



Internet Frequently Asked Questions

Texas : 866-411-FAST (3278)

How does SKYBEAM Internet service work?

SKYBEAM provides an Internet connection via a wireless antenna system. A radio unit is professionally installed on your roof. This antenna is pointed at a nearby 'access tower' and needs a clear line-of-site (no trees, buildings, or hills blocking the path). When you send and receive information, it goes from your radio/antenna to our access point and then to the Internet. SKYBEAM has low "latency" (or delay) compared to satellite Internet, where signals must travel into space and back. SKYBEAM is suited for digital phone (also known as Voice over Internet Protocol/VoIP) and other uses such as VPNs or gaming.

We strongly recommend the use of a home wireless router available at most electronics or office technology stores even if you only have one computer. They provide basic firewall capabilities and allow you to connect multiple computers either directly or wirelessly to your SKYBEAM service.

How is it wired into my home?

SKYBEAM Installers mount an antenna on your roof and run a network cable down the outside wall of your home (we try to follow a rain gutter to hide the cable). We then bring the wire into your home by drilling a small hole or following an existing entry into the home. An Ethernet jack is installed on the inside of an exterior wall. If you need additional inside wiring to extend the connection into your home, Your SKYBEAM sales person can arrange additional line drops or you can hire a wiring contractor.

How do I connect multiple computers to the connection?

SKYBEAM installs a single Ethernet jack inside your home. If you have more than one computer, you will need to purchase your own wireless router. A router allows up to four computers to be plugged in directly, and it also wirelessly sends your Internet signal throughout your home to any computer or laptop with a wireless card. An 802.11g wireless router typically can be purchased from any computer or office supply store.

Does weather affect the service?

Weather typically will not cause a degradation of service even during severe storms. Your connection should remain stable even during winter months or other stormy periods.



What are the computer requirements for SKYBEAM Internet?

Any computer running Windows 98 or Mac OS-X or higher; An Ethernet or wireless interface. Most newer computers are already equipped with an Ethernet port. Older computers may be modified to include an Ethernet adapter. Talk to your computer professional to see if your computer will support Ethernet connections.

How does SKYBEAM Internet access differ from standard dial-up?

Unlike dial-up, our service is always on. This means that there is no dialing, no waiting, and no need for a second phone line. In fact, our service doesn't require a phone line at all. There is also a dramatic difference in speed - SKYBEAM is over 100 times faster than dial-up service.

How long will it take to set up service?

We can typically have service installed within several days of placing an order. Once we've determined that the service will work at your location, it takes about 2-3 hours to complete the installation.

Can I do the high-speed Internet installation myself?

Not at the present time. However, you can self-install the digital phone package.

What about e-mail accounts?

If you already have free e-mail accounts (i.e., Yahoo!, MSN, Hotmail, G-mail, etc.) you can access these accounts over the SKYBEAM Internet connection. SKYBEAM also provides e-mail accounts that are included with the Internet service, and they can be accessed via the web or from a PC based e-mail program such as Outlook Express or Thunderbird.

For further information, please call us at the numbers listed below. We look forward to servicing you!