# Welcome to the family!

As your ***INTERNET EXPERIENCE PROVIDER***, here is some good information for you about iZONE residential wireless broadband services.

1. <u>YOUR CONNECTION</u>:

a. With our Wireless Tower Radio Link, you are now securely connected to the internet. Your link is not shared with anyone else. The small antenna we've mounted outside gets power from the small power supply we installed inside your home.
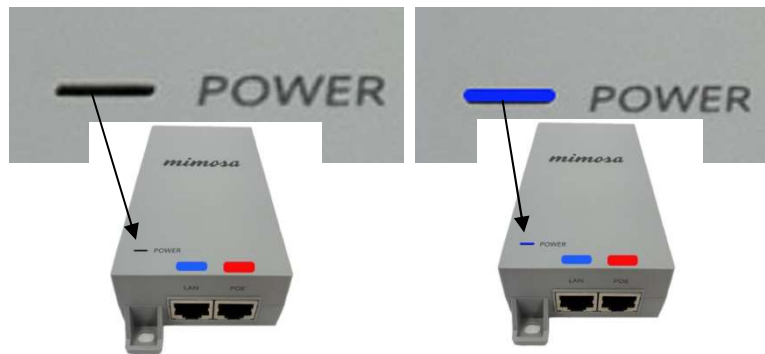
POWER SUPPLY: Make sure this device is powered on at all times! (see BLUE LED)

b. The router we provide for your use is one of the best available, and has been upgraded with the latest firmware available within hours of its installation into your home. Please see below for information about cable connections and warning lights on this router.

NOTE that the "WPS" button is for easy connections to wireless printers, but ALSO is how the WIFI is turned OFF/ON manually. A single TAP of the "WPS" button is for connection use, while HOLDING IT IN for 2+ seconds, toggles the WIFI OFF/ON.


PWR   WIFI 5.0   WIFI 2.4   INTERNET   LAN1   LAN2   LAN3   LAN4

If the "INTERNET" (spaceship or saturn image) is AMBER, *__no internet signal__* is present at the router. Check to make sure the ANTENNA POWER SUPPLY is powered ON ((**its BLUE LED should be lit**)) .

*Your model routers' LED indicators may be in a different order; however, the function indicators are the same.

2. <u>SYSTEM WIRING</u>: (Typical)

Colored Tape on connecting cables indicates where to make system connections.

INDOOR ITEMS   OUTSIDE
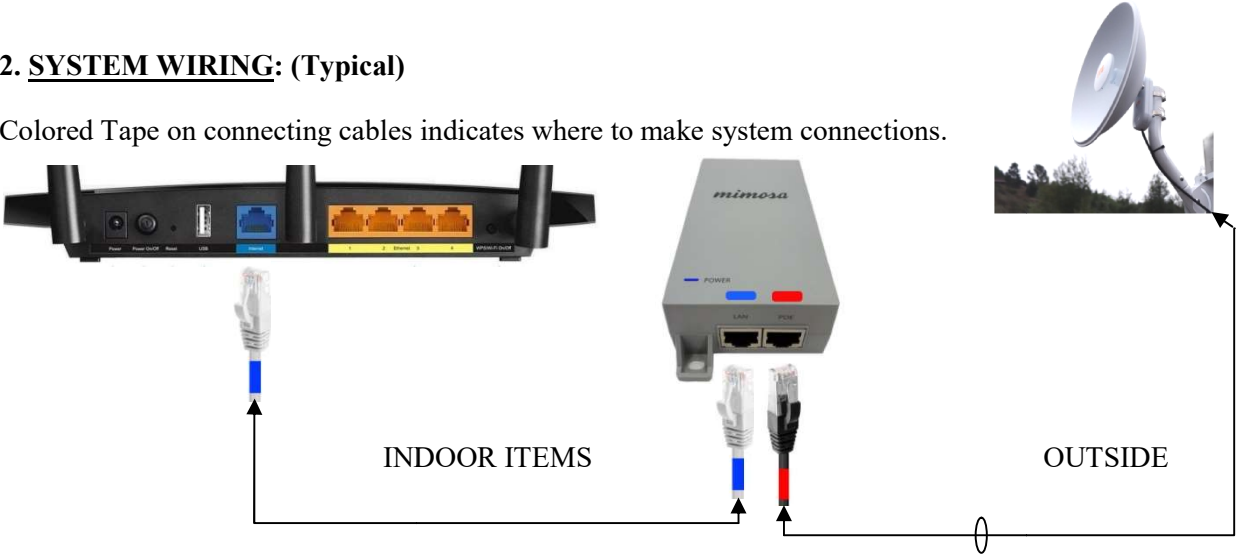
3. **INTERNET OUTAGES:**

If *ever* your internet is NOT working, contact us immediately so that we can resolve any issue rapidly.

- The **BEST** way to contact us about an OUTAGE is by TEXT!   Just use your cell phone to text us and that will tell us your phone number, so we can contact you shortly, if it is necessary. Enter your **name & complete address** in the text and TROUBLE information, as it is VERY helpful in resolving issues more quickly.

- TEXT TO: **740-625-1392**

  * Example: "Jim Smith *234 Dill Rd. No internet. No blue LED is lit on small box*"

  ** If your caller ID is blocked, we cannot respond, so include your Phone Number in the TEXT!

  *** If you do NOT get a TEXT response, or hear from us within the hour, CALL that number.

  **** If cell service is down or spotty, leave a voicemail. It will be our backup logging.

- EMAIL TO: **SUPPORT@iZoneBroadband.com**
  We communicate to all of our customers from here, about network outages and network maintenance plans, via this email.

4. **BILLING**

As a NEW customer, an installation fee is required to get our equipment in place and operational. It is one-time, up-front and merely covers the costs of the items placed on-site to enable service. There is no contract for our service. Our mutual commitment is Month-to-Month as long as the installation fee has been paid, and the monthly rate is paid. We ask that the installation fee and the FIRST MONTH or PRO-RATED PERIOD be paid by cash or check, on the day and time of the completed installation.

We do NOT mail invoices. We will EMAIL your invoice to you on the 10th day of the month. On or before the 30th day of the month, the invoice must be paid. So, when you pay on the 30th, you are paying for the month that just ended.

To initiate your new account with us, go to
https://portal.iZoneBroadband.com/register

Once you have created your new account, you can return to it at ANY time and log in, and manage your account settings, to include AUTO-PAY, so you NEVER miss a byte, beat or bill! AUTO-PAY transactions usually occur on the 25th day.
https://portal.iZoneBroadband.com

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