

# UNITED UTILITIES, INC.



**Proudly Serving  
Rural Alaska  
Since 1977**

Home & Business  
Telecommunications

Local Phone &  
Internet Service

**Customer Care:  
1 (800) 478-2020**



**United Utilities**  
A GCI Company  
United-KUC | Yukon Telephone



[www.uui-alaska.com](http://www.uui-alaska.com)  
email: [customer@uui-alaska.com](mailto:customer@uui-alaska.com)

## Table of Contents

Internet Terms & Conditions.....	2
Your Internet Account Information.....	3
Internet Service Areas .....	4
Internet Plans .....	5-9
Basic Setup Information.....	10
Data Usage and Staying On Track.....	11-16
<b>Usage Viewer – DSL Internet .....</b>	<b>17-18</b>
DSL Connection Diagram.....	19-24
RBB Wireless (Wi-Fi) Equipment Installation.....	25-30
Wireless Wi-Fi Village Access Point Location.....	31
<b>Usage Viewer – RBB Wi-Fi Internet.....</b>	<b>32</b>
<b>Usage Viewer – Supervision.....</b>	<b>33</b>
Frequently Asked Questions.....	34-35
Troubleshooting DSL Internet Connection .....	36-38
Basic Internet Troubleshooting.....	39-58
Useful Web Sites .....	59
Local Phone Service .....	60



## Internet Terms & Conditions

**Our Commitment to an Open Internet:** As a provider of internet services in rural Alaska, UUI has always been committed to an open internet that gives our customers the freedom to be in charge of their online experience. An open internet means that we do not block, prevent or otherwise impair our customers' freedom to direct their own online activity. This is a commitment that we stand by unequivocally. And that will not change.

*While UUI Internet does not restrict the use of customer owned devices on the network, the use of non-UUI Internet equipment such as Wireless Routers, Gaming Consoles or any other customer equipment will not be supported, maintained, repaired, or replaced by United Utilities, Inc.*

By using UUI's or Supervision's internet service, you agree to the terms of service located at the below websites, which include an agreement to arbitrate. To review the terms for your UUI or Supervision internet service, please visit our website at [www.uui-alaska.com](http://www.uui-alaska.com) or directly at [www.gci.com/about/terms-conditions/internet](http://www.gci.com/about/terms-conditions/internet)

*Please call Customer Service at 1-800-478-2020 if you would like a printed copy of the terms & conditions.*

## Your Internet Account Information

Internet Account#: \_\_\_\_\_

Internet Type (Wi-Fi/DSL/Cable Modem) \_\_\_\_\_

Internet Speed: \_\_\_\_\_

Monthly Usage Allowance: \_\_\_\_\_

Email Notification Address: \_\_\_\_\_

DSL Modem Serial Number: \_\_\_\_\_

Username: \_\_\_\_\_ (if applicable)

Password: \_\_\_\_\_ (if applicable)

MAC Address: \_\_\_\_\_

Wi-Fi Access Location: \_\_\_\_\_

Additional Notes: \_\_\_\_\_

\_\_\_\_\_

### **NEVER PUSH THE RESET BUTTON on your equipment!**

This will erase programming and you will lose service and your equipment will need to be replaced.

Thank you for choosing UUI/Supervision as your Internet Service Provider. We are happy to answer any questions you may have and to provide you with customer and technical support. Our office hours are Monday-Friday, 8am to 5pm.

Toll Free Customer Care: 1-800-478-2020

Email: [customer@uui-alaska.com](mailto:customer@uui-alaska.com)

Web: [www.uui-alaska.com](http://www.uui-alaska.com)

## Internet Service Areas

UUI Internet has many plans available to meet customer needs. To View Availability by Location, visit our website: [www.uui-alaska.com](http://www.uui-alaska.com)

**DSL and RBB Wireless Wi-Fi Internet:** Akiak, Akiachak, Cheforak, Eek, Hooper Bay, Kipnuk, Kongiganak, Kwigillingok, Napakiak, Newtok, Nightmute, Quinhagak, Toksook Bay, Tuluksak, Tuntutuliak, Tununak, Unalakleet

**RBB Wireless Wi-Fi Internet Only:** Alakanuk, Atmautluak, Chevak, Chuathbaluk, Emmonak, Goodnews Bay, Kasigluk, Kwethluk, Marshall, Mekoryuk, Mountain Village, Napaskiak/Oscarville, Nunam Iqua, Nunapitchuk, Pilot Station, Platinum, Russian Mission, Scammon Bay, Saint Marys/Pitkas Point, Togiak Twin Hills

**DSL Internet Only:** Bethel, Manley Hot Springs, Minto, Ruby

**Rural DSL Internet:** Arctic Village, Beaver, Central, Chalkyitsik, Gambell, Kotlik, Lime Village, McGrath, Nikolai, Rampart, Savoonga, Stevens Village, Venetie

**Supervision Internet:** Tanana, Whittier, Nenana

**Not sure which plan is right for you? Need to upgrade your package? Have questions about your internet service? Call Customer Care 1-800-478-2020. We'll be happy to help you!**



*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

## UUI DSL & RBB Wireless Internet Plans

### DSL & RBB Wireless Wi-Fi Internet Plans

Plans We Offer	Included Usage	Package Overage Rate	Stand Alone Price - WiFi Only	Internet w/Local Phone Discounted Price (DSL or WiFi)
512Kbps/128kbps	5,000 MB	\$0.01 per MB	\$29.99	\$24.99
2Mbps/256kbps	10,000 MB	\$0.01 per MB	\$64.99	\$49.99
3Mbps/512kbps	15,000 MB	\$0.01 per MB	\$74.99	\$59.99
4Mbps/1Mbps	25,000 MB	\$0.0075 per MB	\$114.99	\$99.99
6Mbps/2Mbps	40,000 MB	\$0.0075 per MB	\$164.99	\$149.99
6Mbps/2Mbps Plus	60,000 MB	\$0.0075 per MB	\$214.99	\$199.99
6Mbps/2Mbps Premium	100,000 MB	\$0.0075 per MB	\$314.99	\$299.99
6Mbps/2Mbps Lifeline	100,000 MB	\$0.0075 per MB	\$280.74	\$265.74

*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

- Installation Fee: \$49.99
- Equipment: \$149.99 (RBB Wireless only, customer purchased & Owned)



Not sure which plan is right for you? Call Customer Care at 1-800-478-2020.

To see what type of internet service is available in your location, check out [www.uui-alaska.com](http://www.uui-alaska.com) for our **Location, Availability and Plan chart**

To monitor your usage, see instructions on pages 17 & 32.

## UII Rural Internet Service Areas & Plans

### Rural DSL Service Locations

Arctic Village  
 Beaver  
 Central\*\*  
 Chalkyitsik  
 Gambell\*\*  
 Kotlik\*\*  
 Lime Village\*\*

McGrath  
 Nikolai\*\*  
 Rampart\*\*  
 Savoonga\*\*  
 Stevens Village  
 Venetie

### Rural DSL Internet Plans

Plans We Offer	Included Usage	Package Overage Rate	DSL With Local Phone*
512Kbps/128Kbps	5,000 MB	\$0.02 per MB	\$49.99
1Mbps/256Kbps	7,000 MB	\$0.02 per MB	\$99.99
1Mbps/256Kbps	10,000 MB	\$0.02 per MB	\$149.99
1Mbps/256Kbps	13,000 MB	\$0.02 per MB	\$199.99

*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

**\*\* Current available plans for these locations are 512K with 5,000MB or 1M with 10,000MB.**

To monitor your usage, see instructions on pages 17-18.

## Supervision Internet Plans- Whittier

Supervision offers Cable Modem Internet service in Whittier.

Whittier Internet Plans	Included Usage	Monthly Rate
4Mbps/2Mbps	30 GB	\$45.99
8Mbps/2Mbps	50 GB	\$69.99
10Mbps/2Mbps	160 GB	\$99.99
15Mbps/2Mbps	325 GB	\$199.99

*Cable TV service is not required.*

*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

**Installation Fee: \$49.99**

Usage is limited when you reach your package cap.

Additional usage may be purchased for \$10.00 per 5GB, or you can upgrade your internet plan.

To monitor your usage, see instructions on page 33.



## Supervision Internet Plans- Tanana

Supervision offers Cable Modem Internet service in Tanana.

Tanana Internet Plans	Included Usage	Monthly Rate
<b>Residential</b>		
512Kbps/256Kbps	20 GB	\$49.00
756Kbps/512Kbps	40 GB	\$69.00
1.2Mbps/768Kbps	60 GB	\$89.00
2.5Mbps/1.2Mbps	80 GB	\$109.00
<b>Business</b>		
512Kbps/256Kbps	30 GB	\$59.00
756Kbps/512Kbps	50 GB	\$79.00
1.2Mbps/768Kbps	70 GB	\$99.00
2.5Mbps/1.2Mbps	90 GB	\$119.00

*Cable TV service is not required.*

*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

### **Installation Fee: \$49.99**

Usage is limited when you reach your package cap. Additional usage may be purchased for \$5.00 per GB, or you can upgrade your internet plan.

To monitor your usage, see instructions on page 33.

## Supervision Internet Plans- Nenana

**Supervision offers Wireless Internet service in Nenana.**

A company owned outside antenna is required.

Nenana Internet Plans	Monthly Rate
<b>Residential</b>	
512Kbps/512Kbps	\$49.00
1Mbps/768Kbps	\$69.00
3Mbps/1Mbps	\$89.00
<b>Business</b>	
512Kbps/512Kbps	\$60.00
1Mbps/768Kbps	\$80.00
2Mbps/768Kbps	\$125.00
3Mbps/1Mbps	\$150.00

*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

**Installation Fee: \$75.00**



Not sure which plan is right for you? Need to upgrade your package? Have questions about your internet service? Call Customer Care at 1-800-478-2020. We'll be happy to help you!

## Basic Setup Information

Primary DNS:	66.223.224.6
Secondary DNS:	66.223.224.7
IP Address:	Assigned by the server
Web Server:	<a href="http://www.uui-alaska.com">www.uui-alaska.com</a>

### What are DNS (Domain Name Service) Numbers?

Every website (like cnn.com) has an address (207.25.71.23). DNS or the Domain Name Service keeps a record of all the names and numbers on the Internet so you don't have to.

### Check your settings:

If you're a new customer, and are using Windows or Mac OS X, you'll need to set up your dialer so that the server assigns DNS numbers for you. *If you currently have Internet service from another company, your computer is using a different set of numbers (**Wireless Router or IP Connection**) that our server will have to change for your UUI Internet service to work properly.* Go to your "**Network Settings**" and make sure you "**Disable**" any prior connections (Default Connection) before setting up your new UUI/Supervision Internet Connection. Go to our **Internet Connection Guidelines** for detailed installation instructions.

If you're using an operating system older than Windows Vista or Mac OS X, you'll probably need to assign UUI's DNS numbers in your setup. UUI's DNS numbers are **66.223.224.6** and **66.223.224.7**. The instructions on how to change/check your DNS settings will differ somewhat depending on what type of computer you have and which version of software you are running. Instructions begin on page 23.

**DNS for X-Box: 66.223.224.6 and 66.223.224.7**

## Data Usage and Staying on Track

### How far will 1,000 megabytes get me?



Monthly Internet data usage is the amount of data (things like images, movies, photos, videos, and other files) that you send, receive, download and/or upload each month.

Most of our available service plans come with a generous monthly usage allowance—and the majority of customers stay well within those parameters. The only reason anyone would see an extra usage charge on their monthly statement is if they exceeded the monthly allowance included in their plan.

Do you have questions about your Internet usage? Get answers to the most common questions other customers have asked.

### What is a Megabyte (MB) and Gigabyte (GB)?

A gigabyte (1GB) is 1,024 megabytes (MB) of information transferred to or from your modem. Visiting approximately ~10 web pages will generate a gigabyte of data usage

## Data Usage and Staying on Track

**Each of the activities below would generate 1,000 MB of data transfer\*:**

- View over 2,000 web pages
- Send 100,000 e-mails with no attachments
- Receive up to 1,000 average quality digital photos
- Download 250 songs
- Stream 16 hours of music
- Watch 5.5 hours of streaming video
- Download 1.5 standard definition movies

\*Individual usage will vary based on device, operating system, length of movies, video format or types of games played.

**What is usage and what can I do with the amount included in my plan each month?**

Usage is the amount of data transferred to and from your data connection while you are online. Usage is measured in megabytes (MB). There are many different online activities that will consume varying amounts of usage. An example would be sending a digital photo (about 1 MB) versus downloading a full movie (about 675 MB), but remember this is only a rough guide – files are not created equal.

**For what time period is my usage calculated each month?**

Usage is counted on the same dates as your UII phone and Internet service invoice is generated. For example, your invoice is generated on the 1<sup>st</sup> of each month; you are paying for the current months services, but your usage will be tabulated from the 1st day through the 31st day of the previous month. You will then start a new usage cycle on the 1<sup>st</sup> of the current month.

## Data Usage and Staying on Track

### **Can I carry over ‘unused’ usage to the next month?**

No, unused MB’s do not roll over to your next billing cycle. Included usage amounts reset each month with your UUI account billing cycle.

### **Is there any way to find out how much usage I have used each month?**

We offer a usage viewer tool that is available online. Not only does this tool enable you to see the amount of data you are using during your current billing cycle but it also stores the total amount of usage you have used by month, for up to 12 months. To learn more about how to access this information and receive email notifications regarding your usage, go to the “Usage Viewer” section.

### **I just received a message stating that I reached 100% of my monthly included usage and I still have several days left before I am into a new month. Will I be charged and if so, how much?**

If you choose not to upgrade your DSL or RBB WiFi internet plan, additional usage above your monthly usage allowance is billed at a rate between \$0.075 cents to \$0.01 cents per MB, depending on the service plan you have chosen. If you find yourself consistently exceeding the included usage amount that comes with your selected broadband plan, you may want to consider a plan upgrade. Many plans not only offer significantly more usage but more speed too!

**RBB WiFi customers who are on 5,000MB plan, will have their services blocked for the remainder of the billing cycle.** If you prefer to restore your internet services, you will need to contact UUI Customer Care at 1-800-478-2020 to select a new plan.

## **Data Usage and Staying on Track**

### **Why wasn't I notified when I went over my monthly included usage?**

Courtesy notifications/alerts are sent via email to DSL customers when they reach **80%** and **100%** of their usage. RBB Wireless WiFi subscribers will get a pop up notification in their internet browser once they have reached **80%, 100%, 150%, and 200%** of their monthly usage allowance. If you are connecting with a gaming device, you will not receive this pop up notification. To acknowledge the usage notification, you must enter your name and submit the acknowledgement to continue using your internet service.

If you are a DSL customer and you are not getting email notifications, please check if someone else has access to your email or phone, they might have already read and/or deleted the notification. You should also double-check any spam filters you may be using to see if the email message was caught there and update your spam settings to prevent it from happening again. Also be sure to notify UUI if you have changed your email address, so we can update your account information.

### **Why does UUI have monthly usage allowances?**

Some customers use much more usage than other customers. Rather than raising prices on all customers to pay for the usage patterns of a few, we believe the fairest approach is to keep the costs for a vast majority of customers down while allowing those with larger appetites to pay for their higher levels of usage. As a result, UUI now provides a substantial amount of usage with each service plan and encourages customers to choose a plan that fits their individual needs.

## Data Usage and Staying on Track

**I think there is something wrong! My usage was a lot higher than the month before, do you have any idea what may cause this?**

Besides the fact that customer's usage typically will vary from month to month, below is a list of some common causes of unexpected usage spikes.

- Your computer may have a virus! Do you have anti-spyware and virus protection installed and receive frequent updates to your virus definitions? Someone may be using your computer to send out spam messages or the virus to other users without you even knowing!
- Do you have a wireless network? Is it password protected? If not, others may be using your signal/internet connection, causing the unexpected increase in your usage. You might consider changing your password if you already have one to see if that fixes the problem.
- Have you had guests over at the house possibly using your connection?
- You may have file sharing programs running on your computer(s)? When you utilize these programs, such as Bit Torrent, you are not only downloading large files, you are also allowing others to download files from your computer. If you review your usage online and see your upload usage equaling or exceeding the download usage, this is a good indication file sharing programs are the cause. If you use these programs, you should be careful about how much and in particular, how much you allow others to download from your computer.



## Data Usage and Staying on Track

- Did you get a new computer/electronic device such as an Internet connected TV, Blue-ray/DVD player, or game console (Xbox 360, PS3 etc.)? In particular, video devices such as Vudu brand video boxes and service can add \*significantly\* to your monthly usage since they use peer-to-peer technology to provide movies.



Still not sure what caused your usage to increase? Please call our technical support department at 1 (800) 478-2020 for additional troubleshooting.

## DSL Internet Usage Viewer

### Welcome to UUI DSL Internet Service

Below are our webpage links for you to monitor your internet usage. This will help you keep track of your usage on a daily basis and keep you from going over your monthly usage allowance that will result in overage charges. You will get an email notification when your usage is at **80%** and **100%** of your monthly usage allowance, so be sure to contact us if you change your email address.

These links are also available on our web site at [www.uui-alaska.com](http://www.uui-alaska.com)

### **Option 1- Internet Usage Viewer by User Name**

*(For these DSL Locations- Arctic Village, Beaver, Bethel, Chalkyitsik, Manley Hot Springs, McGrath, Minto, Newtok, Nightmute, Stevens Village, Tuntutuliak, Tununak, Venetie)*

Copy and paste the link below to your web browser; once this link opens, please log in with your UUI DSL Username and Password.

<http://usage.unicom-alaska.com/CustomerPortal/login.pl?operator=uui>

Username: \_\_\_\_\_

Password: \_\_\_\_\_

End-User Portal

### Authentication Required

Username   
Password

Login

[Forgot Username or Password?](#)

## DSL Internet Usage Viewer

### Option 2- Internet Usage Viewer by MAC

(For these DSL Locations: Akiak, Akiachak, Central, Cheformak, Eek, Gambell, Hooper Bay, Kipnuk, Kotlik, Kwigillingok, Lime Village, Napakiak, Nikolai, Quinhagak, Rampart, Ruby, Savoonga, Toksook Bay, Tuluksak & Unalakleet)

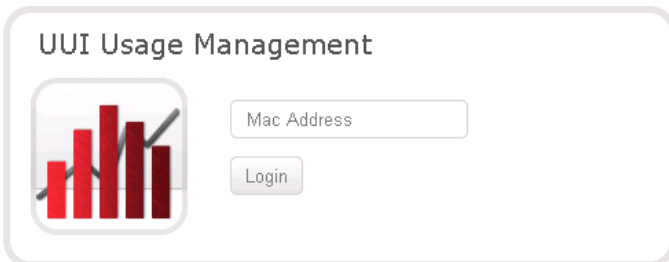
Below is our webpage link for you to monitor your internet usage. This will help you keep track of your usage on a daily basis and keep you from going over your monthly usage allowance that will result in overage charges. These links are also available on our web site at [www.uui-alaska.com](http://www.uui-alaska.com)

UUI will notify you with a pop up window on your web browser when you reach 80%, 90%, and 100% of your monthly usage allowance. To acknowledge the usage notification, you must enter your name and submit the acknowledgement to continue using your internet service. If you are on our 512K Plan w/5000MB, and reach 100% of your monthly usage allowance, your internet service will be suspended until you contact UUI Customer Care to upgrade to the next plan, or until the next billing cycle. If you are on our other plans, your internet speed will be limited if your usage goes over 120%. You may also contact UUI Customer Care to upgrade from your current internet plan. Note: if you have a network set up at your location or are connecting with a gaming device, you may not get these notifications- please be sure to always check your usage.

MAC Address: \_\_\_\_\_

Copy and paste the link below to your web browser; once this link opens, please log in by entering your MAC number in the Mac Address, then click Login.

<https://uui.usageviewer.com/login>



## DSL Connection Diagram

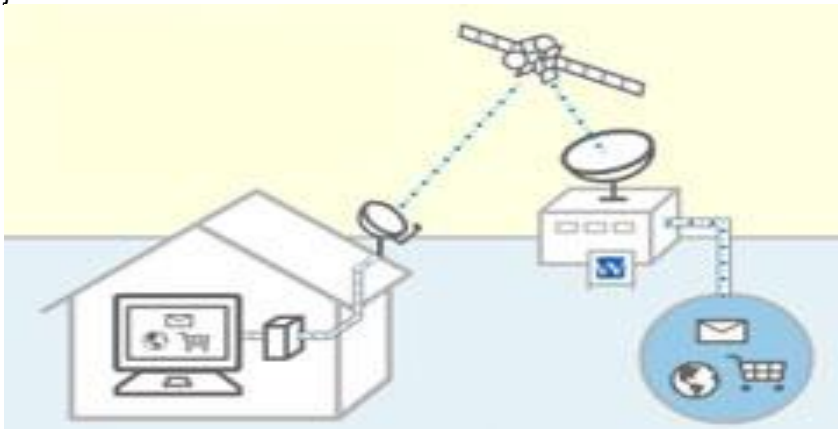
### Choosing a Setup Location in Your Home

#### Guidelines:

- The DSL modem must be plugged into a telephone jack in order to function.
- To avoid signal loss, the phone cord should go directly from the modem to the jack and cannot exceed 10 feet in length.
- We recommend using the phone cord provided with the modem.
- Some surge protectors offer a port for your phone cord. Please do NOT plug your DSL phone cord into a surge protector, as it can disrupt your Internet service.

*If you do not have a phone jack near your computer, you may either have a new phone jack installed, or you may run a long Ethernet cable through your house from the modem to your computer. The Ethernet cable carries a better signal than normal telephone wire, which is why the Ethernet cable length can be increased and the phone cable must remain short.*

*If you need UUI to install a jack, please call 611 or 1-800-478- 2020 to arrange for installation. There may be a charge for installing an additional jack.*



## DSL Connection Diagram

### DSL Installation Kit

Please check the contents of your Installation Kit. They should include:  
Item:

- 1 gray phone line cord
- 1 yellow Ethernet cable
- 1 black power adapter
- 4 line filters (conditioners)
- 1 Zhone<sup>®</sup> BEC<sup>®</sup> or Paradyne modem

Purpose:

- Connects the modem to the telephone jack
- Connects the modem to the computer or router
- Powers the modem
- Prevents static interruption
- Receives the Internet signal Windows Vista Installation

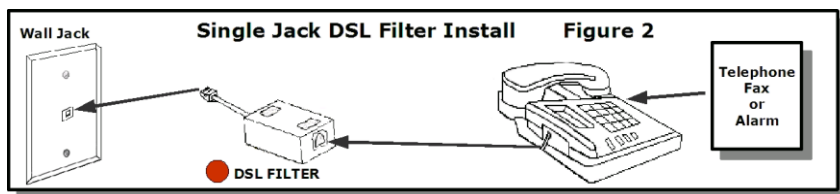


## DSL Connection Diagram

### Line Filter Installation

#### Install Your Line Filters

In your kit, you should have received four single line filters (also known as “line conditioners”). These filters are marked on one end as “Phone” and the other as “Line”. Plug your phone or fax into the “Phone” side. Connect the “Line” side to your telephone jack.



Every phone or other device that plugs into your UUI phone line, except the modem, must have a filter installed between the device and the wall – even if they are in a different room from the modem.

- Filters block the DSL signal and should **never** be placed between the modem and the phone jack.
- Filters reduce interference on your Internet line and improve the performance of your DSL service.
- Without filters, you may experience Internet service interruptions, slow speed, static, and other problems.
- Examples of devices on which you will need to install filters: Corded Telephones, Cordless Telephones, Wall Phones, Credit Card Readers, Answering Machines, Fax Machines, Caller ID Units, Satellite Television Devices, and Digital Video Recorders.

## DSL Connection Diagram

If you only have one phone jack, plug your phone's line cord into the slot on the modem labeled "Phone" as shown on page 5 of this guide.

If you have a security alarm, please contact your alarm company and request that they install a DSL Alarm Filter at the alarm panel.

You can move forward with your installation now, but without the filter on this system your DSL may not perform as designed.

### Connect Your DSL Modem

Your UUI DSL modem kit is designed to allow you to connect to your computer by using the supplied Ethernet cable, a telephone cable, and the power cable.

Please continue here for recommended modem installation.

- Connect your modem to your computer
- Connect one end of the Yellow Ethernet cable into your computer's Ethernet port and the other into the Ethernet port on the modem. The slot is marked "LAN".
- Most computers only have one place for the Ethernet cable to go. The Ethernet slot looks similar to a phone input, but it is wider and shorter.

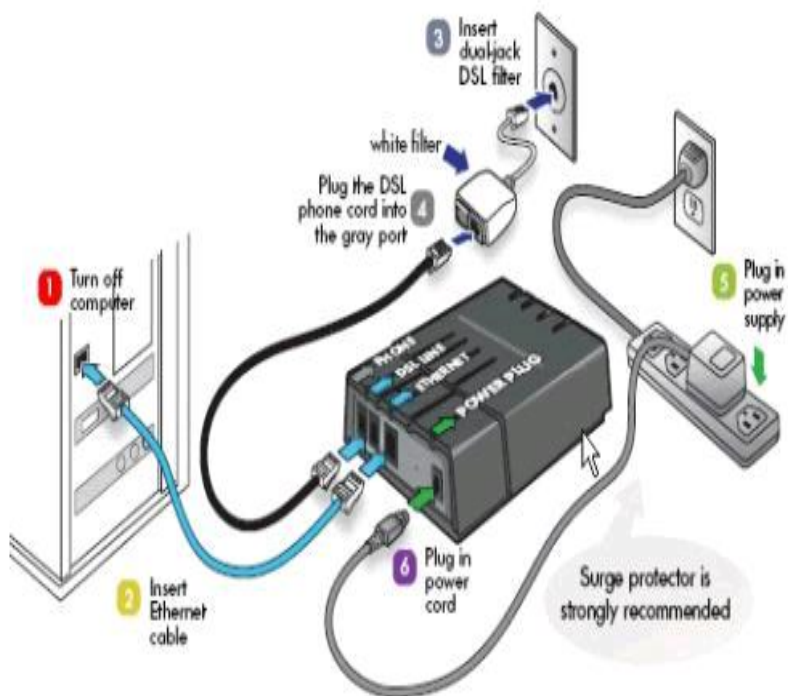
Connect your modem to the telephone jack

- Using the supplied Gray telephone cord, plug one end into the "Line" port on the modem. The line port sits against the edge of the modem.
- Connect the other end of this cord to the wall jack that is supplying your High-Speed Internet Telephone Service.

## DSL Connection Diagram

### Power up the modem

- Insert the barrel end of the Power adapter cable into the power port of the modem. The power port is located on the back of the modem.
- Plug the power supply into a surge protector



After you have completed the connections and applied power, you will need to check the lights on the front of modem to confirm it is working correctly.



## DSL Connection Diagram

**A. Power** light is solid green. *If it isn't, the modem is not receiving power.*

**B. Status** light is solid green. *If it is flashing or off, your modem is not receiving a good signal from the UUI Network.*

**C. LAN** light is on and flashing. *If it isn't lit, the modem is not communicating with your computer.\**

\*If you are using a Macintosh computer, the LAN light may not turn on until your computer tries to connect.

### Username and Password

Your username and password was set up when you initiated service. You must enter the exact UUI username and password to connect to our Internet Server.

### Ready to Surf

You are now ready to begin enjoying your Internet service!

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## RBB Wireless (Wi-Fi) Equipment Installation

### Wireless Wi-Fi



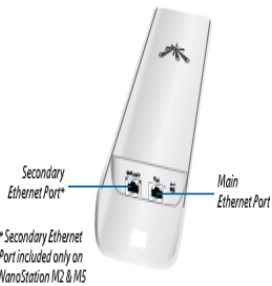
### Getting Started


1. A Rural Broadband modem and wireless antenna is required to receive the signal. Equipment must be purchased from UUI and the cost is \$149.99 for the equipment. Contact Customer Care for payment options.
2. Equipment will be mailed. Customers are encouraged to complete a self install. If you are unable to install the unit, please call UUI to request assistance from a site agent.
3. **After installation, you must contact UUI Customer Service to complete the activation of your new internet at 1.800.478.2020.**
4. If you have any *Old Internet Connections* please go into your **Control Panel** and **Internet Options/Connections** and **Delete** your old Internet Connection. Once you delete the connection you will have to **reboot your computer**.

# RBB Wireless (Wi-Fi) Equipment Installation

Quick Start Guide


## Hardware Overview



 **Note:** Secondary Ethernet Port is capable of 24V Power over Ethernet output which can provide power to a secondary device. It can be enabled using the AirOS interface.

## LEDs



 **Power** The Power LED will light steady green when properly connected to a power source.

**LAN1 WAN/Main Ethernet** The LAN1 Ethernet LED will light steady green when an active Ethernet connection is made to the *Primary Ethernet Port* and flash when there is activity.

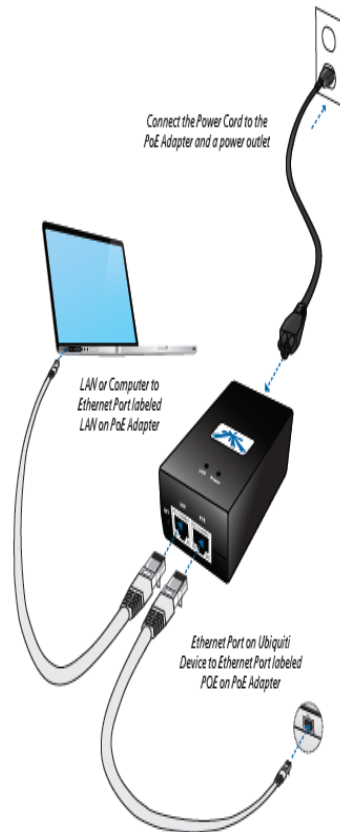
**LAN2 LAN/Secondary Ethernet** The LAN2 Ethernet LED (on NanoStation M2/M5 only) will light steady green when an active Ethernet connection is made to the *Secondary Ethernet Port*.


 **Signal** These LEDs display the signal strength.

2

Typical Deployment

## Typical Deployment



 **Note:** Shielded Category 5 (or above) cabling should be used for all wired Ethernet connections and should be grounded through the AC ground of the PoE.

3

## RBB Wireless (Wi-Fi) Equipment Installation

**Please follow these instructions step by step to insure that you get the best performance out of your UBIQUITI Nano Station CPE.**

1. Unpack box to inventory all materials. Your shipment should contain...
  - 1-Nano Station M2 CPE
  - 2-Stainless Steel Clamps
  - 1-PoE Adapter
  - 1-Power Cord
  - 1-5ft Indoor Cat5 Ethernet Cable
  - 1-50ft Outdoor rated Cat5 Ethernet Cable
  - 1-Steel mounting pipe and hardware
  - 1-*Plastic mount with hardware*
  - 1- *Miscellaneous mounting and securing hardware*
2. The next step is to locate the direction in which your CPE unit will point. Please take a moment to venture outside with your map to determine this location. This will give an idea of whether your device needs to be elevated, or simply mounted to the side of your home or business or suctioned to a window. Remember that your CPE unit will work best with no obstructions. \*\*\*\*note\*\*\*\* Existing customers may wish to use the same mount their old unit is on.
3. Mount your CPE unit using the plastic mount, or use hardware (included) to secure the new Steel mount at your predetermined location. (UJI CO Office or AP Site)
4. Mount the CPE unit to the pole using the two stainless steel clamps provided. Aim CPE in the direction determined in step 2

## RBB Wireless (Wi-Fi) Equipment Installation

5. Remove cover from back of the CPE unit. Use finger or screwdriver to push in tap, and then slide the cover off the bottom of unit. Hook one end of your 50' Cat5 Ethernet Cable (Included) into the "MAIN" port on your CPE. Make sure the connection is snapped in. Reinstall cover, making sure that the cable comes freely out of the access hole in cover. Using cable ties and clips (included) secure cable down mounting pole, then down the wall of your home or business. Enter the home with the cable at a predetermined location. Through a wall, or up through the floor are the most common methods. \*\*\*NOTE\*\*\* Existing customers MUST replace old cable with the new 50' CAT5 Ethernet cable. The device will not function without it.
6. Plug the PoE adapter (Pictured on page one) into an outlet in your home or business close to your computer. Plug the other end of your CPE Ethernet Cable (the cable you ran in step 5) into the "POE" side of the PoE adapter. The power light on your CPE unit will come on. Plug the 5ft Ethernet cable (included) into "LAN" side of the PoE Adapter, and then to your computer. \*\*\*NOTE\*\*\* If you are using a wireless router in your home or business, the router goes between the connection to your computer, and the "LAN" side of the PoE adapter. For example, you will need a cable that is connected to the "LAN" side of the PoE adapter, connected to your wireless router, and a cable connected from your wireless router, connected to your computer.



## RBB Wireless (Wi-Fi) Equipment Installation

7. Depending on your computer and operating system, you will see your connection “LINK” up in the bottom right hand corner of your computer screen. This process may take a few minutes the first time, so don’t worry. Data is being sent to verify your account.

### 8. FINE TUNE YOUR AIMING

The final step is to fine tune your CPE device. Look at the back of your CPE unit. You will see a **Green** power light, a **Green** LAN1 light (LAN2 will not be lit) and four signal lights. (1) **Red**; (1) **Yellow** and (2) **Green**. If all four lights are on, your signal is excellent.

If not, you can adjust your CPE side to side and up and down until you get the best signal possible. We hope you enjoy your new HIGH SPEED INTERNET SERVICE.

**Window Mounting Bracket**

**UBIQUITI Nano Station CPE**



## RBB Wireless (Wi-Fi) Equipment Installation

### Additional Information:

- Make sure you are choosing the right connection on your computer. If you have a wireless router and your Ethernet cord is connected directly to our equipment from your computer, you will need to disable your Wireless Router Connection.
- **If your computer has two network connections, the networking software must choose which connection to use for network traffic.**
- The networking software picks the connection with the best performance. If connection A has Internet connectivity but slow performance and connection B has no Internet connectivity but better local network performance, the networking software will route network traffic over to connection B. This means that you won't be able to view websites, so the networking icon and the network diagram in Network and Sharing Center will report that you only have local connectivity (no Internet). This is correct, but it's not what you want. To force your computer to use connection A—the connection with Internet connectivity—disconnect connection B and try again.

## RBB Broadband Wireless (Wi-Fi) Access Points

Wireless Wi-Fi	Access Points	
	Village	Root AP Location (Main)
Akiachak	UUI CO	Youth Center
Akiak	UUI CO	Tribal Office
Alakanuk	UUI CO	Community Bldg
Atmaultluak	UUI CO	Gaming Bldg
Chefornak	UUI CO	Tribal Office
Chevak	UUI CO	Bingo Hall
Chuathbaluk	UUI CO	City Office
Eek	UUI CO	Tribal Office
Emmonak	UUI CO	City Office
Goodnews Bay	UUI CO	
Hooper Bay	UUI CO	Tribal Office + City Office
Kasigluk	UUI CO	Bingo Hall + School
Kipnuk	Terra Facility	Tribal Office
Kongiganak	UUI CO	Washeteria + Tribal Office
Kwethluk	UUI CO	Teen & Elder Center
Kwigillingok	UUI CO	Tribal Office
Marshall	UUI CO	Tribal Office
Mekoryuk	UUI CO	City Office
Mountain Village	UUI CO	City Office
Napakiak	UUI CO	City Office
Napaskiak	UUI CO	Tribal Office
Newtok	UUI CO	Corporation
Nightmute	UUI CO	City Office
Nunam Iqua	UUI CO	Tribal Office
Nunapitchuk	UUI CO	City Office
Oscarville	UUI CO	None
Pilot Station	UUI CO	Tribal Office
Pitkas Point	UUI CO	Store
Platinum	UUI CO	
Quinhagak	UUI CO	NVK Tribal Office
Russian Mission	UUI CO	Tribal Office
Saint Marys	UUI CO	Community Bldg
Scammon Bay	UUI CO	Tribal Office
Togiak	UUI CO	None
Toksook Bay	UUI CO	Community Bldg
Tuluksak	UUI CO	
Tuntutuliak	UUI CO	Store
Tununak	UUI CO	Tribal Office
Twin Hills	UUI CO	Tribal Office or Up Hill (W)
Unalakleet	UUI CO	



## RBB Wireless (Wi-Fi) Internet Usage Viewer

### Welcome to UUI RBB Wireless Wi-Fi Internet Service

Below is our webpage link for you to monitor your internet usage. This will help you keep track of your usage on a daily basis and keep you from going over your monthly usage allowance that will result in overage charges. These links are also available on our web site at [www.uui-alaska.com](http://www.uui-alaska.com)


*UUI will notify you with a pop up window on your web browser when you reach 80%, 90%, and 100% of your monthly usage allowance. To acknowledge the usage notification, you must enter your name and submit the acknowledgement to continue using your internet service. If you are on our 512K Plan w/5000MB, and reach 100% of your monthly usage allowance, your internet service will be suspended until you contact UUI Customer Care to upgrade to the next plan, or until the next billing cycle. If you are on our other plans, your internet speed will be limited if your usage goes over 120%. You may also contact UUI Customer Care to upgrade from your current internet plan. Note: if you have a network set up at your location or are connecting with a gaming device, you may not get these notifications- please be sure to always check your usage.*

MAC Address: \_\_\_\_\_

Copy and paste the link below to your web browser; once this link opens, please log in by entering your MAC number in the Mac Address, then click Login.

<https://uui.usageviewer.com/login>

### UUI Usage Management



## Supervision Usage Viewer

Below are the links for you to monitor your internet usage. These are also available on our web site at [www.uui-alaska.com](http://www.uui-alaska.com). If you have any questions regarding your usage, please contact Customer Care at 1-800-478-2020 or email us at [customer@uui-alaska.com](mailto:customer@uui-alaska.com)

**United Utilities Web page:** <http://www.uui-alaska.com/>

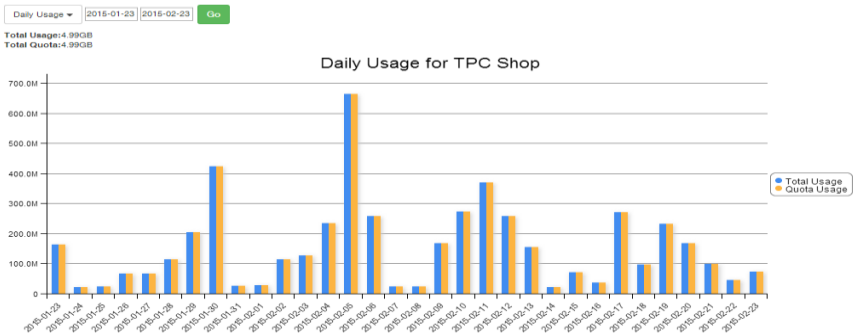
**Whittier Usage Link:** [172.28.0.2/graph.php](http://172.28.0.2/graph.php)

**Tanana Usage Link:** [172.29.0.2/graph.php](http://172.29.0.2/graph.php)

**Input your Supervision Login Information:** *Username* and *Password*. This will bring up your internet account. Please call Customer Service if you have forgotten your login information or if you have any questions regarding your bandwidth monitoring.

Once you are logged in, select **Daily Usage** from the drop down menu. On this screen you will be able to see how much bandwidth has been used each day along with the monthly quota. You can also customize the date range to view previous usage trends.

You can select **Daily Graph** or **Multi Day Graph** from the drop down menu to view information regarding the dates and times of internet activity and the approximate speed during that time period.



**Usage is throttled when you reach your package cap.**

Username: \_\_\_\_\_ Password: \_\_\_\_\_

## Frequently Asked Questions

**Q: *Why does it keep asking for my password when I try to log on?***

**A:** If you have your own wireless router that is password protected, establishing an internet connection will request your password confirmation. Usually when this happens, it means the username or the password entered is entered incorrectly in the connection settings. Remember to only include your username or password. Also keep in mind that usernames and passwords are case sensitive and should always be entered in lowercase letters.

**Q: *Windows keeps giving me the error "678".***

**A:** This problem is common. Usually you need to check the network cable to make sure it is not disconnected; or the modem has been disabled or the modem drivers are corrupted; or spyware is running on the computer and is interfering with the connection; or Winsock has to be repaired; or third-party firewall software is blocking the connection. Also, if you changed your password without contacting UUI Customer Care, this will cause the error 678 to pop up.

**Q: *The "Open" button in my Macintosh's ConfigPPP is grayed out.***

**A:** Try simultaneously holding down the COMMAND+OPTION+P+R keys while restarting the system to Zap the PRAM. Continue holding the keys down until your Mac makes the startup sound three times, and then release them. If this does not solve the problem, restart your Mac with the extensions off (by holding down the SHIFT key while rebooting), to remove the MacTCP DNR files. Then do a Find for DNR. Throw away all the MacTCP DNR files. Next, do a Find for Prep and throw away all the MACTCP Prep files. Empty the "trash" can and "restart" the computer normally.

**Q: *I get connected okay, but the speed is very, very slow.***

**A:** The obvious answer would be a slow modem. While a 14.4K modem will work, for faster speeds a 33.6K modem is recommended and if possible, a 56K modem is ideal. Besides that, you can try to lower the port speed on your modem. The speed should be set to one notch above the

## Frequently Asked Questions

actual speed of the modem. For example, if you have a 14.4K modem, set the ports speed to 19.2K. If you have a 33.6K modem, set the port speed to 38.4K. If your port speed is too fast, it will cause a bottle neck on your system and slow everything down. If all the above is in sync, it is possible your COM port is too slow. Check the manual that came with your computer for more information on COM ports.

**Q: *Do I need to be connected to the Internet to get my E-mail?***

**A:** Yes, your E-mail account can be accessed by logging-in to your outlook or Netscape server or going to the web page of your webmail provider.

**Q: *Who should I give my password to?***

**A:** No one except UUI Technical Support to help you solve a problem, should one arise.

**Q: *How do I get an email account?***

**A:** There are many free email providers out there; for example: Hotmail, G-Mail, Yahoo, MSN.

**Q: *I can only reach some websites.***

**A:** Here are some possible causes:

- Your browser could be attempting to connect through a proxy server. If so, try connecting with the proxy server turned off. For more information, see [Change proxy settings in Internet Explorer](#).
- Your browser connection settings could be incorrect. For more information, see [Internet Explorer Connections settings: recommended links](#).
- Your router could be attempting to proxy DNS requests and failing. Refer to the documentation that came with your router for instructions on disabling DNS proxying.
- You could be working off line. Check the settings by going to "File" and make sure "Work Offline" is not checked.

## Troubleshooting DSL Internet Connection

Troubleshooting Internet connection problems can be a challenge because there are so many possible causes. First, try these steps:

- Open *Network Diagnostics* by right-clicking the *network* icon in the notification area, and then clicking *Diagnose* and *Repair*.
- Make sure that all wires are connected (for example, make sure your modem is connected to a working phone jack or cable connection directly).
- **DO NOT reset your DSL modem or router.** Remove the power cord from the modem and wait at least 1 minute, and then plug the modem back in.

If these steps don't solve the problem, look for a specific problem in the following list.

**I can't connect to the Internet through a broadband Digital Subscriber Line (DSL).**

- Make sure that:
  - Your modem is turned on.
  - The Ethernet cable is plugged correctly into the Ethernet port on the modem and on your computer. Each end of an Ethernet cable looks like this:



Ethernet cable

- The phone line is plugged correctly into the modem and the phone jack.
- You are not using a DSL filter between the phone jack and the modem.

## Troubleshooting DSL Internet Connection

- Check the lights on your modem. These can sometimes indicate the location of the problem—whether it is the *Ethernet* connection, the *power* to the modem, or the *DSL* or *cable* connection.
- *Winsock corruption* can cause connectivity problems. To fix this, open *Network Diagnostics*:
  - Open Network Diagnostics by right-clicking the *network* icon in the notification area, and then clicking *Diagnose and repair*.

For more information, go to [How to determine and recover from Winsock2 corruption](#) on the Microsoft website.

- Ask your Internet service provider (ISP) to verify that:
  - Its servers are functioning correctly.
  - You have an ISP user account and access to the ISP service.

**I can't connect to the Internet through my DSL connection, or I'm being disconnected. *DSL Connection* requires you to connect to your telephone jack, to establish a connection.**

- Make sure that the phone jack is working. To test this, plug in a working phone and see if there is a dial tone.
- Make sure that the *phone cable* is plugged into the "*line*" jack on your modem, not the "*telephone*" jack.
- Make sure that the *phone cable* is not defective by plugging a working phone into the "*telephone*" jack of your modem. If there is a dial tone, the phone cable is working.
- If you have a wireless router connection and you are connected directly to our DSL Modem, disable the wireless connection, and then try the connection again.

## Troubleshooting DSL Internet Connection

- Your ISP might have disconnected you if you weren't interacting with the website for a while. Try connecting again.
- Make sure that your modem is working properly. For more information, check the information that came with your modem or go to the manufacturer's website.
- Contact your telephone company to verify the quality of your line. (*DSL Customers only*).

See “Basic Internet Troubleshooting” section for more information.

## Basic Internet Troubleshooting

### DSL Modem – Required Lights



Power - Solid **Green**

DSL Solid **Green**

Internet Flashing **Green** – It flashes based on internet traffic

### Supervision Cable Modem – Required Lights



Power – Solid **Green**

DS – Solid **Green (superfast)** or Solid **Amber (fast)**

US – Solid **Green (superfast)** or Solid **Amber (fast)**

Online – Solid **Green**

Link – Flashing **Green**



## Basic Internet Troubleshooting

### Can't Connect to the Internet?

If you are unable to connect to the internet, there are a few troubleshooting techniques you can try that may get you back up and working without a visit from a technician.

### **THE 1<sup>ST</sup> THING TO DO WHEN YOUR INTERNET GOES OUT IS TO TRY A SIMPLE REBOOT.**

#### **Quick Reboot Guide**

- 1) Turn off your computer by selecting log off and then shut down or restart
- 2) If you have any routers or other transport devices connected to our equipment, unplug them
- 3) Unplug your modem or antenna
- 4) Wait at least 1 Minute
- 5) Plug your modem or antenna back in and wait for it to fully initialize- this will take about 2 minutes
- 6) Plug your router or other transport device back in and wait for it to fully initialize- this will take about 2 minutes
- 7) Turn your computer back on and try connecting again- make sure your Modem or Antenna is powered on as well as your Router or Other Transport Device

*Note: If the lights are not on correctly, ensure that all the cables are plugged in and connected tightly. While rebooting, the Power light will be red until the reboot is complete.*

If you still cannot connect to the internet after rebooting your devices, the modem may be bad and need to be replaced, but first you should try and IP Config to determine if you have an IP address, and then do a Ping Test to see if your internet connection is down or if your internet browser is not functioning properly.

## Basic Internet Troubleshooting

If all lights are on and they still cannot connect to the internet, please try:

- (1) IP Config
- (2) Ping Test
- (3) Trace Route

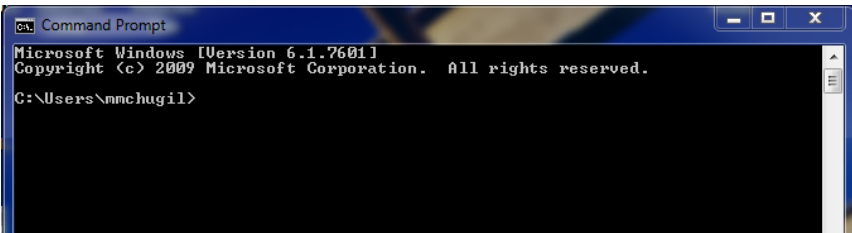
(1) **IP CONFIG**: Run an **IP Config** to determine if you have an IP address. An IP Config shows a summary version of IP information

To run an IP Config:



Click on the Start Icon

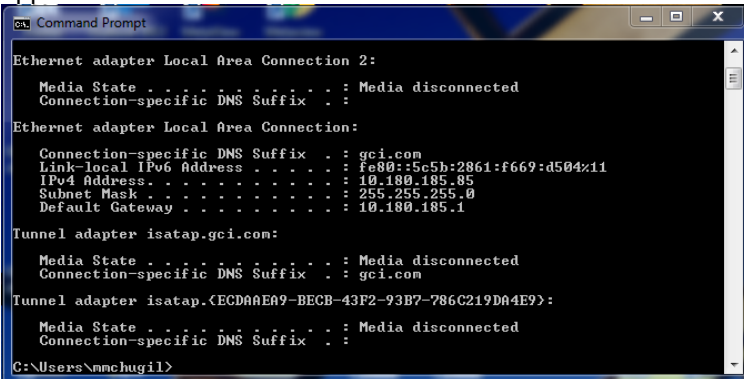
Type **Command Prompt** in the search box, press enter and this box will appear

A screenshot of the Windows Command Prompt window. The title bar reads "Command Prompt". The text inside the window shows the Microsoft Windows version (6.1.7601) and copyright information (© 2009 Microsoft Corporation). The current directory is "C:\Users\nnchugil". The prompt is "C:\Users\nnchugil>".

```
Command Prompt
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\nnchugil>
```

Type **ipconfig** behind your user name, press enter and this box will appear:

A screenshot of the Windows Command Prompt window showing the output of the 'ipconfig' command. The output displays information for three network adapters: Ethernet adapter Local Area Connection 2 (disconnected), Ethernet adapter Local Area Connection (connected), and Tunnel adapter isatap.gci.com (disconnected).

```
Command Prompt

Ethernet adapter Local Area Connection 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . . : gci.com
    Link-local IPv6 Address . . . . . : fe80::5c5b:2861:f669:d504%11
    IPv4 Address. . . . . : 10.180.185.85
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.180.185.1

Tunnel adapter isatap.gci.com:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . : gci.com

Tunnel adapter isatap.{ECDAAEA9-BECB-43F2-93B7-786C219DA4E9}:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . :

C:\Users\nnchugil>
```

## Basic Internet Troubleshooting

If you have an IP Address, go to (2) Ping Test.

If you do not have an IP Address, how are you connected- direct connection or via a wireless router?

If connected to a wireless router, try direct connecting to your computer.

Ensure that all cables are tightly plugged in to the correct ports.

Reboot/power cycle equipment.

Redo the IP Config- do you have an IP address now? If not, contact UUI Customer Care.

*Note: There are multiple adapters on computers and you may have to scroll up in the box to see the IP information. Customers who are connected via a wire to their router or modem will show the info under Local Area Connection, customers connected to their router via WiFi should see the settings under Wireless Adapter.*

**(2) Ping a Gateway:** See if you can ping a Gateway.

*A Ping says “hello” to a particular device and records the time it took for the device to say “hello” back. A gateway joins two networks so the devices on one network can communicate with the devices on another network.*

*Without gateways you wouldn't be able to access the internet and send data back and forth. A gateway can be implemented in software, hardware or a combination of both. For homes or small businesses, a router is the gateway device. The router connects all the devices in the home or business to the internet. To Ping a gateway device, you must know the IP Address of that device.*

**To Ping a Gateway:**

Click on the Start Icon



Click on Run (if you have a newer version of windows, type CMD in the search box and skip the next step).

## Basic Internet Troubleshooting

In the pop up box type “cmd” (some older versions of windows require you to type “command”).

At the next prompt type “ping” then a space, then the Gateway IP Address.

```
C:\Users\khenson>ping 10.180.185.1

Pinging 10.180.185.1 with 32 bytes of data:
Reply from 10.180.185.1: bytes=32 time=8ms TTL=247
Reply from 10.180.185.1: bytes=32 time=8ms TTL=247
Reply from 10.180.185.1: bytes=32 time=7ms TTL=247
Reply from 10.180.185.1: bytes=32 time=7ms TTL=247

Ping statistics for 10.180.185.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 7ms, Maximum = 8ms, Average = 7ms
```

If the ping was successful, go to (2a) Ping 8.8.8.8

If the ping was not successful, how are you connected- direct connection or via a wireless router?

If connected to a wireless router, try direct connecting to your computer.

Ensure that all cables are tightly plugged in to the correct ports.

Reboot/power cycle equipment. Can you Ping a Gateway now? If not, contact UUI Customer Care.

Example of a successful ping message:

*2 packets transmitted, 2 packets received, 0% loss*

Examples of error messages for unsuccessful pings are:

*100% packet loss, packets are rejected or packets did not reach host*

*Note: If you **can** successfully ping a website but when you try connecting to the internet your connection times out or you get a “page cannot be displayed” message, you have a problem with your internet browser. These problems can be caused by Virus/Spyware infections or corrupt program files in the internet browser program. Reinstalling or doing a repair install on your browser program (if possible) can fix the problem by removing the Virus/Spyware infections from your computer and keeping it safe in the future.*

## Basic Internet Troubleshooting

If you **cannot** successfully ping a website, in general you are not getting a connection to the internet. If you have a router, hub, or other transport device, try bypassing it. Disconnect the transport device and plug your Ethernet cable directly into your computer from your modem. If you can connect to the internet after disconnecting the transport device, then most likely your transport device is not configured properly. If you do not have a transportation device, or bypassing it did not work, Please contact UUI Customer Care.

If your computer seems to be running slowly, taking a long time to connect to web pages, has random errors and kicks you out of programs you are using, or just doesn't seem to be running as smoothly as it used to, you could have a virus/spyware infection. It is very important to maintain the health of your computer in order to keep it running properly

### **(2a) Ping 8.8.8.8:** Can you ping 8.8.8.8

If YES go to (3) Trace Route

If NO go to (3) Trace Route

### **Pinging 8.8.8.8:**



Click on the Start Icon

Click on Run (if you have a newer version of windows type CMD in the search box and skip the next step).

In the pop up box type "cmd" (some older versions of windows require you to type "command").

At the next prompt type "ping" then a space and then 8.8.8.8

```
C:\Users\khenson>ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=65ms TTL=52
Reply from 8.8.8.8: bytes=32 time=65ms TTL=52
Reply from 8.8.8.8: bytes=32 time=65ms TTL=52
Reply from 8.8.8.8: bytes=32 time=63ms TTL=52

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 63ms, Maximum = 65ms, Average = 64ms
```

## Basic Internet Troubleshooting

The prompt will show the results of the ping test:

- a) If the ping was successful, there will be a total of 4 signals sent. If there are 4 "Reply from" lines then you have a good connection with the device you are connecting to.
- b) If one or more of the "Reply from" lines say "Request timed out", this means one or more of the signals did not get a reply- try pinging again. If you consistently see "Request timed out" on your list, you are not receiving a good signal from the device you are pinging.
- c) If you do not get any reply from lines and the prompt just says "Request timed out", this means that the device or URL you are trying to connect to is offline, and not able to send and receive signals.

**If you can** successfully ping a website but when you try connecting to the internet your connection times out or you get a "page cannot be displayed" message, you have a problem with your internet browser. These problems can be caused by Virus/Spyware infections or corrupt program files in the internet browser program. Reinstalling or doing a repair on your browser program (if possible) can fix the problem by removing the Virus/Spyware infections from your computer and keeping it safe in the future.

**If you cannot** successfully ping a website, in general you are not getting a connection to the internet. If you have a router, hub, or other transport device, try bypassing it. Disconnect the transport device and plug your Ethernet cable directly into your computer from your modem. Do an IPCONFIG again to make sure you are still getting an IP address after changing around the cables. If you can connect to the internet after disconnecting the transport device, then most likely your transport device is not configured properly. If you do not have a transportation device, or bypassing it did not work, contact UUI Customer Care.

## Basic Internet Troubleshooting

### (3) Traceroute: Can you Traceroute 8.8.8.8

*A Traceroute records the amount of time it takes a ping to get to each router that is between the machine sending the ping and the pings destination.*

### Running a Traceroute



Click on the Start Icon

Click on Run (if you have a newer version of windows type CMD in the search box and skip the next step).

In the pop up box type "cmd" (some older versions of windows require you to type "command").

At the next prompt type "tracert" then a space then 8.8.8.8

```
C:\Users\khenson>tracert 8.8.8.8

Tracing route to google-public-dns-a.google.com [8.8.8.8]
over a maximum of 30 hops:
  0  7 ms    9 ms    9 ms    192.168.1.1
  1  *        *        *        Request timed out.
  2  *        *        *        Request timed out.
  3  *        *        *        Request timed out.
  4  *        *        *        Request timed out.
  5  *        *        *        Request timed out.
  6  *        *        *        Request timed out.
  7  *        *        *        Request timed out.
  8  *        *        *        Request timed out.
  9  *        *        *        Request timed out.
 10 *        *        *        Request timed out.
 11 68 ms   74 ms   61 ms   google.nwax.net [198.32.195.34]
 12 140 ms  78 ms   61 ms   108.170.245.97
 13 79 ms   79 ms   73 ms   108.170.233.123
 14 62 ms   78 ms   71 ms   google-public-dns-a.google.com [8.8.8.8]

Trace complete.
```

If the Traceroute is successful, you have internet. Open a browser and pull up some sites. If the Traceroute is unsuccessful, please contact UUI Customer Care (let us know what hop it stopped on and the last IP you received a response from).

## Basic Internet Troubleshooting

### Computer Running Slowly?

If your computer is running slowly, run a speed test using **speedtest.gci.com**. A speed test tells you how fast you are getting through the UUI/GCI network. Keep in mind that our speeds are sold as “up to” speeds. If you are getting through the GCI network with good speeds, this confirms that we are providing good speeds, and the slowdown could be happening outside of our network or you could have a virus on their computer.

If you are not getting good speeds through the GCI network, run a traceroute, and contact UUI Customer Care so we can determine where the slowdown is happening.

*Note: Your plan speed is the maximum speed expected to be achievable for that plan. Several factors will affect the actual speed you experience. These factors include, but are not limited to: the capability of the device you're using to access the Internet; the application and/or server/web site you are accessing; limitations of Wi-Fi and other equipment you may be using; other active users and/or devices on your home network at the same time; routers on the public Internet being over-loaded by high demand – particularly during peak hours of the day.*

*Due to the fact that UUI's broadband speeds meet the capability of many home networks and devices, running speed tests from a single device is no longer an effective measure of service quality. If you feel there may be issues impairing your service, please contact UUI Customer Care as they have the tools to identify any issues that may exist.*

### Wireless Networks

When you set up a wireless network in your home or business it is important to secure the connection. A Secured Network allows only authorized people to use your internet connection and access information on your network. An Unsecured Network allows anyone near your home who has a wireless device to be able to use your internet connection to connect to the internet as well as access information on your network.



## Basic Internet Troubleshooting

*If you have an unsecured wireless network in your home, anyone in close proximity can monitor your online activities. Depending on how your home network is configured, someone could even gain full access to your computer's hard drive over an unsecured wireless network.*



### Computer Health

In order to keep your computers running smoothly and save a lot of time and troubleshooting, it is important to keep your computer free of Malware. When your computer becomes infected with viruses, spyware, grayware, and other forms of Malware, it begins to run slower, you can lose data, experience random errors, and even infect other computers using the same ISP (Internet Service Provider) as you.



### MALWARE-VIRUSES & SPYWARE

#### **How do I Detect a Computer Virus?**

You can keep your computer safe and detect possible threats and infections using Virus & Spyware scanners.

These scanners can be set to run on your computer at certain times every day or as little as weekly, they find and remove infections from your computer and warn you about possible security threats. It is important to have a scanner that looks for both spyware and viruses, most scanners on the market today search for both. It is even a good idea to have two programs because some programs find things that others miss.

Aside from just having a Virus & Spyware scanner you need to be proactive to make sure that it works for you. The number one thing that you should do is make sure you download the updates at least once a week.

## Basic Internet Troubleshooting

Most programs can be set to auto update, just make sure that you have administrative privileges to auto download the updates to your computer, otherwise your updates will fail.

### Can I Prevent My Computer From Getting A Virus?

Aside from routinely running Anti Virus and Spyware scans on your computer, there are things you can do to avoid getting infections. The most common viruses are attached to emails. Never open email attachments from someone you don't know, even if it is an email claiming to be from a bank, credit card company, ISP Administrator, PayPal, etc. There is a lot of junk email out there claiming to be from someone they are not.

Downloading things onto your computer is another common way to get infected. Only download things from trusted sites.

It is very common to have a small amount of spyware on your computer and sometimes even if you are careful you can still pick up some form of malware. Keeping up to date antivirus and spyware programs with the latest definitions, and running them regularly, is your best defense against Malware.

### Antivirus & Spyware Programs

The following are only some of the available programs on the market. It is always best to do your research and decide what program is best for you.

- [Microsoft Security Essentials](#)
- [Spybot Search & Destroy](#)
- [Trend Micro](#)
- [Mcafee](#)
- [Norton](#)



### Windows Updates

Windows Customers should search for and download Windows Updates regularly. Microsoft is constantly fixing bugs in their software and making it more secure; keeping up on the latest windows updates will keep your system running smoothly and your software working properly.

Windows Updates can be set to run automatically and new patches, upgrades and fixes will be automatically downloaded and installed on your computer, or you can manually download and install the updates when you choose. Copy and paste the link below to visit the Windows Updates webpage.

<http://www.update.microsoft.com/windowsupdate/v6/thanks.aspx?ln=en&&hankspage=5>

To use this site, you must be running Microsoft Internet Explorer 5 or later. To upgrade to the latest version of the browser, go to the [Internet Explorer Downloads](#) website.

If you prefer to use a different web browser, you can obtain updates from the [Microsoft Download Center](#) or you can stay up to date with the latest critical and security updates by using Automatic Updates. To turn on Automatic Updates:

1. Click **Start**, and then click **Control Panel**
2. Depending on which Control Panel view you use, Classic or Category, do one of the following:
  - o Click **System**, and then click the **Automatic Updates** tab
  - o Click **Performance and Maintenance**, click **System**, and then click the **Automatic Updates** tab
3. Click the option that you want - Make sure Automatic Updates is not turned off

### What is Malware?

Malware is an extension of the original threat to computer security from viruses. The term Malware is short for **malicious software**, which is software, designed specifically to damage or disrupt your computer system. The term encompasses not only viruses, but new threats such as Spyware, Trojan horses, and worms.

### What is a Virus?



In computer security, a "virus" is a self-replicating computer program that spreads by inserting copies of itself into other executable code or documents.

A computer virus behaves in a way similar to a biological virus, which spreads by attaching itself to cells. Keeping with the analogy, the "attachment" of a virus into the program is termed as an "infection", and the infected file, or executable code, that is not part of a file, is called a "host". Viruses are one of the several types of malware.

While viruses can be intentionally destructive, most other viruses are fairly benevolent or merely annoying. Some viruses have a delayed payload, which is sometimes referred to as a "bomb". For example, a virus might display a message on a specific day or wait until it has infected a certain number of hosts. A "time bomb" occurs during a particular date or time, and a "logic bomb" occurs when the user of a computer takes an action that triggers the bomb. The predominant negative effect of viruses is their uncontrolled self-reproduction, which wastes or overwhelms computer resources.

## Basic Internet Troubleshooting

Today, viruses are somewhat less common than network-borne worms, due to the popularity of the Internet. Anti-virus software, originally designed to protect computers from viruses, has in turn expanded to cover worms and other threats such as spyware, identity theft and adware.

### **What are Trojan Horses?**

A Trojan horse is just a computer program. The program pretends to do one thing (like claim to be a picture) but actually does damage when one starts. Trojan horses cannot replicate automatically like viruses but have proven to be much harder to remove from an infected system.



### **What is a Worm?**

Worms copy themselves and infect files much like a virus. However, a worm is a piece of software that uses computer networks and security flaws to create copies of itself. A copy of the worm will scan the network for any other machine that has a specific security flaw. It replicates itself to the new machine using the security flaw, and then begins scanning and replicating anew. This can affect not only computers on the same local area network (LAN) but can also affect computers on the Wide Area Network (WAN) which is the network your ISP uses to provide you with internet service.

### **Email Viruses - The most common virus!**

Email viruses work in the same way as a regular virus. However, an e-mail virus will use an e-mail message as a mode of transport, and usually will copy itself by automatically mailing itself to

hundreds of people in the victim's address book. Most email viruses can only infect files once opened. Usually the virus will originate from an email attachment, making it ever important to only open attachments from trusted sources.

A computer virus will pass from one computer to another like a real life biological virus passes from person to person. For example, it is estimated by experts that the Mydoom worm infected a quarter-million computers in a single day in January of 2004. In March of 1999, the Melissa virus spread so rapidly that it forced Microsoft and a number of other very large companies to completely turn off their e-mail systems until the virus could be dealt with. Another example is the ILOVEYOU virus which occurred in 2000 and had a similarly disastrous effect.

Also, if you receive an e-mail requesting you to update OR provide sensitive account information or confirm your username/password, **do not reply** to the e-mail as it is most likely a scam (also known online as a “phishing scam”). Please note that these 3rd parties often send messages that appear to come from legitimate email addresses but they are not.

In addition, you should not click on web links sent to you in emails and then provide personal or account information on those sites. These links may take you to pages that look similar to your financial institution or other familiar sites but are in fact imitation sites set up to acquire your personal information with malicious intent.

## Passwords

It's hard to remember all those different passwords! Here are some tips to create unique passwords that are easy for you to remember, but hard for others to guess. **Unique passwords made easy—but not easy to guess**

## Basic Internet Troubleshooting

Chances are, you use dozens of sites that require you to log in with a user name and password—your bank, your email, your favorite online stores. We've heard that we should use a different password for each site, but so many of us don't. It's hard to remember all those different passwords! Here are some tips to create unique passwords that are easy for you to remember, but hard for others to guess.

The key to remembering a bunch of different passwords is to make sure they each have consistent elements without being identical. That can be tricky, with more and more sites requiring long and complicated passwords. So let's look at what makes up a good, strong password.

**A strong password typically contains:**

### HOW SECURE IS MY PASSWORD?

- Lots of characters. The longer the password, the more secure it'll be. Aim for 15 characters
- At least one letter—preferably multiple letters with at least one capitalized
- At least one number
- At least one special character (like a punctuation mark or symbol)

The string of characters you use for your password should also seem random. Dictionary words, names, and predictable patterns (such as QWERTY or 987654) are too easy to hack.

By creating a “base” or “master” password with all of these elements, we won't have to change up the formula for sites that have tougher password guidelines than others. Once the base of your password has been established, you can add to it to create a custom password for each site you use.

To start, pick a phrase that you can easily remember—perhaps lyrics to your favorite song or a funny or inspirational quote. Let's start with this: See

## Basic Internet Troubleshooting

you later, alligator! Now shorten it by using the same tricks you'd use when getting a custom license plate: CUL8rAllig8r

You can also try using the first letter of each word of a longer phrase, making sure to include at least one number. Whichever method you choose, be sure to use more than a single word, which is relatively easy for password cracking applications to guess, even with character substitutions.

This password is relatively easy to remember, and it meets our criteria because it has:

- Multiple characters
- Capital letters and lowercase letters
- Numbers

### Password Don'ts

- Do NOT put your username as the password
- Do NOT use "password"
- Do NOT use your first or last name
- Do NOT use repeating or sequential numbers such as 1234567890, 22222222
- Do NOT use dictionary words
- Do NOT use single "hacker phrases" as passwords e.g. "M1cr0\$0ft" or "P@ssw0rd"
- Do NOT write down the password on a post-it and stick it on the monitor

Aside from the risk of people being able to gain access to your computer through an unsecured wireless network, your neighbors could sponge off of your Internet connection. This would not only deprive you of bandwidth that you are paying for, but if your neighbor conducted some illegal activity while online, it could be traced back to your network.



### What is Encryption?

By far the most important thing that you can do to secure your wireless network is to use encryption. Almost every wireless access point has some type of encryption mechanism built in. Most older access points offer WEP encryption, and newer access points offer a choice between WEP and WPA.

**WEP** (*Wired Equivalent Privacy*) - a security protocol for wireless local area networks: WEP aims to provide security by encrypting data over radio waves so that it is protected as it is transmitted from one end point to another. Basically you are adding a password to your internet access so someone has to know the password to access your wireless network. However, it has been found that WEP is not as secure as once believed. WEP is used at the two lowest layers of the OSI model (Open System Interconnection Model) - the data link and physical layers; it therefore does not offer end-to-end security. Most new devices offer WPA which was invented to take the place of WEP due to its obvious security flaws.

**WPA** (*WiFi Protected Access*) - a more secure form of encryption than its predecessor WEP: WPA operates using more layers of the OSI model making it true end-to-end security. Protecting everything from Data Sent and Data Received to Information processed on and stored within your personal network. If the option is available always choose WPA encryption over WEP to create a more secured network.

# Ethernet Connection

## Routers

This set up uses an Ethernet router and cable physically connected between each computer and the router. This set up is inexpensive, and works best if all of the computers, the router and the cable modem are all located in a close area.

To set this up, you will require:



- A router
- A network interface card (NIC) in each computer
- and Ethernet cable (Commonly called Cat 5 cable)

Routers are recommended over hubs for several reasons.

1. Routers will provide you increased security.
2. A router is a piece of hard ware with a built in fire wall.
3. Routers are easy to set up and provide you greater flexibility if you decide to set up a network.
4. The prices of routers have decreased significantly and are no longer prohibitive for most people.



## Basic Internet Troubleshooting



### Hub

An Ethernet hub can be used instead of the router shown above, but does expose your computers to a greater risk on the Internet. *If using a hub: A critical note is - File and Print Sharing should be turned off on all computers you hook up this way. By turning off File and Print Sharing you decrease the risk of other Internet users gaining access to your computers.*

As with all forms of “always on” Internet connections UUI recommends use of a Firewall application for increased protection.



## Useful Websites

There are many excellent sites on the Internet on how to set up a network. We have provided a few below. Any system you set up must be able to pass data traffic using TCP/IP protocol, the data language of the Internet.

- [linksys.com/](http://linksys.com/)
- [bricklin.com/homenetwork.htm](http://bricklin.com/homenetwork.htm)
- [apple.com/support/airport](http://apple.com/support/airport)



## Popular Search Engines

[google.com](http://google.com)

[yahoo.com](http://yahoo.com)

[ask.com](http://ask.com)

[bing.com](http://bing.com)

[aol.com](http://aol.com)

## UII Broadband Usage Monitoring

**UII Usage Viewer by Username:**

<http://usage.unicom-alaska.com/CustomerPortal/login.pl?operator=uii>

**UII Usage Viewer by MAC:**

<https://uii.usageviewer.com/login>

**Supervision Usage Viewer by Username:**

Tanana <http://bcu.tanana.net/graph.php> or [172.29.0.2/graph.php](http://172.29.0.2/graph.php)

Whittier <http://bcu.yukontel.com/graph.php> or [172.28.0.2/graph.php](http://172.28.0.2/graph.php)

## UII Online Directory

<http://www.unicom-alaska.net>

## Local Phone Service

**Serving Alaska with Pride-** We have operated telecommunications systems in over 60 communities for more than 35 years, and are committed to providing exceptional local voice and data services to residential customers, businesses, and schools in the Yukon-Kuskokwim delta area and across the state. Our systems bring customers in contact with others throughout the globe through a 100% digital switching network, radio, and microwave equipment.

**United Utilities, Inc.** provides telecommunications services to 58 communities. These systems bring United's customers in contact with others throughout the globe through a 100% digital switching network, satellite earth stations, radio, and microwave equipment.

Residential Line- \$19.23 per month

Business Line- \$34.00 per month

*plus applicable subscriber line, network and access fees, taxes, and surcharges.*

**United-KUC, Inc.** provides telecommunications services to 3 communities: Bethel, McGrath and Unalakleet.

Residential Line- \$13.80 per month

Business Line- \$18.90 per month

*plus applicable subscriber line, network and access fees, taxes, and surcharges.*

**Yukon Telephone Company, Inc.** provides telecommunications services to 3 communities: Ruby, Tanana and Whittier.

Residential Line- \$17.00 per month

Business Line- \$29.80 per month

*plus applicable subscriber line, network and access fees, taxes, and surcharges.*

Visit our website [www.uui-alaska.com](http://www.uui-alaska.com) for a complete list of rates and installation charges.

Call Customer Care at 1-800-478-2020 for additional information.

## NOTES

United Utilities, Inc.  
Customer Care  
1-800-478-2020