

EXPLORATIONS CAFÉ

POWERED BY **The New York Times**

Holland America Line Wi-Fi Quick Start Guide

Use your own device to sign-up and surf the Internet.

1. Connect to the broadcast network: **ICAFE-GUEST-Oosterdam**
2. Open your browser and type any web address (e.g. www.hal.com)
You will be redirected to the iCafé registration page.
3. Select REGISTRATION
4. Follow the on-screen instructions to create your account
5. Set your username and password
6. Login, select your package plan, and start surfing!

You only need to register once, even if you're using multiple devices.

Login with your username and password on the Explorations Café kiosks and any of your personal devices.

Holland America Line offers different pricing options to suit all users:

Pay As You Go - \$0.75 per minute

Time Plan 1 - 1,000 minutes \$250.00 (\$0.25)

Time Plan 2 - 500 minutes \$175.00 (\$0.35)

Time Plan 3 - 250 minutes \$100.00 (\$0.40)

Time Plan 4 - 100 minutes \$ 55.00 (\$0.55)

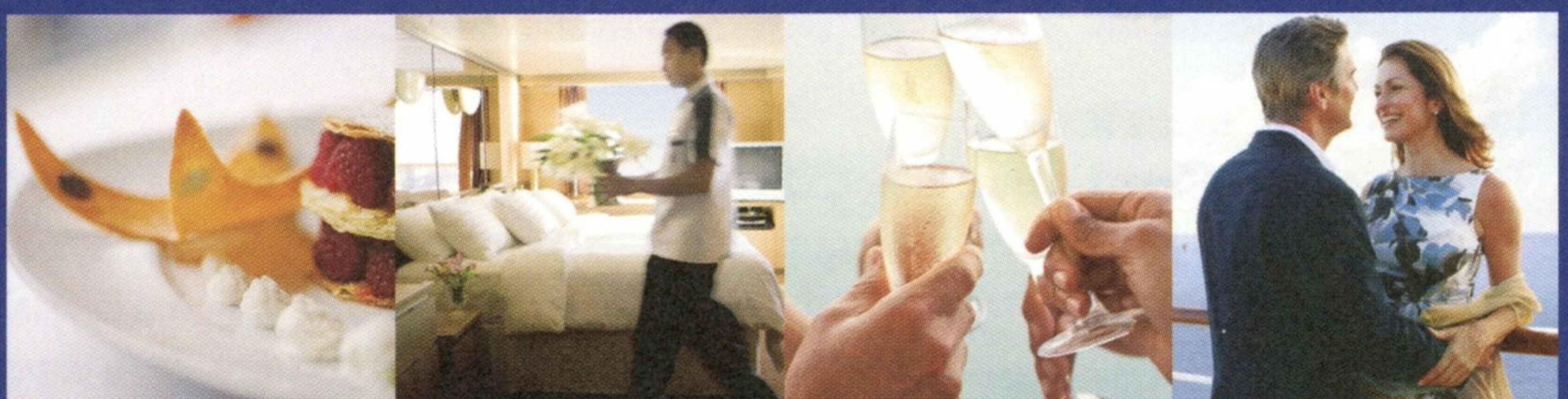
Time Plans can be used until you disembark the ship.

Time Plans are non-refundable and non-transferable. No credit is offered for unused minutes.

Don't forget to log out!

Just type **LOGOUT.COM** (no **www.**) in the Internet browser's address bar (not the search bar) and your remaining minutes will be displayed on the screen. Turning off WiFi or powering off your device will not end your session and your minutes will continue to run.

Please turn over for frequently asked questions



Frequently Asked Questions

How do I log out?

When you are finished with your session, it is very important that you manually log out of the system. Do not simply disconnect from the network or shut off your device as this will NOT log you out. To log out, type "LOGOUT.COM" in the address bar (no www.) in your Internet browser's address bar (*not* the search bar). Wait for the page to load to see the message "You have successfully logged out." If the iCafé window is still open in your browser, you may click the "Log Out" button instead. You are required to log out prior to logging on to a different device. Should you receive the message "You already have an active Internet session," you need to log out from the existing session from the original device first.

Why is the Internet slower than on land?

iCafé connects you to the Internet using a direct satellite transmission to a satellite over 22,000 miles away. This differs to a land-based wireless signal where the signal only travels a mile or two to the nearest transponder station. All public areas (eg. Bars and Lounges) are equipped with WiFi. As such, it is recommended to use WiFi in these areas or one of the terminals in the Explorations Café for the most stable connection.

How do I get billed?

Billing is integrated with your stateroom account.

I want to refund my plan.

Internet plans are non-refundable and credit is not provided for unused minutes.

The page I want to access is slow to load or timing-out.

Due to the nature of the satellite Internet connection on a moving vessel, it is possible that interference or bad weather will cause pages to time-out, especially when they are load-intensive. It is advised to only use personal devices in public areas, and to reload the page and request a fresh copy of the contents, since these time-outs are usually of temporary nature. If you are using a personal device and have background applications running, these can also slow down the loading of web pages. Close the background applications and turn off automatic updates to experience increased browsing speeds.

I purchased the wrong plan and wish to change it.

Internet plans are non-refundable. If you accidentally purchase the wrong plan, DO NOT connect to the Internet and speak to the Front Office or Librarian immediately. We cannot change a plan once it has been used.

I didn't bring a laptop. Can I still use the Internet?

Internet kiosks are available 24-hours a day in the Explorations Café.

How can I print something on board?

There is a printer available in the Explorations Café which is connected to certain Explorations Café kiosks. Printing is available only from these PCs, and not from your personal devices.

Will I be charged by my phone company if I connect?

You will not be charged by your phone company for connecting to the iCafé; however, it is your responsibility to make sure that you are not using the signal or data from your particular service provider. Turn off mobile data services by going into your device settings or by turning on "Airplane Mode." Holland America Line is not responsible for charges incurred by your service provider on land.

Can someone help me with my device?

Our Explorations Café Librarian and the Front Office team are available to assist with common issues concerning the onboard Internet service; however, they cannot troubleshoot or repair your device beyond the most basic concerns. We also have Internet access available at the kiosks in the Explorations Café; you may purchase an Internet plan at these PCs or use a plan that you have already purchased on your own device.

I have tried to register but it fails to complete.

Various reasons can contribute to registration failures, such as an inactive account or a wrong date of birth. Ensure that all data is correct and check with the Librarian or Front Office if you continue to experience difficulties.

I want to upgrade my plan.

You are not able to upgrade per minute plans. You must use the minutes from the existing plan before you can purchase another plan.

How do I get back to the login page when I want to use my purchased Internet plan again?

To return to the login page, simply connect your desired device to the iCafé Wi-Fi and open a new browser window. In some instances, you will need to use the "reload" or "refresh" buttons to see the login page.

I can't connect to the iCafé.

Do you see the network name? If not, check that wireless is turned on. On some devices, you may need to turn "Airplane Mode" off. Some devices have a physical button that must be turned on. Sometimes, a restart of the device or requesting to join the network helps. There are also certain areas on the ship where the iCafé Wi-Fi signal is weaker than others, and as such it is advised to only use personal devices in public areas. Check with the Librarian if you continue to experience difficulties.

iCafé - Step by Step Instructions for Wi-Fi

On your own device, open your Wi-Fi Settings and choose the network:

ICAFE-GUEST-Oosterdam

Once connected to the network, open your Internet browser (eg. Safari, Internet Explorer, Firefox, etc.) and load any web site. The iCafé login screen will automatically load instead.

If it is your first time to log in, click "**Registration**" and follow the prompts to create an account. You will need your First and Last Name, Date of Birth, and Stateroom Number.

For your account, you will create a Username and Password for future logins. Choose something that is easy to remember. Your Username must be a minimum of 6 characters; your Password must also be a minimum of 6 characters *and* have at least one capital letter.

Click "**Register**" once all fields are complete.

Log in using the Username and Password you created for yourself. Click "**Login.**"

Choose a package plan or the Pay As You Go option from the dropdown menu:

- 100 minutes/\$55
- 250 minutes/\$100
- 500 minutes/\$175
- 1,000 minutes/\$250
- Pay As You Go/\$0.75 per minute

Click "**Login**" again.

Once you are successfully connected, click "**Surf the Internet.**"

DO NOT FORGET TO LOG OUT AFTER EVERY SESSION

When you are finished with your session, it is **very important** that you manually log out of the system. **Do not simply disconnect from the network or shut off your device** as this will NOT log you out.

You must type **logout.com** (no www.) in your Internet browser's address bar (*not* the search bar). Wait for the page to load to see the message "You have successfully logged out." If the iCafé window is still open in your browser, you may click the "**Log Out**" button instead.

If you have any issues or questions about the Internet service or your account, please see the Explorations Café Librarian or the Front Office for assistance.