



Industry Telephone Company

Customer User Guide

This document contains just about everything you need to know as a customer of Industry Telephone Company.



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Industry Telephone Company

About Us

Since 1955, Industry Telephone Company has been dedicated to providing dependable, quality service. We pride ourselves in our continuous effort to put the customer first. In keeping with that commitment to our customers, Industry Telephone Company has diligently kept on top of all available technology and maintained state-of-the-art equipment. We are the people who connect you to the world of telecommunications. We built the most reliable and technologically-advanced telecommunications network so that at home and at work you can have the best phone service possible.

Business Office Located At

17105 Fordtran Blvd.

P.O. Box 40

Industry, Texas 78944

979-357-4411

979-278-3600

1-888-212-8872

www.industrytelco.com



Common Billing Terminology

Access Recovery Charge (ARC) – A fee designed to recover a portion of the telephone company’s revenues to offset inter-carrier compensation revenue declines required by the Federal Communications Commission rules.

Federal Excise Tax – Federal tax assessed on non-usage sensitive basic local service that is billed separately from long distance service. Acceptable abbreviation: Fed Excise Tax.

Federal Subscriber Line Charge – A charge that the Federal Communications Commission (FCC) allows a Certified Telecommunications Utility (CTU) to impose on its customers to recover costs associated with interstate access to the local telecommunications networks. The FCC does not require a CTU company to impose this charge, and the CTU does not remit the charge to the federal government. The charge may be used by the CTU to pay for a part of the cost of lines, wires, poles, conduit, equipment and facilities that provide interstate access to the local telecommunications network. Acceptable abbreviation: Fed subscriber line chg.

Federal Universal Service Fee – A federal fee for a fund that supports affordable basic phone service to all Americans, including low-income customers, schools, libraries and rural health care providers. CTUs impose this fee to cover their required support for the fund. The fee is set by the FCC. Acceptable abbreviation: Fed universal svc fee.

Texas Universal Service – A state fee for a fund that supports affordable service to customers in high-cost rural areas, funds the Relay Texas service and related assistance for the hearing-disabled, and funds telecommunications services discounts for low-income customers (Lifeline). The fee is set by the Public Utility Commission.

9-1-1 Fee – A fee used to fund the 9-1-1 telephone network that allows callers to reach a public safety agency when they dial the digits “9-1-1”. The amount of the fee varies by region and is set by the Texas Commission on State Emergency Communications.

9-1-1 Equalization Fee – A fee used to provide financial support for regions where the 9-1-1 fee does not fully offset the cost of 9-1-1 service. The fee is imposed on each customer receiving intrastate long-distance service. The fee is set by the Texas Commission on State Emergency Communications.

Cramming

Placing charges on your phone bill for products or services without your authorization is known as “cramming” and is prohibited by law. Your telephone Company may be providing billing services for other companies, so other companies’ charges may appear on your telephone bill.

If you believe you were “crammed,” you should contact the telephone Company that bills you for your telephone service and request that it take corrective action. The Public Utility Commission of Texas requires the billing telephone Company to do the following within 45 days of when it learns of the unauthorized charge:

- Notify the service provider to cease charging you for the unauthorized product or service;
- remove any unauthorized charge from your bill;
- refund or credit all money to you that you have paid for an unauthorized charge; and
- on your request, provide you with all billing records related to any unauthorized charge within 15 business days after the charge is removed from your telephone bill.

If the Company fails to resolve your request, or if you would like to file a complaint, please write or call the Public Utility Commission of Texas, P. O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll-free in Texas (888) 782-8477.

Hearing and speech-impaired individuals with text-telephones (TTY) may contact the commission at (512) 936-7136.

Your phone service cannot be disconnected for disputing or refusing to pay unauthorized charges. You may have additional rights under state and federal law. Please contact the Federal Communications Commission, the Attorney General of Texas or the Public Utility Commission of Texas if you would like further information about possible additional rights.

Customer Rights

Customer Proprietary Network Information (CPNI)

In the normal course of providing your telephone service, Industry Telephone Company maintains certain information about your account. This information, when matched to your name, address, and calling or originating billing telephone number, is known as your customer-specific “Customer Proprietary Network Information,” or CPNI for short. Examples of your CPNI include the type of line you have, technical characteristics (ex. touchtone or rotary service), class of service (business or residence), current telephone charges, long distance and local service billing records, directory assistance charges, usage data and calling patterns.

The Public Utility Commission of Texas (PUC) has adopted a rule which states that, upon your request, we may not use your customer-specific CPNI to market certain telephone services or features to you. In other words, if you request that your CPNI be considered “restricted”, Industry Telephone Company would be prohibited from using your CPNI to market to you certain telephone services for features that may be available to you from other sources. The only exception to the above prohibition is if you, the customer, initiate contact with us and inquire about these services or features.

It is important to note that restricting your customer-specific CPNI will not eliminate all of our marketing communications with you. We may continue to use your customer-specific CPNI to contact you regarding telephone services and features we offer that are not available to you from another source. We may also continue our marketing contacts that are not based on your customer-specific CPNI.

If you wish to have your customer-specific CPNI considered “restricted”, please call our Business Office at (979) 357-4411 or (979) 278-3600 or stop by our office at 17105 Fordtran Blvd (Hwy 159 West), Industry, Texas, and talk to one of our service representatives during our normal business hours. Simply tell us that you wish to restrict the use of your customer-specific CPNI. There will be no charge for restricting your customer information, and the restriction will remain in effect until you notify us otherwise.

Fraudulent Collect Calls

A collect call is a telephone call for which you will pay all charges for that telephone call. Customers should be aware that when they receive a collect call, they will be asked to accept or reject this type of call. Unless you are willing to pay those charges, do not accept the phone call.

Industry Telephone Company encourages customers to be certain of the caller's identification prior to accepting collect calls. If the caller's identification is not recognized, the customer should reject the call.

Before a collect call is connected you have the right to either accept or decline the charges. You should request the rate and charges of the collect call prior to accepting the charges. Once the collect call has been accepted, you will be billed for all charges connected to that phone call.

If you are billed for a collect call that exceeds a \$35 charge for a call less than five minutes in duration, you should contact Industry Telephone Company at:

17105 Fordtran Blvd
P. O. Box 40
Industry, TX 78944
(979) 357-4411 * (979) 278-3600
(888) 212-8872 toll-free
or the Public Utility Commission of Texas at:
PUC – Customer Protection
P. O. Box 13326
Austin, TX 78711-3326
(512) 936-7120
(800) 735-2988 TTY
(888) 782-8477 toll-free
(512) 936-7003 fax
customer@puc.state.tx.us

If you believe you have been billed for unauthorized collect call charges, the particular call or calls in question may be deducted from the bill upon notification to Industry Telephone Company, until the charges have been verified or adjusted. The balance of the bill is due and payable by the due date.

The Public Utility Commission of Texas has directed telecommunications providers to provide this notice to customers regarding your rights when accepting collect calls as there have been instances where collect calls have been placed for fraudulent reason. The company is required to monitor customer calls based on fraudulent collect calls. Therefore, if you believe to have been victimized by such practices, you are encouraged to report it.

Disclosure Under FCC Rule 64.1509 (b)

The Federal Communications Commission (FCC) also requires disclosures to telephone subscribers, which are as follows:

- Your local exchange and long distance service cannot be disconnected or interrupted as a result of your failure to pay charges for interstate pay-per-call service charges for interstate information services provided pursuant to a presubscription or comparable arrangement, or charges you have disputed for interstate tariffed collect information services.
- You can obtain blocking of access to services offered on the "900" service access code where it is technically feasible at no charge within 60 days after you subscribe to a new number and it becomes effective. Other requests for blocking and requests for unblocking will be subject to a reasonable onetime fee. Our tariffs include the terms and conditions that apply. You have a right not to be billed for pay-per-call services not offered in compliance with Federal laws and regulations established under Titles II or III of the Telephone Disclosure and Dispute Resolution Act.
- Your access to "900" services may be involuntarily blocked for failure to pay legitimate pay-per-call charges.

ETC Services Provided

Industry Telephone Company is committed to bringing its customers quality telecommunications services at affordable rates throughout its service territory. Basic local services are offered at the following monthly rates:

	CARMINE	INDUSTRY	NEW ULM
Single Party Residence*:	\$18.50	\$18.50	\$18.50
Emergency 911 Service Fee**:	\$0.50	\$0.50	\$0.50
Single Party Business*:	\$18.50	\$18.50	\$18.50
Tone Dialing Service:	\$0.00	\$0.00	\$0.00
*Rates do not include taxes, surcharges, or other fees that may be applicable, such as a subscriber line charge.			
** The Emergency 911 Service Fee for Austin County Customers is \$.90 for Residential Customers and \$3.23 for Business Customers.			

This service includes voice grade access to the public switched network, tone dialing, access to interexchange service, (long distance carriers), access to operator services and directory assistance, telecommunications relay service, and 911 emergency service. Each local exchange access line comes with a free primary directory listing and each subscriber annually receives the Company's local telephone directory. Also, unlimited local calling is provided within the customer's local calling area at no charge. To make sure that our customers continuously receive quality service, any service problems can be reported to Industry Telephone Company twenty-four hours a day, seven days a week.

Basic services are offered at the rates, terms and conditions specified in Industry Telephone Company's tariff on file with the Public Utility Commission of Texas. If you have questions regarding the Company's services or rates, please call 979-357-4411, 979-278-3600 or toll free 888-212-8872.

General Information

Allowance for Failure of Service

The Telephone Company does not guarantee uninterrupted working of its line or equipment. In case service is interrupted other than by the negligence or willful act of the subscriber, an adjustment will be made to the subscriber's account upon notification by the subscriber. Any adjustment shall apply only to the period the interruption continues beyond eight normal working hours. In any case, the Telephone Company assumes no additional liability.

Fire Alarms and Other Emergency Calls

The Telephone Company assumes no responsibility in accepting, handling or transmitting fire calls or other emergency calls of any nature.

Notification to Telephone Company When Moving

Subscribers need to notify the Telephone Company when their billing address changes. When moving out of the Telephone Company's exchanges, all leased equipment needs to be turned in to the business office.

Right of Access to Premises

At all reasonable times, the Telephone Company, through its authorized employees, shall have the right of access to the premises of the subscriber to install, inspect, repair or, upon termination, remove the Telephone Company's lines or equipment.

Error in Directories

The Telephone Company issues directories to assist it in furnishing prompt and convenient service, and it does not guarantee to its subscribers correct listings therein. Every precaution is taken to prevent errors and omissions, but they may occur. Neither the Telephone Company nor the Directory Company assumes any liability for damages to a subscriber by such errors or omissions in its directories.

Directory Distribution Center

Telephone directories may be ordered from anywhere in the world for a fee by calling 1-800-792-2665.

Rules and Regulations

Rules and regulations governing the furnishing of services by the Telephone Company are on file in the business office. Representatives are available to assist you in answering questions regarding your telephone service.

Notice

Cellular 9-1-1 Calls...When calling 9-1-1 on a cellular phone, be prepared to provide the following information: your name, cellular phone number, nature of the emergency and the location of the incident. Please note: Your call may be answered by a telephone company operator or a 9-1-1 dispatcher outside of your area.

Privacy Considerations... The 9-1-1 (nine-one-one) emergency telephone number has been developed to quickly summon emergency service in a crisis situation. Callers should realize that when reporting an emergency by dialing 9-1-1, their telephone number (including non-published numbers) and their address may be automatically displayed on viewing screen located at the 9-1-1 answering centers and that this call may also be recorded. This display of the calling number and address enables the emergency agency to quickly locate the caller if the call is disrupted by the crisis. Callers who do not wish to have their telephone number displayed on the viewing screen should report an emergency by dialing the seven-digit telephone number of the appropriate emergency agency.

How Can I Pay My Telephone Bill?

Industry Telephone Company offers several options that customers may use to pay their telephone bill.

- In person:
 - Industry Telephone Company
17105 Fordtran Blvd (Hwy 159 West)
Industry, TX 78944

(This location also has a 24 hour drop slot for payments)
- By mail:
 - Industry Telephone Company
PO Box 40
Industry, TX 78944
- Other locations:
 - Carmine State Bank
235 Centennial St
Carmine, TX 78932
(Payment must be there by the 10th of the month)

 - Industry State Bank – New Ulm Branch
1210 FM 109
New Ulm, TX 78950
(Payment must be there by the 10th of the month)
- ACH/Credit Card/Direct Debit:
 - Please contact Customer Service for details and set-up by dialing (979) 278-3600, (979) 357-4411 or toll free (888) 212-8872
 - Industry Telephone Company currently accepts MasterCard and Visa.
- Online:
 - There is a link on the Industry Telephone Company's website (www.industrytelco.com) that enables customers to set up a one-time payment, or recurring monthly payments, of their telephone bill. Please contact Customer Service for more information by calling the Business Office at (979) 278-3600, (979) 357-4411 or toll free (888) 212-8872.

Lifeline Service

Industry Telephone Company (“Industry”) is committed to bringing its customers quality telecommunications services at affordable rates throughout its service territory. Voice telephony service is provided at a rate of \$18.50 per month for both residential and business line customers. Broadband Internet access service is provided at rates which start at \$xx.xx per month for residential customers and \$xx.xx per month for business line customers. Industry would be pleased to provide you with specific rates for broadband for your area upon request.

Industry provides the supported services – voice telephony service and broadband access service – throughout its designated service area. These supported services include: voice grade access to the public switched network; minutes of use for local service provided at no additional charge; access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Industry’s service area has implemented 911 or enhanced 911 systems.; and Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service. To make sure that our customers continuously receive quality service, any service problems can be reported to Industry Telephone Company twenty-four hours a day, seven days a week.

Basic services are offered at the rates, terms and conditions specified in Industry Telephone Company’s tariff on file with the Public Utility Commission of Texas. If you have questions regarding the Company’s services or rates, please call 979-357-4411, 979-278-3600 or toll free 888-212-8872.

DISCOUNTS AVAILABLE FOR LOW INCOME CUSTOMERS

Industry Telephone Company offers reduced rates to eligible low-income residential consumers under a government assistance program called Lifeline. Lifeline provides monthly discounts to an eligible customer’s voice service or broadband service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. Customers who are eligible for Lifeline on their voice service are also eligible for toll blocking at no charge. The current discount provided under the Company’s Lifeline service for Texas is up to \$12.75 per month for each month that the customer qualifies.

To be eligible for Lifeline a customer’s annual household income must be at or below 135% of the federal poverty guidelines for the federal discount, or at or below 150% of the federal poverty guidelines for the state discount, or a customer must receive benefits from or have a child in the household who receives benefits from at least one of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Federal Public Housing Assistance, Veterans or Survivors Pension Benefit, National School Lunch program (state only) LIHEAP (state only), or Health benefits coverage under the state Children’s Health Insurance Program (CHIP)(state only)

Lifeline service is limited to one discount per household. A household is everyone who lives in the home (including children and people who are not related to the customer) and shares income and household expenses (bills, food, etc.) A customer with Lifeline service may not transfer the Lifeline benefit to any other person. Lifeline is a nontransferable benefit.

Additional information may be obtained by contacting Industry Telephone Company’s business office at 979-357-4411, 979-278-3600 or toll free 888-212-8872 or by contacting the Low-Income Discount Administrator (LIDA) at 1-866-454-8387 (1-866-4-LITE-UP).

Servicio Lifeline

Industry Telephone Company ("Industry") se compromete a ofrecer a sus clientes servicios de telecomunicaciones de calidad a precios asequibles en todo su territorio de servicio. El servicio de telefonía por voz se proporciona a una tarifa de \$18.50 por mes para los clientes residenciales y de línea de negocio. El servicio de acceso a Internet de banda ancha se proporciona a tarifas que comienzan en \$ xx.xx por mes para clientes residenciales y \$ xx.xx por mes para clientes de líneas de negocio. Industria estaría encantado de proporcionarle tarifas específicas para la banda ancha de su área a petición.

Industry proporciona los servicios soportados - servicio de telefonía vocal y servicio de acceso de banda ancha - a través de su área de servicio designada. Estos servicios soportados incluyen: acceso de grado de voz a la red pública conmutada; Minutos de uso para el servicio local proporcionado sin costo adicional; Acceso a servicios de emergencia proporcionados por el gobierno local u otras organizaciones de seguridad pública, como el 911 y el 911 mejorado, en la medida en que el gobierno local en el área de servicio de la Industria haya implementado 911 o los sistemas 911 mejorados. Y servicio de acceso a Internet de banda ancha que incluye la capacidad de enviar datos y recibir datos de Internet, pero excluye el servicio de acceso telefónico. Para asegurarnos de que nuestros clientes reciben continuamente un servicio de calidad, cualquier problema de servicio puede ser reportado a Industry Telephone Company las veinticuatro horas del día, los siete días de la semana.

Los servicios básicos se ofrecen a las tarifas, términos y condiciones especificadas en la tarifa de la Compañía Telefónica de la Industria en el archivo con la Comisión de Servicios Públicos de Texas. Si tiene preguntas sobre los servicios o tarifas de la Compañía, llame al 979-357-4411, 979-278-3600 o al número gratuito 888-212-8872.

DESCUENTOS DISPONIBLES PARA CLIENTES DE BAJOS INGRESOS

Industry Telephone Company ofrece tarifas reducidas a consumidores residenciales elegibles de bajos ingresos bajo un programa de asistencia gubernamental llamado Lifeline. Lifeline ofrece descuentos mensuales a un servicio de voz o servicio de banda ancha (hogar o inalámbrico) de un cliente elegible, pero no ambos. Los clientes de Lifeline también tienen la opción de aplicar el descuento a un paquete de servicios, como el teléfono de casa y el internet en el hogar. Los clientes que son elegibles para Lifeline en su servicio de voz también son elegibles para el bloqueo de peaje sin costo alguno. El descuento actual proporcionado bajo el servicio Lifeline de la Compañía para Texas es de hasta \$12.75 por mes por cada mes que el cliente califique.

Para ser elegible para Lifeline, los ingresos anuales del hogar de un cliente deben ser iguales o inferiores al 135% de las pautas federales de pobreza para el descuento federal o al 150% de las pautas federales de pobreza para el descuento estatal o un cliente debe recibir beneficios de O tener un hijo en el hogar que reciba beneficios de al menos uno de los siguientes programas: Medicaid, Programa de Asistencia de Nutrición Suplementaria (SNAP), Ingreso Suplementario de Seguridad (SSI), Asistencia de Vivienda Pública Federal, Beneficios de Pensión para Veteranos o Sobrevivientes, (Sólo estado), o cobertura de beneficios de salud bajo el programa estatal de seguro médico para niños (CHIP) (sólo para el estado)

El servicio Lifeline se limita a un descuento por hogar. Un hogar es todos los que viven en el hogar (incluidos los niños y las personas que no están relacionados con el cliente) y comparte los ingresos y los gastos del hogar (facturas, alimentos, etc.) Un cliente con el servicio Lifeline no puede transferir el beneficio Lifeline a ningún otro persona. Lifeline es un beneficio intransferible.

Para obtener información adicional, comuníquese con la oficina de negocios de la Compañía Telefónica de la Industria al 979-357-4411, 979-278-3600 o al número gratuito 888-212-8872 o poniéndose en contacto con el Administrador de Descuentos de Bajos Ingresos (LIDA) al 1-866-454 -8387 (1-866-4-LITE-UP).

Postal Zip Codes

Bellville, Texas	77418
Bleiblerville, Texas	78931
Brenham, Texas	77833
Burton, Texas	77835
Carmine, Texas	78932
Cat Spring, Texas	78932
Columbus, Texas	78934
Fayetteville, Texas	78940
Giddings, Texas	78942
Industry, Texas	78944
La Grange, Texas	78945
Ledbetter, Texas	78946
New Ulm, Texas	78950
Round Top, Texas	78954
San Felipe, Texas	77473
Sealy, Texas	77474

Prepaid Local Telephone Service

Industry Telephone Company offers Prepaid Local Telephone Service (PLTS), which gives eligible customers an opportunity to manage outstanding telephone balances. PLTS is available as a one-time option for eligible customers. If you are a residential customer whose service has been suspended or disconnected for non-payment of charges, and you have never received PLTS from Industry Telephone Company, you can subscribe to PLTS.

PLTS customers receive flat rate basic local telephone service with touch tone, access to 911, access to Industry Telephone Company's repair and business services offices, a white pages directory listing or non-published service if requested and toll blocking. The charges for these services will be at Industry Telephone Company's tariffed rates. Applicable surcharges or fees must also be paid. Normal service connection and restoral fees may apply. PLTS customers must make an advance payment for up to two months of PLTS service and any applicable service charges. Subsequent payments are billed one month in advance, and must be paid by the due date.

PLTS does not include long distance calling, collect calling, access to directory assistance, or access to usage sensitive services such as call return, call trace and auto redial. Other services provided by Industry Telephone Company are not available to PLTS customers.

PLTS service will be disconnected immediately without notice for violation of the PLT requirements and the customer will not be eligible for PLTS service again with Industry Telephone Company.

A PLTS customer can return to basic local telephone service when the customer has a zero balance on the PLTS account and has paid all outstanding debt owed to Industry Telephone Company, including toll charges.

Eligible customers may subscribe to PLTS, or obtain more information, by contacting the Industry Telephone Company Business Office at (979) 357-4411 or 278-3600 during normal business hours.

Slamming

The Public Utility Commission of Texas has directed each telecommunications utility to provide this notice to customers regarding your rights when selecting a telecommunications utility. Telecommunications utilities (telephone companies) are prohibited by law from switching you from one telephone service provider to another without your authorization, a practice commonly known as “slamming”

If you are slammed, you should contact your new provider – the telephone company that switched you without authorization – and request that it return you to your original telephone service provider.

Texas law requires a local or long distance telephone service provider (telephone company) that has slammed you to do the following:

- Pay all the usual and customary charges associated with returning you to your original telephone Company within five business days of your request to be returned to your original telephone Company.
- Provide all billing records to your original telephone Company within 10 business days of your request to be returned to your original telephone Company.
- Pay the original telephone Company the amount you would have paid to your original telephone Company if you had not been slammed.
- Refund to you, within 30 business days, any amount you paid for charges during the first 30 days after the slam, and any amount more than what you would have paid for identical services by your original telephone Company after the first 30 days following the slam.

Please note that once your original telephone Company has been paid by the slamming Company, your original telephone Company is required by law to provide you with all the benefits (e.g., frequent flyer miles) you would have normally received for your telephone use during the period in which you were slammed.

If you have been slammed, you can change your service immediately back to your original provider by calling your local telephone company. You should also report the slam by writing or calling the Public Utility Commission of Texas, P. O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or toll-free (888) 782-8477, fax: (512) 936-7003, e-mail address: customer@puc.state.tx.us. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

Complaints relating to slamming, the unauthorized change in a customer’s telephone Company, are investigated by the Public Utility Commission of Texas. If a telephone Company slams you and fails to resolve your request to be returned to your original local or long distance telecommunications service provider as required by law, or if you would like a complaint history for a particular telephone Company, please write or call the Public Utility Commission of Texas, P. O. Box 13326, Austin, Texas 78711-3326, (512) 936-7120 or in Texas toll-free (888) 782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the commission at (512) 936-7136.

You can prevent slamming by requesting a preferred telephone company freeze from Industry Telephone Company. With a freeze in place, you must give formal consent to “lift” the freeze before your phone service can be changed. A freeze may apply to local toll service, long distance service, or both. The Public Utility Commission of Texas can give you more information about freezes and your rights as a customer. For additional information, contact the Industry Telephone Company Business Office at (979) 357-4411 or 278-3600 during normal business hours.

Specialized Telecommunications Assistance Program

The Specialized Telecommunications Assistance Program (STAP) provides financial assistance to help Texas residents with disabilities purchase basic specialized equipment or services needed to access the telephone network. For more information, contact the Texas Commission for the Deaf and Hard of Hearing at (512) 407-3250 (Voice) or (512) 407-3251 (TTY) or www.tcdhh.state.tx.us. This program is open to all individuals who are residents of Texas and have a disability.

Texas Audio Newspaper Service

Texas residents who are blind or visually impaired may qualify for a new service that gives them access to national and local newspapers via synthetic speech. Beginning in September of 2006, customers with vision impairment may apply with the National Federation of the Blind to register for this free service by telephone called Audio Newspaper. The service is funded by Texas telephone customers through the Texas Universal Service Fund.

Residents are eligible if they participate in a state or private vocational program for the blind, are enrolled in a public special education program or state school for the blind, are a client of the Texas Division of Blind Services, are registered with the Texas State Library and Archives Talking Book Program, or possess a physician's statement certifying legal blindness or visual impairment. Touch-tone telephone service is required in order to reach Audio Newspaper.

For more information regarding the free service or to register for the free service, contact the National Federation of the Blind at:

Toll-free Telephone Number: 1 (866) 636-3289

Fax Number: 1 (512) 420-8160

Mailing Address:

National Federation of the Blind of Texas

314 E. Highland Mall Blvd.

Austin, TX 78752

Website: <http://www.nfb.org>

Universal Service Fund

You may notice a charge called "Texas Universal Service" that pays for the Texas Universal Service Fund. This fund was created by the State of Texas to help pay for low income customers and customers in high cost rural areas and to serve customers with disabilities. This charge is approximately 3.30 percent of your bill and is being offset by reductions in in-state long distance charges. If you have any questions about this charge or how it is calculated, please call Industry Telephone Company.

Wire Requirements

Construction Requirements

- An engineer from Industry Telephone Company (ITC) will meet with customer to plan construction and locate existing underground facilities.
- ITC will repair any facilities, at no charge, damaged during construction if such facilities were made known at the time the engineer met with the customer.
- ITC will repair facilities damaged by construction not located or brought to our attention by customer prior to construction at customer cost. ITC will not be responsible for damages to facilities that are damaged due to customer not telling ITC of its existence. However, if we know we have damaged a line (sewer, water, electric, etc.), we will notify the customer and make all arrangements possible to shut off the water or power until the customer can make arrangements to repair.
- It is essential that customer locate all underground facilities prior to construction. If there is a doubt of its location, ITC will assist customer in trying to locate lines.
- Customer will need to show ITC cutoffs to water and power in case of accidental damage to lines.
- ITC will be responsible for any damages done to property due to negligence on our part.
- Clean-up will be done to the best of our ability to restore ground back to original condition. However, if ground conditions are "too wet" and customer still wants us to do construction, we will not be responsible to damages done (ruts, sinkholes, etc.) in cases where ground conditions do not allow proper clean up.
- Customer needs to make arrangements for construction of telephone lines to go smoothly. Such as wiring to side where minimum lines will be crossed.
- If driveways or sidewalks will be installed, notify ITC prior to construction so phone lines can be installed before construction begins. This saves boring and digging large holes in the construction of the line. This also speeds up the construction of your line.
- Customer needs to notify ITC of all vegetation that customer does not want damaged during construction at time of engineering (plants, trees, grass, etc.). Occasionally, limbs will be trimmed to allow machinery in and out of construction site. This will be done as neatly as possible.

If there is a problem during or after construction, please contact Industry Telephone Company at 979-357-4411 or 1-800-212-8872 and it will be resolved ASAP.

Mobile Home Wiring

In the past, Industry Telephone Company (ITC) has encountered wiring done by the manufacturer that is not consistent with our wiring procedures. When wired, they have installed short pieces of wire directly below each jack, but do not leave enough wire to connect all the jacks together, or they have the wires connected, but do not leave enough wire to go to the outside of the home. In some cases, no wire can be found at all leaving the home. Please make sure you make arrangements with the mobile home manufacturer to wire properly. ITC will charge wiring rates for any wiring we do to make jacks work at customer request.

If you have any wiring questions, call Industry Telephone Company at 979-357-4411 or 1-800-212-8872 and it will be resolved ASAP.

Wiring Requirements by Customer

- Wiring should be done at accessible location so that Industry Telephone Company (ITC) facilities can easily connect to.
- Wiring at the protector should be a minimum height of 3' to maximum of 5'
- Excess wiring should be at least 5' long in order to make proper connections
- A #10 ground wire should be installed to the power ground (ground rod) where power enters site. ITC will ground if wiring is close to power ground and accessible. If distance is long and not easily accessible, ITC may have to attach ground wire to outside of house. Due to this, it is easier to ground when construction of home is underway and it can be run inside walls to power ground. If customer wires home away from power, we suggest they run ground wire also.
- ITC will hookup customer wiring at time of installation of service. If any problems arise due to customer wiring of facilities, ITC will repair at ITC wiring rates (jacks wired wrong, not connected, 2nd lines not located in right areas, etc.).
- When ITC goes to locations to install 2nd lines, although wiring is there, sometimes ITC still has to rearrange in jacks to get second line to proper jack. In this case, ITC will charge wiring rates.
- If any wiring (wiring & jacks) is done by the customer or outside contractor, then a wire maintenance agreement cannot be used. Any wiring done by someone other than ITC personnel will void any existing wire maintenance agreement.
- It is suggested that in the construction of new homes; that if the home is wired by the customer, the customer wire all sites possible (even if there are no plans for a phone in that room) while construction is underway. It is easier to wire while the walls are down.
- ITC suggests that you wire no more than 3 jacks in each run. (Better to have no more than 2), thus preventing the possibility of a bad wire not allowing all jacks in home not to work.
- ITC suggests customers use a 4 pair wire or greater to allow for the addition of more lines to be added to the home.
- Remember, anything we do past our connection point (NID) is subject to a wiring charge.
- In the past, customers have wired jacks incorrectly causing trouble when ITC hooks up at the NID correctly. Use the wiring diagram below to make jack connections.

2 Pair Wire		Jack
Red	-	Red
Green	-	Green
Yellow	-	Yellow
Black	-	Black

4 Pair Wire		Jack
White (Blue Stripe)	-	Green
Blue	-	Red
White (Orange Stripe)	-	Yellow
Orange	-	Black
White (Green Stripe)	-	Spare
Green	-	Spare
White (Brown Stripe)	-	Spare
Brown	-	Spare

Wiring Questions? Call Industry Telephone Company at 979-357-4411 or 1-800-212-8872 and it will be resolved ASAP.

7-1-1: Relay Texas

Most Texans are now able to reach Relay Texas by dialing 7-1-1 instead of dialing the 10-digit 800 numbers. The Federal Communication Commission (FCC) has set aside 7-1-1 specifically for states to use for their relay services. Use of 7-1-1 supplements access to the Texas Relay System, and does NOT replace or change the existing 800 access numbers for voice or TTY users.

By dialing 7-1-1 both hearing and deaf, hard-of-hearing, deaf-blind, or speech-impaired users can initiate a Relay Texas call. Specially trained operators of the Relay Texas System answer the calls to the Relay Center and relay the conversation between the two parties by using equipment that enables them to hear the voice user and read the signals from the TTY (text telephone) user. All calls are handled with strict confidentiality.

NOTE: 7-1-1 is not to be confused with 9-1-1. Some have asked if 7-1-1 is an "emergency number of TTY users." IT IS NOT! It is simply a short cut to dialing the Relay service. In an emergency, relay users should always call 9-1-1. In an emergency, every second counts and by calling Relay Texas First, time is lost attempting to determine the caller's local emergency numbers.

Relay Texas service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or the length of the calls. Relay Texas users can communicate to anywhere in the United States. There is no charge for Relay calls made within your local calling scope.

To learn more about [Relay Texas](#), contact the Relay Texas office at 1-800-676-3777 or the Public Utility Commission of Texas at (512)936-7147 (TTY).

1-800-RELAY TX

1-800-735-2989 (TTY)

1-800-RELAY VV

1-800-735-2988 (VOICE)

1-800-RELAY XI

1-800-735-2991 (ASCII)

8-1-1: Call Before You Dig

8-1-1 is an abbreviated dialing arrangement that enables end users the ability to reach the state One Call Notification systems providers. The 8-1-1 service is used to provide advance notice of excavation activities to underground facility operators. All too often, private home owners and construction crews unintentionally dig up land where various lines and telephone cables are located. This can result in costly damage and/or destruction. By working together, we can avoid unnecessary disruption of service within our community.

- The One Call Notification Centers in Texas are:
 - Lone Star Notification Center (www.lsnconecall.com)
 - Underground Utility Locate Requests: (800) 669-8344
 - Administration Number: (713) 432-0365
 - DIG-TESS (www.digtess.org)
 - Underground Utility Locate Requests: (800) 344-8377
 - Administration Number: (972) 231-5497
- Visit <http://www.texas811.org/> Before You Dig
 - Go online with 24/7 access to create and manage all ticket types including Update & Remarks, Dig Ups and even Emergencies. This service requires a short 45 minute online training session.
- Text Texas811 Before You Dig
- Text TEXAS811 to 936-CALLPLS (936-225-5757). This text feature will place the caller in the queue for the next available agent, and they will call you back.
- You may also contact Industry Telephone Company to request a cable locate.
 - Carmine: 278-3600 or Toll Free 1 + (888) 212-8872
 - Industry/New Ulm: 357-4411 or Toll Free 1 + (888) 212-8872

Cable locates are free....Cut cables are not.

800/ 900 Telephone Numbers

When an 800 or 900 number is dialed from your telephone, your telephone number may be transmitted to the company you have called and may be available to that company's service representative before your call is answered. Please be advised that 900 numbers and some 800 numbers have per minute charges associated with them.

How To Check For Trouble On Your Telephone Line

For your convenience, Industry Telephone Company is installing a Network Interface Device (NID) at each residence. The NID is usually located where the telephone service enters the home on the outside of the house. This NID will help you determine if your telephone or inside wiring is the cause of the trouble or if it is necessary to call Industry Telephone Company's Trouble line @ 979-357-2511 or 979-278-3600.

To test the phone line, open the cover of the NID. Remove the plug from the test jack and plug a working telephone into the test jack. If there is a dial tone and you are able to make a telephone call, the trouble is in either the inside wiring or your telephone. If there is not a dial tone, call Industry Telephone Company's Trouble line @ 979-357-2511 or 979-278-3600.



Trouble With Your Telephone Service

Repair Service Policy

Industry Telephone Company is responsible for the maintenance and repair of the telephone line up to your home or business. If you have a problem with your telephone service, it is important for you to determine if the problem is related to your customer-owned equipment and/or inside wire before making the call to Industry Telephone Company. If our dispatched repair technician determines that the problem is with your equipment and not the telephone company's equipment, you may be billed for labor plus and associated materials. The labor charges are based on the current hourly rate and are subject to change without notice. Service order charges and any other telephone company charges may also apply.

To Report Trouble

To report trouble with your telephone service, please call the Industry Telephone Company's Trouble Line at 357-2511, 278-3600 or toll-free 1-888-212-8872. If the call is made after regular business hours, the line will be sent to voice mail. Please leave your name, telephone number, a short description of the trouble you are having and a telephone number where you can be reached. A repairman will be dispatched as soon as possible. If you are experiencing trouble placing long distance calls, please call your long distance provider.

To Check for Trouble

Industry Telephone Company is installing a Network Interface Device (NID) at each residence. The NID is usually located where the telephone service enters the home on the outside of the house. This NID will help you determine if your customer-owned equipment and/or inside wire is the cause of the trouble.

To test the phone line, open the cover of the NID. Remove the plug from the test jack and plug a working telephone (do not use a cordless telephone) into the test jack. If there is a dial tone and you are able to make a telephone call, the trouble is in either the inside wiring or your customer-owned equipment. If there is not a dial tone, please call the Industry Telephone Company's Trouble Line at 357-2511, 278-3600 or toll-free 1-888-212-8872.

Inside Wire Maintenance

For protection against costly repair charges to your inside wire, Industry Telephone Company offers a maintenance service on simple inside wiring for a monthly charge of \$2.00 for each access line at your home or business. When adding this service to an existing account, a service order charge will be assessed. For more information, please call an Industry Telephone Company Customer Service Representative.

Leased Telephone Equipment

Telephone equipment leased from Industry Telephone Company will be maintained by the Company at no charge to the customer, unless it is determined that the cause of the problem was by abuse or misuse. If you are not sure about whether you will be charged for reporting trouble, please ask one of our Customer Service Representatives when placing the trouble report.

Products & Services

Custom Calling Features

Internet

I-Direct DSL offers you blazing speeds and continuous access to the Internet. DSL service is available only to customers on the Industry Telephone Company Exchanges. Price does not include installation fee.

Long Distance

Voicemail

Direct Connect Service

Provides that one designated telephone number will ring whenever the subscribing customer's telephone is off the hook for a minimum of seconds.

Direct Pay

Provides for the automatic drafting of money from your account for the payment of your telephone bill.

Extra Listing

Placing a separate additional listing in the telephone directory

Inside Wire Maintenance Agreement

Protect your Inside Wire and Jacks from costly repair.

Lease or Buy Telephone Equipment

We have a wide variety of telephones and telephone equipment for sale or lease.

Non-Published Number

Your telephone number is neither printed in the telephone directory nor available through Directory Assistance.

Toll Restriction

Denies all outgoing telephone calls starting with the digit "1".

Touch-Tone Service

With touch-tone service, you have the ability to dial faster and can access computer generated services.

Unlisted Number

Your telephone number is not printed in the telephone directory, but is available through Directory Assistance. For more information on the services listed, or inquiries on any new services available, please call one of our service representatives at 979-357-4411, 979-278-3600 or toll free 1-888-212-8872.

Calling Features & Packages

Custom Calling Features

Tone Dial	N/C
Call Waiting/Call Waiting Disable	\$1.25*
Call Forwarding	\$1.00*
Three Way Calling	\$1.25
8-Number Speed Dialing	\$1.00
30-Number Speed Dialing	\$1.50
Direct Connect Service	\$1.50
Calling Card	\$1.00

Advanced Calling Features

Anonymous Call Rejection	\$1.00 (.50 w/Caller ID)
Automatic Callback	\$2.00*
Automatic Redial	\$2.00*
Block 900/976 Number Calls	N/C for 1st Block, \$5.00 thereafter
Caller ID- Call Name & Number Delivery	\$6.50*
Caller ID Call Number Delivery Only	\$4.00
Caller ID w/ Call Waiting	\$1.50
Collect Call Restriction	N/C
Distinctive Alert Call Ring/Call Waiting	\$3.00*
Per-Call Blocking	N/C*
Remote Access to Call Forwarding	\$3.00
Selective Call Acceptance	\$2.00*
Selective Call Forwarding	\$2.00*
Selective Call Rejection	\$2.00*
Third Number Restriction	N/C
Toll Restriction Service	\$1.00
Toll Restriction with PIN Override	\$3.00

Packaged Services

Call Waiting, Call Waiting Disable, Call Forwarding, & Three Way Calling	\$3.00
Call Waiting, Call Waiting Disable, Call Forwarding, Three Way Calling & 8 Number Speed Dialing	\$3.75

Build Your Own Package With I-Choose*

I-Choose 3*	\$6.75
I-Choose 5*	\$10.50
I-Choose All*	\$13.25

Using Your Telephone Features

Feature	Activation	Deactivation
Call Hold	*0	
Short Speed Call	*2 - *9	
Long or Group Speed Call	*20-*49	
Call Forwarding Internet Down	*52	*53
Ring Again	*66	*86
Fixed Call Forwarding	*68	*88
Cancel Call Waiting	*70	
Call Forwarding	*72	*73
Short Speed Call list- Update	*74	
Long or Group Speed Call list- Update	*75	
Dial Call Waiting	*76	
Directed Call Pick-up	*78	
User Programmable Call Forwarding Busy	*90	*91
User Programmable Call Forwarding No Answer	*92	*93
Directed Call Park	*108	
Call Pick-up	*113	
Call Park	*117	
Retrieve Parked Call	*118	
MADN Hold (For Model 2500 Telephone Sets)	*114	*115
Customer Originated Trace	*57	
Selective Call Rejection	*60	
Selective Distinctive Ringing	*61	
Selective Call Forwarding	*63	
Selective Call Acceptance	*64	
Caller Identity Delivery (usage-sensitive)	*65	*85
Automatic Callback	*66	*86
Block Caller Identity Delivery	*67	
Allow Caller Identity Delivery	*82	
Anonymous Call Rejection	*77	*87
Automatic Recall		*89

Industry I-Net

About Us

Since April of 1996, Industry I-Net, Inc. has provided a wide variety of Internet services for Austin County and outlying areas. Industry I-Net has always placed its emphasis on the customer and their needs whether residential or business. Every business needs and pursues a customer base, but a happy and satisfied customer base is our main priority.

The office staff includes business services for billing and accounting and technical support. Additional staff members are responsible for network engineering and maintenance, Unix and server operation, plus second-tier customer technical support. The company's network and server equipment is located within the secured space of Industry Telephone Company.

Industry I-Net, Inc. is a solid and stable Internet Service Provider providing a variety of Internet services. These services include I-Direct DSL, Enhanced Wireless, Long Distance, Web Hosting and Co-location Services. Industry I-Net has built a reputation for providing dependable network service. This is due to the selection and installation of top-quality equipment that minimizes down-time, as well as a professional staff for both business and technical services.

Business Office Located At

17105 Fordtran Blvd.

P.O. Box 372

Industry, Texas 78944

979-357-4411

1-888-212-8872

www.industryinet.com



Internet Support

For troubleshooting and technical support for internet & email, please use the contacts below:

24/7 Help Desk: 888-423-5733 OR 979-357-4638

Business Office: 800-212-8872 OR 979-357-4411 (*Available M-F from 8 a.m. to 5 p.m.*)

General Pricing

I-Direct DSL

I-Direct DSL offers you blazing speeds and continuous access to the Internet. Pick up your phone, make a call, talk and surf the net at the same time. No time wasted connecting- your connection is always on! DSL service is available only to customers on the Industry Telephone Company Exchanges.

Plans	Speeds Up To	Availability	Pricing
Basic DSL	3.0 Mbps Download	Residential	\$39.95
Basic DSL +Talk Cents	3.0 Mbps Download	Residential	\$34.95
Premium DSL	6.0 Mbps Download	Business + Residential	\$54.95
Premium DSL+Talk Cents	6.0 Mbps Download	Business + Residential	\$49.95
Turbo DSL*	10 Mbps Download	Residential	\$69.95
Turbo DSL+Talk Cents*	10Mbps Download	Residential	\$64.95
Enhanced DSL*	15 Mbps Download	Business + Residential	\$79.95
Enhanced DSL+Talk Cents*	15 Mbps Download	Business + Residential	\$74.95
Extreme DSL*	20 Mbps Download	Business + Residential	\$99.95
Extreme DSL+Talk Cents*	20 Mbps Download	Business + Residential	\$94.95
Add-A-Meg (For Extreme DSL)	1.0 Mbps Download	Business + Residential	\$4.95
DSL Only (No Telephone)	20 Mbps Download	-	\$99.95

*Turbo, Enhanced and Extreme services may not be available at this time in some locations.

Standard Modem One-Time Installation for DSL	\$99.00 + tax
Wireless Modem One-Time Installation for DSL	\$144.00 + tax

I-Direct Enhanced Wireless

Turn Your Home into Your Own Private Hotspot Starting at \$9.95 a Month (Site Survey Required)

Enhanced wireless is a service we offer that allows you to expand your DSL connection wirelessly throughout your home and surrounding outside areas. Structural and environmental elements will determine the range of coverage. We basically take the dependable wire line DSL connection to your home and turn it into your own personal Wi-Fi Hotspot. We currently offer DSL modems with wireless capabilities which are sufficient in most cases in smaller homes, but our "Enhanced Wireless" product takes your wireless service to a whole new level by customizing a deployment of one or several of our high powered wireless access points.

Benefits of Enhanced Wireless

- Wider range of coverage and a stronger wireless signal for optimum reception and bandwidth.
- Increased range of mobility for wireless devices such as IPADS, SmartTV's, Iphones, Laptops, Androids or any other devices that require Internet access.
- By connecting to your own local wireless hot spot when you are at home and not out and about, you decrease the amount of data usage associated with your wireless phone service through AT&T, Verizon, Sprint and other wireless plans you pay for each month. This provides a possible cost savings on bandwidth usage associated with those services.
- Access Point Management, Changes and Firmware upgrades for your Wireless Access Point are maintained remotely from our offices here in Industry.
- 24/7 Device Monitoring ensuring Access Point connection stability.

Modems & Modem Maintenance Policy

Upon activation and installation of your DSL service you will be provided a DSL modem. This modem conforms to the specifications and configuration requirements of the Industry I-Net broadband network infrastructure. Industry I-Net, Inc. has made available 2 options in which a customer can receive a configured DSL Modem from Industry I-Net should your modem need to be replaced.

Option #1: Pay Upon Replacement

Under the Pay Upon Replacement option, should the modem become defective or fails to perform, I agree to pay for the purchase price of the modem and all configuration, installation, labor and transport costs associated with replacing the modem. Due to concerns with provisioning and compatibility issues, DSL modems may only be purchased through Industry I-Net. Replacement modems can be purchased at the rates listed below.

- Standard DSL Modem - \$134.95
: (Modem \$69.95 + Configuration \$65.00 + tax)
- 4-Port DSL Modem - \$164.95
: (Modem \$99.95 + Configuration \$65.00 + tax)
- Wireless DSL Modem - \$164.95
: (Modem \$99.95 + Configuration \$65.00 + tax)

Option #2: Modem Maintenance Plan

Under the Modem Maintenance Program option, Industry I-Net, Inc. will repair or replace a non-working modem free of charge. Also, all associated labor and configuration charges associated with replacing the modem will be waived, unless it is determined that the trouble is attributable directly to customer mishandling or abuse of the modem. Customers can elect the Modem Maintenance program at the monthly rates listed below:

- Standard DSL Modem \$3.00 per month
- 4-Port DSL Modem \$5.00 per month
- Wireless DSL Modem \$5.00 per month

I-Net Long Distance

Flat Rate

Residential Flat Rate	No Monthly Charge	12¢ minute
Business Flat Rate	No Monthly Charge	15¢ minute

Talk Cents

Residential Talk Cents	\$4.95 per month on first line & \$2.95 each additional line	7¢ minute
Business Talk Cents	\$9.95 per month on first line & \$4.95 each additional line	7¢ minute

Easy Reach Nationwide Plan

- Call *anywhere* in the continental US anytime for one flat rate of \$35.00.
- Toll detail will be presented on your bill for your convenience.
- No Installation Fees.
- Easy Reach is subject to [terms and conditions](#) of plan.

800-Number

Industry I-Net now has 800-number service.

Have your own 800 number for **\$9.95** a month and **6.9 cents** a minute.

E-mail

Checking Your E-Mail From Anywhere

Check your mail from any location or computer by going to [Industry I-Net Webmail](#) . Enter your full e-mail address and password.

Industry I-Net Domain Mail Server Settings

Access your Industry I-Net e-mail on any mail client, any device, anytime with the given settings:

Display Name:	Your full name as you want it to appear in emails
Email Address:	Your email address, e.g. username@industryinet.com
Mail Type:	POP
Incoming Mail Server:	pop.industryinet.com; Port: 110
Outgoing Mail Server:	smtp.industryinet.com; Outgoing mail server must be configured to authenticate. Select option to use the same username and password as the incoming; Port: 587
User Name:	username@industryinet.com
Password:	Industry I-Net supplied e-mail password

Additional Webmail Helpful Links

Client & Device Mail Setup

<http://guides.myonlinehelp.net/docs/industryinet.com/updatesettings>

Webmail Power User Guide

<http://guides.myonlinehelp.net/docs/industryinet.com/zwebmail>

Email basics: Reading Email, Writing Email, etc.

http://guides.myonlinehelp.net/docs/industryinet.com/zwebmail_email_basics

FAQ

http://guides.myonlinehelp.net/docs/industryinet.com/zimbra_faq

Contacts

<http://guides.myonlinehelp.net/docs/industryinet.com/zcontacts>

New User

<http://guides.myonlinehelp.net/docs/industryinet.com/newuser>

CalDAV and CardDAV

http://guides.myonlinehelp.net/docs/industryinet.com/zimbra_cardcal

Calendars

<http://guides.myonlinehelp.net/docs/industryinet.com/zcalendars>

Organizing

<http://guides.myonlinehelp.net/docs/industryinet.com/zorganize>

Rules and Filters

<http://guides.myonlinehelp.net/docs/industryinet.com/zfilters>

Troubleshooting DSL

What can I do if my High-Speed Internet service stops working?

1. Is your telephone line filtered and working properly?

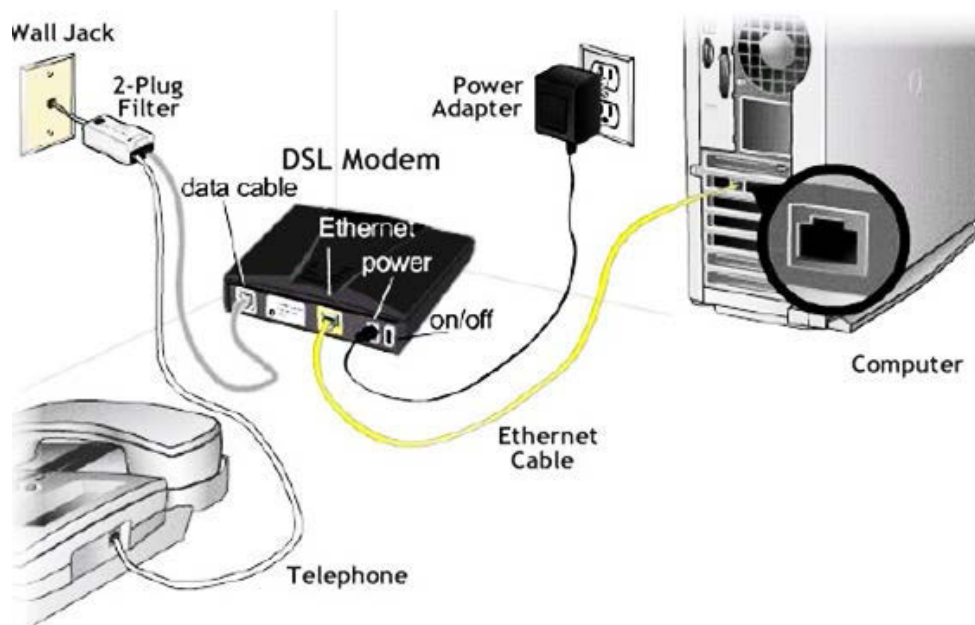
- High-Speed Internet travels over the same lines as your telephone service. If none of your phones are working, there may be a problem with your phone line. Or, if you are experiencing static or noise, you may need to install or check the filters on the telephone jacks that have non-DSL devices attached.
- Check to make sure that you can make and receive calls from the jack into which your DSL modem is plugged.
- Check to make sure that there are DSL filters on ALL of the telephone jacks that have non-DSL devices attached (e.g.: cordless phones, wall phones, fax machines, satellite receivers, etc.).

**If your phones are not working, or if installing the filters does not remove the noise or static, please contact us.

2. Are all of your cables connected properly?

- Check all of your computer cable connections to make sure they are in working order and are properly connected.
- Unplug and re-insert each end of the cables that go to and from your modem, router (if you have one), and computer.

The diagram below will serve as a guide. Please note that your configuration may be slightly different than the diagram below.



3. Is your modem working properly?

- a. Verify that there is power to your modem, and make sure the light switches, breakers, power strip, etc., that control the outlet, are working.
- b. When your modem is connected properly to the computer and DSL line, it will illuminate several lights. These lights tell you the status of your:
 - i. Power
 - ii. DSL signal on the phone line
 - iii. Ethernet connection to your computer (LAN)

(Note: If you unplugged your modem at step 2, your modem can take up to two minutes to fully power on and illuminate properly.)

If your modem does not have a solid green Power light, a solid green Status light, and a solid or flashing green LAN light, please contact us.

4. Have you made any changes?

- a. Changes to any of the following may impact your connection to the Internet:
 - i. New or additional phone installation or wiring.
 - ii. Changes to electrical wiring within your home.
 - iii. Adding a new Surge Protector or Uninterruptible Power Supply (UPS).
 - iv. Adding a new desktop or laptop PC.
 - v. Adding or modifying software on your desktop or laptop PC.
 - vi. Adding an internet router or wireless access point.

If you have made one or more of these changes, return the system to your prior configuration and check the connection again.

5. Have you cycled (turned off and on) each of your devices?

- a. Follow the steps below, in this exact order, to cycle your equipment:
 - i. Turn off and unplug your computer from the electrical outlet.
 - ii. Turn off and unplug your modem from the electrical outlet.
 - iii. Turn off and unplug your router (if you have one) from the electrical outlet.
 - iv. Wait sixty seconds for the modem and line equipment to reset.
 - v. Turn on your modem. Wait two minutes until the Power and Status lights are solid green.
 - vi. Turn on your Internet router if you have one.
 - vii. Turn on your PC.

If your high speed Internet service is still not working or if you have any questions, please call our office at 979-357-4411 OR you can contact our *24/7 Help Desk Support at 1-888-423-5733*

iVision

In our continued effort to offer new products and services to our customers, we are excited to announce the release of our newest service: I-VISION.

At this time, I-VISION is a very basic IPTV video offering, similar to cable TV. This service is delivered to you through Industry I-Net's Internet \ Broadband connection to your home.

The introduction of our I-VISION service now offers a wide variety of channel content along with the local stations for our area. Because of the technology used to deliver this product to your household, it allows us to offer traditional cable TV for our more conservative customers. But as this service continues development, a vast number of not-so-traditional services will be available to our more techie customers. You have the choice which path you wish to take with our I-Vision service as the development continues.

Over the years, Industry I-Net's customer base has played huge part in the development of our products and service. The same applies with the introduction of I-Vision. We ask our customers to join us in the development of this service and also the path we take for future deployment of I-Vision.

Industry I-Net has always placed its emphasis on the customer and their needs, whether residential or business. Every business needs and pursues a customer base, but a happy and satisfied customer base is our main priority.



iVision Packages

- **iVision Local Plus**
 - 15 Channels - 11 HDs: \$24.95
- **iVision Basic**
 - 72 Channels - 21 HDs: \$79.95
- **Entertainment Package - Starz/ Encore Movie Pack**
 - 11 Channels- \$12.95

Visit our website to for a complete channel listing.

iVision Installation

\$99 Installation includes 2 Basic STBs with Wireless capabilities. Additional TVs will require additional charges.

Additional Charges

Monthly Recurring Charges	
STB Maintenance	\$ 5.95
DVR Service	\$ 9.95
Non-Recurring Charges	
iVision Installation Fee	\$ 99.95
STB upgrade - DVR	\$ 49.95
Additional STB Basic	\$ 59.95
Additional STB DVR	\$ 79.95
Additional Network Device	\$ 19.95
HDMI Cable	\$ 3.95
Remote Replacement	\$ 14.95
Reconnect Fee	\$ 50.00

Set Up Your Remote

Amino STB (Set Top Box) Remote

Before you can use your Remote Control for your TV, you will need to insert a programmable code into the Remote by doing either the Brand or Auto Search.

Amino STB Remote



Amino Remote: Brand Search Set-Up

1. Use the following steps to program your TV into your Remote Control.
2. Determine the manufacturer of your TV set.
3. Look up the 4-digit manufacturer code located in the Amino Remote Control Guide.
4. Make sure your TV set is turned on.
5. Press and hold the 1 and 3 buttons at the same time on the Remote Control for approximately 3 seconds until the TV button remains lit, then release both buttons.
6. Enter the 4-digit manufacturer code for your TV set. On each digit entry the TV button will flash. On entry of the 4th digit the TV button will flash then remain lit.
7. Point the remote control at the TV and press and hold down the TV button on the Remote Control.
8. When the TV turns off, release the button. This may take a few minutes to happen.
9. Press and hold the Text/Shift button and then at the same time the Stop button to finish setting up the TV control mode.
10. The TV button will go out and now your TV is programmed into the Remote Control. To verify, simply press the TV button to turn your TV on and off.

Amino Remote: Auto Search Set-Up

1. Use the following steps to program your TV into your Remote Control.
2. Make sure your TV set is turned on.
3. Press and hold the 1 and 3 buttons at the same time on the Remote Control for approximately 3 seconds until the TV button remains lit, then release both buttons.
4. Point the remote control at the TV and press and hold down the Mute button on the Remote Control.
5. When the TV turns off, release the button. The TV may not power off for a minute, the reaction will be delayed.
6. Press and hold the Text/Shift button and then at the same time the Stop button to finish setting up the TV control mode.
7. The TV button will go out and now your TV is programmed into the Remote Control. To verify, simply press the TV button to turn your TV on and off.

Amino Remote: Commonly Used Commands/ Buttons

There are a number of controls that you will use on a daily basis. Below is a brief description of what they are used for:

MENU: The Menu button allows you to access all of the features that are available to you such as Parental Controls.

OK: The OK button allows you to make selections including activating channels and options.

GUIDE: The Guide button allows you to view current and future programs in a time-line based display. (For more information on the Using the Guide Option see page 6)

INFO: The Info button shows you basic information about current and future programs including Channel Name and Number, a brief description of the program, ratings, start and end times and date.

EXIT: The Exit button will always return you to programming. This button can be pressed at any time, in any function.

Using the Amino A540 DVR STB

The DVR (Digital Video Recorder), which is also known as a PVR (Personal Video Recorder) allows you to record programs on your Set Top Box to view at a later time as well as pausing, fast forwarding, playing, or rewinding current programs. This feature is only available if you have a DVR Set Top Box. If you are unsure if you have a DVR Set Top Box, press the Menu button. If DVR is listed then you have the feature.

1. Simply press the Menu button on your Remote Control.
2. Using the Directional Arrows, highlight DVR and press OK. You will see the following options:
 - a. Recording
 - b. To Record
 - c. Schedule Priority
 - d. Schedule Event
 - e. Record History

Recording Programs

To record a LIVE program:

1. Once you have found a program that is currently playing that you would like to record, press OK.
2. You will see the following options:
 - a. Record Program
 - b. Record Series
 - c. Expanded Info
 - d. Cancel
3. Using the Directional Arrows, highlight Record Program or Record Series and press OK.
4. Your program is now being recorded and will automatically stop when program ends.
5. You can make sure that the program is being recorded by:
 - a. Pressing Guide and seeing a red dot next to the Program Name OR
 - b. Pressing the Menu button on your Remote Control.
 - c. Using the Directional Arrows, highlight DVR and press OK.
 - d. Using the Directional Arrows, highlight Recording. You should see the name of the program that is being recorded along with a red dot.

To revise the recording of a LIVE program:

1. With the program that is currently being recorded on the screen, press OK.
2. You will see the following options:
 - a. Stop Recording
 - b. Expanded Info
 - c. Cancel

To Stop the current recording:

1. Using the Directional Arrows, highlight Stop Recording and press OK.
2. A pop-up box with the question "Would you like to stop recording?" To exit, select No. To stop recording, select Yes.

To Extend the current recording time:

1. Press the Menu button
2. Using the Directional Arrows, highlight DVR or and press OK.
3. Using the Directional Arrows, highlight Schedule Event and press OK
4. You will now be able to extend the minutes of recording from 1 minute up to 60 minutes by:
 - a. Using the Directional Arrows, highlight the minutes field and press OK.
 - b. You will now see one arrow on each side of the field, using the Directional Arrows, press the right or left arrow to select the number of minutes to extend recording.
 - c. To keep the number of minutes, using the Directional Arrows, highlight OK and press OK.
 - d. To cancel, using the Directional Arrows, highlight Cancel and press OK.

[back](#)**To record a FUTURE program:**

1. Once you have found a program that will be shown in the future that you would like to record, press OK.
2. You will see the following options:
 - a. Schedule Event
 - b. Record Program
 - c. Record Series
 - d. Set Reminder
 - e. Set Autotune
 - f. Expanded Info
 - g. Cancel
3. Highlight Record Program to record a single program or Record Series to record the entire series and press OK.
4. Your program will automatically be recorded when it starts and will stop when the program ends.
5. You can make sure that the program will be recorded by:
 - a. Pressing the Guide button and you will see a red dot next to the Program Name.
 - b. Pressing the Menu on your Remote Control.
 - c. Using the Directional Arrows, highlight DVR and press OK.
 - d. Using the Directional Arrows, highlight To Record and press OK. You should see the name of the program that will be recorded along with a red dot. If you are recording a series, you will see a red dot with a plus sign next to it.

To edit a SERIES of programs:

1. In the Guide, highlight the program and press OK
2. You will see the following options:
 - a. Edit Recording
 - b. Edit Series Recording
 - c. Skip Episode
 - d. Cancel Series Recording
 - e. Set Reminder
 - f. Set Autotune
 - g. Expanded Info
 - h. Cancel
3. Highlight Edit Series Recording and you will see the following options: Channels, Preference, Episodes, Start, End, and Limit to. To change the default simply highlight the box and press OK. View your options by using the Directional Arrows.
4. When completed adjusting fields, highlight OK and press OK.

To Cancel a recording of a SERIES of programs:

1. In the Guide, highlight the show and press OK
2. You will see the following options:
 - a. Edit Recording
 - b. Edit Series Recording
 - c. Skip Episode
 - d. Cancel Series Recording
 - e. Set Reminder
 - f. Set Autotune
 - g. Expanded Info
 - h. Cancel
3. Highlight Cancel Series Recording and press OK.
4. You will see a box asking "Would you like to cancel this series?" Using the Directional Arrows, highlight Yes and press OK.
5. Your series of programs will no longer be recorded.

To Skip the recording of a single show in a SERIES of programs:

1. In the Guide, highlight the show and press OK.
2. You will see the following options:
 - a. Edit Recording
 - b. Edit Series Recording
 - c. Skip Episode
 - d. Cancel Series Recording
 - e. Set Reminder
 - f. Set Autotune
 - g. Expanded Info
 - h. Cancel
3. Highlight Skip Episode and press OK.
4. The selected episode will no longer be recorded and a gray button with a plus sign next to it will appear in front of the program title
5. If you decide at a later time that you would like to record that episode again:
 - a. Press the Guide button on your Remote Control
 - b. Using the Directional Arrows, highlight the program and press OK
 - c. You will see the following options:
 - i. Edit Recording
 - ii. Edit Series Recording
 - iii. Record Episode
 - iv. Cancel Series Recording
 - v. Set Reminder
 - vi. Set Autotune
 - vii. Expanded Info
 - viii. Cancel
 - d. Using the Directional Arrows, highlight Record Episode and press OK.
 - e. Your selected episode will resume being recorded and a red button with a plus sign will appear in front of the program title.

Viewing a Recorded Program

To view a program that you have recorded:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight DVR or and press OK.
3. Using the Directional Arrows, highlight Recording and press OK.
4. Press the right Directional Arrow to highlight the first program listed. If there are multiple episodes of the same program, you will see a red folder with a plus sign.
5. Once you have found the program that you would like to view press OK.
6. You will see the following options:
 - a. Play Recording
 - b. Resume Play (if the program has been paused during playback)
 - c. Lock
 - d. Delete Recording
 - e. Cancel

Selecting Play Recording

The Play Recording option will allow you to view the recording from the beginning. To play the recording:

1. Make sure the Play Recording option is highlighted and press OK.
2. Your selection will begin playing.
3. At any time you can adjust the play back by using the VCR/DVD/DVR Controls.

Selecting Resume Play (if the program has been paused during playback)

The Resume Play option allows you to start the program where you left off in the event that you had to stop viewing the program once you selected Play Recording. To resume play:

1. Using the Directional Arrows, highlight Resume Play and press OK.
2. Your selection will begin playing from the point it was stopped.

Scheduling an Event

At any time you can schedule a reminder, plan a recording, or have your screen automatically switch to the program of your choice by:

1. Press the Menu button on your Remote Control
2. Using the Directional Arrows, highlight DVR or and press OK
3. Using the Directional Arrows, highlight Schedule Event and press OK.
4. A pop-up box will appear on your screen and will include information from the current program. From here you have the ability to select the channel, length of time, the date, the start time, type of event, and frequency. To edit any of the criteria:
 - a. Using the Directional Arrows, highlight the desired field and press OK.
 - b. An arrow above the field and one below the field will appear, using the Directional Arrows, press the up or down arrow to change the information
 - c. Once you have the criteria adjusted the way you would like press OK.
 - d. Repeat steps a - c until all the criteria has been set.
 - e. When all the criteria has been set, using the Directional Arrows, highlight OK and press OK.
5. Your event has now been scheduled.

Whole Home DVR Access

The house icon means that the recording is being stored on another Set Top Box in your home that is connected to the Whole Home DVR Access.

Amino Remote: TV Brand Codes

Brand	Code	Brand	Code	Brand	Code	Brand	Code
A.R. Systems	0012	Aristona	0192	BPL	0413	Clatronic	0581
Abex	0014	ART	0199	Bradford	0414	Clayton	0582
ABS	0016	Arthur Martin	0200	Brandt	0416	CMS	0590
Accent	0019	ASA	0202	Brilliant	0422	CMS Hightec	0591
Acer	0028	Asberg	0205	Brinkmann	0423	Coby	0597
Acoustic Solutions	0032	Astar	0218	Brionvega	0424	Commercial Solutions	0615
Action	0033	Astra	0221	Britannia	0425	Concerto	0625
Acura	0036	Asuka	0227	Brockwood	0430	Concorde	0626
ADA	0038	ATD	0229	Broksonic	0432	Condor	0627
ADC	0040	Atlantic	0233	Bruns	0435	Conia	0628
Addison	0043	Atori	0237	BskyB	0436	Conrowa	0634
Admiral	0046	Auchan	0240	BSR	0437	Contec	0635
Advent	0054	Audiosonic	0264	BTC	0439	Continental Edison	0637
Adventura	0055	Audioton	0266	Bush	0445	Cosmel	0647
Adyson	0058	Audiovox	0268	Byd:sign	0448	Craig	0650
AEG	0059	Audioworld	0269	C-Tech	0449	Crosley	0655
Agashi	0063	Ausind	0276	Caihong	0462	Crown	0658
AGB	0064	Autovox	0280	Caishi	0465	CS Electronics	0663
Aiko	0069	Aventura	0287	Candle	0480	CTC	0664
Aim	0070	Awa	0296	Capsonic	0486	CTX	0665
Aiwa	0072	Axxon	0303	Carad	0488	Curtis	0666
Akai	0074	Baird	0311	Carena	0489	Curtis Mathes	0667
Akashi	0075	Bang & Olufsen	0314	Carnivale	0491	CXC	0670
Akiba	0078	Barco	0319	Carrefour	0492	CyberPower	0674
Akira	0079	Basic Line	0325	Carver	0494	Cybertron	0675
Akito	0082	Bastide	0327	Cascade	0496	Cytron	0680
Akura	0083	Baur	0331	Casio	0499	D-Vision	0684
Alaron	0085	Baysonic	0333	Cathay	0501	Daewoo	0692
Alba	0086	Bazin	0335	CCE	0504	Dainichi	0694
Albatron	0087	Beaumark	0340	Celebrity	0509	Dansai	0699
Alcyon	0093	Beijing	0345	Celera	0510	Dantax	0702
Alienware	0099	Beko	0346	Celestial	0511	Datsura	0703
Allorgan	0105	Belcor	0348	Centrex	0516	Dawa	0707
Allstar	0108	Bell & Howell	0350	Centrum	0519	Daytron	0710
America Action	0123	Belson	0355	Centurion	0520	De Graaf	0716
Amoi	0132	Belstar	0357	Century	0521	DEC	0717
Amplivision	0138	BenQ	0359	CGE	0523	Decca	0718
Ampro	0139	Beon	0361	Changcheng	0526	Deitron	0722
Amstrad	0140	Berthen	0363	Changfei	0527	Dell	0725
Anam	0146	Best	0364	Changfeng	0528	Denon	0731
Anam National	0147	Bestar	0368	Changhai	0529	Denver	0733
Andersson	0148	Bestar-Daewoo	0369	Changhong	0530	Desmet	0738
Anglo	0151	Binatone	0378	Chun Yun	0545	Diamant	0746
Anitech	0154	Black Diamond	0384	Chunfeng	0546	Diamond	0747
Ansonic	0156	Black Star	0386	Chung Hsin	0547	Diamond Vision	0748
AOC	0165	Blackway	0388	Chunsun	0549	Dick Smith Electronics	0750
Apex Digital	0170	Blaupunkt	0390	Cimline	0552	Digatron	0751
Apollo	0171	Blue Sky	0395	Cinex	0563	Digihome	0758
Apple	0172	Blue Star	0396	Citizen	0567	Digiline	0759
Arc En Ciel	0178	Boca	0399	City	0569	Digital Life	0772
Arcam	0179	Bondstec	0403	Clarion	0575	Digitex	0780
Ardem	0184	Boots	0405	Clarivox	0576	Digitor	0781

Brand	Code	Brand	Code	Brand	Code	Brand	Code
DirecTV	0794	Feilang	0990	Grandin	1156	Huari	1294
Dixi	0807	Feilu	0991	Gronic	1160	Humax	1298
DL0810		Feiyue	0993	Grundig	1162	Hush	1304
Domeos	0817	Fenner	0994	Grunkel	1164	Hygashi	1308
Dongda	0820	Ferguson	0996	Grunpy	1165	Hyper	1309
Donghai	0821	Fidelity	0998	Haaz	1172	Hypson	1312
Drean	0832	Filsai	1000	Haier	1175	Hyundai	1315
DSE	0833	Finlandia	1003	Haihong	1176	Iberia	1320
DTS	0837	Finlux	1004	Halifax	1179	iBUYPOWER	1322
Dual	0838	Firstline	1008	Hallmark	1180	ICE	1324
Dumont	0840	Fisher	1009	Hampton	1183	ICeS	1325
Durabrand	0842	Flint	1014	Hankook	1188	iLo	1341
Dux	0843	FNR	1016	Hannspree	1189	Imperial	1346
DVX	0847	Formenti	1023	Hanseatic	1190	Indesit	1349
Dwin	0848	Formenti-Phoenix	1024	Hantarex	1192	Indiana	1350
DX Antenna	0849	Fortress	1027	Hantor	1193	Infinity	1352
Dynatron	0855	Fraba	1030	Harley Davidson	1197	InFocus	1353
Easy Living	0860	Friac	1040	Harman/Kardon	1198	Ingelen	1354
Ecco	0864	Frontech	1042	Harvard	1202	Ingersol	1355
ECE	0865	Fujitsu	1052	Harwa	1203	Initial	1356
Elbe	0880	Fujitsu General	1053	Harwood	1204	Inno Hit	1358
Elcit	0883	Fujitsu Siemens	1054	Hauppauge	1206	Innova	1359
Electroband	0888	Funai	1056	Havermy	1208	Innovation	1360
Electrograph	0889	Furichi	1058	HCM	1210	Inotech	1364
Electrohome	0890	Futronic	1061	Helios	1219	Insignia	1368
Elektra	0896	Futuretech	1064	Hello Kitty	1221	Inteq	1373
Elfunk	0899	Galaxi	1068	Hema	1222	Interbuy	1376
ELG	0900	Galaxis	1069	Hemmermann	1223	Interfunk	1377
Elin	0902	Gateway	1076	Hewlett Packard	1229	Internal	1379
Elite	0903	GBC	1078	Hifivox	1233	International	1380
Elman	0907	GE	1081	Higashi	1234	Intervision	1386
Elta	0910	Geant Casino	1082	Highline	1236	Irradio	1396
Emerson	0917	GEC	1083	Hikona	1237	IRT	1397
Emperor	0921	Geloso	1087	Hinari	1243	Isukai	1402
Emprex	0922	General Technic	1095	Hisawa	1247	ITC	1404
Envision	0933	Genesis	1096	Hisense	1249	ITS	1405
Enzer	0934	Genexxa	1097	Hitachi	1251	ITT	1406
Epson	0937	Giant	1113	Hitachi Fujian	1252	ITT Nokia	1407
Erres	0942	Gibraltar	1114	Hitec	1253	ITV	1408
ESA	0943	Go Video	1126	Hitsu	1257	Janeil	1414
ESC	0945	Goldfunk	1135	Hoehner	1262	JBL	1420
Etron	0949	GoldHand	1136	Hongmei	1272	JCB	1421
Eurofeel	0954	Goldline	1138	Hornophon	1277	Jean	1424
EuroLine	0955	GoldStar	1140	Hoshai	1278	JEC	1426
Euroman	0956	Goodmans	1142	Howard Computers	1281	Jensen	1429
Europa	0957	Gorenje	1144	HP	1283	Jiahua	1435
Europhon	0959	GP	1147	Huafa	1287	Jinfeng	1438
Evesham	0972	GPM	1149	Huanghaimei	1288	Jinhai	1439
Evolution	0973	GPX	1150	Huanghe	1289	Jinxing	1442
Excello	0975	Gradiente	1151	Huanglong	1290	JMB	1445
Expert	0976	Graetz	1152	Huangshan	1291	JNC	1446
Exquisit	0978	Granada	1154	Huanyu	1292	Jocel	1448

Brand	Code	Brand	Code	Brand	Code	Brand	Code
Jubilee	1460	Liesenkotter	1631	Mercury	1804	Nikkei	1999
JVC	1464	Lifetec	1633	Mermaid	1806	Nikko	2000
Kaisui	1471	Linksys	1640	Metronic	1809	Nintaus	2006
Kamp	1475	Lloyd's	1648	Metz	1810	Niveus Media	2012
Kangchong	1476	Local India TV	1653	MGA	1811	Noblex	2013
Kanghua	1477	Local Malaysia TV	1656	Micromaxx	1822	Noblisko	2014
Kapsch	1483	Lodos	1659	Microsoft	1826	Nogamatic	2016
Karcher	1484	Loewe	1660	Microstar	1827	Nokia	2017
Kathrein	1486	Logik	1661	MicroTEK	1829	Norcent	2020
Kawa	1487	Logix	1663	Midland	1831	Nordic	2021
Kawasho	1489	Luma	1674	Mikomi	1833	Nordmende	2022
KDS	1494	Lumatron	1676	Minato	1835	Normerel	2024
KEC	1496	Lux May	1680	Mind	1837	Northgate	2027
Ken Brown	1499	Luxman	1682	Minerva	1838	Norwood Micro	2029
Kendo	1500	Luxor	1683	Minoka	1840	Novatronic	2035
Kennedy	1504	LXI	1686	Mintek	1845	NTC	2045
Kennex	1505	M Electronic	1688	Minutz	1847	Nu-Tec	2048
Kenwood	1507	Madison	1698	Mitsubishi	1855	NuVision	2053
Khind	1511	MAG	1701	Mivar	1857	Oceanic	2061
KIC	1512	Magnadyne	1702	Monivision	1872	Okano	2065
Kingsley	1520	Magnafon	1703	Morgan's	1875	Olevia	2067
Kiota	1522	Magnasonic	1704	Motion	1877	Omni	2074
Kioto	1523	Magnavox	1706	Motorola	1878	Onida	2081
Kiton	1525	Magnin	1708	MTC	1889	Onimax	2082
KLH	1529	Magnum	1709	MTEC	1890	Onwa	2087
KLL	1531	Majestic	1713	MTlogic	1892	Opera	2090
Kloss	1532	Mandor	1717	Mudan	1896	Oppo	2092
Kneissel	1535	Manesth	1718	Multistandard	1904	Optimus	2095
Kolin	1541	Manhattan	1719	Multitec	1906	Optoma	2097
Kolster	1543	Marantz	1724	Multitech	1907	Optonica	2099
Konig	1547	Marelli	1729	Murphy	1911	Orbit	2103
Konka	1548	Mark	1731	Musikland	1915	Orion	2111
Korpel	1552	Mascom	1738	Myryad	1922	Orline	2113
Korting	1554	Mastro	1743	NAD	1926	Ormond	2114
Kosmos	1557	Masuda	1744	Naiko	1930	Orsowe	2116
Koyoda	1561	Matsui	1750	Nakimura	1933	Osaki	2118
KTV	1572	Matsushita	1751	Naonis	1936	Osio	2121
Kunlun	1578	Maxdorf	1756	NAT	1941	Oso	2122
Kuro	1579	Maxent	1757	National	1942	Osume	2123
Kyoshu	1583	Maxim	1759	NEC	1950	Otic	2125
Kyoto	1585	McMichael	1768	Neckermann	1951	Otto Versand	2126
L&S Electronic	1588	Meck	1775	NEI	1952	Pacific	2135
LaSAT	1597	Media Center PC	1777	Nesco	1960	Packard Bell	2138
Lavis	1602	Mediator	1784	Netsat	1966	Pael	2140
Lecson	1606	Medion	1787	NetTV	1967	Palladium	2145
Lenco	1615	Medison	1788	Network	1968	Palsonic	2147
Lenoir	1617	Megapower	1791	Neufunk	1970	Panama	2149
Lesa	1622	Megatron	1795	New Tech	1979	Panasonic	2153
Lexsor	1626	MEI	1796	New World	1980	Panavision	2154
Leyco	1627	Melvox	1799	Newave	1981	Panda	2155
LG	1628	Memorex	1800	Nicamagic	1994	Pathe Cinema	2168
Liesenk & Tter	1630	Memphis	1802	Nikkai	1998	Pathe Marconi	2169

Brand	Code	Brand	Code	Brand	Code	Brand	Code
Pausa	2171	Radiola	2330	Seaway	2515	Sony	2679
Peng Sheng	2181	Radiomarelli	2331	Seelver	2520	Sound & Vision	2680
Penney	2182	Radionette	2332	SEG	2522	Soundesign	2684
Perdio	2185	RadioShack	2333	SEI	2524	Soundwave	2689
Perfekt	2186	Radiotone	2334	Sei-Sinudyne	2525	Sova	2690
Petters	2189	Rank	2345	Seleco	2528	Sowa	2691
Philco	2192	Rank Arena	2346	Semivox	2529	Soyea	2692
Philharmonic	2194	RBM	2350	Semp	2530	Soyo	2693
Philips	2195	RCA	2351	Sencora	2531	Spectroniq	2701
Phocus	2198	Realistic	2354	Senra	2534	Squareview	2703
Phoenix	2199	Recco	2358	Serie Dorada	2538	SSS	2708
Phonola	2201	Recor	2359	Serino	2539	Stack 9	2710
Phonotrend	2202	Rectiligne	2362	Shanghai	2547	Standard	2713
Pilot	2207	Rediffusion	2364	Shaofeng	2549	Starlite	2728
Pioneer	2212	Redstar	2366	Sharp	2550	Stenway	2739
Pionier	2213	Reflex	2368	Shencai	2553	Stern	2741
Plantron	2219	Relisys	2374	Sheng Chia	2554	Strato	2745
Playsonic	2224	Remotec	2377	Shenyang	2555	Strong	2748
Polaroid	2230	Reoc	2379	Sherwood	2557	Studio Experience	2750
Poppy	2236	Revox	2383	Shintoshi	2564	Stylandia	2752
Portland	2238	Rex	2385	Shivaki	2567	SunBrite	2759
Powerpoint	2241	RFT	2386	Shogun	2568	Sunkai	2762
Precision	2244	Rhapsody	2387	Shorai	2569	Sunny	2764
Premier	2248	Ricavision	2388	Siam	2572	Sunstar	2768
President	2250	Rinex	2392	Siarem	2573	Sunwood	2772
Prima	2253	Roadstar	2398	Siemens	2574	Superla	2782
Princeton	2258	Robotron	2401	Siera	2576	Superscan	2786
Prinston	2259	Rolson	2410	Siesta	2577	Supersonic	2787
Prinz	2260	Rowa	2416	Signature	2582	SuperTech	2789
Prism	2261	Royal Lux	2420	Silva	2591	Supervision	2791
Profex	2269	Runco	2423	Silva Schneider	2592	Supra	2792
Profilo	2272	Saba	2429	Silver	2594	Supre-Macy	2794
Profitronic	2273	Sagem	2434	SilverCrest	2595	Supreme	2795
Proline	2274	Saisho	2437	Simpson	2598	Susumu	2797
Promax	2275	Saivod	2439	Singer	2599	Sutron	2798
Proscan	2279	Salora	2443	Sinotec	2600	SVA	2800
Proscoc	2280	Sambers	2445	Sinudyne	2601	Svasa	2801
Prosonic	2282	Sampo	2446	Skantic	2605	Swisstec	2806
Protech	2284	Samsung	2448	SKY	2610	Sydney	2808
Proton	2288	Samsux	2449	Skysonic	2627	Sylvania	2809
Protron	2289	Sandra	2454	Skyworth	2631	Symphonic	2810
Proview	2290	Sansui	2458	SLX	2638	Synco	2811
ProVision	2291	Sanyo	2462	Sogera	2649	Syntax	2814
Pulsar	2296	Sanyuan	2464	Solavox	2654	Sysline	2815
Pye	2302	SBR	2492	Sole	2655	Systemax	2817
Pymi	2304	Sceptre	2498	Sonawa	2663	Sytong	2820
Qingdao	2308	Schaub Lorenz	2500	Soniko	2669	Tacico	2823
Quasar	2320	Schneider	2501	Sonitron	2671	Tactus	2825
Quelle	2322	Scimitsu	2505	Sonneclair	2673	Tagar Systems	2831
Questa	2324	Scotch	2506	Sonoko	2675	Taishan	2835
R-Line	2327	Scott	2508	Sonolor	2676	Talent	2838
Radialva	2329	Sears	2514	Sontec	2677	Tandberg	2842

Brand	Code	Brand	Code	Brand	Code	Brand	Code
Tandy	2843	TRANS-continents	3039	Windy Sam	3267	YU-MA-TU	3603
Tashiko	2850	Transonic	3041	Wintel	3271	Bork	3615
Tatung	2852	Transec	3042	Wyse	3288	iDEAL	3641
TCL	2856	Triad	3049	Xenius	3297	JTV	3645
TCM	2857	Trident	3054	Xiahua	3299	Melectronic	3654
Teac	2860	Tristar	3057	Xiangyu	3302	Onn	3663
Tec	2861	Triumph	3058	Xingfu	3305	Tesla	3680
Tech Line	2863	TVS	3081	Xinghai	3306	Kenstar	3756
Techica	2865	TVTEXT 95	3082	Xinrisong	3308	Vistron	3773
Technema	2866	Uher	3089	XLogic	3310	Pensonic	3778
Technica	2868	Ultra	3093	Xoro	3315	Union	3781
Technics	2869	Ultravox	3095	Xrypton	3317	DigiMax	3808
Technika	2870	Unic Line	3100	Xuelian	3320	GFM	3820
TechniSat	2873	United	3106	Yamaha	3326	Mitsai	3851
Technisson	2874	Universal	3113	Yamishi	3328	Nortek	3862
Technol Ace	2875	Universum	3115	Yokan	3335	Camper	3911
Technosonic	2878	Univox	3116	Yoko	3336	Nexus Electronics	3948
Techview	2883	US Logic	3124	Yorx	3340	PARK	3951
Techwood	2884	Vector Research	3137	Yuhang	3345	BARON	3959
Tecnimagen	2885	Venturer	3143	Zanussi	3349	Morgans	3970
Teco	2886	VEOS	3144	Zenith	3356	Ziggo	4007
Tedex	2889	Vestel	3148	ZhuHai	3364	Cameron	4032
Tek	2892	Vexa	3149	Zonda	3369	Gaba	4059
Teknika	2895	Vibrant	3154	ZT Group	3370	Nimbros	4065
Teleavia	2901	Victor	3155	Arena	3375	Quadro	4071
Telecor	2910	Videocon	3163	G-Hanz	3397	Shinelco	4074
Telefunken	2914	Videologic	3165	I-Inc	3462	VU	4078
Telefusion	2915	Videologique	3166	TruTech	3467	Catha	4094
Telegazi	2917	Videosat	3170	Afron	3470	Chuangjia	4096
Telemeister	2924	VideoSystem	3172	Dynex	3476	Duongjie	4101
Telesonic	2930	VideoTechnic	3173	Element	3477	Fagor Life	4102
Telestar	2931	Videoton	3174	Hanns.G	3478	Fenmenti	4103
Teletech	2934	Vidikron	3178	RevolutionHD	3503	Great Wall	4105
Teleton	2935	Vidtech	3179	BGH	3507	Huijiaban	4108
Televideon	2938	Viewsonic	3186	GVA	3510	IR	4110
Teleview	2939	Viking	3188	Princess	3514	Kangwei	4115
Televiso	2941	Viore	3192	Acme	3521	Layco	4117
Temco	2946	Visiola	3197	Agazi	3522	Multisystem	4121
Tennessee	2952	Vision	3198	Alkos	3523	Okana	4122
Tensai	2954	Vistar	3207	Arcam Delta	3524	Oulin	4123
Tenson	2955	Vizio	3211	Ayomi	3525	Prandoni Prince	4125
Tevion	2962	Voodoo	3215	Blacktron	3526	Profekt	4126
Texet	2963	Vortec	3217	Dual-Tec	3528	Radio	4128
Thomas	2971	Voxson	3220	Elbe-Sharp	3529	Shanshui	4133
Thomson	2972	Vue	3225	Electa	3530	Songdian	4136
Thorn	2974	Waltham	3230	ELECTRO TECH	3531	Srypton	4138
TMK	2994	Wards	3231	HiLine	3533	Teachimagen	4140
TML	2995	Watson	3233	Interactive	3534	Tiankeban	4142
TNCi	2996	Watt Radio	3234	Kamosonic	3535	Transfec	4143
Tobo	2999	Waycon	3237	LG/Goldstar	3536	Datron	4201
Tokai	3001	Wega	3238	Liesenk	3537	ShengCai	4217
Tokaido	3002	Wegavox	3239	Life	3538	Ministry Of Sound	4247
Tokyo	3004	Welltech	3244	Loewe Opta	3540	Inspira	4296
Tomashi	3006	Weltblick	3245	Nordvision	3543	O.K.Line	4301
Topline	3016	Weltstar	3247	ONCEAS	3544	Onei	4302
Toshiba	3021	Westinghouse	3249	Quandra Vision	3546	Polyvision	4304
Totevision	3024	Weston	3251	Radio Shack	3547	Walker	4311
Touch	3025	Wharfedale	3255	RTF	3548	Moree	4565
Towada	3028	White Westinghouse	3258	Tesmet	3550	Nikai	4566
Toyoda	3030	Wilson	3260	Aomni	3555	Novex	4567
Trakton	3036	Windsor	3265	Chimei	3563		
Trans Continens	3037	Windstar	3266	Digital Lifestyles	3567		

Entone STB (Set Top Box)

Remote Setup

Before you can use your Remote Control for your TV, you will need to insert a programmable code into the Remote by doing either the Brand or Auto Search.

Entone STB Remote



Entone Remote: Program a TV or AUX Device

1. Locate the device code for your desired device in the device code table provided below. If you could not find the device code for your device or it does not work after trying the listed device codes for your device brand, then you can go to the next section to try the auto search procedures.

2. Turn on your device and with media inserted (if applicable).

3. On the remote control, press a device mode key for 5 seconds (i.e., “TV” or “AUX”). The device mode key will light up.

NOTE: Use the “AUX” mode key to program control of VCR, DVD player, cable box, satellite set top box and audio device.

4. Enter the four-digit device code for you device. If you perform this procedure correctly, the selected device mode key backlight will blink twice.

NOTE: If you enter an invalid device code, the selected device mode key will fast blink 7 times. Device program mode will be terminated.

5. Aim the remote control at your device and press the “POWER” once. The device should be turned off. If it does not respond, repeat the above steps.

NOTE: In the programming mode if no key is received within 30s, the device mode key backlight will blink rapidly for 7 times to indicate an error and then extinguish, and the programming mode will end.

Entone Remote: Auto Search Set Up

If your device does not respond to the remote control after trying all devices codes listed for you brand, or if your brand is not listed at all, try searching for your device code as follows:

1. Turn on your TV or your A/V device.

2. On the remote control, press a device mode key (i.e., “TV” or “AUX”) and hold for 5s. The device mode key will light up.

NOTE: Use the “AUX” mode key to program control of VCR, DVD player, cable box, satellite set top box and audio device.

3. Press the “POWER” key once.

4. Aim the remote control at the device. Press either the “CH UP” key or “CH DOWN” key to do device auto-scan:

- Press the “CH UP” key to start searching upward at an approx. 5 seconds interval for each device code. The TV/AUX mode key will be on and blink every 5 seconds while in the device scan mode.

NOTE: In this search mode, the remote control will send IR codes from the library starting from the lowest code set number to the end of code set for that device; **OR**

- Press the “CH DOWN” key to start searching downward at an approx. 5 seconds interval for each code set. The TV/AUX mode key will be on and blink every 5 seconds while in the device scan mode.

NOTE: In this search mode, the remote control will send IR codes from the highest code set number to the beginning of code set of that device.

5. If the device turns off, a working code has been found. Press OK once to lock in the code. The selected mode key will blink twice.

6. If all code sets of that device is exhausted in the search and the OK is not pressed, the selected device key will fast blink 7 times and the search mode will be terminated.

NOTE: During the auto-scan, you can press “UP” arrow or “DOWN” arrow to advance to the next device code immediately without waiting for 5 seconds. You can also use “UP” arrow or “DOWN” arrow to change the direction of the search.

NOTE: In the programming mode if no key is received within 30s, the device mode key backlight will blink rapidly for 7 times to indicate an error and then extinguish, and the programming mode will end.

Entone Remote: Show Programmed Device Code

You can display the 4-digit device code by the following procedures:

1. Press and hold “TV” or “AUX” for 5 seconds. The “TV” or “AUX” backlight will illuminate.
2. Press “INFO” once.
3. The 4-digits device code will be displayed in the following manner.
 - a. The “TV”/”AUX” backlight blinks to indicate the digit. One blink indicates 1, 2 blinks indicates 2, etc until 9 blinks indicates 9. A 0 is indicates by a shot, long, short, long, short, long blink.
 - b. In between each digit, the “TV”/”AUX” backlight will be off for 1 second.
 - c. For example, the following blink pattern shows a device code of 0123.

•-•-•- • • • ••

NOTE: In the programming mode if no key is received within 30s, the device mode key backlight will blink rapidly for 7 times to indicate an error and then extinguish, and the programming mode will end.

Entone Remote: TV Brand Codes

TV -Digital TV		Mitsubishi	0238	Fujitsu	0252, 0049, 0260, 0186,
Samsung	0163	NEC	0149		0257
Zenith	0165	NET-TV	0197	Hitachi	0091, 0041, 0080, 0314
TV -HD Plasma Display		Norcent	0275	Marantz	0224
RCA	0242, 0262	Olevia	0168	NEC	0224
TV -HDTV		Panasonic	0253, 0038, 0285, 0117,	NET-TV	0004
Apex	0083		0291	Panasonic	0039
Daewoo	0267	Philips	0034, 0112	Pioneer	0208
Hitachi	0091	Polaroid	0130, 0089, 0078, 0281,	Plasmsync	0224
ILO	0094		0167	Sony	0289, 0086
JVC	0071	RCA	0242	Toshiba	0224, 0120
Mitsubishi	0111, 0238, 0013, 147	Samsung	0187, 0166, 0234, 0177,	Zenith	0011
Panasonic	0311, 0012		0057, 0093, 0283, 0296,	TV -Projection HDTV	
Philips	0192, 0303, 0000, 244		0180	Sharp	0313, 0246
Proscan	0138	Sansui	0199	TV -Projection TV	
RCA	0138, 0158, 0140, 262	Sanyo	0031, 0298	Hitachi	0091, 0066, 0141, 0100,
Sampo	0055	Sharp	0008, 0160, 0219, 0084,		0020, 0261, 0235
Sharp	0198		0241, 0060, 0294, 0074	JVC	0071, 0248
Sony	0236, 0035, 0043, 231	Sony	0243, 0155, 0035, 0126,	Magnavox	0202
Zenith	0103, 0105		0090	Mitsubishi	0263, 0111, 0238, 0013,
TV -HDTV Monitor		Sylvania	0144, 0115, 0284		0147, 0073, 137
Brilliant	0184	Syntax	0168	Panasonic	0033, 0196, 0110
Panasonic	0161	Tatung	0092	Philips	0132
Philips	0217	Toshiba	0042, 0222, 0064	Pioneer	0152
RCA	0282	Trutech	0206	RCA	0138, 0158
Sears	0184	Viewsonic	0021, 0085, 0107, 0026,	Samsung	0007, 0300, 0218, 119
TV -HDTV Projection Monitor			0290, 0174, 0082, 0277,	Sharp	0127
Panasonic	0215, 0299, 0310		0255, 0069, 0304	Sony	0243, 0178, 0135, 125
Pioneer	0010, 0058	Vizio	0002	Toshiba	0307, 0159, 0081, 6
Zenith	0091	Westinghous e	0021, 0063, 0054	Zenith	0164
TV -HDTV Projection TV		Zenith	0146	TV -TV	
Panasonic	0196	TV -LCD TV/PC Monitor		Admiral	0223, 0288, 0129
Sony	0236	Sampo	0280	Advent	0312
TV -LCD HDTV		TV -LCD TV/Tuner Combo		Adventura	0143
Akai	0108	Polaroid	0130	Aiwa	0124
ILO	0059	TV -Plasma Display		Akai	0153, 0177, 0046, 287
Olevia	0142	Acer	0229	Alleron	0268
Polaroid	0212	Daewoo	0067	America Action	0097
Syntax	0142	Fujitsu	0240	Amtron	0182
Westinghous e	0021	Funai	0250	Anam	0097
Zenith	0018	Panasonic	0195	Anam National	0279, 0182
TV -LCD Projection TV		Pioneer	0203, 0077, 0065	AOC	0239, 0308
Epson	0247	Samsung	0171, 0118, 0095, 0258	Apex	0249, 0264
LG	0207	Toshiba	0099	Apex Digital	0227
Panasonic	0033	Viewsonic	0156, 0106	Audiovox	0182, 0097
Sony	0243, 0053, 0292	Zenith	0183, 0214, 0226	Aventura	0295
TV -LCD TV		TV -PLASMA TV		Belcor	0308
Akai	0270	Akai	0201	Bell & Howell	0223, 0014
AOC	0275	Elite	0213	Benq	0079
Audiovox	0205, 0003, 0150	Gateway	0269	Bradford	0182, 0097
Benq	0028	Hewlett Packard	0123	Brockwood	0308
Coby	0306	HP	0191	Broksonic	0097, 0288, 0032, 0046,
Dell	0070, 0256, 0230	ILO	0237		0199
Emerson	0115	LG	0133, 0172	Candle	0143, 0308
Emprex	0134	Magnavox	0047, 0025	Carver	0122
Funai	0144	Panasonic	0033, 0104, 0179	Celebrity	0153
Hisense	0109	Pioneer	0213	Celera	0227
HP	0191	Samsung	0166, 0254	Changhong	0227
Initial	0271	Sanyo	0131	Citizen	0182, 0221, 0308, 0061
Insignia	0139	Sony	0155	Clarion	0097
JVC	0251, 0101, 0194	SVA	0185	Colortyme	0308
LG	0148, 0308, 0040, 172	Viewsonic	0080	Colt	0076
Magnavox	0044, 0271	Vizio	0002	Concerto	0308
Maxent	0098	TV -Plasma TV Monitor		Contec	0097
Mintek	0271	Akai	0170	Contec/Cony	0182

Craig	0182, 0097	Logik	0223	Samsung	3048
Crosley	0122	Luxman	0308	Sansui	3067, 3047
Crown	0182, 0097	LXI	0017, 0014, 0122	Sanyo	3093
CTX	0027	Magnasonic	0061	Sharp	3015, 3078, 3056
Curtis Mathes	0017, 0014, 0221, 0122, 0209, 0308, 129	Magnavox	0122, 0022, 0009, 0308, 0276, 0169	Sony	3072, 3029
CXC	0182, 0097	Magnin	0245	Sylvania	3063, 3032
Cytron	0051, 0220	Majestic	0223	Symphonic	3063
Daewoo	0239, 0062, 0274, 0308, 0061	Marantz	0122, 0308	Toshiba	3006, 3045
		Maxent	0228	Zenith	3082, 3099
Daytron	0308	Megatron	0209	DVD -DVD	
Denon	0209	Memorex	0223, 0239, 0014, 0288, 0144, 0019, 0075, 0030	Advent	4234
Diamond Vision	0045, 0216, 0188			Aiwa	4077
Dimensia	0017	MGA	0239, 0308, 0245	Akai	4093, 4088, 4129, 4199
Dumont	0286, 0308	Midland	0286	Alco	4118
Durabrand	0048, 0295, 0097, 0288	Mitsubishi	0239, 0263, 0308, 0129, 0087	Alpine	4040
Dwin	0129			Amphion MediaWorks	4023
Electroband	0153	Montgomery Ward	0223	AMW	4023
Electrograph	0228	Motorola	0279, 0129	Apex	4201, 4074, 4124
Electrohome	0153, 0279, 0308	MTC	0239, 0221, 0308	Apex Digital	4111
Emerson	0182, 0268, 0014, 0295, 0097, 0288, 0062, 0032, 0162, 0308, 0276, 0061	Multitech	0182, 0097	Aspire Digital	4246
		NEC	0279, 0239, 0308	Audiovox	4118, 4229, 4041, 4022
Envision	0308	Net-TV	0228	Blaupunkt	4111, 4188
Epson	0301	Norcent	0116	Blue Parade	4117
ESA	0295, 0177	Onwa	0182, 0097	BOSE	4095, 4235
Fisher	0014	Optimus	0075	Broksonic	4093, 4088, 4173
Fujitsu	0268	Optonica	0225, 0129	California Audio Labs	4017
Funai	0182, 0268, 0295, 0097, 0169	Orion	0288, 0001, 0032	Cambridge SoundWorks	4144
		Panasonic	0279, 0056, 0036, 0196, 0190, 0176, 0029, 0075	Clarion	4242
Futurtech	0182, 0097	Penney	0245, 0030	Classic	4218, 4140
Gateway	0228, 0173	VCR -TV/DVD/VCR Combo		Coby	4243, 4149, 4089, 4147
GE	0017, 0279, 0309, 0138, 0308, 0245, 0087	Akai	3039	CyberHome	4107
Gibraltar	0286, 0308	Diamond Vision	3058	Cytron	4116
Goldstar	0239, 0308, 0030	Emerson	3003	Daewoo	4035, 4067
Grunpy	0182, 0268, 0097	Magnavox	3003	Denon	4017, 4222, 4054, 4037, 4090, 4047
Haier	0048	Memorex	3009	Desay	4176
Hallmark	0308	Panasonic	3076	Diamond Vision	4158, 4075, 4014
Harley Davidson	0169	Polaroid	3077	Disney	4049
Harman/Kar don	0122	RCA	3079	Emerson	4165, 4049, 4181, 4208, 4030, 4206, 4079
Harvard	0182, 0097	Samsung	3012	ESA	4167
Havermy	0129	Sharp	3018	Fisher	4065
Hisense	0116	Superscan	3003	Funai	4049, 4181, 4208
Hitachi	0209, 0091, 0273, 0308, 0169	Sylvania	3003	GE	4224, 4111
		Toshiba	3036	Go Video	4072
Ilo	0271	VCR -DVD/VCR Combo		Goldstar	4162
IMA	0182	Broksonic	3051, 3067, 3060	GPX	4220
Infinity	0122	Daewoo	3055	Gradiente	4017
Insignia	0001, 0278, 0211	Emerson	3063, 3049	Greenhill	4111
Janeil	0143	Funai	3063	Grundig	4085
JBL	0122	Go Video	3027	Harman Kardon	4244
JC Penney	0017, 0239, 0221, 0308	Goldstar	3064	Hitachi	4180, 4156, 4028
JCB	0153	Hitachi	3066, 3014	Ilo	4066
Jensen	0308	Insignia	3082	Initial	4111, 4060
JVC	0102, 0175, 0297, 0259, 0096, 0121	JVC	3028, 3025, 3034, 3046, 3030	Insignia	4121
Kawasho	0153, 0308	LG	3075, 3075, 3082, 3081	Integra	4209, 4117
KEC	0097	Magnavox	3085	JBL	4221
Kenwood	0308	Memorex	3067	Jensen	4149
KLH	0227	Panasonic	3070	JVC	4152, 4006, 4212, 4056, 4245, 4186, 4123, 4064, 4195
Kloss Novabeam	0182, 0143	Philips	3063, 3074		
KTV	0182, 0097	Pioneer	3002	Kawasaki	4118
LG	0239	Polaroid	3059	Kenwood	4017, 4031
Lloyd's	0169	Presidian	3063	KLH	4118, 4111, 4214
		RCA	3000	Konka	4010

Koss	4002, 4011, 4052, 4099, 4239	Trutech	4059	Sansui	4088, 4173, 4251
Lasonic	4210	Urban Concepts	4198	Sylvania	4112, 4001
Lenoxx	4061	Venturer	4118, 4036	Toshiba	4088, 4024, 4173
LG	4105, 4223, 4029	Xbox	4224	DVD - TV/DVD/VCR Combo	
Liquid Video	4011	Yamaha	4017, 4085, 4106, 4101	Akai	4199
Magnavox	4165, 4198, 4085, 4049, 4050, 4060	Zenith	4198, 4025, 4021	Diamond Vision	4014
Marantz	4085, 4168, 4193	DVD - DVD Recorder		Emerson	4165
Memorex	4093, 4225, 4012	Apex	4097	Magnavox	4165
Microsoft	4224	Broksonic	4026	Memorex	4012
Mintek	4111, 4237, 4060	Gateway	4190	Panasonic	4080
Mitsubishi	4207, 4155	Go Video	4190	Polaroid	4102
NAD	4157	Hitachi	4150, 4171	RCA	4185
Nakamichi	4191	Insignia	4145	Samsung	4241
Nesa	4111	Irradio	4126	Sharp	4202
Norcent	4243, 4083, 4073, 4232	JVC	4046, 4000, 4057, 4003, 4164, 4179, 4227, 4098	Superscan	4165
Onkyo	4209, 4198, 4027, 4062, 4159, 4133, 4058	LG	4148, 4076, 4170	Sylvania	4165
Oritron	4002, 4011	LiteON	4248, 4238, 4215, 4005	Toshiba	4175
Panasonic	4017, 4198, 4120, 4081, 4222, 4091, 4200, 4038, 4143, 4080, 4044, 4013	Lite-On	4190	DVD - DVD/VCR Combo	
Philips	4198, 4085, 4049, 4019, 4070, 4208, 4247, 4078, 4009, 4161	Panasonic	4084, 4043, 4151, 4039	Broksonic	4093, 4026, 4173
Pioneer	4163, 4117, 4153, 4194, 4130, 4119	Philips	4250, 4192, 4231, 4053	Daewoo	4067
Polaroid	4230, 4016, 4069, 4102	Pioneer	4068, 4138	Emerson	4208, 4030
Polk Audio	4085	RCA	4219	Funai	4208
Presidian	4049, 4208	Samsung	4150, 4136, 4178	Go Video	4072
Proscan	4224, 4226	Sansui	4063	Goldstar	4162
Qwestar	4002	Sanyo	4034	Hitachi	4171, 4028
RCA	4118, 4224, 4117, 4111, 4007, 4226, 4042, 4086, 4185, 4160	Sensory Science	4190	Insignia	4145
Regent	4061	Sharp	4096, 4108, 4087, 4109	JVC	4000, 4245, 4057, 4003, 4164
Rotel	4152	Sony	4183	LG	4148, 4076, 4170, 4105
Rowa	4092	Sylvania	4233, 4033	Magnavox	4050
Sampo	4182	Toshiba	4020, 4236, 4114	Memorex	4093
Samsung	4017, 4180, 4032, 4051, 4082, 4241, 4135, 4146,	Yamaha	4139	Panasonic	4200
Sansui	4093, 4088, 4173, 4251	Zenith	4018, 4122, 4170	Philips	4208, 4247
Sanyo	4093, 4132, 4213	DVD - DVD-DVR		Pioneer	4138
Sharp	4049, 4204, 4131, 4202, 4115	JVC	4004, 4113, 4128, 4196	Polaroid	4016
Sherwood	4177, 4203	Pioneer	4055	Presidian	4208
Shinco	4008	RCA	4103	RCA	4042
Shinsonic	4205	Toshiba	4125, 4110, 4134	Samsung	4051
Sony	4205, 4216, 4174, 4045, 4169, 4166, 4189, 4240, 4094, 4211, 4154, 4048, 4127, 4142, 4249, 4217	DVD - DVD-DVR/VCR Combo		Sansui	4093, 4063
Sungale	4228	JVC	4004, 4113, 4128, 4196	Sanyo	4132
Superscan	4165	DVD - TV/DVD/Tuner Combo		Sharp	4108, 4087, 4131
Sylvania	4165, 4049, 4181, 4208, 4187, 4112, 4001	Panasonic	4143	Sony	4154, 4048
Symphonic	4049, 4104, 4208	Polaroid	4069	Sylvania	4208, 4187
Teac	4118, 4015	Sony	4127	Symphonic	4208
Technics	4017, 4222	DVD - TV/DVD Combo		Toshiba	4114, 4071
Techwood	4137	Aiwa	4077	Zenith	4170, 4021
Theta Digital	4117	Akai	4088, 4129	DVD - HTIB	
Toshiba	4093, 4198, 4184, 4071, 4088, 4024, 4173, 4175, 4100	Apex	4124	Audiovox	4041, 4022
		Audiovox	4229	BOSE	4235
		Broksonic	4088, 4173	Cambridge SoundWorks	4144
		Coby	4089	Classic	4140
		Cytron	4116	Coby	4147
		Diamond Vision	4075	Denon	4047
		Emerson	4206	Emerson	4079
		Ilo	4066	Insignia	4121
		Initial	4060	JBL	4221
		JVC	4186	JVC	4123, 4064, 4195
		LG	4223, 4029	Koss	4099, 4239
		Magnavox	4060	Onkyo	4159, 4133, 4058
		Mintek	4060	Panasonic	4044, 4013, 4197
		Panasonic	4038	Philips	4009, 4161
		Philips	4078, 4060	Pioneer	4194, 4130, 4119
		RCA	4086	RCA	4219
		Samsung	4082	Samsung	4135, 4146
				Sanyo	4213

Sharp	4115	Nakamichi	2033	Sony	2101, 2025, 2025, 2025,
Sherwood	4203	Onkyo	2067, 2017, 2002, 2057,		2005
Sony	4172, 4142, 4249, 4217		2100, 2065	Toshiba	2084
	4141	Optimus	2070, 2054	Venturer	2036
Toshiba	4100	Panasonic	2008, 2088, 2058, 2007	Yamaha	2040, 2076
Venturer	4036		2051, 2066	CD - CD	
Yamaha	4106, 4101	Philips	2085, 2096, 2047	ADC	4274
AUDIO - Amplifier		Pioneer	2070, 2048, 2062, 2074	Aiwa	4272
Denon	2041		2030, 2027, 2022, 2049	BOSE	4269
JBL	2090	Polk Audio	2050	Denon	4273
Krell	2068	Quasar	2008	Harman Kardon	4270
Magnavox	2013	RCA	2059	JVC	4261, 4259
Marantz	2098	Rotel	2011	Kenwood	4263
Parasound	2034, 2103	Samsung	2064, 2021	Marantz	4275
Pioneer	2070, 2031	Sansui	2085	McIntosh	4265
RCA	2010	Sharp	2001	Nakamichi	4271
Rotel	2011	Sherwood	2046, 2015	Onkyo	4257, 4278
Soundmatters	2039	Sony	2086, 2081, 2092, 2061,	Panasonic	4254, 4264
Technics	2008		2083, 2069, 2101, 2025	Philips	4262
Yamaha	2079, 2026	Technics	2008, 2088, 2058	Pioneer	4255
AUDIO - Audio Cassette		Toshiba	2084	RCA	4256
Curtis Mathes	2070	Wards	2085	Sanyo	4258
Magnavox	2013	Yamaha	2075, 2003, 2040, 2076	Sherwood	4268
Marantz	2008, 2013	AUDIO - Tuner		Sony	4276, 4266, 4252
Optimus	2070	Aiwa	2043	Teac	4277
Pioneer	2070	Audiovox	2087	Technics	4267
Technics	2008	Koss	2018	Yamaha	4260
AUDIO - Audio System		Panasonic	2007, 2004, 2042	CD - CD/CD Recorder	
Curtis Mathes	2070	Polaroid	2028, 2035	Philips	4262
Pioneer	2070	Sony	2055, 2025	CD - Tuner/CD Combo	
AUDIO - LCD TV/Tuner Combo		Venturer	2036	Aiwa	4272
Polaroid	2028	AUDIO - Tuner/CD Combo		BOSE	4269
AUDIO - Phono		Aiwa	2043	Panasonic	4254
Magnavox	2013	BOSE	2060		
Marantz	2013	Panasonic	2042		
Pioneer	2070	AUDIO - TV/DVD/Tuner Combo			
AUDIO - Receiver		Panasonic	2004		
JBL	2020	Polaroid	2035		
Sanyo	2071	Sony	2055		
AUDIO - Receiver/Amplifier		AUDIO - TV/Tuner			
Yamaha	2026	Audiovox	2087		
AUDIO - Receiver/Tuner		AUDIO - TV/VCR/Tuner Combo			
Adcom	2078	Panasonic	2007		
Aiwa	2085, 2037, 2093	AUDIO - HTIB			
Audiovox	2077, 2036	Audiovox	2077, 2036		
BOSE	2060, 2032	BOSE	2032		
Cambridge SoundWorks	2053	Cambridge SoundWorks	2053		
Carver	2085	Classic	2009		
Classic	2009	Coby	2045		
Coby	2045	Denon	2016		
Curtis Mathes	2070	Emerson	2014		
Denon	2023, 2091, 2016	Insignia	2038		
Emerson	2014	JBL	2020		
Harman/Kardon	2085, 2052, 2094	JVC	2006, 2000, 2024		
Insignia	2082, 2063, 2038	Koss	2018, 2018		
JBL	2020	Onkyo	2057, 2100, 2065		
JVC	2097, 2073, 2029, 2006	Panasonic	2051, 2066, 2102		
	2000, 2024	Philips	2096, 2047		
Kenwood	2019, 2072, 2044, 2089	Pioneer	2027, 2022, 2049		
	2099, 2012	RCA	2059		
Linn	2085	Samsung	2064, 2021		
Magnavox	2013, 2085	Sanyo	2071		
Marantz	2008, 2013, 2085, 2056	Sharp	2001		
Mitsubishi	2080	Sherwood	2015		
NAD	2095				

Troubleshooting iVision TV Service

Common iVision Issues & Solutions

- **No picture showing when connected to TV.**
 - Check HDMI cable is connected properly between the STB & the TV.
 - Verify that the TV is selected to the proper input.
 - Check STB to make sure the power light is on.
 - Use remote to attempt channeling up/ down.
 - Complete a system reboot.
- **Choppy picture that freezes occasionally.**
 - Select another channel(s) to see if the other channels are choppy too.
 - Complete a system reboot.

Completing a System Reboot

- What is a system reboot?
 - Unplug the power to the set top box, modem and wireless Airsonic access points/ Extollo POE from the electricity. In some cases, depending on specific setup, switching a power strip to off and then back on may be all that is required. Once the system comes back up, make sure all TVs and channels are working, and then turn off each TV.
- When should a customer do a reboot?
 - Reboot the system when all other methods of resolving the issue have failed.
 - Reboot the system after the customer has upgraded channel packages or other minor changes to system. The reboot will need to be done after the new services are provisioned or as directed by Industry I-Net.

When a System Reboot Does Not Resolve a Problem

If you experience problems with any of your services and a system reboot does not resolve your trouble, please contact Industry I-Net immediately to report. It is very important when reporting trouble with your IPTV service that you provide as much information as possible about the issue you are experiencing and please provide the CHANNEL or CHANNEL NUMBERS that you are having problems with.

These issues need to be reported to INDUSTRY I-NET as soon as possible:

- Picture Tiling ('little boxes', digitizing, pixilation)
- Picture Freezing
- Audio Freezing
- Channel Freezing
- Video Stream Freezing
- Poor Picture Quality (snowy, grainy, fuzzy, or blurry)
- IPTV Set Top Box has to be rebooted too often
- Can't Change channels – often this issue can be resolved by pressing the STB button on the remote. This should re-sync the remote to the set top box. If this does not resolve the issue please contact Industry I-Net.

Industry I-Net is committed to providing you with the best TV experience. Please call us anytime you experience any problems with any of your services.