



MCS **NET**

USER GUIDE

Welcome to MCSnet!

On behalf of the management, staff and contractors of MCSnet, we'd like to take this opportunity to thank you for choosing us as your gateway to the web. Whether you enjoy the conveniences of life in the city or the tranquility of country living, we've made it our mission to deliver you the best internet and phone services wherever you've chosen to call home.

This User Guide contains a basic troubleshooting guide for your MCSnet services.

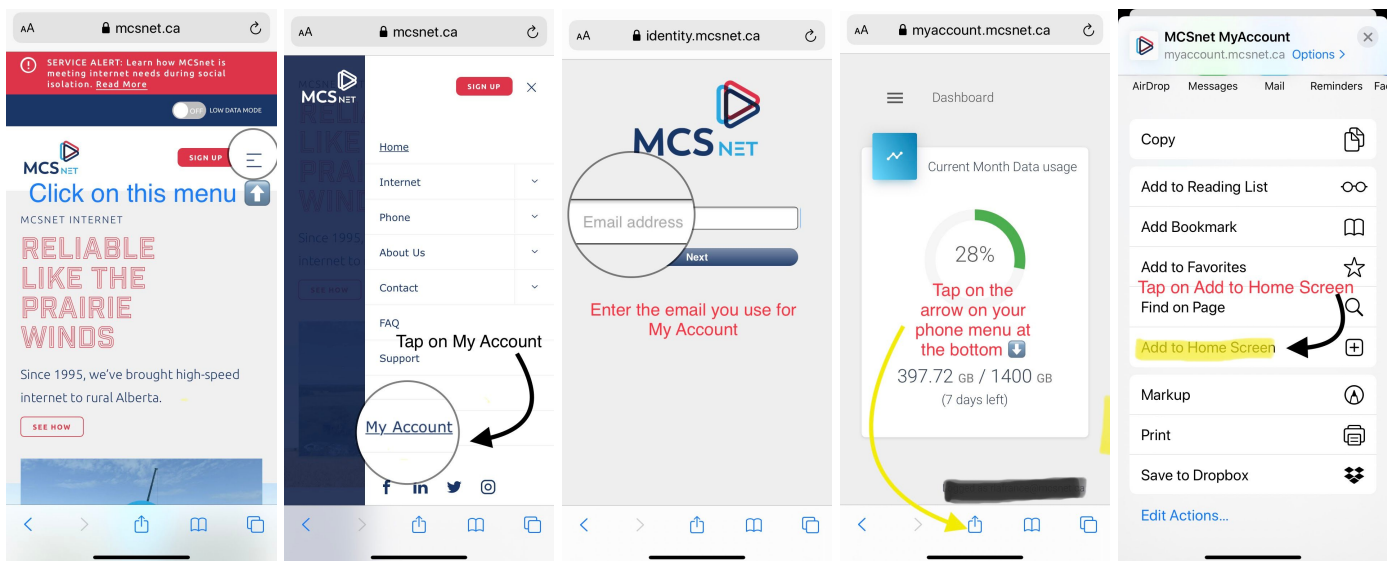
Online support is available 24/7 by phoning 1-866-390-3928; online at <https://mcsnet.ca/support/>; or email: support@mcsnet.ca

My Account

You can use your MCSnet "My Account" to:

- Monitor your usage
- Review your previous invoices
- Change your password
- Register a new device to your connection
- Add/update payment information
- Upgrade your internet package

You can also save the page to the home screen of your mobile device to access any of these services with a quick tap:



More information on My Account can also be found on our website: <https://mcsnet.ca/support/administration/>

Setting up your MCSnet Email account

If you are using a mobile device like an iPhone or Android/Windows phone, we recommend using a gmail or outlook.com account for your email on that device instead of an @mcsnet.ca account for ease of use and added security.

You can retrieve your MCSnet email on mobile devices, but the outgoing server listed below will not work while connecting to outside networks, like the cell towers. Please use a gmail or outlook.com account for best results as you connect to different networks.

Incoming Server Settings:

Type: **IMAP**

Name: **mail.mcsnet.ca**

Port: 143

Encryption: STARTTLS

Outgoing (SMTP) Server Settings:

Name: **mail.mcsnet.ca**

Port: 465

Encryption: SSL

Authentication: Yes (clear/plain text)

Recommended Browser:

Google Chrome is recommended for browsing web pages.

Recommended Email Client:

Thunderbird is recommended for managing your email on your desktop computer.

Common Internet Troubleshooting Steps

If your connection goes down, please try these quick steps below to try to recover it.

Reboot Your Router

Your router connects to the internet, and your devices connect to it. Unplugging the power cable that feeds into the back of the router and then plugging it back in will reboot the router and will sometimes restore the connection. Some routers will also have a power button to turn them off and then back on again, such as the Asus RT-AC1200G (pictured).



After powering the router back up, allow a couple of minutes for the Wi-Fi signal to restart.

Check That Your Wi-Fi is Connected and Has a Strong Signal

If you are connecting to your router over Wi-Fi instead of with a cable, check to make sure that your Wi-Fi has a connection with a strong signal. The signal will depend on the distance and number of obstacles in the path to your router, so the Wi-Fi may drop out as you get farther away from your router or move to a different floor of your house.



Contact Technical Support

MCSnet technical support is available 24 hours a day. It is preferable for you to be at your MCSnet connection if you need to call for tech support. Please contact us at 1-866-390-3928 and select option 2 from the menu.

Bypassing Your Router

If you suspect your router is malfunctioning and would like to try by-passing it and connecting the internet directly to your computer, there is a support guide on the following page:

<http://support.MCSnet.ca/connectdirectly>

Common VoIP Phone Troubleshooting Steps

Setting Up Your VoIP Phone

Use your My Account to set up your Voicemail and Call Forwarding:

See <https://mcsnet.ca/support/voip/managefeatures/> for the step-by-step instructions.

Manage your 911 Profile

MCSnet Phone is not tied to your physical location, so you must specify your physical location to provide this information to emergency services (www.mcsnet.ca -> login to 'My Account' -> services tab -> Manage 911 profiles). VoIP 911 calling is different from traditional 911 calling because your location is not derived automatically through your phone number. A VoIP 911 call is dispatched through a national emergency call centre first, where it is directed to the nearest response centre after confirming your physical address. It is important to keep your address for 911 up to date with your account, emergency response will be sent to the address that you specify in the "Manage 911 Address Profiles" section if you are not able to speak during a 911 call.

In the event of a power outage, your internet and phone service will be offline due to power loss, so 911 service will not be available.

If you have to call 911, please be prepared to confirm your location and call back number with the operator and to stay on the line or call back if the call is disconnected.

Router VoIP Compatibility

Many routers are not fully compatible with VoIP. MCSnet recommends using an Asus router for full VoIP compatibility.

Long Reboot of Phone Adapter

The phone adapter can require a 'long reboot' in the event of an interruption such as a power outage. A long reboot is simply unplugging the power cable that feeds into the back of the adapter for a couple of minutes before plugging it in to boot it back up again. Unplug the power from the phone adapter and wait a few minutes for it to boot up after restoring power. The Phone1 light will light up when complete.



Power
Unplug for 2 minutes

Performance While Connecting through Wi-Fi

Wi-Fi is the wireless connection between your devices and your router. The convenience of not having to plug a cable in comes at a performance cost. When all is working as expected, Wi-Fi is on average about 30% slower than a cabled connection. Wi-Fi is also subject to the signal strength fluctuations and interference in the environment, so it can work well at some moments, and less well during others.

Use a Cabled Connection Where Possible

A cable is still the best way to connect your computers and devices. If you have a stationary computer or TV or game console, it may be worth the time to run a cable to it to have a faster and much more reliable connection. A cabled connection also provides on average about 20% better latency, which is important for online gaming.

Use Powerline Networking to Extend Your Network

Power line networking allows you to use the electrical wiring in your walls to extend your network. A typical kit will provide two devices that plug into your outlets, one would go by your router where you would connect a cable to connect your network to it, and a cable out from the other end will continue the network on. Power line networking is preferred over Wi-Fi for performance and reliability, but if your home has older or questionable wiring, you are best purchasing from a local retailer with a comfortable return policy.

Adjusting Heavy Usage of Streaming Video / Netflix

Streaming video services like Netflix will try to use the highest amount of bandwidth available on the default 'Auto' setting. To keep the usage under control, and to promote smooth playback, you can set the playback setting on your Netflix account through their website.

Our support page has a guide with some pictures to help you through the steps on the Netflix site if you need.

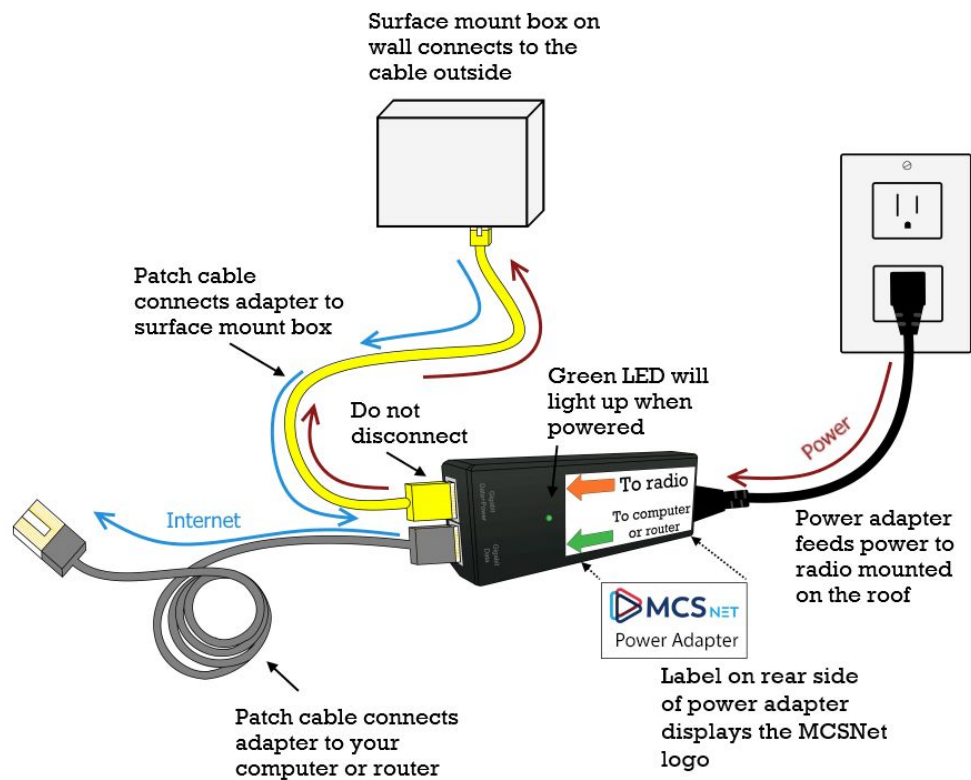
<https://mcsnet.ca/support/netflix/>

This change can make up to a 10-fold difference in the amount of traffic that Netflix accrues.

Cabling and Power Adapter Diagram

The radio installed on your roof is connected and powered from the line that runs from it and to the power adapter inside. Off of this same power adapter is the cable that feeds the internet to your router or computer, represented as the flat black cable in the diagram below.

There are two styles of power adapters. For each, the line from the radio on the roof plugs into the port labelled 'To Radio'



Brick style adapter



Pigtail style adapter

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