



High-Speed Internet

GETTING STARTED

Thank you for choosing DIGIS High-Speed Internet. To ensure the best experience with DIGIS it's important to properly protect and keep your computer up to date. Please follow these steps after installation is complete:

STEP 1 - Setting IP Address

When setting up or adding computers, routers, wireless routers or other devices: set IP address option to automatically obtain DHCP. The first computer or router you have on the internet must be registered on the networks by its MAC ID. During the installation process, your first device is registered.

If you're having difficulty connecting after changing settings, RESTART your computer and/or other devices. For more specific instructions, refer to users manuals or support about setting IP address for your specific device or operating system.

IMPORTANT! For new computers, routers or changes to your first device on the internet, you will need to contact Digis Customer Care at 1-888-DIGIS-88 to register the device on the network.

NEED HELP WITH YOUR HOME NETWORK OR HOME COMPUTER? We can refer you to sources, manufacturers, or other service companies who specialize in home networking for assistance. Visit our website at <http://www.digis.net/resources>.

STEP 2 - Install Virus Protection

If you have not already done so, DIGIS highly recommends you install robust virus protection on your computer(s) such as Norton or McAfee antivirus software.

Numerous software packages are available commercially. At minimum we recommend you install a freeware package such as McAfee AVERT Stinger. Visit <http://vil.nai.com/vil/stinger/> for information, download and instructions. Computer viruses are now common place. Viruses are small software programs that can infiltrate your computer via email or file transfer and can vary from annoying to totally destructive. They can come from strangers and, most often, friends. Make sure you keep antivirus protection current as new viruses emerge constantly.

STEP 3 - Install AntiSpyware Software

If you have not already done so, Digis highly recommends you install robust antispyware software on your computer(s).

Numerous software packages are available commercially. At minimum we recommend you install a freeware package such as Microsoft Windows Defender. Visit <http://www.microsoft.com/athome/security/spyware/software/default.mspx> for information, download and instructions. Generally spyware is not as destructive as viruses. Spyware is also small programs that can infiltrate your computer and cause problems. Spyware has varying purposes from gather information about you to display advertisements (such as pop-up ads), or even change settings on your computer, generally without appropriately obtaining your consent. Spyware can dramatically effect the performance of your computer as it hogs your computers resources. Performance degradation often become apparent in what seems to be a slow Internet connection.

STEP 4 - Create Firewall

If you have not already done so, Digis highly recommends you create either a hardware or software based firewall on your network or computer(s).

Creating a firewall using either hardware or software is criti-

cal to the health of your computer or network. A firewall helps defend your computer against viruses and intruders who try to access your computer over the Internet. Most routers have a built-in firewall capability but must be configured to work properly. Consult user manuals or contact the manufacturer of your specific device. At a minimum, we recommend, for users of Windows XP, that you install Microsoft Windows XP Service Pack 2 which will install a built-in firewall. Visit <http://www.microsoft.com/athome/security/protect/windowsxp/default.mspx> for information, download and instructions.

IMPORTANT! You will also want to secure any router, particularly wireless routers, from outside intruders. Consult the user's manual for your particular device on how to create a secure network.

STEP 5 - Operating System Updates

Now that your computer is connected to broadband Internet service which is always on, it's important to keep your computer updated with the latest patches from Microsoft for Windows and Apple for Mac OS. These patches are free, and keep your computer updated to protect it from hackers, viruses and worms that can infect and disrupt non-updated computers.

To run Window's Update, open Internet Explorer, select "Tools," then "Windows Update." You may be asked to accept a small piece of software from Microsoft that is used to verify updates on your computer. Accept the software, and then click on "scan for updates." Once it has finished scanning your computer, a list of updates will be shown in the left window. If there are any "Critical Updates and Service Packs," click on that link and then click "review and install updates." Your computer will then download the updates, and may ask you to restart your computer. Once you've restarted, run the Windows Update procedure again to see if all critical updates were installed. If there are any remaining critical updates, review and install those as well. You may have to do this several times until all updates have been installed on your computer. You may also wish to review the updates listed under "Windows XP/Recommended Updates" and "Driver Updates" to see if there are other updates you may wish to install. These aren't as critical to your computer's protection as are the critical updates.

To run Mac OSX updates, go to System Preferences. Launch Software Updates and click on "Check Now." This will search for needed updates. Once it has finished scanning your computer, a list of updates will be shown. Check those you would like to update and begin the download. You can also set to do automatic checks on a periodic basis from daily, weekly or monthly in the same control panel window.

We suggest you follow this update procedure at least once a month.

STEP 6 - Content Filtering

DIGIS provides content filtering from BlueCoat at no charge. It's advised that Internet use of children under the age of 18 be monitored and controlled because of the pervasiveness of material not suitable for children found on the internet. At DIGIS we feel it's important to provide you with the tools you need to help protect you and your family. That's why we offer you the option of content filtering at no charge. Please contact DIGIS Customer Care at 1-888-DIGIS-88 or visit <http://my.digis.net> to activate this service.

We look forward to serving you.

For additional question or assistance please email us at support@digis.net.