



## **Customer Information Packet**

**Important :**

**This Booklet Contains You Account Settings**

**And How-To Guides**

**Store in a Safe Place !**

## Jenco Wireless Service Agreement

- 1) I agree to the Internet Service Agreement and the Acceptable Use Policy that are posted on the web site(s) located at [www.jencospeedweb.com](http://www.jencospeedweb.com), [www.jencospeed.net](http://www.jencospeed.net), [www.jencospeed.com](http://www.jencospeed.com), and/or [www.jenco-wireless.com](http://www.jenco-wireless.com).
- 2) I understand that the equipment provided by Jenco Wireless remains the property of Jenco Wireless and must be returned upon termination of service.
- 3) I understand that if I do not return the equipment after terminating service or if I damage the equipment, I will be billed for the full replacement cost.
- 4) I understand that any advertised speed does not imply a guarantee of that speed, but rather an indication of a level of service or a maximum possible speed.
- 5) I understand that Jenco Wireless does not offer a service level agreement. Network outages can and will occur.
- 6) I understand that Jenco Wireless has the right to make changes to their service offering (both speed and price) with 30 days prior notice.
- 7) I agree to have my credit card billed automatically every month for the service.

Name (on card):

Card Number:

Expiration Date:

### Installation and Service Fee

Installation (1 time cost):	\$ 199.95
Installation Tax (6.5%):	\$ 13.00
Monthly Service Fee:	\$ 49.95
Total:	\$ 262.90

Cable Trenching is \$39.95 plus tax  
(If Required)

\_\_\_\_\_  
(Sign)

\_\_\_\_\_  
(Date)

### Your E-Mail Information

E-Mail Address: @jencospeed.net  
Incoming Mail Server: mail.jencospeed.net  
Outgoing Mail Server: smtp.jencospeed.net  
Account Name: Your E-Mail Address Without "@jencospeed.net"  
Password:

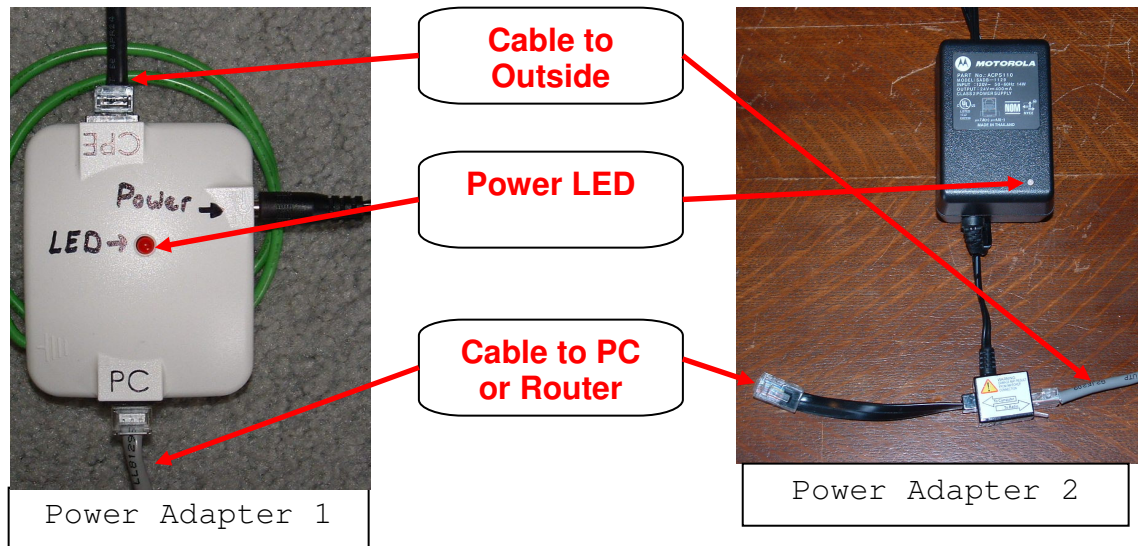
### Your Internet Settings

IP Address: 10.155.  
Subnet Mask: 255.255.255.0  
Default Gateway: 10.155. .254  
DNS Server (1): 10.155.1.254  
DNS Server (2): 207.217.126.81

# Connecting a Single Computer to the Internet

## Important Notes:

Follow this procedure if you are not using a router or wish to remove one.



- 1) Make sure the cable from the radio unit (outside antenna) is plugged in to the correct port on the power adapter (see pictures).
- 2) Make sure the proper cable is plugged in to your PC or router (see pictures).
- 3) Make sure the power adapter has power and the LED is on (see pictures).
- 4) On your computer, get to the "Control Panel". (There are too many ways to do this to list them all). Normally you can get to it by clicking on "Start" or "My Computer".
- 5) Open "Network Connections".
- 6) Double Click the "Local Area Connection" Icon (It may also be named "Jenco Wireless").
- 7) Select "Properties".
- 8) Highlight the words "Internet Protocol (TCP/IP)". Be careful to not uncheck it. You may have to scroll down to see this selection.
- 9) Select "Properties".
- 10) Check "Use the following IP address:".
- 11) Enter your Internet settings from the Jenco Wireless Service Agreement in this booklet.
- 12) Close all open windows by clicking "OK".

## Connecting a Router to the Internet

### Important Notes:

**A router is required if you wish to share your Internet connection with more than one computer.**

**The most common cause for loss of Internet is the failure of customer owned routers.**

**Jenco Wireless can not possibly support every router on the market. Please consult the manufacturer's manual if this guide does not help.**

**In some trouble shooting cases you may be asked to remove your router and hook the Internet feed directly to your PC by following the Single Computer Set-Up Procedure on the previous page.**

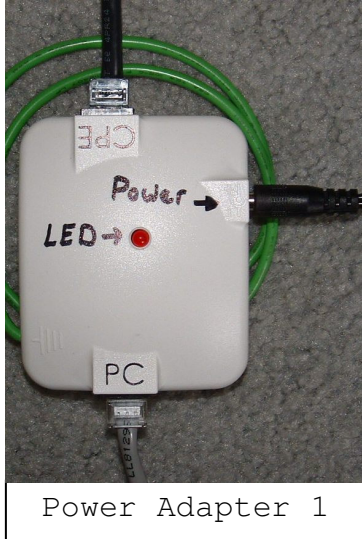
- 1) Make sure the cable from the radio unit (outside antenna) is plugged in to the correct port on the power adapter (see pictures on previous page).
- 2) Make sure the router is connected to the power adapter (see pictures on previous page). There are normally (5) ports on routers – you must use the correct port (see router documentation for details).
- 3) Make sure the power adapter has power and the LED is on (see pictures on previous page).
- 4) Plug in a cable from your router (any port but the one used previously) to your computer.
- 5) Make sure your computer is running.
- 6) Power up your router. Check the LED's on it to make sure the Internet (or WAN) and at least one LAN led are on. If this is not true, check your cabling and consult the router's manual.
- 7) On your computer, get to the "*Control Panel*". (There are too many ways to do this to list them all). Normally you can get to it by clicking on "*Start*" or "*My Computer*".
- 8) Open "*Network Connections*".
- 9) Double Click the "*Local Area Connection*" Icon (It may also be named "*Jenco Wireless*").
- 10) Select "*Properties*".
- 11) Highlight the words "Internet Protocol (TCP/IP)". Be careful to not uncheck it. You may have to scroll down to see this selection.
- 12) Select "*Properties*".
- 13) Check "*Obtain an IP address automatically*" (if not already checked).

- 14) Check "*Obtain DNS server address automatically*" (if not already checked).
- 15) Close all open windows by clicking "OK".
- 16) Click on "*Start*" then click on "*Run*".
- 17) Type "*command*" in the "Open:" box and click "OK".
- 18) In the new DOS box, type (without the quotes): "*ipconfig /all*" and hit enter. Note: there is a space after "*ipconfig*".
- 19) Look for the "Default Gateway" on the Ethernet Adapter that you are using to connect to the router. Write this number down. It should be in the form of: 192.168.X.X where the X's can be any number. If it is not, consult your router's manual.
- 20) Close the DOS box. You may get an error, click "*end now*" if you do.
- 21) Open Internet Explorer (or any other Web browser).
- 22) In the address bar, remove everything and type in the numbers you just wrote down.
- 23) Hit enter.
- 24) If everything is hooked up correctly, you should now be accessing your router's interface. You will probably need the user name and password (from this step on you may need to consult your manual for specifics for your router).
- 25) Look for Internet or WAN settings. For Jenco, you will want to select "Static IP".
- 26) Once "Static IP" is selected, you will need to enter all of your Internet Settings numbers from the Jenco Wireless Service Agreement page of this booklet.
- 27) It is also recommended to set the "MTU" to manual and 1450 (if available).
- 28) Finally, it is highly recommended to set your router to a particular channel to avoid interference with your outdoor radio unit. The channel to be used can be determined by your IP address on the Jenco Wireless Service Agreement page.

## General Troubleshooting

**Try the following if you can not connect to the Internet.**

Call Jenco Wireless Customer Support at 937-642-3715. If there is not a recording stating that there are network problems, please try the following steps:



### Check and Reboot the Outdoor Radio Unit

- 1) Make sure the LED on the power adapter is on and all cables are hooked up securely.
- 2) Pull the power cord on the power adapter (Adapter 1), wait 10 seconds, then plug it back in. For Adapter 2, unplug it from the 110 volt outlet then plug it back in.
- 3) Wait one minute then check to see if you have Internet.

### Reboot Your Router

- 1) If you are using a router, pull it's power cord, wait 10 seconds, then plug it back in.
- 2) Wait one minute then see if you have Internet.

### Check Your Router

- 1) Check the lights on your router (if you have one). You should have the WAN (or Internet) light and one LAN light for each computer you have wired to it. If these lights are not on, check the cabling.
- 2) If the proper lights are not on, please try removing the router by following the "Connecting a Single Computer to the Internet" procedure in this document.

## Check the Outdoor Radio Unit



- 1) If you can see the backside of your outdoor radio unit (does not apply to all installations), make a note of which LED's are on. If they are all on (3) and you have tried everything else in this troubleshooting guide, remove your router (if you have one) by following the "Connecting a Single Computer to the Internet" procedure in this booklet.
- 2) If all three of the LED's are not on, please call Jenco wireless to report your findings at 937-642-3715.

## **E-Mail Setup**

### **Important Notes:**

**When you download E-Mail to your computer, it will no longer be available to be viewed on the Web Mail server.**

For Outlook Express: Note, click on items in parenthesis ""

- 1) Open Outlook Express
- 2) "*Tools*"
- 3) "*Accounts*"
- 4) "*Add*"
- 5) "*Mail*"
- 6) Type your name as you want people to see you.
- 7) "*Next*"
- 8) Type in your E-mail address from the "Jenco Wireless Service Agreement" in this booklet.
- 9) "*Next*"
- 10) Make sure "POP3" is the selection for your incoming mail server.
- 11) Type in your incoming and outgoing E-Mail servers as listed in the "Jenco Wireless Service Agreement" in this booklet.
- 12) "*Next*"
- 13) Type in your account name and password from the "Jenco Wireless Service Agreement" in this booklet.
- 14) Click "*Finish*".

For Outlook: Note, click on items in parenthesis ""

- 1) Open Outlook
- 2) "*Tools*"
- 3) "*E-Mail Accounts*"
- 4) Select "*Add a new e-mail account*"
- 5) "*Next*"
- 6) Select "POP3"
- 7) "*Next*"
- 8) Type in all of your information from the "Jenco Wireless Service Agreement" in this booklet.
- 9) "*Next*"
- 10) Click "*Finish*".

## Using Web Mail

### Important Notes:

**Web Mail allows you to view your mail without actually downloading it to your computer. It is an excellent way to filter spam.**

**If you delete mail from the Web Mail server, it will not download to your computer when using a standard E-Mail program (such as Microsoft Outlook Express).**

**You can use web mail to easily check your mail from any computer (while traveling or at work).**

- 1) Open a web browser and type in the address bar: [www.jencospeed.net/mail](http://www.jencospeed.net/mail)
- 2) Enter your account name and password from the "Jenco Wireless Service Agreement" in this booklet.

Note: Web Mail is fairly intuitive. Please take a minute to check it out. If you place the mouse over any button, more information about that button will pop-up.

## Changing your E-mail settings

You can log in to your E-mail account by going to: [www.jencospeed.net/users](http://www.jencospeed.net/users)

Enter your account name and password from the "Jenco Wireless Service Agreement" in this booklet.

From here you can set up an auto E-Mail response or change your E-Mail password.