



WiFi Network Information

Steps to Connect to the WiFi

1. Turn on your computer or restart if it is on standby
2. Enable your WiFi adapter and make sure it is turned on
3. Connect to the Normandy Farms WiFi network
4. Open your browser (example: Internet Explorer, Safari, Chrome)
5. Note: If the welcome page does not appear, erase everything in the address bar and type: start.tengointernet.com in the address bar.
6. Follow on-screen instructions to register and access the Internet
7. Log in

FAQ

What is the cost?

Our WiFi service is complimentary.

What if there is a service interruption?

We may occasionally experience outages including water, electric, cable, wireless internet and any other utilities that may apply, which are beyond our control. No refunds or compensation will be given for any outages.

Why does my device indicate that there are no available wireless networks to connect to?

Make sure your WiFi adapter is turned on. All WiFi equipped internet devices have a switch or button or setting option that allows you to turn off or on the WiFi adapter. Please contact your device manufacturer for additional information.

Why can I not sign in as a returning customer?

If you are returning to the location and it has been a couple months or longer since the last time you used our services please go to the register tab and create a new profile using a unique username.

Tips and Tricks

My connection seems very slow. What's wrong?

Spyware, Windows Updates and IM clients can all run in the background and absorb bandwidth, making your connection seem slow. Use Ad-Aware and/or Spybot Search & Destroy to make sure you do not have spyware on your computer. A low-powered adapter can also cause connection issues.

Why does my computer disconnect frequently?

- Check for driver updates from your wireless card manufacturer to resolve potential connection issues.
- Your account may only be used by one computer at a time, but you can create additional accounts at no cost.
- Disable any dial-up connections to prevent intermittent service.
- If you are in an RV resort there are several things in your coach that could cause signal conflicts with your WiFi adapter. If you use a 2.4 GHz cordless phone it can disrupt your network connection because both operate in the 2.4 GHz band. Microwave ovens are "noisy" and can leak radio waves that can disrupt your connection. Other nearby Wireless Access Point(s) can affect your connection to the internet and the "tengointernet" wireless signal.

What happens if two people use two computers and only sign up for one account with TengolInternet?

(This scenario is common between two people who travel together and have separate computers.)

Two people can share an account but only one person can be logged into the account at one time. Logging into an account with a username and password that is in use by another person will log the first person out of the account, but you can create a additional accounts at no cost.

I'm in an RV Resort. How can I increase my signal strength?

- Place your laptop or wireless adapter close to a window (preferably one facing the nearest WiFi antenna).
- Built-in wireless adapters are set to minimize signal output to conserve battery life. Refer to your wireless adapter's instructions to change the setting to maximum power.
- Open curtain or blinds (especially aluminum blinds).
- Remove metallic window coverings (such as windshield sun blockers). Metallic items will reflect the WiFi signal away from you.
- Consider using an external WiFi adapter that has more power and allows you placement flexibility without moving your PC.
- Interference from microwaves, cordless telephones, trees or personal wireless routers can affect your signal. Try to limit exposure to these factors if possible.

Help! I'm having trouble sending email.

TengolInternet allows you to use any of your existing email programs. For consistent results however we recommend a free email account like Yahoo! or Gmail. If you are encountering an issue please check with your email provider. Some email services do not allow you to send email from outside of their network.

Please contact our Reception Center at 866-673-2767 x1 if you are experiencing any issues with the wireless internet service.