



Q. What does the fiber technician do when he comes to my home?

A. Our technician will run a fiber optic cable into your home, install a fiber optic Trailwave jack and ONT. The Trailwave jack is a baseboard jack, however; we do provide options for fishing the wire inside the walls. The fiber ONT will be installed within 6 feet of the Trailwave jack.

Q. How will I know the service has been activated?

A. Our technician will test and verify the Trailwave service is working before departing. We will assist you in connecting two devices to our router if you have subscribed to our managed wireless service. Otherwise, we will provide instructions as to which port to connect to if you are choosing to use your own wireless router. (Figure 1)

Q. Does HEMC Sell Wireless routers?

A. TRAILWAVE does not sell wireless routers however we are able to provide a managed wireless service through our ONT (optical network terminal) for an additional \$4.95 per mo. This will cover an area of approximately 1500 square ft. Our wireless service is dual band (2.4 Ghz, 5Ghz) and our tech support will be able to assist you in getting devices connected. They will also be able to assist in troubleshooting any future problems if they arise. We will be responsible for the upkeep of our ONT that provides this wireless service.

Q. How do I connect my own wireless router and what settings do I need to configure to the router when using the Trailwave fiber optic connection?

A. As long as all devices (laptop, tablet, game consoles, etc.) have wireless adapters, several devices can use one router to connect to the internet. You will need to run a CAT5 grade Ethernet cable from Ethernet Port 1 (Figure 1) to the WAN/Internet Port of your wireless router. Please refer to your manual for your router or contact your router manufacturer's technical support for further instruction.

Q. If I have problems with my wireless network, who do I contact?

A. If you are a subscriber of HEMC's managed wireless service please contact our technical support at (706)754-5323. Otherwise, please refer to your router's manual or contact the wireless router's manufacturer for technical support.



Figure 1

Q. Do I need to enter a user name and password in order to connect to Trailwave?

A. If your computer is directly connected with a CAT5 cable to the Ethernet Port 1, a password is not needed in order to connect to the internet. The only password you would need, would be for our managed wireless service. The SSID name and password are printed on the fiber ONT. If you have set up a secured connection using your own wireless router, you will be responsible for your password details. Please remember, when you are connecting via wireless router, a Network Key (password) will need to be entered on each device to connect to the network that you have created if the router is configured with a WEP/WPA/WPA2 encryption. If you have any additional questions regarding your wireless router, please contact your router's manufacturer or more information or refer to your wireless router manual.

Q. Am I able to have a static IP address with Trailwave fiber optics?

A. Static IP addresses can be assigned for business class service only and are available upon your request with the HEMC Member Services department at (706)754-2114 or (706)865-4362.

Q. If my email account was through my previous internet provider and will no longer work once I cancel their service, how do I set up a new email address?

A. You may set up a free email account through Google or Yahoo. This will enable you to maintain your email address, no matter which internet provider you use.

Q. How will Dish Network or DirectTV work with the Trailwave connection?

A. Please contact your satellite provider for more information.

Q. How will my first month's bill look for Trailwave?

A. We bill 1 month in advance and we pro-rate the service for the days you had Trailwave during your current billing cycle. Your first bill will also include the installation fee, as well as any other additional charges for custom installations.



Managed WiFi Service

\$4.95/month*

HEMC maintains and replaces ONT/Router
if hardware failure

Local and knowledgeable Tech Support can:

Fully configure and connect your devices

Troubleshoot any future problems



***Typical WiFi signal range serves an approximately 1500-1800 sq. ft. home without obstacles. Equipment available to serve larger homes for an additional charge.**



On the side of your new Trailwave router is a Default Settings label (Image 1) providing the necessary information. Please locate the SSID beginning with CXNK and search for it on your computer, laptop, tablet or phone. When prompted for the network security key, enter the WPA2 Key listed on the label. Please note the encryption type is WPA2-AES.

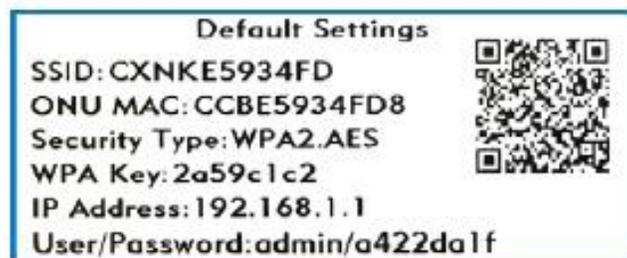


Image 1

SSID and WPA2 Key Highlighted Below



For additional assistance connecting your devices, please call technical support at 706.754.5323