



- Welcome to Hay Communications
Enhanced High Speed Internet Service
- The next few pages will guide you through the installation of the modem and software requirements of your computer



- The modem package should contain the following pieces:
- Stormport 1020 Modem
- RJ45 connection cable (black cable)
- Short telephone connection cable
- Long telephone connection cable
- Power Supply
- Filter Box



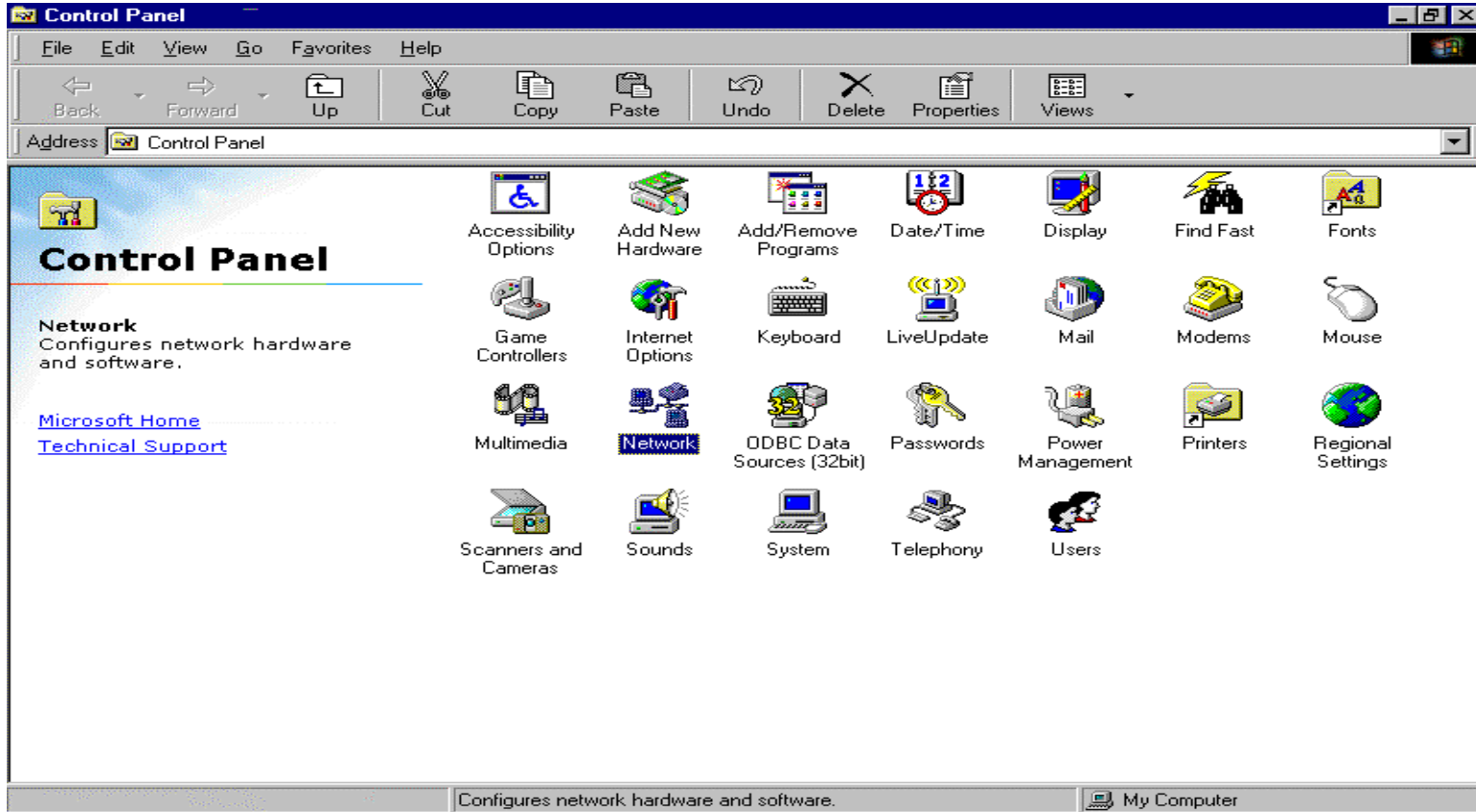
- Your computer should be equipped with a Pentium® - based processor, 32MB RAM, and a standard 10Base-T Ethernet Card
- Windows 95/98 or Windows NT/2000/XP with networking software installed
- Internet Explorer or Netscape Navigator installed
- Telephone jack installed near the computer with the telephone number associated with High Speed Internet Service
- Surge protection unit



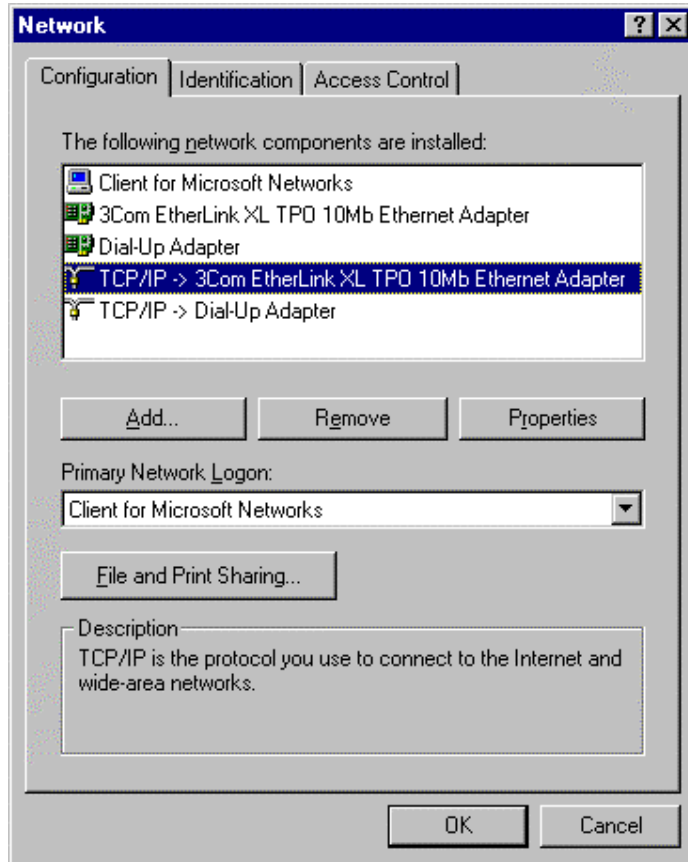
- Refer to the brochure contained with the modem box. This brochure details the installation procedure.



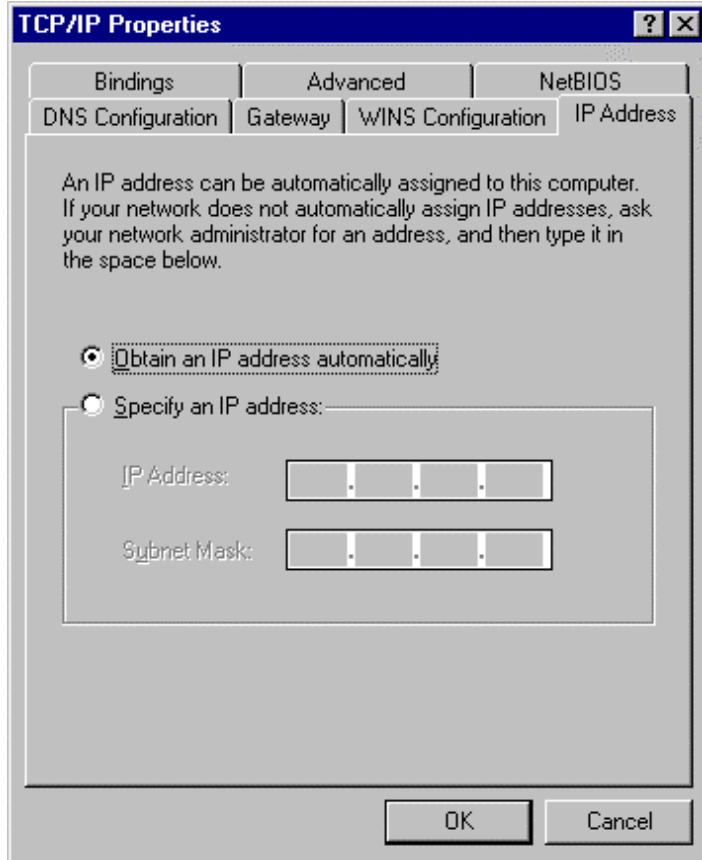
- The ‘Power’, and “Transfer’ lights will light green when the modem is working correctly. When the lights are yellow, wait a few minutes as the modem maybe communicating with the network.
- If you do shut the power off to the modem, it will take 10-30 minutes for your modem to reestablish a proper connection to the Internet network.
- You have now set-up the modem and will now move on to the software changes required on the computer



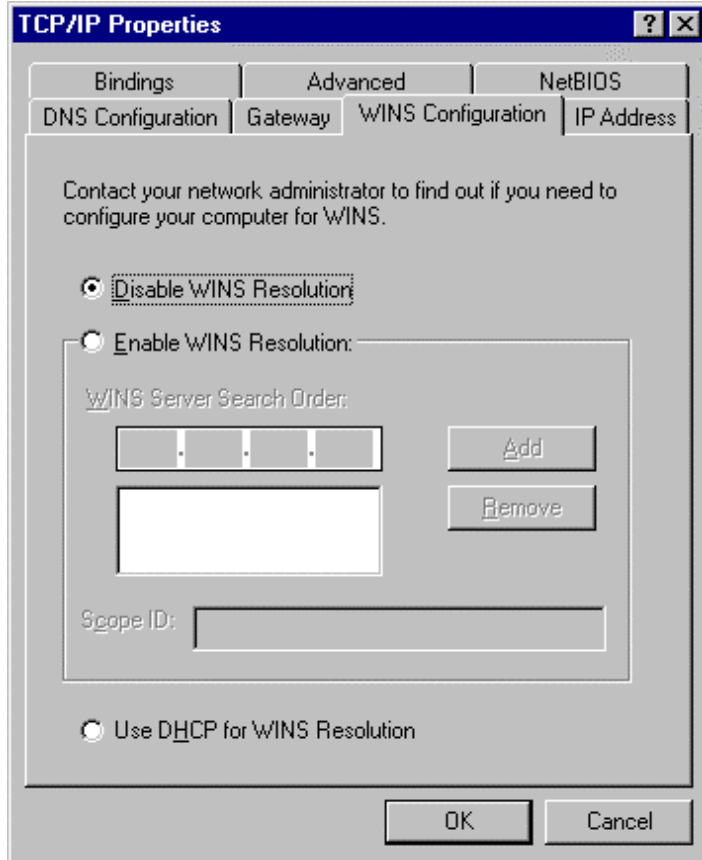
- From the Control Panel, double click on the ‘Network’ icon



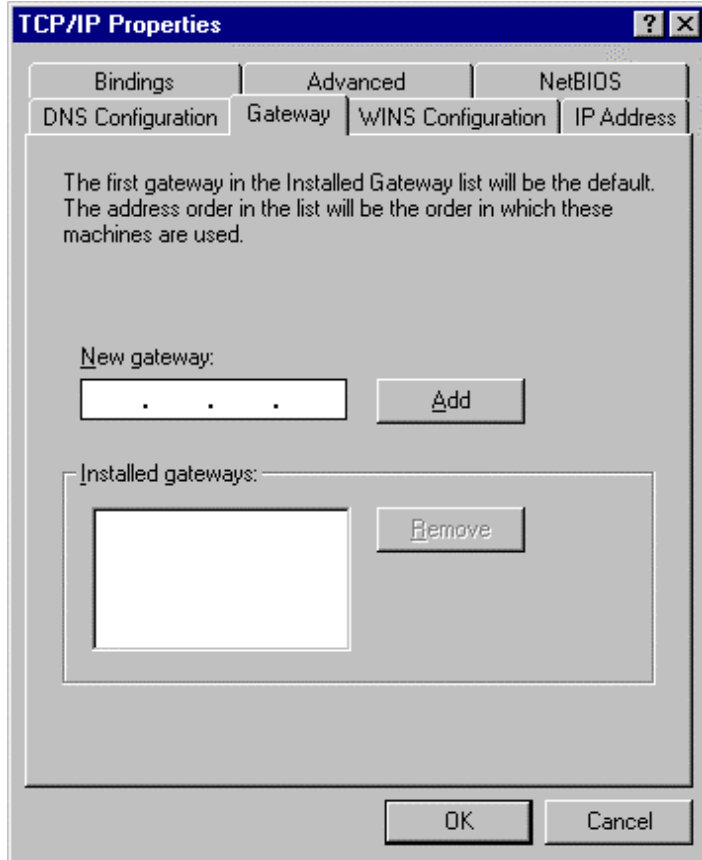
- The TCP/IP protocol should be installed on your computer – if not click ‘Add’, then ‘Protocol’, then ‘Add’ and follow the instructions
- If TCP/IP is installed click it once and then click the ‘Properties’ button



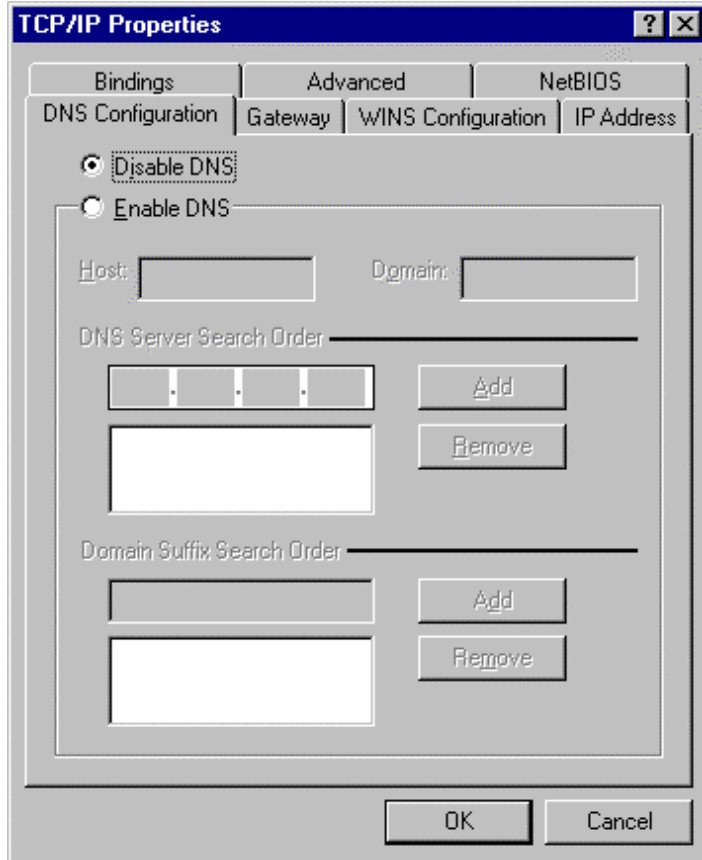
- Make sure that the 'Obtain an IP address automatically' is ticked on the IP Address tab



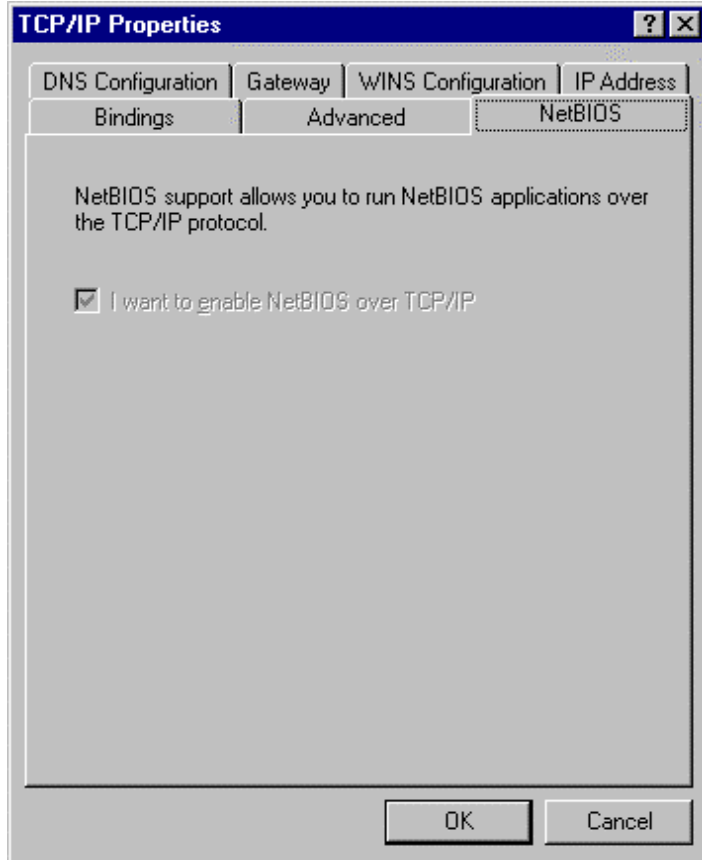
- Make sure that the ‘Disable WINS Resolution’ is ticked on the WINS Configuration tab



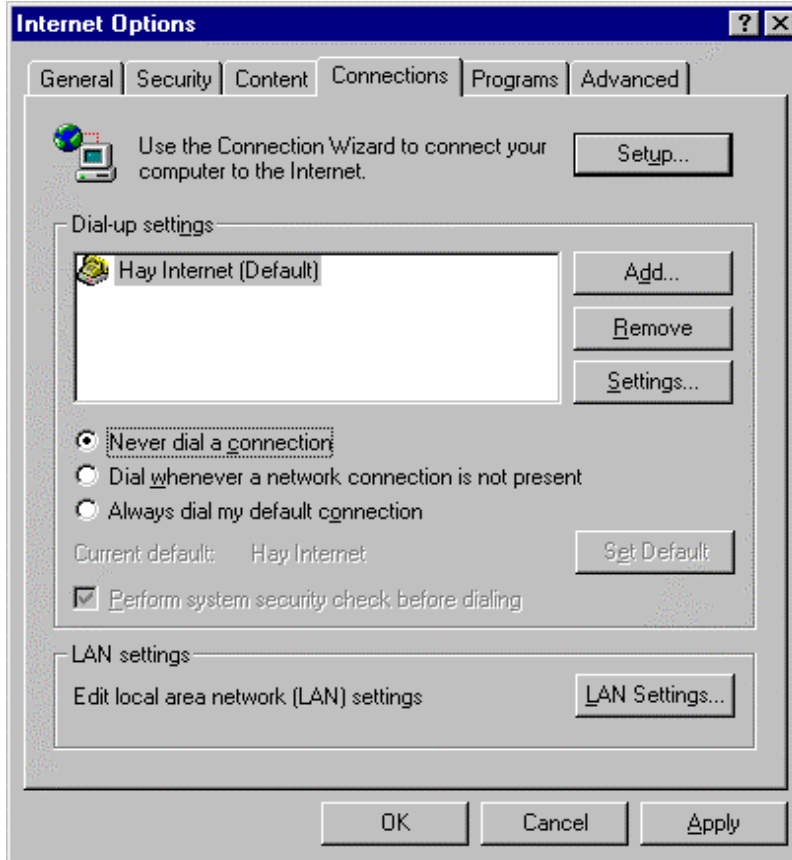
- Ensure that there are no Gateways installed
- Remove any that are installed



- Make sure that the ‘Disable DNS’ is ticked on the DNS Configuration tab



- The settings on these tabs (NetBIOS, Advanced and Bindings) are normally correct for a newly installed 10Base-T Ethernet Card



If your browser of choice is Internet Explorer

- Open Internet Explorer
- Click 'Tools', then 'Internet Options'
- Click the 'Connections' tab
- Ensure 'Never dial a connection is' checked



- Reasonable precautions should be taken by each and every user to minimize risks to their equipment, networks and data
- Certain networking options under the Windows 9x operating systems may present privacy issues you will need to consider
- Users with a single computer connected to Hay Communications High Speed Internet Service are advised to disable File and Printer Sharing Options included with Windows 9x operating systems
- Users with a single computer connected to Hay Communications High Speed Internet Service are advised to remove all NETBEUI and TCP/IP network protocols except those TCP/IP protocols necessary for connection to Hay Communications High Speed Internet Service



- For security software, search for ‘personal firewall software’ on a good search engine. Products to consider include Zone Alarm and Black Ice Defender along with many other software and hardware combinations
- Please note that Hay Communications does not endorse the use or capabilities of specific products, the accuracy of Internet information, or security test results obtained via the Internet.



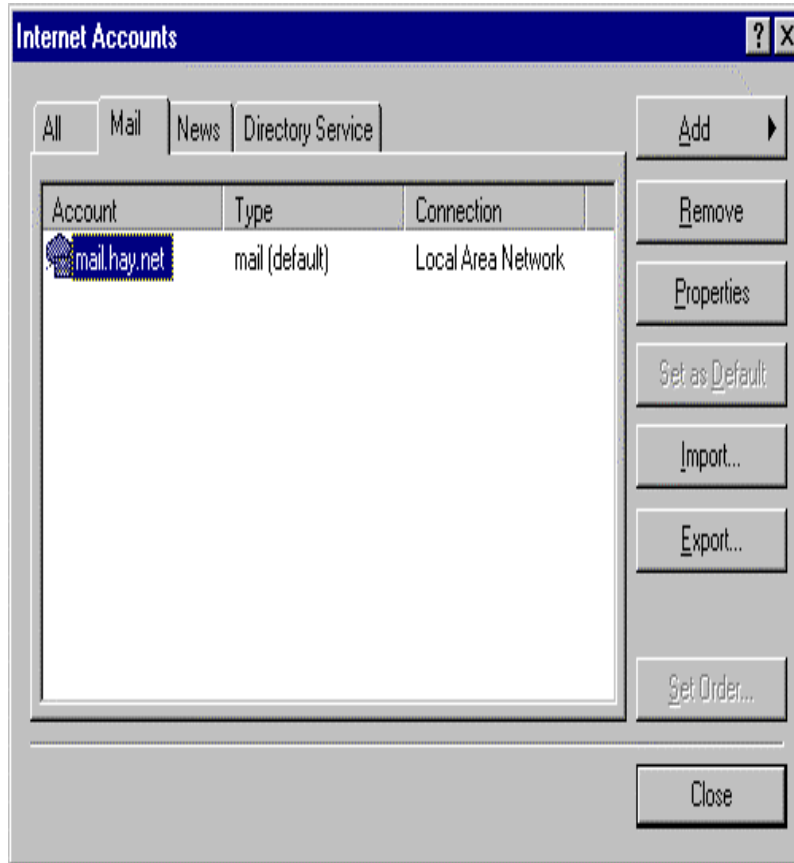
- If you experience a ‘buzzing’ or ‘soft clicking’ noises while on the telephone, Hay Communications has available in-line filters that may be purchased. These filters will need to be installed at each telephone set. Hay Communications will also install one filter at the distribution location for all extensions.
- One filter and line cord is included in the modem box.
- The filters do not affect any features on your telephone line such as call waiting and voice mail.



- In order to ease the transition for new users from other ISP's and for new users of DSL service, Hay Communications has provided these easy steps to get your email up and running and to reset your browser homepage with a minimum of hassle



- For Internet Explorer 5.x/6.x
- Open Internet Explorer
- Click on “Tools”
- Click on “Internet Options”
- Click the “General” tab
- Locate the section labeled “Home page”
- Change the text in the white box to read `http://www.hay.net`



For Outlook Express
(Existing email account)

- Open Outlook Express
- Click on “Tools”
- Click on “Accounts”
- A new window will appear with several tabs at the top. In this new window, click the “Mail Tab”. This will display the mail accounts which are installed on your machine.



Hay Internet Properties

General | Servers | Connection | Security | Advanced

Mail Account: Hay Internet

Type the name by which you would like to refer to these servers. For example: "Work" or "Microsoft Mail Server".

User Information:

Name: Your Name

Organization:

E-mail address: username@hay.net

Reply address:

Include this account when receiving mail or synchronizing

OK Cancel Apply

- For Outlook Express (Existing email account)
- Select your existing account so that it is highlighted
- Click the “ Properties” button on the right side of the window. This will open a new window with tabs at the top
- Begin on the General Tab. In the box below “Email address” make the following change:
username@whatever.com to
username@hay.net



Hay Internet Properties

General Servers Connection Security Advanced

Server Information

My incoming mail server is a server.

Incoming mail (POP3):

Outgoing mail (SMTP):

Incoming Mail Server

Account name:

Password:

Remember password

Log on using Secure Password Authentication

Outgoing Mail Server

My server requires authentication

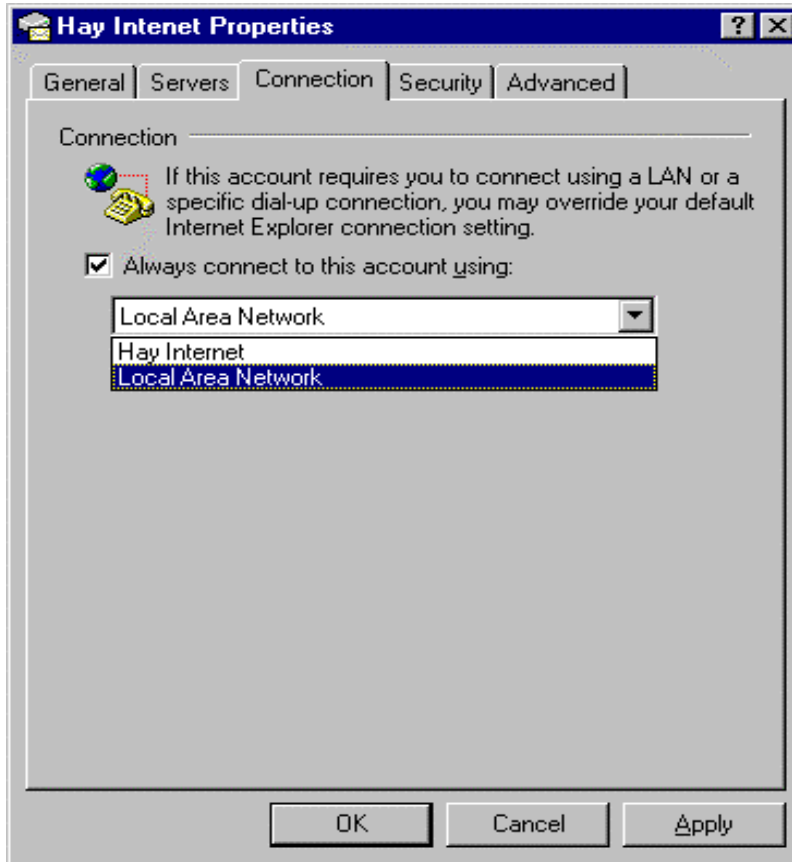
Settings...

OK Cancel Apply

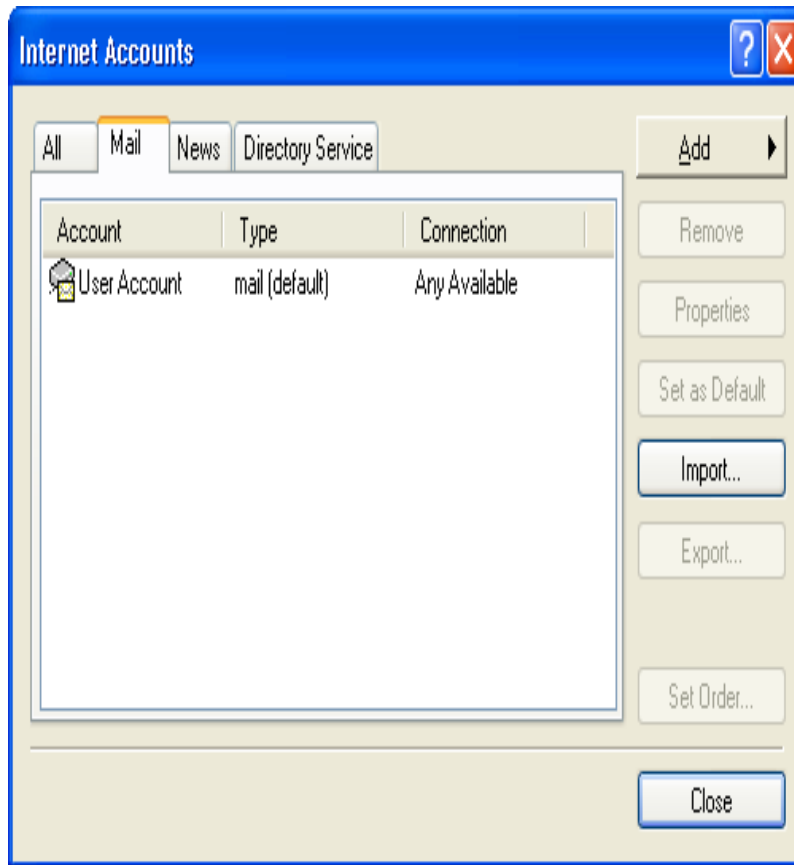
- For Outlook Express
(Existing email account)
- Click the “Servers” tab
- On this screen make the following changes:

Incoming Mail Server (POP3):
mail.hay.net

Outgoing Mail Server (SMTP):
smtp.hay.net



- For Outlook Express
(Existing E-mail account)
- Click “Connection” tab
- If you are a High Speed Internet user click “Local Area Network” from the pull-down menu
- If you are a dial-up user click “Hay Internet” from pull-down menu
- Click “Apply” at the bottom of this box
- Click “OK”
- Click “Close”



For Outlook Express
(Existing E-mail account)

- Open Outlook Express
- Click on “Tools”
- Click on “Accounts”
- A new window will appear with several tabs at the top. In this new window, click the “Mail Tab”. This will display the mail accounts which are installed on your machine.



User Account Properties

General Servers Connection Security Advanced

Mail Account

Type the name by which you would like to refer to these servers. For example: "Work" or "Microsoft Mail Server".

User Account

User Information

Name: First last

Organization:

E-mail address: username@hccl.net

Reply address:

Include this account when receiving mail or synchronizing

OK Cancel Apply

- For Outlook Express (Existing email account)
- Select your existing account so that it is highlighted
- Click the “Properties” button on the right side of the window. This will open a new window with tabs at the top
- Begin on the General Tab. In the box beside “Email address” make the following change:
username@whatever.com to
username@hccl.net



mail.hay.net Properties

General Servers Connection Security Advanced

Server Information

My incoming mail server is a POP3 server.

Incoming mail (POP3): mail.hccl.net

Outgoing mail (SMTP): mail.hccl.net

Incoming Mail Server

Account name: username

Password: [masked]

Remember password

Log on using Secure Password Authentication

Outgoing Mail Server

My server requires authentication

Settings...

OK Cancel Apply

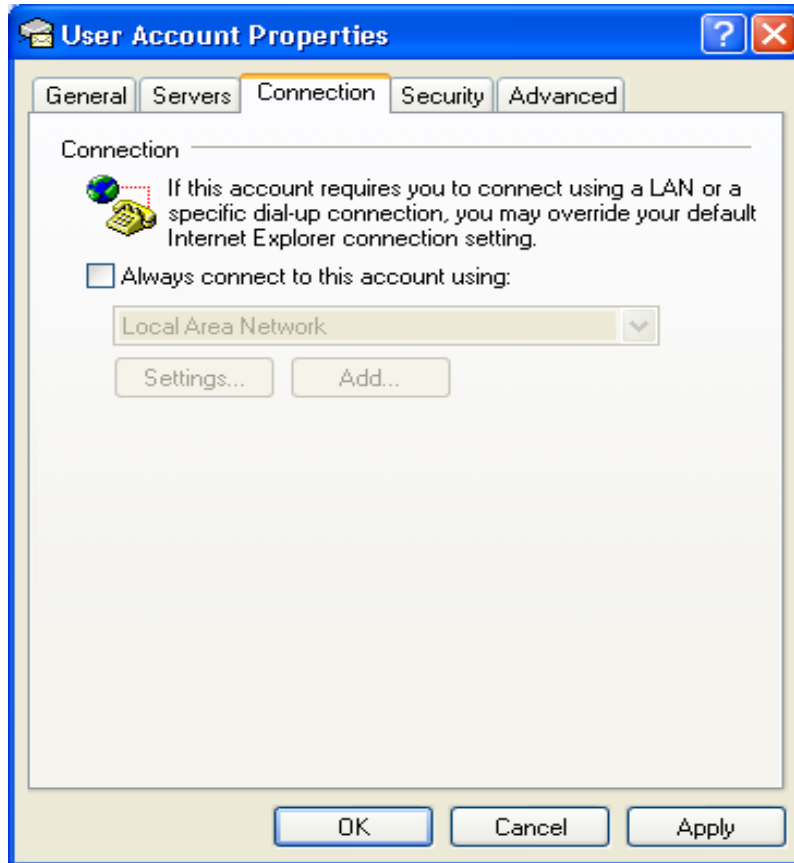
- For Outlook Express (Existing email account)
- Click the “Servers” tab
- On this screen make the following changes

Incoming mail server:

mail.hccl.net

Outgoing mail server:

mail.hccl.net



- For Outlook Express (Existing email account)
- Click “Connections” tab
- Click “Local Area Network” from the pull down menu
- Click “Apply” at the bottom of this box
- Click “OK”
- Click “Close”



- Technical Support is available Monday to Friday 9:00 am to 10:00 pm and Saturday 9:00 am to 5:00 pm
- 236-4500
- 237-4500
- 238-4500
- assist@hay.net