

MINET Frequently Asked Questions

What is MINET

MINET is a local telecommunication network delivering high-speed internet access, digital (HD) television and telephone to Monmouth and Independence, Oregon. MINET is a non-profit public utility, guided cooperatively by a consortium comprised of the City of Monmouth and the City of Independence. MINET does not receive tax dollars and is solely funded through user fees. MINET's mission is to strive for long term, high community and subscriber satisfaction through system reliability, quality content and economic value by delivering services via state of the art technology.

How do I check my email?

To check your email, select the Email icon in the "Resources" section at www.minetfiber.com.

What is my user name and password?

Your user name is your email address. Your initial password is minet1234. MINET strongly recommends that you change your password the first time you login to your email. Your password should be unique. Passwords with letters, numbers and special characters are more secure than letter only passwords.

How do I set up additional email addresses?

You have up to five email accounts available with your Internet service. Call MINET at 503.837.0700 or email addressrequest@minetfiber.com to request an additional email account. New email accounts may take up to 3 business days before they are available for use.

Can I send and receive mail through Outlook 2003, Outlook 2007, Outlook Express, Vista Mail, Mozilla Thunderbird or Mac Mail?

Yes, instead of using the link to WebMail on the MINET website, you can set up other programs like Outlook. Instructions for setting up your MINET email for one of these programs is available under the Support tab. If you have any questions about setting up your email, call MINET at 503.837.0700.

Which type of router should I buy?

If you are serving more than one computer per location, MINET strongly recommends you purchase a "G" Series or "N" series. Routers hold an IP address which serves as a DHCP. To enable Hubs and Switches to function, place a router between the MINET jack and the hub/switch. The Internet system that MINET uses assigns a dynamic IP address to each account. This means you cannot plug and unplug your computers without manually releasing the IP address before unplugging the computer that is currently connected.

How do I release an IP address?

(For Windows) Click the start button on your computer and then click Run. Type in CMD and press OK. You will now be in the DOS prompt window. Type in IPCONFIG/RELEASE. Press enter. Your IP address is now released from your computer and you can now install other devices to your network. (For Vista) Click on the Windows icon. A search box will come up, type in CMD. Hold Ctrl+Shift+Enter, this will open a command prompt as Administrator, you can now release the IP.

If you have equipment like routers, gaming consoles, etc. you will need to release the acquired IP address prior to reconnecting a computer directly. To do this read the instructions from the specific equipment that has been placed on the MINET network. If the IP address is not released first, there will be NO Internet connection possible. If you need further assistance, please call MINET at 503.837.0700 during normal business hours, Monday through Friday 8 am to 5 pm, and Saturday 10 am to 3 pm.

How do I receive a manual for my set top box and remote?

You can visit www.scientificatlanta.com, find and select the "Customer Support" tab. Then click the "Set-Top Boxes" Tab, then choose the model of set-top box you need the manual for.

What is the parental control default PIN #?

The default PIN # is 0000. (We strongly recommend you change your PIN.)

What is the Pay-Per-View (PPV) default PIN #?

The default PIN # is 0000. (We strongly recommend you change your PIN.)

How do I record shows with my DVR?

Instructions for recording on your DVR are available at www.scientificatlanta.com. You may also call MINET at 503.837.0700 to request a manual.

How do I change my email password?

To change your email password you must first know the current password for your email account. Then, you can visit the email administration page found in the "E-Mail" link under Resources, above. If you do not know your current email account password you will need to give MINET a call for assistance.

How should I contact MINET regarding my bill, upgrading or downgrading services or other technical questions?

If you need to contact MINET regarding your bill, upgrading or downgrading services or other

technical questions you have, please call 503.837.0700 during office business hours, Monday through Friday 8 am to 5 pm. MINET is also open Saturdays from 10 am to 3 pm. If you have troubles with your services after hours, call the MINET office. They will notify MINET's technical support, who will then contact you.

What do I need to do if I'm moving?

If you are moving out of the Monmouth or Independence service area, MINET will need a 30-day written notice, 30 days prior to the day you would like to be disconnected. At the end of 30 days we will disconnect your services. Please return your receiver(s) and remote(s) on or before the day your services are disconnected. If you choose to disconnect services right away, you will be charged a \$50.00 disco fee. If you do not return them, MINET will charge your account \$725.00 per receiver and \$12.00 per remote.

If you are moving to another location within the Monmouth or Independence service area, there is a \$50 transfer fee. You will need to take your existing equipment with you to the new location. Please contact MINET, as soon as possible, with your new location so we can schedule your installation date. MINET can be contacted by calling 503.837.0700, email csr@minetfiber.com, faxing 503.837.0210 or at 405 N. Hogan Rd., Monmouth, OR 97361

Equal Employment Opportunity Policy Statement

Federal, State and local statutes make it unlawful to discriminate in employment because of race, color, religion, sex, age, national origin, or physical and mental disabilities. With the passage of the Equal Employment Opportunity Act of 1972, the United States Congress and the President made virtually all state and local governments subject to anti-discrimination in employment. Therefore, MINET has adopted an Affirmative Action Plan which sets out specific steps to be taken on our part to ensure that none of our personnel policies or practices discriminate against any individual on the basis of race, color, religion, sex, age, marital status, national origin, mental or physical disability unless based upon a bona fide occupational qualification. Furthermore, it specifies steps we should take to actively promote the employment opportunities of minorities and women.