Basic DSL Set-up
Tech Support Guide
What the DSL Light means
Slow Speed Troubleshooting
Computer Set up
WiFi Optimization
IT Service Prices
Initial set up of your DSL

PLEASE TEST THE PHONE JACK AND PHONE CORD.
You might as well confirm them good now.
This is basic tech support for DSL troubleshooting.

1. Plug a phone into the phone jack you are about to use.
2. Confirm you have a dial tone.
3. Dial 311, confirm the phone number announced is the one you ordered DSL on your MontanaSky order for service.

A Tested Wall Phone Jack
Wires to this jack should run directly to the telephone

B DSL Line with optional Filter Connector
Connect a tested phone cord direct as shown

C Phone Line from Filter Connector
Use only if you need a phone or fax.

D Phone Line from wall jack to the DSL port
This is where the DSL comes into your modem/router. Success will show solid green light. (See the trouble-shooting guide.)

E Ethernet Connectors/ cable to computers
Use these 4 jacks to connect devices using RJ45 ethernet jacks. Do not plug a phone line into these ports!

F Power Cord to Modem Router
Only use this transformer power supply with this device. DO NOT USE ANY OTHER POWER SUPPLY! Plug it into a UPS, surge protector, or directly to the wall.

G Reset Button
DO NOT EVER PUSH THE RESET BUTTON!
You will need to return the modem/router to our office for reprogramming if you do. You may incur a service charge.

Optional DSL Filter - Phone Connector
(Use only if you need to have a Phone or Fax)

DO NOT USE A SPLITTER HERE!

Tested Wall Phone Jack
Wires to this jack should run directly to the telephone

DSL Filter Connectors
Should be used on cordless phone bases, fax, credit card terminals, alarm systems, etc. We have them for sale in our office if you need them.

MontanaSky can groom your phone lines and optimize them for DSL use including a WHOLE SYSTEM FILTER. Call us for this low cost installation that makes your DSL system less problematic.
We assume you have already set up your computer, registered with Apple and can find your way around your Mac.

MontanaSky Networks Mac OS X Wired Network Set Up

This Modem/Router Combo requires your Mac ethernet be set for Using DHCP.

Tap the 🍎 in the upper left hand corner of your screen.

Choose “System Preferences”.

Choose “Networking”.

Tap the Ethernet option in the left column.
Choose “Using DHCP” in the IPv4 pull down.
Click “Apply” and 🟥 Greenville RED X out.

Make sure your DSL modem / router is on / DSL light ON solid / an ethernet cable runs from your computer to port 1,2,3 or 4.
MontanaSky Networks Router for wired Windows Network Set Up
This Modem/Router Combo requires your computer network adapter be set for DHCP.
(Obtain IP and DNS automatically).

How to enable DHCP in Windows 7, 8 or 10

DHCP is actually enabled by default, because all modern routers nowadays support DHCP, but if your configuration is messed up somehow, you still might want to check it. Here’s how using the fastest method… GEEK style.

1. Step
   Hit Windows key + R  (HINT: Use your keyboard)

2. Step
   Enter ncpa.cpl and hit Enter  (HINT: Use your keyboard or MOUSE to click OK)

3. Step
   Right-click your adapter, usually called “Ethernet” and click Properties

4. Step
   Scroll down, double-click Internet Protocol Version 4 (TCP/IPv4)

5. Step
   Select the option “Obtain an IP address automatically” and “Obtain DNS server address automatically”

Make sure your DSL modem / router is on / DSL light ON solid / an ethernet cable runs from your computer to port 1,2,3 or 4.
How to properly reset a DSL Modem or Modem Router.
(this will also reset the upstream DSLAM equipment)

1. Unplug the PHONE line
2. Unplug the POWER cord
3. Wait 30 seconds
4. Plug in the PHONE line
5. Plug in the POWER cord
6. Wait for DSL light to go solid.
   (about a minute or so)

If your DSL light is solid, and you cannot go to google.com or other popular websites on any device connected to your Modem/Router, please call, leave a voice mail, or email support@montanasky.net asking us to open a reset programming repair (also known as “Sync-No Surf”) ticket for you.

If your DSL light is out or blinking, please see the “Blinking DSL Light” section of this trouble shooting guide.
Solid DSL Light: No Surf to Google on any devices
If any device can connect, you are connected! You should troubleshoot the devices not working and skip this section.

- A solid DSL light means the modem is connected to the TELCO DSLAM.
  (It’s connecting to nearest telephone equipment cabinet closest to the customers premise. That’s good!)
- If your DSL light is off or blinking: you will never connect on any device. See the “Blinking or Off DSL Light” section.

Service changes to your phone account can cause unexpected outages:

- Have you paid your phone and DSL bill so you are current? If not so, you may be disabled.
  Have you recently changed or ported your phone number or service to another company? If yes, nothing we can do. Game over.
- Have you called CenturyLink, made changes to your service recently, changed services or set up to switch internet providers?
  If yes, nothing we can do. Game over.
- Did you or someone push the recessed RESET button on the modem or router? Don’t EVER push the reset button!
  (If YES, then you need to return it to the business office for a $20 reprogramming.)

Connection confirmation:

See online “set up” diagram at: http://www.montanasky.net/Help/Guide.pdf to confirm all is correct.

- Disconnect all other devices plugged into your phone jacks (like fax machines, cordless phones, etc.)
- Identify and check cables - disconnect, swap ends, - reinsert until a click is heard to confirm security, note lights on DSLport.
- Follow Ethernet Cable from standalone Modem to Router, confirm and re-seat in WAN / Internet port

Check Lights to confirm status. The DSL light is the most important and must be solid or other lights are useless until solid.

- DSL Light: {Off=Not Connected - see NoSync} {Blinking=Trying to Connect} {Solid=Connected to DSLAM - Good!}
- Internet Light: {Off=No Internet} {On=IP Obtained Internet On - Good} {Blinking=Data Moving confirmed normal Good!}
- Reseat Cables to restore lights: Follow Ethernet Cable from Router’s ports to a device and re-seat until click heard
- Ethernet RouterPort Light(s): {Off=No Device Connected} {On=Device Connected Good} {Blinking=Data Moving Normal}

- Try connecting with another device, either wired or WiFi
- Make sure Wifi is on, on both router and device
- Try clicking the “Forget” wireless network and reload, re-enter password.
- Renew DHCP Lease in Network settings or Restart Device
- If possible, with a standalone modem, remove router and hard wire ethernet to a computer properly IP'd and test
- Modem/Router could be swapped, checked, or reprogrammed at MTSky Office as a precaution
- If still not working, could be a Programming or Mapping Issue with the Telco… notify MontanaSky and we will take it from here.
Problem: Red light POWER or DSL light
If the DSL light is red, then the modem isn't detecting the any ADSL network.

What you can do:
Make sure your phone line is plugged into the modem's DSL LINE port. (Not the bigger RJ45 ports, usually 4 in a row, separated from the DSL line jack.

Turn off (or unplug) the power for 30 seconds, the power it back up and see it that corrects the issues.
If the lights never turn green, replace the unit at MontanaSky's office. Call first to arrange for one to be waiting for you to pick up. Please return your old one along with the power supply.

Problem: GREEN FLASHING DSL light
No Sync - No Surf
Trace the phone cord from the modem phone jack to the telephone wall jack in your house.

If your phone jack has splitters or filters; remove them and plug the DSL modem phone line directly into the jack until you hear a "click".
If you have your phone line routed though power strips or surge protectors with phone jacks; remove them. Go direct to the wall jack with the modem phone cord.

Plug the phone cord back into the modem and the wall jack, power on the modem and try again to get a solid green DSL light.

If DSL light continues to blink:
Replace or test the phone cord that goes directly from the wall jack to the modem to be sure it works with a telephone. (Confirm you have dial tone and can dial out and make a call.... indicates a good cord AND a working phone wall jack.)

What if you have no DIAL TONE at your wall jack:
You will never get a SOLID GREEN DSL light if there is no dial-tone from your wall jack. Try another wall jack in your house. You can test your modem at the Network Interface Device (NID) outside your house.... or contact MontanaSky tech support for a service call. We fix anything wrong for free, if it is our problem. You only would pay if there is a problem with wiring or physical computer or network issues in your premise.

Another common issue for a flashing DSL light OR no internet connectivity (can't get to google.com) is having devices that cause interference plugged into your phone jack system in other rooms in your premises.

Unplug all devices plugged into any and all phone jacks in your premises (e.g., modem, telephones, cordless phone base stations, answering machines, security alarms, satellite TV receivers, automatic water meter). Then come back and power cycle your modem again. If the light goes solid and you can surf the internet, the one of those devices you unplugged is the problem.

If you have tried these steps and the DSL light won't stay solid green or is solid green and you cannot surf, contact MontanaSky tech support for help. We will arrange for a service call, at our expense, to fix and problems with our system.

You only would have to pay for a service call if we found problems with your internal wiring, devices, or computer / network.

HINT:
Proper rebooting (see guide page) of your modem/router and your computer solves 90% of issues and returns your network to normal use. Try this before tearing your system apart or contacting tech support.
Mac Wifi

Choose the WiFi Fan icon in the upper right hand corner.
Make sure WiFi is turned on.
Choose MontanaSkyDSL or your custom named connection.
Enter your WiFi password from the bottom of the Modem/Router.
Prior WiFi passwords have been your DSL phone number 406XXXNNNN (no dashes).
(or your assigned password, if it was changed)
Please write your WiFi password on a sticky note under your router for ease of use.

Windows Wifi

Hover your cursor over the top right-hand corner of the screen which will then present the Charms Bar (menu bar) and select the Settings option (the white gear).
Left-click on the WiFi networks option.
The list of available wireless networks will be presented.

Android Wifi

1. Open up the settings on the device
2. Go to Wireless & Networks
3. If Wi-Fi is unchecked, tap the empty box.
4. After scanning is complete, click on name of the network
5. If there is a lock next to the signal you will need to enter a password
6. Click Connect
7. Enter your WiFi Password
8. Your 3-4G LTE indicator should change and become a wireless connection

iPhone-iPad Wifi

Tap Setting (silver gear icon) on the Home Screen.
Choose WiFi on the Settings Screen.
Turn WiFi ON (gree)
Choose WiFi Network (MontanaSkyDSL or other name
Enter your WiFi password from the bottom of the Modem/Router.
Prior WiFi passwords have been your DSL phone number 406XXXNNNN (no dashes).
(or your assigned password, if it was changed)
Please write your WiFi password on a sticky note under your router for ease of use.

Choose MontanaSkyDSL or your custom named connection.
Tick the 'Connect automatically' box if you'll be using the service on a regular basis.
Enter your WiFi password from the bottom of the Modem/Router.
Prior WiFi passwords have been your DSL phone number 406XXXNNNN (no dashes).
(or your assigned password, if it was changed)
Please write your WiFi password on a sticky note under your router for ease of use.
WHAT IS FREE TECH SUPPORT:

Always FREE Included Tech Support

Your Connection Assurance Policy which comes with every MontanaSky Networks, Inc Internet service package.

Free telephone tech support is available to all MontanaSky Networks customers to help you configure your Internet Connection and specific Internet related programs.

We offer Free Telephone Tech Support to ONE computer for the following:

1. Install IP, gateway, netmask and DNS numbers to ONE registered computer.
2. Add new Email accounts or Change existing account information
3. Configure your Email program to Send and Receive
4. Help locate and log in to our Webmail application
5. Help locate and log in to your MyAccount Center
6. Set or change browser home page

We will troubleshoot to insure these basic components are working properly:

Basic Free DSL or Broadband Set-up and Trouble Shooting to ONE computer from a MontanaSky provided Modem/Router which is remote accessible.

For fastest call handling, please be sure you have restarted your computer, DSL modem, and other networking equipment BEFORE initiating a support call.

Our support agents will help you verify that the phone line to the DSL modem is plugged in correctly and check indications of normal operation with the lights on the modem.

If the lights on your modem show no DSL is present at your phone jack, you will be asked to take the modem and test at the Telephone Company’s Network Interface on the side of your premise. If a connection is detected there and not inside, an on-site service call will be necessary to fix the wiring or connection problem. (Remember, this step of the troubleshooting process is your responsibility. Should you decline this step, additional charges may apply to get your connection up and running.)

HINT: Proper rebooting (see guide page) of your modem/router and your computer solves 90% of issues and returns your network to normal use. Try this before tearing your system apart or contacting tech support.

If the lights on the modem show you have a connection at your inside phone jack we will start on these next trouble shooting steps:

We will have you disconnect the Ethernet cable from the DSL modem. We look for activity making the DSL or Activity Light Blink when we send a signal down the line.

If we see the light blink, we know you should have a functioning connection. We can also see if your modem is sending and receiving information using our network monitoring and management tools.

If you have any telephone devices like fax machines, satellite receivers, DVR’s, credit card machines, or any other devices which connect to your phone line, please be sure to tell us about those as they could cause the DSL signal to be degraded or compromised.

We will then ask you to plug in the Ethernet cable from one computer to the DSL modem and focus our attention on that ONE computer.

Once we verify the IP settings are entered into your computer correctly. Your service should then be working.

Once we determine your settings are correct but you cannot browse or get email, we will advise you to bring the computer in for an on-bench test and repair. (You may see our additional services menu for paid monthly service packages, which cover these services, or pay for these services on a one-time basis.)

If we determine you have a good connection but software like virus scans, firewall issues or other conflicts are existing on your computer causing you not to be able to get online, we will spend a limited amount of time searching for those conflicts, by having you disable or turn off those conflicting software items.

We may determine you have issues with 3rd party software or your operating system that is not related to your Internet connection. We then will advise you to bring the computer in for an on-bench test and repair. (You may see our additional services menu for paid monthly service packages, which cover these services, or pay for these services on a one-time basis.)

We will NOT ask you download software or remove software for your computer. Only a qualified technician in shop with your permission must do this.

We do have a full service computer repair and network trouble shooting shop and technicians available for all your data and network needs.
Tech Support NOT Free and NOT Included:

We do NOT offer free support for any internal networks. We offer a support plan at reasonable monthly rates or on a one-time basis. If you purchase a router or wireless system (not from us) and ask us configure your equipment, we charge $40 per half hour for on-call set-up and trouble shooting.

We are not able to provide Free Telephone Tech Support for devices connected to routers or Local Area Networks (LAN) although our tech support staff will try to answer your questions and may be able to help identify LAN problems.

Most computer networks are impossible to trouble shoot over the phone, so we can offer you an on-site visit by our trained and insured technicians to help you solve any issue for reasonable one time rates, or on an on-going basis by a paid service and support agreement. See our support bundles online or call us for a custom designed support agreement specifically for your needs.

If you are using your own router, and if you have some experience with computers and networks, we may be able to help you get connected with a brief explanation or suggestions of what to Google to try on your own time.

We provide additional support bundles, which you can add to your account for network, wireless and expanded computer support.

Here are a few examples of a chargable events (one time or under a paid support agreement) for support to you for the following:

Example 1
Your report your DSL connection is down. We do some investigation and ask you to take your DSL modem and test at the Telephone Interface (NID) where your service enters. You decide not to comply. We then would do an onsite service call. If the DSL works at the NID when we test, you will incur a charge for the time spent. In a case like this, it might be a good idea to do the test yourself if you would rather avoid charges.

Example 2
You call saying you have a desktop and a wireless device. The desktop can connect to the internet and the device (smartphone) cannot. We know your internet connection is working to one computer, therefore if you did not have a service agreement for wireless network support, our charge to trouble shoot the laptop’s issues would be $40 per half hour.

Example 3
You have a router connecting two or more computers and none of them can connect. In this case, we would trouble shoot to the DSL modem to see if traffic was passing in and out. If we see that traffic passing, we would have you connect one computer directly to the DSL modem and configure that computer with your specific IP address settings. When that single computer connects properly, that is where the free support ends. IF you wish us to reconfigure your mulitple computers and try to trouble shoot, diagnose and remedy the router and other computers on your network, that would be a chargable event to you at $40 per half hour, with the stipulation that it may end up becoming an on-site visit at the same rates because it is nearly impossible to setup, maintain and manage a computer network over the phone.

Example 4
You have a computer network that has one or more printers. Some or none of the computers can print to the printer. In this case, we would need an on-site chargable service call to diagnose and remedy.

Example 5
You have a router sharing a connection a computer(s) and an XBOX or other gaming device. The XBOX is not working. We would not be able to help over the phone. We would do a for fee service call.

All these are examples of chargable events beyond the free internet related support that is included with your internet connection subscription.
Free Wifi Coverage App
Find the best spots to use your Wifi and get the fastest speeds!
Placement matters!

How does it work?
Cloudcheck analyzes the connections within your WiFi and broadband service provider network using techniques that the world’s largest service providers trust.
The quality of the connection is determined by three factors:
- Link throughput (upstream and downstream)
- Latency
- Reliability

These three factors each apply to every link your data crosses, specifically:
- From your device to the WiFi access point
- From the WiFi access point to network edge

Use these links or Search for SweetSpots app
Recommended connection speeds to successfully stream videos on the Internet.

1.5 Megabits per second DSL - **Not Recommended for Video**

3.0 Megabits per second DSL - **Recommended for Standard Definition**
   (turn ALL other devices OFF for best streaming)
   USING OTHER DEVICES WHILE STREAMING MAY CAUSE BUFFERING AND THE OTHER DEVICE TO RUN SLOW

5.0 + Megabits per second - **Recommended for HD quality**
   (turn all other devices OFF for best HD streaming)
   USING OTHER DEVICES WHILE STREAMING HD MAY CAUSE BUFFERING AND THE OTHER DEVICE TO RUN SLOW

25 + Megabits per second - **Recommended for 4k Ultra HD quality**

**NETFLIX**

AND OTHER VIDEO STREAMING SERVICES

Rural Internet connections were not built to replace broadcast or satellite tv.
If you manage your devices wisely, you will be able to enjoy streaming videos without interruption.
MontanaSky Networks offers a variety of commercial support services including our Small Office Home Office (SOHO) support packages.

Hourly on-site service or contracted on-site service, network installation and support, as well as computer drop off service at our office in Kalispell.

We specialize at:

- Install network cards and configure your computer for DSL service
- Setup and configure home or small business network
- Setup and configure your private domain email accounts
- And more…

Please give us a call during office hours if you have special requirements.

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**IT Support Pricing Guide**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Quantity</th>
<th>Price</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic &amp; Consultation</td>
<td>1</td>
<td>$79</td>
<td></td>
</tr>
<tr>
<td>VSR – Tune-Up, Virus &amp; Spyware Removal</td>
<td>2</td>
<td>$179</td>
<td></td>
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<tr>
<td>VSR – Unlimited (Service Plan)</td>
<td>3</td>
<td>$9.95 per mo.</td>
<td></td>
</tr>
<tr>
<td>OSR – OS Diagnostic &amp; OS Repair</td>
<td>4</td>
<td>$129</td>
<td></td>
</tr>
<tr>
<td>OSD – OS Reinstall, Data Restore, VSR</td>
<td>5</td>
<td>$229</td>
<td></td>
</tr>
<tr>
<td>The Works - OSD, Anti-Virus Installation</td>
<td>6</td>
<td>$259</td>
<td></td>
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<tr>
<td>Email Support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email Setup on Mobile Devices</td>
<td>7</td>
<td>$12 each</td>
<td></td>
</tr>
<tr>
<td>Remote Support</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remote Access – Diagnose and Consult.</td>
<td>8</td>
<td>Min $30</td>
<td></td>
</tr>
<tr>
<td>Remote Access – Administration/Labor</td>
<td>9</td>
<td>$80 per hour</td>
<td></td>
</tr>
<tr>
<td>Customer Supplied Router Configuration</td>
<td>10</td>
<td>$15</td>
<td></td>
</tr>
<tr>
<td>Data Wipe – Eliminate all Hard Drive Data</td>
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<td>$15 each</td>
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<tr>
<td>Data Backup &amp; 30 Day Storage</td>
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<td>$49</td>
<td></td>
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<tr>
<td>Data Transfer – Backup &amp; Recovery</td>
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<tr>
<td>On-site Labor</td>
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<tr>
<td>In-Shop Labor</td>
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<td>$79</td>
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</tbody>
</table>

*These one time for fee services are included in the “VSR UNLIMITED” Service Plan at no additional charge.*
Testing at the Network Interface

The network interface device (NID) is a device that serves as the demarcation point between the carrier’s local loop and the customer’s premises wiring. It is generally located outside your premise where the utilities enter.