

# In-Room Internet Connection Instructions

Rosen Hotels and Resorts is pleased to offer high-speed Internet service to our guests. Below you will find the minimum requirements for use of our service as well as instructions and helpful tips for troubleshooting.

## Minimum Requirements:

### Operating System

Windows 98, 2000 Professional or XP Professional  
Linux Red Hat 7.1  
Macintosh OS9.0 and OS 10.0

### Browser

Internet Explorer 5.0 or higher  
Netscape Navigator 4.7x or higher

## Instructions for Connecting to the Internet:

1. Turn on your computer and launch your Internet Browser.
2. Plug in the black cable provided to your Network Interface Card or internal Ethernet port.
3. Enter a web address or click on the home icon in Internet Explorer.
4. You should now be connected to a page that looks like this:

The screenshot displays the Rosen Centre Hotel website's broadband services page. At the top, there is a navigation bar with links for Home, Purchase, Locations, and Sign Up. The main content area is divided into several sections:

- Welcome to Rosen Broadband:** A introductory message from Rosen Hotels & Resorts stating they offer High Speed Internet Access in guest rooms and public areas.
- Internet Access Services:** A section titled "Choose A Service" with a table of service options:

Service	Price	Buy Now
Daily Access-Basic	\$9.95	Buy Now
Daily Access-Advance	\$12.95	Buy Now

Below the table, there is a field for "Enter Access Code" and a "Connect Now!" button. To the left, there is a "View Your Account" section with fields for "User name" and "Password", and a "GO" button. A "Forgot your password?" link is also present. On the right side, there are "FREE SITES" and a "Scroll for more links" section. The page footer includes the "Powered by Broad-1op" logo.

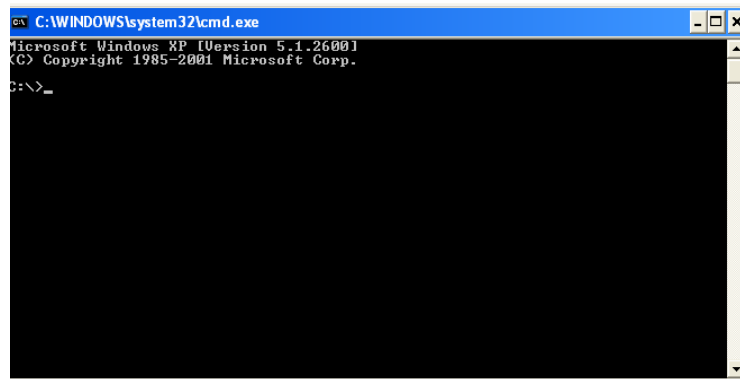
5. It is not necessary to enter an access code.
6. If you are a returning guest, please login and choose your service. If you are a new guest, you will need to create a user account.
7. You must choose a service to continue. You may click on the service type for more information about which type of service is right for you.

**PLEASE NOTE:** To send e-mail using an SMTP server, you must change your existing SMTP server to our SMTP Address. If you are using a web-based mail service such as AOL, Yahoo, GMail or Hotmail, this does not pertain to you.

DNS Address: guest-SMTP.rosenhoteles.com IP Address: 63.239.117.131

## In-Room Internet Troubleshooting

1. Make sure that you have disabled any firewalls and pop-up blockers installed on your PC.
2. If you receive this error message - "The Page Cannot be Displayed". Try the following:
  - a) At the top of the browser click on tools, Internet Options, then the tab labeled Connections.
  - b) Next, click on LAN settings and make sure that nothing is checked in this area. Click "OK" and close this window.
  - c) Verify that the black Ethernet cable is plugged into the wall and into your laptop securely.
  - d) If you have a wireless LAN connection, please check to make sure that it is disabled.
  - e) Check your wired LAN connection settings to be sure you have your IP and DNS settings set to automatic and you have no default gateways chosen.
  - f) Go to Start/Run and type `cmd`, and then press enter. You should see a black box that looks like this:



- g) Type `ipconfig /release` and press enter.
  - h) After your PC returns to `c:\>` type `ipconfig /renew` and press enter. (It may take up to 30 seconds or more for the new IP address to display.)
  - i) Close the window and try your browser again.
3. If you need further assistance, please call 2999.