WildBlue Optimizer Frequently Asked Questions (FAQS)

WildBlue Customer Care Phone Number: **866-945-3258**

CPE Labs Technical Support: **866-267-0245 x2**
CPE Labs web site: www.cpe-labs.com

The WildBlue Optimizer (wildblue.exe) can be downloaded from the WildBlue portal (www.wildblue.net). Download this executable to the desktop and then execute it.

The WildBlue Optimizer places a directory in C:\Program Files\Wildblue
In this directory are the links to internet web pages, a Readme.txt, and uninstall information.

The WildBlue Optimizer places three icons on the desktop: Portal (www.wildblue.net), Help (help.wildblue.net), and EMail (mail.wildblue.net).

You may delete the WildBlue Optimizer (wildblue.exe) from the desktop after it has been executed.

Laptop Users: If you execute the WildBlue Optimizer on your laptop it alters the proxy settings on your PC. As you move to another network you should disable the automatic proxy setting for "http://wpad.wildblue.com/wpad.dat".

Email Clients: Email servers are,
Incoming POP3: mail.wildblue.net
Outgoing SMTP: mail.wildblue.net

Portal/Sign in: WildBlue provides a user portal at WildBlue.net. There is also a sign in screen available at: https://signin.wildblue.net:8488/iar/iar. Based upon your security desires the sign in screen allows you to enter your Username and Password once, check the box "Sign in Automatically" so that your secure sign in information will be retained on the PC you are using.

Billing: Once an account has been commissioned (not activated) the first bill will be generated the next business day. Commissioning occurs at installation of service. Activation occurs at completion of a successful order in the WildBlue billing system. To use your billing Username you can access your account from Wildblue.net and take the "Channel: View My Bill" path (http://scp.servicecenter.wildblue.net/go). This Username and password is used on the Convergys Corporation Infinys billing system.

Dial Up Users: ProPak users get 10 hours of dial up access per month. It is optional for other user plans. Go to the portal/sign in screen and follow the channel "Dial up Access" to create your dial up account. This channel also allows you to

look up dial access numbers you will need before you travel.

Macintosh Users: There is a WildBlue Optimizer for the Macintosh OS X 10.4 and later versions of their UNIX operating system. Some may find it preferable to simply modify the SystemPreferences::Network::Proxies::Proxy Configuration File to: http://wpad.wildblue.com/wpad.dat
Also, there is a Broadband Tuner available from Apple.
www.apple.com/support/downloads/broadbandtuner10.html
That may be helpful.