

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.

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.

The screenshot displays the HTC High-Speed Internet website interface. At the top, there is a navigation bar with the HTC logo and the tagline "This is Life. Connect with it." Below this, a secondary navigation bar lists various services: My Home, Community, News, Weather, Sports, Business, Entertainment, Video, Health, TV Listings, Classifieds, and HTC Yellow Pages. A prominent banner advertises "Get Unlimited Nationwide Calling on Both Your Wireless AND Home Phone for as low as... \$79.99". The main content area is divided into several sections: "Today's News" with links to Community, National, Entertainment, Sports, Business, Local News, and WebCams; a "Make our portal, YOUR portal" section with a "Go Back" button; a "Your Site Profile" registration form with fields for Username, Password, Re-Enter Password, Salutation/Title, First Name, Last Name, Street Address, and Unit/Suite #; and a "Welcome akovan" section with "Customize" and "Logout" buttons. On the right side, there is a "Fox News Videos" section featuring a video player with a play button and a video title "Labor Hearing on Boeing Plant in South...". The bottom left corner contains a sidebar with links to "HTC EMAIL POWERED BY GOOGLE", "MEMBER SERVICES", "E-NEWSLETTER", "HTC EMAIL QUARANTINE", and "TREND MICRO - INTERNET SECURITY".

SETUP YOUR HOME PAGE

And customize as often you like!

1 Click here to register

The screenshot shows the registration form with fields for Username, Password, Re-Enter Password, Salutation/Title, First Name, Last Name, Street Address, Unit/Suite #, City, State, Zip, and Email. A 'Register' button is at the bottom left.

2 Make our portal, YOUR portal

HTC NetRacer Portal Registration is FREE and only takes a minute. Simply fill out the fields below and click the register button. (*) Required fields.

Your Site Profile
Enter a username and password for your new account.

* Username:

* Password:

* Re-Enter Password:

* Salutation/Title:

* First Name:

* Last Name:

Street Address:

Unit/Suite #:

City:

State:

* Zip:

* Email:

I am currently a HTC NetRacer Internet customer.
 Please add me to the HTC NetRacer mailing list.

Register

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

The screenshot shows the home page with a navigation menu and a 'Customize your Home Page' button in the top right corner.

4 Click here to select your news feed

Drag feed to this area

select a feed to preview it here

The screenshot shows the 'Customize Your Page' section with a list of suggested RSS feeds and a 'select a feed to preview it here' area. A 'Drag feed to this area' section is also visible.

5 Click here when finished

The screenshot shows the bottom right corner of the customization page with a 'click here when finished' button.

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.

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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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.

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

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
03598480	HTCtrain	sccoast.net	change password
03598480	marketingnet2011	sccoast.net	change password deactivate account

OK

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

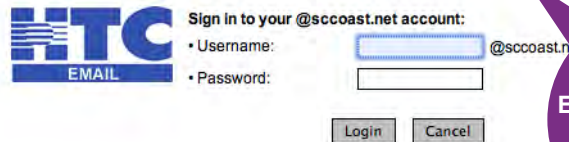
HTC Technical Support is provided to current customers on a 24 hour, 7 days a week basis. This Technical Support will include assistance to ensure proper delivery of high speed internet connectivity to the customer premise. Additional support for third party services, software, and applications will 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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EMAIL SETUP

You can use any email client you prefer, however, we support Outlook Express and believe you will enjoy the many capabilities of this email client.

Welcome to HTC Email, powered by Google™
Less spam, flexible access, tons of storage and cool features.



Sign in to your @sccoast.net account:

- Username: @sccoast.net
- Password:

Login Cancel

Use Outlook Express to get the most from your email service

- Open your Outlook Express and click Tools menu
- Select Accounts and click Mail tab
- Click Add Account
- Highlight and Click on Mail which will open Internet Connection Wizard
- Enter your name as it will appear on emails you send
- Enter your E-mail Address, including @sccoast.net
- Select POP3 from the drop down box your Incoming server is: pop.gmail.com
- Your Outgoing server (SMTP) is: smtp.gmail.com
- Enter your Account name and password as assigned by HTC
- Click Finish to return to the Mail tab on the Internet Account box
- Highlight the pop.gmail.com account and verify information in Properties General
- Click Apply
- Click Servers tab and verify:
Incoming mail (POP3) says: pop.gmail.com
Outgoing mail (SMTP) says: smtp.gmail.com
Account name and Password are correct
- Check the box My server requires authentication and then Apply
- Click on the Advanced Properties tab
- Place a check mark in the box next to This server requires a secure connection (SSL)

- Change the Outgoing mail (SMTP) Server Port Number to 465 or 587 (either will work)
- secure connection (SSL)
- Change the Incoming (POP3) Server Port Number to 995
- Click Apply and then OK Close and you will be taken to your Inbox
- HTC Email Set-up web pages:
www.htcinc.net/internet_email_settings.cfm

WEBMAIL

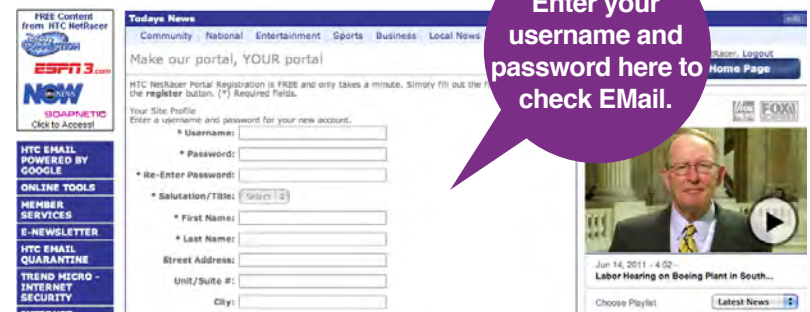
HTC understands the importance of getting your emails when you travel. With HTC Webmail email Service you can check your email from anywhere!

- Click on Webmail



Here's all you have to do to check your email. When traveling, simply log-in via the Internet.

- Go to the htcnetracer.net site
- Click on Webmail to retrieve your emails
- Enter your Username and password
NOTE: These are case sensitive
- Check your emails



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.

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.

Titanium Maximum Security

Security that won't slow you down.



TITANIUM MAXIMUM SECURITY
Security that won't slow you down.



System Requirements for Titanium Maximum Security

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



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



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



Prevent hackers and spyware from stealing credit card numbers, passwords, email addresses, and other sensitive data.

Securely Erase Documents



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



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

- 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



This is life. Connect with it.

WWW.HTCINC.NET | 843.365.2154

