

**GANAG QuickSupportGuide**

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## 1. HighSpeed Internet Access under Windows XP (SP2) or Windows 2000

Should the GANAG portal page not appear after having entered any valid internet page (invalid pages are "about:blank", intranet sites or websites of GANAG, o2 and Vodafone), please check the following features or contact the toll-free 24/7 GANAG hotline:

Germany: 0800 222 555 2  
Other countries: 00800 9434 9434 (00800 WiFi WiFi)

### 1.1 System Requirement

**For WiFi access:** Your notebook requires



- a PCMCIA or integrated **WiFi card** standard IEEE802.11b / g  
→ follow the instructions under **point 1.2.**  
or alternatively
- a **wireless Ethernet client adapter** (T-316) and an Ethernet network card  
→ follow the instructions under **point 1.3.**

The hotel reception at the GANAG HotSpot will make a GANAG WiFi card or a GANAG Ethernet adapter available to you free of charge.

**For WiredHSIA:** Your notebook requires



- a **Cat5 patch cable** and an Ethernet network card  
→ follow the instructions under **point 1.3.**

The hotel reception at the GANAG HotSpot will make a patch cable available to you free of charge.

### 1.2. WiFi Settings

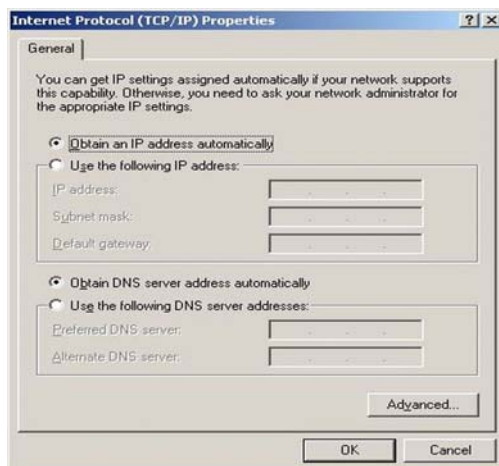


Under **Windows XP (SP2):**

- Right click on the WiFi symbol on the right side of the task bar
- <View Available Wireless Networks>
- Choose <GANAG> and left click on <Connect>
- A small pop-up window appears, telling you the chosen network is unsafe. Click on <Connect Anyway>.

Under **Windows 2000:**

- Scan the available networks with your client manager, if the program is installed, and choose <GANAG> or enter "GANAG" in the box under <network name (SSID)> on your WiFi card.
- Make sure the WEP encryption of your WiFi card is disabled.

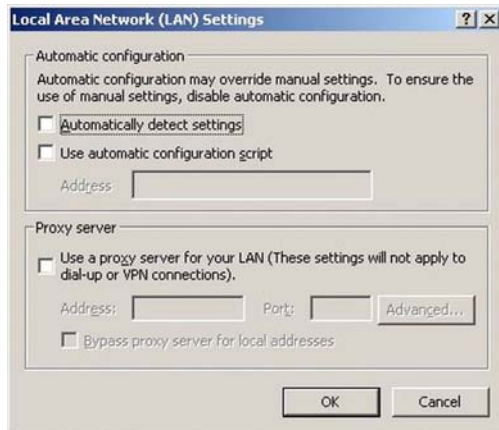


### 1.3. TCP/IP Settings



Under **Windows 2000 / XP:**

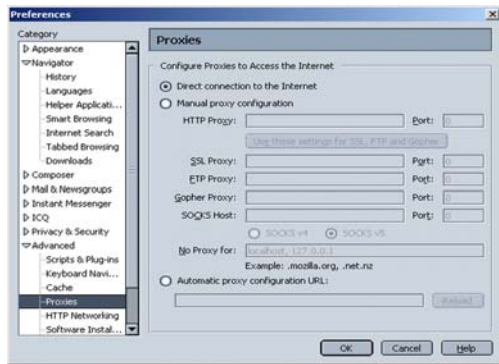
- Choose <Start>
- <Settings>
- <Control Panel>
- <Network and Dial-up Connections>
- Right click on the network connection of your **WiFi card** (the name can vary according to model)  
or alternatively
- on <Local Area Connection> of your Ethernet network card (for access via **wireless Ethernet client adapter** or **Cat5 patch cable**)
- <Properties>
- Double click on <Internet Protocol (TCP/IP)>
- Choose <Obtain an IP address automatically> and <Obtain DNS server address automatically>
- Confirm by clicking <OK>.



#### 1.4. Browser Settings

Using **Microsoft Internet Explorer**:

- Choose <Tools>
- <Internet Options>
- Click on the section <Connections>
- Click on <Never dial a connection>
- Now click on the tab <LAN Settings>
- Disable all boxes
- Confirm by clicking <OK>.



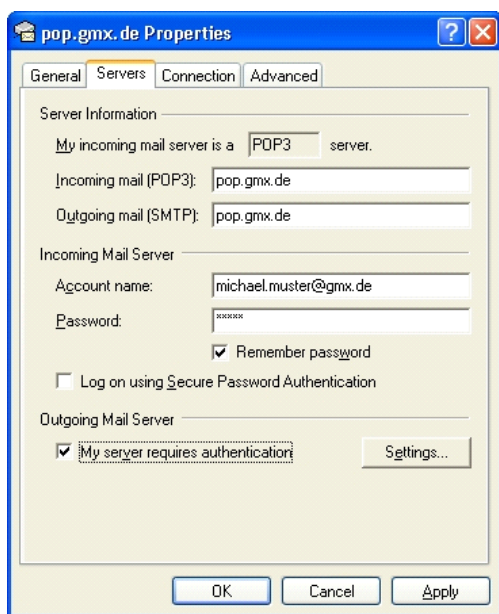
Using **Netscape Communicator**:

- Choose <Edit>
- <Preferences>
- <Advanced>
- Click on <Proxies>
- Select <Direct connection to the Internet>
- Confirm by clicking <OK>.

### 3. Sending Emails with Microsoft Outlook 2002



If you are able to send emails but not to receive them, please check the settings regarding the authentication of the SMTP server of your email program. For this you need the name of the SMTP relay server of your email account (ask for it at your IT department or your email provider):



Under **Microsoft Outlook 2000**:

- Choose <Tools>
- <Accounts>
- Click on the tab <Mail>, mark the respective email account and click on the button <Properties>
- Click on the tab "Servers" and ensure, that the entry in the field "Outgoing mail (SMTP)" is the right name of the SMTP Relay Server you've got from your email provider
- Choose "My server requires authentication" and click on <Settings>
- Ensure, that the entry "Use same settings as my incoming mail server" is selected and confirm by clicking on the button "OK"