

Frequently Asked Questions regarding Sboca Wireless Internet Service:

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1. How do I install a wireless card?

You need to first install your device drivers. They are on the disk/CD that came with your card. After installing your drivers, you will want to shut down your computer, insert your wireless card, and restart. Your computer should detect new hardware and offer to search for the correct drivers. It will find them, and you will be able to use your new hardware.

When setting up your wireless card, you will be asked for two settings. The **SSID** needs to be set to *Sboca* (this must be all lower-case letters). The **mode** needs to be set to *Infrastructure*.

2. How do I install a wireless USB adapter?

You need to install your device drivers **before** plugging in your USB device. Insert the disk or CD that came packaged with your USB adapter and install the drivers from that disk. Then, after shutting down your computer, plug in your USB device and restart. Your computer should auto-detect the new hardware and offer to search for drivers. After it finds them, you will be able to use your USB device.

When setting up your USB adapter, you will be asked for two settings. The **SSID** needs to be set to *sboca*, *sboca1*, *sboca2*, etc, (this must be all lower-case letters) depending on the closest access point. The **mode** needs to be set to *Infrastructure*.

3. Do I have to be logged into Sboca's service to get my email?

Yes, when connecting through Sboca you must have logged in to access email.

Note: *End-Users are not provided an email address by Sboca Wireless.*

4. What is the maximum size of a file or attachment that I can send via email?

The maximum size of email attachments is dictated by the mail server through which you send your messages.

5. How does a wireless card work?

Your wireless card works similarly to a wired network card. It sends and receives data packets at high speeds. Instead of sending these packets down a wire, your card uses radio signals to communicate with our equipment, called wireless access points. Sboca's access points then send your data through our Wireless Backbone out to the internet.

6. What type of equipment is compatible with Sboca's service?

All 802.11b (WiFi) compliant devices will work with the Sboca system.

7. How do I update my equipment's device drivers?

Periodically, equipment manufacturers will issue updates to existing device drivers. These updates exist to enhance the performance of your equipment. Typically, such updates will be posted to the manufacturer's website. From there, you will be able to download the proper drivers. Installation instructions will be provided either on the website or with the downloaded files. Simply follow the manufacturer's instructions.

8. How often should I update my equipment's device drivers?

It is a good idea to update your drivers any time the manufacturer issues new drivers. New drivers issued by the manufacturer often contain minor bug fixes and upgrades to existing configuration software. However, if your equipment is running smoothly, there is no immediate need to upgrade.

9. Can I change my hardware?

As long as the hardware you change to is compatible with Sboca's service, you may change your hardware at any time.

10. Who do I call to support my equipment?

For 802.11(b) wireless card support, please refer to the manufacturer's instructions for support.

11. What do I do if I have a slow connection?

Slow connection speeds are often a result of heavy traffic elsewhere on the internet. Often the speed of the server you are trying to access does not use as much bandwidth as your connection is capable of handling. To find out if the problem exists on our network, do the following:

- At a command prompt, type: *ping 208.13.6.105*.
- At a command prompt, ping the address you are trying to access, i.e. *ping www.yahoo.com*.

Anything under 300ms return time is an acceptable response to the first test. If your response time is much higher on the second test, you know the problem exists outside our network.

12. What do I do if I lose my signal?

Check your wireless card or USB adapter -- there should be a link light. If this light is not lit, then you are not picking up a signal.

13. What do I do if my computer does not detect the wireless access points?

Check your surroundings for anything that might impede your signal. Some things you may find that can interfere with wireless signals are pillars or stanchions and potted plants. If, after moving your system to different locations throughout the property, you still cannot detect the Sbova wireless network, please contact your wireless adapter manufacturer.

14. How can I increase my signal strength?

Check your surroundings for anything that might impede your signal. Some things you may find that can interfere with wireless signals are pillars or stanchions and potted plants. Also, several wireless cards on the market are built to boost your signal. If your signal is not strong enough for your liking with your current card, you might consider looking for an adapter with a greater signal gain as an alternative.

15. What is the minimum signal strength to get connected?

Typically, we try to provide you with a signal strength of at least 40% or more to make sure that your internet experience is the best possible. We have seen browsing at strengths as low as 30%, however.

Keep in mind that different cards or drivers may report different strengths at the same location. Use your signal meter only as a rough guide for troubleshooting.

16. Does a low signal strength mean that I am connecting at a slower connection rate?

If you are experiencing slow connection speeds, low signal strength could be the cause. However, low signal strength does not always mean slow speeds. If you are able to connect at a reasonable rate, the signal strength is irrelevant.

17. What is the normal connection rate for my wireless account?

Connection speed is dependent upon the type of circuit that is providing Internet access to the radio at your location. Your actual speed may be affected by the number of Sbova customers accessing the Internet at your specific location, as well as traffic across the internet as a whole.

18. How do I know if I am connected to the Internet?

Your wireless card or USB adapter will have a link light. If this light is lit, you are connected to Sbova's radio. If you are able to browse to various websites, then you are connected to the Internet! You will only be able to browse after logging in.

19. I'm only getting 50 KB per second speed, why is this slower than my 56k dialup?

Actually, you are getting almost 8 times the speed of your dialup! This is a common misconception with how dialup bandwidth speeds are reported. On the Internet, or any network, bandwidth is reported as Kb (kilobits). However, in almost all operating systems (all Microsoft Windows included), bandwidth and storage are reported as KB (kilobytes). The difference being that there are 8 bits in one byte. For example. A 56kbps dialup modem will have a maximum download speed of about 4 KB per second. Why? Because FCC limits the speed at which dialup can connect to 53Kbps, which gives a maximum transfer rate of 6.6 KBps. Plus when you take in to account noise on your phone line, you're lucky to get about 5 KB per second speeds.

20. Can I get a stable connection using wireless technology?

Certainly! Sbova has places transmitters in locations that will maximize our coverage and minimize disruptions in our customers' service. While fluctuations in signal strength are normal, we strive to make your internet experience as worry-free as possible.

21. Can I upgrade my account to a higher speed?

No. The speed of your connection is dependent upon the type of circuit providing Internet access to the radio at your location. Sboca Wireless does not regularly throttle or reduce connection speeds.

22. Can I get a static IP for my account?

Unfortunately, static IPs are not available at most locations.

23. Is my wireless connection secure and safe from hackers?

Your connection is no more prone to hackers than a hard-wired connection such as cable or DSL. Generally it is a good idea to turn off File and Print Sharing when it is not actively being used.

24. Can I have more than one person log on with my user ID?

Sboca currently does not support concurrent logins from different computers.

25. How many email addresses do I get with my account?

Sboca Wireless does not provide email addresses to roaming subscribers. Free email addresses are available on the Internet at sites such as Yahoo! and Hotmail.

26. What happens if I forget to log out?

Sboca logs out customers who forget to do so before shutting down. Currently at most of our locations, the radio will automatically log you out if it cannot see your adapter for three minutes or longer. Thus, if you forget to log out or accidentally close your status/logout window, you can log yourself out by removing your wireless adapter from your computer.

27. Does my account have any session limits?

No. Sboca does not use session limits.

28. Can I use FTP with my account?

Certainly! You may access the internet in any way you like after logging in to Sboca.

29. How do I use FTP to transfer a file?

You need to obtain a program that allows you to use FTP. The program should come with documentation on how to use it effectively. Unfortunately, Sboca does not support the use of such software.

30. Do I have to logout to deactivate my account?

You are encouraged to log out when you are finished. Doing so will keep you from being billed for extra time. However, Sboca will automatically log you off after the radio is unable to detect your adapter for three minutes.