

Insight Broadband Tips

To Get on the Internet:

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

To Access Your Webmail account:

1. Go to 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. Unplug the power cord to the modem and router and shutdown your computer. Wait 2 minutes. Then turn on your equipment in this order:
 - Plug in your Modem (wait two minutes for the lights to sync with the network)
 - Plug in your router and wait two minutes
 - Start your computer(s).

My 16-Digit Account #: _____

My E-Mail: _____ @insightbb.com

My Password: _____

My Network Name: _____

My Security Key: _____

Wireless Home Networking:

To add a computer to your wireless network:

Windows Vista:

1. Open the Start menu, and click on "Network." (right side of the menu, in the middle)
2. Click on the "Network and Sharing Center" button near the top of the Network window.
3. Click on "Manage Wireless Networks" in the left menu.
4. If the network you are trying to connect to is already listed, highlight it and click the "Remove" button.



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5. You will be asked if you wish to proceed, click "OK."
6. Click on the "Add" button.
7. Click on "Add a network that is in range of this computer."
8. Highlight your wireless network and click on the "Connect" button.
9. Windows will prompt you for your security key or passphrase. Just type it in and click "Connect."
10. It may take up to 2 minutes for your computer to finish its connection to the wireless network.
11. If the log in was successful make sure the boxes labeled "Save This Network" and "Start This Connection Automatically" are checked and click "Close." If log in failed, it is most likely because the passphrase was entered incorrectly. You will be returned to the screen prompting you for the passphrase. Check the box labeled "Display Characters" to see what you are typing in the box to make sure it is correct.

Windows XP:

1. Open your Network Connections, which can be found in the Start menu (if you can't find it in the start menu, look in Settings).
2. Right click on your Wireless Network Connection, and click Properties.
3. Click on the Wireless Networks tab.
4. Make sure that the box next to "Use Windows to configure my wireless network settings" is checked.
5. If the network you are trying to connect to is already listed in Preferred Networks, highlight it and click the "Remove" button.
6. Click the "View Wireless Networks" button.
7. Highlight your wireless network and click on the "Connect" button.
8. Windows will prompt you for your security key. Just type it in and click "OK."
9. It may take up to 2 minutes for your computer to finish its connection to the wireless network.

Mac:

1. Click on Apple Icon > System Preferences > Network > Select "Automatic" for Location > Select "AirPort" in "Show" Field > Click "Apply Now."
2. Close the page and turn off the AirPort. Turn the AirPort on again.
3. Your wireless network name will appear. Select your wireless network.
4. Enter your Security Key.

If you experience problems with your security software, here are some handy numbers:

| | | | |
|-------------------|--------------|----------|--------------|
| CA Security Suite | 866-870-5667 | Norton | 800-721-3934 |
| McAfee | 800-338-8754 | Zonelabs | 877-966-5221 |

myinsight.com/help

For Insight-provided networking equipment, please refer to the information on the **sticker located on your router.**

