Welcome to viapass network !

Please **print out** (on both sides of paper), **fold** and **keep** this quick reference guide with you for helpful hints & configuration highlights. Once on site, it will help you get on line easily.

In case you have ordered a Viapass wired internet connection, it may already have been installed on your booth or exhibit space.

Look for a network cable with an RJ-45 male plug, with a Viapass label attached. This cable is your Viapass cable drop, with main feed to the Internet.
Below is a sample of Viapass main cable drop labels :

Please do not remove label from cable, even during use. It will be helpful for our on-site staff in case of a request for technical support during event.

In case you cannot find your cable, or cannot get connected to the Internet after using the information on these pages, please contact Viapass by calling our Hotline number mentioned on cover.

How to contact viapass

Viapass desk
To meet a Viapass representative for support during a major Event (Film Festival, Cannes Lions, or Reed Midem event) in Cannes, go to Viapass desk, most often located on Level 01 (see official Event floor plan).

Viapass Hotline number
You can contact Viapass by phone during set up or during actual Event, for technical support, delivery of equipment, sales purposes, or for any other reason related to Viapass service. Please dial :

+33 (0)4 97 06 37 65

This technical support is supplied at no additional charge during Events, at any time during official hours of show, to all exhibitors who have purchased a Viapass service dedicated to their exhibit spaces.

In case you experience issues when attempting to configure your equipment, please do not hesitate to call for assistance in order not to waste time. Our team of Technicians and Engineers is always ready to respond to calls and to supply assistance.

Please note : technical support is performed on all network equipment and service supplied by Viapass.

On site orders
In case you need to place an order or change an existing one on site, for Internet access, network equipment, or any other Viapass service, you need to meet a Viapass representative at Viapass desk in order to place order and settle advance payment.

Important
• on site late order charges may apply.
• some equipment may no longer be available on site.
• installation of on site ordered services may require some time, and will be processed after all pre-ordered services have been installed.

For these reasons, we strongly recommend to place your orders before deadline.

via pass
official internet and network solutions supplier

quick reference guide

what to do once **on site**
to use viapass connections

viapass on site **hotline** number

+33 (0)4 97 06 37 65

www.viapass.com
we keep you connected

Configuration highlights

Viapass broadband Internet links come with NAT **private IP** addresses delivered by a DHCP router.
As an option, you can order **public IP** addresses, that can be static or delivered by a DHCP router. These public IP addresses are replacing the default private ones.
Viapass routers are located in Viapass technical rooms.

Minimum requirements:
Wired connections:
- your computer must be equipped with an Ethernet card with RJ-45 port.
- this Ethernet card must be activated.

WiFi:
In case you have ordered WiFi from Viapass, you need to make sure about the following :
- laptop/tablet/smartphone must be WiFi enabled.
- WiFi network connection must be activated in the "network connections" control panel of your PC.
- you need to know and use the network ID ("SSID") and passcode of the WiFi system that has been allocated to you.

Important: within Palais des Festivals and outdoor areas within Palais des Festivals area of responsibility, it is not possible to bring your own WiFi access point, or use a different supplier's one.

Other requirements
In case your computer is protected by a specific configuration according to your Company's internal Policy, you need to communicate this document to your IT Manager so that your laptop is configured appropriately, or so that you have adequate administrator's rights allowing you to amend configuration.

Anti-virus and firewall
Viapass delivers an open connection to the Internet: all ports and protocols are open, in order to allow the largest number of uses of the connection. Therefore, it is your responsibility to ensure that your equipment features the most up to date protections, such as firewall, anti-virus software, etc. No support can be supplied on your equipment further to incidents related to security.

Configuration highlights (cont'd)

Computer configuration
Viapass DHCP server will deliver IP addresses dynamically to your PC, provided that the **TCP/IP** settings of your computer are set to "**automatic**".
This applies to both types of connections, with private or public IP addresses, on all platforms (**Windows or Macintosh**), excepted when requested otherwise.

Your web browser should use **no proxy server**. Please make sure this option remains unchecked in your browser settings. This applies to all web browsers, with Windows or Mac OS : Explorer, Firefox, Opera, Safari, etc.

Static IP addresses, and specific configurations
Specific configurations can be addressed upon request. Make sure such requests are made before deadline in order to get timely delivery. On site requests this kind may mean delays for delivery.

VPN (Virtual Private Network)
In case you have ordered an internet access without public IP addresses and need to use VPN to connect your computer to a distant network, you need to make sure that this network (and its Gateway) supports NAT. This especially applies in case you need to do VPN from more than one computer connected to the same Viapass internet access.
In case this configuration is not supported, or in case you are not sure that it is supported, we strongly advise you to seek advice from your IT department. It may be necessary to order public IP addresses for all connected computers.

Email
In case you experience issues when attempting to send email through a Viapass Internet access, you can use an alternate outgoing mail server supplied by Viapass on events :

smtp.viapass.net
You should use this server in place of the one already listed in your email software.

In case you are using a webmail service (such as Hotmail, Gmail, or your Company webmail service, you do not need to change the outgoing mail server name.

Cabling

Rented equipment
Ordered equipment will be delivered and installed upon request, once you have arrived at your booth, for security reasons.

**Cabling prior to booth construction**
In case cabling and equipment needs to be hidden in decoration or furniture, your decorator or contractor should contact Viapass in advance (before deadline) in order to secure installation of cabling prior to booth construction.

Booth cabling
You may use your own network equipment (switches and cables), or rent from Viapass.
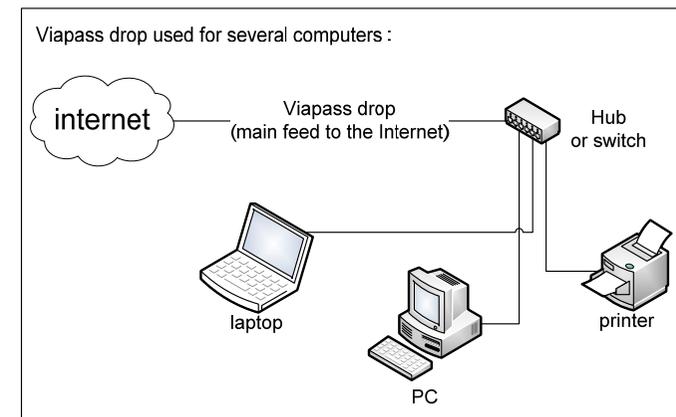
Internet access for 1 computer only
In case you are using only one computer, you can connect Viapass cable drop directly to the Ethernet port of your computer.

Viapass drop connected to 1 PC only :
internet — Viapass drop (main feed to the Internet) — laptop
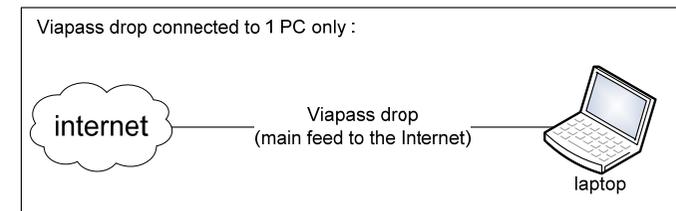
Internet access for several computers
In case you want to connect several computers, you need to connect Viapass cable drop to a hub or switch, and connect all your computers to this hub or switch.

Viapass drop used for several computers :
internet — Viapass drop (main feed to the Internet) — Hub or switch — laptop — PC — printer