

Telecom Services LTGR

INTERNET:

The internet speed has been recently increased to **100Mb**, first of all make sure your equipment has been upgraded. La Torre has been migrated to fiber optic so if your equipment is an Arris /Cisco and your speed is not more than 30Mb please contact Avatel, roldan@avatel.es , 604 472435 Monday to Friday from 9 to 17h, or 968012099 Monday to Sunday from 9 to 21h ,in order to organize a visit and change the equipment, this change is free of charge

Once your equipment has been migrated you still having speed issues , we indicate some basic steps to confirm the correct use of the service:

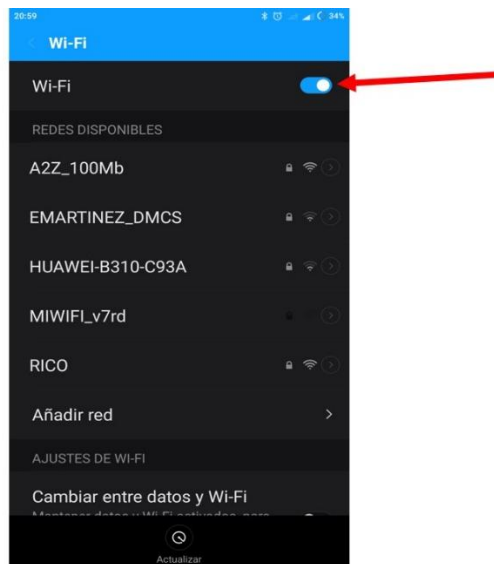
INTERNET:

I'm connected to my Wi-Fi network but I haven't got any internet

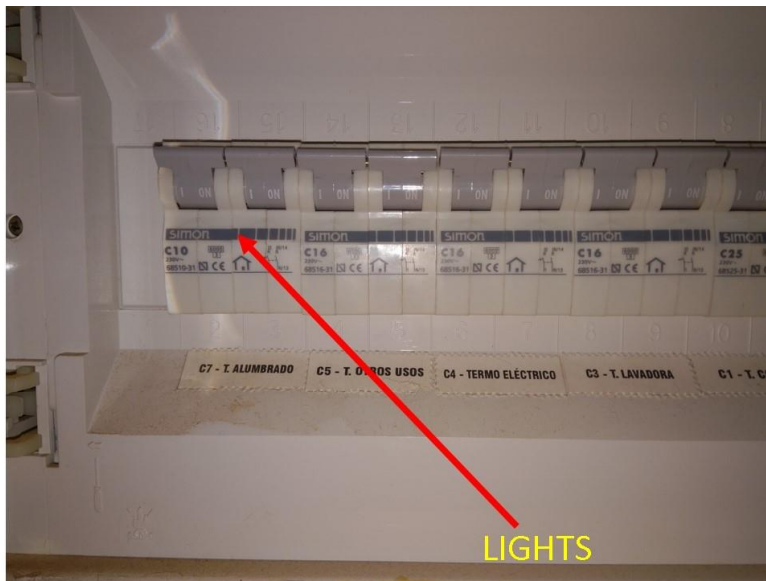
Try the following:

1. Switch off and back on the Wi-Fi adapter on your device

To switch off and back on your Wi-Fi adapter go to SETTINGS>WIFI press on the Wi-Fi switch to disconnect, wait for a few seconds and press over to switch back on



2. Switch off the router, or in case is installed inside the telecommunications panel in the wall, go to the distribution panel (electrics) and turn off the ALUMBRADO/LIGHTS switch, wait for 10 seconds and turn back on. Wait 5/10 minutes for the router to restart and try again



My Internet is running very slow

To confirm your speed issues is recommended to perform a speed test

To perform an accurate speed test consider the following:

1. Disconnect any other device from your Wi-Fi router (Wi-Fi or hardwired) your equipment has 2 bands 2.4 and 5g, when you run a test wifi make sure you are connected to the 5g band that guarantee highest speed and the 2.4 band give you more wifi range
2. Connect just the device you are using for the speed test (hardwired recommended, directly to the router or to one of the telephone/Ethernet sockets on the wall)
3. Visit www.speedtest.net and perform a speedtest by clicking START

If your speed test is below normal (less than 75% of the service you should have) contact to roldan@avatel.es

¿Can I pick my own SSID and the password for my Wi-Fi?

Yes. During the installation the engineer will ask you for your settings, and if you wish, you can pick the name for your Wi-Fi (SSID) and the password to get access

¿Can I change the password by myself?

Yes, if you have knowledge about the management of Wi-Fi routers you can ask for the Admin credentials by sending an email to roldan@avatel.es

¿Can I relocate the router by myself?

No, once installed if you want the router to get relocated you need assistance from one of our engineers. It costs 30€+VAT

My router is broken ¿can I get a new one free of charge?

Yes, if the router is on warranty (2 years since the installation)

I don't get Wi-Fi signal on certain areas of my house ¿what can I do?

If you have problems with the Wi-Fi range, contact A2Z and we will send you an engineer. He will provide the right solution for your requirements:

- Relocate the router
- Install a Wi-Fi booster hardwired to your router
- Install a PLC (Power Line Communicator)

¿What broadband do I need for IPTV?

To guarantee the right functioning of an IPTV box, at least 10Mb are required.

Keep in mind an HD IPTV streaming may spend up to 8Mb of your broadband so under a 10Mb connection the rest of the devices may experience some navigation issues

Is Avatel my IPTV provider?

No, the IPTV service is hosted on servers completely external to A2Z

If my IPTV doesn't work, is liable to Avatel?

For an IPTV to work, 2 different factors take part:

- The internet service, provided by Avatel
- IPTV servers, hosted and maintained by your IPTV provider **(unofficial company has nothing to do with Avatel)**

To make sure if your problem comes from your IPTV provider or from A2Z, disconnect your IPTV box from the internet and perform several speed tests in different devices considering the following:

1. Disconnect any other device from your Wi-Fi router and your IPTV box (Wi-Fi or hardwired)
2. Connect just the device you are using for the speed test (hardwired recommended, directly to the router or to one of the telephone/Ethernet sockets on the wall)

3. DON'T perform the speed test with the IPTV box, the result will not be accurate because the box spend some of your broadband just for being connected

4. Visit www.speedtest.net and perform a speedtest by clicking START

If you get good results from the test then you can dismiss the problem is the internet service. Contact your IPTV provider to get the problem solved

IPTV servers are unofficial and could experience some problems may not rely on the internet service

Keep in mind if you call for assistance regarding IPTV issues and the internet service is working correctly, the engineer visit will have a cost

¿How long does it take to get my new Wi-Fi installed?

Normally less than 24 working hours, it may increase slightly depending on how busy we are

Can I contract more broadband?

We provide services of 300Mb, 600Mb, 1Gb don't hesitate to contact us if you are interested in contracting extra speed

¿Can I contract a fixed IP address?

Yes, the fixed IP address service has an additional charge of 10€+VAT a month

TELEVISION:

Coaxial TV service is disappearing, it has been implemented over fiber, check if your equipment has been updated

In recent months the frequencies of most channels have changed to HD, so take several factors into account:

1. My Router has been upgraded to a router with Rf TV
2. To receive these channels you only need to have HD television with the integrated cable receiver (DVB-C) or one of our HD decoders
3. Check that the antenna cable is in good condition. If you have doubts about the good condition of the cable, try changing it for a new one.

4. Perform an automatic retune of my television in the CABLE option or if you have a non-HD TV and a decoder, we will tell you later how to perform a new search

If it continues to fail, contact Customer Service, roldan@avatel.es.

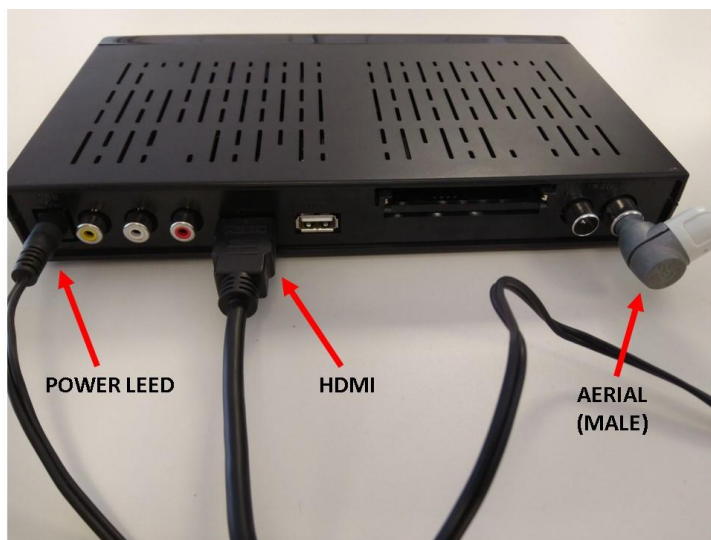
At this time, several international channels are experiencing pixelation during 8-11 p.m., changes are being made to the main antennas to resolve the incident as soon as possible.

If you experience pixelation on some specific channels, please inform our customer service team, indicating the name of the channel, and the time slot in which it happens, so that we can provide all the information possible to find a solution as soon as possible.

I can't get the signal from the box on my TV

Try the following:

1. Check if your TV is connected to the mains
2. Make sure the TV is on
3. Check that all connections on the box rear panel are plugged in as shown below



4. Check HDMI cable is properly connected to the tv

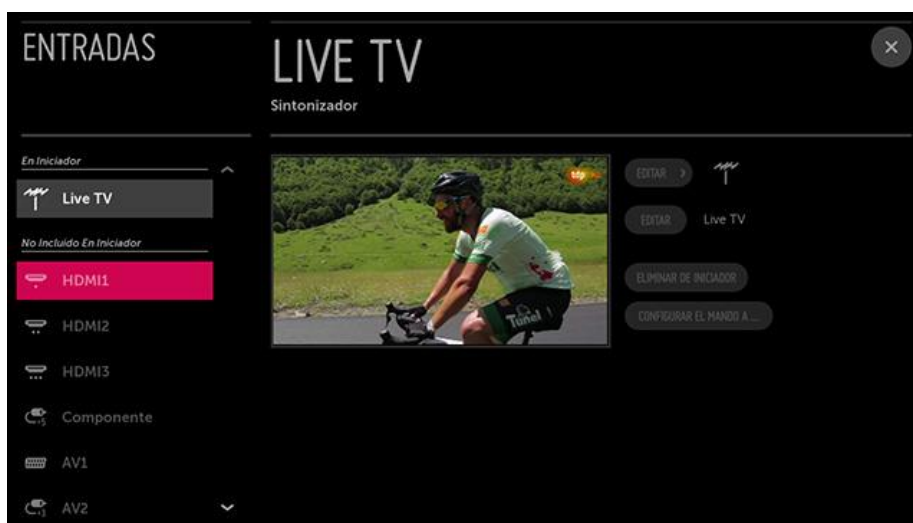
5. On your TV remote press the AV/SOURCE/INPUT button



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6. Select the input where your box is connected to



. Make sure your box is connected to the mains and turned on

In order to make sure the box is on check the front display

-On: shows the channel number



Off:



-Init (initializing): the box is on but needs to be retuned

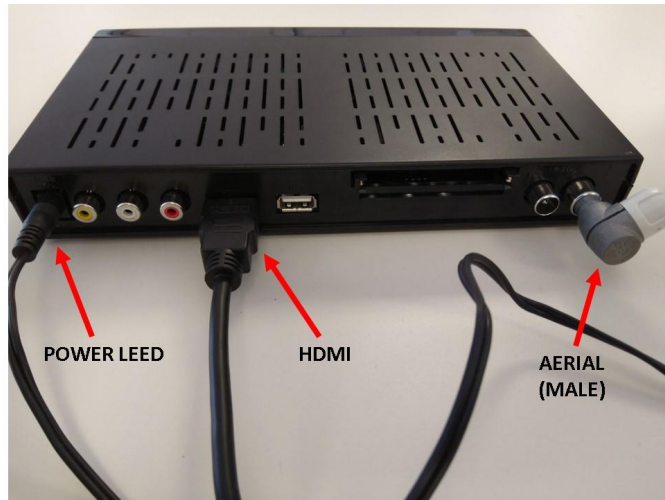


If you tried everything and you can't get any picture contact to Customer Service

If the box is broken Avatel will replace for free if it's on warranty (2 years since the installation)

Channel list is empty

Check that all connections on the box rear panel are plugged in as shown below



Try to retune the box. Here you can find the instructions

DECODER INSTRUCTION

TV REMOTE. SOURCE HDMI 1

DECODER REMOTE

MENU (BUTTON)

INSTALLATION (2º OPTION) PRESS OK

FACTORY RESET (2º OPTION) PRESS OK

SAVE? YES, PRESS OK

LANGUAGE. English (ANY LANGUAGE) PRESS OK

COUNTRY. Spain PRESS OK

NIT. Automatically PRESS OK

NETWORK. 00000. "5 CEROS"

FREQ. 474.0

SYMBOL RATE 6900

MODULATION 128 QAM (MOVE THE ARROW) PRESS OK

SCANNING (FOR A FEW MINUTES) WHEN IT'S *FINISHED* PRESS THE *EXIT* BUTTON

I can't get any picture from the channels

Check the box is connected to the TV socket with a male-to-female aerial



Connect the aerial female connector to the TV socket



Then connect the aerial male connector to the RF DIGITAL IN on your box rear panel



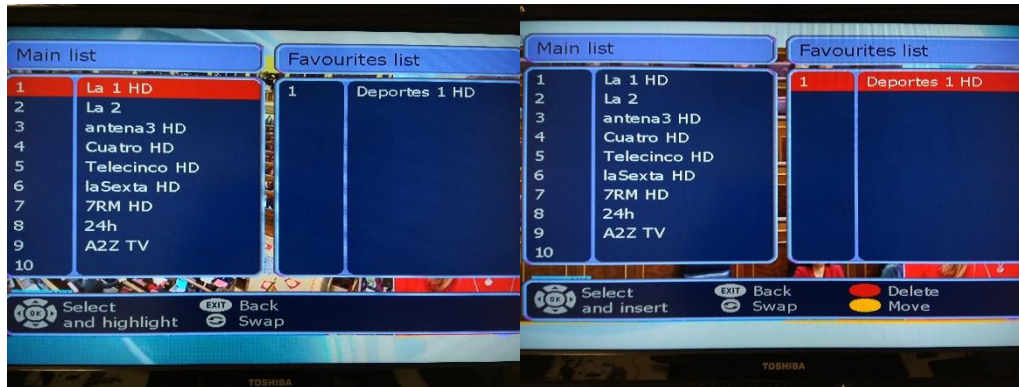
If the aerial is properly connected and you keep having problems, contact to Customer Service

Keep in mind if the problem is a wrong aerial connection the engineer will charge the visit

Can I reorganize the channel list?

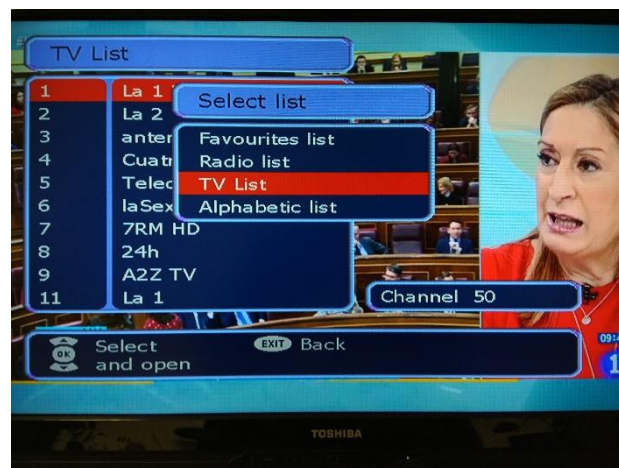
Yes, but only alphabetically. The channel list organization is sent from the A2Z TV reception servers but you can make a favourites channel list, adding the channels you like and sorting them as you want. To create a favourites channel list follow these instructions:

Go to MENU>CHANNEL LIST>EDIT FAVOURITES LIST



Here you can select the channels you want to add by pressing OK, then press SWAP \leftrightarrow to swap to your favourites list and add the selected channels pressing OK

To switch among main list, radios, favourites list and alphabetical press LIST button twice and select the list you want



Can I get the channels in more than one TV?

Yes, if you have the TV service connected already you get the signal in every TV socket of your house. You just need one of our boxes or a TV with the cable tuner (DVB-C) built-in connected to each TV point where you want to get the channels

TELEPHONY:

I don't have dialing tone

Check if the telephone lead is connected from the phone base to the phone socket on the wall

Try other phone sockets

If possible, try a different phone

If the problem persists contact to Customer Service, roldan@avatel.es.
604472435 or 968012099