

# High-Speed Internet Tips

## To Get on the Internet:

1. Double-click on the Internet Explorer or Firefox icon.
2. The Insight Broadband 10.0 home page should display.  
If not, type [www.insightbb.com](http://www.insightbb.com) in your browser and click "Go".

## To Access Your Webmail account:

1. Go to [www.insightbb.com](http://www.insightbb.com) and click on "Webmail" at the top of page.
2. Enter your email address and password, and click "LOGIN".
3. To go back to browsing the Internet, click "LOG OUT" in the upper right corner.

## Troubleshooting: Power Down, Power Up

If you have trouble getting online, try these helpful steps before contacting customer support:

1. Make sure all cables are firmly connected by checking both ends of:
  - Cable from the wall to modem.
  - Cable from the modem to computer or router.
  - Cord from the modem to the power outlet.
2. Unplug the power cord to modem (and router if you have one) and shutdown your computer. Wait 2 minutes. Then turn on your equipment in this order:
  - Plug in your Modem (wait 2 minutes for the lights to synch with the network).
  - Plug in your router (if you have one) and wait 2 minutes.
  - Start your Computer(s).

**My 16-Digit Account #:** \_\_\_\_\_

**My E-Mail:** \_\_\_\_\_@insightbb.com

**My Password:** \_\_\_\_\_

For more information go to [www.insightcom.com](http://www.insightcom.com). Click on HELP.

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