

Frequently Asked Questions

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1) The Login/Splash Page is not Loading.

If you have a secure web page, set as your homepage (e.g. Google or Facebook), then sometimes on older devices it will not detect this as standard web traffic and may not automatically display our login/splash page. To fix this, connect to our Wi-Fi and then open your device web browser. In the address bar of the web browser go to login.vitalwifi.com or logout.vitalwifi.com and our system will detect this and display the login page. Alternatively, you can visit a non-secure web site. If you are having issues, please [contact our support team](#)

Another reason for the Splash Page not appearing is that an older version of the splash page may be stored in your device cache. The process required to clear your cache is dependent on your device type and browser and some examples are included in [appendix a](#) of this document.

2) Signal Strength Issues

Vital Wifi continually monitor our Wi-Fi systems for issues most of which can be addressed remotely, however it is not always possible to diagnose local signal interference problems without being physically on site. If you are experiencing unusual connection problems such as variable signal strength and slower than normal web page display, please [contact us](#) directly so we can diagnose the fault and find a solution. This type of feedback will help us to improve on our service and benefit all of our customers.

3) Can I use my PlayStation, Smart TV or Xbox?

There is no restriction on the use of such devices on our Wi-Fi networks however we do not provide technical support for the use of PlayStations, Smart TVs or Xbox Live.

If a venue has a long stay guest or staff member, unable to access the internet via a games console or smart TV, Vital Wifi are happy to bypass the device providing that the Venue Managers provide us with a written agreement, meaning that the device will not require to be authenticated via the Splash page.

4) How fast is the Vital Wifi Internet Connection?

The actual connection speed will vary depending on where the Hotspot/Access Point is geographically located and the broadband capacity which has been contracted by the Venue management. Typically, Vital Wifi offers speeds of between 2Mb and 10Mb for each connection, however it should be noted that our guest Wi-Fi service is designed for casual internet access, email and surfing. Whilst the venue broadband speed may be much higher, we sometimes cap the speed of individual users to help ensure that Wi-Fi users at the venue have adequate capacity.

5) Can I watch Netflix, BBC iPlayer and other streaming services?

Due to the physically remoteness of some site locations and limited broadband capacity, it may not always be possible to stream live audio/video/gaming content however we do not restrict these services unless the venue management have requested us to do so.

6) Can I use the Wi-Fi on multiple devices at the same time?

This is venue dependant and advised based on several factors, not limited too but including the physical remoteness of some site locations and limited broadband capacity. Please check locally with a member of staff who will be able to advise on this matter, otherwise contact our support team who will be happy to advise.

7) I receive the message "you already have X devices connected"

As per section 6 some venues may be restricted to a maximum number of connections per users. As a general rule our plans allow for at least 2 devices (or more) to be connected at the same time. If you receive a screen error message saying, "you already have X devices connected", you will typically need to logout of one of the already connected devices. Typically, you can visit <http://logout.vitalwifi.com> to disconnect however this is can be venue dependant.

8) Can I use my credit/debit card?

When payment is required, Payment is via our Secure PayPal link which is accessed by the Vital Wifi Splash-Page. This link will forward you to the Secure PayPal Hosted Payment Page. Payment can be made via your PayPal Account or by most Credit or Debit cards. Please note Vital Wifi do not store any payment details as the transaction is done by the 3rd party payment gateway.

9) I am receiving a message that the connection is not secure.

When you initially connect to our wireless hotspot it is required that the connection is unsecure so that you are able to view our login/splash page. Once you have logged in the connection is secured and connecting to any sites using beginning with HTTPS is encrypted as expected.

10) I have been charged twice for the same package.

We would not expect this to happen and we actively monitor all payments made to our system. If this should occur, we will refund the extra payment as soon as possible once we become aware of it.

As a precaution, when you're making a payment make sure not to click the refresh button whilst a transaction is in progress as sometimes (especially over a satellite link) the payment can take a little longer than usual to process and clicking the refresh button can cause these duplicate payments.

If you suspect or have been made aware of a duplicate charge for the same transaction [please contact us](#) giving us the transaction ID and date so we can investigate further.

11) I have purchased a data allowance package and used my data in a short time.

Modern Smart Phones and tablets can be data hungry and especially when the service has been paid for via a data allocation, clients are often surprised about the amount of data utilised. By taking some of the below steps you will be able to minimise your data package allowance:

a) Logging Out of the network immediately after use.

The process to logout varies by venue. Typically, you can visit <http://logout.vitalwifi.com> however this is can be venue dependant.

Although simply turning off your Wi-Fi off will stop usage, this shows on our system on as an idle timeout and will only skew reports. From the perspective of Vital Wifi there is no way of us being able to tell if you are leaving it logged in or turning off the W-Fi and doesn't help us present factual reports, so we stress to help resolve any issues you are having that you use the logout process.

b) Disabling automatic app & operating system updates

As you may be aware updates are regularly released to the app store and often by default the settings are that when connected to Wi-Fi, they will download the update ready to install on your device at a convenient time (usually overnight). We recommend that when using a Wi-Fi package that has an allowance, the automatic download settings turned off to ensure that it does not use your data.

As an example, 4 common apps (Facebook, Facebook Messenger, Gmail, Outlook) were released to the Apple App Store within a matter of days of each other in April 2017 which totalled 595mb. Similar results were experienced in the Google Play Store.

- **Apple Devices:**

Operating System (IOS) Updates: From IOS 12 onwards - Settings > General > Software Update > Automatic Update - Ensure that the slider is moved to the off position.

App Updates: Settings > iTunes & App Store - Ensure that the slider is moved to the left so that all options are greyed out.

- **Android Devices (dependant on Android Version):**

Operating System Updates: Settings > Software Update > Download Updates Automatically

App Updates: Open Google Play > Tap the three horizontal lines (hamburger icon) on the top-left > Tap Settings > Tap Auto-update apps > Change setting to Do not auto-update apps

As per section a, we stress that you should logout (<http://logout.vitalwifi.com>) when your device is not in use to minimise the chances of this download occurring.

c) Disabling Apps that are not being used to avoid Data use in the background.

Background app refresh allows apps that are installed on your phone to connect to the Wi-Fi network even if they are not open so that they are already up to date once you open them. Within this section you can disable this completely or you can grant the privilege to specific apps only.

Apple Devices: Settings > General > Background App Refresh

d) Apple iCloud data backups

Apps that make use of Apple's iCloud Drive frequently transmit data whenever changes are made to files and documents which can lead to significant data uploads. If you are paying for a Wi-Fi data allowance you may prefer that the backups do not occur. To change this please go to *Settings > iCloud*

d) Apple iCloud Photo backups

This feature allows you to backup Photos to your iCloud account. If you are taking a significant number of new photos and wish to preserve your Wi-Fi data allowance, you may prefer to turn this feature off. You can do this by following the below path:

Settings > iCloud > Photos > iCloud Photo Library

If requested, Vital Wifi will aim to provide a data usage listing which will include:

Venue Name, Client Name, Device MAC, Date and Time, Download MB, Upload MB and Total MB.

Vital Wifi are unable to provide a listing of sites visited for Data Protection reasons. *Please note that your ISP at home, would also not provide this information if requested.*

Vital Wifi systems utilise enterprise grade routers and the methods used to calculate data usage are industry standard. In basic terms, the process utilised for data usage monitoring includes:

The data usage is monitored by device MAC (and IP) address within the router and uploaded to the portal both periodically and at session termination. Upon "logging in" and commencing a new session, the saved portal data is downloaded to the router and logging commences. In the unlikely event that communications are lost with the portal during a session, the logged data would not be communicated and subtracted from the currently stored portal data, hence providing a fail-safe system in the client's favour. The systems are checked at regular intervals against known file sizes to ensure fairness and accuracy.

12) I have bought a package with a data allowance and want to check how much data I have left?

You can do this via the user profile app which will appear once you have logged into the portal. Simply open the user profile app at the bottom of the page, select usage and connection type and look for the "total credit traffic" section.

When logging out of the portal you can also see how much data you have under remaining data.

To logout <http://logout.vitalwifi.com>

13) Internet Security and DNS.

Vital Wifi take internet security very seriously and our portal servers are installed in secure locations. We take and retain the absolute the minimum amount of data to enable us to provide the service. For example, we utilise a PayPal hosted payment page, which avoids Vital Wifi requiring to store personal data such as addresses and bank details.

We utilise a DNS provider, whom provide DNS services for millions of users globally and is also trusted by some of the world's biggest companies. There over 1 billion web sites and our DNS provider works hard in ensuring that all sites are categorised correctly however on some occasions a site may not be, leading for it to be blocked.

Content filtering is enabled to help protect the network, venue and the users of the network. Vital Wifi deploy a default policy for blocking certain categories however sometimes our customers have specific requirements to block certain types of content and specific websites. All content filtering is done at the discretion of Vital Wifi and its customer.

If you wish to check what categories are allowed/blocked please connect to the network and go to <http://debug.dnsfilter.com/>

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14) Contacting Vital Wifi Support

If the above FAQ does not answer your question, please do not hesitate to contact Vital Wifi support using the following details:

- a) Username (e-mail address)
- b) Hotel or vessel
- c) Any other information which you think may be relevant to the issues you may be experiencing. If it is related to any payment issues please include transaction numbers



support@vitalwifi.com



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Appendix A

1) How to Clear Your Browser's Cache.

As you browse the internet on your Smart Phone, your browser will store information about each site you visit to speed up loading when you return. While this can be great for loading pages quicker, your cache can start to eat up your Smart Phone's memory or have an out of date page stored, which can both lead to issues when accessing the site. Thankfully, all browsers allow you to quickly clear your cache.

Method A – Apple Device with Safari Browser.

To clear your history and cookies, tap Settings > Safari > Clear History and Website Data. Clearing your history, cookies, and browsing data from Safari won't change your AutoFill information. When there's no history or website data to clear, the setting turns grey.



Method B – Chrome Browser (Android & iPhone)

1. Open the Chrome app Chrome app, tap  and then Settings. Under "Advanced," tap Privacy and then Clear browsing data. At the top, tap the dropdown under "Clear browsing data from the." Select the types of information you want to remove. Tap Clear browsing data.

