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www.technology-usa.net

Frequently Asked Questions (Hotel Internet Access)

I. About the Company.

a. **Who is Technology USA?**

Technology USA is a provider of secure broadband high-speed Internet services for hotels, campuses, commercial offices, camping grounds, golf courses and apartment buildings.

II. Overview

a. **How does the system work?**

Wired: A guest plugs into an Ethernet port with their laptop or desktop unit. No configuration is needed!!! The customer will have access to the internet and predetermined services within 8-10 seconds.

Wireless: A guest connects to the wireless 802.11 "Wi-Fi" compliant device using their own "Wi-Fi" compatible Ethernet device. The customer will have access to the Internet and predetermined services within 8-10 seconds.

b. **What are typical data access speeds with our High Speed Internet Access system?**

Typical speeds are significantly faster than a regular dial-up connection (20x-70x). They will compare to other local high-speed Internet access options. Internet speeds will vary dependant upon internal network traffic and Internet connection speeds.

c. **Will my data transfer be secure?**

Technology USA's hotel solution provides the most secure system available via wired communication. Extreme security measures have been installed that will not allow others, within or outside the



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hotel, to have access to your connection, data packets and files.

d. **How does the hotel make Internet Access revenue generating?**

The cost for unlimited Internet connection can be set by a particular situation and hospitality situation. Each customer can be billed on a daily or hourly basis, and the charge can automatically appear on your hotel bill or paid up front. Many guests now require Internet access to be free, just as they do not expect to be charged for their morning coffee.

III. **Connecting to the Hotel Internet Access System**

a. **Will I have to change any settings on my computer to use the Hotel Internet Access system?**

In most situations, guests will simply have to plug their Network Interface Card into to provided concentrator box located in the room or accept connection to the wireless signal. After connecting to the Box, the guest with have authorized access via paying for service will simply be required to wait for approximately 10-15 seconds. Then the guest can begin to surf the web.

The Technology USA Hotel Internet Access solution DOES NOT required any software or driver changes for it to work.

b. **Why should I connect through Ethernet or Wireless port instead of my standard modem port?**

The Ethernet port or Wireless connection offers you:

- *High-speed Access (20x- 70x faster than standard modem connection)*
- *Security*
- *Unlimited Access*
- *Ability to use the phone and internet at the same time*

The modem port is not a high-speed or secure connection and monopolizes the phone line while connected.



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c. **What is a Ethernet connection and will it work with my computer?**

Ethernet is a widely-used local area network (LAN) access method and is defined by the IEEE 802.3 standard. The US Technologies Internet Access System uses twisted pair Ethernet (10Base-T) and standard RJ-45 connector for use with your Ethernet card.

To use the in-room Ethernet connection with your computer or laptop, the guest must have an Ethernet card available and installed. Many of today's newer laptop comes with pre-installed factory Ethernet Cards. If the guest does not have or forgot their Ethernet card, in certain situations the hotel front desk may want to rent Ethernet cards.

d. **What cables do you need to connect to the Internet Access?**

Each hotel guest using the Technology USA Internet Access System must have a standard cat5 Ethernet straight-thru cable. The hotel may want to provide these cables for their guests at the time of payment for the service.

IV. **Technology USA Hotel Internet Access System**

a. **Can I use Instant Messaging and Microsoft Net meeting?**

Yes, these applications may require minor adjustments to your settings in certain situations.

b. **Will I be able to access my company network using my VPN?**

Yes. If the guest's computers are setup to utilize a company VPN via the public Internet, the Hotel Internet Access System will fully support it.

If the Hotel Internet Access blocks your VPN access while you are connected to the network, please contact US Technologies with your VPN information. Technology USA is committed to accommodate your guests' needs.



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c. **Will I be able to use Net2Phone?**

Yes. **Net2Phone** has been tested and found to be completely compatible with the Hotel Internet Access system.

d. **Will the guests need to re-configure their email to send mail?**

No. Technology USA's Hotel Internet Access system is compatible with your Internet Service Provider (ISP) email system and will work with your current configuration settings.

e. **Can Internet Access be available for the conference rooms?**

Yes. Technology USA's high-speed Internet access service is available for conference/convention rooms also. The system can work identical to those in the guest rooms.