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Introduction

The Accelerator Manual covers all areas of customer service and technical support.
Any questions regarding the Accelerator service are answered in this manual.

You will find how easy it is to handle customer service requests and resolve any technical issues. Since the accelerator software is very easy to set up and use, the technical support required is amazingly easy to grasp as well.

This manual is organized like FAQ pages, in such an order that every topic builds upon the preceding ones. The beginning covers all basic technical issues, and continues to more specific and unique issues.

Once a customer service representative has mastered the material in this manual, s/he will be considered primarily qualified to provide support. Full qualification will be achieved upon completion of several days of practical training.

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Our Acceleration System is extensively proven in the field, used by all types of customers.

Boosting performance by up to 5x, the Acceleration System is particularly suited to dial-up and wireless customers in home and small-office markets.

Our Acceleration service provides a distributed system, accelerating internet access for dial-up users through proprietary technology, including compression, caching, smart routing, persistent connections and other technological means, as presented in the image below.

We operate a network of proxy servers throughout North America. A browser-requested page goes through the proxy server closest to the client and the server performs compression. In addition, our system caches on both the client and the proxy server.
Unlike other solutions, with Our Acceleration there is only a minimal change in image quality.

* * *
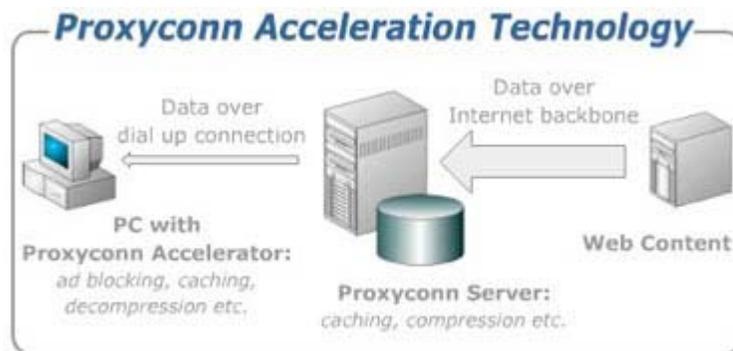
The Accelerator offers a full range of implementation options — from a hosted solution that utilizes Accelerator's high-speed network on the Internet Backbone, to a non-hosted solution, when the ISP installs a Proxy-Server on its own network. Technical support will be identical for both, hosted and non-hosted solutions.

How do I install the Software?

- To properly set up the Internet Accelerator, please download and save the proxyconn.exe file to the **desktop**.
- Then, log off the Internet and close **all** programs (including your browser), double click on the file that you saved on your **desktop**, and follow all prompts through completion.
- Restart computer (if, not automatically performed)
- Log on to the Internet and the icon will start animating as soon as you start browsing. Point to it, to see the effective speed.

What browser settings will be modified after installing the Accelerator?

Open Browser window, click on "Tools" – "Internet Options" – "Connections" – "Settings" – "Dial up and virtual private network settings", click on the dial up connection. The two boxes under Proxy server will be checked, (the same under LAN settings). Click the "Advanced" tab, and verify that the proxy IP address is 127.0.0.1 and the port number is 6198.

How do I un-install the service?

- Close all running programs, right click the Accelerator icon and select "Un-install" from the menu.
- Or, click Start, Control Panel, Add/Remove Programs, scroll down and locate the "Internet Accelerator", uninstall, follow all prompts through completion, restart the system.

How do I cancel my account?

Two options are available to unsubscribe:

Option 1 -
- Log on to (designated site address)
- Click on "My Account"
- Enter your access code
- Select "Cancel Subscription"
- Wait for "Cancellation Successful" screen to appear before exiting
- A confirmation e-mail will be sent to the e-mail address as shown in your account information.

Option 2 -
- Right click on the Accelerator icon to the left of your computer clock
- Left click on "My Account"
- Select "Cancel Subscription"
- Select "UnSubscribe"
- Wait for "Cancellation Successful" screen to appear before exiting
- A confirmation e-mail will be sent to the e-mail address as shown in your account information.

proxyconn
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Why do I get a "Conflict" error massage after installing the Accelerator?

The "Conflict" error may also appear if you have two user names on the same machine.
Solution - Prior to **switching** users, **disable** the Accelerator and then **enable** it on under the other user name.
Or, **log off** completely from one user before **logging on** to the other user, instead of simply switching. If you log off instead of switching between users you will not need to disable the Accelerator prior.

When a slow down occurs:

Click Start, then Run, then type - msconfig, click ok, then choose the Startup tab and uncheck all the boxes, except PxClient.exe, click apply, and ok then you will be asked to restart your computer, please do so. Usually in XP windows you need to uncheck all the boxes except pxui.exe/automation.

How do I perform an emergency un-installation, after the proper un-installation was not being followed?

Perform the following:

      1) Reinstall
      2) Reboot
      3) Un-install
      4) Reboot

When the file is not located, or unable to retrieve by email:

      1) Reboot
      2) Uncheck 'Use a proxy server' for every dial up connection present and for LAN. Under "Automatic configuration" check "Automatically detect settings".
      3) Uncheck PxUi.exe and/or PxClient.exe using msconfig
      4) Reboot

Steps 2-4 may be required for each profile

Why do I see "Effective Speed: Check later", whenever I point my mouse cursor to the Accelerator icon?

"Effective Speed: Check later" indicates either you are not online or the Accelerator software is not properly set up.
- To properly set up the Accelerator, please save the file to the **desktop**.
- Log off the internet and close **all** programs (including your browser), double click on the file that saved to the **desktop**, follow all prompts through completion.
- Restart computer (if, not automatically performed)
- Log on to the Internet and the icon will start animating as soon as you start browsing. Point to it, to see the effective speed.

Or, simply right click the Accelerator icon and select "Repair", following all prompts through completion.

Can I still use my ISP?

Yes. The Accelerator requires no changes to your ISP. You keep the same the email, the same dial-up telephone numbers and all other settings associated with your current ISP.

What if I change ISP?

Install your new ISP software and then run the "Repair" command to insure that the new settings are recognized.

What are the system requirements?
Browser - Internet Explorer 5.01 or higher, Netscape versions 4.07 through 7.1, Opera, Mozilla, Firefox. OS - Win98, Win Me, Win XP, Win 2000. Hardware: PC, 2MB of disk space and 3 MB RAM. *MAC is not supported.*

Why do I get the "Invalid Access Code" screen, which blocks me from going in to the Internet?

The "Invalid Access Code" screen will pop up when an incorrect Access Code was entered within your installation process or you cancelled your account and did not un-install the software:

> **Solution** - Right click the Accelerator icon, select Repair, copy and paste the correct access code to the blank window in Repair and follow all prompts through completion.

How do I disable the Accelerator?

Right click the Accelerator icon on your taskbar and select "Disable". The Accelerator will remain Disabled until it is "Enabled" again.

Can I use E-bay, while the Accelerator is enabled?

Generally, no problems are indicated. However, if a difficulty is encountered, right click on the Accelerator icon, select "Settings", and under "Plus" uncheck "Maximum Privacy Protection". Log on to "Tools" – "Internet Options" – "General" – under "Temporary Internet files" - Delete cookies - Delete files (check "Delete all offline content").

Can I use the Accelerator along with my Firewall?

All firewalls must be set to allow full internet access to Pxui.exe and Pxclient.exe files.

What about McAfee?

McAfee prompts you to "Grant access" or "block" the Proxyconn file (pxclient.exe), once you click on "Grant access" it will continue to work as before.
In case the customer already clicked on "block" by mistake, please advise him on the following:

Click on Personal Firewall
Click on view the internet application list
Click on the Pxclient.exe (on the list)
Click on Allow full access (on the right).

What about Norton Internet Security?

Norton will prompt you to "permit" or "block" the Proxyconn file (pxclient.exe), once you click on "permit" it will continue to work as before.
In case the "block" option was chosen by mistake, please perform the following:

Double click on the Norton Internet Security icon (the little blue and green globe on the system tray).
Click on Personal Firewall and then click on "Configure"
Click on Programs, under Manual Programs Control look for Pxclient.exe on the list and change it to "Permit all" instead of "Block all".
Click OK.

What about XP sp2?

If you encounter difficulties connecting to the internet, after installing Proxyconn, with Win XP SP2, please do the following:
Click on Start – Settings – Control Panel
Click on Windows Firewall
(Make sure "don't allow exceptions" is not checked)
Click on Exceptions
Check Pxclient
Click OK

What do I do if I forgot my parental control password?

If the customer forgot the password he/she will need to delete Proxyconn from the Registry under HKEY_LOCAL_MACHINE - Software. Once it is removed the customer will need to run a re-installation to override the corrupted software and then un-install through the icon's menu (or leave it installed).

Why does my access code being denied, although I am using the correct access code?

Security Settings are too high. To reduce security and privacy settings to medium: enter the browser, select "Tools" – "Options" – select "Security" and "Privacy", and reset "Custom settings" to medium, for both.

We are using a shared Internet connection. Where should we install the Accelerator?

The Accelerator requires installation on every computer that you wish to accelerate, of which each PC will require an individual subscription account. You do not need to install the Accelerator on the machine that serves only as a gateway.

May I use the Accelerator on multiple machines?

A separate subscription account will be required for every PC, to use the Accelerator Service.