

ADSL Wi-Fi Zone

User Guide

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1. INTRODUCTION	4
2. TELEFÓNICA “ADSL WI-FI ZONE” SERVICE	5
2.1. What is an “ADSL Wi-Fi Zone”?	5
2.2. Advantages of the “ADSL Wi-Fi Zone” service.....	5
3. USING THE SERVICE	6
3.1. Forms of payment	6
3.2. Setting up User Equipment	7
3.3. Session Activation	9
3.4. Logging off the “ADSL Wi-Fi Zone”	19
3.4.1. Subscriber Card	19
3.4.2. ADSL Wi-Fi Zone Card	20
3.4.3. Telefónica Global Card	20
3.5. Reconnecting to the “ADSL Wi-Fi Zone”	20
3.5.1. Subscriber Card.....	20
3.5.2. ADSL Wi-Fi Zone Card	21
3.5.3. Telefónica Global Card	21
3.6. Ending the Session	21
3.6.1. Subscriber Card	21
3.6.2. ADSL Wi-Fi Zone Card	21
3.6.3. Telefónica Global Card	21
3.7. Troubleshooting	22
3.7.1. Wireless connectivity problem at the Hot Spot	22
3.7.2. IP connectivity problem with the “ADSL Wi-Fi Zone” server	22
3.7.3. Problems validating the card	29
3.7.4. Certificate takes too long to appear	33
3.7.5. Server inaccessible	34
3.8. Frequently Asked Questions	34
3.8.1. What is Wi-Fi?	34
3.8.2. What is a Telefónica ADSL Wi-Fi Zone?	34
3.8.3. Are Telefónica ADSL Wi-Fi Zones Wi-Fi Compatible? ...	35
3.8.4. Who can sign up for Telefónica ADSL Wi-Fi Zones?	35
3.8.5. What advantages can a Telefónica ADSL Wi-Fi Zone provide me?	35
3.8.6. Does Telefónica provide support for this service?	35
3.8.7. What do I need to sign up for the Telefónica ADSL Wi-Fi Zone service?	35
3.8.8. What hardware do I need to use the service?	35
3.8.9. Does my terminal require complex configuration?	35
3.8.10. Does this service provide an Internet connection?	36
3.8.11. From when can I begin to use the service subscription I have bought?	36
3.8.12. Do the subscriptions bought expire?	36
3.8.13. Can anyone capture data a user inputs to access the service?	36
3.8.14. When does the user service begin?	36
3.8.15. When does the user service end?	36

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3.8.16. Can I take the terminal to other premises in my ADSL Wi-Fi Zone?	36
3.8.17. Can I use the same subscription to log on with different terminals at the same time?	36
3.8.18. Can I access terminals of other users logged onto the ADSL Wi-Fi Zone?	37
3.8.19. Must I keep the same terminal network configuration when I log onto the same ADSL Wi-Fi Zone again within the session time?	37
3.8.20. Can I use all the Internet protocols (FTP, Telnet, SMTP, POP3, Messenger), etc.?	37
3.8.21. Can I access my VPN?	37

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1. INTRODUCTION

It is more and more frequent to find cafeterias, hotels, train stations, airports and other locations equipped with Wi-Fi wireless infrastructure to provide their customers with reliable access to fast Internet. The advantages provided by these hot spots are even more noticeable when the customers are entrepreneurs or professionals requiring remote access to their companies to obtain information, send/receive mail, place orders, etc., using the PC or PDA terminals they travel with.

Telefónica has decided to expand its range of products and services to the world of wireless networks, both as a provider of equipment solutions and also as a service provider. The wireless service package includes the ADSL Wi-Fi Zone service.

The aim of this document is to give users of the ADSL Wi-Fi Zone assistance in solving any problems they may find when setting up a connection. This manual aims to provide all the set-up information and procedures the end user of the service may require.

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2. TELEFÓNICA “ADSL WI-FI ZONE” SERVICE

2.1. What is an “ADSL Wi-Fi Zone”?

An “ADSL Wi-Fi Zone” is a location or site that provides public broadband wireless access to Internet for users who have a terminal equipped with a wireless device available. ADSL Wi-Fi Zones are normally located in airports, train stations, libraries, convention centres and hotels, etc.

Telefónica has deployed ADSL Wi-Fi Zones in various private locations open to the public where anyone with a wireless-enabled PC or PDA terminal can log onto the Internet without cables. There are a number of coverage areas in each ADSL Wi-Fi Zone, each provided by a wireless access point.

2.2. Advantages of the “ADSL Wi-Fi Zone” service

The ADSL Wi-Fi Zone service has the advantage that the user does not need to modify the laptop or PDA network configuration at TCP/IP level as the system detects the set-up (on fixed IP as well as DHCP-supplied dynamic IP) and adapts appropriately. All you have to set up is the mnemonic of the Hot Spot (ADSL Wi-Fi Zone) you wish to log onto.

Once the user has logged onto Internet from an ADSL Wi-Fi Zone, all existing services (VPN) and others that may appear in the future (content distribution ...) are available for use. Initially, the following scenarios are considered:

- Internet browsing (basic service)
- Remote log-in to company Intranets (on the basic service, through VPN). It must be remembered that not all VPN clients manage to connect to the relevant tunnel through an ADSL Wi-Fi Zone. This is due to the fact that not all VPNs deal transparently with the NAT (Network Address Translation) used by the ADSL Wi-Fi Zone to allow user connections.

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3. USING THE SERVICE

3.1. Forms of payment

Three forms of payment have been provided for the ADSL Wi-Fi Zone.

- 24 hour Prepaid Card: this card allows you to connect to Internet at any Telefónica ADSL Wi-Fi Zone for a period of 24 hours counted from the first connection made. That is to say, if this card is first used at 21:00:00 hours on 16 June 2003, you can surf the Internet until 20:59:59 on 17 June 2003.
- Monthly Subscription Card (available shortly): a monthly subscription will enable unlimited Internet browsing for the whole month. The subscription will be automatically renewed at the end of the month unless a cancellation instruction is received.
- Telefónica Global Card (available shortly): this card will allow your on-line time to be paid for in 10-minute slices.

The first two of these payment procedures only allow one user per session. This means that when you access an ADSL Wi-Fi Zone using either of these cards, the card will be blocked and you cannot access the Internet using another terminal at the same time. Once the user finishes the active session, the card is automatically unblocked and any other terminal may access the Internet using it.

3.2. Setting up User Equipment

To log onto the Internet from an ADSL Wi-Fi Zone you need to use a PC or PDA terminal with a wireless device certified by the Wi-Fi consortium to comply with the RADIO IEEE 802.11b access standard.

Wi-Fi Certified®

This access device must be set up with the following values:

Mode	STA Infrastructure
SSID	Telefonica (Note: the protocol distinguishes between upper and lower case)
Connection Speed	Auto
Encryption (WEP)	None (open mode)

These parameters are set up in the properties of the device or other set-up application shipped by the manufacturer with the device for configuration.

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For the sake of illustration, the set-up screens for Telefónica's specific model of Wireless PCMCIA Card are shown below:

1. Access configuration in Infrastructure / Access Point mode, SSID of the Hot Spot (i.e. "Telefonica") and the automatic link speed.
2. Access configuration without encryption (open).
3. Other configuration parameters (No power control, Package fragmentation) make no difference to access to the service.

When the card is correctly set up and has made a connection to the Access Point, the word "Connected" appears in the Status field and the device icon is shown in green.

If the set-up is incorrect, the Status will show "Connecting" continuously and the device icon will be red.

3.3. Session Activation

Once wireless access to the Access Point (AP) is correctly prepared, you can open any browser and access any URL or Internet address:

After a few seconds, the following screen appears:

This page will automatically redirect users to the following:

Then, after a short wait, a new window will be displayed for you to accept the certificate. The ADSL Wi-Fi Zone service uses encryption of the user authentication pages to guarantee the secure exchange of passwords.

You must accept the certificate by clicking the "Yes" button. If you wish to check the certificate first, click on the "View certificate" button, which takes you to another screen with content similar to the one shown below:

Once you have closed this window and clicked on "Yes", after a few seconds' delay, the browser will be automatically redirected to the service home page:

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Once you see this screen, you must select the form of payment:

- Subscription: In this case, the following screen will appear, in which you are asked to provide your subscriber number and PIN.
- ADSL Wi-Fi Zone Prepaid Card: If you select this form of payment, the following screen appears for you to type in the user PIN.
- Telefónica Global Card: If you select this form of payment, the following screen appears for you to type in the user PIN.

Once these codes have been typed in correctly, the browser will automatically be redirected to the following screen to confirm the browsing time you have left.

After a few seconds wait, the browser page will refresh with the ADSL Wi-Fi Zone default page.

From that moment on, you will have Internet connectivity and be able to access any IP or URL address on the Internet freely for all services.

3.4. Logging off the “ADSL Wi-Fi Zone”

3.4.1. Subscriber Card

Users may log off by pressing the “Log off” button shown at all times in the browser window. In this case, the next time the user logs on, a subscriber number and PIN will be requested.

If the user switches off the wireless equipment without logging off, the next time the connection is established, the subscriber number and PIN will not need to be typed in.

This service type is by subscription, which means that once the user is validated, it is possible to remain on-line indefinitely while the subscription is in force.

3.4.2. ADSL Wi-Fi Zone Card

Users may log off by pressing the “Log off” button shown at all times in the browser window. In this case, the next time the user logs on, a subscriber number and PIN will be requested.

If the user switches off the wireless equipment without logging off, the next time the connection is established, the PIN will not need to be typed in.

As this is a limited-time service, once the user is validated for the first time, the card's connection time begins to count down, regardless of whether the user is on-line during that time or not, and regardless of how the terminal has been logged off.

3.4.3. Telefónica Global Card

Users may log off by pressing the “Log off” button shown at all times in the browser window. In this case, the next time the user logs on, the PIN will be requested again.

If the user switches off the wireless equipment without logging off, the next time the connection is established, the PIN will not need to be typed in.

As this is a pay per use service, each time the user is validated, it will begin to subtract connection time from the card until the user logs off. Once the time on the card runs out, the user will be disconnected from the Hot Spot.

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3.5. Reconnecting to the “ADSL Wi-Fi Zone”

3.5.1. Subscriber Card

If no more than 10 minutes have elapsed since the equipment was switched off, the user can simply open a browser and access the Internet directly, as long as the configuration or IP address of the wireless card has not been changed. Otherwise, the card must be set up again as shown in section 3.2. Setting up User Equipment.

If more than 10 minutes have elapsed since the user switched off the equipment or if the device was disconnected using the “Log off” button, it will be necessary to input the card’s subscriber number and PIN again.

3.5.2. ADSL Wi-Fi Zone Card

If the user is still within the time initially contracted and no more than 10 minutes have elapsed since the equipment was switched off, the user can simply open a browser and access the Internet directly, as long as the configuration or IP address of the wireless card has not been changed. Otherwise, it must be set up again as shown in section 3.2. Setting up User Equipment.

If more than 10 minutes have elapsed since the user switched off the equipment or if it was disconnected using the “Log off” button, the card’s PIN will have to be keyed in again.

3.5.3. Telefónica Global Card

If the user has not yet exhausted the time available on the card and no more than 10 minutes have elapsed since the equipment was switched off, the user can simply open a browser and access the Internet directly, as long as the configuration of the wireless card or its IP address has not been changed. Otherwise, it must be set up again as shown in section 3.2. Setting up User Equipment.

If more than 10 minutes have elapsed since the user switched off the equipment, or if it was disconnected using the “Log off” button, the card’s PIN will have to be input again.

3.6. Ending the Session

3.6.1. Subscriber Card

If the subscription contract ends, the user will cease to have access to the Internet services and the authentication screen will appear for a new subscriber number and a new PIN to be keyed in.

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3.6.2. ADSL Wi-Fi Zone Card

Once all the time available on the card has elapsed following the activation of the session, regardless of whether or not the user was on-line during that time, the user will cease to have access to the Internet services and the authentication screen will be displayed for you to input a new PIN.

3.6.3. Telefónica Global Card

Once all the time available on the card has been used up, the user will cease to have access to Internet services and the authentication screen will be displayed for you to input a new PIN.

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3.7. Troubleshooting

3.7.1. Wireless connectivity problems at the Hot Spot

If you do not manage to connect to a wireless Access Point (AP), you must check all the configuration parameters shown in the “Setting up User Equipment” section.

If the signal is very weak, it means you are far away from the Access Point. In that case, you are recommended to move nearer to it or to look for another one closer by.

3.7.2. IP connectivity problem with the “ADSL Wi-Fi Zone” server

Assuming you have obtained connectivity to the AP (wireless Access Point), several items must be checked if none of the pages described above appear when you open the browser.

Open an MS-DOS window and execute the “ping” command, giving it the IP address of the ADSL Wi-Fi Zone server as a parameter: for example
ping 192.168.156.1

- a) If you receive an answer like the one in the following screen grab (this answer shows that there is IP connectivity with the Hot Spot server or ADSL Wi-Fi Zone):

In this case, you must:

- **Check if your browser is set up to use a proxy:** If so, deactivation of this proxy is recommended. The way to check for this in Internet Explorer is as follows:
 - o Open a browser and select “Tools / Internet Options” on the menu bar.
 - o Click on the “Connections” tab (see the figure below):
 - o Click on the “LAN Set-up” button (see the figure below):
 - o If the “Use proxy server” option is marked, click on it to make it blank (see the figure below):
 - o Press “OK” and all the windows previously opened will close.

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- o Finally, try to access an Internet address again. If the problem continues, there may be a problem with the ADSL Wi-Fi Zone server equipment.
- b) If you receive an answer like that shown in the following screen grab (this shows there is no connectivity with the ADSL Wi-Fi Zone), proceed to check the IP assignment mechanism set up on your terminal:
 - **WINDOWS 2000 and XP:** in *Network Connections*, click on the relevant icon for the Wireless device (see the attached figure):
 - o Click on “Properties”
 - **WINDOWS 95, 98 and NT:** in *Network Neighbourhood*, right click on the mouse and select “*Properties*” on the pop-up menu. The screen shown below appears. Click on the “*Protocols*” tab:
 - **The rest of the procedure is now the same for all the Windows operating systems:**
 - o Select the component “*Internet Protocol (TCP/IP)*” and click on “*Properties*”:
 - o If the option “*Use the following IP address*” is marked, mark the option “*Obtain an IP address automatically*”:
 - o Click on the “*OK*” button and all the windows previously opened will close. In the case of Windows 95, 98 and NT, the computer will have to be rebooted. After rebooting, continue with the next step.
 - o Then open an MS-DOS command prompt and run the *ipconfig* command. If you obtain a result similar to the following screen grab

(with values assigned in “IP”, “Subnet mask” and “Default gateway”, try to access an Internet website. If no page appears, then go back to section a) above on disabling the proxy and follow the instructions indicated there).

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- o If the result of *ipconfig* is similar to the following:

there is probably a problem with the access server.

3.7.3. Problems validating the card

If there is an error after keying in the codes to validate your card with the service, an error screen will appear (see examples below).

Figure 1. Example of Subscriber Card validation error.

Figure 2. Example of ADSL Wi-Fi Zone Card validation error.

Figure 3. Example of Telefónica Global Card validation error.

The possible errors that may arise with the validation of the card code are as follows:

1. *"It has not been possible to establish a link to the Card Validation Centre. Please try later. If the problem continues, contact the Technical Assistance Centre on 902 357 333"*. This error appears when the ADSL Wi-Fi Zone access server is unable for some reason to contact the Card Validation Centre to check the balance available for your connection.
2. *"The Card Identifier indicated does not exist. Please try again. If the problem continues, contact the Technical Assistance Centre on 902 357 333."* This error appears when the card identifier or PIN is not typed correctly.
3. *"Your card is now in use on another terminal. If you believe someone is using your account without your permission, please contact the Technical Assistance Centre on 902 357 333."* This error indicates that the card has already been blocked, i.e. it is in use on another terminal, therefore another simultaneous session cannot be established.

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4. *"Your Card does not have sufficient balance to start a connection with the ADSL Wi-Fi Zone service. You can acquire a new card or sign up for the ADSL Wi-Fi Zone service at www.telefonicaonline.com. If you have any queries concerning cards, please contact the Technical Attention Centre on 902 357 333.*
5. *"Your Card has expired. You can acquire a new card or subscribe the ADSL Wi-Fi Zone service at www.telefonicaonline.com. If you have any queries concerning cards, please contact the Technical Attention Centre on 902 357 333."*
6. *"There has been an internal error in the validation process of your card. Please try again later. If the problem continues, please contact the Technical Attention Centre on 902 357 333"*
7. *"The Card validation service is not available. Please try again later. If the problem continues, please contact the Technical Attention Centre on 902 357 333".*
8. *"The identifier you have type is not complete. Try again. If the problem continues, please contact the Technical Attention Centre on 902 357 333."*
9. *"Your balance has expired. You can acquire a new card or sign up for the ADSL Wi-Fi Zone service at www.telefonicaonline.com. If you have any queries concerning cards, please contact the Technical Attention Centre on 902 357 333."*

3.7.4. Certificate takes too long to appear

If, even when you have IP connectivity to the access server, it takes too long for the acceptance certificate and initial validation screen to appear, check that the browser you are using is Microsoft Internet Explorer.

If that is the case (Microsoft Internet Explorer), go to the browser advanced options menu.

"Tools > Internet Options > Advanced"

and in the **Security** section, check that the "Warn if changing between secure and not secure modes" option is enabled.

3.7.5. Server unavailable

If, when you are typing in a valid user name and password, a screen appears saying *"The Internet service is temporary unavailable. Please try again later"*, you must wait some time to re-establish the connection, as the server is out of order.

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3.8. Frequently Asked Questions

3.8.1. What is Wi-Fi?

Wi-Fi is the abbreviation for wireless fidelity and usually refers to a type of wireless communications based on 802.11 (802.11b, 802.11a or any other) networks. This term was coined by the Wi-Fi Alliance, which performs compatibility tests on all the products in order to grant them the "Wi-Fi Certified" certificate if they pass these tests. This certificate ensures compatibility with the rest of the certified products that operate on the same frequency (2.4 or 5 GHz).

3.8.2. What is a Telefónica ADSL Wi-Fi Zone?

AN ADSL Wi-Fi Zone is a location or site at which Telefónica has deployed the infrastructure required to allow broadband wireless public access to Internet by users who have a Wi-Fi technology enabled terminal.

3.8.3. Are Telefónica ADSL Wi-Fi Zones Wi-Fi Compatible?

As its name states, an ADSL Wi-Fi Zone is compatible with user cards that have a Wi-Fi Certified certificate, as the points of access are Wi-Fi Certified.

3.8.4. Who can sign up for access to the Telefónica ADSL Wi-Fi de Zones?

Access to the Telefónica ADSL Wi-Fi Zones can be obtained by any person or company through 24-hour Prepaid Cards or the Monthly Subscription Cards that will be available shortly.

3.8.5. What advantages can a Telefónica ADSL Wi-Fi Zone provide me?

The Telefónica ADSL Wi-Fi Zone provides wireless broadband Internet access from any location identified with the ADSL Wi-Fi Zone logotype.

3.8.6. Does Telefónica provide support for this service?

Telefónica provides a commercial attention service through its company Customer Care Service, in addition to a Technical Attention Centre to solve access and operating problems.

You can also access the Technical Assistance and Support area of the service through telefonicaonline.com

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3.8.7. What do I need to sign up for the Telefónica ADSL Wi-Fi Zone service?

All you need to sign up for the service is to buy a Prepaid 24 Card or a monthly subscription to the service (option soon available). Both may be bought on telefonicaonline.com and the prepaid cards may even be available at the actual ADSL Wi-Fi Zone.

3.8.8. What equipment do I need to use the service?

You only need to have a terminal (PC or PDA) with Wi-Fi communication devices installed on it. Once you are inside the coverage area, just try to surf and the system will request your subscriber code.

3.8.9. Will I have to set up any complex configuration on my terminal?

No. Regardless of whether you have your equipment set up to work with DHCP (dynamic IP address) or with a fixed address, you will not need to change anything in your network set-up.

Only on rare occasions are two possible changes in the set-up required:

- When two users in a Hotspot happen to have the same fixed address configured, one of them must change it or switch to a dynamic address
- The browser must be set up to operate without a proxy server

3.8.10. Will this service provide an Internet connection?

Yes. This service is fundamentally a broadband Internet access service over Telefónica ADSL lines.

3.8.11. When can I start using the service once I sign up for it?

As soon as you sign up for the service you will be able to access the Internet.

3.8.12. Is there a limit on the validity of subscriptions?

Unused 24-Hour Prepaid Cards expire after a few months.

Monthly subscriptions will be renewed automatically at the end of each month.

3.8.13. Could someone capture the user details typed in to access the service?

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No. A secure HTTPS protocol is used to input the home page data, which guarantees that communication is confidential.

3.8.14. When does the user session begin?

The session begins when you input the card data correctly and the correct authentication screen appears.

3.8.15. When does the user session end?

In the case of 24-Hour Prepaid Cards, the session ends once the period you signed up for (24 consecutive hours) has elapsed, counted from the moment you first connected, or else when you click the “Log-off” button in the window that appeared when you began your session.

3.8.16. Can I take the equipment with me to another ADSL Wi-Fi Zone?

Yes, as long as the new location has the minimum power required for radio coverage.

3.8.17. Can I use the same subscription to make several connections to different equipment at the same time?

No. The subscriptions available (24-Hour Prepaid Card and the Monthly subscription) only allow one simultaneous session. Anyone trying to access the service while the card is blocked will be rejected.

3.8.18. Can I access terminals of other users connected to the ADSL Wi-Fi Zone?

No. For security reasons, all the terminals connected to the ADSL Wi-Fi Zone are isolated from each other and do not share IP connectivity between them.

3.8.19. Must I keep the same network set-up on my terminal when I connect to the same ADSL Wi-Fi Zone later during the same session?

To keep the session available throughout the time limit, the same IP configuration must be maintained. Otherwise, the session will be lost and additional validation will be required.

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3.8.20. Can I use all the Internet protocols (FTP, telnet, SMTP, POP3, Messenger), etc.?

Due to the use of NAT (Network Automatic Translation) and PAT (Port Address Translation) certain Internet services may not work if they require validation or identification of the source IP. Specifically:

- SMTP clients normally using TCP port 25: it is not normally possible to open a connection with certain mail servers when they check that the source IP belongs to one of its client ranges.
- MSN Messenger using several TCP ports: it is not possible to send files, audio or videoconferencing in Microsoft/MSN Messenger, although the chat service is available

3.8.21. Can I access my VPN?

Yes, as long as the VPN does not authenticate or validate the source IP and is compatible with the use of NAT (Network Address Translation). Otherwise, you will not be able to access it because the IP address you are actually using to access the Internet will be a public IP address corresponding to the ADSL line in the ADSL Wi-Fi Zone, nor the IP address of the wireless interface set up on the client equipment.