

WELCOME

Your Setup Guide for HTC High-Speed Internet



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NEED HELP?

Should you experience problems with your High-Speed Internet service, please contact: HTC Technical Support at 369-8745.

WELCOME TO HTC HIGH-SPEED INTERNET

Your days of waiting on the Internet are finally over! With HTC High-Speed Internet, you now have the ability to tap into the power of broadband technology and open up a whole new world of entertainment, education, information and more at speeds you never thought possible. The Internet is now easier, faster and more enjoyable than ever. It's always on and ready to go whenever you are, and with various speeds from which to choose downloading video and audio files can now be done in mere seconds. HTC High-Speed Internet features multiple email accounts, enhanced features like spell check, online documents, integrated calendar, as well as access from any device!

The state-of-the-art quality of our Internet service will be evident from the first time you use it. After all, it was engineered by the same company that built one of the largest and most reliable local telephone systems in the country! You can rest assured, too, that should you need assistance, 24/7 technical support is available by calling (843) 369-8745. We're very pleased to have you as an HTC High-Speed Internet customer. And we promise to do everything we can to keep you happy and satisfied for many years to come.

MEMBER SERVICES

In Member Services you can begin the personalization of your HTC High-Speed Internet.

Click on my My Account and then click on the htcnetracer.net home page. Member Services is password controlled.

Your HTC High-Speed Internet installer provided you with your member name and password at the time of installation. If you are unable to locate that information, you can contact our Technical Support Department at 369-8745.

HTC
This is life. Connect with it.

Member Services

When you sign into HTC NetRacer Member Services you'll be able to create and manage your @sccoast.net email accounts and personal web pages.

- Email Accounts**
Create and manage additional email accounts. Residential HTC NetRacer customers can have up to 7 @sccoast.net email accounts. Business customer accounts may have a varying number of email accounts depending on their level of service.
- Website**
Create, manage, and upload to your free personal web pages. Find out how much web space has already been consumed and how much is available for your personal page. Determine the type, size, and last modification date of files on your site.
- Change Password**
Select the appropriate email account and change the password. Be sure to make a note of the new password in a place where you can easily locate this information.

Login

Member Name:

Password:

HTC Technical Support is provided to current customers on a 24 hour, 7 days a week basis. This Technical Support will include assistance to ensure proper delivery of high speed internet connectivity to the customer premise. Additional support for third party services, software, and applications will not be provided however, directions on how to receive support from these third party entities may be provided. To reach HTC Technical Support call: 843-369-8745.

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Be sure to record usernames and passwords in a safe location, as HTC will not have them.

ADDITIONAL EMAIL ACCOUNTS

1. For additional email accounts, click on Add email button.
2. Enter the first and last name of the user.
3. Enter a desired username
NOTE: username is case sensitive.
4. Enter and confirm desired password (between 8 and 15 characters).
NOTE: password is case sensitive.
5. Click the Add email Button again. At this point, you may be notified username is already in use, if so, click Try Again.
6. New username status will indicate Pending. Click Verify email to move to Active status. Please do not hesitate to contact our Technical Support if you need assistance.
7. Be sure to set up Additional email accounts in Outlook Express or email software. You can often elect to have the software check accounts separately or together.

Member Services, Horry Telephone Cooperative - Windows Internet Explorer

http://memberservices.sccoast.net/memberservices.asp?action=retrieveEmailAccounts&returnMessage=Ok

Member Services

Primary Email Account: **HTCtrain** (2 email account(s) used out of 7)

Account Name: HORRY TELEPHONE COOP

Active Accounts

The account(s) below are currently active on our @sccoast.net email server.

Account	Email	Domain	Action
05598480	HTCtrain	sccoast.net	change password
05598480	marketingnet2011	sccoast.net	change password deactivate account

[Add Email](#) [Access Website](#) [Logout](#)

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SECURITY SUITE

As an HTC High-Speed Internet customer you are entitled to a free download of award-winning security suite software that protects against viruses, spyware, parental control, Wi-Fi intrusion detection and much more.

[Go here for your FREE download.](#)

The screenshot shows the HTC website interface. At the top, there's a navigation bar with the HTC logo and various service icons. Below that, a search bar and a promotional banner for Trend Micro Internet Security are visible. The banner text reads: "Download - Protect your PC with Trend Micro Internet Security. Free to HTC NetRacer customers!". To the left of the banner, there's a sidebar with links to various services like "HTC EMAIL POWERED BY GOOGLE", "ONLINE TOOLS", "MEMBER SERVICES", etc. At the bottom of the banner, there are two advertisement boxes: one for "Introducing Tablet Computers from HTC" and another for "HTC Digital Cable High-Def Set-Top Box" and "HTC High Speed Internet".

Use the FREE Trend Micro Internet Security Suite to protect your PC and internet connection. Scan and Update can be scheduled to run automatically or whenever needed.

This block shows the Trend Micro Titanium Maximum Security software box and a promotional banner. The banner text reads: "TITANIUM MAXIMUM SECURITY FREE for all HTC residential internet subscribers! *Both Windows and Mac versions are available!". Below the banner, there are links for "TITANIUM MAXIMUM SECURITY FOR PC", "SMART SURFING FOR MAC", "FAQ", and "DOWNLOAD AND MANAGE SOFTWARE".

Trend Micro - Titanium Maximum Security

Current Free HTC Trend Micro Internet Security Pro Security users should upgrade to the NEW FREE version for additional features and protection.

The screenshot shows the Trend Micro Titanium Maximum Security product page. It features the product box, a "Security that won't slow you down." tagline, and a "System Requirements for Titanium Maximum Security" section. The requirements are listed as follows:

- Windows® 7 Family**
 - CPU: 1 GHz
 - Memory: 1 GB
 - Disk Space: 500 MB
 - Web Browser: Microsoft® Internet Explorer® 7.0 or 8.0
 - Display: resolution of 640x480 pixels or higher
 - PDF Reader: Any
 - Internet Speed: Broadband or equivalent recommended
- Windows® Vista Family, SP 1 or higher**
 - CPU: 800 MHz (1 GHz recommended)
 - Memory: 512 MB, 1 GB Recommended
 - CPU: 450 Mhz (600 Mhz recommended)
 - Memory: 256 MB, 512 MB Recommended
 - Disk Space: 500 MB
 - Web Browser: Microsoft® Internet Explorer® 7.0 or 8.0
 - Display: resolution of 640x480 pixels or higher
 - PDF Reader: Any
 - Internet Speed: Broadband or equivalent recommended

Strong Antivirus Protection Made Simple

This block shows a screenshot of the Trend Micro Titanium Maximum Security console screen. The text reads: "From the main Titanium Maximum Security console screen, you can easily run antivirus scans or get up-to-the-minute status reports on your computer's security."

Easy to Understand Security Reports

This block shows a screenshot of a security report from Trend Micro Titanium Maximum Security. The text reads: "Easy to read graphic reports provide you with all the details about the Internet threats that attack your computer. You can drill down into detailed logs with just one click."

Data Theft Prevention

This block shows a screenshot of the Trend Micro Titanium Maximum Security console screen. The text reads: "Prevent hackers and spyware from stealing credit card numbers, passwords, email addresses, and other sensitive data."

Securely Erase Documents

This block shows a screenshot of the Trend Micro Titanium Maximum Security console screen. The text reads: "Deleting a file just removes the directory information used to find it, but not the actual data. The Secure Erase feature overwrites deleted files with random data, so that the contents can't be retrieved. The Permanent Erase option overwrites files seven times and meets United States government data security standards."

Trend Micro Vault

This block shows a screenshot of the Trend Micro Vault interface. The text reads: "The Trend Micro Vault is a password protected secure folder that can safeguard your sensitive files. If your computer is lost or stolen, you can remotely lock this vault to keep these files safe."

HTC MY ACCOUNT

HTC makes it easy for you to get the most from your HTC High-Speed Internet right away by signing up to pay your HTC bills online. It's easy, fast and secure.

- Click on Online Services, HTC My Account

The screenshot shows the HTC website homepage. At the top, there's a navigation bar with various service icons: My Account, My Mail, My Phone, My Security, My Cable, My Services, My High-Speed Internet, and My Solutions. Below this is a search bar and a 'Web Search' button. A large purple callout bubble with the text 'Click on My Account' points to the 'My Account' link in the navigation bar. The main content area features a registration form for the HTC NetRacer Portal, with fields for Username, Password, Re-Enter Password, Salutation/Title, First Name, Last Name, Street Address, Unit/Suite #, City, State, and Zip. There are also checkboxes for 'I am currently a HTC NetRacer Internet customer' and 'Please add me to the HTC NetRacer mailing list.' The left sidebar contains various service links like 'HTC Email Powered by Google', 'Member Services', 'E-Newsletter', 'HTC Email Quarantine', 'Trend Micro Internet Security', 'Internet Safety', 'Spam, Spam, Frauds & Email Attacks', 'Local Movie Showtimes', 'HTC Digital Cable TV Listings', 'Local Video Content', and 'Games'.

- Click on Register Now – review and accept Terms and Conditions.

Save time and stamps when you pay online.

The screenshot shows the HTC My Account login and registration page. At the top, there's a banner for 'GO GREEN. GO PAPERLESS.' with a \$2 monthly credit and a \$500 credit from HTC. Below this is a navigation bar with 'Home' and 'Access your accounts online with HTC's My Account service.' The main content area is divided into two columns. The left column has a 'Login to My Account' section with fields for Customer ID, Password, and a 'Remember my ID' checkbox, followed by a 'Login' button. Below this is a 'Register Now' section with a 'Verified by Geotrust' logo and a 'Click the Geotrust logo to view HTC's commitment to protecting your security and personal information.' The right column has a 'Recover Password' section with a 'Recover Lost Password' and 'Reset Lost Password' button. Below this is a 'New Features on HTC My Account!' section with a list of features: 'New Accounts Summary page', 'View Express 800 Statements', 'Manage your A-List', 'Be on the lookout for new My Account features to launch soon, including: Adding additional email addresses'. There's also a 'GO GREEN. GO PAPERLESS.' banner on the right side of the page.

- Complete the registration form.

The screenshot shows the HTC My Account registration form. At the top, there's a banner for 'GO GREEN. GO PAPERLESS.' with a \$2 monthly credit and a \$500 credit from HTC. Below this is a navigation bar with 'Home' and 'Register Now - Complete this form to sign up as a new My Account user. The billing information used to register must not be more than 3 months old to create a new account.' The main content area is a registration form with the following fields: 'Customer Id' (with instructions: 'Use 6-25 characters. You may use letters, numbers, underscores, at symbols(@), and dots(.))'), 'Password' (with instructions: 'Use a combination of 8-20 characters.' and a 'Password strength' indicator), 'Confirm Password', 'E-mail Address' (with instructions: 'Enter a valid e-mail address to receive My Account notifications.'), and 'E-mail Opt-Out' (checkbox).

- Click on Sign Me Up.
- You will receive an email each month when your new

HTC My Account is ready for viewing.

HTC SERVICES AND CORPORATE HOME PAGE

To learn more about HTC, our other services, promotions and ways to bundle your account visit <http://htcinc.net>.



FAVORITE SITES

Once you've been using the Internet, you'll begin to have sites that you like to visit regularly. Rather than remembering or writing down all the addresses, follow these steps to establish your "Favorites" (also known as "bookmarking").

WHILE IN THE SITE YOU WANT IN YOUR FAVORITES

- Click on FAVORITES from the buttons below the main menu Click on Add

If you would like to "file" this site with other similar sites,

- Click on Create in Click on New Folder
- Name the folder and click OK

The folder will appear under Favorites and be highlighted

- Click OK

ONLINE POLICIES

HTC publishes our online policies as a link at the bottom of our htcnetracer.net home page. When you use your HTC High-Speed Internet services, you are agreeing to adhere to these policies. Please be sure to review these policies from time to time as they are subject to change.

TECHNICAL SUPPORT

HTC provides 24 hour, 7 days a week Technical Support. Simply dial: 843-369-8745



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WWW.HTCINC.NET | 843.365.2154

