

Reach Harbour WiFi Network – 2009

A high speed wireless hotspot network is available for customer internet access. To access the service, your laptop computer will need a WiFi card (802.11b or g) installed and, if properly set up, will automatically find our network (under the name of “reach”) and connect to one of our wireless routers. To connect to the internet, you must first self register and set up an account online as detailed below. You only need to do this once. Subsequently you can just login using the Name and Password you entered during registration – please write them down!

When you first enter a web page address in your internet browser, you will be redirected to a Reach Harbour welcome/login screen. Please follow the instructions on these pages as you will not be connected to the internet until you open a browser and do a successful login. Once the account is set up, you can immediately gain access to the internet for 60 minute sessions (30 minute idle timeout). On some browsers, after receiving the Success page, you may need to click on Refresh to be directed to your desired web page – or try another page.

We ask that you pay for your account within one day if you wish to continue with the service. Payment can be made at the store and rates are as follows; \$7.50/day, \$25/week, \$75 for the summer season. Accounts set up and not paid for within one day, or accounts used by more than one computer, are subject to blocking from the network.

If you have special requirements not met by our standard service, please discuss with Brian.

Troubleshooting

- make sure you are connecting to the “reach” network. There are other networks in the area that may temporarily have stronger signals. Use your software to check which network you are connecting to and change if necessary to the strongest “reach” signal (there are 3 “reach” transmitters)
- make sure your wifi card is turned on – most laptops have a switch or toggle button
- make sure your internet options are set to “never dial a connection” and disable any proxy server option that has been set
- network protocol (TCP/IP) properties should be set to auto or DHCP (IP and DNS)
- the wireless connection should be set to infrastructure mode, open authentication and channel 1
- when you connect to the reach network you may receive a message to say that the link is not secure. This is the normal arrangement for a hotspot network to make connection easy. However when you connect to a secure web site (ie. with an https address such as your bank) your link will be secured by high level encryption from end to end
- heavy rain may slow or stop the service temporarily
- web based email is recommended, however you can download POP3 mail. To send POP3 email you will probably need to change the outgoing server to smtp.nexicom.net
- Internet Explorer has some problems working with hotspots. FireFox is recommended

Please only ask for assistance after you have checked all the above items.

Brian McKimmie 6/3/09