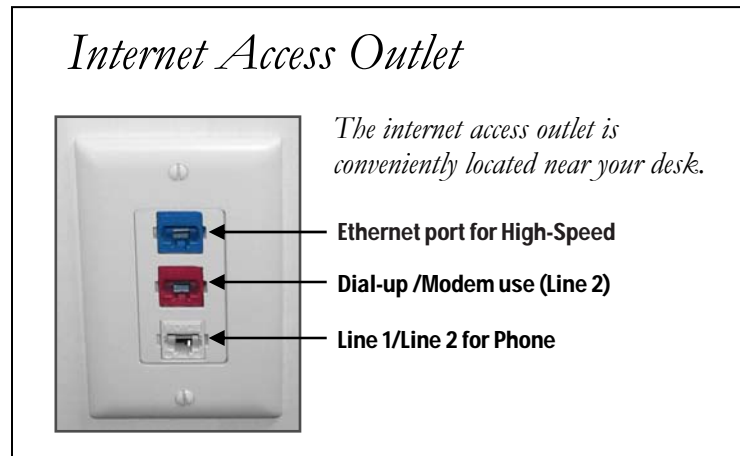


Internet Access Support Guide

Internet access is available in your room through a high-speed internet network connection or a dial-up connection. Contact customer support at ext 7301 for any internet connection issues. Computer problems not related to internet access will need to be referred to your IT department or local technical support.



High-Speed Internet

High-speed internet is available by plugging into the Blue outlet, located near the desk in your room. The high-speed connection requires an Ethernet cable with an RJ45 connector (bigger than a standard phone cable) and an Ethernet network card. For your convenience cables are available for purchase from the mini-bar for \$7.50.

Internet access requires your computer be set to dynamically receive an IP address from the hotel's network (DHCP server). Select your network connection in the control panel / Internet Access (TCP/IP) / Properties and select "obtain IP address automatically" and "obtain DNS server address automatically".

The hotel's network does not allow for proxy server settings in your internet browser. To remove, open your internet browser, select Tools / Connections / Internet Options / Lan Settings / and uncheck "Use automatic configuration script" and "Use a proxy server...".

- **EMAIL** - The hotel does not provide an outbound email server because of virus and spam related issues. Please contact your IT department or local ISP for an SMTP address or use a web-based email browser.
- **SLOW NETWORK** – The hotel's internet connection is shared by all guests. Individual speeds will vary, depending on the number of guests currently accessing the system. If you feel the internet connection is slow, contact customer support at ext. 7301.

Dial-up Internet

Dial-up access is available by plugging into the RED outlet with a standard phone cable. You must have a modem installed in your computer, as well as an account with an Internet Service Provider (ISP). Your ISP will provide a log-on user name and local access number.

- Add 9 to the beginning of your the local access number.
- Regular phone charges apply.

Wi-Fi Internet Access

Wi-Fi/Wireless access is available in the public areas of the hotel. This service is provided complimentary and is unsupported by the hotel.

Security Notice

The high-speed Internet access is made available without any stated or implied internet security features or options. It has been designed to allow access to the internet in an unrestricted or unaltered fashion. Users of this access are responsible for protecting their systems and data as they would in any public setting.

Proper Use Statement

Use of this internet access service is conditioned upon the guest not using this service for any unlawful, harassing or threatening purpose. Anyone thought or reported to be using this service for these purposes will be reported to Hotel Security and the proper legal authority.

Guests are not permitted to use this service for any purpose or practice, intended or otherwise, that will result in abnormal network burden – the interpretation of such is at the sole discretion of the hotel's network management group and the hotel management. Anyone determined to be causing abnormal burden or load on the network and/or the Internet will have access shut down without warning or notice.

The hotel recommends that all guests use proper and reasonable care to prevent the receipt and spread of any virus, worm, etc. that would be harmful to the guest's data and systems as well as to others.