

EXPLORATIONS

CAFÉ

POWERED BY
The New York Times

Internet Access is available onboard 24-hours a day. Personal assistance is available in the Internet Café during Internet Manager's scheduled hours;

How to Log In: Once you are in range of the Wireless signal, connect to the broadcasted network (**mtndsi**). Once connected, open your browser and type any address (example: google.com); you will be directed to the Internet login page. Follow the on-screen instructions to login and access the Internet. Do not forget to Log Out - Simply type LOGOUT.COM in your browser's address bar to end your Internet session.

Internet Service Rates - Whether accessing the Internet via your own laptop computers or via the Internet Café computers, the same rates apply. All charges are posted directly to your onboard account. No credit is granted for unused Time Plan minutes

What does it Cost?

Time Plan #1: 1000 Minutes for \$250.00 (\$0.25/minute)
Time Plan #2: 500 Minutes for \$175.00 (\$0.35/minute)
Time Plan #3: 250 Minutes for \$100.00 (\$0.40/minute)
Time Plan #4: 100 Minutes for \$ 55.00 (\$0.55/minute)
Pay-As-You-Go: \$0.75/minute

A one-time \$3.95 activation fee applies to all users. As a courtesy for our guests, upon Time Plan expiration, any additional minutes will automatically be charged at the Plan Rate. Printing is available from the Explorations Café only and is \$0.25 per page.

Wireless Access Locations: Wireless service is available in most public areas of the ship but may be limited in your cabin. Please be sure to check signal strength before logging in for the first time in any area. If you do not have 3 bars, consider moving to a location with a stronger signal.

Can't Send Email? If you can receive but not send emails, Microsoft Outlook and other Mail client users may need to change the outgoing SMTP address to 172.31.0.2. VPN Access is limited. PPTP and IPSec type VPNs may not connect.

For iPad/iPhone/iPod Users: The settings that allow your iPad to play music for 10 hours on one battery charge alone are the same settings that control the internal radio signal connecting the iPad to the onboard Wi-Fi and eventually to the Internet. In order to provide such a long battery life, the iPad's internal radio is underpowered in comparison with other devices (a laptop for example).

Troubleshooting Tips For iPad/iPhone/iPod Users

1. If you lose the WiFi network after you have been connected, you have to disable "Autologin" in your settings:
 - a. Tap Settings > WiFi > Tap on mtndsi
 - b. Tap on the blue arrow. Turn off Auto login. Turn On Auto Join. Confirm connectivity icon is on (the fan like symbol on top)
 - c. Open Safari in the address bar enter any address (Example: google.com) and you will be redirected to the Login Page

2. If you cannot get connected to the network you can try to renew your IP address:
 - a. Tap Settings > WiFi
 - b. Locate mtndsi and tap
 - c. Tap Renew Lease
 - d. Make sure to have "Proxy" turned "Off"

3. If the issue persists, try turning WiFi to "Off" and then to "On". If this does not help, you can try to reset network settings:
 - a. Go to Settings > General > Reset > Reset network settings

There are three distinct, well-known challenges you will notice while using your iPad on board:

1. **Weak WiFi Connectivity:** By design, iPads assign little battery power to their internal antenna resulting in an underpowered radio. Unless the WiFi signal is very strong in the area you intend to use your device in, it is likely you will experience interruptions or you may not be able to connect at all. You will notice users with laptops connect fine to the WiFi on board while an iPad in the same spot drops and reconnects.
2. **3G Not Supported:** Onboard systems do not support the 3G technology; the only option for accessing the Internet on board on your iPad is via WiFi.
3. **Sensitivity to the Satellite Signal:** The satellite signal fluctuates by nature and iPads are more sensitive to this fluctuation, which may interrupt your iPad Internet session while going unnoticed on other devices. **Helpful Tip:** Did you know that the WiFi power consumption is tied directly to the screen brightness power consumption? You will experience better Wi-Fi stability by making sure that your iPad's display screen is at its brightest setting.

Distance and Latency: Though cutting-edge satellite technology, the onboard Internet experience does not resemble the high-speed broadband Internet available on land. At home, to bring up a page, the data is sent via optical fiber cable to a local exchange located just around the corner from your house. At sea, the data is transmitted over the air from the ship to a satellite 22,000 miles above the Earth. The data then bounces down to an Earth routing station, where your request goes out to the world. The response takes the same 22,000-mile route back to bring you a newsfeed, web page or email you desire. The large distance may create a slight time delay we call latency; on the Internet, this delay may create a slower loading time for web pages, similar to voice delays on long distance calls.

Need More Information? Visit the Internet Manager during scheduled hours, which are posted in the Explorations Café, Deck 11 forward or click on the link for more information located on the Log In Page.