

Allstream Small Business Customer Help Guide

Security: Zone Alarm® Security Suite

The information in this guide is provided for your convenient reference only and is based on a typical user's system set up. Because individual users may have unique system set ups and software configurations, Allstream does not guarantee that you will get the results you expect. If you have any concerns you should only proceed with the assistance of an expert software technician of your choice. Allstream assumes no responsibility or liability whatsoever for any loss or damage which may result from the registration and transfer of your domain name as discussed in this guide. By proceeding with this set-up, you assume all risk of loss or damage. (© MTS Allstream Inc. All rights reserved.)

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Introduction

Welcome to Allstream Small Business. We wrote this document to help our customers get the most out of their telecommunications services. While we do have excellent people available to provide technical support, we have designed our system to enable our customers to control their own systems easily and effectively.

Security

Zone Alarm® Software

Overview

Installing and setting up Zone Alarm® Internet Security Suite is fast and easy to do. The installer will guide you through these three steps:

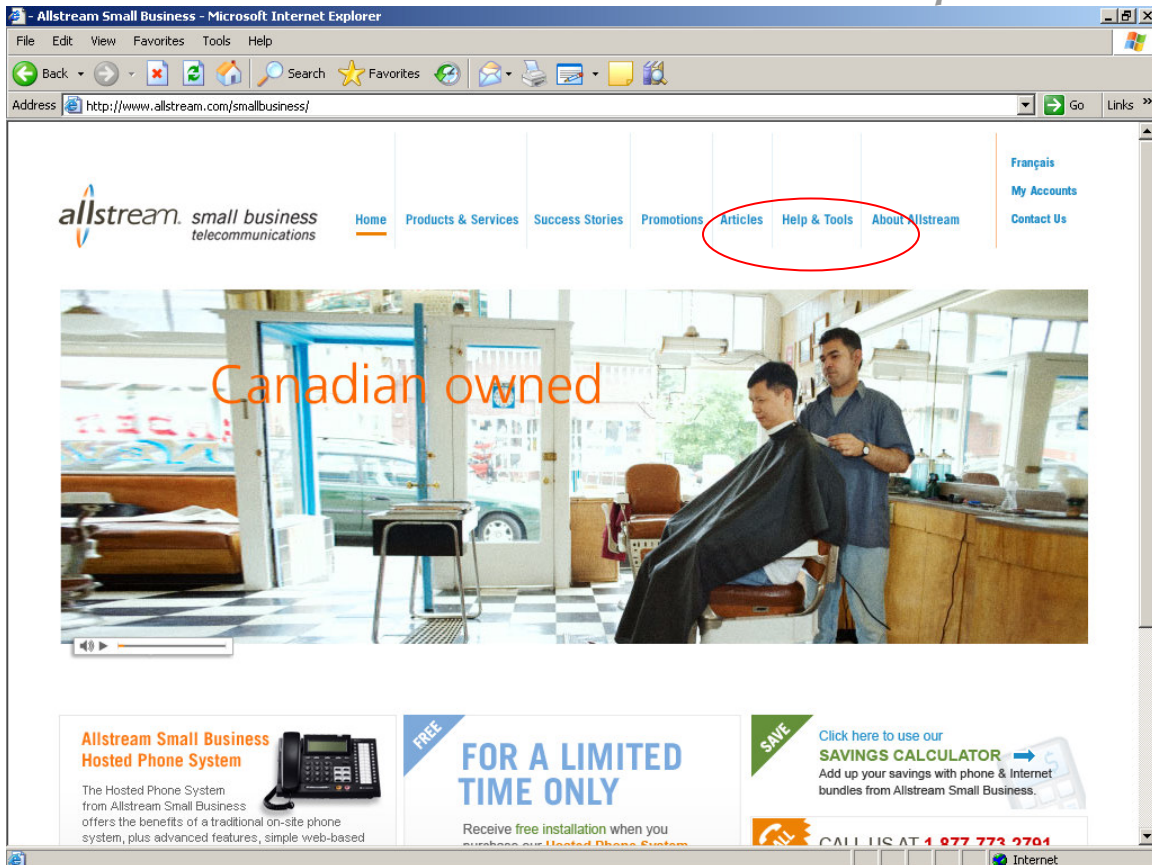
- Install Zone Alarm® Internet Security Suite
- Set up your Internet Security (Configuration Wizard)
- Enter your license key (located on the CD sleeve inside the box)

As soon as the Wizard is complete, you're protected! You may see some alerts soon after installation, don't worry this is normal.

Installation

To install Zone Alarm® Internet Security Suite please complete the following steps:

1. Go to the Allstream Small Business website <http://www.allstream.com/smallbusiness/>



2. Click on the *Help & Tools* section on the top of the screen.

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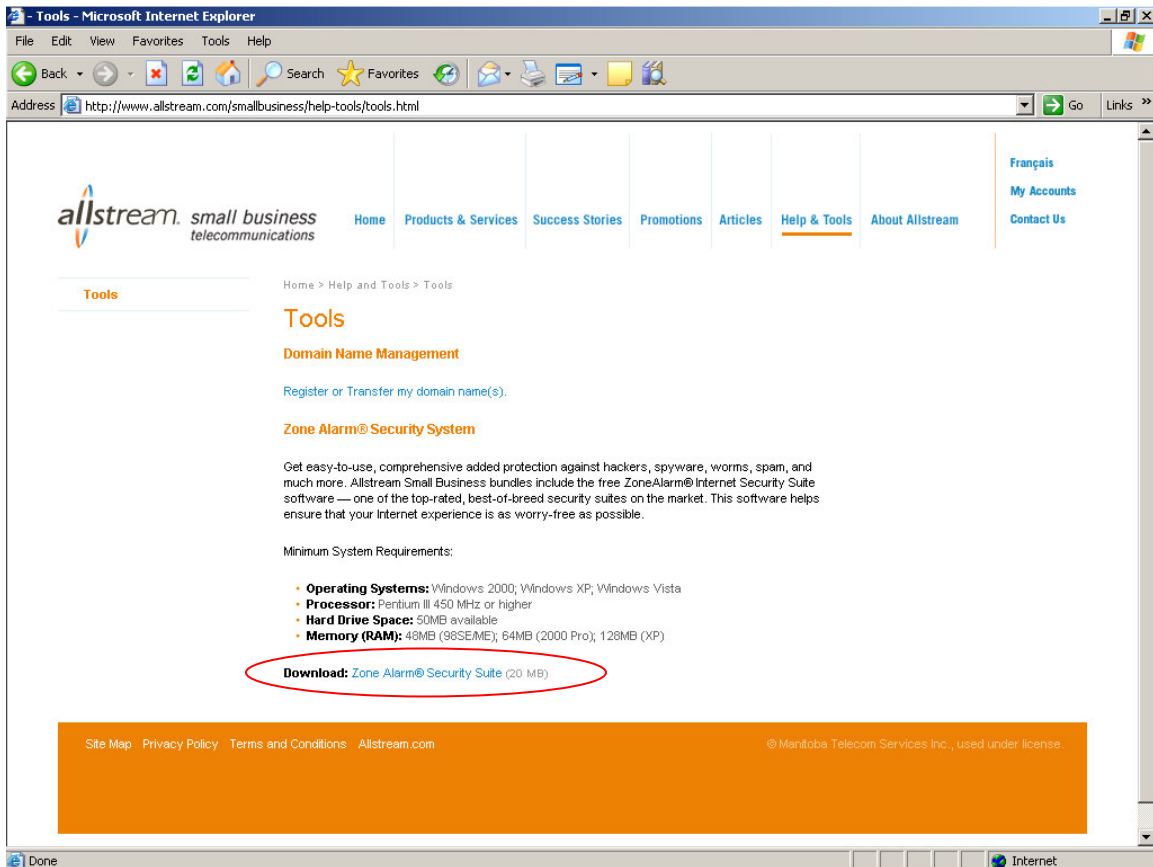
The screenshot shows a Microsoft Internet Explorer browser window displaying the Allstream website. The address bar shows the URL <http://www.allstream.com/smallbusiness/help-tools/>. The website's navigation menu includes links for Home, Products & Services, Success Stories, Promotions, Articles, Help & Tools (which is underlined), and About Allstream. On the left side, there is a sidebar with a 'Tools' link circled in red. The main content area is titled 'Help and Tools' and contains the following sections:

- Technical Support**: A message stating, 'Got a tricky question? Need help or troubleshooting advice? Contact our technical support team at 1-877-663-2791 or refer to the PDF guides below for answers to common technical questions.'
- Help Guides**: A list of guides, including 'General guide to connecting routers to the DSL Internet Modem (60 KB)'.
- Connecting to the Internet**: A list of guides, including 'How to connect to the Internet — Dynamic IP address single computer (PC) (125 KB)' and 'How to connect to the Internet — Static IP address single computer (PC) (115 KB)'.
- Email**: A list of guides, including 'How to set up a new email account — Microsoft Outlook 2002/2003 (428 KB)' and 'How to set up a new email account — Microsoft Outlook Express 6 (360 KB)'.

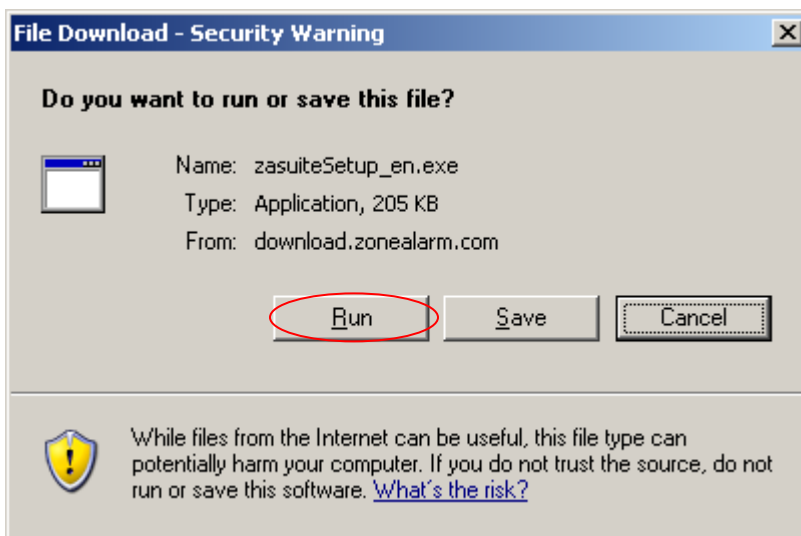
The footer of the page includes links for Site Map, Privacy Policy, Terms and Conditions, and Allstream.com, along with a copyright notice for Manitoba Telecom Services Inc., used under license.

3. Click on the *Tools* link on the left side of the screen.

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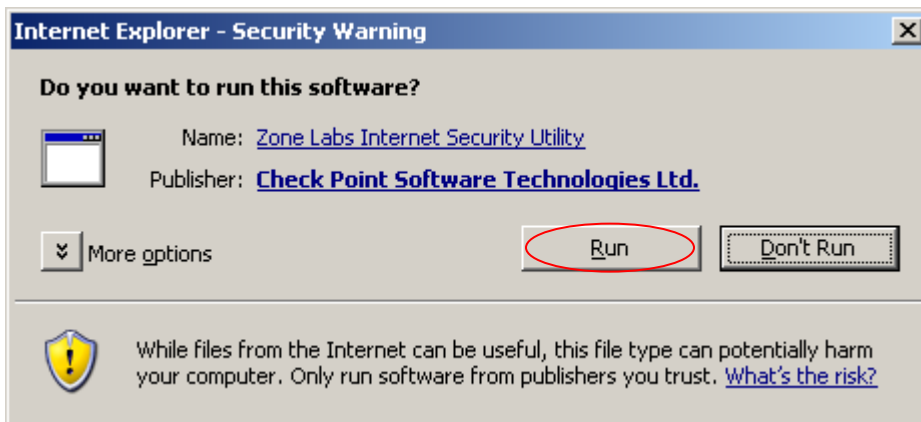


4. Click the *Zone Alarm® Security Suite Download* link, in the *Zone Alarm® Security System* section.
5. If you receive the message *If the download does not open immediately, please click Here*, click the *Here* link.

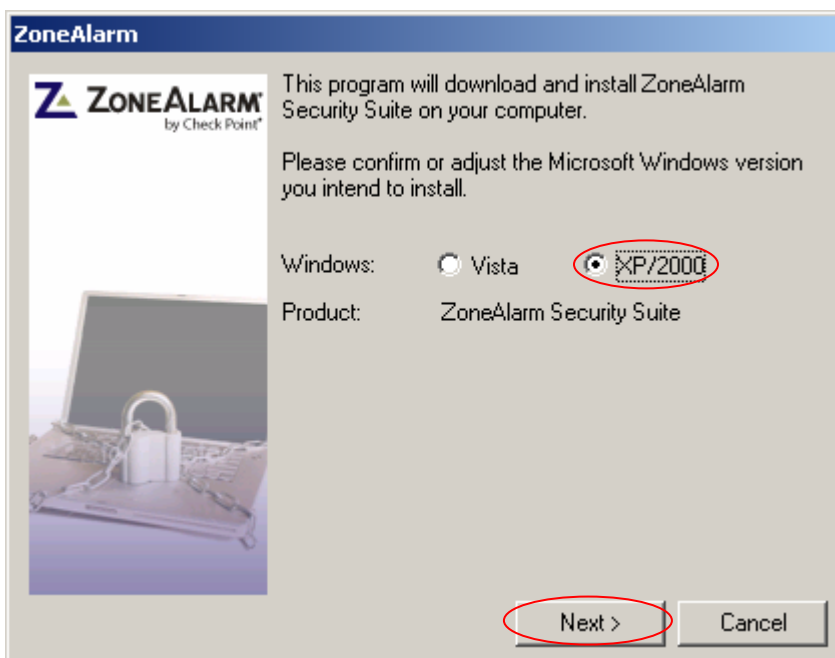


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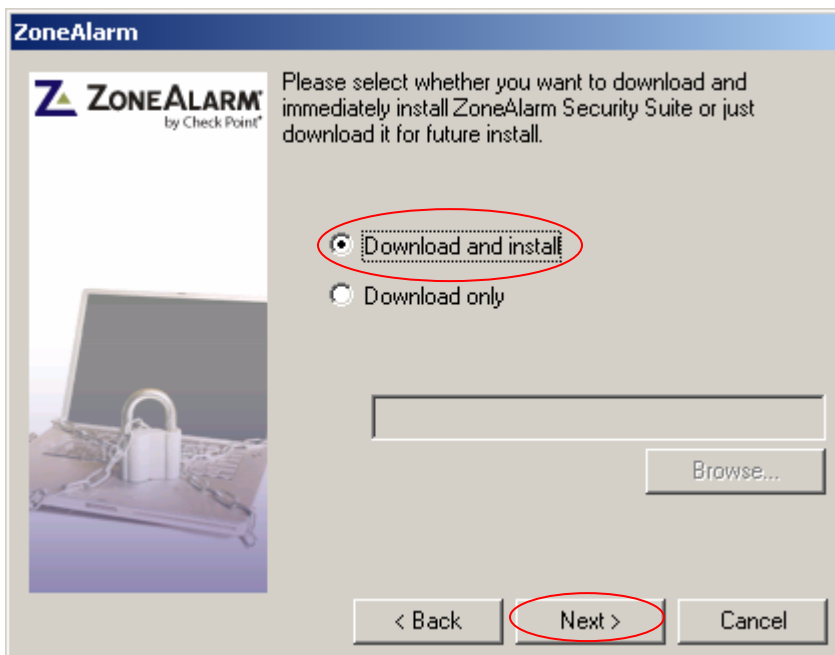
- Click *Run* in the *File Download – Security Warning* dialog box.



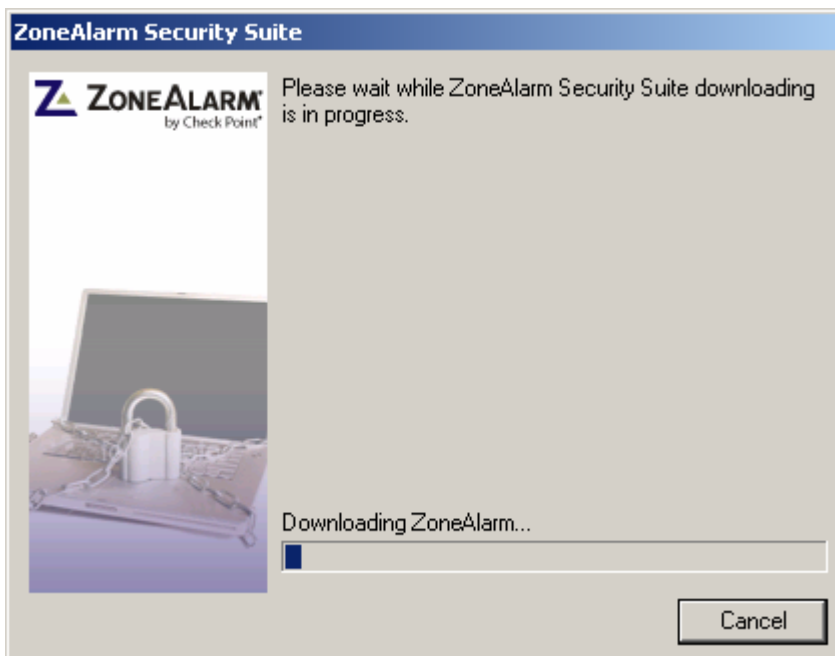
- Click *Run* in the *Internet Explorer – Security Warning* dialog box.



- Select your Windows' operating system – Vista or XP/2000. In this example, we have selected the 'XP/2000' radio button.
- Click the *Next* button.



10. Select the *Download and install* radio button.
11. Click the *Next* button.



12. This dialog box will appear. You will need to wait until Zone Alarm® Security Suite downloads onto your computer and follow the onscreen instructions.

Registration

The installation process will automatically prompt you to register your copy of Zone Alarm® Internet Security Suite. Registration is necessary to keep your software up-to-date, which will protect you from the latest threats.

User Information

Please type your name:
Zone Labs

Please type your company or organization name (optional):
Zone Labs Inc.

Please type your email address (name@company.com):
newuser@zonelabs.com

In order to download updates or get notified about Zone Labs news or product updates, please fill in a valid email address and choose from these options:

I want to register ZoneAlarm Security Suite so I can download updates.

Inform me about important updates and news.

Your information is confidential and will not be shared. You must be 13 years or older to install this product.
[See our Privacy Policy](#)

< Back Next > Cancel

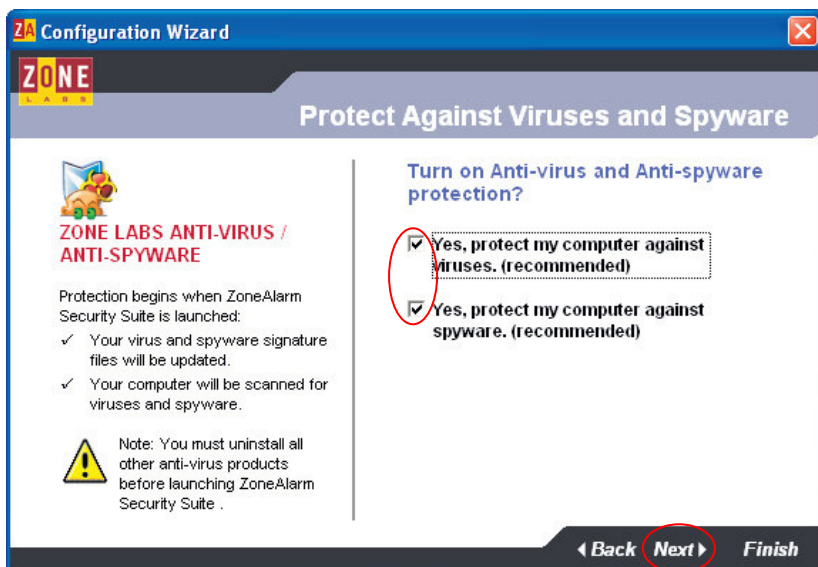
1. Enter your *name* in the *Please type your name* field.
2. Enter your *company's name* in the *Please type your company or organization name (optional)* field.
3. Enter your *email address* in the *Please type your email address (name@company.com)* field.
4. Select both check boxes if you want to register Zone Alarm® and receive updates and important news.
5. Click the *Next* button and follow the online instructions.

Configuration Wizard

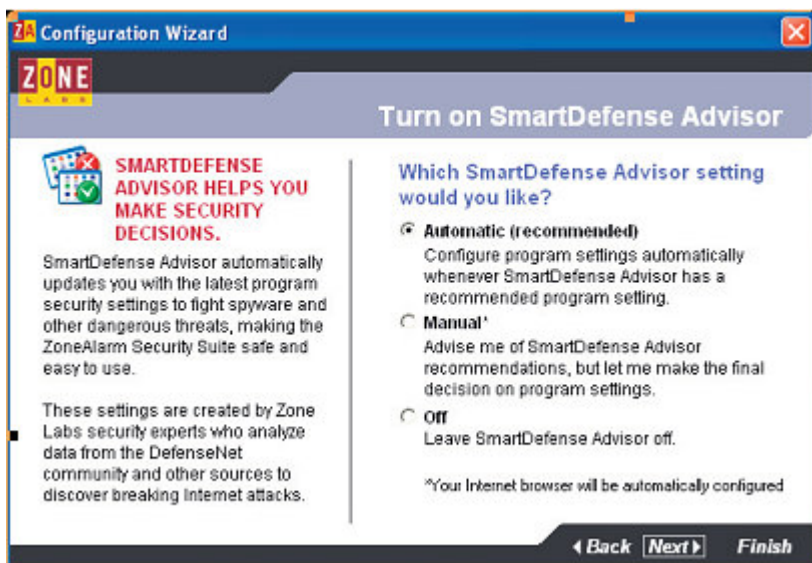
The Configuration Wizard, which runs automatically after installation, helps you adjust your security levels according to your needs. Follow the instructions to quickly set your antivirus, anti-spyware, Program Control, and other preferences.



1. Click the *Next* button to continue.



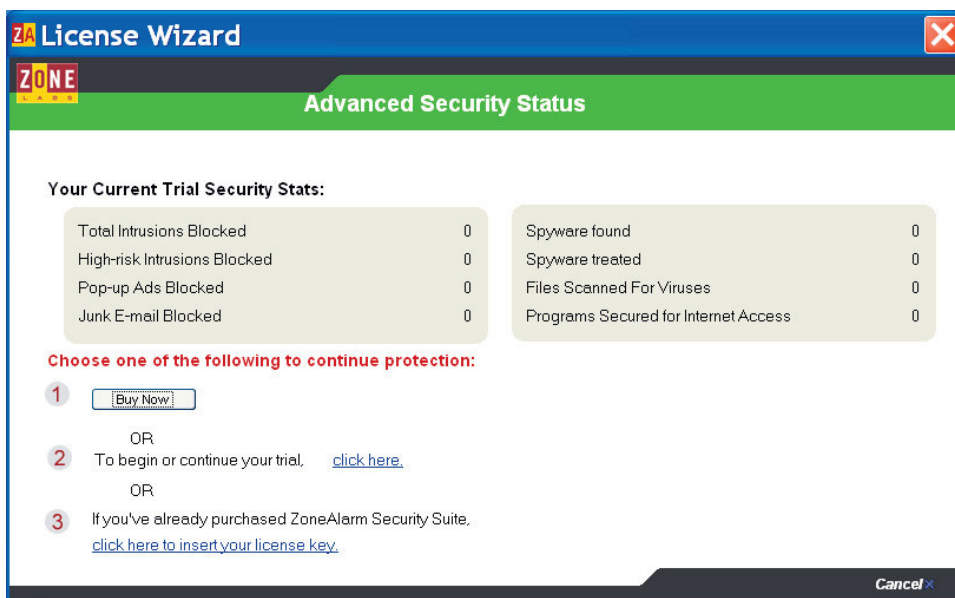
2. Select both check boxes and click the *Next* button to continue.



3. Select the *Automatic* setting.

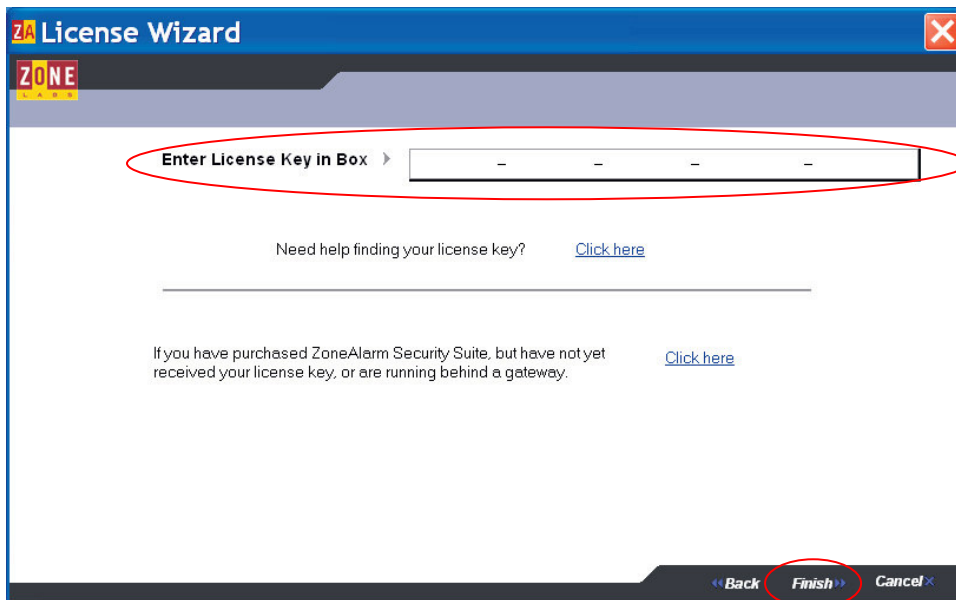
License Key

You **must** enter your Zone Alarm® Internet Security Suite license key within 15 days of installing the program or the product will stop working. After the Zone Alarm® installation process is complete, your computer will restart. After your computer restarts, the Zone Alarm® License Wizard will begin. To enter your license key follow these steps:



1. Choose *Option #3* by clicking the *click here to insert your license key* link.

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2. Enter your license key number in the *Enter License Key in Box* field.
3. Click the *Finish* button.

Appendices

Appendix 1 – Glossary

Domain Name (DN)

The term “Domain Name” has several uses. For the purposes of this document, we will focus on one meaning. A domain name is used to define hosting, be it for web sites or email or what have you. An example of a domain name would be “allstream.com”. The corresponding web site would be www.allstream.com.

Top Level Domain (TLD)

A top level domain terminates every domain name. Top level domains consist of either one of a small number of unique values, such as “.com” or “.org”, or one of a list of two-character regional identifiers such as “.ca” or “.us”.

Appendix 2 – Technical Support

For further support, please call the Allstream small business technical support line at **1-877-663-2791**