USERS GUIDE

Windows 95 Version 1.0

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INTRODUCING SURFWATCH

Currently there are more than 250 Internet newsgroups that contain sexually explicit material. Thousands 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 thousands 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 **Updating With the 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.

UPDATING WITH THE 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.

Once you have activated your Internet connection, you will be able to receive updates. By running the SurfWatch Updater from the Start Programs menu in Windows, you will be eligible to receive two free updates to the site database to ensure that you start using SurfWatch with the most updated list of blocked sites. At this time, you will also be given a chance to subscribe to the **SurfWatch Maintenance Plan**, which will provide you with periodic updates that are loaded directly from our server to your machine.

After you have installed SurfWatch and subscribed to the Maintenance Plan, you will be shown a date after which the list 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.

It is easy to subscribe, even if you do 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.

INSTALLING SURFWATCH

IMPORTANT INSTALLATION NOTES:

Before You Begin:

You need to know how to use your mouse and move around in Windows 95.

Before attempting to run SurfWatch Updater, be sure you know how to connect your computer to the Internet. If you are installing your Internet software for the first time, be sure you can connect to the Internet and use your browser before you attempt to install SurfWatch. It is important that your Internet connection works independently of the SurfWatch software.

To run SurfWatch Updater on a Windows 95 machine, you must be connected to the Internet or have your dialer icon or Windows Explorer icon minimized to your start menu.

During Installation:

You will be asked to create your own password. Be sure to make note of this password. You need it to turn SurfWatch off or to remove it from your computer.

There are three steps in the installation process:

- Installing the SurfWatch application
- Running the Updater to retrieve the most recent list
- Subscribing to the SurfWatch Maintainence Plan

If you Exit or Quit at any point during these procedures, the installation will be stopped and you may have to restart the process.

After Installation:

Do not tamper with any SurfWatch files. If you want to remove SurfWatch, use the Uninstaller application on the original disk. Removing, copying, or moving any SurfWatch files without using the Uninstaller may destroy your operating system installation, and render your computer useless.

System Requirements

You need the following to run SurfWatch:

- 486 PC or later, 8MB RAM, Hard Drive, 3.5" floppy drive
- Windows 95
- Internet software (web browser, newsreader, ftp client) using the Microsoft Windows95 Winsock. Other Windows95 Winsock configurations may be compatible, contact your vendor for information.
- Direct Internet access via modem (SLIP/PPP), ISDN, or high-speed link
- The SurfWatch disk and your SurfWatch Serial Number

INSTALLATION OF SURFWATCH

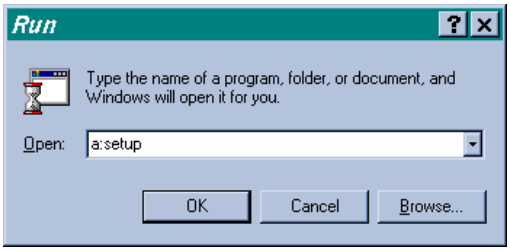
1. With Windows 95 running, close all open applications. If you are connected over a phone line, connect to the Internet using your dialer application. If you have a connection through a local network, then you may be connected automatically.

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

3. Click on the **Start** button in the taskbar and choose **Run** from the Start menu.

4. In the dialog box that appears, type **a:setup** (or **b:setup**).

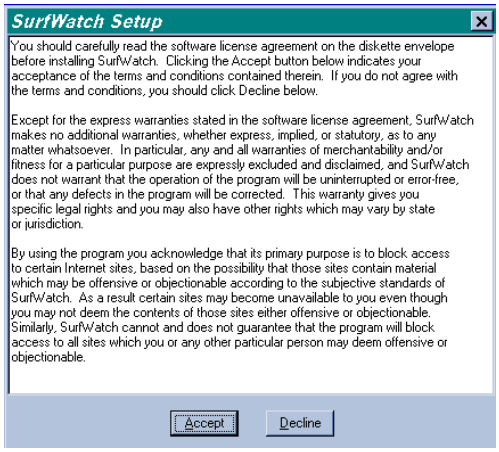
   Click **OK** to start the setup program.



5. You will see a screen entitled **SurfWatch Setup**.

   Read this screen and click **Continue** to proceed.

6. Read the agreement on your screen. 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.

7. Read the warning on the next screen about removing SurfWatch from your machine. Click **OK**.

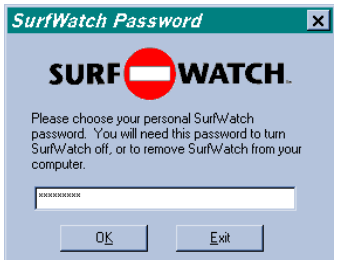
8. Type in your name, school name or company name and click **OK.**

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

9. The next screen is where you type your password. ***Be sure to remember your password and exactly how you typed it in.***

VERY IMPORTANT: This is a password that you create. Your password may not be longer than 20 characters. Any characters on the keyboard are acceptable. Pay attention to upper and lower case letters, since case is significant 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."

Type in your password and click **OK.**



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

10. The next window will ask you to type in your password again to verify it and click **OK.** You must type in the password **EXACTLY** as you did the first time. If you make a mistake, you will be given an opportunity to re-enter it.

Click **OK** when you are done.

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

12. Once SurfWatch has been installed, you will automatically proceed to the SurfWatch Updater screen. Your site database will now be updated with the most recent list of blocked sites. **You must be connected to the Internet for the Updater to run.**

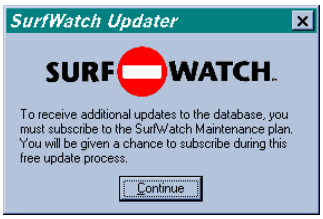
    Read the agreement on your screen. Click **Accept** if you agree to the terms, and the process will continue.

    If you click **Decline**, the update process will be terminated.

    If you do not complete the update process, this message will be displayed on your screen each time you restart Windows 95 in order to give you the opportunity to update your copy of SurfWatch.

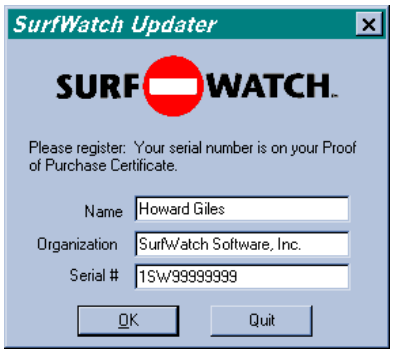
13. Read the information in the next window about the **SurfWatch Maintainence Plan**. You will be given the opportunity to subscribe to the SurfWatch Maintainence Plan after the update process is complete.

    Click **Continue** to proceed



14. Register your software by typing 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.

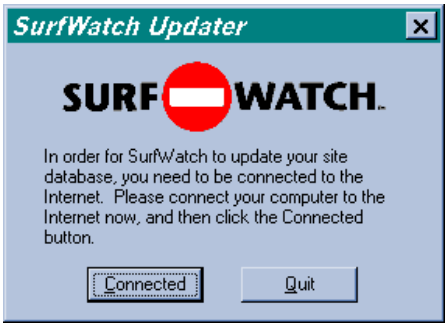
    Be sure to type in the serial number **EXACTLY** as it appears on the card.



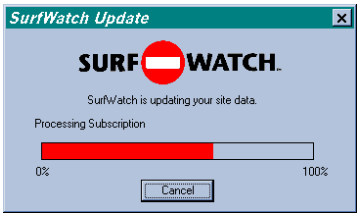
    If you type in an incorrect serial number, SurfWatch will alert you and give your an opportunity to re-enter it.

15. After you enter the correct Serial Number, SurfWatch will ask you to verify that you are connected to the Internet and then automatically use your Internet connection to download the new site database.

    Click **Connected.**



16. As SurfWatch retreives the site database files, you will see a status bar on your screen.



High traffic on the Internet may at times cause errors in downloading. If this occurs during the updating process, double click on the SurfWatch Updater icon in the Startup Groups Folder to manually run an update.

At the end of the update process a dialog box will give you a date when the current list will be out of date. If you subscribe to the SurfWatch Maintenance Plan, you will be reminded on this date that SurfWatch is ready to automatically update your database online. If you do not subscribe, you will not be reminded to update.

17. Now is your chance to subscribe to the SurfWatch Maintenance Plan online. Click **Subscribe** to subscribe now.

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 and put "Educ." in the credit card name box.***

In the Subscription window 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.

If you do not click **Subscribe** you **will** receive two free updates (one during installation and one approximately a month later) 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.

18. The message below tells you 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 95 to begin the update process again.

19. This screen completes the installation process.

    Click **OK** and Windows 95 will be restarted and the new SurfWatch database will be in effect.

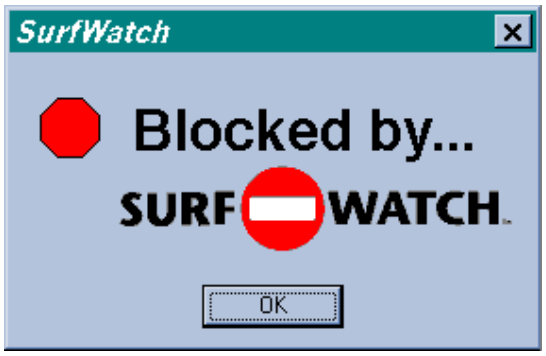
20. Store the SurfWatch disk in a safe place along with your personal password and SurfWatch Serial Number. In fact, you may want to store your personal password and Serial Number in several safe places in case you forget. This is important because you do not want someone else using your password or 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 ask you once a month to automatically 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 newsgroups with SurfWatch installed, you will never see the names of groups that SurfWatch has blocked. If you are using a local newsgroup list that was created before SurfWatch was installed on your computer, it may contain the names of newsgroups thatSurfWatch 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 WS FTP, Cute FTP

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

Gopher including WS 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

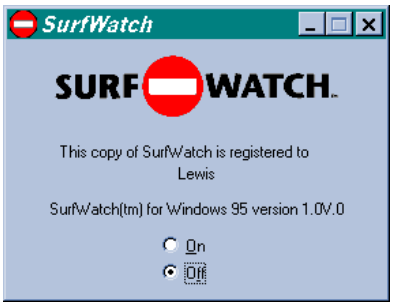
Turning SurfWatch Off

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. Locate the **SurfWatch icon** in the task bar.

2. Click once on the icon. **SurfWatch Control Panel** will appear on your screen. This panel will show you the registered user of SurfWatch and the current status.

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



4. You will be asked to type your **password**. Remember, you must type the exact same password you used to install SurfWatch.

5. If you type an incorrect password, you will see a messsage telling you that you have made an error.

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

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

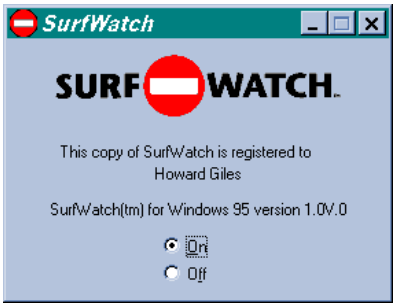
8. Minimize the SurfWatch Control Panel.

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. Locate the **SurfWatch icon** in the task bar.

2. Click once on the icon. The **SurfWatch Control Panel** will appear on your screen.



3. 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 **Uninstall** applicationon the SurfWatch master disk.

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

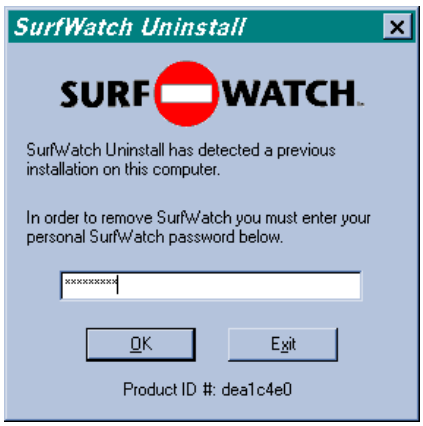
2. Click on the **Start** button in the menu bar and choose **Run** from the Start menu.

3. In the dialog box that appears, type **a:uninstal** (or **b:uninstal**). Click **OK** to start the Uninstall application.

4. You will see **SurfWatch Uninstall** window.

   Read this screen and click **OK** to proceed.

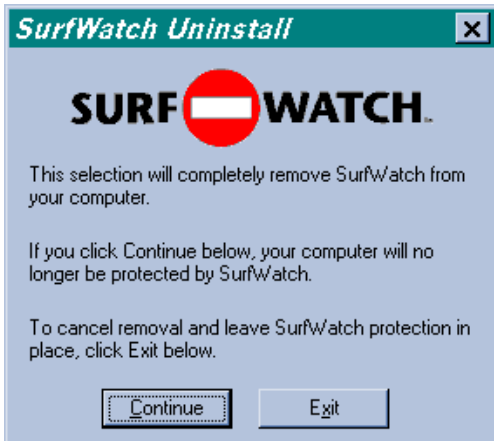
5. SurfWatch will now ask you for your password.



You **must** know the password in order to remove SurfWatch from your computer. Type in your password exactly as you entered it when you installed SurfWatch, and click **OK.** If you make a mistake, you will be given an opportunity to re-enter it.

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

6. If you want to Exit the Uninstaller without removing SurfWatch, click the **Exit** button on the next screen.



7. When the removal process is complete, you will see the following.

   Click **OK** to restart your computer.

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 **ALT** key while your press the **Tab key** and you should see a task list. Continue to press the Tab key until the SurfWatch logo is highlighted. /when you let go of the ALT key, 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 subscribed 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?

There are a few reasons you may not be able to update: your installation may not have been completed, Internet traffic may be high, or your Internet connection may not be able to reach our server.

Click the **OK** button on the Updater screen. You will 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 of this guide.

If you continue to have problems updating, call SurfWatch Technical Support .

Why is SurfWatch working with some Internet applications and not others?

You may experrience this if you are not using the standard MicrosoftWinsocks. If you are using a dialer other than the Microsoft Internet dialer, you may need to reconfigure your dialer to use the Microsoft Winsocks. If you continue to have problems, call SurfWatch Technical Support for more information.

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 SurfWatch 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