

The following tips are provided to assist you in troubleshooting and managing your Plex Internet and email services.

For additional issues or concerns, you may also call our Product Support team at 336-886-3900.

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Q: Why can't I connect to the Internet?

If you cannot connect to the internet, try these troubleshooting tips:

- Unplug the power to your modem (or router) for a few seconds and plug back in, starting with the modem first.
- Ensure that nothing has become unplugged from the modem or router.
- Make sure that the modem has power. If not, try a different power outlet.
- Restart your computer. If you have a PC, click your **Windows start button**, click **Shutdown** and then select **restart**.
- If you are in an office or home network, check to see if others there can connect. If not, then it may be an issue with the office network or a single computer.
- If you are still experiencing difficulty, call Product Support at **336-886-3900**.

Q: Why is my Internet running slow?

If you feel that the Internet is running slow, try these troubleshooting tips:

- Run the North State speed test at: <http://speedtest.northstate.net/>.
- Click **Begin Test**.
 - This test will measure your download speed first and your upload speed second.
 - In order to get a good average of what the speeds are, it is recommended to run more than one test.
 - The results of the speed test should closely match what internet speeds you are paying for.
- Are you getting slow speeds while connecting wirelessly? It could be an issue with the **wireless adapter** or **wireless software**. Try disconnecting from the wireless network and connecting an Ethernet cable from the computer directly to the modem and run the speed test again.
- Try **limiting the number of devices** connected to the Internet and see if speed issues improve.
- Try **rebooting** your computer.
- **Temporarily** disable any firewall applications that may be running on the computer.
CAUTION— this is for testing purposes ONLY.
 - *If speed is improved after disabling firewall, then the issue is with the program or with the computer.*
 - *Once the computer has been "tested" without any firewall applications running, please set the firewall application (s) to their previous state prior to testing.*
- Try **rebooting** your computer.
- If you are still experiencing difficulty, call Product Support at **336-886-3900**.

Q: Will pressing the reset button on my modem help?

- **No.** Do **NOT** press the reset button on the modem or the router.
- Try **unplugging the power** from your North State Equipment instead.

Q: What if I can't remember my Wireless WEP Key?

- Try entering your **10 digit Bill Number** or **Fax Number** (ex: 3368863900) with no dashes or spaces.
- If you have a number that starts with **336025** or **336026** try that number.
- If you are still experiencing difficulty, call Product Support at **336-886-3900**.

Q: What is a Web browser?

- A web browser is software that lets you view web pages on the Internet.
- Internet Explorer, Firefox, Safari and Web TV are all web browsers.

Q: What version is my Web browser?

- **Internet Explorer for Windows**
 - Open **Internet Explorer** by clicking **the Start button** . In the **search box**, type **Internet Explorer**. In the list of results, click **Internet Explorer**.
 - Click the **Tools button**, and then click **About Internet Explorer**.
- **Firefox for any operating system**
 - Open **Firefox** by clicking on the desktop icon or from the programs list.
 - At the top of the Firefox window, click the Firefox button, go over to the Help menu and select **About Firefox**. For Windows XP®: Go to the **Help menu** and select **About Firefox**.
- **Safari for Mac OS X**
 - Open your **Safari** web browser by clicking on the **Safari** icon in the dock.
 - **Click on Safari** in your Safari menu, located at the top of your screen.
 - A drop-down menu will now appear. Choose the option **About Safari**.
 - A dialog box will appear containing the browser's version number. The **first number** located outside of the parenthesis is the actual version of Safari. The **second number** located inside the parenthesis is the **WebKit/Safari Build** version.

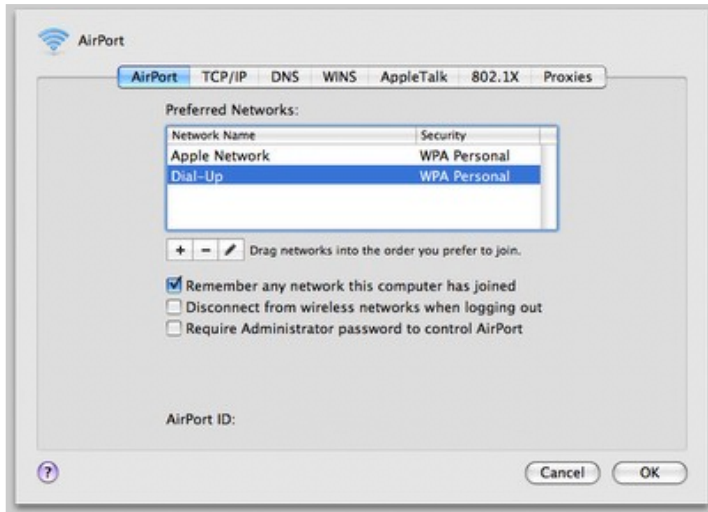
Q: How do I change my home page?

- **Internet Explorer for Windows**
 - Go to the web page you want to set as your home page.
 - Pull down the "Tools" menu of Internet Explorer.
 - Select "Internet Options."
 - The "General" tab appears. You'll see the "Home page" box at the top.
 - Click the "Use Current" button in that box. Click "OK."
 - Close and then reopen Internet Explorer. You should see your new home page.
- **Firefox for any operating system**
 - Browse normally to the web page you want as your home page.
 - Pull down the "Tools" menu of Firefox. Select "Options."
 - Click on the "General" tab, if it is not the first to appear.
 - You'll see the "Home Page" box at the top. Click the "Use Current Page" button in that box.
 - Click "OK."
 - Close and then reopen Firefox. Your new home page will appear.
- **Safari for Mac OS X**
 - Go to the web page you want to set as your home page.
 - Pull down the "Safari" menu.
 - Select "Preferences."
 - Click on the "General" tab.
 - Note the "Home Page" field and the "Set to Current Page" button beneath it.
 - Click "Set to Current Page."
 - Click the red "close" button in the upper left corner of the preferences dialog.
 - Close and then reopen Safari. Your new home page will appear.
- **Other Browsers**

Other browsers offer a similar way to change the home page. In a few cases, you may need to copy and paste the URL of the current page from the address bar at the top of your browser window into a "home page" field in your browser's options. In others, you can simply drag the icon to the left of the URL to the "home" icon in the toolbar.

Q: How do I connect to a Wireless network on my Mac?

- Set up Wireless on a Mac OS X



1. When connecting your Mac to a wireless network, make sure that the *AirPort icon* is *enabled* in your *Menu bar*.

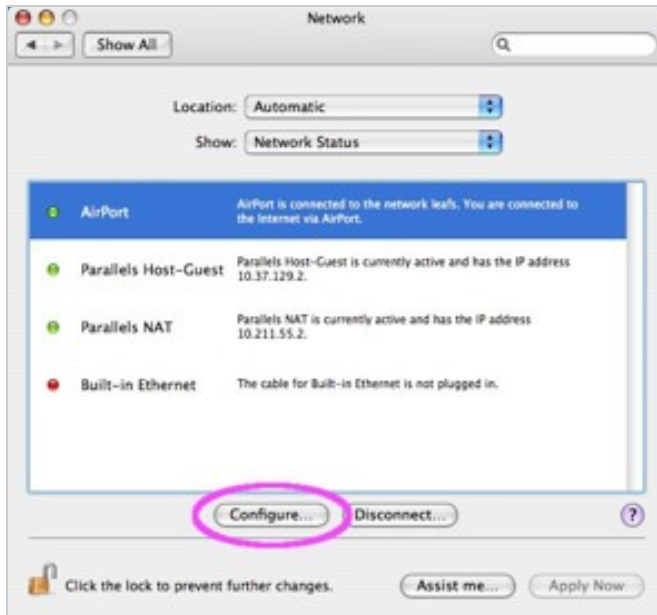


If it is already there, skip to *Step 5*.

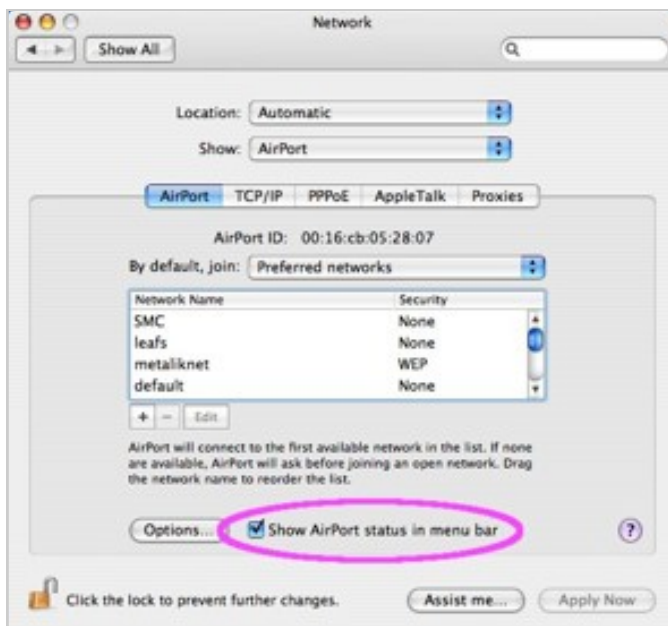


2. *Select the Apple Button* (upper left corner of your screen) and choose *System Preferences* from the drop-down list. From there, select *Network*.

- Set up Wireless on a Mac OS X (continued)
3. Select your **AirPort** entry and click the **Configure** button.

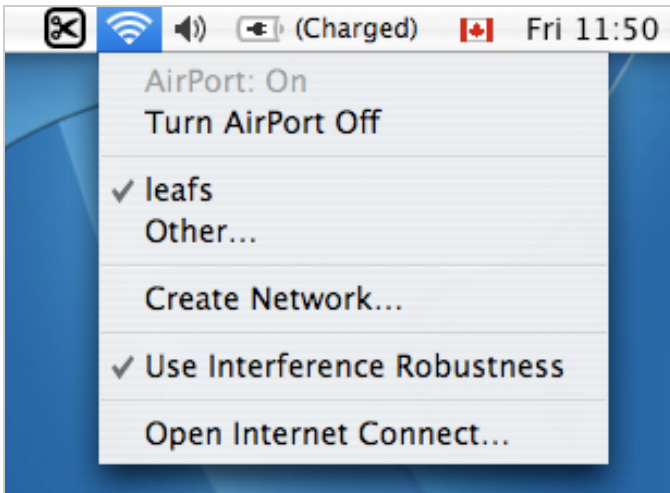


4. Select **AirPort tab** from the top menu and check the box labeled **Show AirPort** status in menu bar.



- Set up Wireless on a Mac OS X (continued)

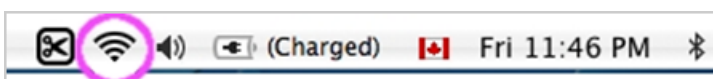
5. Click the **AirPort icon** in your menu bar for a drop-down list of visible wireless networks. *Select the network* you want to join.



6. If the network requires a **password**, you'll be prompted to **enter it**.
If the network **does not** require a password, you will automatically be connected.

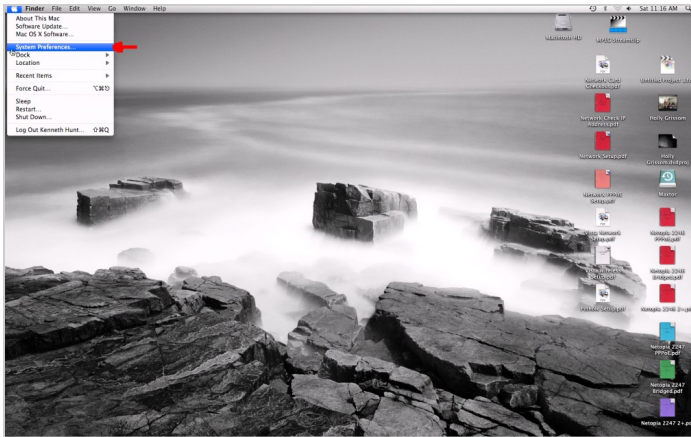


7. When you're **connected**, the AirPort icon will change from a 'light grey' color to a **solid black**.
The number of solid black lines indicates the **signal strength** (more black bars = stronger signal).

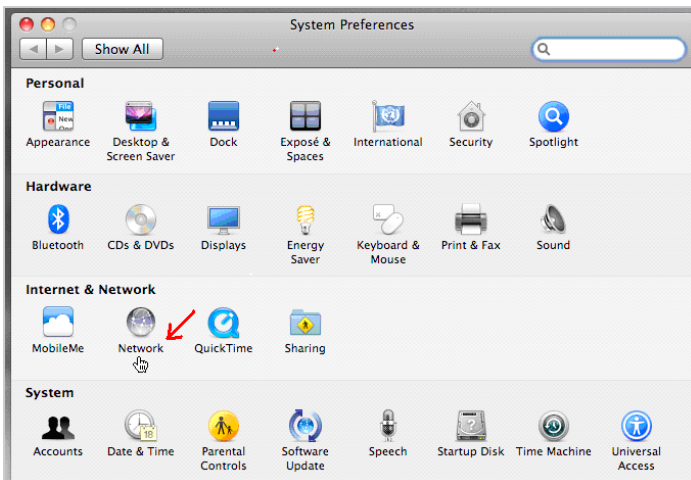


- Remove Existing Network from my Mac OS X

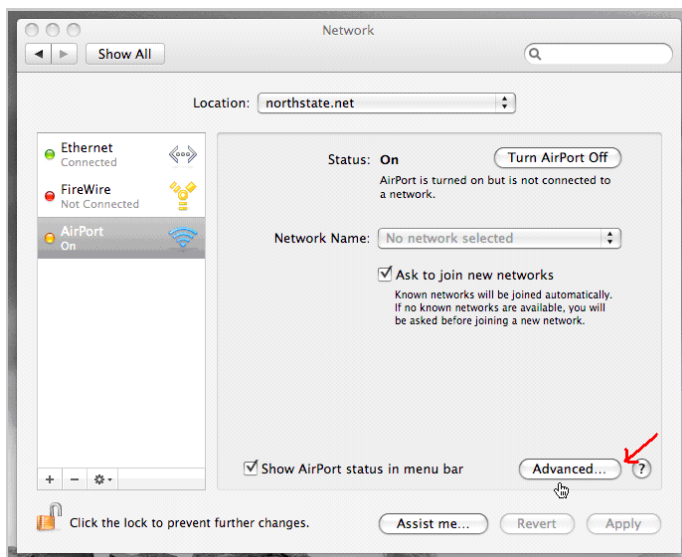
1. Go to the *AirPort* section of *System Preferences* and click the *Apple icon* > *System Preferences*.



2. Select *Network* from the *Internet & Network* section.



3. You may then select the *network to be removed* and click the minus sign.



Q: How do I connect an iPad® to the Wi-Fi or Wireless network?

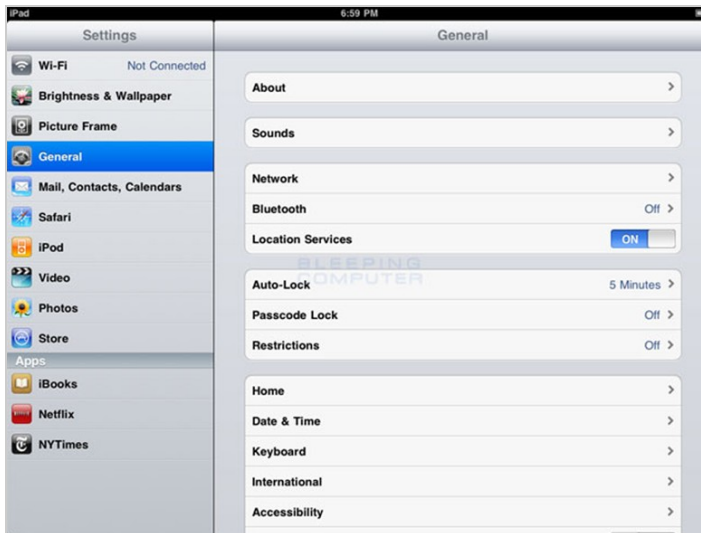
This section will explain how to connect to a Wi-Fi or Wireless network that is broadcasting its name or SSID. For most public (and many private) Wi-Fi networks, the name (or SSID) of the network is broadcast so that anyone who tries to connect to it will be able to do so. This guide will walk you through the steps of connecting to a Wi-Fi network that is broadcasting its name.

1. Start the iPad

2. Tap on the **Settings** app icon. The Settings icon looks like the right.



- Once in the settings application, you will be at the **General Settings screen** as shown below.



General Settings screen

3. Tap on the **Wi-Fi category** to get to the screen where you will connect to a wireless network as shown below.



Connect to an iPad—continued



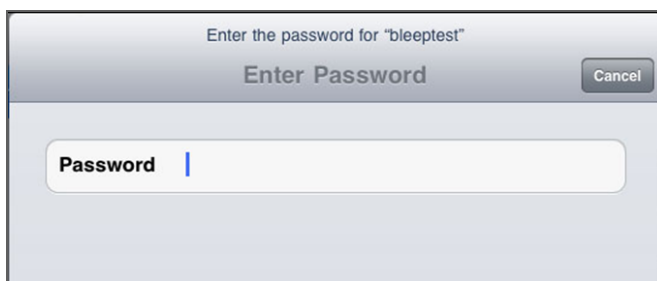
Choose an available wireless network screen

When you reach this screen, the iPad will start searching for Wi-Fi networks that are in range and that are broadcasting their names. As it discovers available networks it will list them under the **Choose a Network** label.

Please note that *it may take some time* for the iPad to see all of the available networks, so please be patient while it searches.

You can tell that it is searching as there will be an animated symbol next to the **Choose a Network** label while it is searching. If it does not find anything, it will pause for about a minute and then attempt to search again.

4. **When you see the Wi-Fi network** that you would like to connect to, simply **tap on it** to attempt to join it. **If it has a lock next to the name**, then it will require you to enter a wireless encryption password in order to connect to it as discussed in the next step.

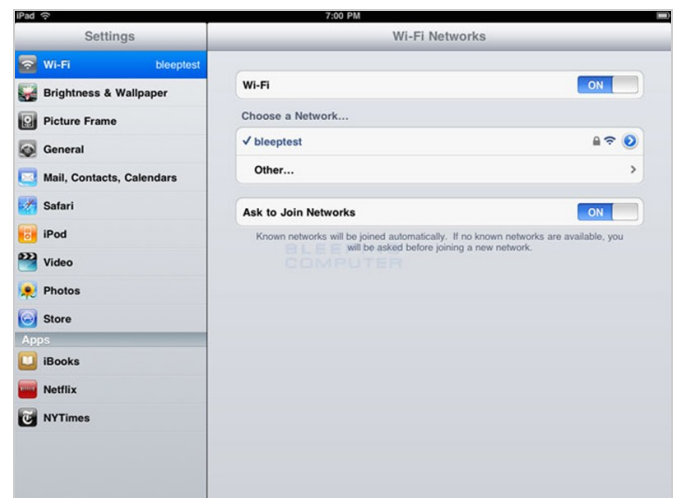


Enter wireless security password screen

Once you tap on a network name, it will try to connect to it. **If the network is not using encryption, then you can just skip to this step.** **If the network is using wireless encryption**, you will be presented with a screen asking you to **enter the wireless encryption password** as at left.

In the password field, **enter the wireless encryption password** that is required to join this network. This password was **originally set on your wireless router**, and if you do not remember this password anymore, you can logon to the router and change the password to a new one. Please note that if you change the password on the router, then any other devices that connect to this device wirelessly will also need to have their settings changed to use the new password. **The iPad will now attempt to connect to the network**, and when finished, will display the Wi-Fi settings screen again, but this time with the joined network listed and with a checkmark next to it as shown right.

The iPad is connected to a wireless network. This checkmark designates that your iPad is connected to the network. You can also see that your iPad is connected to a wireless network as in the upper left-hand corner you will see the word iPad with the Wi-Fi symbol () next to it. You can now go back to your home screen and use any apps that require Wi-Fi connectivity.



- **Connecting FaceTime® on Apple devices**
 1. Below is a link that shows how to connect FaceTime on various Apple devices.
<http://techinch.com/2011/02/04/change-your-dns-settings-on-iphone-ipod-touch-and-ipad/>
 2. If opening ports doesn't do it, the DNS will have to be changed in the device to **8.8.8.8 (primary)** and **8.8.4.4 (secondary)**. This is Google's public DNS servers.
 3. Customers having issues using Facetime on our modems generally need to change the DNS settings to Google's public DNS **8.8.8.8 (primary)** and **8.8.4.4 (secondary)**.

Reference:

<http://appletoolbox.com/2011/03/facetime-activation-error-could-not-sign-in-please-check-your-network-connection-and-try-again-fix/>

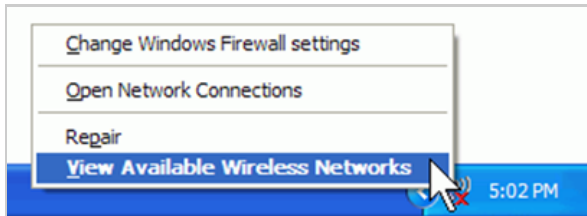
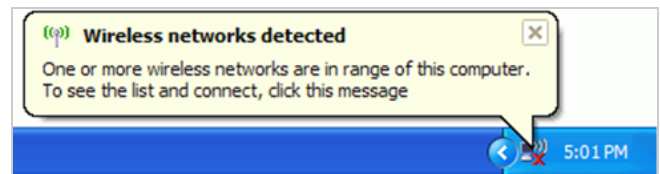
NOTE: If changing the DNS does not resolve the issue, try using the following to open the FaceTime ports:

- 443 (TCP)
- 3478-3497 (UCP)
- 5223 (TCP)
- 16384-16387 (UDP)
- 16393-16402 (UDP)

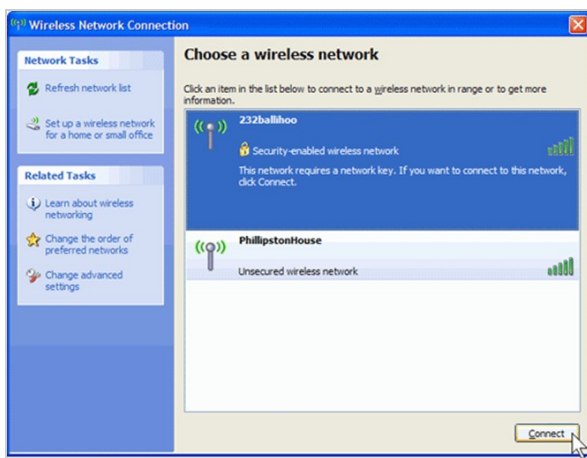
Q: How do I connect to a Wireless network with Windows XP?

- Connect to an available wireless network in Windows XP

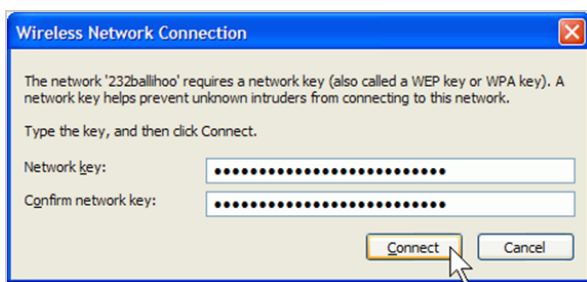
The steps below apply only if you're using SP2 or higher. *Windows XP* will show an icon with a notification that says it has found wireless networks.



1. Right-click the *wireless network icon* in the lower right corner of your screen, and then click *View Available Wireless Networks*.



2. The Wireless Network Connection window appears and *displays your wireless network* listed with the SSID you chose. If you do not see your network, click *Refresh network list* in the upper left corner. Click your *network*, and then click *Connect* in the lower right corner.



3. Windows XP prompts you to **enter a key**. Type the encryption key that you wrote down earlier in both the Network key and Confirm network key boxes, and then click **Connect**.

4. Windows XP will *show its progress as it connects to your network*. If the Wireless Network Connection window continues to show *Acquiring Network Address*, you may have mistyped the encryption key. If so, click Cancel and return to step 3.

After you're connected, you can *close the Wireless Network Connection* window. Now you're ready to browse the Web wirelessly. You can also create a wireless network in your home that connects your computers, printers, cameras, games and other accessories for easy access and enjoyment.

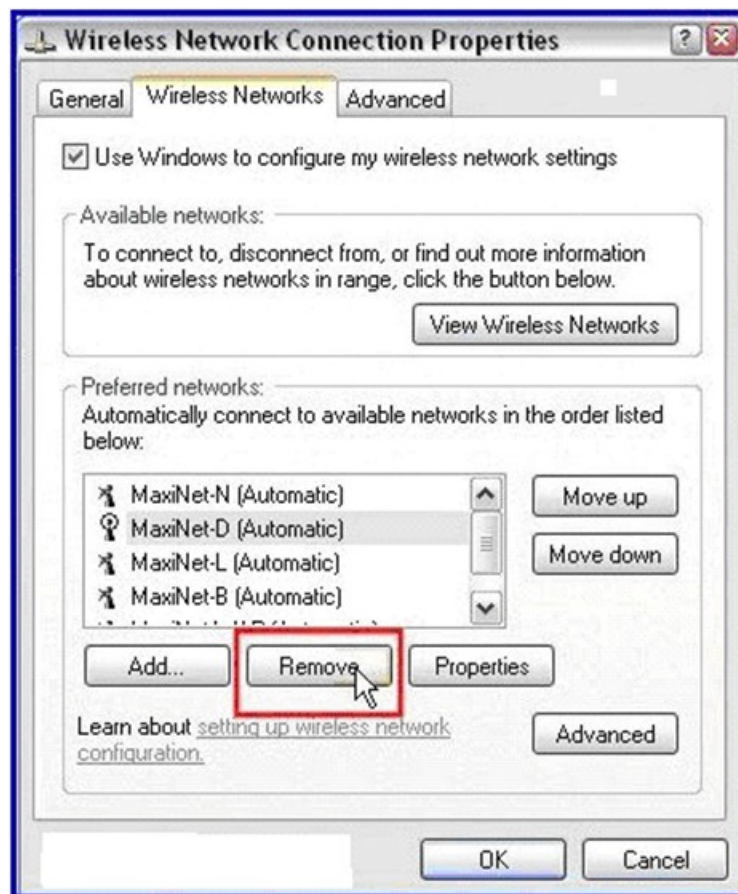
Q. How do I troubleshoot Wireless Network issues in Windows XP?

Click this link: <http://support.microsoft.com/kb/870702>

Q: How do I remove an existing Wireless network with Windows XP?

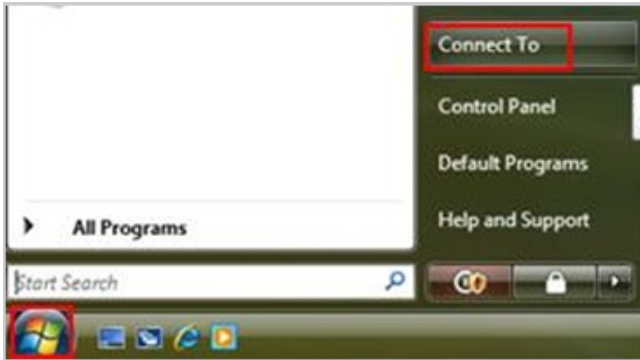
If you are using "Wireless Zero Configuration" to manage your wireless networking:

- Go into the *Network Connections* folder.
(“Start > Run”, type ncpa.cpl and click OK or “Start > Control Panel > Network Connections”).
- Right click the *Wireless Network Connection*.
- Select *Properties* and then the *Wireless Networks* tab.
- **Highlight** and then **Remove** an existing profile (listed under *Preferred Networks*).

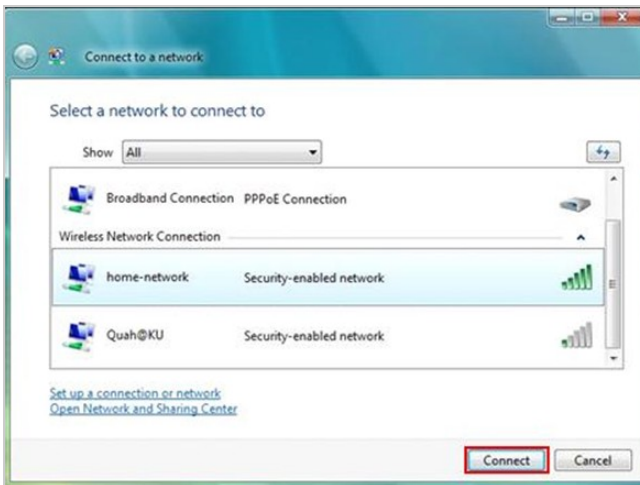


Q: How do I connect to a Wireless network with Windows Vista/7?

- Connect to an available wireless network in Windows Vista/7



1. Go to *Start* and click on *Connect To*.



2. *Connect to a network* window will appear. This window will show all available connections, which are dial-up, VPN and wireless connections. Your focus is on wireless connections.

Scroll down the list and *select the wireless network* that you wish to connect. Click the *Connect* button.

Note: If the network you choose is a *security-enabled network*, that means it requires authentication.

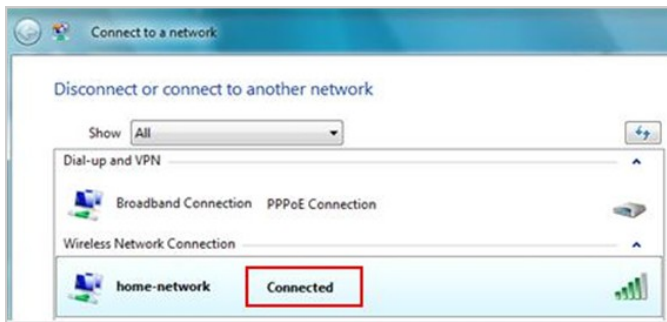
One of the following will occur:

- If the network key is automatically provided by your network or system administrator (*that is, the network supports IEEE 802.1x*), the connection will be made automatically.
- If the network key is not automatically provided, **type in the key**.
- The key can be WEP/WPA/WPA2 encryption key.

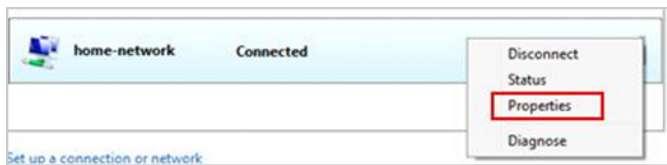
Note: If you see the network is tagged as an unnamed network, it is a non-broadcast network with hidden SSID. When connected to this type of network, **you will be prompted to type the wireless network name** (SSID).

Note: If you did not find the wireless network which you wish to connect, **you can connect manually** by clicking on *Set up a connection or network*.

- Connect to an available wireless network in Windows Vista /7 (continued)



3. Once you are connected to a wireless network, the connection will show as connected.

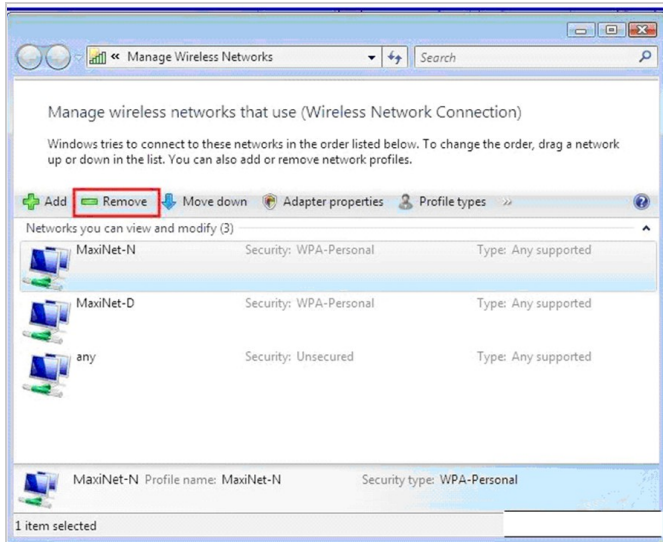


4. If you right click the *connected wireless network* and click *properties*, you will be able to see the connection setting of this network and make further configuration, such as set it as a preferred network to connect to automatically.



Q. How do I remove an existing Wireless network in Windows Vista/7 ?

1. In *Vista* or *Windows 7*, right click **Network** (*My Network Places*) and select **Properties**.
2. Click the link at the left to **Manage Wireless Networks**. In the next window, highlight **Network** to delete, and click the **Remove** button.



Email Set up:

Q. How do I set up my e-mail on a third-party e-mail client? (i.e.: Outlook, Mac Mail, Android)

A. Please refer to this webpage for a walkthrough:

<http://www.nstel.com/email/index.html#0.6>

Q. How do I setup Pop3 email on an iPhone?

A. Click on the link below:

http://www.no-ip.com/support/guides/email/setting_up_pop3_on_iphone.html

Q. What do I do when Outlook or Outlook Express keeps asking for my email password?

A. Click on the link below:

<http://support.microsoft.com/kb/290684>

Q. How can I set up my Email account in Microsoft Outlook 2010?

A. Click on the link below:

<http://www.addictivetips.com/windows-tips/microsoft-outlook-2010-email-account-settings/>

Q. How do I set up Pop3 email on my Nook?

A. Click on the link below:

<http://www.shortcutsolutions.net/email-settings-documentation/105-manual-email-setup-nook-color.html>

Q. How do I set up Pop3 email on my Kindle Fire?

A. Click on the link below:

<http://hosting.intermedia.net/support/kb/default.asp?id=2265>

Q. How do I get FaceTime to work on my iPhone, iPod Touch or iPad?

A. Click on the link below:

<http://techinch.com/2011/02/04/change-your-dns-settings-on-iphone-ipod-touch-and-ipad/tinued>

Email Troubleshooting:

Q. Why can't I sign in to my North State Webmail account?

A. If you can't sign in to your North State email account try these troubleshooting tips:

- Make sure **Caps Lock** is not enabled on your keyboard.
- Make sure that you have entered your **correct User ID and password**. (Your user ID is the same as your full North State email address.
- After three unsuccessful attempts, **open a new browser window** such as Internet Explorer, or Firefox and try again.

Q. I forgot my Password.

A. If you can't remember your password: Contact your E-mail Account Admin so they can reset your password.

- **E-mail Password Hint:** Your E-mail password needs to be a minimum of 7 characters, include at least 1 number and at least 1 capital letter.
- If you are using an E-mail client such as Outlook, Outlook Express, Thunderbird, etc., please refer to the EMAIL SET UP CONFIGURATION page by visiting www.nstel.com, or call Product Support at 336-886-3900.