

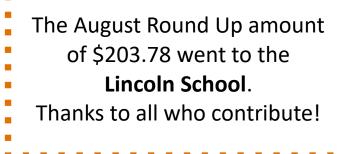
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**Lincoln Login** September 2023



" I hope I can be the Autumn leaf, who looked at the sky and lived. And when it was time to leave, gracefully it knew life was a gift." ~Dodinsky

## Round Up





Sunday, September 10th



We ask to have 2-4 days notice, if possible.

## 988 Dialing and Texting for Suicide Prevention is in Effect!

On July 16th 2022, three-digit dialing to reach the **988** National Suicide Prevention Lifeline and the Veterans Crisis Line went into effect. Those who need help will be able to dial or text 988 to reach a suicide prevention and mental health crisis counselor. Calls and texts to **988** will be directed to the National Suicide Prevention Lifeline at 1-800-273-TALK. Veterans then press 1 to reach the Veterans Crisis Line.

## **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 affect all phones in the house. This would also include a fax-phone and anything else plugged into a phone jack.

**CHECK YOUR EQUIPMENT** Check all 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 working, and it could be your equipment that is causing the problem.

**UNPLUG THE ONT** Unplug the ONT from the power source for 20 seconds, this will let the system reboot internally. Recheck the phone and see if the service has come back up.

**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, 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 INTERNET TROUBLE Make sure all cords are plugged into the right ports. Unplug ONT and ROUTER from the power source for 20 seconds and wait up to 10 minutes for the system to reboot. If this doesn't fix the issue, make a note of the error message you are receiving, and which lights are on or blinking. This will be the information our tech support will need-you may reach them 24/7 at 406-368-5505, this is a free call.



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