



A New Initiative from the SWCA Board

Technology Infrastructure Improvements for Our Community

Technology Infrastructure Program (TIP)—Newsletter #15 5/18/18

Welcome to our 15th TIP Newsletter; please look carefully at the steps you might need to take depending on whether you will remain in Shadow Wood for most of the summer months or if you have other plans.

Status Report:

- Hotwire now has roughly 1,050 (70%) of our residents connected to the new Shadow Wood fiber optic network and enjoying their suite of Hotwire services. All five condo common areas are also now on-line.
- Hotwire will continue the installation process throughout the summer months for residents who remain in Shadow Wood. Schedule openings still remain during May and June. Those interested in these dates should contact the Hotwire Launch Department. For those who plan to be away over the summer and have already scheduled their installation date in the fall, Hotwire will connect your service on your agreed date.
- It is imperative that if you have not spoken to Hotwire to schedule your installation date, you MUST first set up your service consultation. This must be done before an installation date can be scheduled. Please call the Launch Team at 239/217-3262 or email them at: Shadowwoodqa@hotmail.com.

Action Points to Raise with Hotwire During and After Installation:

<i>For Residents who will remain in Shadow Wood over the Summer:</i>	<i>For Residents who will not be in Shadow Wood during the Summer:</i>
<p><i>In Newsletter #14 we outlined nine steps that will go a long way to insuring a successful installation experience. From past experience, we have found that 90+% of the problems that have been reported to date would have been eliminated if residents had followed these nine simple steps. We strongly recommend that you read and follow those nine steps. Click here to be taken to that Newsletter.</i></p>	<p><i>Check your installation date and make sure that if you have to change your plans regarding your availability, you must recontact Hotwire to reschedule your installation. As indicated above, you can only schedule your installation AFTER you have met with Hotwire for your service consultation. Hotwire is currently scheduling installation here in Shadow Wood out through December.</i></p>
<p><i>If you are switching your telephone service to Hotwire:</i></p> <ul style="list-style-type: none"> • <i>If switching your Century Link phone to Hotwire, they will require a pin number which you will need to obtain from Century Link. In many cases customers will not have been given a pin (you will need to check) and if that is the case, then the default pin is the last 4 digits of your social security number.</i> • <i>Do NOT call your current telephone provider to cancel service ahead of the Hotwire installation. Only after everything has been checked by Hotwire (and YOU) and is found to be working correctly should you close your account.</i> 	<p><i>It is important that YOU personally are at your home during the installation. You should not hand this responsibility to your home watch or other person. You should allow a full day for the installation process, even though in many cases it takes less than that--but this is not guaranteed!</i></p>

<ul style="list-style-type: none"> • <i>If setting up voice mail, be sure to double check with Hotwire that this function is going to be activated ahead of the install.</i> • <i>If you require international calling (outside USA and Canada) be sure to double check with Hotwire ahead of the install that this will be correctly set up. You will have to sign a special agreement to allow you to dial internationally.</i> 	
<p><i>You should check your internet speed using a hard-wired connection--not Wi-Fi.</i></p>	<p><i>Check in advance of the install that those TV's that you are planning to only receive the basic programs are digital TV's and not analog. If the latter, your TV will NOT be able to receive the basic Hotwire signal. Your course of action is to either rent another set top box for that TV from Hotwire or purchase a new digital TV.</i></p>
<p><i>Once your system is up and running ensure that any Comcast equipment you have is returned to the Comcast Store located in Coconut Point close to Southfork restaurant.</i></p>	<p><i>It is very likely that Shadow Wood will have been transitioned from "launch" to "operational" status by the fall. If you call the Launch phone number (239/217-3262), it is likely that they will tell you that they cannot help you. If this occurs, you should contact the Hotwire Customer Care Department at 800/355-5668.</i></p>

Additional Points of Importance:

- **IMPORTANT--CHECK THE OPERATION OF YOUR SECURITY SYSTEM:**

Regardless of whether you are subscribing to Hotwire's Telephone and/or Security Monitoring services, you should test your security system to make sure that it correctly dials your monitoring company when an alarm is triggered. There have been instances where other security monitoring services have had to "reprogram" their keypads in order for them to work with Hotwire's VOIP telephone system.

- **KEEPING YOUR COMCAST EMAIL:**

Comcast has confirmed in emails to their previous customers who have switched their Comcast service to Hotwire's, that they will be able to continue their comcast.net email address. The actual message that has been sent to customers is shown below:

***"Stay Connected!** We're sad to hear that you're changing your XFINITY services. However, we're happy to let you know that you can continue using your existing email address, to stay connected with the important people in your life. Just keep accessing your email like you always have. Please review our [Web Services Terms of Service](#) and [Web Services Privacy Policy](#)."*

- **THE TV VOICE REMOTE:**

We recently sent you details regarding the status of the development of Hotwire's voice remote system. If you missed this information, please [click here](#) to see that short update.

- **TV's RECEIVING BASIC PROGRAMING:**

If you have a TV that is receiving, or will receive, the basic TV program service, although you can see a list of TV channels by pressing the guide button on the remote, you will not currently be able to see the list of actual shows on each channel at various times. We have been informed by Hotwire that they are looking into this problem.

- **YOUR FIVE-MONTH FREE PERIOD:**

As the five-month free service period is likely to start later than anticipated, the SWCA will apply any credit for unused 2018 Hotwire monthly charges to your 2019 assessment. See examples below:

<p>NOTE: You have already paid for 4 months of Standard Service as part of your 2018 SWCA yearly assessment.</p>	<p><i>Example 1:</i> If Start date for the 5 Month Free Period is June 1, 2018.</p>	<p><i>Example 2:</i> If Start date for the 5 Month Free Period is August 1, 2018.</p>
	<p>The 5-month free period will take you to October 31st</p>	<p>The 5-month free period will take you to December 31st</p>
	<p>Only 2 months of standard charges will be paid to Hotwire by the SWCA out of the 4 months that were charged to you already in 2018</p>	<p>None of the standard charges will be paid to Hotwire by the SWCA out of the 4 months that were charged to you already.</p>
	<p>When the 2019 SWCA assessment is made for your Hotwire charges (Standard package) you will receive 2 months credit.</p>	<p>When the 2019 SWCA assessment is made for your Hotwire charges (Standard package) you will receive 4 months credit.</p>

- **LEAVE YOUR HOTWIRE SET-TOP-BOXES (STB's) PLUGGED IN:**

Past practice for many residents who leave for the summer months has been to unplug their STB's. That is not the case with our new Hotwire STB's. Since service is maintained year-round under our bulk agreement, Hotwire will be periodically downloading updates to their *Media Room Operating Platform* to upgrade their services and capabilities. For this to take place, your STB's need to be powered up. If you have already left for the summer and unplugged your STB's before leaving, any updates that will be missed over the summer months should download automatically when you return and power up your STB's next season. If you experience any problems when you return, you should contact Hotwire's Customer Care Team at (800) 355-5668.

- **USEFUL CONTACT INFORMATION:**

Hotwire Launch Team (Launch Manager: Roxana Montilva): 239/217-3262

- Email: Shadowwoodqa@hotmail.com
- Shadow Wood TIP webpage: www.swcaonline.com
- Questions for the SWCA TIP Committee: TIPquestions@swcahome.com
- Hotwire Shadow Wood community page: www.gethotwired.com/shadowwood --sign in to your individual account, or if one has not been established, use **ACCESS CODE 7381**.

- **PERIMETER MONITORING UPDATE:**

The Hotwire contract provides \$100,000 for upgrading our perimeter monitoring systems. We have identified several analog cameras that need to be upgraded at a cost of ~\$20,000. When finished, we will have 12 cameras at the two gatehouses and one each at the Magnolia Bend footbridge and Williams Road emergency gate. This leaves ~\$80,000 for additional cameras around the perimeter of Shadow Wood. Since we cannot cover the entire perimeter with this level of funding, we will focus on the areas of highest concern. While we are doing this evaluation, we will also document a plan for the future potential incremental addition of more cameras to our perimeter. Any future additions would be based on experience gained and would require Board approval.