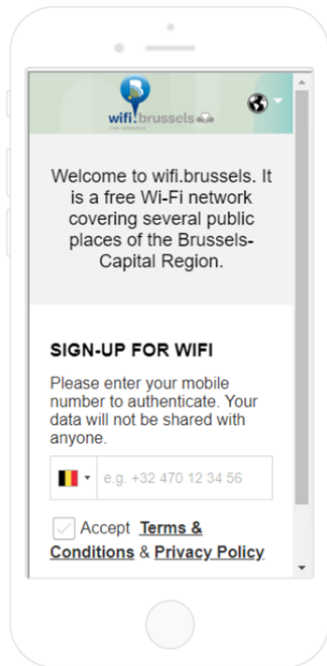# FAQ wifi.brussels

Visit the web page http://wifi.brussels/

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1. How can I connect to the network?

Go to the list with wifi networks on your mobile.
Select wifi.brussels.
You will be redirected to the connection page.

Enter your mobile number, which starts with your country code, for example, with a Belgian country code: +32 xxx xx xx xx

You will then be asked to accept the conditions of use:
- Terms & Conditions: by clicking here, you accept the public Wi-Fi network's code of conduct
- Privacy Policy: by clicking here, you accept the rules regarding the protection of your personal data
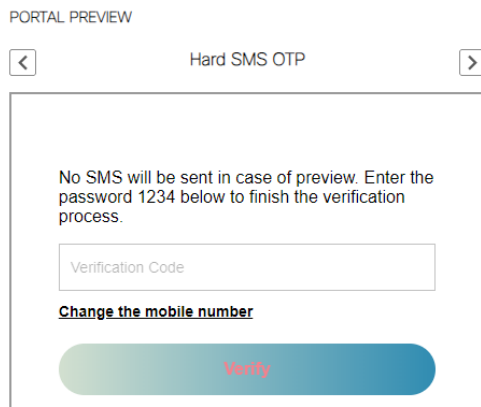
After, enter the verification code, which was sent to you by text message.

If you have not received a verification code or if you want to change the mobile number, click 'Change the mobile number'.

This will activate the button 'Verify'.
Click it.

You are now connected to our free public Wi-Fi network.
From now, your device will be automatically recognised. Therefore, there will be no need to reconnect in the future.

You will also be able to connect with other devices (a tablet, laptop …) with the same phone number.

Note: Your profile will be active for one year.

Enjoy wifi.brussels!

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2. How can I retrieve my account?

Your account is linked to the mobile number that you used during your registration. This mobile number allows you to connect through an unlimited amount of devices (gsm, tablet, laptop …).

If you have forgotten it or if you have changed numbers, you should create a new profile with your new mobile number.

If you changed phones (device) their will be no automatic connection. You will have to reconnect by registering your phone number.

3. I didn't receive a text message with my verification code. What should I do?

If you did not receive a verification code, the number that you entered is not correct. Please try to connect again with a valid mobile number.

4. I changed phones. Should I create another account?

When you create a wifi.brussels account your device is automatically recognised from that point on. If you change phones this new device won't be recognised automatically. You will have to reconnect to wifi.brussels using the above-mentioned steps.

5. What will happen with my data?

Wifi.brussels does not save nor steal your data. Your internet traffic will remain private. The only situation in which your data may be investigated, is upon request of a court of justice in the context of a criminal law investigation.

6. How can I make sure that my mobile automatically connects with wifi.brussels?

You do not have to undertake any action, because the connection with wifi.brussels is automatically established. The system will recognise your appliance automatically.
If you have another appliance or want to use another one to connect with wifi.brussels, you will have to use the above-mentioned connection steps (enter a mobile number as well as the verification code that was sent to you by text message).

7. Is all internet traffic allowed?

The only traffic that is blocked, is peer-to-peer traffic (P2P).

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8. Is the internet volume limited?

No.

9. How do I change profiles?

Your profile is directly linked to your mobile number. This number has to be a Belgian or foreign number. If you changed your mobile number, you will need to create a new profile with your new number.

10. Why can I not establish a connection?

If you cannot establish a connection, it is possible that:

- The nearby wifi.brussels terminal has a defect.
- Your phone is damaged.
- The entire wifi.brussels service is encountering an issue.

In all cases we advise you to contact our helpdesk (IRISline – contact details below) in order to tell us about the issue so that our technical service can set up a quick solution.

11. Why can I no longer establish a connection to the Wi-Fi network?

This issue most frequently occurs when the user is outside of the radius of a Wi-Fi hotspot. Other possible reasons:

- The nearby wifi.brussels terminal has a defect.
- Your phone is damaged.
- The entire wifi.brussels service is encountering an issue.

In all cases we advise you to contact our helpdesk (IRISline – contact details below) in order to tell us about the issue so that our technical service can set up a quick solution.

12.   Why is it obligatory to create a profile in order to connect to the network?

The user profiles are used by wifi.brussels in order to control the user sessions in the network and to avoid that their connection is interrupted in between terminals.

Experimenting any other issues?

Do you have other issues? Then get in contact with our helpdesk, but first collect the following information:

- a detailed description of the issue
- the location(s) of the issue
- the type of appliance on which the problem occurs (mobile-tablet-laptop/brand/model)
- you mac address:
    - o If you own an Android appliance, please visit this page for more info: http://optimum.custhelp.com/app/answers/detail/a_id/2820/~/finding-the-mac-address-on-an-android-phone-or-android-tablet /
    - o If you own an iPhone, please visit this page for more info: http://www.macinstruct.com/node/554

Helpdesk: IRISline - 02/801.00.00 - irisline@cibg.brussels