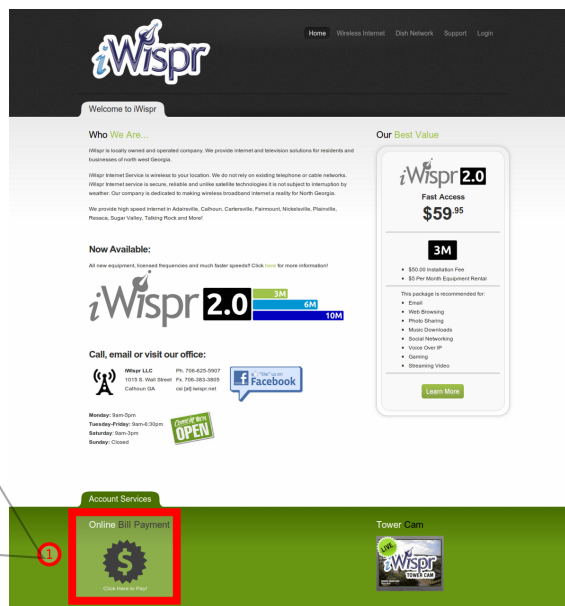
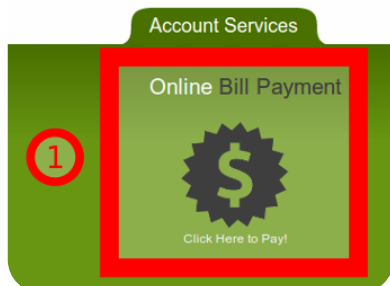


iWispr 2.0

iWispr Online Bill Pay makes paying your bill easy and convenient. We can bill your credit/debit card automatically or if you prefer to make a one-time payment you can do so in the iWispr Customer Self Service Portal.

First navigate to the iWispr homepage. Then click the "Online Bill Payment" link at the bottom left of the page.

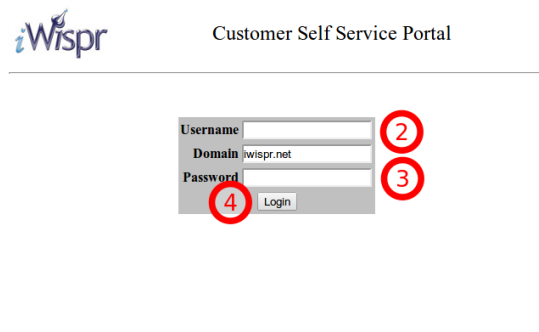


Next fill out your log in credentials and click the 'Login' button to continue.

Once you are logged in you can make a one time payment, set up automatic payments and change your billing information.

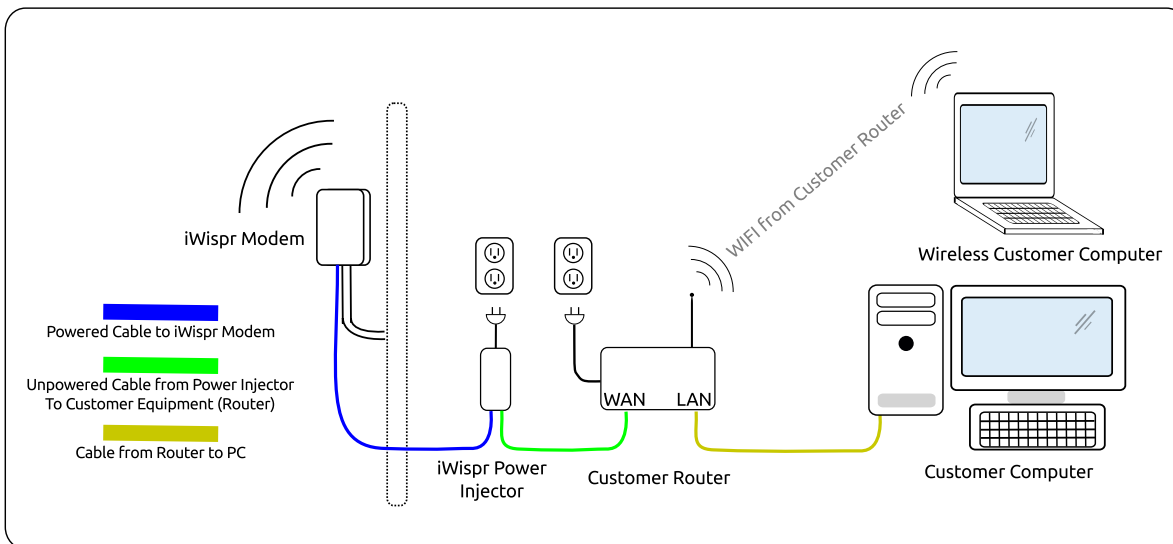
If you have any questions please call one of our customer service representatives.

Your log in credentials and other important account information can be found on the "Information Summary" page included at the end of this packet.



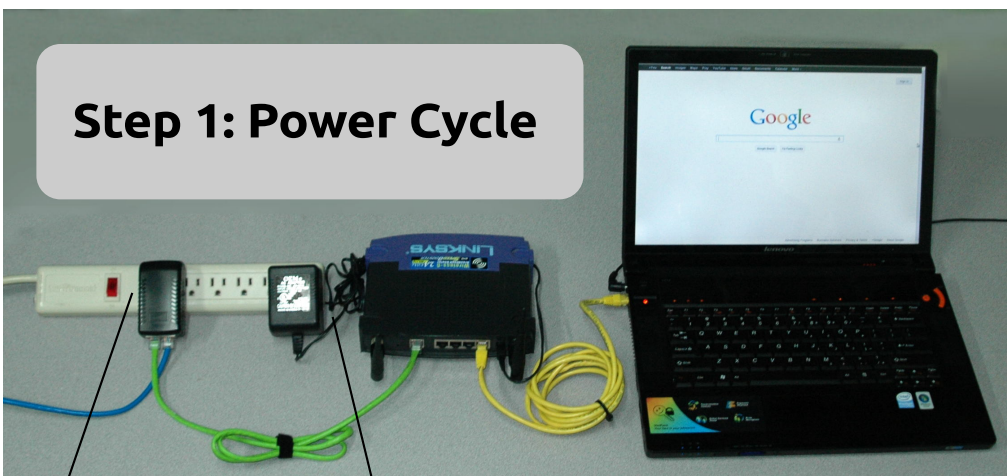
Most problems can be resolved by power cycling the equipment. This page will help you identify the common components and explain some procedures that may help resolve common problems.

Here is the basic layout of the equipment involved:



STEP 1: Power Cycle ALL equipment!

Most problems can be resolved by power cycling the equipment. Unplug the power to the iWispr Power Injector. (See photos below for examples of what these devices actually look like.). Also unplug the power to your router. Wait 30 seconds, then plug the power adapters back into the outlet. Next, Reboot your PC. If you are still experiencing problems. Please continue to STEP 2.



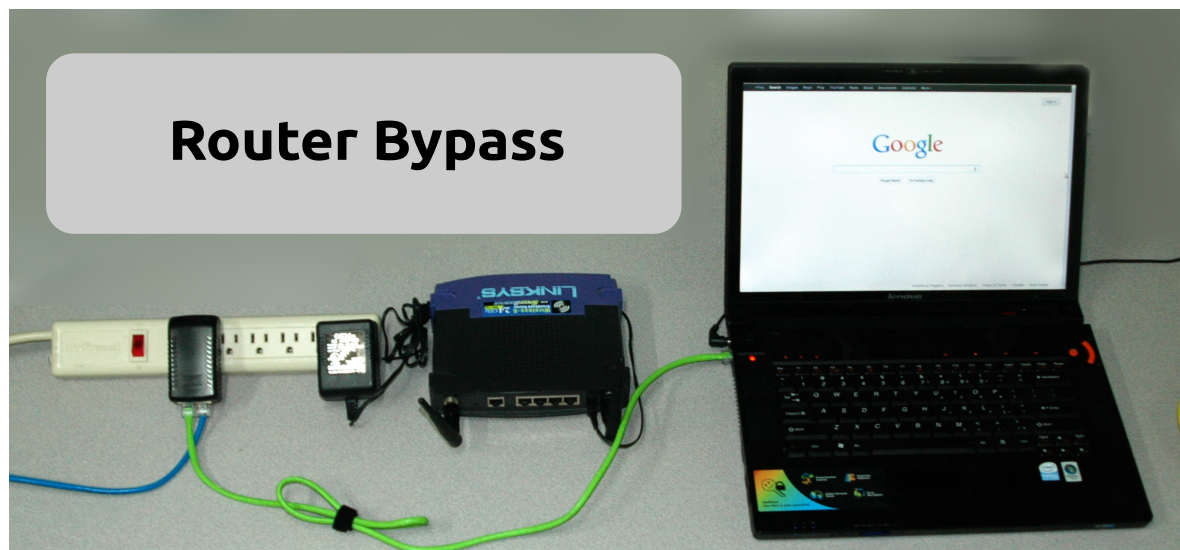
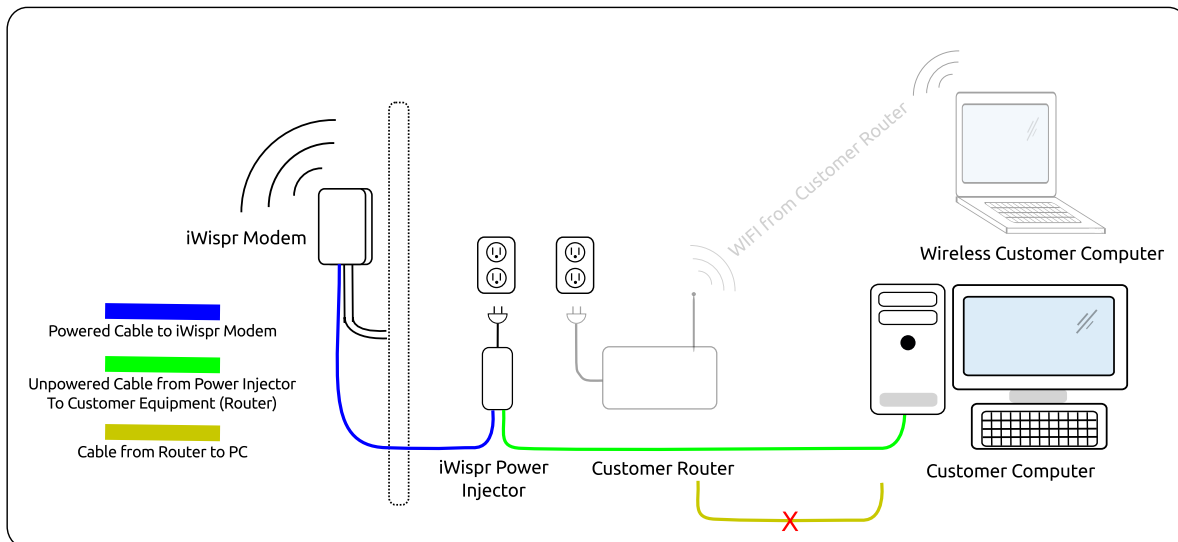
Power Cycle BOTH router and modem by unplugging them from the outlets for 30 seconds, then plugging them back into the outlets.

Don't forget to also power cycle your PC!

STEP 2: Bypass your Router.

Take the cable out of the WAN port (sometimes labeled 'Internet') and plug the cable directly into your computer. Reboot your computer and try to connect again.

Example of bypassing the router.



It is also a good idea to reboot your computer once again. This will ensure that your computer's networking services are restarted and will attempt to make a fresh connection to our equipment.

NOTE: Only the computer directly connected to the cable will be able to reach the internet. Wireless clients will still see your router, but since the router is no longer connected, they will not be able to reach the internet.

If you are still experiencing problems, continue to step 3.

STEP 3: Advanced Troubleshooting

- A) Go to **Start** and click **Run**.
- B) Run window will appear. Type in **cmd** and click OK.
- C) Command prompt window will appear. Type **ipconfig** and hit Enter button. (An example is shown below highlighted and labeled #1)

Now look at the second highlighted area in the example below labeled #2. The top line (Connection-specific DNS Suffix) may vary and has been pixelated out. The important lines are the ones following.

The IP Address should always start with **192.168.3.X** the last digit (X) may vary between **2 and 255**.
192.168.3.2, 192.168.3.25, 192.168.3.14 are all valid settings.

The Subnet Mask should ALWAYS be **255.255.255.0**

The Default Gateway should ALWAYS be **192.168.3.1**

If these numbers do not seem correct, please call our tech support staff to have them check our equipment. This could indicate a problem with our equipment or it could be an issue with your computer. If you have another computer available you can try this procedure on it also; this will help determine the cause. We will be able to check our equipment and schedule you a service call or let you know if you should have your computer checked out.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\Wilson>ipconfig 1

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . . . : 
    IP Address . . . . . : 192.168.3.2
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.3.1

C:\Documents and Settings\Wilson>
```

STEP 4: Guru Level

If everything above seems to be correct, while you are still in the command screen, you can try some ping tests.

- A) First ping the local gateway: **ping 192.168.3.1**
- B) Next ping the iWispr gateway: **ping 38.110.40.1**
- C) Next try a domain: **ping google.com** (Example shown below labeled #1)

```
C:\Documents and Settings\Wilson>ping google.com 1
Pinging google.com [74.125.228.8] with 32 bytes of data:

Reply from 74.125.228.8: bytes=32 time=17ms TTL=127
Reply from 74.125.228.8: bytes=32 time=18ms TTL=127
Reply from 74.125.228.8: bytes=32 time=16ms TTL=127
Reply from 74.125.228.8: bytes=32 time=17ms TTL=127

Ping statistics for 74.125.228.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milliseconds:
        Minimum = 16ms, Maximum = 18ms, Average = 17ms 3
```

- 1. Google (or any other domain) should resolve to an IP address (NOT ALWAYS THE ONE SHOWN).
- 2. You should get 4 replies back (labeled #2) from that address with various times in milliseconds (ms).
- 3. You should see 0% loss. (labeled #3)

Inform the support tech the results of these tests and they will be able to more accurately pinpoint the device causing trouble with your connection.



High Speed Wireless Internet Service

Iwispr Equipment

Equipment Type: ___ 900MHz ___ 2.4GHz ___ UBNT ___ WiMax

Antenna Type: ___ Internal ___ External [If External Type: _____]

Customer Equipment

Router: ___ Yes ___ No Brand: _____

Router IP: _____

Router Password: _____

SSID: _____

Encryption: ___ Yes ___ No Key: _____

Payment Portal Login

Username: _____ Password: _____

Advanced Networking Settings

Modem IP Gateway: 192.168.3.1

Network Subnet Mask: 255.255.255.0

Internal DNS: Primary: 192.168.3.1

External DNS: Primary: 38.110.40.1 Secondary: 38.110.44.1

Notes:

INFORMATION SUMMARY