EarthLink Network, Inc.
EarthLink Toolbar

The EarthLink Toolbar is a tool to help you get to all of the resources of the Internet. The toolbar is set up by TotalAccess as it installs software on your computer and it can be reconfigured manually. You can add shortcuts to all your applications so that you can access them with an easy click.

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EarthLink Network, Inc.
3100 New York Drive
Pasadena, California 91107
(626) 296-2400

http://www.earthlink.net

Member Support: (800) 395-8410
http://help.earthlink.net
http://www.earthlink.net/assistance/techsupport
http://www.earthlink.net/assistance/billing/

BBS: (800) 304-8765
Sales: (800) 395-8425
sales@earthlink.net
Business Sales (800) 511-2044

EarthLink Network Support

Our EarthLink Network staff is dedicated to making your experience with the Internet an enjoyable and satisfying adventure. To assist you, we have developed several forms of support.

Billing inquiries:	http://www.earthlink.net/assistance/billing
Web page support:	webmaster@earthlink.net
Corporate web page support	websupport@earthlink.net
Customer service support:	http://www.earthlink.net/assistance/billing
Comments and suggestions:	elnweb@earthlink.net
Sales:	sales@earthlink.net
Technical Support:	http://www.earthlink.net/assistance/techsupport

Technical Support information may also be retrieved via:

http://help.earthlink.net

Technical Support (800) 395-8410
24 hours, 365 days a year.
When contacting Technical Support be ready to provide the following information

Additional important information:

BBS (800) 304-8765
24 hours, 365 days a year,
1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

System Status: http://www.earthlink.net/assistance/status/status.html

1. The type of computer you have.

2. The type and version of operating system you are using
(Windows 3.1, Windows 95, Macintosh 7.5.3, etc.)

3. The make and model of your modem.

4. The exact error message you are getting.

5. The access number you are using to connect to EarthLink.

6. The version of TotalAccess software you are using to connect
to EarthLink, or information about other software you are using to connect.

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About EarthLink Network

Updates

Bug Reports

EarthLink Network (ELNK: NASDAQ), a publicly held, nationwide Internet access provider (IAP), is dedicated to making the Internet a relevant and useful communications tool by coupling fast and easy Internet access with content-rich products and services for individuals and businesses. Combining state-of-the-art technology, quality and user-friendly software, customer-oriented products, and unparalleled customer service, EarthLink has quickly established itself as an industry leader.

EarthLink's motto, "It's your Internet," truly speaks to the company's corporate philosophy; and through its actions, products and services, EarthLink has been recognized for - and continues to prove - its commitment to making the Internet a relevant, entertaining and personal tool for its members.

Software Updates for TotalAccess 2.0 will be made available for downloading from:

http://www.earthlink.net/assistance/ta_update.html

BBS (800) 304-8765
24 hours, 365 days a year,
1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

Please send bug reports to http://www.earthlink.net/assistance/support.html Include your PC model, modem type, and any other pertinent information. If the bug is reproducible please describe the steps required to produce the error.

Stockholders, financial analysts and brokers seeking
information about the company's financial affairs may contact:

Investor Relations Department
Tel: (626) 296-2438
Fax: (626) 296-4130
Email: investors@earthlink.net

Frequently Asked Questions

A. How can I change my dialup number?

You can use the **Phone Numbers section** portion of your TotalAccess Dialer to change your dialup number.

B. How can I check to see if there are any new EarthLink access numbers?

You can use the **Phone Numbers section** portion of your TotalAccess Dialer to find new access numbers.

Or go to:

http://www.earthlink.net/company/iaccess.html

C. Can I give the software to a friend?

Yes. You may loan your TotalAccess software to anyone. However, they must establish their own account.

D. How can I get a free month of access by referring a friend to EarthLink?

During the TotalAccess installation, the software will prompt your friend for the username of the person who referred him/her to EarthLink. Have your friend input your username. You will automatically be credited one free month for every friend you have sign up with EarthLink.

E. How can I update my version of TotalAccess?

TotalAccess updates can be obtained from our World Wide Web page:

http://www.earthlink.net/assistance/ta_update.html

F. How can I change my username or password?

You may update your account information at any time, without any charge. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the **Update Account section** to change your account information.

Or you can change the account information online, please use the form at:

http://www.earthlink.net/assistance/billing

To change your username or password please use the form at:

http://www.earthlink.net/assistance/billing

You will know your request has been completed when you are no longer able to log in with your old account information.

G. How can I change my billing information?

You can use the TotalAccess 2.0 software under the **Update Account section** to change your account information.

Please allow 24 hours for you request to be processed.

H. How can I contact EarthLink?

To find all contact information use the **EarthLink Network Support** page.

I. What are EarthLink's hours of operation?

EarthLink technical support is open 24 hours a day, 7 days a week including all holidays.

EarthLink business hours are 9am to 5pm, Pacific Time.

EarthLink Toolbar

Toolbar Help

The toolbar contains many different shortcuts to the programs that use the Internet. The initial programs that show on the Toolbar are ones from the TotalAccess package. The Toolbar is designed to contain any type of program shortcut on it. So if you wish to have icon for files, pictures, games, etc. you can easily **add them**.

This icon launches the TotalAccess 2.0 program. From here you can create, retrieve, update an account. You may also adjust your phone number connections and bring up tutorials that provide a wealth of information.
Start TotalAccess 2.0
Shortcut to TotalAccess 2.0 Help

This starts the EarthLink Dialer. With this application you can connect to EarthLink quickly, even set up your connections for different accounts or locations.
Start the EarthLink Dialer
Shortcut to EarthLink Dialer Help

This icon launches EarthLink's Support Wizard. This wonderful utility diagnoses your systems and allows you to get a wealth of information related to it. You can find out what connections you have, if you are missing any important software that might be causing problems in getting on the Internet, as well as show all over components and hardware installed.
Start the EarthLink Support Wizard
Shortcut to Support Wizard Help

The rest of the icons start your Internet browser, email, newsgroups, and any other application you specify. The Toolbar is designed so that adding other applications to it is a very simple process. Our **adding a new icon** section shows you a step by step process.

EarthLink Toolbar

Menu Help

Upon right clicking on the EarthLink Network logo you will be presented with the following menu. From here you can change the various settings of the Toolbar and make it look the way you want it to. The Toolbar is able to attach itself to the sides of your screen and even hide itself when not in use. Click on the menu below to see what each option does.

Always on Top
Keeps the Toolbar on top of all windows allowing it not to be hidden by another window.

This is very helpful if you use your tool bar a lot and don't want it to be hidden by another program.

Move to Tray
Moves the Toolbar to the system tray (the area beside the time on your taskbar).
Click the icon in the tray to restore the Toolbar back to its last position.

Dockable

Allows the Toolbar to attach itself to the edge of the screen that it was dragged to.

When the Toolbar is in its dockable mode it behaves just like Windows Taskbar. You can drag it from one side of the screen to the other and it will reattach. You can even have it retract and hide itself from view when not in use and extend when you move your mouse back to it by using the AutoHide feature.

AutoHide

This allows the toolbar to hide itself when it is not being used.

This function is only available when Docking is turned on and the Toolbar has attached itself to an edge of the screen.

Small Buttons
    Toggle between large icons or small icons for the programs on the Toolbar.

Add new button
Add a program shortcut to the Toolbar.

Our **adding a new icon** section shows you a step by step process

Close
  Quit the EarthLink Toolbar.

About
  Shows version information about the Toolbar.

Adding a new icon

As you start to use your EarthLink Toolbar more and more you will find out what a handy tool it is in regards to the Internet and Windows in general. One nice feature of the Toolbar is the ability to add more icons to it. Adding shortcuts will launch your most used programs, games, you name it.

Step 1

Right click on the EarthLink Network logo.

Step 2

Select **Add new button** from the list.

Step 3

You will then be presented with a standard Windows open menu. From here find the file you wish to add to the Toolbar, highlight it and click **open** and your new shortcut will add itself to the Toolbar.

Note: The Toolbar supports drag and drop so you can drag your favorite program to the Toolbar and it will create a shortcut to it for you.

If you wish to **remove** an icon the step are just as easy.

Removing an icon

There may come a time when you need to remove an icon from the EarthLink Toolbar.

Step 1

Right click on the icon that you wish to remove.

Step 2

Click the **remove** button and the icon will be removed.

If you wish to add another icon, go to our **adding new icon section** for the steps.

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