

How much does it cost?

Pricing plans vary by location and will appear on screen after you log in.

Registration Information

Record your registration information here for future access. Be sure to keep this document in a safe location.

Username _____

Password _____

About TengoInternet

TengoInternet is the largest high-speed wireless internet managed service provider to the outdoor hospitality industry. TengoInternet currently manages high speed wired and wireless networks for more than 400 RV resorts, campgrounds, hotels and marinas throughout North America.

System Requirements

Operating System: Windows XP or higher OR Mac OS X or higher.

Browser: Internet Explorer 6.0 or higher OR Firefox OR Safari

Wireless Network Card:

Built-in wireless networking card or external wireless networking card.

Steps to connect to the internet

Step 1 Turn on your computer or restart if it is on standby

Step 2 Enable your WiFi adapter

Step 3 Connect to the TengoInternet WiFi network

If your computer does not automatically connect to the TengoInternet network, please follow these instructions to connect:

Windows Vista

1. Open "Connect to a Network" by clicking the Start button and clicking "Connect to"
2. Under "Show" choose "Wireless" to display the currently available wireless networks
3. Select a network, and then click "Connect"

Windows XP

1. Open "Network Connections" by clicking Start, clicking "Control Panel", clicking "Network and Internet Connections", and then clicking "Network Connections"
2. Click the wireless network connection icon
3. From Network Tasks, click "View available wireless networks"
4. Select a network and then click "Connect"

Mac OS X

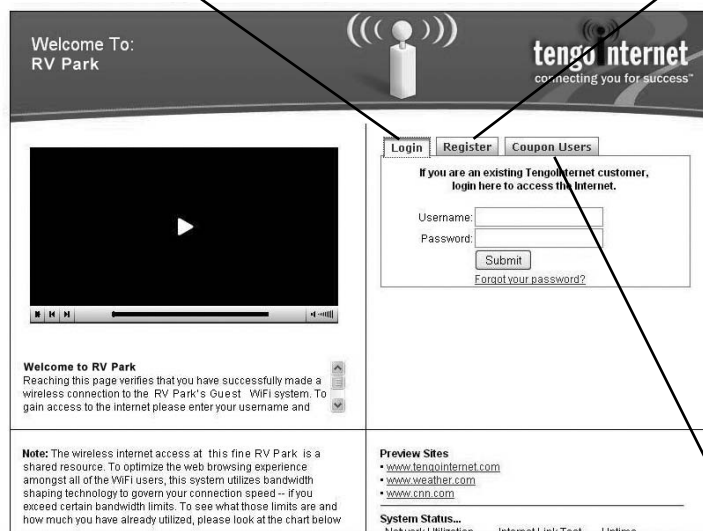
1. Open System Preferences by clicking on Apple then clicking "System Preferences"
2. Click on "Network"
3. Select AirPort in the list of network connection services
4. Choose a wireless network from the Network Name pop-up menu

Step 4 Open your web browser

Step 5 Follow on-screen instructions (shown below) to register and access the internet

If you already have a valid TengoInternet account, enter your User Name and Password here

To access the WiFi service for the first time, click here to register



If you see this message simply click to connect to the internet



If you have access codes obtained from the office enter them here

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.
- 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.

My laptop came with wireless installed but it won't connect.

- Check to make sure your computer's wireless adapter is on. Many laptops with built-in wireless adapters need to have the wireless antenna turned on using an external button or switch or a software setting. If the antenna is turned off, you will not be able to connect to the wireless network. Consult your computer's instructions for more information.

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

(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.

How can I buy more time?

- If you purchased time at your location your browser will automatically be re-directed to the purchase screen when your time expires.

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.

- TengoInternet allows you to use any of your existing email programs. For consistent results however we recommend a free email account like Yahoo! or Hotmail.
- 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. If your email provider does not allow you to send mail outside of their network consider subscribing to a service that allows you to use their server to send email, like Bortnet (<http://bortnet.com/>), Secure SMTP (<http://www.smtp-server.com/>) or AuthSMTP (www.authsmtp.com).
- If you continue to have email issues please contact TengoInternet Guest Support at 1-866-YO-TENGO (1-866-968-3646).

Why can't I use my ISP's SMTP server when I travel?

- All internet service providers (ISPs) make SMTP servers available to their customers. Unfortunately, they restrict use of those servers to computers that are on their networks. So, if you have configured your laptop to use your ISP's SMTP server when you are at home, you will not be able to send e-mail using that server when you travel, since you will be accessing it from a different network (a dial-up account, a hotel, a network at work, a wireless network etc.).