

# **Bluwireless**

## **Internet Access Everywhere**

### **User Guide**

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## How It Works

### What Do I Need?

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- A laptop computer.
- A Wireless Network Card.

**Note:** If you do not have a wireless network card, you may be able to borrow/rent one from this location. Please ask the employee or manager on duty for assistance.

- A valid credit card.

### How Do I Get Online?

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Step 1. You will need to configure your Wireless Network Card to communicate with our network. Refer to page 5 of this manual for more information.

Step 2. You will need to set up a wireless account or initiate a PayPerUse session. Refer to page 8 of this manual for more information.

### How Much Does it Cost?

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To see a listing of the available rate plans, click the “Rates” link on the wireless jump off page that appears when you launch your web browser.

# **How to Configure Your Wireless Network Card**

## How to Configure Your Wireless Network Card

To configure your wireless card, follow the instructions below:

**Note:** These instructions are *general* in nature and only apply to those computers running a current version of the Windows operating system (Windows 95/ 98/ ME/ 2000/ or NT). If you are unable to configure your card using the instructions below, please contact Customer Support at 800-12-67-97.

1. With your wireless network card installed and your computer fully booted into the Windows interface, double-click the **My Computer** icon located in the upper left hand corner of your screen.
2. Double-click the **Control Panel** icon.
3. Double-click the **Network** icon (For Windows 2000, double-click the **Network and Dial-up Connections** icon and then double-click the **Local Area Connections** icon).
4. In the **Network** window, click on the name of your wireless card, and then click the **Properties** button (For Windows 2000, click the **Properties** button in the **Local Areas Connections** dialog box).
5. In the **Properties** window, click the **Advanced** tab (For Windows 2000, click the **Configure** button listed under the name of your wireless card, and then click the **Advanced** tab).
6. Inside the **Advanced** tab window, you will need to specify the "Network Type". To do this, select **Infrastructure Mode** and set the **Value** option to **Yes**.  
**Note:** For some wireless cards, the correct procedure for this step would be to select **Network Type** and then choose **Infrastructure Mode** from the **Value** drop down box.
7. While still inside the **Advanced** tab, you need to specify the "Network Name". To do this, select **SSID (ESSID)** and type the following text in the **Value** box: **Bluwireless**  
**Note: The Network ID is case sensitive. Enter the ID exactly as shown above.**
8. If there is an **Encryption** (or WEP) option inside the **Advanced** tab window, make sure its **Value** is set to **Disabled**.
9. Click **OK (or Close)** in both the **Properties** and **Network** windows.

10. When prompted to restart your computer, click **Yes**. After your computer restarts, launch your web browser. If the configuration was successful, the web page below should appear:

**Wireless Log-in Page**

**Note:** If the welcome page (shown above) does not appear, refer to the **General Troubleshooting** and the **Troubleshooting Wireless Cards and Connections to**

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**the RAP** sections of this manual for further assistance.

11. Proceed to the section of this manual entitled, **How to Set Up an Account**.

# How to Set Up an Account

## How to Set Up An Account

If you have installed and configured your wireless card correctly, the web page below will appear when you launch your web browser (if the web page does not appear, refer to the **Troubleshooting** section of this manual):

### *Wireless Log-In Page*

## PayPerUse Sessions

If you wish to use our wireless service on an “as needed” basis and do not want to set up a permanent account, you may choose the **PayPerUse** login option. To initiate a PayPerUse session, simply click the **Continue** button located on the right-hand side of the screen. The PayPerUse login page will appear as shown below:

### *PayPerUse Login Screen*

1. In the **Credit Card Information** section, you will need to enter a valid credit card number and expiration date followed by your e-mail address.
2. In the **Billing Information** section, you will need to select the PayPerUse plan that best suits your needs.
3. Once you have entered all the necessary information, click the **Continue** button once. If all the information you entered is correct, a disclaimer page and logout pop-up window will appear on your screen. After reading the disclaimer and logout information, you will need to click the **Accept** button indicating you agree to all items. After clicking **Accept**, you will gain instant access to the Internet.

## Subscription Plans

If you wish to set up a subscription wireless account with your own unique username and password, proceed as follows:

1. On the Wireless Log-in Page, click the **Sign Up Now** link located on the right-hand side of the screen. The **Account Sign Up** page will appear as shown below.

### *Account Sign Up Page (Personal Information Section)*

2. Enter the required **Personal Information**.  
*Account Sign Up Page*  
*(Billing, Log-in, and Password Recovery Sections)*

3. In the **Billing Information** section, choose the rate plan that best meets your needs and enter a valid credit card number and expiration date.

4. In the **Login Information** section, create and enter your own unique username and password (5-10 letters and/or numbers; no spaces or special characters allowed).

5. In the **Password Recovery Information** section, enter a four-digit number of your own creation. This number will be used in the event you forget your password. To ensure you remember this number, we recommend that you enter the last four digits of your social security number.

6. Once you have entered all the necessary information, click the **Continue** button once. If all the information you entered is correct, you will receive a “success” notification message stating that “You may now login in using your account username and

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password”. If the system encountered a problem while trying to set up your account, you will receive an error message explaining which fields could not be processed. To correct the problem, you will need to click the **Back** button on your web browser and enter the correct information. Once the correct information has been entered, click the **Continue** button again. Continue this process until you receive the “success” notification message.

# **How to View / Edit Your Account Information**

## How to View / Edit Your Account Information

*Note: This section does not apply to PayPerUse customers.*

To view the current status of your account (current rate plan, current usage history, minutes used/remaining, etc) or to edit your account information, click the **My Account Info** link on the wireless log-in page. After clicking this link, you will be prompted to enter your account username and password. If authentication is successful, the page below will appear on your screen:

### Edit your Information

To edit your account information, click the **Subscriber Info** button (shown above). When this button is selected, the following **Subscriber Information** screen will appear:

The subscriber information screen displays your current personal and billing information. The buttons located on the right hand side of the screen allow you to change/update the following information:

**Address:** To change/update your address, click the **Update Address** button. A new screen will appear allowing you to change/update your information. After entering the new information on this screen, click the **Update** button to save the changes or click the **Cancel** button to keep the original address information.

•  
**E-mail Address:** To change/update your e-mail address, click the **Update Email Address** button. A new screen will appear allowing you to change/update your e-mail address. After entering the new information on this screen, click the **Update** button to save the changes or click the **Cancel** button to keep the original e-mail address.

•  
**Password:** To change your password, click the **Update Password** button. A new screen will appear allowing you to change your password. After entering the new information on this screen, click the **Update** button to save the changes or click the **Cancel** button to keep your original password.

•  
**Credit Card Number:** To change your credit card information, click the **Change Billing Information** button. A new screen will appear allowing you to specify a new credit card number. After entering the new information on this screen, click the **Update** button to save the changes or click the **Cancel** button to keep the original credit card number.

•  
**Rate Plan:** To change your current rate plan, click the **Change Rate Plan** button. When the **Change Rate Plan** button is selected, a new screen will appear allowing you to select a new plan. After entering the new information on this screen, click the **Update** button to save the changes or click the **Cancel** button to keep your original rate plan. **Note:** You must wait at least 24 hours before making any rate plan changes and, once made, any changes will not take effect until the end of your current plan's billing cycle.

## How To View Past Invoices

To view your past invoices, click the **Account History** button (shown on the previous page). When this button is selected, you will be able to view a history of your past billing invoices (example is shown below):

**Note:** To view a detail of each invoice, click the **Details** button.

## How to View Usage in the Current Billing Cycle

To view your usage history for the current billing cycle, click the **Current Usage** button (shown above). When this button is selected, a screen similar to the following will appear:

At the bottom of the **Current Usage** screen, you will see a listing of the following account information:

- Your Current Rate Plan
- The Billing Details for Your Current Rate Plan
- Plan Minutes Used
- Plan Minutes Remaining (if applicable)
- Next Billing Date (if applicable)

At the top of the **Current Usage** screen, you will see a **view sessions** link. Clicking this link will provide you with a listing of locations you have visited during the current billing cycle along with the Start/Stop times of each of your sessions. An example sessions report is shown below:

**Note:** Under the "Terminate Type" column, there are three possible termination "types" that can be listed. A description of each of these types is found below:

1. **LOGOUT** - LOGOUT terminations occur when a session is ended by clicking the Logout button in the Logout Pop-Up Window.

2. **AUTOLOGOUT** - AUTOLOGOUT terminations occur when:

- a. The connected computer is turned off for longer than 15 minutes.
- b. The wireless card is removed from the computer for longer than 15 minutes.
- c. You walk outside the wireless coverage area for longer than 15 minutes.
- d. Multiple Login Attempts are made using the same Account Username and Password.

3. **REBOOT** - REBOOT terminations occur when the access point your computer is connected to goes through a reboot cycle.

# Troubleshooting

## General Troubleshooting

### **Problem: I can't logout / end my session**

**Possible Cause:** Logout pop up window was closed by mistake.

**Solution:** In the event you close the logout window by mistake, you will need to do one of the following to end your session:

Using your web browser, go to <https://wireless.nnu.com/bluwireless/logout.html> and click the logout button provided at the top of the page.

- Turn your computer off and leave it off for at least 15 minutes. •

- •

Remove the wireless card from your computer and leave it out for at least 15 minutes.

Walk outside the coverage area for at least 15 minutes.

**Possible Cause:** Computer rebooted before session could be ended properly.

**Solution:** In the event your computer reboots before you are able to end your session, you will need to do one of the following to end your session:

Using your web browser, go to <https://wireless.nnu.com/bluwireless/logout.html> and click the logout button provided at the top of the page.

- 

- Turn your computer off and leave it off for at least 15 minutes. •

- •

Remove the wireless card from your computer and leave it out for at least 15 minutes.

Walk outside the coverage area for at least 15 minutes.

### **Problem: I can't receive e-mail**

**Possible Cause:** You are not logged into the wireless system.

**Solution:** Before you can receive e-mail, you must either initiate a PayPerUse session or log into the wireless system using your account username and password. If you are a new user, you will need to set up an account and log in or initiate a PayPerUse session before you can access your e-mail. Refer to the **How to Set Up An Account** section of the wireless **User Guide** for more information.

### **Problem: I forgot my password**

If you forget your password, click the **Forgot Password?** link on the main log-in page. A "security" form will appear. Enter the required information and click the **Submit** button. If the information you entered is correct, your password will be displayed on the screen. If you are unable to retrieve your password using the online form, contact Customer Support at 800-12-67-97.

### **Problem: My computer does not recognize the network card**

**Possible Cause:** The network card is not properly inserted into the PCMCIA slot of your computer.

**Solution:** Remove and re-insert the card into the PCMCIA slot.

**Possible Cause:** The software driver is not installed properly or there is a resource conflict in the Windows operating system.

**Solution:** Re-install the software driver.

**Possible Cause:** The PCMCIA slot on your computer is faulty.

#### **Solutions:**

- Try another PCMCIA slot on your computer (if available).

- Try inserting the card into another computer's PCMCIA slot (if available) to help isolate the problem.

### **Problem: I am having trouble associating/connecting with the wireless access point**

**Possible Cause:** The wireless card's network settings (SSID, Network Type, and Encryption values) are incorrect.

**Solution:** Change your card's network settings so that the "Network ID / SSID" is set as:

**Bluwireless** (case sensitive), and the "Network Type" is set as: **Infrastructure**.

Encryption should also be set to: **Disabled**.

**Possible Cause:** Did not log-in correctly when prompted for your Windows network username

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and password (**Note:** This log-in box only appears when your computer is first turned on or restarted.)

**Solution:** When the Windows network log-in box appears, you should enter your network username and password or you can simply press the “Esc” key to bypass the window completely. Do **NOT** press the **CANCEL** button in this window or you will be unable to use your wireless card.

**Possible Cause:** Too far away from the Access Point

**Solution:** Move closer to the Access Point.

**Problem: When I eject my wireless card, the PCMCIA socket hangs or the computer reboots**

**Possible Cause:** Removing the card without “stopping” it first.

**Solution:** “Stop” the card by using the PC Card Tool located in the Windows **Control Panel**. To safely remove your card, do the following:

1. Click the **Start** button and then select **Settings>Control Panel**.
2. Double-click the **PC Card (PCMCIA)** icon. A **Properties** window will appear.
3. Click on the name of your wireless access card and then click the **Stop** or **Finish** button (whichever is applicable).
4. When a dialog box appears stating, “You may safely remove this device”, click **OK**.
5. Carefully remove your wireless card from its PCMCIA slot.

### **Troubleshooting Wireless Cards and Connections to the RAP**

If you are having trouble installing and/or configuring your wireless network card or you are unable to connect to the RAP (Log-in Page does not appear when you launch your web browser, etc), follow the troubleshooting steps below to correct the problem. Perform the steps in the order presented (Windows Based Computers).

#### **Step 1. Verify Card Recognition and Proper Driver Installation**

The first step in troubleshooting your connection problem is to verify that your computer is recognizing the wireless card and that the driver software is installed properly. Follow the steps below to confirm these settings:

- A. Click the **Start** button and select **Settings > Control Panel**.
- B. Double-click the **System** icon.
- C. Click the **Device Manager** tab (In Windows 2000, you will need to select the **Hardware tab** followed by the **Device Manager** button).
- D. Inside the **Device Manager** window, click the “+” mark to the left of the **Network Adapters** listing. The name of your wireless card should be listed. If your card does **NOT** appear in the list, proceed to letter “E”. If your card does appear in the list, proceed to letter “F”.
- E. If your wireless network card does **NOT** appear in the **Network Adapter** list, do the following:
  - i. Inside the **Device Manager** window, click the **Refresh** button. If your card then appears in the **Network Adapter** list, proceed to letter “F”. If the card does not appear, perform the step below.
  - ii. Power down your computer, remove the wireless card from its current slot, and re-insert it (if you have another PCMCIA slot available on your computer, insert the card into that slot instead). Reboot your computer, and perform letters “A-D” again. If the card then appears in the **Network Adapter** list, proceed to letter “F”. If the card still does **NOT** appear in the list, you will need to uninstall and re-install the software driver before proceeding.
- F. If your card is listed in the **Network Adapter** list, click on it and select the **Properties** button.
- G. A **Properties** window will appear. Check under **Device Status** and confirm that the following message is displayed: “*This device is working properly*”. If this message is displayed, proceed to letter H. If the message is **NOT** displayed, you will need to uninstall and re-install the software driver before proceeding.
- H. Click on the **Resources** tab. Check under the **Conflicting device list** to identify if there

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are any existing conflicts. If a conflict is NOT reported, proceed to letter "I". If a conflict is reported, you will need to uninstall and re-install the software driver before proceeding.

I. Click the **Start** button and select **Settings > Control Panel**

J. Double-click the **PC Card (PCMCIA)** icon.

K. The **PC Card Properties** window opens. Check that the name of your wireless card is displayed under the **Socket Status** tab. If the name of your card is NOT listed, you will need to uninstall and re-install the software driver before proceeding. If your card is listed, click **OK** to close the window and proceed to letter "L".

L. Click the **Start** button and select **Settings>Control Panel**.

M. Double-click the **System** icon.

N. Click the **Device Manager** tab (In Windows 2000, you will need to select the **Hardware tab** followed by the **Device Manager** button).

O. Inside the **Device Manager** window, click the "+" mark to the left of the **PCMCIA Socket** listing. A **Card Bus Controller** should be listed.

P. Highlight (select) the **Card Bus Controller**, and click on the **Properties** button.

Q. Check under **Device Status** and confirm that the following message is displayed: "*This device is working properly*". If this message is displayed, proceed to letter "R". If you do NOT receive this message, the socket controller is not loading automatically. You will need to contact your computer manufacturer to troubleshoot the problem.

R. Click on the **Resources** tab. Check under the **Conflicting device list** to determine if there are any existing conflicts. If no conflicts are reported, proceed to then next step of this troubleshooting document (Step 2). If a conflict is being reported, you will need to uninstall and re-install the software driver before proceeding.

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### **Step 2. Check the Network Settings of your Wireless Card**

In order to connect to the Routing Access Point (RAP), your wireless card's network settings must be configured properly. If have completed step 1 above and you are still unable to connect to the RAP, your next step is to verify the network settings (configuration) of your wireless card. The network settings (configuration) of your wireless card must be as follows:

- **SSID / ESSID Setting (network name):** bluwireless

**Note:** the network name is case sensitive and must be entered exactly as shown above.

- **Network Type or Network Mode:** Infrastructure

- **Encryption Type:** Disabled

The procedure for setting the network parameters of wireless cards varies depending on each card's manufacturer. For specific instructions on how to configure your wireless card and/or check its settings, refer to the manufacturer's documentation supplied with your wireless card.

### **Step 3. Check Your Signal Strength and Link Quality**

Almost all wireless network cards have monitoring software which measures the strength and quality of wireless signals. If you have completed troubleshooting steps 1 and 2 above, the next step is to check the strength and quality of your wireless signal.

The procedure for checking signal strength and quality varies depending on each card's manufacturer. For more information on how to use your particular card's monitoring software, refer to the manufacturer's documentation supplied with your wireless card.

**NOTE:** When troubleshooting, it is always a good idea to move as close as possible to the wireless access point. This will help eliminate poor signal strength and/or quality as the cause of a connection problem.

### **Step 4. Check your Web Browser Settings**

If you have completed steps 1-3 above, and you are still unable to communicate with the RAP, the next step is to check the configuration settings within your Web Browser. With your web browser open, check the following:

#### **Internet Explorer (Windows Based Computers)**

a. Select **Tools > Internet Options > Connections > LAN Settings**.

b. In the **LAN Settings** window, make sure that **none** of the options available are selected (no check marks). If any of the options are selected (check marked), de-select them and then click **OK**.

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c. Exit your web browser, and then re-open it. If the problem is corrected, the Wireless Log-in Page should appear. If the problem is not corrected, proceed to letter d.

d. Select **Tools>Internet Options>Connections**

e. Under the section of the window entitled, **Dial-up and Virtual Private Network Settings**, make sure the option "Never Dial a Connection" is selected (if selected properly, a black dot will appear inside the circle to the left of the option).

f. Exit your web browser, and then re-open it. If the problem is corrected, the Wireless Log-in Page should appear. If the problem is not corrected, proceed to step 5.

#### **Step 5. Release and Renew Your IP addresses**

If you have completed steps 1-4 above without success, the next step is to release and renew your computer's IP addresses. Follow the steps below based on your computer's operating system:

##### **Windows 95 / 98 / ME Users**

- a.
- b.
- c.
- d.
- e.

Press the **Start** button and select **Run**. Type **winipcfg** in the "Open:" field and press **OK**. An IP configuration window will appear.

Select the name of your wireless card from the drop down box at the top of the configuration window.

After selecting your card, click the **Release All** button at the bottom of the window.

Next, click the **Renew All** button at the bottom of the window. Click **OK**.

Open your web browser (if your browser was already open, close it and then re-open it). If the problem is corrected, the Wireless Log-in Page should appear.

##### **(Windows 2000 and NT users**

- a.
- b.

Press the **Start** button and select **Run**. Type **command** in the "Open:" field and press **OK**. When the command prompt appears (**C:\>**), type the following bolded commands in the order shown:

i. **C:\> ipconfig /release\_all**

ii. Press the Enter Key.

iii. **C:\> ipconfig /renew\_all**

iv. Press the Enter Key.

v. **C:\> exit**

vi. Press the Enter Key.

Open your web browser (if your browser was already open, close it and then re-open it). If the problem is corrected, the Wireless Log-in Page should appear.

#### **Step 6. Confirm the Installation of the TCP/IP protocol.**

In order for your wireless card to communicate with the Access Point and the Internet, you must have the TCP/IP protocol installed and "bound" to your card. If you have completed steps 1-5 above without success, you will need to confirm the installation of the TCP/IP protocol.

To check your card's TCP/IP settings, do the following (**Windows Based Computers Only**):

a. Go to **Start>Settings>Control Panel**

b. Double-click on the **Network** icon (for Windows 2000, click **Network and Dial up connections>Local Area Connection>Properties**).

c. Highlight the name of your wireless card, and click the **Properties** button (for Windows 2000, confirm that "Internet Protocol (TCP/IP)" is listed in the **components used box**. If it is not listed, click the **Install** button and proceed to step #5 under letter "D").

d. Click the **Bindings** tab. Confirm that **TCP/IP->(name of your card)** is listed and

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that a check mark is present (skip this step if you are using Windows 2000).  
If TCP/IP is NOT listed, you will need to install it before your wireless card will work. Follow the instructions below to install the TCP/IP protocol:

1. Go to **Start>Settings>Control Panel**
2. Double-click on the **Network** icon.
3. Click on the name of your wireless card, and click the **Add** button.
4. Select **Protocol** and click **Add**.
5. Under "Manufacturers", select **Microsoft**.
6. Under "Network Protocols", scroll down and select **TCP/IP**. Click **OK**.
7. The TCP/IP protocol is now installed and available for your wireless card to use. Repeat letters A-D above to confirm proper installation and binding.

**If you are still unable to use the wireless service after completing all of the troubleshooting steps above, please contact Customer Support at 800-12-67-97**