

Wi-Fi Hot Spot - FAQs

What is a Bright House Networks Wireless Hot Spot?

A wireless network that allows users to connect to the Internet at a range of up to 600 feet from the transmitting radio. Users can access the Internet, email, communication services and business applications.

What do I need?

A Wi-Fi enabled device such as a laptop or PDA that has an internal 802.11g capable wireless device. Wireless network cards are available for older models from computer retailers or computer manufacturers.

Your operating system should also be 802.11g enabled - Our Hot Spots are tested to support Microsoft® Windows® 2000 and XP and Macintosh® OS X operating systems.

Our Hot Spots are also optimized for browsers: Microsoft Internet Explorer 4.01 SP2 or higher and Netscape® Navigator® 4.7 or higher (Windows); Safari 1.0, Microsoft Internet Explorer 5.1 or higher and Netscape Navigator 4.7 or higher (Macintosh).

How do I log on if I already have Bright House Networks Road Runner Service at home?

Current Road Runner customers can access a Bright House Networks Wireless Hot Spot free of charge.

How do I log on if I do not have an account with Bright House Networks for residential Internet service?

Non Road Runner customers can access a Bright House Networks Wireless Hot Spot for a low cost per use.

Can I access my corporate LAN?

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 the Speed Zone Routing Access Point connection.

Troubleshooting with Windows XP.

In order to connect to the wireless service, the wireless card's network settings must be configured properly. If you are unable to connect to the wireless service, your next step is to verify the network settings (configuration) of your wireless card. The configuration of your wireless card must be as follows:

- SSID / ESSID Setting (network name): MyBrightHouse Note: the network name is case sensitive.
- 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.

Check Signal Strength and Link Quality

Almost all wireless network cards have monitoring software that measures the strength and quality of wireless signals. If you have completed the steps 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.

Move as close as possible to the wireless access point to help boost signal strength and quality.

Check the Web Browser Settings

If you have completed the procedures above and you are still unable to communicate with the wireless service, check the configuration settings within your Web Browser. With your web browser open, check the following:

1. Select Tools > Internet Options > Connections > LAN Settings.
2. 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), deselect them and then click OK.
3. Exit your web browser, and then re-open it. If the problem is corrected, the Bright House Wireless Welcome Screen should appear. If the problem is not corrected, proceed to step 4.
4. Select Tools > Internet Options > Connections
5. 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.)
6. Exit your web browser, and then re-open it.