OMU Customer Trouble Shooting Guide
Keep this guide for your reference

Telephone Issues

If you have no dial tone, start by making sure all of your phones are properly hung up. If you still do not have a dial tone, unplug all of your telephone cords from their wall outlets. Plug one phone in at a time checking if you have dial tone to determine if you have a bad phone or outlet. Disconnect any answering or fax machine to see if they are the source of your problem.

Cable Modem Internet

Cable modems allow your PC to connect to the Internet.

Rebooting Your Modem

SPECIAL NOTE: If you are on OMU's phone system, rebooting your Arris modem will also disconnect your phone service until the modem has restarted.

On the back of the cable modem are the network, power and cable connections. One cable Looks like a large phone cable, this is you cat5 network cable and connects your modem to another device. If you are on OMU's new phone system, you will have regular telephone cables connected to your modem as well. There will also be a coax cable; this is a round black cable with a metal connector on it that connects the modem to OMU.

To power cycle or reset you modem, only unplug the power cable. If you have a telephony modem, you may also have a battery that will need to be removed to reset the modem. If you unplug the modem, and the lights stay on, then you have a battery that will need to be removed. Look for a door on the bottom or side of the modem.

In most cases, the modem does not need to reset.

PC or Router to Cable Modem

A cat5 network cable, provided during the install, connects your PC's or your Router's Network Interface to the cable modem. If this connection is not made, your PC's network icon will display an error that "network cable is disconnected" or the indicator light on the front of the router corresponding to the Network port on the back of the router will not be lit. Make sure the ends of the cat5 cable are securely plugged into your PC and/or Router and the cable modem.

Router Internet connections

Routers are devices that allow multiple PCs to connect to the Internet and provide a hardware firewall. Wireless routers allow wireless laptops or PCs with wireless cards to connect to the router without cables.

Security

If you need help setting up your router security or recovering a security key, contact OMU during regular business hours.

Connectivity Issues

Just like other electronic equipment, routers need to be "rebooted" periodically or after a power brown or blackout. Unplug your router's black power cord for about 5 seconds. After plugging the power cord back in, it router can take up to 60 seconds to initialize the router. The power light and cable connected indicator lights on the front of the router should then be lit. ONLY UNPLUG THE POWER CORD

Also be sure that the network cable connecting the router to the cable modem is securely connected. If not, the "Internet" or "WAN" light will not be lit or flashing. The connection port on the back of the router for the cable modem network cable is usually marked "Internet" or "WAN".

Email

OMU email accounts can be accessed online through webmail or locally on your PC using any email client. Some examples include Windows Mail, Outlook, Mozilla Thunderbird, and Mac Mail

Webmail

You can access your OMU email from any computer that has an Internet connection by visiting www.osage.net/webmail or by clicking on the "OMU Webmail" link on our main web page. To use Webmail, enter your full email address and password and password. Your"Password" is the password you used to set up your email account; it is case sensitive.

Email Clients:

Most email clients used on your PC and mobile device have a guided email account setup wizard that will walk you through configuring your email. If needed, click on the "Tools" drop down menu and then "Account Settings" to set up your email account. When setting up your email you may be required to enter the following information to use OMU's services.

ACCOUNT SETUP	YOUR RESPONSE
Your Name	The name others will see on your sent emails
Your Email Address	*YourAccount*@osage.net
Server type (POP3, IMAP,)	IMAP (POP3 is supported, but depreciated)
Your email account password – case sensitive	
INCOMING Server (IMAP) Settings	mail.osage.net using SSL port 993 On mobile devices you may have to select "Accept All Certificates"
OUTGOING Server (SMTP) Settings	mail.osage.net using TLS port 587 On mobile devices you may have to select "Accept All Certificates"

If you have trouble setting up your email account, contact OMU during regular business hours for assistance.