FI-SPEED INTERNET
Quick Start Guide

epb Fiber Optics

Congratulations on making the smart move to EPB for communications solutions that help you do business even better. Use this quick start guide to get started with your new Fi-Speed Internet service. If you require additional assistance, more resources are available at https://epb.com/business-solutions/support-request and we're available any time at 423-648-1500 or at support@epbfi.com.

ACCESS FI-SPEED INTERNET

Fi-Speed Internet service is compatible with all web browsers, including Google Chrome, Internet Explorer®, Mozilla Firefox® and Safari®. You can access Fi-Speed Internet service in two different ways:

- **Hardwire:** Use an Ethernet cable to connect your computer or device directly to your fiber optic outlet.

- **Wireless:** Use a wireless router to access the internet with a wireless-enabled device from different locations within your facility. For information on choosing a wireless router, we recommend visiting the third party site, SmallNetBuilder.com.

SECURE YOUR ACCESS

If you are using a wireless router to access the internet, EPB Fiber Optics highly recommends securing your wireless network following the directions provided with your wireless router.

As an EPB Fi-Speed Internet customer, you also have access to McAfee® LiveSafe™ security software as an add-on. McAfee® LiveSafe™ is a well-known security software that you can download and use to help protect your computer from hacking, viruses and malware while accessing the internet. You can install McAfee® LiveSafe™ using the download link and access key provided by your EPB representative. You can also find Internet Security Best Practices located in the Business Support section.

TROUBLESHOOTING INFORMATION

Below is some helpful information to address common troubleshooting concerns.
If you still experience problems with your Fi-Speed Internet service, call customer support
at 423-648-1500 or email us at support@epbfi.com.

Hardwired Internet Access Not Working

If your computer is hardwired to the fiber optic outlet and you are unable to access the
internet, check the following:

1. Check the connections between the wall outlet and the computer(s).

2. Check to make sure your firewall software is not blocking internet access. If you have
   recently installed new firewall software, it could result in loss of connectivity until
   the software is properly configured. Refer to your software documentation for help
   with configuration.

Wireless Router Access Not Working

If you are using a wireless router to access your Fi-Speed Internet service and you are unable
to access the internet, check the following:

1. Check your router to confirm that the power light is illuminated. If not, check to make sure
   the router is plugged into a wall outlet or power strip. If you are using a power strip, check
   to ensure the circuit breaker and the power strip are in the ON position.

2. Make sure your computer is within range of the wireless router and has sufficient signal
   strength to connect. Moving the computer closer to the router may help. Remember that
   using a wireless router can slow down any internet service.

3. If your computer has signal strength but you are not able to connect, try resetting the
   wireless router and the computer by turning off both devices then restarting them.

*EPB Fiber Optics highly recommends securing your wireless network if you are using a
wireless router to connect to the internet. See our internet security best practices guide
for more information.*