

# WISPRENN – Internet Quick Start Guide

*WISPRENN is a family owned and operated company located in Apple Valley, California.*

*WISPRENN has been proudly serving the High Desert since 2009.*

*If you require router, network, or IT assistance, please call Cystruct IT services at 760.605.7919.*

*For each person you successfully refer to our service, you will receive 1 free month of Residential Internet service. Tell your friends and neighbors, and make sure they mention your name when they sign up. Referral credits are given after both accounts have completed one full billing cycle.*

## Troubleshooting

In the event of a loss of connection or slow speeds you can try several steps for an immediate resolution:

1. Check all cables and connections. The Ethernet port on your computer should have the 'Link' light lit. If not, your connections are the most likely the cause.
2. Unplug the power brick from the WISPRENN connection, wait 30 seconds, and plug it back in.
3. Restart your router (If so equipped)
4. Restart Your computer.

If you are still unsuccessful in regaining Internet connection please call our Technical Support at 760-269-4264.

## Our Technical Support Hours are:

Monday - Friday 8 AM to 10 PM

Saturday and Sunday 9 AM to 10 PM

Most major holidays – 10 AM to 8 PM

You may also run a speed test. This test will test the minimum speed of your individual connection. These results will vary, however if they are consistently low, this can indicate a possible problem with your connection.

The speed test is accessed by going to <http://openspeedtest.com/>. Simply hit "Start Testing Speed" and wait for the results.

## Customer Support

### Website

You can find more detailed information about your WISPRENN Internet service at <http://wisprenn.com>. The Terms of Service is available at that site as well. Our Network Status page is located at <http://wisprenn.com/status.html>. We update our Status page if there is a problem on the network that may affect your service. All our network updates on our Status page are also posted to our Facebook account and Twitter Account.

Our **Facebook** account is located at -

<http://www.facebook.com/pages/WISPRENN/145244690867>

Our **Twitter** account is located at - <http://twitter.com/#!/WISPRENN>



# WISPRENN – Internet Quick Start Guide

## **Email**

You may contact us 24 hours a day at: [support@wisprenn.com](mailto:support@wisprenn.com). We will respond in less than 24 hours. This is ideal for non-critical requests or complicated technical requests. Please call us for outage related issues.

## **Telephone**

Our systems are all monitored 24 hours a day and if a primary network failure occurs a Technician is dispatched immediately. We operate a daytime and evening technical support line 7 days a week. The hours of operation are from 8 AM to 10 PM weekdays and 9 AM to 10 PM all other days.

**To report a network issue please call us at (760)-269-4264 or email us at [Support@wisprenn.com](mailto:Support@wisprenn.com)**

All calls received outside normal hours are returned as soon as the call center opens and in priority of severity of the problem.

## **On Site**

If we cannot rectify an issue by email or telephone we will dispatch a technician to your site. Technicians are available Monday- Tuesday, Thursday-Friday, and Saturdays 9 AM to 5 PM.

## **Keeping Your Computer Safe**

Two common threats can impact both the performance and reliability of your computer and Internet connection. These are viruses and spyware. If not properly addressed, these issues will lead to many problems, some of which are listed below:

- Slow performance while browsing or overall
- Increased advertising pop-ups
- Increased amount of email spam
- Your computer being used for criminal activity
- Unintentionally exceeding your transfer limit
- Intermittent crashing
- Loss of your privacy, your personal data stolen
- Loss of Internet connection
- Total system software failure
- Becoming the victim of fraud

It is mandatory to have the following at all times:

- An up to date Virus Scanner
- An up to date Spyware Scanner
- Windows Update configured to do automatic updates
- A Firewall

Microsoft also has excellent resources about protecting yourself at <http://www.microsoft.com/athome/security>



## Viruses

Most viruses spread through email, downloads, and diskettes - however, some viruses can attack your system without your knowledge, if you are not running an updated version of Windows, you lack a firewall or you lack up to a date virus protection.

### **To prevent viruses from infecting your system:**

It is a requirement that you purchase virus scanning software and run it on your computer. Without it you will get a virus with near 100% certainty. You must also keep it updated to protect you from new viruses.

Be sure that you only download files from websites that you trust, and never open email attachments - even from people you know - unless you are expecting an attachment from that person.

Some viruses take advantage of security flaws in Windows itself. Microsoft creates updates for Windows to fix these flaws, but you must add them yourself. To update your Windows to be the most secure, go to <http://windowsupdate.microsoft.com/> and follow the steps shown there.

It is also critical to have a firewall. There are many hardware based firewall/router based devices on the market by manufacturers like Linksys and D-Link. They are typically below \$50 and not only do they help to protect your computer, they also allow multiple computers to use your Internet connection simultaneously. The free firewall that is built into Windows XP is also better than most 3rd party firewall software on the market. The Windows XP firewall must be manually turned on

## Spyware

Spyware is a relatively new issue related to the Internet, and is similar in many ways to viruses - but spyware is not a virus. As a result, virus scanners and firewalls will not protect you. Viruses spread on their own, whereas Spyware is installed by the user (most often by accident).

There is an excellent video provided by Microsoft that explains spyware here:  
<http://www.microsoft.com/athome/security/videos/Spyware6-hi.html>

If you have ever had an abundance of advertisements appear while you are working, or new "search bars", "date managers", or other software that does not perform any useful function - it is most likely Spyware.

Spyware is created by groups including advertisers, criminal gangs, pornographers and hackers. It is created for the purpose of putting advertisements on your screen, dialing expensive 1-900 calls from your modem, recording your activity ("spying") and sending that information back to them for financial gain. Some spyware has also been known to send personal accounting, tax, and credit information.

Some well-known spyware includes "Gator GAIN", "Precision Time/Date Manager", "Hotbar", "Searchbar", "SaveNow!", 'Kazaa', 'Morpheus', 'SmileyCentral', "Comet Cursor" and "Bonzi Buddy" - however, new spyware appears as often as new viruses do.



# WISPRENN – Internet Quick Start Guide

## ***To find and remove spyware:***

There are many utilities that claim to prevent pop-ups and remove spyware. Unfortunately, many of these products are spyware themselves. Microsoft has an excellent anti-spyware tool at <http://www.microsoft.com>. We highly recommend it and it is a free download.

Our other preferred software is "Ad-Aware" by Lavasoft. It has been shown not to contain spyware, and that it is quite effective in removing spyware.

To guarantee that the most spyware is removed, be sure to click "Check for updates now", and then "Connect" - to download the latest update. This ensures that even the newest spyware is found.

## ***To prevent spyware on your system:***

The best way to prevent spyware is by carefully deciding what to agree to while browsing the internet. Spyware cannot install itself like a virus can, it requires you to click a button that says "Yes", "Accept", "I agree", etc. If you see a window pop up while you are browsing, that asks your permission to install something, be very careful before agreeing. Most of these windows are spyware, with a few exceptions (such "Windows Update").

While browsing the internet, it is best to be cautious - do not agree to anything that you do not understand, and if someone is offering you a free software, know that there is always a catch to it.

## **Peer to Peer or P2P Programs**

There are many very popular file sharing (also known as Peer to Peer or P2P) programs on the Internet. At first glance these programs look like a great way to get free stuff! In reality they can be very dangerous. It is important that those who use these programs recognize the risks they assume by using this software.

### **We do not recommend using File Sharing software and cannot provide support or assistance with it.**

The risk you will encounter the most, is one of bandwidth. File Sharing will consume your entire Internet connection no matter how fast your Internet is. It will make applications like web browsing slower and is not compatible with VOIP.

File Sharing will also use huge amounts of transfer which are beyond reasonable use residential service. If File Sharing is not setup correctly or used without caution you can incur substantial additional charges on your Internet service. Other people on the Internet can consume all of your bandwidth and transfer even if you do not.

Another risk with File Sharing is you may be accidentally opening your hard drive up to strangers. It is possible to accidentally configure your File Sharing software to share all your personal data to complete strangers.

Legal risk is another challenge with File Sharing. The vast majority of content on file sharing networks is copyrighted material that is illegal to share. Downloading files on Peer to Peer networks can result in legal action against you by the copyright holder. Many files on File Sharing networks contain viruses, spyware, and malware. File Sharing is the underbelly of the Internet and full of hazards.



# WISPRENN – Internet Quick Start Guide

The biggest users of File Sharing are children. They do not understand the risks of such activity and it is important for parents to educate their children that they can put themselves and their family at risk. If you have any questions please give us a call.

## How to Configure Your Computer

The WISPRENN Internet service has been designed to be self configuring. All versions of Windows will be configured correctly if they are in their default state. If your configuration is not standard or has been changed, you will need to set all your network settings to DHCP or Automatically Configure. If you require assistance please do not hesitate to call us.

## Making Payment

### Due Date

Your payment is due the same day that you were installed every month. Your payment date is located on the last page of this document. If payment is not received by that date then your service may be turned off. When sending in payment, please send in your payment early to allow enough time for it to be received and processed or your service may be turned off.

### Online Payment – Credit or Debit Card

It's our mission to offer you an easy and safe way to pay your bill online and we're happy to let you know that we accept Amazon Payments and Google Checkout. If you would like to pay with a credit or debit card please go to <http://wisprenn.com/payment.html> and select the plan that corresponds with your Service type. You will then be directed to the appropriate page to make your online payment.

You can save \$4 per month by signing up for Automatic Payments with Amazon.com. You can sign up by selecting the Subscribe Button on our payment page.

### Check Or Money Order

If you would like to send in a check or money order please remember to include your account number on your check. Your account number is located on the last page of this document which is also your receipt. The address to send payment to is:

**WISPRENN  
PO Box 400209  
Hesperia, CA 92340**



# WISPRENN – Internet Quick Start Guide

Your Account Number: \_\_\_\_\_

Your installer today was: \_\_\_\_\_

Your billing Date is: \_\_\_\_\_

Payment Method: \_\_\_\_\_

Total Paid: \_\_\_\_\_

We have reason to believe that your computer may be afflicted with the following:

- No issues found at time of installation.
- Spyware
- Viruses
- Missing Virus Software
- Out of Date Virus Software
- Windows or System File Corruption
- Hardware Malfunction
- Insecure Wireless Network
- Insecure Wired Network (No Firewall)
- Out of Date Computer Hardware
- Improper/Unsafe Household Electrical
- Wiring (contact Electrician)
- Outside interference with radio L.O.S

We cannot guarantee the functionality, security or reliability of your system as a whole and the Internet until these conditions are resolved.

As an ISP we are responsible to provide an Internet connection to your computer. We are not responsible for the functionality of your computer. Although we are happy to give generalized advice to help you find the answers or those who may have them.

We have tips on keeping your computer safe and in good running condition at <http://wisprenn.com/security.html>.

If you are unsure of what to do please call us at 760-269-4264 and we can refer you to the appropriate companies to fix the issue.

**This is your receipt.**

