

## FAQs for Internet Access & Use

Beach Comm LLC

### **Q: Does it matter whether I have a PC or a Mac?**

A. All operating systems are supported, including Windows, Mac, Unix and Linux

### **Q: Why does it show me the login screen when the time I've paid for hasn't expired?**

A: If there is a power outage, the stored login is lost. Therefore, please save your login and password to re-enter in case this happens.

### **Q: I can't login?**

A. Be sure your login and password are correct.

A. Consider whether the fair access policy might have suspended your service temporarily. Vonage phone use counts as band width usage. Excessive bandwidth usage will result in service suspension. Contact us at [info@rockypointwifi.com](mailto:info@rockypointwifi.com) if you want more information on the limits.

### **Q: Why is the system so slow?**

A: It may be because your working memory is full. Try turning off your computer, count to 10 to allow the cache to clear, and turn it on again.

#### Other helpful techniques include:

- Remove your temporary files. Go to the Explorer browser menu bar, select Tools, Internet Options, General, Browsing History, Delete, Temporary Internet Files, Delete.
- Be sure your start page doesn't log you in and connect you to other web sites in the background.
- Be sure you aren't connected all the time and periodically automatically checking email. That will reduce the band width available to you. The only way to be sure you are logged off from those sites is to log out and shut down your computer in between uses.

If slowness continues for more than 24 hours, please contact Xavier Sheran at [info@zavier.net](mailto:info@zavier.net) or 602-910-4299. In Mexico, you can call Xavier at 638-384-4448 or 638-388-8726.

### **Q: What should I expect from the WiFi system?**

- Good speed but not quite as good as a T-1 line or Cox in AZ
- Rare outages when the power goes out
- Good for web surfing, email, instant messaging
- Good for small business use
- Good for Vonage and Skype, with web cam use
- Not great for downloading lots of graphics or photos
- Not optimized for VPN
- Not good for streaming video

**Q: Why does the system seem unresponsive when I'm connected to my email?**

A: If you are connected to a remote server, and you have email resident on your local machine, you may encounter slowness unless the systems synchronize. Consider downloading all your email and then closing your Internet connection.

**Q: What are the technical specifications for the system?**

A. Internet source is a high speed bridge link. Upload and download speeds may vary depending on volume of usage.

**Q: What services does Beach Comm provide?**

A. Beach Comm is responsible for purchasing and re-broadcasting a signal that anyone with the needed equipment can use to purchase Internet access. Beach Comm also maintains the equipment needed to get the signal to the user.

**Q: Who is responsible for user access issues?**

A. The purchaser of the signal and any access equipment (antenna, router, cabling, etc) is responsible for technical and mechanical issues relating to their equipment. Beach Comm does not supply or maintain that equipment. Beach Comm supplies the signal accessed by the homeowner's equipment.

**Q: Who can I call for help?**

A. Zavier Sheran operates a separate business that provides technical support for our customers. Zavier can be reached at info@zavier.net or 602-910-4299. In Mexico, you can call Zavier at 638-384-4448 or 638-388-8726. Zavier's Skype name is Zavier.net. He prefers to schedule routine appointments in advance.

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