

# **NeuBeam FAQ's**

## **General Support**

### **What number do I call for technical support?**

*Please call 1-877-811-1133 for 24x7 technical support.*

## **Internet: Availability & Ordering**

### **Will I have to change my email address?**

*If you currently have an email address from an internet provider that you will be disconnecting after your NeuBeam service is connected, you will need to establish a new email address. NeuBeam does not provide email addresses, but there are many sites where you can get a free email account that is internet-provider neutral, such as Gmail and Yahoo. An email address is required because NeuBeam sends its monthly invoices via email.*

### **When do adjustments show on my bill?**

*If a credit is issued, you will receive the credit on your next regularly scheduled monthly invoice.*

### **How can I get more information regarding billing?**

*You can call 877-811-1133 or email [billing@neubeam.com](mailto:billing@neubeam.com).*

### **Why haven't I received the refund I requested?**

*If a credit is issued, you will receive the credit on your next regularly scheduled monthly invoice.*

### **What should I do if I have problems with my account statement?**

*You can call 877-811-1133 or email [billing@neubeam.com](mailto:billing@neubeam.com).*

### **How do I check the status of an order?**

*Contact your local sales office for more information. On the Eastern Shore of Virginia, call 757-745-1440 and in Garrett County, Maryland, call 240-449-3360.*

### **How do I order your services?**

*Go to the "Service Area" section of website and enter your zip code to determine if we provide service in your area – if we do, you can order right online at [www.neubeam.com](http://www.neubeam.com). Please contact your local sales office for more information. On the Eastern Shore of Virginia, call 757-745-1440 and in Garrett County, Maryland, call 240-449-3360.*

**How do I order an upgrade in service?**

*Please contact your local sales office for more information. On the Eastern Shore of Virginia, call 757-745-1440 and in Garrett County, Maryland, call 240-449-3360.*

**What software do I need to get internet?**

*All you need is a web browser.*

**Can I install internet myself?**

*Our service requires an outdoor radio to connect you to the internet. It will be professionally installed and includes a Wi-Fi router to distribute wireless internet throughout your home.*

**Will I need a second phone line for internet?**

*You will not need a phone line for internet. In fact, NeuBeam offers Voice Over Internet Protocol (VoIP) phone service over your internet radio, should you choose to purchase phone service in addition to your internet.*

**Is internet available in my area?**

*You can check availability on our website at [www.neubeam.com](http://www.neubeam.com). Our website determines if we provide service in your zip code but does not necessarily guarantee service to a particular home. Once you place an order, you will be contacted with further information.*

**Is there an installation fee for internet?**

*NeuBeam charges an installation fee and an equipment fee. Please check the website for these prices and any current promotions.*

## **Internet: Basics**

### **What speeds can I obtain with internet?**

*Available speeds can vary by location. Information about the products in your area can be found at [www.neubeam.com](http://www.neubeam.com).*

### **How much will internet cost?**

*Products & pricing available in your area can be found at [www.neubeam.com](http://www.neubeam.com).*

### **What is NeuBeam Internet?**

*NeuBeam is a high-speed Internet service that allows you use the Internet the way it's meant to be used – stream movies, watch videos, play games, download music, use social media, shop online and work from home. We offer various pricing plans with different connection speeds that will allow you to do these things using your different devices.*

## **Internet: Browser**

### **What is the difference between a web browser and a homepage?**

*A web browser is the program used to view web pages on the Internet. A homepage is the default webpage that displays when you access your web browser.*

### **What do I do if I get a GPF error when I go to view content?**

*This error usually occurs due to an improper install of system level software or a software conflict. Updating Windows and Internet Explorer may solve the issue.*

### **How do I clear my browser's cache?**

*On the top of the browser, click Options then clear cache or clear browser. On other browsers you'll find it under the History tab.*

### **How do I troubleshoot slow surf speeds?**

*Start by rebooting your computer and modem/router or clear your browsing history/ cache. If this does not work, contact Technical Support at 877-811-1133.*

### **Which browsers does my account support?**

*You can use any browser to access the internet using NeuBeam Service.*

### **Why do websites look different in Firefox than they do in Internet Explorer?**

*The browsers have different codes standards and screen sizes, causing the browsers to display the information slightly differently.*

**What is Blogging?**

*Blogging is the process of writing stories of interest and sharing them on the Internet.*

**What is a search engine?**

*A search engine is a web page that you can use to search a term or question and it compiles a list of other pages that have information relevant to what you searched for.*

**What is a cookie?**

*A cookie is a small text file that is placed on your hard disk by a website. Some Web pages ask you to accept a cookie in order to view the content.*

**What are bookmarks & favorites?**

*A bookmark allows you to save a shortcut to pages that you view on a daily basis. These are located along the top navigation bar in your browser. Favorites are a list of these pages that you have bookmarked or Web pages you view regularly.*

**What is a website?**

*A website is a related collection of World Wide Web (WWW) files that includes a beginning file called a home page.*

## **Internet: Change or Cancel Internet Service**

### **What happens if I move during my term of service, and will early termination fees apply?**

*If you move during your term, you are liable for early termination fees per our terms and conditions. However, we offer a program that will waive early termination fees if the new resident signs a new contract for service with us within 90 days using the already installed equipment.*

### **How can I change my DNS records?**

*NeuBeam does not provide domain name services. Please contact your hosting provider to make any DNS changes.*

### **Do I need to return anything if I discontinue my Internet service?**

*You will receive instructions if you decide to cancel service. NeuBeam offers a program that will waive early termination fees if the new resident signs a new contract for service with us within 90 days of using the already installed equipment.*

### **How can I cancel my Internet service?**

Call 877-811-1133 or email [billing@neubeam.com](mailto:billing@neubeam.com).

## **Internet: Connecting & Networking**

### **What should I do if I have no connection to the Internet?**

*Try rebooting your computer or modem/router. If this does not work, verify that your Ethernet wire is connected. If you are connected by Wi-Fi, check to make sure your computer has a strong wireless connection. If you are still having trouble with your Internet connection, contact Technical Support at 877-811-1133.*

### **Why can't I browse to or access a Web Page?**

*You may have entered the website address incorrectly. Check the URL to make sure you have the correct slashes ("/" vs. "\") or aren't missing colons (":"). Check to make sure you are still connected to the Internet by browsing to another page. If you are able to access other pages on the Internet, the problem may be with the provider of the web page. For additional help, contact Technical Support at 877-811-1133.*

### **How can I browse by IP address?**

*Type the IP address of the web page you are trying to browse to into your web browser address line.*

### **How can I configure a Wireless Network Connection?**

*For NeuBeam routers with Wi-Fi- capability built in, contact Technical Support at 877-811-1133.*

### **Can multiple users connect to the Internet at the same time?**

*Multiple users can connect to the internet at the same time. There are three "wired" Ethernet connections available on the router installed by NeuBeam. You can directly connect devices to these ports with an Ethernet cable. In addition, many users can be connected to your internet service via the "Wi-Fi" capabilities of the router. These users will require a device with a "Wi-Fi" wireless adapter and will need to be provided the security passphrase to access your service. Remember, your internet connection is limited to the service speed you requested. All users on your router will share that connection and overall speed and performance may suffer if too many users are active at the same time.*

### **How can I get information about a Static IP?**

*For info on Static IP addresses, please contact your local sales office: Eastern Shore of Virginia at 757-745-1440 and Garrett County at 240-449-3360. Or, email us at [sales@neubeam.com](mailto:sales@neubeam.com) and we will be glad to assist you.*

### **What is FTP?**

*FTP, File Transfer Protocol, is a protocol through which Internet users can upload files from their computers to a website or download files from a website to their PCs.*

## **What is home networking?**

*A home network is simply a method of allowing computers to communicate with one another. If you have two or more computers in your home, a network can let them share:*

- *Files and documents*
- *An Internet connection*
- *Printers, print servers and scanners*
- *Audio equipment, TVs and game systems*

## **How do I check the status of or report a problem with my internet?**

*Call 877-811-1133 to request the current status of your issue. NeuBeam will make every attempt to keep you informed of the status of your problem, but if you need an update or have new information to share about your issue, please call us soon as possible*

## **Is there an internet speed test available?**

*This link will direct you to some of the free speed test sites available <http://www.digitaltrends.com/computing/best-internet-speed-tests/> Please keep in mind that speed test results are relative and will vary due to factors beyond NeuBeam's control. If you feel that your results are significantly lower than they should be, please call Technical Support at 877-811-1133 for assistance.*

## **Internet : Security Control**

### **What can I do to make sure others can't access my account?**

*Make sure to log out of your account when it is not in use. Do not leave the account up on public computers. Do not share your username and passwords with anyone.*

### **What is a virus?**

*A virus is an attack on your computer that causes errors and can possibly cause your computer to work improperly or, ultimately, "crash". You can prevent viruses by making sure you have anti-virus software loaded onto your computer.*

### **How do I recognize, avoid and report spam?**

*Beware of spam if the subject line contains incorrect URLs, if they ask for banking information, use public internet accounts, include misspelled words, or if it is not a secure site.*

### **What should I do with spam?**

*You should delete the spam message immediately. Do not open spam messages because they could cause a virus to attack your computer.*

**How do I report deceptive or suspicious spam?**

To report deceptive or suspicious spam to the Federal Trade Commission, forward it to [spam@uce.gov](mailto:spam@uce.gov).

**What is phishing?**

*Phishing is an attempt by an individual or group to solicit personal information from unsuspecting users by employing social engineering techniques. Phishing emails are crafted to appear as if they have been sent from a legitimate organization or known individual. These emails often attempt to entice users to click on a link that will take the user to a fraudulent web site that appears legitimate. The user then may be asked to provide personal information such as account usernames and passwords that can further expose them to future compromises. Additionally, these fraudulent websites may contain malicious code.*

**How do I report phishing?**

You can report phishing by sending an email to [phishing-report@us-cert.gov](mailto:phishing-report@us-cert.gov).

**Internet: Wi-Fi****What is Wi-Fi- and how can I find out more about it?**

*Wi-Fi stands for wireless fidelity, and is a remote Internet connection. When you have NeuBeam internet, you will have a router installed, which will allow you to wirelessly connect your home.*

***Does NeuBeam have any free Wi-Fi hotspots?***

*Not at this time.*