

# *eSageLink Getting Started Guide*

## **Welcome to eSageLink High-Speed Internet**

Get ready to enjoy the fastest high-speed dial-up Internet service available, customized with the features, savings, and simplicity you've come to expect from Sage.

**Dial-up Accelerator - Surf up 7X faster than standard dial-up**

**Anti-virus Scanning – Protects your computer against e-mail viruses**

**Anti-Spam Protection – Blocks unwanted e-mails from entering your inbox**

**Parental Controls – Allows you to block access to select web-sites**

**Real Service – Real people waiting to help, 24/7**

### **SIGNUP FOR ESAGELINK FROM THE INTERNET**

If you currently have an Internet connection, you can download the eSageLink software from our website and begin using your eSageLink High-Speed Dial-Up service immediately after setting up your internet account.

1. Go to **<http://www.sagetelecom.net/downloadispsoftware.html>**
2. Select “Download for Windows”.
3. Select “Open” in the file download window.
4. Follow the installation prompts to set up a new internet account.

### **SIGNUP FOR ESAGELINK FROM THE CD**

If you do not currently have an Internet connection on the computer you wish to use, and would like to receive an installation CD, please call 1-888-449-4940 to speak to a customer service specialist. When you receive the CD, follow the steps below to set up your internet account.

1. Place the eSageLink CD in your computer's CD-ROM drive.
2. Wait while the CD auto-loads (if CD does not load, see “Starting the CD” section below).
3. Read the entire User Agreement and select “I Agree”.
4. Select “Next” to accept the default destination (recommended) or select “Browse” to specify another location.
5. Follow the prompts to create a new Sage Internet account or to re-install the dialer software if you already have an account.

*\*Starting the CD*

If the CD does not auto-load, do the following:

1. On your desktop, double-click on “My Computer”.
2. Double-click the CD drive (for example: eSagelink (D:))
3. Double-click the Sage application to start the CD.

## **GETTING STARTED**

### **Connecting to the Internet**

1. Double-click on the Sage Internet icon on your desktop. (If you don't have the Sage Internet icon in your desktop, click on “Start” then select “Programs” and click on Sage Internet.) The Sage Internet window will be displayed.
2. Double-click on “Connect”. When the connection is complete, your username and password will be verified.
3. The first time you connect the web accelerator will automatically be downloaded. After the download is complete, select OK.
4. The first time you connect your system will be restarted to complete the accelerator installation.
5. Double-click on “Connect” in the Sage Internet Window. When the connection is complete, your username and password will be verified.
6. On the Sage Internet Window, double-click on “Web” to access the Internet or “Mail” to access your e-mail.
7. When you're ready to end your Internet session, return to the Sage Internet Window and double-click on “Disconnect”.

### **Setting up your Email**

*Using your own e-mail program*

1. On your desktop, double-click on the “Sage Internet” icon.
2. Click on “Mail” to be directed to your default mail program.
3. Confirm that the settings are correct in your mail program. For Outlook Express, select “Tools”, then “Accounts”. Select the “mail” tab in the Internet Accounts window.
4. Select your email address, and then select “Properties”. Select the “Servers” tab in the Properties window.
5. Check the following settings and change if necessary:
  - a. My incoming mail server is a **POP3** server

- b. Incoming mail (POP3): **mail.esagelink.com**
- c. Outgoing mail (SMTP): **mail.esagelink.com**
- d. Account name set to full email address (example: jsmith1234@esagelink.com)
- e. Outgoing mail server: “My server requires authentication” is checked

\*For detailed instructions on other mail programs:

1. Go to [www.esagelink.com](http://www.esagelink.com) and click on “Support”.
2. Click on “OK” for the security alert.
3. Click on “I am having problems sending and receiving mail”.
4. Select your specific email program (for instance, Outlook Express) from the list of mail programs shown.
5. Follow the step-by-step instructions. You may want to print these instructions for reference.

#### *Using Web-mail*

1. Go to [www.esagelink.com](http://www.esagelink.com).
2. Select the Web-mail button.
3. Enter your username and password.
4. Click on “Log me in”.

### **SUPPORT**

#### **Online**

Go to [www.eSageLink.com](http://www.eSageLink.com).

1. Click on “FAQ” for access to the Frequently Asked Questions. Many of the most popular questions are answered here.
2. If you need further assistance, return to [www.eSageLink.com](http://www.eSageLink.com) and click on “Support”. Click on “Online Self Help Service” and follow the prompts to proceed.
3. If you’d like support from a member of Sage’s technical support team, return to the “My Helpdesk” page, enter your email address and password and click on “Login”. Select “I would like to start working on a new problem”, enter the details of the problem and then choose to send an email or chat live with an expert.

#### **By Phone**

ESageLink Technical Support is available 7 days a week / 24 hours a day.  
**1-866-259-1292.**