

USER GUIDE

2010-2011



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GENERAL INFORMATION

This user guide provides instructions for Internet, telephone and cable service. Service availability varies by property.

Get in the right jack!

NTC jacks/outlets combine phone, Internet and, when possible, cable in one face-plate or box at the same location in each bedroom. They are located either along the baseboard or in the wall. Most properties will follow the key below. We urge you to try all jack connections before placing a service call.

Blue or Red Jack – Ethernet

Ivory or White Jack – Telephone

Female Coaxial Receptacle – Cable

Hours of Operation

NTC Customer Service Hours: Monday-Friday 8am – 6pm

Saturday 9am – 1pm

Tech Support Hours:

Monday-Friday 7am – 11pm

Saturday and Sunday 8am – 11pm

*Operators are available after hours in case of outages.

Billing Information

NTC payments are due the 18th of every month. Please mail your payments to:

P.O. Box 488

Edinburg, VA 22824

Electronic billing is available at www.ntc-com.com.

Your payment must be received by the 28th of each month to avoid finance charges.

INTERNET SERVICE INSTRUCTIONS

You need a network cable to connect your computer to the Ethernet wall outlet.

Installation of a Network/Internet Card

If your Network/Internet card is already installed, proceed to the next section, "NTC Registration Process." NTC does not sell or install network/Internet cards. Please purchase a card from a local retailer.

1. Follow the manufacturer's instructions for installing your network/Internet card.
2. You may need your Win ME/2000/XP CD.

3. When the installation of your card is complete, reboot the computer.
4. Launch your Web browser and complete the NTC registration process.

NTC Online Registration Process

You must set up a username and password with NTC before you can access the Internet. You can connect to the Internet from any NTC serviced property or NTC wireless Hot Spot. (Wireless Hot Spot locations are listed on page 17).

Please follow the steps below.

1. Connect to the Ethernet jack in your room using an Ethernet cable.
2. Complete the registration process from your apartment. This process must be completed while your computer is connected to the Ethernet port in your apartment.
3. Launch your web browser. You will be redirected to the NTC registration page.
4. Follow the prompts to order service and to set up your username and password.
5. After completing the process, you may need to close your web browser and reopen it to finalize registration. Some older computers may require a reboot.

Cable Modem Instructions

Follow the instructions below if you live in one of the following properties:

Harrisonburg, VA Campus Condos, Charleston Townes, College Station, JM Apartments, Madison Gardens, Madison Square, or University Court.

Pick up your cable modem at the Sprint store located in the Harrisonburg Crossing Shopping Center at 247 Burgess Road adjacent to Coldstone Creamery. After September 19 a technician will deliver your modem.

1. Connect the coaxial cable to the cable jack mounted on your wall.
2. Attach the splitter to the end of that coaxial cable.
3. Add two more coaxial cables to the splitter, one connecting to your television and one connecting to your cable modem for your Internet connection.
4. Connect one of the two unused cables to the back of your cable modem.
5. Connect an Ethernet cable to the Ethernet jack on the back of the cable modem. (The cable should be included in the package with your modem.)
6. Once connected, plug the other end of the network cable into your network card on your computer. You will need to provide your own network card.
7. Plug the power cable into the back of the modem and then into a power outlet.
8. All of the lights on the modem should light up with the exception of the "stand by" light. If the power light is flashing, reset the modem by unplugging the power for 10 seconds and then reconnecting the power cable. If the power light is still flashing, please contact NTC Customer Service.

Connecting Your Gaming Device

Xbox and PlayStation Users

Due to changes in network authentication, accessing the Internet requires a Web browser. Customers using these gaming devices will have to use a router or purchase a static IP address. You will need a PC if using a router to register via the browser. To purchase a static IP address please contact NTC Customer Service.

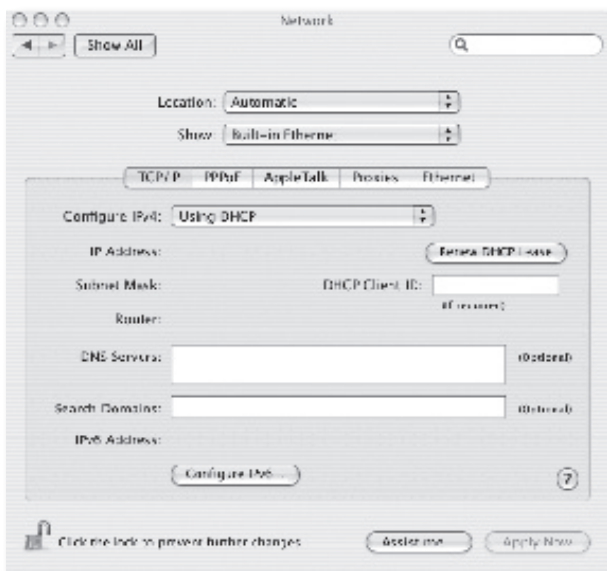
For Xbox users – MTU is set for 1500 for each Internet connection.

MAC users: Verifying your Ethernet connection

1. Click on System Preferences
2. Select Network
3. Click on the TCP/IP and you will see the IP Address

Windows XP/2000 users: Verifying your Ethernet connection

1. Click on the Start button and select Run.
2. Type `cmd` in the run box and hit Enter.
3. In the command box type `ipconfig` and hit Enter.



Below is an example of what you should see.

```
Windows IP Configuration
Ethernet adapter Local
Area Connection
    Connection-specific DNS
    Suffix . . : ntc-com.net
                (Example)
```

```
IP Address. . . . . : 204.111.152.56
Subnet Mask. . . . . : 255.255.255.0
Default Gateway. . . . . : 204.111.152.1
```

4. If you get an IP address similar to the address above, then you are connected to the Internet. If you are still having problems, make sure that the wireless card is disabled on your PC. Also check your computer's Ethernet card and make sure it's configured properly.

If you receive this error:

```
Windows IP Configuration
Ethernet adapter Local Area Connection 2:
Connection-specific DNS Suffix.....: ntc-com.net
{Example}
Media State.....: Media disconnected
```

Verify that you are connected to the right jack. Try another cable if possible. If your roommate's computer is working, test your computer on their port. If you can't resolve your issue, contact NTC Tech Support.

If you receive this error:

```
Windows IP Configuration
Ethernet adapter Local Area Connection 2:
Connection-specific DNS Suffix....: ntc-com.net
IP Address.....: 169.254.152.02
Subnet Mask.....: 255.255.255.0
Default Gateway.....: 000.000.000.0
```

Unplug your network cable and shut down your PC for 60 seconds. If this does not correct this issue, contact NTC Tech Support and report what steps you have already completed.

Wii Users

To access the internet on your Wii, simply connect the device to your wireless router. Please refer to your Nintendo Wi-Fi Connection Instruction Booklet for further instructions.

NTC Outgoing Mail Servers

All users should configure their mail client to use **smtp.shentel.net** as the outgoing mail server.

CABLE SERVICE INSTRUCTIONS

Installation

1. Install a high quality coaxial cable from the NTC cable jack on your wall to the back of your television.
2. If you have a VCR/DVD, install a coaxial cable from the NTC cable jack on the wall to the cable input jack on the back of the VCR/DVD.
3. Run another coaxial cable from the output jack on the VCR/DVD to the back of your TV. NTC's cable service is compatible with most DVR Recorders.
4. Using your remote and the menu on your TV/VCR/DVD, set the tuner to 'cable' for the input or signal type, then run the auto programming to receive all of the channels. (Your TV/VCR/DVD must support up to channel 105 to receive all of the channels; some older tuners may not go above channel 85.)

TELEPHONE SERVICE INSTRUCTIONS

Please refer to the telephone instructions corresponding to your city and apartment complex. For assistance in locating your apartment, please refer to the table on page 3.

Follow the instructions below if you live in one of the following properties:

Farmville, VA Sunchase at Longwood

Raleigh, NC University Suites

Setting Up Your Voice Mail

1. Pick up your handset and dial #70.
2. The voice mail system will ask for a pass code. Dial 1234. This is the pass code preset by NTC.
3. The tutorial for voice mail will begin and you will be instructed to set up your name, change the preset pass code to a confidential number and record your greeting. Hang up the handset after completing the tutorial and go to step 4.
4. To activate voice mail to answer your phone calls, pick up the handset and dial #61#70, then hang up.

Checking Your Voice Mail

1. If you are checking your voice mail from your apartment, pick up your handset and dial #70. A broken or stutter dial tone indicates that you have a voice mail message. You will be instructed to enter your pass code.
2. If you are checking your voice mail from outside your apartment, first dial your home phone number. Press the * when you hear your greeting. You will then be instructed to enter your pass code.

Calling Long Distance

1. You must order long distance to use this service. A PIN will be assigned to you.
2. To place a call, dial the desired long distance number. Enter your PIN after the beep.

Follow the instructions below if you live in:

Charlottesville, VA Ivy Gardens

Setting Up Your Voice Mail

1. Access the voice mail system by dialing 220-6900.
2. Once you have accessed the voice mail system, you will be asked to enter your mailbox number, which is your phone number (including the 220 prefix) followed by the # key.
3. You will then be prompted to enter the temporary pass code, followed by the # key. The temporary passcode is 1414.
4. To change your pass code, press 84. You will then be asked to enter your old pass code followed by the # key. Enter your new pass code. Verify your new pass code and press the # key.
5. To record a greeting, press 82, then press 1 for external greeting.
6. To record your name, press 89.

Checking Your Voice Mail

1. A broken or stutter dial tone indicates that you have a voice mail message.
2. Enter the voice mail system by dialing 220-6900. Voice mail will instruct you to enter your mailbox number and pass code. (220-6900 also allows you to check your voice mail from outside of your apartment).

3. While logged into your mailbox:
 - a. Press 2 to play messages.
 - b. Press 76 to delete messages.
 - c. Press 6 to skip to the next message.
 - d. Press 4 to go back to the previous message.
 - e. Press 83 to log off after you have checked your messages.

Calling Long Distance

1. You must order long distance to use this service. A PIN will be assigned to you.
2. To place a call, dial the desired long distance number. Enter your PIN after the beep.

Follow the instructions below if you live in:

Newark, DE University Courtyard

Towson, MD Millennium Hall & West Village

Telephone Dialing Instructions

1. Room to room calls: 4 digit extension (last 4 of phone number).
2. Local Calls: Dial 9 + the 7-digit phone number.
3. Long Distance: Not provided. Calling card required.

To Setup Voicemail

1. Dial *96 from your home phone.
2. When prompted, enter the last 4 digits of your telephone number and press the # key.
3. Follow the prompts all the way through until you have completed your setup process.

To Check Voicemail Messages

1. Dial *96.
2. When prompted, enter your PIN and press the # key.

To Check Voicemail Messages Away From Home

1. Dial your home phone number. Before the greeting ends press the * key.
2. Follow the prompts and enter your PIN and the # key.

OR

1. Dial 828-974-3088. When prompted, enter your home telephone number then press the # key.
2. Follow the prompts and enter your PIN and the # key.

Follow the instructions below if you live in:

Harrisonburg, VA Charleston Townes

Telephone Dialing Instructions

1. Room-to-room and Local Calls: Dial 9 + the 7-digit phone number.
2. Long Distance Calls: Dial 9 + 1 + Area Code + 7-digit phone number.

To Setup Voicemail

1. Dial *96 from your home phone.
2. When prompted, enter the last 4 digits of your telephone number and press the # key.
3. Follow the prompts all the way through until you have completed your setup process.

To Check Voicemail Messages

1. Dial *96.
2. When prompted, enter your PIN and press the # key.

To Check Voicemail Messages Away From Home

1. Dial your home phone number. Before the greeting ends press the * key.
2. Follow the prompts and enter your PIN and the # key.

OR

1. Dial 540-209-9009. When prompted, enter your home telephone number then press the # key.
2. Follow the prompts and enter your PIN and the # key.

FREQUENTLY ASKED QUESTIONS

1. How do I automatically pay my bill each month?

A: Visit ntc-com.com and click "pay my bill." Log in using your username or account number and password. Click on "View/Pay Bill" and click "Auto Pay" on the top right corner of the page. Choose between bank draft and credit card draft. Draft date will vary depending on your billing cycle.

2. If I want to go back to having my bill sent in the mail, what should I do?

A: Visit ntc-com.com and click on "pay my bill." Log in using your username or account number and password. Click on "View My Bill." Go to the "Edit My Profile" menu option. The paperless status will say active. Choose "Click here to deactivate." Changes must be made before the billing cutoff date to be reflected on the next bill.

3. Will I receive a confirmation when I pay my bill online?

A: Yes. A confirmation number and message will appear on the screen as soon as you make your online payment.

4. Can I cancel the automatic payment option?

A: Yes. Call NTC Customer Service at 888-201-8420.

5. Can I make a partial payment?

A: No. All bills must be paid in full.

6. How long does it take for my payment to post to my account?

A: Your payment will be applied to your account balance within minutes.

7. I disconnected my account. Can I go online to pay the final balance?

A: No. Please call NTC Customer Service at 888-201-8420 to pay your account balance.

8. How do I order service?

A: Order service through the NTC registration page or call 888-201-8420.

9. What should I do if there is a mistake on my bill?

A: Call NTC Customer Service at 888-201-8420 and press 2.

10. Does NTC participate in the University Deposit Assistance Program (UDAP)?

A: No.

11. Is there a fee to pay when using a credit or debit card over the phone?

A: No.

12. What credit cards does NTC accept?

A: Visa, Mastercard, Discover and American Express.

13. Do I have to disconnect my services at the end of the billing cycle?

A: No. You may disconnect at any time and NTC will issue a credit for the remainder of the month's service.

14. When is the billing cycle?

A: The billing cycle runs from the 8th day of the month through the 7th day of the following month. Payment is due by the 18th. Any unpaid balance is subject to a 1.5% late charge after the 28th.

15. Will service automatically be terminated at the end of my commitment?

A: No. All services require a disconnect notification from the account holder.

Service Related Questions

1. How do I know if I am using the correct wall jack?

A: Many times there are two jacks on the same wall outlet. Make sure that the phone is plugged into the smaller jack (often ivory or white in color). The other jack (often blue or red) is for Ethernet service.

2. Do I have to be home to have my cable installed or upgraded?

A: If there is no digital receiver involved, then a technician can connect or upgrade your cable service without you being home. Remember to reprogram your television.

3. What is the speed of the network?

A: The Service package you have determines your network speed. Download speeds are up to 1.5Mbps, 3.0Mbps or 5.0Mbps. Upload speed is up to 256kbps or up to 512Kbps. Network speed is not a constant and may be lower during high usage times.

4. I have connected everything, why doesn't my Internet work?

A: a. Make sure you are plugged into the Ethernet port, not the modem port. The Ethernet port is the bigger of the two.
b. Make sure you are using an Ethernet cord, not a standard phone cord.
c. Make sure that you have successfully registered with NTC.
d. If you have followed all these steps and are still experiencing problems, please call Customer Service.

5. Why, if I have a coaxial connected to the wall and the power plugged in, am I still not getting any cable reception?

A: At some complexes there has been more than one provider of cable service. Check around the room and make sure that there is not another cable jack. If there is, try it. If not, please call NTC Technical Support for assistance.

6. How do I program my TV?

A: Many televisions can be programmed by insuring that the input setting is on CATV, not Air or Antenna, and selecting the Channel Search option from the settings screen in the receiver menu. These options can be found by selecting the MENU or SETUP button on your remote or on the television.

7. Why am I only getting channels 2-13 on my TV?

A: Usually this is because your TV is on "Antenna" or "Air" and not "Cable." Press the menu button and make sure the input setting is on Cable, then do a channel search to receive all available channels.

8. Why are some channels in the middle of my lineup blank?

A: Possibly a parental guide has been put in place. Refer to your owner's manual to remove the block. If this does not work, then reprogram your TV.

9. Does the channel lineup ever change?

A: NTC tries to offer channels that are requested by our customers. Additions and deletions may occur in your lineup. Watch the preview channel for updates.

10. How do I get "premium cable" service?

A: Premium cable service is available at selected properties for an additional charge. Contact NTC Customer Service or view your cable channel lineup online for details.

11. If my phone is plugged in and I have ordered service, why can't I get a dial tone?

A: If you have a cordless phone, make sure the batteries are good and the receiver is fully charged. If it is not a cordless phone make sure you are in the correct bedroom and/or jack.

Digital Receiver Questions

1. What do I do if I have a snowy picture or blue screen?

A: Your digital receiver is not powered on or the TV is on the wrong channel or input. Your TV should be set to either channel 3 or 4. Digital receivers may require a power cycle. Unplug power for 30 seconds then reconnect.

2. Is PPV available on my digital receiver?

A: Any customers subscribing to our digital package with a digital receiver and a telephone line can order PPV. You must have a land line in your home connected to your digital receiver.

3. My receiver won't respond to my remote.

A: There needs to be a clear line of sight to the front of the digital receiver. Also, please check your remote battery.

4. I can no longer control my receiver or TV with the remote.

A: At the top of your remote are 4 mode buttons labeled: SAT, TV, VCR, AUX. The last button pressed is what the remote will control. Example: To control your receiver you must press the SAT button first. In addition to controlling the receiver, this mode will also allow you to control the volume and change channels - provided this was set up on the initial install. The same should be repeated for all other modes.

5. I just bought a new TV, how do I set the remote to control it?

A: At the top of your remote are 4 mode buttons labeled: SAT, TV, VCR, AUX. Press and hold the TV button until all the mode buttons flash. Then press the power button once. Press and release the channel button until the TV shuts off. The same should be repeated for all other devices.

6. I ordered a new movie package but it doesn't appear in the program guide and I cannot tune to it either.

A: The digital receiver has not picked up the new programming and needs to be reset. There are 2 ways to do this: 1. Remove power from the receiver by unplugging it from electrical outlet. After 30 seconds, reconnect power. Receiver should power up on its own and reacquire the satellites. A new program guide will be downloaded. The new movie package should now appear in the guide, and should be viewable. 2. If unplugging the receiver is not feasible; press and hold the power button on the front panel of the receiver until it powers down. The screen should be blank. The receiver should power up on its own in about 2 minutes then go through the steps mentioned above.

7. My picture is freezing and I am losing audio on some channels.

A: Please make sure the vents on your receiver are not covered up. Your receiver could be overheating if they are obstructed.

8. When I bring up my Guide, my local channels say "digitally subscribed services" and do not show upcoming programming.

A: If you have not subscribed to our digital locals package you will not see upcoming programs through your program guide. If you wish to subscribe please call customer service. {This is not available in the Harrisonburg, VA area.} Even without subscribing to our local package, you can still view programming on their local channels as we provide them; you just won't be able to view upcoming events. You can visit our web site to take a look at upcoming programming.

9. I am only getting channels 2-61 on my TV and I have ordered digital packages.

A: Make sure your TV is set to the correct input. You can check this by using the remote control that came with your TV and pressing the input button. Filter through your inputs to the correct one. HD customers should be on HDMI. Standard Definition should use AV or RCA. *Please note, some HD customers who do not have HDMI would use green, blue and red component cables (RCA cables).

NTC WIRELESS HOT SPOTS

City, State	Property/Business	Wireless Location(s)
Newark, DE	University Courtyard	Clubhouse, Pool, Office
Gainesville, FL	Towne Parc	Clubhouse
Atlanta, GA	Westmar Student Lofts	Pool
Gainesville, GA	Preserve at Tumbling Creek	Clubhouse, Pool
Milledgeville, GA	Magnolia Park	Clubhouse
Valdosta, GA	Blanton Commons	Clubhouse, Rec Center
Towson, MD	Millennium Hall	3rd floor elevator lobby and lounge
Towson, MD	West Village	Lounges/Multi-Purpose Hall & Laundry Room
Charlotte, NC	901 Place	Clubhouse, Pool
Charlotte, NC	University Club	Clubhouse, Pool
Charlotte, NC	University Village	Wireless Overlay
Greenville, NC	The Bellamy	Wireless Overlay
Raleigh, NC	University Suites	Clubhouse, Pool
Raleigh, NC	Wolf Creek	Clubhouse, Pool
Conway, SC	Campus Edge	Clubhouse
Johnson City, TN	Campus Ridge	Clubhouse, Pool, Office
Knoxville, TN	Quarry Trail	Clubhouse, Pool
Blacksburg, VA	Awful Arthur's	211 Draper Rd
Blacksburg, VA	Ceritanos	428 North Main Street
Blacksburg, VA	Champs Sports Bar	111 North Main Street
Blacksburg, VA	Chasewood Downs	Student Center, Pool
Blacksburg, VA	Five Guys	880 University City Boulevard
Blacksburg, VA	Knollwood Apartments/Condos	Clubhouse, Pool
Blacksburg, VA	Mill Mountain Coffee & Tea	700 North Main Street
Blacksburg, VA	Oakbridge	Common/Picnic Area, Pool
Blacksburg, VA	Stone Gate	Front Lawn
Blacksburg, VA	Terrace View	Clubhouse, Pool
Blacksburg, VA	UPS Store	125 North Main Street
Charlottesville, VA	Grandmarc at the Corner	Courtyard, Study Rooms
Charlottesville, VA	Ivy Gardens	Clubhouse, Pool
Farmville, VA	Lancer Park	Clubhouse
Farmville, VA	Sunchase at Longwood	Clubhouse, Pool, Movie Theater
Harrisonburg, VA	Boston Beanery	1625 East Market Street
Harrisonburg, VA	Cold Stone Creamery	245 Burgess Road
Harrisonburg, VA	Fox Hill Townhomes	Clubhouse
Harrisonburg, VA	Shoney's Restaurant	35 Burgess Road
Harrisonburg, VA	Sunchase	Clubhouse, Pool

This list is subject to change. The above list shows wireless availability as of 8/2009.

