



BRICKYARD COVE MARINA

1120 Brickyard Cove Road, Pt. Richmond, CA 94801 Phone: 510-236-1933 Fax: 510-236-0153
Website: www.bycmarina.com Email: byc@bycmarina.com

Free WiFi FAQ

Brickyard Cove Marina provides a free WiFi Internet access for the Marina tenants. Unfortunately the Marina staff are not experts in WiFi/computer use and we cannot answer every question that users may have. Hopefully this FAQ will help to address any questions that you may have. If not, please feel free to contact the Marina Office and we will do our best to find the answer.

How can I access the WiFi?

Each boat is allowed to register one device with the Marina Office by completing the WiFi Terms & Conditions. Once this device has been processed and entered into the system (may take several days depending on the update schedule) the registered device will be able to access the WiFi with a password. Password changes will be emailed to the address given on the WiFi Terms & Conditions. If this email address changes or you would like to change your registered MAC address please email byc@bycmarina.com

Network Login Information

Network Name (SSID)	bycnet
Encryption	WPA-SK/AES

What is a MAC address?

The MAC address of a device is a unique identifier for the actual WiFi radio transceiver you use to connect to others.

How do I find the MAC address?

Many laptop computers and USB network adaptors have the 12 character MAC address printed on a sticker on the underside of the computer. If not, to find your MAC address, use Google, Bing, or your favorite search engine to find instructions for your particular device. Just go to your search engine and enter (without the quotes): “how to find MAC address Windows 7” or “how to find MAC address iPhone” etc.

Why can we only register one device?

The WiFi provided at Brickyard Cove Marina is designed so that our Marina tenants may access their email and the Web. By limiting each boat to one device, it allows all boaters an equal opportunity to access the network’s limited resources, and helps prevent overload and abuse caused by unauthorized users and activities.

What can I use the network for?

The network is to be used for searching the internet and checking email only. It is not designed to support online gaming, uploading or downloading YouTube or any other videos, large file transfers, Netflix, iTunes or other video/audio streaming or download, etc. Any device engaged in such activities will be logged and banned from the system.

I need to be able to perform large downloads when on my boat for work/my kids/navigational software/etc. is there any way that I can do this while on my boat?

Yes, but not through the free WiFi service offered by Brickyard Cove Marina. For anyone who relies on the internet for work or any other reason and needs a fast and reliable service, our network is not going to work for you. We suggest that you consider purchasing a WiFi card from a cell phone company. Unfortunately AT&T does not get decent service in the area. Boaters with the Verizon WiFi card have been very happy. They say that it is fast and reliable here in the Marina and almost anywhere else they go. These WiFi cards are specifically designed to handle almost all internet activity so you will not be restricted by our system's limitations.

I have entered the correct password and it is not working. It shows that there is a high signal strength on the WiFi. What is wrong?

There is a lot of interference in the Marina. We have increased the power of the system to reach as much of the Marina as possible to overcome this interference. Because your laptop shows that there is high signal strength, the WiFi signal is strong enough to reach your laptop and provide access. The problem is that your laptop/device does not have enough power to send your login information back to the WiFi receiver. We recommend that you get a high power USB WiFi adapter and/or a high gain antenna. This will increase the signal strength of your laptop or other device so that its signal can reach the WiFi system.

I think the system crashed. Can you restart it?

The WiFi system is tested at least twice daily. If it is not working for any reason, it will be addressed as soon as possible.

I am not receiving notices when the password changes. How can I ensure that I get these notices?

Whenever the password changes, the Marina Office will send an email to the address provided on the Terms & Conditions. This email is a mass mailing that is sent to everyone enrolled in the system. Because of this, the email may be screened and put into your Junk folder. To prevent this, you can register byc@bycmarina.com as an accepted address. Check with your email provider on how this is done. The second reason could be that we entered your email address wrong. Please feel free to contact the Marina Office to verify that we have your correct email address.

I got a new laptop/WiFi adapter/device. How can I remove my old device and enter the new one?

If you would like to use a different device than the one you originally enrolled with you can email the MAC address of the new device to byc@bycmarina.com. Please include the Boat Owner's name and/or slip number so that we can identify the correct account. We will remove the old MAC address and enter the new one during the next update. Please note that this can take several days depending on the update schedule.