EarthLink 5.0

EarthLink 5.0 is a comprehensive tool for installing, configuring, browsing and reading or sending email and offers a collection of tools designed to enhance your Web experience.   Once you Sign On, EarthLink 5.0 opens the Web Browser window to your Personal Start Page and EarthLink SideCar.

The **EarthLink Toolbar** is a tool to help you get to all of the resources of the Internet. EarthLink 5.0 Setup adds a few basic buttons to the Toolbar, but you can delete these or add more buttons any time. Just drag your favorite programs, documents, URLs or email address to the Toolbar and drop them. Open **EarthLink Toolbar Help**

Click this **Sign On** button and get connected to the Internet.

The **EarthLink Web Browser** window enables you to view information on the Web. Open **EarthLink Web Browser Help**

EarthLink SideCar is your personal assistant for exploring the web.   This browser companion helps you remember places you've visited on the web, look for new places to visit and keep you abreast of web information that you want to track.

Your **Personal Start Page** offers various options that keep you informed about topics and happenings that are important to you.

The **EarthLink MailBox** provides fundamental mail features that everyone needs and a great filter tool for blocking all that unsolicited email. Two built in filters, the Standard Spam Sentry and the Aggressive Spam Sentry junk mail filters will get rid of that junk mail. Open **EarthLink MailBox Help**

Click this **Write Mail** button on the EarthLink 5.0 button bar to create a new mail message. Open **EarthLink MailBox Help**

EarthLink WebSpace enables you to quickly and easily upload and download files to/from your web site or other FTP sites and your computer. Open **EarthLink WebSpace Help**

Click this **Tutorials** icon on the EarthLink Toolbar to see video tutorials featuring our EarthLink spokesperson, Lisa. She explains how to use the EarthLink Toolbar, connect to EarthLink, use the World Wide Web, use Electronic Mail, shop online, as well as the benefits of EarthLink Membership.

On-Line Help Files are included for each of the EarthLink software products and provide:

Hints that pop-up when you encounter a feature for the first time,

Tips that appear when your cursor moves over a button or field,

What's This help when you right click on a button or field,

Context-sensitive help for a dialog when you click the Help button, and

Task-oriented help topics available from the Contents page when you select Contents and Index from the Help menu.

Click this **Install Additional Software** icon on the EarthLink Toolbar to install other software available on your EarthLink 5.0 CD at any time.

EarthLink Setup launches automatically when you load your EarthLink 5.0 CD, when you click **New Profile** on the Manage Profiles window, or when you click this icon in My

Computer (this icon only appears if your EarthLink 5.0 CD is loaded). Since you've already installed the EarthLink software, you can use the EarthLink Setup to install the EarthLink software on another computer.

EarthLink Update Manager runs in the background so you can get updates to your EarthLink software as they become available – without you having to do anything. Open **EarthLink Update Manager Help**

Connecting to the Internet

To connect to the Internet:

▶ Select your username from the list the profiles set up on your computer.
▶ Enter your password. Optionally, check Save Password.
▶ Select your current location from the locations set up on your computer.

The EarthLink Sign On dialog is your doorway to the Internet.   From this dialog, you can:

• Sign On and connect to the Internet
• Select a different profile
• Select a different location
• Work offline
• Change your access phone number
• Configure Profiles or Locations

Changing to a Different Account

When you have more than one account and/or mailbox set up on your computer, each username is listed in the **Profile** listbox on the sign on window and on the Manage Profiles window.

To change to a different account:

▶ Choose the username you want to use to connect to the Internet (click the down arrow to the right of the field to list the other usernames).

▶ Enter your password

▶ Select your location.

▶ Click **Sign On**.

 Saving Your Password

If you're the only person using this computer, you can save time when connecting to the Internet by saving your password on the EarthLink Sign On window.   Once saved, you won't have to enter you password each time you connect to the Internet.

To save your password:

 Type your password on the EarthLink connection window.

 Check **Save Password**.

NOTE: You may not want to save your password if your computer is accessible to others.

 Selecting a Profile

You can have more than one account and/or mailbox set up on your computer (particularly if you are not the only person using your computer.) Click the down arrow to the right of the **Profile** field to list the other usernames defined on this computer.

 On the EarthLink Sign On window, select your profile from the Profiles listed.

[Adding a Profile](#)

[Removing a Profile](#)

Adding a New Profile

You'll need your EarthLink CD in order to add a new profile.

To add a new profile:

On the EarthLink **Sign On** window, select **New Profile** from the **Profile** pull down menu.

Or

From the **Profile Manager**, click **New Profile**.

Follow the instructions in the new profile wizard.

 Deleting a Profile from this Computer
To delete an account from this computer:

 On the EarthLink Sign On dialog, click **Configure** then click **Manage Profiles...** to display the Manage Profiles window.

 Select the profile you want to remove from this computer, then click **Remove Profile**.   This does not affect your EarthLink account at all; it simply removes the selected profile from this computer.   You will need to call Customer Service if you want to cancel an account or mailbox.

 Choosing your Location

If you have more than one location set up on your computer, you can select a different location from the EarthLink Sign On window.

 Select the desired location from the Locations list box (click on the down arrow to see the locations)

[Adding a New Location](#)

[Working Offline](#)

 Working Offline

You can now easily work offline, creating messages, managing your email folders, and organizing your favorites.

 On the EarthLink Sign On dialog, select **Work Offline** from the Locations list (click to down arrow to show all available locations), then click **Sign On**. The EarthLink Browser opens so you can create and read email message or organize Favorites while not connected.

 Create your email messages, and click **Send** to save them in the Outbox for later delivery.

 When you've finished all of your email messages, click **Check**.

 Your connection will be established, outgoing mail sent and incoming mail retrieved.

 Adding a New Location

A Location identifies where you are connecting from and consists of the device you use to connect to the Internet from this location and detail information for the device. If you've added a LAN card, DSL Modem, Cable Modem or a different modem EarthLink detects the new device and prompts you to create a connection for it.

To add a new connection:

 On the EarthLink **Sign On** window, choose **New Location** from the **Location** pull-down menu. The **Add Location** window will open.

 Follow the steps in the wizard to complete your new location.

You can have more than one connection defined for a device if the details are different. For example, if you connect to the Internet from using a dial-up modem, this device requires at least one access phone number, therefore you would define a connection, name it 'Home', and select access phone numbers available near your home. If you also travel and use this modem to connect while on the road, you would define another connection, name it "Road" and select access phone number in for the city you're staying in.

 Adding a Phone Number

A location can reference more than one access phone number.   The phone numbers are dialed in the sequence listed, if for some reason, the first attempt does not get you connected.

To add an access phone number to a location:

 On the EarthLink Sign On dialog, click **Manage Locations...** to display the Location Settings: How to Connect dialog.

 Highlight the location you want to add a phone number to, then click **Add Phone Number...** to display the Add Phone Number dialog.

 Select the Country and State/Province for this Location (where you are calling from), if necessary.   The applicable phone numbers appear in the list. You can sort the phone numbers.

 Select the desired phone number(s) then click **Add** to add the selected number(s) to the list of Selected phone numbers.   It is your responsibility to ensure that the phone number(s) you select are local numbers for you.   You will be responsible for any long distance charges. You can reorganize the list of Selected phone numbers.

Once you have chosen your dialup number, registration is complete.   If you have call waiting or if you need to dial a number to access an outside line, click **Properties...** to modify your Dial Properties now.

Updating Access Phone Numbers

Adding a Custom Phone Numbers

 Sorting Access Phone Numbers

Once you have selected the Country and State/Province you want to see access phone numbers for, the numbers are listed in order by area code.   You can sort the access numbers by Phone Number, City, or the Services supported. An arrow in a column heading identifies the column the list is currently sorted by, and the sort direction, up for ascending (A-Z or 1-9), down for descending (Z-A or 9-1).

Basically, click the column heading you want to sort by.   Click the column heading again to reverse the sort order.

To sort the access phone numbers by City, click the **City** column heading.

To sort the access phone numbers by phone number, click the **Phone Number** column heading.

Before using an access phone number, be sure to check with your phone company to ensure the number you select is a local call for you.

 Selecting Access Phone Numbers

The phone numbers available for accessing the Internet are listed on the Add Phone Number dialog.   This list can be sorted by Phone Number, City, Recommendation, or Services.   You should select at least two phone numbers in your area, but you can select as many as you like.   Remember to select phone numbers that are local phone calls for you.   You will be responsible for any long distance charges associated with dialing an access phone number that is out of your local calling area.   The selected phone numbers will be dialed by your computer in the order listed.

To select phone numbers one at a time,

 On the Add Phone Number window, highlight the desired phone number(s) (even multiple phone numbers) in the Available EarthLink phone numbers list then click **Add**.   The selected phone number(s) will be added to the Selected phone numbers list. You can reorganize this selection list.

 When you have completed your selection list, click **Ok** to return to the Location Settings: How to Connect window.   Your selected phone numbers appear in a list beneath the location.

Selecting Multiple Phone Numbers

To select multiple phone numbers that are not adjacent to one another, highlight the first phone number, then press **Ctrl** and highlight each additional number then click **Add**.

To select multiple phone numbers that are adjacent to one another, highlight the first phone number in the group, then press **Shift** and highlight the last phone number in the group, then click **Add**.

When using a modem to connect to the Internet, you need to select the phone number(s) that your computer dials to connect.   The number(s) you select are dialed in the sequence you specify.   If the access phone numbers in your area are sometimes busy, by having more than one access phone number specified you have a better chance of getting connected.

Reorganizing the Selected Phone Numbers

The phone numbers in the Selected Phone Number list will be dialed by your computer in the order listed.   If you know you have greater success connecting with a specific access number, it should be the first number in your list.

 Deleting a Phone Number

You can delete a phone number from the list of phone number for a Location.

To delete a phone number:

 On the Location Settings: How to Connect window, highlight the phone number you want to remove from your list of selected phone numbers then click **Delete**.

OR

 On the Add Phone Number window, highlight the phone number you want to remove in the Selected Phone Numbers list then click **Remove**.

Adding a Custom Phone Number

Not all the numbers that exist show up on the list.   If tech support supplies you with an access phone number that's not on the list, or if you have special dialing requirements not governed by the advanced phone number properties you can insert a custom phone number.

To add a custom phone number:

On the Location Settings: How to Connect window, highlight the location you want to add custom number to.

Click **Add Phone Number...** to display the Add Phone Number window.

Click **Custom...** to display the Custom Phone Number dialog.

Select the Country and State/Province if the phone number you are adding is in a different area.

Enter the Area Code and Phone Number, then click **Ok**.
The custom phone number gets added to the list of Available EarthLink phone numbers.

If you would like to use this number to connect to the Internet, highlight the number and click **Add**.

 Disabling Call Waiting

If you have call waiting on your phone, you may want to disable it for the time you are connected to the Internet.   You can easily include the number sequence that disables call waiting in your dialing sequence.

To disable call waiting:

 Select the Connection you need to set up long distance calling for, then click **Properties** to display the Connection Properties dialog.

 Check **To disable call waiting, dial:** then enter or select the appropriate key sequence.   Typically, this is *70   add a comma (,) after for a 3 second pause. If you're not sure of the correct key sequence, check your local phone directory or call your phone company.

 Click **Ok**.

Charging a Call to your Calling Card

You can charge your long distance calls to access the Internet to your calling card.   Most of the major calling card providers are included in a list that you can select from.

To charge long distance calls to access the Internet to your calling card:

Select the Location you need to set up long distance calling for, then click **Properties** to display the Connection Properties dialog.

Click **Advanced...** to display the Dialing Properties dialog.

Check **Dial using calling card** to display the Change Calling Card dialog.

Select your calling card provider from the listbox.   If your provider is not listed, select Calling Card via 0.

Enter your calling card number.

Changing Redial Settings

If you are not pleased with the amount of time between redial attempts, or the number of times computer redials an access number, you can change the settings.

To change redial settings:

From the EarthLink **Sign On** window, click **Configure** to open the **Configuration** window.

Click **Manage Locations**. The **Manage Locations: How to Connect** window will open.

Click the **Dialup** tab.

In the Redial area, change the values for **Before giving up, retry** and **Between tries, wait**.

Changing Dialup Settings

Dialup Settings control how your connection behaves.

To change dialup settings:

From the EarthLink **Sign On** window, click **Configure** to open the **Configuration** window.

Click **Manage Locations**. The **Manage Locations: How to Connect** window will open.

Click the **Dialup** tab.

Change your Dial-Up Connection settings as needed:

- If you want EarthLink to connect to the Internet automatically any time you enter a URL in your Browser or check your email, check **Connect to the Internet as needed**.
- If you want to hear a sound each time you connect to or disconnect from the Internet, check **Play sound after connecting and disconnecting**.
- If you want to be asked for your profile and location information when connecting automatically (after typing in a URL, or checking email), check **Prompt for information before connecting**.
- If you want to see the connection monitor when you connect, check **Display connection monitor**.
- If you want your connection terminated if there has been no activity on your computer, check **Disconnect after _ minutes of inactivity** and enter the number of minutes.

Change your Redial settings as needed:

 Accessing an Outside Line

If you need to dial a number sequence to make a phone call outside the building, you need to add that to your dialing sequence.

To change the dialing sequence for an existing location:

 On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Locations** to display the Manage Locations:How to Connect dialog.

 Select the location that you need to change the dialing sequence for then click **Properties**.

 Under **To access outside line, dial:,** enter the number you need to dial to get an outside line in either the **For local calls, dial** or **For long distance calls, dial** field   (This may be a 9 or 8 depending on your phone system.   )

Making a Long Distance Call

If you need to dial a number sequence in order to make a long distance phone call, you need to add that to your dialing sequence.

To change the dialing sequence for an existing location:

On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Locations** to display the Manage Locations:How to Connect dialog.

Select the location that you need to change the dialing sequence for then click **Properties**.

In **To access outside line, dial:,** enter the number you need to dial to get an make a long distance call in the **For long distance calls, dial** field.   (This may be a 9 or 8 depending on your phone system.   )

Charging a call to your calling card

 Adding a New Device

Each time you start EarthLink 5.0, it analyzes the communications devices on your system to see if you've installed a new modem or network interface card.   If a new device is found, you will be asked if you want to create a new location for the device.

To add a location for a new device:

 Select ***New Location** from the Locations list on the EarthLink 5.0 Sign On dialog, if necessary, to display the Where are you connecting from? window.

 Select the primary place where you will be using this device to connect to the Internet (Home, Office, Hotel, Other).   If you select Other, be sure to enter a unique name for this location.

 Click **Next>>** to display the How to Connect window.   EarthLink has the new device selected.

 Select the device you want to use from this new location then click **Next>>** to display the connection information for the device.

> If your device is a network interface card (for LAN, Cable Modem, or DSL connections) you will see the Enter High Speed Information window.

> If your device is a modem, you will see the Country and Area Code window.

 Do one of the following:

> For High Speed setup, complete the fields on the Enter High Speed Information window then click **Finish**.

> For dial-up, complete the steps described in Completing Set up for a Dial-Up Location .

 Completing Set up for a Dial-Up Location

To complete set up for a dial-up location:

 Select Country you are connecting from and enter Area Code, then click **Next>>** to display the Confirm your Dialing Options window.

 Set any dialing options , such as outside line, disable call waiting, then click **Next>>** to display the Select   EarthLink Access Phone Numbers window.

 Select two or more access numbers, then click **Finish**.

 Updating Access Phone Numbers

Periodically, EarthLink changes the POPs or access phone numbers available as membership needs change.   If it has been taking extra time to connect or if you`re headed off on a trip, you may want to update your list of access phone numbers before you go.   Update Manager will automatically update this list of numbers for you periodically.`

To manually update available EarthLink phone numbers, click **Update** on the Select EarthLink Access Phone Numbers window:

 On the EarthLink Sign-On window, click **Configure** then click **Manage Locations**.

 Click **Add Phone Number** to display the Select EarthLink Access Phone Numbers window.

 Click **Update**.

EarthLink connects to the Internet, if necessary, and downloads the current list of access phone numbers and disconnects when the download is complete.

Changing Properties for a Location

The properties for a location vary depending on the type of device associated with the location.   For a modem, this sets call waiting or line access information for all phone numbers associated with this location.

To change properties for a location:

On the EarthLink Sign On window, click **Configure...**   then click **Manage Locations...** to display the Manage Locations - How to Connect dialog.

Highlight the location you want to review or change properties for, then click **Properties…** to display the properties dialog. The properties shown are specific to the type of connection that is associated with this location:
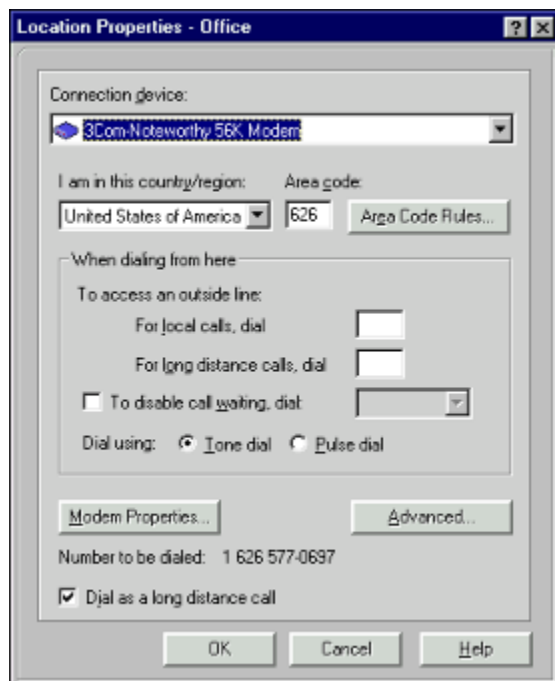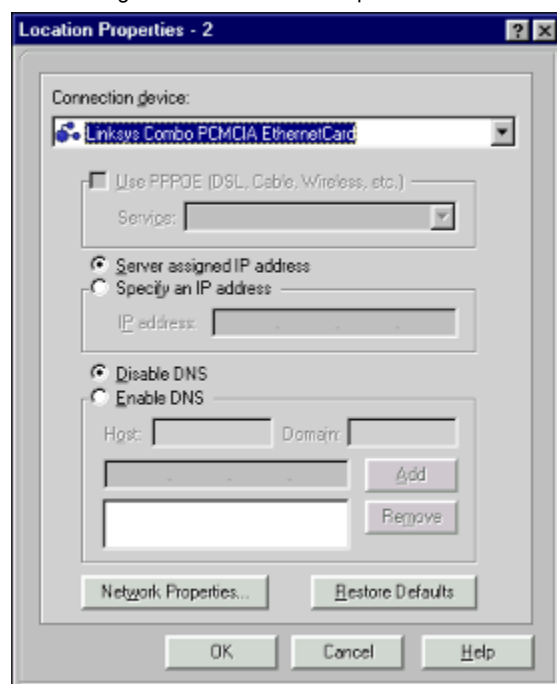
> Modem
> LAN card
> DSL Modem
> Cable Modem

This dialog shows the Location Properties for a dial-up connection.

Location Properties - Office

Connection device:

3Com-Noteworthy 56K Modem

I am in this country/region: Area code:

United States of America   626   [Area Code Rules...]

When dialing from here

To access an outside line:

For local calls, dial

For long distance calls, dial

☐ To disable call waiting, dial

Dial using: ⦿ Tone dial   ○ Pulse dial

[Modem Properties...]   [Advanced...]

Number to be dialed: 1 626 577-0697

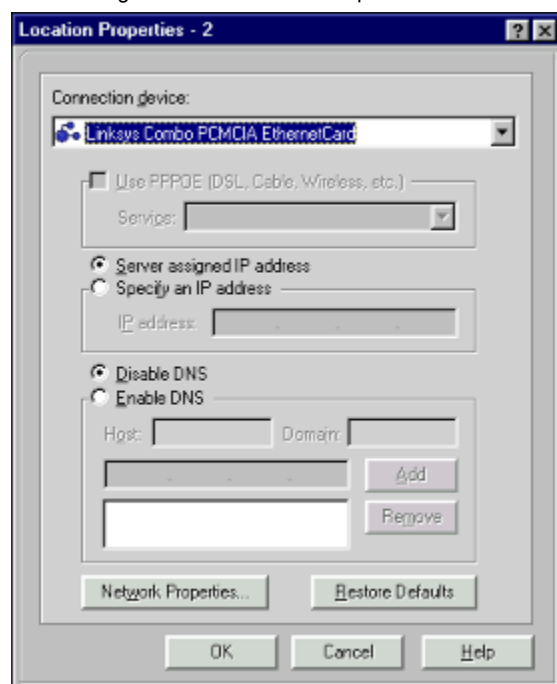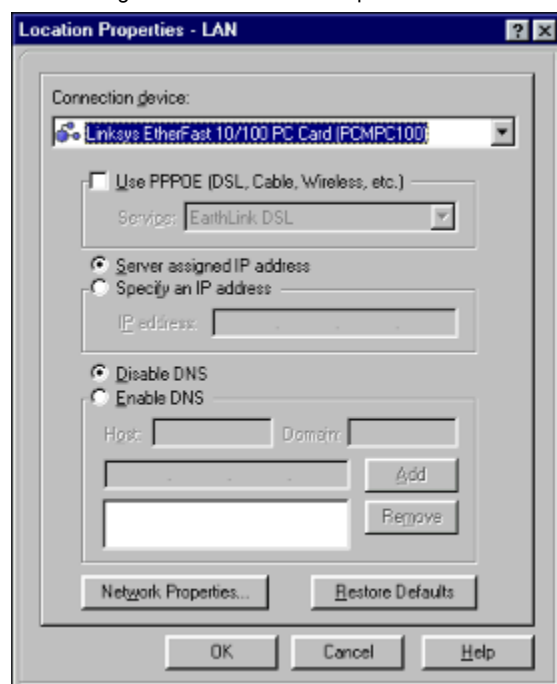☑ Dial as a long distance call

[OK]   [Cancel]   [Help]

This dialog shows the Location Properties for a DSL connection.

This dialog shows the Location Properties for a cable connection.

This dialog shows the Location Properties for a LAN connection.

Location Properties - LAN

Connection device:

Linksys EtherFast 10/100 PC Card (PCMPC100)

☐ Use PPPOE (DSL, Cable, Wireless, etc.)

Service: EarthLink DSL

◉ Server assigned IP address
○ Specify an IP address

IP address:

◉ Disable DNS
○ Enable DNS

Host: Domain:

Add

Remove

Network Properties...   Restore Defaults

OK   Cancel   Help

 Changing Location Properties

Your Location Properties shows the details for the current device and location.   For example, when you connect via modem, you might have call waiting on your home phone.   If you don't disable call waiting before making your connection to the Internet, your connection might get interrupted by an incoming call.   At your office or in a hotel, you might need to dial 8 before dialing a local number, or a 9 before dialing a long distance number- you can set all of this preferences on the Location Properties dialog.

To review or change location properties:

 On the Location Settings:How to Connect window, highlight the location you want to review or change properties for then click **Properties...**.

 Make the desired changes then click **Ok.**

My phone has call waiting, should I disable it?

I need to dial 9 to get an outside line

I need to dial 8 to make a long distance phone call

Ten digit dialing was just implemented in my area, what do I do?

 Changing Advanced Dial-Up Connection Properties

You can change the following from this dialog:

[Area Code Rules](#)

[10-digit dialing](#)

[Calling Card Charges](#)

 Changing LAN Connection Settings

For most LAN connections, Make the desired changes to the settings on this screen when recommended by EarthLink Technical support.

[Server assigned IP address](#)

[Specify an IP address](#)

[IP address](#)

[Disable DNS](#)

[Enable DNS](#)

[Host](#)

[Domain](#)

[Server 1](#)

[Server 2](#)

[Network Properties (control panel)](#)

Changing DSL Connection Settings

Many DSL connections require that you have the following items checked: PPPOE, Server-assigned IP address, Disable DNS. But your default settings might be different. Make the desired changes to the settings on this screen when recommended by EarthLink Technical support or your DSL provider.

Server assigned IP address

Specify an IP address

IP address

Disable DNS

Enable DNS

Host

Domain

Server 1

Server 2

Network Properties (control panel)

Changing Cable Modem Connection Settings

Make the desired changes to the settings on this screen when recommended by EarthLink Technical support or your cable provider.

Server assigned IP address

Specify an IP address

IP address

Disable DNS

Enable DNS

Host

Domain

Server 1

Server 2

Network Properties (control panel)

 Removing a Location

To remove a location:

 From the EarthLink **Sign On** window, click **Configure** to open the **Configuration** window.

 Click **Manage Locations**. The **Manage Locations: How to Connect** window will open.

 Select the location you want to remove, then click **Delete**.

 Modifying Location Settings

To modify location settings:

 On the Sign On dialog, click **Configure**.

 On the Configuration dialog, click **Manage Locations** to open the Location Settings window.

 Setting up Autoconnect

Autoconnect sets up your computer so anytime you use a program that requires the Internet, such as Get Mail, the dialer makes the connection.   This eliminates the need for you to manually connect to the Internet each time you want to view a Web site, or to send or receive Email.   (You can still connect manually if you like, you just don't have to.)

To turn on Autoconnect:

 On the Sign On dialog, click **Manage Locations...**.

 On the Locations Settings window, click the **Dialup** tab.

 Check **Connect to the Internet as needed**.   Anytime you click **Send/Receive Email** or request a URL (web site), EarthLink will automatically initiate your Internet connection.   If you don't want to be prompted for your password each time this process begins, be sure to Save your Password.

Selecting your Browser

EarthLink offers a built-in browser, the EarthLink Browser.   You can use this browser that comes with lots of nifty features, or you can use the browser you're already familiar with (such as Netscape Navigator or Internet Explorer). Each user on your computer can select their own browser.

To select your browser:

On the EarthLink Sign On dialog, select your username, then click **Manage Profiles...** to display the Manage Profiles window.

Click the Browser icon in the Options list.

Check the desired browser

Naming a Location

The name of the location identifies where you are calling FROM, such as your home, your office, or grandma's house.

We've supplied you with a basic list of location names: Home, Office and Hotel.   When you have more than one location defined on your system you want to be able to distinguish between different uses and different settings.

Use **Other** if you need to create a second Home, Office, or Hotel location or if you want to use a more distinct name for your location e.g., Office via Network, Mom's house, Joe's place, On the road or Tuscaloosa.

 Collecting Email

From the EarthLink Browser, click **Get Mail**. From the EarthLink Mailbox, click [Click Send/Receive]

If you have Autoconnect turned on, you will be connected to the Internet automatically when you click **Get Mail**.

Reviewing the Event Log

The Event Log records connection attempts and displays up to 30 days of attempts.

To review the Event Log

On the EarthLink Sign On dialog, click **Locations...** to display the Connection Settings window.

Click the **Event Log** tab. The Event Log tab lists connection events – connection attempts, both successful and unsuccessful.

Clearing the Event Log

Clearing the Event Log

The Event Log records connection attempts and displays up to 30 days of attempts.   You can clear the log any time you want.

To clear the Event Log

On the EarthLink Sign On dialog, click **Manage Locations...** to display the Location Settings window.

Click the **Event Log** tab.

Click **Clear Log** then click **Ok**.

 Configuring Profiles and Locations

EarthLink Configuration offers two options for managing user preferences and connection locations.

Manage Profiles enables you to control your preference settings for the various Internet tools you use, including browsers   and email applications.   In addition, this option enables you to add new profiles to this computer or to remove a profile from this computer.

Manage Locations enables you to control the locations for this computer.   In the early days of Internet Service Providers, you typically connected to the Internet using a modem.   Today, dialing in over a standard phone line using a modem is not the only way to get on the Internet.   EarthLink has adopted many of the emerging standards for high-speed access to the Internet, therefore you could be connecting to the Internet via a cable modem, DSL, satellite, ISDN or via your network at the office. Since each of these connection methods requires a different device and since we live in a mobile society that likes to stay connected, we've included the ability to define and manage location.   Each location identifies where you will be connecting from, the device you will be using to make the connection and the settings for that device.

Understanding Locations

 Selecting a different location

To select a different location:

 Click on the arrow in the Location field on the EarthLink Sign On dialog. A list of other locations appears.

 Select the desired location.   If you need to create a new location, select **New Location…** from the list.

 Changing your access phone number

If the access phone number you are using to connect is frequently busy, you may want to select a different access phone number.

To change your access phone number:

 Click on the phone number that your computer is dialing (beneath the Location field on the EarthLink Sign On dialog. Your current access phone numbers appear in the selecting list at the bottom of the screen.

 Select the number that has been giving you problems then click **Delete**.

 Select a new access number from the list of available access numbers.

 Click **OK**.

Modifying Profile Settings

To modify your profile settings:

Click **Configure** on the EarthLink toolbar to open the **Manage Profile** window.
The options to the left list the types of Internet programs you can set preferences for, such as Browser, Mail, or WebSpace.   You can also manage your EarthLink Account from this window.

Click the desired icon to see the options you can set.
For more information, see these topics:

Configuring the EarthLink Browser
Changing Your Account Information
Configuring EarthLink MailBox
Configuring EarthLink WebSpace

EarthLink Tip of the Day

The EarthLink Tip of the Day file contains a collection of useful tips and other information that you may find interesting or useful. Each tip highlights a specific task you can perform and tells you which EarthLink 5.0 program offers that feature.

By default, the Tip of the Day dialog is set to appear each time you start your computer.   You can turn off Tip of the Day by changing your profile settings.   The **Show Tip of the Day at Startup** option is on the Miscellaneous tab of Account Settings.

Here is a list of the Web sites referenced in the Tip of the Day file:

EarthLink Web Site: http://www.earthlink.net

Your Personal Start Page: http://start.earthlink.net

Technical Support: http://help.earthlink.net/

Member Support: http://help.earthlink.net

EarthLink Billing: http://help.earthlink.net/billing/

International Roaming: http://help.earthlink.net/ismtp

Current POP list (access phone numbers: http://help.earthlink.net/access

The Mall: http://help.earthlink.net/access

bLink online: http://www.earthlink.net/blink

 Browser Configuration

The **Browser Configuration** window will appear when you install your EarthLink software, or create or retrieve a new profile.

Click **Yes** in the **Browser Configuration** window to:

1. Set your Web browser's Start page to http://start.earthlink.net

2. Set your Web browser's Search page to EarthLink's custom Search page

3. Update your Internet Explorer Favorites or Netscape Bookmarks.

4. Set up EarthLink Usenet news accounts for Outlook or Netscape.

If you installed Internet Explorer or Netscape from an EarthLink CD-ROM or downloaded them from an EarthLink Web site, then your Web browser has already been configured.

Convert and Notify

If you had a browser or email program on your computer before you installed EarthLink 5.0, **Convert** identifies the program(s) and lists them for you. You can convert favorites/bookmarks, or addresses from AOL, Netscape, or Internet Explorer to EarthLink 5.0.

If you are signed on, then from the **File** menu, choose **Import**, then click **Favorites** (**or Address Book**).

If you are not signed on, click the Additional Software button

on the EarthLink Toolbar. You will need to choose your profile from the **EarthLink Profile** pull-down menu, and type your password into the **Profile Password** box.

Select the program and files that you want to convert from, then click **OK**.

If you had more than one profile or screen name set up in the other program, you may be asked to choose which one to import from.

Glossary

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

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Account name

Your EarthLink account name.   In many cases, this is the same as your username.

Address Book

A collection of email addresses. Email addresses stored in the Address Book can be quickly inserted in the <u>To</u> :, <u>Cc</u> : or <u>Bcc</u> : fields by entering the first few characters of the name or email address.

Attachment

A file appended to an email message.   Typically, this file was created in another program, such as a word processor or spreadsheet.

BCC

(Blind Carbon Copy) Sends a copy of the mail message to these recipients without listing their email addresses on the message sent to <u>TO</u> : or <u>CC:</u> recipients.

 Backbone

A high-speed line or series of connections that forms a major pathway within a 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). Ethernet coaxial cable is in the megabit or million bits per second range.

 Browser

The program that enables you to view pages on the <u>World Wide Web</u> .   Netscape Navigator and Internet Explorer are examples of World Wide Web browsers.

CC

(Carbon Copy) Dends a copy of the mail message to these recipients – with all other recipients seeing a list of these email addresses.

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

Channels

A mechanism for delivering information.   On your television or cable network, a channel provides a specific type of programming (local, sports, news, entertainment).   In Update Manager, a channel provides an update for a specific type of software.

Client

A software program that is used to contact and obtain data from a <u>Server</u> 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.

Device

A piece of hardware that serves as the connection mechanism.   This might be a <u>modem</u> , a cable modem, a <u>NIC</u> (LAN card), or a <u>DSL</u> modem.

DHCP

(Dynamic Host Configuration Protocol) A protocol that provides dynamic IP address allocation and automatic TCP/IP configuration.

Digital Subscriber Line Services

High-speed access to the Internet over your regular phone line.   Enables you to use your telephone while you are connected to the Internet.

Domain Name

The unique name that identifies an Internet site. Domain names always have two or more parts, separated by dots., such as www.earthlink.net or help.earthlink.net.   The suffix of the domain name (.net, .com, .org, .edu, .gov, .cz, .de) identifies the type of organization or country (Network, Commercial, Non-profit organization, Education, Government, Czech Republic, Deutschland).

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 (since all domain names must be registered and paid for) but not be connected to an actual machine (oops, the site is under construction).

DNS

(Domain Name Server) A database on one or more computers stores a complete list of domain names and the IP addresses for those domains.   The database is used to convert URLs or domain names, such as www.earthlink.net or help.earthlink.net, to their corresponding IP address , such as 206.250.94.20. All computers on the Internet are identified by an IP address.   Since these numbers are not easy to remember, Domain Name Servers handle the translation.

Downloading

The electronic transfer of information from one computer to another, generally from a larger computer (such as a server on a network) to a smaller one (such as your personal computer).

 DSL

(Digital Subscriber Line) A high-speed access to the Internet over your regular phone line.

 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) FAQ's are documents that list and answer the most common questions on a particular subject. There are hundreds of FAQ's on subjects as diverse as Pet Grooming and Cryptography. FAQ's supply answers to questions that technical support personal get asked repeatedly.

 Favorites
A stored link to a Web site [URL](#) that you would like to revisit.

 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.

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.

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 EarthLink 5.0 Netscape, or Internet Explorer.

HTTP
(HyperText Transport Protocol) The protocol for moving hypertext encoded 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 widely-used 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 that opens another document.

 Install

The process of loading software on your computer and setting up this software so it is available for use.   Most software is delivered in a compressed form (in order to take up less space) and must be uncompressed and copied   to its final directory. Software can be installed from a CD, a floppy, other media, or from a compressed file you downloaded from another computer. You typically run a setup or install program that uncompresses and configures the software for you.

Internet

A collection of many individual, TCP/IP-based campus, state, regional, and national networks connected 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 Address

(Version 4) A 32-bit addressing space in the format, 255.255.255.255.   Each device on a network, such as a file server, a network hub, the network interface card on your PC, a router, or a switch, must have a unique address. Within an organization, each device usually has a Static IP address (an address permanently assigned to that device).   However, when you connect to the Internet, your service provider assigns an address to your computer for the duration of your connection from a collection of IP addresses set aside for this purpose.

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.

ISP

(Internet Service Provider) A company, like EarthLink, that provides the connection that enables you to receive email and find information on the Internet.

Junk Mail Filters

The Aggressive Mail Scrubber only lets you see mail from users that are listed in your Address Book. The Mail Scrubber is a basic mail filter designed to dump most unsolicited mail into the Junk Mail folder. The Mail Scrubbers are available under the **Filter** button of the EarthLink Mailbox.

K56

A proprietary technology for connecting at up to 56000 bps.   Has been replaced by the industry standard, <u>V.90</u> .

LAN

(Local Area Network) Any physical network technology that operates at high speed over short distances (up to a few thousand meters). Within a large organization, the network typically consists of multiple LANs connected by a backbone.

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.

Location
A name that references a specific device and the settings for that device.

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.

NIC

(Network Interface Card) The card that enables your high-speed connection to the Internet.

Offline

Working with an Internet program, such as a browser or email program, when you're not connected to the Internet.

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 "baby7." A good password might be: hot$1-6

 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.

POP
 (Point of Presence) Access phone numbers that your computer dials to access the Internet.

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 a TCP/IP connection and thus be on the Internet. PPP is gradually replacing SLIP for this purpose.

PPPOE

(PPP Over Ethernet or Point-to-Point-Protocol Over Ethernet)   A protocol that allows a TCP/IP connection via the Internet.

 Profile Settings

A profile is a collection of preferences or settings for a specific user.   You can have a different profile on your computer for each mailbox.

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 router is 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 them and deciding which route to send them on.

Search

A tool for locating information within a file, directory, or on the Internet.   By entering a word or phrase, you can locate occurrences of that text.

Server

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

 Server Assigned IP Address

All computers on the net need to have an IP Address ; EarthLink assigns an IP Address to your computer when you connect that is valid for the duration of your connection. By assigning you an address for the duration of your connection instead of assigning your computer a permanent (status) IP address, EarthLink can reuse that address for other members when you're not logged on.   All dial-up connections use Server Assigned IP Address.

 Sign On
The processing of connecting to the Internet by supplying your username and password.

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.

Mail Scrubber

The Aggressive Mail Scrubber only lets you see mail from users that are listed in your Address Book. The Mail Scrubber is a basic mail filter designed to dump most unsolicited mail into the Junk Mail folder.

Static IP

Static IP is an IP address assigned to a specific computer.   This makes that IP address unavailable for other users.

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).

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.

To

The addressees for your email message.

 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.

Username

A username is a unique name which identifies you. Your email address is your username followed by the @ sign and the domain. For example, if your email address is *lisa236*@earthlink.net, then *lisa236* is your username.

V.34

An international modem standard for speeds up to 33600bps.

V.90

An international modem standard for connections that are digital on one end. Provides download speeds of up to 56000 bps and upload speeds of up to 33600 bps.   This standard resulted from the collision course of two competing techologies, K56 and x2.

 World Wide Web (WWW)
The universe of hypertext servers (HTTP servers) which are the servers that allow text, graphics, sound files etc. to be mixed together.

Client for Microsoft Networks

A Microsoft program for connecting to a network.

Configuring the EarthLink Browser

You can configure the EarthLink Browser to behave as you prefer:

[Automatically Launching the Browser After Connecting](#)

[Changing the Look and Feel of the EarthLink Browser](#)

[Changing the Browser Default Font Size](#)

[Setting Windows Internet Properties](#)

[Setting your EarthLink Browser Preferences](#)

[Setting your Home Page](#)

[Turning on/off the Browser Toolbar](#)

[Turning on/off Website Pictures](#)

[Turning on/off Background Sounds](#)

[Turning On/Off Browser Toolbar Text](#)

[Choosing a Different Browser](#)

[Disabling access to the EarthLink Browser for a user](#)

Disabling   Access

If you have other users on your computer and you want to control the profile and location settings for all users, you can disable access for a specific user.

To restrict access to profile and location settings for a user:

On the Sign On window, select the username from the Profile listbox, then click **Manage Profiles...**.

On the Account – General Information tab, check **Disable access to the Account/Location settings for this account** then click **Apply**.   This option is not available if you are the only user.

You and any other users for whom this option has not been checked will be asked to supply a password in order to review or change these settings in the future.

 Requiring a Password to Change User Settings

If you aren't the only person using your computer and you want to be sure no one changes your user profile settings, you can require all users to enter a password in order to change settings.

To require a password:

 On the EarthLink 5.0 Sign On dialog, select the username from the Profile listbox, then click **Manage Profiles**.

 On the Account – General Information tab, check **Disable access to the Account/Location settings for this account** then click **Apply**.   This option is not available if you are the only user.

You and any other users for whom this option has not been checked will be asked to supply a password in order to review or change these settings in the future.

 Changing How EarthLink Looks

EarthLink offers a variety of themes that you can choose from to change to look of your EarthLink Browser and EarthLink MailBox.

To review general account information:

 On the EarthLink 5.0 Sign On dialog, select the username from the Profile listbox, then click **Manage Profiles**.

 If necessary, select **Account** from the Setting for list.

 Click the **Miscellaneous** tab.

 Accessing the Internet Using a Proxy Server

You can access the Internet using a proxy server.   If you have the address and port for the proxy server, as supplied by the server administrator:

 Click **Configure** to open the Manage Profiles window.

 Click **Browser** to open the Browser settings then click on the **Advanced** tab.

 Check **Access the Internet using a proxy server**.

 Enter the **Address** and the **Port** for the proxy server.

 If you are connecting via a LAN, check **Bypass proxy server for local (Intranet) addresses**.

 Click **OK**.

Importing Themes

A theme consists of your foreground and background and the style of the buttons. If you don't like the look of EarthLink 5.0 (perhaps you hate blue), you can import a theme.

Modems

Enter the new areacode that you want to add to the list of Area codes you do NOT need to dial a '1' before.

Remove the selected area code from the list.

Enter the new prefix that you want to add to the list of prefixes that you have to dial /1/ for.

Remove
  Removes the selected prefix from the list.

Pulse – **An interrupted tone. If you use a call center for messages, the phone company uses an interrupted dial tone to let you know that you have messages. Some countries use this type of tone as their dial tone, therefore you have to let your computer know to expect a pulse.**

Account Name shows the current account name.

Check Always Connect to be automatically connected to your EarthLink website when you launch WebSpace.

Shows the FTP address to your website, typically ftp-www.earthlink.net.

Shows the address for your website, typically http://home.earthlink.net/~username.

 Troubleshooting

 Setting up for 10-digit dialing
To set up your computer for 10-digit dialing:

 On the Sign On dialog, click **Configure**.

 On the Configuration dialog, click **Manage Locations** to display the How to Connect dialog.

 Highlight the location you need to set up for 10-digit dialing, then click **Properties**.

 Click **Area Code Rules**.

- ◆ ◆ If you need to dial the area code even for calls in your area code, check **Always dial the area code**.
- ◆ ◆ If you only need to dial one before the area code for certain prefixes, enter those prefixes on this dialog.
- ◆ ◆ If you must always dial one before the area code, click **Ok** to save your selections and return to Dialing Properties.   On the Dialing Properties dialog, check **Dial as a long distance call**.

Dialing 9 to access an outside line

To set up your computer to dial 9 to access an outside line:

On the Sign On dialog, click **Configure**.

On the Configuration dialog, click **Manage Locations** to display the How to Connect dialog.

Highlight the location you nee to set up for 10-digit dialing, then click **Properties**.

Fill in the **For local calls, dial** and the **For long distance calls, dial** fields under **When dialing from here**. For example if you need to dial 8 before making a local call and 9 before making a long distance call, in the **For local calls** field, enter **8,**   - and in the **For long distance calls** field, enter **9,**   (The , inserts a pause between this number and the access number.)

Disabling Call Waiting

To disable call waiting so your connection does not get interrupted by an incoming call:

On the Sign On dialog, click **Configure**.

On the Configuration dialog, click **Manage Locations** to display the How to Connect dialog.

Highlight the location you nee to set up for 10-digit dialing, then click **Properties**.

Check **To disable call waiting, dial** and select the appropriate value.   (If you don't know what code to enter, refer to the telephone book supplied by your phone company.)

 Charging my Connection to a Calling Card
To charge a connection call to your calling card:

 On the Sign On dialog, click **Configure**.

 On the Configuration dialog, click **Manage Locations** to display the How to Connect dialog.

 Highlight the location you need to set up for 10- or 11-digit dialing, then click **Properties**.

 Check **For long distance calls, use this calling card** and select your calling card from the list.

Resurrecting my cable access

Your cable access was working but now you can't access a web site and you can't send/receive email. Your cable modem lost its brains.

Restart your computer.   This will reset your cable modem.

Check this box if you want to connect to the Internet each time you open a mail, browser, or other Internet program and you are not currently connected.

Check this box if you want to be notified when a new mail message arrives.   You can choose whether this notification is a sound or a pop-up message on the Mail General Settings tab in Manage Profiles.

Check this box to play a sound when you are connected and when you are disconnected. You can select the sounds on the Browser General Settings tab in Manage Profiles.

Check this box to display the Connection Monitor (it shows your connection speed and how long you have been connected) each time you connect.

Check this box if you want your dial-up connection ended when you have been idle for the number of minutes you specify.

Enter the number of minutes you want your computer to wait before disconnecting you from the Internet

Select the number of minutes you want your computer to wait before disconnecting you from the Internet.   If there is no keyboard or mouse activity for this interval your Internet connection will be terminated.

Check Redial if you want your computer to redial the access phone number when it detects a busy signal.

Enter the number of times you would like your computer to dial the access number before moving on to the next access phone number in the list.

Select the number of times you would like your computer to dial the access number before moving on to the next access phone number in the list.

Enter the number of minutes you want your computer to wait before redialing the access number.

Select the number of minutes you want your computer to wait before redialing the access number.

Enter the number of seconds you want your computer to wait before redialing the access number.

Select the number of seconds you want your computer to wait before redialing the access number.

The Event log lists all connections and connection attempts.

Clears the Event Log of all entries.

Plays the audio track for this screen.

Saves any additions or changes to this screen and closes it.

Ignores any additions or changes to this screen and closes it.

Applies any additions or changes to this screen and keeps it open for additional changes.

Displays the help topic for the current task.

Lists the locations defined for the selected profile. Click Properties to see the device and device settings for the selected location.   Click Add Location to launch the Location Wizard for adding a new location.   Click Delete to delete the selected location or phone number.

Add Location launches the Location wizard so you can define another location.   A location identifies where you are calling from and consists of the location name, the device and the device settings.

Click Modem Properties to display the Modem Properties dialog if you need to change how your modem works.

Phone Numbers opens the Phone Numbers dialog so you can select the access phone numbers for the selected locations.   These numbers will be dialed by your computer in the order listed.

Services

Disable Access – **Check this box to turn off access to profile and location   settings for the current profile.   All other users will be prompted to enter a password before reviewing profile or location settings.   If this is the only profile that can still review profile and location settings, this option will be grayed out.**

Opens the Change information wizard where you can change your password, and other member information.

Your name as you typed it during installation.

Your address as you typed it during installation.

The name of your company as you typed it during installation.

Your daytime phone number as you typed it during installation.

Your evening phone number as you typed it during installation.

Your credit card number as you typed it during installation.

The expiration date for your credit card.

Your email address.

Select your country from the list, or type the first few characters of the country name.

Shows the country you selected when you added the account.

Select this option to use the EarthLink Mailbox to send and receive email. When this option is selected the Read, Send and Servers tabs are available.

Select this option to use the EarthLink Browser to view Internet sites.

Select this option to use an Email program of your choice.   Choose the desired Email program from the list of Email programs found on your system. When this option is selected, Read, Send and Servers tabs are not available.

Select this option to use the Browser program of your choice – **Choose the desired Browser from the list of Browsers found on your system.**

Select the desired Email program from the list of Email programs currently on your computer.   If you do not see the desired Email program, you must first install it.

Select the desired Browser program from the list of Browser programs currently on your computer.   If you do not see the desired Browser program, you must first install it.

Select this option to choose another program for writing and reading Email.   Enter the name of the program in the field to the right or click Browse to select the desired program. When this option is selected, Read, Send and Servers tabs are not available.

Select this option to choose another program for viewing Web sites – **Enter the name of the program in the field to the right or click Browse to select the desired program.**

Enter the name of the program you want to use to read and write Email – **Or click Browse to select the program.**

Enter the name of the program you want to use for viewing Web sites –   **Or click Browse to select the program.**

Select Email Program – **Click Browse to select the name of the program you want to use to read and write Email.**

Select Browser Program – **Click Browse to select the name of the program you want to use to view Web sites**

This list shows the profiles defined on this computer – **Each profile relates to an EarthLink mailbox and stores user preferences. Select the mailbox you want to log in to.**

Access ID - Your access ID.

Access Password – **Your access password.**

Click New Profile to add a new profile – **The profile can be for a new mailbox for an existing account, an existing account that has not yet been loaded on this computer, or a new account.**

Remove the listed server

Lists the various items you can set preferences for (such as your Account, Browser, Mail, WebSpace). Click on an item to display the preference pages for the item.

Current Member – **Use this option if you have already been given a username and password, and would like to set up EarthLink on this computer. If you have not already been given a username and password, choose the New Member option.**

Select Server Assigned IP Address if EarthLink will be assigning an IP address to your computer each time you connect to the Internet.

Select Specify IP Address if your installation requires a static IP address.   Enter the IP address field.

Enter an IP Address in the format 209.255.255.255 that identifies a specific computer. This value will be supplied to you by your cable provider if your connection uses Static IP.

Select Disable DNS if you do not want DNS to resolve a URL to its corresponding IP address.

Select Enable DNS if you want DNS to resolve a URL to its corresponding IP address.

Enter the Host name for your connection. If you have a cable modem using a static IP address, this is typically your username.

Enter the Domain or network on which your host resides.   This is typically earthlink.net.

Enter an IP address for DNS then click Add.

Click Add to add the Server IP address.

Servers lists the IP addresses for DNS servers.

Select the IP address you want to remove then click Remove.

Lists the IP address for DNS that you have identified. Select the IP address you want to remove then click Remove.

Click Network Properties to display the Windows Network Properties dialog.

Shows settings for the item you selected.

Click Back to return to the previous screen.

Click Next to go to the next screen.

Enter your Area Code.

Enter the Area Code for the new access number. This is a required entry.

Code to access outside line – **Enter the numbers or symbols you need to enter to get an outside phone line for a local call.**

Code to dial Long Distance – **Enter the numbers or symbols you need to enter to get an outside phone line for a long distance call.**

Check Disable call waiting if you need to disable call waiting before dialing the Internet. Incoming calls can disrupt your Internet connection.

Dial to disable call waiting – **Enter the numbers or symbols you need to enter to turn off call waiting.**

Touch Tone Dialing – Check this option if you have an uninterrupted (steady) dial tone (most US telephones). If you are dialing from an area that uses a pulse tone, such as Germany, uncheck this option.

Advanced – **Click this button if you want to bill your call to a calling card.**

Shows the theme you are currently using – The theme sets the color combinations as well as button and text styles for EarthLink 5.0.   Select another theme from this list to view a sample.   If you select a different theme, it will be saved once you click OK.

Import Themes enables you to add a new theme to the list of available themes.

Country - select the country you want to add a phone number for (from this list). This is a required selection.

Select the country you wish to view access phone numbers for.

Select your state/province from this list (this is a required selection if you are in the United States or Canada).

Enter your city.

Access phone number prefix – Enter the first three digits of the access phone number. This is a required entry.

Enter the last four digits of the access phone number.   This is a required entry.

Custom displays a screen on which you can enter a new access number – one that is not in the access number list. This is intended for experienced users only.

Update connects to EarthLink and collects an updated list of phone numbers.

Current access phone numbers lists the available access phone numbers.   Click on a heading to sort the list by the contents in that column. Select the phone number you want to use for the new location.

Lists the Devices found on your computer.   If you do not know which device to select, click Next to use the selected device.

Save As enables you to specify a name for the file you want to save.

Print Setup enables you to specify the printer setting before printing your file.

Print enables you to print the current file.

Exit quits the current program.

Cut enables you to remove the currently selected information and place it on the Clipboard.

Copy enables you to copy the currently selected information to the Clipboard.

Paste enables you to insert the information on the Clipboard at the current cursor position.

Select All selects all items in the current window so you can take the same action, such as delete or copy, on all items in the selection.

Find enables you to look for a string of characters.

Uncheck Toolbar to close the toolbar.

Click SideCar to open or close the EarthLink SideCar.   This button is a toggle.

Workbook Mode displays the various components of EarthLink 5.0 (Browser, Email, WebSpace) each in a separate tab in the same Window.

Refresh updates the contents of the window to reflect changes that you have made to the information.

Cascade displays the current windows slightly overlapping on another, so you can see the title bar of each open window.

Tile displays the current open windows as though they were wall tiles so no window overlaps another window.

Click About EarthLink 5.0 to see version information.

Connect starts your connection to the Internet.

Disconnect cancels your connection to the Internet.

Deletes the current selection.

Large Toolbar makes the buttons on the toolbar and the toolbar larger so they are easier to see.

Small Toolbar makes the buttons on the toolbar and the toolbar smaller so they occupy less space.

Sign Up for a new EarthLink account and install the EarthLink software on this computer.

Install the EarthLink software on this computer and retrieve account information for an existing member.

Typical Install installs the typical EarthLink software components. This option is for most members.

Expert Install enables experienced users to select the EarthLink software components for installation.

The directory in which the EarthLink software will be installed.   The default installation directory is C:\Program Files\EarthLink 5.0

Browse Directory enables you to select the directory in which the EarthLink software will be installed.

Current Directory shows the currently selected directory.

Folders enables you to select an installation folder or directory on the currently selected drive.

Drives enables you to select a different installation directory.

Drive Space shows the Total amount of space on the current drive and the free space available.

Enter your first name, as it appears on your credit card.

Enter your middle initial.

Enter your last name.

Enter your street address, including the apartment number, if any.

Enter your city.

Select your state.

Enter your zip code.

Select your country from the list.

Enter your company name, if this is a company email account.

Enter the registration number from the back of your CD packaging (or enter NONE).

If a friend referred you to EarthLink, enter their EarthLink email address here. We will credit their account with one free month of EarthLink access.

Enter the Password for the selected profile – **If you are the only person using this computer, you may want to check Save Password so you do not have to type your password each time you want to Sign On to the Internet.**

Enter the Credit Card Number for monthly billing.

Enter the Expiration Date for this credit card.

Enter a number for how many of this product you want to purchase.

Add a Mailbox to this account.

Shows the available space on the selected drive.

Check this box to Change Credit Card Number.

Check this box to Change your Password.

Check this box to Change User Information.

Change Payment Method

Click Change to make changes to the Member Information shown on this screen.

New Member – **Choose this option to join EarthLink, or to open a new EarthLink account. If you already have an account (username and password) and need to set it up on this computer, choose the Current Member option.**

The full path that identifies where the EarthLink software is to be installed.

Enter your password again to confirm it.

Click to pause the audio/video.

Click Play to start the audio track again. The slider shows the relative start position from the beginning of the track.

Enter the email address of the EarthLink member who referred you   - they will receive a free month of access.

Reinstall the EarthLink software on this computer.

Displays the URL of your new website based on the username you entered.

Lists the users set up on this computer.

Your username uniquely identifies you. A new username can be up to 20 characters long, must begin with a letter and can contain any combination of lowercase letters and numbers. A new username CANNOT contain any uppercase, punctuation, or special characters. Your Internet email address will be your username followed by "@earthlink.net".

Outside Line

Check this option if you must dial 1 plus the area code for all phone calls – even calls within your area code.

Check Save Password if you are the only person on this computer and you would like EarthLink 5.0 to retain your password.   The next time you want to Sign On to the Internet, you will not need to type your password.

Click Up to move the selected phone number UP one line in the Selected Phone Numbers list. Phone numbers will be dialed in the order listed.

Click Dn to move the selected phone number DOWN one line in the Selected Phone Numbers list. Phone numbers will be dialed in the order listed.

Use To to address your email.

Use CC (Carbon Copy) to send a copy of your email to another person(s).

Shows your Account Name.

Cancel aborts the connection attempt.

Click Manage Locations to control the locations and their devices that you have created to access the Internet.

Lists the Locations you have defined on this computer.   Select the location for where you are connecting from then click Sign On.   Or select Work Offline and click Sign On to compose messages without connecting to the Internet until you are ready to send those messages.

Shows the Phone Number as dialed.

Enter the text for your email message here.   You can use the tools on the formatting bar to alter how your message text looks.

Incoming Mail Port (POP3) shows the number of the port for incoming mail.

Incoming Mail (POP3) shows the name of the mail server for incoming mail.

Outgoing Mail Port (SMTP) shows the number of the port for outgoing mail.

Outgoing Mail (SMTP) shows the name of the mail server for outgoing mail.

Media – **This area reserved for audio.**

Notify me when new messages arrive by sending me a sound. The default sound in "Mail Truck" – you can select your own sound.

Shows the Phone number as dialed.

Click Configure... if you need to select new phone numbers for your dial-up location, create a new location, modify the preference settings for your profile, add a new profile, or remove a profile from this computer.

Click Manage Profiles to modify your user preferences, add a new profile, or remove a profile from this computer.

Status shows the state of the current dialing attempt.

Subject

Always Use the Area Code (10 digit dialing) - Check this box if you must always dial the area code, even for calls within your own area code.   (This is referred to as 10-digit dialing)

Area Codes lists the area codes you do NOT need to dial '1' before.

Select the Country you live in from the list of Countries.

Select Dial 9 to get to an outside line if you need to dial a number to access an outside line.   If you need to enter an 8 or some number other than 9, be sure to enter it here.

Prefixes lists the prefixes for which you must dial '1' first.

Remove the selected number from the list.

Check Show Tip of the Day at Startup to display a new Tip of the Day each time you startup your computer. (Unchecking Show Tip of the Day will turn off all tips.)Tip of the Day contains interesting and useful information about a variety of EarthLink 5.0 features that can make your Web experience more enjoyable.

Check Show Hints to display first time hints when you access a new feature of EarthLink 5.0. (Unchecking Show Hints will turn off all hints.) If you want to repeat a hint when you access the feature again, be sure to check the Show this next time box on the Hints dialog.

Profile lists the profiles configured on this computer.

Click Sign On to connect to the Internet

Lists the products available and the monthly pricing and setup charges for each.

Displays your Email Address based on the username you entered.

Expert Install enables you to select your installation directory and which of the additional products you want to install.

Add a Mailbox – **create a new mailbox for an existing account.**

Ask before trying to use a device (such as a modem or printer) that is already being used by another application.

Available Phone Numbers – **List shows the access phone numbers for the selected Country and State/Province.**

Selected Phone Numbers lists the phone numbers your computer will dial in the order in which they will be dialed if the first number is busy.   Use the Up and Dn buttons to rearrange the numbers in this list.

Enter a userame for your new mailbox.   This will be the profile you select when you sign on to collect email from this mailbox.

Enter a password for your new mailbox.

Select Exit and Disconnect if you want to disconnect from EarthLink and close EarthLink 5.0.

Select Exit if you want to close EarthLink 5.0.

Select Login Again if you need to reconnect now.

Select Work Offline if you want to be able to read mail, or compose new messages, before you connect to EarthLink. When you are ready to connect, just click Sign On on the EarthLink 5.0 toolbar.

Select Reconnect if you want to reconnect to the Internet to collect or send mail or to access a web site.

Select Exit Program if you want to close EarthLink 5.0.

Select Continue to Work Offline if you want to disconnect from EarthLink but continue to read or compose mail when you are no longer connected.

Check PPPOE (DSL, Cable, Wireless, etc.) if the installation materials for your high-speed connection specify PPPOE or PPP over Ethernet.

Select from the listed PPPOE Services.

Enter the Area Code you are connecting from.

Select Home then click Next>> to define the settings for this new location.

Select Office then click Next>> to define the settings for this new location.

Select Hotel then click Next>>define the settings for this new location.

Select Other then enter your own name for this new location.

Click New Profile to launch EarthLink Setup so you can sign up for a new account or add an existing account to this computer as a profile.

Click Add to add the selected phone numbers to the selection list.

Check Always dial the Area code (10-digit dialing) if your phone company requires you to dial the area code even for calls to the same area code.

Click Area Code Rules if you only have to dial the area code for certain prefixes.

Click Delete to delete the selected item (phone number or location).

Click Remove Profile to remove the selected profile from this computer.   This does not affect your EarthLink account.

A description of the Service.

Check Prompt for information before connecting if you want to be prompted for your Profile and Location before connecting when you enter a URL or Send email while working offline.

Click Properties to see the settings for the selected location.

Click Remove to remove the selected prefix from the list.

Check Show Tooltips if you want to see tooltips pop up to describe a field or a button when your cursor moves over it.

The username you entered is in use; enter a new Username.

Enter the name of the person who referred you (so they can get a free month of access).

Click Contents and Index to open on-line help.

Click Configure to manage profiles or locations.

Check Don't ask again if you do not want to be asked about skipping installation.

Enter a name for this Location.

A new password must be between 6 and 8 lowercase characters. It may include numbers, but it must begin with a letter.

Enter your Password.   Remember: Passwords are case sensitive.

Click Previous to display the previous Tip of the Day.

Click Next to display the next Tip of the Day.

Click OK to close the Tip of the Day dialog.

Click Help to provide information on how to use the Tip of the Day dialog.

Shows the number of Bytes Received.

Shows the number of Bytes Sent.

Shows the Device used for this connection.

Shows the Protocols for this connection.

Shows the Username for this connection.

Shows how much time will elapse before you will be Disconnected.

Shows the rate you are Connected... at.

Click Hide to minimize the Connected to EarthLink dialog.

Time Elasped shows how long you have been connected.

Account Summary Details shows the information you entered during the setup process.

Retrieves the account information for the selected profile.

A list of the mailboxes associated with your account

Add this mailbox to your computer as a profile

This box shows the non-EarthLink email addresses that the EarthLink Mailbox will check. You can add any email address that can be checked via a POP server. To find out if one of the email addresses you use can be checked via a POP server, contact the organization that provides the email address.

This list shows the mailboxes associated with your account. Only Family Pack accounts have access to multiple EarthLink mailboxes. If you make changes to any of these mailboxes, be sure to change the configuration of your other programs to reflect the changes. For example, if you change the email address, you will need to change the EarthLink Mailbox configuration (Return Address, Signature, etc) to reflect the new email address.

Click this button to update the list of mailboxes associated with your account.

Click this button to open a dialog box that will let you make changes to the selected mailbox.

Username

A username is a unique name which identifies you. Your email address is your username followed by the @ sign and the domain. For example, if your email address is *lisa236*@earthlink.net, then *lisa236* is your username.

EarthLink 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 the Personal Support Center.

Billing inquiries, Customer Service, and Technical Support: http://support.earthlink.net

Technical Support

 Customers with earthlink.net or sprintmail.com email addresses: (800) 890-5128

 Customers with mindspring.com or other email addresses: (800) 719-4660
24 hours a day.
When contacting Technical Support be ready to provide the following information

Helpful Information

EarthLink understands that sometimes the Internet can be very confusing to a new user and that's why we've created a page just for you: http://www.earthlink.net/internet Here you can find some answers to the most frequently asked questions our members ask, review common terms, find solutions to error messages, and a lot more.

If you are online and have questions or need technical support information, feel free to look at our online help pages at: http://support.earthlink.net

Basic Configuration Information
Glossary
Connection Errors

 Basic Configuration Information

Regardless of which computer or operating system you are using, the basic configuration of your connection will be the same. You can refer to the settings page for information: http://support.earthlink.net/mu/1/psc/img/walkthroughs/other/1694.psc.html

http://support.earthlink.net/mu/1/psc/img/walkthroughs/other/1694.psc.html

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

1. The type of computer you have.

2. The type and version of operating system you are using (Windows 95 or Windows 98.)

3. The make and model of your modem, or high speed device.

4. The exact error message you are getting.

5. For dial-up, the access number you are using to connect to EarthLink.

6. The software and version number you are using to connect to EarthLink (TotalAccess version or EarthLink 5.0), or information about other software you are using to connect.

EarthLink Network (<u>ELNK</u>: 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, "The number one provider of the Real 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.

EarthLink Network, Inc.

Business Office Hours 8:30 a.m. to 5:30 p.m. EST Monday through Friday

Main Office: 1375 Peachtree St. Level A, Atlanta, GA 30309

Main Office Telephone: (404) 815-0770

Sales: (800) 395-8425

Technical Support

 Customers with earthlink.net or sprintmail.com email addresses: (800) 890-5128

 Customers with mindspring.com or other email addresses: (800) 719-4660
Business Web Hosting Support (800) 237-0148

EarthLink Web Site: http://www.earthlink.net
Your Personal Start Page: http://start.earthlink.net
Send comments about PSP to: startpage@earthlink.net
Member Support: http://support.earthlink.net
Send email to tech support:

 Customers with email addresses ending in earthlink.net or sprintmail.com:support@earthlink.net

 Customers with email addresses ending in mindspring.com or anything else: support@mindspring.com
Send email to Sales at : sales@corp.earthlink.net
Send general comments and suggestions to: elnweb@earthlink.net
Send email to Public Relations: prdept@earthlink.net
Send email to Media Relations: presslink@earthlink.net
Send email to Investor Relations: investors@corp.earthlink.net

 System Requirements

Windows	Recommended
Processor	Pentium 166 Mhz or better
Operating System	Windows 95/98/Me/2000
RAM	32MB or better (64MB for Win2000)
Available hard disk space*	
To install	170 MB (200MB for Win2000)
Modem (analog or DSL)	28.8 KB or better
Sound Card **	Preferred
Monitor resolution	800x600 or better

* Free disk space for EarthLink 5.0 may exceed these values – Windows itself uses a significant amount of disk space as virtual memory.   If your computer has limited free disk space, consider deleting extraneous files and defragmenting your computer before installing EarthLink 5.0.

** Required to run EarthLink Tutorials or to hear EarthLink Hints.

EarthLink Setup and Installation

EarthLink Setup enables you to:

- Sign up for a new EarthLink account and install the EarthLink software
- Install EarthLink software on a new computer and retrieve your account software
- Add a mailbox to an existing account
- Reinstall the EarthLink software

How do I sign up for a new account?

How do I install the EarthLink software?

How do I install other Internet software?

How do I set up EarthLink on my new computer?

How do I make sure my friend gets a free month of EarthLink?

How do I get a free month of EarthLink?

 Signing up for a New EarthLink Account

To sign up for a new EarthLink account:

 Run the EarthLink Setup program by inserting the CD in your CD-ROM drive.

 On the EarthLink 5.0 main menu, select **New Member**.

OR

- ◆ Select **New Profile** from the **Profile** list on the **Sign On** window. The main menu will open.
- ◆ Click **New Member** to begin the sign up process.

 Retrieving an Existing Account

As long as you already have a username and password, you can retrieve an account. This feature makes it easy to set up an existing EarthLink account on a new or different computer.

To retrieve an existing account:

 Begin Setup by either:

- Inserting the EarthLink CD-ROM, and allowing Setup to begin automatically, or
- Selecting **New Profile** from the **Profile** pull-down menu on the **Sign On** window.

 On the EarthLink 5.0 Main Menu, select **Current Member**.

 If you do not yet have an EarthLink account and would like to become an EarthLink member, select Sign-up for a new EarthLink account.

 Setting Up an Existing Account on a New Computer

If you are already an EarthLink member you can use this option to install the EarthLink software on a different computer and retrieve your account information from EarthLink.

To set up EarthLink software on this computer:

 Choose the **Add your existing EarthLink account to this computer** option on the EarthLink Installer main menu.

 Installing the EarthLink Software

- If you need to setup the EarthLink software on another computer, load the CD and Autoplay will launch EarthLink Setup. Or right click on the CD icon and select **AutoPlay**.

- You can also list the contents of the CD and click **Setup** to launch EarthLink Setup.

- If you select **New Profile** on the EarthLink 5.0 Sign On dialog or on the Profile Settings window, EarthLink Setup will launch automatically so you can sign up for a new account.

Legal Agreements

You must accept the terms of the legal agreements in order to install the EarthLink software on this computer.

The legal agreements include the EarthLink Internet Access Agreement, the Subscriber Acceptable Use Policy and the EarthLink Software License Agreement.   These legal documents not only protect EarthLink as a service provider, but they protect you, the licensee.

EarthLink Main Menu

The EarthLink Main Menu is the starting point for installing EarthLink 5.0 on your computer.   Whether you are new to EarthLink or you have been a long time member, the following options are designed to get you onto the Internet quickly. You will need your EarthLink CD.

- Click **New Member** if you do not have an EarthLink username and password. Click this option to sign up for a new EarthLink account and install the EarthLink software.

- Click **Current Member** if you have already been given an EarthLink username and password, and would like to install the EarthLink software on this computer.

- Click **Exit** to quit the EarthLink Setup and Installation program.

Installation Options

EarthLink Setup offers two installation choices:

- **Typical** installation installs the standard EarthLink software components and is intended for use by most new users.   This is the default selection.

- **Expert** installation enables an experienced computer user to select the additional software components before they are installed and to choose the directory in which the software is installed.

Default Directory, typically c:\Program Files\EarthLink Network, identifies the directory in which EarthLink Setup installs the EarthLink software components on your computer.   If you are an experienced user and would prefer to install your EarthLink software in another directory, you can choose a different directory.

Select a directory enables you to choose an alternate installation directory for your EarthLink software.

Click **Next>>** to begin software installation.

 Choose Directory

The Choose Directory dialog enables you to select an alternate installation directory for your EarthLink software.

Current Directory shows the directory currently selected.

Folders enables you to select a different folder on the selected drive.

Drives enables you to select a different drive.

Drive Space (total and free) shows the total drive space on the selected drive and the amount of free space available on the drive.

Registration

The Registration program steps you through creating a new EarthLink account, adding an additional mailbox, or setting up a new computer for accessing the Internet and retrieving your account information from EarthLink.

Sign up for a new EarthLink account

Add an existing EarthLink account to this computer

Registration provides the following screens on which you enter information about you that will be sent to EarthLink.

Member Information

User Information

Products

 Member Information

EarthLink retains your member information for billing purposes. If you are billing your Internet account to a credit card, the information you enter on the Member Information window should be the same as the information on your credit card statement.

First Name

MI

Last Name

Address

City

State

Zip

Country

Company

Evening Phone

Day Phone

EarthLink 5.0 Setup

Member Information

Personal Information

First Name: [   ] M.I. [ ] Last Name: [   ]

Address: [   ]

City: [   ] State: [▼] Zip: [   ]

Country: [United States of America ▼] Company: [   ]

Evening phone: [   ] Day phone: [   ]

<< Back   Next >>   Cancel   Help

User Information

Use the **User Information** window to enter your username and password. Registration will use that info to set up or retrieve your account information from EarthLink.

1. Enter your username in the **Username** box. If you are setting up a new account (you do not have a username yet), you can enter anything that you want as long as it has not been used before, and follows these Username Guidelines.

2. Choose a domain from the pull-down menu (or, if possible, type a domain in the box).

Your domain is determined by the organization that provides your service and is usually everything that appears after the @ symbol in your email address. For example, if your email address is **blinky@earthlink.net**, then **earthlink.net** will be your domain.

3. Enter your password in the **Password** area. If you do not already have a password (i.e. you are starting a new account), please read the Password Guidelines, then enter a new password.

4. Click **Next** to save your changes.

Choose Products

The **Choose Products** screen lists the EarthLink products that are currently available.

 Highlight a product to see its description.

 Check the box next to the product you would like to sign up for.

 Click **Next**.

Change User Information

You can use your EarthLink 5 software to change your account information, like payment method, password, and mailing address.

Before you can change your account information, you have to enter your password in the **Password** box. Then:

If you don't want to change your password, click **Next** to go to the **Change Payment Method** page.

If you want to change your password, check the **Change username/password** box, and type the new password in the **New Password** box. Then click **Next** to go to the **Change Payment Method** page.

 Change Member Information

Use this window to review or change your member information. This information should always match the name and address on the credit card you are charging your monthly service to.

To change member information:

 Check **Change** to make the fields on this window available for editing.

 Make the desired changes to the following fields:

First Name
Middle Initial
Last Name
Address
City
State
Zip
Country
Evening Phone
Day Phone

 Click **Next>>**.

Location Wizard

The EarthLink 5.0 Location Wizard steps you through each phase of setting up a new location from selecting the location name and device to entering or selecting the device settings.

Where are you connecting from? enables you to define a location.   We have provided some standard location names (Home, Office, Hotel) but you can enter your own location name by choosing Other and entering a name.

How to Connect enables you to select the device you want to use to connect to the Internet when you have more than   one device on your computer.   (Some people have a cable modem at home, connect via a LAN card at the office and use a modem when travelling.)

When using a modem via a standard telephone line, you will see the next three screens:

> Country and Area Code identifies the country you are calling from and your local area code when you are connecting via a standard telephone line using a modem.   You only need to change these settings when you need to connect from a different area code or country.

> Confirm Dialing Options enables you to identify how your phone line behaves so your computer dials the access number correctly.

> Select Access Phone Numbers enables you to select one or more access numbers for your computer to dial.

When using a Network Interface Card to connect via cable modem, DSL, or the LAN in your office, you will see the following screen:

> High-Speed Information enables you to define settings for your cable, LAN, DSL or other high speed connection.

Where are you connecting from?

The Location Name uniquely identifies where you are connecting from and the device you are using to connect to the Internet. For some time now, the primary method for connecting to the Internet was via a modem on your telephone line. Today there are many other options for connecting to the Internet, DSL, ISDN, Cable, or via a network. So the ability to assign a location name to a device enables you to set up your computer to use more than one of these devices, or to set up the various places you connect from.

We have provided a few basis location names: Home, Office, Hotel. You can choose one of these, or you can choose other and enter your own location name.

EarthLink 5.0 Setup

Where Are You Calling From?

The name that you specify identifies where you are connecting from and is associated with the device (modem, LAN card, etc.) that you use to make the connection (you will select the device on the next page). If you don't like the names we've supplied, you can select Other and enter your own location name.

Specify the name that best describes where you are connecting from:
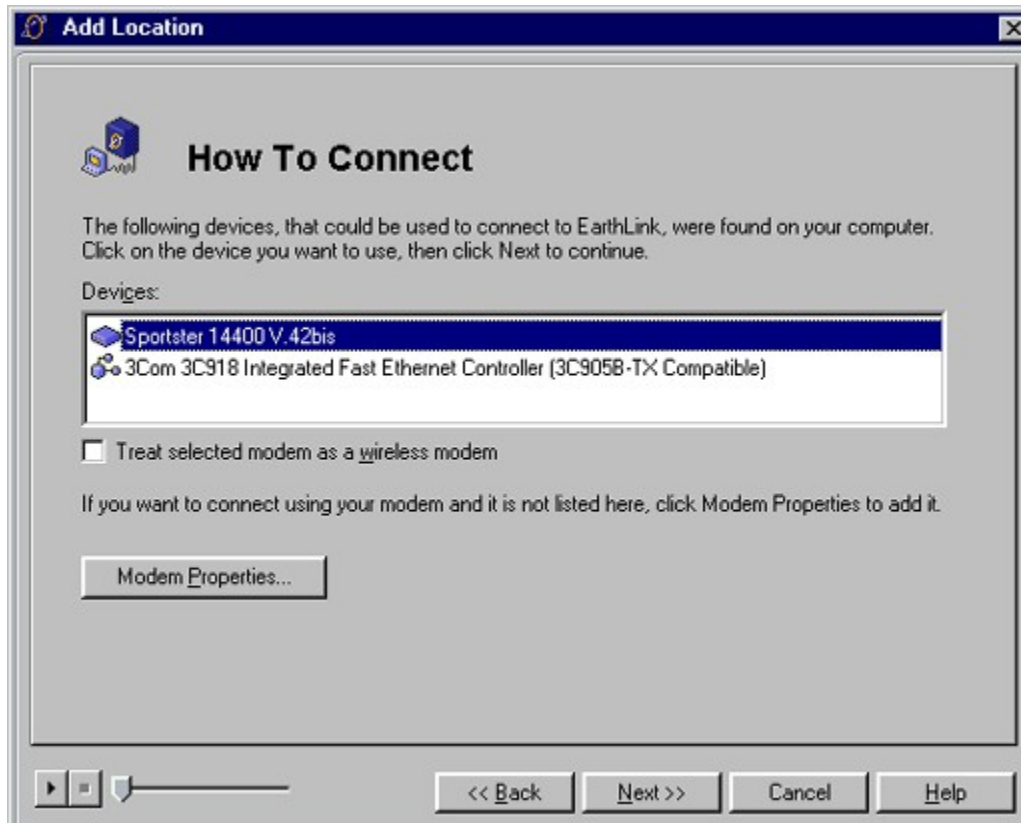
- ⦿ Home
- ○ Office
- ○ Hotel
- ○ Other: [   ]

[<< Back] [Next >>] [Cancel] [Help]

 How to Connect

From the **Devices** list, identify and select the modem or Network Interface Card that you want to use to connect to the Internet. If there is more than one device on this list and you are not sure which one to use, use the one that is already selected. If you do not see your modem listed, you can use **Modem Properties** to add it.

If you are using a wireless modem, click in the appropriate box to put a check there.

Click **Next**.

Other than adding a modem, the **Modem Properties** button is for advanced users who want to monitor or change how their modem behaves.

Add Location

How To Connect

The following devices, that could be used to connect to EarthLink, were found on your computer. Click on the device you want to use, then click Next to continue.

Devices:

- Sportster 14400 V.42bis
- 3Com 3C918 Integrated Fast Ethernet Controller (3C905B-TX Compatible)

☐ Treat selected modem as a wireless modem

If you want to connect using your modem and it is not listed here, click Modem Properties to add it.

Modem Properties...

| << Back | Next >> | Cancel | Help |

 Country and Area Code

The EarthLink software needs to know your location so that it can provide you with the best list of telephone access numbers to connect you to the Internet.

We can't guarantee that the list we provide will include local phone numbers, but the more information you give us, the better chance we have.

◆ If you are in the U.S., enter your phone number (or the phone number of the location you plan to connect from), then click **Next**. If you do not know the exact phone number from your location, or there is only space for an area code, you can just enter the three digit area code.

◆ If you are not in the U.S., click the down arrow to view a list of countries, then select the one that you are calling from. Enter your area code, then click **Next**.

◆ In the **Special Access Number** field, type the special access number that you received in your Welcome Letter. If you didn't receive a special access number, or there is no such field, just continue with the installation.

Country And Area Code

If you are connecting from the United States, enter the area code and number you will be calling from, then click Next. If you are connecting from another country, click the down arrow and select the country/region from the drop down list, enter just the area code you will be calling from, then click Next.

Select the country/region where you are now: United States of America ▼ (click to view)

Enter area code/number: 555 – 555 – 5555 (Example: 213-555-1212)

(Note: Enter the area code and number you are calling from. If you don't know the number just enter the area code and leave the other fields empty)

[<< Back] [Next >>] [Cancel] [Help]

 Confirm Your Dialing Options

The Confirm Dialing Options screen enables you to verify how your telephone line works.   If you are calling from an office or a hotel and you need to dial 9 to access an outside line, this is where you set that up.   If you have call waiting on your phone and you do not want your Internet connection interrupted by an incoming phone calls, this is where you set that up.   If your phone company recently added an overlay area code, or has implemented 10-digit dialing this is where you set that up.

Touch tone dialing (Checked by default) Uncheck if you are dialing from an area that uses a pulse or interrupted dial tone.

Dial 9 to reach an outside line Check this option if you need to dial a number or code before you can call outside of the building.   If you need to dial 8 or some other number or code, replace the 9.

Dial *70, to turn off call waiting so the connection doesn't get interrupted Check this option if you have call waiting on your phone.   If *70 is not the code your phone company uses to turn off call waiting, enter the appropriate code.

Many phone companies have been adding extra area codes and overlay area codes to accommodate pagers, cell phones and faxes.   In many areas you now have to dial the area code in addition to the seven-digit phone number even when making a call within your area code (this is referred to as 10-digit dialing)   In other areas, you have to dial all calls as though they were long distance, dialing 1 then the area code, then the seven-digit phone number (this is referred to as 11-digit dialing).

> **Always dial the area code (10-digit dialing)** Check this option if your phone company requires you to dial the area code and the phone number for all calls.

> **Dial as long distance** Check this option if your phone company requires you to dial a 1, the area code and the phone number for all calls.

Add Location ✕

✔️ **Confirm Your Dialing Options**

Check (or uncheck) the options that apply to your phone line. Click Next.

☑ <u>T</u>ouch-tone dialing

☐ <u>D</u>ial `9,` to reach an outside line

☐ Di<u>a</u>l `*70,` to turn off call waiting so the connection doesn't get interrupted.

☐ <u>A</u>lways dial the area code (10-digit dialing)
   Select this option if you must dial the area code even for calls to the same area code.

☐ Dial as a <u>l</u>ong distance call
   Select this option if you must dial one plus the area code for all calls.

[<< <u>B</u>ack] [<u>N</u>ext >>] [Cancel] [<u>H</u>elp]

Select Access Phone Numbers

When you use a modem to connect to the Internet, your computer needs to dial an access phone number.   This window lists the EarthLink access phone numbers for the Country and State/Province you selected.

Choose a number that is a local telephone call for you. While many times, this is a number in your same area code, it is possible that a neighboring city with a different area code is still considered a local call by your phone company.   Consult telephone directory or call your phone company for details.   You can sort the numbers on the list by area code or by city – just click the heading.

Be sure to select at least two access numbers.   Sometimes an access number is busy or otherwise unavailable.   If you have a second access number selected, your computer can try to connect by calling the second number when the first one is not available.

EarthLink 5.0 Setup

Select EarthLink Access Phone Numbers

Select at least two phone numbers that your computer will dial to connect to EarthLink.

Country: [United States of America ▼]   State/Province: [CA ▼]   [Custom...]   [Update]

Available EarthLink phone numbers (click a column heading to sort):

Phone Number △	City	Comment	Services
530-364-0177	Anderson		V.34,X2,V.90
530-380-0177	Lewiston		V.34,X2,V.90
530-390-0177	Los Molinos		V.34,X2,V.90
530-481-0177	Paskenta		V.34,X2,V.90
530-494-0177	South Lake Taho		V.34,X2,V.90

[Add]   [Remove]

Selected phone numbers in the order they will be dialed:

	Phone Number	City	
1	650-204-3500	Millbrae	
2	650-204-3565	Millbrae	

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.

[<< Back]   [Next >>]   [Cancel]   [Help]

Enter High-Speed Information

If you are using some method other than dial-up to connect to EarthLink, your settings are slightly different.   Each type of high-speed connection has its own collection of settings.   In many cases, the installation expert will set up your computer to connect to EarthLink using this high-speed device.   However, you may need to change or reset these values:

Use PPPOE (DSL, Cable, Wireless, etc.) – Check this option if your high-speed connection uses PPPOE.   If you are connected directly to a LAN in your office, uncheck this option.

>   **Service** – Select the service you have, such as EarthLink DSL.

Server assigned IP address - Check this option if EarthLink will be assigning an IP address to your computer when you connect.   For most installations, this is the default.

Specify an IP address – Check this option if you have been assigned a specific IP address.   Some cable installations still use this static IP address.

>   **IP address** – Enter the IP address supplied to you.

Disable DNS – Check this option to disable DNS.

Enable DNS – Check this option to enable DNS then complete the following fields:

>   **Host** – Enter your username.

>   **Domain** – Enter "earthlink.net"

>   **Server** – Enter the IP Address for the primary EarthLink DNS server then click **Add**.   Also enter the IP address for the secondary EarthLink DNS server then click **Add**.

>   Highlight an old IP address then click **Remove** to delete it from this list.

Optionally, click **Network Properties** to view Windows Network Properties dialog.

Optionally, click **Restore Defaults** to restore all settings to their default values.

Click **OK** to save your settings.

Enter High-Speed Information

Enter the appropriate information for the high-speed device on the right. Click Next when done.

If you will be using PPPOE (disabled if not available), check it then select a service.

You can specify the IP Server (disabled if PPPOE is checked) and Domain Name Server settings in the fields provided on the right.

If you are not sure what values to enter or you don't know, use the default settings.

☐ Use PPPOE
Service: [▼]

◉ Server assigned IP address
◯ Specify an IP address
  IP address: [.   .   .   ]
  Subnet Mask: [.   .   .   ]
  Gateway: [.   .   .   ]

◉ Disable DNS
◯ Enable DNS
  Host: [   ] Domain: [   ]
  [.   .   .   ]   [Add]
  [▼]   [Remove]

[Restore Defaults]

[<< Back] [Next >>] [Cancel] [Help]

 Member Referral and Registration

If an EarthLink member suggested that you sign up to become an EarthLink member, they can receive one free month of access.

To make sure they get this ''Referral Bonus'', enter the referral email address for that member.

You can get a Referral bonus when your friends sign up for EarthLink (and a free month of EarthLink service).   Just tell them to enter your email address on the Referral window during Setup.

The registration information helps us identify where you got your EarthLink CD.   The registration information may be printed on your EarthLink CD jacket. If you have this information, enter it to make sure that you are included in special deals and promotions available to you! If you don't have any registration information, enter NONE into the fields.

Account Summary

The Account Summary lists all of the information you entered or selected during the setup process. If you would like to print a copy for your records, click **Print** on the Account Summary window. To save this information, click the **Save** button.

Account Summary Print Preview

The Account Summary Print Preview shows you details about your account as it would appear on a printed page. To print this summary, click **Print**.

 Registration Error -That username is taken

Another EarthLink member has already selected the Username you entered.   Please enter a different username.   For example, if you entered JohnDoe, try JohnDoe29 or JohnQDoe or Jdoe80.

Registration Error - Credit Card Information Invalid

The Credit Card information you entered was invalid. Please check your credit card number and expiration date carefully as you reenter the information.

 Registration Error - Access Denied

The Username/Password combination you entered is not valid.   Check your caps lock key before reentering your username and password.

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 EarthLink username.   There is also a special Sprint conversion version available that will automatically configure your browser and email programs.   This version takes into account that you have a Sprint Radius ID and an email ID (EarthLink members have only one ID).

 Installing Additional Software

Your EarthLink 5.0 CD includes other Internet software that can improve your Internet experience.

To install other Internet software:

 Click the **Additional Software** icon on the EarthLink Toolbar (the icon that looks like a bunch of software boxes).

Understanding Locations

Locations are a convenient method for saving connection settings.   If you only connect to the Internet from home using your modem then locations may not be very useful for you.   But if you take your computer with you when you travel, or if you take it to the office or a friend's house, wouldn't it be nice to save your connection settings for each of these other places?   You can, simply by creating a location for one of those places, giving it a name and setting up the connection one time.

Sample Locations:

Home
Office
Hotel
Other

This diagram shows the location settings for a sample location called 'Home' connected using a cable modem.

LOCATION

NAME:	DEVICE	PROTOCOL	SETTINGS
Home	Modem	PPP	Phone #s Plus (Dialing Options)
Office	**NIC**	PPP/OE	EarthLink DSL
Hotel		**Static IP**	**IP**
Other		DHCP	**DNS**
			Gateway Addresses
			None (Dynamic IP)
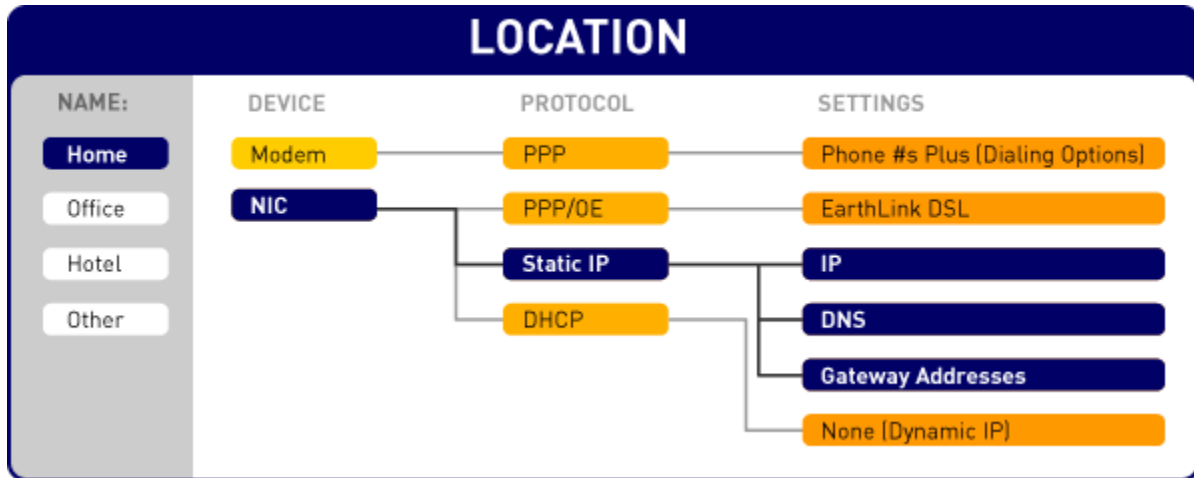
This diagram shows the location settings for a sample location called 'Office' connected via the office Local Area Network (LAN)

LOCATION

NAME:	DEVICE	PROTOCOL	SETTINGS
Home	Modem	PPP	Phone #s Plus (Dialing Options)
Office	NIC	PPP/OE	EarthLink DSL
Hotel		Static IP	IP
Other		DHCP	DNS
			Gateway Addresses
			None (Dynamic IP)
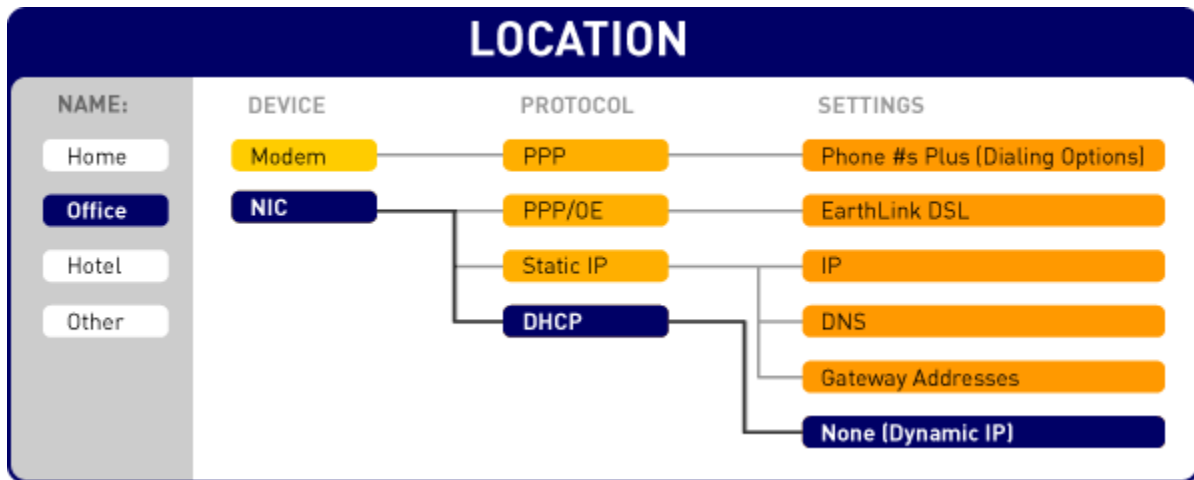
This diagram shows the location settings for sample location called 'Hotel' using a dial-up connection.

LOCATION

NAME:	DEVICE	PROTOCOL	SETTINGS
Home	Modem	PPP	Phone #s Plus (Dialing Options)
Office	NIC	PPP/OE	EarthLink DSL
Hotel		Static IP	IP
Other		DHCP	DNS
			Gateway Addresses
			None (Dynamic IP)
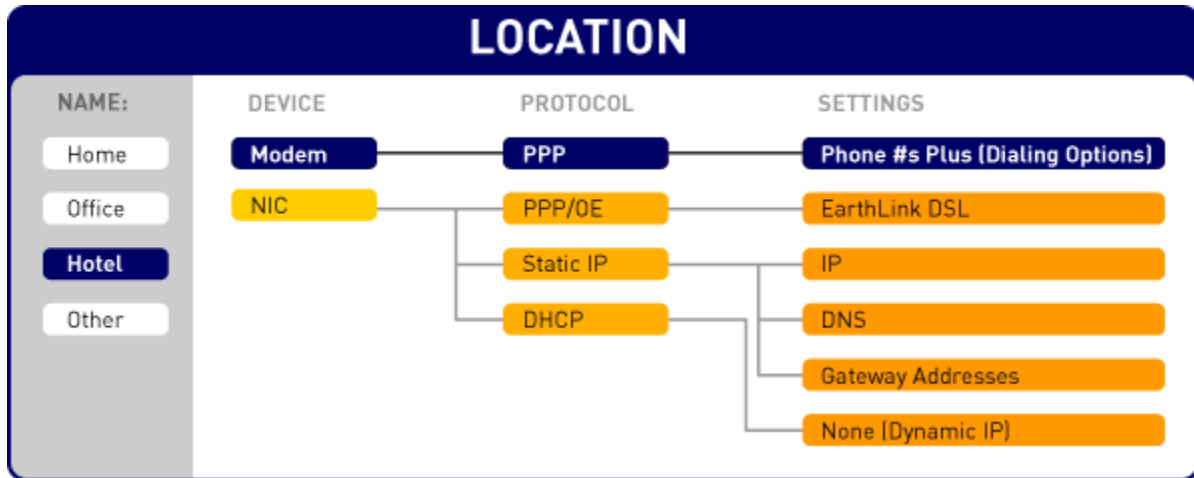
This diagram shows the location settings for a sample location called 'Other' connected using DSL.

LOCATION

NAME:	DEVICE	PROTOCOL	SETTINGS
Home	Modem	PPP	Phone #s Plus (Dialing Options)
Office	NIC	PPP/OE	EarthLink DSL
Hotel		Static IP	IP
Other...		DHCP	DNS
			Gateway Addresses
			None (Dynamic IP)
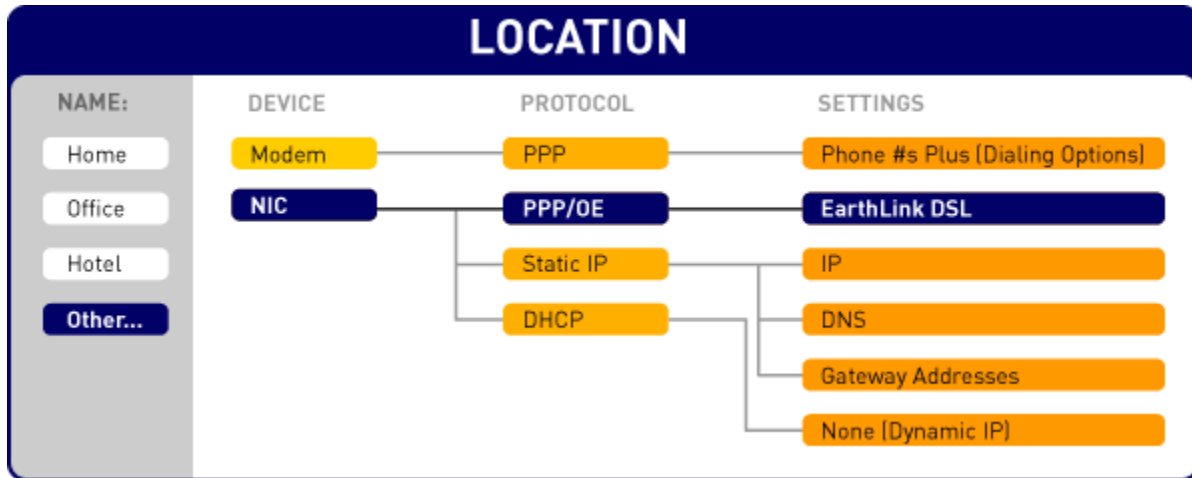
Click Modem Properties to review modem properties, test your modem, or change modem settings.

Getting a free month of EarthLink access

If you want to get a free month of access, make sure your friends have your email address so they can enter it on the Referral window during EarthLink Setup and Installation.

If a friend referred you to EarthLink, did you remember to type their email address on the Referral window during EarthLink Setup and Installation so they get a free month of EarthLink access?

 Wireless Modem Configuration

The **Wireless Modem Configuration** window displays your wireless modem's **access code** (the code that your modem uses when connecting to EarthLink).

Unless you have been given special notice of an access code change, *you should not make any changes at all*. Just click **Next** to open a connection to EarthLink. An exception is if you have already tried to open your first connection, and have received an error.

NOTE: After you click **Next**, your computer will attempt to open a wireless connection to EarthLink. If you receive an error while trying to connect for the first time:

◆ Click the **Cancel** button on the error window to return to the **Wireless Modem Configuration** window.

◆ Check your modem's instruction guide for the correct access code, and verify that it's the same as the number in the **Access Code** field in the EarthLink 5 software.

◆ Click **Next** to try connecting again.

If you receive an error again, click the **Help** button on the error window, or contact <u>EarthLink Technical Support</u> for help.

 Changing Your Account Information

You can use your EarthLink 5 software to change your account information, like payment method, password, and address. All information is sent to EarthLink via a secure server so you can be assured of the safety of your information.

To change your account information:

 If you are already signed on, click **Sign Off**, then choose **Sign on as a different user,** and click **OK** to go to the **Sign On** screen.

 If you are not signed on, click the up arrow on the **Toolbar** to open the **Sign On** screen.

1. From the **Sign On** screen, click **Configure**
2. Click **Manage Profiles**.
3. From the **Profile** pull-down menu in the upper left corner of the **Manage Profiles** window, choose the profile you would like to make changes to.
4. Click the **Change** button to open the **Change User Information** window. Follow the instructions from there, or click the **Help** button on that page for more information.

Change Payment Method

You can choose to pay your EarthLink account by credit card or direct debit from your checking account. All information is sent to EarthLink via a secure server so you can be assured of the safety of your information.

If you do not want to change your method of payment, click **Next** to go to the **Change Member Information** window.

To use or change your credit card:

Put a check in the **Change** box.

Type your credit card number in the **Credit Card Number** area.

Type the expiration date in the **Expiration Date** area, using the *DD/YYYY* format (e.g. January, 2002 would be `01/2002`).

Click **Next**.

Click **Yes** to authorize EarthLink to charge your credit card according to your account agreement. The **Change Member Information** window will open.

To use or change your direct debit account:

Put a check in the **Change** box.

Select the **Check Debit** radio button.

Enter your checking account's bank routing number in the **Bank Routing Number** area.

Enter your checking account number in the **Bank Account Number** area.

Click **Next**.

Click **Yes** to authorize EarthLink to deduct funds from your bank account according to your account agreement. The **Change Member Information** window will open.

Choose Payment Method

You can choose to pay your EarthLink account by credit card or direct debit from your checking account. All information is sent to EarthLink via a secure server so you can be assured of the safety of your information.

To use your credit card:

Select the **Credit Card** radio button (it may already be selected).

Type your credit card number in the **Credit Card Number** area.

Type the expiration date in the **Expiration Date** area, using the *DD/YYYY* format (e.g. January, 2002 would be `01/2002`).

Click **Next**.

Click **Yes** to authorize EarthLink to charge your credit card according to your account agreement.

To use direct debit:

Select the **Check Debit** radio button.

Enter your bank account's bank routing number in the **Bank Routing Number** area.

Enter your bank account number in the **Bank Account Number** area.

Click **Next**.

Click **Yes** to authorize EarthLink to deduct funds from your bank account according to your account agreement.

 Remove From Server When Deleted From Trash: Warning

The **Remove From Server When Deleted From Trash** option will override the settings on all your mail servers, including any additional servers that you may have set up (click the **Additional Servers** tab to add or edit any server configuration).

Even if you have chosen to leave messages on these additional servers, the messages will be removed when deleted from the **Trash**.

 Remove From Server When Deleted From Trash: Warning

The **Remove From Server When Deleted From Trash** option will override the settings on all your mail servers, including any additional servers that you may have set up (click the **Additional Servers** tab to add or edit any server configuration).

Even if you have chosen to leave messages on these additional servers, the messages will be removed when deleted from the **Trash**.

 Tutorials

EarthLink 5.0 offers a variety of tutorials that can help you get started on the Internet.

 Highlight the video(s) you would like to play then click the **Play** button

 .   The following tutorials are currently offered.

Using the EarthLink Toolbar describes the Toolbar and shows you how to customize.

Connecting to EarthLink shows you how to connect to EarthLink using EarthLink 5.0, and describes how you can set up your computer to connect to EarthLink from more than one location.

Using the World Wide Web describes the World Wide Web, defines some common Web terminology, and   illustrates how to search the Web.

Using Email describes how to use the Mail.

Shopping Online illustrates the advantages of shopping online and introduces a few online shopping sites.

Benefits of EarthLink Membership describes what you get with your EarthLink membership.

You can view the tutorials anytime you have the EarthLink 5.0 CD loaded by clicking the on the EarthLink Toolbar.

Lists the videos available on your EarthLink 5.0 CD.

Shows the on-line documentation available.

Additional Applications

This dialog box lists the additional applications available for installation on your computer. Click on each item in the **Applications** list, and read a description of that application in the area below. Check the box next to one or more of the applications you'd like to install, and click **Install**.

This Software List shows the applications that are available for installation on your system.   Highlight a software title to see its description in the lower part of the screen.   Check the application(s) you would like to install at this time and click Next>> or Install.

Click Select All to check all of the applications in this list.

Click Unselect All to uncheck all of the applications in this list.

Describes the highlighted application.

Shows Freespace available on each hard drive.

Setting your EarthLink Browser Preferences

You can change the following Browser preferences:

Changing the Browser Default Font Size

Automatically Launching the Browser After Connecting

Changing the Look and Feel of the EarthLink Browser

Choosing a Different Browser

Disabling access to the EarthLink Browser for a user

Turning on/off Background Sounds

Setting your Home Page

Turning On/Off Browser Toolbar Text

Turning on/off Website Pictures

 Choosing a Different Browser

You can use any Browser you're familiar with – you don't have to use the EarthLink Browser.

To choose a different browser:

 Open the **Manage Profiles** window by clicking **Configure** on the toolbar. If you're not signed on, click **Configure** from the EarthLink 5 **Sign On** window, then click **Manage Profiles**.

 Click **Browser** under **Settings for**.

 Click in the field next to **Browse the Web using**, then select a browser from the pull-down list. If there are no browsers listed (such as Internet Explorer or Netscape Navigator), you'll need to install a browser before you can make this selection.

Click the **OK** button to save your changes and close the **Manage Profiles** window.

When you select a browser other than the EarthLink Browser, your settings won't take effect until the next time you sign on to EarthLink. If you are already signed on, all your current EarthLink Browser windows will close. To start using the new browser you just selected, restart EarthLink 5.0 and sign on.

To change your browser back to the EarthLink Browser, follow the steps above and choose **EarthLink Browser** in the third step.

Note: If you choose a browser other than the EarthLink Browser, it will open automatically when you sign on. To open your email application, click the mail box button on the EarthLink Toolbar.

Changing the Look and Feel of the EarthLink Browser

[Launch Browser after Connecting](#)
[Play Background Sounds](#)
[Show Website Pictures](#)
[Show Toolbar](#) (with/without text)
[Font size](#)

 Automatically Launching the Browser After Connecting
This option eliminates the need for you to manually start your browser each time you connect.

To automatically launch the browser:

 On the EarthLink 5.0 Sign On dialog, select your account from the **Profile** drop-down menu.

 Click **Manage Profiles**, then select **Browser** in the left-hand pane.

 On the **General** tab, check **Launch browser after connecting** to start the browser when you connect.

 Turning on/off the Browser Toolbar

The Browser Toolbar gives you ready access to your Internet tools, including the Web window, EarthLink MailBox, Write Mail, EarthLink WebSpace, EarthLink SideCar, configuration options and Sign On. Just click on a button to run that Internet program.

To turn on the Browser Toolbar

 On the EarthLink 5.0 Sign On dialog, select your account from the **Profile** drop-down menu.

 Click **Manage Profiles**, then select **Browser** in the left-hand pane.

 On the **General** tab, check **Show toolbar**.

Turning on/off Browser Toolbar Text

Changing the Browser Default Font Size

 Turning On/Off Browser Toolbar Text

You can display text on the Browser toolbar buttons:

 On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Profiles…** or click **Configure** on the EarthLink 5.0 toolbar.   Be sure your profile is selected.

 Click **Browser** under **Settings for:**.

 On the **General** tab, check **with Text**.   This option is not available if you do not have **Show toolbar** checked.

Changing the Browser Default Font Size

The default font setting for the EarthLink Browser is medium.   Depending on the size of your screen, you may find this just right, or you might prefer a larger or smaller font size.

To change the browser font size:

On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Profiles…** or click **Configure** on the EarthLink 5.0 toolbar.   Be sure your profile is selected.

Click **Browser** under **Settings for:**.

On the General tab, select Small, Medium or Large from the **Font size** listbox.

Click **Ok** to close Profile Settings.

 Turning on/off Website Pictures

To turn on or turn off Website pictures:

 On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Profiles…** or click **Configure** on the EarthLink 5.0 toolbar.   Be sure your profile is selected.

 Click **Browser** under **Settings for:**.

 On the General tab, check **Show website pictures** to display images when you go to a website.   Uncheck this option if websites take a long time to load.   Only text from the website will be loaded when this option is not checked.

 Click **Ok** to close Profile Settings.

 Turning on/off Background Sounds

To turn on or turn off background sounds:

 On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Profiles…** or click **Configure** on the EarthLink 5.0 toolbar.   Be sure your profile is selected.

 Click **Browser** under **Settings for:**.

 On the General tab, check **Play background sounds** to hear sounds when you visit certain websites.   Uncheck this option if you prefer to supply your own sounds.

 Click **Ok** to close Profile Settings.

 Setting your Home Page
Your home page is the first page that displays each time to connect to the Internet.   The default setting is for your Personal Start Page, start.earthlink.net

To set a different home page:

 On the EarthLink 5.0 Sign On dialog, click **Configure…** then click **Manage Profiles…** or click **Configure** on the EarthLink 5.0 toolbar.   Be sure your profile is selected.

 Click **Browser** under **Settings for:**.

 On the Advanced tab, enter the address for the website you want to go to when you click the **Home** button.
If, at any time, you want to set you home page to your Personal Start Page, click **Use Default**

 Click **Ok** to close Profile Settings.
NOTE: This will override the setting on your Windows Internet Preferences dialog.

 Disabling access to the EarthLink Browser for a user
You can disable access to EarthLink Browser for a user.   If you have a child who uses your computer for school projects and you don't want them to be able to access the Internet, you can turn off the Web Browser.

To set mail notification:

 Click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles** to display the Manage Profiles window.

 Select that user's profile.

 Click the **Browser** icon under Settings.

 Check the **Disable access to the EarthLink Browser for this user** box.

 Click **OK**.

 Setting Windows Internet Properties
To set Windows Internet Properties:

 On the EarthLink 5.0 Sign On dialog, click **Users...**. Be sure your account is selected.

 Click **Browser** under Options.

 Browser General

Use the Browser General tab to select the program you will use to view information on the Web.   You can select from the EarthLink Browser, another standard Browser (such as Netscape, Internet Explorer, or Opera) or some other program.   The remainder of the settings on this screen and on the Advanced tab apply only to the EarthLink Browser.

You can disable access to the EarthLink Browser for a specific user .   This can make it difficult (but not impossible) for the user to access the Internet.   If your intent is to limit access to unsavory information, you need to check out the various programs on the market for this purpose (such as Surf Watch).

Screen
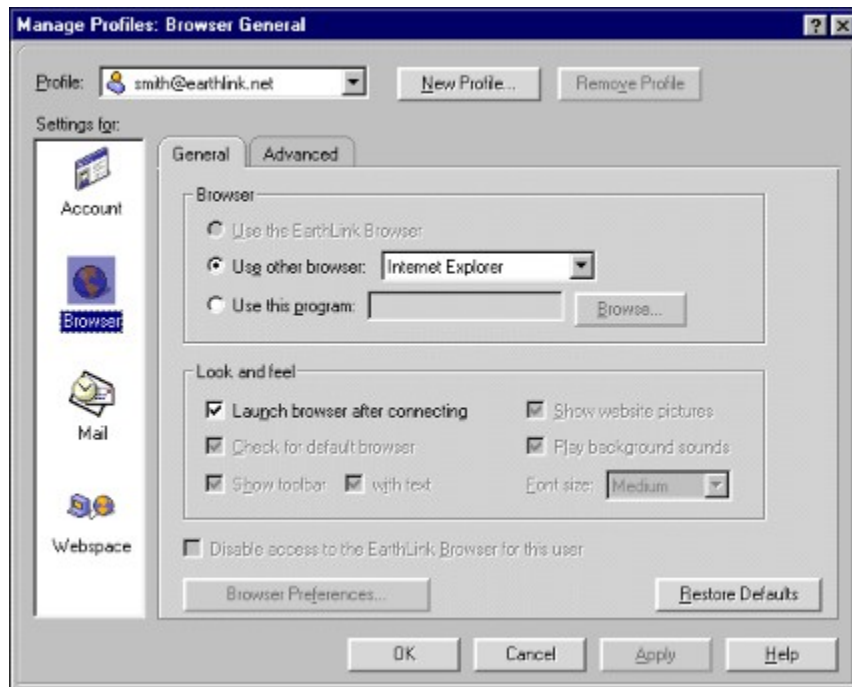
Browser Advanced

This window enables you to set the address of the page that displays in your Web Browser window when you click the Home button.   By default, this is set to your Personal Start Page, httpL//start.earthlink.net.

If you change the address and later want to set it back to your Personal Start Page, just click **Use Default**.

Check Play Background Sounds to play background sounds that may be part of a web site you visit.

Select Check for a default browser if you want to check for a default Browser every time EarthLink 5.0 is started.

Check Launch Browser after Connect if you want to start the browser immediately after connecting to EarthLink.

Restore Defaults returns all settings to the default values.

Check Show website pictures display pictures that appear on web sites.   If web pages take too long to load, consider unchecking this box.

Check Show Toolbar to display the Toolbar.

Check with Text to display text beneath each Toolbar button.

Select the Default Font Size for web sites that appear in your browser window.

Select this option if you want to use the EarthLink client as your default.

Select this option if you want to use a program already installed on your computer.   Select the desired program from list.

Lists the applicable Programs that are installed on your computer.   Select the desired default program from this list.

Check Use this program if you want to use a different program - one that is not listed above.

Enter the full path to the program you want to use or click Browse to locate it.

Browse through the files and directories on your computer to find the one you want to use.

Bypass Proxy Server bypasses the proxy server for local Internet addresses.

Browser Preferences displays the Internet Properties page.

Delete removes the highlighted location.

Via Proxy Server Check this box if you connect to the Internet via a proxy server.

Proxy Address Enter the address for your proxy server.

Proxy Server Port Enter the port for your proxy server.

Disable Access – **Check this box if you want to disable access to browser settings on these pages to the account owner.**

Home Page Address – **The URL (address) of the web page that appears each you start up your browser.**

Use Default returns the settings on this window to the default values.

Restart EarthLink 5.0 – Some settings are only reset when EarthLink 5.0 is closed, then restarted.   To ensure that EarthLink 5.0 uses the new settings, you should restart EarthLink 5.0.

This is the font that you are currently using to display plain-text messages.

You won't receive notification that you have new mail.

The sound file listed here will be played when you have new mail.

The standard EarthLink sound file will be played when you have new mail.

Enter your new username here.

Opens a dialogue that will let you choose a new font for displaying email.

 Configuring EarthLink MailBox

You can set the following email preferences:

Setting General Email Preferences

Setting Read Preferences

Setting Send Preferences

Reviewing Account Info Information

Additional Servers

 Selecting your Email Program

You can use EarthLink MailBox to read and send email, or you can use another email program that you're already comfortable with.

By default, the EarthLink MailBox is set as your email program.

To select a different email program:

Open the **Manage Profiles** window by clicking **Configure** on the toolbar. If you're not signed on, click **Configure** from the EarthLink 5 Sign On window, then click **Manage Profiles**.

 Click **Mail** in the **Settings for** list.

 Click in the field next to **Manage email using**, and select the desired program from the pull-down menu that opens.

 If the email program that you would like to use is not listed in the pull-down menu, you can select **Other Mail Client** from the list, then click **Browse** to navigate through your files to find that program.

 Click the **OK** button to save your changes and close the **Manage Profiles** window.

If you want to change back to EarthLink MailBox some time in the future, follow the steps above, and choose **EarthLink MailBox** from the **Manage email using** pull-down menu.

Note: When you select an email program other than EarthLink MailBox, your settings won't take effect until the next time you sign on to EarthLink.

 Setting General Email Preferences

Use the options on this tab to set your default email client, new email notification, and how your email client behaves.

Manage email using

You can select EarthLink MailBox, or another email client on your system, such as Internet Explorer or Netscape Navigator, to read email.

Select **Check for the Default Email Client** if you want to verify the default email client each time you launch EarthLink 5.0.

Selecting your Email Program

New Email Notification

When you receive a new email message, you will receive a new email icon in your task bar in the lower right corner of your screen. Click that icon to open your inbox.

You can also choose to have a sound alert you when you receive emails. You can use the standard EarthLink new email sound ("Mail Truck"), or select your own sound.

Setting Message Notification

Selecting a Notification Sound

Other General Email Settings

Setting how often to check for new email

Automatically Emptying Trash

Disabling Access to the EarthLink Mailbox for a User

 Setting Read Preferences

The Read preferences control how new messages behave and appear.

Leaving Messages on the server after downloading

Removing Messages From Server When Deleted From Trash

Periodically Removing Email You've Read

Automatically Adding Senders to my Address Book

Turning On/Off Large Message Download

Mark Messages as Read

Setting Send Preferences

The Send preferences control how messages you create behave.

 Setting Server Preferences

Adding an Email Server

Editing an Email Server Entry

Removing an Email Server

Setting New Email Notification

If you want to be notified when you receive new email messages (on the Mail server) you can set up email to give you an audible sound.

To set email notification:

Click **Configure**

Configure

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon under Settings

In the **New Mail Notification** on the **General** mail preferences tab, select one of the following:
- **No new mail notification** if you don`t want to hear a sound
- **Default EarthLink sound** (Lisa saying "Mail Truck")
- **Sound file** to enter or select a sound file of your choosing.

Click **OK**.

Selecting a Notification Sound

If you want to change the sound you hear when new email arrives you can select a different one.

To set the email notification sound:

Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon under Settings

Check the **Play the following sound when new messages arrive** box under **New Mail Notification**.

Click **Browse** then select the desired sound file (.wav extension) from the files on your computer.

Click **OK**.

 Setting How Often to Check for New Email
By default, EarthLink MailBox checks for new email every 20 minutes while you're connected.   You can change this interval or you can turn off **Check for new email**.

To change the automatic "check mail" interval:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings

 Check the **Check for new mail every x minutes** box.

 Enter or select the desired interval in minutes.

 Click **OK**.

To turn off automatic "check mail", uncheck the **Check for new mail every x minutes** box.

 Automatically Emptying Trash

You can set up EarthLink MailBox to automatically empty the trash each time you close MailBox

To set empty trash option:

 Click **Configure**

.

 Click the **Mail** icon under Settings

 Check the **Empty messages from the Trash folder when MailBox is closed** box.

 Click **OK**.

 Disabling Access to the EarthLink MailBox for a User
You can disable access to EarthLink MailBox for a user.   If you have a child who uses your computer for school projects and you don't want them to be able to access email, you can turn off MailBox.

To set email notification:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Select that user's profile.

 Click the **Mail** icon under Settings.

 Check the **Disable access to the EarthLink MailBox for this user** box.

 Click **OK**.

Leaving Messages on the Server after Downloading

If you're going to be checking your EarthLink email from someone else's computer – perhaps from an Internet cafe – and you want to be able to review the messages again when you get home, you can leave them on the server.

To leave messages on the server:

Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon under Settings then click the **Read** tab.

Check the **Leave messages on server after downloading** box.

Click **OK**.

You can also choose to have messages removed from the server when you delete them from the Trash.

Removing Messages From Server When Deleted From Trash

Periodically Remove Email

EarthLink MailBox can periodically move email you've read to the Trash folder. You set the interval. For example, if you want to get rid of messages that are over 60 days old, you can turn on this feature and set the value to 60.

To set periodic email removal:

Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon under Settings then click the **Read** tab.

Check the **Remove read mail from my inbox after x days** box.

Enter or select the number of days.

Click **OK**.

 Automatically Adding Senders to my Address Book
You can automatically add the addresses of people who send you email to your Address Book.   Be aware, both Spam Sentry filters reference the email addresses in your Address Book to determine if the email is valid.   If the address of the message sender is in your Address Book, it will not be removed from your Inbox by either Spam Sentry filter.

To automatically add people who send you email to your Address Book:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings then click the **Read** tab.

 Check the **Automatically put people I receive mail from into my Address Book** box.

 Click **OK**.

 Turning On/Off Large Message Download

If you have limited disk space or if you want to be able to control large messages, you can restrict the size of download messages to 500 Kb.

To set large message download:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings then click the **Read** tab.

 Check the **Don't download messages if they are larger than 500 Kb**.

 Click **OK**.

Flagging Previewed Messages as Read

New messages in your Inbox show a closed envelope icon to indicate that you haven't read the message yet.   Once you read the message, the icon changes to an open envelope.   If you tend to read you messages in the preview window, you may want to set the **Mark message as read** flag to on.   This way messages you've previewed will show an open envelope icon.

To mark messages as being read once you've previewed them:

Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon under Settings then click the **Read** tab.

Check the **Mark message as read after being previewed for x second(s)** box.

Enter the number of seconds.

Click **OK**.

 Setting the Default Name for Outgoing Messages

To set up a name for all outgoing email:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings then click the **Send** tab.

 Enter your name, as you would like it to appear in the header of your outgoing messages.

 Click **OK**.

 Setting Up a Signature for all Outgoing Mail

To set up a signature for all outgoing email:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings then click the **Send** tab.

 Enter your signature – this could be a quote, or detailed contact information that includes phone and fax numbers, street address, company name, etc.

 Click **OK**.

Turning On/Off Automatic Spell Check

When automatic spell check is turned on, the spelling checker will check the text of each outgoing email message.

To set automatic spell check:

Click **Configure** on the toolbar, or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles** to display the Manage Profiles window.

Click the **Mail** icon under Settings then click the **Send** tab.

Check the **Check spelling before sending mail** box.

Click **OK**.

 Automatically Adding Recipients to my Address Book
You can have the people you send email to added to your Address Book automatically.

To automatically add recipients to your Address Book:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings, then click the **Send** tab.

 Check the **Automatically put people I send mail to into my Address Book** box.

 Click **OK**.

Adding an Email Server

If you want to collect your office email from home or home email at the office you can use this option to add the server that collects that email.

To add a new email server:

Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon in the Settings list to display the Email Settings tabs.

Click the **Additional Servers** tab.

Click **New Server**

Enter the account name and password for the user that will be receiving email from this mail server.

Enter the name of the Incoming mail (POP3) server.

Fill out the information on that screen.

Click here for more help.

Editing Mail Server Settings

To edit email server settings:

Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

Click the **Mail** icon in the **Settings for** list to display the email settings tabs.

Click the **Additional Servers** tab.

Select the server you want to edit then click **Edit Server** to display the **Edit Server** dialog.

Fill out the information appropriately.

Click here for more help.

 Removing a Mail Server

To remove an email server:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon in the Settings list to display the email settings tabs.

 Click the **Additional Servers** tab.

 Select the server you want to remove then click **Remove Server**.

Mail Settings - General

Use the Mail **General** tab to select the program you will use the send and receive Email.   You can select from the EarthLink Mailbox, another standard Email program running on your computer (such as Netscape, Outlook Express, Eudora), or some other program.   The remainder of the settings on this screen and on the Read, Send and Server tabs apply only to the EarthLink Mailbox.

You can disable access to the EarthLink Mailbox for a user.   This will make it harder (but not impossible) for the user to send and receive email.

Mail Settings - Read

The Mail **Read** tab contains settings for the EarthLink Mailbox.   Use this tab to control how your Inbox behaves.

Leaving Messages on the Server after Downloading

Periodically Remove Mail

Automatically Adding Senders to my Address Book

Leaving Large Messages on the Server

Flagging Previewed Messages as Read

Choosing the Font for Incoming Messages

Mail Settings - Account Information

Account Information

Account Name

Email Address

Server Information

Outgoing email (SMTP)

Outgoing email port (SMTP)

Incoming email (POP3)

Incoming email port (POP3)

 New Mail Server

To retrieve email from a POP3 email server, use the **New Server** dialog box. Ask your server administrator for any information you don't know.

 Enter the account name and password for the account attached to this email server (your account name is usually your email address before the @ sign).

 Enter your email address.

 Enter the name of the Incoming mail (POP3) server.

 Enter the name of the Outgoing mail (SMTP) server.

 Optionally, check **Leave message on this server after downloading** to be able to retrieve the same messages from another computer later.

 Click **OK** to return to the **Additional Servers** screen.

 Click **OK** to save your changes.

 Reviewing Account Information
To review your account information:

 Click **Configure**

(or click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manage Profiles**) to display the Manage Profiles window.

 Click the **Mail** icon under Settings, then click the **Account Info** tab.

- ◆ Account Information shows your account name and email address.
- ◆ Server Information shows the outgoing and incoming mail servers you are currently connected to.

 Click **OK**.

 Skipping Large Messages

You can skip large messages (when retrieving new messages) and leave them on the Mail Server for later retrieval. This is useful when you're retrieving your email while travelling and you want to limit the amount of time you're connected.

To skip large messages:

 On the Manage Profiles window, click **Mail**.

 Click the **Read** tab.

 Check **Do not download messages larger than 500 KB**.

 Click **OK**.

 Downloading Large Messages

If you've checked Don't download messages larger than 500 KB on the Mail Settings **Read** tab, when you check email these large messages get skipped (they're not listed in your Inbox). A skipped message remains on the Mail Server until you download it.

To download a skipped message:

 Click **Results** on the lower right corner of the MailBox window to open the Results window.

 Click **Receive Large Message(s) Now**.

 Leaving Large Messages on the Server

You can leave large messages on the mail server for later retrieval. This is useful when you're retrieving your email while travelling and you want to limit the amount of time you're connected.

To leave large messages on the server:

 On the Manage Profiles window, click **Mail**.

 Click the **Read** tab.

 Check **Do not download messages larger than 500 KB**.

 Click **OK**.

Why did Check Mail skip a message?

Check Mail skips large messages if you have **Don't download large messages** checked on the Mail Settings **Read** tab in the Profile Manager.

You can turn off this option, <u>Turning On/Off Large Message Download</u>.

You can retrieve skipped messages, <u>Downloading Large Messages</u>.

<u>How do I leave large messages on the server?</u>

<u>How do I retrieve skipped messages?</u>

Choosing the Font for Incoming Messages

You can choose the default for your incoming messages (if you don't like the Courier New font).

On the Mail Read settings tab, click **Choose…** to open the Font dialog.

Font:	Font style:	Size:	
Courier New	Regular	10	OK
Courier New	Regular	10	Cancel
DigitMed	Italic	11	
DigitSmall	Bold	12	
DigtalFont	Bold Italic	14	
DigtalFont Narrow Vari		16	
Fixedsys		18	
Garamond		20	

Sample

AaBbYyZz

Script:
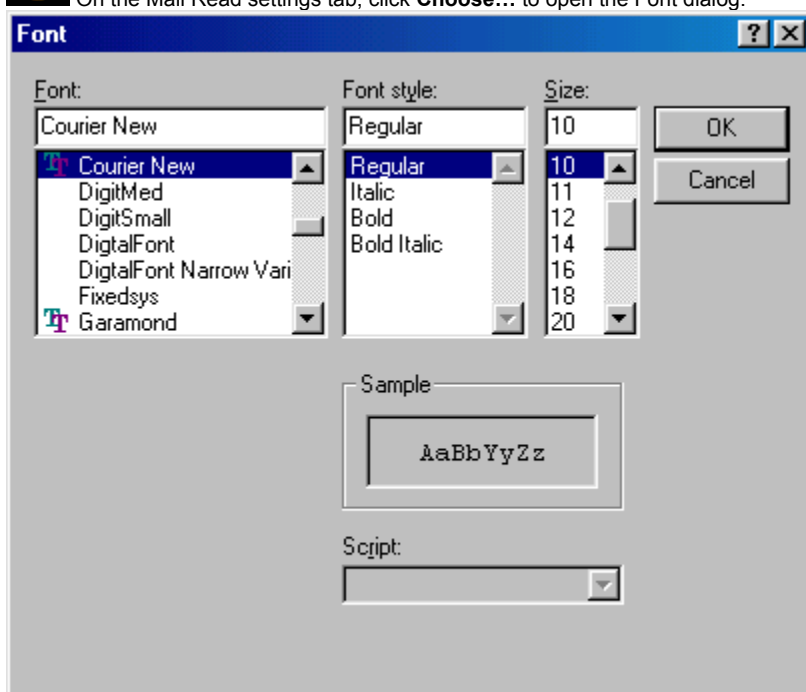
Select the desired font, font style, and size then click **OK**.

Collecting Mail for Multiple Accounts

If you have multiple email accounts, either at EarthLink or with some provider, you can set up MailBox to collect all of your email at the same time.

Do any of the following:

On the Manage Profiles window, click **Mail**.

Click the **Add Server** tab.

Click **New Server...** to add a new server to this list.

Enter the account name and password – Lisa's main account is lisa236.

Enter the name of the Incoming mail (POP3) server – for our example, pop.earthlink.net.

Enter the email address – for our example, lisa236@earthlink.net.

Repeat this process for the second email account.

There is no limit to the number of email accounts you can add.

Note: If you are adding you work email account to your home account, or vice versa, you may want to check **Leave messages on this server after downloading** so your email will be available to you at the other location.

 Manage Profiles Account Mailbox tab

The Mailboxes tab shows you every mailbox that is associated with your account. You will only see mailboxes listed in this window if you have an account that lets you have multiple email addresses. From this window you can make any of the email addresses listed into a new profile. That way, you can have a profile for each of your addresses. One for you, and one for each member of your family.

If your account supports multiple mailboxes, you can add a mailbox by clicking the **Add Profile** button at the top of the **Manage Profiles** window. Then click the **Add an existing EarthLink account to this computer** button.
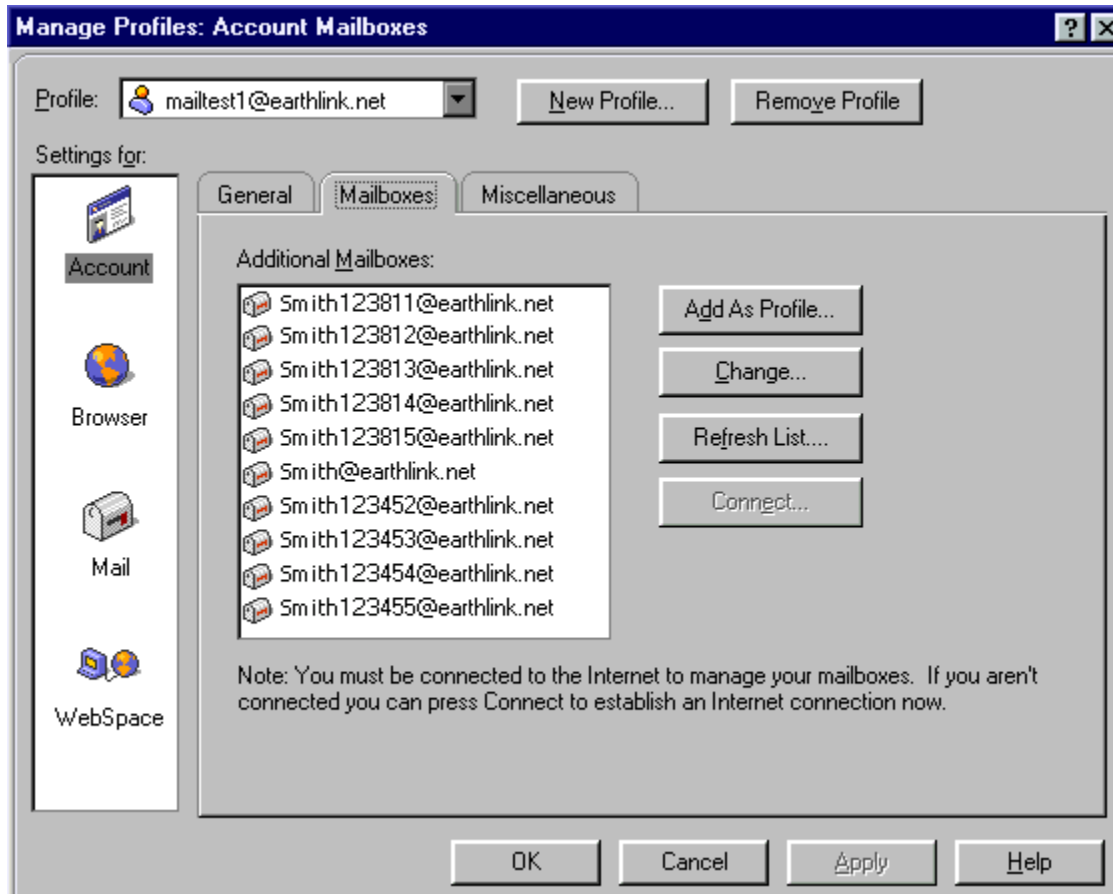
 Email Attachment Warning

Blah blah text.

Turning On/Off Mail Delivery Confirmation

You can choose to have a confirmation window alert you whenever an outgoing email has left your Outbox.

Click **Configure** in the EarthLink main window to open the **Manage Profiles** window. If you're not signed on, click **Configure** from the EarthLink 5 **Sign On** window, then click **Manage Profiles**.

Choose **Mail** from the **Settings for** list.

Click the **Send** tab.

To turn on the confirmation, check the **Show mail delivery confirmations** box.

Click **OK** to save your changes and close the window.

 Warn Me About Large Attachments

Email messages with very large attachments may take a long time to send. EarthLink MailBox can automatically warn you when you are sending large attachments.

 Click **Configure** in the EarthLink main window to open the **Manage Profiles** window. If you're not signed on, click **Configure** from the EarthLink 5 **Sign On** window, then click **Manage Profiles**.

 Choose **Mail** from the **Settings for** list.

 Click the **Send** tab.

 To turn on the warning, check the **Warn me about large attachments** box.

 Click **OK** to save your changes and close the window.

Send Emails in HTML or Plain Text

You can choose whether your outgoing emails will be sent in HTML or Plain Text.

HTML allows you to add formatting (like **Bold**, *Italics*, and different sizes), but the formatting isn't recognized by some email programs.

Plain Text is just what it sounds like – plain. But you'll know that the recipient will get exactly what you intended to send.

Regardless of your choice, incoming messages will be shown in whichever of the two formats they were written, and your replies will be sent in that same format.

To select the format you would like to use:

Click **Configure** in the EarthLink main window to open the **Manage Profiles** window. If you're not signed on, click **Configure** from the EarthLink 5 **Sign On** window, then click **Manage Profiles**.

Choose **Mail** from the **Settings for** list.

Click the **Send** tab.

Click the **Send message format** field, and select your choice.

Click **OK** to save your changes and close the window.

 Remove Email From Server When Deleted From Trash

Even if you have chosen to leave email messages on the server, you have the option to have them removed when you delete them from the Trash.

To turn on this feature:

 Click **Configure** in the EarthLink main window to open the **Manage Profiles** window. If you're not signed on, click **Configure** from the EarthLink 5 **Sign On** window, then click **Manage Profiles**.

 Choose **Mail** from the **Settings for** list.

 Click the **Read** tab.

 Click the **Remove from server when deleted from "Trash"** box.

 Click **OK** to save your changes and close the window.

 Edit Mail Server

You can edit the settings for any mail server that you have set up.

 Enter the account name and password for the account attached to this email server (your account name is usually your email address before the @ sign).

 Enter your email address.

 Enter the name of the Incoming mail (POP3) server.

 Enter the name of the Outgoing mail (SMTP) server.

 Optionally, check **Leave message on this server after downloading** to be able to retrieve the same messages from another computer later.

 Click **OK** to return to the **Additional Servers** screen.

 Click **OK** to save your changes.

 Configuring EarthLink WebSpace
To always connect to your EarthLink Webspace (home.earthlink.net/~username):

 Click **Configure** on the EarthLink button bar (or on the EarthLink 5.0 Sign On dialog and click **Manager Profiles**) to display the **Manage Profiles** window.

 Click **Webspace** under **Settings for:**

 Check **Always connect to my EarthLink webspace at start up**.

To disable a user from accessing their EarthLink webspace:

 Click **Configure** on the EarthLink 5.0 Sign On dialog and click **Manager Profiles** to display the **Manage Profiles** window.

 Click **Webspace** under **Settings for:**

 Check **Disable access to the EarthLink webspace for this user**.

 WebSpace General Settings

EarthLink WebSpace is an FTP client that enables you to drag files from your desktop and drop them onto your website (or vice versa) – this copies the files from one site to the other.   With **Synchronize to** you can ensure that the files on your website are up-to-date.   In addition, WebSpace offers an advanced FTP Site Manager so you can direct transfer from or to any FTP site.

The WebSpace General Settings windows shows your account name, your FTP server address and your web site address.   By default, **Always connect to my EarthLink webspace at start up** is checked.   If you intend to access a variety of FTP sites using WebSpace Site Manager, you many want to uncheck this option.

If you don't the current user (profile) to be able to use EarthLink WebSpace to access their website, you can disable it by checking **Disable access to the EarthLink webspace for this user**.

Check Disable access to WebSpace for this user if you do not want this user to be able to access their webspace using EarthLink WebSpace.

Play sound when message arrives – Check this box if your want a sound played to notify you when a message has arrived.   Enter the name of the sound file in the field to the right, or click Browse to locate the sound file.

Sound file name – **Enter the name of the sound file you want played each time a new message arrives.   Or click Browse to select the sound file.**

Select sound file – **Click Browse to select the name of the sound file you want played.**

Display New Mail has arrived – **Check this box to display the "New Mail has arrived" message when new mail arrives.**

Check Mail Interval – **Check this box to check your mailbox at EarthLink at some regular interval you specify.**

Check Mail Interval – **Enter the desired interval for checking mail.**

Select Check Mail Interval – **Select the desired interval for checking mail.**

Empty trash on close – Check this box to empty all messages you have sent to the Trash Email folder when you close the Mail program.

Disable EarthLink Mailbox for user − **Check this box to disable access to the EarthLink Mailbox for this user.**

Leave messages on EarthLink Server – Check this box to leave messages on the EarthLink mail server even after you've downloaded the messages to your computer.

Remove mail in X days – Check this box to remove mail that you've read from your Inbox after a number of days you specify.

Hold read mail X days – Enter the number of days to hold read mail in your Inbox.   After this many days, read mail will be moved to Trash.

Hold read mail X days – **Select the number of days to hold read mail in your inbox.   After this many days, read mail will be moved to Trash.**

Auto add senders to Address Book – Check this box to automatically add people who send you email to your Address Book.

Auto wrap message text – **Check this box to automatically wrap the text of a mail message to fit in your message window.**

Limit attachment size – Check this box to limit the size of an attachment to an incoming email message.   Specify the maximum size of the attachment in the field to the right. Messages with attachments larger than the size you specify will NOT be downloaded.

Limit attachment size – **Enter the maximum size of an incoming Email attachment, in KB.**

Limit attachment size – **Select the maximum size of an incoming Email attachment, in KB.**

Mark messages as read – Check this box to mark a message as read that has been open in the preview window for a number of seconds.   Specify the number of seconds in the field to the right.

Mark messages as read after X seconds – **Enter the number of seconds before a previewed message will be marked as read.**

Mark messages as read after X seconds – **Select the number of seconds before a previewed message will be marked as read.**

Mail Name – **The name you want to appear as the default in the Sender field.**

Mail Address – **The email address you want to appear as the default in the Sender field.**

Reply Address – **The default email address you want recipients of your email to reply to.**

Enter the text that you would like to use as your signature on all outgoing mail. This can be your email address, phone number, or perhaps a favorite quote. The text you enter in this box will be added to the end of messages that you send.

Spell Check Outgoing Mail – **Check this box if you want all outgoing mail messages spell checked before being sent.**

Mail Accounts

Add a new mail server for the current account to this list.

Sign up for a new account or a new mailbox.

Edit the selected servers that you want to change.

Delete the selected servers for this account.

Enter your account name. Do not include the @ symbol or anything after it.

Enter or change the name of the outgoing mail server. The default is mail.earthlink.net.

Checking this box will make EarthLink 5.0 look to see if it is the default email client for your computer when you check your email.

Save the Account Summary to a file on your hard drive

Prints the Account Summary

Show Mail Delivery Confirmations – Check this box to have a confirmation window alert you whenever an outgoing email is delivered.

Large Attachment Warning – **Click in this box to let EarthLink warn you when you are sending an email with attachments that are very large. Large attachments may take a long time to send.**

Send Message Format – **Use the pull-down menu to choose whether to send your emails in Plain Text or HTML format.**

Remove From Server When Deleted From Trash - Click here if you have chosen to leave emails on the server, but want to remove them when you delete them from the "Trash."

 EarthLink 5.0 - Sign On

The EarthLink Sign On dialog is your door to the Internet.

 Select your username from the profiles set up on your computer.

 Enter your password. Optionally, check **Save Password**.

 Select your current location from the locations defined on your computer.

 Click **Sign On**.   You will be connected to the Internet and the EarthLink Browser window will open.

Working Offline
Configuring Profiles and Locations
Adding a New Profile
Modifying Profile Settings
Removing a Profile
Adding a New Location
Modifying Location Settings
Removing a Location

EarthLink 5.0 - Sign On

Profile: EarthLink N@earthlink.net

User name: N@earthlink.net

Password: ****** ☐ Save password

Location: Office

Phone Number: 9 404 000-0000

Sign On   Close   Configure...   Help

 EarthLink Configuration

EarthLink Configuration offers two options for managing user preferences and connection locations.

Manage Profiles enables you to control your preference settings for the various Internet tools you use, including browsers   and email applications. In addition, this option enables you to add new profiles to this computer or to remove a profile from this computer.

[Adding a New Profile](#)
[Modifying Profile Settings](#)
[Removing a Profile](#)

Manage Locations enables you to control the locations for this computer.   In the early days of Internet Service Providers, you typically connected to the Internet using a modem.   Today, dialing in over a standard phone line using a modem is not the only way to get on the Internet.   EarthLink has adopted many of the emerging standards for high-speed access to the Internet, therefore you could be connecting to the Internet via a cable modem, DSL, ISDN or via your network at the office.   Since each of these connection methods requires a different device and since we live in a mobile society that likes to stay connected, we've included the ability to define and manage location.   Each location identifies where you will be connecting from, the device you will be using to make the connection and the settings for that device.

[Adding a New Location](#)
[Modifying Location Settings](#)
[Removing a Location](#)

Manage Locations

Manage Locations enables you to set up your computer to connect to the Internet from anywhere using any device. Many users connect to the Internet via modem by dialing in to EarthLink's network of computers.   Now that there are a number of high-speed alternatives for connecting to the Internet, EarthLink wants to make sure you have the tools to take advantage of these offerings.   Currently you can connect via ISDN, DSL, Cable, or LAN.

How to Connect tab lists the locations you defined for connecting to the Internet.   Each location identifies where you are connecting from and consists of a device and the device settings.

If you use a modem to connect, this tab lists the access phone numbers you selected beneath the location name.

Dialup lists your preferences for how your dial-up connection should behave.

Adding a New Phone Number
Adding a New Location
Understanding Locations
Reviewing or Changing Properties for a Location
Modifying Location Settings
Deleting a Location
Changing the Dialup Settings
Deleting an Access Phone Number

 How To Connect

How to Connect lists the locations you have defined for connecting to the Internet.

A location consists of a specific device and collection of detail settings for that device – and identified by a unique name.   For example, if you connect to the Internet from your home using a modem, you would choose 'Home' as the location name.   For 'Home', you select your 56K modem as the device you use and you select two or more local access phone numbers.   You computer dials these access phone numbers in the order listed, if there is a problem with one of the phone numbers.   If you also use your computer to connect to the Internet from your office via the LAN, you can create another location, choose the name 'Office' and select the LAN card as the device.

 Phone Numbers

The Phone Numbers window lists the phone numbers available for the selected Country/Province and State and shows the list of phone numbers you've selected for the current location.   You can sort the phone numbers by Area Code, City or Service.

To display phone numbers for somewhere else:

 Select the desired Country and, if necessary, select the State/Province.

To add a phone number:

 Highlight the phone number (s) you want to add to your selection list, then click **Add**.   The phone number you selected will move to the lower pane. The phone numbers in the lower pane will be dialed by your computer in the order listed.

 Click **Ok** to save these numbers and return to the Locations Settings: How to Connect window.

To reorganize selected phone numbers:

 Highlight a phone number in your selection list and click the Up or Down arrow buttons to reorganize the numbers in the selection list.

To remove a selected phone number:

 Highlight the phone number then click **Remove**.

 Custom Phone Number

You can add an access phone number that is not on the list.   An EarthLink representative may supply you with a valid access number that does not appear on the list of available access numbers.   This feature is designed for an advanced user.

NOTE: Please be aware that even if you have been given an access number by an EarthLink representative, we cannot guarantee that it will a local number. You are responsible for verifying that any access number we give you is a local call, and EarthLink is not responsible for any long distance charges that you incur at any time.

 Enter the area code and phone number you want to add to your list of selected access phone numbers.

 Dial-Up Properties

The [Dial-Up Properties dialog](#) controls how your dial-up connection works, such as how many times your modem should redial in its attempt to connect, or should your modem automatically try to connect if you click Send/Receive Email when you're not connected to the Internet.

 Check **Connect to the Internet as needed** if you want to connect to the Internet when you try to send a mail message or go to a URL.

 Check **Play sound after connecting and disconnecting** if you like to hear a sound when your connection is established and when you're disconnected.

 Check **Prompt for information before connecting** if you have more than one location defined.

 Check **Display connection monitor** if you want to monitor connection activity.

 Check **Disconnect after minute(s) of inactivity (Dial-up only)** if you want your computer to disconnect from EarthLink after your computer has been idle for the number of minutes you specify.

 Check **Redial** if you want your computer to dial EarthLink again if the first attempt is unsuccessful.

 Enter the number of times you want your computer to try redialing in the **Before giving up, retry times** field.

 Enter the number of minutes and seconds you want your computer to wait before redialing in the **Between tries, wait mins secs** field.

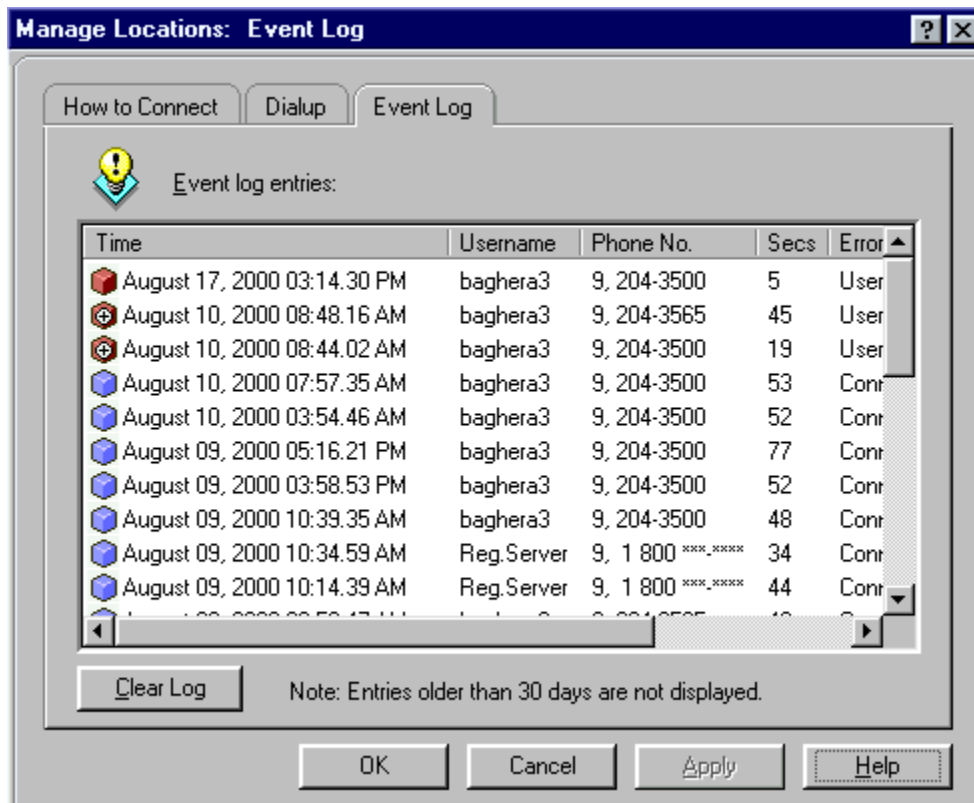 Check **Restore Defaults** to restore the original settings.
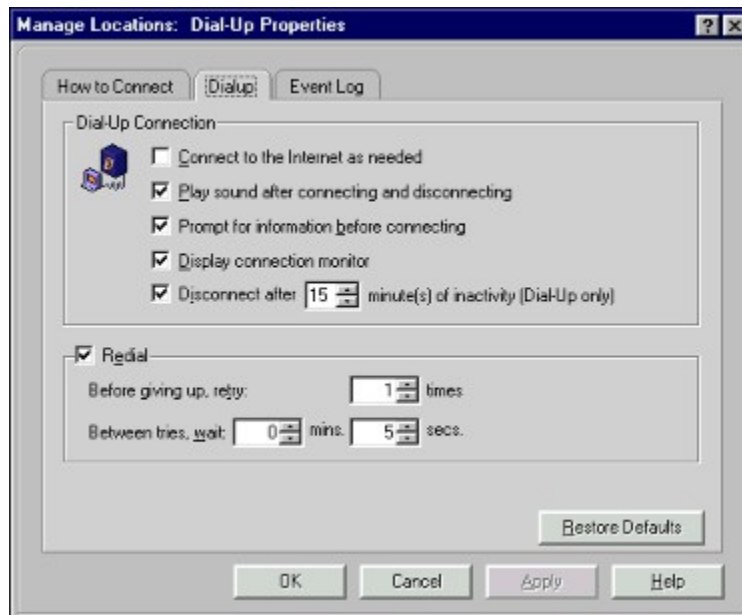
Event Log

The [Event Log dialog](#) shows connection attempts, completed or not completed, for this computer.

[Clearing the Event Log](#)

Manage Locations: Event Log

| How to Connect | Dialup | Event Log |

Event log entries:

Time	Username	Phone No.	Secs	Error
August 17, 2000 03:14.30 PM	baghera3	9, 204-3500	5	User
August 10, 2000 08:48.16 AM	baghera3	9, 204-3565	45	User
August 10, 2000 08:44.02 AM	baghera3	9, 204-3500	19	User
August 10, 2000 07:57.35 AM	baghera3	9, 204-3500	53	Conn
August 10, 2000 03:54.46 AM	baghera3	9, 204-3500	52	Conn
August 09, 2000 05:16.21 PM	baghera3	9, 204-3500	77	Conn
August 09, 2000 03:58.53 PM	baghera3	9, 204-3500	52	Conn
August 09, 2000 10:39.35 AM	baghera3	9, 204-3500	48	Conn
August 09, 2000 10:34.59 AM	Reg.Server	9, 1 800 ***-****	34	Conn
August 09, 2000 10:14.39 AM	Reg.Server	9, 1 800 ***-****	44	Conn

Clear Log   Note: Entries older than 30 days are not displayed.

OK   Cancel   Apply   Help

 Location Properties

The Location Properties dialog shows the settings for the selected location.   This includes the device you use to connect from this location and the settings for the device.   The settings for the device will vary depending on the kind of device you use.

Modem Settings

Network Settings (DSL, Cable, LAN, Wireless)

Location Properties

The Location Properties for your dial-up modem shows the properties for the location identified in the title, including:

◆ The country or region you are calling from.

◆ The area code you are calling from.

When dialing from here shows any special settings for the location, such as if your need to dial a number to access an outside line, or if you are disabling call waiting, and if your phone company recognizes tone or pulse dialing.

This dialog also shows the primary access number your computer will be dialing, and if you need to Dial all calls as long distance.

◆ If you want to review the settings for your modem, click **Modem Properties...**.

◆ If the telephone company has recently added an overlay area code, or implemented 11-digit dialing.

◆ If you need to set up this location for 10-digit dialing , click Area Code Rules.

◆ If you need to bill the call to a calling card, click **Advanced...** then check **For long distance calls, use this calling card** and select your calling card.   Click **OK** when you're finished.

 Network Properties

This dialog appears when you are setting up a new location for a Network Interface Card (NIC) that was found on your computer.

A NIC can be used:

- to connect to a LAN
- in conjunction with a cable modem to connect via cable
- in conjunction with a DSL modem to make a DSL connection over your phone line

(Typically your service provider for cable or DSL service will install the NIC, the modem and will set up your computer for these devices.)

 Check **Use PPPOE** if you know you are connecting using a PPP over Ethernet.   (If you are connecting to the LAN in your office, uncheck this option.)

By default **Server assigned IP address** and **Enable DNS** are checked.

- **Server assigned IP address** enables EarthLink to assign an IP address to you once you have connected. Ask your network administrator for your network's Subnet Mask and Gateway information.
- **Enable DNS** signals that you want URLs resolved to IP addresses.

Check **Specify an IP Address** if you have been assigned a static IP address.   Then specify the IP address.

 Click **Add** to add an IP address

 Select an IP address then click **Remove** to remove it.

 Click **Network Properties** to open the Windows Network Properties page

 Click **Restore Defaults** to return to the original settings

Modem Connection Properties

If you connect to the Internet via your phone line, you're using a modem to make the connection.   The properties for your modem identify:

- The country you are calling from (United States is the default)
- The area code you are calling from.
- The number or code you need to access an outside line for a local call from this location (if necessary), enter the keypad sequence for dialing local calls.   (For example some hotels require you to dial 9 to access an outside line.)   Be sure to put a comma after the keypad sequence (this adds a pause before the access number is dialed to ensure that you have a dial tone).
- The number or code to access an outside line for a long distance call from this location (if necessary), enter the keypad sequence for dialing long distance calls.   (For example some hotels require you to dial 9 to access an outside line.)   Be sure to put a comma after the keypad sequence (this adds a pause before the access number is dialed to ensure that you have a dial tone).
- The keypad sequence for disabling call waiting if this phone has call waiting and you don't want your Internet connection interrupted. Check **To disable call waiting** then, typically *70. Be sure to put a comma after the keypad sequence (this adds a pause before the access number is dialed to ensure that you have a dial tone).

If your dial tone is an uninterrupted tone, check **Tone** dial.   If your dial tone is not a steady tone, uncheck **Tone**.

If your phone company requires you to dial the area code for all calls from this number, check **Always dial the area code (10-digit dialing).**

 LAN Card

The LAN card connection properties enable you to control your IP address and DNS settings.

The default device settings for a LAN Card are:

Server assigned IP address – this enables EarthLink to assign an IP address when you connect.

Disable DNS turns off the Domain Name Service for resolving URLs to IP addresses.

Cable Modem

The settings for your cable modem depend upon:

- Who supplies your cable modem
- What type of cable support you have: one-way or two-way
- How the cable company configures your network settings.

A cable connection can use any of the following protocols: Static IP , PPPOE or DHCP .   The settings for each are different. Check with your cable provider for the proper settings for your area.

Troubleshooting Cable Modem Access

 Location Properties

Location Properties supplies the details for the device that you use to connect to the Internet from the current location.   For a dial-up modem, this includes the specific modem, the country, region and area code you are calling from, and any specific dialing instructions for using the phone line.

These dialing instructions include:

Accessing an Outside Line
Disabling Call Waiting
Tone/Pulse Dialing

 Add Phone Numbers

When your connection method requires access phone numbers, you can include additional phone numbers.   These numbers get added to the dialing sequence, if EarthLink is unable to connect to the first number in the list after many retries, then it will use the next number in the list and so on.

Select the Country/Region you want to see access numbers for (and for the United States, select a State).   EarthLink lists the numbers for that Country/Region/State. You can reorganize the numbers in the list by clicking on any column heading. Highlight the number you want to choose then click **Finish** or **Apply**.

 Digital Subscriber Line Services

Digital Subscriber Line Services (DSL) for high-speed connection to the Internet.

Shows the service selected, typically EarthLink DSL.

Keep the default settings on the dialog.

 Phone Number Update
This dialog shows the status of your connection to EarthLink to get an updated phone numbers list.

 Manage Profiles

A profile stores all of the preferences and settings for one user.   Each username has its own profile.   You use Manage Profiles to review or change preferences for your EarthLink account, your Browser, your Email program and other Internet programs installed on your computer.

[Account Settings](#)
[Browser Settings](#)
[Email Settings](#)
[WebSpace Settings](#)
[Adding a New Profile](#)
[Removing a Profile](#)
[Disabling access to settings](#)

 Account Settings

Your account settings include your name and address, as well as the method you use to pay for your EarthLink account. Other settings enable you to control the look and feel of EarthLink 5.0.

Account General (Payment method and name and address)
Account Mailboxes
Account Miscellaneous

 Account General

Account General shows your basic account information, like your name and address; and keeps other information hidden, like your payment method. To change your account or payment information:

 From the **Sign On** screen click **Configure**.

 Click **Manage Profiles**.

 Click **Change** to open the **Change User Information** window.

 Follow the instructions from there to make your changes.

Account Miscellaneous

The Miscellaneous screen contains settings for themes, hints, tooltips, and other settings.

 Dialing

EarthLink 5.0 is dialing the phone number shown.

Connection Progress
This dialog illustrates the current connection attempt.

 Area Code Rules

When calling **within** my area code:

 Check **Always dial the area code** (10-digit dialing)

 Dial 1 for the numbers with the following prefixes

 Click **New** to open the New Area Code and Prefix dialog.

 Enter the prefix you want to add to this list, then click **OK**.

 Select the prefix you want to delete from this list and click **Remove**.

When calling **to other** area codes:

 Do not dial 1 for numbers with the following area codes

 Click **New** to open the New Area Code and Prefix dialog.

 Enter the prefix you want to add to this list, then click **OK**.

 Select the prefix you want to delete from this list and click **Remove**.

 Click **OK** to save your changes and close this window.

 New Prefix

Shows the area code you are adding a new prefix for.   Enter the prefix then click **Ok.**

New Area Code

Enter the area code that you want to add to the list of area codes you do not have to dial '1' before.

 Connection Properties

Connection Properties shows the detail settings for the selected device.   The information on this window will be different for each device.

10-digit vs. 11-digit dialing

Because many areas lack sufficient telephone numbers to accommodate the proliferation of telephones, fax lines, cell phones and pagers, many phone companies are running out of phone numbers.   To accommodate new requests, phone companies have implemented a variety of plans to service customer needs, these include overlay area codes.   This results in either 10-digit or 11-digit dialing, depending upon how the phone company implemented the new area codes in your town.

With 11-digit dialing, all phone numbers get dialed like long distance calls: 1 – area code – prefix – number.   Even if the number you are calling is in your area code.

With 10-digit dialing, you dial the area code for phone numbers in your town, even if the area code is the same as yours but you don't dial the 1 for local calls.   Area code- prefix- number.

 About EarthLink 5.0
This dialog provides version information for EarthLink 5.0

Sign Off

Choose **Exit the program and disconnect** if you are done with your online session and you no longer need to work with email or other EarthLink programs.

Choose **Exit the program** if you are done with the EarthLink software but wish to remain connected to the Internet.

Choose **Sign on as a different user** if you have another account and you want to access mail or other settings for that account, or if another user needs to access mail.

Choose **Disconnect and work offline** if you would like to keep working with the EarthLink programs, such as EarthLink MailBox, but you don't need to be connected.

 Connection Not Available
The connection is not available at this time.   There may be a problem with your phone line or the network.   Wait a few minutes and try to connect again.   In the mean time, you can work offline.

Search

Enter the text or phrase you want to look for.

 Password Entry Required

You must enter your password in order to review or modify profile or location settings.   One or more users on this computer have been restricted from accessing these settings; therefore, users for whom there are no restrictions must enter a password.

bmc eln_logo.bmp} Dialing Properties

 How to Connect

The How to Connect dialog lists the locations you have defined on this computer. If the location was set up for a dial-up connection, you will see the phone number(s) for that location in the dialing order.

Do any of the following:

 Select a dial-up location and click Phone Number to open the Phone Numbers dialog, on which you can select additional access phone numbers.

 Click Add Location to lauch the Location Wizard which will walk you through creating a new location on this computer.

 Select a location and click Properties to see the settings for that location.

If the location is for a dial-up connection, you will see the dialing options for the location.

If the device associated with a location includes a Network Interface Card (NIC), you will see network settings for the location.

 Select a phone or a location then click Delete to remove   from the list.

 Select a location then click Set as Default to make it your default location.

 Phone Numbers

The Phone Numbers dialog enables you to select the phone numbers your computer will dial to get you connected to the Internet.   The list at the top of the screen shows the access phone numbers for the country you are calling from.

Select one or more of the numbers on this list then click **Add**.   The selected numbers appear in the selection list at the bottom the page. The numbers will be dialed in the order listed.

Sorting Access Phone Numbers

Reorganizing Selected Phone Numbers

Removing Selected Phone Numbers

Updating Access Phone Numbers

 Connected to EarthLink ...
This dialog shows how long you have been connected, the number of bytes sent and received, the device and protocol used for the connection, the username that is logged in.

Error Messages

There are many different type of connection errors. Click on your error message for instructions on how to correct the error.

- • Access denied because username and/or password is invalid on the domain.
- • Another Dial-Up Networking connection is active. Disconnect from the other connection and try again [691]
- • 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 retrieve mail (Netscape Messenger)
- • Cannot retrieve mail (Outlook Express)
- • Cannot write the phone book file [RAS 24]
- • The computer you are dialing cannot establish a Dial-Up Networking connection. Please check your password and try again.
- • Computer you are dialing did not answer
- • The computer you are dialing into does not respond to a network request (Win 95) [Error 650]
- • The computer you are dialing into does not respond to a network request (Win 98) [Error 650]
- • The computer you are dialing is not answering
- • The connection dropped [RAS 68]
- • The device specified for the current location does not exist [RAS 8]
- • Disconnected from the computer you dialed [Error 629]
- • Hardware failure in port or attached device [RAS 92]
- • Internal Authentication Error [RAS 45]
- • Invalid information found in the phone book file [RAS 25]
- • The line is busy [RAS 76]
- • The modem does not exist, is not plugged in, or is out of service
- • Netscape is unable to locate the server: www.example.net   The server does not have a DNS entry [678]
- • No response from modem
- • 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 port was disconnected by the remote computer
- • The protocol is not configured [RAS 131]
- • The request has timed out [RAS 38]
- • Request timed out. Unable to locate server
- • Save Password box is grey or password does not save
- • The server does not have a DNS entry. Check the server name in the Location (URL) and try again
- • There is no answer at the number you are dialing [RAS 78]
- • There is no dial tone. Check your phone line. [RAS 80]
- • A timeout occurred while waiting for the remote computer to respond [RAS 118]
- • Too many errors occurred because of poor phone line quality [RAS 115]
- • Unable to locate the server: www.example.net…
- • 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(`ELNKWindows.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

Save Password box is grey or password does not save

The Save Password box on the EarthLink 5.0 Sign On dialog is greyed out when:

- ? ? Client for Microsoft Networks is not installed (or is corrupt)
- ? ? if you bypassed login when you started your computer
- ? ? you have not logged into the computer correctly
- ? ? the correct protocols are not installed. Check to see if Client for Microsoft Networks is installed: {button How to Verify Protocol Installation ,EF(`ELNKWindows.hlp',`IDH_WIN95_VER_PROTO_INST',1)}.   If Client for Microsoft Networks is installed and you logged in when you started your computer, your password file may be corrupt.

- ▪ Delete your password file and relog back into your computer: {button How to Delete your Password File ,EF(`ELNKWindows.hlp',`Delete_your_Password_File',1)}

The device does not exist [RAS 8]

If there is no modem installed on your system or it is not functioning correctly.

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

Verify that the correct modem is selected and working properly. {button How to Verify Modem Installation ,JI(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

The port was not found [RAS 15]

This error could be the result of not having the communications port the modem needs installed.

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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_SEL')}

Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

The port is not open [RAS *18]

This error can be cause because there is another software package using the modem or communications port.

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

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

 Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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.

 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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

 Select another access number. {button How to Select Another Access Phone Number ,JI(`ELNKWindows.hlp',`IDH_ELN_SEL_ALT_PH_NO')}

 Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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.

 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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_ELN_SEL_ALT_PH_NO')}

 Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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.

Verify that your modem is connected to the computer correctly, plugged in and turned on. {button How to Verify Modem Installation ,JI(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

Go to the Modems Control Panel, click Diagnostics then click More Info… to see if your modem is responding. {button How to Verify Modem Installation ,JI(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_SEL')}

Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

Your modem (or other con**necting 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.

   Verify that your modem is connected to the computer correctly, plugged in and turned on. {button How to Verify Modem Connection ,JI(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

   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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

   Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

The connection dropped [RAS 68]

This error is usually related to bad negotiations between your modem and the phone number you are dialing. Perhaps one of the following: the phone line could have static; the phone company could be having a problem; there was no traffic on the line for 15 minutes; the wiring is loose; someone picked up an extension; or if you have call waiting and didn't turn it off, you may have had an incoming call.

 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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_ELN_SEL_ALT_PH_NO')}

 Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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 happen if the phone number you are calling is having problems, there is a phone company message, there is a busy signal, if there is line noise, another extension is off the hook or if you have the phone company message service, you may have a message.

Try again.   This happens to everyone from time to time.   (If it happens frequently, you may want to have the phone company check your line.)   If you're still getting this message.

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

Select another EarthLink phone number. {button How to Select Another Access Phone Number ,JI(`ELNKWindows.hlp',`IDH_ELN_SEL_ALT_PH_NO')}

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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(`ELNKWindows.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(`ELNKWindows.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.
- • An extension could be off the hook.
- • the modem may be defective, not turned on or not plugged in.

You may also want to hook a phone up to your modem and check to see if you hear a dial tone.

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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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.

Try to connect again.

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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

Try another EarthLink phone number. {button How to Select Another Access Phone Number ,JI(`ELNKWindows.hlp',`IDH_ELN_SEL_ALT_PH_NO')}

Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

The protocol is not configured [RAS 131]

This error is usually the result of not having the correct network components installed. In order to connect to the Internet you need <u>Client for Microsoft Networks</u> , <u>TCP/IP</u> and a <u>Dial-Up Adapter</u>.   If any of these are missing or if they are not set up properly you will not be able to connect to the Internet.

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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_VER_DNS_INST')}

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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. The phone line could have static, the phone company could be having a problem, there was no traffic on the line for 15 minutes, the wiring is loose, someone picked up an extension, or if you have call waiting and didn't turn it off, you may have had an incoming call. Steps to resolve this problem would be to check to make sure that your modem is operating correctly and connected to the computer.

 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.

 Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.
{button Verifying Modem Installation ,JI(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_INST')}

 Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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. The phone line could have static; the phone company could be having a problem; there was no traffic on the line for 15 minutes; the wiring is loose, someone picked up an extension; or if you have call waiting and didn't turn it off, you may have had an incoming call.

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(`ELNKWindows.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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_VER_PROTO_SEL')}

Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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.

 Look for Connect to EarthLink (a telephone on top a world) or another access program (such as AOL or CompuServe) in your Windows task bar.   If you see one, right click on it, then click **Close**.   Try to connect again.

 Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation ,JI(`ELNKWindows.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(`ELNKWindows.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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_REINST_DNS')}

 Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

The port is already open [RAS 2]

This error message is usually the result of incorrect modem settings.

 Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation ,JI(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_SEL')}

 Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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.

          Check to see if modem is operating correctly and the computer can send signals to it. {button How to Verify Modem Installation ,JI(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_SEL')}

          Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

The line is busy [RAS 76]

The line busy error doesn't always mean that the access number you are calling is having problems, an extension is off the hook, or if you use the phone company message center, you could have a message waiting. Try dialing the number by hand, since there could be a telephone company message that all circuits are busy or that they are experiencing outages.

If you are in an office, you probably need to dial a number, such as 9, to get an outside line. If at home, check to see if there is a 9 present that might be causing the problem. {button How to Change Dial Properties ,JI(`ELNKWindows.hlp',`IDH_ELN_CHG_DIAL_PROP')}

If the problem persists, the access number you are dialing might be having temporary problems. Try dialing the number by hand. Add another access number to your dialing list. {button How to Select Another Access Phone Number ,JI(`ELNKWindows.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 tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

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. Try dialing the number by hand, since there could be a telephone company message that all circuits are busy or that they are experiencing outages.

Verify modem is installed correctly. {button How to Verify Modem Installation ,JI(`ELNKWindows.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(`ELNKWindows.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.

Shut down your computer and start it again (be sure you also power off/power on an external modem).   This should clear any problems with the serial port.

Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

Wrong Information Specified [RAS 4]

The name and/or password you entered are not valid or not typed correctly.   Be sure you use the correct combination of upper- and lower-case.   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/** (such as ELN/johndoe)

 If you just signed up for a new account, it can take the Registration Server up to 30 minutes during peak sign up periods (although its usually less than 5 minutes) to get you set up for connecting to the Internet – try again in a few minutes.

 Try to connect again. If you tried all of these options and still get this error, call Technical Support 24 hours/day at (800) 890-5128.

The port or device is already disconnecting [RAS 17]

You inadvertently selected disconnect a second time, perhaps by double-clicking instead of clicking.
The port or device is already in the process of disconnecting you from EarthLink.   Cancel this disconnection attempt.

Cannot open the phone book file [RAS 21]

The phone book file is either unavailable or corrupt. EarthLink never references this phone book file.   Reboot your computer.

Cannot load the phone book file [RAS 22]

The phone book file is either corrupt or unavailable.   EarthLink never references this phone book file.   Reboot your computer.

Cannot write the phone book file [RAS 24]

The phone book file is either unavailable or corrupt. EarthLink never references this phone book file.   Reboot your computer.

Invalid information found in the phone book file [RAS 25]

The phone book file may be corrupt. EarthLink never references this phone book file.   Reboot your computer.

The port was disconnected [RAS 28]

The port was disconnected.

Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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 24 hours/day at (800) 890-5128.

Hardware failure in port or attached device [RAS 92]

There is a problem with your port or your modem.

 Verify that your modem is connected to the computer correctly, plugged in and turned on.

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

 Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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.

 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(`ELNKWindows.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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_REINST_NETWOR_COMP')}

 Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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. 1. Log on to EarthLink by executing the Dialer program (from your EarthLink folder or desktop).
2. 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.

   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(`ELNKWindows.hlp',`IDH_WIN95_VER_PROTO_INST')}

   Verify your TCP/IP Settings. {button Verifying TCP/IP Settings ,JI(`ELNKWindows.hlp',`IDH_WIN95_VER_TCPIP_SETTINGS')}

   Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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:

- • Log on to EarthLink by executing the Dialer program (from your EarthLink folder or desktop).
- • 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.

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 having 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(`ELNKWindows.hlp',`IDH_WIN95_CK_MODEM_CONFLICT')}

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

   Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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 ,JI(`ELNKWindows.hlp',`IDH_WIN95_VER_MODEM_SEL')}

    Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_REINST_DNS')}

Try to connect again. If you still can't connect, call Technical Support 24 hours/day at (800) 890-5128.

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 24 hours/day at (800) 890-5128.

EarthLink Setup 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.

   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(`ELNKWindows.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(`ELNKWindows.hlp',`IDH_WIN95_REINST_DNS')}

Access denied because username and/or password is invalid on the domain [691]

Usernames and passwords are case sensitive.

 Make sure your CAPS LOCK key is not on.

 Verify that you typed your username and password correctly.

Computer you are dialing did not answer [678]

If the POP you are dialing into is congested or malfunctioning, select a different access phone number (POP).

To select a different access phone number:

 Click the phone number on the EarthLink 5.0 Sign On dialog.(this is the number beneath the Location field).

 Select another access number then click **Add**.

 Click **Up**, if necessary, to make this the first access number in your selection list.

 Click **OK**.

Netscape is unable to locate the server: www.example.net   The server does not have a DNS entry

DNS is probably disabled.

To enable DNS:

Click START.

Click SETTINGS.

Click CONTROL PANEL.

Double click the NETWORK icon to display the Network Properties dialog.

Double click TCP/IP -> DIAL-UP ADAPTER.

Select the DNS CONFIGURATION tab.

Check ENABLE DNS.

In the HOST: field, type your EarthLink username (ex: lisa23b).

In the DOMAIN: field, type EARTHLINK.NET.

In the DNS SERVER SEARCH ORDER, enter 207.217.126.81 and 207.217.77.82.

Click OK.

Click OK.

Restart the computer when prompted.

The computer you are dialing into does not respond to a network request (Win 95) [Error 650]

Uninstall and Reinstall TCP/IP.   You will need networking files from your EarthLink 5.0 CD.

The computer you are dialing is not answering

Some of EarthLink access numbers (POPs) begin the handshake with a loud sound and this can cause some modems to disconnect. You can add a pause in your dialing sequence to give you modem time to adjust to this tone.
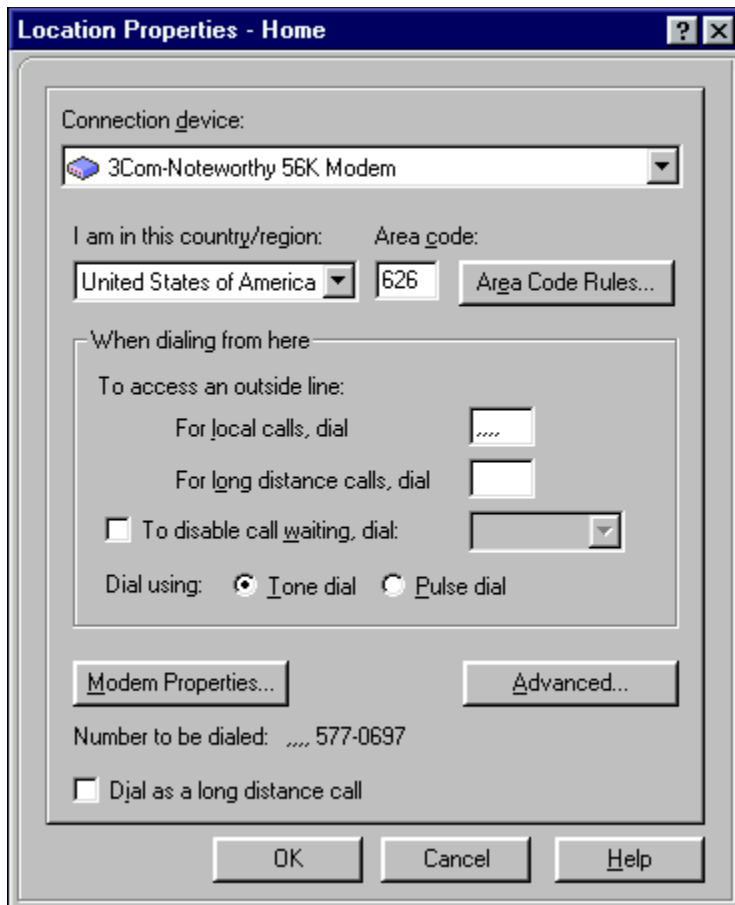
To add a pause to your dialing sequence:

 On the EarthLink Sign On dialog, click **Configure**, then click **Manage Locations**.

 Hightlight the Location containing the phone number that you need to add a pause for, then click **Properties**.

 Type four commas on the Dialing Properties dialog, as shown:

The computer you are dialing into does not respond to a network request (Win 98) [Error 650]
Extract RASAPI32.DLL using the System File Checker.

From the START menu select RUN.

In the OPEN text field type SFC.

Select EXTRACT ONE FILE FROM INSTALLATION DISK.

In the text box type RASAPI32.DLL.

Click the START button.

In the RESTORE FROM field type the location of the Windows 98 cab files.

Click the OK button.

Click the OK button.

Click the OK button.

Click the CLOSE button.

 Restart the computer.

Unable to locate the server: www.example.net…

To enable the DNS settings in Windows :

Click on the Start button

Click on Settings

Click on Control Panel.

Double-click the **Network** icon.

Highlight TCP/IP in the list of installed network components.

Click the **Properties** button.

Click the **DNS Configuration** tab.

Check **Enable DNS.**

In the **Host** box, type your username in lower-case letters.

In the domain box, type `earthlink.net` in lower-case letters.

In the **DNS Server Search order** box, type `207.217.126.81` and click **Add**.

In the **DNS Server Search order** box, type `207.217.77.82` and click **Add**.

In the **Domain Suffix Search order** box, type `earthlink.net` and click **Add**.

Click the **WINS Configuration** tab at the top of the window.

Check **Disable WINS resolution**.

Click **OK**.

Cannot retrieve mail (Netscape Messenger)

Check to be sure Netscape Messenger is properly configured:

If this is your first time opening Communicator:

Open NETSCAPE MESSENGER.

Click NEXT on the NEW PROFILE SETUP window.

In the FULL NAME field, type your real name.

In the EMAIL ADDRESS field, type your email address.

Click the NEXT button.

In the PROFILE NAME field, type the name you would like to use to identify your profile with.

In the field below, specify the directory path to keep your profile (the default directory is recommended).

In the YOUR NAME field, type your real name.

In the EMAIL ADDRESS field, type your email address. (Example: username@earthlink.net)

In the OUTGOING MAIL [SMTP] SERVER field, type "mail.earthlink.net".

Click the NEXT button.

In the MAIL SERVER USER NAME field, type your username.

In the INCOMING MAIL SERVER field, type "mail.earthlink.net".

Under MAIL SERVER TYPE select POP3.

Click the NEXT button.

In the NEWS NNTP SERVER field, type "news.earthlink.net".

In the PORT filed, type 119.

Uncheck the box labeled SECURE.

Click the FINISH button.

If you have already set up a profile:

Open NETSCAPE MESSENGER.

On the menu bar select EDIT.

From the EDIT menu select PREFERENCES.

 In the CATEGORY box, expand MAIL & GROUPS. (Double-click MAIL & GROUPS to expand it if it is closed.)

 Under MAIL & GROUPS select IDENTITY.

 In the YOUR NAME field, type your name.

 In the EMAIL ADRESS field, type your email address. (Example: username@earhlink.net)

 In the CATEGORY box, under MAIL & GROUPS select MAIL SERVER.

 In the MAIL SERVER USER NAME field, type your username.

 In the OUTGOING EMAIL (SMTP) SERVER field, type "mail.earthlink.net".

 In the INCOMING MAIL SERVER field, type "mail.earthlink.net".

 Under MAIL SERVER TYPE, select POP3 (MESSAGES AND FOLDERS ARE KEPT LOCALLY, ON THE HARD DISK).

 Click OK.

Disconnected from the computer you dialed [Error 629]

Your TCP/IP protocol may not be installed or it may be corrupt. To resolve this problem, make sure that TCP/IP is installed.   You will need files for Windows 95/98 that are on your EarthLink 5.0 CD.

In the **Network** section of **Control Panel**, check to ensure TCP/IP is installed, if not...

Click **Add**.

Highlight **Protocol** and click **Add**.

Under the **Manufacturers** section, highlight **Microsoft**.

Under the **Network Protocols** section, highlight TCP/IP.

Click **OK**.

Reboot the computer when prompted.

Try the connection again.

Cannot retrieve mail (Outlook Express)

Outlook Express may not be configured correctly. For example, make sure to put a check mark in the box for INCLUDE THIS ACCOUNT WHEN DOING A FULL SEND AND RECEIVE. This alone may make it impossible to retrieve email.

To configure Outlook Express:

Click **Tools**.

Click **Accounts**.

Select the **Mail** tab.

Highlight "mail.earthlink.net".

Click **Properties**.

In the **Mail Account** field type in what the user wants to call this account (ex. Earthlink, Bob's email, etc...)

In the **Name** field type "user's name" (ex. Bob Smith).

In the **Email Address** field type "username@earthlink.net" (without the ELN/

).

Check the box for **Include this account when doing a Full Send and Receive**.

Select the **Servers** tab.

In the **Outgoing Mail** (SMTP) field type "mail.earthlink.net".

In the **Incoming Mail** (POP3) field type "mail.earthlink.net".

Select **Log on using**.

In the **Account Name** field type the user's username (without the ELN/).

In the **Password** field type the user's password (in the correct case).

Uncheck everything else.

Select the **Connection** tab.

Select **Connect using my phone line**.

Under **Use the following Dial-Up Networking Connection**, select the appropriate connection.

Select the **Advanced** tab.

In the **Outgoing Mail** (SMTP) field type "25".

In the **Incoming Mail** (POP3) field type "110"

 Do not check any of the "**Secure Connection (SSL)**" boxes.

 In the "**Server Timeouts**" section drag the sliding bar all the way to the right to reflect 5 min.

 Leave all other boxes unchecked.

 Click **Apply**.

 Click **OK**.

 Click **Close**.

The port was disconnected by the remote computer

This error can occur when the TCP/IP protocol is not installed in the Network section of Control Panel. Add the protocol and try the connection again.   This action will require the .cab files for the operating system version installed on your computer.   There are different version of Windows 95 and Windows 98.   Check **System** under Control Panel to determine which version you have installed on your computer.   Using the incorrect .cab files could cause errors to occur at the operating system level.

Open **Control Panel** and click **Network**.

Verify that **Dial-Up Adapter** is installed.

Click **Add**.

Highlight **Protocol** then click **Add**.

Select **Microsoft** from the Manufacturer's list.

Select **TCP/IP** from the Network Protocols list.

Click **OK**.

Reboot the computer when prompted.

Try your connection again.

Netscape is unable to locate the server: www.example.net   The server does not have a DNS entry

This error can occur when the TCP/IP protocol has become corrupt or when your global TCP/IP settings may conflict with the TCP/IP settings for the connection used to connect to Earthlink.

- • If your TCP/IP protocol has become corrupt, you will need to review your Network settings in Control Panel and reinstall TCP/IP before trying your connection again.
- • If your TCP/IP settings are in conflict, you will need to fix these conflicts before trying your connection again.

Reinstalling TCP/IP

You will need .cab files (on your hard drive if Windows was installed by your computer supplier) or your Windows CD in order to reinstall TCP/IP.

To remove and reinstall TCP/IP do the following:

Open **Control Panel** and click **Network**.

Verify that **Dial-Up Adapter** is installed.

Highlight **TCP/IP** or **TCP/IP >> Dial-Up Adapter**.

Click **Remove**.

Click **OK**.

Click **No** when prompter to reboot your computer.

Open **Windows Explorer** to your Windows/System directory and rename the following files:
VIP.386 to VIP.ELN
VTCP.386 to VTCP.ELN

On the **Network** settings dialog, click **Add**.

Highlight **Protocol** then click **Add**.

Select **Microsoft** from the Manufacturer's list.

Select **TCP/IP** from the Network Protocols list.

Click **OK**.

Reboot the computer when prompted.

Try your connection again.

Fixing TCP/IP Setting Conflicts

Note: Make sure to make a note of any settings that you remove while performing the following steps. If the computer is connected to a network and is using the TCP/IP protocol to access the network (in addition to the Internet), you may need to replace the settings after the problem has been resolved.

 Open **Control Panel** and click **Network**.

 Click **TCP/IP**.

 Click **Properties**.

 Select the **IP Address** tab.

 Remove any IP addresses from the IP Address list.

 Select the **Gateway** tab.

 Remove all gateways from the **Installed Gateways** list.

 Select the **DNS Configuration** tab.

 Click **Disable DNS**.

 Click **OK**.

 Click **OK**.

Note: If these steps resolve the problem, the global TCP/IP settings that were removed conflict with the TCP/IP settings for the connection used to connect to Earthlink. If the computer is not connected to a network, or is not using the TCP/IP protocol to access the network, it is not necessary to perform any additional steps to solve this problem. The TCP/IP settings that were removed do not need to be replaced.

However, if the computer is connected to a network and the user is using the TCP/IP protocol to access the network, the user may be unable to access the network until you replace the TCP/IP settings that were removed. To prevent this problem from reoccurring have the user replace the settings and have the user contact the system or network administrator to verify that the settings are accurate.

Internal authentication error [645]

This error can occur when the TCP/IP protocol is not installed in the Network section of Control Panel. Add the protocol   (making sure that it is bound to the Dial-up adapter) and try the connection again.   This action will require the .cab files for the OS. Using the incorrect .cab files could cause errors to occur on the OS.

Open **Control Panel** and click **Network**.

Verify that **Dial-Up Adapter** is installed.

Click **Add**.

Highlight **Protocol** then click **Add**.

Select **Microsoft** from the Manufacturer's list.

Select **TCP/IP** from the Network Protocols list.

Click **OK**.

Reboot the computer when prompted.

Try your connection again.

Random Disconnections

If you are experiencing random disconnections when you dial in to EarthLink, your modem may be having a problem. Sometimes, changing the modem initialization string can fix these disconnections.

To modify the Initialization string:

Open **My Computer** then click **Dial-Up Networking**.

Right click on your EarthLink connection icon and select **Properties**.

Click **Configure**.

Select the **Connection** tab.

Click **Advanced**.

Under **Extra Settings** field, type **S10=255**.

Click **OK**.

Click **OK**.

Click **OK**.

The computer you're are dialing into cannot establish a Dial-Up Networking connection…

Ensure the case sensitive account info is typed in correctly.

 If the username or password is in lower case, make sure the CAPS LOCK is disabled.

 Make sure they know the forward slash is on the same key as the question mark.

The device for this location no longer exists.

This location references a device that is no longer installed on your computer.   Perhaps you removed the device.   You need to reconfigure the location and select a different device.

 Username in Use

The username you entered is already in use.   Please enter another username.   For example, if your name is Jane Doe and you entered janedoe, try entering janedoe37 or use your first and middle initial with your lastname.   Lisa236 is the username for our spokesperson.

bmc eln_logo.bmp} Credit Card Information is Incorrect

The credit card information you entered was incorrect.   The expiration date should be entered MM/YYYY.   Be sure you entered the correct expiration date for the credit card number you entered.

bmc eln_logo.bmp} Referral User Name is Invalid

The username you entered in the Referral field is not a current EarthLink username.   Check the spelling of the username.   You can enter either username or username@earthlink.net

Credit Card Number is Invalid
The Credit Card number you entered is not a valid number.   Perhaps there is a typo in the number.

 City, State, or Zip Code is Invalid

The City, State and Zip Code do not match. Perhaps the zip code is not the correct zip code, or the state does not match the city or the zip code.   Please double-check your entries.

 Phone Number is Invalid

The phone number is invalid.   We must have a valid phone number in order to process your account.

User Information is Invalid

The user information is not valid.   The User Information you supply must match the billing information for the credit card you are using.

There was a problem with your connection.

Perhaps the server is congested or not functioning properly.   Try again in a few minutes.   If you continue to have problems, EarthLink Technical Support is available 24 hours a day, 7 days per week at (800) 890-5128.

MindSpring customers can get Technical Support for their accounts 24/7 at (800) 719-4660.

 An unrecognizable command was received from the Registration Server.
The Registration Server may be down.   Try again later.   If this problem persists, EarthLink Technical Support is available 24 hours a day, 7 days per week at (800) 890-5128.

MindSpring customers can get Technical Support for their accounts 24/7 at (800) 719-4660.

An EarthLink file was unavailable for update. .
Either the file is open or no longer exists.   Your EarthLink 5.0 software relies on a number of .txt files in your \Program Files\EarthLink 5.0 directory, such as phones.txt.   These files need to be updated periodically.

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You are low on system resources

Your system may not behave as expected while in this condition.   To remedy the low on resources condition, close any extraneous EarthLink 5.0 windows or other programs that are currently running on your computer that you are not currently using.   To close EarthLink 5.0 windows you are no longer using, click on the **Window** menu and select the name of the window you want to close, then either double-click on the icon to the left of the **File** menu, or select **Close** from the **File** menu.   Repeat this process until you have closed all extraneous windows.

Note: If you have a number of icons in your System Tray, these also impact system resources.   If you consistently get "low on resources" messages, you should consider closing a number of these programs. To close a program in your System Tray, right click on the icon and click **Close** or **Exit**.

You are no longer connected to the Internet

You will not be able to send or receive email, upload or download files, or view web sites online unless you are connected to the Internet. Click **Yes** to connect to the Internet now.   Click **No** to continue working offline.

EarthLink Technical Support

EarthLink maintains a website containing solutions to many technical issues at http://help.earthlink.net

EarthLink Technical Support is available 24 hours a day, 7 days per week at (800) 890-5128.

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