




## Coach Connect Wi-Fi Hotspots Frequently Asked Questions

(all specific instructions are for Windows XP)

1. What is Wi-Fi?
  - a. A way to connect to the Internet wirelessly. It stands for Wireless Fidelity, which is simply a term to distinguish it from other Wireless Internet access technologies such as Cellular.
  - b. It provides a way to share a single Broadband Internet Connection throughout a 'hot-spot'. A 'hot-spot' is a local area network using radio frequencies (2.4 gigahertz) instead of cabling. It usually covers a very small area like an office or a coffee shop. With high-gain antennas and high-powered amplifiers it can cover an outdoor area like an RV park.
2. What do I need to get online the first time?
  - a. You need a Wi-Fi adapter for your computer. If you do not already have one, they may be available at the park office. You can also purchase Wi-Fi (802.11b or g) adapters wherever computer networking equipment is sold. The USB type adapters are the best for the RV park environment. We do not recommend cards. Costs are from \$50 to \$100.
  - b. Once you have the Wi-Fi adapter installed, you should see some kind of indication that a wireless signal is available. This will appear in your systray (lower right corner of your computer screen). When you see a 'connected to coach', you then open your Internet Explorer (or other browser) program and it will take you directly to the CoachConnect login screen where you can sign up for an account. Once you have an account and log in, you can browse to anywhere on the web, and receive your email.
3. My Laptop has built-in Wi-Fi capability. Will that work?
  - a. Maybe. First of all, make sure the internal Wi-Fi is turned on. On some laptops you need to press a button or some keys to turn it on.
  - b. If you are close enough to an Access Point (the antennas that send the Internet signal out to the park), it should work fine.
  - c. If you are a distance from the Access Point, have obstructions in the way, or are at a bad 'angle' it may not work. Internal Wi-Fi adapters (and cards) are intended for small indoor installations. For good connections in an RV park you need more power for the distance and you need to be able to point your antenna toward the Access Point antenna. It's a 2-way radio, the signal needs to get to you AND you need to be able to get your signal BACK. Line of sight is very important. Sometimes moving your adapter/computer even just to the other side of your coach will make a big difference.
4. How much does it cost? Only pay for what you plan to use. No contract or commitment.

Daily	One Week	Monthly auto-renew	One Month non-renew	6 month season
\$3.99	\$18	\$29.99*	\$32.99	\$149.99
Monthly will automatically renew each month, Daily, weekly, one month, and seasonal will renew each time you log in beyond your initial block period				

5. Is it secure?
  - a. No. Coach Connect's Wi-Fi hotspot is a wide-open network, we want people to connect to it. A 'secure' (i.e. encrypted) hotspot is one where they don't want others to connect – like a corporation's wireless network.
  - b. It is no less safe than any other method of connecting to the Internet. In a way, it is safer: The hotspot is a private network, invisible to the outside Internet.
  - c. Secure websites provide security thru encryption regardless of how you are connected. You will see a lock in the lower right corner  as well as the https in the address bar.
  - d. Turn off File and Print sharing: Start / Control Panel / Network connections. Right-click on your wireless connection, choose properties and uncheck File and Printer Sharing.
6. How can I get help?
  - a. Coach Connect has a 24/7 tech support help line at 1-888-649-6730
  - b. There is lots of good information on [www.coachconnect.net/support.html](http://www.coachconnect.net/support.html)

7. Is there some way I can 'Try before I buy'?
  - a. Yes, after you turn on your computer and get the wireless network connected to 'coach' message, you can open Internet Explorer. The first screen you should see is the login screen. All of the links on that page will work without being logged in. So you can browse them and see how the connection works for you. We recommend the 'Support' link.
  - b. The park may have a '2-hour free' promotion code. Ask at the front desk.
8. My email program seems to have problems sending my email when I'm connected to the Wi-Fi.
  - a. Sending email is handled with a setting called the SMTP server. This is probably set to your ISP at home and may not work when you are not connecting thru that ISP.
  - b. We recommend using Web-based email systems while you're on the road rather than Outlook or other PC based email clients.
  - c. Call your home ISP, whoever provides your email, or look on their website for SMTP settings while traveling. Most will tell you to check 'My server requires Authentication'.
9. Other people in the park are using the WiFi just fine, but I can't even get the login page, sometimes I can get online but it is unbearably slow.
  - a. Your computer may be infected with viruses or spyware. You can clean viruses by running up-to-date virus software. If you don't have one, you can run a free web-based scan at <http://housecall.trendmicro.com/housecall/>
  - b. Virus programs do not check for Spyware. We recommend: 'Anti-Spyware', a free download at [www.microsoft.com](http://www.microsoft.com), Spybot Search and Destroy, a free download at [www.safer-networking.org](http://www.safer-networking.org) and 'Adaware', a free download at [www.lavasoftusa.com](http://www.lavasoftusa.com). If badly infected, the computer may need to be reformatted. Take it to a computer repair facility.
  - c. Your operating system or hardware drivers may be out-of-date. Run Windows Update and check your hardware manufacturer's website for updates.
  - d. You might have a firewall with settings that are preventing you from using the coach network.
10. When I leave here, can I use my Coach Connect membership anywhere else?
  - a. You can use your Coach Connect login at any other Coach Connect or Road Connect location. See [www.coachconnect.net](http://www.coachconnect.net) and [www.roadconnect.net](http://www.roadconnect.net) for listings.
11. How can I locate other Wi-Fi hotspots?
  - a. <http://www.wi-fihotspotlist.com>, [www.jiwire.com](http://www.jiwire.com)
  - b. RV parks only: <http://www.rv.net/campgrounds/cgphonenetaccess.pdf>
12. Can I still use AOL when I am connecting with Coach Connect Wi-Fi.
  - a. Yes, but you need to connect to the Internet first by opening your Internet Explorer browser and logging in. And you must set up AOL to use a Broadband "Location".
13. I can't log on to the wireless connection because my computer is set to dial up to AOL.
  - a. Open a browser window and choose Tools / Internet Options / Connections then check the option for "Never Dial a Connection".
14. I see the connection in my wireless configuration utility, but the button to 'Connect' is unavailable.
  - a. There may be a checkbox that says 'Allow me to connect to the selected network even though it is not secure. Go ahead and check that box for 'Coach'. Then you should be able to click on 'Connect'.
  - b. If you are using Windows XP, you need to upgrade to SP2
15. I've signed on successfully and used it for a while, now it isn't working ... what do I do?
  - a. Repair the network connection – right click on the wireless network icon and choose repair. This is just like hanging up the telephone and calling back to get a better connection, it almost always improves your connection. Now try your browser again.
  - b. Reboot – some software processes can prevent your browser from working, restarting your computer will clear them.
  - c. If it used to work, then DON'T mess with any system settings. If it worked once, then your settings are probably right. Check with the park office or call support, maybe the Internet connection is down. Maybe a 2.4ghz cordless phone is interfering with the signal, or a big coach has obstructed your signal. Wait till the situation has changed and try again or try taking your laptop close to the Access Point – probably at the clubhouse.

For more information please visit [www.coachconnect.net](http://www.coachconnect.net) and click on Support. You will find more Frequently Asked questions there as well as articles under "WiFi on the Road: Tips and Tales"