

# INSTALLATION GUIDE FOR CT ACCELERATED DIAL-UP

## SUMMARY

Covers explaining and setting up CT Accelerated Dial-Up service.

## MORE INFORMATION

### What gets accelerated?

CT Accelerated Dial-Up Service compresses the following elements of web pages in order to send the information to your computer faster:

- Web pages – HTML markup and JavaScript
- Graphics including JPEG and GIF images
- Text
- E-mail - SMTP and POP

### What will not be accelerated?

Although CT Accelerated Dial-Up Service is able to compress many different types of online data, there are a few which cannot be accelerated:

- Streaming media, audio and video files
- Secure pages, such as those used for online banking and credit card forms
- Files and attachments such as music or digital photos

### Other value-added features of the accelerator software include:

- Pop-Up Blocker - block annoying pop-up advertisements while surfing!
  - o The Pop-Up Blocker stops all unsolicited pop-up windows from appearing while browsing with Internet Explorer and includes advanced features such as “white list” functionality, logging display and the ability to block floating Macromedia Flash ads.
- Integrated Diagnostic Support Tool
  - o The CT Accelerated Dial-Up Service comes complete with an integrated diagnostics capability providing improved customer support.

### How does it work?

With traditional dial-up methods, the text and graphics that make up web pages get sent from the server to you over your phone line. Because of the large amount of data required to be sent, this process can be painfully slow. CT Accelerated Dial-Up Service compresses this data using a proprietary technology, and sends it over your existing dial-up phone line. This compression process allows a smaller amount of data to be sent – up to five times less – making the download time of your web pages and your online experience that much faster. As an added download time reducer, CT Accelerated Dial-Up Service stores elements of the web sites you visit frequently eliminating the need to re-download them every time you visit these sites.

## System Requirements

- Dial-up Internet Connection
- Supported Web Browsers:
  - IE 5+ or Netscape Navigator 4.7 +
  - Opera or Mozilla require additional configuration.
  
- Windows OS: Pentium PC 200MHz or better with Windows 98, ME, 2000, or XP
- Available Disk space: 5 MB
- System Memory (RAM): 64 MB of RAM recommended

**This service is for CT Dial-Up customers only. It will not work with DSL High-Speed Internet Service.**

## INSTRUCTIONS

**To activate this service please send a request to this e-mail address [CTAccel@ctcommunications.com](mailto:CTAccel@ctcommunications.com). We will activate your CT Accelerated Dial-up Service within three business days of receiving your request. Once you have the confirmation e-mail from us saying that your service has been updated, you can come back to this page and complete the directions listed here.**

This section will help you download, install and run CT Accelerated Dial-Up Service.

The minimum system requirements are:

- Pentium PC 200MHz (or equivalent)
- 64MB RAM
- 5MB of hard-drive space
- Internet Explorer 4.0 (or later) or Netscape Communicator 4.0 (or later).

### 1. Download:

Once you have received your confirmation e-mail that your account has been upgraded to the new CT Accelerated Dial-up Service you may click on the following link to start the download of the software. Please download this to your desktop. [Software Download Link](#)

### 2. Install:

On your desktop you will find an icon called "CTAccel\_Installer.exe". Double-click the icon to start the installation procedure. Once the installation finishes, you will be prompted for a username and password. Enter your

username and password that you use for your CT dial-up account. To avoid having to enter your username and password each time, ensure that the "Save Password" box is checked.

### 3. Starting CT Accelerated Dial-up Service:

CT Accelerated Dial-Up Service will automatically start when your computer starts up. Internet acceleration will begin as soon as a supported browser (such as Internet Explorer) is started. On most Windows platforms (XP, 2000, ME) an icon will appear at the lower right hand corner of the system tray when the CT Accelerated Dial-Up Service has been established. On all other Windows platforms, you can verify that CT Accelerated Dial-Up Service has been established by selecting CT Accelerated Dial-Up Service Status from the pop-up menu.

### 4. Browse the Web:

Browse the web as you normally would. When finished, simply close your browser and CT Accelerated Dial-Up Service will remain idle in your system tray. If you desire to stop the application after browsing, select CT Accelerated Dial-Up Service from the pop-up menu, or if you desire to exit the application all together, click Exit from the pop-up menu by right-clicking on the icon at the lower right hand corner of the system tray.

### 5. Further Assistance:

If you're having trouble installing the product, consult the detailed installation instructions.

If you experience problems downloading, installing or running CT Accelerated Dial-Up Service, consult the following Troubleshooting section or the Q and A section for further assistance. Still having trouble? Call us for support at 937-484-0999 Option 1.

## **Troubleshooting:**

When trying to connect to CT Accelerated Dial-Up Service, I get the error message, "CT Accelerated Dial-Up Service cannot connect to the CT Accelerated Dial-Up Service..."

Here is a step-by-step list of things you should verify:

Check that you have successfully connected to your ISP in your usual manner (e.g. Did your dial-up connection successfully connect to your ISP?) This step is independent of whether or not you launch CT Accelerated Dial-Up Service.

Ensure that the ISP that you are connected to is, in fact, the one that supplied you with the CT Accelerated Dial-Up Service software and connection information. In most cases, you cannot connect to another ISP and use the same CT Accelerated Dial-Up Service connection settings.

Verify that the Connection information located in the Settings dialog is the same as that provided to you by your ISP.

If you are running firewall software, make sure that a firewall rule is present that allows access to the Remote Server Port (located in the Settings dialog)

Try uninstalling CT Accelerated Dial-Up Service (Control Panel-->Add/Remove Programs and select CT Accelerated Dial-Up Service) and then re-install it.

Contact Customer Support at 937-484-0999 Option 1 to verify that the CT Accelerated Dial-Up Service is up and running.

## Possible Error Messages:

When attempting to connect to the CT Accelerated Dial-Up Service, I receive the error, "The CT Accelerated Dial-Up Service does not allow connections from your current IP address..."

The most common reason you would receive this error is when you connect to the Internet using a different ISP than the one providing you with CT Accelerated Dial-Up Service. Your ISP may only allow you to use the CT Accelerated Dial-Up Service when connected to the Internet through them.

When attempting to connect to the CT Accelerated Dial-Up Service, I receive the error, "Your username and/or password were not accepted by the CT Accelerated Dial-Up Service..."

The login credentials you specified on the "Settings" - "Connection" tab were not valid. You must enter a valid username and password to use the CT Accelerated Dial-Up Service.

When attempting to connect to the CT Accelerated Dial-Up Service, I receive the error, "The CT Accelerated Dial-Up Service could not be started due to an authentication timeout ..."

Please carry out the following steps:

Ensure that the authentication information provided to you upon sign up has been keyed in correctly.

Try reconnecting to your Internet service.

If the problem persists contact Customer Support at 937-484-0999 Option 1..

I receive the error, "CT Accelerated Dial-Up Service cannot be started due to an internal error ..."  
Here is a step-by-step list of things you should verify:

Try restarting your machine and launching CT Accelerated Dial-Up Service.

If the problem persists contact Customer Support at 937-484-0999 Option 1.

I receive the error, "CT Accelerated Dial-Up Service was unable to load the sdicore.dll library ..."  
The likely cause of this is that you accidentally deleted a file or resource required by CT Accelerated Dial-Up Service.

Fully uninstall and then re-install CT Accelerated Dial-Up Service.

## QUESTIONS AND ANSWERS

Q. Will CT Accelerated Dial-Up Service speed up everything I do on the web?

A. CT Accelerated Dial-Up Service accelerates certain text and graphics on web pages. With CT Accelerated Dial-Up Service you will notice a significantly faster experience when you visit web sites, read your e-mail on the web, and perform many other web-based activities. CT Accelerated Dial-Up Service will

not currently accelerate file downloads such as music files, streaming media or non-web-based e-mail programs such as Outlook Express.

Q. How fast is CT Accelerated Dial-Up Service?

A. The exact amount of acceleration can vary but with CT Accelerated Dial-Up Service you will notice a significantly faster experience when you visit web sites, read your e-mail on the web, and perform many other web-based activities.

Q. How reliable is CT Accelerated Dial-Up Service?

A. CT Accelerated Dial-Up Service makes it easy for you to get and stay online, with fewer busy signals and disconnects.

Q. What other features does CT Accelerated Dial-Up Service include?

A. CT Accelerated Dial-Up Service offers easy-to-use, reliable Internet service, feature-rich e-mail on the web, and instant messaging compatibility which allows you to chat with friends and family using Instant messaging compatibility.

#### **Download and Installation Help:**

Q. Where can I download the CT Accelerated Dial-Up Service installer?

A. Once you have received your confirmation e-mail that your account has been upgraded to the new CT Accelerated Dial-up Service you may follow the instructions at the beginning of this page to start the install process.

Q. I downloaded the CT Accelerated Dial-Up Service installer but now I can't find it on my computer. Where is it?

A. Use the Windows Find tool located in the Start Menu to search for the file "CTAccel\_Installer.exe" (without quotes).  
If you still can't find it, contact Customer Support at 937-484-0999 Option 1 to re-download it and ensure that you save the file to your Desktop.

Q. Does CT Accelerated Dial-Up Service work on Macintosh or Linux operating systems?

A. Currently CT Accelerated Dial-Up Service only works on Windows OS: Windows 98, ME, 2000, XP.

#### **Using CT Accelerated Dial-Up Service:**

Q. How do I start CT Accelerated Dial-Up Service?

A. CT Accelerated Dial-Up Service is launched automatically every time Windows starts. You do not have to launch it manually. The CT Accelerated Dial-Up Service icon appears in the Windows system tray to show that it is operating in the background.

Q. How do I change the image quality setting for a particular image?

A. Right-clicking on an image within Internet Explorer and selecting "Show Original Image" allows you to view the original image.

Q. How do I change the image quality setting for all images?

A. Right-click on the CT Accelerated Dial-Up Service task bar icon and select "Settings". Select the "Image Quality" tab. Adjust the slider bar to the desired image quality setting. Press OK to save the changes.

### **Using Other Web Browsers:**

Q. Can I use CT Accelerated Dial-Up Service with Netscape Navigator?

A. Yes. Start Netscape Navigator and browse as you normally would. CT Accelerated Dial-Up Service is launched automatically every time Windows starts. It operates in the background to accelerate your web connection. No user intervention is required.

Q. Can I use CT Accelerated Dial-Up Service with other browsers such as Opera or Mozilla?

A. Yes. CT Accelerated Dial-Up Service works with any web browser that allows you to specify an HTTP proxy. You must set the HTTP proxy host to be "local host" and the port number to be "5500" (without quotes). Consult your browser's documentation for additional information.

### **Product Details:**

Q. How do I use Internet Explorer with CT Accelerated Dial-Up Service?

A. Start Internet Explorer and browse as you normally would. CT Accelerated Dial-Up Service is launched automatically every time Windows starts. It operates in the background to accelerate your web connection. No user intervention is required.

Q. Where do I go if I have problems with CT Accelerated Dial-Up Service?

- A.
1. Troubleshooting section.
  2. Contact Customer Support at 937-484-0999 Option 1.

Q. Does CT Accelerated Dial-Up Service speedup e-mail?

A. Yes. The loss-less data compression algorithm is leveraged to provide significant performance gains in sending and receiving e-mail. With full support of POP3 and SMTP protocols, the accelerator applies its unique data compression, content and network optimizations, to send and receive email messages and attachments on dial-up, wireless and LAN environments with reduced network load and increased speed.

Q. Does CT Accelerated Dial-Up Service speed up my secure (HTTPS) transactions such as my web-banking?

A. CT Accelerated Dial-Up Service does not accelerate secure transactions. Secure web sites will continue to work by bypassing the acceleration component.

Q. What operating systems or platforms can CT Accelerated Dial-Up Service be installed on?

A. CT Accelerated Dial-Up Service can be installed on any of the following operating systems:

1. Windows 95b w/ Winsock2
2. Windows 98
3. Windows 98SE
4. Windows Millennium Edition (Windows ME)
5. Windows NT 4.0
6. Windows 2000
7. Windows XP

CT Accelerated Dial-Up Service works best with Internet Explorer 4.0 and Netscape 4.0 or any later version of either browser (Internet Explorer 5.0 is recommended).

Newer versions of Internet Explorer are available free of charge through Microsoft.

Note for Windows 95 users: Currently, Microsoft does not permit Windows 95 users to install Internet Explorer 6 or greater; however, Internet Explorer 5.5 is available.

Q. What system requirements are necessary to use CT Accelerated Dial-Up Service?

A. The recommended system requirements are a Pentium 200MHz with 64MB of RAM and at least 5 MB of hard-disk space.

Regardless, CT Accelerated Dial-Up Service will work within your current system configuration to provide you with the best content acceleration.

**Known Issues:**

Q. Why does my downstream "Bandwidth Savings Ratio" appear to go below 1.0?

A. Accelerating your bandwidth channel incurs a small amount of transmission overhead. In most cases, this overhead is negligible when compared to the actual bandwidth savings provided by CT Accelerated Dial-Up Service.

However, strange interactions between Internet Explorer and certain plugins (such as the old versions of the Adobe Acrobat Reader plugin) may cause documents to be unnecessarily downloaded twice. It is important to note that this type of behavior occurs regardless of whether CT Accelerated Dial-Up Service is used. CT Accelerated Dial-Up Service is merely showing the download statistics in these situations.

Q. Why do some Java-applets (such as certain games on [www.pogo.com](http://www.pogo.com)) not work?

A. Older versions of the Java Runtime Environment (JRE) cannot display certain image types (such as 'PNG'). To fix this problem, simply set your image slider to the maximum quality level or upgrade to the newest JRE.