

# Internet Services

Internet Access is available onboard 24 hours a day. Personal assistance is available in the Internet Café during scheduled hours; please refer to the onboard daily program for Internet Café location and schedule.

## How to Log In

Once you are in range of the Wireless signal, connect to the broadcasted network (Ex: Regal-Princess). Once connected, open your browser and type any address (Ex: google.com); you will be directed to the Internet login page. Follow the on-screen instructions to login and access the Internet.

## Don't forget to Log Out

Simply type **LOGOUT.COM** in your Browser's Address Bar to end your Internet session. There is no need to include "www" before Logout.com.

## 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.

- 600 minutes for \$199
- 400 minutes for \$159
- 200 minutes for \$99
- 100 minutes for \$69
- Pay as you go \$0.79/minute
- Printing \$0.50/page
- Activation fee \$3.95

## Wireless Access Locations

Wireless service is available in most areas on the ship, including most suites.

## Using the Internet at Sea

Though cutting-edge satellite technology, the onboard Internet experience doesn't resemble the high-speed broadband Internet available on land. At home, to bring up a page, the data is sent via optical fiber 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.

## Will the Connection Improve When in Port?

Internet services are provided via satellite regardless of whether the ship is at sea or in port. Please prepare for the same experience when the ship is docked or at sea.

## 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.

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## Window Users:

Each laptop is configured differently and some settings may need to be changed to facilitate connectivity.

Try these suggestions:

1. Double-click on the "Wireless Connection" icon on the bottom right corner of the screen.
  - a. Select (Ex: Regal-Princess). Check the "Allow me to Connect" box, then click "Connect"
  - b. Open your web browser and try to go to any web page (Ex: google.com) and it would bring you up to the login screen.
  - c. For the first time users click on the "New User" box and fill in all the information. If you have already used the Internet on this cruise the click on the "Returning User" fill in the information.
2. If you are using a program different then windows system tools to connect to the wifi:
  - a. Go to the bottom right cornet and right click on your wireless program.
  - b. Search for available networks and once its found double click to connect or press the connect button.
  - c. Once connected save the profile so it will join the network automatically the next time.

## What do I do if I have done everything as described here but still can't log in?

If you get one of the messages below try the following steps:

### a) Please enter existing account:

- Check if you have typed your first and last name exactly as its written on your cruise card. Short names (Ex: Tim instead of Timothy) will not work.
- Check if your cabin number is correct. It has to be in a following format: A123 (one letter for the deck and three numbers)
- If you have two last names type them together without the space

### b) Invalid date of birth:

- Check if your date of birth has been entered correctly.
- Your date of birth has to be entered in the DD/MM/YYYY format from the drop down and has to be two digits for the days two digits for the month and four digits for the year (Ex: 02/03/1900)

### c) If I am Platinum/Elite it says I have 0 minutes:

- Your complimentary minutes are still there. Just click on a Yes button to add additional minutes and it would offer your complimentary minutes on the next screen for \$0.00. You would need to check the box next to it and then press Purchase to connect.
- If it offers to charge you after you pressed the Yes button and gives you options of a different time plans, come and see the Internet Manager for further assistance before you choose any plan.