

# Ritter Services Guide



Right by You™

[rittercommunications.com](http://rittercommunications.com) 



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## At Ritter we're Right by You, whenever you need us!

### 24/7 Customer Care

888-336-4466  
customerservice@rittercommunications.com

**For information about our services & rates:**  
www.RitterCommunications.com

**For online e-mail, account management & a custom home page:** www.MyRitter.com

### 24/7 Internet Help

888-659-6009  
870-974-9100  
support@rittercommunications.com

### Visit any of our locations:

**Marked Tree**  
30 Elm Street  
Marked Tree, AR 72365  
870-358-4400

**Jonesboro**  
2400 Ritter Drive  
Jonesboro, AR 72401  
870-336-3400

**Blytheville**  
646 East Main Street  
Blytheville, AR 72315  
870-824-2400

# Technology doesn't have to be confusing.



## expect more

### At Ritter, we give you the tools you need to get the most from all the services you use everyday.

**F**rom setting up your Voice Mail, to recording programs on your DVR, you can find most of the information you need right here. And if you can't, we're just a phone call away or a quick trip up the road.

We know all the technological advancements in the world mean nothing if we're not here for you

when you need us. That's why our knowledgeable, dependable technicians are on call 24 hours a day and a friendly local customer care representative will answer the phone when you call.

That's what being "Right by You" is all about. We're close enough to be there and committed enough to count on.

# www.MyRitter.com

Everything you do online, all in one place!

**MyRitter.com** puts everything you need on one page from sports scores, local weather and stock quotes to Google search, eBay and maps and directions. Whatever you do online, you can make it happen here.

## LOCAL INFORMATION

LOCAL weather, news, TV and movie listings, community events...even gas prices can be found here.

## PAY YOUR BILL ONLINE & MANAGE YOUR RITTER SERVICES

Manage your Ritter account FASTER and EASIER than ever before.

## SEARCH

Google search is right at the top of the page, so you don't have to leave your home page to look for the information you need.

## SUPPORT

You'll find support for Ritter's products whether you're just looking for more information or you need assistance in correcting an issue.

## CUSTOMIZE IT HOWEVER YOU CHOOSE

EASILY program your favorite TV channels and movie theaters for the schedules you want ANYTIME!



### To make www.MyRitter.com

YOUR home page, just click in the upper right corner on the "Make this my home page" link and you're done!



# Pay your way!

If you don't want to write a check every month, you have many other options for receiving and paying your Ritter bill. It's easy to pay online with any major credit card, debit card or from your bank account!

- 1 Simply go to [www.MyRitter.com](http://www.MyRitter.com) and click on the [Pay your bill online](#) icon. You will need a copy of your latest invoice and the amount due to get started.
- 2 Click on the [Create new login](#) button, and enter your login information.
- 3 You will receive an e-mail to activate your account.
- 4 Once you get the activation e-mail, you can login and use the navigation menu on the left to pay by credit card or bank draft. You can even set-up a monthly automatic draft!



 **TIP:** Go Green! To receive your bill online rather than by mail: Login at [www.MyRitter.com](http://www.MyRitter.com), go to the **Account Management** link on the left, click **Invoice Preferences**, click **Web Bill Only**, then submit by clicking the **Change Preferences** button.

## Pay at one of our 15 neighborhood payment centers:\*

### Blytheville

Ritter Communications  
646 E. Main Street  
Blytheville, AR 72315

### Cherry Valley

Cherry Valley City Hall  
166 Highway 1 B  
Cherry Valley, AR 72324

### Etowah

Etowah City Hall  
4670 W. Hwy. 136  
Etowah, AR 72428

### Harrisburg

Food Giant  
605 N. Illinois  
Harrisburg, AR 72432

### Jasper

Ritter Communications  
302 West Court St.  
Jasper, AR 72641

### Jonesboro

Ritter Communications  
2400 Ritter Drive  
Jonesboro, AR 72401

### Leachville

Leachville City Hall  
116 S. Main St.  
Leachville, AR 72438

### Lepanto

Lepanto City Hall  
117 S. Greenwood Ave.  
Lepanto, AR 72354

### Marked Tree

Ritter Communications  
30 Elm St.  
Marked Tree, AR 72365

### Trumann

Price Chopper  
801 Hwy 463 North  
Trumann, AR 72472

### Trumann

Trumann Water Works  
106 E. Main  
Trumann, AR 72472

### Weiner

Weiner City Hall  
123 W. 2nd St.  
Weiner, AR 72479

### Western Grove/Everton

Ritter Communications  
9444 Hwy. 65 S.  
Harrison, AR 72601

### Wilson

Gunn's Supermarket  
1 Park  
Wilson, AR 72395

### Walmart MoneyCenter Locations

[www.walmart.com](http://www.walmart.com)  
(Click on Walmart MoneyCenter at the bottom of the page)

\*Locations are subject to change. Fees may apply

## TRY A PACKAGE OF PREMIUM ONLINE CONTENT FREE!

On [www.MyRitter.com](http://www.MyRitter.com), you can order packages of the best online subscription services, including gaming, learning and music packages — and try them **FREE for 30 days!** Just click on "Premiums" to get started!

# Build your own Package!

Get no more than you need and no less than you want, with Ritter's Packages. You simply choose the services you want and package them together at a discounted price!

## CHOOSE FROM:

- **Unlimited Local Phone Service** (includes all our most popular features like Caller ID, Voice Mail & more!)
  - >> Add **300 minutes of long distance**
  - >> Add **UNLIMITED long distance**
- **Basic TV**
- **Expanded Basic TV**
- **Digital TV**
  - >> Add a **DVR**
  - >> Add **HDTV**
  - >> Add **Movie Channels**
- **High Speed Internet** (up to 50 Mbps download speeds!)

## Dozens of ways to customize, unlimited ways to save!

**AT RITTER, EACH PACKAGE IS DIFFERENT BECAUSE IT'S PERFECT FOR YOU. FOR EXAMPLE:**

**Susan's Package:** High Speed Internet + Digital Cable TV + **TiVo®** + Unlimited Local Phone

**Dan's Package:** High Speed Internet + Digital Cable TV + **STARZ & Encore**

**The Freemans' Package:** Unlimited Local Phone + Unlimited Long Distance + **Basic TV** + High Speed Internet

*It doesn't matter what Ritter services you have now. If you would like to bundle and save, give us a call at 888-336-4466.*

**Trying to cut costs?** A typical movie for a family of four can cost over \$25. Add popcorn and drinks and you're looking at \$50 for one night of entertainment! Choose the STARZ and Encore package from Ritter, and you get 20 channels of premium movies — nearly 1,000 movies a month — for less than \$17!

***It's a bargain on any budget!***

**Forgot to schedule your DVR?**  
**No problem! Remote scheduling is part of the TiVo® Experience.** You can also start a TV show in one room and finish it in another with TiVo®. You can even record up to 75 hours of HD and 650 hours of SD or watch multiple shows in different rooms. Once you experience TiVo®, you'll never want to be without it!



# Phone Feature Guide

Ritter offers a wide range of telephone features at an affordable price. And when you build any Ritter VIP Package with local phone service, **ALL** the following features are included in the price.

## Caller ID

After the first incoming ring, the caller's name and number will be displayed on your Caller ID unit. (Requires a telephone with a Caller ID display or a separate Caller ID unit).

## Caller ID Block \*67

If you don't want your name or number to appear on the Caller ID of the person you are calling, simply press \*67 before you dial the number.

## Call Forwarding

With Call Forwarding, you may forward your calls to another phone (including any wireless phone) when you are on the go.

### To forward your calls:

- 1) **Dial \*72** to forward all calls OR **Dial \*92** to forward only calls not answered in the first three rings OR **Dial \*90** to forward only calls when your phone is busy
- 2) When you hear the dial tone, dial the area code + the number of the phone where you want your calls forwarded
- 3) After your party answers the call and you hang up the phone, the feature will be activated. **If the phone is not answered, your phone calls will not be forwarded.**

### To turn off Call Forwarding:

- 1) **Dial \*73** if you forwarded all calls  
**Dial \*93** if you forwarded only calls not answered in the first three rings  
**Dial \*91** if you forwarded only calls when your phone is busy

## Selective Call Rejection

The Selective Call Rejection feature allows you to reject incoming calls from up to six different telephone numbers on your Selective Call Rejection screening list.

### To activate Selective Call Rejection:

- 1) **Dial \*60** you will be instructed to make the following type entries:  
**3** = On/Off  
**#** = Add a number to list

\* = Remove a number from list

**1** = Hear entries already set up

**0** = Hear the instructions again

## Call Waiting

When you are on the phone, a tone or "beep" indicates another party is trying to call you. To answer the second call, press either the flash button or the switch hook. To return to the first call, press the flash button or switch hook again.

### To turn off Call Waiting

**Dial \*70** before you place a call, and call forwarding will automatically be turned off for **THAT CALL ONLY.**

## Speed Calling

Speed Calling provides one-digit speed dialing for up to 8 telephone numbers. You can program in both local and long distance numbers.

### To set-up your Speed Calling numbers:

- 1) **Dial \*74**
- 2) Listen for a second dial tone, then press a speed calling number (2 through 9). Then enter the telephone number to be assigned to that speed calling number.
- 3) A short confirmation tone will notify you that the new speed calling code and telephone number combination have been entered correctly.

### To use Speed Calling:

Simply dial the number (2 through 9) assigned to the phone number you want to call, then press the # key.

## Three-way Calling

With Three-way Calling, you can talk to two different people on one call, even if one is long distance.

### To place a three-way call:

- 1) After you call the first person, press the flash button or the switch hook.
- 2) Listen for three short tones and then a dial tone.
- 3) Dial the telephone number of the second person you want to add to the call.
- 4) When they answer, press the flash button or the switch hook, and the second party will be added to the call.

# Voice Mail

## Setting up your Voice Mail and recording your greeting

- 1) **Dial \*318** from your home phone to access your Voice Mail.
- 2) You will be prompted to enter a four-digit PIN by entering it on the keypad and then pressing #. You will also be asked to confirm it by re-entering and pressing # again. (System default PIN number is 0000.)
- 3) You will be prompted to record your name. Just say your name and press #. To re-record your name, press 1. To keep the recording, press #.
- 4) Once you've recorded your name, you'll be prompted to select a greeting. You can record your own greeting by pressing 1, and then # when you're finished. Or, you can use one of the standard greetings by pressing 2, 3 or 4 (just follow the instructions).
- 5) Your mailbox is now ready to use.

## Getting your messages and accessing your mailbox

- 1) To access your mailbox from home, press **\*318**. To access your mailbox from another phone, dial your home phone number and when you hear the greeting, press \*.
- 2) Enter your four-digit PIN, and then you can listen to your messages (just press 1).

## Listening to your messages and other options from the main menu

- **Press \*** to return to the main menu at any time
- **Press 1** to listen to your messages, then:
  - > **Press 2** to save the message and listen to the next message
  - > **Press 3** to delete the message and listen to the next message
  - > **Press #** to save as a new message
  - > **Press 66** to listen to the date and time of the message
- **Press 3** to access your greeting
- **Press 4** to change mailbox settings
- **Press 5** to manage your reminder settings
- **Press 6** to manage erased messages

**Questions about any phone features not shown here?  
Find us on the Internet at  
[www.RitterCommunications.com](http://www.RitterCommunications.com)!**

**Tip:** Can't remember to dial **\*318** to access Voice Mail from home? Why not program it into your Speed Calling?

Just dial **\*74**, then a speed dial number (like 2), then **\*318**. Then, anytime you need to access Voice Mail from home, you would just press 2#.

**It's that easy!**



# Setting up your e-mail is simple!

You'll find instructions for setting up your e-mail in both Microsoft Outlook and Windows Live Mail here. To set up e-mail in another program, refer to the server settings listed here as well.

## Setting up Outlook:

1. Open Outlook
2. Click File + Account
3. Choose Internet Accounts
4. Select the Mail tab
5. Click on the Properties button

## In the General Tab:

1. Make sure you enter your e-mail address at the top under "Mail Account" (for example, Jane@rittermail.com)
2. Check the box in front of "Include this account when receiving mail or synchronizing"

## In Auto Account Setup:

1. Check the "Manually configure server settings or additional server types" box and click "Next"
2. Check the "Internet E-mail" box to connect to POP or IMAP server to send and receive email messages
3. Type in the Incoming Mail (POP3) as pop.gmail.com
4. Type in the Outgoing Mail (SMTP) as smtp.gmail.com
5. Click "More Settings" and go to the Outgoing Server tab. Here, check the "Outgoing server (SMTP) requires authentication" box.
6. Also under More Settings, go to the Advanced Tab. Here, the Outgoing Mail (SMTP) should be 465 with the SSL box checked and the Incoming Mail (POP3) should be 995 with the SSL box checked. Then, click "OK".
7. DO NOT CHECK anything on the Connection Tab under More Settings
8. Type your full email address for the Account (User) Name (for example Jane@rittermail.com)
9. Type in a password
10. DO NOT CHECK any boxes on this tab

## Close Outlook and reopen to activate your e-mail settings

## Setting up Windows Mail/Windows Live Mail:

1. Double-click on the "Windows Live Mail" icon
2. The New Account Wizard should start with the "Add an E-mail Account" page
3. On this page enter the following information:
  - A) In the "E-mail address" field, enter your e-mail address EXACTLY as you registered it with the Help Desk
  - B) In the "Password" field, enter your password EXACTLY as you registered it with the Help Desk
  - C) In the "Display Name" field, enter your name as you would like it to appear when you send an e-mail to someone

## Incoming Server Information:

1. Make sure the first line says: My incoming mail server is a POP3 server
2. Type the Incoming Mail Server as: pop.gmail.com
3. The Port should be 995
4. Select "Log on using": Clear text authentication
5. Type your email address for the Login ID (for example: Jane@rittermail.com)

## Outgoing Server Information:

1. Type the Outgoing Mail Server as: smtp.gmail.com
2. The Port should be 465
3. Check the "My outgoing server (SMTP) requires authentication" box. Use the same settings as the Incoming Mail Server.
4. Use the same settings as the "Incoming Mail Server" box.

## INTERNET CONNECTION NOT WORKING? TRY THIS SIMPLE FIX:

If you can't receive e-mail or browse the Internet, sometimes unplugging and "resetting" your modem can fix the problem.

- 1) Shut down your computer
- 2) Locate your modem\* and unplug it from the electrical outlet. Leave it unplugged for 30 seconds. Then, plug it back in.  
*\*If you have a router plugged into your modem, unplug the router too. When plugging back in, make sure you plug in the modem first and let it sync up before you plug in the router.*
- 3) Wait a few minutes after you plug it back in, then power up your computer. In most cases, this will fix the problem.

## Mail Client Settings

### Incoming:

imap.gmail.com (imap)  
pop.gmail.com (pop3)

### Outgoing:

Authentication Required  
smtp.gmail.com

### Username:

Full email address required

### Incoming Ports:

993 (imap) (SSL Required)  
995 (pop3) (SSL Required)

### Outgoing Ports:

587 (smtp) (SSL Required)  
465 (smtp) (SSL Required)

# Get premium Internet security FREE with Ritter's F-Secure!

Ritter is now offering our customers the best security features available FREE.

## WITH F-SECURE, YOU GET:

- **The best firewall available:** Blocks hackers and unauthorized intrusions.
- **Whole computer virus and spyware protection:** Real-time virus and spyware scanning and disinfection of your PC files and documents.
- **Anti-phishing and ad/banner pop-up blocking:** Blocks fraudulent sites and ads from unknown servers.
- **Parental controls:** Set times for web use, filter inappropriate content, supervise Internet use and generate reports.

If you've got Windows XP, Windows 7 or Vista, to install your FREE F-Secure, login at [www.MyRitter.com](http://www.MyRitter.com), go to "Premiums" and choose F-Secure!

\*Requires a Ritter email address to install.



## With Ritter, you're protected.

Unsolicited e-mail, or "SPAM" accounts for over 95% of all Internet mail? Aside from being annoying, SPAM can be dangerous — carrying harmful viruses that can cause serious damage to your computer.

## That's why our Internet service includes state-of-the-art technology to filter out SPAM and viruses in your e-mail before they ever come near your computer.

We also provide FREE premium Internet security including firewall protection, whole computer virus and spyware protection, parental controls and more with F-Secure.

With Ritter standing guard, you can relax and enjoy your Internet experience.

## ACCESS YOUR E-MAIL FROM WHEREVER YOU ARE!

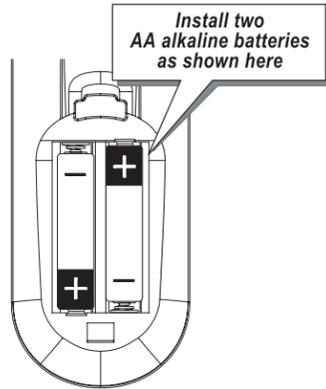
Need your e-mail on the go? Just go to [www.MyRitter.com](http://www.MyRitter.com) and login with your Ritter e-mail address and password. Your e-mail is available to you 24/7 from any computer, anywhere!

# CABLE TV

With Ritter Cable TV, you can watch in astounding clarity with HDTV, buy the latest movies on pay-per-view and lock inappropriate shows with parental controls easily with our onscreen i-Guide. You can even control live television, and record entire seasons of your favorite shows with a Ritter DVR. And we've got local content you can't get anywhere else, like KAIT 24/7 weather, local Little Rock and Memphis stations, and Cardinals and Razorback games. Let's get started.

## Using your remote control

The remote control provided by Ritter Communications is designed to operate Motorola® DCT series set top boxes. You can also control the majority of TV, VCR/DVD and AUDIO equipment on the market.



### Replacing Batteries

Before you program or operate the remote control, you must install two new AA alkaline batteries.

Remove the battery compartment cover on the back of your remote control.

Make sure you install the batteries as shown in the illustration above.

Replace the battery compartment cover.

### SYSTEM ON/OFF:

Turn on your entire system (up to 5 components) with one button.

### MENU:

Press once for Quick Menu, or twice for Main Menu in the i-Guide

### GUIDE:

Goes directly to program listings

### OK/SELECT:

Selects the highlighted screen option

### MUTE:

Silences the audio

### VOLUME:

Raises or lowers sound volume

### FAV:

Displays favorite channels

### DAY:

Skips forward or backwards a day in the program guide

### INSTANT REPLAY:

Replays the previous few seconds of a program

### LIST:

Shows a list of programs you've ordered and recorded

### LIGHT:

Lights up remote control buttons for night-time viewing

### NUMBER PAD:

Enter numbers to tune to a specific channel

### POWER:

Turn on your TV, VCR, DVD, Cable Box and other component

### AUX, DVD, VCR, TV, CBL:

Press these buttons to select which home entertainment component you would like to control

### INFO:

Displays information about the program

### EXIT:

Exit from the current screen

### PAGE +/- :

Goes up a page or down a page from the information currently displayed

### CURSOR NAVIGATION:

Navigate and highlight items from the on-screen choices

### CHANNEL:

Goes up or down a channel

### LAST:

Returns to the last channel you watched

### LIVE:

Displays live TV programming

### VCR/DVD/DVR/PPV KEYS:

Control your VCR or DVD player in VCR and DVD mode, or your DVR or PPV in cable mode.



**Did you know** Ritter offers you local channels you can't get anywhere else? Like KAIT's 24/7 local weather channel, Little Rock and Memphis stations, more Cardinals games and exclusive Razorback games on pay-per-view!

The TiVo® Premiere box gives you total control of the TV programming you love. But Premiere is so much more than a DVR — it also connects to the Internet and gives you access to an entire universe of movies, TV shows, web videos and streaming music.

Press the TiVo button on your TiVo remote control to get to TiVo Central®, the starting point for all of the amazing features at your fingertips!

For even more instructions on using your TiVo box, be sure to visit [www.tivo.com/howto](http://www.tivo.com/howto).\*

## TiVo® Premiere remote control

The **TiVo** button takes you to the TiVo Central® screen, the main menu and starting point for all your TiVo features and settings.

If programmed, **TV PWR** turns your TV or A/V receiver on/off.

Use **Zoom** to change the way programs are displayed on your TV.

Use the **Arrow** buttons to navigate the TiVo menus and the program guide.

Use the **Thumbs Up** and **Thumbs Down** buttons to rate shows for *TiVo Suggestions*.

**Pause** freezes a show. Press it again to resume playing.

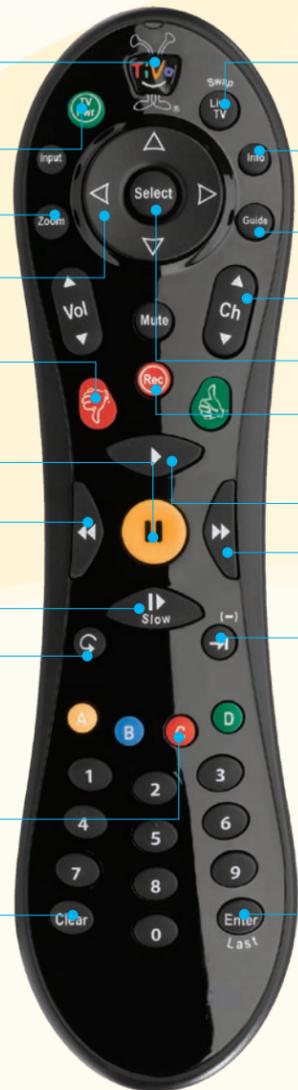
**Back** (rewind) rewinds a program. Press it up to three times for three speeds.

**Slow** plays a show in slow motion.

**Instant Replay** repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

The **A, B, C, D** buttons are for future use.

**Clear** removes the display of the channel banner or program guide and deletes titles from *My Shows* or the *To Do list*.



**Live TV/Swap** takes you to live TV. If you're watching live TV, use it to swap tuners.

**Info** shows the channel banner while watching live TV; press it again to make it disappear.

**Guide** takes you to the program guide, where you can find shows to watch or record. Press it again to clear the guide.

Use the **Channel Up/Down** buttons to change the channel and to page up/down while in the program guide or TiVo menus.

Use **OK** to choose menu options or shows to record.

Press **Record** to start recording the show you're watching, or to set up a recording for a show selected in the program guide.

**Play** starts playing a show from the *My Shows* list.

**Forward** (fast-forward) fast-forwards through a program. Press it up to three times for three speeds.

**Advance** moves forward in 30-second increments; press and hold to jump to the end of the show. Also used to skip to next tick mark while fast forwarding.

**Enter/Last** returns you to the last channel tuned to in live TV.

For more remote control tips visit [tivo.com/remotecontrol](http://tivo.com/remotecontrol).

\*To program your TiVo Premiere remote, press the TiVo button to go to the TiVo Central® screen and select Settings & Messages, then Settings, then Remote, CableCARD, & Devices, then Remote Control. Follow the easy on-screen instructions.

Pay-per-view is not available.

# HDTV

With amazing high definition picture quality, widescreen format and Dolby Digital surround sound, HDTV makes you feel like you're at the movies.

To see what HDTV programming is available in your area, or to watch HDTV channels,\* just press MENU once and then choose HD or press MENU twice to get to the Main Menu, then choose HDTV. You can also press GUIDE and either scroll or PAGE down until you get to the HDTV channels (starting with 201).

\*To watch programming in HD, you need both an HDTV set and HDTV programming from Ritter. Give us a call if you'd like to add HDTV to your line-up!



**TIP:** To use PARENTAL CONTROLS and order PPV, you must first SETUP your PINs.

## Order Pay-Per-View



**MENU:** From either the Main Menu (press **MENU** twice) or the Quick Menu (press **MENU** once), select **PPV**. Then, select any of the pay-per-view options. When you find a program you want to buy, press **OK** for the information screen. Choose the **BUY** icon and follow the prompts to complete your order. If the program is scheduled at a future time, a REMINDER is set to notify you before the program begins.

## Canceling a Pay-Per-View Order



**LIST:** To cancel a **PPV** order before it starts, select **LIST** from the remote control. Select the program you've purchased and press the **INFO** key. Select the **BUY** icon and follow prompts to cancel.

## Lock Inappropriate Content



**INFO:** You can set a lock anytime when you're in the guide or while watching television. Just press **INFO** and then press the **LOCK** icon. Enter your 4-digit Parental Locks PIN and you can lock the channel, title or rating using the on-screen prompts. To view a program you've locked, you will be prompted to enter your 4-digit PIN.



**MENU:** Select **SETUP** from the Main Menu (press **MENU** twice). Select **PINs Setup**. Follow the on-screen prompts to setup, clear or change your Parental Locks and PPV Ordering PINs.

## Quick Reference

### Important Information:

My e-mail address is: \_\_\_\_\_

My password is: \_\_\_\_\_

My Voice Mail PIN is: \_\_\_\_\_

My PPV PIN is: \_\_\_\_\_

My Parental Locks PIN is: \_\_\_\_\_

### Wireless Modem Settings:

Wireless Network – (SSID): \_\_\_\_\_

Wireless Security Key: \_\_\_\_\_

### Mail Client Settings

#### Incoming:

imap.gmail.com (imap)

pop.gmail.com (pop3)

#### Outgoing:

Authentication Required

smtp.gmail.com

#### Username:

Full email address required

#### Incoming Ports:

993 (imap) (SSL Required)

995 (pop3) (SSL Required)

#### Outgoing Ports:

587 (smtp) (SSL Required)

465 (smtp) (SSL Required)

### Important Phone Numbers:

#### 24/7 Customer Care:

888-336-4466

customerservice@rittercommunications.com

#### 24/7 Internet Help Desk:

888-659-6009

support@rittercommunications.com