



**LINCOLN TELEPHONE COMPANY, INC.**

*Serving you since 1921*

*With employees who live and work in your community*



# Lincoln Login



**April 2012**

**March Roundup amount of \$146.59 went to the Canyon Creek Fire Department.**



**CALL 811 BEFORE YOU DIG!!**

Construction season is fast approaching. Give yourself enough time and Call Before You Dig. We ask to have 2-4 days notice, if possible.

Remember, Spring and Summer are our busy times.

Channel 48 is a great way to advertise a New Baby, Birthday, Anniversary, New Business, Changes to an existing business, in store special, upcoming community events or to just say thank you. We can scan most photos and business logos. The cost to advertise on Channel 48 is only \$1 per day plus a \$10 set up fee. Please call 362-4216 or stop in for more information or to place an ad.



### Fun Facts about Easter

1. 90 million chocolate Easter bunnies are made for Easter each year.
2. 16 billion jelly beans are made for Easter each year.
3. The world's largest jar of jelly beans weighed 6,050 pounds. (that's enough to completely fill an 89 feet high and 60 feet wide East Egg—about the height of a nine-story building.)
4. The first chocolate eggs were made in Europe in the early 19th century and remain among the most popular treats associated with Easter.



## *BEFORE YOU CALL A TECHNICIAN...*

**IS YOUR PHONE HUNG UP?** Make sure all telephones in the house are hung up properly. If you have an Out of Building Extension, make sure that is hung up properly and also make sure your ringer switch on your phone(s) is set to "on".

**MORE THAN ONE PHONE?** Unplug all your telephones. Plug in each telephone, one at a time, and check for dial tone. One bad phone can effect all phones in the house. This would also include a fax-phone.

**CHECK YOUR EQUIPMENT.** Such as fax machines, computer modems, satellite, pay per view boxes, and all else that uses a phone jack. To do this, unplug the line they are connected to and plug a telephone set into that connection. If you get a dial tone at that jack, then the line is okay and it could be your equipment that is causing the problem.

**CHECK YOUR HANDSET AND LINE CORDS.** Check your equipment to make sure there is no wear or wires showing through. If you have heard static on the line while moving the cord around, or if it's visibly worn through, you will need to replace it. We have all the wire you need at our office. If you are not able to find the problem, call us and we will check it out. If we find out that it is our equipment, there will be no charge to you. If it is your equipment there is a \$5 Service Order charge and a \$15 Premise Visit charge. There is also a \$60/hour labor charge which is prorated for the time spent at your location.

**FOR DSL TROUBLE:** **DO NOT HIT THE RESET BUTTON** on your modem/router. Doing so will result in Lintel having to reconfigure your modem/router at a cost of \$20.

Try the following things:

- \*Unplug modem or router for about 10 seconds and restart it.
- \*Restart your computer.
- \*Make sure to check all plugs are plugged into the correct ports.



Before you call Tech Support or Lincoln Telephone, note whether or not the modem/router lights are on or blinking. Please note which lights are doing what. Also, if you receive an error message write it down so you have that information when you call either tech support or Lincoln Telephone Company.

If none of these things resolves the problem, call our 24 Hour Tech Support at 368-5505.

### FOR TV TROUBLE:

Make sure your VCR/DVD Player is off.

What do the channels look like? Are they snowy? If they are black, you probably need to reprogram your remote.

Is there a message? If so, what is it?

Note which Channels are affected. At what channel does the trouble start and end?

Check connection on back of TV if lower channels are snowy.

**CALLER ID:** Now is a great time to add Caller ID if you do not already have it. Caller ID allows you to screen your calls, even those unwanted telemarketing calls! Caller ID costs just \$5/month. There is a one time \$8.25 connect fee.

Have you ever wondered if you can block your number while making a call? You can and it is simple to do! Pick up your receiver, dial \*67 before dialing, and your phone number will be sent as "Private". There is no charge for this feature and everyone has it, even if you don't have Caller ID. You do, however, need to dial \*67 before each call that you want to be sent as "Private".

### **\*\*\* Warning\*\*\***

Lincoln Telephone does not contact customers via e-mail. Never give your username or password to anyone.



### **Internet Problems?**

**Call our FREE Tech Support at  
368-5505.**

**They are available 24/7.  
This is considered a local call.**