Wave Email

- You can use any email provider you choose with Wave High Speed Internet.

- Up to ten wavecable.com email addresses are included with your service.

- Each email address can store 30 MB of messages on Wave's mail server.

- You can create an email address by going to **www.WaveBroadband.com**, click on "Support"menu and then select "Request Email Address."

- Or, call our technical support department, and our staff can create one or more email addresses for you, and help you configure your computer.

Email Software Configurations

- Once your email address is created, configure your email software of choice with the following information:

Display Name:	**Your full name as you want it to appear in emails**
Email Address:	**Your email address, eg. johndoe@wavecable.com**
Incoming Mail Server:	**mail.wavecable.com**
Outgoing Mail Server:	**mail.wavecable.com**
Account Name:	**The first part of your address, eg. johndoe**
Password:	**The password you used when creating the address**

- For complete instructions on how to set up the more common email client programs, visit **www.WaveBroadband.com**, and select "Support".

Webmail

- You also have the option of accessing your email through our Webmail program.

- Webmail is available by going to **www.WaveBroadband.com** and then selecting "Webmail". Alternately, you can access Webmail directly at **http://webmail.wavecable.com/**

- When you log in, your Login name is the first part of your email address, e.g. If your email address is johndoe@wavecable.com your Login Name is johndoe.

- If you are connecting from a computer using some form of network security, you may need to select one or both of the check-mark boxes below the Login Name and Password.

High Speed Internet Troubleshooting

Most internet connection problems can be solved by power-cycling your modem.

• If you are unable to connect to the internet, check your cable modem to see if it is online (see diagram in main User's Guide). If it is not online, you can power-cycle the modem by unplugging the power for 30 seconds. If the modem cannot establish the connection within a few minutes after the power-cycle, call our technical support department for help. If you are using a cable splitter to connect both the modem and your TV, bypass the splitter and connect the modem directly to the wall outlet to see if it can connect to the internet without using the splitter. If it can, then the splitter may need to be replaced or removed.

Power-Cycling your Modem and Router

• If you have created a network in your home using a router, you will want to power-cycle both pieces of equipment at once:

   • Unplug the power to both the modem and the router

   • After 30 seconds without power, restore power to the modem

   • Once the modem is online, restore power to the router

   • Once the lights on the router indicate a connection, restore the internet connection on each computer - this may require restarting the computer

• If the cable modem indicates a connection to the internet, but your computer cannot connect through a router, you will need to bypass the router and plug one computer directly to the modem:

   • Unplug the power to both the modem and the router

   • Use a single Ethernet cable to connect the modem and one computer

   • After 30 seconds without power, restore power to the modem

   • Once the modem is online, restore the internet connection on the computer - this may require restarting the computer

• If you are able to connect to the internet using a computer plugged directly into the modem, but cannot connect using your router, then your Wave internet service is working. You will want to contact the support department for the router manufacturer. If you received the router from Wave as part of your Wireless Networking service, please contact our technical support department for problems connecting with the router.

• If you are able to connect to the internet, but have another issue with your internet service, please check our website for a number of troubleshooting guides and tips. Go to **www.WaveBroadband.com**, move the mouse over to "Current Customers" and select "Tech Support".