

Fi-Speed InternetSM

**Quick Start
Guide**



The area's **ONLY** 100% fiber optic network

epbFi.com

Welcome to Fi-Speed InternetSM from EPB Fiber OpticsSM

You're now connected to the area's only 100% fiber optic network, which gives you incredibly fast connection speeds. Plus, since our all-fiber network goes all the way to your home, your Internet is also **consistently fast**—for both downloading and uploading. And that's just the beginning. With your new Fi-Speed Internet connection, the possibilities are virtually limitless.

To get started, simply open your Internet browser. (**Note:** Compatible with the most common browsers such as: Microsoft® Internet Explorer, Mozilla Firefox® and Apple Safari®.)

Accessing Your EPB Fiber Optics Email

With EPB Fiber Optics Email, you can compose and send messages, plus manage your calendar, address book, task list, personalized content and documents and more.

To access your new EPB Fiber Optics Email:

Enter mail.epbFi.com into your Web browser address line, enter in your username and password (which you received when you set up your service with us) and click **Submit**.


Importing your contacts to EPB Fiber Optics Email is easy—simply follow the instructions below.

Note: Before importing, you must first export your contact list from your other provider. EPB Fiber Optics Email supports .ldif, .vcf and .csv files.

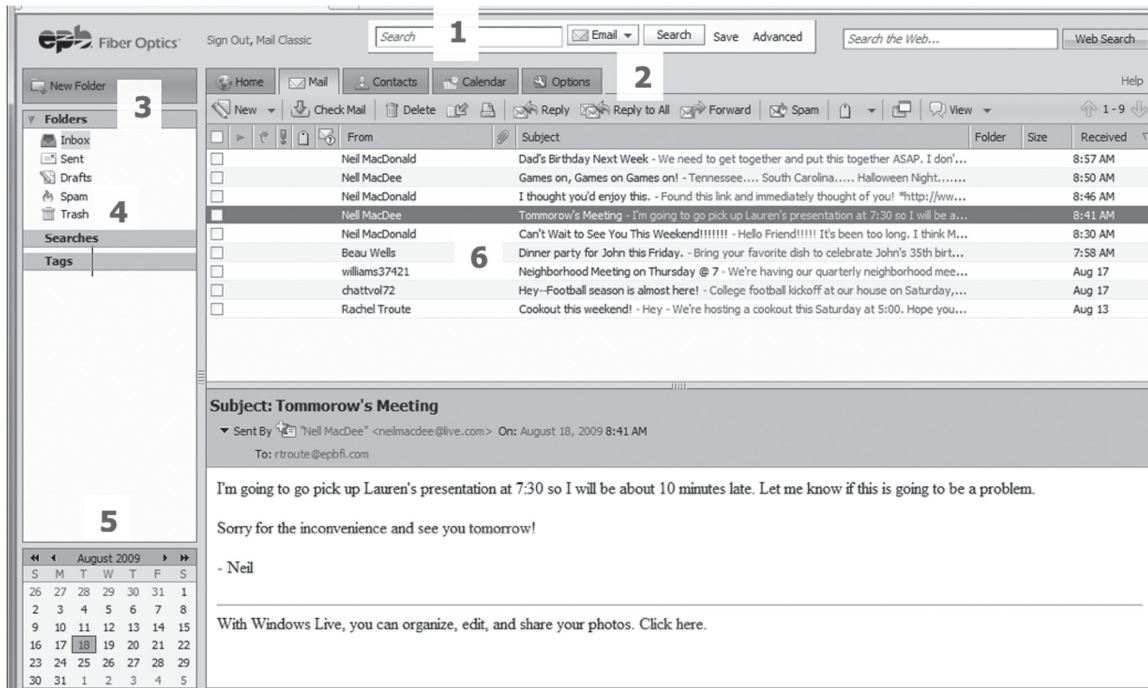
1. From the Preferences tab, click the Import/Export tab.
2. In the Import section, select the type as Contacts.
3. In the drop-down next to Contacts, select the type of contact file that is being imported:
 - EPB contacts
 - Yahoo! contacts
 - GMail contacts
 - Outlook 2000 contacts
 - Outlook 2003 contacts
 - Outlook contacts
 - Thunderbird contacts
4. Contact lists from different accounts may not display contact information in the same order. Selecting the correct type of contact file that is being imported identifies the order of the fields so that the information displays correctly in your Address Book.
5. Browse to locate the contact file to import.
6. Click Import. In the Choose Address Book dialog either select an existing address book to add the contacts or create a new address book to import the file.
7. Click OK. The content of the contacts file is imported.

Creating a Desktop Shortcut for EPB Fiber Optics Email

For Windows or Mac operating systems:

Enter mail.epbFi.com into your Web browser address line. Enter your username and password to log in. Click on  in top right of screen to reduce the size of this window. Click on the **Mail** tab, then click and drag the icon from the Web browser address line to your desktop. An icon will appear on your desktop.

Navigating Your EPB Fiber Optics Email Window



The screenshot shows the EPB Fiber Optics email interface. The interface includes a search bar at the top (1), a navigation menu with tabs for Home, Mail, Contacts, Calendar, and Options (2), a left sidebar with folders like Inbox, Sent, Drafts, Spam, and Trash (3), and a calendar at the bottom (5). The main area displays a list of emails with columns for From, Subject, Folder, Size, and Received. One email is selected, showing its details: "Subject: Tommorrow's Meeting", sent by Neil MacDee on August 18, 2009 at 8:41 AM. The email body contains a message about a meeting and a link to Windows Live.

From	Subject	Folder	Size	Received
Nel MacDonald	Dad's Birthday Next Week - We need to get together and put this together ASAP. I don't...			8:57 AM
Nel MacDee	Games on, Games on! - Tennessee.... South Carolina..... Halloween Night.....			8:50 AM
Nel MacDonald	I thought you'd enjoy this. - Found this link and immediately thought of you! *http://ww...			8:46 AM
Nel MacDee	Tommorrow's Meeting - I'm going to go pick up Lauren's presentation at 7:30 so I will be a...			8:41 AM
Nel MacDonald	Can't Wait to See You This Weekend!!!!!! - Hello Friend!!!!!! It's been too long. I think M...			8:30 AM
Beau Wells	Dinner party for John this Friday. - Bring your favorite dish to celebrate John's 35th birt...			7:58 AM
williams37421	Neighborhood Meeting on Thursday @ 7 - We're having our quarterly neighborhood mee...			Aug 17
chattvol72	Hey--Football season is almost here! - College football kickoff at our house on Saturday,...			Aug 17
Rachel Troute	Cookout this weekend! - Hey - We're hosting a cookout this Saturday at 5:00. Hope you...			Aug 13

Subject: Tommorrow's Meeting
▼ Sent By: Neil MacDee <nelmacdee@live.com> On: August 18, 2009 8:41 AM
To: rtroute@epbfi.com

I'm going to go pick up Lauren's presentation at 7:30 so I will be about 10 minutes late. Let me know if this is going to be a problem.

Sorry for the inconvenience and see you tomorrow!

- Neil

With Windows Live, you can organize, edit, and share your photos. [Click here.](#)

The EPB Fiber Optics Email page includes the following features:

1. **Search Bar** — Search email, contacts, appointments, tasks, pages and files. Also includes a Web search feature.
2. **Application Tabs** — The applications that you can access are listed in the tabs at the top—mailbox, address book and calendar. On the right is Help.
3. **Toolbar** — Shows actions available for the application you are currently using. In this example, the Mail application toolbar is displayed.
4. **Overview Pane** — Displays your folders, including the Inbox, Sent, Drafts, Junk, and Trash folders, as well as any folders or tags you may have created, or searches you may have saved. The Overview pane also displays your calendar list in the calendar application.
5. **Mini-Calendar** — This can be displayed below the Overview pane. Displaying the mini-calendar is optional and can be enabled in Preferences, Calendar tab.
6. **Content Pane** — The content of this area changes depending on what application is in use. In the Inbox view, it displays all messages or conversations in your Inbox.

Equipment

Although no special equipment is needed for Fi-Speed Internet access, you will need a wireless router if you want to use Fi-Speed Internet on your laptop at different locations within your home. EPB Fiber Optics highly recommends securing your network if you use a wireless router.

Help

Please call us at 423-648-1EPB (1372) to speak with a customer service representative.

Troubleshooting

If you experience problems with your Fi-Speed Internet service, the following checklist could save you a call to EPB. It will also help us get to the root of the problem faster if you do call.

- Be sure to check the connections between the wall outlet and the computer(s).
- Check to make sure that your firewall software is not blocking your Internet access. If you've recently installed new firewall software, it could result in a loss of connectivity until the software has been properly configured. Please check your software documentation for help with your configuration.

If you are using a router:

- First, confirm that the power light on the router is illuminated. If it is not, check to make sure the router is plugged into a wall outlet or power strip. If you are using a power strip, remember to make sure that the circuit breaker and power switch (if so equipped) are in the **ON** position.
- If your computer connects using a wireless connection, make sure that you have sufficient signal strength to connect to the router. Moving the computer closer to the router may help you to connect. Please note that a wireless router can slow down any Internet service. EPB Fiber Optics highly recommends securing your network if using a wireless router.

If you still cannot connect to the Internet after going through the troubleshooting checklist, please call us at 423-648-1EPB (1372) and we'll help get you connected.



PO Box 182255 | Chattanooga, Tennessee 37422

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