



SKYBEAM Internet Troubleshooting

Technical Support
877-573-6763 Option 3

To help assist you with support, the following is a list of common issues that are easily resolved by following these simple troubleshooting tips:

I have no connection to the Internet

Loss of connection may happen for several reasons, but usually means that some device on your home network has lost connectivity.

Check the following:

1. Make sure the power adapter (also called Power over Ethernet or POE) for the roof antenna is plugged in and working.
2. Make sure the physical network cables are connected to the wall plug, to the computer and to any network devices.
3. Make sure all network devices are plugged in and powered.

If this does not solve the issue do the following:

Power cycle the roof antenna (also called “the radio”) by unplugging the power adapter. Wait a minimum of 90 seconds and plug the device back in. NOTE: If the power adapter is plugged into a power strip, power cycle the power adapter itself *not* the power strip.

2. If you have a router, wireless router or other network device, then power cycle the device(s) by unplugging the power. Wait a minimum of 90 seconds and plug the device back in. NOTE: If the router/device is plugged into a power strip, power cycle the router/device itself *not* the power strip.
3. Make sure the Internet and network settings for your computer are correct and reboot your computer.

If none of these work to restore your Internet connection then please call Technical Support.

My email is not working

Check to make sure your Internet connection is working by opening your Internet browser. If your connection is not working, see the above section. If your Internet connection is active, then you may have a problem with your email settings.



If you are using an email program such as Microsoft Outlook, incoming mail server (POP3) will need to be set to pop.everyone.net and Outgoing mail server (SMTP) will need to be set to smtp.everyone.net

If you are a former Mesa Networks customer, your Incoming Server (POP3) settings will be mail.mesanetworks.net and your Outgoing Server (SMTP) setting will be smtp.mesanetworks.net.

If you are a former Airwaves customer through Mesa Networks, your Incoming Server (POP3) settings will be mail.myawai.com and your Outgoing Server (SMTP) settings will be mail.myawai.com.

If you are a former GreenSpeed customer through Mesa Networks, your Incoming Server (POP3) settings will be mail.greenspeedisp.net and your Outgoing Server (SMTP) settings will be mail.greenspeedisp.net

You may also access your email through your *webmail* account. Simply open an Internet browser window and go to mail.skybeam.com. You will need your email username and password to log on.

For additional help, call Technical Support at 877-573-6763 Option 3.

My Internet connection seems slow

The speed of your Internet connection and the speed of downloads may be affected by several factors including:

Viruses on your computer

Viruses often slow your computer's performances as they demand processing power and use Internet resources because they often send out massive amounts of information over your Internet connection.

Spyware on your computer

Spyware, like viruses, often slows your computer's performances because they demand processing power and use Internet resources. They often send out information over your Internet connection.

Network traffic

You may experience what seems like a slower connection as Internet use from your own home increases due to download of large files or multiple users on your home network accessing the Internet connection.

Be aware of file sharing software that might allow others to access and download large amounts of data from your computer. Programs such as Morpheus, Kazaa, Limewire, Bit Torrents, for example, by default, will share your connection with others on the Internet. Consider configuring such programs to have uploads and sharing disabled.