

103 Cliff St.
PO Box 191
Middleburgh, NY 12122

MIDTEL NET

A Division of The Middleburgh Telephone Company

518-827-5211
1-877-827-5211
info@midtel.net

Dear Internet Subscriber:

Thank you for your interest in MIDTEL NET's local access Internet service. Our goal is to provide local Internet service using the latest technology that has quick connections, dependable access, and reliable customer service, all at an affordable rate.

Enclosed, please find the step-by-step instructions we have provided to connect to MIDTEL NET. If you have any problems connecting after following these steps, please go through each step again. If you continue to experience difficulty, please contact our technical support line at 296-HELP (4357) or toll-free 1-877-435-7966. Support is available 24 hours a day.

Now to the good stuff... please follow the steps below to get online with MIDTEL NET.

1. Complete the enclosed Internet Subscription Form and fax (827-7600), bring, or mail it to our business office in Middleburgh. (Corner of Cliff St. & Wells Ave., PO Box 191, Middleburgh NY, 12122)

2. After your account has been promptly activated, follow the procedures on the enclosed Instruction pages to configure your PC for access to MIDTEL NET. Be sure to complete the following setups; "Creating Your New MIDTEL NET Dialup Connection", "Browser Configuration Settings", "Mail Configuration Settings", and "General E-mail Issues". For web hobbyists, you may want to check out the "Creating WebPages With Your MIDTEL NET Account".

Please note, our instructions have you going to **home.midtel.net** as your startup page. Links to this page allow you to make password changes, check your hourly usage, see up to date MIDTEL NET news, and Only MIDTEL customers can access this page. You can also find technical information and answers to frequently asked questions at our support site at <http://support.midtel.net>.

Once again we thank you for subscribing to MIDTEL NET, and we welcome you to our service. If you have any questions or need additional information, please contact us at info@midtel.net, 827-5211, or 1-(877) 827-5211. Happy Surfing!

*** Please note, your MIDTEL NET account number will be your telephone number with the first number replaced with a "7". For example, 827-5211 would be 727-5211.**

**Our goal is not to be the area's Biggest Internet Service Provider; it is to be the area's
****Best Internet Service Provider!******

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Special Notice of Importance for your Protection

With increasing frequency, there has been a specific malicious activity occurring on the Internet we feel we should bring your attention to. There are websites that are designed to trick you into making a high rate, long distance telephone call. These websites are designed so that upon pressing a “click” to continue, your modem hangs up, and a call from your modem is placed to an International country to “continue your web surfing or download”. This leads to the Internet user being billed for extremely expensive telephone calls without their knowledge, with rates over \$9.00 per minute in some cases.

While most of these sites do provide warnings and explain the charges, they can be inconspicuous or buried in fine print. We advise you to carefully read the WebPages you visit and watch for websites attempting to charge fees for continued browsing and downloading.

We suggest that you contact your local telephone company and get information on Call Restrictions/Call Blocking options that may be available to you. Since many of you have modem-only lines in your homes, generally there is not a need to make anything but local calls from the line. And you will most likely never have the need to make International calls on that line. There may be options that can be programmed into your phone line to not allow these calls to happen. In turn, it may save you from being caught by the above situation.

WARNING: WE DO NOT WARRANT OR PROMISE THAT ANY OF OUR INTERNET ACCESS NUMBERS ARE LOCAL TO YOU. IN PARTICULAR, WE URGE YOU TO NOTE THAT EVEN AN ACCESS NUMBER THAT SHARES YOUR AREA CODE OR APPEARS TO BE LOCATED IN YOUR GENERAL GEOGRAPHIC REGION MAY **NOT** NECESSARILY BE A LOCAL NUMBER TO YOU. SUBSTANTIAL TOLL TELEPHONE CHARGES MAY APPLY TO NUMBERS THAT YOU DO NOT VERIFY AS LOCAL TO YOUR INDIVIDUAL AREA OR CALLING PLAN.

YOUR LOCAL TELEPHONE COMPANY CAN TELL YOU WHETHER ANY OF OUR ACCESS NUMBERS ARE IN FACT LOCAL TO YOU. WE URGE YOU TO CHECK WITH YOUR LOCAL TELEPHONE COMPANY BEFORE CHOOSING AN ACCESS NUMBER.

Please give us a call if you have any questions regarding this.

Sincerely,

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MIDTEL.NET Configuration Settings At a Glance

This section provides a look at the required settings for your MIDTEL.NET service. For those who feel comfortable making changes to their Internet Configuration, it is a quick source for setting up MIDTEL.NET.

- ❑ **Username:** 4-32 positions, all lower case, characters and numbers allowed
- ❑ **Password:** 4-32 positions, all lower case, characters and numbers allowed
- ❑ **Access Number:** 296-4638 [if dialing from 287, 295, 296, 827, and 868]
255-4000 [if dialing from 234, 254, 284, and 294]
322-4000 [if dialing from 872, 875, Capital District]

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- ❑ **E-mail Address:** username@midtel.net; where username is your dialup username referenced above.
- ❑ **Outgoing Mail Server (SMTP):** mail.midtel.net
- ❑ **Incoming Mail Server (POP) Mail Server:** pop.midtel.net
- ❑ **Mail Username and Password:** these are the same as your dialup username and password.
- ❑ **Default Home Page:** http://home.midtel.net
- ❑ **Domain Name Servers:** Primary 64.22.32.9.
Please note: These should not be needed except in special conditions.

Windows 7 Setup Instructions

Creating Your New MIDTEL.NET Dialup Connection

- ❑ Step 1 – Click the Windows button in the lower left-hand corner of your screen and in the box directly above it that reads "Search Programs and Files", type "Internet Options" without the quotations and press the enter key on your keyboard.
- ❑ Step 2 – From Internet Properties, click on the "Connections" tab, then click on the "Add" button on the right side.
- ❑ Step 3 – Select "Dial Up" from the list and it will take you to a new window.
- ❑ Step 4 – The first Option asks for your "Dial-up phone number." You do not have to put in an area code.

- ❑ Step 5 – In the "Phone number to dial:" box type:
 - 296-4638 [if dialing from 287, 295, 296, 827, and 868]
 - 255-4000 [if dialing from 234, 254, 284, and 294]
 - 322-4000 [if dialing from 872, 875, Capital District]
- ❑ Step 6 – Next, fill out the "Username:" and "Password:" fields with the information you signed up with. Checkmark the 'Remember Passwrod' box if you want Windows to save your Dialup password for you.
- ❑ Step 7 – After this, you can enter in a "Connection name:" We suggest you use "MIDTEL NET Dialup" without the quotations.
- ❑ Step 8 – Check "Allow other people to use this connection" if you are sharing this computer with other users and want them to use the same connection.
- ❑ Step 9 – Once you've finished with all of this hit the "Connect" button.
- ❑ Step 10 - If you've chosen to "Skip" the test connection it will show a screen saying that "The Internet connectivity test was unsuccessful" and you will need to choose "Set up the connection anyway". You can now click on the close button and your Internet connection is now complete.

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Note if you have a problem, please try the above steps again. If you continue having difficulty, please contact our Help Desk at 296-4357 (296-HELP) or toll free at 1-877-435-7966. Help via email is available using support@midtel.net.

Browser Configuration Settings

- ❑ Step 1 – Click the Windows button in the lower left-hand corner of your screen
- ❑ Step 2 – Where it says “Search Programs and Files” type Internet Options
- ❑ Step 3 – Press Enter on your Keyboard
- ❑ Step 4 – Select “Always Dial my Default Connection.”
- ❑ Step 5 – Press “Apply”
- ❑ Step 6 – Press “OK”

Now, whenever you launch your browser, it will “know” to automatically start the MIDTEL.NET dialup connection. Be sure to use your MIDTEL.NET username and password.

Mail Configuration Settings

Mail Client software varies greatly from machine to machine. Below lists the information necessary to Send and Receive mail with your MIDTEL.NET account.

- ❑ **E-mail Address:** *username@midtel.net*; where *username* is your dialup username referenced above.
- ❑ **Mail Username and Password:** these are the same as your dialup username and password.
- ❑ **Outgoing Mail Server (SMTP):** mail.midtel.net
- ❑ **Incoming Mail Server (POP) Mail Server:** pop.midtel.net
- ❑ **Mail Username and Password:** these are the same as your dialup username and password.
- ❑ If you use a “signature file”, be sure to change any reference to your old email address.
- ❑ Under the “Connection” or “Dialup” settings, be sure to change to your MIDTEL.NET dialup account. This will ensure that if you are just checking your mail, without starting your browser, that you will correctly connect using your MIDTEL.NET account.

General E-mail Issues

Listed below are general email issues. Please review them and apply them where necessary.

- ❑ Test your email by first sending an email to yourself. Once received, reply to it and ensure that you get this reply.
- ❑ Be sure to email everyone of your contacts and inform them of your e-mail address change. This can be handled with one email, stacking all your contacts in the "TO:" field.
- ❑ Be sure your signature file, if you use one, points to your new MIDTEL.NET email address.
- ❑ If you subscribe to mailing lists or list servers, be sure to follow their procedures for "unsubscribing" from your old email address and "re-subscribing" with your new email address.
- ❑ A common mistake made is not to change what Internet Connection is used by default when you just check your email. (As opposed to running your browser, then checking mail). Your email client will have a setting for this. Be sure that this setting uses your new MIDTEL.NET connection.

Creating Web Pages with your MIDTELNET Account

- This describes the basic steps of how to access and use the 5MB of storage reserved for your dialup account. You should be familiar with using an FTP Client and creating web pages before attempting this.
 - There are several shareware/freeware FTP clients and tools to create your web pages downloadable from the Internet.
 - To find out more on FTP software and web creation tools, visit <http://support.midtel.net/utilities.html>.
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- ❑ Step 1 - Using the FTP Client of your choice sign on to **ftp.midtel.net** using your **MIDTELNET** dialup account name and password. This places you in the root of your home directory.
 - ❑ Step 2 - Upload your content; pages, graphics, etc into the public_html directory.
 - ❑ Step 3 - Be sure your main page is named **index.html**, otherwise you'll get a listing of objects instead of your homepage in the browser.
 - ❑ Step 4 - To access your web site from the net use: www.midtel.net/~username; where **username** is you dialup account username.

Help Desk & Service Information Card

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Help Desk Hours

24 Hours a Day
7 Days a Week
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1-877-435-7966

Local Access Number for 234, 254, 284, & 294.....255-4000

Local Access Number for 287, 295, 296, 827, & 868.....296-4638

Local Access Number for 872, 875, Capital District322-4000

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Minimum Equipment & Software Requirement

- 486 processor or greater
- Windows 95 or greater
- 16 Mb of RAM memory of greater
- 14.4 Kb/s Speed Modem or greater
- Web Browser and E-Mail Software

To assist you with Internet questions or problems, MIDTEL NET provides you with an experienced Help Desk as part of your Internet service. Please be sure to read the "Acceptable Use Policy" to know what services the Help Desk provides and does not provide. It can be found at : <http://www.midtel.net/aup>

The Help Desk will be answered by a Technical Service Representative 24 hours a day. If the Help Desk staff is serving other customers at the time of your call, your call will be received by Voicemail. The Help Desk will return your call as soon as possible. **When calling, please have the following account information ready:**

1. Your username, password, and name on the account
2. Your computer operating system and version (ie. Windows 95)
3. Amount of system memory, RAM
4. Modem make and model number (internal, external, or PCMCIA)
5. The EXACT error message as it appears on your screen, if any
6. The access number you are dialing (see above)
7. Date and Time of the problem