



# Let's get started!

**New customer resource guide**





## Thank you for choosing HiLight

In today's ever growing and changing world, we believe internet is an essential service—one that is necessary for people and businesses to thrive. That's why HiLight was started by the City of Hillsboro; to provide an exceptionally fast and reliable internet connection at an affordable price for the benefit of the community. Our network was built with the purpose of creating opportunities for individuals and you can count on us to continue to provide the service you need.

# Managing your account

You can access and manage your HiLight account through easy-to-use online applications. Take a moment to set up your accounts to ensure your account information is available when you need it.

## Your bill and other account information

Your monthly billing statement will be delivered by email, but you can always access your account online through our online portal—MyBroadbandAccount—allowing you to quickly view your account, make payments, manage automatic payments, and check your account history.

To set up your online account:

- Go to [MyBroadbandAccount.com/HiLight](https://MyBroadbandAccount.com/HiLight)
- To register for the first time, click on the new user link and follow the instructions (you will need an email address and your account number). Be sure to save or write down your log-in credentials once your account is set-up.





# Internet Service

We're excited to share HiLight's 100% fiber network with you! We're confident our service will be the fastest and most reliable internet you have experienced; however, if you do experience slow downs or trouble connecting try these tips.

## Internet troubleshooting tips

1. Restart your computer or device. If this doesn't resolve your issue, proceed to step two.
2. Unplug your router, wait 30 seconds, and then plug it back into the wall. Wait five minutes for the router to reboot. Verify the service light is green and then reconnect your computer or device.
3. If steps one and two don't resolve your issue, please call HiLight's technical support team at 503-693-4400.

Internet speeds can be affected by a number of factors, including your connection type, the number of devices in use, the age of your devices, site traffic, and more. If you continue to have an issue with your service after trying the trouble shooting tips, call us for assistance.

## Monitor your network

With HiLight's optional In-Home Wi-Fi Management Service you can see exactly how your router is handling your household network traffic, allowing you to maximize the performance of all of your connected devices in every room in your home.

To download the HiLight Wi-Fi Management user app to a device:

- Visit the App Store or Google Play
- Search for **HiLightIQ**
- Follow installation instructions
- Sync device to network



Interested in signing up for HiLight's In-Home Wi-Fi Management Service? Call us today.



# Voice Service

Enjoy unlimited calling to all 50 states, Canada, and additional U.S. territories with your HiLight digital voice service. Voice service comes with more than 20 popular calling features, including voicemail.

## To set up your online Digital Voice account:

- Go to [MyDigitalServices.com](https://MyDigitalServices.com)
- To register for the first time, click on the new user link and follow the instructions. Your **username** will be your 10-digit phone number (ex. 503-XXX-XXXX), and your **password** will be your HiLight account number. Be sure to save or write down your log-in credentials once your account is set-up.

### Calling feature quick codes

Call Forwarding - Activate - Deactivate	*72 *73	Speed Dial	*74
Do Not Disturb - Activate - Deactivate	*78 *79	Three-Way Calling	Flash/ Conference
Call Return	*69	Last Number Redial	*66
Block Caller ID	*67	Anonymous Call Rejection - Activate - Deactivate	*77 *87

## Voicemail

### To set-up voicemail:

1. Dial **\*98**
2. Enter the default passcode **8642** and press **#** (for first time set-up)
3. Following the "passcode has expired" prompt, enter a permanent passcode and press **#**.
4. Re-enter the new, permanent passcode and press **#** again. Save this code.
5. Follow the rest of the prompts to record your name and greeting.

### To access voicemail:

1. From your landline extension, dial **\*98**. From any other number, dial your 10-digit phone number and press **\*** when the greeting begins.
2. Enter your passcode and press **#**.

# We're here when you need us

New service can be a transition and there are bound to be questions from time to time. When that happens, rest assured that our HiLight Customer Support Team will be here for you.

## Customer Support

(503) 693-4400

**Available:** Monday - Friday      8am-11pm  
Saturday & Sunday      9am-11pm

Support@GoHiLight.com

## Important Account Information

**HiLight Account Number:** \_\_\_\_\_

**Wi-Fi Network Name:** \_\_\_\_\_

**Wi-Fi Password:** \_\_\_\_\_

*\*If you are using HiLight's Wi-Fi Management Service, the default password will be on your router.*

**HiLightIQ User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_

**MyBroadbandAccount User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_

**Digital Voice Portal User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_

# Visit our online Resource Center

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## Time to explore!

Have questions about how to get the most out of your internet? Check out our Resource Center at [Hillsboro-Oregon.gov/Services/HiLight/Resources](https://Hillsboro-Oregon.gov/Services/HiLight/Resources) to maximize your service and experience.



**Manage your  
network**



**Monitor  
connected devices**



**Set-up streaming  
services**



**Troubleshoot  
connection issues**

Need a resource that isn't here? Contact us at [Support@GoHiLight.com](mailto:Support@GoHiLight.com) for assistance.





150 E. Main Street  
Hillsboro, OR 97123  
[Hillsboro-Oregon.gov/HiLight](https://Hillsboro-Oregon.gov/HiLight)