WELCOME

Your Setup Guide for HTC High-Speed Internet

CONTENTS

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.

THE HTC HIGH-SPEED INTERNET EDGE

BROADBAND BENEFITS

• **Blazing Speed:** HTC High-Speed Internet provides high speed Internet access at a variety of speeds.

• **HTC High-Speed Internet is always on:** HTC High-Speed Internet connects automatically to the internet whenever you turn on your computer. This internet access is brought to you through your home's fiber optic cable or the unused portion of your phone line, allowing you to continue using your phone while connected to the internet.

FEATURES

• **Customizable Home Page:** Create your own home page with your choice of news, sports and entertainment feeds displaying headline, summaries and/or videos; see the weather for multiple zip codes; find out what is going on in your community; easily get info on movies, where and when they are showing locally; and much more!

• **Multiple Email Accounts:** Additional email accounts allow you to have an account for others in the family and one just for registering online to reduce spam in the accounts used to communicate with family and friends!

• **Free Security Suite:** HTC High-Speed Internet customers can get FREE award-winning security protection (anti-virus, anti-spyware, personal firewall, parental controls, Wi-Fi intrusion and more) with one simple download.

• **Free Monthly eNewsletter:** Receive a monthly newsletter by email with valuable articles on security and updates on new HTC Internet services.

PERSONALIZING YOUR HTC HIGH-SPEED INTERNET

To get started using your HTC High-Speed Internet, open your browser and get connected to the internet. In the Address box, type in the HTC High-Speed Internet home page site: http://www.htcnetracer.net.

Once you are on this page you can customize your internet experience by following the simple steps on the Site Help & FAQ pages.

WEBMAIL check your email when traveling or not using your Outlook Express or other email software.

MY ACCOUNT gives you the option to view your HTC account, add cable premiums, and make online payments.

TREND MICRO SECURITY provides a link to download the FREE award winning security suite to ensure the security of your PC and internet connection.

SETUP YOUR HOME PAGE

And customize as often you like!

1

Click here to register

2

You can create or use the one assigned by HTC. Be sure to record this. HTC will not keep it.

Use preferred address for registration confirmation.

3

Click here to customize

4

Click here to select your news feed

Drag feed to this area

5

Click here when finished

5

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.

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.

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.

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.

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

Click on My Account

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

Save time and stamps when you pay online.

• Complete the registration form.

• 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

HTC

This is life. Connect with it.

WWW.HTCINC.NET | 843.365.2154

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SECURITY

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