


Wireless Hotspot Frequently Asked Questions

This wireless Hotspot is supplied and administered by the property managers with technical support provided by AccomIT WiFi

Q. How do I access the hotspot?

A. With a wireless enabled device such as a laptop computer you can view available wireless networks then select the hotspot you wish to connect to. Permission to use the hotspot is controlled by the property managers; please ask at the reception desk for access and conditions of use.

Q. My computer does not show any wireless networks

A. Firstly your laptop must be wireless enabled via a built in wireless card or an external wireless adaptor. Secondly the laptops wireless function must be turned on; this is usually done by a physical switch located on the laptop with a wireless logo similar to this  associated with a light that should be on.

Q. I have connected to the hotspot but I can not open my Internet browser

A. If your browser comes up with an error like “Internet Explorer can not display the webpage” then most likely you have network settings that are in conflict with the hotspot requirements. Listed here is the most common causes, please refer to Troubleshooting Network Setting document for a more detailed description:

1. You do not have a legitimate Home Page address such as www.google.com
2. You have a fixed IP setting, set your wireless network properties to ‘obtain network (IP) address automatically’ and ‘obtain DNS server address automatically’
3. You have a proxy server set (no proxy server required)
4. Your network security setting are set too high (use default settings if not sure)
5. Your laptop may be set for a dialup service, set to ‘Never dial a connection’

(Or the internet may be down for that hotspot).

Q. Why does my screen keep coming back to the login page after I enter my login details?

A. When you click on the login button a ‘popup’ window is presented and minimised to the bottom of your screen, this window is your ‘Connection Properties’ window that provides you with connection status details such as how much time and download limit you have.

Your computer security setting may disallow this popup and you will be sent back to the login screen, to get around this issue you should allow the popup window or turn off ‘popup blocker’ found in your internet browser Tools options.

Q. How do I logout of the hotspot without losing access time?

A. The above mentioned ‘Connections Properties’ window also has the ‘logout’ button and you should use this button to exit the hotspot system. If for some reason you did not get the ‘Connection Properties’ window or you have closed the window by mistake then the system will log you out after 10 – 15 minutes of IDLE connection time. To ensure the hotspot sees your computer as IDLE you should disconnect your laptops wireless connection to the hotspot. Simply by closing your internet browser may not be enough for the hotspot system to see your computer as IDLE and therefore will remain connected.

Q. When I open the Connections Properties window it is blank (window is white with no text) how do I logout?

A. You may have lost wireless connectivity momentarily due to loss of signal, to restore the page details:

1. Ensure you are still connected to the Hotspot
2. Open the Connections Properties window
3. Press F5 (F5 is the refresh function button)

Q. How do I send an e-mail via my e-mail account?

A. You can use web mail or any of the free web based services such as hotmail to send and receive mail, however, to use you e-mail account via programs such as outlook you may need to change your outgoing mail server details to be the same as the hotspot provider’s mail server. Ask at the reception desk for the SMTP or outgoing mail server details used by the Hotspots Internet Service Provider.

TIP. Type your e-mail message in a draft before logging on to the hotspot; you will save online connection time, especially if you have a lengthy e-mail to type.

Q. I still have time allocated but I have exceeded my download limit and I do not recall downloading much at all

A. Background downloads maybe the cause of your unidentified usage. Some programs download data in the background without you knowing about it. Check the following types of programs that may be set to automatically update software or download update files:

Microsoft Windows Automatic Update

Antivirus Software - eg Nortons

File Sharing or peer to peer Software - Eg Limewire (may be uploading from your shared folder when you go online even if you are not downloading files)

Q. I have tried everything to get online but still “no go”, who can I call?

A. Accommit WiFi provides helpdesk serves to the hotspot owners between the hours of 7:30am and 7:00pm New South Wales time. Online information is available 24/7 from www.accommmit.com.au or via the Hotspot login page including email.