



The Avenue at San Marcos

TV & Internet Service
Information Packet

IQ Machines welcomes you to The Avenue. Like the other amenities provided by the property, the TV and Internet service is a cut above. The Avenue has partnered with IQ Machines to deliver a superior TV and Internet experience – you will enjoy faster data service and a TV lineup that includes 63 HD (High Definition) channels.

Internet

Your Internet connection is powered by a dedicated fiber-optic network designed specifically for The Avenue. All apartments and amenity areas are equipped with Wi-Fi points which broadcast the Avenue network. To connect your devices to the network, follow these simple steps:

- 1) Using your device, select the WiFi network named *Avenue WiFi*
- 2) Your device will then prompt you for a username and password – enter the username and password provided to you by the leasing office, and you will be connected (if your device does not ask for username and password, see instructions below).

Though uncommon, some versions of Android devices may ask you for additional information when connecting to *Avenue WiFi* such as the EAP method and certificate selection. In this case please use the following settings:

- EAP method: PEAP
- CA Certificate: None/Don't validate
- Identity: Your username provided by the leasing office
- Password: Your password provided by the leasing office

Once your device is connected, it will connect automatically in the future and it will not be necessary to enter your username/password each time you connect the device.

There may be cases where a device supports Username and Password authentication but still fail to join the network for various reasons. In this case we recommend following the instructions below and registering those devices for the PSK network.

Note that the username and password combination provided to you is unique to each resident and should not be shared with other residents. Also, your use of this Internet connection must comply with IQ Machines' Acceptable Use Policy, which is provided on the last page of this packet.

Instructions For Devices that Do Not Ask For Username/Password

Some devices such as game consoles, streaming devices, and digital assistants will not prompt you for a username and password. To connect these devices, you must first register the device by adding its unique Media Access Control (MAC) address to the network. To register such devices, use the following steps (*note that these steps are necessary only for devices that do not prompt for a username/password*):

- 1) Use a browser to visit <http://avesanmarcos.igmmachines.com>
- 2) Sign in using the username and password provided to you by the leasing office
- 3) Enter the Wireless MAC address of the device that you wish to register (the website provides information to help find your MAC address for common devices)
- 4) Using the device you just registered, select the WiFi network named *Avenue PSK* and enter *password* as the password

TV

Your complimentary TV service includes the HD channels you want to see most, without fees or equipment rentals. Your service includes 63 total channels of HD programming as shown below.

The Avenue San Marcos TV Channel Lineup							
LOCALS		NEWS		LIFESTYLE/INTEREST		REGIONAL	
2.1	ABC (KVUE)	15.1	FOX News Channel	50.1	A&E	95.1	Longhorn Network
3.1	CBS (KEYE)	16.1	CNN	51.1	Animal Planet		
4.1	FOX (KTBC)	17.1	HLN	52.1	Discovery Channel		
5.1	CW (KNVA)	18.1	CNBC	53.1	FX		
6.1	NBC (KXAN)	19.1	msnbc	54.1	History		
7.1	PBS (KLRU)	20.1	Weather Channel	55.1	Lifetime		
8.1	EST (NVUE)			56.1	OWN		
9.1	MNTV (KBVO)	SPORTS		57.1	TRU-TV		
10.1	TDO (KEYED)	25.1	ESPN	58.1	National Geographic		
		26.1	ESPN2	59.1	Paramount		
		27.1	NFL Network	60.1	SYFY		
		28.1	CBS Sports Network	61.1	TLC		
		29.1	NBC Sports Network	62.1	Women's Entertainment		
		30.1	Golf Channel	63.1	Bravo		
		31.1	ESPNEWS	64.1	Food Network		
		32.1	ESPN U	65.1	HGTV		
		34.1	FOX Sports 1	66.1	Travel Channel		
		35.1	FOX Sports 2	67.1	AXS-TV		
				68.1	Motor Trend		
		COMEDY/ENTERTAINMENT		69.1	Freeform		
		40.1	Comedy Central	70.1	Oxygen		
		41.1	E!				
		42.1	TBS	MOVIES			
		43.1	TNT	80.1	AMC		
		44.1	USA	81.1	IFC		
		45.1	BBC-America				
		46.1	Cartoon Network	MUSIC			
		47.1	Nickelodeon	85.1	MTV		
		48.1	Nicktoons	86.1	CMT		
				87.1	BET		
				88.1	VH1		
				89.1	MTV2		

Your TV service has been designed to deliver high-quality HDTV stations directly to your television, eliminating the need for set top box rentals. In order to connect to your TV service, your television must include a digital QAM tuner. Almost all TVs produced in 2006 or later include a QAM tuner, so getting connected is easy:

- 1) **Connect Cable to TV.** Connect a standard coaxial TV cable from the wall outlet to the coaxial input on your TV.
- 2) **Select "TV" as your source.** Make sure your television is in "TV" mode ready to tune TV stations (e.g. not connected to an external input such as a game console) This can normally be done by pressing the "input" or "source" button until "TV" appears on your screen. If your television is not in this mode, the right menu options for the steps below may not appear.
- 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 Avenue 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 Avenue 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 wireless network connection on your device is enabled, and you have followed the steps provided earlier.
- 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 services, do not hesitate to contact us. All calls received by 5:00PM EST will be returned same day by an IQ Machines technician who can help resolve your problem.

Email: support@iqmachines.com

Phone: (512) 566-4199

When contacting us, please provide:

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

Acceptable Use Policy

This Acceptable Use Policy applies to all persons and entities (collectively, "customers") using the products and services of IQ Machines LLC ("IQ Machines") including Internet service. The policy is designed to protect the security, integrity, reliability, and privacy of both the IQ Machines network and the products and services IQ Machines offers to its customers. IQ Machines reserves the right to modify this policy at any time, effective immediately upon posting of the modification. Your use of IQ Machines' products and services constitutes your acceptance of the Acceptable Use Policy in effect at the time of your use. You are solely responsible for any and all acts and omissions that occur during or relating to your use of the service, and you agree not to engage in any unacceptable use of the service.

Prohibited Uses

Unacceptable use includes, but is not limited to, any of the following:

1. Posting, transmission, re-transmission, or storing material on or through any of IQ Machines' products or services, if in the sole judgment of IQ Machines such posting, transmission, re-transmission or storage is: (a) in violation of any local, state, federal, or non-United States law or regulation (including rights protected by copyright, trade secret, patent or other intellectual property or similar laws or regulations); (b) threatening or abusive; (c) obscene; (d) indecent; or (e) defamatory. Each customer shall be responsible for determining what laws or regulations are applicable to his or her use of the products and services.
2. Installation or distribution of "pirated" or other software products that are not appropriately licensed for use by customer.
3. Resale of IQ Machines' products and services without the express prior written consent of IQ Machines.
4. Deceptive marketing practices.
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.