

SURFWATCH USERS GUIDE

**Trial Version
For use with Windows**

SurfWatch Software
Product Group of Spyglass, Inc.
175 South San Antonio Road, Suite 102
Los Altos, California 94022
<http://www.surfwatch.com>
<http://www.spyglass.com>

Copyright © 1995, 1996 SurfWatch Software, Inc.
All Rights Reserved

SPYGLASS, INC. LICENSE AGREEMENT

YOU SHOULD CAREFULLY READ THE FOLLOWING TERMS AND CONDITIONS BEFORE INSTALLING THIS SOFTWARE APPLICATION. INSTALLING THIS SOFTWARE APPLICATION INDICATES YOUR ACCEPTANCE OF THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE WITH THEM, YOU SHOULD PROMPTLY DELETE THE SOFTWARE FROM YOUR SYSTEM.

1. Acceptance of License Terms. You agree that by installing the software application ("SurfWatch") that accompanies this License Agreement ("License") and that contains one copy of the enclosed software product, data, and subscription files ("Program") and the other components of the product, you indicate your acceptance of the following terms and conditions. You further agree that if you do not agree with any of the following terms and conditions, you shall promptly remove the software application from your system.

2. Grant of License. This License permits you to use one copy of the Program on any single computer, provided that the Program is in use on only one computer at any time. If you have multiple Licenses for the Program, then at any time you may have as many copies of the Program in use as you have Licenses. The Program is "in use" on a computer when it is loaded into the temporary memory (i.e. RAM) or installed into the permanent memory (e.g. hard disk, CD-ROM, or other storage device) of that computer, except that a copy installed on a network server for the sole purpose of distribution to other computers is not "in use". Except as permitted in Section 4 below, this License does not permit you to distribute all or any portion of the Program either separately or as incorporated into any other product. If the anticipated number of users of the Program will exceed the number of applicable Licenses, then you must have a reasonable mechanism or process in place to assure that the number of persons using the Program concurrently does not exceed the number of Licenses.

3. Copyright. The Program and associated documentation contain proprietary, copyrighted matter owned by Spyglass or its licensors and is protected by United States copyright laws and international treaty provisions. Therefore, you must treat the Program like any other copyrighted material (e.g. a book or musical recording) except that you may either (a) make one copy of the Program solely for backup or archival purposes, or (b) transfer the Program to a single hard disk provided you keep the original solely for backup or archival purposes. You may not copy the written materials accompanying the Program. You must reproduce and include all copyright notices and other proprietary legends contained in the Program on any copy.

4. Other Restrictions. This License is your proof of license to exercise the rights granted herein and must be retained by you. You may not rent or lease the Program, but you may transfer your rights under this License on a permanent basis provided you transfer this License, the Program, and all accompanying written materials and retain no copies, and the recipient agrees to the terms of this Agreement. You may not reverse engineer, decompile, or disassemble the Program, any associated data or subscription files. Any transfer of the Program must include the most recent update and all prior versions. Title to the Program and all subsequent copies of the Program regardless of the form or media in or on which the original and other copies may subsequently exist, is retained by SurfWatch.

5. Limited Warranty and Disclaimer of Warranty. SurfWatch warrants that for a period of ninety (90) days from the date of delivery to you as evidenced by a copy of your receipt: (a) the media on which the Program is furnished will be free from defects in materials and workmanship under normal use; and (b) the Program will perform substantially in accordance with its accompanying documentation when operated in the computing environment specified by SurfWatch. Any implied warranties on the Program and media are limited to ninety (90) days.

EXCEPT FOR THE EXPRESS WARRANTIES STATED IN THIS AGREEMENT, SURFWATCH MAKES NO ADDITIONAL WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, AS TO ANY MATTER WHATSOEVER. IN PARTICULAR, ANY AND ALL WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED AND DISCLAIMED, AND SURFWATCH DOES NOT WARRANT THAT THE OPERATION OF THE PROGRAM WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ANY DEFECTS IN THE PROGRAM WILL BE CORRECTED. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY BY STATE OR JURISDICTION.

BY USING THE PROGRAM YOU ACKNOWLEDGE THAT ITS PRIMARY PURPOSE IS TO BLOCK ACCESS TO CERTAIN INTERNET SITES, BASED ON THE POSSIBILITY THAT THOSE SITES CONTAIN MATERIAL WHICH MAY BE OFFENSIVE OR OBJECTIONABLE ACCORDING TO THE SUBJECTIVE STANDARDS OF SURFWATCH. AS A RESULT CERTAIN SITES MAY BECOME UNAVAILABLE TO YOU EVEN THOUGH YOU MAY NOT DEEM THE CONTENTS OF THOSE SITES EITHER OFFENSIVE OR OBJECTIONABLE. SIMILARLY, SURFWATCH CANNOT AND DOES NOT GUARANTEE THAT THE PROGRAM WILL BLOCK ACCESS TO ALL SITES WHICH YOU OR ANY OTHER PARTICULAR PERSON MAY DEEM OFFENSIVE OR OBJECTIONABLE.

6. LIMITATION OF REMEDIES. SurfWatch's entire liability and your exclusive remedy for breach of any express or implied warranty shall be, at SurfWatch's option, either (a) replacement of the Program or media that does not conform to SurfWatch's Limited Warranty and which is returned to SurfWatch with a copy of your receipt prior to expiration of the applicable warranty period, or (b) a refund of your purchase price for the Program upon return of the Program and all other components of the product with a copy of your receipt prior to expiration of the applicable warranty period and certification that you have erased all other copies of the Program in your control or possession. This Limited Warranty does not apply to any defects in the magnetic media or failure in performance of the Program caused in whole or in part by: any defect in any portion of any hardware, equipment, operating system or operating environment on or with which the Program is used, or any failure of same to operate in accordance with applicable manufacturer's specifications; use of the Program in conjunction with any software program, hardware, firmware, peripheral or communication device other than as specified in the documentation for the Program; or any accident, abuse or misapplication of the media or Program. Any replacement Program will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer.

7. LIMITATION OF LIABILITY. SURFWATCH OR ITS SUPPLIERS/RESELLERS WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY DAMAGES WHATSOEVER, INCLUDING ANY LOST PROFITS, LOST SAVINGS, OR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES RESULTING FROM THE USE OR LOSS OF USE OF THE PROGRAM, DUE TO ANY CAUSE, EVEN IF SURFWATCH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN ANY EVENT, SURFWATCH'S TOTAL LIABILITY TO YOU FOR ALL DAMAGES (WHETHER BASED ON CONTRACT, TORT OR OTHER THEORIES) WILL BE LIMITED

TO THE AMOUNT YOU ACTUALLY PAID FOR THE PROGRAM. SOME STATES AND JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

8. GOVERNING LAW. This Agreement governed by the laws of the State of California, as applied to contracts entered into and performed within California.

9. U.S. GOVERNMENT RESTRICTED RIGHTS LEGEND. The Program and documentation are provided to the Government with RESTRICTED RIGHTS as defined at 48 CFR 27.401 or at DFARS 252.227-7013(a), as appropriate to the procuring agency. Notwithstanding any other lease or license agreement that may pertain to, or accompany the delivery of, this computer software, use, duplication, reproduction or disclosure of this computer software is subject to restrictions as set forth (A) in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013, when procured or used by agencies of the U.S. Department of Defense, and (B) in subparagraphs (c)(1) and (c)(2) of the Commercial Computer Software--Restricted Rights clause at FAR 52.227-19, when procured or used by civilian agencies of the U.S. Government. Contractor/manufacturer: SurfWatch Software, Inc., 175 S. San Antonio Rd. Suite 102, Los Altos, CA 94022.

Should you have any questions concerning this Agreement, or if you desire to contact SurfWatch Software for any reason, please contact Spyglass, Inc., 175 S. San Antonio Rd. Suite 102, Los Altos, CA 94022.

Table of Contents

Section 1	Introducing SurfWatch	2
	What Is SurfWatch	2
	Parents and Educators	2
	Employers	2
	Automatic Updates	2
	Site List	2
Section 2	The SurfWatch Maintenance Plan	3
Section 3	Installing SurfWatch	4
	Before You Begin	4
	During Installation	4
	After Installation	4
	Multi-Content Filtering	4
	System Requirements	5
Section 4	Getting Started With Your Trial Version	6
	Installing on Your Computer	6
	Running the SurfWatch Updater	7
Section 5	SurfWatch in Operation	9
	How Do I Know if SurfWatch is Working	9
	Using SurfWatch with World Wide Web Browsers	9
	News Readers	9
	IRC Chat	10
	FTP Programs	10
	Gopher	10
Section 6	Turning SurfWatch Off and On	11
	Turning SurfWatch Off	11
	Turning SurfWatch Back On	12
Section 7	Purchasing SurfWatch	13
Section 8	Removing SurfWatch	15
Section 9	Frequently Asked Questions	16
Section 10	Technical Support	18

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 providing tools to help filter 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 subscription program which updates our list of unwanted sites. See the section **The SurfWatch Maintenance Plan**.

Multi-Content Filtering

With the Internet growing at an exponential rate, sites that contain objectionable material are appearing constantly. SurfWatch has responded by bolstering its filtering to include topics such as violence and hate speech, illicit drugs and alcohol, and gambling. Restricting access to sexually explicit sites is still a priority and we are continually working to identify and block sites that contain inappropriate material.

This version of SurfWatch will automatically download the more robust multi-content filters. We would like to hear of any sites you find that need to be blocked or unblocked; please visit our site at <http://www.surfwatch.com> to submit new sites.

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.

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 Startup directory, 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. You will also be given a chance to subscribe to the **SurfWatch Maintenance Plan**, which will provide you with periodic updates that are retrieved directly from our server to your machine.

After you have installed SurfWatch, retrieved an update 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 will be installing a **Trial Version of SurfWatch Software**. You should keep all the SurfWatch files in a directory on your computer. You will be able to install it from this directory. This software will be active for a **15 day trial period** after which you may contact SurfWatch to purchase a permanent version.

This software application is for use with Windows 3.x only. If you have Windows95, do not install this software on your system. If you are running Windows95, you will need the version of SurfWatch designed for Windows95.

You 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. 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.

Make a backup of the SurfWatch files by copying them to a floppy disk.

During Installation:

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

There are two steps in the installation process:

- **Installing** the SurfWatch application
- **Running the SurfWatch Updater** to retrieve the most recent list

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, run the **SETUP.EXE** in the **C:\SURFWTCH** root directory and remove SurfWatch from your computer. Removing, copying, or moving any SurfWatch files without using the **SETUP.EXE** may destroy your operating system installation, and render your computer useless.

System Requirements

You need the following to run SurfWatch:

- 386 PC or later, 4 MB RAM, Hard Drive, 3.5" floppy drive
- Windows 3.x running enhanced mode
- Direct access to the Internet (SLIP/PPP) via modem, ISDN, or high-speed link

NOTE: This product is not for use with online services such as America Online, CompuServe, Prodigy

GETTING STARTED WITH YOUR TRIAL VERSION

Installing to Your Computer

1. Make a directory on your C:\ drive called **SURFWTCH** and move the **SurfWatch** files into it.
2. **To update the SurfWatch filters during the installation, you must be connected to the Internet.** Connect to the Internet using your dialer. If your dialer brings you directly into your browser, minimize your browser window.
3. Go to the **File Manager** and select the C:\ drive.
4. In the directory C:\SURFWTCH, find the file entitled **SETUP.EXE**. Double click on **SETUP.EXE** to begin installing SurfWatch.
5. You will see a screen that says:
Initializing SurfWatch Setup
Read the Welcome Screen that tells you about your **Trial Version of SurfWatch** 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. Type in your name, school name or company name and click **OK**.
If you click **Exit**, the SurfWatch installation process will be stopped.
8. 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.
9. 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.
10. As SurfWatch is being installed, you will see a screen telling you that SurfWatch is copying files.

Running the SurfWatch Updater

11. 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 SurfWatch 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.
NOTE: If you do not complete the update process, you will be have the opportunity to update your copy of SurfWatch when you restart Windows.
12. SurfWatch will ask you to verify that you are connected to the Internet and then use your Internet connection to download the new site database. If you are not connected to the Internet, do not select **Quit**. Leave this screen and **connect using your dialer** and minimize the browser window if it appears.

NOTE: Until you connect to the Internet, SurfWatch will not be updated with the most recent filters for blocking. You will have the opportunity to update your copy of SurfWatch when you restart Windows.

13. Find the **SurfWatch Updater** window on your monitor and click **Connected** to proceed.
14. As SurfWatch retrieves the site database files, you will see a status bar on your screen.

NOTE: High traffic on the Internet may at times cause errors in downloading. If this occurs during the updating process, you can run a manual update by double clicking on the SurfWatch Updater icon in the Startup directory or using the CTRL/ESC keys to select it from the Task List.

15. This screen completes the installation and update processes.
Click **Restart Windows** and your computer will be restarted and the new SurfWatch database will be in effect.
16. Once you reconnect to the Internet and begin using your browser, SurfWatch will be in operation.
17. **Store your SurfWatch backup disk and password in a safe place.** In fact, you may want to store your personal password 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.

VERY IMPORTANT: Once your trial period is over, you will be given the option to purchase a permanent version of SurfWatch. If you choose not to purchase, you must remove SurfWatch using SETUP.EXE.

SURFWATCH IN OPERATION

SurfWatch runs in the background and monitors the flow of information from the Internet to your computer through your browser. 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 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.

Using SurfWatch with World Wide Web Browsers

When you attempt to use World Wide Web browsers such as NetScape™ to access World Wide Web sites that have been blocked, you will normally see either the message “Blocked by SurfWatch,” or a blank page that 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 that 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 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** 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**.
2. Select SurfWatch from this list and the **icon** will appear on your screen.
3. Click once on the icon and then select **SurfWatch Control**. The **SurfWatch Control Panel** will appear on your screen. This panel will show you the registered user of SurfWatch and the current status.
4. Turn SurfWatch off by selecting the **Off** button.
5. You will be asked to type your **password**. Remember, you must type the exact same password you used to install SurfWatch.
6. If you type an incorrect password, you will see a message telling you that you have made an error.
7. If you still want to turn SurfWatch off and you know the correct password, click **OK** and type the password correctly.
8. When SurfWatch is turned off, you will see that the **Off** button on the control panel is selected.
9. Click **Close** to continue.

Turning SurfWatch Back On

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

1. 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**.
2. Select **SurfWatch** from this list, and you will see the icon on your screen.
3. Click once on the icon and then select **SurfWatch Control**. The **SurfWatch Control Panel** will appear on your screen.
4. Turn SurfWatch on by selecting the **On** button. No password is necessary to turn SurfWatch back on.
5. Click **Close** to continue.

PURCHASING SURFWATCH

After 15 days, your trial version of SurfWatch will cease to protect you on the Internet. You can easily purchase a permanent version of SurfWatch. When you purchase SurfWatch, you will receive two free updates (one when you install and one approximately a month later). You will also have an opportunity to subscribe to the SurfWatch Maintenance Plan during these update processes.

1. When you restart your computer after your trial version has expired, you will see a message telling you to call SurfWatch in order to purchase a permanent version. Note the **Product ID** and **phone number** from this screen.
2. To purchase SurfWatch, open the directory **C:\SURFWATCH** and double click on the file entitled **SETUP.EXE**. This will convert your trial version to a permanent version.
3. You will need to call SurfWatch with your **credit card** and your **Product ID** code. The Product ID code will appear on your screen during the running of the **SETUP.EXE** application.
4. If you choose not to purchase SurfWatch, you should remove it from your computer by running **SETUP.EXE** and selecting the **Remove** option.
5. At the end of the SurfWatch purchase program, you will restart the computer.
6. After restart, you will update your SurfWatch site database as you did in the trial version. In this version, you also have the opportunity to subscribe to the **SurfWatch Maintenance Plan** online.
7. During this update, you will see a window asking for your **name** and **organization**. You will also see a **serial number**. **Make note of your SurfWatch serial number.**
For assistance with this update, follow the directions on the screen and consult **Section 4, Running the SurfWatch Updater.**
As before, if you click **Exit**, you will have another opportunity to update when you restart the computer.
8. Click **Subscribe** to subscribe now.
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.
9. A message will appear telling you that your information has been transmitted to SurfWatch and your subscription has been processed. **You will be shown a date after which the list will be out of date.** When you restart your computer after that date, you will be reminded to update the list of blocked sites. Once your computer is connected to the Internet, SurfWatch will automatically update the list for you.
10. Once you have completed the subscription process, you will be asked to restart the computer. Upon restart, the new SurfWatch database will be in effect.

REMOVING SURFWATCH

If you wish to completely remove SurfWatch from your computer, you **must** run **SETUP.EXE** from the directory **C:\SURFWTCH**.

1. Open the directory **C:\SURFWTCH** and double click on the file entitled **SETUP.EXE**.
2. You will see a screen that says:
Initializing SurfWatch Setup . . .
Read the SurfWatch Setup Screen and Click **Continue** to proceed.
3. 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.
4. After you enter your password, select **Remove** in order to remove SurfWatch from your computer. Then, click **Continue**.
5. On the next 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.
6. When the removal process is complete, a message will appear saying SurfWatch has successfully been removed from your computer.
7. The **C:\SURFWTCH** directory and the SurfWatch files will still be on your hard disk. You can delete this directory once you have removed SurfWatch.

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 you 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 your technical support representative.

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?

The password is case sensitive. So, be sure that the Caps Lock key is off when you are typing in your password. If your password still does not work, you may have to uninstall and reinstall SurfWatch. Contact your technical support representative for help with this.

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 allow and block my own sites?

There will soon be a new program called the SurfWatch Manager which will allow you to allow and block 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?

High Internet traffic may at times cause errors in the update process. You can either update manually by double clicking on the SurfWatch Updater icon in the Startup directory or you will be given the opportunity to update the next time you restart Windows.

The updater may not be able to locate your WINSOCK.DLL.

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. You may also write us at:

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

Technical Issues

Internet: <http://www.surfwatch.com>
Email: surfwatch_support@surfwatch.com
Phone: 1-630-245-6590

Site Questions/Submissions

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

Internet: <http://www.surfwatch.com>
Email: sites@surfwatch.com
Phone: 1-415-948-9500

General Questions or Comments

Email: info@surfwatch.com
Phone: 1-415-948-9505
Internet: <http://www.surfwatch.com>
<http://www.spyglass.com>