



707.433.8327

QUICK USER GUIDE

A guide to managing your AVISP internet services



ACCOUNT ACCESS

Access your AVISP Customer Account at:

<https://powercode.avispmail.com>

- update billing information
- update contact information
- download statements
- review usage

Username:

Password:



CONTACT / SUPPORT

Support: 707 433-8327 x 06 OR 707 955-9707

Billing: 707 433-8327 x 02

Sales: 707 433-8327 x 06

After hours: 707 955-9707 (text)

Business hours: M-F 9:00 am to 4:00 pm



TROUBLESHOOTING

Before calling for support, try these tips first.

1. Reboot your router. Unplug router from power, wait 10 seconds, plug back in. Do NOT press "reset" button.
2. Reboot radio. Unplug power (via the black "brick"), wait 10 seconds, plug back in.
3. Reboot your device (phone, tablet, computer, etc.).
4. If you have an internal WiFi mesh system or extenders such as: Google Nest, eero, Orbi - reboot these devices.
5. No connection? Call or text 707 955 9707



MANAGE USE

- Prioritize devices & services connected at one time.
- Disconnect unnecessary devices from the WiFi to avoid bandwidth slow downs.
- Consider using a Roku device for streaming rather than a SmartTV. Roku devices use significantly less bandwidth.



HELPFUL LINKS

PGE PSPS: <https://pgealerts.alerts.pge.com/outages/map/>

PGE Outage Map: <https://outageweb.ss.pge.com/>

AVISP: <https://avispmail.com/tutorials>

WIFI LOGIN

Username:

Password:



HOW WE COMMUNICATE

Statements: email on file
Updates: email on file, SMS (cell on file)
Billing ?'s: auto email sent to email on file
Expired cc's: auto email sent to email on file
Notifications: email on file

Please provide a good contact email and cell phone for SMS (requires opt in).



BILLING

- Statements are either emailed or mailed 15 days PRIOR to the due date
- Credit cards are charged on the due date (15 days AFTER the statement is sent)
- Accounts are delinquent 15 days AFTER the due date. The system will disrupt service for non-payment until the account is brought current
- Due date is the day service is activated



COMMON PHRASES

Radio: Exterior wireless transmission equipment
Router: Routing device to deliver network signal to a pre-determined space (some refer to this as a modem)
Brick or Black Brick: Power supply for radio
LAN: network signal connection for router
POE: power and signal connection for exterior radio
Reboot: Unplug from power ONLY. Do NOT press the reset button
WiFi: Wireless network signal within an area. NOT internet.



ADDL. SERVICES / RATES

Tech support: \$125 / hour
After hours support: \$175 / hour
Non-Customer tech support: \$175/hour
Wifi installation: Call for quote
Special events: Call for quote
Addl. building connection: Call for quote
Cable run: Call for quote

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