

Guide to Getting Connected

Step 1: Register for Wireless@SG

You will need to register for Wireless@SG service in order to get connected. Instructions on how to register can be found [here](#).

Step 2: Ensure that your wireless device has a compatible wireless adapter.

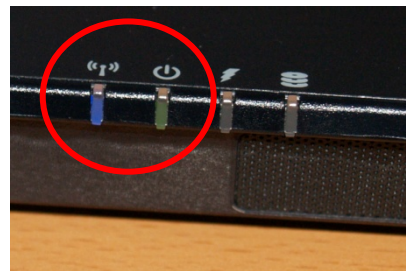
Ensure that your wireless device has an IEEE 802.11b/g (Wi-Fi) compliant network adapter. Most newer wireless devices have built-in wireless adapters. If your wireless device does not come with a Wi-Fi network adapter, you will need to purchase a separate adapter. If you have an external adapter, ensure that the driver for the adapter is properly installed before proceeding.

Step 3: Verify that your wireless adapter is turned on.

For laptops with built-in wireless adapters, ensure that the wireless switch that is usually physically located on the front or side of the laptop is turned on. Some laptops have a Wi-Fi Light Emitting Diode (LED) that will turn red/blue/green to indicate that the Wi-Fi is on.



Wi-Fi switch on laptop



Laptop with a Wi-Fi LED

Step 4: Verify that your location has Wireless@SG coverage.

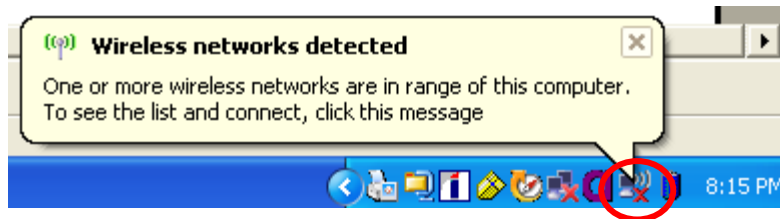
A list of all the locations having Wireless@SG coverage can be found [here](#). You will also be able to look out for the Wireless@SG sign/decal that will be displayed at the various locations where there the wireless network is available.

Step 5: Verify that the wireless connection icon is active.

For Windows XP/Vista

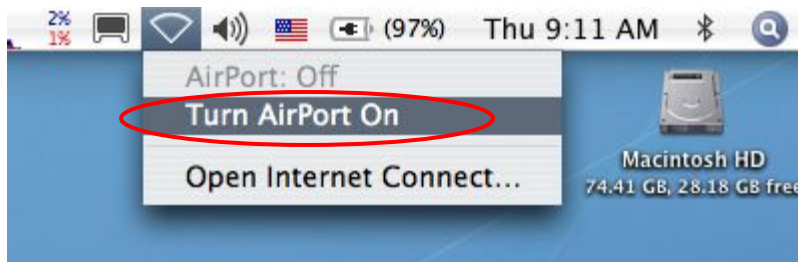
- The wireless connection icon should appear in the System Tray (bottom-right portion of your screen, where the time is displayed)

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For MacOS

For MacOS, click on the Airport icon located on the top right hand corner of the screen (where the time is displayed) and ensure that AirPort is turned on.



For Handheld Devices

For handheld devices such as smartphones, open your Wireless Manager or Communications Manager (name varies depending on the brand/model/operating system of your handheld device), and turn on Wi-Fi. Please refer to the user manual for your device if you are not sure how to do this. If Wi-Fi is successfully turned on, a small icon will usually appear on the status bar, depending on the operating system used by your handheld device.

Step 6: Select your login method –

Option 1: Web-based login – Access Wireless@SG hotspots via a log-in page using your web browser

Option 2: Seamless and Secure Access (SSA) - Access Wireless@SG hotspots by installing *Wireless@SG Connect*. This will allow you to automatically log-in securely to SSA-enabled hotspots (recommended for mobile or frequent users).

Option 1: Web-based login

Ensure that you configure the SSID/Network Name of the wireless adapter to “Wireless@SG”. This can be done as follows:

For Windows XP

- (a) Search for the network name "Wireless@SG".

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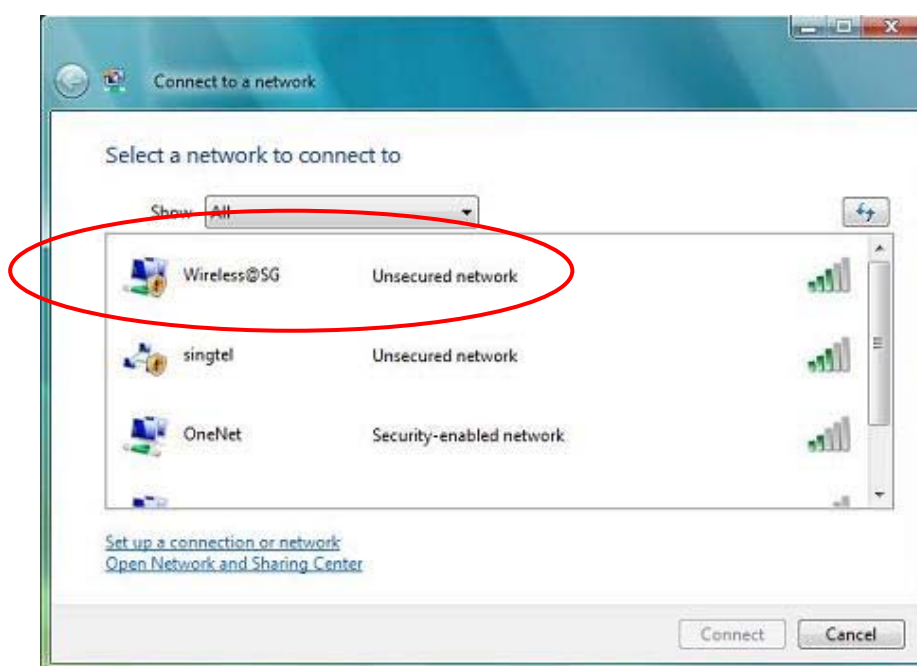
Select Start > Control Panel. Double click Network Connections. Right click Wireless Network Connection and select View Available Wireless Networks

- (b) Select and connect to the "Wireless@SG" network.
- (c) Verify that you are connected to Wireless@SG.



For Windows Vista

- (a) Click Start > Connect To. Select and connect to the "Wireless@SG" network. If you have previously set up the network, you should be connected shortly. You can then skip to step (e) to continue the log-in process. If not, please continue with steps (c)-(d).

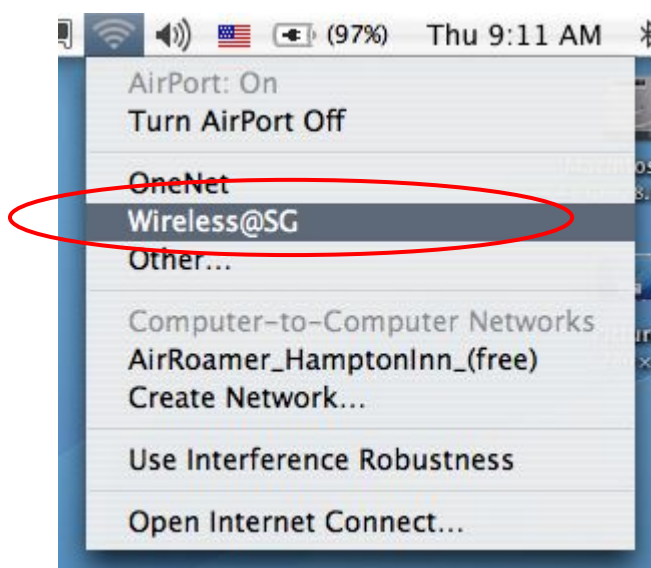


- (c) When you see the prompt "Wireless@SG is an unsecured network", please select "Connect Anyway".

For MacOS

- (a) Click on the Airport icon located on the top right corner of the screen (where the time is displayed) and select Wireless@SG.

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For Handheld Devices

Open your Wireless Manager or Communications Manager, select “WLAN settings” and click on “Wireless Networks” (actual names vary depending on the brand/model/operating system of your handheld — please refer to the user manual for your device). Select and connect to “Wireless@SG”.

Once connected, launch the Internet Browser and you will be greeted with the Wireless@SG login page powered by one of the Wireless@SG operators.

If you have trouble configuring the “Wireless@SG” SSID for your laptop or handheld device, please refer to the user manual of your device and/or contact the device manufacturer. Please note that the wireless configuration required to connect to the Wireless@SG service is:

Type: IEEE 802.11b/g (Wi-Fi)
SSID: Wireless@SG
Security: Open

Once connected, launch the Internet Browser of your choice and you will be greeted with the Wireless@SG log-in page powered by one of the Wireless@SG operators as shown below:

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The image shows the Wireless@SG login page. On the left, there is a photograph of two women sitting on a ledge, looking at a smartphone. The background of the page is blue with a yellow horizontal bar. The Wireless@SG logo is at the top left. The main heading is "Already an existing subscriber? Log in here:". Below this, there is a "Service Provider" dropdown menu currently set to "-- Free Wireless --". There are input fields for "Username" and "Password". A "Remember Me" checkbox is present. Below the password field, there are links for "Sign Up Now!", "Forgot Password", and "Terms & Conditions". A large blue button with a target icon and the text "Get Connected" is at the bottom. At the very bottom, there is contact information: "Need help? Call +65 6338-0870" and "Any feedback? Email support@cellnetwork.com".

Wireless
@SG

Already an existing subscriber?
Log in here:

Service Provider -- Free Wireless --

Username

Password

☐ Remember Me

[Sign Up Now!](#)
[Forgot Password](#)
[Terms & Conditions](#)

 **Get Connected**

Need help? Call +65 6338-0870
Any feedback? Email support@cellnetwork.com

Select your service provider from the drop-down menu as shown below:

This image shows the same Wireless@SG login page as the previous one, but with the "Service Provider" dropdown menu open. The dropdown menu lists several options: "Qmax", "SingNet", "SingTel", "SingTel Mobile", "ICell Wireless", "ICell Wireless P1", "ICell Wireless P2", "IPASS", and "Manbujia". The "Qmax" option is currently selected. The rest of the page, including the logo, heading, input fields, and buttons, remains the same.

Wireless
@SG

Already an existing subscriber?
Log in here:

Service Provider Qmax

Username

Password

☐ Remember Me

[Sign Up Now!](#)
[Forgot Password](#)
[Terms & Conditions](#)

 **Get Connected**

Note that the operators may assign users different username formats e.g., username@stm, username@singnet, username@singtel, etc. Do ensure that you

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select the correct format from the drop-down menu on the login page. Please contact your Wireless@SG operator [here](#) if you are unsure which format to select.

Key in your username and password and click "Get Connected".

Option 2: Seamless and Secure Access

Download the Wireless@SG Connect application [here](#) to set up your device for SSA. Or, manually configure your devices by following the instructions [here](#).

Step 7: Need further help?

Browse the FAQs [here](#).

You may also contact your operator for assistance on getting connected, or to reset your password or retrieve your username.

iCELL subscribers:

Reset your password or retrieve your username [here](#).

Contact the iCELL customer support helpdesk:

Tel: 6309-4525

Operating hours: 7.00am – 7.00pm (Monday-Friday), 9.00am – 6.00pm (Saturday)

Email: support@icellnetwork.com

M1 subscribers

Contact the M1 customer support helpdesk:

Tel: 6796-0362

Operating hours: 9.00am – 9.00pm (Monday-Sunday)

Email: wirelesssg@m1.com.sg

SingTel subscribers:

Reset your password [here](#):

Contact the customer support helpdesk:

Tel: 1688

Operating hours: 8.00am – 6.00pm (Monday-Saturday)

Email: http://home.singtel.com/customer_service/cust_serv_emailus.asp