

 **To determine if your e-mail has been read**

- 1 Sign on to America Online.
- 2 On the **Mail Center** menu, click **Sent Mail**.
- 3 Click once on a piece of e-mail to select it.
- 4 Click **Status**.

**Notes**

- You can only check the status of e-mail sent to other American Online members. AOL cannot report the status of e-mail [sent to an Internet address](#). The status **not applicable** will appear for e-mail sent to an Internet address.
- You can [request a return receipt](#) for e-mail sent to other AOL members.

 [Related Topics – E-mail](#)



### To request a return receipt

- 1 Click **Write**.
- 2 Address your e-mail as usual.
- 3 Select the **Request “Return Receipt” from AOL members** check box.
- 4 Type your message and send your e-mail as usual.

### Notes

- You will receive an e-mail notification when each AOL member opens your e-mail.
- You will not receive a return receipt for e-mail you [send to Internet addresses](#).



Related Topics – E-mail

 **How long does e-mail stay in the online mailbox?**

You can [set a mail preference](#) to keep e-mail in your online mailbox for up to 3 days after it has been opened. If you have not opened your new e-mail within approximately 27 days, it is deleted.

 [Related Topics – E-mail](#)



### **How do I know I have e-mail?**

If you have e-mail waiting for you when you sign on to America Online, the flag on the mailbox on the “Welcome screen” will be up. If your computer has a sound card, you will also hear “You’ve got mail.”

■ [Related Topics – E-mail](#)



### To read e-mail in your online mailbox

- 1 Sign on to America Online.
- 2 Click **Read**.
- 3 Double-click the first e-mail item to read it.

### Notes

- You can [set a mail preference](#) to keep e-mail in your online mailbox for up to 7 days after it has been opened.
- The more you use e-mail, the more you may want to [use Automatic AOL to manage your e-mail](#).

■ [Related Topics – E-mail](#)

 **What's the difference between the online mailbox and the offline mailbox?**

E-mail in your **online mailbox** (the **Read Mail**, **Old Mail**, and **Sent Mail** selections on the **Mail Center** menu) is stored on the America Online host computer and is only available while you are signed on to America Online.

E-mail in your **offline mailbox** (the **Read Offline Mail** selection on the **Mail Center** menu) is part of your [Personal Filing Cabinet](#) and is available whether you are online or not. It is stored on your computer and will remain there until [you delete it](#).

 [Related Topics – E-mail](#)



### To reach an outside line

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. (The number (connection) is indented beneath the location name.)
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, select the **Dial [9, ] to reach an outside line** check box.
- 6 Edit the default prefix if it is not correct, and make sure there is a comma after it.

### Notes

- You will have to edit each number in the [location](#) and make this change.

 [Related Topics – Setup](#)



### To use pulse dialing

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. (The number (connection) is indented beneath the location name.)
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, select the **I do not have touch tone service** check box.

### Notes

- You will have to edit each number in the [location](#) and make this change.

 [Related Topics – Setup](#)



### To turn off call waiting while you are online

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. (The number (connection) is indented beneath the location name.)
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, select the **Dial [\*70,] to disable call waiting** check box.
- 6 Edit the default prefix if it is not correct, and make sure there is a comma after it.

[More information about this topic](#)

#### Notes

- You will have to edit each number in the [location](#) and make this change.



[Related Topics – Setup](#)

**More information about disabling Call Waiting**

- Typical codes are \*70 for Touch-Tone service and 1170 for rotary service. Contact your local telephone company for the deactivation code in your area.
- When you sign off and your modem hangs up the phone, Call Waiting is reactivated.
- If you do not turn off Call Waiting while you are connected to America Online, you will lose your connection if you receive an incoming call.

 **About AOL access phone numbers**

The AOL access phone number is the telephone number your modem dials to connect to America Online.

You will incur phone charges if you select an AOL access phone number that is a long distance call for you, or is not covered by your local calling plan. Please check with your local phone company for more information.

 [Related Topics – Setup](#)

 [Related Topics – Access Numbers](#)



### To set up a TCP/IP location

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, select the **Create a location for use with new access phone numbers or an ISP** option and click **Next**.
- 3 In the **Add Location** window, type a name for the location (for example, **TCP/IP location**).
- 4 Select **Add a custom connection (for example TCP/IP)** and click **Next**. A TCP/IP location will be created.

 [Related Topics – Setup](#)

 [Related Topics – TCP/IP](#)



### To connect to AOL via TCP/IP

- 1 Establish your LAN connection, if necessary.
- 2 Start America Online.
- 3 On the Sign On screen, select your [TCP/IP location](#) from the **Select Location** list.
- 4 Sign on to America Online.

[Related Topics – Setup](#)

[Related Topics – TCP/IP](#)

## ■ **About TCP/IP**

TCP/IP is a communications format for transferring data on a local area network (LAN). You can use TCP/IP (if it is available on your computer) instead of your modem to connect to America Online at no extra charge. Connecting to America Online with TCP/IP is often faster than the usual modem-based connection process, and it will not interfere with your use of other TCP/IP applications like Netscape(c).

If you have a LAN, ask your system administrator if you have TCP/IP capabilities.

You may also be able to obtain a modem-based TCP/IP connection (called either a SLIP or a PPP connection) from a local Internet Service Provider (ISP).

■ [Related Topics – Setup](#)

■ [Related Topics – TCP/IP](#)

### ■ Telephone Support

- For technical support, call 1-**888**-265-8006 or 1-703-264-1184 (outside the U.S. and Canada).
- For sales, billing and other account inquiries, call 1-800-827-6364.
- Our TTY number is 1-800-759-3323 (within the U.S. and Canada).

America Online receives a large number of phone calls for technical assistance. Often you can get help faster in [other ways](#).

## **Modem Installation Checklist**

### **If you have an external modem:**

- 1 Make sure the modem's power cord is securely plugged in and that the modem is turned on. If the modem has power, then its LED lights or LCD display should be on.
- 2 Make sure the modem cable is securely attached to the modem and to the computer.

### **If you have an internal modem:**

- 1 Quit all software programs that are running.
- 2 Click **Start** on the Windows taskbar and select **Shut Down**.
- 3 Select the option to shut down your computer and click **OK** (or **Yes**.)
- 4 If your computer does not turn off automatically, wait until you see the message that it is safe to do so, and turn off your computer.
- 5 Wait 10–15 seconds.
- 6 Restart your computer.

### **For all modems:**

- 1 Make sure the phone line coming from the wall is plugged into the modem connection that reads PHONE LINE, JACK, or TO WALL.
- 2 Unplug the line going into the modem and connect it to a phone; listen for a normal dial tone.
- 3 Check to see if an extension is off the hook.
- 4 Quit any other communications software (for example, fax software) that is using the modem.

### **Notes**

- If you subscribe to a home-based voice-mail service offered by many telephone companies, the special tones used to identify the existence of a message can interfere with the normal operation of your modem. Check for this interference by listening for a normal dial tone from your telephone receiver.
- If you have a Meridian, Aspect, Rolm, or other digital phone system (normally used only in office buildings), then your phone system probably is not compatible with your modem (standard modems send analog signals).

### **Is there a dial tone?**

- Yes, there is a dial tone.
- No, there is no dial tone.

**Your modem may be defective**

Contact your modem manufacturer for more help.

**Problem with the phone line**

The problem most likely lies in your phone line. Contact your local phone company for help.

**Problem in the final connection step**

There is a temporary problem somewhere in the network that is preventing the connection from completing.

Try to connect again later, or [try using another AOL access phone number.](#)

- Is there anything unusual about your phone line?**
- I have Call Waiting.
- I have to dial a prefix to reach an outside line.
- No, it's an ordinary phone line.

■ **To verify that your dialing options are set to turn off Call Waiting**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. (The number (connection) is indented beneath the location name.)
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, select the **Dial [\*70, ] disable call waiting** check box.
- 6 Edit the default prefix if it is not correct, and make sure there is a comma after it.

[More information about this topic](#)

**Notes**

- You will have to edit each number in the [location](#) and make this change.

■ [Other places to get help](#)

■ **To verify that dialing options are set for an ordinary phone line**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. (The number (connection) is indented beneath the location name.)
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, clear the **Dial [\*70, ] to disable call waiting** check box.
- 6 Clear the **Dial [9, ] to reach an outside line** check box.

**Notes**

- You will have to edit each number in the [location](#) and make this change.

■ [Other places to get help](#)

■ **To verify that dialing options are set to dial an outside line**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. The number (connection) is indented beneath the location name.
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, clear the **Dial [\*70, ] to disable call waiting** check box.
- 6 Select the **Dial [9, ] to reach an outside line** check box.
- 7 Edit the default prefix if it is not correct, and make sure there is a comma after it.

**Notes**

- You will have to edit each number in the [location](#) and make this change.

■ Other places to get help

**Try using a new location file**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, select **Create a location for use with new access phone numbers or an ISP** and click **Next**.
- 3 In the **Add Location** window, type a name for the new location (for example, **San Francisco numbers**).
- 4 Select **Add numbers from a list of access phone numbers** and click **Next**.
- 5 Type the area code you want to connect from and click **Next**.
- 6 In the **Select Access Numbers** window, click an [access number](#) from the list on the left once to select it.
- 7 Click **Add**.
- 8 Verify the information in the **Add AOL Access Phone Number** window, and click **OK**.
- 9 Repeat steps 6-8 until you have added as many access phone numbers to this location as you want, then click **Next**.
- 10 On the Sign On screen, select the location you just created from the **Select Location:** list and click **Sign On**.

---

**Did this fix the problem?**

- Yes.
- No, I still need more help.

**Use Auto Detect to identify your connection devices**

- 1 On the Sign On screen, click **Setup**
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the Connection Setup window, click the **Devices (modems, etc.)** tab.
- 4 Click **Auto Detect**.
- 5 When the connection devices on your computer have been detected, select the one you want to use to connect and click **Next**.

This didn't fix the problem.

Auto Detect couldn't detect my modem.

### ■ To configure your modem manually

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the Connection Setup window, click the **Devices (modems, etc.)** tab.
- 4 Click **Expert Add**.
- 5 Select **Modem (telephone line connection)** from the list, then click **Next**.
- 6 Select your modem from the **Modem:** list, the COM port your modem is using from the **Connected to port:** list, and the highest rate at which your modem can transmit data (not fax) from the **Port speed:** list.
- 7 Click **OK**.

### Notes

- The AOL software can [detect most modems automatically](#). In most instances you will not need to configure the modem yourself.

■ [Related Topics – Setup](#)

■ [Related Topics – Modems](#)

■ **America Online was unable to open the communications port**

This error message appears when your modem is already in use by another program, such as fax software or another communications program.

- 1 Quit the other program.
- 2 Try to connect to America Online again.
- 3 Check that the [correct modem is selected](#).

■ [Other places to get help](#)

■ **Problem with the access number**

- If the problem is sporadic, try again later, or try using [another access number](#).
- If you have the problem no matter what access number you use, verify the [modem that is selected in your setup](#).
- If you subscribe to a voice-mail service, determine if [voice messages are interfering with your connection](#).
- If you have call waiting, [turn off call waiting](#) when you connect.
- If you are dialing from an office, determine if [you must dial a prefix to get an outside line](#).

**Note**

You will incur phone charges if you select an AOL access phone number that is a long distance call for you, or is not covered by your local calling plan. Please check with your local phone company for more information.

If you consistently have problems with a particular access number, then please [report the problem to technical support](#).

- **To set up your computer to connect to America Online**
- [Using Auto Detect to find your modem or other connection device](#)
- [Adding modem locations](#)
- [Adding access phone numbers to locations](#)
- [Adding a TCP/IP location](#)
- [Adding a DSL location](#)
- [Adding a cable modem location](#)
- [Using Expert Setup](#)
- [Related Topics – Setup](#)

## ■ About Member Services

Member Services is an area of America Online filled with helpful information about using the service and technical assistance for problems you may be having. If you have an hourly billing plan, the time you spend in this unlimited use area is **not** counted as part of your connect time on America Online. (Telephone [surcharges](#), if applicable, will still apply.)

### Notes

- Go to [Keyword: Billing](#) for information about your account, or for more information about the other pricing plans that are available.
- If you have an hourly billing plan the time spent in the unlimited use area is calculated and subtracted from your connect time when you sign off.
- For the latest surcharge information, go to [Keyword: Access](#).

■ [Other places to get help](#)

■ **To get billing information**

- 1 Sign on to America Online.
- 2 Go to [Keyword: Billing](#).

**Notes**

- You can view your present month's bill, change your price plan, or update your address, billing information, or billing method.

■ Important information about your password

### ■ Telephone surcharges

Telephone surcharges apply in the following instances:

- If you sign on with an access number that is outside the United States or Canada.
- If your access phone number is a long-distance call, or
- If you use the United States AOLnet 800 or 888 number (1-**800**-716-0023 or 1-**888**-245-0113) or the Canadian AOLnet 800 number (1-**800**-318-2265) as your access number.

These surcharges vary and are subject to change. You can find the latest surcharge information online at [Keyword: Access](#).

### ■ Using TCP/IP to connect

### ■ To add an access phone number to a location

- 1 On the Sign On screen, click **Access Numbers**.
- 2 In the Search for AOL Access Numbers window, type the area code you want to connect from and click **Next**.
- 3 In the Select AOL Access Numbers window, select the location to which you want to add access numbers from the **Add numbers to this Location** list.
- 4 From the **AOL access phone numbers** list on the left click an [access number](#) once to select it and click **Add**.
- 5 If the phone number and modem information are correct in the **Add AOL Access Phone Number** window, click **Next**. Otherwise, click **Edit** to correct the information.
- 6 Repeat steps 4-5 until you have added as many access phone numbers to this location as you want and then click **Next**. The Sign On screen will appear.
- 7 Click **Sign On**.

### Notes

- You will incur phone charges if you select an AOL access phone number that is a long distance call for you, or is not covered by your local calling plan. Please check with your local phone company for more information.

■ [Related Topics – Setup](#)

■ [Related Topics – Access Numbers](#)

### ■ AOLnet 800 number access

If there is no access phone number in your area, you can connect to America Online from anywhere in the United States at speeds up to 28,800 bps by [using surcharged access numbers](#). Your America Online account will be charged an **extra fee** for the entire time you are connected using this number, even during your free trial period. This extra fee is subject to change. For the latest surcharge information, sign on to AOL and go to [Keyword:](#)

#### **Access.**

■ [Related Topics – Setup](#)

■ [Related Topics – Access Numbers](#)

■ **To set up a location that uses the surcharged access numbers**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Create a location for use with new access phone numbers or an ISP** and then click **Next**.
- 3 In the Add Location window, type a name for the new location (for example, **Surcharged numbers**).
- 4 Select the number of times you want your modem to try connecting to the surcharged location (for example, if the number is busy).
- 5 Click **Add numbers from the list of access phone numbers**, and click **Next**. ([Move this help window](#) if it is in the way.)
- 6 In the Search for AOL Access Numbers window, type **800** or **888** as the area code you want to connect from and click **Next**.
- 7 In the Select AOL Access Numbers window, select the location to which you want to add access numbers from the **Add numbers to this Location** list.
- 8 From the **AOL access phone numbers** list at left, click an [access number](#) once to select it.
- 9 Click **Add**.
- 10 If the phone number and modem information are correct in the **Add AOL Access Phone Number** window, click **Next**. Otherwise, click **Edit** to correct the information.
- 11 Repeat steps 8-10 until you have added as many surcharged access phone numbers to this location as you want and click **Next**. The Sign On screen will appear.
- 12 Click **Sign On**.

■ [Related Topics – Setup](#)

■ [Related Topics – Access Numbers](#)

■ **To use the Keyword function**

- 1 Sign on to America Online.
- 2 Type the Keyword for the area you want to go to into the text entry box on the toolbar.
- 3 Press **Enter**.

**Notes**

- You can use the Keyword function to go to a site on the Internet. Just type the Web address (for example: **<http://www.aol.com>**) as the Keyword.

■ **To report a problem with an access number**

If you are able to get online, report the problem at [Keyword: Access](#).

If there is no other access number for you to use, and you are unable to get online, you can report the problem by calling our [Technical Support number](#).

## ■ To get help online

On the **Help** menu, click **Member Services Online Help**, (or go to [Keyword: Help](#)) to get technical information, information on how to contact America Online Technical Support, as well as answers to frequently asked questions about using the service.

**If you have an hourly billing plan:** The time spent in the Member Services area is calculated and subtracted from your connect time when you sign off. (Telephone surcharges, if applicable, will still apply.)

■ [Related Topics – Getting Help](#)

## ■ To create a custom modem command

- 1 Click here  to print this information.
- 2 Use the table below to help you create a modem command. The table below shows the most common parameters, settings, and commands. See your modem manual to verify the commands to use for your modem.
- 3 [Edit the modem commands](#) in the setup.

<u>Parameter</u>	<u>Setting</u>	<u>Usual Command</u>
Data Compression	On	%C1
Error Correction	On	&Q5
Flow Control	Hardware – Request to Send/ Clear to Send (RTS/CTS)	&K3
Local Echo	On	E1
Verbose Responses	Word responses	V1
Extended Result Codes	Respond to dial tone and busy signal	X1 or X4 (preferably X4)
DCD	Track the state of data carrier from the remote modem	&C1

### Important!

- Your modem string should begin with the **AT&F** commands, and end with **^M** (a carriage return).
- Use all capital letters and the number 0, not the letter O.

■ [Related Topics – Setup](#)

■ [Related Topics – Modems](#)

■ **To edit the modem commands**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the Connection Setup window, click the **Devices (modems, etc.)** tab.
- 4 Click the **Modem:** connection, if it is not already selected.
- 5 Click **Edit**.
- 6 In the **Expert Edit (or Add) Modem** window, click **Edit Commands..**
- 7 Type your [custom modem commands](#) in the **Setup Modem String** box.
- 8 Click **OK**.

■ [Using Auto Detect to configure your modem setup](#)

■ [Other places to get help](#)

## ■ About locations and numbers (connections)

### Locations

A location contains one or more numbers (connections) that contain a common element (for example, several numbers that will connect you from a certain city). If you have America Online on your laptop computer, you can create separate locations for use at home, at your office, or in the cities you travel to frequently.

### Numbers (Connections)

A number (connection) is the information your computer needs to connect to America Online — such as what type of modem you have (or whether you use TCP/IP, a DSL line, or a cable modem to connect) and what access phone numbers to use to connect.

■ [Related Topics – Setup](#)

### ■ To add a new location

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Create a location for use with new access phone numbers or an ISP** and then click **Next**.
- 3 In the Add Location window, type a name for the new location (for example, **San Francisco numbers**). ([Move this help window](#) if it is in the way.)
- 4 Select the number of times you want your modem to try connecting to the location (for example, if the number is busy).
- 5 Click **Add numbers from the list of access phone numbers** and click **Next**.
- 6 In the **Search for AOL Access Numbers** window, type the area code you want to connect from and click **Next**.
- 7 In the **Select AOL Access Phone Numbers** window, click an [access number](#) from the list on the left once to select it.
- 8 Click **Add**.
- 9 If the phone number and modem information are correct in the **Add AOL Access Phone Number** window, click **Next**. Otherwise, click **Edit** to correct the information.
- 8 Repeat steps 7-9 until you have added as many access phone numbers to this location as you want and click **Next**. The Sign On screen will appear.
- 9 Click **Sign On**.

### Notes

- You will incur phone charges if you select an AOL access phone number that is a long distance call for you, or is not covered by your local calling plan. Please check with your local phone company for more information.

■ [Related Topics – Setup](#)

■ [Related Topics – Access Numbers](#)

### **How do I move the Help window?**

- 1 Click the title bar (the colored area across the top of the window with the words **America Online Help**) and hold the left mouse button down.
- 2 Drag the window to a new location.
- 3 Release the left mouse button.

■ **To have your screen name(s) appear on the Sign On screen**

- 1 On the Sign On screen, select **Existing Member** from the **Select Screen Name** list.
- 2 Click **Sign On**.
- 3 Enter a screen name from your account and the password for that screen name when prompted. The next time you sign on, all of your screen names will appear on the Sign On screen.

[Why did this happen?](#)

■ **Why did this happen?**

If you reinstalled the software on your current computer or installed the software for the first time on a new computer, your screen names will not be available on the Sign On screen until you sign on for the first time using that software.

■ **Your account is already signed on**

This error message will appear under two circumstances:

- Another screen name on your account is signed on from another computer. Although you can have up to seven screen names on your account, only one screen name can be online at a time.
- Your America Online session ended abnormally, and it might take the America Online host computer 5-10 minutes to realize you are no longer connected. In this case, just wait a few minutes and try again.

■ [Related Topics – Errors](#)

## ■ About the Download Manager

The Download Manager allows you to download all of your stored files at the end of your AOL session. You can also [schedule Automatic AOL to download the files](#) at a later time. It also allows you to find files you have already downloaded. Whenever you find a file that you want to save to your hard drive, whether it's attached to an e-mail message or is in an AOL file library online, click **Download Later** (instead of the **Download Now**). This stores the file in your Download Manager.

### **WARNING!**

■ Related Topics – Downloading

■ **To send e-mail to more than one person**

- 1 Click **Write**.
- 2 In the **Send To:** box, separate the e-mail addresses of the recipients with a comma.

For example: **AOLMember1, AOLMember2, AOLMember3**

■ Related Topics – E-mail

■ Related Topics – Address Book

■ **To send a blind carbon copy**

- 1 Click **Write**.
- 2 In the **Send To:** (or **Copy To:**) box, enclose the e-mail address(es) of the recipient(s) of the blind carbon copy in parentheses.

For example: **(AOLMember1, AOLMember2)**

[More information about this topic](#)

■ Related Topics – E-mail

### **More information about blind carbon copies**

- You can combine regular recipients and blind carbon copy recipients on the same list.

For example: **AOLMember1, (AOLMember2)**

In this example, AOLMember2 will see that the e-mail was addressed to AOLMember1, but AOLMember1 will not know that AOLMember2 received a blind carbon copy.

- Recipients of blind carbon copies will not see the names of any other recipients of blind carbon copies.

For example: **(AOLMember1, AOLMember2, AOLMember3)**

In this example, AOLMember1, AOLMember2, and AOLMember3 will each see their name on the e-mail they receive, but not the names of the other two recipients.

- As the sender of the e-mail, you will always see all names on the e-mail (even those who received blind carbon copies) — whether you look in your online mailbox, or your offline mailbox, or if one of the e-mail recipients forwards a copy of the e-mail back to you.

■ **To mark a file for the Download Manager to download**

- 1 Sign on to America Online.
- 2 Locate a file online that you want to download.
- 3 Click **Download Later**.

■ [Related Topics – Downloading](#)

■ **To download the files in the Download Manager**

- 1 Sign on to America Online.
- 2 On the **My Files** menu, click **Download Manager**.
- 3 Click **Start Download**.

■ [Related Topics – Downloading](#)

■ **To change the Download Manager preferences**

- 1 On the **My Files** menu, click **Download Manager**.
- 2 Click **Download Preferences**.

■ [Related Topics – Downloading](#)

■ [Related Topics – Preferences](#)

■ **To change the destination for downloaded files**

- 1 On the **My Files** menu, click **Download Manager**.
- 2 Click **Select Destination**.
- 3 In the Select Path window, navigate to, and double-click the folder on your computer where you want to save the files you download. ([Move this help window](#) if it is in the way.)
- 4 Click **OK**.

[More information about this topic](#)

■ [Related Topics – Downloading](#)

■ [Related Topics – Preferences](#)

**More information about the destination for downloaded files**

If you click **Download Now** when you download a file, you will be prompted to select the folder where you want to save the file on your computer.

■ **To locate a file after you download it**

- 1 On the **My Files** menu, click **Download Manager**.
- 2 Click **Show Files Downloaded**.
- 3 Select the file you want to locate on your computer.
- 4 Click **Locate** to access the file.

[More information about this topic](#)

■ [Related Topics – Downloading](#)

**More information about downloaded files**

All files you download are placed in the default download destination folder (**America Online 5.0\DOWNLOAD**) or another folder that you selected to be the [download destination folder](#).

■ **To create a mailing list**

1 On the **Mail Center** menu, click **Address Book**.

2 Click **New Group**.

3 In the **Group Name** box, type the name you will use to refer to this mailing list.

For example: **My online friends**

4 In the **Addresses** box, type the screen names and/or Internet e-mail addresses of the people you want to include on this mailing list, separating each name with a comma.

For example: **AOLMember1, name@companyname.com, AOLMember2**

■ [Related Topics – E-mail](#)

■ [Related Topics – Address Book](#)

■ **To add a picture to your address book**

- 1 On the **Mail Center** menu, click **Address Book**.
- 2 Select an existing entry and click **Edit Person** (or [add a new name](#)).
- 3 Click the **Picture** tab.
- 4 Click **Select Picture**.
- 5 Navigate to the folder that contains the picture you want to add, and double-click the image file name.

[More information about this topic](#)

■ [Related Topics – E-mail](#)

■ [Related Topics – Address Book](#)

### **More information about images**

The following image file formats are supported:

**.art ,.jpg, .gif, .bmp**

#### **More information about Instant Message® notes**

- You can use the Instant Message feature to send a message to someone who is signed on at the same time you are.
- You can click **Available?** before you send your message to determine if the person is currently signed on.

**More information about your member profile**

- Your screen name is not listed in the searchable [Member Directory](#) until you create a member profile.
- You can add as much or as little personal information as you want to your member profile.

■ **To add a name to your address book**

- 1 On the **Mail Center** menu, click **Address Book**.
- 2 Click **New Person**.
- 3 In the **First Name** and **Last Name** boxes, type the person's name.
- 4 In the **E-mail Address** box, type the person's screen name or Internet e-mail address.

For example: **AOLMember1**

■ Related Topics – E-mail

■ Related Topics – Address Book

## ■ To change your password

- 1 Sign on to America Online.
- 2 Go to [Keyword: Password](#).

### Notes

- Anyone who knows your password and screen name can sign on to your account. **No one** from America Online will **ever** ask you for your password (or your credit card number). You should **never** reveal your password to anyone.
- You should change your password frequently.

■ [Related Topics – Online Security](#)

■ **To send e-mail to an Internet address**

- 1 Click **Write**.
- 2 In the **Send To:** box, type the Internet address of the recipient of your e-mail.

For example: **name@companyname.com**

■ [Related Topics – E-mail](#)

■ **What's my e-mail address?**

- Your e-mail address for correspondence with other members of America Online is your screen name.

For example: **AOLMember1**

- Your e-mail address for correspondence from outside of America Online (such as through the Internet or another online service) is your screen name (without any capitalization or spaces) followed by **@aol.com**

For example: **aolmember1@aol.com**

■ Related Topics – E-mail

■ **To sign on from a friend's computer**

- 1 On the Sign On screen, select **Guest** from the **Select Screen Name** list.
- 2 Click **Sign On**.
- 3 Enter a screen name and password from your account when prompted.

[More information about this topic](#)

**More information about the Guest function**

- The time you spend online as a Guest is charged to your account.
- You cannot access your address book, [Personal Filing Cabinet](#), or your [Favorite Places](#) when signed on as a Guest from another computer (because this information resides on your own computer).
- You cannot use [Automatic AOL](#) or the [Download Manager](#) when you are signed on as a Guest.

## ■ **About Automatic AOL**

You can use the Automatic AOL function to perform tasks for one or more screen names on your account automatically. You can:

- send and retrieve e-mail.
- send and retrieve newsgroup or message board messages.
- download files you have collected in your [Download Manager](#).

You can run Automatic AOL on demand, or set up a schedule and have the tasks performed at certain times of the day whether you're at your computer or not.

[More information about this topic](#)

■ [Related Topics – Automatic AOL](#)

**More information about Automatic AOL**

- Each screen name has its own incoming mailbox, outgoing mailbox, and Download Manager.
- You cannot use Automatic AOL if you [signed on as a Guest](#).
- Automatic AOL settings (schedules, actions to be performed, etc.), apply to all screen names.

■ **To set tasks and screen names for Automatic AOL**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Auto AOL**.
- 3 Select the tasks you want Automatic AOL to perform (for example: **Send mail . . .** or **Get unread mail . . .**).
- 4 Click **Select Names**.
- 5 Select the screen names and type passwords to be used sign on. ([Move this help window](#) if it is in the way.)

**Notes**

- Anyone who has physical access to your computer can sign on to your account if you store your password.
- If you decide not to store your passwords, you can sign on to America Online with each screen name and [start Automatic AOL manually](#) while you are online.

■ [Related Topics – Automatic AOL](#)

■ [Related Topics – Preferences](#)

### ■ **About the Web browser**

The Web browser is a built-in feature of the AOL software that allows you to access and view information located on the World Wide Web.

When you use America Online or want to access the World Wide Web, the Web browser is the tool that displays Web pages and helps you to navigate from one site to another.

AOL's Web browser controls are located on the Navigation bar — the area right below the colorful toolbar icons.

#### **To learn more about the Web browser:**

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select **Internet & World Wide Web** from the topic menu.
- 4 Click **World Wide Web**.
- 5 Look for the article about the Web browser.

## ■ To set up Automatic AOL to send and retrieve e-mail

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Auto AOL**.
- 3 Select the **Send mail . . .** check box. ([Move this help window](#) if it is in the way.)
- 4 Select the **Get unread mail . . .** check box.
- 5 Click **Select Names** and select the screen names and passwords for Automatic AOL to use.

### Notes

- Anyone who has physical access to your computer can sign on to your account if you store your password.
- If you decide not to store your passwords, you can sign on to America Online with each screen name and [start Automatic AOL manually](#) while you are online.

■ [Related Topics – Automatic AOL](#)

■ [Related Topics – E-mail](#)

■ **To send e-mail you have written offline**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Auto AOL**.
- 3 Select the **Send mail . . .** check box.
- 4 Click **Select Names** and select the screen names and passwords for Automatic AOL.
- 5 Click **Activate Automatic AOL Now**.

**Notes**

- If you are online when you activate Automatic AOL, it will run only for the screen name you are signed on with.
- If you want to activate Automatic AOL for all the screen names you selected when you set up Automatic AOL, sign off before you activate Automatic AOL.

■ [Related Topics – Automatic AOL](#)

■ [Related Topics – E-mails](#)

#### ■ To download files with Automatic AOL

- 1 If you have not already done so, [select the files you want to download.](#)
- 2 On the **My AOL** menu, click **Preferences**.
- 3 In the Preferences window, click **Auto AOL**.
- 4 Select the **Download selected files** check box.
- 5 Click **Select Names** and select the screen names and passwords for Automatic AOL to use.
- 6 Click **Activate Automatic AOL Now**.

#### Notes

- If you are online when you activate Automatic AOL, it will run only for the screen name you are signed on with.
- If you want to activate Automatic AOL for all the screen names you selected when you set up Automatic AOL, sign off before you activate Automatic AOL.

■ [Related Topics – Automatic AOL](#)

■ [Related Topics – Downloading](#)

■ **To set up Automatic AOL to send and retrieve message board and Internet newsgroup messages**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Auto AOL**.
- 3 Select the **Send postings . . .** check box. ([Move this help window](#) if it is in the way.)
- 4 Select the **Get unread postings . . .** check box.
- 5 Click **Select Names** and select the screen names and passwords for Automatic AOL.

**Notes**

- Anyone who has physical access to your computer can sign on to your account if you store your password.
- If you decide not to store your passwords, you can sign on to America Online with each screen name and [start Automatic AOL manually](#) while you are online.

■ [Go back to overview](#)

■ **To select newsgroups to read offline**

- 1 Sign on to America Online.
- 2 Go to [Keyword: Newsgroups](#).
- 3 Click **Read Offline**.
- 4 Select newsgroups from your **Subscribed Newsgroups** to add as **Newsgroups to Read Offline**.

■ [Go back to overview](#)

■ **To activate Automatic AOL**

- 1 On the **Mail Center** menu, click **Run Automatic AOL Now**.
- 2 Click **Begin**.

**Notes**

- If you are online when you activate Automatic AOL, it will run only for the screen name you are signed on with.
- If you want to activate Automatic AOL for all the screen names you selected when you set up Automatic AOL, sign off before you activate Automatic AOL.

■ [Go back to overview](#)

■ **To activate Automatic AOL**

- 1 On the **Mail Center** menu, click **Run Automatic AOL Now**.
- 2 Click **Begin**.

**Notes**

- If you are online when you activate Automatic AOL, it will run only for the screen name you are signed on with.
- If you want to activate Automatic AOL for all the screen names you selected when you set up Automatic AOL, sign off before you activate Automatic AOL.

■ [Related Topics – Automatic AOL](#)

■ **To schedule Automatic AOL to run later**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Auto AOL**.
- 3 [Select tasks and screen names](#) for Automatic AOL.
- 4 Click **Schedule Automatic AOL**.
- 5 Select the **Enable Scheduler** check box.
- 6 Select the days and times you want Automatic AOL to run.
- 7 Make sure the America Online application is open (not signed on) at the scheduled time.

**Notes**

- If you are online when you activate Automatic AOL, it will run only for the screen name you are signed on with.
- If you want to activate Automatic AOL for all the screen names you selected when you set up Automatic AOL, sign off before you activate Automatic AOL.

■ [Related Topics – Automatic AOL](#)

■ **To read and respond to message boards or Internet newsgroup messages offline**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 In the **Newsgroups** folder, double-click the message you want to read.
- 3 Highlight a section of text to select it, if you want to quote it in your response.
- 4 Click **Reply to Group** to send a response to the message board or newsgroup (or **Reply to Author** if you want to send a private e-mail as a response). [If you click Reply to Author](#)
- 5 Compose your response to the quoted material and click **Send Later**.

[More information about this topic](#)

■ [Using automatic quoting in your responses](#)

■ [Go back to overview](#)

■ **To read e-mail retrieved by Automatic AOL**

- 1 On the **Mail Center** menu, point to **Read Offline Mail** then click **Incoming/Saved Mail**.
- 2 Double-click the e-mail item you want to read.

■ [Related Topics – Automatic AOL](#)

■ [Related Topics – E-mail](#)

■ **To read and respond to your e-mail offline**

- 1 On the **Mail Center**, point to **Read Offline Mail**, then click **Incoming/Saved Mail**.
- 2 Double-click the e-mail item you want to read.
- 3 Highlight a section of text to select it, if you want to quote it in your response.
- 4 Click **Reply** (or **Forward**).
- 5 Add your response to the quoted material.
- 6 Click **Send Later**.

■ [Go back to overview](#)

■ **To use automatic quoting in e-mail responses**

- 1 Open the e-mail message you want to respond to.
- 2 Highlight the section of text you want to quote to select it.
- 3 Click **Reply** (or **Forward**).
- 4 Add your response to the quoted material.

[More information about this topic](#)

■ Selecting the quoting style you want to use

■ Related Topics – E-mail

**More information about automatic quoting**

- America Online style quoting places two quoting marks at the beginning and end of the quoted section.  
<<This is an example of the America Online style of quoting.>>
- Internet style quoting places one quote mark at the beginning of each line of the quoted section.  
>This is an example of the  
> Internet style of quoting.

■ **To use automatic quoting for newsgroup responses**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 In the **Newsgroups** folder, double-click the newsgroup message you want to respond to.
- 3 Highlight the section of text you want to quote to select it.
- 4 Click **Reply** (or **Reply to Author**).
- 5 Add your response to the quoted material.

[More information about this topic](#)

■ Retrieving message board posts

**More information about automatic quoting in newsgroup replies**

The ability to use automatic quoting in replies to newsgroup messages is only available on messages retrieved by Automatic AOL and responded to from the Personal Filing Cabinet.

■ **To select the quoting style for e-mail responses**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Mail**.
- 3 Select (or clear) the **Use AOL style quoting in mail** check box.

[More information about this topic](#)

■ Using automatic quoting in e-mail responses

■ **To start the Web browser**

- 1 Sign on to America Online.
- 2 On the **Internet** menu, click **Go to the Web**.

■ Related Topics – Browser

■ **To go directly to a Web site**

- 1 Sign on to America Online.
- 2 Type the [URL](#) directly into the text entry box on the toolbar and press **Enter**.

■ Related Topics – Browser

### **What's an URL?**

The URL, or Uniform Resource Locator, is a path for locating sites on the World Wide Web. For example, **<http://www.aol.com>** is the URL for the America Online Home Page.

■ **To set Web browser preferences**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **W W W**.

■ [Related Topics – Browser](#)

■ [Related Topics – Preferences](#)

## ■ About your password

Anyone who knows your screen name and password can use your account. America Online employees will **never** ask for your password (or credit card number). Your password should be easy for you to remember, but difficult for others to guess. As an extra precaution, you should change it often (at [Keyword: Password](#)). The most secure passwords are combinations of letters and numbers.

**NEVER REVEAL YOUR PASSWORD TO ANYONE**

■ [Related Topics – Online Security](#)

## ■ About Parental Controls

Parental Controls enable the primary master account holder (the screen name that was created during your first sign-on to America Online) to restrict access to certain areas and features on America Online for one or all of the screen names on the account.

Once Parental Controls have been set for a particular screen name, they are active each time that screen name signs on. The master account holder can make changes to these controls at any time. The master account holder may also designate Master Screen Name status for up to 2 additional existing or newly created screen names besides the primary screen name.

Sign on to AOL and go to [Keyword: Parental Controls](#) to familiarize yourself with the controls that are available to help you make your child's online experience a safe and positive one.

[More information about this topic](#)

■ [Related Topics – Online Security](#)

## ■ About screen names

Each AOL account can have up to seven screen names at any one time. The screen name you chose when you set up your AOL account is your Master screen name; it cannot be deleted or changed.

Keep in mind the following:

- Your screen name is your AOL e-mail address.
- Your screen name can be seen in public places, such as chat rooms, message boards, Hometown AOL, and the AOL Member Directory (if you have created a Member Profile). If you want, you can take steps to protect your [privacy](#) while online.

### To learn more about screen names:

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select **Getting Around & Using AOL** from the topic menu.
- 4 Click **Screen Names & Passwords**.

[More information about this topic](#)

**More information about screen names**

- The Master screen name (the first screen name you selected when you registered your America Online account) cannot be deleted or changed.
- Your account can have up to seven screen names, each with separate passwords, mailboxes, [Personal Filing Cabinets](#), and [Favorite Places](#).

■ **To store passwords for Automatic AOL**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Auto AOL**.
- 3 Click **Select Names**.
- 4 Select the screen names you want Automatic AOL to use.
- 5 Type passwords for the screen names you selected.

**Notes**

- If you are online when you activate Automatic AOL, it will run only for the screen name you are signed on with.
- If you want to activate Automatic AOL for all the screen names you selected when you set up Automatic AOL, sign off before you activate Automatic AOL.

■ [Related Topics – Automatic AOL](#)

■ [Related Topics – Preferences](#)

## ■ About the Buddy List® feature

The Buddy List feature lists the screen names of friends and family who are online when you're online — allowing for easy, spontaneous communication using either the Instant Message feature, or by setting up a private chat room. You can add or remove people from your Buddy List group at any time.

### To learn more about the Buddy List feature:

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select the **People Connection** topic.
- 4 Click **Buddy List feature**.

■ [Related Topics – Chatting with friends](#)

■ **To read a log file**

- 1 On the **File** menu, click **Open**.
- 2 Double-click the [log filename](#) you want to read.

**Notes**

- If your log file is larger than 30K, you will not be able to read it within America Online. Instead, use a word processing program to read it.

■ [Related Topics – Log Manager](#)

**What's the name of the log file?**

- The default name for a session log file is **session.log**
- The default name for a chat log file contains the name of the chat room you were in when you opened the log.

■ **To open a session log file**

- 1 On the **My Files** menu, click **Log Manager**.
- 2 In the **Session Log** section of the dialog box, click **Open Log**.
- 3 Click **OK** in the **Open Log** dialog box to create a file named **session.log**. ([Move this help window](#) if it is in the way.)

■ [Go back to overview](#)

■ **To transfer text to the log file**

- 1 If you are offline, sign on to America Online.
- 2 Navigate to the items you want to read offline.
- 3 Open the new articles or other text items to transfer the text to the log file.

■ [Go back to overview](#)

## ■ About the Log Manager

The Log Manager feature enables you to transfer online text to a file you can read or print offline. You can transfer text from:

- News or reference articles
- Message board posts
- Instant Message conversations
- Chat rooms and auditoriums

■ [Related Topics – Log Manager](#)

■ **To open an Instant Message® log file**

- 1 On the **My Files** menu, click **Log Manager**.
- 2 In the **Session Log** section of the dialog box, click **Open Log**.
- 3 Click **OK** in the Open Log dialog box to create a file named **session.log**. ([Move this help window](#) if it is in the way.)
- 4 Select the **Log Instant Message** check box.

■ [Go back to overview](#)

■ **To open a chat log**

- 1 On the **My Files** menu, click **Log Manager**.
- 2 In the **Chat Log** section of the dialog box, click **Open Log**.
- 3 Notice the name of the log file and click **OK**. ([Move this help window](#) if it is in the way.)

■ [Go back to overview](#)

■ **To enter a chat room or auditorium**

- 1 Sign on to America Online.
- 2 On the **People** menu, click **People Connection**.
- 3 Enter the chat room or auditorium you want to log.

■ [Go back to overview](#)

■ **To log a chat session**

You can do other things on the service while the chat is being logged, so long as the chat window remains open.

■ [Go back to overview](#)

## ■ To use Automatic AOL to read e-mail offline

### Overview

(For detailed instructions on any step, click the button)

- [Set up Automatic AOL to send and retrieve your e-mail.](#)
- [Activate Automatic AOL \(to retrieve e-mail that is waiting for you\).](#)
- [Read and respond to your e-mail offline.](#)
- [Activate Automatic AOL \(to send your outgoing e-mail\).](#)
- [Related Topics – Automatic AOL](#)

■ **To use the Log Manager to read news articles and other text items offline**

**Overview**

(For detailed instructions on any step, click the button)

- [Open a session log file.](#)
- [Open the news articles or text items you want to read offline.](#)
- [Close the log file.](#)
- [Sign off America Online and read or print the log file.](#)
- [Read or print the log file.](#)
- [Related Topics – Log Manager](#)

■ **To close the log file**

- 1 On the **My Files** menu, click **Log Manager**.
- 2 In the **Session Log** section, click **Close Log**. ([Move this help window](#) if it is in the way.)
- 3 Close the **Log Manager** window.

■ [Go back to overview](#)

## ■ To save conversations from chat rooms and auditoriums

### Overview

(For detailed instructions on any step, click the button)

- [Enter a chat room or auditorium.](#)
- [Open a chat log.](#)
- [Keep the chat room or auditorium window open while you do other things around the service.](#)
- [Close the log file.](#)
- [Sign off America Online and read or print the log file.](#)
- [Related Topics – Log Manager](#)

### ■ **About the Instant Message® feature**

The Instant Message feature allows you to have immediate, one-on-one, private chats in real time with other AOL members who are online at the same time as you (or with non-AOL members using AOL Instant Messenger®). The next time you're connected to AOL, [check to see if a friend or relative is online](#) and use the Instant Message feature to send him or her a direct personal note.

#### **To learn more about the Instant Message feature:**

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select **People Connection** from the topic menu.
- 4 Click **Instant Message Feature**.

■ [Related Topics – Chatting with friends](#)

## ■ About Keywords

Keywords make it possible for you to jump around quickly online, without having to remember exactly how you got to a certain area.

As you explore America Online, notice the Keyword that is displayed in the lower right corner of the window. When you want to return to that area, you can use the Keyword feature to go there directly.

### **To go to a Keyword:**

- 1 Sign on to America Online.
- 2 Type the keyword for the area you want to go to into the text entry box on the toolbar.
- 3 Press **Enter**.

■ Related Topics – Favorite Places

## ■ **About Favorite Places**

The Favorite Places feature allows you to bookmark and return to the sites that are of the most interest to you on AOL and on the Web. Once a site is saved as a Favorite Place, you can access it again quickly by selecting it from the **Favorites** menu.

■ [Related Topics – Favorite Places](#)

■ **To mark a site as a Favorite Place**

- 1 Sign on to America Online.
- 2 Navigate to the site you want to mark as a Favorite Place.
- 3 Click the  icon at the top right of the window.
- 4 In the dialog box that appears, click **Add to Favorites**.

■ Related Topics – Favorite Places

■ **To return to a Favorite Place**

- 1 Sign on to America Online.
- 2 On the **Favorites** menu, click the Favorite Place you want to return to.

■ Related Topics – Favorite Places

## ■ About the Member Directory

The AOL Member Directory is a searchable database that helps you locate AOL members who have similar interests and hobbies. AOL Members who have not created a Member Profile do not appear in the search results.

### To learn more about the AOL Member Directory and how to create a Member Profile:

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select the **People Connection** topic.
- 4 Click **Member Directory**.

■ [Related Topics – Chatting with friends](#)

■ **To change the font or typestyle in your e-mail**

- 1 Click **Write**.
- 2 Type the text of your e-mail message.
- 3 Highlight a section of text to select it.
- 4 Click the font or other character attribute you want to use from the style toolbar at the top of the message box.

[More information about this topic](#)

■ [Related Topics – E-mail](#)

### **More information about using fonts and timesteps in e-mail**

You can also click your **right mouse button** and select from the pop-up menu that appears.

■ **To add folders to your Personal Filing Cabinet**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 Click the location for the new folder.
- 3 Click **Add Folder**.

[More information about this topic](#)

■ [Related Topics – Personal Filing Cabinet](#)

**More information about adding folders**

- If you select a folder, the new folder will be created inside the selected folder.
- If you select a document, the new folder will be inserted before the document.

■ **To re-arrange the contents of your Personal Filing Cabinet**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 Drag a folder or file to a new location within the Personal Filing Cabinet.

■ [Related Topics – Personal Filing Cabinet](#)

■ **To select multiple files or folders**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 Hold down the **Ctrl** key, and click each item you want to select.

**Notes**

- Hold down the **Shift** key and click two non-contiguous items to select all items in between.
- Hold down the **Ctrl** key and click a selected item to undo the selection.

■ [Related Topics – Personal Filing Cabinet](#)

■ **To delete an item from your Personal Filing Cabinet**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 Click the item you want to delete.
- 3 Click **Delete**.

[More information about this topic](#)

■ [Related Topics – Personal Filing Cabinet](#)

### **More information about deleting from the Personal Filing Cabinet**

- To access the Personal Filing Cabinet for [other screen names](#) on your account, select a different screen name from the **Select Screen Name** list on the Sign On screen.
- You can use [multiple selection techniques](#) to select more than one item at a time for deletion.
- If you delete a folder, you will also delete all items inside the folder.
- You can only delete folders you have created in the Personal Filing Cabinet.

### ■ **About the Personal Filing Cabinet**

- The Personal Filing Cabinet helps you organize items retrieved online by Automatic AOL (files you have downloaded, incoming e-mail, unread message boards and newsgroups) and items assembled for the next time Automatic AOL is activated (files to be downloaded, outgoing e-mail, outgoing message board and newsgroup posts).
- You access your **Personal Filing Cabinet** from the **My Files** icon on the toolbar.
- Each screen name has its own Personal Filing Cabinet, stored in a single file in the **America Online 5.0|ORGANIZE** folder. You must use the Personal Filing Cabinet feature within America Online to access the information in this file.
- You cannot access your Personal Filing Cabinet if you sign on as a **Guest** from another member's computer.

### ■ [Related Topics – Personal Filing Cabinet](#)

■ **To search the Personal Filing Cabinet**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 Click **Find**.
- 3 Specify the search criteria.

[More information about this topic](#)

■ Related Topics – Personal Filing Cabinet

### **More information about searching**

You can use a more limited search function, **Find in Top Window** on the **Edit** menu, anywhere on the service.

### ■ To save copies of your e-mail

You can save copies of your e-mail in two ways:

- [Save your e-mail to your computer or disk.](#)
- [Save your e-mail to your Personal Filing Cabinet.](#)

### Notes

- E-mail you save in your Personal Filing Cabinet will remain on your computer until you [delete it](#).

■ [Related Topics – E-mail](#)

■ **To recover unused space in your Personal Filing Cabinet**

- 1 On the **My Files** menu, click **Personal Filing Cabinet**.
- 2 Click **Compact PFC**.

[Why do I need to do this?](#)

■ [Related Topics – Personal Filing Cabinet](#)

**Why do I need to do this?**

When you [delete files](#) from your Personal Filing Cabinet, the database file is not compacted, and empty space on your computer is not reclaimed until you run this utility.

■ **To control the size of your Personal Filing Cabinet**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Personal Filing Cabinet**.
- 3 Adjust the warning sizes (for the size of the Personal Filing Cabinet and the percent of free space) as desired.

[More information about this topic](#)

■ [Related Topics – Personal Filing Cabinet](#)

### **More information about the size of the Personal Filing Cabinet**

- Information is not automatically deleted from your Personal Filing Cabinet. As you no longer want items, you must [delete](#) them.
- [Compacting the Personal Filing Cabinet](#) will reclaim unused space left when you delete items.

■ **To add a name to your address book from e-mail you receive**

- 1 Open any piece of e-mail.
- 2 Highlight the e-mail address(es) you want to add to your address book to select it.
- 3 Click **Add Address**.

**Notes**

- If you don't select an address, the address of the person who sent you the e-mail will be added.
- If you select more than one address, each address will be added as a separate entry. To create a group listing, select the names you want added together as a group, and hold the **Ctrl** key down as you click **Add Address**.

■ [Related Topics – E-mail](#)

■ [Related Topics – Address Book](#)

■ **To use the address book when you send e-mail**

- 1 Click **Write**.
- 2 In the **Write Mail** window, click **Address Book**.
- 3 Double-click a name from your address book. The address will be added as a recipient of your e-mail.

■ [Related Topics – E-mail](#)

■ [Related Topics – Address Book](#)

## ■ To send e-mail

- 1 Click **Write**.
- 2 In the **Send To:** box, type the [e-mail address](#) of the person you want to send e-mail to. (To send the same message to another person, type a comma and add the next e-mail address.)
- 3 In the **Subject:** box, type a [subject line](#) for your e-mail.
- 4 Type your message in the large message box.
- 5 When you have finished, click **Send Now** or **Send Later**.

### Notes

- If you click **Send Now**, your e-mail will be sent immediately. The **Send Now** button is active only when you are online.
- If you click **Send Later**, your e-mail will be stored in your [offline mailbox](#) until you activate [Automatic AOL](#) to send your outgoing e-mail. The **Send Later** icon is not active when you are using [the Guest screen name](#).

■ [Related Topics – E-mail](#)

■ **What's the difference between Send Now and Send Later?**

If you click **Send Now**, your e-mail will be sent immediately. The **Send Now** button is active only when you are online.

If you click **Send Later**, your e-mail will be stored in your [offline mailbox](#) until you activate [Automatic AOL](#) to send your outgoing e-mail. The **Send Later** icon is not active when you are using [the Guest screen name](#).

■ **To read your saved e-mail**

- 1 On the **Mail Center**, point to **Read Offline Mail** on the menu.
- 2 Click **Incoming/Saved Mail** or **Copies of Mail You've Sent**.
- 3 In the **Offline Mail** window, double-click the e-mail item you want to read.

■ Related Topics – E-mail

■ **How does e-mail get into the offline mailbox?**

E-mail is stored in the offline mailbox:

- If you [use Automatic AOL](#) to retrieve your online mail;
- If you [set a preference](#) to save copies of your e-mail.

■ [Related Topics – E-mail](#)

■ **To read e-mail that is waiting to be sent with Automatic AOL**

- 1 On the **Mail Center** menu, point to **Read Offline Mail** and click **Mail Waiting to be Sent**.
- 2 In the **Offline Mail** window, double-click the e-mail item you want to read.

■ Related Topics – E-mail

■ **To attach a file to your e-mail**

- 1 Click **Write**.
- 2 In the Write Mail window, click **Attachments**.
- 3 Navigate to the folder that contains the file you want to attach.
- 4 Double-click the file to attach and click **OK**.

■ [Related Topics – E-mail](#)

**For example**

**AOLmember1**

(for friends who are also members of America Online)

or

**xyz\_person@xyzcompany.com**

(for friends who have an Internet e-mail address)

**The subject line**

Select a simple title for your message; it doesn't have to be complicated. For example:

**Hello there!**

The title you enter will appear in the recipient's list of New Mail, so the reader can quickly tell what your message is about.

## ■ To add pictures and text to your e-mail

You can embed pictures and text directly into your AOL e-mail, enhancing your message and eliminating the need for a recipient to download a file. By using a favorite image as a background to your e-mail, you can even create your own online stationery.

Click the  icon on the style toolbar at the top of the message box to:

- [Insert a picture into an e-mail](#)
- [Add a background picture to an e-mail](#)
- [Insert a text file into an e-mail](#)

■ [Related Topics – E-mail](#)

■ [Related Topics – Image Files](#)

## ■ To insert a picture in an e-mail

Inserting a picture into your e-mail places the image in the body of your e-mail. The text that you type flows around the picture.

- 1 Click **Write**.
- 2 Click the  icon on the style toolbar (above the message box).
- 3 Select **Insert a Picture** from the menu that appears.
- 4 In the **Open** window, navigate to the folder that contains the [image file](#) and double-click the file name to insert the image into your e-mail.
- 5 Position your cursor either before or after the image, and type your message.

### Notes

- Only other members of AOL using version 4.0 or above will be able to see the image files you insert in your e-mail.
- If you want text to appear above your picture, type your message before inserting the picture.
- If you want to send an image file to an [Internet address](#), or to an AOL member who is using an earlier version of the software, you will have to [attach the file](#) to your e-mail.

■ [Related Topics – E-mail](#)

■ [Related Topics – Image Files](#)

## ■ To use an image file as a background in your e-mail

Adding an image as a background picture in your e-mail makes your picture fill the background behind your message. The text that you type appears on top of the background picture.

- 1 Click **Write**.
- 2 Click the  icon on the style toolbar (above the message box) and select **Background Picture** from the menu that appears.
- 3 In the **Open** window, navigate to the folder that contains the [image file](#) and double-click the file name to insert the image as a background in your e-mail.
- 4 Position your cursor on the image and type your message. The text will appear on the photograph.

### Notes

- Only other members of AOL using version 4.0 or above will be able to see the image files you insert in your e-mail.
- If your picture has a dark background, [use a light color for the text](#).
- If you want to send an image file to an [Internet address](#), or to an AOL member who is using an earlier version of the software, you will have to [attach the file](#) to your e-mail.

■ [Related Topics – E-mail](#)

■ [Related Topics – Image Files](#)

■ **To set a default font for your e-mail**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Font**. ([Move this help window](#) if it is in the way.)
- 3 Select the font, size, style and color you want to use as the default when you send e-mail.
- 4 Click **OK**.

■ [Related Topics – E-mail](#)

■ [Related Topics – Preferences](#)

■ **To use Automatic AOL to read message boards and newsgroups offline**

**Overview**

(For detailed instructions on any step, click the button)

- [Select message boards for Automatic AOL to retrieve.](#)
- [Select the newsgroups you want to read offline.](#)
- [Set up Automatic AOL to send and retrieve postings.](#)
- [Activate Automatic AOL \(to retrieve unread message board posts\).](#)
- [Read \(and respond to\) the messages in your Personal Filing Cabinet.](#)
- [Activate Automatic AOL \(to send outgoing message board posts\).](#)
- [Related Topics – Automatic AOL](#)

■ **To select message boards for Automatic AOL to retrieve**

- 1 Sign on to America Online.
- 2 Open the message board you want to read offline.
- 3 Click a folder once to select it and click **Read Offline**.

■ [Go back to overview](#)

**If you click Reply to Author . . .**

You will need to set up Automatic AOL to send outgoing mail before your response will be sent.

[Setting up Automatic AOL to send outgoing mail](#)

**To require a password to access your Personal Filing Cabinet**

- 1 Sign on to America Online.
- 2 On the **My AOL** menu, click **Preferences**.
- 3 In the Preferences window, click **Passwords**.
- 4 Type the password for your screen name in the **Password** box.
- 5 Select the **Personal Filing Cabinet** check box.

[Related Topics – Personal Filing Cabinet](#)

[Related Topics – Preferences](#)

■ **To attach multiple files to an e-mail**

- 1 Click the **Write** icon on the toolbar.
- 2 Click **Attachments**.
- 3 In the Attachments window, click **Attach**.
- 4 Navigate to the folder that contains the file you want to attach.
- 5 Double-click the file you want to attach.
- 6 Repeat steps 3-5 until you have selected all the files you want to attach and click **OK**.

■ Related Topics – E-mail

■ Related Topics – Attached Files

■ **To list the file attachments**

On the **Write Mail** window, click **Attachments**. A window will appear listing any files that you attached.

■ Related Topics – E-mail

■ Related Topics – Attached Files

■ **To detach a file**

- 1 On the **Write Mail** window, click **Attachments**. A window will appear listing the files that you attached.
- 2 Click the file you want to detach once to select it.
- 3 Click **Detach**.

■ Related Topics – E-mail

■ Related Topics – Attached Files

## ■ To check your spelling

- 1 Click **Write**.
- 2 Compose your e-mail as usual.
- 3 Click the  icon on the style toolbar at the top of the message box. The AOL software checks your message. If an error is found, the spell-checking window appears, explains the error, and suggests corrections for it.
- 4 In the spell-checking window, click the misspelled word, type in your corrections (or select one of the words from the **Suggestions** list), and click **Replace**.

## Notes

- You can check the spelling in any text you type within America Online by selecting **Spell Check** from the **Edit** menu.
- You can set your software up to [check your e-mail automatically](#).
- You can [customize the spelling checker](#) to only notify you of certain types of errors.

■ [Related Topics – E-mail](#)

■ **To set a preference to check your spelling automatically**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Mail**.
- 3 Select the **Perform a spell check before sending mail** check box.

**Notes**

- If you want to send e-mail without checking the spelling, hold the **Ctrl** key down when you click **Send Now**.

■ [Related Topics – E-mail](#)

■ [Related Topics – Preferences](#)

■ **To sign off America Online and read or print the log file**

- 1 On the **Sign Off** menu, click **Sign Off**.
- 2 On the **File** menu, click **Open**.
- 3 Double-click the [log filename](#) you want to read or print.
- 4 On the **File** menu, click **Print** to print the file.

**Notes**

- If your log file is larger than 30K, you will not be able to read it within America Online. Instead, use a word processing program to read it.

■ [Go back to overview](#)

**Dialing Options**

**I do not have touch tone service**

Select this check box if your phone does **not** use touch-tone dialing.

**Dial [9, ] to reach an outside line**

Select this check box if you need to dial a prefix (for example, 9) to reach an outside line. Edit the default prefix if it is not correct, and make sure there is a comma after it.

**Dial [\*70, ] to disable call waiting**

Select this check box if you have call waiting on your phone line.

[More information about this topic](#)

Close help and continue

### ■ To create a keyboard shortcut

- 1 On the **Favorites** menu, point to **My Shortcuts** and then click **Edit Shortcuts**.
- 2 In the **Shortcut Title** box, type a name for the shortcut.
- 3 In the **Keyword/Internet Address** box, type the [Keyword](#) or [URL](#) you want to associate with the shortcut and click **Save Changes**.

### Notes

- To use the shortcut, press **Ctrl + *n*** (where *n* is the **Key** on the right of the window).

■ [Related Topics – Favorite Places](#)

■ **To set your online mailbox preference**

- 1 Sign on to America Online.
- 2 On the **My AOL** menu, click **Preferences**.
- 3 In the Preferences window, click **Mail**.
- 4 Set the **Keep my old mail online** preference as desired.

■ [Related Topics – Preferences](#)

Is it an ordinary dial tone?

Yes.

No, it's a voice message dial tone.

■ **To add a pause to wait for the regular tone**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click the [number \(connection\)](#) you want to edit once to select it. The number (connection) is indented beneath the location name.
- 4 Click **Edit**.
- 5 In the **Edit Number (Connection)** window, select the **Dial [9, ] to reach an outside line:** check box.
- 6 Delete the default code that is in the box and type two commas into the box.

**Notes**

- You will have to edit each number in the [location](#) and make this change.

■ [Related Topics – Setup](#)

■ **To move (or copy) a number (connection)**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 Click the **Locations** tab.
  - To move a [number \(connection\)](#) to another [location](#) or to a different position in the same location, drag the number to the new position.
  - To copy a number (connection), hold the **Ctrl** key down as you drag the number to a new location or position.
- 4 Click **Close**.

■ [Related Topics – Setup](#)

■ **Select Access Phone Numbers window**

- 1 Click an access phone number from the list on the left once to select it and click **Add**.
- 2 Verify the information in the **Add AOL Access Phone Number** window, and click **Next**.
- 3 Repeat steps 1-2 until you have added as many access phone numbers to this location as you want, then click **Next**.

**Notes**

- To add the [access phone number](#) to another [location](#), select the desired location from the **Selected numbers will be added to:** list.

■ Close help and continue

**Add/Edit Number (Connection) window**

**Name**

Edit the name of the [number \(connection\)](#) (for example, **Santa Clara access number**).

**Will be added to this location:**

Select the [location](#) you want to add this connection profile to.

**Connect using:**

Select the connection method this connection profile will use (for example, a modem or TCP/IP).

**Try to connect [ 5 ] times with this number (connection).**

Click the up or down arrow to adjust the number of times you want the software to try to connect using this profile.

**Edit number here:**

If you need to edit the number, do so in this box. Note that if you need to dial an area code, use the following format, for example 703-555-0909.

[More help — modem numbers \(connections\)](#)

[More help — TCP/IP numbers \(connections\)](#)

**Add/Edit Number (Connection) window (modem)**

**Dial [9, ] to reach an outside line**

Select this check box if you need to dial a prefix (for example, 9) to reach an outside line. Edit the default prefix if it is not correct, and make sure there is a comma after it.

**Dial [\*70, ] to disable call waiting**

Select this check box if you have call waiting on your phone line.

[More information about disabling call waiting](#)

**To dial a "1" and/or an area code before the access phone number**

Add the necessary numbers to the access phone number in the **Edit number here** box. (You will incur phone charges if you select an AOL access phone number that is a long distance call for you, or is not covered by your local calling plan. Please check with your local phone company for more information). Use the following format, for example 703-555-0909

**Speed**

Select the highest speed at which your modem can transmit data (not fax.)

**Network**

Verify that the correct network is selected for the access number you are using (for example, **AOLnet**).

Close help and continue

■ **To create a custom proxy configuration**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 Click once on a TCP/IP [number \(connection\)](#) to select it and click **Edit**.
- 4 In the **Edit Number (Connection)** window, select the **Manual Proxy Configuration** check box.
- 5 Click **View** to enter your custom settings.
- 6 Click **OK**.

■ [Related Topics – Setup](#)

■ [Close help and continue](#)

■ **To set preferences**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 Click the icon for the preferences you want to set.

■ Related Topics – Preferences

■ **Expert Add window — (modem)**

- 1 Select your modem from the **Modem:** list.
- 2 Select the com port your modem is using from the **Connected to port:** list.
- 3 Select the highest rate at which your modem can transmit data (not fax) from the **Port speed:** list.

■ Close help and continue

■ Creating custom modem commands

■ **Expert Add window — (TCP/IP)**

- Select **Automatic Connection Script** for most ISP and LAN TCP/IP connections.
- Select **Manual Proxy Configuration** if you need to configure a custom TCP/IP connection to communicate outside your LAN. (Click **View** to enter your custom settings.)

■ Close help and continue

### ■ About Numbers (Connections)

A number (connection) contains the information your computer needs to connect to America Online — such as what type of modem you have (or whether you use TCP/IP to connect) and what access phone numbers to use to connect.

## ■ About Locations

A location contains one or more numbers (connections) that contain a common element (for example, several numbers that will connect you from a certain city). If you have America Online on your laptop computer, you can create separate locations for use at home, at your office, or in the cities you travel to frequently.

■ **To use the Find in Top Window feature**

- 1 Click anywhere in the AOL window you want to search to make it the active window.
- 2 On the **Edit** menu, click **Find in Top Window**.
- 3 Type the word or phrase you want to search for and click **Find**.

**Notes**

- If you are searching in the [Personal Filing Cabinet](#) , you can [use the Find feature](#) to search the entire contents of the PFC.

## ■ **About Capture Picture**

The Capture Picture feature is available if you have a digital camera installed on your computer. It allows you to take pictures and save them directly to your computer, so you can send them to your friends in e-mail.

■ [Related Topics – Capture Picture](#)

■ [Related Topics – Image files](#)

■ **To take a picture and save it on your computer**

- 1 On the **Edit** menu, click **Capture Picture**.
- 2 Adjust the camera angle and picture quality until you are ready to take a picture.
- 3 Click **Capture**.
- 4 On the **File** menu, click **Save**.
- 5 Type a name for the image file and navigate to the folder where you want to save it on your computer and click **OK**.

**Notes**

- You must have a digital camera installed on your computer to use the Capture Picture feature.
- To return to Preview mode so you can take another picture, click **Preview**.

■ [Related Topics – Capture Picture](#)

■ [Related Topics – Image files](#)

## ■ To adjust the picture quality

- 1 On the **Edit** menu, click **Capture Picture**.
- 2 In the **Capture** window, click **Settings**.
- 3 Select the type of adjustment you want to make (for example, **Picture Size & Quality**).

### Notes

- For more help with picture quality adjustments, see the manual that came with your digital camera.

■ [Related Topics – Capture Picture](#)

■ [Related Topics – Image files](#)

## ■ To edit a picture in the Picture Gallery

- 1 On the **File** menu, click **Open Picture Gallery**.
- 2 Navigate to a folder on your disk that contains image files.
- 3 Click **Open Gallery**. The **Picture Gallery** window will appear, with the first 6 images in the folder.
- 4 If you have more than 6 image files in the folder, click the right arrow to move to the next set of 6 images.
- 5 Click the picture you want to edit.
- 6 Click the  icon above the picture to display the image file editing tools.
- 7 When you have finished editing the picture, click **Save**.

### Notes

- To see the function of an image-editing tool before you use it, hold your mouse over the tool for a few seconds.

■ [Related Topics – Picture Gallery](#)

■ [Related Topics – Image files](#)

■ **To use the Picture Gallery to send pictures in e-mail**

- 1 On the **File** menu, click **Open Picture Gallery**.
- 2 Navigate to a folder on your computer that contains image files.
- 3 Click **Open Gallery**. The **Picture Gallery** window will appear, with the first 6 images in the folder.
- 4 If you have more than 6 image files in the folder, click the right arrow to move to the next set of 6 images.
- 5 Click the picture you want to use.
- 6 Click **Insert in E-mail**.

■ [Related Topics – Picture Gallery](#)

■ [Related Topics – Image files](#)

## ■ **About the Picture Gallery**

The Picture Gallery allows you to preview up to 6 image files at a time from the same folder. This makes it easy to decide which ones to add to your e-mails. You can also edit the pictures themselves from the Picture Gallery and change the contrast, rotation, brightness, etc.

■ [Related Topics – Picture Gallery](#)

■ [Related Topics – Image files](#)

### ■ To set language preferences

- 1 On the **My AOL** menu, click **Preferences**
- 2 In the Preferences window, click **Language**.
- 3 From the **Available Languages** list, select the language you want displayed on AOL screens in International areas.
- 4 Click **Add >>** to add the selected language to your list of Preferred Languages on the right.
- 5 Repeat steps 3-4 to add all of your Preferred Languages.
- 6 Click **OK** to confirm your language preferences.

### Notes

- Language preferences control the language used in some of the online areas you visit. (The International channel ([Keyword: International](#)) contains many areas in different languages, just as if you were using an international version of America Online.)
- Not all online areas are affected by changing the language preferences.

■ [Related Topics – Preferences](#)

This box displays a preview of the picture you are working with. This box remains blank if you are working with a text file.

Select this check box to show a preview of the image you are working with. Clear this check box to turn off the preview feature.

■ **To turn off the Automatic AOL Scheduler**

- 1 On the **Mail Center** menu, click **Set Up Automatic AOL (Flashsessions)**.
- 2 Click **Schedule Automatic AOL**.
- 3 Clear the **Enable Scheduler** check box.
- 4 Click **OK**.

■ [Related Topics – Automatic AOL](#)

## ■ Modem Installation Checklist

### If you have an external modem:

- 1 Make sure the modem's power cord is securely plugged in and that the modem is turned on. If the modem has power, then its LED lights or LCD display should be on.
- 2 Make sure the modem cable is securely attached to the modem and to the computer.

### If you have an internal modem:

- 1 Quit all software programs that are running.
- 2 Click **Start** on the Windows taskbar and select **Shut Down**.
- 3 Select the option to shut down your computer and click **OK** (or **Yes**.)
- 4 If your computer does not turn off automatically, wait until you see the message that it is safe to do so, and turn off your computer.
- 5 Wait 10–15 seconds.
- 6 Restart your computer.

### For all modems:

- 1 Make sure the phone line coming from the wall is plugged into the modem connection that reads PHONE LINE, JACK, or TO WALL.
- 2 Unplug the line going into the modem and connect it to a phone; listen for a normal dial tone.
- 3 Check to see if an extension is off the hook.
- 4 Make sure the [correct modem has been selected](#) in the AOL setup.

### Notes

- If you subscribe to a home-based voice-mail service offered by many telephone companies, the special tones used to identify the existence of a message can interfere with the normal operation of your modem. Check for this interference by listening for a normal dial tone from your telephone receiver.
- If you have a Meridian, Aspect, Rolm, or other digital phone system (normally used only in office buildings), then your phone system probably is not compatible with your modem (standard modems send analog signals).

■ [Related Topics – Setup](#)

■ [Related Topics – Modems](#)

■ **To use Auto Detect to identify your connection devices**

- 1 On the Sign On screen, click **Setup**
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the Connection Setup window, click the **Devices (modems, etc.)** tab.
- 4 Click **Auto Detect**.
- 5 When the connection devices on your computer have been detected, select the one you want to use to connect and click **Next**.

■ [Related Topics – Setup](#)

■ [Related Topics – Modems](#)

#### ■ If Your Modem Detected a Timeout

- 1 Check that the [correct modem has been selected](#).
- 2 Try another [access number](#).
- 3 Determine if [voice messages are interfering with your connection](#).
- 4 Determine if [you must dial a prefix to get an outside line](#). (If you are dialing from an office location, then you may need to set up your modem to dial a number or prefix before dialing your AOL access number.)

## ■ To check for dialing problems

### Check for dialing problems if

- you subscribe to a home-based voice-mail service, which may send signals over your phone line that interfere with your modem connection.
- you have chosen an access number that requires you to dial “1” and the area code to connect.
- you are dialing from an office building (where you may need to dial a number — such as “9” — to place an outside call).

### To check for dialing problems:

- 1 Disconnect the phone line from your modem and connect the it to a telephone.
- 2 Dial the AOL access number exactly as it is listed in your AOL setup.
- 3 Listen for the call to go through and a modem to answer.

### Notes

- The phone company may charge you for connecting to AOL access numbers, depending on your location and calling plan. Please check with your phone company to ensure that the AOL access number you use is considered a local call within your calling plan.

**Access number does not connect?**

- 1 Try connecting with another [access number](#).
- 2 If another access number is not available to your area, you may want to [contact technical support](#).

**Notes**

- Please [report problems with access numbers](#) so AOL can investigate the problem.

---

**Did this fix the problem?**

Yes.

No, I still need more help.

## Using Expert Setup

### Use Expert Setup to

- configure your modem to dial an outside phone line.
- configure for pulse dialing.
- turn off call waiting while you are online.
- configure your modem manually.
- edit the modem commands.
- check for correct modem selection.

■ **To add a Favorite Place hyperlink to your e-mail**

- 1 Click **Write**.
- 2 Click the  icon on the style toolbar on top of the message box. ([Move this help window](#) if it is in the way.)
- 3 Point to the Favorite Place folder that contains the hyperlink and click the hyperlink to add it to the e-mail.

[Why would I want to add a hyperlink?](#)

**Notes**

- If you are online when you write your e-mail, you can also drag the  from any window title bar to your e-mail.

■ [Related Topics – E-mail](#)

**Why would I add a hyperlink to my e-mail?**

If you have found an interesting place on America Online, or the World Wide Web, why not share it with a friend? If you place a hyperlink reference in your e-mail, your friend will be able to click the hyperlink and go directly to the information you have found — right as they are reading your e-mail.

## ■ About chat rooms

Chatting online is one of AOL's most popular features. Chat rooms allow you to talk in real time to other AOL members about anything you are interested in: You type your message and it is instantly displayed to everyone in the virtual room that you have entered. The rooms are actually areas where groups gather to discuss similar hobbies and lifestyles. There is a wide variety of rooms from which to choose, and you can even create your own room if you don't see something you like.

### To learn more about chat rooms:

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select **People Connection** from the topic menu.
- 4 Click **Chatting Online**.

■ [Related Topics – Chatting with friends](#)

### ■ **About member profiles**

Member Profiles tell other AOL members about you and your hobbies and interests. If you do not create a member profile, then information about you does not appear in the AOL Member Directory.

#### **To learn more about member profiles:**

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select **People Connection** from the topic menu.
- 4 Click **Member Directory**.
- 5 Look for the article on creating a member profile.

[More information about this topic](#)

■ [Related Topics – Chatting with friends](#)

■ **To set privacy preferences**

- 1 Sign on to America Online.
- 2 On the **My AOL** menu, click **Preferences**.
- 3 On the Preferences window, click **Privacy**.
- 4 Select your privacy preferences.
- 5 Click **Save**.

■ [Related Topics – Online Security](#)

■ [Related Topics -- Preferences](#)

## ■ **Setting toolbar preferences**

You can set the toolbar in the Web browser to include your own graphical buttons, change its location on the screen, and customize it with shortcuts to make it the most useful for you.

### **To set toolbar preferences:**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Toolbar**.
- 3 Select your preferences for appearance and location of the toolbar and click **OK**.

■ [Related Topics – Preferences](#)

■ **To customize the spelling checker**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 Click **Spelling**.
- 3 Select your preferences for the spelling checker and click **OK**.

**Notes**

- When you first open the **Spelling Preferences** window, all options will be selected. To turn off a function, clear the check box next to the function.
- For even more fine-tuning, click **Advanced**.

■ [Related Topics – Preferences](#)

■ **To save e-mail to your computer or disk**

- 1 Sign on to America Online.
- 2 Click **Read**.
- 3 Click the **Old Mail** tab to bring mail to the front that you have already read.
- 4 Double-click message you want to save, to open it.
- 5 On the **File** menu, click **Save As**.
- 6 In the Save As window, navigate to the folder on your computer where you want the e-mail to be stored.
- 7 Type a filename for your e-mail in the **Filename:** box. (You should make a note of where you store the mail and the name you give it so that you can find it easily later.)
- 8 Click **Save**.

■ [Related Topics – E-mail](#)

## ■ To save e-mail to your Personal Filing Cabinet

- 1 Sign on to AOL.
- 2 On the **My AOL** menu, click **Preferences**.
- 3 In the Preferences window, click **Mail**.
  - To save outgoing mail, select the **Retain all mail I send in my Personal Filing Cabinet** check box.
  - To save incoming mail, select the **Retain all mail I receive in my Personal Filing Cabinet** check box.

### Notes

- To open your PFC, click **Personal Filing Cabinet** on the **My Files** menu. (You can read mail stored in your PFC when you are not signed on to AOL.)

■ [Related Topics – Personal Filing Cabinet](#)

### ■ To insert a text file into an e-mail

- 1 Click **Write**.
- 2 Click the  icon on the style toolbar (above the message box) and click **Insert Text File**.
- 3 Navigate to the folder that contains the text file and double-click the file name to insert the text into your e-mail.
- 4 Position your cursor either before or after the inserted text.
- 5 Type and send your message as usual.

### Notes

- You can only insert files with the **.txt** extension into your e-mail message.

■ [Related Topics – E-mail](#)

**WARNING!**

Files sent over the Internet or through e-mail can contain computer viruses or Trojan Horse programs. Viruses and Trojan Horse programs can cause harm to your computer files, may contain objectionable graphics, or can even compromise the security of your AOL account. When downloading files, you should always check for viruses and Trojan Horse programs before you open the files. To learn more about computer viruses and to get anti-virus software, visit the AOL Computer Protection Center at [Keyword: Virus Info](#).

### ■ **Downloading files if you have an hourly billing plan**

If you have an hourly billing plan, your account is charged for the time it takes to download all files stored in the Download Manager, whether or not those files originally came from [the unlimited use area](#).

To avoid being charged for downloading files located in the unlimited use area, always use the **Download Now** button while you are in the unlimited use area.

■ [Related Topics – Downloading](#)

### ■ **To decompress files that you have downloaded**

A file with the **.zip** extension is in compressed format and must be decompressed, or “unzipped” before you can use it. If you've downloaded a compressed file, you can decompress that file automatically using the Download Manager.

#### **To decompress files using the Download Manager:**

- 1 On the **My Files** menu, click **Download Manager**.
- 2 Click **Show Files Downloaded**.
- 3 Click a file with the **.zip** extension to select it.
- 4 Click **Decompress** to unzip the file. The expanded file(s) will be placed in the same folder to which you downloaded the zipped file.

■ [Related Topics – Downloading](#)

## ■ **About MIME**

MIME (Multipurpose Internet Mail Extensions) is a specification, or a set of guidelines, that software must use in order to work with other software. When you send an attachment with an e-mail message from AOL to someone over the Internet, MIME helps ensure that the recipient gets your attachment in a readable format -- whether it's graphics, sounds, or whatever you choose to send.

On AOL, all you do is click **Attach** on your e-mail form, and the AOL software automatically does the rest. Likewise, when you receive a MIME-encoded attached file from an Internet address, the AOL software will decode the file for you -- invisibly and automatically. The AOL software is what is known as MIME-compliant. As long as your correspondents also have e-mail software that is MIME-compliant (and most email software is), you can swap files.

Occasionally, you might need to decode a MIME file yourself. You'll need a MIME decoder if you receive an e-mail attachment and the file name ends in .mme or .mim. You can download a mime decoder at [Keyword: Filesearch](#).

■ [Related Topics – Email](#)

■ [Related Topics – Downloading](#)

■ **To set up Automatic AOL**

- 1 On the **Mail Center** menu, click **Set up Automatic AOL (Flashsessions)**.
- 2 Select the tasks you want Automatic AOL to perform (retrieve unread mail, etc.).
- 3 Click **Select Names**.
- 4 Select the screen names for which you'd like the tasks performed, and type the passwords for each screen name you select in the box provided.
- 5 Click **OK**.

**Notes**

- Anyone who has physical access to your computer can sign on to your account if you store your password.
- If you decide not to store your passwords, you can sign on to America Online with each screen name and [start Automatic AOL manually](#) while you are online.

■ [Related Topics – Automatic AOL](#)

**■ To save Instant Message® conversations to a file**

**Overview**

(For detailed instructions on any step, click the button)

- [Open a session log with the Log Instant Message option checked.](#)
- [Continue your Instant Message® conversation.](#)
- [Close the log file.](#)
- [Sign off America Online and read or print the log file.](#)
- [Related Topics – Log Manager](#)
- [Related Topics – Chatting with friends](#)

■ **To send an Instant Message® note**

- 1 Sign on to America Online.
- 2 On the **People** menu, click **Instant Message**.
- 3 In the **Send To:** box, type the recipient's screen name.
- 4 Type your message.
- 5 Click **Send**.

[More information about this topic](#)

■ [Go back to overview](#)

■ **To copy your address book to another screen name**

- 1 On the **Mail Center** menu, click **Address Book**.
- 2 Click **Save/Replace**.
- 3 Select the **Save the Address Book for your current screen name** option and click **OK**. The Save Folder window will appear. (You can accept the default file name [Address Book.pfc] or create a new name. The default location is the Download folder in your America Online 5.0 folder.)
- 4 Click **Save**.
- 5 Switch to the screen name to which you want to copy your Address Book.
- 6 On the **Mail Center** menu, click **Address Book**.
- 7 Click **Save/Replace**.
- 8 Select the **Replace with a Previously Saved Address Book** option and click **OK**.
- 9 In the **Select File to Restore** window, select the **Address Book.pfc** file (or the new name you created) and click **Open**.

■ [Related Topics – E-mail](#)

■ [Related Topics – Address Book](#)

### ■ **About Master Screen Names**

The primary Master Screen Name—the first screen name you created when you first registered as an AOL member—cannot be removed as a Master Screen Name. Master Screen Name status can be assigned to a maximum of 2 additional existing or newly created screen names besides the primary Master Screen Name. To assign Master Screen Name status to a screen name, you must first assign it an 18+ rating through the Parental Controls feature.

A member logged in with a Master Screen Name can

- change the account's billing method and price plan.
- change the Parental Controls settings for other screen names on the account.
- create, delete, or restore screen names on the account.

### ■ [Related Topics – Online Security](#)

■ **To copy your Favorite Places to another screen name**

- 1 On the **Favorites** menu, click **Favorite Places**.
- 2 Click **Save/Replace**.
- 3 Select the **Save the Favorite Places for your current screen name** option and click **OK**. The Save Folder window will appear. (You can accept the default file name [FavoritePlaces.pfc] or create a new name. The default location is the Download folder in your America Online 5.0 folder.)
- 4 Click **Save**.
- 5 Switch to the screen name to which you want to copy your Favorite Places.
- 6 On the **Favorites** menu, click **Favorite Places**.
- 7 Click **Save/Replace**.
- 8 Select the **Replace the Favorite Places for your current screen name** option and click **OK**.
- 9 In the Select File to Restore window select the **FavoritePlaces.pfc** file (or the new file name you created) and click **Open**.

■ [Related Topics – Favorite Places](#)

■ **To set up the "display next message" option**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Mail**.
- 3 Select the **Display next message when current message is deleted** check box.
- 4 Click **OK**.

■ Related Topics – Preferences

■ **To set up AOL as your preferred browser**

- 1 On the **My AOL** menu, click **Preferences**.
- 2 In the Preferences window, click **Associations**.
- 3 Click **OK** to select America Online as your preferred application for Web browsing, E-mail, and Newsgroups.

**Notes**

- The e-mail and newsreader [associations can be reset](#) in the Internet Options Control Panel.

■ [Related Topics – Browser](#)

■ [Related Topics – Preferences](#)

■ **To designate a screen name as an additional Master Screen Name**

- 1 Sign on to America Online with the [Primary Master Screen Name](#).
- 2 On the **My AOL** menu, click **Parental Controls**.
- 3 Follow the instructions for setting parental controls.

**Notes**

- Read the information about Master Screen Name designation carefully.
- You can select up to two screen name(s) to designate as additional Master Screen Names.

■ [Related Topics – Online Security](#)

■ **To learn more about downloading**

- 1 Sign on to America Online.
- 2 Go to [Keyword: Help](#).
- 3 Select the **Downloading Files & Attachments** topic.

■ [Related Topics -- Downloading](#)

■ **To recover recently deleted e-mail**

- 1 Sign on to America Online.
- 2 On the **Mail Center** menu, click **Recently Deleted Mail**.
- 3 In the Recently Deleted Mail window, select the piece of mail you want to retrieve.
- 4 Click **Keep as New**. The e-mail will move to the New Mail tab in your [online mailbox](#).

**Notes**

- E-mail can only be recovered for 24 hours after you delete it.

■ Related Topics – E-mail

■ **To clear the history trail**

- 1 Sign on to America Online.
  - 2 On the **My AOL** menu, click **Preferences**.
  - 3 In the Preferences window, click **Toolbar**.
- To clear the history trail immediately, click **Clear History Now**.
  - To clear the history trail every time you sign off or switch screen names, select the **Clear history trail after each Sign Off....** check box.

■ Related Topics – Preferences

### **To add a signature to your e-mail**

- 1 Click **Write**.
- 2 Address the e-mail as usual.
- 3 Type your message.
- 4 Click the  icon on the style toolbar at the top of the message box and select the signature you want to use.
- 5 Send your e-mail as usual.

### **Notes**

- The signature can be added to the e-mail at any time before you send it.
- You can edit the signature after it has been added to the e-mail without changing the stored signature.

 [Related Topics – E-mail](#)

 [Related Topics – Signatures](#)

### ■ **Setting up signatures to use in e-mail**

- 1 On the **Mail Center** menu, click **Set up Signatures**.
- 2 In the Set up Signatures window, click **Create**.
- 3 In the **Signature Name** box, type a name for this signature (for example; **My normal signature**).
- 4 In the **Signature** box, type the text want to use as your signature, adding any text styling features you want from the style toolbar.

### **Notes**

- You can create and save up to five signatures.
- You can designate one of the signatures as a [default signature](#) to be automatically inserted into the e-mail message box on all e-mails you write.

■ [Related Topics – E-mail](#)

■ [Related Topics – Signatures](#)

■ **To select a default signature for e-mail**

- 1 On the **Mail Center** menu, click **Set up Signatures**.
- 2 In the Set up Signatures window, select the signature you want as your default signature and click **Default On/Off**. The signature you selected will automatically be inserted into the e-mail message box on all subsequent e-mails you write.

■ [Related Topics – E-mail](#)

■ [Related Topics – Signatures](#)

■ **To turn off the default signature**

- 1 On the **Mail Center** menu, click **Set up Signatures**.
- 2 In the Set up Signatures window, select the default signature (it is identified with a check mark) and click **Default On/Off**.

■ [Related Topics – E-mail](#)

■ **To add extra flair to your e-mail**

- 1 Sign on to America Online.
- 2 Click **Write**.
- 3 On the Write Mail window, click **Mail Extras**.

■ [Related Topics – E-mail](#)

■ [Related Topics – Signatures](#)

■ **To search for information online**

- 1 Sign on to America Online.
- 2 Type the word or words that describe the information you're looking for in the text entry box on the toolbar.
- 3 Click **Search**.

■ Related Topics – Favorite Places

■ **To switch screen names without signing off**

- 1 On the **Sign Off** menu, click **Switch Screen Name**.
- 2 Select the screen name you want to switch to, and click **Switch**.

**Notes**

- This feature is not available if you are [signed on as a Guest](#).
- Colored envelopes indicate which screen names have new mail waiting.

■ **To set up a cable modem location**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click **Add Location**.
- 4 In the **Name** box, change the default name for the new location to **Cable Modem Location**.
- 5 Select the **Add a custom connection (for example, TCP/IP)** option and click **Next**.
- 6 In the **Name** box in the Add Number (Connection) window, change the default name for the new connection to **Cable Modem Connection**.
- 7 Select **Cable Modem** from the **Automatic Connection Script** list.
- 8 Click **OK**.

■ [Related Topics – Setup](#)

■ [Related Topics – Broadband Connections](#)

■ **To set up a Digital Subscriber Line (DSL) location**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, click **Expert Setup**.
- 3 On the **Locations** tab in the Connection Setup window, click **Add Location**.
- 4 In the **Name** box, change the default name for the new location to **DSL Location**.
- 5 Select the **Add a custom connection (for example, TCP/IP)** option and click **Next**.
- 6 In the **Name** box in the Add Number (Connection) window, change the default name for the new connection to **DSL Connection**.
- 7 Select **DSL (Digital Subscriber Line)** from the **Automatic Connection Script** list.
- 8 Click **OK**.

■ [Related Topics – Setup](#)

■ [Related Topics – Broadband Connections](#)

■ **To connect via cable modem**

- 1 Connect to your cable modem provider as usual.
- 2 On the Sign On screen, select your [cable modem location](#) from the **Select Location** list.
- 3 Click **Sign On**.

■ [Related Topics – Setup](#)

■ [Related Topics – Broadband Connections](#)

■ **To connect via DSL**

- 1 On the Sign On screen, select your [DSL location](#) from the **Select Location** list.
- 2 Click **Sign On**.

■ [Related Topics – Setup](#)

■ [Related Topics – Broadband Connections](#)

■ **To select another browser as your default browser**

- 1 Start the browser you want to be the default browser. A dialog box will appear, asking if you want that browser to be the default browser.
- 2 Click **Yes**.

**Notes**

- If the dialog box asking if you want to make that browser the default does not appear, check your help file for the browser, or the manufacturer's web site for further information.

■ [Related Topics – Browser](#)

■ [Related Topics – Preferences](#)

■ **To reset mail and newsgroup associations**

- 1 On the Windows taskbar, click **Start**, point to **Settings** and then click **Control Panels**.
- 2 In the Control Panel window, double-click **Internet Options**.
- 3 In the Internet Properties window, click the **Programs** tab.
- 4 Select the E-mail program you want to use from the **E-mail** list.
- 5 Select the newsreader program you want to use from the **Newsgroups** list.
- 6 Click **OK**.

■ [Related Topics – Preferences](#)

■ **To set Auto Start preference**

- 1 On the Windows taskbar, right-click the  icon and select **Auto Start Options** from the menu that appears.
- 2 In the Auto Start AOL window, select your preference for starting AOL when an Internet connection is established.
- 3 Click **OK**.

■ [Related Topics – Preferences](#)

**What is the Primary Master Screen Name?**

The Primary Master Screen Name is the first screen name you selected when you created your America Online account. It cannot be deleted or changed.

■ **To set up an ISP location**

- 1 On the Sign On screen, click **Setup**.
- 2 On the AOL Setup screen, select the **Create a location for use with new access phone numbers or an ISP** option and click **Next**.
- 3 In the **Add Location** window, type a name for the location (for example, **Home – via ISP**).
- 4 Select **Add a custom connection (for example TCP/IP)** and click **Next**. A TCP/IP location will be created.

■ [Related Topics – Setup](#)

■ **To connect via an ISP**

- 1 Connect to your Internet Service Provider as usual.
- 2 Start America Online.
- 3 On the Sign On screen, select your [Home – via ISP](#) location from the **Select Location:** list.
- 4 Click Sign On.

■ [Related Topics – Setup](#)

■ **If your DSL connection does not complete**

- 1 Make sure your DSL modem or card is connected to your phone line.
- 2 Make sure the DSL modem is plugged into an outlet.

■ [Related Topics – Setup](#)

