



*Removing the DIRECTV Broadband
I-Guy from the start-up menu
For dial up service*

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Main Overview

Introduction Some customers may choose to use dial-up service instead of signing up with another broadband provider.

This presents no conflict with our software installed on the PC. However, on occasion the Internet Stats Icon program known as the "I-Guy" may prevent some dial-up customers from loading content in the browser.

This document will outline how to prevent the Internet Status Icon known as the "I-Guy" program from starting upon boot up causing this issue.

Why does the I-Guy program prevent me from surfing?

The Internet Status Icon (I-Guy) program may change the setting for Internet Explorer from dial-up connection to a LAN connection.

When this occurs and the customer is using a dial-up connection to surf the internet, the browser will time out and not show any content. This is because the browser is looking for information from a LAN connection and not a dial-up connection.

Once the setting is changed back to dial-up the browser will then display content.

To prevent this from occurring the I-Guy will need to be removed from the start-up menu.

This doc will outline the easy process of removing the I-Guy from the start-up menu and re-setting your Internet Explorer settings to Dial-up.

Note:

MAC, Linux and other operating systems are not covered in this document since the installation CD does not work with these operating systems and therefore the I-Guy is not installed.

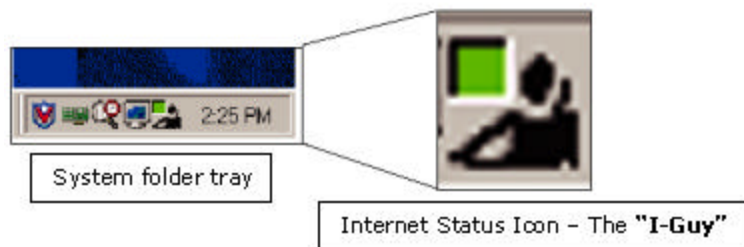
The I-Guy

The Following information is for supported Windows operating systems. The installation CD does not install the I-Guy program on Mac, Unix, Linux or Win3.x operating systems

Where do I look for the I-Guy?

- DIRECTV DSL "Internet Status Icon" (the I-Guy) is installed in the system tray, which is located at the lower right corner of the screen and looks like the picture below.
 - This icon shows the customers if the PC has connectivity to the gateway and Internet along with providing short cuts to system and gateway information.

Note: The I-Guy only functions with the DIRECTV Broadband gateway and will show "RED" instead of "Green" or "Yellow" once the gateway is no longer connected to the computer.



What if do nothing and leave the I-Guy in the system tray?

- In some instances, the I-Guy will change the browser settings from dial-up to a LAN connection every time the computer is powered up.

This will prevent the web page from populating in Internet Explorer with content since the browser thinks it should receive information a LAN connection instead of the dial-up connection.

How do I remove or disable the I-Guy so he won't change my browser settings?

- Preventing the I-Guy program from initiating upon boot-up and changing the browser setting is simple.

All that needs to be done is go to "**Start**" -> "**Programs**" -> "**Startup**", then **right** click on the I-Guy icon and **left** click from the menu "**Delete**".

Once the icon has been deleted reboot the computer so the changes can take effect – **that's it!**

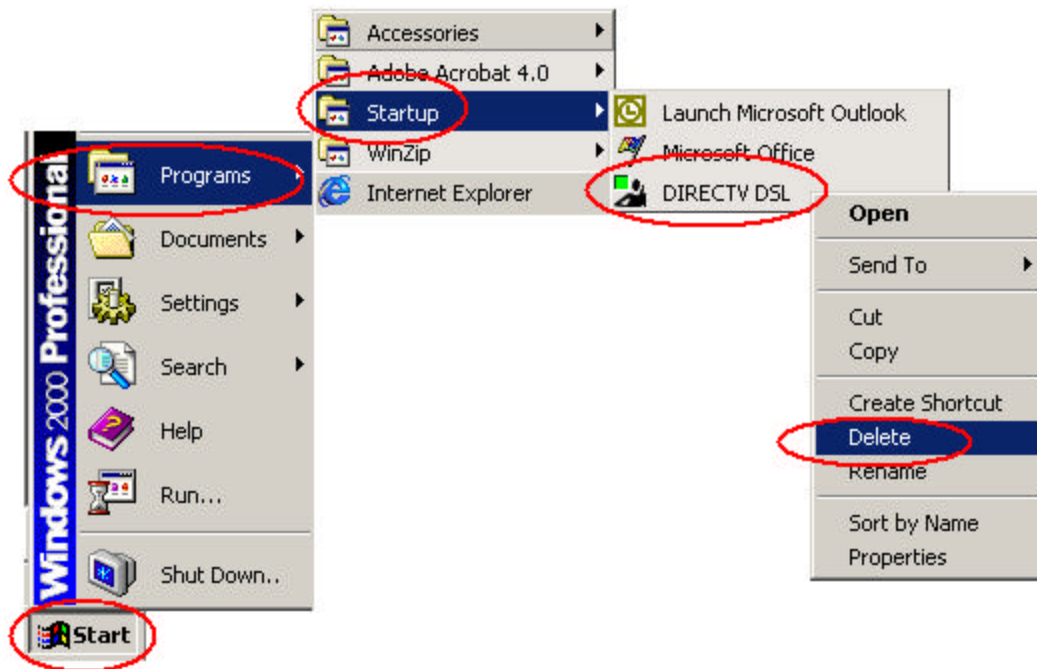
I. Removing the I-Guy program from the start menu

Windows 95, 98, Me, NT, 2000 and XP "Classic View"

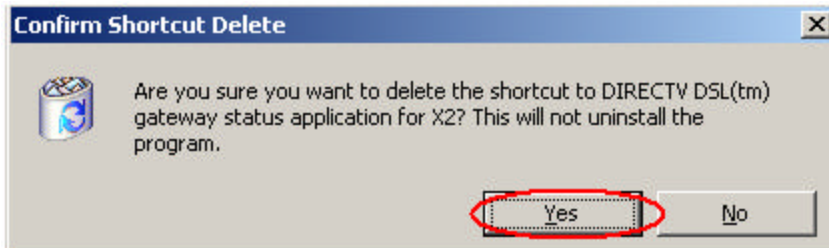
These systems are pretty much the same and will be covered in this section.

Note: The screen shots in this section are from Windows 2000 and may vary slightly from your operating system.

- Click "**Start**" -> "**Programs**" -> "**Startup**"
- **Right** click on the I-Guy icon, once the menu appears as in the example below **left** click "**Delete**".



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- Once you attempt to delete the icon a confirmation screen will appear similar to the one below.
 - Click the **“Yes”** button to complete the removal.



- Re-boot the computer in order for the changes to take effect.
- **You are done.**

Note: You may need to configure the browser to work with a dial up connection since it may have been changed to work with a LAN connection.

There is an outline on how to do this for Internet Explorer located in

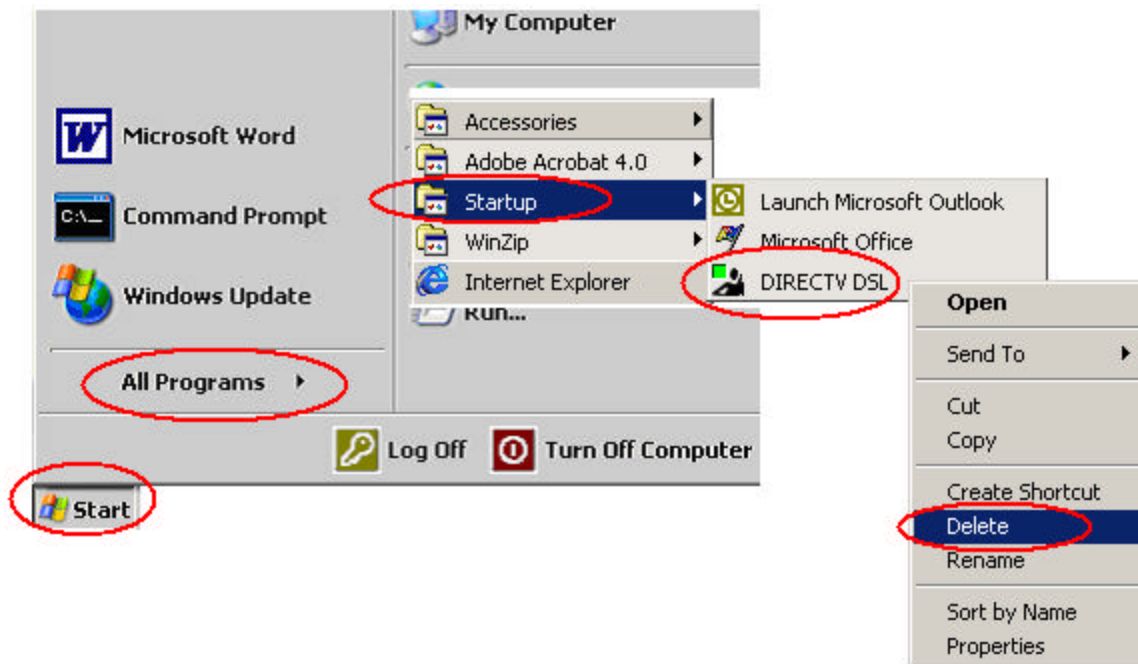
[Section II on page 9](#)

Windows XP “Default View”

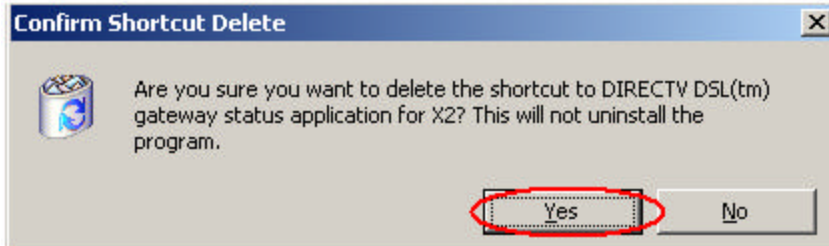
Windows XP has two different views, normal and default, most customers are going to be familiar with the default view, which is outlined in this section.

Note: If your screens do not look like the ones in this section follow the instructions starting on page 5 for [“Windows 95, 98, Me, NT, 2000 and XP Classic View”](#).

- Click **“Start”** -> **“All Programs”** -> **“Startup”**
- **Right** click on the I-Guy icon then once the menu appears as in the example below **left** click on **“Delete”**.



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- Once you have left clicked on **“Delete”** a confirmation screen will appear similar to the one below.
 - Click the **“Yes”** button to complete the removal.



- Re-boot the computer in order for the changes to take effect.
- **You are now done.**

Note: You may need to configure the browser to work with a dial up connection since it may have been changed to work with a LAN connection.

There is an outline on how to do this for Internet Explorer located in

[Section 11 on page 9](#)

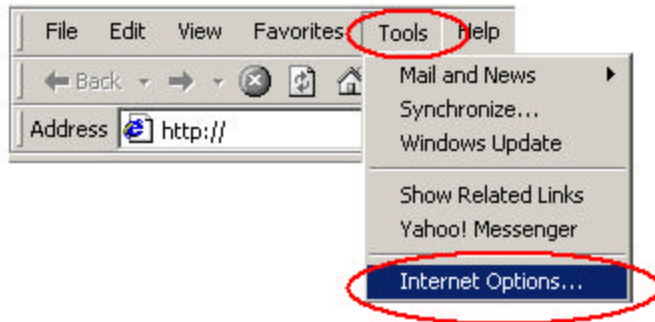
II. Setting up Internet Explorer to work with dial up

Once the computer re-boots you may need to configure your browser to work with a dial up connection.

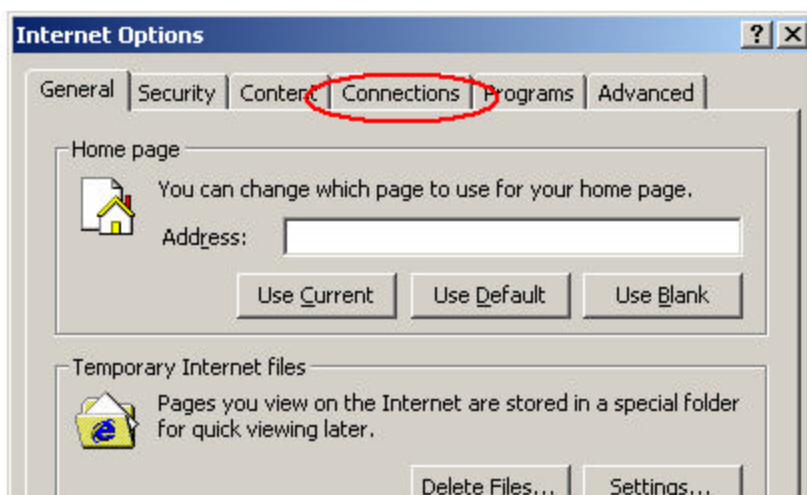
The following section will outline how to do this.

Note: Depending on the version of Internet Explorer you are using the screen shots in this section may not look exactly the same.

- Open up Internet Explorer as you normally do.
- **Click on “Tools”** from the menu bar then click on **“Internet Options...”**.



- Click on the **“Connections”** tab.



- Select **“Always dial my default connection”**
- Click on the **“Apply”** button.
- Click on the **“OK”** button.

This will now allow the browser to retrieve content from a dial up connection.

Note: If you are unable to select any of the choices below click the **“Setup...”** button for **“Use the Connection Wizard to connect your computer to the Internet”** and follow the step by step instructions.

