

Fi-Speed Internet

Setting Up Your EPB Email

Your Fi-Speed Internet service includes a brand new EPB email account. Your installer will transfer your email contacts to your new account for you, but here are quick and easy steps to do so yourself. And, you can visit mail.epbFi.com to access and manage your email account online.

To transfer your email contacts:

- Log into your existing email account
- Click the “**Address Book**” tab
- Select “**Export**”
- Then select your “**Contacts**”
- Export Contacts as a “.**CSV**” file
- Click the “**Save File**” button and click “**OK**”
- Save file to your desktop
- Go to “**epb.com**” and **sign in** to your account
- Click on the “**Preferences**” tab
- Click “**Import/Export**”
- In the “Import” section, click “**Choose File**” and find the file that was exported from your previous mail account
- Click “**Import**” and you’re done!

Setting Up a WiFi Network

Setting up a home WiFi network is the perfect way to share the internet throughout your home on various connected devices, and it’s as easy as purchasing a wireless router.

For our 300 Mbps Internet service, we recommend an “80.11n dual band” router. These routers allow access to connections from 2.4Ghz up to 5Ghz and range in price from \$80 to \$100 at most electronics retailers.

For our Gig customers, we highly recommend an “802.11ac” router. Unfortunately, there are no wireless routers currently on the market that are capable of delivering a full gigabit of speed, but “ac” routers are the fastest available so far. They range in price from \$135 to \$250 at most electronics retailers.

Plug the wireless router into the indoor modem box EPB-installed Ethernet wall outlet using a Cat5 Ethernet cable (included with the router) and then simply follow the instructions provided by the router manufacturer on setting up your own home WiFi network.

Tips for Maximizing a Home WiFi Network

As you begin to enjoy your home's WiFi network, make sure your signal strength is running at optimal performance in every corner of your home.

- **Check WiFi signal strength** in each room by viewing the WiFi bars in the upper right hand corner of a WiFi-connected device's home screen
- **Choose the right router location** to help maximize signal strength throughout your home. Great locations include stairwells, great rooms, hallways and on top of cabinets, etc.
- **Improve signal strength** by upgrading to a newer, more powerful router, or boost your WiFi signal by adding another router as a WiFi signal extender

EPB's Smart Home Network

Our service includes professional installation and placement of a wireless router strong enough to handle Gig speeds, set up of all your home's connected devices and round-the-clock technical support to keep your WiFi network operating at peak performance.

For assistance, call 423-648-1372 anytime, day or night.