



The Grand at Rum Creek

TV & Internet Service

Information Packet

3. **Perform a channel-scan.** This step involves using the on-screen menus on your TV. Although on-screen menus vary by TV brand, the following steps are typically found under the menu heading “Setup”, “Antenna”, or similar. Refer to your TV manual for further detail if necessary, then:

- a. Make sure the antenna / tuner is set for “Cable” or “CATV”, **NOT** “Air” or “Antenna”. This tells your TV you plan to receive signals from a digital cable service, not an over-the-air antenna.
- b. Select automatic “channel scan”, “channel search”, or “auto-program”. This step allows the TV to search for and memorize the channels available in your apartment.

4. **Tune Channels using your TV remote.** The channel search may take several minutes depending on the TV. Once complete, you will be able to tune television stations directly using the remote control that was supplied with your TV.

Support

What if I have an older TV?

The TV service at the Grand was designed to provide free HD programming without the need for purchasing or renting additional equipment. Most TVs built in 2006 or later are directly compatible.

However, if you own a TV that is not compatible, you will not be able to receive TV programming without upgrading your equipment. In this case, there are several options:

- *Purchase an External QAM Tuner* – Like a cable box, this device sits next to your TV to decode the signals your TV cannot, and converts them to a format your TV can accept. Visit iqmachines.com for additional information about external QAM tuners.
- *Purchase a new TV* – If your television is older and you are considering purchasing a new one anyway, this may be the best answer. Before purchasing, make certain the model you select includes a QAM Tuner

What if my computer does not connect to the Internet?

The Internet connections at the Grand have been designed to automatically connect to your computer and other devices if they are configured with default network settings. If your connection is not working, first check that:

1. The wired network connection on your device is enabled.
2. The connection is set for “DHCP” mode. This setting allows your computer to automatically be assigned a unique IP address by the network.

What if I need additional help?

At IQ Machines, our goal is to provide a truly superior experience for our customers. Our equipment is automatically monitored 24 hours every day to ensure it is working correctly. If you are experiencing difficulty with your Internet or TV service, do not hesitate to contact us. You can reach us by email or phone:

Email: support@iqmachines.com
Phone: (205) 614-5826

When contacting us, please provide:

- Your Name
- A phone number where you can be reached
- Your apartment complex and city
- A brief description of the problem

All technical support calls received by 5:00PM EST will be returned the same day by an IQ Machines support technician who can help to resolve your problem.

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5. Actions that restrict or inhibit anyone - whether a customer of IQ Machines or otherwise - in his or her use or enjoyment of IQ Machines' products and services, or that generate excessive network traffic through the use of automated or manual routines that are not related to ordinary personal or business use of Internet services.
6. Introduction of malicious programs into the IQ Machines network or servers or other products and services of IQ Machines (e.g., viruses, Trojan horses and worms).
7. Causing or attempting to cause security breaches or disruptions of Internet communications. Examples of security breaches include but are not limited to accessing data of which the customer is not an intended recipient, or logging into a server or account that the customer is not expressly authorized to access. Examples of disruptions include but are not limited to port scans, flood pings, packet spoofing and forged routing information.
8. Executing any form of network monitoring that will intercept data not intended for the customer.
9. Circumventing user authentication or security of any host, network or account.
10. Interfering with or denying service to any user other than the customer's host (e.g., denial of service attack).
11. Using any program/script/command, or sending messages of any kind, designed to interfere with, or to disable a user's terminal session.
12. Failing to comply with IQ Machines' procedures relating to the activities of customers on IQ Machines-owned facilities.
13. Furnishing false or incorrect data on the order form contract (electronic or paper) including fraudulent use of credit card numbers or attempting to circumvent or alter the processes or procedures to measure time, bandwidth utilization or other methods to document "use" of IQ Machines' products or services.
14. Sending unsolicited mail messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material, who were not previous customers of the customer or with whom the customer does not have an existing business relationship (e.g., E-mail "spam"); or distributing, advertising or promoting software or services that have the primary purpose of encouraging or facilitating unsolicited commercial E-mail or spam.

15. Harassment, whether through language, frequency, or size of messages.
16. Unauthorized use or forging of mail header information.
17. Solicitations of mail or any other E-mail address other than that of the poster's account or service, with the intent to harass or collect replies.
18. Creating or forwarding "chain letters" or other "pyramid schemes" of any type.
19. Use of unsolicited E-mail originating from within the IQ Machines network or networks of other Internet Service Providers on behalf of or to advertise any service hosted by IQ Machines or connected via the IQ Machines network.
20. Exporting, re-exporting, or permitting downloads of any content in violation of the export or import laws of the United States or without all required approvals, licenses and exemptions.
21. Hosting any services (for personal or business purposes) using IQ Machines network. The use of servers that enable services to be rendered to other users within or outside of the IQ Machines network is prohibited.

No failure or delay in exercising or enforcing this policy shall constitute a waiver of the policy or of any other right or remedy. If any provision of this policy is deemed unenforceable due to law or change in law, such a provision shall be disregarded and the balance of the policy shall remain in effect.

Abusable Resources

Upon notification of the existence of an abusable resource (e.g., open news server, unsecured mail relay, or smurf amplifier), the customer shall immediately take all necessary steps to avoid any further abuse of such resource. Any abuse of an open resource that occurs after the customer has received such notification shall be considered a violation of this policy and enforced as such.

Enforcement

IQ Machines may immediately suspend and/or terminate the customer's service for violation of any provision of this policy upon verbal or written notice, which notice may be provided by voicemail or E-mail. Prior to suspension or termination, IQ Machines attempts to work with our customers to cure violations of this policy and ensure that there is no re-occurrence; however, IQ Machines reserves the right to suspend or terminate based on a first offense.

Electronic Communications Privacy Act Notice

IQ Machines makes no guarantee of confidentiality or privacy of any information transmitted through or stored upon IQ Machines technology, and makes no guarantee that any other entity or group of users will be included or excluded from IQ Machines' network. In addition, IQ Machines may periodically monitor transmissions over its network for maintenance, service quality assurance or any other purpose permitted by the Electronic Communications Privacy Act, P.L. No. 99-508, as amended.

Questions?

If you are unsure of whether any contemplated use or action is permitted, please contact IQ Machines at support@iqmachines.com.