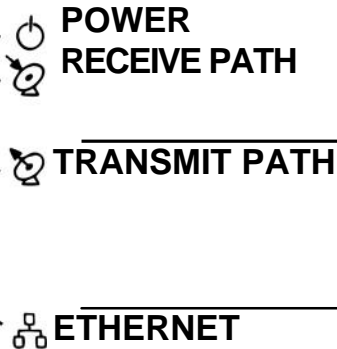




High Speed Internet Owner's Guide



SOLID GREEN: power is on
SOLID GREEN: the data path is available.
FLASHING: receiving data
SOLID GREEN: transmitting data on the upstream data path
FLASHING: upstream data path is Transmitting
SOLID GREEN: your computer is connected, but there is no active data traffic
FLASHING: there is active data traffic

INCOMING MAIL SERVER:
pop.homeworksinternet.com

OUTGOING MAIL SERVER:
mail.homeworksinternet.com

NEWS SERVER:
news.homeworksinternet.com

WEB SERVER:
www.homeworksinternet.com

WEBMAIL URL:
webmail.homeworksinternet.com

E-MAIL ADDRESS FORMAT:
username@homeworksinternet.com

TECHNICAL SUPPORT:
 1-888-232-7915

WEB PAGE ACCESS:
 With 10MBs of personal web space:
<http://users.homeworksinternet.com/username/>

CUSTOMER SERVICE:
 1-800-668-8413
 Mon-Fri: 8:00 am – 5:00 pm

How to tell if system is working: Your internet service is working properly when all lights are solid without activity and lights 2-4 will be flashing when activity occurs.

What to do if you suspect your system is not working properly: Try each step and test. If still not working, proceed to next step.

1. Power down your computer.
2. Unplug the power cord to the modem from the wall outlet (not the connector on the back of the modem). Wait 2 minutes and plug back in. Wait for all lights to go solid. **DO NOT** power on your computer until all four lights are solid.
3. Restart your computer again.
4. Call Technical Support for assistance: 1-888-232-7915

After An Outage:

After a power outage, expect a 5 to 20 minute delay before WildBlue is available for use.

Personal Information

Username: _____

Password: _____