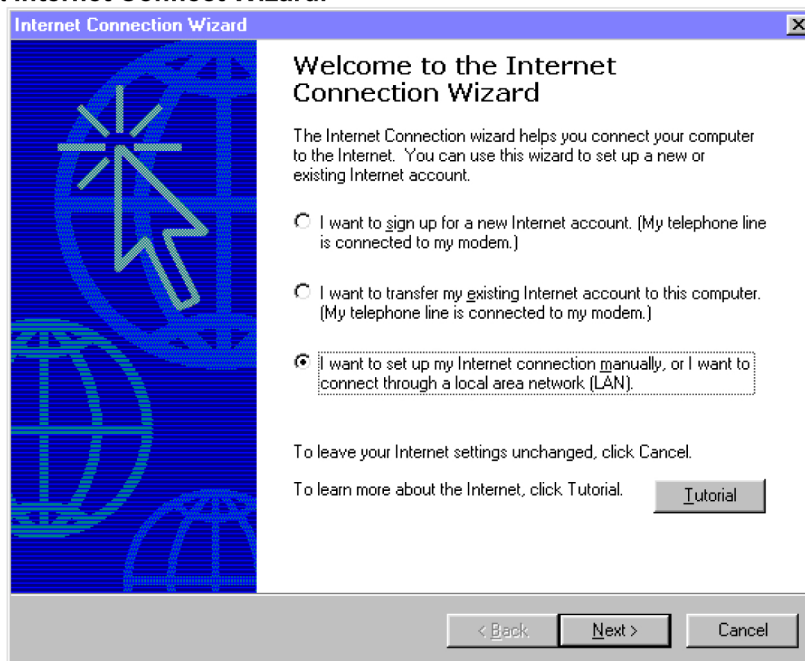


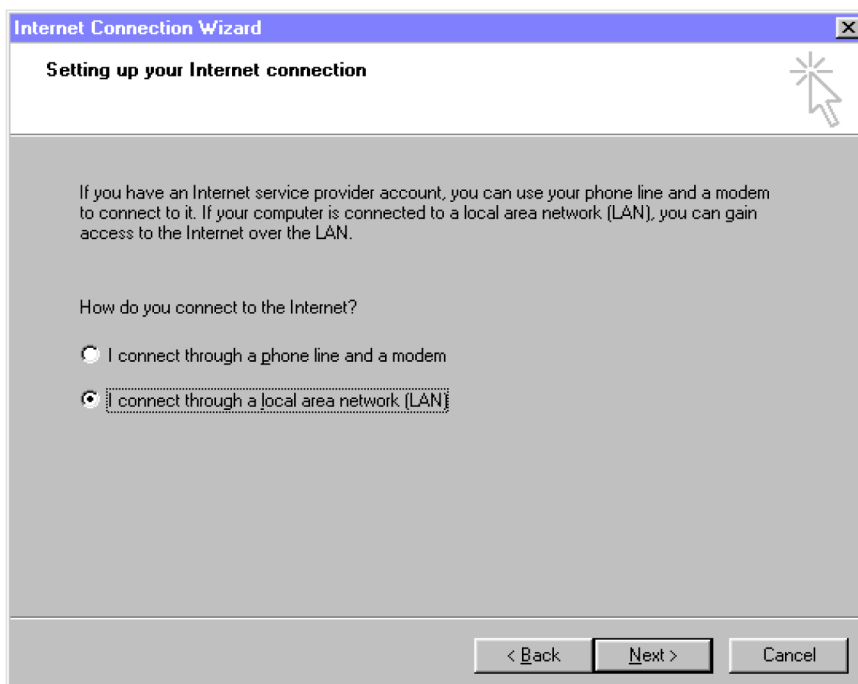


If you find it necessary to configure Internet Explorer, please follow the steps below:

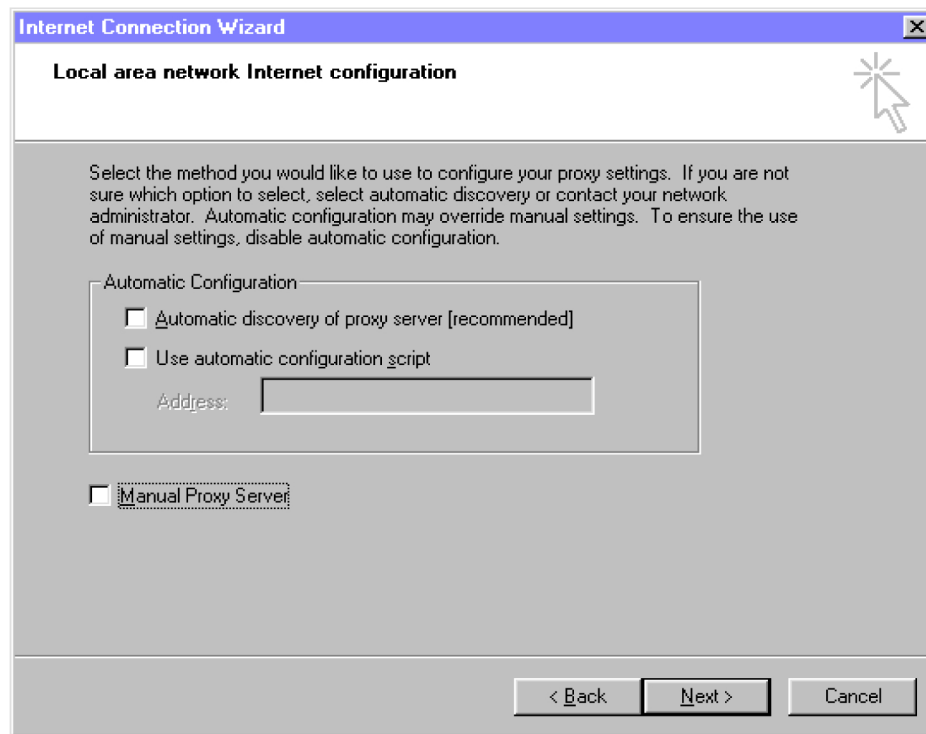
- Go to **Start**. Select **Programs**. Select **Accessories**.
- Select **Internet Tools** or **Communications** (depending on the version of Windows).
- Select **Internet Connect Wizard**.



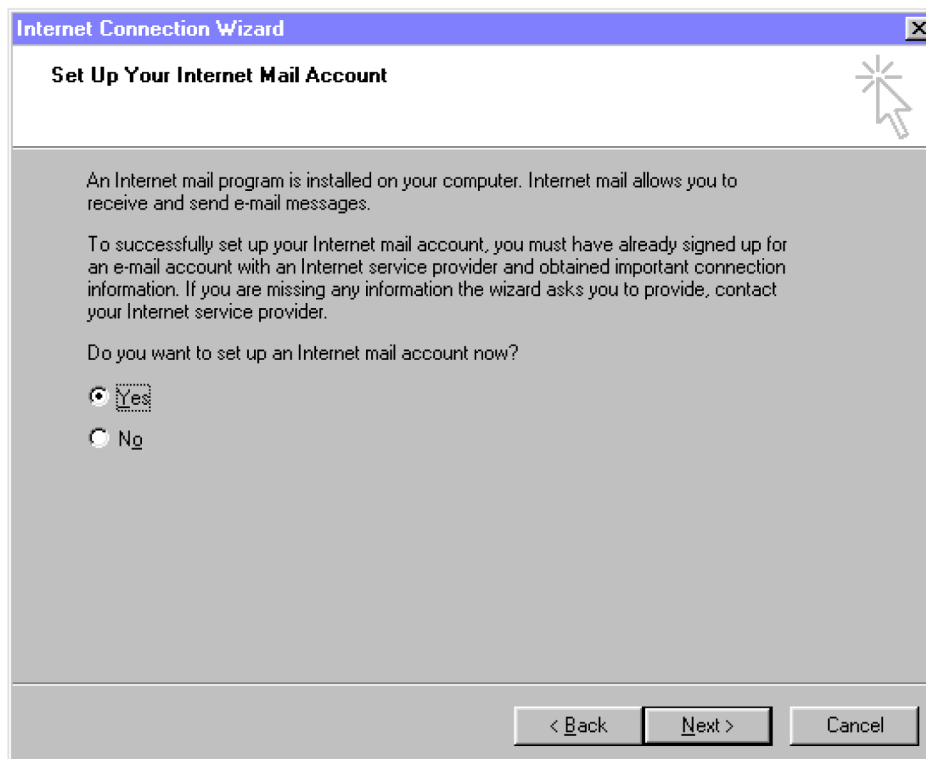
- Select "I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)". Click **Next**.



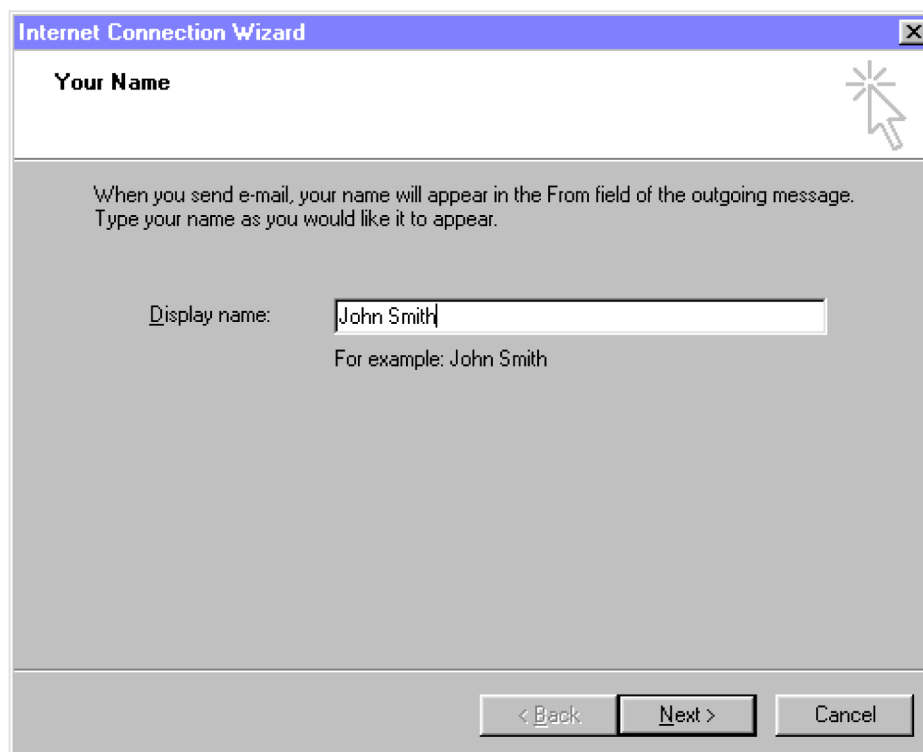
- Select "I connect through a local area network (LAN)". Click **Next**.



- You do not need to make a selection. Click **Next**.

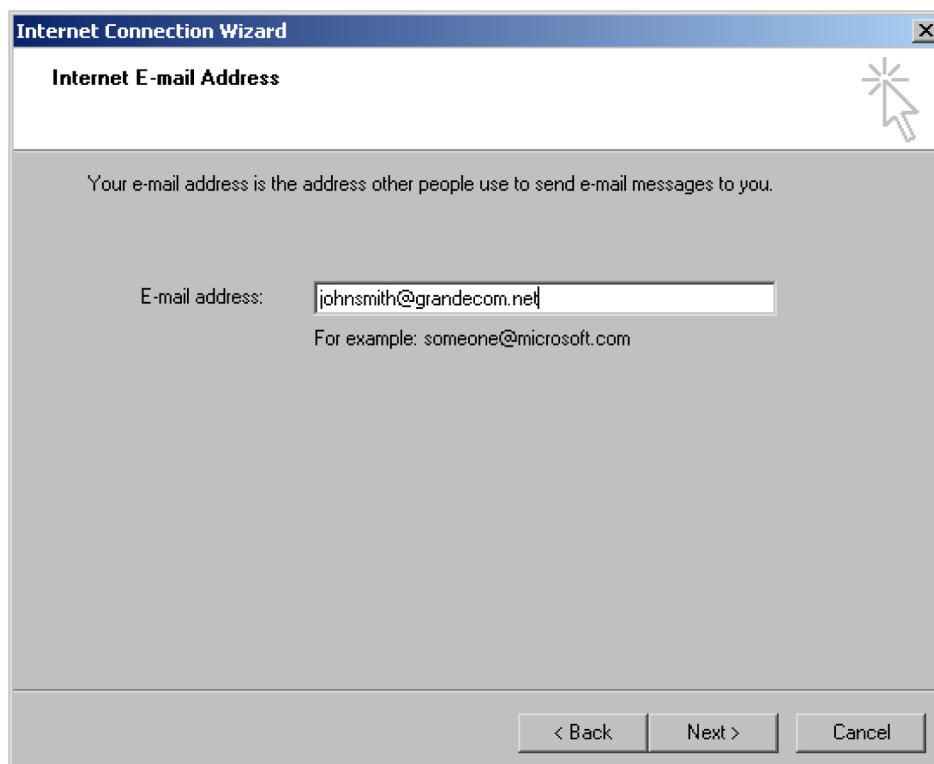


- You will be prompted to set up an Internet Mail account. Click **Yes**. Click **Next**.



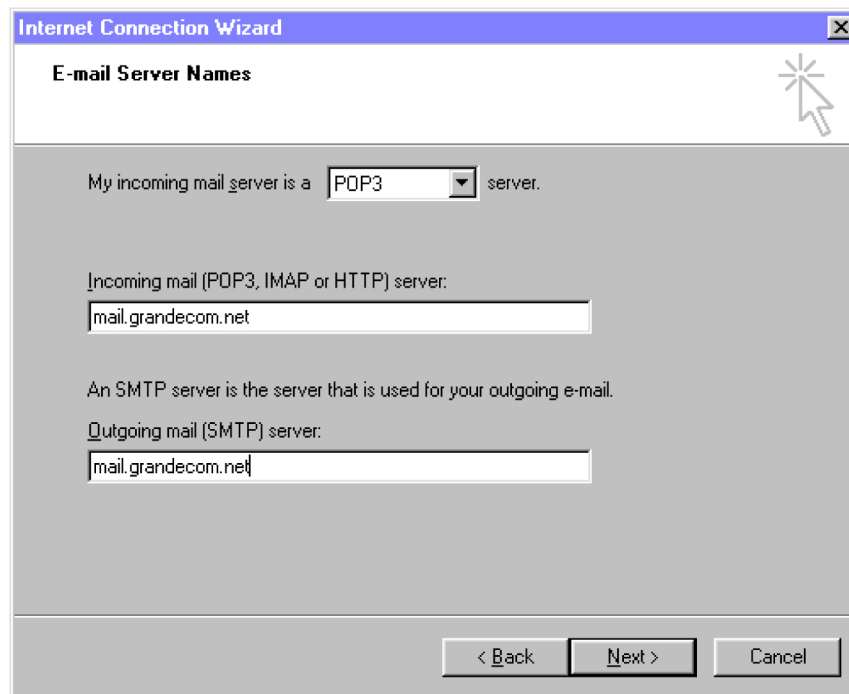
The screenshot shows the 'Internet Connection Wizard' window with the title bar 'Internet Connection Wizard'. The main heading is 'Your Name'. Below the heading, there is a text box containing 'John Smith'. Above the text box, there is a line of text: 'When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.' Below the text box, there is a line of text: 'For example: John Smith'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. A mouse cursor is pointing at the 'Next >' button.

- Type your **Display name** in the text box. Click **Next**.



The screenshot shows the 'Internet Connection Wizard' window with the title bar 'Internet Connection Wizard'. The main heading is 'Internet E-mail Address'. Below the heading, there is a text box containing 'johnsmith@grandecom.net'. Above the text box, there is a line of text: 'Your e-mail address is the address other people use to send e-mail messages to you.' Below the text box, there is a line of text: 'For example: someone@microsoft.com'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'. A mouse cursor is pointing at the 'Next >' button.

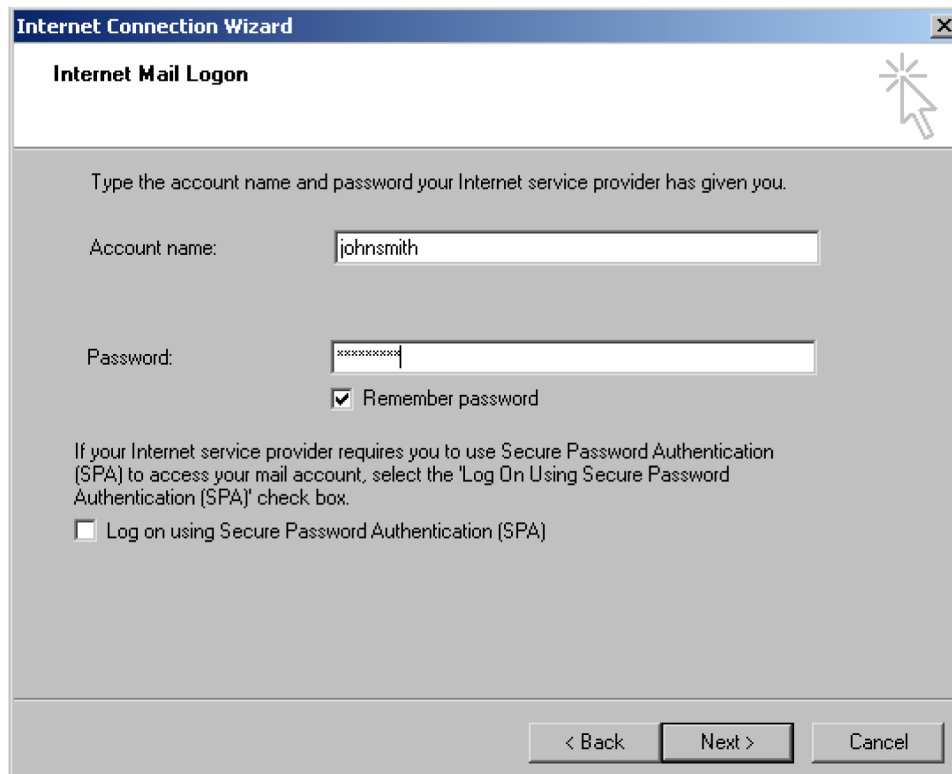
- Type your **E-mail address** in the text box. Click **Next**.



The screenshot shows the 'Internet Connection Wizard' window with the 'E-mail Server Names' tab selected. The window has a title bar with 'Internet Connection Wizard' and a close button. The main area contains the following text and fields:

- 'My incoming mail server is a **POP3** server.' where 'POP3' is in a dropdown menu.
- 'Incoming mail (POP3, IMAP or HTTP) server:' followed by a text box containing 'mail.grandecom.net'.
- 'An SMTP server is the server that is used for your outgoing e-mail.'
- 'Outgoing mail (SMTP) server:' followed by a text box containing 'mail.grandecom.net'.
- At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

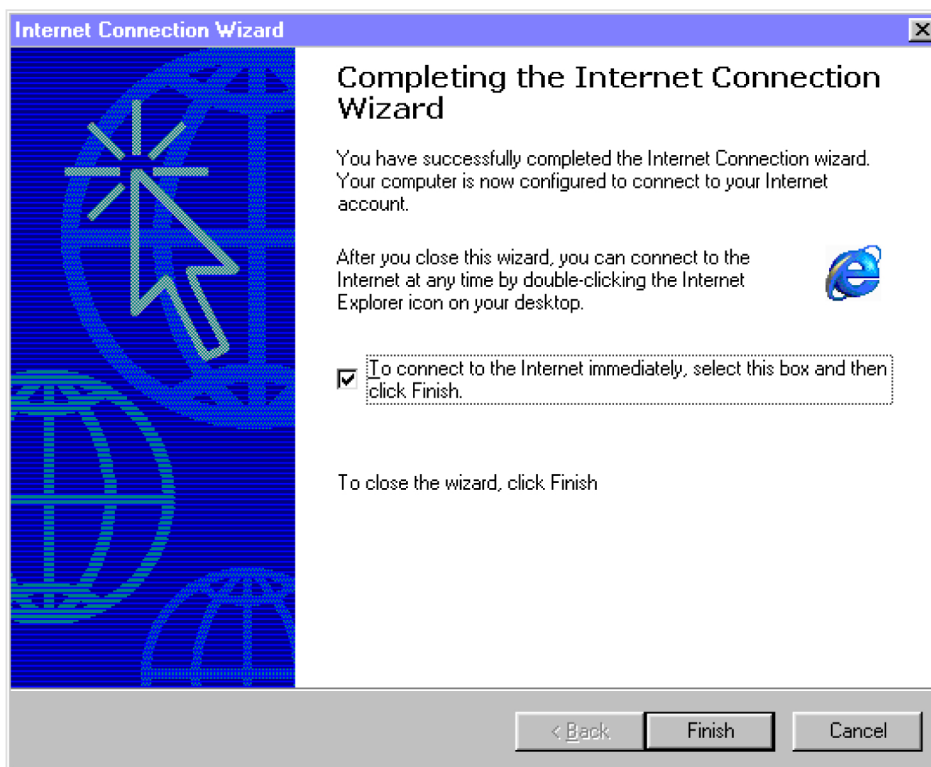
- Select **POP3** from the drop down menu
- Type **mail.grandecom.net** in the Incoming mail server and Outgoing mail server text boxes. Click **Next**.



The screenshot shows the 'Internet Connection Wizard' window with the 'Internet Mail Logon' tab selected. The window has a title bar with 'Internet Connection Wizard' and a close button. The main area contains the following text and fields:

- 'Type the account name and password your Internet service provider has given you.'
- 'Account name:' followed by a text box containing 'johnsmith'.
- 'Password:' followed by a text box with masked characters (xxxxxxxx).
- A checked checkbox labeled 'Remember password'.
- Text: 'If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.'
- An unchecked checkbox labeled 'Log on using Secure Password Authentication (SPA)'.
- At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- Type your **User ID** and **Password** in the appropriate text boxes. Click **Next**.



- Click **Finish**.

CUSTOMER SERVICE:

If you have any questions that are not addressed within this document, please contact Grande Customer Care Center at the following telephone numbers or email addresses:

Austin	512-220-4880
San Marcos	512-878-4880
San Antonio	210-320-4880
Austin email address	customerareaus@grandecom.com
San Marcos email address	customerareasm@grandecom.com
San Antonio email address	customerservicesa@grandecom.com