



## TVS CableNet Technical Support Guide

Effective August 15, 2006

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### **Telephone Support:**

(606) 785-3450 Knott County  
(606) 439-3167 Perry County  
(606) 633-0778 Letcher County

### **Email Support:**

[support@tvscable.com](mailto:support@tvscable.com)

### **Phone Support Hours:**

Monday through Friday 8:00 AM to 12:00 PM, 1:00 PM to 5:00 PM  
A monitored automated answering service is available 24 hours a day for your convenience.

### **Service Call Hours:**

Monday through Friday 9:00 AM to 4:00 PM

### **Customer's Email Account Information**

#### **Email Account 1:**

Email Address: \_\_\_\_\_

Account Name: \_\_\_\_\_

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

#### **Email Account 2:**

Email Address: \_\_\_\_\_

Account Name: \_\_\_\_\_

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

#### **Email Account 3:**

Email Address: \_\_\_\_\_

Account Name: \_\_\_\_\_

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

### **Mail Server Settings**

**Mail Server:** POP3 server

**Incoming Mail Server:** mail.tvscable.com

**Outgoing Mail Server:** smtp.tvscable.com

*\*Both Incoming and Outgoing Mail Server should be in all lower case letters.*

### **Terms of Support:**

We provide support to address any related Internet and Email issues. The first course of action with any trouble report is Telephone Support. We will make a service call if deemed necessary based on the information gathered by the phone support technician. All on site service calls will be done Monday through Friday, between 9:00 AM and 4:00 PM. All service calls are handled in the order they come in, but every effort is made to get to your issue as promptly as possible.

### **Boundaries of Support:**

We provide internet access to the residence or business address. Our boundaries of support are limited to the following:

1. Any wiring provided by us from outside the location to the modem
2. The modem itself (if leased from us)
3. Providing Internet Access to the modem itself

Our service is not limited to one computer, and may be used on multiple computers within the same residence. We do **NOT** support the setup or maintenance of any networks/routers at the residence or business, or any issues arising from the use of networks/routers. It is the customer's responsibility to setup and maintain any networks/routers. **PLEASE NOTE:** Any use of wireless routers to provide access to computers **NOT** residing in the same building/home is considered Theft of Service, and is subject to immediate termination of your internet service.

We do **NOT** provide any support for computer repair or maintenance. We do **NOT** undertake to repair and/or replace any equipment not provided by us. This includes, but is not limited to any personal computers, routers or other network devices, any external computer hardware, or any modem not leased from us. We will refer you to an appropriate repair facility if such services are deemed necessary. We do **NOT** support any specific software or hardware when used with our internet service. Support for any such software or hardware must be obtained from the product manufacturer.

### **Service Call Support:**

If a service call is required, the technician can perform the following duties:

1. Use a laptop computer to verify that the internet is accessible at the modem.
2. Check our wiring and connections at the location to the modem.
3. Check the Internet Settings on the computer. (We do **NOT** service any networking equipment, firewalls, or their settings.)
4. Replace the modem if necessary, if it is leased from us. If you own your own modem, we can arrange for a modem to be loaned to you for the normal monthly rent fee. (\$5.00/month, any period less than one month will be charged for one month's rent charge regardless of the loan duration.)

### **Service Call Fees:**

If the issue in question is a result of our service as defined above, then there will be **NO** charge for the service call. If the issue is caused by a result in **ANY** manner other than the support steps listed above, a service call fee will be charged for any Service Call visit. There is no charge for Telephone Support.

**Service Call Fee: \$25.00 per Hour\***

\*Any service call charge has a minimum charge of one hour.

## **Installing the Cable Modem**

### **Connecting the Modem using Ethernet**

If you are using an ethernet connection to connect your modem, the installation is a very simple procedure. Simply connect the ethernet cable to the modem and the computer. Ethernet installation does **NOT** require any drivers, and as long as the network interface on the computer is enabled and working, you will be connected to the internet. If you cannot get online after connecting the cable and confirming your ethernet connection is enabled and working, please refer to the troubleshooting steps later in this support guide for more information.

### **Connecting a Leased Modem using USB\***

If you are using a USB connection to connect a leased modem, the installation process requires several other steps and the installation of a USB driver for the modem.

- 1.) Insert the CD that comes with the modem. If the CD starts automatically and asks you to choose a language, close that window and return to the desktop.
- 2.) Make sure the power cord is connected to the modem and the modem has power.
- 3.) Plug the USB cable into the modem first.
- 4.) Connect the USB cable to an open USB port on your computer.
- 5.) The New Hardware Wizard will open shortly. Simply follow the prompts to install the drivers for the USB modem. Be sure to select the CD-Rom Drive when it asks where to look for the driver.
- 6.) After you have completed the New Hardware Wizard, you may have to restart your computer depending upon which version of Windows is installed. After it restarts, you will be online.

**NOTE:** *We cannot be responsible for connecting any modem USB that was not leased from us. It is solely the customer's responsibility to make any such connections.*

**\*We cannot support USB with any operating system other than Windows XP, due to changes from Microsoft that impact its functionality. If you choose to try and use the modem with a USB connection and any other operating system, we hold NO liability in making that connection work. You MUST use an Ethernet connection with any operating system other than Windows XP, and we strongly recommend it with Windows XP as well.**

**IMPORTANT NOTICE:** The modem can only support either an Ethernet or USB connection at one time. If you connect cables to both the Ethernet and USB ports at the same time, it will damage the ports and cause the modem to stop working properly. If you wish to use more than one device with our CableNet service, you MUST purchase a router and use Ethernet connections on all the devices. We CANNOT replace any equipment that is found to be faulty as a result of this type of misuse. Please call our office with any questions about connectivity.

### **Setting Your Cable Connection as Your Default Internet Connection (Stopping the PC from automatically using your Dial-Up Connection)**

Although not always necessary, you may need to specify to use the cable connection for internet access. This is only necessary if you cannot get online after the successful installation of the Cable Modem, or if your computer keeps trying to connect using a Dial-Up Connection. To set the Cable Modem as your internet connection, perform the following steps:

- 1.) Open the **Control Panel**. In the Control Panel, open **Internet Options**.
- 2.) In the *Internet Properties* window that opens, click on the **Connections** tab.
- 3.) Under *Dial-Up and Virtual Private Network Settings*, click on **Never Dial a Connection** if it is not already selected.

## **Setting Up Email Addresses**

For step by step instructions, including screen shots for assistance, on how to set up your email account in Outlook Express, please visit our website at:

[www.tvscable.com/emailsetup.html](http://www.tvscable.com/emailsetup.html)

## **Email Troubleshooting**

### **Unable to Send or Receive Email**

If you are unable to send and receive emails, but all the other features of your internet service are working, the issue is normally the settings for the email account in the program you are using. If you cannot access any of your internet features, please refer to the Cable Internet Troubleshooting section for more information. Please verify that the email client you use has the correct email account and server information entered into the software, and that you do not have a firewall on your computer that could be blocking the email on your computer.

You may also verify that your email account is working properly on our server by visiting our website and using our Webmail feature. If you visit our website at [www.tvscable.com](http://www.tvscable.com), there is a Webmail login on the left side of the home page. To log into the Webmail service, simply enter your account name (the part of your email address before the "@" symbol) and password into the fields and press the login button. If you are able to log into your email on the Webmail interface, this indicates that the email account itself is in proper working order. This eliminates the email account as the issue and narrows it down to a software issue..

### **Checking a Firewall for Email Issues**

It is possible that a firewall on your computer is blocking email from entering or leaving your computer. If you have checked your account settings and removed and set the account up again, but still cannot send or receive email, please check your firewall settings and try disabling the firewall temporarily to see if it will allow you send and receive email. You can also try our Webmail login to verify that the email account is working properly on the server.

### **Other Email Related Issues**

**Unable to open attachments in emails:** If you are unable to open attachments in email messages, this is due to a security setting within your email client. Please refer to the email client's help files or contact the manufacturer for support with this issue.

**You get returned mail notices or mail undeliverable notices when you tried to send an email:** You may get a notice from us or the ISP of a person you sent email to if the address is not spelled correctly, if the address is no longer in use, or if the ISP has a SPAM filter that is incorrectly blocking an email domain (such as tvscable.com). Please be sure to check the spelling of the email address, verify that the account you are sending to is active, and that the person's ISP you are sending to does not have tvscable.com blocked out of their email server.

**You are not receiving mail from a particular address:** If there is one particular address you know is a valid address but you are not receiving email from them, it is possible that the email is being tagged as spam and not being delivered to your inbox. We do employ a spam and virus filter on our incoming email server as a benefit to our customers, and it is possible for it to block a legitimate email address. If you believe this to be the case, please contact our technical support by email or phone and provide us with the

full email address that is in question. We will investigate the address to ensure its validity, and upon passing this inspection, we will add the address to our allowed addresses.

There are other email issues you may experience, but they will all be related to software/hardware issues. You can always check your email on our website using our Webmail feature to verify that the account is working properly. If you are able to log into your email on the Webmail, that indicates the account is working properly. Please refer to your email client's help files or contact the software manufacturer for further support with any email related issues.

## **Cable Internet Troubleshooting**

**A Note about using Routers/Networking:** While we have no restrictions on the use of routers to provide access to multiple computers, we do **NOT** support the installation, setup, or maintenance of the router or home network. If the internet service will work on a single computer, then it is the customer's responsibility to manage their router or network.

**A Warning about Antivirus/Firewall Software:** We may ask you to temporarily disable any Antivirus or Firewall software on your computer. You should only disable any Antivirus/Firewall Software if asked to do so by a support agent. You should always re-enable your Antivirus/Firewall software after any troubleshooting procedures, regardless of whether or not the support agent instructs you to do so. We cannot be responsible for any virus acquired while using our internet service, regardless of whether a support agent has you disable it or not. If you choose not to disable any Antivirus/Firewall software for troubleshooting procedures, we **CANNOT** guarantee that we can resolve your issue. If you do not disable the software, we can have a support agent test the internet at the location with a laptop to ensure the internet service is working. After that it is solely the customer's responsibility to diagnose and resolve any internet issues.

## **If your internet connection is running slow:**

There are several causes for slow internet speeds that are not related to the connection to the modem or the signal coming across our lines. These steps should be performed to rule out these possibilities prior to calling us to open a trouble report. The "speed" of your internet depends heavily upon the capabilities of your computer. If your computer only meets the minimum system requirements, or is not at least the recommended, then this can cause a perceived "slowdown" of your internet speeds. This must be factored into the speed of your internet connection.

**Please Note:** The speed package you have purchased is the **maximum speed** at which the connection will run. You will **NOT** always run consistently at that speed. It is normal and common for the connection speeds to be lower than the package speed you purchased, due to the nature of the internet in general. The speed is dependent upon every network it must run through to get to its destination and back to you. While we confidently provide you the best possible connection from your modem to our network, we **CANNOT** guarantee any speeds once the data has left our network. This is most often the cause of slower speed readings when accessing data across the internet.

## **Troubleshooting Slow Connections**

1. Make sure your computer meets the minimum system requirements for cable internet access. If the computer is an older computer, or it is only just above the minimum system requirements, this will have a dramatic effect on how the speed of your internet service seems. A system that is at or just above the minimum requirements will not be able to process the data it receives as quickly and will make the internet speed seem slower. This must be considered in determining how slow a speed seems.
2. Delete your Temporary Internet Files. This can slow down the performance of your computer dramatically, which results in a perceived slowdown of your internet speeds. To delete your temporary internet files:

- A. Open the **Control Panel**
  - B. Open **Internet Options**, this will bring up the *Internet Properties* window
  - C. Click on **Delete Cookies**, and then click **OK**
  - D. Click on **Delete Files**, check *Delete all offline content*, and click **OK**
  - E. Click on **Clear History**, then click **Yes**
  - F. Click on **OK** on the Internet Properties window
3. Restart your computer. If your computer has been running for a long period of time, there may be several programs and/or services running in the background that may be slowing down the performance of the computer.
  4. If you are using a router, try unplugging it and plugging the modem directly into the computer. It may be possible that the router is not performing optimally or may have incorrect settings, which will slow down the transfer of information from the router to your computer.
  5. Disable any Firewall or Filtering Software you have installed on your computer. These types of software can affect speed, since they filter all communications between your computer and the outside world.
  6. If the connection is still slow after performing these steps, please call our Tech Support for further assistance.

### **Total Loss of Your Connection to the Internet:**

Total loss of internet connectivity will include all of the following:

- Loss of ability to view all web sites. If you unable to view only certain web sites, this is not a loss of connectivity, and is likely the result of an issue with those particular sites.
- Loss of ability to send and receive all emails. If you cannot email certain addresses, it is the result of an action taken by that address's Internet Service Provider. We cannot control actions other ISP's take regarding their email services.
- Loss of ability to use all instant messengers or chat programs (such as Yahoo! Messenger®, MSN Messenger®, AOL Instant Messenger®, etc.). If only one will not work, we must assume it an issue with that particular program, and you must contact that software provider for further support.
- Loss of ability to download any files from the internet.

If only one of these items does not function properly, it is an issue with only one of these items and you should troubleshoot that item in particular.

### **Troubleshooting Loss of Connectivity**

If you have lost your internet connectivity, there may be several causes of the issue. We have provided all the steps that are covered in our scope of support for troubleshooting connectivity issues.

1. Power cycle the cable internet modem. Unplug the power cord from the back of the modem. Wait for 5-10 seconds, and plug the power cord back into the modem, and let it lock back on.
2. If you are using a router, power cycle the router. Unplug the power cord from the unit. Wait 5-10 seconds and plug the power cord back in. We also recommend that you unplug the cable modem, then unplug the router. Plug the modem back in first and let it lock on, then plug in the router. This will ensure that the router has an IP address available when it is powered up. If the router is powered back up before the modem, it may not have an IP address to pull and may not obtain the proper settings. If you do not use a router, please disregard this step.
3. If you are using a router, try unplugging it and plugging the modem directly into the computer.
4. Disable any Firewall or Filtering Software you have installed on your computer.
5. Restart the computer.
6. Check your computer's Network Properties for the correct settings. The steps to check these settings are listed below and grouped by versions of Windows.

## Checking the Computer's Network Properties

Check these settings to make sure that the computer is getting the correct settings for an internet connection. You should check these settings after you have power cycled the modem and it has locked back on to the server.

### Checking the Network Properties in Windows XP:

#### Checking for a Valid IP Address

1. Open the **Control Panel**.
2. Open **Network Connections**.
3. Double Click on **Local Area Connection** to open the "Local Area Connection Status" window.
4. Click on the **Support** tab. You should have the following information

Address Type: Assigned by DHCP  
 IP Address: 12.x.x.x  
 Subnet Mask: 255.255.x.x  
 Default Gateway: 12.x.x.x

The numbers represented by *x* will vary depending on the IP address the modem has assigned to it at that particular moment, and this number will occasionally change. **Please note** however that if you are using a router, all of these numbers and settings will be different. Please refer to the router's manual or contact the manufacturer for any information relating to the router's settings.

#### Checking LAN Settings for Internet Explorer

1. Open Internet Explorer.
2. Click on **Tools**.
3. Click on **Internet Options**.
4. Click on the **Connections** tab.
5. Click on **LAN Settings**.
6. Make sure that none of the check boxes are selected.
7. Click on **OK** to close the LAN Settings window, then click **OK** to close the Internet Options window.

If the computer is pulling an IP address and the LAN Setting in Internet Explorer are correct but you still cannot view web pages, it is an issue with the computer. You will need to have the computer checked out by the manufacturer or a computer repair facility

If the computer is NOT pulling an IP address, check the computer's network configuration.

#### Checking the Network Configuration

1. Open the **Control Panel**.
2. Double click on **Network Connections**.
3. Right click on **Local Area Connection**, then left click on **Properties**.
4. In the "Local Area Connection Properties" window, click on **Internet Protocol (TCP/IP)** to highlight it, and then click the **Properties** button.
5. In the "Internet Protocol (TCP/IP) Properties" window, make sure the selected options are "Obtain an IP address automatically" and "Obtain DNS server address automatically". If these are not selected, click on them to choose them and then click **OK** to close the "Internet Protocol (TCP/IP) Properties" window, and the click "OK" to close the "Local Area Connection Properties" window. \*
6. Click on **Close** on the "Local Area Connection Status Window".

7. If it is not working at this point, please contact our Tech Support for further assistance.

**\*NOTE:** The settings for the Internet Protocol (TCP/IP) Properties may be different if you are using a router, since routers assign their own TCP/IP settings. These settings depend upon the specific equipment you are using. To obtain more information about the settings for your router, please refer to your router's manual or contact the manufacturer for further support.

### **Checking the Network Properties in Windows 98/Windows ME:**

**Please Note:** Due to Microsoft's decision to drop support on Windows 98 and Windows ME, we can only provide you with these limited steps of support for these Operating Systems. We CANNOT support USB connections with these two Operating Systems any longer due to this change, and the number of issues arising from its use with Windows 98 or Windows ME. We can only support Ethernet connections on these versions of Windows.

#### **Checking for a Valid IP Address**

1. Check the IP configuration by clicking on **Start**, then clicking on **Run**. In the box that opens, type in *winiipcfg* in lowercase letters, and then click on **OK**.
2. In the box that opens, make sure that the proper ethernet adapter is selected. It should have the ethernet card name followed by the model.  
(For example, Network Everywhere Fast Ethernet Adapter.) If not select it in the list.
3. After it is selected, it should display the following information:

IP Address: 12.x.x.x  
Subnet Mask: 255.255.255.x  
Default Gateway: 12.x.x.x

**Note:** The value for "Adapter Address" will vary for every computer. This number is a unique number used by your computer to identify the network adapter you are using. It is NOT related to the Internet Service you are receiving from us. If there is no number listed, this signifies that the device itself is not working properly, and you will need to contact the computer manufacturer, the hardware manufacturer, or a PC repair shop.

The numbers represented by *x* will vary depending on the IP address the modem has assigned to it at that particular moment, and this number will occasionally change. All other numbers should be the same as listed above. Please note however that if you are using a router, all of these numbers and settings may be different depending upon the settings of your router. Please refer to the router's manual or contact the manufacturer for any information relating to the router's settings.

If the modem is locked on and the computer is pulling an IP address, you should check Internet Explorer's LAN Settings.

#### **Checking LAN Settings for Internet Explorer**

1. Open Internet Explorer.
2. Click on **Tools**.
3. Click on **Internet Options**.
4. Click on the **Connections** tab.
5. Click on **LAN Settings**.
6. Make sure that none of the check boxes are selected.
7. Click on **OK** to close the LAN Settings window, then click **OK** to close the Internet Options window.

If the computer is pulling an IP address and the LAN Setting in Internet Explorer are correct but the customer still cannot view web pages, it is an issue with the computer. You will need to have the computer checked out by the manufacturer or a computer repair facility

If the computer is NOT pulling an IP address, check the computer's network configuration.

#### **Checking the Network Configuration**

1. Click on **Start**, then click **Settings**, then click **Control Panel**.
2. In the Control Panel, double click on **Network** to open the Network window.
3. Click on **TCP/IP** to select it, then click the **Properties** button to open the TCP/IP Properties window.
4. Click on the **IP Address** tab, and make sure "Obtain an IP address automatically" is selected.\*
5. Click on the **DNS Configuration** tab, and make sure "Disable DNS" is selected.
6. Click on **OK** on this window, and then click on **OK** on the other window to close it. If the computer prompts you to reboot, go ahead and restart the computer.

**\*NOTE:** The settings for the Internet Protocol (TCP/IP) Properties may be different if you are using a router, since routers assign their own TCP/IP settings. These settings depend upon the specific equipment you are using. To obtain more information about the settings for your router, please refer to your router's manual or contact the manufacturer for further support.

#### **Troubleshooting All Other Operating Systems**

We do not support troubleshooting any operating systems other than Microsoft Windows XP Home, Windows XP Professional, and Windows 2000 Professional, due either to the fact that the manufacturers no longer support those operating systems, they are not designed for use with personal home computers, or the manufacturers do not provide us with any direct technical support information. Our support is limited **ONLY** to providing you with the necessary settings, such as the network settings you should use for our internet service. For any further support in applying these settings, diagnosing internet issues, or any other related issues with another operating system, please contact the operating system manufacturer.