

THE WEMISPHERE EXPERIENCE

Wireless high-speed Internet access is available throughout West Edmonton Mall, Fantasyland Hotel and West Edmonton Mall Inn. Wi-Fi technology enables computers to connect to the Internet via a network of Wi-Fi CERTIFIED™ wireless access points.

You may purchase WEMiSphere™ service at any Guest Services location, any Parks & Attractions cashier, and at Fantasyland Hotel and West Edmonton Mall Inn.

Three different purchase plans are available:

- | | |
|---------------------------------------|---------|
| • 3 hours of use over a 30-day period | \$8.95 |
| • 24 hours of continuous use | \$8.95 |
| • 30 days of continuous use | \$29.95 |

Prices do not include GST.

GETTING STARTED

Once you have purchased your WEMiSphere™ plan and received your access code, take the following steps to start using the wireless LAN (local area network):

- Take note of original computer configuration settings prior to changing them.
- Wi-Fi Card must be set to allow DHCP addressing.
- Proxy server use must be turned off.
- WEP must be disabled.
- The network type is “Infrastructure” (not “Ad hoc”).
- Personal firewall software must not be set to block programs from accessing various connection ports.
- Initially, guests must connect to a normal website (e.g., wifi.wemisphere.com) in order to be redirected to the Authentication Page.
- Select the SSID “WEMISPHERE” in your wireless LAN settings. Note that the WEMISPHERE network name will only appear if the “Preferred Network” option is not selected in the connection properties.

If you have trouble connecting, disable and then re-enable the wireless network adapter on your device.

Once you have satisfied all these prerequisites, open your Internet browser, type any normal web address into the URL bar and you will be taken directly to the WEMiSphere™ portal. This free area within the WLAN area serves as your “entrance portal” to the Internet. Here you can read essential information about your options for using WEMiSphere™.

REQUIRED HARDWARE

Your computing device requires a Wi-Fi CERTIFIED™ wireless network adapter that supports 802.11 a/b/g. WEMiSphere™ supports most popular adapters and network interface cards.

ACCESSING THE INTERNET

Once you have connected to the WEMiSphere™ wireless network, you can access westedmontonmall.com, fantasylandhotel.com and weminn.com free of charge. To use e-mail or connect to the Internet from your computer, you must purchase an access code.

When you enter your access code on the Internet access portal page, your browser will assign the access code you have purchased to your PC or PDA. Once assigned, the access code cannot be transferred to another device; each device requires its own code.

Please keep the access code confidential. Once you enter your code, agree to the Acceptable Use Policy and become validated in the network, your connection cannot be stolen and you will not need to enter your code again.

NETWORK SECURITY

WEMiSphere™ service is designed to be as hassle-free as possible. Internet services are set up without website filtering, content filtering or virus detection. You should always have up-to-date anti-virus software installed on any computer connected to a network or the Internet. Please ensure that you have read our Acceptable Use Policy and Security Information and Liability Disclaimer.

If you have any questions or concerns regarding Internet use, or require help with your connection, please call 780-443-8228 for assistance.



FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

Q: How can I purchase this service?

A: You may purchase an access code at any Guest Services location, any Parks & Attractions cashier, and at Fantasyland Hotel and West Edmonton Mall Inn.

Q: Can I use more than one device on the network?

A: Yes, but each device will require its own access code. You will have to authenticate on the network with the first device using one access code, and then repeat the same process on the second device with a second purchased access code.

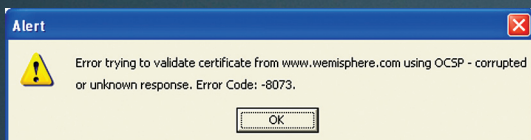
Q: I lost my access code. Can I get another one?

A: For security reasons, your access code cannot be replaced if lost. If you have already entered your access code and authenticated, you will not need to re-enter your code and your access will continue until your time expires.

Q: Where can I get help if my connection isn't working?

A: For help, call 780-443-8228.

Q: I receive the following error when I attempt to connect to a website:



A: This is a secure protocol error and can be fixed by turning off the OCSP in your browser's Tools-Options menu.

Q: What versions of the wireless 802.11 protocol are supported?

A: The WEMiSphere™ network supports 802.11 a/b/g.

Q: Why can't I connect to the network?

A: Check if you have a Wi-Fi-compliant network adapter and if it has been installed correctly.

Q: Can I connect to the network on a non-Windows-based computer?

A: Possibly. Due to the range of alternatives, our network may not support all operating systems. Since WEMiSphere™ is Wi-Fi CERTIFIED™, any systems that are also Wi-Fi CERTIFIED™ should be able to connect.

Q: Are printers available?

A: West Edmonton Mall currently does not provide printing services for WEMiSphere™ customers.

Q: I am a guest of Fantasyland Hotel or West Edmonton Mall Inn. How can I access the network?

A: You may purchase your access code at either Hotel by inquiring at the Front Desk or by pressing the "Wi-Fi Zone" button on your room phone. You will be able to connect to access points on guest room floors and throughout West Edmonton Mall.

Q: How fast is the connection?

A: WEMiSphere™ wireless Internet speed varies between 11 and 54 Mbps (megabits per second), depending on the traffic and power of the signal. If you experience a slow connection in a particular location, try moving to a different location to find a less-crowded access point.

TECHNOLOGICAL QUESTIONS

Q: What is a wireless local area network (WLAN)?

A: A WLAN is a type of network that uses high-frequency radio waves rather than wires to transmit data between devices.

Q: What is Service Set Identifier (SSID) Broadcast?

A: This is the function by which a wireless access point broadcasts its identity so that wireless stations searching for a network connection can "discover" it. It is what enables your wireless adapter's client manager program or Windows built-in wireless software to display a list of within-range access points. The SSID for WEMiSphere™ is "WEMiSphere".

Q: What is the IEEE 802.11 standard?

A: The 802.11 standard is a group of specifications developed and approved by the Institute of Electrical and Electronics Engineers (IEEE). This group of specifications describes the way computers can connect to a network by transmitting and receiving information via a radio transmitter and receiver.

Q: Where can I buy a wireless LAN card for my device?

A: These cards are available at several retailers in West Edmonton Mall. Check the Mall Map & Directory for a list of computer and electronics stores.

Q: Can I set up my own wireless network at West Edmonton Mall?

A: No, you cannot set up your own wireless router anywhere on the premises. All access points in West Edmonton Mall must be installed and configured by Information Systems. Rogue detection has been implemented to ensure the functionality of WEMiSphere™.