

Rev. 09.06.2006

Business Solutions Developed by  
Diversicom Corporation



[www.CallGrace.com](http://www.CallGrace.com)

# Product Manual

- General Overview
- Support Information
- Instruction Guides

**Grace**  
Small Business IT

## **Grace Index**

*Most of the Items in this user manual have been pre-configured. Please refer to this manual prior to contacting Grace Technical Support. Grace IT Support Specialists may need to direct you to sections within this manual during diagnostic troubleshooting procedures.*

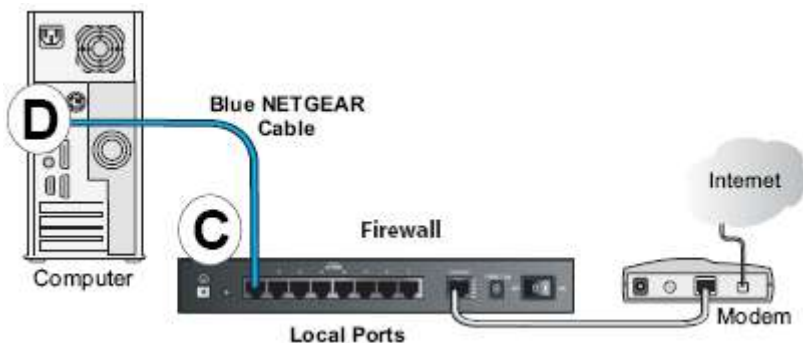
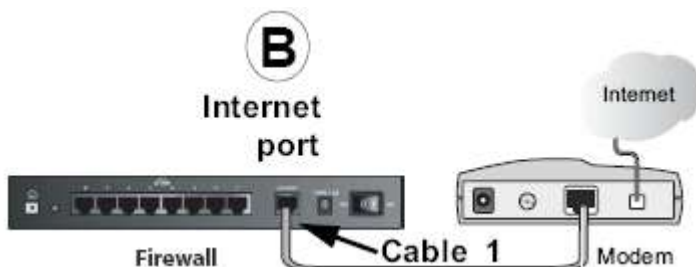
- 1. Basic Network Overview**
- 2. Your Firewall/Router**
- 3. E-mail Security & Preventing Spam**
- 4. Using Remote Web Workplace**
- 5. Sharing a Calendar in Outlook 2003**
- 6. Virtual Private Networking ( VPN )**
- 7. Anti-virus Protection**
- 8. Web Security ( Content Filtering ) Activation**
- 9. Controlling Your Users Desktops**  
Desktop Policy Enforcement  
( minimize employee computer problems )

# 1. Basic Network Overview

Your router was pre-configured by Diversicom Certified Technicians. The following examples and diagrams are provided in case a Diversicom Representative needs to walk you through some simple troubleshooting and diagnostic procedures.

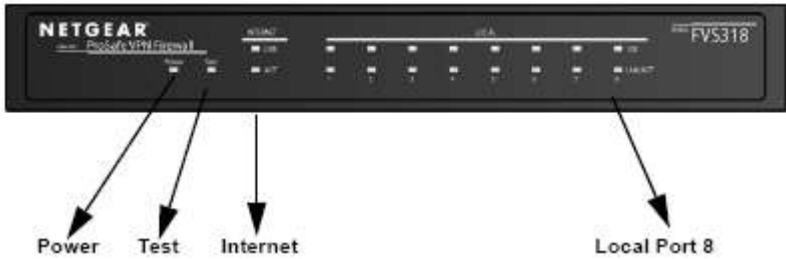
Example **B** shows a connection from the back of your FVS318 Firewall/Router to your Internet modem. The modem is provided by an iOmniLink, Brighthouse, or 3<sup>rd</sup> party Internet provider.

Example **C & D** show a connection from your office computer to one of the available 8 ports on the back of the FVS318 Firewall/Router. A computer can be connected to any of the ports except for the port labeled Internet.

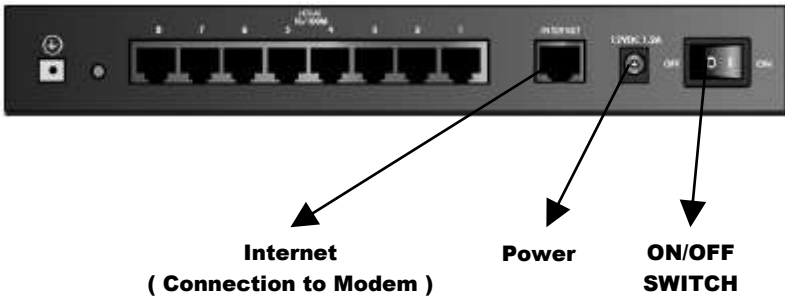


## 2. Your Firewall/Router

### **FRONT** OF FVS318 FIREWALL/ROUTER



### **BACK** OF FVS318 FIREWALL/ROUTER



## 3. E-mail Security & Preventing Spam

Spam protection is built-in to the Grace. This pre-configuration may need to be adjusted by Diversicom based on your organizations specific needs. If you find that you are receiving too much spam, or maybe that you are not receiving e-mails that you know you should we can adjust the settings specific to your business needs.

## 4. Using Remote Web Workplace

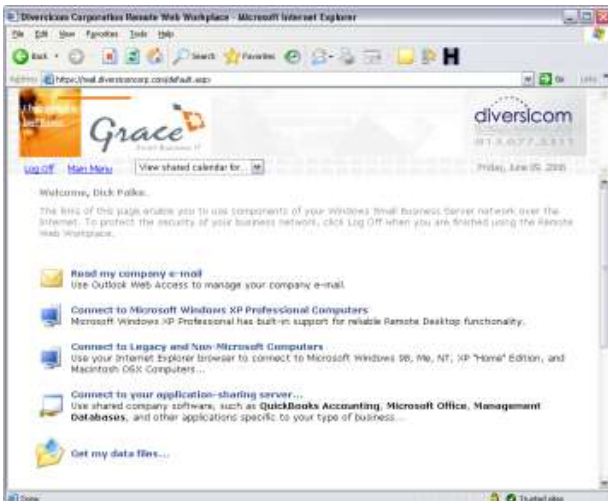
The Grace Remote Web Workplace provides designated individuals within your organization the ability to connect to the office from a remote location. In addition, employees can check e-mail, view shared

calendars, and access important files from outside the office at any computer with an Internet connection. Your Grace Certified Installer will provide you with the information needed for this connection, usually in the form of: <http://grace.yourcompanywebsite.com>

**EXAMPLE 1: Login screen...**

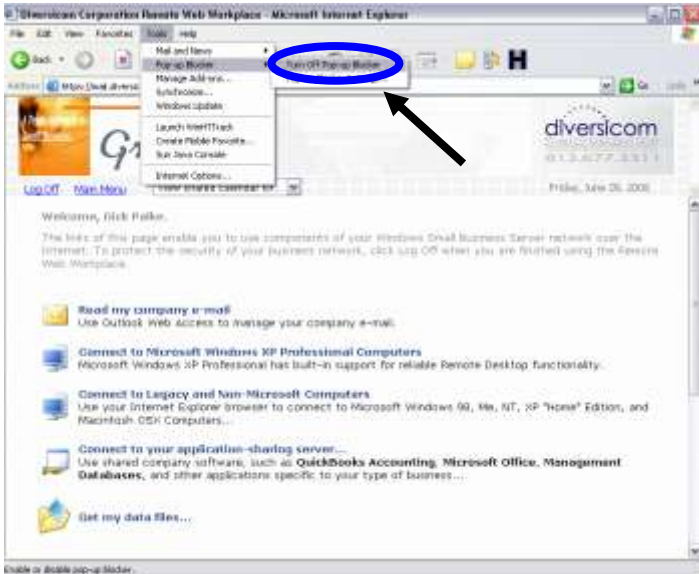


**EXAMPLE 2: Screen after logging in...**

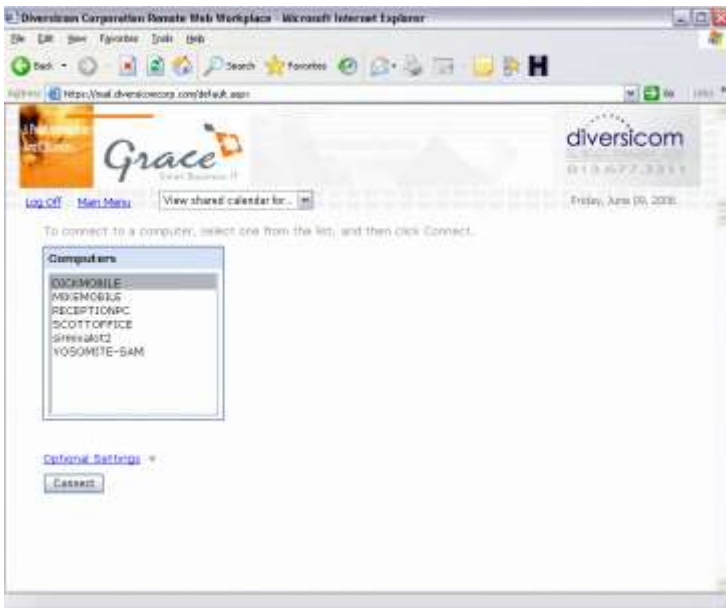


**NOTE:** If POP-UP BLOCKER is turned on you might receive a warning that the the ACTIVE X control needs to be installed when selecting “Connect to my computer at work” for the first time... If this occurs follow these steps to temporarily disable pop-ups...

- a. Click **Tools >> Pop-up Blocker >> Turn Off Pop-up Blocker**
- b. Login to the site.



- c. Click “Connect to my computer at work...” and the following screen will appear. Once this screen appears without error messages re-enable the pop-up blocker by clicking **Tools >> Pop-up Blocker >> Turn Off Pop-up Blocker**

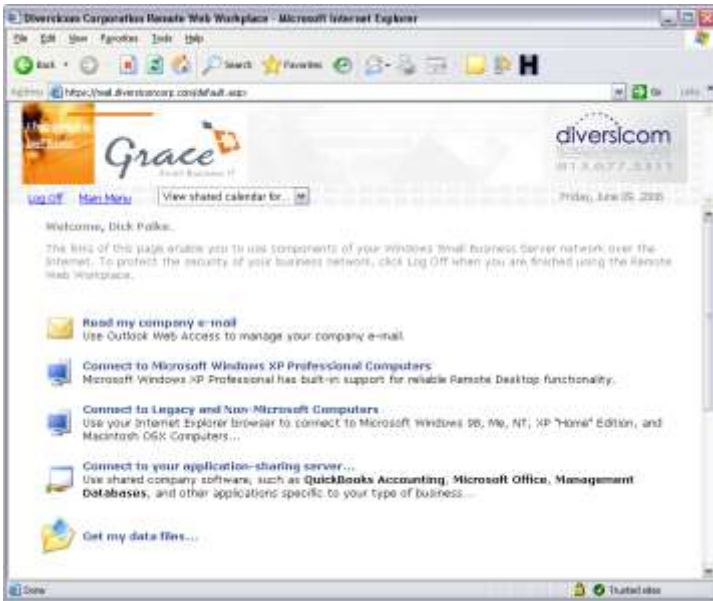


## Additional Instructions ( If Prompted to Install ActiveX Control )

- ◆ When the following box appears click **Yes**



- ◆ Click **“Connect to my computer at work...”**

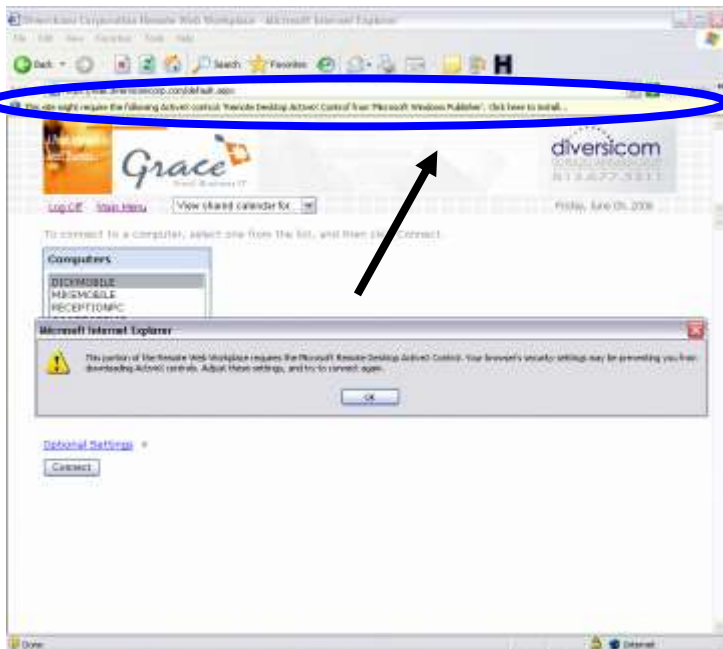


When this page comes up for the first time the following box may appear. Follow these steps to install the required software component.

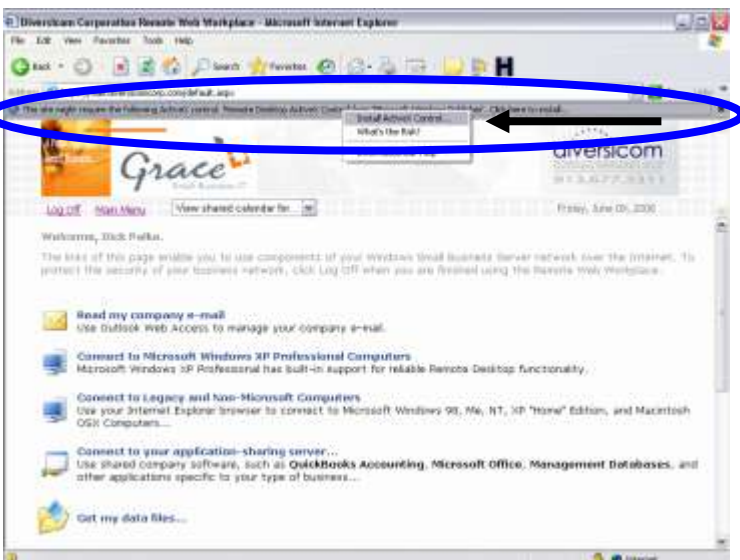
- ◆ Click **OK**



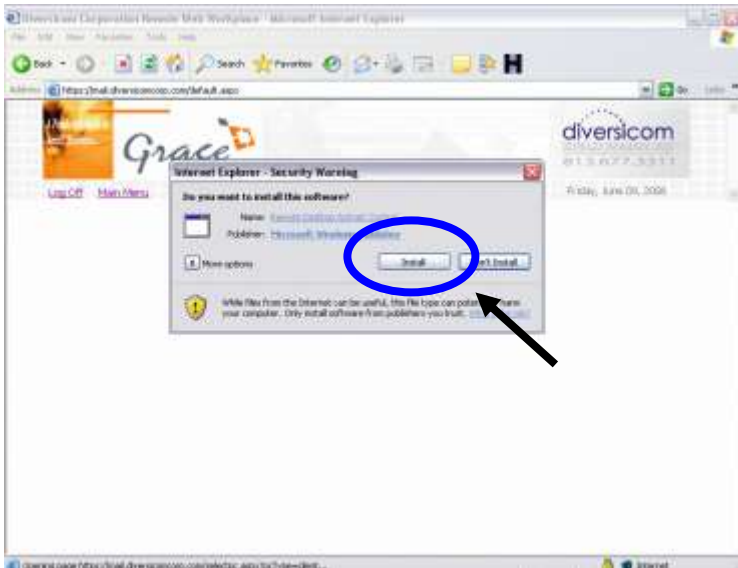
- ◆ You will notice a **Light Colored Bar** at the top of the browser, with a blue explanation point on the left side.
- ◆ Click the **Light Colored Bar** and you will see a drop down menu.



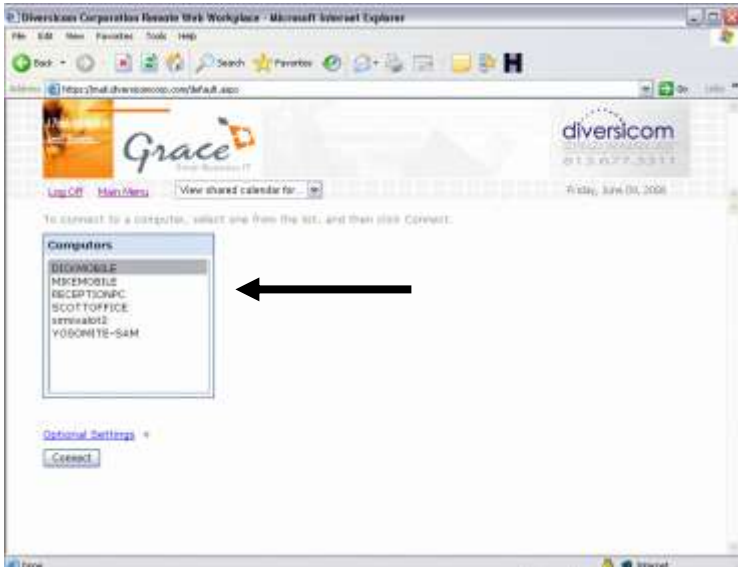
- ◆ Click **Install ActiveX Control...**



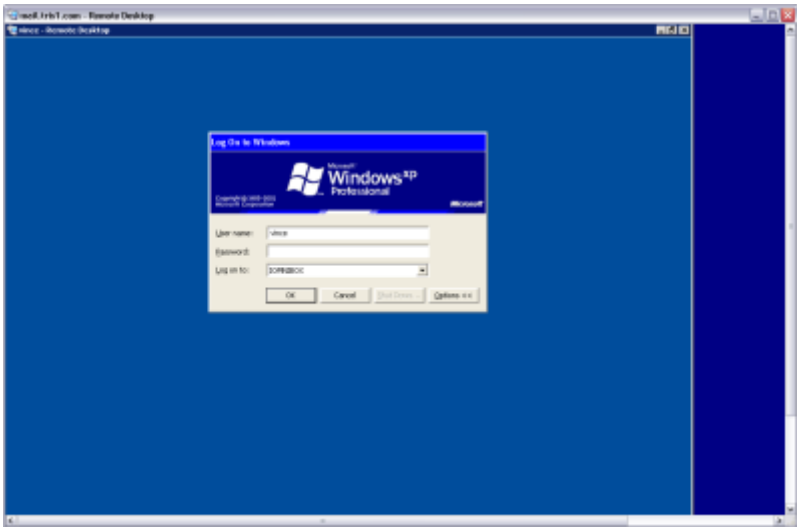
- ◆ When the following box appears, click **Install** "installs quickly":



6.) The following screen will appear:



- ◆ You can now select your work computer “JOYCE-PC”, click Connect and you will see a screen similar to the following, log on as you normally would when at work:



- ◆ When finished **Click Start >> Logoff** and you will return to your home computer screen.

## Further Instructions for Remote Connectivity Issues

### Problem:

- ◆ Cannot connect to Joyce's work computer from home.

### Resolution #1:

- ◆ Install the ActiveX component using Diversicom provided instructions.

### Resolution #2:

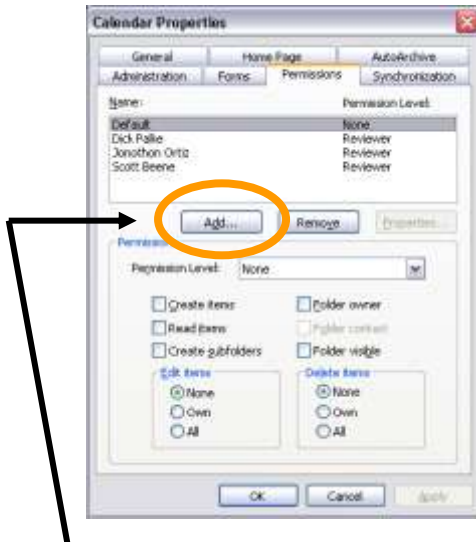
- ◆ Turn OFF Windows Firewall on the work computer.

## 5. Sharing a Calendar in Outlook 2003

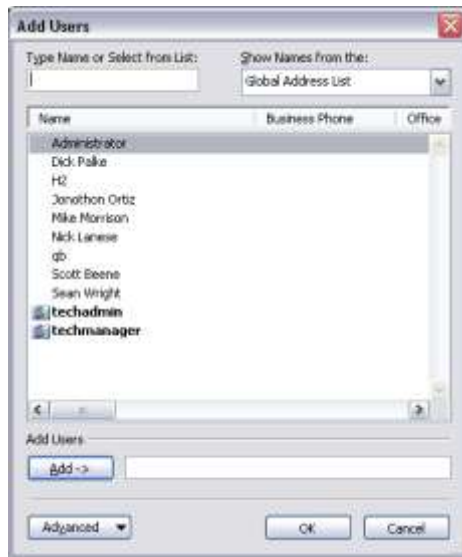
To share an individual's calendar in Outlook 2003 follow the steps below. Should you encounter any difficulties in this process please contact the Grace Support Team.

### Sharing **your** calendar:

- a. In Outlook 2003 on the left hand side of the screen click the **Calendar** link...
- b. On the left hand side of the screen Click "**Share My Calendar...**"
- c. The following **Calendar Properties** box will display...

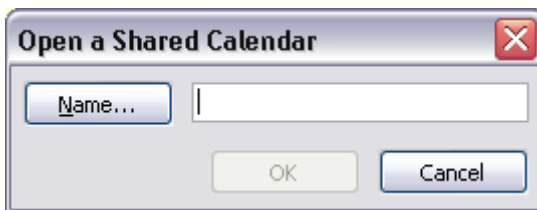


- d. Click **Add...** and select the users that you want to be able to view your calendar...



### Opening **someone else's** shared calendar:

- e. In Outlook 2003 on the left hand side of the screen click the **Calendar** link...
- f. On the left hand side of the screen Click "**Open a Shared Calendar...**" and enter the username for the persons calendar you wish to view. You can also click the **Name** button for a list of users.



## 6. Virtual Private Networking ( VPN )

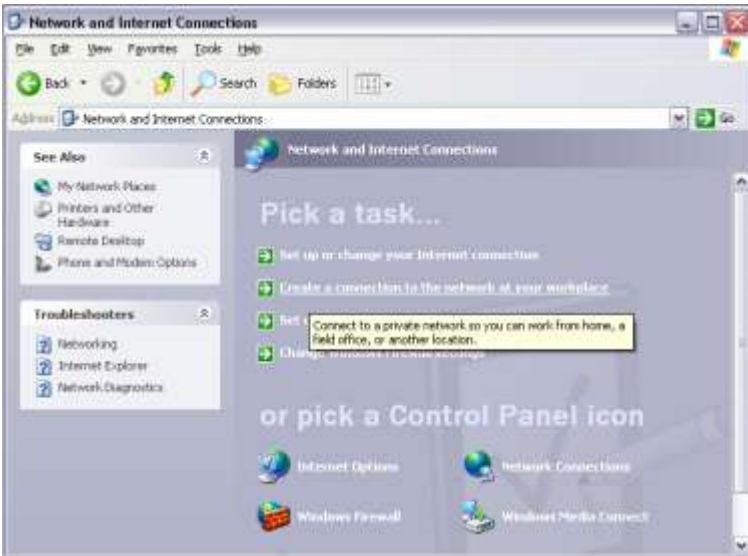
VPN's allow you to log into your Business computer network from outside the office. After connecting to the office through VPN you can continue to use your Outlook 2003 E-mail Application, Access Files off of the Server, and use your mobile computer as if it were physically in your office building. This is a very helpful feature when you are outside of the office with your laptop and need to access important Excel Spreadsheets, PowerPoint Presentations, and other files in a hurry.

Follow the steps and screen captures below to configure a laptop or home desktop computer running **Windows XP Professional** to connect to the office through VPN:

- a. Click **Start >> Control Panel >> Network and Internet Connections**



- b. Click **Create a connection to the network at your workplace...**



c. Select **Virtual Private Network Connection** and Click **Next...**



d. Enter your **Company Name** and Click **Next...**



e. Select **Do not dial the initial connection ...**



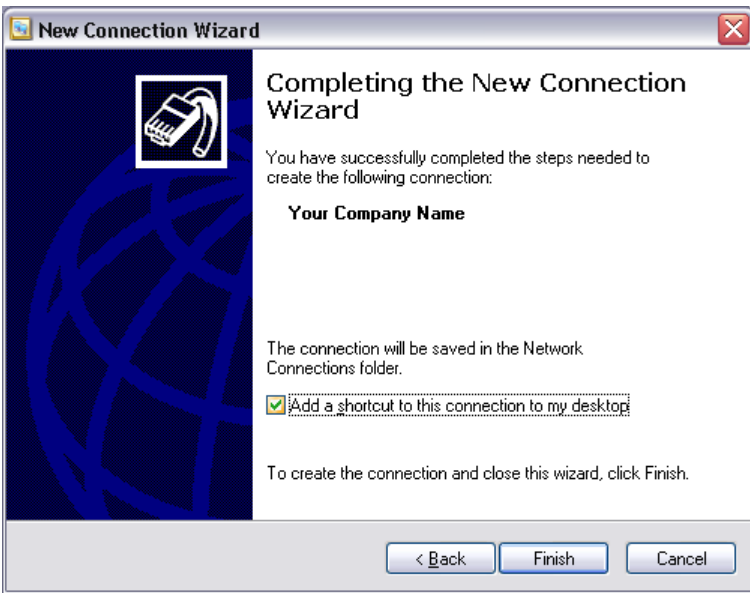
f. Enter the **URL or IP Address** provided by your Grace installer and Click **Next ...**



g. Select **My use only** and Click **Next...**



h. Check the box next to **Add a shortcut to this connection to my desktop** and Click **Finish...**



- i. Double click the new icon installed on your desktop labeled with **Your Company Name** and the following login box will appear...



- j. Enter the same **Username/Password** combination used to log into your work computer and Click **Connect**... You will notice a new icon in the lower right hand corner of your screen that indicates you are connected to the office. If you experience any problems at this point please contact Grace support.

## 7. Anti-virus Protection

Grace retrieves constant anti-virus protection updates from the Internet and it automatically updates all of the computers in your organization as soon as it obtains an update. This provides a hassle free way to know that all of your computers have current protection against malicious attacks.

## 8. Web Security ( Content Filtering ) Activation

Grace provides a Web Content Filtering solution for your organization, but is TURNED OFF by default. Turning this feature on will allow you to track employees time spent on the Internet, track Internet usage, track sites that employees are visiting, block employee job searching, restrict access to improper web sites, or sites that can cause irreversible damage to your computer systems, and more. In addition, the Web Content Filtering built into Grace, when enabled, provides excellent protection against spyware problems and viruses obtained through downloading potentially illegal software or freeware programs. Each web page is scanned for harmful content. To mitigate risk in your business we recommend enabling this feature. If you would like us to turn this feature on please follow the provided instructions.

## 9. Controlling User Desktops

Grace provides the ability for Business Owners and IT Administrators to protect their business assets by preventing damage to computer systems through unauthorized installation of software, damaging screen savers, changing desktop wallpaper, installing Internet explorer spyware infested programs, installing unlicensed software, and much more.

The Grace has built-in policy enforcement that can force Web Content URL Filtering, restrict access to certain locations in the operating system, remove the users ability to delete system files, remove the system command prompt, remove access to potentially damaging files, and much more.

If there is a particular item you do not want your users to be able to do just let Diversicom know and we can manually adjust these desktop policy settings to meet your specific needs.

Symantec

**Web Security**

**Secure your business Internet usage with the  
Grace Web Content Filtering solution...**

Activation is easy. Simply send an e-mail or fax to in the format below listing the website name and URL to Diversicom. This form can be faxed to the Diversicom Technology Management Group at **(866) 649-8065** or e-mailed to [GraceSupport@DiversicomCorp.com](mailto:GraceSupport@DiversicomCorp.com).

**Website Name:** Diversicom Corporation

**\*URL:** <http://www.diversicomcorp.com>

**Website Name:** Google

**\*URL:** <http://www.google.com>

**Website Name:**

**\*URL:** <http://>

**Website Name:**

**\*URL:** <http://>

**Website Name:**

**\*URL:** <http://>

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**\*URL:** <http://>



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