G.L.W. Broadband, Inc.

Cable Internet Troubleshooting Guide

IDENTIFY YOUR MODEM				
				
Motorola SB4100	Motorola SB4200	Motorola SB5100/SB5101	Terayon TJ210	Terayon TJ715
SOLID LIGHTS				
Receive, Send, Online	Receive, Send, Online	Receive, Send, Online	Cable, PC	Cable, PC

Use the steps below to assist you in troubleshooting internet connection issues.

1. Verify that your cable modem has power. The modem will have a light labeled "Power" that should be lit.
   - Verify that all cables are firmly attached.
   - Verify that the outlet is providing power by unplugging your modem and plugging in another device.
   - If the device still does not power please contact our office for further support.
2. Verify that the above listed "Solid Lights" for your modem are lit and not blinking.
   - If you have a Motorola cable modem, press the Standby button on either the top or front, then check for internet connectivity.
   - Restart the cable modem by unplugging the power cable, waiting 30 seconds, then plugging it back in.
   - Wait for lights to finish blinking. If they are now solid, verify that your internet connection is now working.
   - The modem may take a few minutes to sync with our service. If the lights are still blinking or not lit please contact our office.
3. Is the modem connected directly to a computer or is it connected to a router?

   Directly Connected:
   - Restart the computer and check for internet connectivity.

   Router:
   - Disconnect router from cable modem.
   - Connect computer directly to cable modem.
   - Restart the cable modem by unplugging the power cable, waiting 30 seconds, then plugging it back in.
   - Restart your computer.
   - Check for internet connectivity.
4. Is the computer using a firewall, anti-virus, or internet security software package?
   - Disable the computer's firewall, anti-virus, or internet security software.
   - Check for internet connectivity.
5. Have there been any hardware or software changes to the computer configuration?
   - If any software or hardware has been newly installed, remove these and check the internet connection.
   - If any software or hardware has been reconfigured, restore settings to previously working values. You may need to restart afterwards.
6. Attempt to repair the network connection.

   Windows XP:
   - Click **Start** then **Control Panel**
   - Under **Pick a Category** click **Network and Internet Connections**
   - In the **Network and Internet Connections** window, under **or pick a Control Panel icon**, click **Network Connections**.
   - Right-click your network connection, and then click **Repair**. If **Repair** is not available, make sure the network cable is connected and the network connection is enabled.
   - Windows XP will attempt to repair your network connection. If it is unsuccessful, it will display a message describing the problem. After it is done, click **Close**.

   Windows Vista:
   - Open Network Connections by clicking the **Start** button, clicking **Control Panel**, clicking **Network and Internet**, clicking **Network and Sharing Center**, and then clicking **Manage network connections**.
   - Right-click the connection, and then click **Diagnose and repair**.
   - Windows will attempt to repair your network connection. If it is unsuccessful, it will display a message describing the problem. After it is done, click **Close**.
7. Call our office for support.

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Email Troubleshooting Guide

QUICK INFO			
Incoming Server Type:	POP3	Outgoing Server Type:	SMTP
Incoming Server Address:	pop3.glwb.net	Outgoing Server Address:	smtp.glwb.net
Incoming Server Port:	110	Outgoing Server Port:	25
Email Storage Size:	25mb	Free Email Accounts:	3

Frequently Asked Questions:

1. How can I access my email when I am not at home?
   - A web-based email solution (webmail) is available by visiting http://webmail.glwb.net/ with your web browser.
   - Your username is the portion of your email address before the @ symbol. (e.g. frank@glwb.net would use *frank*)
2. I forgot my password, what can I do?
   - You can call our office during business hours and we can reset your password for you.
   - We are unable to retrieve existing passwords.
3. What can I do to reduce the amount of spam I am receiving?
   - Try not to display your email address in public. That includes newsgroup postings, chat rooms, websites or in an online service's membership directory.
   - Decide if you want to use two email addresses — one for personal messages and one for newsgroups and chat rooms.
   - Our mail servers are currently set up to reject the majority of spam emails without rejecting legitimate email.
4. I am not receiving any new emails.
   - You may have reached your storage limit on our server. Each email account receives 25mb of free storage.
   - Log into our webmail service (described in question 1). The top right corner of the webmail screen will show you how much storage space you are using. If it is greater than 90% you may not be able to receive new email.
   - Delete any messages you do not want to keep. Afterwards, be sure to empty the trash by clicking the trash folder, then click the **Empty Trash** button.
   - Log out of the webmail system and then log back in. This will update the usage indicator.
   - Any emails that were sent to you when your email was full would have to be resent in order for you to receive them.
5. I am not receiving emails from someone, what can I do to correct this?
   - Simply log into our web-based email (webmail) and add the email addresses of those individuals you would like to ensure delivery to the address book. Addresses that are in your webmail address book are added to your 'whitelist' which bypasses the spam filtering.
6. I use Outlook, Outlook Express, or Windows Mail and I am receiving an error message when I try to check my email.
   - Verify your email settings with the settings that are listed above.
   - Disable any firewall/anti-virus software and try again. If you are able to receive your email now, you may need to contact your firewall/anti-virus software manufacturer.
   - Verify that you have a working internet connection by visiting a website. If you are unable to visit a website, please check your cable modem and verify that you are properly connected.
   - Call our office during business hours for support.

Many other questions are answered on the Frequently Asked Questions (**FAQs**) page on our website. This can be accessed by directing your web browser to http://www.glwb.net/faqs.php or click the **Support** menu option at http://www.glwb.net.

If you need to set up a **new email account**, please contact our office during business hours. This process is done over the phone.