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Broadband Internet Frequently Asked Questions

Enterpoint Wireless Broadband Information:

Remember when using **Enterpoint HotZones**; **Home** from any screen takes you back to **Enterpoint's Log ON** screen.

Frequency asked Questions and Answer Information:

I have a new Enterpoint email account how do I access it?

Go to www.enterpoint.net and click on the **Email** link at the top right side of the page, log on using your ID and Password this will allow you to check your email and to also setup email preferences, forward email and filter unwanted emails.

My email is downloaded directly in to my Outlook how do I check my Enterpoint email account when I'm away from home?

Go to www.enterpoint.net and click on the **Email** link at the top right side of the page, log on using your ID and Password this will allow you to check your email and to also setup email preferences, forward email and filter unwanted emails.

Can I change my account information and or password when using Enterpoint HotZones?

Yes, if you go to the Enterpoint HotZone log on page, towards the upper right hand corner click on (Manage Account) than log on using your ID and password, this will take you to the Enterpoint **User Self Care** page. This allows you to view and edit your account information and also change your password.

After I originally set up my account using the credit card setup from the HotZone log in page how do I refill my account?

Right next to the **Credit Card Sign Up** is **Credit Card Refill** (Do not use the **Buy Pin Card**, **Pin Card Registration** or **Refill Account unless you originally purchased a Pin Card.**) click **Credit Card Refill** and follow instructions.

If for some reason it does not allow you to refill or it gives you an error message go to Manage Account and log on, and make sure the name and address matches the credit card billing address you are using to refill the account.

I cannot connect to my Enterpoint HotZone account it keeps bringing me back to the log on page?

a. Go to the Enterpoint HotZone log on page, towards the upper right hand corner and click on (Manage Account) than log on using your ID and password, towards the bottom on the left side you will see the word **Dates** below look for your **User Expiration Date** and make sure your account has not expired. If it expired use the appropriate option to refill your account.

b. If you are using a laptop make sure you have not moved out side of your wireless card or wireless devices range. This happens if you have a wireless router or you are right on the edge of the Enterpoint HotZone range, in both cases move closer to the wireless access point.

c. If you are traveling through or camping at one the many resorts in our area and are able to see an Enterpoint HotZone make sure the signal you're receiving is strong enough to maintain an adequate connection. If you sign up, and our log on and your signal fluctuates in and out you will have to move closer to the wireless access point with your laptop.



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I cannot get connected to the Internet what's the problem?

- a.** Like all connection the quick use of the repair button of your network connection takes care of most problems. (For windows XP go to the start menu, settings, control panel, network connections, and right click the icon for the connection you are using and select repair.)
- b.** If you have a wireless router it can be necessary to reboot the router at times. Unplug the units power cord for 1-2 minutes, replug in the unit and give it another minute or so for the unit to re-associate its self with the inside wireless modem or your outside receiving unit, than retry connecting to the internet..
- c.** If you lose power to the wireless modem or the outside receiving unit it may also need to be rebooted. If this occurs unplug the units power cord for 4-5 minutes (also unplug your wireless router if you have one), replug in the wireless modem or outside receiving unit first, wait about 3 minutes, (if you had a wireless router, replug the unit in and wait another minute or so for that unit to re-associate its self with the inside wireless modem or your outside receiving unit) than retry connecting to the internet.
- d.** If you have an Enterpoint Navini wireless modem it will have on the front three little lights in a vertical row, check to see if the top light is blinking and if it is call support at 218-751-0040.

If you are still having problems connecting call support at 218-751-0040