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## Another Summer

The switch has been flipped and we have warm weather again for a few months! Summer schedules will soon be in effect as well as barbecues and cool make-ahead-salads. Summer is supposed to be a fun and simple time and we here at Pyramid.Net aim to help you with that. Our service technicians are available every weekday from 9am to 6pm and on Saturday from 9am to 3pm. They get Sunday's off!

Please call them if you have any points of confusion @ 884-3202. We are also planning to offer VOIP telephone service; we will explain later how this can make your life simpler.



## Customer Service Technician "Todd"

It's been a few years since you have seen my face in this publication. Call me @ 888-6013 if there's anything I can do to make your Internet experience more enjoyable.



## Connection Services Update - VOIP

Pyramid.Net has made the decision to offer Voice Over IP to its customers. VOIP will allow you to make long-distance phone calls using your static IP Internet connection. VOIP (pronounced voyp) converts your voice to a digital signal that can travel over the Internet until it reaches the destination where it is converted back to a voice signal. To use VOIP you need to have a high speed Internet connection, also known as broadband. You can use your regular home telephone with a special adapter for your phone that will change the signal your voice travels in. We will provide this equipment at no charge with your VOIP service. Not only will this save you a tidy bundle of cash but also it increases the flexibility of this function. You can take the box with you on an extended vacation so that you can stay in touch by phone as well as by email. We are testing the service with the necessary boxes and software now and should be ready to test with you within a couple of weeks. As usual, Pyramid.Net will provide you the equipment you need at no charge.



775-884-3202

Fax: 775.888.6022

Email: [info@pyramid.net](mailto:info@pyramid.net)

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Carson City, NV 89701

We're on the Web!  
[www.pyramid.net](http://www.pyramid.net)

## Tech Tips

This newsletter tech tip is about connection problems. With the usual springtime thunderstorms we get and with the current Earthquakes up near Reno, sometimes DSL and even dialup modems lose their connection. This is typically caused by noise on the phone lines in the ground.

A quick remedy for DSL customers that will solve this about 75% of the time is rebooting the modem and router (if you use one). To do this, simply unplug the power cords to the modem and router and let them sit for 2 minutes. This allows the memory inside these units to clear and reset themselves. When the modem is plugged back in, it should show a steady green "ready" light again.

For dialup customers, an old trick is to put 2 commas before the phone number in the dialup login box. This tells the computer to wait a few seconds before dialing. Also, if you see an error that says your username/password is incorrect, sometimes Windows loses that information even though you see it typed in the boxes. Delete both the username and passwords you see listed, then retype them back in. That forces Windows to resave your information.

Next time you notice that you cannot get online or cannot log in, try these tips to see if resetting will get things going again.

## Moving?

If you are planning to move and have DSL with us, you need to let us know at least two weeks ahead of time so that we can plan a smooth transition for you and minimize the time when your Internet will be down. DSL Line Sharing does not transfer automatically with your phone line. If you are unable to let us know about your move a couple weeks in advance; please expect to be offline for two to three weeks depending on your individual situation. If you can call ahead, there are ways that we can make the transition smooth and almost seamless. So please - call Bob @ 884-3202, and give us your new information.



## Special Tech Tip

Lately you've probably noticed a resurgence of the SPAM emails that look like they are coming from you or from Pyramid.Net. The spammers are at it again! These emails often have attachments that will introduce viruses or spyware into your computer. **DO NOT OPEN** these, but trash them immediately!

We cannot eliminate these emails entirely without also blocking our own ability to send out email. Pyramid.Net sometimes send you informational emails but we will NEVER send you attachments or ask you for confidential information. If you have any questionable emails, please call our techs directly @ 888-6013.



## Postini - Filter Out The Spam!

Just a reminder, that Pyramid.Net has a low cost Spam Filter available for our customers. This will cut down on both the download time and your personal filtering, making it easier for both you and your computer! Call any of our technicians for a short introduction to Spam Filters and to have Postini added to your account.

## Reasons Why You Need the Internet

- °Shopping - Price Comparison & Convenience
- °Education - research for kids at school
- °Communication - Instant & Convenient

## About Our Organization

Pyramid.Net aims to provide you the best that the latest and greatest communication resources that are available. We offer free Internet classes once a month and unlimited phone support until 6pm weekdays to make this activity as convenient for you as possible. Remember that Pyramid.Net has a referral policy in which we will extend you a \$5 credit on your next bill plus a month free for the new customer that you refer. Call us at 884-3202 and tell us how we can best serve you!



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A Moustrak Company

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