



WIRELESS ACCESS

Frequently Asked Questions

Q. What is a wireless network?

A. A wireless network is a Local Area Network (LAN) that replaces wires and cables with radio frequency (RF) connections. Wireless networks have a relatively small coverage area, between zero and 1000 feet per radio transceiver. With wireless networks, you will have the freedom of a wireless hand held device in your laptop. With built in mobility, wireless networks are a convenient way to access the Internet, email, instant messaging services and your company's network.

Q. What kind of network technology is being used to provide this service?

A. Our Routing Access Points are equipped with the industry-standard Wi-Fi compliant (IEEE 802.11b) wireless Ethernet LAN, an 11Mbps high rate DSSS standard for wireless networks. In addition to our routing access point, an Internet connection is also required. Cable modem/DSL service or a T1 (or higher) connection for Internet connectivity will suffice. Satellite internet connections are supported as long as they provide a reliable bi-directional ethernet connection. We do not support satellite systems that require a USB connection or require a regular modem for uploads. The service you choose will depend on your broadband preference, budget, and the availability of such services in your area.

Q. What equipment do I need for a wireless connection?

A. A Wi-Fi compliant (IEEE 802.11b) network adapter is required to connect to our Routing Access Point via laptop or other hand held device. Also, our Routing Access Points have an extra 10B-T Ethernet port built in for a tethered connection.

Q. Where can I purchase wireless network interface cards?

A. Wi-Fi (802.11b) wireless Ethernet cards are available from major vendors such as Lucent, Cisco, 3Com, Intel, and Sony. They are sold through online retailers such as iGo, Insight, PC Connection and Micro Warehouse. Offline retailers include Best Buy, Circuit City, Office Depot, and other computer accessory retailers. Dell, Compaq, IBM, Toshiba and Apple also are offering wireless cards for their notebook computers and/or selling wireless-integrated notebooks.

Q. Where can I find an access point?

A. Check our Availability page for current locations with NetNearU Routing Access Points.

Q. How do I login?

A. 3 easy steps for a current subscriber:

1. Begin with your computer off and wireless network card installed. Turn your computer on and launch your Internet browser.
2. NetNearU's Welcome page will appear. Locate the "username" and "password" fields on the menu bar near the top left portion of your screen and enter your username and password. Click the "Login" button below "password".
3. If your username and password were successfully entered, a "Successful Login" page will appear. Click the "Continue" button and you're ready to surf the net! (You may cancel this login by selecting "Cancel Login", if you do not wish to use any Internet functions.)

B. Not a current subscriber:

1. Begin with your computer off and wireless network card installed. (You are not required to have a wireless network card installed if you are not attempting to connect to a Routing Access Point) Turn your computer on and launch your Internet browser.
2. If you are at a Routing Access Point, NetNearU's Welcome page will appear. If you are not at a Routing Access Point, type the following URL in your browser's address bar: <http://wireless.nnu.com/nnu>. Scroll over and select the "Sign Up" link in the menu near the middle of the left portion of your screen.
3. A "Subscriber Information" screen will appear. Enter your personal information in the required fields, choose a subscription plan and click "Submit".
4. If you have successfully completed the subscription form, a "Successful Completion" screen will appear notifying you that you are ready to login while connected to a Routing Access Point.
 - i. A verification email will be sent to the email address you provided, including all information associated with the account you established. This email is intended to confirm NetNearU's receipt of your account information as well as confirm elections associated with your NetNearU wireless service subscription.
5. If you are connected to a Routing Access Point, you may choose to login and use any Internet function available to you, by selecting "Login Now", which will redirect you to NetNearU's Welcome page. Enter your username and password in the appropriate fields and select "Login".
 - i. If you chose to enable "Automatic Login" while completing your subscription form, your username and password (displayed as asterisks) will appear in the username and password fields. You may select the "Login" button to enable your Internet functions or take advantage of our site menu, free of charge.
6. If your username and password were successfully entered, a "Successful Login" page will appear. Click the "Continue" button and you're ready to surf the net! (You may cancel this login by selecting "Cancel Login", if you do not wish to use any Internet functions.)

Q. What if I don't want to subscribe on a monthly basis?

A. If you don't think you'll use this service often enough to take advantage of the significant savings of a monthly subscription, select one of our pay-per-use payment plans that may be more suited to your needs. To use our pay-per-use wireless access, select "Get online now!" near the bottom left corner of your screen, above the "Terms and Conditions" link. You will be taken to a billing information page where you will need to select a pay-per-use plan and enter your name, e-mail address, credit card number and four-digit expiration date. Select "Continue/ Submit" to proceed to the "Successful Login" screen. NetNearU will e-mail a receipt to the e-mail address you provided once you have exited all Internet functions. This e-mail receipt will notify you of the amount NetNearU charged to your credit card. If you encounter problems logging in, you may contact NNU's technical support staff via our toll-free number (888) 281-7123.

Q. How will I be billed?

A. All pay per use and monthly subscriptions will be charged to the credit card you provided (Visa, MasterCard, Discover, American Express accepted). Monthly subscribers may elect to have email receipts sent to them after each use of NetNearU's Routing Access Points. You may change this election, view your past and pending invoices, as well as update any of your account information, free of charge, by selecting My Account Info from the menu on the left side of you screen before you login. This is a free service. Email receipts will be sent to all pay per use customers.

Q. Can I access my corporate LAN?

A. Yes. If your company allows Internet remote access into the corporate network, then you may connect. If your company has a VPN (virtual private network), you should be able to run your VPN or secure tunneling client software over your NetNearU Routing Access Point connection.

Q. Must I change my network settings?

A. No, NetNearU's system does not require you to change network settings if your PC is configured with either dynamic (DHCP) or static IP addresses. NetNearU's custom software detects whether you are requesting a dynamic IP address or whether you have a static IP set in your PC, and automatically makes the right decision about how to support either configuration and assigns you an IP address.

Q. What kind of security is available through my wireless connection?

A. NetNearU does not enable WEP (Wired Equivalency Protection) on any of the wireless equipment used in our network. Therefore, no special keys are required to use the NetNearU's service. WEP encryption is not yet practical for a public access network, due in part to the absence of a standardized method for relaying encryption keys between different manufacturers' equipment. Although wireless network security is not provided by NetNearU, our system does support secure Virtual Private Network (VPN) access. If your company has a VPN, NetNearU recommends that you connect via the VPN for optimum security. NetNearU also encourages its subscribers to observe standard security practices.