



## Troubleshooting Your Connection:

- First make sure that the modem is plugged into a working outlet and the switch on the back of the modem is turned to “On”. If working properly the modem power light should be green.
- Next check to see if your computer is correctly connected to the modem. The light for the connection point on the modem should be green or flashing green.
- Check that the phone jack and the modem are connected. The phone line should be undamaged and run directly from the modem to the phone jack or surge protector. Make sure that the DSL or status light is lit up green on your modem. If the light is either red or flashing, turn off the modem and turn it back on, the problem should fix itself.
- Last make sure that all wires and cables are plugged in to a working outlet and are all connected to the back of the computer and modem. If any are loose or came unplugged, disconnect then reconnect the cable.

### **Still Can't Connect...**

Please give a Customer Service Representative a call at **315.845.8122** and we will assist you!

## E-Mail Information:

There are many E-mail programs you can use such as **Outlook, Outlook Express, Windows Mail**. Each program varies when setting up a new E-mail account. **Most programs walk you through a “Wizard” and the following information is needed.**

NTCNet incoming mail server is a **POP 3 server**

Incoming mail server (POP3) is  
**mail.ntcnet.com**

Outgoing mail server (SMTP) is  
**mail.ntcnet.com**

Your NTCNet e-mail also has a filtering service to protect your e-mail accounts against viruses & junk e-mail. You can login to the message center by going to [www.ntcnet.com](http://www.ntcnet.com)

Or also about once a week you will receive an e-mail that sends you a message with a link to your Filter Mail account. Click on the link and enter your username & password information.

**For mail from outside the NTCNet network:**

**Incoming (POP) Mail Server:** mail.ntcnet.com

**Outgoing (SMTP) Mail Server:** mail.ntcnet.com

**Outgoing Server settings:**

**Authentication:** The “my outgoing server (SMTP) requires authentication” checkbox needs to be checked.

If there is a checkbox that says “use same as my incoming server”, check this box

**Port:** Outgoing server (SMTP) port needs to be 587 (instead of 25) usually under the advanced settings

**Login information:**

**Username:** full e-mail address  
john.doe@ntcnet.com

**Password:** enter e-mail password

No security type.

## DSL Filters on Telephone Lines:

Each telephone line in your house must be paired with a DSL filter excluding the line that connects to your modem. Upon installation, one of our technicians will place a filter on each device in your house including satellite tv, fax, answering machine or any other peripheral equipment, if applicable. If another phone line is run after installation of the DSL filters, a filter must be installed on this new line. An unfiltered telephone line can affect your DSL connection and will cause static and noise on all telephones.

## Power Surges, Lightning Storms and Outages:

NTCNet is not responsible for any customer property destroyed by lightning. Although lightning protection is supplied on all our telephone lines, it is not promised to protect against all lightning strikes. If the DSL modem is damaged by lightning we will replace it for free (if you rent the modem.) During a lightning storm, we suggest you unplug your computer and DSL modem. Please note that you are solely responsible for your router if you own one .

**THANK YOU FOR BEING  
AN NTCNET CUSTOMER.  
ENJOY YOUR EXPRESSLINK SERVICE!**



## Technical and Customer Service Support:

If after troubleshooting you're still experiencing problems, please call our LOCAL Customer Service and Technician Representatives. Please call 315.845.8122 and we will be happy to assist you.

## NTCNet Acceptable Use Policy:

Section 3 of the Customer Release Form:

The subscriber acknowledges and agrees that NTCNet has the right to monitor the Subscribers bandwidth consumption at any time and on an on-going basis. NTCNet also has the right to limit excessive bandwidth consumption by the Subscriber by any means available including, suspension or termination of service. (NOTE: Additional fees may apply for excessive usage.)

For further information about the form please contact us at **315.845.8112**

## Customer Referral Program:

Refer a new NTCNet DSL Internet customer to NTCNet and you will receive a \$25.00 referral credit on your next bill!

Bundle your High Speed DSL Internet service with the 1200 minute Long Distance Plan and save \$4.95 per month on your NTCNet DSL service.

## Web-Mail:

Vacationing?

Working away from Home?

Need to access your e-mail?

**[www.webmail.ntcnet.com](http://www.webmail.ntcnet.com)**

***Have YOUR E-MAIL at your fingertips...ANYWHERE!***

## Customer Information:

**Username:**

**Password:**



**This brochure contains important information about**



***Thank you for choosing  
NTCNet ExpressLink  
High Speed DSL Internet Service!***

**NTCNet**  
**Bridge St. Newport, NY 13416**  
**Phone: 315.845.8112**  
**AFTER HOURS REPAIR: 315-845.8122**  
**Fax: 315.845.8832**  
**Email: [info@ntcnet.com](mailto:info@ntcnet.com)**  
**Web Site: [www.ntcnet.com](http://www.ntcnet.com)**