



IN THIS ISSUE...

- ◆ Summertime
- ◆ Connection Services Update - VOIP
- ◆ Remote Calling
- ◆ Tech Tip
- ◆ Moving
- ◆ Reminder
- ◆ About our Organization
- ◆ Reasons Why You Need the Internet

Summertime

Summer was late starting this year so we hope to have good weather late into fall - we'll see. We haven't taken a vacation yet; we are betting that the weather will hold until late summer! If not we'll have to make it a point to go somewhere warm - aw shucks.

Connection Services Update - VOIP

We are very excited to present to you an upgraded version of our VOIP service; we use it personally and have found to work very well. In addition to a new service, the ATAs that we are now using have been greatly improved and the range of unlimited International countries that are offered have been expanded. The sound quality, which is what kept us from offering this service previously, is virtually indistinguishable from the big corporate long-distance carriers on a landline.



Pyramid.Net can make it easy and pain free to save money using VOIP and you won't have to compromise quality! As usual, we are offering a 30-day FREE trial period for interested customers and as always we will bring the equipment and set it up on-site at no charge. Call us for details and individual questions.

Remote Calling

For anyone that wishes to call us long distance for free, simply call 1-800-GOOG-411 (1-800-466-4411) at the prompt clearly speak "Carson City Nevada, Pyramid". We are the first result and it should connect you for automatically for free. This is Google's automated 411 service if you speak clearly it can give you directory listings for free.



775-884-3202

Fax: 775.888.6022

Email: info@pyramid.net

116 East 7th St., Ste. 201
Carson City, NV 89701

We're on the Web!
www.pyramid.net



Tech Tip:

As websites evolve, more and more are taking advantage of animation in their designs. Most websites are using anything from small animation to streaming video these days. For most of our customers, the most common software used (JAVA and Flash) are already installed and should be updating themselves, but there are times when you may need to manually upgrade them or the updater is not working properly. This is especially important if you are using an older operating system such as windows 98, millennium or 2000.

To do a simple upgrade of JAVA, go to their website... www.java.com and click on the "Free Java download" button and follow the instructions on their website. You will also see that it will tell you if you are running the latest version, if so, you are all set.

As for Flash, go to <http://get.adobe.com/flashplayer> and click "Agree and install now" button. Follow directions and that will update your flash player. This will also help with issues you may run across on banking and other sites that require you to log in. Many have to move to a JAVA based system and it can cause issues if you aren't updated.

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.



Reminder -

We need to re-emphasize that we are not computer technicians but rather Internet techs. However, we have computers ourselves and have quite a bit of personal knowledge that we can share with you over the phone but if you need in-person assistance, we will either have to charge you a minimum truck roll charge of \$35.00 and/or refer you to a professional computer store in your area.

We provide and install your first DSL modem to you at our initial onsite install. However, sometimes the modem that we bring out to you stops working relatively soon so in that case, we will replace the original modem for up to a year after you start with us at no charge. After that replacements and installs will be charged for at \$35.00.

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!



Reasons Why You Need the Internet

- **News** - Keep up with the breaking news
- **Shopping** - Price Comparison & Convenience
- **Education** - research for kids
- **Communication** - Instant & Convenient



775-884-3202

Email: info@pyramid.net

116 East 7th St., Ste. 201
Carson City, NV 89701

We're on the Web!
www.pyramid.net