



## Help me install

### Here is how to turn off your proxy settings

During our beta phase, sometimes we are working on the network and this may cause temporary and short-lived downtimes. If you just try again, most often, you'll connect.

If you persistently cannot connect, your proxy setting may be on and blocking the port for Skyfire to connect to the internet.

Here are instructions on how to turn off the proxy:

- Go to Settings, then to the Connections tab
- Connections > Advanced > Select Networks
- Under "Programs that automatically connect to the Internet, should connect using"
- Select:
  - MediaNet for AT&T users
  - T-Mobile Data for T-Mobile users
  - Sprint – MyISP – PowerVision
  - Verizon – MyISP – Broadband Access

In Proxy Settings, make sure to UNCHECK: "This network connects to the internet" and "This network uses a proxy server to connect to the internet"

If you are a Sprint or Verizon customer who is using "My Work Network", make sure to UNCHECK usage of the Proxy server.