

Internet Service

Season 2010

Overview

The APIRA ski club has a high speed ADSL service available for APIRA members who subscribe to the service.

Cost & Duration of Access

Subscriptions are based on a fixed fee of \$35 per device/laptop and give you access for the whole season.

How Does It Work For My Device?

Your computers' wireless network adapter has a globally unique Id called a MAC Address or otherwise known as the physical address. Once you have subscribed, your devices MAC Address will be added to the 'Allow List' on the clubs wireless router which will allow your device to connect to clubs wireless network and access the internet.

When To Register?

Please register for the service when you make your first booking for the season. This will give the Bookings Officer ample time to process your payment and activate your MAC Address on the clubs wireless router.

It may be possible to register whilst you are staying at the lodge. Please discuss it first with the Lodge Manager because activation will be subject to the availability of the Bookings Officer to process your application.

How To Apply For My Device

1. Locate the MAC Address for your wireless laptop/device (refer to the Help Guide for instructions)
2. Obtain, complete and sign the APIRA Internet Service Application Form.
3. Fax the Service Application Form to the Bookings Officer on (03) 9842 1724.
Once the Bookings Officer has processed the payment, your MAC address will be enabled for internet access on the clubs Wireless Router.
4. The Bookings Officer will advise you when your MAC Address has been activated.
5. Once you are notified, you can connect your device to the clubs wireless router and start using the Internet. (refer the Help Guide for connecting instructions)

Internet Use Policy

The service is intended for checking of emails and general browsing of the internet (email, web surfing, skype voice chat). Our internet plan offers ample bandwidth for general use but there is a cap so please do not download bulk data. Data usage will be monitored for your MAC Id and the club reserves the right to cancel your subscription if the fair use rules are not respected.

1. Please turn off your operating system updates (ie. Windows Updates).
2. Please do not use bit torrents or download video/large files from websites/p2p sites/skype video.
3. You may share your device with someone else staying at the lodge but you must advise them of the Fair Use Policy.
4. Please do not use your computer in the dining area during meal times. If a member asks you to move your device, please do so accordingly.
5. The club laptop is only available for the Lodge Manager.
6. If the service exceeds the available monthly bandwidth, it will drop back to dial up speeds.

Frequently Asked Questions

1. Can I switch my MAC address in case I want a different device registered? Yes (contact bookings)
2. I don't have a wireless device. Can I use the internet at the ski lodge? Not at this stage but feel free to use another members device if they will allow you.
3. Can I register more devices during the season? Yes. If you do not wish to switch your MAC Id, you will need to purchase a subscription for the additional device.
4. Can I get a refund if I do not use the service? Refunds are not possible.

INTERNET SERVICES HELP & FAQs

Locating Your Device's Mac Address

Microsoft Windows 98/2000/XP/Vista/2008

The process to obtain the MAC address is as follows:

1. On your wireless device click on start -> Run (or use search on Vista/2008)
2. Type in `cmd` then click Ok button.
3. Type in: `ipconfig /all` (press enter)
4. This command will list the network interfaces on your wireless device. Locate the wireless network and the MAC address is the Physical Address of your device (Here is an example from my laptop)

```
Ethernet adapter Wireless Network Connection:
    Connection-specific DNS Suffix . . :
    Description . . . . . : Intel(R) PRO/Wireless 3945ABG Network
Connection
    Physical Address. . . . . : 00-13-02-06-4D-E4
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . : Yes
    IP Address. . . . . : 10.0.0.101
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.0.0.253
    DHCP Server . . . . . : 10.0.0.253
    DNS Servers . . . . . : 10.0.0.253
                          210.15.254.240
                          210.15.254.241
```

Apple Mac

1. Click on the Apple Icon (top right)
2. Click on System Preferences
3. Click on Network Icon
4. Click on Advance Button (lower right)
5. Click on the AirPort tab along the top.
6. You will notice the AirPort Id in the lower half of the window. This is your wireless MAC Address.

Connecting Your Device To The APIRA Wireless Network

Microsoft Windows 98/2000/XP/Vista/2008

1. In windows XP, Click on Start -> Control Panel (ensure you click the link on top right to switch to classic view)
2. Double click on Network Connections
3. Locate your Wireless device in the list, Right Click and choose 'View available network connections'.
4. The dialog box will either display available wireless networks found or a notification that your wireless connection is either off or managed by another program such as the Inter Zero Wireless Configuration software.
5. If you are in the correct Wireless Network manager, you will notice the APIRA wireless network in the list (otherwise known as an SSID).
6. Double click on the APIRA wireless connection.
7. A dialog box should display prompting you for your WEP key. Enter the following WEP key:

4p1rask1club0

8. If all goes well, you should now have noticed your connection to APIRA is connected.
9. To confirm this, click on Start -> Run, Enter `cmd`, click OK, in command dialog box, enter `ipconfig /all`

Apple Mac

1. On the Apple bar along the top, click on the Wireless Airport Icon. If the Airport is off, choose Turn Airport On.
2. Click on Join Other Networks.
3. Click on Show Networks button.
4. Your computer will attempt to find the wireless networks and should find and display the APIRA network.
5. Click to highlight the APIRA connection. It should ask you to enter the following WEP Key:

4p1rask1club0

6. If all goes well, you should now have noticed your connection to APIRA is connected.
7. You should now be able to browse the internet.

Connection Troubleshooting

You may need the assistance of an experienced user to help you resolve any problems. Feel free to ask your fellow members to help you.

1. Ensure that your Wireless Adapter (or AirPort for MAC) is enabled.
2. Ensure that you have your Caps Lock/Num Lock key off when you enter the Wireless Access Key.
3. Ensure that your Wireless Adapter does not have a static IP address set.
4. Ensure that your Wireless Adapter has the latest software drivers.

Turn Off Operating System Updates

Microsoft XP/Vista

1. Go into Control Panel
2. Double Click on Automatic Updates (XP) or Windows Updates (Vista)
3. Click on Turn off automatic updates.

Apple Mac

1. Click on the Apple Icon (top right)
2. Click on System Preferences
3. Click on Software Updates Icon
4. Untick 'Check Software Updates – [Daily|Weekly|Monthly]'

Email Access (Does not apply if you are using web mail such as hotmail, gmail, yahoo mail)

To send emails from a mail client whilst connected to APIRA wireless internet:

1. Open your Email software.
2. Locate your Email Account profile settings. In outlook it is Tools -> Account Settings, Edit the primary email account.
3. Change the outgoing SMTP mail server to: **mail.netc.net.au**
4. Save changes.
5. Try to send an email out.
6. If this doesn't work, you can try **mail.westnet.net.au**

Need More Help

Discuss the issue with the Lodge Manager first.

Ask another member who may have IT experience.

Ask the lodge manager to contact Glenn Drew or Bruce Smith for additional assistance.