



NEW HALL  
University of Cambridge

# Computer Support

## Setting up a Broadband Internet Connection for Windows XP

- Set your PC to use DHCP (instructions overleaf)
- Plug in your network cable
- In the bottom right corner a picture of a computer with two yellow moving blocks may appear indicating that the computer is searching for an IP address
- Unless it is persistent, ignore any messages about **Limited or No Connectivity**
- When the message **Local Area Connection is now connected** appears start Internet Explorer (or another web browser)
- From the **Welcome to New Hall** registration page, click on the **Conference guests and visitors registration** link

If your Conference have pre-paid your broadband access, please follow the **Pre-paid Internet Access** instructions. For all other delegates, please use the **Purchasing Broadband Access** instructions below.

### Purchasing Broadband Access

- Click on the link labelled **Please click here to purchase Internet access**
- Select the access time you require from the list and click the OK button
- Please read the Terms and Conditions and confirm your acceptance
- On the ... **details of the credit/debit card holder** screen, please fill in the name displayed on your credit/debit card, and the billing address of that card; the Mobile 'phone number is optional
- Confirm your details and then click on the **Make Payment button**
- You will now be transferred to our secure payment site provided by SecureHosting
- Please complete the **Card Holder Details** section and click the **Complete Payment** button
- Please note down the **Transaction reference** number from the next screen for your records, and click the button to activate the broadband service
- After approximately 2 minutes, try to connect your computer to a web page, such as the BBC (see **Testing the Broadband Connection** overleaf)

### Pre-paid Internet Access

- If you have been given a User name and password, enter these in the boxes provided under the heading **Pre-paid network access**
- If you get a message offering to remember the password, click **No**
- If you have entered the correct User name and password, the **Register a new Computer for [Conference name] Conference** screen will appear
- A message at the top of the screen will advise how many computers can be registered and how many have been registered so far. If no more registrations are available, please contact your Conference Organiser
- Please enter your name, email address and a description of your computer, ie. Laptop WinXP, and click the OK button
- Please read the Terms and Conditions and confirm your acceptance
- The **Computer registered successfully** screen will appear
- After approximately 2 minutes, try to connect your computer to a web page, such as the BBC (see **Testing the Broadband Connection** overleaf)

If at any point you unplug or switch off your PC, it may take approximately 1 minute before you can access the internet again as your connection is being updated.

## Testing the Broadband Connection

- Start your browser and try to connect to **www.bbc.co.uk**
- If the web page appears, Broadband is working properly
- If the web page does not appear, check the cable is plugged in securely
- Restart the laptop and try to connect to the BBC again

## If you can Receive but not Send Email

- Some email providers check the originating address of outgoing emails to make sure that their services are not being abused, and if they do not recognise an address, they will prevent emails from being sent. To overcome this whilst at New Hall, try the following:

### Microsoft Outlook

- Start Microsoft Outlook
- Click on the Tools menu, select Accounts
- Click on the Properties button
- Click on the Servers tab at the top of the window
- Write down the current entry found in the box against Outgoing mail (SMTP) so that it can be put back when you leave
- Replace the existing address with **smarthost.netservers.net.uk**
- Click the OK button and then the Close button

## Switching to DHCP

DHCP (Dynamic Host Configuration Protocol) will allow your computer to automatically collect the appropriate network settings

- Click on the Start button
- Select Control Panel
- Double click Network Connections
- Double click Local Area Connection
- Click on the Properties button
- Scroll down the list under the heading **This connection uses the following items** until you get to Internet Protocol (TCP/IP)
- Click once on Internet Protocol (TCP/IP)
- Click on Properties
- Select **Obtain an IP address automatically**
- The numbers next to IP address, Subnet mask and Default gateway will disappear
- Select **Obtain DNS Server address automatically**
- The numbers next to Preferred DNS server and Alternate DNS server will disappear
- Click the next two OK buttons
- Close all the open windows