High-Speed Broadband Internet Guide

SkyLine SkyBest

Welcome

Welcome to SkyBest High-Speed Broadband Internet. SkyBest High-Speed Broadband Internet allows for rapid downloading of large files, such as music and graphics. Subscribers to this service also have the convenience of having an uninterrupted Internet connection while talking on the telephone.

This booklet is designed to help make SkyBest High-Speed Broadband Internet easier to understand and more convenient to use.

Thank you for choosing SkyBest Communications. If there is anything we can do to better serve you, please contact us at **1-800-759-2226**.

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Quick Customer Reference

SkyBest Email Information

Email address: _____ @skybest.com

Password: _____
(case sensitive)

Online Information
Website: www.skybest.com
SkyBest email: webmail.skybest.com
Check Spam (for mobile devices):
https://e-scout.skybest.com/login.php

Static IP Customers Only (Fiber customers - see page 5)

Static IP Address: _____
Subnet Mask: _____
Gateway: _____

Primary DNS: _____
Secondary DNS: _____

SkyBest Terms and Conditions, along with other information, can be viewed at www.skybest.com.

Technical Support

Technical support is available 24 hours a day, 7 days a week.

For all technical support questions, please call the SkyBest technical support helpline for your area. During regular business hours, our repair department may be contacted by dialing 611 from your SkyLine/ SkyBest telephone.

Alleghany County 336-372-1100
Ashe County 336-877-1100
Avery County 828-898-1100
Watauga County 828-963-1100
Toll Free 1-866-759-7591

Fiber-optic Customers

Fiber-optic based technology brings advanced telecommunications services directly to your home. Fiber-optic customers **will not** need to connect a modem or filters to their line. Your broadband service will be plugged directly into a data jack. Please disregard pages 6, 7 and 8 concerning the connection of the modem and filters.

Fiber-optic technology will equip you with innovative broadband Internet and interactive services, plus crystal-clear voice communication.

Digital Television is now available to fiber-fed communities. Contact your local SkyLine/SkyBest office for more information. (See page 21).

Fiber-optic Static IP Information

Static IP Address: _____
Subnet Mask: _____
Gateway Address: _____

Primary DNS: _____
Secondary DNS: _____

Connecting Your Modem

What is the purpose of the broadband modem?

The modem translates the broadband signal from your phone line and relays the information to your computer.

1. Connect the Ethernet cable (RJ-45) to the Ethernet port (LAN) on the back of the modem.
2. Connect the other end of the Ethernet cable (RJ-45) to the Ethernet port on your computer.
3. Connect the broadband cable (RJ-11) to the ADSL/ Line port on the back of the modem.
4. Plug the other end of the broadband cable (RJ-11) into your phone jack.

   **SkyBest recommends that you plug the modem directly into the phone jack. If you need a phone connection at the modem location, a filter will need to be connected.*
5. Plug the power adapter into the power outlet and into the back of the modem. SkyBest recommends using a surge protector for your power connection.
6. Press the power button to turn on the modem.

Connecting Your Filters

Why do I need a filter?
A broadband filter will remove the modem noise from your phone line. If you are not using filters with your broadband service, you may hear line noise or your broadband service may not maintain a reliable connection.

What equipment requires a filter?
Broadband filters are needed for equipment requiring dial tone for operation. Here are some common examples of equipment requiring filters:

- Telephone
- Fax Machine
- Answering Machine (if it is a separate unit from the phone)
- Satellite Receiver (if it is connected to the phone line)
- Security System*
- Caller ID Unit (if it is a separate unit from the phone)
- Credit Card Machine

*If your High-Speed Broadband Internet service and security system share the same line, the security system will require filtering. SkyBest will provide the required RJ31x filter free of charge to you and then you must contact your security company for the filter installation and testing of the system after the High-Speed Broadband Internet has been installed. Failure to follow our filtering recommendations may result in your services not working properly.

Connecting Your Filters

Desk Filter

Wall Filter

Installing a Desk Filter

1. Unplug the device cord from the phone jack.
2. Plug the filter into the phone jack.
3. Plug the phone cord (or other device cord) into the filter.

Installing a Wall-mount Filter

1. Unplug the phone and remove the phone from the wall.
2. Connect the wall-mount filter to the wall plate.
3. Reconnect the phone.

**Note: If you are a Fiber-optic subscriber, filters are not needed on your phone jacks.*

Home Networking

With SkyBest Broadband Internet you can create your own home network by using a router which allows you to wirelessly surf the Web, connect to the Internet using multiple computers as well as connect gaming devices and printers.

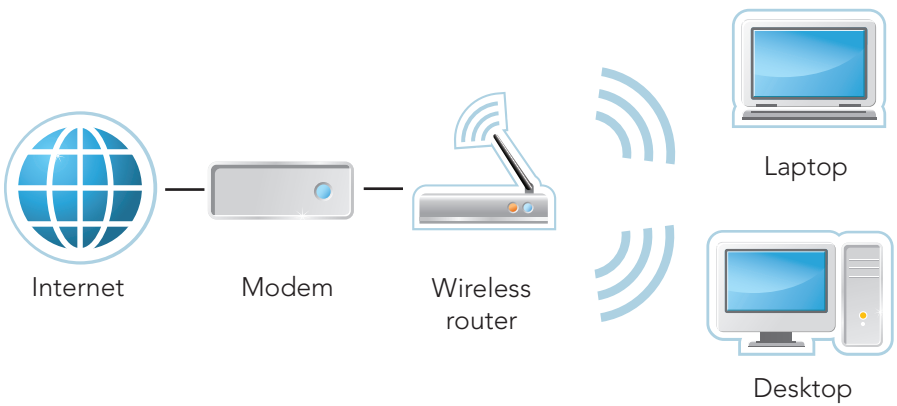
Note: SkyLine/SkyBest does not currently offer support for home networking devices, however our broadband Internet service is compatible with most wireless networking products. Wireless routers also available for lease.

What equipment will I need to set up my home network?
You must connect a router for multiple computers to share one broadband connection.

Most new computers are equipped with wireless capability. If you are using an older computer or a desk top computer, you may have to purchase a wireless card to install in the computer.

How does it work?
If you are using a DSL modem, just connect the router to the Ethernet port on the back of your modem then set up your wireless connection. Computers and other devices can be hardwired or set up to connect wirelessly to the router. Most routers will offer step by step instructions on setting up the equipment.

If you have fiber-optic service, you connect to the Internet through an Ethernet connection. Plug your router directly into the Ethernet jack and set up devices to work hardwired or wireless from the router.



Configuring Your Computer

The following instructions are for establishing your DHCP Internet connection. *If you are using a Windows version that is not listed below, please call SkyLine/SkyBest Technical Support at 1-866-759-7591.*

Windows 7

1. Open **Network Connections** by clicking the **Start** button, and then clicking **Control Panel**. In the search box, type 'adapter', and then, under **Network and Sharing Center**, click **View Network Connections**.
2. Right click on **Local Area Connection** and select **Properties**.
3. Click the **Networking** tab. Under **This connection uses the following items**, click **Internet Protocol Version 4 (TCP/IPv4)**.
4. Select **Obtain an IP address automatically**,* and then click **OK**.
5. Select **Obtain DNS server address automatically**, and then click **OK** and close all windows.

Windows 8

1. Use the Windows 8 **Search** function to find the **Control Panel** or click **Desktop** to view the desktop, then right click **Start** button, then click **Control Panel**.
2. Click **Network and Internet** and then click on **Network and Sharing Center**.
3. Click on **Change Adapter Settings**.
4. Right click on the appropriate connection and click on **Properties**.
5. Select the **Internet Protocol Version 4 (TCP/IPv4)**, then click on **Properties**.
6. Select **Obtain an IP and DNS server address automatically**,* and then click **OK** and close all windows.

*If you have a Static IP address, select **Use the Following Address** and enter the Static IP information you were given.

Configuring Your Computer

Windows 10

1. Open Network Connection by clicking the **Start** button, and then clicking **Control Panel**. In the search box, type **adapter**, and then, under **Network and Sharing Center**, click **View Network Connections**.
2. Right-click the connection that you want to change, and then click **Properties**.
3. Click the **Networking** tab, click **Internet Protocol Version 4 (TCP/IPv4)** and then click **Properties**.
4. Select **Obtain IP and CNS server address automatically**,* and then click **OK** and close all windows.

*If you have a Static IP address, select **Use the Following Address** and enter the Static IP information you were given.

Macintosh OS X

1. Open the Apple Menu located in the upper left-hand corner of the screen. Choose **System Preferences**, then select **Network**.
2. In the TCP/IP control panel, set the options as follows:

   Show: Ethernet or Built-in Ethernet
   Configure: Using DHCP

Note: DHCP Client ID and the Search Domains fields should be left blank.

3. Click **Save** and close the Network screen.
4. Start your browser and surf away. Your installation is finished.

Notice: *Some major computer and software manufacturers are no longer providing official support, upgrades and security patches to their older product lines. Customers who use an outdated operating system are exposed to an increased security risk when connected to the Internet. Due to security issues, SkyBest Communications will no longer support the following Macintosh and Windows operating systems:*

Windows 95
Windows 98
Windows XP
Macintosh OS 10.1 and earlier.

How to Use Your SkyBest Email Account for Windows

How do I set up my SkyBest email in Windows Mail?

1. To set up your email account, open Windows Mail by clicking the **Start** button, clicking **All Programs** and then clicking **Windows Mail**.
2. Click the **Tools** menu and then click **Accounts**.
3. Click **Add**, from the Internet Accounts window. This will open a setup wizard.

Navigate through the following windows in the setup wizard:

1. In the **Select Account Type** window, choose **Email Account** and click **Next**.
2. In the **Your Name** window, enter the name you want to display as the sender, which may include your real name, a company name or a nickname.
3. In the **Internet Email Address** window, please specify your address in the Email address field.

   (Example: skyline1234@skybest.com)
4. In the next window, **Set up email servers**, you will enter the following information:

   • Incoming email server type – Choose **IMAP** from the drop down menu.

   • Incoming mail (IMAP) server – Enter **mail.skybest.com**

   • Outgoing e-mail server (SMTP) name – Enter **smtp.skybest.com**

   • Check the box labeled **Outgoing server requires authentication**.
5. In the next window, **Internet Logon**, enter your email username, followed by @skybest.com (example: skyline1234@skybest.com).
6. Under **Password**, enter the password used to access your account and click **Remember Password** to store this setting.

Note: *If you do not choose "Remember Password", you will be prompted to manually enter a password whenever you access your mailbox with Windows Mail.*

7. Click **Finish** to store your settings.

Note: *Repeat this process for each additional account you wish to add.*

How to Use Your SkyBest Email Account for Windows

How do I set up my SkyBest email account in Outlook Express?

1. From Outlook Express, select **Tools** and then **Accounts**.
2. Click **Add** and select **Mail**.
3. Enter your name into the **Name** field as you would like it to appear to email recipients.
4. Enter your email address and click **Next**.
5. Make sure the incoming mail server is set to IMAP. In the blank space for **Incoming Mail (IMAP)**, enter **mail.skybest.com**.
6. In the space provided for **Outgoing Mail (SMTP)** enter **smtp.skybest.com** and click **Next**.
7. The user name provided should be entered in the **Account name** field, followed by @skybest.com. (ex: skyline1234@skybest.com).
8. In the **Password** field, enter your password.
9. To save the password, check the **Remember Password** option.
10. **Log on Using Secure Password Authentication** should not be checked; click on settings.
11. **My Server Requires Authentication** should be checked.
12. Under the heading of **Log on Information** select the option labeled **Use same setting as my incoming mail server**, then click **OK**.

**If you are using different email software or you need assistance in setting up multiple email accounts, please contact our technical support for further assistance.*

How to Use Your SkyBest Email Account for Mac

Manually Configuring Mail

1. Open Mail (Click it on the Dock or open it from the Applications folder).
2. Click on **Preferences.**
3. Click on Accounts. Click on Add Account (+) in the lower left hand corner.
4. The **Add Account** box will appear. Fill in the Full Name, Email address and Password fields.
5. Click **Continue** to proceed.

Note: Your email account password will be stored in Keychain to allow you to automatically log in to your email account when you open Mail.

6. The **Incoming Mail Server** box will appear.
7. Select **IMAP** as the Account Type.
8. Give your Incoming Mail Server account a useful description.
9. Enter **mail.skybest.com** as the Incoming Mail Server, User Name (email address) and Password.
10. Click Continue to proceed.
11. The **Outgoing Mail Server** box will appear.
12. Give your Outgoing Mail Server account a useful description.
13. Enter **smtp.skybest.com** as the Outgoing Mail Server.

Note: Check **Use only this server**.

14. Select **Use Authentication** and enter your User Name (email address) and Password.
15. Click **Continue** to proceed.
16. Verify your settings in the Account Summary.
17. Check **Take account online**.
18. Click **Create** to complete the process.

How to Use Your SkyBest Email Account

How do I check my email while I'm away from my home or business?

SkyBest email customers have the convenience of accessing their email messages while away from practically any location.

Log onto **webmail.skybest.com** and enter your username and password to view your messages. Basic service comes with 1 GB of email storage.

*Webmail may be checked at www.skyline.org or www.skybest.com.

Mail continually stored on Webmail and not downloaded to a mail program could exceed your allowed disc space.

How do I change my email password?

Log into the Customer Panel (https://custpanel.skybest.com/login.pl) using your email and email password. Click the Key icon under Mailboxes & Aliases. Here you can enter your new password and click UPDATE MAILBOX PASSWORD.

How do I request a Support Request?

Log into the Customer Panel (https://custpanel.skybest.com/login.pl) using your email and email password. Click the red support button in the upper right-hand corner. Enter your name, phone number and best time for someone to call you. Click SUBMIT SUPPORT REQUEST. Someone will call you during the time you requested.

Important Email Settings

Domain Name.....skybest.com
World Wide Web (www).....www.skyline.org
Mail (IMAP).....mail.skybest.com (incoming)
Mail (SMTP Server).....smtp.skybest.com (outgoing)

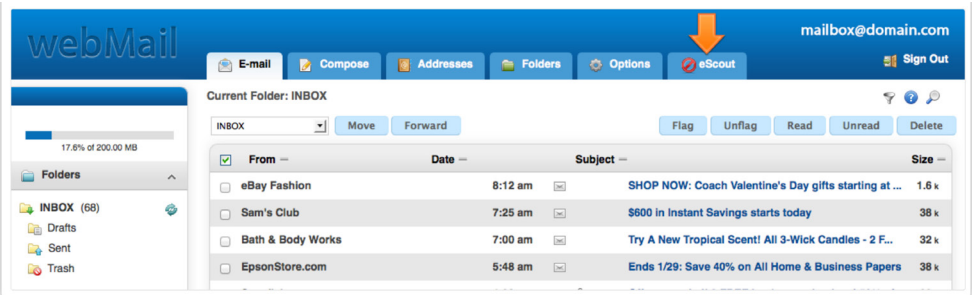
How to Use eScout

What is eScout?

eScout is your spam filtering service for your SkyBest email.

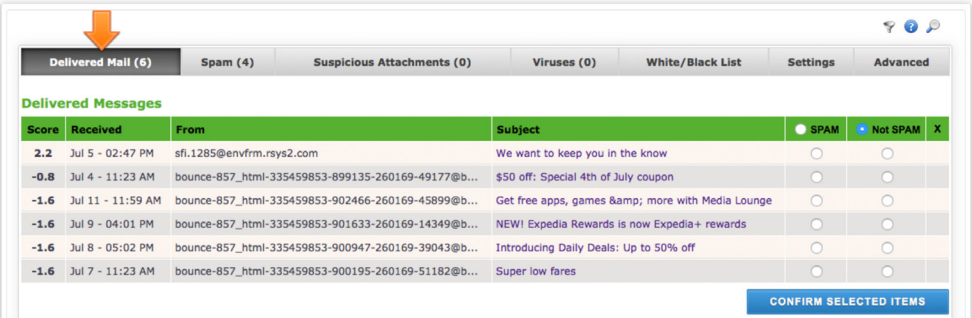
Accessing your eScout quarantined mail and settings

To access your eScout mail quarantine, please login to your Webmail at http://webmail.skybest.com/ and click on the eScout tab (from your mobile device https://e-scout.skybest.com/login.php). Once there, you will see options to view and manage your spam quarantine as well as change your mail filtering settings.

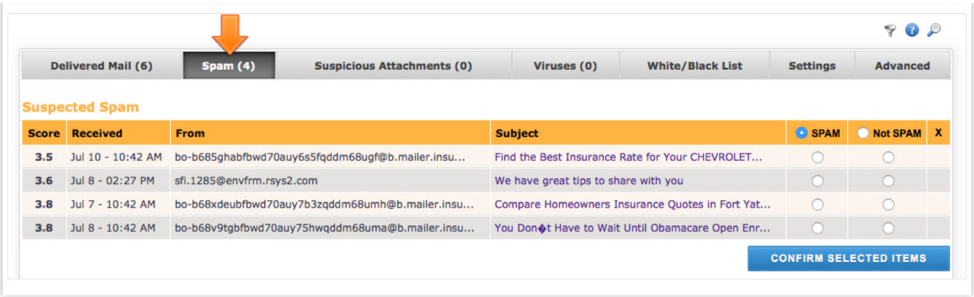


Suspected Spam/Suspicious Attachments/Viruses

The first four tabs of the eScout panel hold your suspected delivered messages, spam messages, messages with suspicious file attachments, and known viruses. eScout is a learning filter that improves its accuracy over time, and one way to help train it is by confirming known good mail, known SPAM/Virus messages or rescuing email that has been quarantined incorrectly. When an email is rescued from eScout, it is immediately delivered to your Inbox. When an email is confirmed as SPAM, it is learned and removed from eScout.

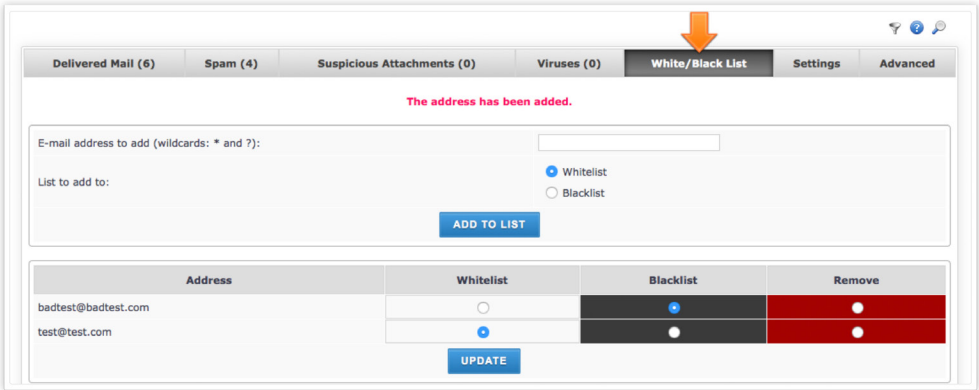


How to Use eScout



Editing White/Black Lists

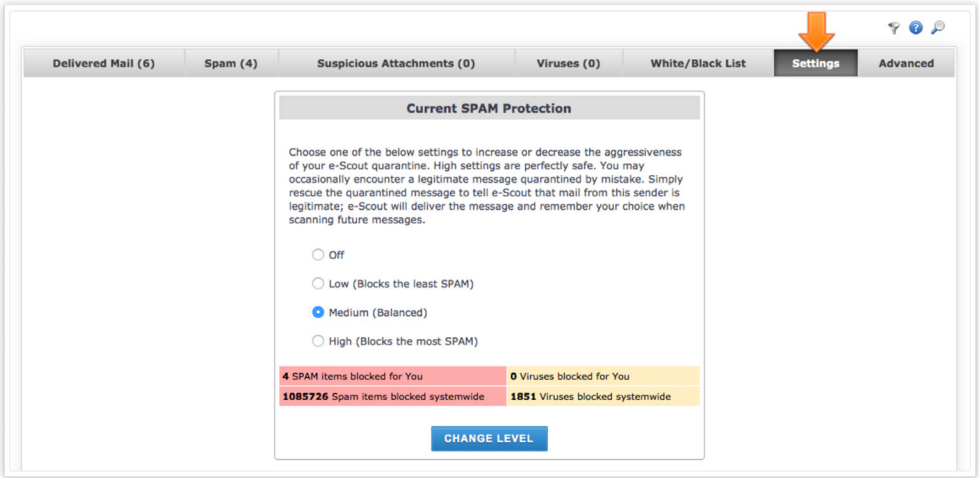
If you are experiencing repeat problems with known domains or senders, you can add them to your white list to ensure that all messages are promptly delivered to your Inbox. You can add complete email addresses, or partial matches, i.e. @domain.com. The same holds true for adding senders/domains to the black list to ensure that no messages from these sources are delivered to your Inbox.



How to Use eScout

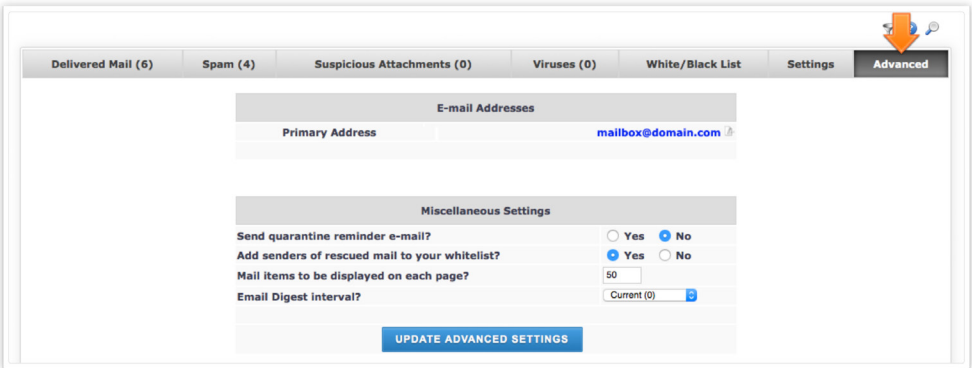
Accessing and modifying settings

eScout filtering strength is automatically preset to a moderate level. You can, however, adjust the SPAM protection levels to your preferences.



Changing advanced options

You can adjust eScout advanced options to be reminded of your quarantined email, or to receive a periodical digest of eScout's filtering activity.



Troubleshooting Tips

All Troubleshooting instructions may not apply to fiber-optic or standalone broadband customers. If you have any questions, please contact SkyLine/SkyBest Technical Support.

What troubleshooting steps can I take when my broadband service will not connect?

- The first step in troubleshooting is to power down your broadband equipment. Turn off your modem, router (if applicable) and computer. After two minutes, turn on your modem. Allow the modem approximately one minute to boot-up; then power on your router (if applicable) and computer. Click on your Internet browser to see if the service is working.
- If you have landline service, make sure you have dial tone on the phone jack you are using for your broadband modem. If you have more than one phone line at your premise, dial 995 while plugged into the phone jack to ensure you are using the phone number to which your broadband is engineered.
- Check to make sure your modem is correctly and securely connected. (see page 6).

Troubleshooting Tips

- If you have a network — which is more than one computer sharing the same broadband connection — bypass the router by connecting the ethernet cord directly into your PC or laptop to see if the service will work on one dedicated computer.
- If you suspect a malfunction in your leased modem or router, please bring this equipment and all cords to your nearest SkyLine/SkyBest Customer Service Center for testing.

What can I check when my broadband service is cutting off and on?

- Ensure you have filters on the appropriate phone jacks (see page 7 and 8).
- Try plugging your modem directly into the phone jack while bypassing any splitters or filters.
- Bypass the router to determine if your broadband connection will remain constant while connecting with one computer.

How can I check the speed of my broadband connection?

Go to www.skybestsupport.net

Frequently Asked Questions

How do I know when my SkyBest Broadband Internet Service is ready?
SkyBest personnel will contact you to let you know when your SkyBest Broadband Internet Service has been activated. In most cases, the service will be activated within three to five business days.

Can I use my own modem?
SkyBest modems are preconfigured for SkyBest Broadband Internet Service. If you would like to use your customer-owned modem, please bring it by our SkyLine/SkyBest Customer Service Center for testing.

How do I connect more than one computer?
You can connect more than one computer to the same broadband connection by setting up a router.

What is the difference between DHCP and Static Addresses?
Our customers will be assigned a DHCP address and automatically get a new IP address when they are online. A Static IP address is a number that is assigned to a computer by an Internet service provider to be its permanent address on the Internet. Static customers will be assigned a specific IP address which will be used every time they connect to the Internet. SkyBest charges additional fees for a Static IP address.

Frequently Asked Questions

Can I use my tablet, e-reader or other portable Internet device with SkyBest Internet?

Yes. Once you have established a wireless connection at your location, you may connect any portable Internet device.

What security precautions can I take?

Below are a few safety precautions recommended by SkyBest.

- Update your Operating Sysem regularly.
- Install and regularly update anti-virus software.
- Beware of email attachments from unknown sources.
- Be cautious when entering your credit card number and other personal information online.
- Install a router to keep your computer's IP address private.
- Make a strong password for your email and router.
- SkyBest offers Internet Guardian - powered by TrendMicro, an industry leader in protecting hundreds of thousands of computers worldwide. Please contact us for more information.

For further assistance, contact your Local Customer Service Center:

West Jefferson .....336-877-1350 (Ashe)

.....336-846-1350 (Ashe)

Sparta .....336-372-1350 (Alleghany)

Banner Elk.....828-898-1350 (Avery)

Boone.....828-963-1350 (Watauga)

.....828-865-1350 (Watauga)

Toll Free.....1-800-759-2226

Support Service.....1-877-475-9546

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