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## Fall Again

We are starting to wave goodbye to summer and prepare for fall. Pyramid.Net would like to save you money on your long distance phone service with our VOIP service. We are also preparing to increase the networks speed by changing your IP, please help us by calling us (888-6013) when you are in front of your computer..



## Customer Service Technician "Zach"

Zach Tucker has been with Pyramid.Net on a part-time basis for at least six years. This summer he started with us full-time as an on site technician. This fall he is attending TMCC part-time so he must cut back his work hours slightly. He is very knowledgeable about computers in general and the Internet specifically, feel free to consult with him.



## Connection Services Update

We have had quite some success with the residential VOIP service. Our current VOIP customers are very happy and saving quite a bit of their hard earned income! We would love to have you join our VOIP family. Call Tiffany at 884-3202 or email me at [tiffany@pyramid.net](mailto:tiffany@pyramid.net) for more information or to find out how this system could work for you.

As many of you already know, Pyramid.Net is on a campaign to change every customer's IP numbers. This will allow us to increase Pyramid.Net's speed and then hopefully next year your speed as well. We are approximately 1/3 of the way done and now have the ability to remote in to your computer (with your permission/assistance) in order to make the change quick and easy. Please call us between 9am and 6pm when you are in front of your computer and can make this change.



775-884-3202

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

## Tech Tips

Now that the tourists are gone, construction is starting up again. With all the companies digging in the ground, it can cause noise on the phone lines. This can affect both DSL and Dialup connections.

Dialup customers: In the window that has your username and password that you connect from, it should have the phone number listed. Put two commas before the number. (example: ,888-6014) This tells the computer to pause a couple seconds to let the phone line settle down and get a clearer dial tone.

Another suggestion is to get a line noise filter. Radio Shack has these for a few dollars and sometimes will help keep the noise down so that the computer can get connected and stay connected.

On a good note, the construction going on all around Northern Nevada means that areas that do not have access to DSL will in the near future. Hang in there and try these tips. DSL modems sometimes go into what I call a "safe mode" and basically not function even though all 3 green lights are solid. With Dialups, it's even more pronounced with connections dropping or not being able to connect for 3 to 4 tries.

Here are some tips to help when these things pop up.

DSL customers: If you notice a slowdown in speed, a failure to connect or a problem with email, unplug the modem (and router if you have one) and let them sit for about 3 minutes. This lets them cool down and reset themselves. Then turn them back on and try your connection. If this doesn't solve the issue, give tech support a call.



## The Importance of Battery Backups

Computers are very temperamental when it comes to a steady flow of power, and here in Nevada, power is not the most stable in terms of voltage. Be it in the minerals in the ground, or lightning, we are stuck with fluctuating voltage. This can lead to problems over the long run if you leave things running all the time. A good investment is a surge protector. A better investment is a battery backup. Both of these will help in keeping voltage at a more steady input. The battery backup will last longer and provide more power especially to a network of computers. If there is lightning in the area, it is best to not only shut down computers, but to unplug them from the wall and this includes the phone line. Surges from lightning can and do travel through the phone lines and can damage computer parts. Those power strips you see advertised as able to take lightning strikes are not able to withstand a direct or near direct strike, so better safe than sorry. Just turn things off and wait it out.

## 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



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