

Beach Comm LLC
FAQs for Playa Encanto Internet Access & Use

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, which is common, the stored login is lost. Please save your login and password to use 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 will count as band width usage. See www.nomadisp.com/terms.html for the fair access use policy.

Q: How can I tell if the system has detected a virus and won't let me on?

A: Note any specific error messages and send Paul Dove via email the error message. (pauldove@a2zinstall.com).

Q: Why is the system so slow?

A: Most likely it is because there is lots of usage or the allocated bandwidth for the day is getting low. To help with this, please turn off your computer when you aren't using it. Also try using your computer in off hours. Weekends are obviously the most demanding time.

Other helpful techniques include:

A: Another technique is remove your temporary files. Go to Explorer browser menu bar, select Tools, Internet Options, General, Browsing History, Delete, Temporary Internet Files, Delete.

A: Be sure your start page doesn't log you in and connect you to other web sites in the background.

A: Be sure you aren't connected all the time and periodically 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 Paul Dove at pauldove@a2zinstall.com or 801-680-1485.

Q: What should I expect from the Playa Encanto WiFi system?

A: Speed better than dial up but not as good as DSL or T-1.

Slow downs when there is heavy usage.

Occasionally outages when the power goes out.

Good for web surfing, email, instant messaging

Small business use

Not adequate band width for heavy Vonage or extended web cam use.

Not adequate band width for downloading lots of graphics or photos.
Not for transmitting video or voice over IP
Internet gaming

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. System source – Satellite
Upload speed varies, it is controlled by the satellite.
Download speed varies, it is controlled by the satellite.
All operating systems are supported including Windows, MacIntosh, Unix and Linux