OMU Customer Trouble Shooting Guide
Keep this guide for your reference
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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 TV Issues

If you are having problems with your cable TV, check to see if the problem is just one TV or if it is effecting all of them. If it is just one TV, make sure that all of your cable connections are still in place and that you do not have a VCR, DVD player or gaming system turned on.

Cable Modem Internet

Cable modems allow your PC to connect to the Internet. Error messages on your monitor and indicator lights on the cable modem and your router help you determine why you are having connection problems.

Cable Modem Indicator Lights

The top four (4) lights show that the modem is powered up and connected to OMU. They should all be solid green. If the top four (4) indicator lights are not lit or are flashing, then "reboot" your cable modem as explained below allowing 60 seconds for the cable modem to reconnect to OMU. If these lights are still not lit or are flashing and you have not made any changes to your coaxial wiring, call OMU support.

The fifth (5th) light, "PC Activity" or "Link" indicates that your PC or router is connected to the modem and is transferring data. It should be flashing or solidly lit.

On some modems there may be additional lights, these have to do with other services and may or may not be on.

Rebooting Your Modem

SPECIAL NOTE: If you are on OMU's new phone system, rebooting your Arris modem will also take down your phone service.

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.

There are two types of cable modems in use on OMU's network and each is rebooted differently.
Motorola - Unplug the thin black power cable coming out of the back bottom of the modem for 15 – 30 seconds, then plug it back in and wait for the modem lights to come back on to reset this modem.

Arris - To reset these modems, locate the reset button on the back between the round coax cable and the blue unused connector or near the left edge of the device depending on the model you have. This is an inset button that will need to be pressed with a nonmetallic pen, only press and release, do not hold this button down. The "Power" light should come on immediately. Then wait for the remaining modem indicator lights to come back on to finish reconnecting to OMU.

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.

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 Outlook Express (Now Windows Live Mail), Outlook, Mac Mail, and Thunderbird.

Webmail
You can access your OMU email from any computer that has an Internet connection by visiting www.osage.net and clicking on the "OMU Webmail" link. To use Webmail, simply enter your username and password. Your "Username" is the prefix of your email account. So for the email account bob@osage.net, you would enter bob. Your "Password" is the password you used to set up your email account; it is case sensitive.

Email Clients: Outlook Express, Outlook, Mail, Thunderbird
Most email clients used on your PC 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, or HTTP)	POP3
Your email account password – case sensitive	
INCOMING Server (POP3) Settings	mail.osage.net
OUTGOING Server (SMTP) Settings	mail.osage.net

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