SURF ⊘ WATCH™

Users Guide

Windows Version 1.0

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QUICK START INSTALLATION

What You Need

To use SurfWatch you the need the following:

- 386 PC or later, 4MB RAM, Hard Drive, 3.5" floppy drive

- Windows 3.1 running enhanced mode Internet Software (Web Browser, FTP, Net News) using WinSock

- Direct access to the Internet via modem (SLIP/PPP), ISDN, or high speed link

- The SurfWatch disk and Proof of Purchase Certificate with your SurfWatch Serial Number

  You also need to know how to use your mouse and move around in Windows. Be sure you know how to connect your computer to the Internet. You will need to connect to the Internet during the SurfWatch Setup process.

IMPORTANT NOTE:

If you are installing your Internet software for the first time, be sure you can connect to the Internet and use your browser or other Internet software before you attempt to install SurfWatch. During the SurfWatch installation process, you will be asked to connect to the Internet and it is important that your Internet connection works independently of the SurfWatch software.

Quick Start Instructions

1. Start Windows and connect to the Internet using your dialer application if you are connected over a phone line. If you have a connection through a local network, then you may be connected automatically.

2. Insert the SurfWatch master disk into your floppy drive (usually called Drive A or B).

3. Choose File | Run from the Program Manager menu (the main windows menu).

4. In the dialog box that appears, type **a:setup** (or **b:setup**). Press **Enter** or click **OK** to start the setup program.

5. Follow the instructions on the screen. Please note that you must create your own password. Your SurfWatch Serial Number will be found on your Proof of Purchase Certificate. During the setup process, SurfWatch will install the most up-to-date site database on your machine. You will also have an opportunity to subscribe to the SurfWatch Maintenance Plan which provides monthly updates to that database. To subscribe, click the **Subscribe** button

and follow the instructions on the screen. You will be asked to enter the SurfWatch Serial Number from your Proof of Purchase Certificate. (If you purchased SurfWatch under the Educational Plan, or have already paid for your subscription, be sure to click **Subscribe**. Fill out all the information but leave the credit card number **blank**.)

When Setup is complete, SurfWatch will be installed and running on your machine.

6. Store the SurfWatch disk in a safe place along with your personal password and SurfWatch Serial Number. In fact, you may want to store your personal password and Serial Number in several safe places in case you forget. This is important because you do not want someone else using your password to change the status of SurfWatch without your knowledge.

IMPORTANT NOTE:

After installation, do not tamper with any SurfWatch files. Removing, copying, or moving any SurfWatch files may corrupt your computer system and cause problems with other applications.

INTRODUCING SURFWATCH

Currently there are more than 250 Internet newsgroups that contain sexually explicit material. Hundreds of sites on the World Wide Web contain pictures and written material depicting sexual situations. And the growth of the Internet is explosive! There has been no way to shield anyone from receiving this material,
until now . . .

What Is SurfWatch

SurfWatch is a breakthrough software product that helps you deal with the flood of sexually explicit material on the Internet. By helping you to be responsible for blocking what is being received at any individual computer, children and others using your computer have less chance of accidentally or deliberately being exposed to unwanted material. And since there is a password protected on/off switch, you have the ability to allow or prevent access.

SurfWatch is a major advance in providing a technical solution to the difficult issues created by the explosion of technology. SurfWatch strives to preserve Internet freedom by allowing individuals to choose what they see.

Parents and Educators

Are your children on the Internet? If so, they have ready access to sexually explicit material. Many parents are truly concerned about the kinds of experiences their children will have online. SurfWatch was designed with the aid of caring educators and parents to help protect children from viewing inappropriate material.

Employers

Do you provide Internet access to your employees? Have you considered your potential liability as an employer when employees view or download sexually explicit material in the workplace? SurfWatch allows you to provide access to the Internet while reducing the risk of employees accessing sexually explicit material.

Automatic Updates

SurfWatch comes ready to block hundreds of sites containing material we would not want our children to see. However, new sites appear on the Internet daily. We offer a Maintenance Plan that periodically updates our list of inappropriate sites. For more information about subscribing to the Maintenance Plan, see the section entitled **SurfWatch Maintenance Plan.**

Site List

Our site list is based on our own subjective standards. As a result, we may have blocked sites that a particular user may want available; we also may have made sites available that a particular user would have wanted blocked. Please contact us if you have questions about our policy or are interested in custom site lists.

INSTALLING SURFWATCH

IMPORTANT NOTE:

If you are installing your Internet software for the first time, be sure you can connect to the Internet before you attempt to install SurfWatch. During the SurfWatch installation process, you will be asked to connect to the Internet and it is important that your Internet connection works independently of the SurfWatch software.

System Requirements

You need the following to run SurfWatch:

- 386 PC or later, 4MB RAM, Hard Drive, 3.5" floppy drive

- Windows 3.1 running enhanced mode

- Internet Software (Web Browser, FTP, Net News) using WinSock

- Direct access to the Internet via modem (SLIP/PPP), ISDN, or high speed link

- The SurfWatch disk along with the Proof of Purchase Certificate and your SurfWatch Serial Number

  You also need to know how to use your mouse and move around in Windows. Be sure you know how to connect your computer to the Internet. You will need to connect to the Internet during the SurfWatch Setup process.

First Time Installation of SurfWatch

1. Start Windows and connect to the Internet using your dialer application if you are connected over a phone line. If you have a connection through a local network, then you may be connected automatically.

   Insert the SurfWatch master disk into your floppy drive (usually called Drive A or B).

   Choose File | Run from the Program Manager menu (the main windows menu).

   In the dialog box that appears, type **a:setup** (or **b:setup**). Press **Enter** or click **OK** to start the setup program.
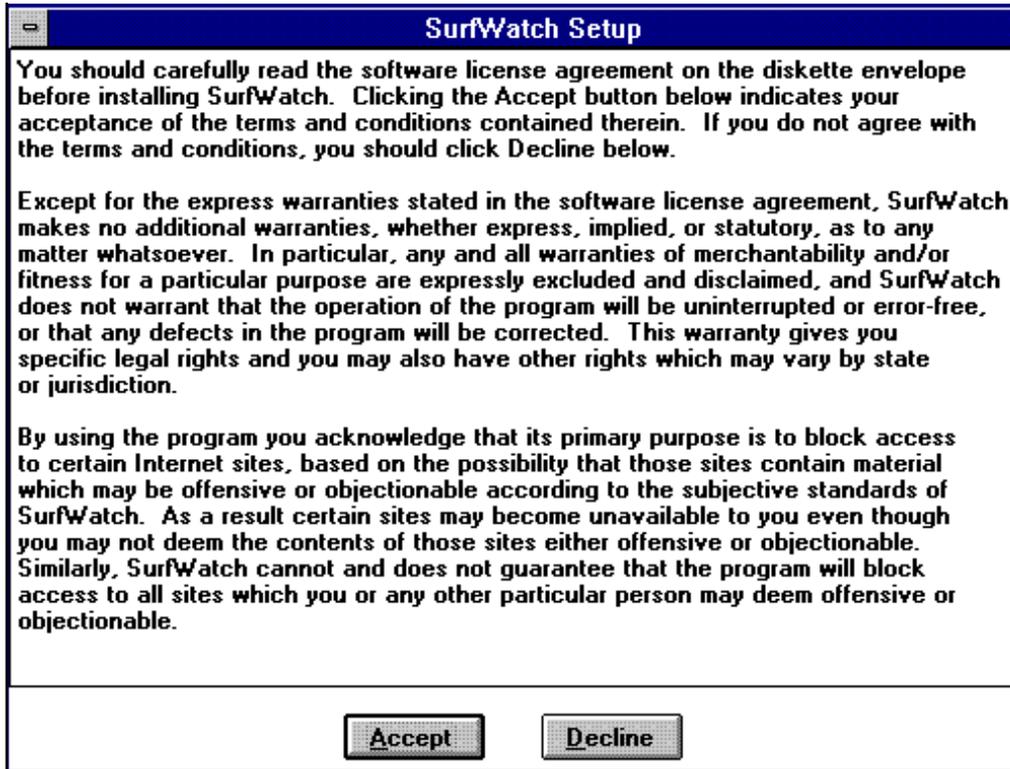
2. You will see a screen that says:

   Initializing Setup . . . .

   Read the Welcome Screen and Click **Continue** to proceed**.**

3.   Read the agreement on your screen. (It is also shown below.) This agreement contains important information about the terms and conditions regarding your use of SurfWatch. Click **Accept** if you agree and installation will continue.

If you click **Decline**, the installation will be stopped and SurfWatch will not be installed.

5. Type in your name, school name or company name and click **OK.** This
    name may not be longer than 20 characters.

If you click **Exit**, the SurfWatch installation process will be stopped.

6. Type in your password and click **OK.** This is a password that you create.
    Your password may not be longer than 20 characters. Any characters on the
    keyboard are acceptable. Be sure to remember exactly how you type your
    password. Pay attention to upper and lower case letters, since case is signifi-
    cant in your password. Make sure that the password you choose is easy to
    remember, but not easy to figure out. Poor passwords are names, dates, or
    places. An example of a good password is a combination of letters and
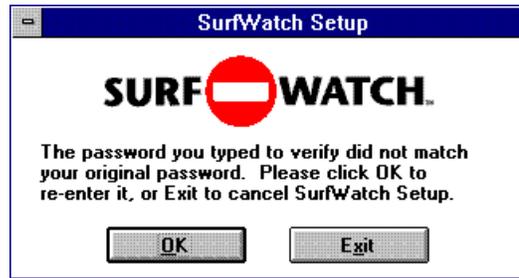   characters such as "2BORNOT2B."

If you click **Exit**, the SurfWatch installation process will be stopped.

7. Type in your password again and click **OK.** You must type in the password
    exactly as you did the first time.

If you make a mistake, you will see the following:

Click **OK** to re-enter your password, or **Exit** to leave the installation process.

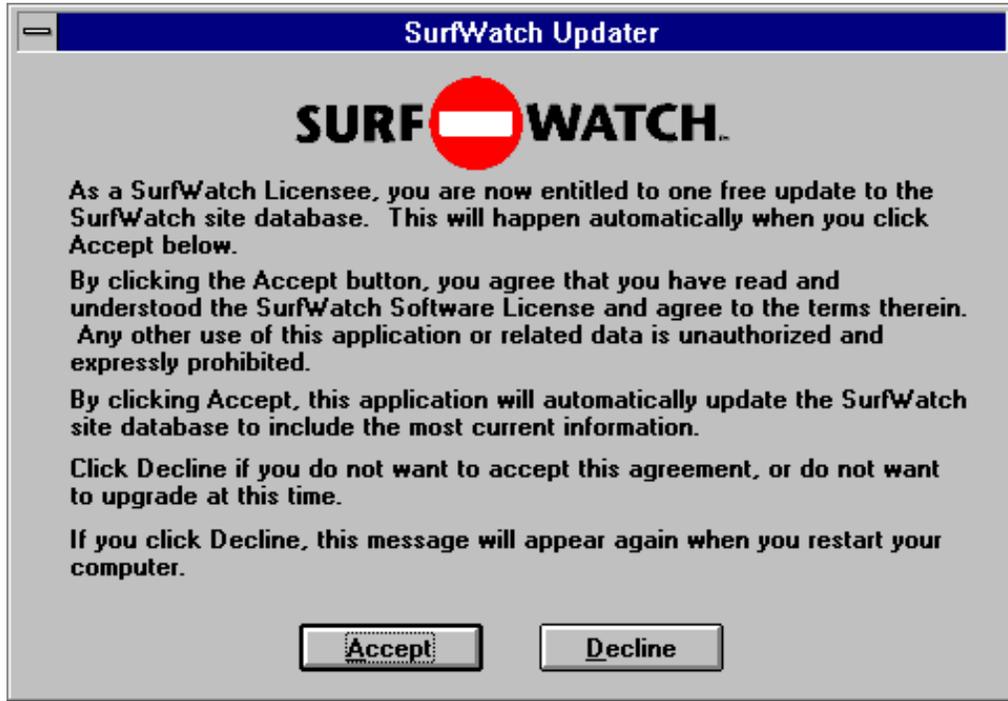As SurfWatch is being installed, you will see the following:

8. When SurfWatch says it has been installed, click **OK**. You will then auto-matically proceed to the next stage of the setup process.
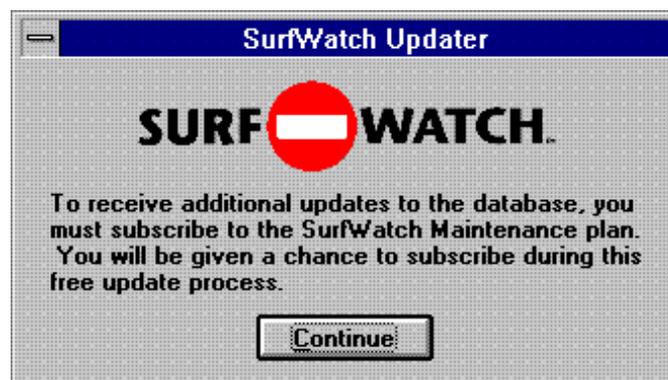

Once you click **OK**, SurfWatch will be installed and turned on.   This means it is running and will block inappropriate material anytime you are using the Internet.

9. Your SurfWatch site database will now be updated to make sure you begin using SurfWatch with the most up-to-date list of blocked sites. Read the agreement on your screen (also shown below). Click **Accept** if you agree to the terms, and the process will continue. If you click **Decline**, the update process will be terminated. This message will then continue to appear each time you restart Windows until you accept the update or remove SurfWatch from your machine.

10. During this installation process, you will be given a chance to subscribe to the SurfWatch Maintenance Plan which will provide you with periodic updates to the site database. Click **Continue** to proceed.
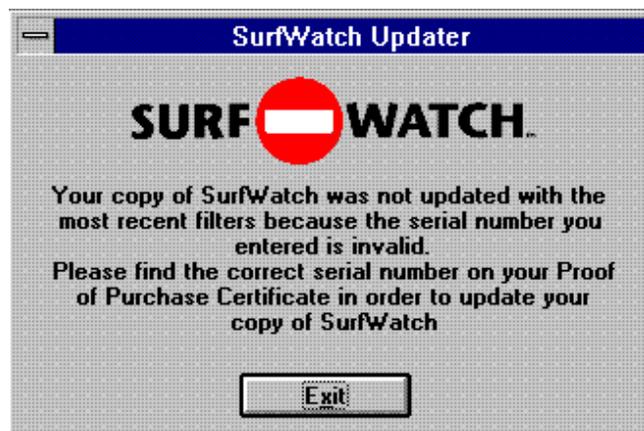

11. Type in your name, organization name, and SurfWatch Serial Number. The SurfWatch Serial Number can be found on your Proof of Purchase Certificate located in the license envelope. Be sure to type in the number EXACTLY as it appears on the card. Pay attention to upper and lower case. Click **OK** when you have completed the form.

If you click **Quit** you will stop the update process. You will be given a chance to update again when you restart Windows.

If you type in an incorrect serial number, SurfWatch will not be able to complete the update process. You will see the following:

Click **Exit** and you will return to Windows.

If you typed the incorrect serial number, or Quit the registration process, you will still want to update your SurfWatch database. In order to do so, you must restart Windows.
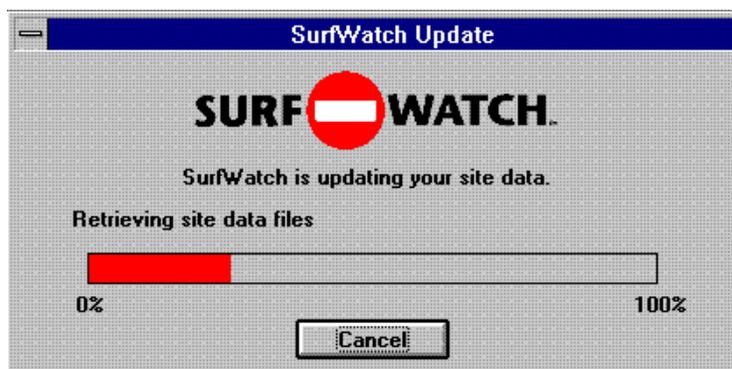
12. After you enter the correct Serial Number, SurfWatch will automatically download the new site database. You **must** be connected to the Internet for this to happen. If you are not connected, you must complete your procedure necessary for you to connect to the Internet. After connecting to the Internet, you must return to the SurfWatch Updater screen. If you are unable to locate

the SurfWatch Updater screen, hold down the **CTRL** key and press the **ESC** key. When you see the task list, select the **SurfWatch Updater** and press the **Enter** key. Then, click **Connected.**

If you are unable to connect at this time, or you click **Quit**, the update process will be stopped. You will be given another opportunity to receive your free update the next time you restart Windows. This will continue each time you restart Windows until you have used your free update or removed SurfWatch from your machine. If you have difficulties in this area, please see the Frequently Asked Questions section on page 20.

Once you click **Connected**, SurfWatch will automatically update your site database. You will see the following on your screen.

13. You will be shown a date when the current filters will be out of date. If you subscribe to the SurfWatch Maintenance Plan, you will automatically be reminded on this date to update your database.

Now is your chance to subscribe to the SurfWatch Maintenance Plan online or by calling us at 1-800-458-6600. Click **Subscribe** to subscribe now.

> If you purchased under the Educational Plan, or have already paid for your subscription, be sure to click **Subscribe**. Fill out all the information but leave the credit card number **blank**.

If you click **Continue** you **will** receive two free upgrades to the most recent list of blocked sites. You **will not** receive any additional monthly updates. If you wish to subscribe to the SurfWatch Maintenance Plan after you have installed SurfWatch, you may do so at any time by calling 1-800-458-6600.

14. Your name and organization will be completed for you from the information you entered earlier. Please complete the rest of the form with your own personal information. Your credit card and order form will be encrypted and securely transmitted to us over the Internet.

Click **OK** to continue. The message below indicates that your information has been transmitted to SurfWatch and your subscription will be processed. If you see a message that indicates the SurfWatch Subscription Service is temporarily unavailable, restart Windows to begin the update process again.

You will see the following message that indicates that the latest site database has been installed and you need to restart Windows. If you click continue, the new SurfWatch database will not be in effect until the next time you restart Windows.
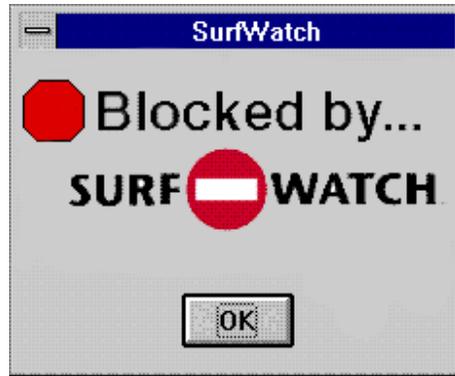

9. Store the SurfWatch disk in a safe place along with your personal password and SurfWatch Serial Number. In fact, you may want to store your personal password and Serial Number in several safe places in case you forget. This is important because you do not want someone else using your password or Serial Number to change the status of SurfWatch without your knowledge.

SURFWATCH IN OPERATION

SurfWatch runs in the background and monitors the flow of information out of the Internet and into your computer. Once SurfWatch is installed, it is automatically operational and you never need to touch it again unless you want to turn it off or remove it. If you subscribe to the SurfWatch Maintenance Plan, SurfWatch will automatically ask you once a month to update your site database. The update process will not affect SurfWatch in any other way. If you do want to turn SurfWatch off, please see the section **Turning SurfWatch Off and On.**

How do I know if SurfWatch is working?

SurfWatch works with many different applications on the Internet. There are several ways that SurfWatch will inform you that a site has been blocked. Often, you will see a "Blocked By SurfWatch" message like the one shown below.

Using SurfWatch with World Wide Web Browsers

When you attempt to use World Wide Web browsers such as NetScape™ or Mosaic™ to access World-Wide Web sites that have been blocked, you will normally see either the above message "Blocked by SurfWatch," or a blank page which says "Blocked by SurfWatch."

Some browsers allow you to access other types of Internet sites such as FTP or Gopher. FTP or Gopher sites that have been blocked may simply produce a "File not found" or similar error message from the browser, with no separate indication that the site was blocked by SurfWatch.

News Readers including WinVN, NEWTNews, and Spry News

Each news reader program operates in its own unique way. SurfWatch will work with all news readers which use the standard Internet news protocol (NNTP). If you build a list of new or available news groups with SurfWatch installed, you will never see the names of groups that SurfWatch has blocked. If you are using a local news group list that was created before SurfWatch was installed on your computer, it may contain the names of news groups which SurfWatch would block. In this case, SurfWatch will still prevent access to the contents of the newsgroups from the News server. The blocked groups may be reported as empty or no longer existing on the news server.

IRC "Chat" applications

The Chat channels are one of the most difficult things for SurfWatch to monitor. Any active Chat user may create and name a new Chat channel at any time, and inconsiderate users may interject themselves into existing, appropriate channels and begin sending messages which are inappropriate for that channel. SurfWatch analyzes the names of the Chat channels and eliminates channels which may deal with sexually explicit subjects. While this is generally an effective strategy, there may be some chat channels which are not blocked because they have been named in a way not recognized by SurfWatch.

When you request a list of Chat channels, SurfWatch will eliminate the names of blocked channels from that list. If you attempt to join a channel which is blocked, the channel will be reported as simply nonexistent, or you may get a message such as "****SW****" or "***** SurfWatch ***** does not exist".

FTP programs including NetManager FTP

Blocked FTP sites will normally be reported as sites that cannot be reached or files that cannot be found or accessed.

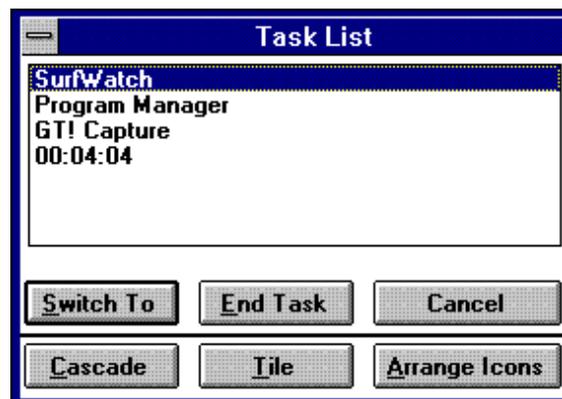**Gopher including NetManage Gopher**

Blocked Gopher sites will normally produce a "Blocked by SurfWatch" message, but they may also be reported as sites that cannot be reached.

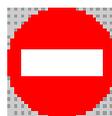# TURNING SURFWATCH OFF AND ON

Turning SurfWatch Off

Sometimes you may want to turn SurfWatch off so that you have access to all sites on the Internet. If you know the password, this is very simple.
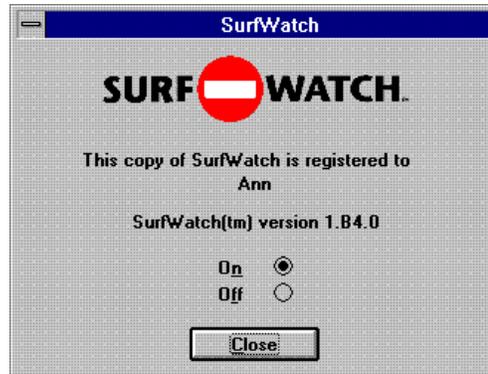
1. You need to locate the SurfWatch icon on your machine. If it is not visible, hold down the **CTRL** key while you press the **ESC** key and you should see a task list.

Select SurfWatch from this list and the icon will appear on your screen.

Click once on the icon and then select SurfWatch Control. The SurfWatch control panel (shown below) will appear on your screen. This panel will show you the registered user of SurfWatch and the current status.

2. Turn SurfWatch off by selecting the **Off** button.

3. You will be asked to type your password as shown below. Remember, you must type the exact same password you used to install SurfWatch.

4. If you type an incorrect password, you will see the following message, and SurfWatch will NOT be turned off.

5. If you still want to turn SurfWatch off and you know the correct password, click **OK** and type the password correctly.

6. When SurfWatch is turned off, you will see that the Off button on the control panel is selected.

Turning SurfWatch Back On

Once you have turned SurfWatch off, you may want to turn it back on. This simple process is much like turning SurfWatch off.

1. You need to locate the SurfWatch icon on your machine. If it is not visible, hold down the **CTRL** key while your press the **ESC** key and you should see a task list. Select SurfWatch from this list, and you will see the icon on your

screen. Click once on the icon and then select SurfWatch Control. The SurfWatch control panel will appear on your screen.

2. Turn SurfWatch on by selecting the On button. No password is necessary to turn SurfWatch back on.

REMOVING SURFWATCH

If you wish to completely remove SurfWatch from your computer, you **must** run the setup program on the SurfWatch master disk.

1. Insert the SurfWatch master disk into your floppy drive (usually called Drive A or B).

   Start Windows and choose File | Run from the Program Manager menu (the main windows menu).
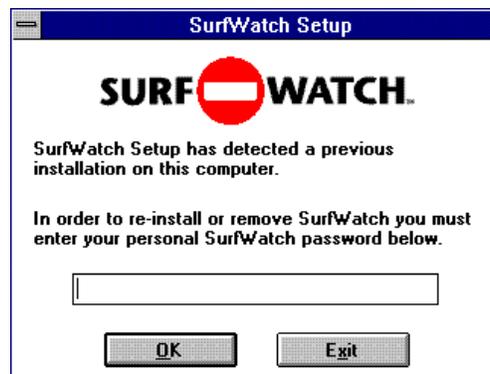
   In the dialog box that appears, type **a:setup** (or **b:setup**). Press **Enter** or click **OK** to start the setup program.

2. You will see a screen that says:

   Initializing Setup . . .

   Read the SurfWatch Setup Screen and Click **Continue** to proceed**.**

3. SurfWatch knows that it is already installed on your machine and will now ask you for your password.

You **must** know the password in order to remove SurfWatch from your machine. Type in your password exactly as you entered it when you installed SurfWatch, and click **OK.** If you click **Exit**, the removal process will be stopped.

4. When you enter your password, you will see the screen shown below. Select Remo**ve** in order to remove SurfWatch from your machine. Then, click

Continue.

5. You will see the following screen:

Click **Continue** if you wish to complete the removal process. If you click **Exit**, the removal process will be stopped and SurfWatch will still be installed on your machine. When the removal process is complete, you will see the following.

SURFWATCH MAINTENANCE PLAN

The dynamic nature of the Internet is what makes it such an exciting and creative technological innovation. The fact that it is ever-changing also means that sites containing inappropriate material are always moving, changing and coming into existence. In order to have the most up-to-date site list, you must subscribe to the SurfWatch Maintenance Plan.   SurfWatch comes ready to block hundreds of sites that contain inappropriate material. However, subscribing will give you a constantly updated list and let SurfWatch block the maximum possible number of sites that may be inappropriate.

During installation, you received one free update to the site database to ensure that you started using SurfWatch with the most updated list of blocked sites. You were also given a chance to subscribe to the SurfWatch Maintenance Plan, which will provide you with monthly updates that are loaded directly from our server to your machine.

It is easy to subscribe now, even if you did not do so during installation. Please call us at **800-458-6600** or email us at **subscription@surfwatch.com**. By subscribing you will ensure that you have the best protection that SurfWatch can offer.

UPDATING SURFWATCH

In order to ensure that you have the most thorough protection SurfWatch can offer, you must subscribe to the SurfWatch Maintenance Plan. Once you have subscribed, the Maintenance Plan will act as an automatic reminder to update your SurfWatch list of blocked sites. After you have installed SurfWatch and subscribed to the Maintenance Plan, you will be shown a date after which the filters will be out of date. On that date, your computer will remind you to update the list of blocked sites.

SurfWatch will automatically update the list for you over the Internet. Once the update has been completed, the most up-to-date list of blocked sites will be in effect. If you choose not to update your site database the first time you see the reminder, it will appear again each time to restart Windows until you have obtained the updated list.

FREQUENTLY ASKED QUESTIONS

How Do I know if SurfWatch is running?

You need to locate the SurfWatch icon on your machine. If it is not visible, hold down the **CTRL** key while your press the **ESC** key and you should see a task list. Select SurfWatch from this list, and you will see the icon on your screen. Click once on the icon and then select the word SurfWatch The SurfWatch control panel will appear on your screen.   If the On button is selected, SurfWatch is running.

Why is a site blocked that I think does not contain sexually explicit material?

There are several reasons you may find a site that has been blocked that you do not think should be. First, this site might have previously contained sexually explicit material which has now been removed. Secondly, this site may contain pointers to sexually explicit material. Finally this site may contain words that are usually associated with sexually explicit material. In any case, if you think we should unblock a site, please contact us via email at **sites@surfwatch.com**.

What do I do if I want to go to a site that is blocked?

If you are the person who installed SurfWatch, you always have the option to turn SurfWatch off. Please refer to the **Turning SurfWatch Off** section in this manual. When you have turned off SurfWatch, no Internet sites will be blocked.

What do I do if I find a site that is not blocked and I think it should be blocked?

We are constantly searching for new sites that contain explicit material. If you find a site you feel is objectionable, please let us know via email at **sites@surfwatch.com**.

How did SurfWatch decide what to block?

Our goal is to block sexually explicit material, particularly pictures and explicit text. With that in mind, we used a combination of proprietary software, together with input from educators and parents to determine what we would block.

Is there some kind of security system to prevent SurfWatch from being disabled?

Yes. SurfWatch is anchored into various parts of the computer system, making it very difficult to disable. If you think the security of your copy of SurfWatch may have been compromised, please contact us at 415-948-9505.

Is a 403 or 404 message related to SurfWatch?

No. These messages are Web server related messages.

What if I forget my password, or the one I remember no longer works?

Call technical support at SurfWatch (415-948-9505) or send email to support@surfwatch.com.

What if I lost my disk?

In this case, please contact SurfWatch about our replacement disk policy.

How did you find all the sites that are blocked?

We have a team of experienced surfers and many of the sites are reviewed by an advisory panel of parents and educators.

Can I add and delete my own sites?

There will soon be a new program called the SurfWatch Manager which will allow you to add and delete your own sites. At this time, we provide you with the sites that are blocked.

Do I have to subscribe to the SurfWatch Maintenance Plan when I first install SurfWatch?

No, you can subscribe at any time. However if you wait, your site database will become out of date. If you want to subscribe, please call us at 1-800-458-6600 or email us at subscription@surfwatch.com.

How do I know when to update the SurfWatch list of blocked sites?
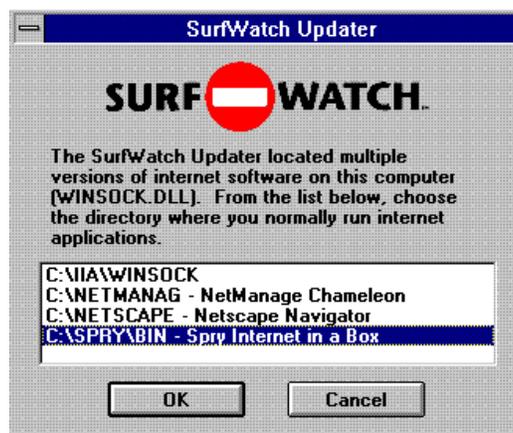
If you have subscribed to the SurfWatch Maintenance Plan, SurfWatch will remind you to update as soon as your filters are out of date.

How do I know if I have the most recent list of blocked sites?

You must subscribe to the SurfWatch Maintenance Plan to receive the periodic updates to the list of sites that contain inappropriate material. If you have sub-scribed to the Maintenance Plan you will be automatically reminded to update once a month. This will ensure that you have the most recent list of blocked sites.

How do I proceed if I am having trouble with updates?

The updater may not be able to locate your WINSOCK.DLL. Try choosing one from the list shown.

If this does not work correctly, you will see the message:

WINSOCK not loaded.

Click **OK**. You will then exit from the updater. The most reliable way to complete the update process is to follow these steps:

      A. Restart Windows

      B. Connect to the Internet

      C. Start your Browser and leave it running.

      D. Continue from Step 9 of Installing SurfWatch on page 8.

TECHNICAL SUPPORT

We are very interested in hearing your input about SurfWatch. The best way to reach us is via email at one of the addresses listed below. Please be sure to have your serial number ready when you contact us. You may also write us at:

SurfWatch Software, Inc.
175 South San Antonio Road, Suite 102
Los Altos, CA 94022

Technical Issues

    Email at: bugs@surfwatch.com

    Call us at: 1-415-948-9505

Site Questions

    Email at: sites@surfwatch.com

    Call us at: 1-415-948-9505

Please send us any sites you find that you think should be blocked, and any sites you find that should be unblocked.

General Questions or comments

    Email at: support@surfwatch.com

    Call us at: 1-415-948-9505