



## Frequently Asked Questions

### What is Wi-Fi inside?

Wi-Fi inside is a pilot project on the Comox Valley Transit System that provides free internet access to riders from any personal computer or wi-fi enabled device on any bus displaying the Wi-Fi inside decal.

### Which buses have Wi-Fi inside?

Any bus with a Wi-Fi inside decal on the bus. The North Valley Connector and Buckley Bay buses will have Wi-Fi inside on every run. All other routes on the Comox Valley Transit System will have Wi-Fi inside available about 50% of the time as the buses with the equipment circulate through the system.

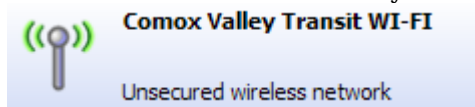
### What do I need to connect to Wi-Fi inside?

You will need a wireless enabled electronic device like a laptop or PDA. Most recently manufactured laptops are configured for wireless connectivity and will come equipped with a wireless adapter card. If your mobile gear is not wireless ready, you will need to purchase an adaptor card. Cell phones with internet access can be set to use the local connection instead of their own service.

### How do I connect to Wi-Fi inside?

If you use Windows XP, your device should automatically pick up the Wi-Fi inside network as long as it has a wireless adapter. If it doesn't connect automatically, follow these steps:



1. Click on the wireless network connection icon  in the bottom right corner of your screen. Select the Comox Valley Transit WI-FI Network.



2. Click the Connect button.
3. Start Surfing.

### What if I am having trouble connecting?

Some hints that help if you are having problems –

- 1) Make sure your WLAN (wireless adapter) is turned on. Right click on the  icon in the bottom right corner and select Turn WLAN on. It should now look like this: 
- 2) Be sure to set your TCP/IP properties to "Obtain and IP address automatically" (DHCP).
- 3) Make sure your computer is not configured to automatically use a dial-up connection.
- 4) If requested, choose Infrastructure mode rather than ad-hoc mode.
- 5) Turn encryption (WEP) off.
- 6) Make sure your battery is fully charged.

### Where do I get technical support if I am still having problems with the Wi-Fi inside?

You won't get technical support from bus drivers – they are responsible for providing safe transportation and can not help with technical issues. If you are experiencing hardware problems, contact the manufacturer. You can email all other technical support questions to [fromthebus@rdcs.bc.ca](mailto:fromthebus@rdcs.bc.ca).

**What can I do when I am connected?**

Basically anything you would do at home or at your office. You can send and download your email, access your corporate network, download files, browse the Internet, play online games, update your blog, instant message with your friends, and use your company VPN to stay in touch with your colleagues.

**Is the connection secure?**

No, Wi-Fi inside does not have any security in place. We do not recommend doing secure transactions that requires password information, like online banking or shopping, over an unsecured network. It is your responsibility to have a firewall installed on your laptop or use a VPN when connecting to your office network.

**How much does it cost?**

The pilot project is funded by BC Transit and the Comox Strathcona Regional District. It is free to access while on the bus.

**How fast is the connection?**

It is faster than dial-up but not as fast as high speed at all times. The connection speed will vary depending on where the bus is. The internet connection is communicating over a cellular communication network, so you may find some small areas with reduced connection speed.

**How long will the service be available?**

The pilot begins the end of November 2007 and will run for one year. If the pilot is a success and there is demand for continuing the service, we will expand the service to provide permanent wi-fi service.

**Can I plug my laptop into a power source on the bus?**

No, there is no power source available on the bus so make sure your batteries are charged.

**Does it work when the bus is turned off?**

No, Wi-Fi inside will not work when the buses are turned off, but the good news is that the buses are only turned off when they are not moving and they are in motion almost 99% of the time.

**I have more questions about Wi-Fi inside**

Please send questions to [fromthebus@rdcs.bc.ca](mailto:fromthebus@rdcs.bc.ca).

