

Frequently Ask Questions for the HS800

1. Do I need to be aligned with a particular ISP to use the HS800 Wireless Gateway?

No. The settings of the HS800 allow you to choose any ISP and to update the settings as necessary.

2. Can I used the HS800 to advertise to my customers?

Yes. The HS800 allows you to define advertisements and have them appear as pop-ups on your customer's screen; as long as they do not have pop-ups disabled on their web browser.

3. Can I measure and bill by bandwidth usage?

The HS800 bills by time usage. However, you can control bandwidth for users logged on to the HS800 via the advance setup menu.

4. Can I use another printer instead of the thermal printer?

Although the HS800 comes with a thermal printer, it can be connected to another network printer, either wirelessly or via the LAN port at the back of the unit.

5. Can my logo be printed on the receipt produced by the HS800 printer?

The HS800 thermal printer is designed to print text only. If you wish to have your logo on the receipt, we recommend that you use your own network printer.

6. Can users still use the internet if the thermal printer runs out of paper?

Yes. Accounts can be generated using a web browser.

7. What do I do if I am in the middle of printing a receipt when the paper runs out?

If you are in the middle of printing a receipt when the paper runs out, simply switch to generating accounts via your web browser.

8. Can I use the HS800 with a dial-up connection?

The HS800 can be used with a dial-up connection, however, we recommend using the HS800 with a broadband account.

9. Can I issue a user name and password that can be used for more than one HS800 e.g. Hotspot café A and Café B?

All user names and passwords are location specific and are not transferable.

10. Can users VPN into their office network with the HS800?

You can VPN into your office network with the HS800 provided you already have a VPN client (software) installed on your computer and your office network has a VPN server configured to allow remote users to access the network.

11. Can I schedule free time for my customers with the device, e.g. 5 minutes free on Monday morning at 9 am?

The best way to achieve this is to set the pricing value for one button at X min/hours for zero dollars (where X is the number of minutes you wish to supply as free-time).

12. Can my users complete their download if their time runs out mid session?

Once the session has ended, the downloading session is disconnected. However, the user can replenish their session time using the replenish button in the information window (<http://1.1.1.1/info.html>). The HS800 will warn the user before their time runs out and notify them when their time has expired.

13. Can I restrict bandwidth to users logged on to the HS800?

You can restrict bandwidth to users logged on to the device via the advance setup menu.

14. Can I daisy chain a number of HS800's together?

The HS800 has not been designed to daisy chain, however, you can extend the range covered by the HS800 by connecting a Wireless Access Point (such as NetComm's NB5400) to the LAN port on the rear of the HS800 (for up to a maximum of 4 Access Points).

15. Can HS800 usage information (i.e. account generation, system reboot, billing, accounting, etc) be sent directly to an email address?

The HS800 usage information can be sent directly to a specified email address, provided your network either has an SMTP server (mail server) or ISP has an SMTP server to process the email sent to you.

16. Can I remotely log in and administer the HS800, e.g. via the Internet from my home?

You can remotely log in and administer the HS800, as long as your ADSL modem has been set up to allow pass through to the HS800 (port forwarding) or you have registered a unique URL with a DNS service such as www.dyndns.org

17. How far can the HS800 be from the thermal printer?

The HS800 can be up to 100 metres away from the thermal print when using a serial cable (a RJ11 to DB25). A five metre serial cable is supplied with the HS800.

18. How do I administer the HS800 from my office LAN via the WAN port?

Firstly, identify the WAN IP address of the HS800 (via HS800 System Quick View). Secondly, use your web browser to connect to this address. Thirdly, log in to the administrator's page with your username and password when the dialogue box pops up.