

Very Important - Please Keep Handy!

WCCT TROUBLE-SHOOTING GUIDE

CAUTIONS - for New Customers

1. Do NOT cancel any internet or phone accounts with your current provider (e.g. Bell) until WCCT instructs you by email to do so. This emailed instruction will normally arrive within 10 business days after your WCCT installation. **Prematurely cancelling may severely complicate your transfer of phone service to WCCT and you may lose your current telephone number.**
2. Should you receive calls from your current provider encouraging you not to switch to WCCT, never agree that you plan to have your (e.g. Bell) account CANCELLED.

IMPORTANT INFORMATION - for All Customers

1. If you are having internet and/or phone problems:

i. DO NOT “reset” your router which has been especially configured by WCCT for your specific installation. Reverting to a factory setting may incur a \$50 (plus HST) service call. (Some routers have a red sticker applied over the reset button to warn against touching this reset button.)

ii. Try power cycling (turning power off and on) to “reboot” (i.e. “restart”, NOT “reset”) your **modem, router or modem/router**. Then, if you have wireless WCCT internet service from your house to a WCCT tower, you should also power cycle the Power Over Ethernet (POE) power supply device to reboot the outside **radio**. This is done from inside the house. Finally, customers with WCCT phone service will also need to power cycle to reboot the **telephone adapter**. Instructions for power cycling each device are as follows:

Modem, Router, or Modem/Router: Unplug your modem, router or modem/router from the house power, wait 30 seconds, and then plug it in. Ensure the power plug is fully inserted. It will take a couple of minutes to restart.

Radio: Locate the labelled POE power supply device inside the house. This POE is typically a little black box with a single white or green light on it. One end of the box has two (network) cables. Do not remove them but ensure they are firmly connected to the box. The other end of the POE black box has the usual house electrical cord and power plug. Unplug this electrical power plug from the house power, wait 30 seconds and plug it back in. Ensure the power plug is fully inserted.

Telephone Adapter: If you are having phone problems and subscribe to the WCCT phone service, you have a separate small box labelled “analogue telephone adapter”. This adapter connects to your router to provide telephone service. This phone adapter has its own power supply. Reboot the phone adapter by unplugging its power supply from the house power wall socket, wait 30 seconds, and then plug it back in. Ensure the power plug is fully inserted.

iii. If “rebooting” fails, contact WCCT (see #4 below for details).

2. **Game Consoles** - If you are having problems connecting with a game console (e.g. X-BOX or Playstation), your WCCT radio configuration may need to be modified to support your game console connection. Contact WCCT (see #4 below for details).

3. **Payment Policy - Invoices are payable upon receipt.**

- Please note that if full payment is not made within 21 days, service may be suspended. Reconnection incurs a \$50 (plus HST) charge unless customer agrees to Pre-Authorized Debit (PAD).

- Please consider opting for Pre-Authorized Debit (PAD) either online (wcc-tech.com, Payment Options) or with a quick visit to the office where volunteers will complete the PAD agreement form for your signature. (Bring your cheque book or the “Pre-Authorized Payment” form from your financial institution.) The PAD payment option saves many volunteer hours and is much appreciated.

4. **Contact WCCT**

- **For Technical Support:** by a) texting 613-334-7561 or b) emailing support@wcc-tech.com or c) calling 613-334-7561. Leave a message if necessary, including your name and a telephone number where you can be reached. Volunteers monitor these communications daily on a best-effort basis. Please note if a service call is required and the problem is not related to WCCT's service, there will a \$50 service charge.

- **For Billing and Account Inquiries:** call 1-855-640-8202 ext 2800. Leave a message if necessary, including your name and a telephone number. The admin office at 120 Deep River Road is usually staffed by volunteers from noon to 5 pm, Monday to Friday.

Thank you for your support of DRDH - our award-winning local hospital!