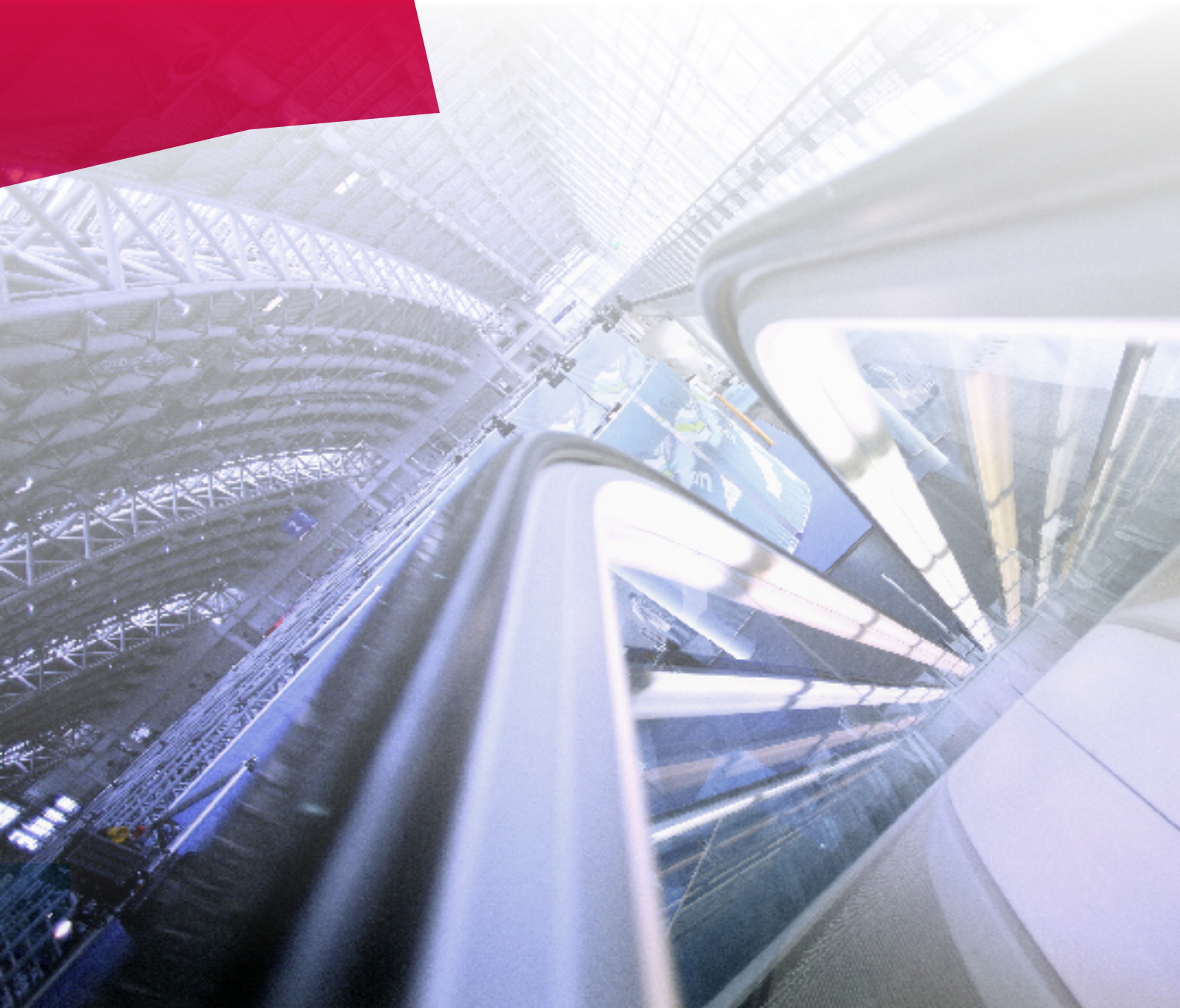




Deutsche Messe  
Hannover · Germany

# WLAN - FAQ

Mobility



Dear customer,

over the last years we collected questions and experiences regarding our Wireless LAN network at the Hannover Exhibition Grounds and sorted them by topic into the following list of frequently asked questions (FAQ).

We hope this information will be useful to you either before or during a visit to one of our shows!

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## 1. Information about the network, cost

### 1.1 General information

Our WLAN platform is designed to serve as an open tool for promoting your business at the show — i.e. we aim to support your access to existing customer relationships.

For this reason, we offer different access options to our WLAN, ranging from our own Vouchers to direct customer relationships with your provider(s) and/or mobile phone provider(s).

### 1.2 Cost

#### How much does WLAN access cost using a Voucher by Deutsche Messe?

Deutsche Messe Vouchers are available in three different categories:

1 hour	( can be used over several days )	10,00 Euro
4 hours	( can be used over several days )	35,00 Euro
10 hours	( can be used over several days )	60,00 Euro

#### Can I use the rest of my unused voucher minutes at a different event, for example, the same event next year?

No! Vouchers are only valid during the event for which they were issued; all unused minutes expire at the end of the event.

### 1.3 Points of sale

#### Where and when can I buy the vouchers of Deutschen Messe?

Starting the day before the show, WLAN vouchers are available for purchase at all EBi info counters and on-site “media shops”. In case you need a voucher at any other time please contact:

**Tel:+49 511 89-38992**

It is not possible to order the vouchers in advance.

### 1.4 Roaming Partner

#### Are there any other possibilities to access the network?

If your provider supports WLAN roaming, you can also access Deutsche Messe’s WLAN via your provider (see list of providers and rates at our portal site).

## 1.5 Getting connected

### 1.5.1 General conditions

#### **Which are the technical requirements for accessing the network?**

You need a WLAN capable device which complies with the 802.11 a/b/g/n-draft standard and a standard Web browser. Make sure that all types of encryptions (e.g. WEP) are turned off and that you are connected to the network (SSID) „, ääã\* ! [ ~ } â•“.

### 1.5.2 E-mail

#### **Can I use my usual e-mail programs (Outlook, Lotus Notes etc.) without any limitations?**

Yes, E-mail clients on mobile devices can be used without any restrictions. Incoming E-mails are forwarded by a relay server on the exhibition grounds directly to the servers entered by the user on the E-mail client. No additional E-mail client configuration is necessary.

### 1.5.3 Connecting with a voucher of Deutsche Messe

#### **How do I access the network/Internet?**

After connecting to the network „, ääã\* ! [ ~ } â•“ start your Web browser and enter any URL. You will then be automatically transferred to the portal site. Click on the Deutsche Messe logo and enter your username, password and accept the terms of use. Upon successful registration, a window with a log-out button and a counter indicating your remaining online time will pop up. Whenever you are logged in, time will be subtracted from your available total by the minute. You can log out manually at any time. After 10 minutes of inactivity, you will be automatically logged out.

#### **Are there any settings of my browser I have to pay attention to?**

Pop-up blockers and phishing filters have to be deactivated while logging in, otherwise the log-out window will not appear resp. log-in problems can occur.

## 1.6 Security

#### **Is the network protected in any way?**

Deutsche Messe's WLAN service is designed for public access, and therefore does not employ any encryption such as WEP.

The user is therefore solely responsible for taking the necessary security measures.

If sensitive information is to be shared, we recommend accessing the WLAN via VPN (which is supported by Deutsche Messe's WLAN setup in most cases).

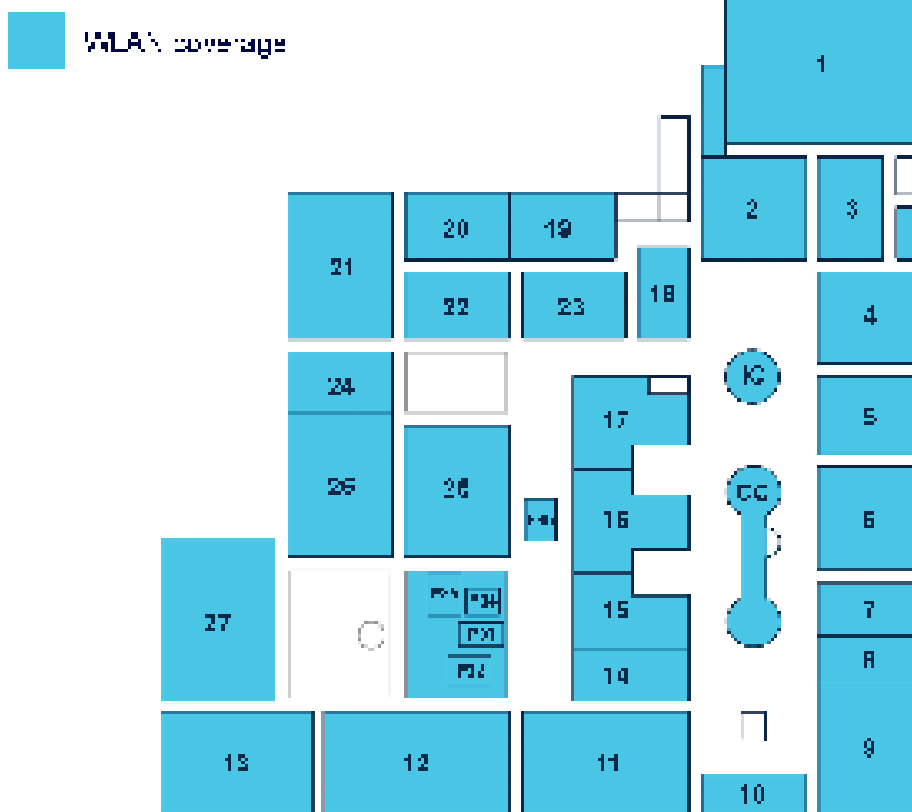
## 1.7 WLAN coverage

### How stable is the WLAN?

WLAN performance may vary widely depending on the number of users or signal disturbances, for example due to multi-storey stands, structures made of steel or other networks. Deutsche Messe therefore cannot guarantee any minimum quality of WLAN service or accept any responsibility or liability whatsoever for network disturbances or limited coverage.

### Where is WLAN available?

WLAN is available in every hall, the Convention Center (CC), the Information Center (IC) and pavilions 32 - 36 (P32 - P36).



## 2. Support

### 2.1 WLAN Support

#### Where can I get assistance if I experience any problems with the WLAN of Deutsche Messe?

For the duration of every exhibition a support team assists you with any problems concerning the configuration of your device, logging in to the network or problems with the vouchers.

If you would like to visit the support team in person, please ask at any EBi info counter for their location on the fairgrounds.

### 2.2 Hotline

#### How and when can I contact the Hotline?

During the exhibition the support team can also be contacted via our hotline.

**WLAN support hotline: +49 511 89-38992**

Please note that the support team can not assist you with problems concerning our roaming partners, their billing, terms and conditions or general questions on WLAN technology or advanced hardware problems.

## 2.3 Configuration

Make sure your WLAN card is activated.

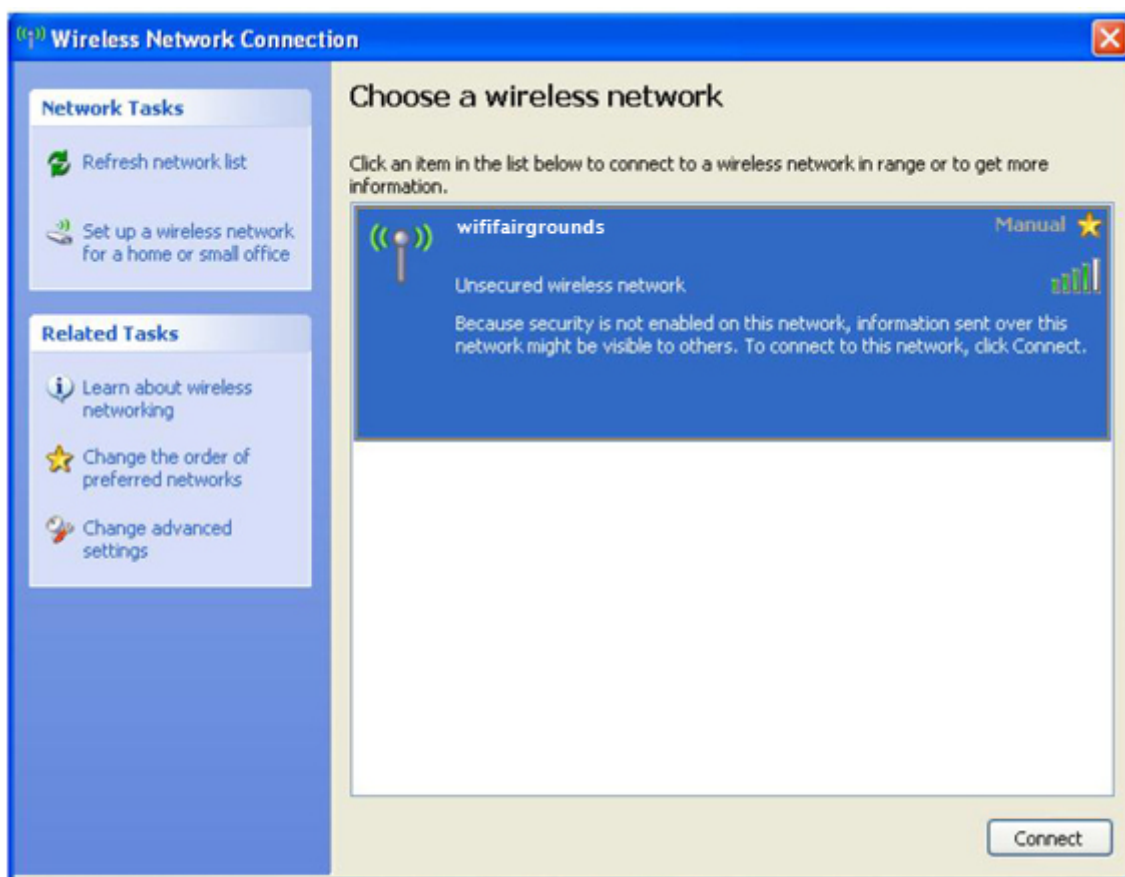
If it is not activated there are different options to enable it:

1. A manual switch
2. Shortcut (in most cases FN + wireless symbol)
3. Via the software of your WLAN card.

Connecting to the network/SSID „wififairgrounds“. (Windows XP)

If you are not already connected to „wififairgrounds“:

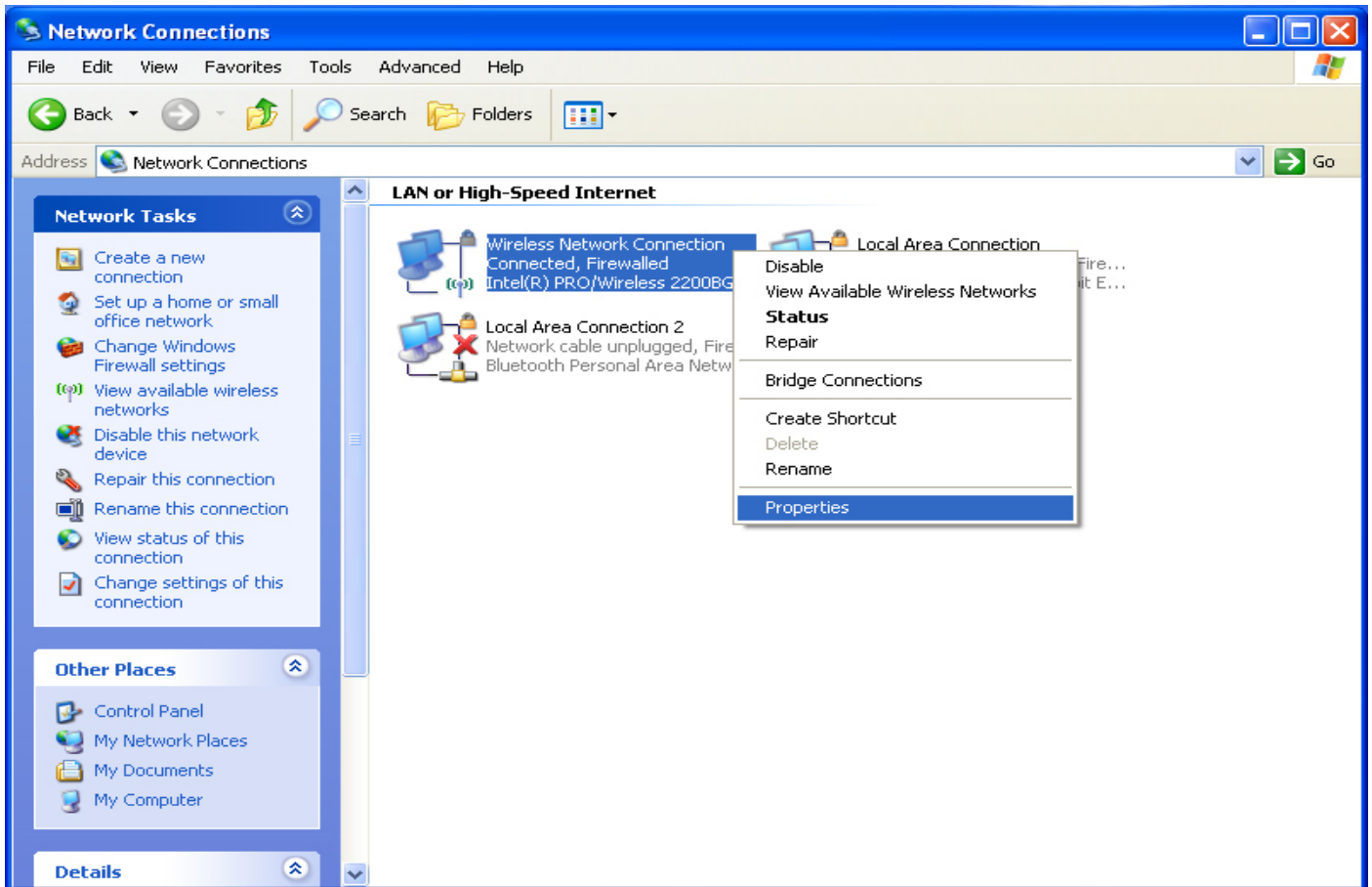
Choose „Start → Connect To → Wireless Network Connection“. Then select „wififairgrounds“ and click on „Connect“.



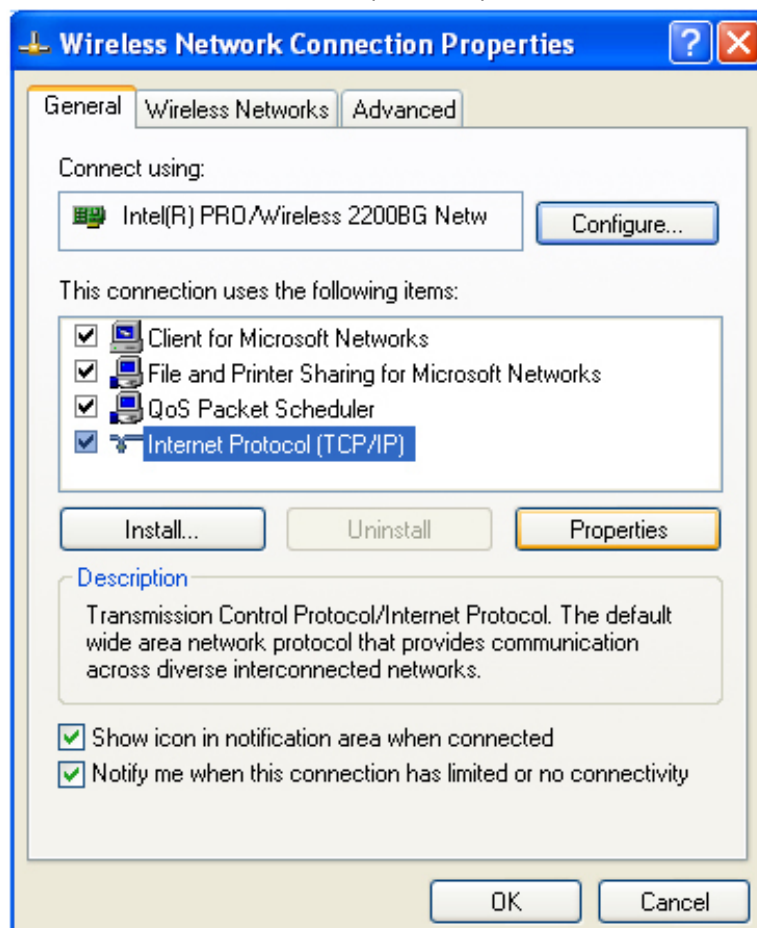
Internet Protocol (IP) should be set to „automatically obtain IP address“ (advised).

You can verify/set this at the „Control Panel“:

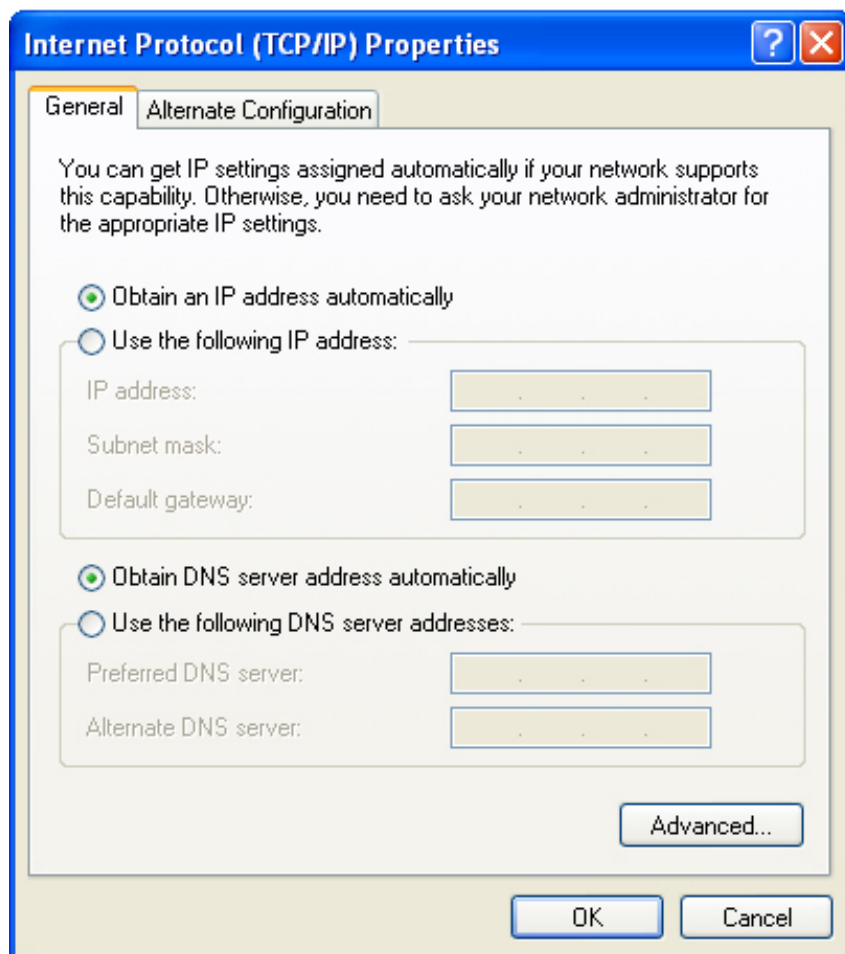
Choose „Start → Control Panel → Network Connections“. Right click on „Wireless Network Connections“ and then select „Properties“.



At the tab „General“ choose „Internet Protocol (TCP/IP)“. Then click the button „Properties“.



Here „Obtain an IP address automatically“ and „Obtain DNS server address automatically“ has to be selected.



**WLAN Hotline**  
**+49 511 89-38992**