



SKYBEAM Internet- Getting Started

Thank you for choosing SKYBEAM High-Speed Internet! To ensure the best experience with SKYBEAM, it's important to properly protect and keep your computer up to date. Please follow these steps after the installation is complete. For questions please call SKYBEAM Texas Technical Support at 1-866-411-FAST (3278).

STEP 1 - Setting an IP Address

When setting up or adding computers, routers, wireless routers or other devices, set the IP (Internet Protocol) address option to automatically obtain DHCP. If you need assistance in doing this, please contact Technical Support at the contact information at the bottom of the page.

Important! We do not recommend users connect their computer directly to the Internet connection. We strongly advise installing a router ahead of the computer. These devices typically provide a good first layer of protection between the computer and other users on the Internet.

If you're having difficulty connecting after changing settings, RESTART your computer and/or other devices. For more specific instructions, refer to the computer users' manuals or contact SKYBEAM Technical Support.

STEP 2 - Install Virus Protection

If you have not already done so, SKYBEAM highly recommends you install robust virus protection on your computer(s). Numerous software packages are available commercially. At a minimum we recommend you install a freeware package such as McAfee AVERT Stinger. Visit <http://vil.nai.com/vil/stinger/> for information.

Computer viruses are commonplace. Viruses are small software programs that can infiltrate your computer through email or while transferring a file and can vary from annoying to being very 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, SKYBEAM recommends you install robust antispyware software on your computer(s). Numerous software packages are available commercially. At a minimum we recommend you install a freeware package such as Microsoft Windows Defender. Visit <http://www.microsoft.com/athome/security/spyware/software/default.aspx> for information and to download.

Generally spyware is not as destructive as viruses. Spyware is a set of small programs that can infiltrate your computer and cause problems. Spyware has varying purposes from gathering information about you to displaying advertisements (such as pop-up ads) or even changing settings on your computer generally without appropriately obtaining your consent.

Spyware can dramatically affect the performance of your computer as it takes your computers resources. Performance degradation often becomes apparent in what seems to be a slow Internet connection.

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STEP 4 - Create Firewall

If you have not already done so, SKYBEAM 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 critical 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 it must be configured to work properly. Consult your user manuals or contact the manufacturer of your specific device for recommendations specific to your computer system.

At a minimum, we recommend visiting your software manufacturer's website for information, downloads and instructions. (ie. <http://www.microsoft.com/protect/computer/default.mspx> for Microsoft users).

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 SKYBEAM'S broadband Internet service, it's important to keep your computer updated with the latest patches from Microsoft or Apple. 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. We suggest you update monthly.

To run a Window's Update, from your Start menu, click on "All Programs" and then "Windows Update". You may see a button that says "Install Updates" or "Express". Click the button to accept the software update. If you are given the option to select "high priority" updates, click on the button to accept.

Your computer will then download the updates and you may get a message asking you to restart the computer. Once you've restarted, run the Windows Update procedure again to see if all updates were installed. If there are any remaining updates, install those as well. You may have to do this several times until all updates have been installed.

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.

Do you need help with your home computer? SKYBEAM provides you the Internet service to your home. However, we understand that you may need technical help where our service stops and your home computer or home network begins. We can refer you to other companies who specialize in this type of assistance. For additional assistance, please email us or call us. We look forward to servicing you!

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