EarthLink Network, Inc.
TotalAccess

TotalAccess has been streamlined to help you connect quickly and easily. It continues to provide a simple, complete and free Internet solution for both PC and Macintosh users but now comes with many new features and applications:

Tutorials

An audio-based file guides you, step by step, through the install process and explains the screens you see when setting up or retrieving your EarthLink Sprint account. Additional tutorials are available on the TotalAccess CD and can be accessed from the TotalAccess Setup Main Menu by clicking on **Learn about the Internet**.

TotalAccess Registration and Utilities

{button What's In TotalAccess,JI(`access.HLP','IDH_ACCESS_TA_INSTALLATION')} {button TotalAccess Setup Main Menu ,JI(`access.HLP','IDH_ACCESS_TA')}

EarthLink Dialer Open **Dialer Help**

A new interface for Windows 95 Dial-Up Networking. It supports multiple accounts, locations, and numbers, making connecting to EarthLink an easy and quick process. **Configuration** enables you to quickly update access numbers and changes as well as an event log that will provide information regarding your calls if you are having connection problems.

EarthLink Support Wizard Open **Support Wizard Help**

A tool to help you get a detailed information about your system. EarthLink uses the information supplied by this Wizard to help diagnose and solve problems that may crop up on your system. Though installing it is optional we highly recommend that you do install it so we can solve your technical problems as quickly as possible.

EarthLink Toolbar Open **Toolbar Help**

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

Helpful Information
Troubleshooting

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TotalAccess Installation

Installing TotalAccess installation is the first step in getting you connected to EarthLink. TotalAccess was designed so that it would set up your computer for EarthLink quickly and easily.
Installation starts automatically when you load the TotalAccess CD. You will be coached through installation by Lisa. Use the **Multimedia Buttons** to control the pause or stop Lisa's presentation. As part of installation you are required to read an agree to our **License Agreement** and specify a **Destination** folder for the TotalAccess software. TotalAccess will further analyze your computer to make sure that it is ready to connect to the Internet.

Once TotalAccess is installed on your computer the next step will either be **creating a new account** or **retrieve an existing account**. After completing the new account creation or account retrieval process, TotalAccess will install and configure the Internet tools you will use when online.

Before you install TotalAccess, click **System Requirements** to be sure your system meets the minimum standards.

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License Agreement

Please read this document completely because it contains the terms and conditions to which all EarthLink subscribers must adhere. These terms were designed to protect our members as well as EarthLink.

- Click the **Yes** button if you agree to the terms of the End User/Subscriber Agreement. You must agree to continue TotalAccess installation.
- Click the **No** button if you do not agree to the terms of the End User/Subscriber Agreement. The setup program ends.

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TotalAccess Destination

The destination identifies the directory (folder) on your computer that will store the TotalAccess files. We recommend that you install TotalAccess in the default location (C:\Program Files\EarthLink) unless you have some special reason to put it elsewhere. To change the destination folder, click the **Browse** button then select the desired folder on your computer. If you decide to install TotalAccess in an existing directory, verify that there are no other programs in the folder that TotalAccess might conflict with.

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Multimedia Buttons

The new TotalAccess Tutorials and Installation incorporate multimedia video clips as Lisa coaches you through the Installation process (or one of our tutorials). You can use the multimedia buttons to control the clips. These files give explanations of the screens seen during setting up or retrieving your EarthLink account.

Play

Click to play the audio help.

Pause

Click to pause the audio help.
Click again to restart the audio help.

Stop

Click to stop the audio help.

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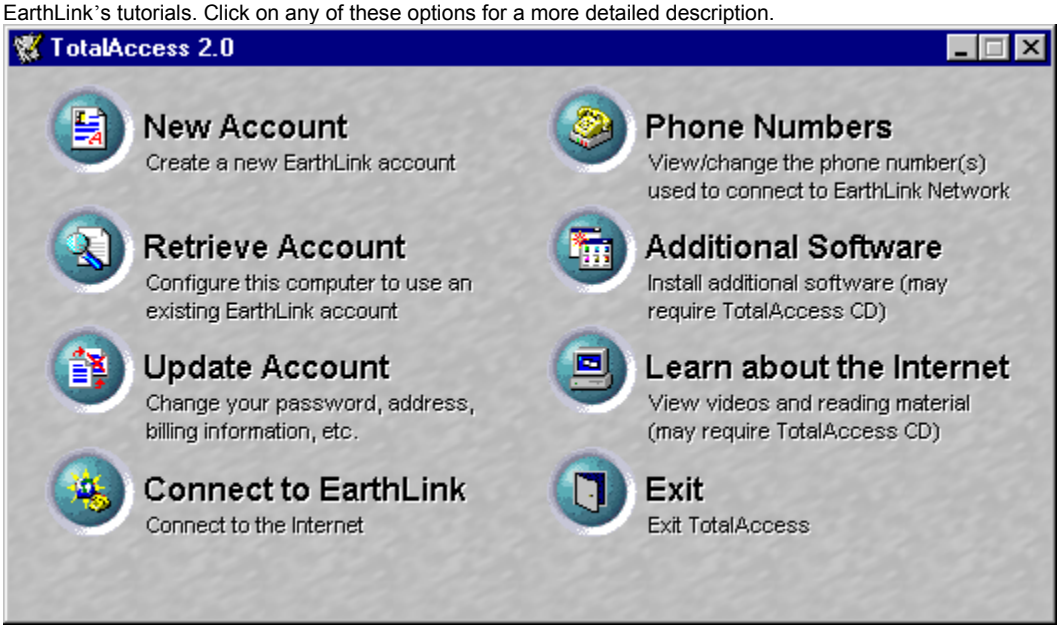
TotalAccess Setup

This is the main menu for TotalAccess. This screen gives you the ability to create new accounts, retrieve existing accounts, and update accounts. You can also start the EarthLink Dialer to connect to EarthLink, change the phone numbers used to connect to EarthLink, install additional software provided in the TotalAccess software package, and even learn more about the Internet with EarthLink's tutorials. Click on any of these options for a more detailed description.



Software Installation

TotalAccess comes with many different software packages. This screen allows you to determine which of those software packages you want to install on your system. Always make sure you install the software packages in a directory that will not conflict with other programs. We recommend that you allow the software to install in its default directory.

Applications

Additional applications available in this package	Displays a list of software packages offered in the EarthLink package.
Select All	Select applications for installation.
Default	Selects the default applications for installation.
Install	Continue the software application installation process.
Close	Bypasses the software application installation process.

Destination

The default destination for your EarthLink TotalAccess software is C:\Program Files\EarthLink

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New Account

A New Account does not have a username and password.
EarthLink offers a variety of methods for setting up a new EarthLink Sprint account. You can:

- Use the TotalAccess software New Account option to connect to EarthLink Sprint and create your new account.
- Call the EarthLink Sales Department to set up a new EarthLink Sprint account, then later use the Retrieve Account option to complete account setup.
- Set up a new EarthLink Sprint account via the Internet (using our Web Site or a marketing partners site).

  Note: If you have already been assigned an EarthLink Sprint username and need to collect your account information, use Retrieve Account. If you already have an account but need to change billing information, use Update Account .

Once you select New Account, you will be presented with a License Agreement. You must agree to these terms and conditions before you begin to set up your new EarthLink account.

{button ,AL(`New Account',0,`',`')} **Related Topics**

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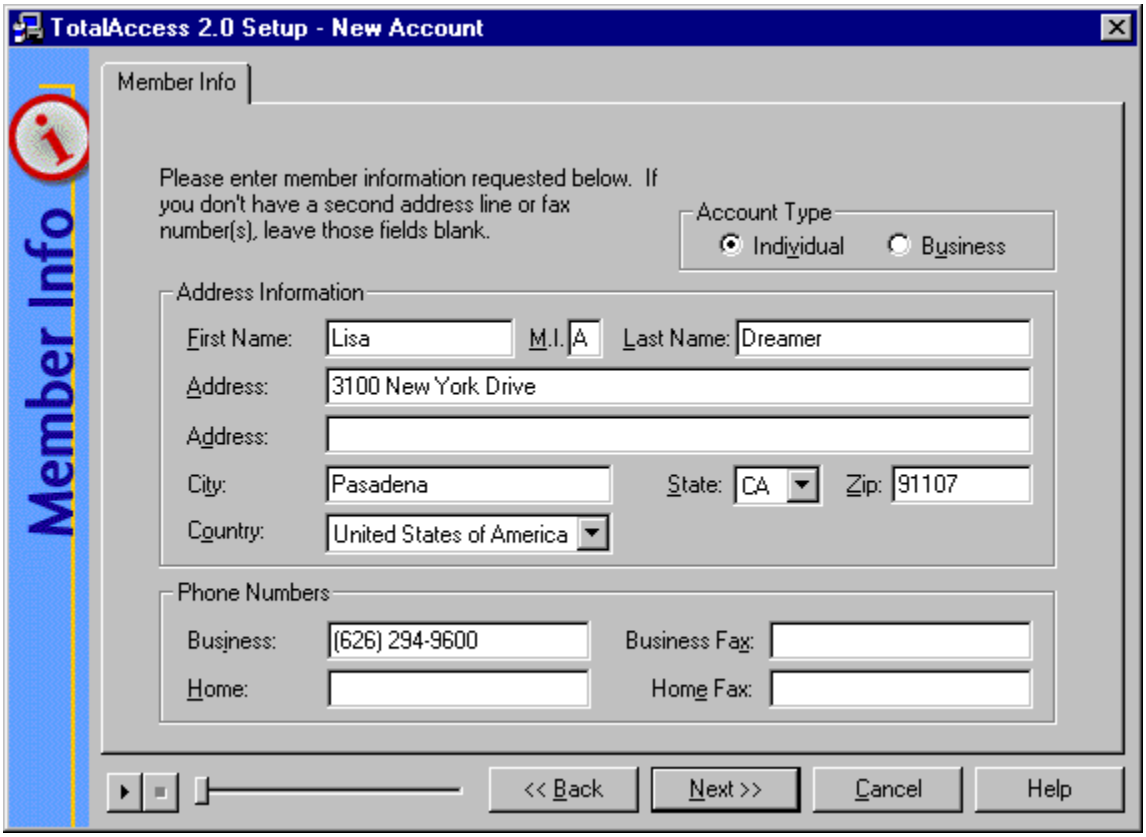
New Account – Member Info

The Member Information screen is to tell us about you. This information is used for billing purposes, so you can receive software upgrades, get our newsletter bLink, and other member benefits. Type your name, address, and daytime phone number. If you are setting up a business account select Business in the **Account Type** section so you can enter your company name.



1. Complete the fields on this screen.
2. Click **Next>>** to continue.

All information must be entered correctly or your account will not be created.

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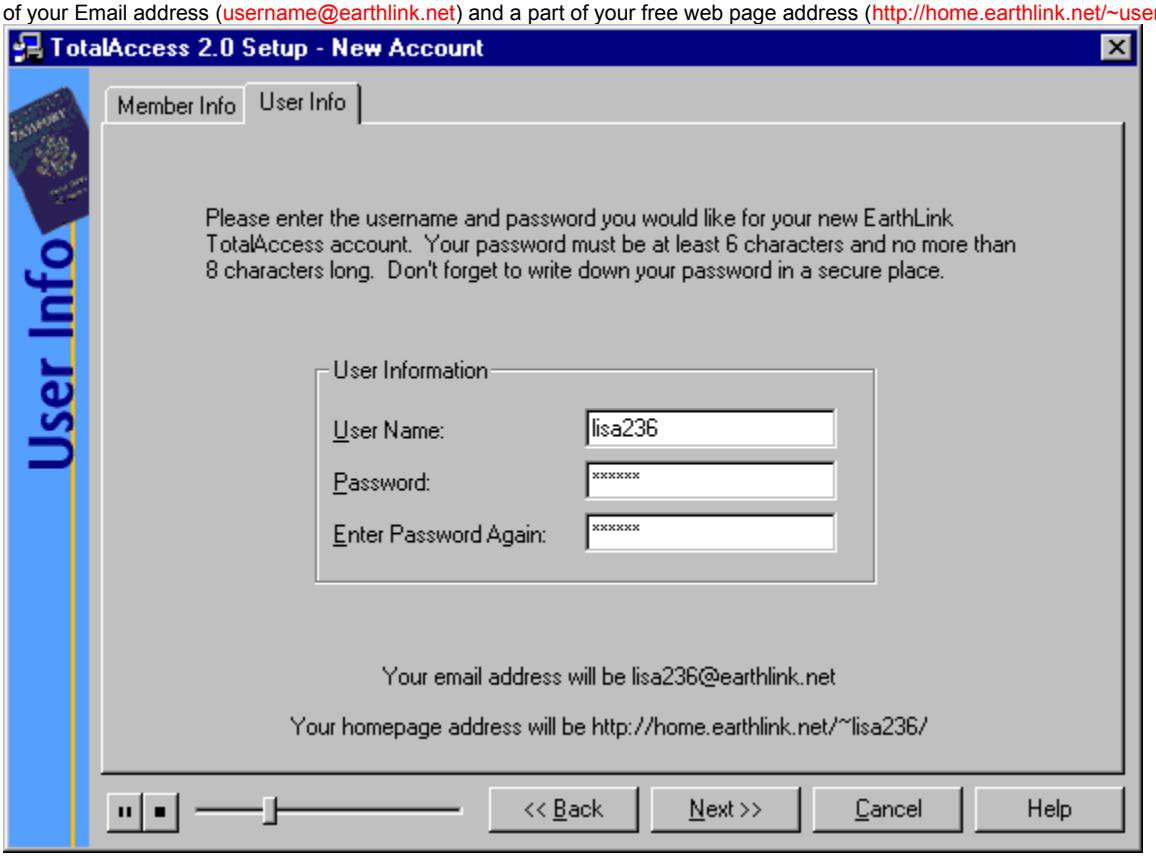
New Account – User Info

Use the User Information screen to the EarthLink Sprint username and password for your new account. Your username will be part of your Email address (username@earthlink.net) and a part of your free web page address (http://home.earthlink.net/~username).



1. Enter a username and password. Don't forget to write down your password and put it in safe place.
2. Click **Next>>** to continue.

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New Account – Referral

EarthLink has a policy that if a member refers someone to our service they get a free month of access. (Monthly base fee waived.) If one of our member's did refer you to us, enter their **username** followed by **@earthlink.net** (i.e. lisa236@earthlink.net) in the **Members User Name who referred you** field and surprise them with a free month of access.

1. Enter the name of the user who referred you.
2. Click **Next>>** to continue.

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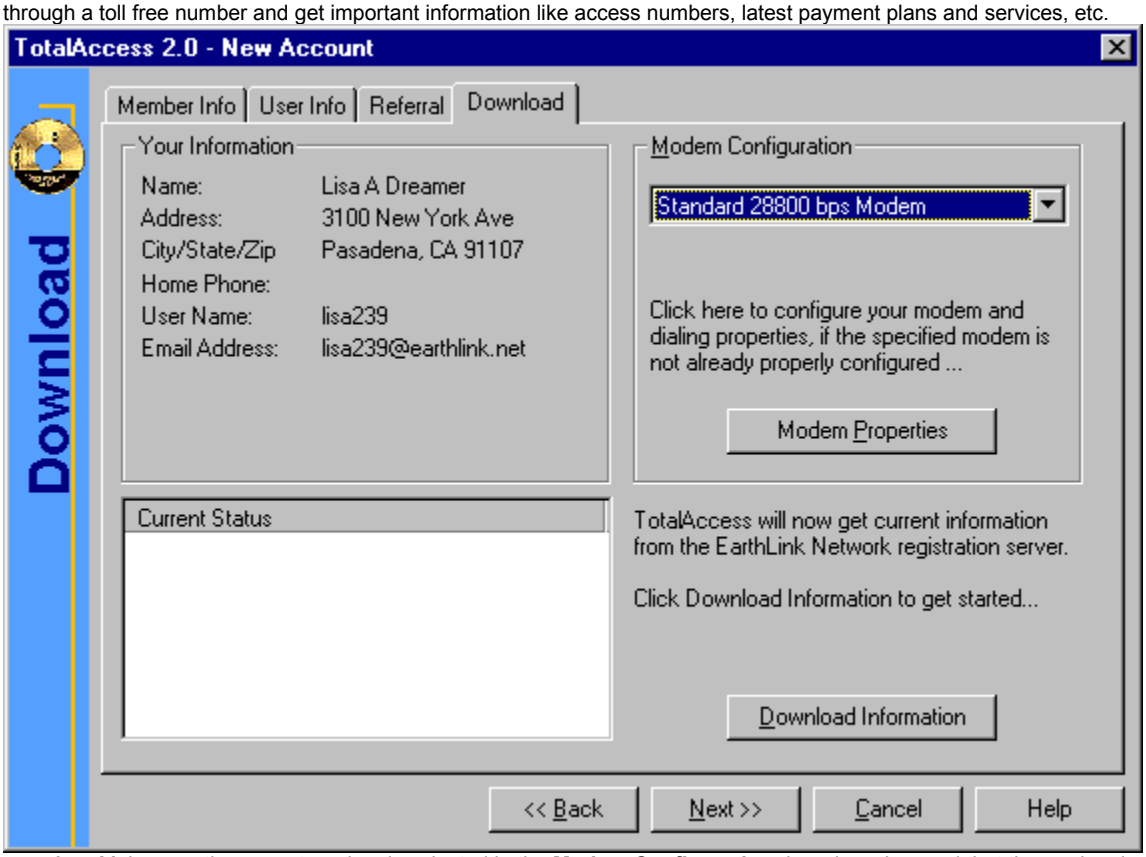
New Account – Download

Use the Download screen to configure your modem properties, if necessary, and to connect to the EarthLink registration server through a toll free number and get important information like access numbers, latest payment plans and services, etc.



1. Make sure the correct modem is selected in the **Modem Configuration** drop down box and that the modem is plugged in and turned on.
2. Click the Download Information button.
3. When the download is complete, click **Next>>** to continue.

If you receive an error message, see our **troubleshooting section** .

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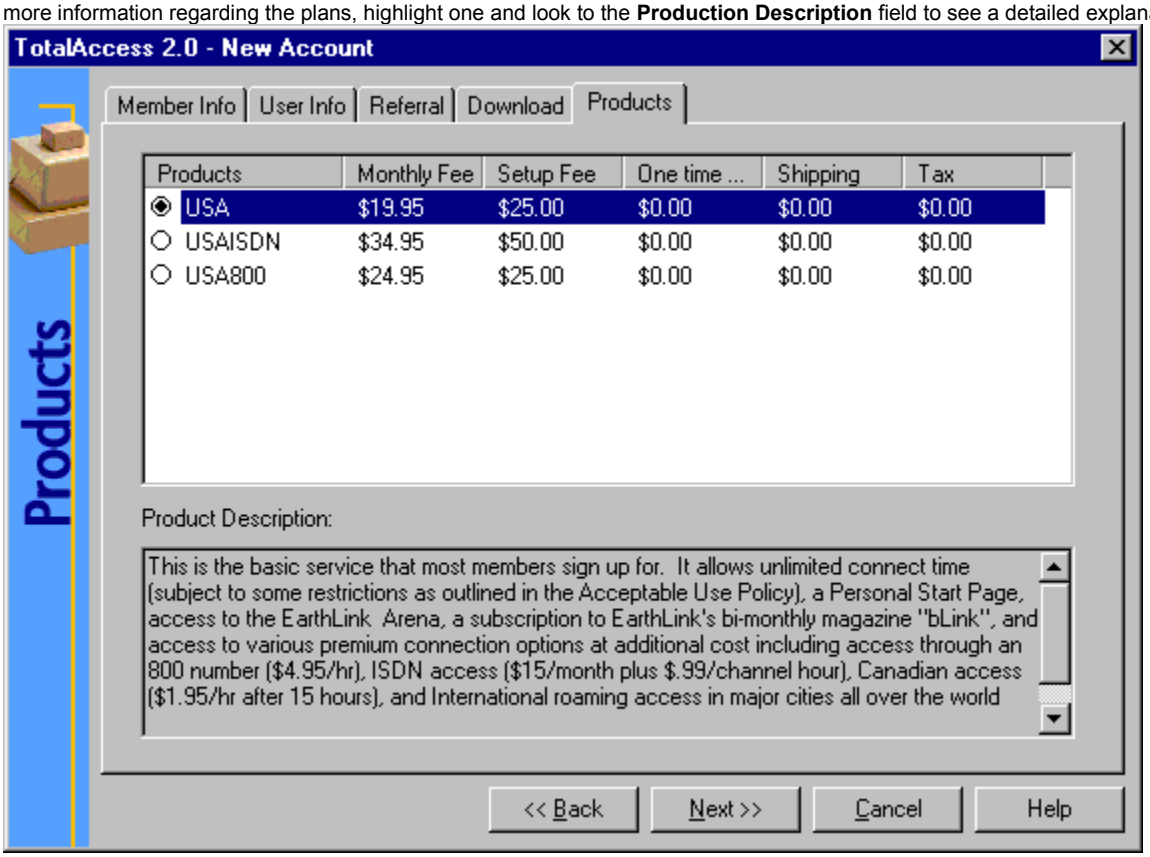
New Account – Products

The Products screen shows you all of EarthLink's access plans so you can determine which one you want to sign up for. If you need more information regarding the plans, highlight one and look to the **Production Description** field to see a detailed explanation.



1. Select the desired Connection plan.
2. Click **Next>>** to continue.

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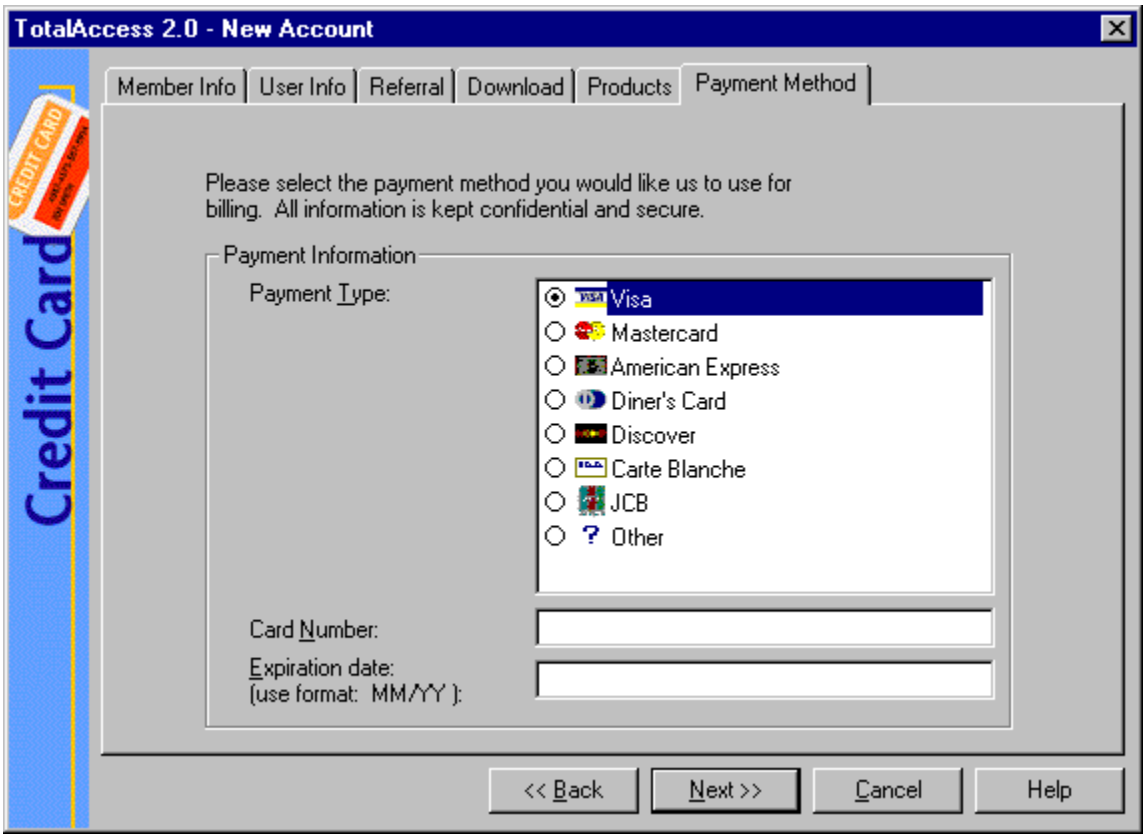
New Account – Payment Method

The Payment Method screen is where we get needed information so that we can bill your account correctly. All information during the registration process is transferred via a secure network connection to keep it safe. Select the desired credit type then complete the account number and expiration date fields. Click the **Next** button to continue.



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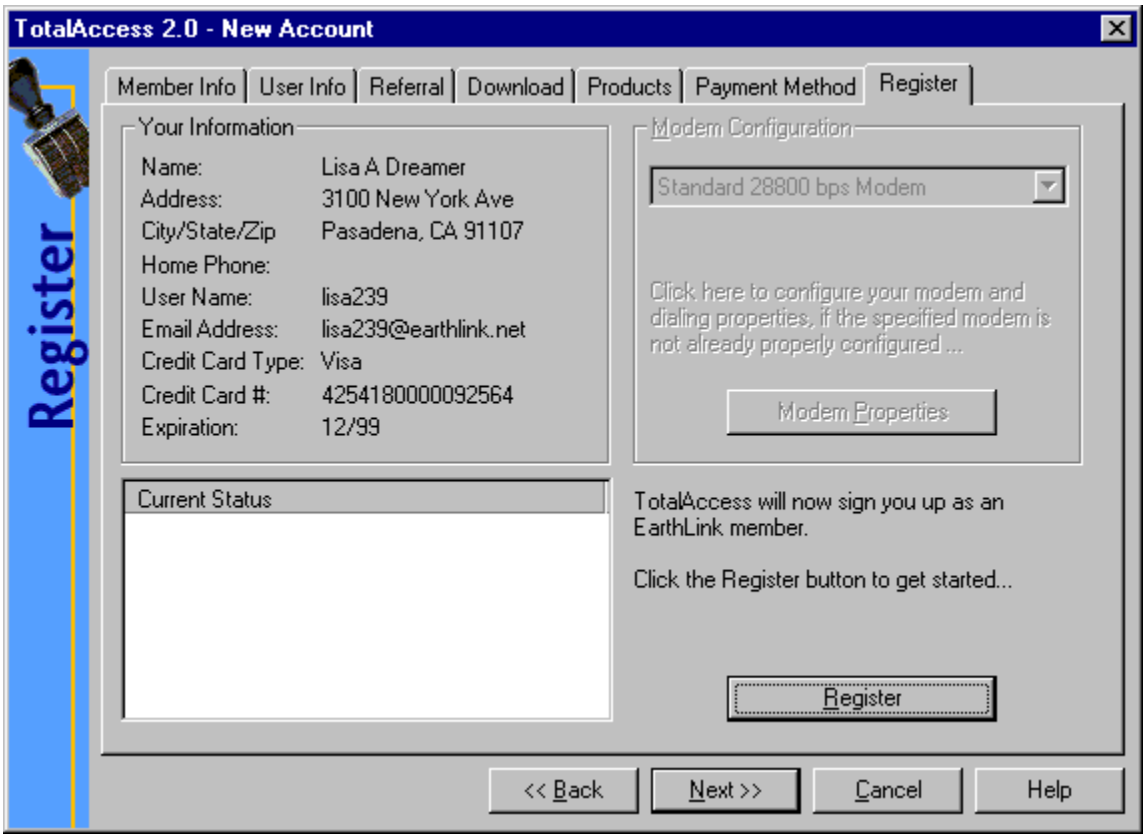
New Account – Register

The register screen is your final step in the new account creation process. TotalAccess will contact the EarthLink registration server and send all your information so that the server can create your account. All information during this process is transferred via a secure network connection to keep it safe.



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Automatically connect to the Internet

AutoConnect allows you to bypass the manual dialing procedure. When you start a program that requires a connection to the Internet, such as Netscape navigator or Internet Explorer, Windows automatically launches the Dial-Up Networking connection and connects for you.

- **Yes** connects you to the Internet using the Dial-Up Networking connection just created. If you try to view something on the Internet but have not yet established a connection a prompt reminds you that you need to be connected. Clicking **OK** connects you to the Internet immediately.
- **No** requires you to manually establish a connection to the Internet before you launch your browser or email program.

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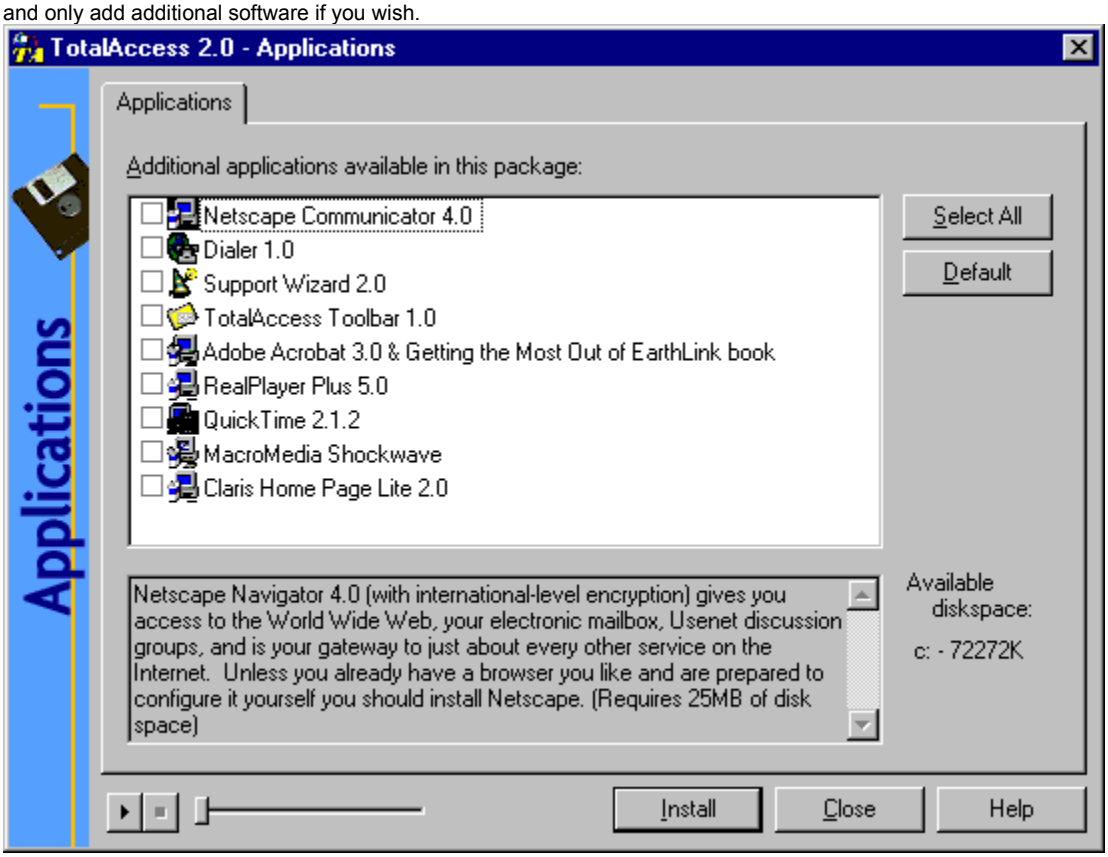
Applications

The application screen enables you to select the software you want to install. We recommend that you leave the default selections and only add additional software if you wish.



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Additional applications available in this package

Displays a list of software packages offered in the EarthLink package. A check in the box identifies an application you want to install. Highlight an applicaiton to see its description.

- Click Default to check only the default applications.
- Click Select All to select all of the applications.
- Click Install to start installation.

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Application description

Describes the currently selected application.

Retrieve Account

An EarthLink Sprint account is identified by your username and password. Use the Retrieve Account option if you have already set up an EarthLink Sprint account (username and password):

- using the TotalAccess New Account option.
- by calling our Sales Department
- via the Internet

and need to configure your computer and install the Internet software (WWW browser, email program, etc.)

If you do not have an EarthLink Sprint username, use **New Account** .

{button ,AL(`Retrieve Account',0,`',`')} **Related Topics**

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Retrieve Account – User Info

The user info screen is where you enter your EarthLink account username and password so that we can correctly retrieve it from the registration server. Remember, your username and password are case sensitive – although both are usually lowercase.

{button ,AL(`Retrieve Account',0,``,`')} **Related Topics**

Retrieve Account – Retrieve Information

The retrieve information screen is your next step in the retrieve account process. Here we connect to the EarthLink registration server via a toll free number and get the account you specified. Make sure the correct modem is selected in the **Modem Configuration** drop down box and that the modem is plugged in and turned on, then click the **Retrieve Information** button.
{button ,AL(`Retrieve Account',0,``,`')} **Related Topics**

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Retrieve Account – Setup successful

This is the final screen of the retrieve account process. If you make it to here, it means that everything probably went smoothly. To make sure that your account will work and Windows updates itself correctly we recommend that you restart your computer by clicking on the **Restart** button. If you decide not to restart your computer now, please don't use the TotalAccess software until you do restart your computer.

{button ,AL(`Retrieve Account',0,`',`')} **Related Topics**

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Update Account

Use the TotalAccess Update Account option if you already have an EarthLink account and need to update credit card, billing information, password, etc. Or update your account information 24 hours a day, 365 days a year while online at: http://help.earthlink.net/billing While on these web pages you will be connected via a secure session to keep your account information safe. **Note:** This information will never be released over the Internet nor released to any third parties.

{button ,AL(`Update Account',0,`',`')} **Related Topics**

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Update Account – User Info

The User Info screen is where you can change your password.

1. Put a check in the **Check here to update your user information** box if you want to change your password.

   If you only want to change billing information, type your **Existing Password** then click the **Next** button.
2. Select the account (username) for which you wish to change the password from the **User Name** drop-down list box.
3. Type your current password in the **Existing Password** field.
4. Type your new password in the **New Password** field. This field is only available if your checked **Check here to update your user information** in step 1.

   Don't forget to type it again in the **Confirm New Password** field.

   Please make sure to place this new password in a safe place.
5. Click the **Next** button to continue the Update Account process.

{button ,AL(`Update Account',0,`',`')} **Related Topics**

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Update Account – Member Info

Use this screen to update your member information, such as your name, billing address, and contact numbers so that we know how to reach you if needed.

1. Check the **Check here to update your member information** box if you want to modify the address or phone number information on this screen.

   If you don't have any changes to this information click

.
2. Make any desired changes.
3. Click the **Next** button to continue the Update Account process..

{button ,AL(`Update Account',0,`',`')} **Related Topics**

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Update Account – Payment Method

Use this screen to update payment method information, including the credit card type, credit card number, and the expiration date. By keeping this information accurate and up-to-date you ensure continued access to EarthLink. All information during the update account process is transferred via a secure network connection to keep it safe.

1. Check the **Check here to update your payment method information** box if you want to modify the credit care type, number and/or expiration date on this screen.

   If you don't have any changes to this information click

.
2. Select a difference **Payment Type** if necessary.
3. Enter the new **Card Number**.
4. Enter the new **Expiration date**.
5. Click the **Next** button to continue the Update Account process.

{button ,AL(`Update Account',0,`',`')} **Related Topics**

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Update Account – Update Information

Use this screen to verify the information you have changed. The Your Information area lists the information that will be sent to the registration server via a toll free number.

1. Verify that this information is correct.
2. Make sure the correct modem is selected in the **Modem Configuration** area and that the modem is plugged in and turned on.
3. Click the **Update Information** button.

   TotalAccess dials the registration server.
4. Once TotalAccess has finished, click the **Next** button.

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WHERE TO BEGIN AND OTHER GENERAL TIPS

There are many different type of problems you can receive when connecting. Below you have provided a list with explanations and a possible quick fix on some of the most common ones.

- If you've already received a username and password
- If you are a Sprint Passport user
- If you are registering for the first time
- Completing Registration
- Updating your account

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If you've already received a username and password

You may have already contacted EarthLink's Sales Department and signed up for TotalAccess. If this is the case, you will have received a letter from EarthLink that lists both your username and password along with your TotalAccess software.

Load your TotalAccess software and choose **Retrieve an Existing Account** using the username and password provided to you. Do NOT open a new account.

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If you are a Sprint Passport User...

You can continue to use your Sprint Internet Passport email address emailID@sprintmail.com. If you would like to change your sprintmail.com address to an earthlink.net email address, please call 800-786-1400 to set up your new username.

If you are registering for the first time

If you have just received the TotalAccess software and have not setup an EarthLink Sprint username and password, you will need to create a **new account** during your installation of TotalAccess.

During the registration process, you will be asked to create a "username". This name will identify you within the EarthLink Network. It will also become the first part of your email address, username@earthlink.net.

Many people create a username by combining their first initial and their last name, others use a unique nickname. Your username can be anything you want it to be; just make sure that your username identifies you. There are some basic rules for usernames. Your username should be no more than 12 characters long. The first character of your username must be a letter, and all of the other characters must be either letters or numbers. Your username must be unique on the EarthLink Network, so be prepared with slight variations in case the username you create is already in use.

Remember: Usernames and passwords are case sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

When choosing a password, try to pick something difficult to guess (e.g., don't use your name or the word "password"). The safest passwords include both letters and numbers. Once you have selected a password, write it down and keep it in a safe place for awhile (in case you forget it). Your password will be used to log onto EarthLink as well as to retrieve your email.

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Updating your account

You may update your account information at any time, without any charge. This includes changes to your username or password and changes to your billing information. Changing your username also changes your email address and your home page location.

There are two ways to update your account:

- Use the TotalAccess software **Update Account option**.
- Use the online update account form at: http://help.earthlink.net/billing

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Completing Registration

To complete registration, simply follow the procedures given in the instruction window. Windows 95 will work with the TotalAccess software to identify and configure your modem automatically.

You will then be connected to the EarthLink Network registration server via an 800 number and given an opportunity to choose your EarthLink access number. This is the number that your computer will dial to log onto EarthLink. If at first you don't see a local number that is right for you, be sure that you have checked the full list of access numbers. You can also view our most current list of dial-up numbers at: http://www.earthlink.net/company/iaccess.html

Choose a local number within your area code. If you are in doubt, check with your phone company to confirm that this number will be a local call. Remember it is **your responsibility** to make sure that no toll charges are incurred. Once you have chosen your dial-up number, registration is complete. (Remember to include any necessary dial prefixes, like "9", required by your phone system through the Dial Properties button.)

If you have just retrieved an existing account, you can log back on and immediately use this account. But if you have just set up a new account, it may take a little while for your registration to be processed. So if you try to connect immediately and have difficulty, wait 30 to 60 minutes before trying to connect to EarthLink Network through your new account.

To log onto EarthLink, click on the EarthLink Dialer shortcut on your desktop the click the Connect button. After you are connected, you are free to open your Web browser, email programs, or other Internet software.

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Troubleshooting

Can't initialize your modem or locate your modem
The modem is being used by another Dial-Up Networking Connection or another program.
Registration locks up while your computer is authorizing connection to the 800 number
The username you have chosen is already in use by another EarthLink Network subscriber.

If you're using Windows 95, also refer to {button Connection Troubleshooting,EF(`win95.hlp',`WIN95_HLP_NA',1)}

Can't initialize your modem or locate your modem.

Make sure that your modem is turned on and the proper phone cords are connected. Also, make sure your modem is properly named in the Modem Information window. You can also try using the Standard Modem name in the Modem Information window.

If you still experience problems, try resetting your modem by turning it off briefly and then back on. If you have an internal modem you can turn your modem off by shutting your computer down and then turning the computer off.

The modem is being used by another Dial-Up Networking connection or another program.

Close all other communication programs. These include fax software and Call minder programs that may be using the modem's COM port. You can view the programs currently running on your computer by holding down the **Ctrl** – **Alt** – **Delete** keys on your computer keyboard. This displays Windows Task Manager.

Registration locks up while your computer is authorizing connection to the 800 number.

There may be a speed incompatibility between your modem and the EarthLink Registration Server. Lower speed rating ("baud rate") for your modem to 2400 bps. To do this, click on My Computer. Open the Control Panel folder. Click on Modems. Select your modem and then click on Properties. Set Maximum Speed at 2400. After registration, increase the maximum speed of your modem to its previous value by repeating this step.

The username you have chosen is already in use by another EarthLink Network subscriber.

If this is the first time you have tried to register, select another username. Click to see helpful tips for usernames

If you previously tried to register this username - click the **Cancel** button to STOP this registration attempt. Your first registration attempt may have been successful. Wait 30 to 60 minutes to give our registration server time to sign you up, then try to **Retrieve an Existing Account** by typing the username and password. If you successfully retrieve your account, you're an EarthLink Network subscriber. Use the EarthLink Dialer to connect to EarthLink and gain access to the Internet.

If you find out that you registered twice (under different usernames) contact our biling department to have them cancel the extra account.

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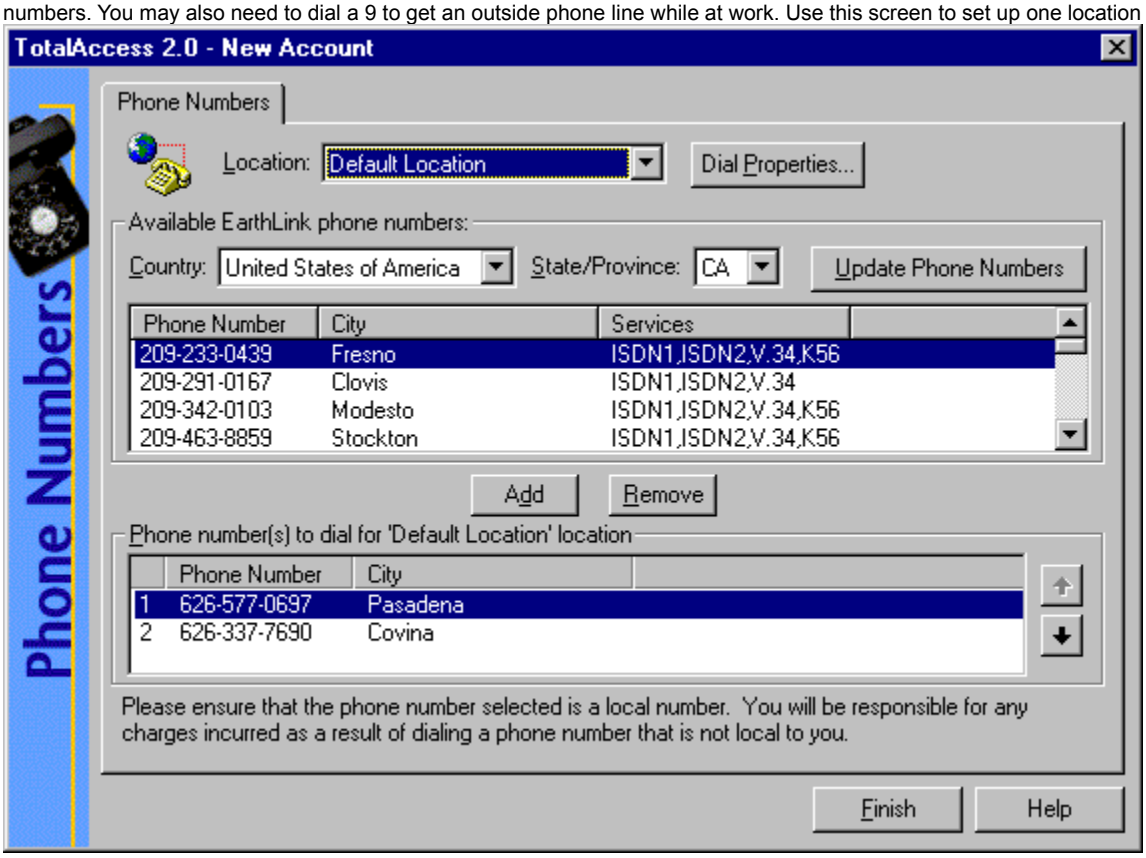
Phone Numbers

Use this tab to manage all the access numbers used to connect to EarthLink; such as update the list of access numbers, control which are dialed and the dialing order. You may also configure different access numbers for different locations if you access the Internet from more than one location. For example, if you use your computer at home and at work you probably dial different access numbers. You may also need to dial a 9 to get an outside phone line while at work. Use this screen to set up one location for each.



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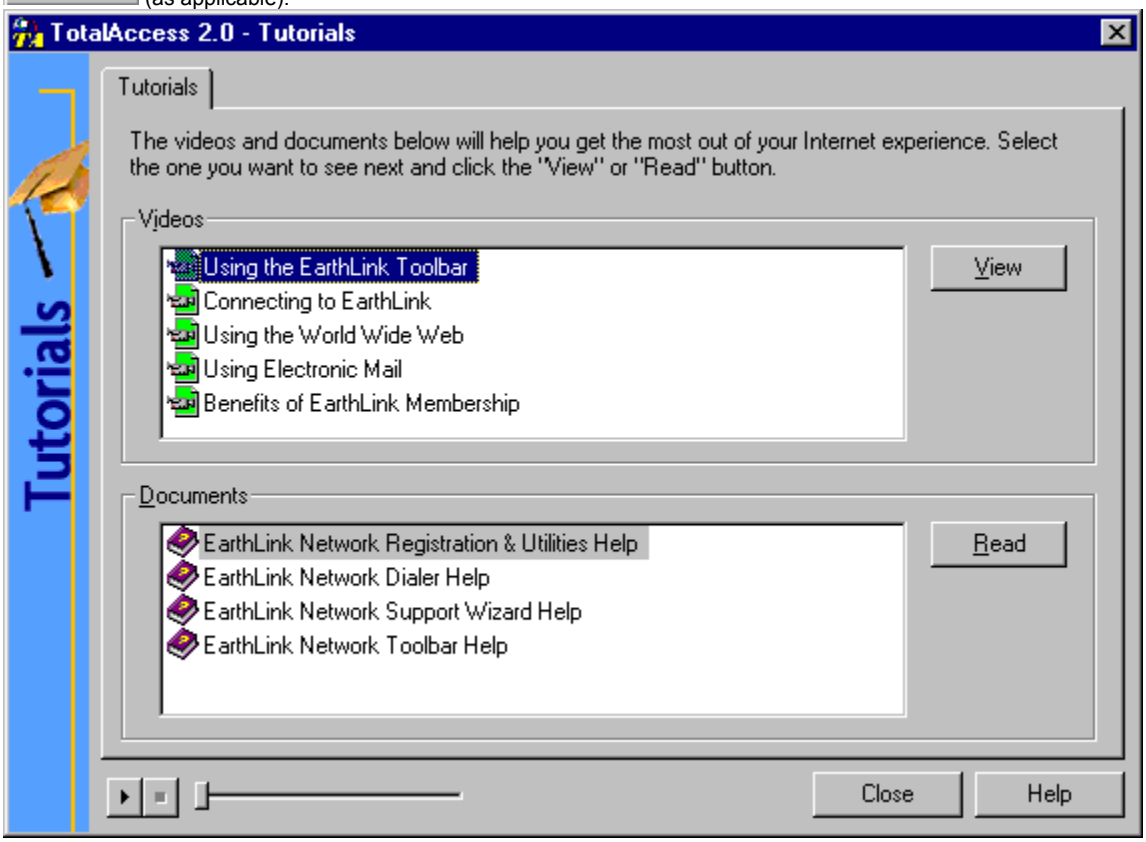
Tutorials

The Tutorials section has information regarding the Internet and the TotalAccess package.

Select the topic you want to learn more about and then click View or Read (as applicable).



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Helpful Tips for Usernames:

- Your Username can be from 6 to 12 lowercase letters and digits, the first of which must be a letter.
- No two EarthLink Network users can have exactly the same username.
- If your choice is already taken, you will be told immediately and given the opportunity to make another selection,
- Your Username should be effective within 5 minutes but, on rare occasions, may take longer.
- Your Username has been configured into your Internet access software in several places.

View

View video tutorial on the selected topic.

Read

Display documents about the selected topic.

Close

Closes the Tutorial screen.

OK

Completes updating of your account information.

Cancel

Quit without updating your account information.

Help

Display TotalAccess online help for this screen.

Next

Continue retrieving your account information.

Cancel

Quit without retrieving your account information.

Your Information

This area collects and displays the information you have entered during the TotalAccess setup process.

Next

Continue creating a new account.

Cancel

Quit without creating a new account.

Back

Return to the previous installation screen.

Videos

Using the EarthLink Toolbar
Connecting to EarthLink
Using the World Wide Web
Using Electronic Mail
Benefits of EarthLink Membership

Documents

EarthLink Network Registration and Utilities Help
EarthLink Network Dialer Help
EarthLink Network Support Wizard Help
EarthLink Network Toolbar Help

Glossary

Click on any of the above buttons to list common computing and Internet terms. Click on a term to see a definition.

Backbone
Bandwidth
Browser

CD-ROM
Client
Client/Server

Domain Name
Domain Name Server (DNS)
Downloading

Email
Ethernet

FAQ
File Server
Finger
FTP (File Transfer Protocol)

Gateway
Gopher
GUI (Graphical User Interface)

Host
HTML
HTTP
Hypertext

Internet
IP Datagram
IRC
IRC
ISDN

LAN (Local Area Network)
Listserv Lists (or listservers)
Login

Modem
Multimedia

Newsgroups

Packet
Password
Port
PPP
Protocol

R

RAM
Router

S

Server
SLIP
SMTP (Simple Mail Transfer Protocol)

TCP/IP (Transmission Control Protocol/Internet Protocol
Telnet

Uniform Resource Locator (URL)
Usenet

World Wide Web (WWW)

Backbone

A high-speed line or series of connections that forms a major pathway within a network. The term is relative as a backbone in a small network will likely be much smaller than many non-backbone lines in a large network.

Bandwidth

The capacity of the transmission medium stated in bits per second or as a frequency (i.e., how much "stuff" you can send through a connection). The bandwidth of the optical fiber used for the UCLA campus backbone is in the gigabit or billion bits per second range. Ethernet coaxial cable is in the megabit or million bits per second range.

Browser

A client program (software) that is used to look at various kinds of Internet resources. Netscape and Mosaic are examples of World Wide Web browsers.

CD-ROM

A removable disk with data that may be read but not modified

Client

A software program that is used to contact and obtain data from a Server software program on another computer, often across a great distance. Each client program is designed to work with one or more specific kinds of server programs, and each server requires a specific kind of client.

Client/Server

A method of distributing information in which individual computers or "clients" retrieve information or use programs from a central server.

Domain Name

The unique name that identifies an Internet site. Domain names always have two or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general. A given machine may have more than one domain name but a given domain name points to only one machine. It is also possible for a domain name to exist but not be connected to an actual machine.

Domain Name Server (DNS)

A computer that converts Internet names, such as www.earthlink.net or news.earthlink.net to their corresponding IP numbers, such as 206.250.94.20 or 206.250.94.20.

Downloading

The electronic transfer of information from one computer to another, generally from a larger computer to a smaller one, such as a microcomputer.

Email

(Electronic mail) Messages, usually text, sent from one person to another across a computer network.

Ethernet

An IEEE 802.3 standard using baseband contention access over coaxial cable and twisted-pair wires. This 10-million bit per second networking scheme was originally developed by Xerox Corporation. Ethernet is widely used on campus because it can network a wide variety of computers; it is not proprietary; and components are widely available from many commercial sources.

FAQ

(Frequently Asked Questions) FAQs are documents that list and answer the most common questions on a particular subject. There are hundreds of FAQs on subjects as diverse as Pet Grooming and Cryptography. FAQs are usually written by people who have tired of answering the same question over and over.

FTP (File Transfer Protocol)

The Internet standard high-level protocol for transferring files from one computer to another across a network. Anonymous FTP is the procedure of connecting to a remote computer, as an anonymous or guest user, in order to transfer public files to one's local computer.

File Server

A network computer containing disk drives that are available to network users.

Finger

An Internet software tool for locating people on other Internet sites. Finger is also sometimes used to give access to non-personal information, but the most common use is to see if a person has an account at a particular Internet site. Many sites do not allow incoming Finger requests, but many do.

Gateway

A special-purpose dedicated computer that attaches to two or more networks and routes packets from one network to the other. In particular, an Internet gateway routes IP datagrams among the networks it connects. Gateways route packets to other gateways until they can be delivered to the final destination directly across one physical network.

Gopher

A widely successful method of making menus of material available over the Internet. Gopher is a Client/Server program, which requires that the user have a Gopher client. Although Gopher spread rapidly across the globe in only a couple of years, it is being largely supplanted by World Wide Web.

GUI (Graphical User Interface)

Icon-based access to a computer system.

Host

Any computer on a network that is a repository for services available to other computers on the network.

HTML

(HyperText Markup Language) The coding language used to create hypertext documents for use on the World Wide Web. HTML looks like old-fashioned typesetting code, where you surround a block of text with codes that indicate how it should appear. HTML files are meant to be viewed using a World Wide Web client program, such as Mosaic or Netscape.

HTTP

(HyperText Transport Protocol) The protocol for moving hypertext files across the Internet. Requires an HTTP client program on one end, and an HTTP server program on the other end. HTTP is the most important protocol used in the World Wide Web.

Hypertext

Generally, any text that contains "links" to other documents -- words or phrases in the document that can be chosen by a reader and which cause another document to be retrieved and displayed.

Internet

A concatenation of many individual TCP/IP campus, state, regional, and national networks into one single logical network all sharing a common addressing scheme. Networks in the Internet use the same protocol (TCP/IP) and provide electronic mail, remote login, and file transfer services.

IP Datagram

The basic unit of information passed across the Internet. An IP datagram is to the Internet as a hardware packet is to a physical network. It contains a source and destination address along with data. Large messages are broken down into a sequence of IP datagrams.

IRC

(Internet Relay Chat) Basically a huge multi-user live chat facility. There are a number of major IRC servers around the world which are linked to each other. Anyone can create a "channel" and anything that anyone types in a given channel is seen by all others in the channel. Private channels can (and are) created for multi-person "conference calls."

ISDN

(Integrated Services Digital Network) Basically a way to move more data over existing regular phone lines. ISDN is only slowly becoming available in the USA but where it is available, it can provide speeds of 64,000 bits-per-second over a regular phone line at almost the same cost as a normal phone call.

LAN (Local Area Network)

Any physical network technology that operates at high speed over short distances (up to a few thousand meters). At UCLA a typical LAN is confined to a department or building although some LANs span several buildings. The UCLA campus backbone interconnects these LANs.

Listserv Lists (or listservers)

Electronic discussion of technical and non-technical issues conducted by electronic mail over the Internet. Participants subscribe via a central service, and lists often have a moderator who manages the information flow and content.

Login

The account name used to gain access to a computer system.

Modem

(Modulator, DEModulator) A device that you connect to your computer and to a phone line, that allows the computer to talk to other computers through the phone system. Basically, modems do for computers what a telephone does for humans.

Multimedia

A method of displaying sound, pictures and animation in a presentation.

Newsgroups

The name for discussion groups on Usenet.

Packet

The unit of data sent across a packet switching network. The term is used loosely. While some Internet literature uses it to refer specifically to data sent across a physical network, other literature views the Internet as a packet switching network and describes IP datagrams as packets.

Password

A code used to gain access to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as "virtue7." A good password might be:Hot$1-6

Port

In Internet terminology, the abstraction used by Internet transport protocols to distinguish among multiple simultaneous connections to a single destination host.

PPP

(Point to Point Protocol) Most well known as a protocol that allows a computer to use a regular telephone line and a modem to make a TCP/IP connection and thus be really and truly on the Internet. PPP is gradually replacing SLIP for this purpose.

Protocol

A formal description of message formats and the rules two computers must follow to exchange those messages. Protocols can describe low-level details of machine-to-machine interfaces (e.g., the order in which bits and bytes are sent across the wire) or high-level exchanges between allocation programs (e.g., the way in which two programs transfer a file across the Internet).

RAM

(Random Access Memory) The "working memory" of the computer, not used for permanent storage of data.

Router

A special-purpose computer (or software package) that handles the connection between two or more networks. Routers spend all their time looking at the destination addresses of the packets passing through tem and deciding which route to send them on.

SLIP

(Serial Line Internet Protocol) A standard for using a regular telephone line (a "serial line") and a modem to connect a computer as a real Internet site. SLIP is gradually being replaced by PPP.

SMTP (Simple Mail Transfer Protocol)

The Internet standard protocol for transferring electronic mail messages from one computer to another. SMTP specifies how two mail systems interact and the format of control messages they exchange to transfer mail.

Server

A computer that shares its resources, such as printers and files, with other computers on the network. One example of this is a network file server which shares its disk space with a workstation that does not have much disk space of its own. Another example is a World Wide Web server which shares its files with workstations all over the Internet.

TCP/IP (Transmission Control Protocol/Internet Protocol

A set of protocols, resulting from ARPA efforts, used by the Internet to support services such as remote login (Telnet), file transfer (ftp) and mail (SMTP). TCP/IP is used on the UCLA campus backbone.

Telnet

The Internet standard protocol for remote terminal connection service. Telnet allows a user at one site to interact with a remote timesharing system at another site as if the user's terminal was connected directly to the remote computer.

Uniform Resource Locator (URL)

A uniform naming scheme for resources on the World Wide Web.

Usenet

A world-wide system of discussion groups, with comments passed among hundreds of thousands of machines. Not all Usenet machines are on the Internet, maybe half. Usenet is completely decentralized, with over 10,000 discussion areas, called newsgroups.

World Wide Web (WWW)

Two meanings -- first, loosely used: The whole constellation of resources that can be accessed using Gopher, FTP, HTTP, telnet, Usenet, WAIS and some other tools. Second, the universe of hypertext servers (HTTP servers) which are the servers that allow text, graphics, sound files etc. to be mixed together.

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

EarthLink Web Site: http://www.earthlink.net
Additional Contact Info: http://help.earthlink/contact

EarthLink Member Support: http://help.earthlink.net
EarthLink Technical Support: http://help.earthlink.net/techsupport/
EarthLink Billing: http://help.earthlink.net/billing/

Technical Support: (800) 395-8410
BBS: (800) 304-8765
Sales: (800) 395-8425
Business Sales (800) 511-2044

EarthLink Sprint Account Management and Support

At EarthLink we're dedicated to making your experience with the Internet an enjoyable and satisfying adventure. To assist you, we have developed several forms of support.

On-line billing inquiries and customer service:
http://help.earthlink.net/billing
On-line Technical Support: http://help.earthlink.net/techsupport
On-line System Status Check:
http://www.earthlink.net/assistance/status/status.html*!EF(`http://www.earthlink.net/assistance/status/status.html',``,1,``

Send questions about your Personal Start Page: startpage@earthlink.net
Send questions to Technical Support: support@earthlink.net
Send an Email to our Sales staff: sales@corp.earthlink.net
Send comments to the webmaster: webmaster@earthlink.net
Send general comments and suggestions: elnweb@earthlink.net

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

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

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Helpful Information

EarthLink understands that sometimes the Internet can be very confusing to a new user. With a little time and effort all problems and questions can be answered. Here you can find some answers to the most frequently asked questions our members ask, review common terms, or find solutions to error messages. If you are online and have questions or need technical support information, feel free to look at our online help pages at:

http://help.earthlink.net

Basic Configuration Information
Frequently Asked Questions
Glossary
Dialer Errors

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Basic Configuration Information

Regardless of which computer or operating system you are using, the basic configuration of your connection will be the same. Here are most of the settings you may need. You can also refer to the settings page:
http://help.earthlink.net/techsupport/generic_settings/settings.html

Mail Settings
Outgoing Mail (SMTP) server: mail.earthlink.net
Incoming Mail (POP3) server: mail.earthlink.net
POP3 username: your EarthLink username without the ELN/
POP Password: your password

News Settings
News (NNTP) Settings: news.earthlink.net

Other Settings
World Wide Web Setting: http://www.earthlink.net
Your Free Homepage URL: http://home.earthlink.net/~username
Your Personal Start page URL: http://start.earthlink.net/

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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@corp.earthlink.net

Send bug reports to http://help.earthlink.net/techsupport/request_form/support.html Include your Name, EarthLink Username, Phone Number, Best Time to Call, Computer Type, Memory, Operating System, Modem Brand and Speed, Dial-up Access Number, Question, Program, Error Message, and any additional information. If the bug is reproducible, please describe the steps required to produce the error.

Get software updates for TotalAccess from:
http://www.earthlink.net/internet/software/ta/

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

1. The type of computer you have.
2. The type and version of operating system you are using
(Windows 3.1, Windows 95, Windows 98, Macintosh 7.5.3, Mac OS 8.0, 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.

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.

System Requirements

For Windows 98, 95, 3.1 or 3.11
A 486 or better PC compatible running MS-DOS 5.0 or greater.
16 MB of RAM
20 MB of free hard disk space.
14400 bps or faster modem.

For Macintosh
System 7.5 or greater.
16 MB of RAM
20 MB of free hard disk space
14400 bps or faster modem.

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Frequently Asked Questions

A. How can I change my dialup number?

Use the Phone Numbers tab on the EarthLink Dialer Configure screens to change your dialup number.

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

Use the Update Phone Numbers tab on the EarthLink Dialer Configure screens to find new access numbers, or go to: http://help.earthlink.net/access.html

C. Can I give the software to a friend?

You may loan your TotalAccess software to anyone. Your friend can use the software to create a new account.

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

During the TotalAccess installation, the Referral screen prompts for the username of the EarthLink user who made the referral. Have your friend type in your username. You will be credited one free month each time another friend signs ups 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 username and password at any time, without any charge. Use either the TotalAccess **Update Account** option, or the online form at: http://help.earthlink.net/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?

Use either the TotalAccess **Update Account** or the online form at: http://www.earthlink.net/assistance/payment_options.html

Please allow 24 hours for you request to be processed.

H. How can I contact EarthLink?

See the information listed on the following page: **EarthLink Network Support** or online at http://help.earthlink.net/contact

I. What are EarthLink's hours of operation?

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

EarthLink Network, Inc. business hours are 9am to 6pm, Pacific Time.

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Domain Name Server (DNS)

A computer that converts Internet names, such as www.earthlink.net or news.earthlink.net to their corresponding IP numbers, such as 206.250.94.20 or 206.250.94.20.

Usenet

A world-wide system of discussion groups, with comments passed among hundreds of thousands of machines. Not all Usenet machines are on the Internet, maybe half. Usenet is completely decentralized, with over 10,000 discussion areas, called newsgroups.

Email

(Electronic mail) Messages, usually text, sent from one person to another across a computer network.

Username

Your username will uniquely define your identity at EarthLink. While your username can be anything you wish, it is most common to use a combination of your first and last names. For example, if your name is Bob Smith you may want to consider the username "bsmith" or "bobs". However, another EarthLink user may have already taken a common username so you may need to be creative in your choice. Your username can be up to 12 characters long. It can consist of any combination of lowercase letters and numbers, but must begin with a letter. A username CANNOT contain any uppercase, punctuation, or special characters.

Your Internet e-mail address will be your username followed by "**@earthlink.net**". Therefore your full Internet e-mail address might be "**bsmith@earthlink.net**".

To connect to EarthLink you must add **ELN/** (in uppercase) to your username. Therefore your username might be "**ELN/bsmith**".

Password

Your password must be between 6 and 8 characters long. It can consist of any combination of letters and numbers. However, your password cannot contain any punctuation or special characters. For security reasons, avoid using your username or the word "**password**" as your password. Passwords are case sensitive, therefore if you choose to use uppercase characters, be sure to make a note.

How To…

Change Account Information

At some point during your use of EarthLink it may become necessary for you to update some aspect of your account. This option is for users who already have an EarthLink account and need to update information regarding their account (credit card, billing information, password, etc.) EarthLink allows you to update your account information at any time, 24 hours a day, 365 days a year.

Change Password

Changing your password regularly is a good security precaution. A password should always be something that is hard to figure out but easy to remember.

Change Username

Your username is your Internet identity and part of your email address. It should be changed only if absolutely necessary.

Manually Add Phone Number

It might be necessary to add an EarthLink access number to the Dialer that is not on the list. Here you will find the steps to help you add this number.

Remove TotalAccess 2.0

Removing TotalAccess from a computer system is as easy as installing it. The remove TotalAccess walk through has three steps to follow for deleting TotalAccess from your system.

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How To Change Account Information

You can use the TotalAccess 2.0 software Update Account option to change your account information. (i.e. address, credit card number, expiration date.)

Or you can change the account information online, use the form at:
http://help.earthlink.net/billing

Please allow 24 hours for you request to be processed.

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How To Change Password

You may change your password at any time. You can use the TotalAccess software Update Account option to change your password or you can change the password online, use the form at: http://help.earthlink.net/billing This form will reset both your password for logging in to EarthLink and for e-mail.

Helpful Tips:

- Never give your password to anyone, with one exception. EarthLink Technical/Customer Support may ask for it when you call EarthLink Network for support.
- Make your Password hard to guess but easy to remember.
- Your Password must be between 6 and 8 characters, the first of which must be a letter. You can use uppercase characters but remember – passwords are case sensitive. If you forget that you've included uppercase characters, you may noit be able to log in. Therefore, we recommend all lowercase characters.
- Password changes normally take 5 minutes but, on rare occasions, may take longer.
- Once your new Password takes effect, your old one will be completely useless.

Before changing your password, consider the following changes that you will also have to make:

- Change your password as saved in your dialup networking software configuration.
- Change your password as saved in your email software configuration.
- Change your password as saved in any other software configuration, such as 'chat' packages, Internet phone packages, etc.

Complete and submit the Update Account form. Once you receive notification that your form has been received by the server you can disconnect. Wait approximately 3 to 5 minutes for the change to take effect then make the password changes described above.

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How To Change Username

Your username is your Internet identity and it is also your email address. You may change your username at any time using the TotalAccess software Update Account option

Before changing your username, consider the following changes that you will also have to make:

- Before making the change you need to send messages to all automatic mailing lists to delete your old username from their list. Most mailing lists will not process this request unless the request comes the from e-mail address that is to be deleted..
- Change your username as configured in your dialup networking software.
- Change your username as configured in your web browser software.
- Change your username as configured in your email software.
- Change your 'Reply-to' username as configured in your email and web browsing software.
- Change your username as configured in your news group software.
- Change your username as configured in any other software you use such as 'chat' packages, Internet phone packages, etc.
- If you use PGP you will need to generate a new public/private key-pair since your current key is tagged with your old email address.

Complete and submit the Update Account form. Once you receive notification that your form has been received by the server you can disconnect. Wait approximately 3 to 5 minutes for the change to take effect then make the username changes described above.

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How to manually add a new phone number to the access phone numbers list

EarthLink provides many phone numbers in the phone numbers tab, but at some point it might be necessary to add a number manually to this list. Use the following procedure to manuall edit the phones.txt file.

A Open the Phones.txt file for editing.

How To:

B Edit the Phones.txt file with the new number.

How To:

C Select the new number.

How To:

Opening Phones.txt

To open Phones.txt:

1. Double-click the **My Computer** icon.
2. Double-click the **C:** drive.
3. Double-click the **Program Files** directory.
4. Double-click the **EarthLink** directory.
5. Double-click the **Phones.txt** file.
   This will start your notepad program so you can edit the file .

Editing Phones.txt

To edit Phones.txt:

1. Scroll down through the file until you find your state, then select it.
2. The city entries are in alphabetical order. Find the city that is alphabetically after the one you are going to enter.
3. Place the cursor at the beginning of the line for that city and press **Enter**. This creates a new blank line.
4. The Phones.txt file follows a specific format.

   1|CA|Pasadena|626|639|0630|V.34|Active|ELN| A pipe follows each entry in a line.
5. The Phones.txt follows this type of format:

   1|CA|Pasadena|626|639|0630|V.34|Active|ELN|

   These entries are in the order you need to enter them: **1|state|city|Area Code|Prefix|Extension|Type or Dial Up** (i.e. V.34, ISDN, X2, K56)**|ELN**
6. Complete your entry.
7. Click **File/Save** then **File/Exit**.

Pipe

The pipe key (i.e. **|**) is the one above the backslash key on your keyboard between the plus/equals and the backspace key. Hold down the **Shift** key and hit the **backslash** key to create a pipe.

Selecting the New Number

1. Start the **EarthLink Dialer** and click the **Configure** button.
2. From the **Available EarthLink phone numbers** section find the newly added number.
3. Click the **Right Arrow** button in the middle of the window to add it to your **Phone Numbers to dial** section.
4. Click the **Up arrow** until the newly added number is on the top of the calling order of the to dial phone numbers.
5. Click the **OK** button.
6. Click the **Connect** button to connect to EarthLink.

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How To Remove TotalAccess 2.0 - Windows 95

If for any reason you wish to remove TotalAccess from your computer, follow these instructions:

Run the Uninstall Wizard.

Delete the EarthLink folder on your C: drive.

Verify removal of the TotalAccess folder from the Start menu.

TotalAccess is now uninstalled. If you need to reinstall it, run Setup.exe on your TotalAccess CD or diskettes.

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Running the Uninstall Wizard

1. Click the Start menu, select **Settings**, and select **Control Panels**.
2. Double-click the **Add/Remove Programs** icon.
3. In the uninstall window search for EarthLink TotalAccess 2.0.
4. Click the **Add/Remove** button.

Deleting the EarthLink Folder

1. Click Start menu, select Programs, and select **Windows Explorer**.
2. Under the All Folders section double-click **Program Files**.
3. Highlight the **EarthLink** directory and select the **Del** key on your keyboard.

Completing Removal of EarthLink TotalAccess

1. Click the Start menu, select Settings, and select **Taskbar**.
2. Select the **Start Menu Programs** tab.
3. Click **Remove**.
4. Highlight **EarthLink Network** and click the **Remove** button. (If still there)
5. Click the **Close** button.
6. Click the **OK** button.

Check to allow changing of the selected account member information.

An Individual account is for a single user. A business account includes a field for recording company information.

A business account includes a field for recording company information.

Enter your First Name.

Enter your Middle Initial.

Enter your Last Name.

Enter your Address.

Enter your Address. If you don’t have a second address line, such as an apartment number or mail stop, leave this line blank.

Enter your City.

Select your State.

Enter your Zip Code.

Select your Country.

Enter your Company name.

Enter your Day Phone number.

Enter your Day Fax number.

Enter your Home Phone number.

Enter your Home Fax number.

Check to allow changing of the selected account password.

Select the EarthLink account to be updated.

Enter your existing EarthLink password.

Enter a new password for connecting to EarthLink.

Retype to verify this new password for connecting to EarthLink.

Type the user name of the EarthLink member who recommended EarthLink to you, if applicable, followed by @earthlink.net. (They'll get a free month of EarthLink access for the referral.)

Type the registration number from the TotalAccess package, unless the box is grayed. The registration number field helps us know what TotalAccess software package you are installing. Enter the number provided on the back of the TotalAccess software package.

Displays a list of services offered by EarthLink. Select the one you wish to sign up for.

Provides a detailed description of the selected EarthLink service.

Check to allow changing of the selected account payment method information.

Select method of payment that you would like to use. Use Other credt option to identify the accounts by entering a student or company ID.

Enter the Credit Card Number here.

The number is transferred via a secure network connection for your safety.

Enter the Credit Card Expiration Date here.

Select your modem from the list.

Configure your modem and dialing properties.

Displays the status of your connection to the EarthLink registration server.

Connect to EarthLink to download the information related to the account selected.

Please read this document completely because it contains the terms and conditions to which all EarthLink subscribers must adhere. These terms were designed to protect our members as well as EarthLink.

Select all applications for installation.

Select the default applications for installation.

Create a new EarthLink account.

Retrieve an existing EarthLink account.

Update an existing EarthLink account.

Connect to EarthLink.

Change your EarthLink access number.

Install additional software.

Learn about the Internet with help files.

Exit TotalAccess.

Click to toggle between playing and pausing the audio help.

Click to stop the audio help.

Adjust the slider to move forward or backward within the help.

View multimedia based video files based on the selected topic.

Read help documents based on the selected topic.

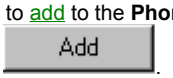
Identifies where you are calling from, such as Default Location, Home, Office, On the Road. All of the settings on this screen relate to the location shown here. Having more than one location defined enables you to set the access numbers and dialing properties for each location. For example, at your office you may need to dial 9 to get an outside line and the access number may be different than the access number you use from home.

You can select a different location from the listbox by clicking on the down arrow and highlighting the desired location.

To change the dialing properties for the selected location, click the **Dial Properties** button.

To add a new location, click the **Dial Properties** button.

Displays a list of access numbers available for the selected country and state/province.

Select the number(s) you want to add to the **Phone number to dial for current location** list from the **Available EarthLink phone numbers** list then click 

. You can remove numbers from the **Phone numbers to dial for current location** list by selecting the number you want to remove and clicking

.

Select the desired phone number(s) from the **Available EarthLink phone numbers list** then click

.

Select the phone number(s) you want to remove from the **Phone numbers to dial for current location** then click Remove.