



The Avenue Lubbock

TV & Internet Service
Information Packet

IQ Machines welcomes you to The Avenue Lubbock. Like the other amenities provided by the property, the TV and Internet service is a cut above. The Avenue Lubbock 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 over 60 HD (High Definition) channels.

Internet

Your Internet connection is powered by a dedicated fiber-optic network designed specifically for The Avenue Lubbock. All apartments and amenity areas are equipped with Wi-Fi points broadcasting The Avenue Lubbock networks. During the move-in process, you will receive an internet activation email from “portal@iqmachines.com”. This will be sent to the email address on file with the leasing office. Please be sure to check all folders in your email, including spam/junk. If you no longer have access to this email or need to change it, please visit the leasing office.

Information such as Username and Password, as well as instructions for getting connected, will be included in the activation email. **Please note that your use of this Internet connection must comply with IQ Machines’ Acceptable Use Policy, which is provided on the last page of this packet.**

We have included additional connection instructions below for your reference after you have followed the instructions in the activation email:

Though uncommon, some versions of Android devices may ask you for additional information when connecting to *Avenue Lubbock 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

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

Some devices, such as game consoles, streaming devices, printers, and digital assistants will require you to first add the device’s unique wireless Media Access Control (MAC) address to the network before the device will connect to the The Avenue Lubbock network. Using our website below, you will be able to add your own devices to The Avenue Lubbock network. Please note that this process is only required for devices that will not connect to *Avenue Lubbock WiFi* using your regular username and password.

Visit <http://avelubbock.iqmachines.com> and sign in with your username and password. Please note that this is the same username and password you use to connect to *Avenue Lubbock WiFi*. After inputting the wireless MAC address of your device to the website, please connect that device to the WiFi titled *Avenue Lubbock PSK* and use the word *password* as the password.

Additionally, some devices have a "Randomized MAC Address" or "Private Wi-Fi Address" feature. This feature must be disabled for the device to work on the PSK network properly. If you are unfamiliar with disabling this feature, you may need to contact your device manufacturer.

TV

Your complimentary TV service includes the HD channels you want to see most without fees or equipment rentals. Your service includes over 60 channels of HD programming.

Avenue at Lubbock Channel Lineup			
LOCALS	NEWS	LIFESTYLE/INTEREST	REGIONAL
2.1 KAMC (ABC)	15.1 FOX News Channel	50.1 A&E	95.1 Longhorn Network
3.1 KLBK (CBS)	16.1 CNN	51.1 Animal Planet	99.1 The Avenue at Lubbock
4.1 KLCW (CW)	17.1 HLN	52.1 Discovery Channel	
5.1 KJTV (FOX)	18.1 CNBC	53.1 FX	
6.1 KCBDB (NBCO)	19.1 msnbc	54.1 History	
7.1 KTTZ (PBS)	20.1 Weather Channel	55.1 Lifetime	
8.1 KXTQ (Telemundo)		56.1 OWN	
	SPORTS	57.1 TRU-TV	
	25.1 ESPN	58.1 National Geographic	
	26.1 ESPN2	59.1 Paramount	
	28.1 CBS Sports Network	60.1 SYFY	
	30.1 Golf Channel	61.1 TLC	
	31.1 ESPNEWS	62.1 Women's Entertainment	
	32.1 ESPN U	63.1 Bravo	
	34.1 FOX Sports 1	64.1 Food Network	
	35.1 FOX Sports 2	65.1 HGTV	
		66.1 Travel Channel	
	COMEDY/ENTERTAINMENT	67.1 AXS-TV	
	40.1 Comedy Central	68.1 Motor Trend	
	41.1 E!	69.1 Freeform	
	42.1 TBS	70.1 Oxygen	
	43.1 TNT		
	44.1 USA	MOVIES	
	45.1 BBC-America	80.1 AMC	
	46.1 Cartoon Network	81.1 IFC	
	47.1 Nickelodeon	MUSIC	
	48.1 Nicktoons	85.1 MTV	
		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 the Cable to the 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 that 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 Lubbock 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.
- *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 Lubbock 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/wired network connection on your device is enabled.
2. The connection is set to “DHCP” mode. This setting allows your computer to be assigned a unique IP address by the network automatically.

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.

Our support hours and contact info are below:

Mon-Fri: 9 AM – 9 PM EST

Sat-Sun: 9 AM – 5 PM EST

Website: <https://iqmachines.com/find-your-complex/support-request/>

Phone: (806) 416-5500

Email: support@iqmachines.com

When contacting us, please provide:

- Your Name
- A phone number where you can be reached
- Your apartment complex and city
- Unit number and bedroom assignment
- 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.