



# KEYSURF

## USER GUIDE

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# Welcome to KeySurf

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Congratulations on your new KeySurf account! This guide gives you information on how to carry out some simple tasks that will help to get the most out of your KeySurf experience.

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# Connection Quick Start

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If you have not yet created your account, please take a few moments to do so. There are a few different ways to connect to KeySurf, so follow the instructions appropriate for your location.

## Getting Started With a Wireless Connection

Connecting with KeySurf Wireless is very simple.

Firstly, make sure you are in an area with KeySurf Wireless, then open your computer's wireless software, select the *KeySurf* SSID and connect to it. As no password is required, you should just join it immediately.

Once you have connected correctly, your computer should detect the service automatically and upon opening a web browser, you will be presented with the Registration Portal – see page 6.

## Getting Started With a Wired Connection

If your room is equipped with a network socket, connect your computer to it with an ethernet cable.

*Some rooms are equipped with a Cisco telephone for use with our KeyTalk voice service. If yours is, connect your computer to the PC 10/100 port on the back of the telephone and ensure that it is connected to the room socket from its SW 10/100 socket.*

Once you have connected correctly, your computer should detect the service automatically and upon opening a web browser, you will be presented with the Registration Portal – see page 6.

## Getting Started With a MediaHub

If your room is equipped with a network socket and a MediaHub, you have the choice to connect either using an ethernet cable or by using wireless.

Make sure to check that the MediaHub has power and is connected to the room socket from the port with the picture of the Earth.

*Some rooms are equipped with a Cisco telephone for use with our KeyTalk voice service. If yours is, ensure that the MediaHub is connected to the PC 10/100 port on the back of the telephone and ensure that the telephone is connected to the room socket from its SW 10/100 socket.*

If you wish to use a cable, connect your computer to one of the four numbered LAN ports on the MediaHub using an ethernet cable.

If you wish to use wireless, check the label on the underside of the MediaHub and then direct your computer's wireless software to connect to the network with the same SSID.

Once you have connected correctly, your computer should detect the service automatically and upon opening a web browser, you will be presented with the Registration Portal – see page 6.

## Getting Started With Legacy DSL

If your room is equipped with a DSL modem, check that the Modem has power and is connected to the room socket via a DSL splitter.

*Some rooms are equipped with a telephone for use with our KeyTalk voice service. If yours is, ensure that it is also connected to the splitter, otherwise you will have noise on the line.*

Connect your computer to one of the four numbered LAN ports on the modem using an Ethernet cable.

Once you have connected correctly, your computer should detect the service automatically and upon opening a web browser, you will be presented with the Registration Portal – see page 6.

# Registration

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Registration is a straightforward process that is completed entirely from your web browser. Once you have connected to the KeySurf network, you will be presented with the Sign In screen. Choose the *Create Account* button to begin registration. Follow the on-screen prompts to create your account.

Once the process is completed, remember to make a note of your Username and Password (these will also be emailed to you).

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# Basic Functions

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Once you have created your KeySurf Account, signing in is as straightforward as logging in to your e-mail.

## Signing in With a Web Browser

You can sign in to KeySurf using any device with a web browser.

If your device is not signed in to KeySurf, it will be directed to the Sign In page when you open the browser.

Simply enter your KeySurf username and password to sign in to the Internet.

You can only sign in with a limited number of devices at any one time. If you receive a message telling you that you have reached your sign in limit, it means that other devices are still signed in.

You must sign at least one of them off before you can sign in with another device. See *Signing Out* below.

*If you want to connect more devices, or don't want to see a sign in page every time you connect to the internet, see [Devices & Automatic Sign In](#) in the [Advanced Functions Section](#).*

## Signing Out

From time to time you may need to sign a device out from KeySurf.

For example, you might want to sign in with a different device, or you might want to make sure that other people cannot access the internet on your account if they gain access to your device.

To sign a device out, open a browser and go to <https://login.keysurf.net/logoff>. We recommend that you bookmark this link so you can quickly and easily log devices off.

This will sign out devices that are logged on manually. It will not sign out a device that has been added to your account as a permanently signed in device.

*For your own security and safety, we recommend that you sign out any devices that you do not plan to use for a while.*

## Security & Safety

KeySurf is essentially a public access network, so you must exercise the same precautions you would do when connecting to any other public hotspot.

**Never share your username and password with anybody else.** This is strictly forbidden in the KeySurf Terms & Conditions that you accepted when you signed up to the service. If somebody else knows your username and password they could access your personal details through *Account Management*.

If you suspect that somebody else may have accessed your account, please contact Customer Support immediately.

If you will not be using your devices for a period of time, consider signing them out from KeySurf or – even better – power them off altogether.

Ensure that any financial transactions you carry out online are under a secure connection. This will be indicated by a URL that begins with <https://> rather than <http://>. Most browsers will indicate that a connection is secure by displaying a small padlock icon.

Make sure you have adequate antivirus protection on your computer and that its definitions are set to update automatically. We recommend that you also install anti-spyware software.

Make sure that your computer's built-in software firewall is turned on. It is turned on by default on current PC and MAC operating systems and your computer will warn you if it is disabled.

If you have previously enabled file sharing, disable it to minimise any risk of other users being able to access your files remotely across the network.

## Who to Contact if You Need Help

If you are having difficulties with KeySurf, please call Customer Support. They are there to help you 24 hours a day, 7 days a week.

Call: 0300 103 0000

E-mail: [support@keysurf.net](mailto:support@keysurf.net)

Tweet: @KeySurfSupport

Facebook: [facebook.com/KeySurfInternet](https://facebook.com/KeySurfInternet)

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# Advanced Functions

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## Account Management

Once you have your account, the KeySurf Account Management portal is where to go if you need to make alterations to your account or see your statistics.

To visit it, type <https://portal.keysurf.net> into your web browser or click *Account Management* from the Sign In screen.

### Overview

From the *Overview* screen, the four most commonly used functions are displayed as large, prominent buttons. You can either click one of those to go directly to that function, or select something from the menu on the left.

## Account Summary & Upgrades

The *Account & Upgrades* screen displays a summary of your account: Your name and address, your User Name, Account Number and PIN, the product you have and a summary of your account usage for the past month.

From here, you can:

- Change your personal details
- Change your password
- Upgrade your account
- View statistics about your account usage

### Changing Your Personal Details

Choosing this option will take you to a screen where you can edit your name and address.

Simply click the *Save Changes* button when you're happy with your changes. If you don't want to save the changes, click *Discard Changes* to return to the previous screen.

### Changing Your Password

To change your password, simply fill out the three boxes on the form and click the *Save Changes* button. If you don't want to change your password, click on *Discard Changes*.

### Upgrading Your Account

To upgrade your account, click on the large *Upgrade* button on the Overview page or *Upgrade, extend or change your current product* from the *Account Summary* screen. You will be presented with the option to change the speed and billing interval of your account.

*If you want to downgrade or cancel your account you will need to call Customer Support.*

Simply select one of the options to see a preview of the account changes and costs. If you're happy with your selected option, click on the *Continue to Step Two* button.

You will be asked to confirm or change your payment details, confirm your product selection and then your upgrade will complete.

*If you don't have an existing payment method, you will be given the opportunity to add one.*

Once your upgrade has completed, you will need to sign out from KeySurf and sign back in again for the new speed to take effect. See the *Signing Out* section on page 7.

## Personal Information

The *Personal Information* screen gives you a summary of the information we hold about you: Your name, the address where you are using KeySurf, your billing address and your account details.

From here, you can:

- Change your personal information
- Change your billing address
- Change your e-mail address
- Change your password

### Changing Your Personal Details

Choosing this option will take you to a screen where you can edit your name and address details.

Simply click the *Save Changes* button when you're happy with your changes. If you don't want to save the changes, click on *Discard Changes* to return to the previous screen.

### Changing Your Billing Details

Choosing this option will take you to a screen where you can adjust your billing name and address.

Simply click the *Save Changes* button when you're happy with your changes. If you don't want to save the changes and return to the previous screen, click on *Discard Changes*.

### Changing Your E-mail Address

Choosing this option will take you to a screen where you can change the e-mail address associated with your account.

Simply click the *Save Changes* button when you're happy with your changes. If you don't want to save the changes, click on *Discard Changes* to return to the previous screen.

### Changing Your Password

To change your password, simply fill out the three boxes on the form and click the *Save Changes* button. If you don't want to change your password, click on *Discard Changes*.

## Billing & Payments

In this area, you can see the payment methods we have on file for you and your upcoming and past payments.

### Viewing Your Payment History

Your payment history is shown at the bottom of the *Billing & Payments* screen. If you have a chargeable account, it will also show you any upcoming payments.

If you have any refunds or pre-paid account time, they will also show up on the itemisation on this screen. You can also see the status of any payment, including declined payments.

### Adding a Payment Card

To add a payment card to your account, use the *Add Card* button. You will then be taken through the steps to add the card to your account for future use for purchases.

*The Add card button is only visible if there is no card registered to your KeySurf account.*

### Updating a Payment Card

To update a card on your account, click the *Change this card* button. You will then be taken through the steps to add the card to your account for future use for purchases.

*The Change this card button is only visible if there is an existing card registered to your KeySurf account.*

## Purchasing a MediaHub

If your site allows it, you can purchase a MediaHub to allow you to use a personal wired and wireless network for all of your devices to network together and access the internet.

Select the *Purchase MediaHub* button and follow the instructions. If you do not have a payment card added to your account, you will be asked to add one.

*Some sites already have a MediaHub in the room - at these locations, the MediaHub remains the property of either Keycom or the site owner.*

## Adding & Removing Devices

You can add devices to your account, allowing them to automatically sign in to KeySurf without having to provide your User Name and Password. You can manually partition your bandwidth allowance for all of the devices you add.

To reach the *Devices* screen, select *Devices* from the *Overview* page or main menu.

By default, your account will allocate all of your bandwidth to your signed in computer. This is shown in the *Devices* list as *Primary Computer*. Any device that signs in using the browser sign in method described in *Signing in Using a Browser* on page 7 is the *Primary Computer*.

*If you have a MediaHub, the Primary Computer item will refer to the MediaHub and all devices connected to it will share the bandwidth automatically and be signed in together.*

### Adding a New Device

To add a new device, click on the *Add Device* button.

You will need to provide some details about the device you wish to add to your account:

- **Device name:** Give your device a name, for example "My tablet".
- **Type:** From the list, select your device from the list of common devices. If you don't see your device select *Some other kind of device* at the bottom.
- **MAC Address:** Enter your device's MAC address. If you don't know how to find it, click the *Get help finding your MAC address* button for step-by-step guides for the most popular devices.
- **Bandwidth Allocation:** Using the slider, decide how much bandwidth you wish to give this device. This amount is deducted from the bandwidth for your *Primary Computer*.

*It is possible to add your MediaHub (if you have one) to this page to have all of your devices automatically signed in all the time when in your room. Choose Some other kind of device from the Type list.*

Once you are happy with your choices, select the *Save Changes* button.

*After adding or updating devices on this screen, there may be a delay before they can be used. If you have already connected the device, please disconnect the network cable, turn off Wi-Fi, or turn off the device and wait for 20 minutes before reconnecting it.*

### Editing a Device

To change the details for a device you have already added, click on the *Edit* button to the right of it in the devices list. You will be taken to the *Edit Device* screen.

### Removing a Device

To remove a device from your account and return the allocated bandwidth to your *Primary Computer*, click *Delete* to the right of it in the devices list.

### Finding the MAC Address of a Device

If you don't know how to find the MAC address for your device, click the *Get help finding your MAC address* button on the *Add Device* or *Edit Device* screen for a step-by-step guides for the most popular devices.

You can access the MAC Address guides directly by visiting <https://portal.keysurf.net/machelp> in your browser.

## Usage Statistics & Records

If you are curious, you can take a look at how much you've used KeySurf since you signed up. The page displays a table with your itemised usage by month.

*Don't worry, there are no limits on your account, we only let you see this information to get a feel for how much data is being sent and received. This sort of information is very handy for working out if you have a virus, but mostly it's cool to see how much you can push about with our service.*

## Telephone Service

If you have a telephone in your room with the KeyTalk service, or use the soft phone product, you can manage it from from the *Voice Service* menu item.

*Voice products are only available at some sites, and this menu item will not be shown if it is not available.*

*Customers on the limited KeySurf Mobile trial will see a Mobile Phone menu item separately from the Voice Service option. The functions of the Mobile Phone area of Account Management are covered in more detail in the KeySurf Mobile Getting Started Guide that was provided with your trial SIM card.*

The Voice Service page shows an overview of your account, including your current credit balance and a summary of recent calls.

### Adding Credit to your Telephone Account

If you wish to add credit to your KeyTalk account, you can click the *Add Credit* button next to your available balance. This will take you to a form where you can add funds to your account with a Credit or Debit card, or with a KeyTalk voucher purchased directly from your site.

*Not all sites sell KeyTalk vouchers, check with reception for more information.*

### Reviewing Your Call History

Your inbound and outbound calls are shown in the table below your credit summary. You can filter this by incoming calls and outgoing calls, plus sort by date, duration etc.

## Support & Tickets

If you have contacted Customer Support and they have raised a ticket for your account, you can view it in the *Support & Tickets* section of *Account Management*.

Here, you will see a list of all the individual tickets and the internal responses as your support request has been processed.

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# Troubleshooting

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Sometimes things don't always go perfectly, and before you call Customer Support, it might be a good idea to check for a few common problems.

## Troubleshooting a Wired Connection

If the *Sign In* screen does not appear when you connect, try the following:

- If the socket has two ports, try using the other one.
- If the room has a telephone, make sure it is connected and powered on, it is connected to the wall socket on the *SW 10/100* port and that your computer is connected to the *PC 10/100* port on the phone.
- If the phone does not have power, try connecting the computer directly to the wall socket. If that works, call Customer Support and report your phone as faulty.
- If you have wireless turned on, try turning it off, as it may have connected to an open wireless connection from somewhere else and that can sometimes interfere.

If that does not solve your issue, please call Customer Support. They are there to help you 24 hours a day, 7 days a week.

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Tweet: [@KeySurfSupport](https://twitter.com/KeySurfSupport)

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## Troubleshooting a Wireless Connection

If the *Sign In* screen does not appear when you connect, try the following:

- Make sure you have connected to the *KeySurf* network.
- Check to see if the KeySurf network is in range.
- Try turning your Wi-Fi off and then back on.

If that does not solve your issue, please call Customer Support. They are there to help you 24 hours a day, 7 days a week.

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## Troubleshooting a MediaHub

- Check to see if your MediaHub is connected properly, read the *Getting Started With a MediaHub* section on page 4 to double check the connections.
- If your MediaHub is working correctly, the light next to the icon of the Earth will be illuminated. You will also see flashing activity lights on the LAN ports of any connected device or on the WLAN indicator for wireless clients.

If that does not solve your issue, please call Customer Support. They are there to help you 24 hours a day, 7 days a week.

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## Troubleshooting a Legacy DSL Connection

- Check to see if your Modem is connected properly, read the *Getting Started With Legacy DSL* section on page 5 to double check the connections.

If that does not solve your issue, please call Customer Support. They are there to help you 24 hours a day, 7 days a week.

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# FAQs

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## I have forgotten my Username or Password - can you help?

You can either use the Password Recovery function from the sign in screen or give Customer Support a call and they can help you recover your details. You will need to answer a few security questions first to ensure you are who you say you are.

## I have connected my computer but cannot see the sign in page. What is going on?

There is a high probability of your computer not being set up to automatically ask our equipment for an IP address. If you are a Windows user, search your help files for "Configure TCP/IP for automatic addressing" and Mac users should search for "Getting IP address DHCP server". Follow the instructions to make sure your computer is set up to get an IP address automatically. If that does not work, call Customer Support and they will try to put you right.

## Can I use my console/tablet/mobile and how do I connect it?

For games consoles, we will require the MAC address (which can be found in the network settings of the device). You can add this at the Account Management portal (<http://portal.keysurf.net>).

Mobile devices such as tablets and phones can connect to the wireless network easily and will prompt you for your Username and Password either on connecting or when you open a web browser.

## Can I connect a router, switch or wireless access point to the service?

We only allow the use of the MediaHub for routing and in-room wireless. Use of any other non-MediaHub routing or wireless device on the network can cause problems for other users in the building. Any user found to be using non-approved routing devices on the service may be disconnected.

## Is the service really unlimited?

Yes, you can download and upload as much as you like, although we do ask that you try not to impact the service for other people. Take a look at our AUP to see what we mean.

## How do I cancel the service?

If you are using a base product that's included in your room rent, then you do not need to cancel anything. If you have upgraded, then you will need to contact customer support and they can advise you on cancellations.

## Do I need antivirus?

In order to use the service, you will need antivirus software that is continually updated. This keeps everyone on the network safe and prevents malicious activity from harming the quality of the connection. Basic anti-virus software can be downloaded for free from some providers and more advanced cover can be purchased from many retail locations. We recommend Microsoft Security Essentials.

## Why do I have to sign in regularly?

Your account will be signed out after a long period of inactivity or if you shut down your computer. This is a security measure for preventing other people from accessing and abusing your account.

## Can I use KeySurf when moving around?

Yes. You can sign in to your KeySurf account from any room with the service or from areas that have KeySurf wireless.

### Can I use BBC iPlayer or similar services?

Keycom has a direct link to the BBC's own network infrastructure to help boost the quality of popular services like iPlayer. Other services like the ITV player and 4oD also benefit from our strong network and you are more than welcome to use them.

### Can I use peer-to-peer services like BitTorrent?

In limited circumstances, we appreciate the importance of peer-to-peer distribution. However, use of these services is of fairly limited use outside of illegal file sharing, and where it is used for legal means, there is usually a direct download method that does not use peer-to-peer. We greatly discourage the use of peer-to-peer services to prevent the degradation of service for other users. If you are going to use peer-to-peer for downloads (i.e. Linux distributions, World of Warcraft patches), please try to throttle the upstream bandwidth you use.

### I am finding the service slower than normal – what is going on?

Many things can cause slow speeds. Most commonly, the problem comes down to popularity. You will find that slowdown often happens at roughly the same time of day and affects the most popular sites. The problem is usually temporary and requires no intervention on your part. If you are encountering slowness at all times, try checking with some of the other people in your building to see if it is just you. Give us a call if it does not seem to go away and we will see if there's something we can do to help.

### I have more than one computer, can I use them on the service at the same time?

Yes. You can either manually add your devices using the Account Management Portal. You can also use multiple computers at the same time when you connect via a MediaHub (if available at your site).

### How do I upgrade?

You can upgrade during the registration process. After you have registered, you can upgrade from Account Management or give Customer Support a call and they can help you upgrade your service. We accept Visa Credit/Debit, MasterCard Credit and Maestro. We do not accept Direct Debit payments.

### Which credit and debit cards do you take?

We take any of the following cards:

- Visa
- Visa Debit
- MasterCard
- Maestro

Users of overseas cards should be fine as long as they display one of the above marks. You may want to check with your bank to make sure if you are not certain.

### My card details were declined during the online upgrade, what should I do?

If you are having problems, call Customer Support and they can try to help.

### Can I upgrade using Direct Debit or cash?

No, to make things simpler, we only take credit and debit cards.

### My computer has problems that are not Internet related - can you please help?

Unfortunately not, we only provide you with help relating to our services. If you are in need of general help, contact your computer's manufacturer or a local computer store.