

Q&A



ZOOM

I N T E R N E T

Thank you for choosing Zoom Internet!

We know you are going to love the speed, convenience and reliability of Zoom's super fast, always on connectivity to the Web! This guide provides helpful information about Zoom and some of the benefits we offer. We have also provided links to several online resources, including Armstrong Armor, where you can find ways to keep you and your family safe on the Web, TV and telephone.

START HERE. GO ANYWHERE.

Does Armstrong have a home page?

Yes. Make *mywire* your home page today and enjoy the best of the Internet with minimal surfing! News, Sports, Weather, Financial information and e-mail are just a click away. Visit ArmstrongMyWire.com today!

How can I monitor my Internet Usage?

Internet Usage may be monitored by logging in to your account at ArmstrongOneWire.com. You will be able to see your household Internet Usage compared to an average for all residential customers.

Why is Armstrong providing me information about the Internet Usage Meter?

This tool was developed to help you understand your Internet Usage. If you do not use the internet a lot and your usage is high compared to other Zoom users, your computer may be infected with a virus or spyware. Also, if you have a wireless router, someone else might be using your Internet

What is the *mywire* Toolbar?

The *mywire* Toolbar is a browser plugin that provides a pop-up blocker and convenient access to these powerful *mywire* features:

- Search and our Google-powered engine will find it for you.
- Quickly highlight the phrase or word you searched for throughout the sites you visit.
- Easily access Armstrong websites and your e-mail.
- See what's on now or later . . . click to access TV Listings.
- Read the latest news headlines.
- Check your local forecast.

E-MAIL

How do I activate my e-mail account?

When you subscribe to Zoom, your e-mail address is set up but not activated.

To activate your e-mail account:

- Visit ArmstrongOneWire.com.
- Click the **CHECK E-MAIL** button in the Directory.
- Enter your username and the temporary password (choice12).
 - o Your username is the first part of your e-mail address not including @zoominternet.net.
- Click **LOG IN**.
 - o An alert will appear to remind you to set a password for the account.
- Choose a new password.
 - o Enter your new password twice to confirm it.
- Click **SAVE** to activate your account.

How do I use my e-mail account on the software my computer has installed?

To set up your e-mail account on programs like Outlook, Outlook Express, Thunderbird, Mac Mail, etc., you'll need to know Armstrong's incoming and outgoing mail server information:

Incoming (POP3) Mail Server:

pop3.zoominternet.net

Outgoing (SMTP) Mail Server:

smtp.zoominternet.net

You should verify that outgoing SMTP is on Port 25 and the incoming is on Port 110.

For details on how to setup a specific program, please visit:

<http://support.ArmstrongOneWire.com/internet/emailsetup.aspx>

for more information. To access e-mail from the web, visit ArmstrongOneWire.com and click **CHECK E-MAIL** in the Directory.

Can I access my e-mail when I am away from home?

Yes! From any Internet connection, visit ArmstrongOneWire.com and click **CHECK E-MAIL** in the Directory.

How do I add an e-mail account?

Adding an e-mail account is easy. Visit ArmstrongOneWire.com and click **CHECK E-MAIL** in the Directory. Log in to your account. In the Account Information menu, click **Manage Your Accounts**. Note: you will need the security code for your account to proceed. If you have not established a security code, you will be presented with the option to do so at this time. In the User Accounts Summary section, click **MANAGE USER ACCOUNTS** then click **ADD NEW USER ACCOUNT**. Enter the new Username then click **CREATE ACCOUNT**. To use your new account, you will need to **ACTIVATE** it. You may continue to add e-mail accounts up to the maximum number allowed for your service level. See the indicator on User Accounts Summary. Additional e-mail accounts may also be purchased by contacting Customer Service.

How can I change my e-mail password?

To change your password, visit ArmstrongOneWire.com and click **CHECK E-MAIL** in the Directory. Log in to

your account. In the Account Information menu, click **RESET YOUR PASSWORD**. Enter your old (current) password, then enter and confirm your new password. Click **RESET PASSWORD** to complete the change.

What if I have forgotten my e-mail password?

If you have forgotten your password, please contact Customer Service. You will need the security code for your account. If you do not have a security code, our agent will only reset the password for your account after verifying your identity as the authorized account holder.

SECURITY

What does Armstrong do to protect me?

Armstrong utilizes a number of techniques to protect its Internet customers:

- Incoming e-mail is scanned twice to provide protection from viruses and Spam.
 - o Each week thousands of viruses and nearly 100 million Spam messages are eliminated before they reach your Inbox.
- We encourage our customers to secure their Armstrong account with a security code. That way when we receive an inquiry about your account, we'll know we're talking to the right person.

How can I protect my computer?

Every computer needs a good Security Suite. Armstrong provides its customers with **TREND MICRO** for FREE. For details, visit ArmstrongOneWire.com and click **TREND MICRO** in the Premium Services menu. **TREND MICRO** includes Anti-Virus, Anti-Spy, Parental Controls, and more!

What can I do to reduce spam?

Tired of all that junk mail clogging up your Inbox? Then you should try Armstrong Anti-Spam. This highly effective, FREE product will help reduce unwanted e-mails before they arrive in your Inbox. To access Anti-Spam settings, log in to your e-mail account today at ArmstrongOneWire.com and click on **SPAM PREFERENCES**. Want more control over your Inbox? Add an e-mail address to your Always Allow or Never Allow list.

What is Phishing and how can I protect myself?

Phishing is a fraudulent attempt to acquire your personal information. There are simple steps you can take to protect yourself from phishing attempts:

- Never send personal, confidential or financial information by e-mail.
- While links embedded in an e-mail are convenient, it's always safer to open a web browser and type in a company's website address prior to conducting business.
- Be suspicious of communications with urgent requests for information. These communications often attempt to upset or excite you into action.
- Remember that even if a message appears to have been sent by Armstrong, for example, the From or Subject line reads Armstrong or the body of the e-mail contains references to Armstrong, Armstrong will never ask for sensitive information like your username, password or account, social security or credit card number by e-mail.

- If you receive a suspicious e-mail that asks for your Armstrong account information, please forward that e-mail to abuse@zoominternet.net. Rest assured that Armstrong's network engineers will review every submission and take appropriate steps to safeguard its customers.
- Make it a habit to check your web browser's address bar to know where you are. While it is possible to falsify the address you see as well as the yellow lock that traditionally indicates a secure site, checking for these indicators is still a good idea.
- We all have trouble recalling passwords but try not to use the same password for all your accounts or passwords that can be easily guessed. Also, change your passwords frequently.
- Ensure that your web browser is up to date and security patches are regularly applied.
- If a company representative contacts you by telephone and requests personal information, hang up and call that company directly. When conducting business by telephone, Armstrong representatives will validate your identity prior to discussing your account information.

How do I create a password that's secure?

Your password is an important tool for keeping your information safe:

- Make it long. A password should be at least 8 characters long.
- Combine letters, numbers and symbols. The more variety of characters in your password, the harder it is to guess.
- Use words and phrases that are easy for you to remember, but difficult for others to guess.

- Write it down and keep the paper in a secure place.
- Avoid sequences and repeated characters, such as “12345678”.
- Avoid using your username, any part of your name, birthday, social security number, or similar information for your loved ones.
- Avoid dictionary words in any language.
- Don't use the same password everywhere.

Where can I find more information about protecting my family online?

Armstrong has a website that highlights ways for parents to keep their children safe while watching television, browsing the Internet or talking on the telephone. Visit www.armstrongarmor.com today.

HOME NETWORKING

Can I set up a wired or wireless network?

Absolutely. If you are tech savvy, you may setup your own in-home network. For the rest of us, Armstrong offers Zoom Share. We'll connect up to four computers/devices within your home for a low monthly fee. Contact Customer Service for more information.

Can I connect my Playstation, Xbox or Wii?

Yes. If you are connecting a gaming device in addition to your computer, we recommend setting up a home network for convenience. These devices generally provide an Ethernet port for a wired connection and in some cases have built-in wireless capabilities. Refer to the literature supplied with your gaming device for complete connection information.

BASIC TROUBLESHOOTING

I can't connect to the Internet, what should I do?

- **Try a different website.**
 - **If you can't get to a particular website, try another.** Sometimes websites experience service outages.
- **Check all the connections for your modem and router.**
 - Check the connections coming from the wall, as well as the connection to the back of the modem.
 - Check the Ethernet cable (looks like a larger phone line) and make sure it is securely connected in the back of the modem and computer.
- **Reboot the modem.** Unplug the modem's power cord from the wall outlet and wait 1–2 minutes. After this time, plug the modem back in.
 - If you are also an Armstrong Telephone customer, please contact customer service.
- **Reboot your computer.**
- **If you still can't connect, contact Customer Service.**

How can I test my speed?

If you believe you are experiencing speed issues, please visit <http://speedtest.zoominternet.net>.

IMPORTANT INFORMATION

Support hours of operation

Weekdays: 7 am–midnight

Weekends: 8 am–10 pm

Telephone

1.877.486.4666

E-mail

info@ZoomInternet.net

Internet Usage Meter

ArmstrongOneWire.com

and go to manage your account

Support Website

ArmstrongOneWire.com/Support

Account Management

Account.ArmstrongOneWire.com

Where can I review the Armstrong Zoom Acceptable Use Policy?

The policy is available online at

ArmstrongOneWire.com/policies

User Name: _____

Password: _____



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ONE WIRE. INFINITE POSSIBILITIES.