

## **Earthlink Network™ ExpressNet Suite™ with Netscape Navigator 2.0™**

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**For technical support on the individual applications contained on this disc please see each product's description below or in the included booklet.**

<b>EarthLink/Total Access</b>	(800) 395-8410 or (818) 296-2400, choice 2; FAX (818) 296-2470
<b>Internet Phone/Vocaltec</b>	(201) 768-9400 9:30 am - 5:30 pm EST
<b>SurfWatch</b>	(415) 948-9505 8:30 am - 5:50 pm PST
<b>Internet Coach/APTE</b>	(847) 866-1872
<b>RealAudio/Progressive Networks</b>	www.supportm@prognnet.com
<b>Shockwave/Macromedia</b>	www.macromedia.com
<b>Acrobat/Adobe</b>	(206) 628-5737 (fax back service)
<b>ASAP WebShow/Software Publishing Corporation</b>	www.spc.com webshow@spco.com (800) 342-7725 (\$25 per call) (900) 555-4321 (\$2 per call)
<b>VDO Live/VDONet</b>	www.vdolive.com
<b>VR Scout/Chaco Communications</b>	408 996-1115 (\$\$)
<b>Pueblo/Chaco Communications</b>	408 995-1115 (\$\$)
<b>EarthTime/Starfish Software</b>	800 503-3847
<b>QuickTime/Apple</b>	www.apple.com

### **SYSTEM REQUIREMENTS**

Windows® 3.1, 3.11 & Windows® 95:

- 486SX-25MHz or faster
- 8 MB RAM (Windows 95 requires 4 MB of free RAM)
- 256 colors minimum
- 640 x 480 screen resolution
- 8 MB min avail. hard disk space (16 MB for all options)
- 2x CD-ROM drive or faster
- Windows compatible sound card
- Mouse
- Modem (14.4 baud or faster)

#### **• How To Install for Windows® 3.1 and Windows® 95:**

Important: Let's make sure your system has what it takes. Please review the system requirements listed above.

1. Start your computer and go to the Windows 3.1 Program Manager or Windows 95 Desktop Taskbar
2. Put your new CD-ROM into the CD-ROM drive.
3. In Windows 3.1, open the File menu, then choose Run. In Windows 95, click on the Start button, then choose Run.

4. Type the following: [drive]\setup where [drive] is replaced by the letter of your CD-ROM drive. For example, if d is the letter of your CD-ROM drive, you would type: d:\setup and then press the Enter key.

5. Follow the instructions that appear on your screen.

Everything needed to run ExpressNet Suite will install automatically on your hard drive or is contained on the CD-ROM itself. In Windows 3.1, you'll see a new Program Group called TotalAccess on your screen. Windows 95 will create a new entry called TotalAccess in your Programs list, accessed from your Start button. Inside you'll see an ExpressNet icon, and Read Me icon and a Register icon.

How to Start: Once installation is complete, double-click on the ExpressNet Suite icon in the Program Group called Total Access.

#### **Technical Support:**

If you have any problem installing the EarthLink TotalAccess software or registering an account please call our Technical Support Department at (800) 395-8410 or (818) 296-2400, choice 2. Or you can FAX us at (818) 296-2470. For technical support for the individual applications contained on this disc please see each product's description.

### **TROUBLESHOOTING**

#### **•Windows 3.1 Installations**

When Windows installs any program which creates a Program Group, it brings Program Manager to the top level on your screen. The application which was running previously is **still** running in the background, behind the Program Manager window. To get back to where you were, either minimize Program Manager by clicking on the "down" triangle in the upper right corner, or use the "Alt-Tab" switch to toggle between the open applications.

This "lost application" problem occurs when you are in ExpressNet Suite and you install any of the included applications or Plug-ins. It can also occur during Setup if you choose to install QuickTime for Windows. If you seem to be stuck at Program Manager, with nothing happening, use either one of the above techniques to get back to ExpressNet Suite.

In TotalAccess installation, if you encounter the following error: "TA has found a Winsock.dll file in your windows directory. It will be replaced and renamed winsock.ta. This may affect other Internet software," don't worry. This is ok. Click on "OK" to get past this dialog box.

#### **•Networking**

Earthlink's Total Access installation procedure included on this CD-ROM is not recommended for those on a network or using an ISDN line.

#### **•User Names**

If you are having trouble entering a user name for Earthlink Total Access, make sure you are using no capital letters and no punctuation.

#### **•Adobe Type Manager**

If you see the error message "Invalid TrueType Font Detected" when you startup Earthlink Network™ ExpressNet Suite™ with Netscape Navigator 2.0™, do the following:

1. Choose Close, then press and hold down the Alt key while pressing the F4 function key. You will now be in Windows' Program Manager.

2. Open the Main group window and double-click on the ATM Control Panel icon to open the Adobe Type Manager window.
3. You will see ATM and On/Off buttons on the lefthand side of the window. Click the Off button to turn the Adobe Type Manager off.
4. Close Adobe Type Manager and restart Windows. should now work properly.

When you are finished with Earthlink Network™ ExpressNet Suite™ with Netscape Navigator 2.0™, repeat steps 2 - 4 (except that you will click the On button in step 3) to return to your normal Windows environment.

#### •Existing Bookmark Files

If you have existing Netscape bookmarks that you want to keep:

Answer "Yes" to the installation question: "Total Access has found your old Netscape bookmarks. Would you like to continue using them with Total Access?"

This keeps the installation program from overwriting your bookmark file with the Ultimate Bookmark file provided on this CD-ROM. Netscape does not allow you to have two separate bookmark files at the same time.

You can keep your old bookmarks and add the Ultimate Bookmark file by doing the following: Answer "Yes" to the installation question as mentioned above.

Then, when you are running Netscape:

Go to the "Bookmarks" menu option; choose "Go to Bookmarks."

From the Bookmark window, choose "File" and then "Import."

From the dialog box, choose the CD-ROM drive, the **WIN** directory, then the **totlaccs** directory, then the **Win31** or **Win95** directory, depending upon your platform. Then double click on **bookmark.htm**.

This will merge your current bookmark file with the new one we have included.

#### •Internet Phone Installation:

Although you do not need to be running Netscape Navigator in order to run Internet Phone, you must be logged on to EarthLink Network. To operate Internet Phone, dial into Earthlink using the Dialer program, then click on Internet Phone. For further assistance, contact Internet Phone at (201) 768-9400 between 9:30am and 5:30pm Eastern Time M-F.

#### •SurfWatch Documentation

SurfWatch documentation is included on this CD-ROM under the Surfwatch directories under the Mac or Win directories. They are named as follows: **SWatch31.pdf** for Windows 3.1, **SWatch95.pdf** for Windows 95, and **SWatchma.pdf** for Macintosh. To view these documents, download the Acrobat reader from the Plugins section of the ExpressNet Suite program. Then doubleclick on the appropriate document.

#### •••Dial Up! Dive In! Discover the Net!•••

##### •EarthLink Network TotalAccess™ with Netscape Navigator™2.0

Nationwide, instant access to the Internet. Easy Installation! With over 250 dial-ups throughout the USA and Canada you are sure to find one very near you. With this disc you receive FREE EarthLink Internet account set-up (\$25 value). You also receive FREE 7 days unlimited access. After your FREE 7 days, you pay only \$19.95 per month for unlimited access to the Internet (in the USA. In Canada: \$19.95 USD for 15 hours and \$1.95 USD for each add'l. hour)! This product features Netscape Navigator™ 2.0, the hot new version of the #1 Internet

browser. This award-winning browser includes integrated e-mail, FTP file upload and download, integrated newsgroups, Net Search, Bookmarks and more! For technical support of EarthLink Total Access or Netscape Navigator, please call (800) 395-8410 and press 2.

•**Internet Phone™ by VocalTec**

Goodbye long distance bills, hello Internet Phone. Real-time, two-way Internet Phone conversations using Netscape Navigator 2.0 and your EarthLink connection, to anywhere in the world! You are linked to the Internet Phone server where you can call family, friends, relatives or complete strangers to chat. ExpressNet Suite also provides a FREE microphone to use with your PC. For technical support with Internet Phone, please call (201) 768-9400 between 9:30am and 5:30pm Eastern Time M-F

•**SurfWatch™ Parental Control Software**

Protect free speech while still guarding against smut, violence, pornography and other unwanted elements on the Internet and the World Wide Web. "Think of it as a parental hand shielding children's eyes," says the Wall Street Journal. "Parents need no longer fear-SurfWatch is here," says Newsweek. SurfWatch offers an affordable subscription service that updates the lists of blocked sites concurrent with new site development. Your first two updates are free! For technical support with SurfWatch, please call (415) 948-9505 between the hours of 8:30am to 5:30pm Pacific Time M-F.

•**Internet Coach™ Netscape Tutorial by APTE**

Master the Internet in minutes with Internet Coach, an interactive tutorial and reference tool. Fully interactive Internet Coach provides complete instruction and explanation of the Internet, the World Wide Web, Netscape Navigator™ 2.0 and all of the associated techno-jargon. Sound, video, interactive Netscape simulations, lively animation and vivid graphics teach you how to get the most from the Internet easily. For technical support with Internet Coach, please call (847) 866-1872.

•**NetGuide™ Magazine**

FREE three month subscription. NetGuide provides a critical look at online content through reviews of cybersites and evaluations of the best Internet tools - apprising you of the best techniques for using online resources.

•**Netscape Multimedia Plug-Ins and Helper Apps**

We've included lots of plug-ins and helper applications that are automatically installed allowing you to tap into the most compelling multimedia experiences on the Internet.

•••**RealAudio™ by Progressive Networks**

Listen to live, on-demand real-time audio using modems capable of 14.4 Kbps or faster. Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the RealAudio site. For technical support with RealAudio, please contact supportm@prognetwork.com.

•••**Shockwave™ for Director by Macromedia**

Interact with Director presentations without leaving the Netscape environment. Animation, clickable buttons, links to URLs, digital video movies, sound, and more can be integrated within the presentation to deliver a rich multimedia presentation. Play interactive games on the Internet too! Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the Macromedia site. For technical support with Shockwave, please visit [www.macromedia.com](http://www.macromedia.com)

•••**Acrobat™ Reader by Adobe Systems**

View diverse documents, websites and graphical layouts as they were meant to be seen. Documents appear identical even if prepared on other platforms or in incompatible programs. Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed

automatic link to the Adobe Systems site. For technical support with Acrobat, please call (206) 628-5737 (Fax back service).

**•••ASAP WebShow™ by Software Publishing Corporation**

View, download and print graphically rich reports and presentations from the web. ASAP WebShow lets anyone view any document created by SPC's award-winning ASAP WordPower report and presentation software package. View cool slide shows on the Internet! Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the Software Publishing Corporation site. For technical support with ASAP WebShow, please contact [webshow@spco.com](mailto:webshow@spco.com) or [www.spco.com](http://www.spco.com) (800) 342-7725 (Credit card call, \$25.00 per call) or (900) 555-4321 (\$2.00 per minute, first minute free).

**•••VDOLive™ by VDONet**

Experience real-time live video and streaming audio. VDOLive compresses video images without compromising quality on the receiving end. The speed of your connection determines the frame delivery rate: with a 28.8Kbps modem, VDOLive runs in real time at 10 to 1 frames per second. Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the VDONet site. For technical support with VDOLive, please visit [www.vdolive.com](http://www.vdolive.com).

**•••VR Scout™ by Chaco Communications**

Fly through 3-D graphical scenes with Chaco's VR Scout VRML plug-in. Chaco's extremely fast viewers implement the full VRML 1.0 standard. Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the Chaco Communications site. For technical support with VR Scout, please visit [www.chaco.com](http://www.chaco.com). Paid support at (408) 996-1115.

**•••Pueblo™ by Chaco Communications**

Pueblo is a network MUD (multi-user dimension) game, education and chat client for Windows 95 and NT which works with existing MUDs and media formats: 2D (GIF, JPEG, BMP) and 3D graphics (VRML), music (MIDI), audio (WAV), hypertext (HTML), and plain text. For technical support with Pueblo, please visit [www.chaco.com](http://www.chaco.com). Paid support at (408) 996-1115.

**•••EarthTime™ by Starfish Software.**

Lets you tell time around the world at a glance - without leaving your browser. EarthTime displays the local time and date for 8 geographic locations in your choice of over 350 world capitals and commercial centers. Its animated worldwide map also indicates daylight and darkness. Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the Starfish Software site. For technical support with EarthTime, please call (800) 503-3847 (Fax on demand).

**•••QuickTime™ by Apple Computer**

With more and more developers incorporating digital video and sound into Internet sites, the Apple QuickTime helper application allows users to experience true multimedia content. QuickTime is Apple's cross-platform standard for creating, using and sharing video, music, text and animation. Look in the bookmarks section in your Netscape Navigator 2.0 to find the pre-programmed automatic link to the Apple Computer site. For technical support with QuickTime, please visit [www.apple.com](http://www.apple.com)

**•The Ultimate BookMark**

Access cool sites with our Ultimate Bookmark for Netscape Navigator 2.0. Look in Netscape's Bookmark section to find pre-programmed, cool bookmarks sorted hierarchically by type.

**•NetTips**

We've also included a special section of advanced tips for Netscape Navigator™ 2.0 when you are ready to try them.

**Electronic Registration:**

We've made it fast and easy for you to register your CD-ROM. It's called E-Reg (for Electronic Registration) and you'll see it on your screen right after you start the program. This is only to register your purchase of the CD-ROM. It does not have anything to do with registering your EarthLink Network account.

If you choose not to register during installation, you may register or view your personal registration information at any time by double-clicking on the Register icon in the Program Group (PC) or on the disc (Mac).

- If you live in the USA, you can modem your completed E-Reg to us toll-free by selecting that option.
- Or, print out your completed E-Reg and fax it to us at (714) 833-3894.
- Or, mail it to us at: Graphix Zone E-Reg, 42 Corporate Park, Ste. 200, Irvine, CA 92714 USA
- Or, register by telephone. Call us toll-free at (800) 828-3838, extension 101 or (714) 833-3838 extension 101.

**Technical Support:**

If you have any problem installing this CD-ROM ExpressNet Suite please call our Technical Support Department at (812) 829-1007. Or visit our web site at <http://www.gzone.com> for the latest tips and tricks. For technical support for the individual applications contained on this disc please see each product's description.