



## Frequently Asked Questions

### **Which of your trains have Wi-Fi?**

Caltrain's electric trains have Wi-Fi service. Our diesel trains do not have Wi-Fi service. All trains operating north of San Jose Diridon Station will be electric after the launch of electrified service.

### **How fast is Wi-Fi?**

Caltrain has invested in a high-speed trackside network that should give you a smoother faster Internet experience than you may be used to on a train – even up to gigabit broadband speeds. You will be sharing the bandwidth with many other passengers and engaging in activities that use large amounts of bandwidth may negatively affect the online experience of other passengers. When using our network, please keep this in mind and be respectful of your fellow passengers.

### **How long can I use the Wi-Fi?**

Use Wi-Fi as long as you are on one of the electric Caltrain trains. There is no limit to how long you can use the onboard Wi-Fi.

### **Are there any restrictions to Wi-Fi speed?**

To maximize the amount of onboard bandwidth available to all passengers, Caltrain may cap your bandwidth at a level where it makes for a better overall shared experience. In addition, our Wi-Fi provider utilizes a third-party web filtering service in order to restrict access to websites with objectionable content. Content filtering is not a perfect science and can at times incorrectly block a web site.

### **What security measures are on Caltrain Wi-Fi?**

Caltrain Wi-fi is an open public network. Though significant effort is made to ensure privacy, this means that any device connected to the network could be exposed to malicious activity from another device. The core components utilize enterprise firewalls and cyber security software to prevent intrusion into the system and viewing user data. Like any public Wi-Fi network, passengers should take care to protect their personal data when undertaking any sensitive activities such as online banking. Users are encouraged to review the terms and conditions before connecting to the service.

## **Will my VPN (Virtual Private Network) be supported?**

### **What do I do if I'm having trouble connecting?**

Please see the tips below. We do not offer technical support for passengers experiencing difficulty with the network, but if these tips do not work, you may use our Feedback Form to let us know your experience so that we may work with our Wi-Fi internet vendor.

- It is recommended that passengers use popular browsers like Chrome, Firefox, Edge and Safari to access the authentication and portal pages. Also, check that the latest version of these browsers and the device operating system are being used as Caltrain cannot guarantee that unsupported browsers will allow passengers to log in properly.
- To fix other common problems, sometimes switching the wireless adapter OFF and ON again in settings can help, as can choosing “forget this network” before connecting again.
- If these actions don’t work you can use our feedback form on the Caltrain “Contact Us” page or contact [Customer Service](#) during business hours. When contacting us, please include the train number and the vehicle number you are sitting in, which is a four-digit number located at the end of the passenger compartment.
- Please note, our Customer Service cannot offer technical support for the Caltrain Wi-Fi network, but can log your issue so that we can let our vendor know the date, time, and vehicle number you experienced the issue in.
  - Customer Service is available at 1 (800) 660-4287
  - **Hours of Operation:** Monday-Friday 7am-7pm
  - **Weekends and Holidays:** 8am-5pm

### **Why am I getting an error screen when browsing the Internet?**

Caltrain does ask our Wi-Fi provider to block certain blacklisted websites, and this may result in an error.