

# CitEscape Internet Service Guide

## **Contents:**

### **I. Understanding Your Bill**

*Learn how your service is billed, what your responsibilities are, and who to contact with specific questions.*

### **II. Frequently Asked Questions**

*Common questions about CitEscape Internet service.*

### **III. Internet Security Guidelines**

*Essential tips for a safe, and enjoyable, Internet experience.*

### **IV. Avoiding SPAM**

*Essential tips for avoiding “canned” email messages.*

### **V. Obtaining Support**

#### **A. Email Support**

*Setting up and troubleshooting an email account.*

#### **B. Internet Connection Support**

*Troubleshooting and getting help with your CitEscape leased equipment.*

#### **C. Internet Browser Support**

*Instructions for common tasks related to your web browser.*

#### **D. Connecting with a Wireless Router**

*Instructions for setting up and connecting to a wireless router.*

# Understanding Your Bill

With CitEscape, your bill is extremely straight-forward. We don't add any extra fees. All that you will see on a normal bill is, simply, your monthly fee for Internet service.

If you missed a payment, or sent it in too late, then you can expect to see a late fee on your bill. If your payment is more than 30 days overdue, then your Internet service will be suspended until payment is received.

CitEscape's technicians will maintain your leased equipment at no cost to you. This service does not cover problems beyond our responsibility. For example, if a dog chews through a cable and a CitEscape technician comes out to replace that cable, then you should expect a charge on your bill, in addition to your regular monthly fee.

CitEscape automatically bills your credit or debit card on the same day each month, beginning with your first day of service. Please contact us, if you wish to set up an alternative form of payment. Payments not received on time will incur a late fee. It will be your responsibility to make payments on time, and to notify us if your billing information changes (such as when your credit card expires).

Contact info:

Office phone number:  
320-257-7020

Email:  
[billing@citescape.com](mailto:billing@citescape.com)

# Frequently Asked Questions

## **How can I upgrade my service to a faster connection?**

Upgrading your service with CitEscape is as easy as making a call or sending an email. Contact us via phone or email. We can verify your information, change the plan you've signed up for, reprogram your equipment and have you back online at a faster speed in about two minutes. Your contract will not be extended, and your bill will be adjusted automatically.

## **Are there any limits on transfer-rates or how long I can be online each month?**

Your CitEscape always-on high-speed Internet connection has NO monthly limits on how much information you can transfer. There is NO time limitation. Your connection will be available 24-hours 7-days a week at no additional charge.

## **Are there limits as to how many computers I can have connected to my CitEscape service?**

You can connect an unlimited number of computers to your CitEscape high-speed Internet connection. In order to connect more than one computer to our service, you will need to purchase an inexpensive router, commonly available wherever you find computers or electronics.

## **I want to get another computer. What will it need in order to connect to the Internet?**

Your computer will need either a Network Interface Card (NIC), or a wireless adapter (if it will be used in conjunction with a wireless router). Most new laptops come with a built-in wireless adapter. In fact, it is very difficult to find a new computer that does NOT have the capability of being able to connect to the Internet.

## **Do I own the equipment that was installed?**

The equipment installed by CitEscape technicians is leased. Rest assured, knowing that CitEscape owns and will maintain your equipment. The lease fee is incorporated into your monthly rate.

## **With my service being wireless, do I need to worry about security?**

There are many different types of wireless technologies. Wireless Internet is often associated with places like coffee shops, but this is not the technology that CitEscape uses. Nobody can sit outside your home with a laptop and connect to CitEscape's signal like they would at the coffee shop. CitEscape uses special multi-layer encryption technology that secures all of the information you send and receive to and from the Internet.

## **Can weather affect my Internet connection?**

Your high-speed Internet connection uses the latest technology to give consistent performance in any weather condition. Freezing rain, however, may present a problem in certain areas. We recommend lightly spraying your antenna with non-stick cooking spray in the fall to reduce the likelihood of this problem. Please consider your safety before acting on this recommendation.

## **Does CitEscape limit my Internet capabilities?**

No, your CitEscape Internet connection is yours and we believe you should be able to use it as you choose.

*CitEscape does not monitor the Internet activity of its customers. However, if we are contacted regarding illegal Internet activity, then we are obligated to take action. If we trace the activity to you, then you will receive a warning to discontinue. We reserve the right to terminate service at any time for illegal or disruptive activity.*

# Internet Security Guidelines

- **Install antivirus software** and keep it updated. Run scans regularly, and let it scan your incoming and outgoing messages.
- **Install an antispware program**, keep it updated, and run occasional scans. Windows Defender comes with Vista. Your antivirus software may also be bundled with an antispware program.
- **Use a bidirectional firewall**, which prevents unwanted inbound and outbound traffic. These come standard with Windows Vista and the latest versions of Mac OSX. Windows XP, and older versions of Windows, would benefit from a third-party firewall. Visit our website for recommendations.
- **Don't mix multiple firewall or antivirus programs.** This practice is unlikely to give you extra protection, but it is likely to give you extra problems.
- **Allow autoupdates.** Both Microsoft and Apple are constantly resolving security issues, as they are found.
- **Be 100% certain before opening .exe, .doc, and .xls files**, they may contain a virus. If you weren't expecting to receive an email with one of these files attached, then it probably DOES contain a virus.
- **Use a router.** A router will prevent hackers from being able to directly access your computer through the Internet. Many routers have additional security features to prevent hackers from exploiting your computer.
- **Use strong passwords.** Mix alpha and numeric characters, or use a phrase, if you can. Words found in the dictionary, proper names (especially spouses and children), and dates do not make good passwords.
- **Don't click on a link in an email**, unless you are 100% certain that it is safe. This includes links to online greeting cards. Email links are a favorite way for “phishers” to trick you into giving out personal information. When in doubt, ask the sender for more information about the link.
- **Don't trust pop-up security alerts** while you are browsing the Internet. The above-mentioned software should be all that you need. Pop-up security alerts most likely contain adware.
- **Use phishing filters.** In Firefox, click on the *Security* tab, under *Options*, and check the box next to “Tell me if the site I'm visiting is a suspected forgery” as well as the box next to “Check by asking Google.” You can turn on the phishing filter in Internet Explorer 7 via the *Tools* menu.
- **Never enter personal information on an unsecured site.** Look in the address bar for “https”. The “s” means it's secure. However, being a secure site doesn't necessarily make it trustworthy... another good reason not to trust website links that are sent in an email.
- **Change default passwords.** Your router comes with a default user name and password, which is publicly available. If you don't change your password, then someone could reconfigure your router, leaving you vulnerable. Consult your router's user guide for information on how to change your password.
- **Secure your wireless router.** Use Wi-Fi Protected Access (WPA) or Wi-Fi Protected Setup (WPS), so that unwelcome users cannot connect to your router, to use your Internet connection or potentially access your computer. Consult your router's user guide for information on how to set up wireless security.

# Avoiding SPAM

- **Make your email address unique.** Spammers will often send email to addresses that are easy to guess. An address like “mike@citescape.com” is an easy target. Try creating an address with a combination of first name, last name, initials or numbers. A good example would be mdsmith71@citescape.com.
- **Get a secondary email address** (free from sites like Google and Yahoo!) and use it if a website, or someone you may not trust, asks you to provide your email address. It's almost impossible to completely avoid spam when you make purchases, or sign up for services, online. If you get too much spam, you can just get another free email address.
- **Protect your primary email address.** Save it for the people you actually want to communicate with, and hope that their antispyware and antivirus programs are kept up-to-date.
- **Spell it out.** If you post your email address online, for others to view, then write it as name at citescape dot com, rather than name@citescape.com. This will help alleviate spam from “spiders”, which scan webpages, looking for the \_\_\_\_@\_\_\_\_.\_\_\_\_ format.
- **Look before you submit.** When entering personal information on a trusted website, you are often given the option (although it may be difficult to find) of receiving, updates, offers, etc. (AKA: SPAM)
- **Go to the source.** Go to the websites where you've signed up for a user name and password. Login to the site and browse around, looking for any options which may entitle the host to send you spam.
- **If it sounds too good to be true... it is.** Want to get a free iPod, just for filling out a survey? Go ahead, your iPod (if you even get it) will be paid for in commissions from the countless spam messages you'll receive.
- **Never reply to spam.** Sending a reply confirms that you read your spam. Even if you send an “unsubscribe my address from your list” reply, your address will probably get sold to another spammer.
- **Block images.** Setting your email to not show images will prevent spammers from confirming your address when the image is loaded from their server.
- **Use a filter.** If you've done everything you can, but still get spam, then you can always use a spam filter. Microsoft Outlook (not Outlook Express), Mozilla's Thunderbird, and Mac's Mail program all have built-in spam filters. Third-party filters are also available, some of which will only allow email from addresses that you approve (for the VERY discriminating user).

# Email Support

Your email address will first need to be set up on our server. To do this, simply call our office at 320-257-7020 and let us know what you would like your email address and password to be. Once your address is set up on our server, you will need the following information to set up email in a POP3 program, such as Outlook Express:

Email Address: \_\_\_\_\_  
User Name: \_\_\_\_\_  
Password: \_\_\_\_\_  
Incoming mail (POP3) server: [mail.citescape.com](mailto:mail.citescape.com)  
Outgoing mail (SMTP) server: [smtp.citescape.com](mailto:smtp.citescape.com)

## Setting Up An Email Account In Outlook Express (for XP) or Windows Mail (for Vista):

After you've opened the program, if the "Setup Wizard" does not start automatically...

1. Click on the *Tools* menu.
2. Choose *Accounts*.
3. In the "Internet Accounts" window, click *Add* and choose *Mail*.

When the "Setup Wizard" begins...

4. Enter your display name (Not to be confused with user name or email address. This can be whatever you'd like.) Click *Next*.
5. Enter your email address. Click *Next*.
6. Ensure that the incoming mail server type is set to "POP3". Enter incoming and outgoing server names, as shown above. Click *Next*.
7. Ensure that your user name is correct. For your CitEscape account, it should be identical to whatever comes before the @ in your email address. Enter your password. Click *Next*.
8. Click *Finish*, and you're done!

## Setting Up An Email Account In Mozilla Thunderbird:

Thunderbird is a free email program, available from <http://www.mozilla.com>. After you've installed and opened the program, if the "Account Wizard" does not start automatically...

1. Click on the *Tools* menu.
2. Choose *Account Settings*.
3. Click *Add Account*.

When the "Account Wizard" begins...

4. Choose *Email account*. Click *Next*.
5. Enter your name, and then enter your email address. Click *Next*.
6. Choose POP as the type of incoming server. Enter the incoming and outgoing server names, as shown above (If you already have an email account set up, then Thunderbird will use the outgoing server from that account). Click *Next*.
7. Ensure that your user name is correct. For your CitEscape account, they should both be identical to whatever comes before the @ in your email address. Click *Next*.
8. Verify your information and click *Finish*. You will be prompted for your password later.

## Setting Up An Email Account In Outlook:

The "Setup Wizard" Outlook varies slightly from Outlook Express, as does the method of starting it, if it does not start automatically. If the wizard does not start automatically in Office Outlook, then click on the "Tools" menu and choose "Email Accounts". From there the process varies, depending on the version you are using, but the information you will need to enter is the same.

## Mobile Users

If you are setting up email on a cell phone, or on a laptop that may connect to other non-CitEscape Internet service providers, then you will need to change your outgoing mail server to "mail.citescape.com".

From the "Accounts" window, found through the "Tools" menu in Outlook Express, highlight the account you want to change and click "Properties". Next, click on the "Servers" tab and enter "mail.citescape.com" in the area next to "Outgoing mail (SMTP)". At the bottom of the window, check the box labeled "My server requires authentication". DO NOT check the box labeled "Log on using Secure Password Authentication". By default, Outlook Express uses the same login settings as the incoming mail server. These settings do not need to be changed.

## Configuring Your Email Program:

You can configure your email program in many ways. For each account, you will want to ensure that you are not simply leaving the messages on the server after they are downloaded. If you leave messages on the server, then your mailbox will eventually fill up, and you will not be able to receive new messages.

By changing Account Settings for "Copies & Folders" in Thunderbird, or by using "Rules" in Outlook, you can tell your email program to send new messages from different email accounts to different folders. You will also find other useful features in the program's *Tools* menu. Consult the help file of your email program, if you need help with configuration.

## Troubleshooting your email account:

**Why am I not receiving email?** Check the spelling of the incoming mail server, if you are having trouble receiving email. Also check the spelling of your user name and password. Your user name should be whatever comes before the @ in your email address. If everything is entered correctly, your mailbox on CitEscape's server may be full. Log in to your account by clicking the "Sign In" link at the top of this page. If you have more than 20MB of emails in your inbox, then your mailbox is full, and you will need to free up some space. Check the settings in your email program to ensure that your messages are, at some point, being removed from the server.

**Why can't I send email?** Check the spelling of your outgoing mail server, if you are having trouble sending email. CitEscape is often misspelled.

### Why can't I open some attachments?

1. You may not have the required software to open the file. For instance, you typically need to download and install Adobe Acrobat before you can open a .pdf file.
2. The attachment may be a file type that is not yet associated with a program on your computer.

*Note: Be very careful about opening unexpected attachments; open only those that you are expecting from people you know. Viruses commonly spread via email attachments.*

## Customer Service Contact Information:

Phone: 320-257-7020

Email: technicians@citescape.com

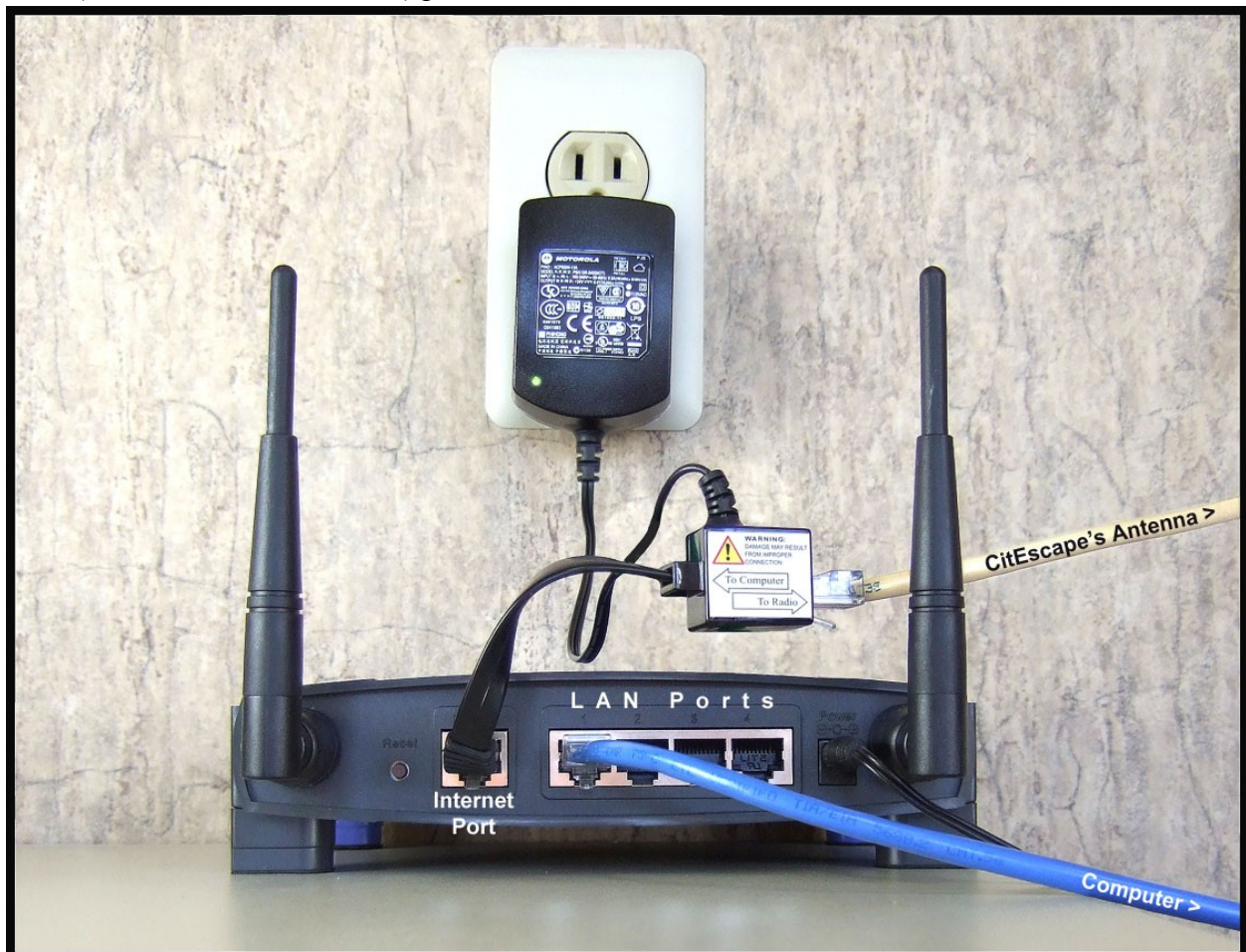
# Internet Connection Support

## Things to check, before calling:

- ✓ Check that your computer is configured to utilize a high-speed connection.
  1. Open *Internet Options*. This can be done from either the *Tools* menu in Internet Explorer or from the *Control Panel*, which can be accessed through the *Start* menu.
  2. Select the *Connections* tab, then select *Never dial a connection*. Click *Apply*.
  3. Click on the *LAN Settings* button and select *Automatically detect settings*. Click *OK*.
- ✓ Check that all of your network cables make an audible click when you plug them in. The connectors on network cables look like a wide version of the connector on a telephone cord.

*Note: Unplugging the network cable from the “To Radio” side of CitEscape's POE adapter cuts the power to your leased equipment. While this does not harm the equipment, be aware that, once you plug the cable back in, it may take a few minutes before you can use your Internet connection.*

- ✓ Check that CitEscape's Power Over Ethernet (POE) adapter is plugged into an outlet and powered up (the green light in the corner should be lit). The POE adapter may be located in your utility room (if you have a router there) or it may be near your computer.
- ✓ Check that your POE adapter is connected correctly. The network cable plugged into the “To Radio” side of the adapter should be the cable that connects to your leased CitEscape equipment. The “To Computer” cable from the POE adapter should either be plugged into a computer, or it should be plugged into the Internet (sometimes labeled WAN) port of a router.



## More things to check:

- ✓ Check that your network adapter was not accidentally disabled (*This does not apply if you are wirelessly connected to a router*). Accidentally disabling the network adapter could happen easily by right-clicking on the network icon in the lower right-hand corner of your Desktop screen and choosing *disable*. To re-enable the adapter in Windows XP, go to your Device Manager.
  1. Click on the *Start* menu. Select *Control Panel* (may be listed under *All Programs*).
  2. Select the *System* icon (you may need to switch to Classic View).
  3. In the System Properties window, click on the *Hardware* tab, then click on *Device Manager*.
  4. In the Device Manager window, click on the + *sign* next to *Network Adapters* to expand that category, if it isn't already.
  5. If the network adapter is disabled, then you will see a red X on the green card. Right-click on the green card and choose *Enable*.
  6. The network adapter is now enabled. Close the Device Manger window.
- ✓ Check the lights on your router. The Internet (sometimes labeled WAN) light on a router indicates the status of your Internet connection. If the Internet light on your router is flickering, then you should have an Internet connection. Try power cycling your router, if you still cannot get on the Internet.
- ✓ If you have a wireless connection to a router, then you should be able to see the SSID, or name, of the router you are connected to. Check to be sure that you are not connected to a neighbor's wireless router.
- ✓ Check that your cordless phones are not interrupting your connection. 2.4 Ghz cordless phones (or other 2.4 Ghz wireless devices) may create interference with wireless routers. If you have a 900 Mhz cordless phone (or other 900 Mhz wireless device), it could be creating interference with your leased CitEscape equipment. Try unplugging any suspected devices to see if that clears up your problems. Wireless routers can be configured to stay on a specific channel, often preventing interference from cordless phones.
- ✓ Check that you have a valid IP address. You can usually do this by simply restarting your computer and/or power cycling your router. When the device starts back up, it will automatically ask CitEscape's server for a valid IP address.
- ✓ Check for faulty equipment. Bypass the router (if possible). Disconnect the cable plugged into the Internet (WAN) port of your router and then plug it into the network port on your computer. If you are able to get on the Internet this way, then there may be a problem with your router and/or network. These types of problems are beyond CitEscape's control.
- ✓ Check for overprotective software. Although CitEscape recommends using software designed for Internet security, such software has been known to prevent computers from connecting to the Internet (*To its credit, that DOES keep your computer extremely safe, but it isn't very productive*). Read through the options for your specific software, and look for firewall-related settings which may be set too strictly. Be aware of any changes you make, as they could compromise your computer's security.

## Customer Service Contact Information:

Phone: 320-257-7020

Email: [technicians@citescape.com](mailto:technicians@citescape.com)

# Internet Browser Support

There are many ways to customize your web browser. Below are a few common tasks, which you may find helpful. The steps described are for Internet Explorer and Firefox. These are two of the most commonly used browsers available.

## **Setting your Homepage.**

Use the following steps to change the web page that is displayed when you initially open your web browser, or when you click the *Home* button of your toolbar.

In the address bar of your browser, type the web site address that you wish to have as your home page (e.g. [www.citescape.com](http://www.citescape.com)). Click on the *Tools* menu and select *Options*, or *Internet Options*. Select the *General* category. From there, you can choose to use the *Current* page as your home page.

## **Enabling or disabling the AutoComplete feature in Internet Explorer.**

The AutoComplete feature attempts to complete entries, based on previous actions, in the address bar, on a web page form, or in user name and password fields. Use the following steps to enable or disable this feature.

Click on the *Tools* menu and select *Internet Options*. Select the *Content* tab and click *Settings*, within the AutoComplete section. Check, or uncheck, the appropriate boxes and click *OK*.

## **Delete cookies & temporary Internet files, and clear browsing history & passwords.**

Your web browser stores information about your activity on the Internet. This makes repeated activity more efficient and tailored to your preferences. You can delete this stored information, if you feel your computer's security might be compromised, by using the following steps.

Click on the *Tools* menu and select *Internet Options*. You will find the options you need on the *General* tab (Internet Explorer) or in the *Privacy* category (Firefox).

## **The *Tools* menu, and its sub-menus are filled with useful options.**

You can decide how to handle tabbed browsing and what to do with pop-up ads. Take time to explore your options and learn more about what your web browser can do.

# Connecting with a Wireless Router

If you want to have a wireless Internet connection within your house, whether to roam freely with a laptop or to avoid running networking cables to inaccessible rooms, then you will need three things:

1. An Internet connection.
2. A wireless router.
3. A wireless network adapter for each computer that will connect wirelessly to the router.

Almost every laptop comes with a built-in wireless adapter. Most wireless adapters come with a CD containing software to manage your wireless connection, but Windows includes its own software to do this.

The following instructions relate to a Linksys WRT54G wireless router, and the wireless management software built into Windows XP. Please consult the appropriate user guide, if you wish to use a different router, or different software to manage your wireless connection.

## Setting up security on your new (or factory defaulted) router:

1. Connect a computer to a LAN port on the router.
2. Open a web browser and type *192.168.1.1* in the *Address* field. Press *Enter*.
3. In the password request screen, leave the *User name* field blank and enter the default password *admin* (you will set your own password later).
4. In the *Setup* section, set your time zone, then click *Save*.
5. In the *Wireless* section, under *Basic Wireless Settings*, change the default SSID to a unique name. The SSID is what people see when they “View Available Networks”. (This is also where you can restrict your router to a single channel, if your cordless phone is creating interference). Click *Save* when you are finished.
6. Under *Wireless Security*, select *WPA Personal* as your security mode, select *AES* as you WPA algorithm, Enter your *WPA Shared Key* (This is the password you will use to connect to the router. It must be between 8 and 63 characters long.). Click *Save* when you are finished.
7. In the *Administration* section, enter a new password to access the router's configuration, then click *Save*. The default password of *admin* will be replaced. The user name will remain blank.

## Connecting to your router if Windows is not currently managing your network connection:

1. Click on the *Start* menu and select *Control Panel*.
2. Select *Network Connections* (you may need to switch to *Classic View*)
3. In the Network Connections window, right-click on *Wireless Network Connection* and select *Properties*.
4. Select the *Wireless Networks* tab, and ensure that the box labeled *Use Windows to configure my wireless network settings* is checked.

## Connecting to your router if Windows is already set to manage your wireless connection:

5. Right-click on the wireless icon in the lower-right corner of your desktop screen and select *View available networks*.
6. Select the wireless network with the SSID that you setup earlier and click *Connect*.
7. Enter your *WPA Shared Key*.
8. Once you are connected, the wireless network should be added to your list of *Preferred networks*, and Windows will automatically connect in the future.

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