



WildBlue Satellite Speed Internet | Owners Guide



POWER	SOLID GREEN: power is on
RECEIVE PATH	SOLID GREEN: the receive data path is available
TRANSMIT PATH	SOLID GREEN: transmitting data on the upstream data path OFF: upstream data path is available, but not transmitting
ETHERNET	SOLID GREEN: your computer is connected, but there is no active data traffic RAPIDLY FLASHING: there is active data traffic

INCOMING MAIL SERVER:
pop.homeworkswildblue.com

OUTGOING MAIL SERVER:
mail.homeworkswildblue.com

NEWS SERVER:
news.homeworkswildblue.com

WEB SERVER:
www.homeworkswildblue.com

E-MAIL ADDRESS FORMAT:
username@homeworkswildblue.com

WEBMAIL URL:
webmail.homeworkswildblue.com

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

TECHNICAL SUPPORT:
1-888-232-7915

CUSTOMER SERVICE:
1-800-668-8413
For billing questions, service changes
Mon-Fri: 8am - 6pm, Sat: 9am - 1pm

How to tell if WildBlue is working

Your WildBlue system is working properly when both the POWER and RECEIVE PATH lights are solid green.

What to do if you suspect WildBlue is not working properly:

Tre each step and test. If still not working, proceed to next step.

1. Restart your computer
2. Unplug the power cord to the WildBlue modem from the wall outlet (not the connector on the back of the modem). Wait 2 minutes, then plug back in. Wait for RECEIVE PATH lights (see above) to light steadily.
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 10 minute delay before WildBlue is available for use.

PERSONAL INFORMATION:

username: _____

password: _____

MAC address: _____