

FAQ & INFORMATION

CHANNEL 3

How can I get something on Channel 3?

Our local channel 3 is available for announcements, advertisements & celebrations. Please email telecomclerk@alta-tec.net or call 200-1122 for pricing and more information or to submit the information you would like run.

PHONE

Can I keep my same phone number?

Yes, you can keep your same phone number. A Letter of Agency must be signed by the holder of the current phone service. After being signed the Letter of Agency is sent to the customer's current phone provider allowing the customer to keep their same phone number and switch their service (porting).

Do I have to pay per phone number?

Yes, each additional phone number is tied to a new line and charges will apply.

How do I make international phone calls?

Dial 011 + the country code + the phone number

CABLE

What is a Digital Box?

It's a box that converts digital programming to analog so it can be viewed on a TV set. Services included with a digital box include Universal Remote, Menu Navigation, Digital Music, Pay-Per-View, and Video on Demand.

Can I get digital service on all my TVs?

Yes, we can install a digital box on all your TV's. Your TV's that do not have a digital box will carry expanded basic cable TV.

How do I reboot my digital box?

1. Unplug power cord on the back of the digital box.
2. Wait 1 minute.
3. Plug the power cord back into the digital box.
4. **"IMPORTANT" DO NOT** touch remote or digital box at this time.
5. After time of day appears in the display window, wait another 5 minutes before pushing the power button on the front of digital box.
6. **"NOTE"** Correct display should read: 1080i & the time of day.
7. If still having problems, call Altatec at 200-1122.

How do I reset the PIN Code on my digital box?

Your PIN code is used to order pay-per-view movies, movies on-demand & parental controls.

Default PIN code is: 0000

To change your PIN code:

1. On the remote, push the "Settings" button 2 times.
2. Scroll through the list using your up & down arrows until you get to the "Purchase Pin".
3. Push your "Select Key".
4. Then Push the "Yellow A key" to change your PIN code.
5. Then follow the directions on the screen to change your PIN code.

How do I clear all the content off of my digital box?

If you have any trouble recording, or playing back the sessions the Hard Drive may need to be reformatted. Here are the steps to do that: NOTE: All saved sessions will be deleted after this process. Make sure customer is aware before reformatting.

1. After plugging the Entertainment Server into an AC power source, press Power on the front panel to power on the Entertainment Server.
2. Press Pause on the remote control until the message indicator (mail light) flashes.
3. Press Page - (page down)
4. Press List three times.

Results:

- The hard drive in the Entertainment Server has been successfully formatted and all previous recordings have been erased.
- The Entertainment Server automatically reboots.

Do I need to notify you if I want to move my digital box?

Yes, we need to know if you are going to move your digital box. We would do this for you and more than likely it will not work after you move it. Also, if a digital box sits unplugged for too long it will deactivate and no longer work for you.

INTERNET

I cannot connect to the Internet.

Because your cable modem is always on, normal occurrences such as power interruptions, network, maintenance, or electrical storms can cause its memory to collect errors. Over 90% of the time, power cycling your cable modem can clear these errors and restore your connection.

1. Turn your computer off.
2. Locate the black power cord on the back of your cable modem and unplug it from the electrical outlet.
3. Wait 30 to 45 seconds.
4. Plug the power cord back in.
5. The lights on the cable modem will flash for a few minutes as it connects to the Long Lines network.
6. When the lights are solid, turn on your computer.
7. Your connection should be restored.

*Some cable modems have an on/off switch or a stand-by switch, so make sure the on/off switch is on or the stand-by switch is off.

I forgot my password for my email account.

Call our office at 200-1122 and we can look up or reset your password.

Trouble setting up email or sending receiving emails.

We do not actually offer technical support for your computer. If your email account has already been established by us the rest is your responsibility. Neotek is a business here in Alta that is very familiar with our Internet service and our network. To contact Jessi or Terry with Neotek please call 200-3995.

I got a new router and need help setting it up.

We install and maintain the cable modem but do not actually handle your choice to add a wireless router. If you need help with this Neotek would also be available for help with this. To contact Jessi or Terry with Neotek please call 200-3995.

Do I need to notify you if I want to move my modem?

Yes, we need to know if you are going to move your modem. We would do this for you and more than likely it will not work after you move it.

Who do I contact about SecureIT?

For questions or problems regarding our SecureIT Computer Protection, please contact SecureIT at 877-373-3320.