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How Does It Work?

Maximization of Image Quality/Speed Ratio

Automatic optimization of connection settings in Windows

Conversion of GIF images to JPEG – Using Window's web browsing cache

Content Cache servers on the Internet's backbone that compress and store popular content

Proprietary compression technology that is 2-10X as effective as public standard technology

Persistent connections to our servers eliminate frequent creation of TCP connections

Prevention of pop-up/pop-under ads before they reach the desktop reduces download time and also increases privacy (many pop-up/pop-under ads contain cookies). The Pop-up/Pop-Under Removal feature blocks pop-up/pop-under ads and exit windows, while allowing for 'legitimate' pop-ups.

Blocking of web 'bugs' that are used by advertisers to track Internet users will further protect your privacy

Proxy servers are deployed on the Internet backbone in North America, Western Europe, Central and South America and in Asia Pacific. The network is redundant and fault-tolerant with automatic geographical load balancing among the servers.

Major Features:

1. It optimizes your network settings for maximum performance.
2. It handles all of the traffic to or from your browser.
3. It gives you an access to the super fast network of servers, deployed all over the US and in selected locations elsewhere.
4. It compresses web pages, before they are sent to your computer, achieving compression ratios of 10-50 times.
5. It compresses images on the web pages.
6. It caches the images and other data, supplementing and improving your browser caching.
7. It downloads large files in multiple streams from multiple servers if available.
8. It resumes interrupted downloads from the place, where they were interrupted.
9. It blocks unwanted banner ads in your browser and many popular applications.
10. It blocks unwanted pop-ups in your browser and many popular applications.
11. It protects your privacy and enhances security

Client Tools installs once and then works in the background. It appears as a blue icon on the Windows Taskbar. Point your mouse to the icon and see the effective speed of your Internet connection. Right click the

icon to see all available options.

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General

Troubleshooting

First Step

Client Tools can automatically fix some browser configuration problems. Select Repair from the popup menu. Choose Repair any time a problem with Client Tools installation is suspected. You may recognize problems with the installation, if the value of the effective speed does not change. You must close all the browser windows before choosing Repair and you may want to restart your computer.

Ad Removal

Ad Removal enabled may sometimes cause unusual behavior or errors on some web pages. If you experience unusual behavior, decrease Aggressiveness to Minimum or disable Ad Suppression altogether. A yellow icon "Done, but with errors on page" may appear on the status bar of the browser. This is not an error.

With Ad Removal enabled, you may occasionally see ads that have already been cached on you hard drive before installation of Client Tools. These ads do not consume additional bandwidth.

Firewalls

Client Tools works with the majority of personal firewalls. If you use a firewall, you may need to configure it to allow Client Tools to access the Internet. The Client Tools modules, accessing the Internet, are PxClient.exe and PxUI.exe.

Norton Anti-Virus

It is possible for Norton Anti-Virus virus definition updates to interfere with Client Tools. If you experience problems after performing virus definition updates, run Repair for proper operation.

Blinking Icon

The Client Tools icon is blinking, when the data is transmitted through Client Tools. If Client Tools icon is not blinking, when you are browsing the Web, you may need to run Repair. The icon is not blinking when pages are loaded through a secure connection (HTTPS), because they are transmitted directly, not through Client Tools.

Windows XP Virus Alerts

If an alert pops up from the computer's notification area (by the clock) stating 'Your computer may be at risk. Antivirus software might not be installed', you will have to login to the Windows Security Center to disable this notification. The security status is the Windows Security Center that is included in Windows XP Service Pack 2, it is primarily a monitoring tool.

There are different ways you can access the Windows Security Center.

- Method 1
 - If there is an alert balloon visible on the desktop, clicking on it will open the Security Center
- Method 2
 - If the Security Center icon is visible in the Notification Area (by the clock), it can be clicked to open the Security Center
- Method 3
 - Click Start -> Control Panel -> Security Center
- Method 4
 - Click Start -> All Programs -> Accessories -> System Tools -> Security

To disable the notification:

1. Under Virus Protection, click on the Recommendations Button
2. Under the Recommendations box, at the bottom of the screen you will see a checkbox where you can disable the monitoring. Click on the checkbox
3. Click on OK

If Client Tools is installed, you will see a green icon in the notification area. If there is no red X over it, this means it is enabled and active. To make sure the Client Tools Anti-Virus is set to check for updates every day:

1. Double click on the green Client Tools icon in the notification area.
2. Click on the Anti Virus tab
3. Under Anti Virus database, from the drop down box 'Download every', choose 1 day
4. Click on OK

Multiple User Profiles

Client Tools automatically identifies new User Profiles. Once identified, Client Tools will display a dialog box asking whether or not the new user wishes to use the Client Tools service. and displays a dialog box, asking the user whether the user wants to enable it in the new profile. Click "Yes" if you wish to use the Client Tools service within that profile.

Manual Override

You may manually override Client Tools, if you do not like changes it did on a page. It is especially useful, if you have set Images Quality to a low value, and you want to see images as they were originally on a particular page.

To completely override Client Tools, press Shift-F5 while on the page (press Shift and, while holding Shift, press F5). It will refresh the page, display images in their original quality, and all the ads on the page.

Shift-F7 works like Shift-F5, but keeps ad suppression.

This feature requires Internet Explorer 5.01 or higher.

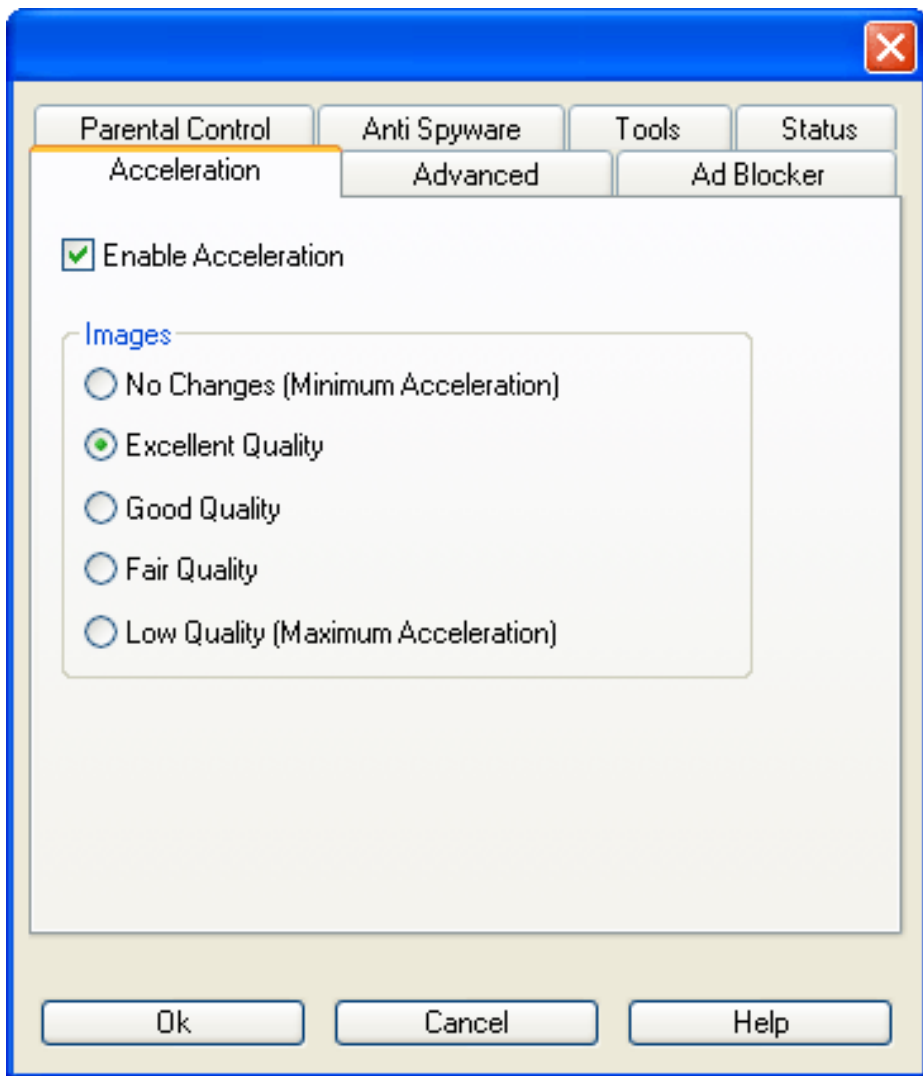
If you wish to change behavior of Client Tools on all pages, or if you are using another browser, change Settings.

Speed Meter

The Speed Meter measures the Effective Speed of your connection to the Internet. "Effective Speed" is the nominal speed of a typical DSL connection that would render these pages for the same time. For example, a value 147,000bps means, that web pages are loaded with the same speed as over DSL at 144kbps. Given the many variables that determine actual speed, it is impossible to measure the effective speed precisely. The Effective Speed is an approximation of actual speed. When the effective speed is above 200,000bps, "broadband" is displayed. Effective Speed is displayed after 3-5 minutes of browsing. The Effective Speed does not account for suppressed pop-ups, so your real speed may be even higher.

Screens

Accelerator Screen



Images

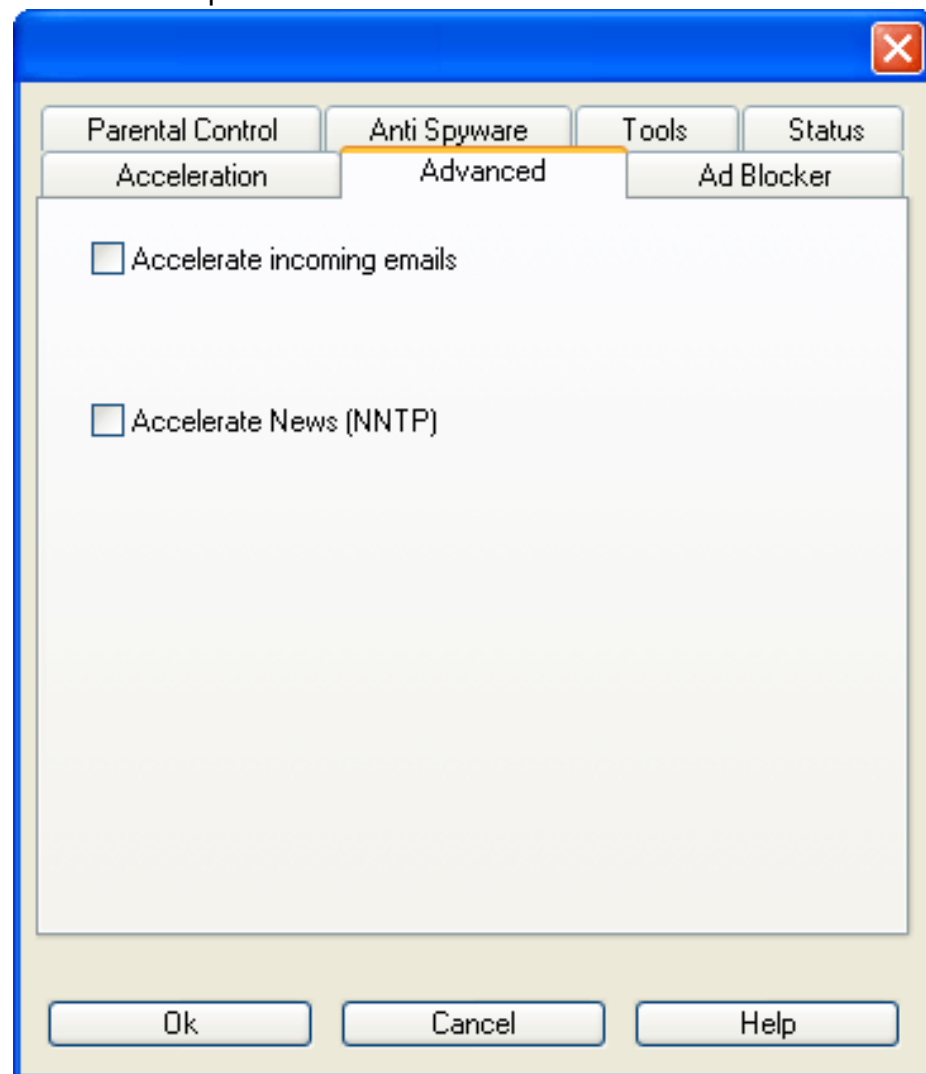
This option determines how Client Tools - Accelerator treats images, received in the web and email pages. If the user agrees to view some images with lower quality, Accelerator is able to compress them more, achieving more acceleration. We recommend keeping it "Excellent Quality" or "Good Quality" for the best compromise between the acceleration and quality of the images.

- No Changes – Images are not changed. This option provides the lowest acceleration on the graphics intensive web sites.
- Excellent Quality – Images look almost the same, as the originals. This is the default setting.
- Good Quality – Some distortions may happen in the images.
- Fair Quality – Significant distortions may happen in the images. This option provides the highest acceleration on the graphics intensive web sites.

You can refresh the page and receive the images unchanged by pressing Shift-F5 or Shift-F7 (Internet Explorer 5.01 or higher).

Advanced Screen

This screen allows you to configure Client Tools to accelerate email and news. The Client Tools icon animates when email or news is accelerated. NOTE: The Speed Meter does not consider email or news when computing the effective speed.



Accelerate incoming emails

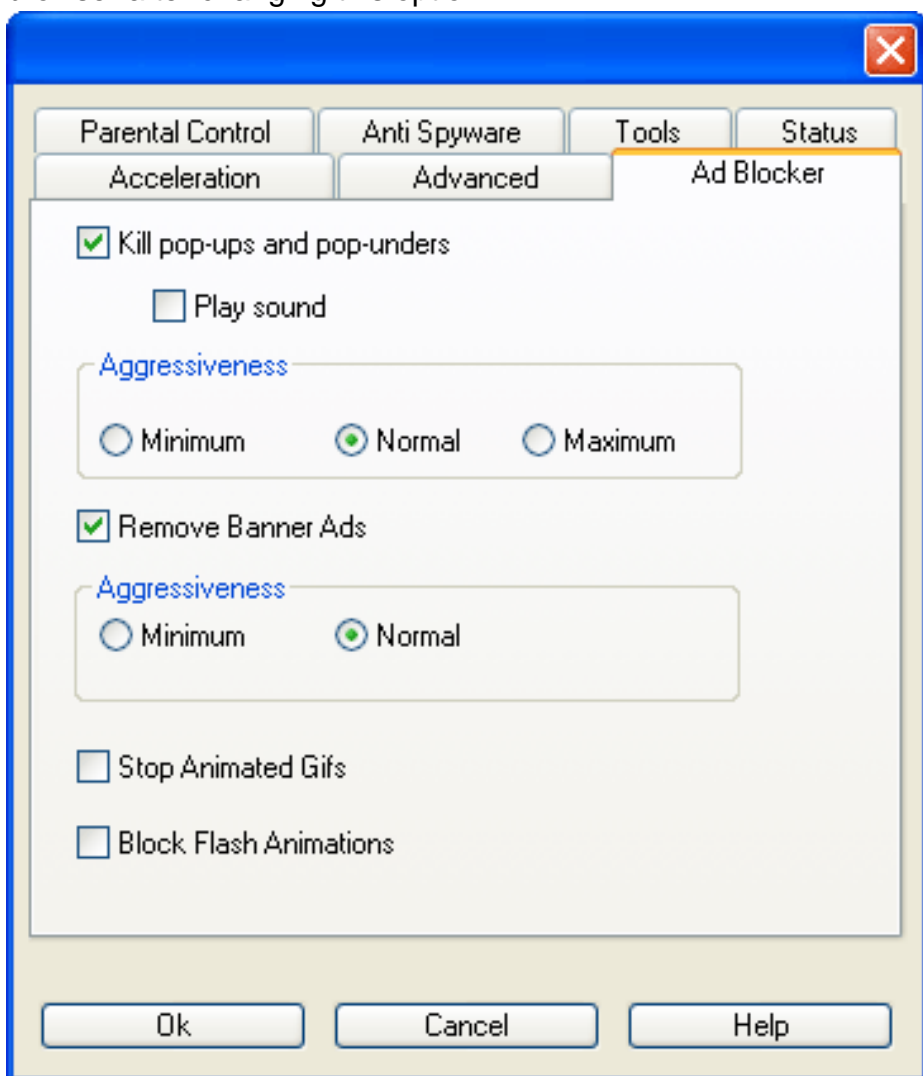
Check it to accelerate delivery of the incoming emails.

Accelerate News (NNTP)

Check it to accelerate interaction with the News servers.

Ad Blocker Screen

This screen appears only if the Ad Blocker option was purchased. Ad Blocker includes a 'Kill pop-ups and pop-unders' feature. Today, many web sites serve automatic pop-up, pop under and 'exit' windows. These windows are almost always undesirable; they interfere with the browsing and frequently cause the browser to freeze or to crash. This feature is designed to completely eliminate them while not interfering with the 'legitimate' new windows. Nevertheless, this feature may occasionally eliminate a useful new window. If it happens, disable "Kill pop-ups and pop-unders" or decrease Aggressiveness to Min. You have to restart the browser after changing this option.



Pop-up suppression works only with Internet Explorer 5.01 or higher. When pop-ups are suppressed, a yellow icon "Done, but with errors on page" frequently appears on the status bar of the browser. This is not an error.

Kill pop-ups and pop-unders

Check this box to suppress automatic pop-up, pop under and 'exit' windows.

Aggressiveness

To reduce the undesirable side effects of this option, set Aggressiveness to Min. To decrease chances for a pop-up or a pop-under to appear, set Aggressiveness to Max.

In rare cases this option may slightly decrease performance or cause errors on the viewed pages.

Remove Banner Ads

Check Remove Banner Ads to enable banner ads removal from web pages. Effective Speed will increase when Remove Banner Ads is checked. This feature will prevent also some pop-up and pop under ads from appearing.

Aggressiveness

This option determines how aggressive should Client Tools be when removing ads. There are no exact criteria for distinguishing ads from non-ads. The default settings work well for most users. Set Aggressiveness to "Normal" to remove more ads (with increased probability that some non-ads will be removed too or there will be errors on some pages.). Set Aggressiveness to "Min", if some non-ad images are removed or there are errors on the loaded pages (with increased probability that some ads would slip in).

Stop Animated Gifs

When this option is checked, Client Tools will prevent downloading of any frame of an animated gif beyond the first one. It saves bandwidth and helps avoiding annoying animations. Press Shift-F5 or Shift-F7 on any page if you wish to view animated gifs on it.

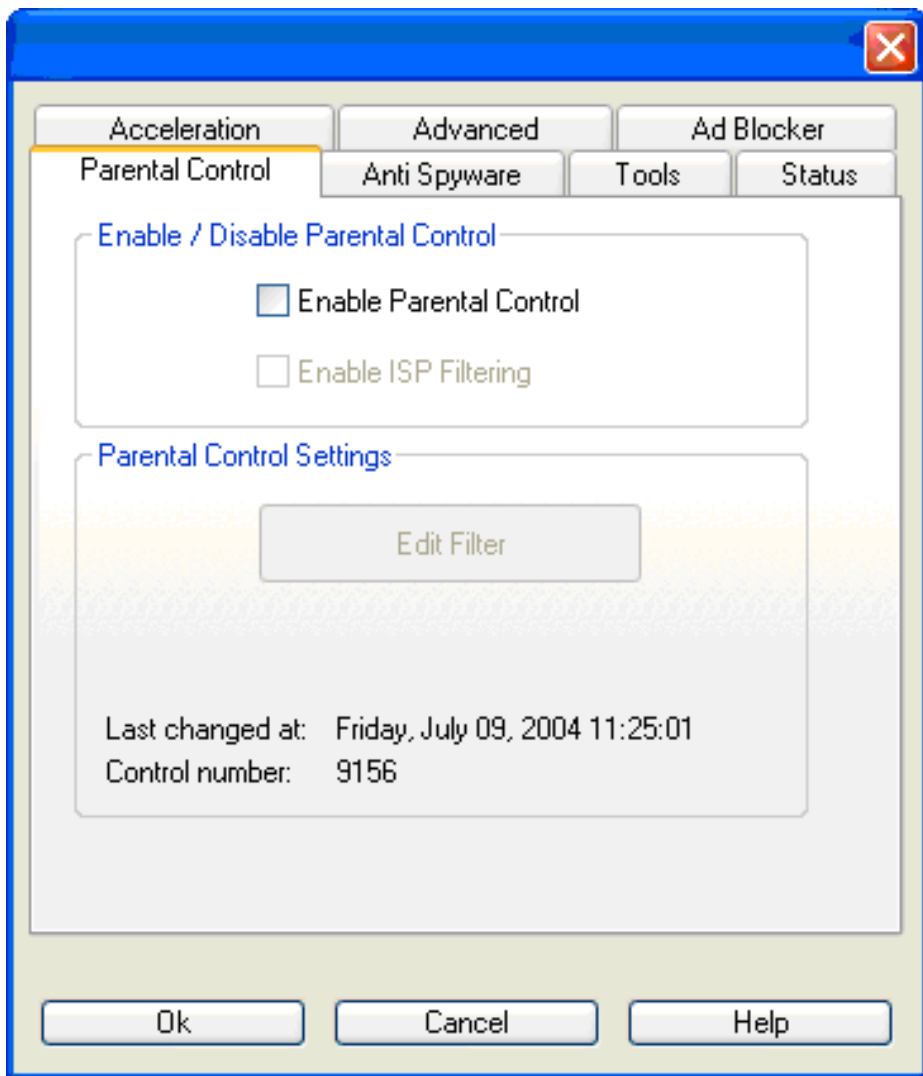
Block Flash Animations

When this option is checked, Client Tools will prevent downloading of FlashTM animations, even if they are not ads. Press Shift-F5 or Shift-F7 on any page if you wish to view Flash animations on it.

Parental Control Screen

This screen allows you to restrict access to the Internet. From this page you can easily enable and disable Parental Control, optional content filtering provided by your ISP, set up administrator's password and show another dialog to edit Parental Control settings. This page also provides information about Parental Control such as when settings were last changed and the control number. The randomly generated control number is an additional way to verify that Parental Control settings were not changed by somebody else.

When Client Tools first time installed, Parental Control is initially disabled. To enable Parental Control you will have to establish a Parental Control administrator password. This password will be used to edit Parental Control settings. If Parental Control is enabled, Client Tools will ask for the Parental Control administrator password every time you attempt to un-install, repair or disable Client Tools.



Enable Parental Control

Check this option to enable Parental Control. When this option checked, “Enable ISP Filtering” option and “Edit Filter” button will become enabled.

Enable ISP Filtering (optional)

Check this option to enable content filtering provided by your ISP

Edit Filter

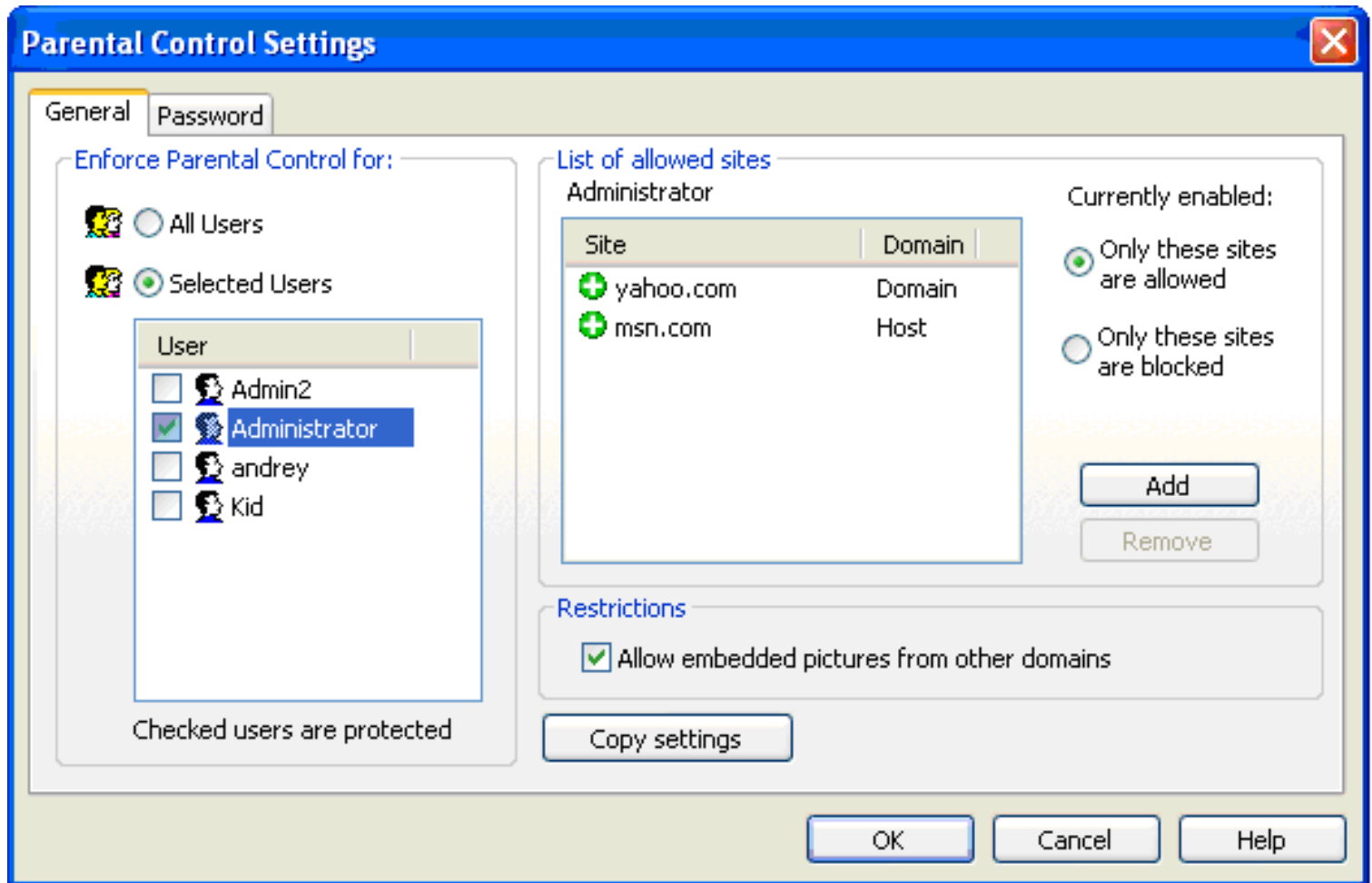
Click this button to show “Parental Control Settings” dialog, where from you can edit Parental Control settings and change Parental Control administrator’s password.

Parental Control - General Screen

This screen allows you to edit Parental Control settings. The Parental Control system is linked to your PCs Microsoft Windows accounts and can be enabled for all users or an individual user (see Microsoft Windows documentation on how to create new accounts). This screen is divided into 2 sections. The left section allows you to browse and select users for Parental Control Administration. The Right Section allows you to edit Parental Control settings corresponding to the selected user(s). The Parental Control system allows you to maintain a “black list” and a “white list” of sites and switch between two policies:

1. Allow all sites except in the list and
2. Deny all sites except in the list.

Only one list of sites either “black list” or “white list” at a time can be used per selected user(s). Each entry in the list may contain either a site name or a domain name.



All Users

Check this option to enable Parental Control for all users.

Selected Users

Check this option to enable Parental Control for selected user(s) only. When this option is chosen, the list of all users will be shown. Each entry in the list has name of the user and checkbox on the left side. By checking this box you will enable Parental Control for given user.

Only these sites are allowed

Check this option to select policy 2) for currently selected user.

Only these sites are blocked

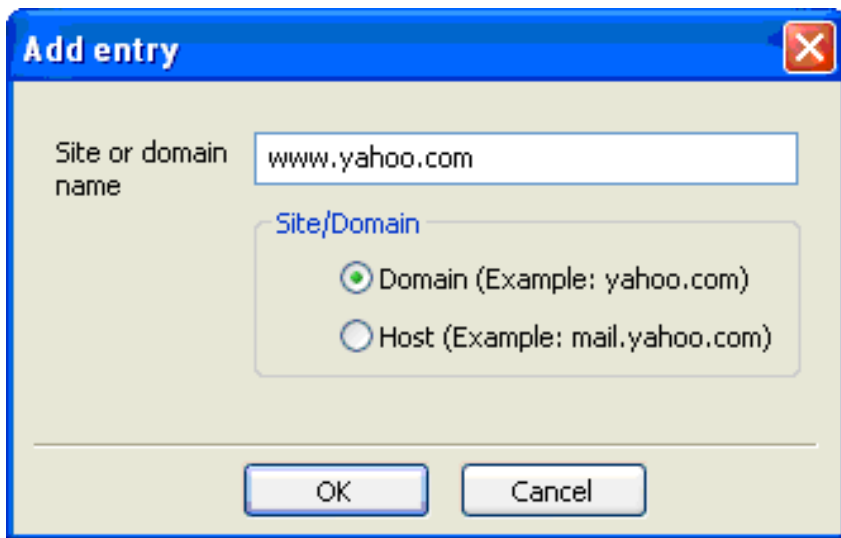
Check this option to select policy 1) for currently selected user.

Add

Click this button to add new site to the list. A dialog box will pop up asking to enter site and select between two options:

- Domain
- Host

Domain means that for example if you enter yahoo.com, it will apply to mail.yahoo.com, maps.yahoo.com, etc. If you enter yahoo.com and chose host option, it will apply to yahoo.com only and it will not apply to other hosts within this domain.



Remove

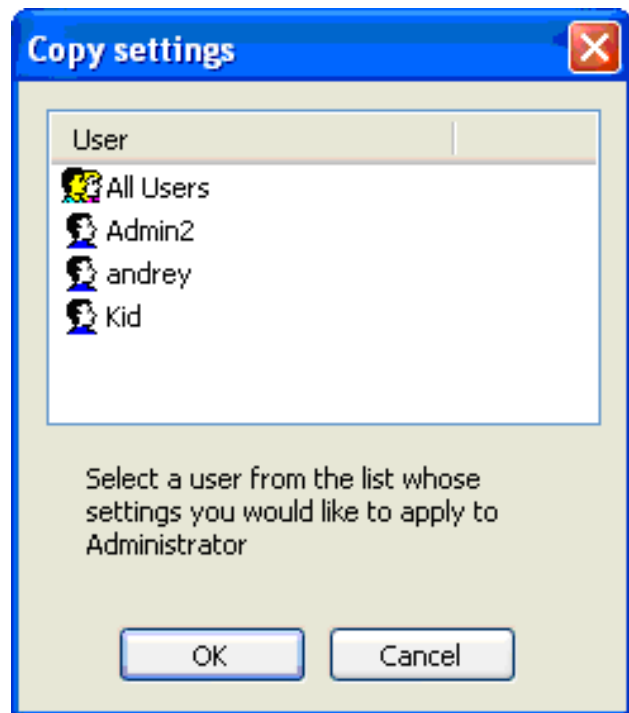
Select any site from the list, then this button will become enabled. Click button "Remove" to remove selected site from the list.

Allow embedded pictures from other domains

Uncheck this option to deny loading pictures which present on the page from domains other than that page.

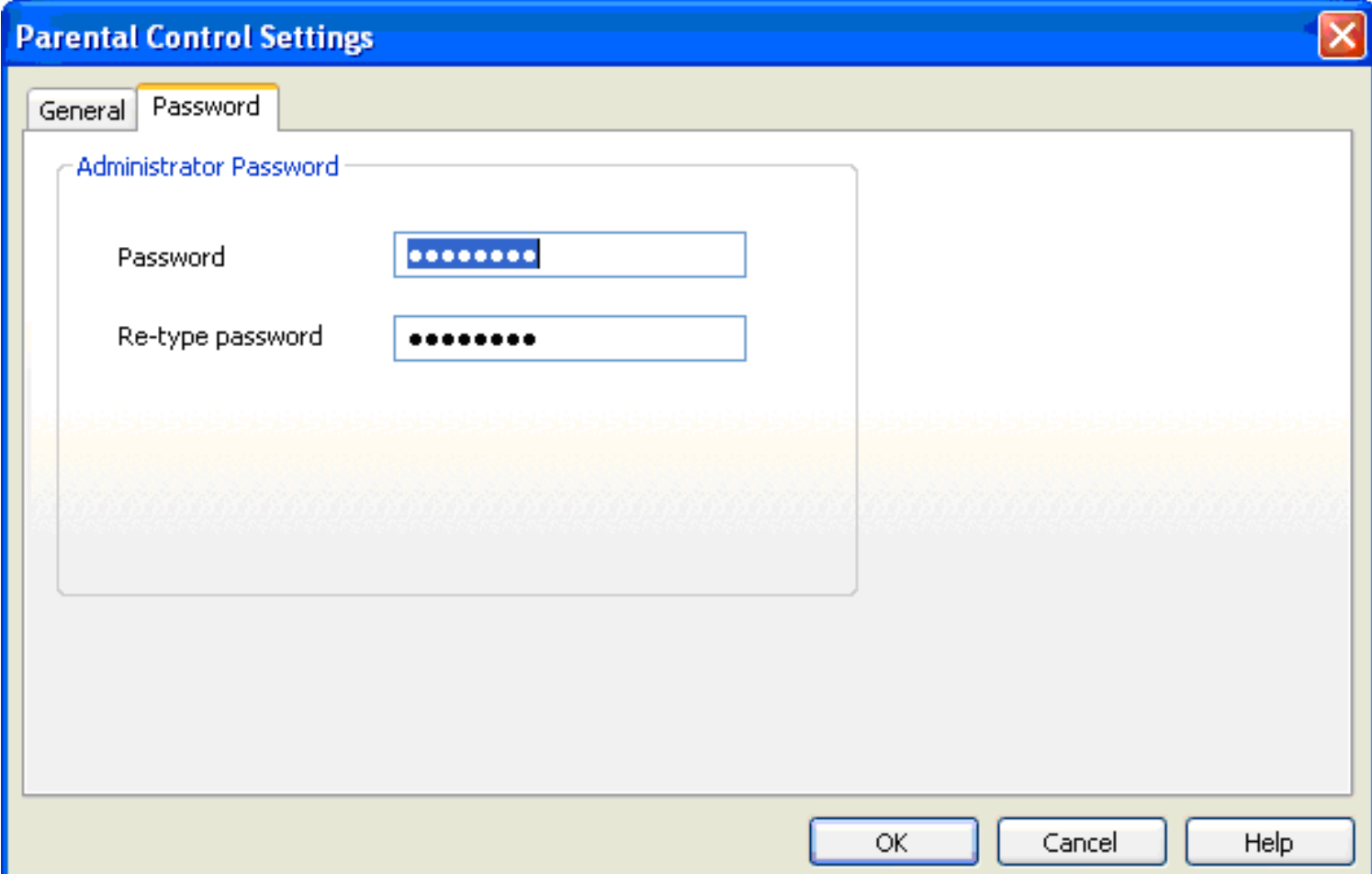
Copy Settings

Click this button to copy all Parental Settings to the currently selected user. A dialog box will pop up asking to select source user.



Parental Control - Password Screen

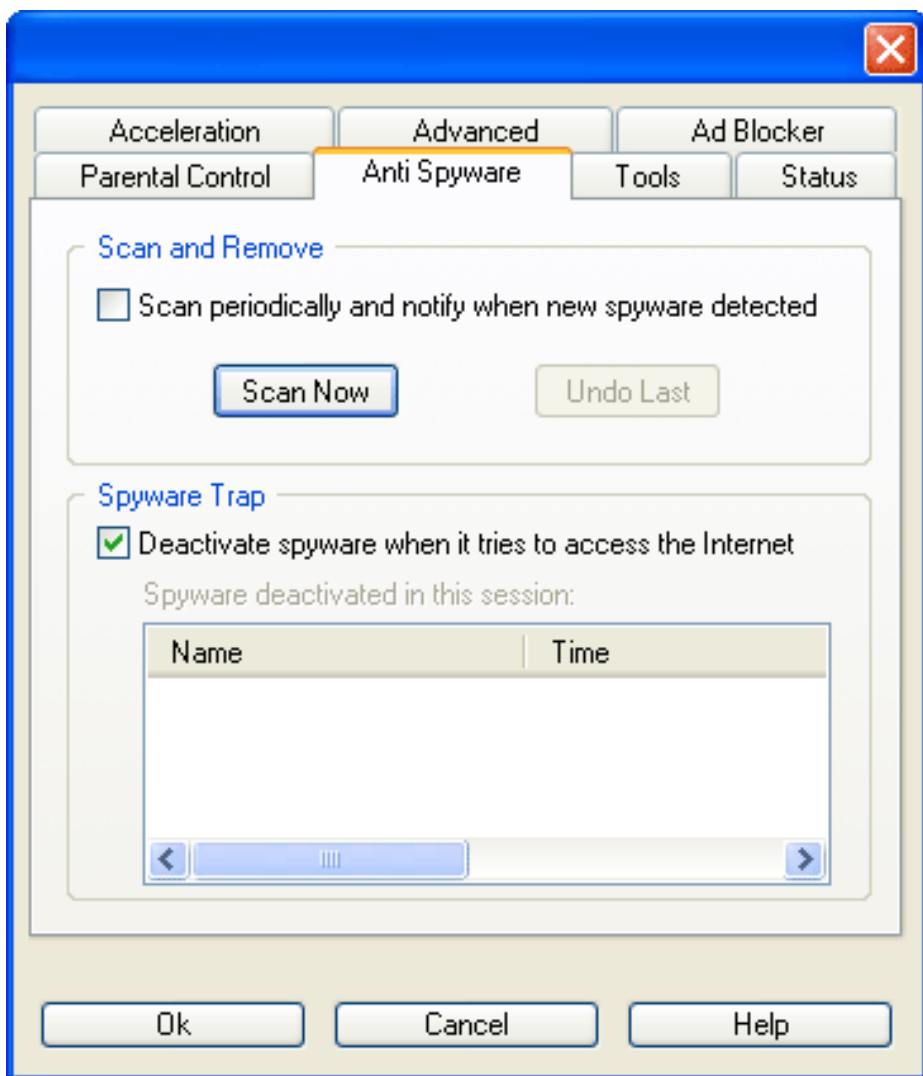
This page allows you to change Parental Control administrator's password.



The screenshot shows a dialog box titled "Parental Control Settings" with a blue title bar and a close button (X) in the top right corner. The dialog has two tabs: "General" and "Password", with "Password" selected. Inside the dialog, there is a section titled "Administrator Password" containing two text input fields. The first field is labeled "Password" and contains ten white dots. The second field is labeled "Re-type password" and contains ten black dots. At the bottom of the dialog, there are three buttons: "OK", "Cancel", and "Help".

Anti-Spyware Screen

This screen allows you to configure the Client Tools to intercept and deactivate spyware. The Client Tools can perform periodic scans of your computer (approximately once an hour) as well as perform manual scans.



Scan and Remove

This section contains settings for scheduling spyware scans and starting the manual scan process.

Scan periodically and notify when new spyware detected.

Check it to schedule periodic (approximately once per hour) scans. If new spyware is detected you will be notified and given the option to remove the spyware..

Scan Now

Whether or not you configured the Client Tools to run periodic scans, you can click this button to initiate a scan and remove session.

Undo Last

Click this button to undo the last removal of spyware or other programs that are started when Windows starts. This button will be disabled if there are not recoverable entries in the undo list. Note that Client Tools gives you an option to remove spyware permanently or just disable it. Only disabled applications can be restored.

Spyware Trap

This section shows the activity of the "spyware trap" - the unique feature of the Client Tools which prevents known spyware programs from ever going out to the Internet and sending out possibly sensitive personal information to marketing sites. The trap takes an immediate action, which is different than the periodic or occasional nature of the spyware scan operations described above.

Deactivate spyware when Internet access detected.

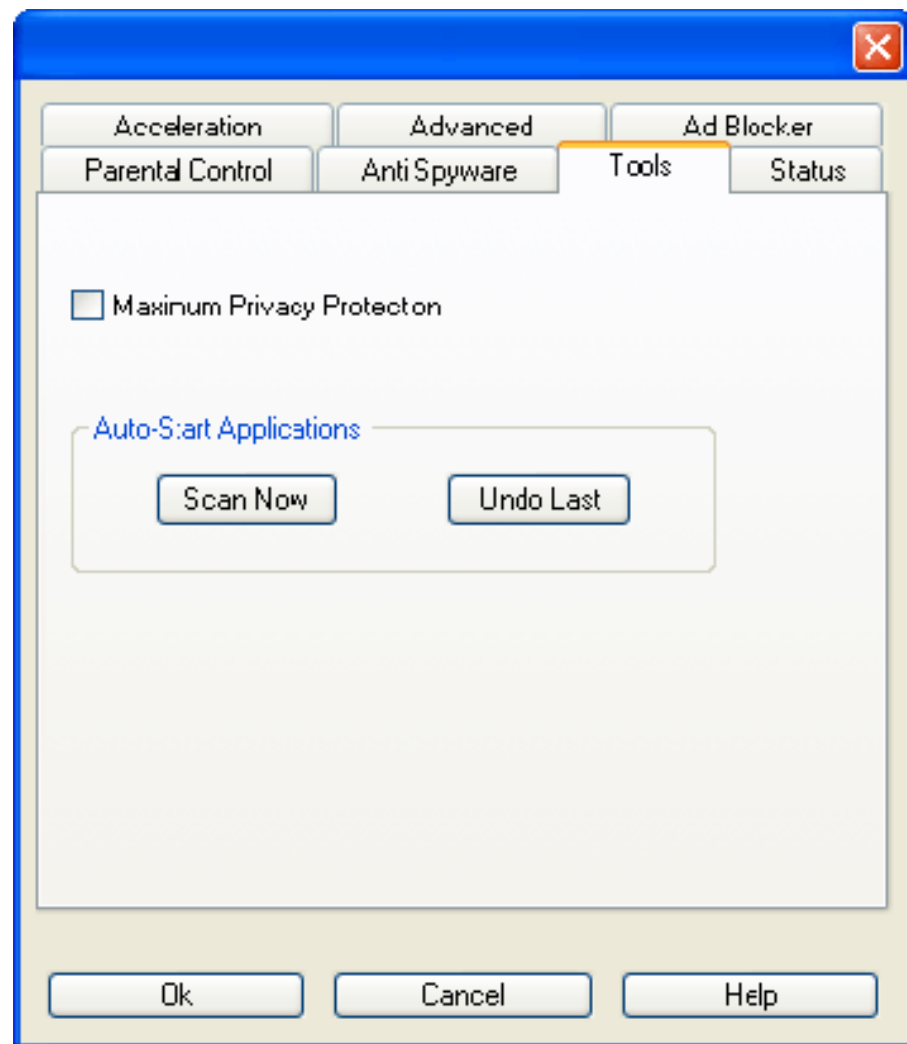
Click this box to enable the spyware trap. The spyware trap is enabled by default when you install Client Tools.

Spyware deactivated in this session

This list control contains the list of trapped spyware programs in the current Windows session (since the last computer start).

Tools Screen

This page contain useful tools that can be used to improve browsing privacy as well as improve the performance of your computer.



Maximum Privacy Protection

Client Tools adds a high level of privacy and security protection to your Internet browser. When this checkbox is checked, privacy protection and security are set to maximum. When the box is checked, your IP address is not normally visible to web servers that you visit and cookies are not sent to the known ad servers even if the Remove Banner Ads is not enabled. HTTP Referrer field is erased in cross domain requests.

Auto-Start Applications

This section provides the tools to view several types of applications that are started automatically when Windows start. Some of them may have no user interface so you may not be even aware that they are running on your computer. Since they are not recognized as spyware, they are most likely legitimate programs. However, it is frequently the case that these programs are rarely used by you and needlessly consume computer resources.

Scan Now

You can click this button to initiate a scan and remove session. The Scan And Remove dialog will be shown.

Undo Last

Click this button to undo the last removal of programs that are started when Windows starts. This button will be disabled if there are no recoverable entries in the undo list (that is, all entries have been already restored).

Status Screen

Access Code

Displays your Access Code.

Status

Displays the status of Client Tools.

Effective Speed

Client Tools measures and calculates the “Effective Speed” of the connection. When the effective speed is above 200,000bps, “broadband” is displayed.

Pop-ups suppressed

Shows the number of pop-ups and pop-unders that were suppressed since the beginning of the session.

Wizard Screen



Enable Ad Blocking

Check Enable Ad Blocking to enable banner ad removal from web pages. Effective speed will increase when Enable Ad Blocking is checked.

Kill pop-ups

Check Kill pop-ups for complete suppression of unwanted pop-ups, pop unders and <exit> windows. We recommend leaving both boxes checked. You can change these settings later.

Menu Commands

Un-Install

Un-install removes Client Tools and restores the connection settings to their original values. Close all browser windows before selecting Un-install.

Enable

Enables Client Tools and connects the computer to the Acceleration Service. Close all browser windows before selecting Enable.

Disable

Disables Client Tools and disconnects your computer from the Acceleration Service. Close all browser windows before selecting Disable.

Repair

“Repairs” Client Tools installation and related computer settings. Close all browser windows before selecting Repair.

Settings

Shows the Settings screen.

Status

Shows the Status screen.

Help

Shows this help.

About

Shows Client Tools copyright notice and the link to Client Tools web site.