

## High Speed Internet Access Provided By:



RESORT  
BROADBAND



*For Technical Support:*

**24 Hour Help Desk**

**1-866-776-5849**

### **EASY Setup** (FOR MOST USERS)

Follow these easy steps for connecting your computer to the Internet:

- 1 Turn On / Enable your WiFi device.**  
(You may have to enable using your wireless software or 'on-off' switch for some computers)
- 2 Scan or view Available Wireless Networks.**
- 3 Choose the Wireless Network**  
'PropertyName'
- 4 Launch your Web Browser.** (Internet Explorer, Netscape Navigator, Safari, etc.)
- 5 Enter Access Code.** (Follow online instructions.)  
***You should now be connected!***

### **Minimum System Requirements**

Operating Systems	Windows 98, ME, 2000 & XP, Vista Macintosh OS9 or higher
Wireless "WiFi" Capable	Wireless Network Adapter – 802.11b WiFi Standard
Browsers	Internet Explorer 5.0 or higher Netscape Navigator 4.7 or higher

### **Troubleshooting Steps**

*Follow these easy steps if you are having trouble using the service:*

**Try different locations within the unit/room or in the Lobby.** You may not be in receiving the strongest signal possible.

**Try dis-connecting from the wireless network then reconnecting.** Most locations have multiple access points. Your computer may reconnect to a wireless Access Point that is closer to you and thus provides a stronger signal.

**Ensure your WiFi card is set to "Infrastructure".** Your WiFi card or Windows XP software allows the option of "Infrastructure" or "Ad Hoc" mode.

**Disable WEP security.** Your corporate or home WiFi settings may have Wireless Encryption Protocol (WEP) security enabled. Public WiFi services, such as the one used at this location do not utilize WEP security. We recommend you use a VPN connection to create a secure wireless connection.

**Check your browser settings.** Ensure that your (tools)-Internet Options - Connections - LAN Settings - are set to 'automatically detect settings'. Also check 'Proxy server' is not selected

**Obtain correct Access Code.** Please ensure that you are entering the current Access Code. Access Codes are available at the Front Desk or by calling the 24 Hour Help Desk. 1-866-776-5849