

EarthLink Network, Inc. EarthLink Dialer



The EarthLink Dialer is a new interface for Windows 95 Dial-Up Networking. It supports multiple accounts, locations, and access numbers, making connecting to EarthLink a quick and easy process. The configuration section contains an easy to use screen for access number updates and changes as well as an event log that will provide information regarding your connection attempts.

[Connect to EarthLink](#)


[Configure Screens](#)

[Phone Numbers](#)

[Dial-Up Networking](#)

[Event Log](#)

[Helpful Information](#)

If you're having trouble connecting to EarthLink Network, click here  to let [EarthLink Support Wizard](#) determine the status of your system. Or find your [Dialer Error Message](#) and follow the instructions for clearing the error.


Copyright © 1994-9 **EarthLink Network, Inc.**
All rights reserved.



Connection Screen

Click on any field or button on the following screen to see a description of its use.

Connect To EarthLink [?] [X]

 Use the following account:

EarthLink lisa236

User name: ELN/lisa236

Password:

Save password

Phone number: 5770697

Dialing from: Default Location

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.



Configure Screens

Clicking the Configure button on the Connect to EarthLink window brings up the Dialer Properties window for the connection. This window offers three tabs for changing how you connect to Earthlink.

- Use the **Phone Numbers** tab to change the access number you use for connecting to EarthLink.
- Click the **Dial-Up Networking** tab to change your auto-dial and redialing options.
- Click the **Phone Number Update** tab to set you update options for the access phone numbers.
- Click the **Event Log** tab to view the event log that tracks your connection attempts.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



Phone Numbers

Click on any field or button on the following screen to see a description of its use.

Dialer Properties

Phone Numbers | Dial-Up Networking | Event Log

Location: Default Location Dial Properties...

Available EarthLink phone numbers:

Country: United States of America State/Province: CA Update Phone Numbers

Phone Number	City	Services
209-233-0439	Fresno	ISDN1,ISDN2,V.34,K56
209-291-0167	Clovis	ISDN1,ISDN2,V.34
209-342-0103	Modesto	ISDN1,ISDN2,V.34,K56
209-463-8859	Stockton	ISDN1,ISDN2,V.34,K56

Add Remove

Phone number(s) to dial for 'Default Location' location:

	Phone Number	City
1	626-577-0697	Pasadena
2	818-638-0887	Glendale
3	626-532-0716	El Monte

Please ensure that the phone number selected is a local number. You will be responsible for any charges incurred as a result of dialing a phone number that is not local to you.

OK Cancel Apply Help

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.



Dial-Up Networking

Click on any field or button on the following screen to see a description of its use.

The screenshot shows the 'Dialer Properties' dialog box with the 'Dial-Up Networking' tab selected. The 'Dial-Up Connection' section is active, showing a checked box for 'Connect to the Internet as needed'. Below this, a dropdown menu is set to 'EarthLink lisa239'. There are three buttons: 'Add...', 'Properties', and 'Modems...'. Below these are four checked options: 'Prompt for information before dialing', 'Launch browser after connecting' (unchecked), 'Play sound after connecting and disconnecting', and 'Display connection monitor'. The 'Redial' section is also checked, with 'Before giving up, retry:' set to 3 times and 'Between tries, wait:' set to 0 mins and 5 secs. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

Phone Numbers | **Dial-Up Networking** | Event Log

Dial-Up Connection

Connect to the Internet as needed

Use the following Dial-Up Networking connection:

EarthLink lisa239

Add... Properties Modems...

Prompt for information before dialing

Launch browser after connecting

Play sound after connecting and disconnecting

Display connection monitor

Redial

Before giving up, retry: 3 times

Between tries, wait: 0 mins, 5 secs.

OK Cancel Apply Help

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.



Event Log

Click on any field or button on the following screen to see a description of its use.

Dialer Properties

Phone Numbers | Dial-Up Networking | **Event Log**

Event log entries:

Date	Time	Description	Phone Number
September 19, 1...	08:17.34 AM	No error (0:0)	(626) 577-0697
September 21, 1...	08:39.18 AM	No error (0:0)	(626) 577-0697

Disable event log

Clear

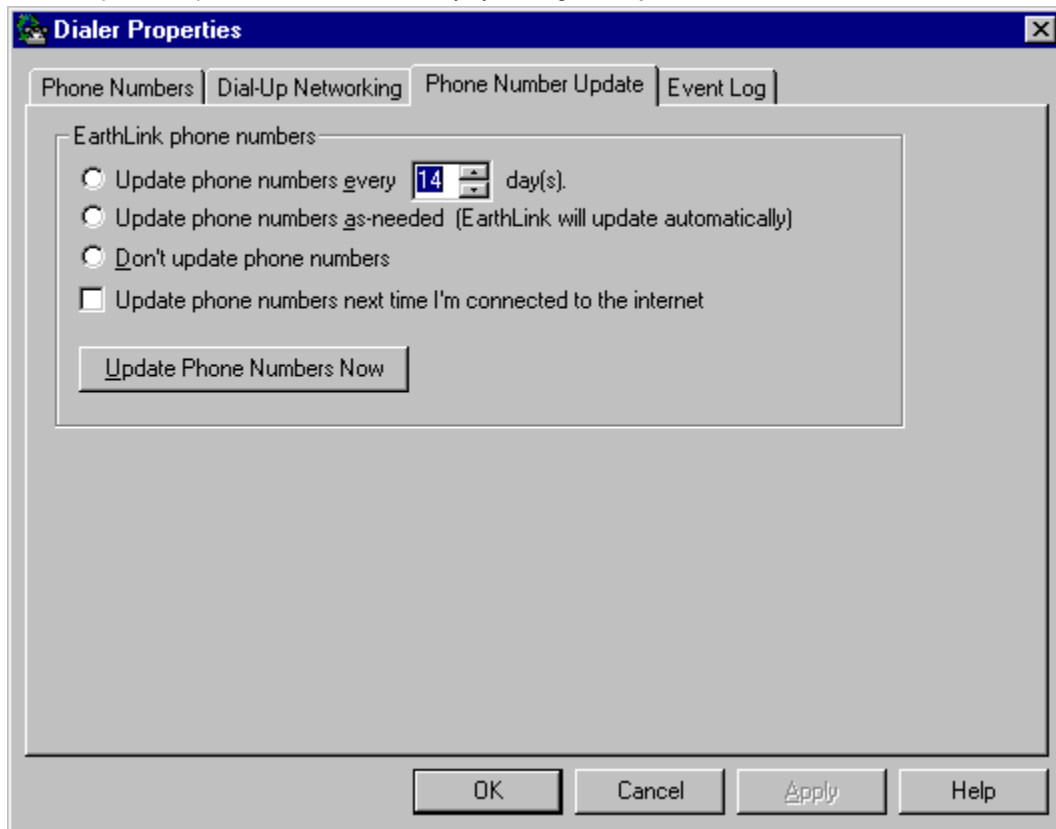
OK Cancel Apply Help

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.



Phone Number Update

Phone number update enables you to define how often you want to update your EarthLink access phone numbers. You can update the phone numbers immediately by clicking the **Update Phone Numbers Now** button.



Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.

EarthLink Dialer Connection Screen

The EarthLink Dialer is your gateway to the Internet. Use this connection screen to decide what Dial-Up Networking connections you want to use, select alternate access numbers to connect to, or even different dialing locations.

Phone Numbers

The Phone Numbers tab allows you to adjust all the access numbers used to connect to EarthLink. From here you update to the latest list of access numbers, adjust what numbers you will call and even the order they call in. You may also configure different access number for different locations if your one of those people who move your computer around.

Dial-Up Networking

The Dial-Up Networking tab gives you the ability to determine what Dial-Up Networking connection to use when AutoConnect is enabled. AutoConnect is the ability to bypass the manual dialing procedure. When you start a program that requires a connection to the Internet, Windows will automatically launch the Dial-Up Networking connection specified and connect for you.


Phone Number Update

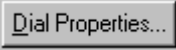
The Phone Number Update tab give you the ability to set up the Dialer to automatically update your available access numbers list and to set the frequency for this update.


Event Log

The Event log is designed to show information regarding each connection you make to EarthLink. This information can be very helpful when having connection problems by providing the error messages reported by the dialer during the connection phase. If you are talking to an EarthLink Technical Support Representative, it is very likely they will go here and look at the logs to see the types of problems you have had connecting.

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 by clicking the  and highlighting the desired location.

To change the dialing properties for the selected location, click .


To add a new location, click .

Opens the Dialing Properties dialog so you can set the area code for the selected location, enter any numbers/codes needed to get an outside line or disable call waiting, or enter a calling card number. Any settings on this screen will be used automatically each time you try to connect to EarthLink from this location.


Displays the name of the country you are dialing from (for the selected location).

You can select a different country by clicking the  and highlighting the desired country.

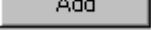
Displays the two character code for the state or province you are dialing from (for the selected location), if applicable. Not all countries have states or provinces relevant to selecting an EarthLink access number.

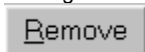
You can select a different state or province by clicking the  and highlighting the desired state or province.

Lists the phone numbers you selected for connecting to EarthLink. The numbers will be dialed in the order listed until a successful connection is established.

You can change the order of the phone numbers in this list by selecting the number you want to move and clicking the  or




Select the number(s) you want to [add](#) to the **Phone number to dial for current location** 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



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



Dials a toll-free number to connect to EarthLink, logs you in, downloads an updated phone number list, loads these numbers into the **Available EarthLink phone numbers** list and logs you out.

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

Add

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

Remove

Select a phone number in the **Phone numbers to dial for current location** list then click this button to move it up in the list.

Select a phone number in the **Phone numbers to dial for current location** list then click this button to move it down in the list.

Displays a list of message received from the dialer during the connection phase.

This is useful if you are having connection problems and want a list of error messages reported by the dialer. The information shows the date, time, description of message, and phone number dialed.

Check to disable the Event Log – prevent it from capturing connection attempts.

Clears the Event Log.

Shows the name of the account you are using to connect to EarthLink.


Type your EarthLink username. Remember, your username should be preceded by **ELN/**.


Type your EarthLink password. Remember, passwords are case sensitive. If you don't want to type your password each time you connect, check **Save Password**.


Check this box to save your password so you don't have to type it each time you connect. If other people use your computer to access the Internet, you may want to leave this box empty.


You must establish a successful connection before the password will be saved. The password will only be saved for this connection icon and this user name.

Displays the phone number your computer is calling to access the EarthLink Network.

This is the number you entered when you set up your account. To change the number **temporarily**, type a different access number here. To change the number **permanently**, click  and select a different number.

If you want to use a calling card, or if you have changed your dialing location, click .

Identifies where you are calling from, such as Default Location, Home, Office, Mom's, Jacksonville Hotel One. All of the settings on this screen relate to the location shown here. You can have more than one location so you can set the phone numbers and dialing properties for each. You can select a different location by clicking the  and highlighting the desired location.

To define a new location, click .

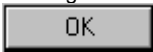
Opens the screen where you specify how the call will be dialed.


This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dial-prefix, country code, or area code to the access number automatically.

Dials the specified access number to connect to EarthLink.

Adjust connection settings related to the selected account.

This is useful if you want to change the access numbers used in connecting, adjust auto-dial and redialing options, and view your event log.

When this option is checked you try to view something on the Internet but have not yet established a connection, a prompt asks if you would like to connect. You can then click  to connect to the Internet using the selected Dial-Up Networking connection.

Lists the Dial-Up Networking connections that you have set up. This option is only available when the **Connect to the Internet as needed** box is checked to connect to the Internet by clicking  and selecting the desired connection.

When checked, the dialer displays selected account information before dialing.
When not checked, the dialer automatically dials.

When checked, the default browser will load after the dialer finishes establishing a connection.
When not checked, you must manually start your browser to browse the Internet.

When checked the dialer will make several attempts to establish a connection if the line is busy, doesn't answer or if the connection attempt is disrupted.

Specifies how many redial attempts will be made.

Specifies the interval, in minutes, between each redial attempt.

Specifies the interval, in seconds, between each redial attempt.

Opens the Windows Make New Connection dialog so you can create a new Dial-Up Networking connection.

Shows the access phone number and modem selected for the selected Dial-Up Networking connection so you may change them.

Plays a .wav (sound file) when you connect or disconnect from EarthLink Sprint.,

Displays the Control Panel Modems screen so you can verify you modem properties and run modem diagnostics.

When checked, displays the connection monitor.

Click this button to display the Control Panel Properties for the selected connection.

#Automatically updates your access phone number every X days.

#The number of days between automatic updates of your available phone number list.


#Automatically updates your access phone numbers as needed (defined by EarthLink Network).

#Do not update my available phone numbers list automatically. I prefer to manually update my list.

#Update my available access phone number list immediately.



Dialer Error Messages

There are many different type of connection errors. Click on your error message below to see a manual fix or click here to  [start the EarthLink Support Wizard](#)

- [Another Dial-Up Networking connection is active. Disconnect from the other connection and try again.](#)
- [Cannot detect carrier \[RAS 79\]](#)
- [Cannot load the phone book file \[RAS 22\]](#)
- [Cannot negotiate a compatible set of network protocols](#)
- [Cannot open the phone book file \[RAS 21\]](#)
- [Cannot write the phone book file \[RAS 24\]](#)
- [Hardware failure in port or attached device \[RAS 92\]](#)
- [Internal Authentication Error \[RAS 45\]](#)
- [Invalid information found in the phone book file \[RAS 25\]](#)
- [No response from modem](#)
- [Request timed out. Unable to locate server](#)
- [Save Password box is grey or password does not save](#)
- [The computer you are dialing cannot establish a Dial-Up Networking connection. Please check your password and try again.](#)
- [The connection dropped \[RAS 68\]](#)
- [The device does not exist \[RAS 8\]](#)
- [The line is busy \[RAS 76\]](#)
- [The modem does not exist, is not plugged in, or is out of service](#)
- [The port is already in use or is not configured for Dial-Up Networking dial out \[RAS 33\]](#)
- [The port is already open \[RAS 2\]](#)
- [The port is disconnected \[RAS 19\]](#)
- [The port is not configured for Remote Access \[RAS 65\]](#)
- [The port is not open \[RAS 18\]](#)
- [The port or device is already disconnecting \[RAS 17\]](#)
- [The port was disconnected \[RAS 28\]](#)
- [The port was disconnected by the remote machine \(computer\) \[RAS29\]](#)
- [The port was disconnected due to hardware failure \[RAS 30\]](#)
- [The port was not found \[RAS 15\]](#)
- [The protocol is not configured \[RAS 131\]](#)
- [The request has timed out \[RAS 38\]](#)
- [The server does not have a DNS entry. Check the server name in the Location \(URL\) and try again](#)
- [There is no answer \[RAS 78\]](#)
- [There is no dial tone \[RAS 80\]](#)
- [Timed out waiting for a valid response from the remote PPP peer \[RAS 118\]](#)
- [Too many errors occurred because of poor phone line quality \[RAS 115\]](#)
- [Wrong Information Specified \[RAS 4\]](#)
- [You have been disconnected by the computer you dialed. Double-click the connection to try again.](#)
- [Your modem \(or other connecting device\) is not functioning \[RAS 66\]](#)


If you are having trouble with communications or networking components in Windows 95, see {button Connection Troubleshooting,EF('win95.hlp', 'WIN95_HLP_NA',1)}

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>

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.



Save Password box is grey or password does not save

This error usually happens when there is a corrupt password file, you have not logged into the computer correctly, or the correct protocols are not installed. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Check to see if Client for Microsoft Networks is installed: {button How to Verify Protocol Installation,JI('win95.hlp','IDH_WIN95_VER_PROTO_INST')}
- Delete your password file and relog back into your computer: {button How to Delete your Password File,JI('win95.hlp','Delete_your_Password_File')}

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The device does not exist [RAS 8]

This error is usually caused when there is no modem installed on your system or it is not functioning correctly. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Verify that your modem is connected to the computer correctly, plugged in, and turned on. {button How to Verify Modem Connection,JI('win95.hlp','IDH_Modem_Troubleshooting')}
- Verify that the correct modem is selected and working properly. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The port was not found [RAS 15]

This error could be the result of not having the communications port the modem needs installed. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Determine what communications port your modem is on.
- Go to the system control panel under the device manager tab and see if you have the communications port installed under the ports section. {button How to Verify Communications Port Installation ,JI('win95.hlp','IDH_WIN95_VER_PORT_INST')}
- Check the Dial-Up Networking connection and verify that the correct modem is selected. {button How to Verify Modem Selection ,JI('win95.hlp','IDH_WIN95_VER_MODEM_SEL')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The port is not open [RAS 18]

This error can be caused because there is another software package using the modem or communications port. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Check to see if other programs are running that may use the modem. {button How to Check for Modem Conflicts,JI('win95.hlp','IDH_WIN95_CK_MODEM_CONFLICT')}
- Verify modem is installed correctly. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The port is disconnected [RAS 19]

This error is usually related to bad negotiations between your modem and the phone number you are dialing. Your modem may not be installed correctly or there could be a problem with the access number. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Verify that the modem is connected and functioning properly and that the port speed is set to a value close to the actual modem speed (not a higher setting). {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Select another access number. {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The request has timed out [RAS 38]

This error is usually related to bad negotiations between your modem and the phone number you are dialing. Click here to  [start the EarthLink Support Wizard](#) to OR...


- First verify that the modem is functioning properly and that the port speed is set to a value close to the actual modem speed (not a higher setting). {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Second select another access number. This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number. {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The port is not configured for Remote Access [RAS 65]

This error is usually caused when there is no modem installed on your system or it is not functioning correctly. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Verify that your modem is connected to the computer correctly, plugged in and turned on. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Go to the modem control panel and run a diagnostic on your modem. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Check the Dial-Up Networking connection and verify that the correct modem is selected. {button How to Verify Modem Selection ,JI('win95.hlp','IDH_WIN95_VER_MODEM_SEL')}

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



Your modem (or other connecting device) is not functioning [RAS 66]

This error is usually caused when there is no modem installed on your system or it is not functioning correctly. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Verify that your modem is connected to the computer correctly, plugged in and turned on. {button How to Verify Modem Connection,JI('win95.hlp','IDH_Modem_Troubleshooting')}
- Verify that the modem is functioning properly and that the port speed is set to a value close to the actual modem speed (not a higher setting). {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The connection dropped [RAS 68]

This error is usually related to bad negotiations between your modem and the phone number you are dialing. Click here to  [start the EarthLink Support Wizard](#) to OR...


- First verify that the modem is functioning properly and that the port speed is set to a value close to the actual modem speed (not a higher setting). {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Second select another access number. This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.). {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



Cannot detect carrier [RAS 79]

This error is usually related to bad negotiations between your modem and the phone number you are dialing. This error can also happen if the phone number you are calling is having problems. Click here to  [start the EarthLink Support Wizard](#) to OR...

- Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Go to the modem control panel and run a diagnostic on your modem. Verify that the port speed is set to a value close to the actual modem speed not a higher setting.{button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Select another EarthLink phone number. {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.



There is no dial tone [RAS 80]

This error could be caused by any of the following:

- the telephone cord is not plugged in to your modem. {button How to Verify Modem Connection,,JI('win95.hlp','IDH_Modem_Troubleshooting')}
- the telephone cord is not plugged in to the correct jack on the modem. the telephone cord is not plugged in to your modem. {button How to Verify Modem Connection,,JI('win95.hlp','IDH_Modem_Troubleshooting')}
- if you have a message center service from your phone company that interrupts the dial tone to notify you of messages waiting.
- the modem may be defective.

You may also want to hook a phone up to your modem and check to see if you hear a dial tone. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Go to the Modem Control Panel and run a diagnostic on your modem.
- Verify that the port speed is set to a value close to the actual modem speed not a higher setting. {button How to Verify Modem Installation,,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



Timed out waiting for a valid response from the remote PPP peer [RAS 118]

This error is usually related to bad negotiations between your modem and the phone number you are dialing. This error can also happen if the phone number you are calling is having problems. Click here to  [start the EarthLink Support Wizard](#) to OR...


- Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}
- Try another EarthLink phone number. {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}
- Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The protocol is not configured [RAS 131]

This error is usually the result of not having the correct network components installed. Click here to  [start the EarthLink Support Wizard](#) to OR...

- Go to the network control panel and verify that you have these components installed:

- **Client for Microsoft Networks**

- **Dial-Up Adapter**

- **TCP/IP -> Dial-Up Adapter**

{button How to Verify Protocol Installation,JI('win95.hlp','IDH_WIN95_VER_PROTO_INST')}




Check the Add/Remove Programs control panel under the windows setup tab and make sure that Dial-up Networking is installed in the communications section. {button How to Verify Networking Installation,JI('win95.hlp','IDH_WIN95_VER_DNS_INST')}




Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **The port was disconnected due to hardware failure [RAS 30]**

This error commonly means that the software was not able to make a connection to the installed modem. Steps to resolve this problem would be to check to make sure that your modem is operating correctly and connected to the computer. Click here to  [start the EarthLink Support Wizard](#) to OR...


 Verify that the modem is turned on, plugged in, and that it is properly connected to computer.


 Check to see if modem is operating correctly and the computer can send signals to it.
{button Verifying Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.


 **The port was disconnected by the remote machine (computer) [RAS29]**

This error usually happens toward the end of the connection phase or after you connected completely. It can be the result of many different hardware or software problems. Click here to  [start the EarthLink Support Wizard](#) to OR...

 Check to see if modem is operating correctly and the computer can send signals to it using Diagnose on the Modem Properties dialog. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}


 Check your Network Control Panel configuration to see if correct network components and protocols (Client for Microsoft Networks, Dial-Up Adapter, and TCP/IP -> Dial-up Adapter) are installed. {button How to Verify Protocol Installation,JI('win95.hlp','IDH_WIN95_VER_PROTO_INST')}

 Check the Dial-Up Networking connection to see if the correct protocol is selected. {button How to Verify Protocol Selection ,JI('win95.hlp','IDH_WIN95_VER_PROTO_SEL')}

 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.


 **Another Dial-Up Networking connection is active. Disconnect from the other connection and try again.**


This error message may be the result of a corrupt Dial-Up Networking component or even incorrect modem settings. Click here to


 [start the EarthLink Support Wizard](#) to OR...

 Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}

 Check to see if other programs are running that may be using the modem. {button How to Check for Modem Conflicts,JI('win95.hlp','IDH_WIN95_CK_MODEM_CONFLICT')}

 Check the Dial-Up Networking connection to see if the correct modem and communications port are set. {button How to Verify Modem Selection ,JI('win95.hlp','IDH_WIN95_VER_MODEM_SEL')}

 If the problem persists reinstall the Communications components. Make sure you have your Windows 95 software with you. {button How to Re-install Dial-up Networking Components ,JI('win95.HLP','IDH_WIN95_REINST_DNS')}


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **The port is already open [RAS 2]**

This error message is usually the result of incorrect modem settings. Click here to  [start the EarthLink Support Wizard](#) to OR...

 Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}


 Check the Dial-Up Networking connection to see if the correct modem and communications port are set. {button How to Verify Modem Selection ,JI('win95.hlp','IDH_WIN95_VER_MODEM_SEL')}


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **The port is already in use or is not configured for Dial-Up Networking dial out [RAS 33]**

When the modem is not installed correctly or the Dial-Up Networking connection has the wrong modem you may get this error. Click here to  [start the EarthLink Support Wizard](#) to OR...


 Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}


 Check the Dial-Up Networking connection to see if the correct modem and communications port are set. {button How to Verify Modem Selection ,JI('win95.hlp','IDH_WIN95_VER_MODEM_SEL')}


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.


 **The line is busy [RAS 76]**

The line busy error doesn't always mean that the access number you are calling is having problems. Sometimes it can be the result of incorrect settings in the Dialer. Click here to  [start the EarthLink Support Wizard](#) to OR...

 If you are in an office it is very likely you need to dial a number like 9 to get an outside line. Or if at home check to see if there is a 9 present that might be causing the problem. {button How to Change Dial Properties
,Jl('win95.HLP','IDH_ELN_CHG_DIAL_PROP')}


 If the problem persists, the access number you are dialing might be having temporary problems so you need to add another local number to your dialing list. {button How to Select Another Access Phone
Number,Jl('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}


Note: Before using your EarthLink access number, check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.


 **There is no answer [RAS 78]**

This error can be the result of a bad connection or that the access number you are connecting to is having difficulties. First check to see if your modem is configured correctly before trying another access number. Click here to  [start the EarthLink Support Wizard](#) to OR...

 Verify modem is installed correctly. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}

 If the problem persists try selecting another access number on the Phone Numbers tab. {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}


Note: Before using your EarthLink access number, check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **Wrong Information Specified [RAS 4]**

The name and/or password you entered are not valid. Usernames and passwords are case sensitive. Click here to  [start the EarthLink Support Wizard](#) to OR...

 Verify that your Caps Lock key is not on.

 Verify that you typed your username and password using the exact combination of upper- and lowercase characters and numbers. Your username should be preceded by the following characters: **ELN/**

 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



The port or device is already disconnecting [RAS 17]

You inadvertently selected disconnect again, perhaps by double-clicking instead of clicking.
The port or device is already in the process of disconnecting you from EarthLink.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.



Cannot open the phone book file [RAS 21]
The phone book file is either unavailable or corrupt.

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.



Cannot load the phone book file [RAS 22]
The phone book file is either corrupt or unavailable.

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.




Cannot write the phone book file [RAS 24]

The phone book file is either unavailable or corrupt.

Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **Invalid information found in the phone book file [RAS 25]**
The phone book file may be corrupt.

Copyright © 1994-9 EarthLink Network, Inc.
All rights reserved.

 **The port was disconnected [RAS 28]**

The port was disconnected.


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **Internal Authentication Error [RAS 45]**

The name and/or password you entered are not valid. Usernames and passwords are case sensitive.


 Verify that your Caps Lock key is not on.


 Verify that you typed your username and password using the exact combination of upper- and lowercase characters and numbers. Your username should be preceded by the following characters: **ELN/**


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **Hardware failure in port or attached device [RAS 92]**

There is a problem with your port or your modem. Click here to  [start the EarthLink Support Wizard](#) to OR...

 Verify that your modem is connected to the computer correctly, plugged in and turned on. {button How to Verify Modem Connection,JI('win95.hlp','IDH_Modem_Troubleshooting')}

 Verify that the modem is installed correctly. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}

 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.



Too many errors occurred because of poor phone line quality [RAS 115]

Try another phone outlet. If you still have this problem, you may need to contact the phone company so they can check your phone line.

 **Cannot negotiate a compatible set of network protocols**

This error message is one of the few errors that Windows reports that can be the result of many different problems. Some of the most common problems that cause this error message are related to your modem and the installed network components on your system. Click here to  [start the EarthLink Support Wizard](#) to OR...



Try to connect again.



Reboot your computer. This sometime clears any internal conflicts, enabling you to connect.



Verify that the modem is installed correctly. {button How to Verify Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}



Try connecting again to EarthLink. If you still get the same error you need to check your installed network components. These should include: Client for Microsoft Networks, Dial-Up Adapter, and TCP/IP -> Dial-up Adapter. {button How to Verify Protocol Installation,JI('win95.hlp','IDH_WIN95_VER_PROTO_INST')}

If you have other components installed, they might be causing your connection problems. If you are part of a LAN check with your Network Administrator before removing any components. If you have another ISP, the components might be needed for their software.




If you see only those listed components, one or more may be corrupt, therefore you might need to reinstall the components. You need your Windows 95 installation software to remove and reinstall these components. {button How to Re-install Networking Components,JI('win95.HLP','IDH_WIN95_REINST_NETWORK_COMP')}



Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

 **The server does not have a DNS entry. Check the server name in the Location (URL) and try again**

This error is most commonly caused when your Internet connection has been lost. It is possible that your connection has been lost even if your modem appears to be connected. To check for a live connection:

- Try to access our web page: <http://www.earthlink.net> OR
- Send a test email message to yourself.


If you were able to successfully connect, the site you were trying to access may be busy. The Internet is made up of many servers hooked up together. Sometimes the connection between you and the server you are trying to connect to is temporarily broken or excessive traffic prevents you from accessing the site. Try the site again at a later time. If you are still unsuccessful, the URL may be invalid.

If neither check works:


1. Log on to EarthLink by executing the Dialer program (from your EarthLink folder or desktop).
2. Once connected, start your Internet software.

If you cannot reconnect, shut down your computer (and your external modem, if you have one), wait a few seconds and reboot. Then try to log on again.

If are having problems connecting click here to  [start the EarthLink Support Wizard](#) to OR...

 Verify that your Network control panel settings are correct by verifying that the following network components are installed: Client for Microsoft Networks, Dial-Up Adapter, and TCP/IP -> Dial-up Adapter. {button Verifying Protocol Installation,JI('win95.hlp','IDH_WIN95_VER_PROTO_INST')}

 Verify your TCP/IP Settings. {button Verifying TCP/IP Settings ,JI('win95.HLP','IDH_WIN95_VER_TCPIP_SETTINGS')}

 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

 **Request timed out. Unable to locate server**

This error is most commonly caused when your Internet connection has been lost. Your connection may have been lost even if your modem appears to be connected. To check for a live connection:

- Try to access our web page: <http://www.earthlink.net> OR
- Send a test email message to yourself.

If you were able to successfully connect, the site you were trying to access may be busy. The Internet is made up of many servers hooked up together. Sometimes the connection between you and the server you are trying to connect to is temporarily broken or excessive traffic prevents you from accessing the site. Try the site again at a later time. If you are still unsuccessful, the URL may be invalid.

If neither check works:

3. Log on to EarthLink by executing the Dialer program (from your EarthLink folder or desktop).
4. Once connected, start your Internet software.

If you cannot reconnect, shut down your computer (and your external modem, if you have one), wait a few seconds and reboot. Then try to log on again.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

No response from modem

This error can be caused when you have specified the incorrect communications port for your modem. It is also the result of another application like fax software has been loaded and still has control over your modem.



Check to see if other programs are running that may use the modem. {button Checking for Modem Conflicts,JI('win95.hlp','IDH_WIN95_CK_MODEM_CONFLICT')}




Verify modem is installed correctly. {button Verifying Modem Installation,JI('win95.hlp','IDH_WIN95_VER_MODEM_INST')}




Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

 **The modem does not exist, is not plugged in, or is out of service**


The modem type specified in the Modems Control Panel does not match the modem specified in the Dial-Up Networking Connection. This is a simple error that can be fixed quickly.

 Verify that the correct modem is selected. {button How to Verify Modem Selection
,Jl('win95.hlp',IDH_WIN95_VER_MODEM_SEL')}


 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.


 **You have been disconnected by the computer you dialed. Double-click the connection to try again.**


If you were recently connected to EarthLink with no problem, try connecting again. Sometimes a reboot of the computer may be needed before you can reconnect.

 You may wish to add another local number to your dialing list. {button How to Select Another Access Phone Number,JI('win95.hlp','IDH_ELN_SEL_ALT_PH_NO')}

Note: Before using your EarthLink access number, check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.

If the problem persists, this error has been known to occur when Dial-Up Networking becomes corrupt. This is usually the case when you try to logon to the pop and never reach the authentication phase (where we verify your username and password) of the logon process.

 Try uninstalling and reinstalling Dial-Up Networking. You will need your Windows 95 installation software. {button How to Re-install Dial-up Networking Components,JI('win95.HLP','IDH_WIN95_REINST_DNS')}

 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved.

 **The computer you are dialing cannot establish a Dial-Up Networking connection. Please check your password and try again.**

This error usually is the result of incorrect information in your **username** or **password** fields for your connection.

 Verify that the username field has an **ELN/** before your username. (i.e. ELN/username)

 In the password field, clear all the characters in it and carefully retype your password. Remember usernames and passwords are case-sensitive. Make sure the **Caps Lock** key is not on and that you are using the correct case.

 Try to connect again. If you still can't connect, call Technical Support at (800) 395-8410.


Copyright © 1994-9 EarthLink Network, Inc.


All rights reserved

TotalAccess has detected that your machine is missing some or all of the components needed to connect to the Internet.

This message appears when you are installing a new version of TotalAccess and you do not have Client for Microsoft Networks, Dial-up Adapter and TCP/IP -> Dial-up Adapter installed properly. TotalAccess will install these networking components for you once you click Yes. You must reboot your system in order for the changes to take effect.

Click here to  [start the EarthLink Support Wizard](#) to OR...

 Verify that your Network control panel settings are correct by verifying that the following network components are installed:
: Client for Microsoft Networks, Dial-Up Adapter, and TCP/IP -> Dial-up Adapter. {button Verifying Protocol Installation,JI('win95.hlp','IDH_WIN95_VER_PROTO_INST')}

 Try uninstalling and reinstalling Dial-Up Networking. You will need your Windows 95 installation software. {button How to Re-install Dial-up Networking Components,JI('win95.HLP','IDH_WIN95_REINST_DNS')}

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.

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*IEF\('http://www.earthlink.net/assistance/status/status.html',,,1,'\)](http://www.earthlink.net/assistance/status/status.html*IEF('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](#)

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

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

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

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/>

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

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.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

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 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 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 your 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.

Copyright © 1994-9 EarthLink Network, Inc.

All rights reserved.

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.

Copyright © 1994-1999 EarthLink Network, Inc.

All rights reserved.

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.

Copyright © 1994-1999 EarthLink Network, Inc.
All rights reserved.

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 not 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.

Copyright © 1994-1999 EarthLink Network, Inc.

All rights reserved.

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 from the 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.

Copyright © 1994-1999 EarthLink Network, Inc.

All rights reserved.

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 manually edit the phones.txt file.

A [Open the Phones.txt file for editing.](#)

1 How To:

B [Edit the Phones.txt file with the new number.](#)

1 How To:

C [Select the new number.](#)

1 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.

Copyright © 1994-1999 EarthLink Network, Inc.

All rights reserved.

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.

**Copyright © 1994-1999 EarthLink Network, Inc.
All rights reserved.**

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.

