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## Oncology Directorate and Haematology SDU

# Connecting a Laptop Computer in Ward C10

**NOTE: This leaflet is for information only. Cambridge University Hospitals NHS Foundation Trust accepts no liability for charges incurred setting up or connecting to Internet services whilst you are a patient. All costs must be settled by the patient prior to discharge.**

For many patients admitted to Ward C10 (Haematology) the PatientLine internet facilities will be sufficient for their needs. The terminal provides basic browser services and email controlled from a small touchpad. The major limitations of this system are the restricted capability of the keyboard and the lack of any means to save messages/content.

Patients admitted for a period of several weeks are often especially concerned to stay in communication with the outside world and for many regular internet users online laptop computer access can therefore provide considerable additional benefits.

In recognition of these difficulties faced by haematology patients (attending for extended periods for transplants etc) a telephone is provided at every bed in C10 to allow patients to receive incoming calls.

Patients may request that this line be opened to allow **free-phone** laptop access to an Internet Service Provider (ISP). This request should be made to the Ward Clerk.

Note: all calls made via PatientLine to set up an account will incur charges at the current PatientLine rate.

Only **free-phone** access accounts may be set up. Any patient found to be abusing the system may have outgoing call privileges withdrawn.

## Connecting the laptop

The following notes are not intended to provide a review of all of the options available. But they do provide an account of the difficulties that may be encountered and they provide at least one successful means of remedying these.

**Note/Reminder:** To connect your laptop it must have a dial-up modem fitted and you need a telephone cable to connect that to the line. The telephone line has to be connected at the switchboard to allow outgoing calls. You also need to have a 'dial-up' internet account with an Internet Service Provider (ISP).

1. If you have an existing dial-up ISP account, ring the dial-up number on the handset as soon as you have been informed that the telephone line is open for outgoing calls. If you don't hear a data stream from the ISP server then let the switchboard know that you are still waiting for the access to be provided.

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2. If you need to set up an ISP this can be achieved by using any one of the numerous free 'Introductory Offer' CDs available in Supermarkets/libraries/through your door (e.g. Freeserve, AOL, Tiscali, BT). You will need to open an account and provide credit card details. Connection is usually then fairly straight forward.

In case of difficulties do remember to check the dial-up number is available on the handset before you look for problems elsewhere.

You may be able to find a service provider using a search engine online using PatientLine. You will then need to set up an account using the browser.

This will involve phoning the helpline provided to ask for the dial-in telephone number and then setting the internet connection manually.

In most instances the connection software will need to be downloaded. This cannot be done via PatientLine. You will need to contact the relevant ISP helpline – make a note of your new username and password before you log off.

## Setting Internet Connections Manually

- From 'Control Panel' select 'Internet Options'
- Then choose 'Connections' on the tab at the top of the page
- Press the 'Set up' button that gives you the 'New Connection Wizard'
- The first window defaults to your correct choice of 'Connect to the Internet'
- The second window you need to take the second option:
  - 'Set up my connection manually'
- The next page is the default 'Connect using a dial-up modem'
- Put the ISP name in the next window
- The dial-up phone number goes in the next window
- your user name and password in the final window.

You should now find that the 'Connect to' tab from the Start menu includes the new ISP and if you click on that you should be on line and able to access your chosen website for more information.

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Informacje te można otrzymać w innych językach, w wersji dużym drukiem lub audio. Zamówienia prosimy składać pod numerem: 01223 216032 lub wysyłając e-mail: [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)

### Polish

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### Portuguese

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**Turkish**

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**Bengali**

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