Wi-Fi service powered by BT Openzone in this BA lounge, please follow these steps:

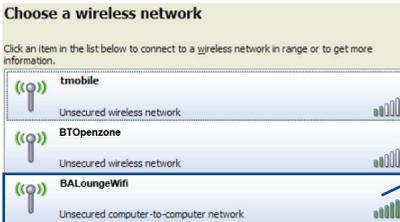
- 1 Switch on your laptop and right click on the wireless network icon in the system tray. This is the box at the bottom right of the screen



- 2 After you have right clicked on the icon, choose 'View Available Wireless Networks'.



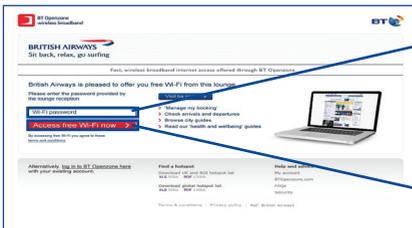
- 3 Select "BALoungeWiFi" from the list and click 'connect'.



NOTE: If you select "BTOpenzone" and not "BALoungeWiFi" you will be directed to the normal 'paid for service'

Select BALoungeWiFi from the list of available networks

- 4 Access the BA Lounge FREE Wi-Fi landing page and enter Password: Open your Internet Browser and the BA FREE Wi-Fi landing page should appear. Enter the current password, which is available in the lounge and click 'Access free Wi-Fi now' to start browsing.



Enter Password

Click here to access free wifi

**Important:** if you're using Windows XP (SP2) and view wireless connection status, you'll see BT Openzone described as an 'Unsecured wireless network' or similar. Windows XP (SP2) describes most public access wireless networks in this way. Please ignore this. BT Openzone uses sophisticated 128-bit public key encryption during log-in to protect transfer of your data. Account traffic is encrypted and your account is password protected.

If you have any problems and need assistance with connecting or entering the password, call the BT Openzone Helpdesk on **0800 022 33 22 (+44 132 556 0841** from outside the UK\*) at any time .

## Frequently asked questions

① What should you do if you experience problems connecting or entering the password?

You should firstly ensure the following:

- Your wireless feature is enabled.
- You have selected the correct Wi-Fi service – 'BALoungeWiFi'.
- The free wi-fi landing page is displayed and you are correctly entering the current password, which is available in the lounge.
- 'Access free Wi-Fi now' has been selected.

If you are still experiencing problems please contact the BT Openzone helpdesk on **0800 022 33 22**. An email address is also available: [openzone.support@bt.com](mailto:openzone.support@bt.com)

② Who should you contact if there are problems with the BT Openzone signal? Individual connection problems should be directed to the BT Openzone helpdesk on **0800 022 33 22**. However, if it appears that other customers in the lounge are also affected you should report the problem to the BA lounge staff.

③ Is there any time out period?

Once logged in, if the service is unused for 15 minutes, it will automatically log you out of the session, at which point you will need to log back in using the current password.

④ Can users of other Wi-Fi providers use this free BT Openzone service?

Yes, all customers can use this service for free within the lounge regardless of whether they have an alternative Wi-Fi account with another provider.

⑤ Where can you get the current password from, and, will it be different next time you visit the lounge?

The password will be available on leaflets from the Guest Services or Customer Services desk, or ask a member of the BA Lounge staff. The password will change regularly so always check in the lounge for the current password.

\* International number is charged at your telephone provider's international call rates.