LINCOLN TELEPHONE

Serving you since 1921

With employees who live and work in your community

Lincoln Login   September 2019

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 Linctel 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".

Lincoln Telephone does experience technical difficulties. Feel free to call us if the trouble shooting does not fix your issue.

This institute is an equal opportunity provider.

CALL 811
BEFORE YOU DIG!

We ask to have 2-4 days notice, if possible.
Give yourself enough time!!

Round Up

The August Round Up amount of **$204.38** went to the **Lincoln School**. Thanks to all who contribute!

UPDATE ON THE FIBER PROJECT

We are currently wrapping up the fiber project in the Canyon Creek area. We will be scheduling installs in Lincoln shortly. We will be calling you when the fibers are released in your area.
There is no need to call.

All of us at Lincoln Telephone want to express our appreciation for your patience during this project!

LABOR DAY

FUN FACTS

- The first celebrated US Labor Day was on Tuesday, September 5, 1882 in New York City, planned by the Central Labor Union.
- Labor Day started as a part of the labor union movement, to recognize the contributions of men and women in the US workforce, but modernly is seen as a chance to celebrate the last weekend of summer.
- Americans worked 12-hour days seven days a week during the 19th century!
- There is still a Labor Day parade in New York City, which takes place throughout the 20 blocks north of the 1882 labor march.

Lincoln Telephone Company will be closing early **Friday, August 30th** and all day *Monday, September 2nd* for Labor Day.

Happy GRANDPARENTS' DAY

Sunday, September 8th!

Have a Safe & Happy Labor Day!