Screamin' Fast Broadband and Great Sounding ePhone Service

Steps to Connect to WiFi Service

Windows XP	Windows Vista & Windows 7	MAC OS
1)Open "Network Connections" by clicking Start → Control Panel →Network and Internet Connections → and finally Network Connections. 2) Click the Wireless Network Connection icon. 3)From "Network Tasks", click "View Available Networks". 4)Select AZCI_WiFi or AireBeam_WiFi (whichever one you see) and click "Connect.	1)Open "Connect to a Network" by clicking Start→"Connect To". 2)Under "Show", click "Wireless" to display the currently available wireless networks. 3)Select AZCI_WiFi or AireBeam_WiFi (whichever one you see) and click "Connect.	1)Click the Airport icon on your menu bar. 2)Select AZCI_WiFi or AireBeam_WiFi (whichever one you see) and click "Connect.

Next: Open your web browser (Internet Explorer, Chrome, FireFox, Safari). If you are properly connected by the steps above, you will be redirected to the WiFi Signup Page.

New to AireBeam's RV Resort WiFi service? Click HERE to create an account!

Need to RENEW your EXISTING account? Click HERE to RENEW your EXISTING account!

Already have an account and want to access the Internet? Log In Below.

Please log on to use the AireBeam WiFi Service

login

password [   ]

[OK]

AireBeam Sales and Technical Support: support@airebeam.com or
520-233-7400 (Pinal) 480-257-7000 (Maricopa) 928-583-7170 (Yavapai) 520-265-8730 (Cochise)
AireBeam Broadband

RV Resort WiFi

Powering Community Broadband

Not Connected: If are NOT redirected to our Sign-up Page, go to *Troubleshooting* at the end of these instructions.

There are three options displayed at the top of the page:
- New service? Click **CREATE** to create an account!
- RENEW your EXISTING account? Click **RENEW** to RENEW your EXISTING account!
- Already have an account and want to access the Internet? Log In Below.

Let's assume this is the first time that you have used our WiFi service at this park.
1) Click on *CREATE* to start the process of creating our account. You will next see a screen like the one below.
2) Choose the WiFi service plan that best meets your needs.

3) Enter your location information (note that we are asking for your physical location in the RV Park, not your home residence or credit card billing information.

Select Plan ⋮ **Account Information** ⋮ Payment Options ⋮ Confirm ⋮ Finish

Customer Account Information

First Name: YourFirstName   Last Name: YourLastName

Email: me@myemail.com

Billing Address: Please enter your RV Park Space Number here

Country: United States   State: Arizona

City: City where RV Park is Located   Postal Code: ZipCode of RV Park

Home Phone: your cell phone number   Work Phone:

Please choose a login and password for your primary access account.

Login: YourUsername

Password: YourPassword

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4) Enter your payment information..Auth Name should be the cardholder's name. Address and State should be that on file with your Card Issuing Company. CVV2 Code: For Visa/MasterCard/Discover use the last three (3) digits on the back of the card in the form of 1111-234 (in this case, 234). For American Express use the 4 printed digits on the front of the card.

Payment Options

Choose Pay Method: Credit/Debit Card ▾

Card Number: 1111222233334444   Expiration: 06 ▾ 2014 ▾

Auth Name: YourFirstName YourLast   Security (CVV2) Code: 123

Address: Please enter your RV Park Space Number here

State: Arizona ▾   Postal Code: 82122

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5) Last, you will be presented with a verification screen like the one below so that you can check to be sure that the information that you supplied is correct.

6) Click >>Sign-up to process your transaction.
7) You will then be presented with the screen below. Note that the **Account Status** may first say expired and then should change to Active once your payment card is processed successfully.

8) If your card is declined and the **Account Status** remains Expired, click **Billing Info** and you will see the screen below, revealing that the invoice created during your sign-up remains unpaid.

Billing Status

Current Balance: 29.95 (USD)

Available Credit: 70.05 (USD)

Unpaid Invoices

- Invoice #44326 - 11/20/11 (0 days) - Amount Left: 29.95

9) To pay it, click on **Make Payment** and you will be guided to the Payment Card entry screen once again. Try using a different card, preferably a card whose billing address is in the USA.

Make New Payment

Pay Method: Credit/Debit Card ▾	Amount: (USD) 29.95
Comment:	

Card Number:	Expiration: 08 ▾ 2014 ▾
Auth Name: YourAccountName	Postal Code: 85130
Bill Addr: Your RV Space location information	
Bill State: Arizona ▾	Security (CVV2) Code: 123
	Make Payment

10) If your payment problem continues, you can call us at:
    a. 520-233-7400 in Pinal County, AZ
    b. 480-257-7000 in Maricopa County, AZ
    c. 928-583-7170 in Yavapai County, AZ
    d. 520-265-8730 in Cochise County, AZ

    You can email us at support@airebeam.com or text 313131 **Keyword**: AireBeam LastName Your message text (make AireBeam the first word in your text message followed by Account Holder's Last Name) and then your message and we will try to get back to you promptly.

Troubleshooting your Connection

1) If you experience connection problems in steps 1-4 above, the possible causes are:

   a. Your computer's Wireless adapter is not enabled. If you do not see ANY WiFi sources when you attempt to connect, follow your computer manufacturer's instructions for enabling your Wireless Adapter. On many computers, pressing FN + F2 keys will enable/disable your Wireless adapter.
   b. Your signal strength is not adequate to maintain a connection. There are several possible causes here:
      i. Your wireless adapter output power is not adequate to deliver a usable return signal back to our WiFi Access Point.
      ii. There are obstacles blocking our signal to you and your return signal to us, such as:
         1. Trees
         2. Buildings
         3. The insulation in your RV walls (especially if it is aluminum foil backed (metal blocks WiFi signals)
         4. You are in a metal sided travel trailer or Park Model
         5. You have metal sunshades over your windows or metalized solar reduction tinting on your windows
         6. Your PC may have attempted to connect to an Access Point that is not the one nearest to your location.
      iii. Our Access Point is down – if everyone else around you in the RV resort is having the same problem, then this may be the case. We monitor the status of our Access Points and inform the Park Management if a device goes down.
   c. Here is one check you can run yourself to see if your connection is strong enough:
      i. Click the Start Button, then Run
      ii. In the box type: cmd (Windows XP, Vista, 7) or command (pre-XP)
      iii. Click OK
      iv. A black box will open. At the blinking cursor, type: ipconfig and press enter
      v. Look for the IP Address or IPV4 Address. If it begins with 169. Then, your laptop has not properly connected to the WiFi access Point.

   To attempt to resolve these problems, take your laptop outside of your RV and try to connect again. If the process works, take your computer back inside and see if you can use the Internet. If not, we recommend that you purchase a high powered USB external Wireless Adapter. We stock them for $49.95 plus tax and shipping. You can order one by sending an email to support@airebeam.com requesting that we send one to you.

We will bill your Credit/Debit card on file the $49.95 + tax + $10 UPS shipping charges. Please provide us with a UPS DELIVERY ADDRESS at the RV Resort where you can take delivery of the WiFi Adaper.

Thank you for using AireBeam Broadband's WiFi Service.

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