

Internet Tips

To Get on the Internet:

1. Double-click on the Internet Explorer or Firefox icon.
2. The Insight Business home page should display. If not, type <http://insightbusiness.com> in your browser and click "Go."

To Access Your Webmail Account:

1. Go to www.insightbusiness.com and select your region under the Webmail icon at the top right of the page.
2. Enter your e-mail address and password, and click "LOGIN."
3. To go back to browsing the Internet, click "LOG OUT."

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 shut down 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 Number:

My E-mail:

My Password:

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ACCOUNT NUMBER

E-MAIL ADDRESS

@insightbb.com

LEVEL OF SERVICE

TOTAL NUMBER OF IP ADDRESSES

DEFAULT GATEWAY ADDRESS

SUBNET MASK ADDRESS

PRIMARY DNS SERVER

SECONDARY DNS SERVER

IP ADDRESSES from

through

Internet • Voice • Video