

Frequently Asked Questions



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Frequently Asked Questions

A. General Information about Wireless Realty

i. What is Wireless Realty?

Wireless Realty is a mobile website that enables real estate professionals to search and retrieve MLS data from a wireless handheld device and provide that information to their prospects and clients anytime and anywhere there is cellular coverage.

ii. Is Wireless Realty the same as Paragon?

Wireless Realty is NOT a replacement for Paragon, it is a separate website designed specifically for wireless handhelds allowing instant access to MLS information while in the field.

iii. When I register for Wireless Realty, am I registering my device with Bay East Association of REALTORS®?

When you register for Wireless Realty, you are validating your membership with **Bay East Association of REALTORS®**. In other words, you are not registering your device. This is a benefit to you because this means that you have the flexibility to change or upgrade your mobile device **without** having to re-register for the wireless MLS service.

iv. What do I need to get started with Wireless Realty?

You need:

1. To register for Wireless Realty, open the Internet browser on your desktop computer or laptop and go to: <http://wireless.bayeast.org/register>. Fill out the online form and click the submit button to complete your registration.
2. Wireless Realty works on mobile devices that has access to the web/Internet including phones, however Wireless Realty provides the **best end-user experience** on mobile devices with QWERTY keyboards such as:
 - i. BlackBerry® handhelds
 - ii. Apple® iPhone™
 - iii. Windows Mobile® cellular devices
 - iv. Palm® handhelds
 - v. Data Capable Phones (e.g. BlackJack™, Shadow™)

v. Is my wireless device compatible with Wireless Realty?

Wireless Realty runs on *any* mobile device that supports HTML Internet browsing, but is **ideally suited** for handheld devices with built-in, full keyboards (commonly known as a "QWERTY" keyboard).

vi. Do I need to install software or sync my wireless handheld to run Wireless Realty?

Because Wireless Realty is a website, this means there is absolutely no software to install or download onto your handheld device, and no synchronizations are necessary to run Wireless Realty.

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You can immediately use Wireless Realty after you register. To access Wireless Realty, open the Internet browser on your handheld device and go to the Wireless Realty website, <http://wireless.bayeast.org>.

vii. Can't I just access Paragon on my wireless handheld?

Paragon is designed to be displayed on full-sized laptop or desktop computer monitors, and therefore will not display properly on wireless handhelds.

Wireless Realty is the wireless extension of Paragon. It is a separate and unique user interface to your MLS database, specifically designed to display MLS data on the smaller display screens found on wireless handheld devices.

viii. Which carrier/wireless service provider is Wireless Realty compatible with?

Wireless Realty is carrier independent and works with all the major carriers across North America.

ix. What is the pricing for Wireless Realty?

Bay East Association of REALTORS® is proud to make Wireless Realty available to members free of charge. There are no set up fees and no contracts to sign.

Your Paragon account includes access to the Wireless Realty website, online support documents, and toll-free and e-mail technical support.

Wireless Realty does not include wireless hardware or subscription to a data access plan.

x. Where can I purchase a wireless handheld device and data plan?

Please visit a wireless service provider, such as AT&T, Sprint or Verizon for your wireless hardware and data plan needs.

xi. How much data does a listing search typically take up?

The average size to retrieve 1 MLS listing, including one property photo is approximately 30-50 kb.

xii. How up-to-date is the MLS data from Wireless Realty?

Each search is executed live and in real-time. You'll be able to access up-to-the-second MLS data as your real estate board updates the database.

Frequently Asked Questions

B. Registration Information

i. How do I register for Wireless Realty?

Registering for Wireless Realty is a simple and easy process. Open the Internet browser on your desktop computer or laptop and visit <http://wireless.bayeast.org/register>. Complete the form and click "Submit".

Once you have successfully registered, you can immediately use the service on your mobile device. Try it out!

ii. How do I unsubscribe from Wireless Realty?

You can unsubscribe to Wireless Realty at any time you wish. To cancel your subscription to the Wireless Realty service, go to the registration page at <http://wireless.bayeast.org/register> and click the "Unsubscribe" link found at the bottom of the "Wireless Resource Center".

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C. Using Wireless Realty

i. How do I access Wireless Realty from my device?

Open the Internet browser on your wireless handheld and go to <http://wireless.bayeast.org>

NOTE: There may be two types of web browsers on your handheld device, a "WAP" browser, and an "HTML" or an "Internet" browser. Be sure to use the HTML/Internet browser, as opposed to the WAP browser to successfully access Wireless Realty.

ii. Why can't I view property photos on my device?

If you still cannot view the property photos, please check to see that your device supports picture viewing and that the option to view web page images is turned on. Many devices have an option to disable viewing of photos to speed up web page downloads. This feature may have been set to disabled from the manufacturer as the default option.

iii. Am I required to logout of Wireless Realty after each session?

Be sure to logout after each Wireless Realty session. Closing the browser to exit the application may result in a 5 minute delay before being able to login for a new session.

To logout, click on the **Top Menu** link at the bottom of the page and select '**Logout**'. For your convenience, the **Top Menu** link is located at the bottom of each page within the Wireless Realty website.

iv. What is the Today's Hotsheet?

The Today's Hotsheet enables you to quickly view all recent changes in the MLS from **midnight the previous day**.

v. What are wild card searches?

Each search type in Wireless Realty, whether you are conducting searches using the '**Quick Search**', '**Full Search**' or '**Roster Search**' method, defaults to a wildcard search.

For example, if you were to enter a street name of "Maple" you would see results such as:

123 Maple
456 Maple St
789 Maple Boulevard
222 Mapleton Rd

vi. Can I view multiple property photos for a listing?

Yes. Wireless Realty displays multiple property photos, if available in your board's database. By requesting more photos, please note that it may take longer to download the pictures to your device.

Frequently Asked Questions

D. Troubleshooting

i. Why can't I register for my Wireless Realty account?

- a. If you receive an error messaging reporting that your "Account already exists",
 - You have previously registered for Wireless Realty.
 - You can immediately go to the Wireless Realty website at <http://wireless.bayeast.org> and login with your Paragon User ID and Password.
- b. To register for your Wireless Realty account, you must be an active real estate agent in good standing with Bay East Association of REALTORS®.

ii. Why can't I login to Wireless Realty?

To troubleshoot your issue, review the following steps:

- a. Ensure your wireless handheld device supports HTML Internet browsing. If you can access <http://wireless.bayeast.org> and see the Wireless Realty logo, then your wireless device is compatible with Wireless Realty.
- b. Be sure that you have registered for Wireless Realty.
- c. If you still cannot login to Wireless Realty, contact Wireless Realty Support via toll-free 1-877-460-2550 or e-mail at wrsupport@mosthome.com. Wireless Realty Support hours are from 7:00 AM – 5:00 PM PST.
- d. You also have 24x7 access to Wireless Realty support materials online at <http://wireless.bayeast.org/register>. Under the "Wireless Resource Center", you'll find a variety of support materials including a Tutorial on Wireless Realty, a White Paper on how to select a wireless device and data plan, and more.