

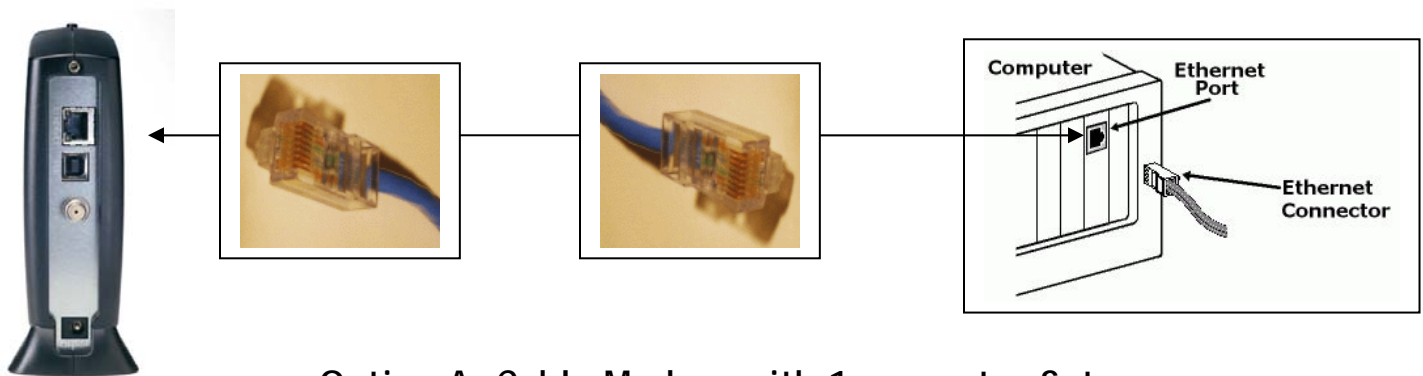
Insight welcomes you to Bloomington! Your high speed internet is furnished to you by Elkins Apartments and Insight Communications. Please call the office at 332-9486 to add Insight's other cable TV packages including InsightHD and InsightDigital cable.

This worksheet will help get you get online with Insight Broadband in your apartment. Insight has activated the cable modem and all you need to do is register your computer or router. To use the service, you must complete the Elkins Apartments cable/internet addendum and pick up a modem from the Elkins' office. Your own modems will not usually work and may lead to additional expense. Once you have the modem, you will need to make sure your cable modem lights are solid. When you connect your pc or router then the PC Activity light should then start flashing.

LED Legend



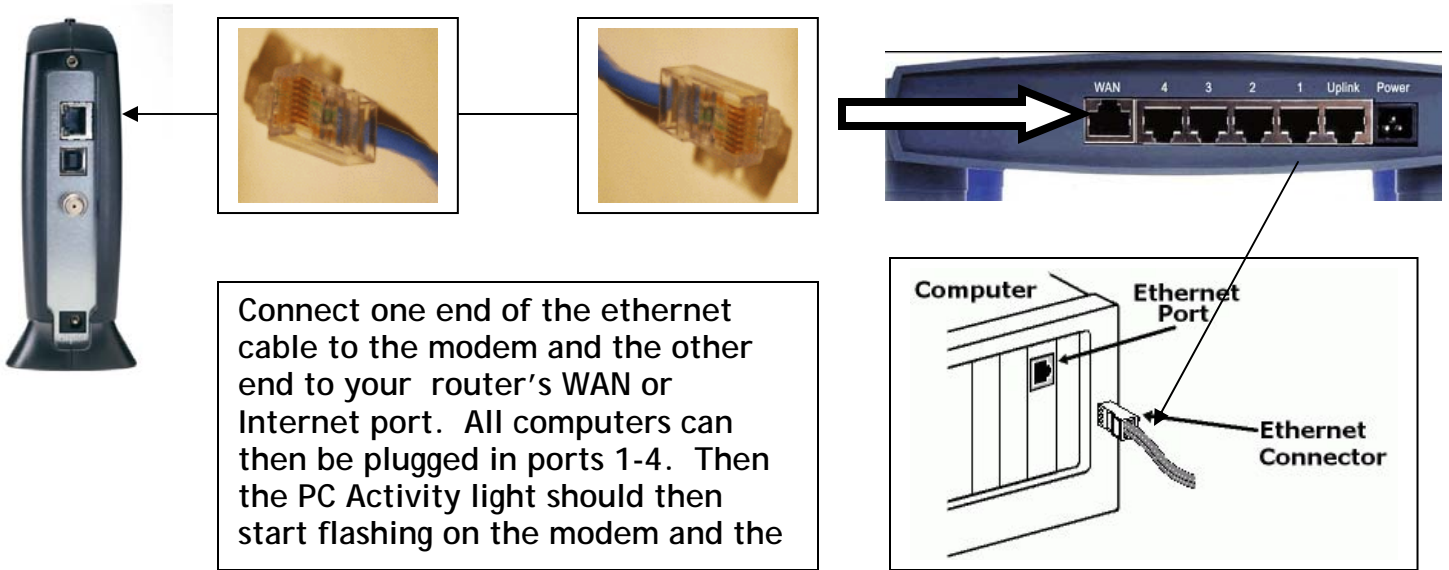
Modem Light	Status	Problem	Solution
Power	On	None	N/A
	Flashing	Startup diagnostics in progress	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
Receive	Solid	None	N/A
	Flashing	Looking for cable connection	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
Send	Solid	None	N/A
	Flashing	Aquiring cable signal	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
Online	Solid	None	N/A
	Flashing	Aquiring cable signal	Verify all cable connections and try to reset the modem. Confirm signal levels and set up TC if necessary.
PC Activity	Flashing	None	Transmitting data.
	Off	No data being transmitted	Either no data is being transmitted or there is no connection to the PC. Verify connections, check cable signals. Verify Ethernet/USB connections, the TCP/IP stack, and NIC.
Standby	Off	None	N/A
	On	Modem is in Standby	All other lights should be off. Press Standby button.



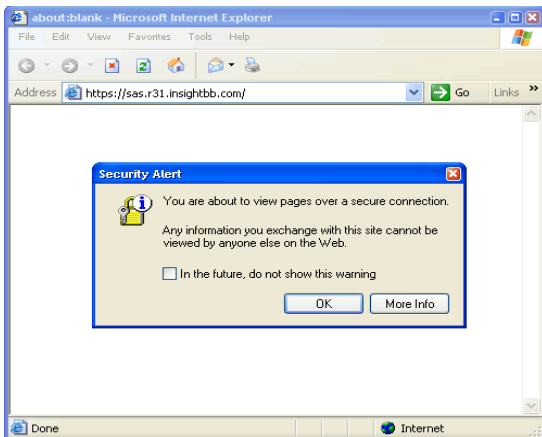
Option A: Cable Modem with 1 computer Setup



## Option B: Cable Modem with router



1. Once you have the computer or router connected to the cable modem, the Service Activation Client will prompt you to register the new device once you try to access the Internet with Internet Explorer. Type [sas.r31.insightbb.com](https://sas.r31.insightbb.com) into the Internet Explorer Address bar.



Insight Communications  
2450 S.Henderson St.

**Bloomington, IN 47401**  
812 332-9486


2. Click **yes** or **ok** on the Security Alert and then you should see a page that says reset cable modem.

**Account Registration Status**

You are currently subscribed to **InsightBB.com**. Your account is **active**.

To make changes to this subscription, please contact **InsightBB.com** directly.

To complete the registration process, please take the following steps:

 **Reset your Cable Modem by clicking [here](#), then restart your computer (or reset your router if you are using one).**

Router Reset Instructions: To reset your router, disconnect the power cord from the back of the router, wait 15 seconds, then reconnect it.

3. Open your browser--you should be online! Tech support is available from Insight (322.9486).