EarthLink Network, Inc.
EarthLink Toolbar

The EarthLink Toolbar is a tool for accessing programs, files and Internet locations quickly.   When first installed, the toolbar contains buttons to access EarthLink programs and your Internet tools, such as your email program and browser.   You can add additional buttons for any program, file or Internet URL. This give you quick and easy access to your computing tools. You can even include a folder that can contain an additional collection of buttons.   For example, you could add a folder for Games that contains buttons (shortcuts) to all of your game programs.

 (This example shows icons for a few of the Netscape products.)

This icon launches the TotalAccess Registration and Utilities program. From here you can create a new account, retrieve an existing account, or update account information. You may also adjust your phone number connections and bring up tutorials that provide a wealth of information.

Start TotalAccess
TotalAccess Help

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

Start the EarthLink Dialer
EarthLink Dialer Help

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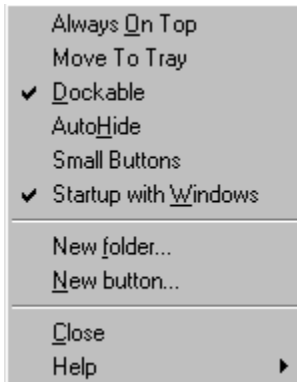
Start the EarthLink Support Wizard
Support Wizard Help

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Using the Toolbar Menu

Right click on the EarthLink Network logo on your toolbar to show the following menu:

Always On Top
Move To Tray
✔ Dockable
AutoHide
Small Buttons
✔ Startup with Windows
New folder...
New button...
Close
Help ▶

Use this menu to change the various settings of the Toolbar and make it look the way you want it to. The Toolbar is able to attach itself to the sides of your screen (dock)   and even hide itself when not in use. **Click on an option to see a description**.

Adding a New Button to the Toolbar

As you start to use your EarthLink Toolbar you will find out how easy it is to start your programs. While TotalAccess installs buttons for EarthLink and Internet programs, you can add buttons for any other program on your system.

You can add either a file or a bookmark to an Internet Location .

Note: The Toolbar supports drag and drop - you can drag your favorite program or file to the Toolbar or to a folder in the Toolbar and Toolbar will add a button for you.

If you wish to **remove** an icon the steps are just as easy.
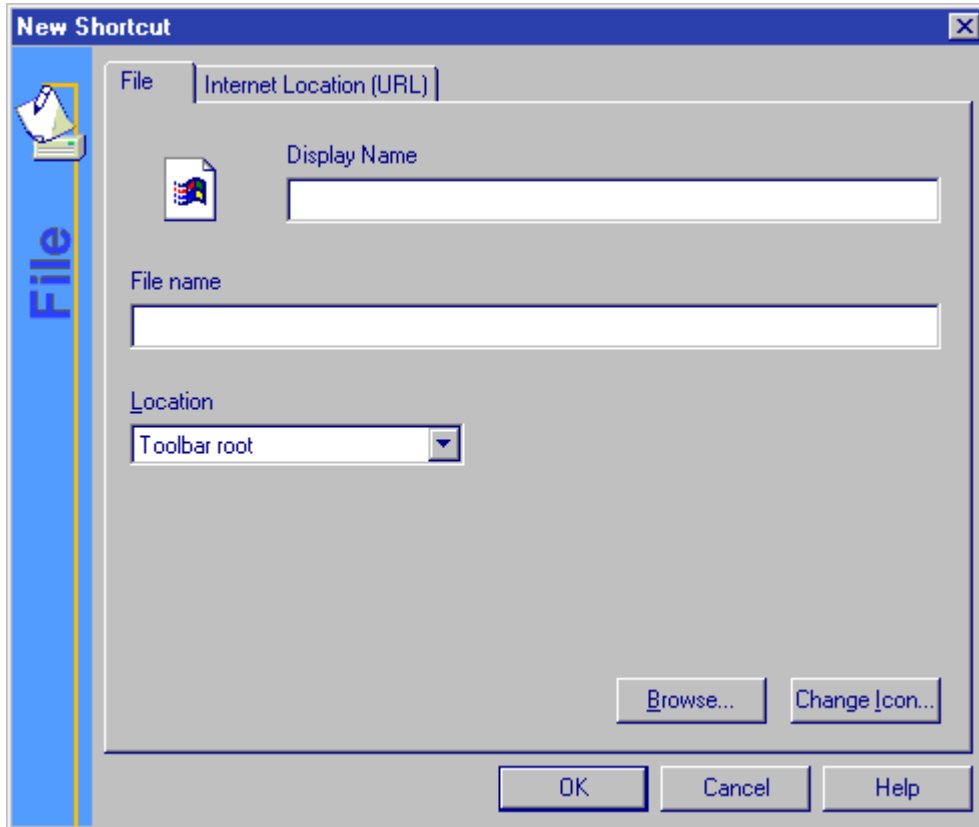
Adding a Button for a File

To add a button for a file:

1. **Right click** on the EarthLink Network logo on the Toolbar to display the Toolbar menu.

2. Select **New button...** from the menu.

3. Enter the Display Name for the file.   This name will display when the cursor passes over the button on the toolbar.

1. Enter the File Name or click **Browse...** to select the file from a directory. Toolbar selects an icon for the button based of the file extension of the file you.   You can change the icon .

4. Select the Location for the button, Toolbar root or a folder you preivously added to the Toolbar then click **Ok**.

Note: The Toolbar supports drag and drop - you can drag your favorite program or file to the Toolbar or to a folder in the Toolbar and Toolbar will add a button for you.
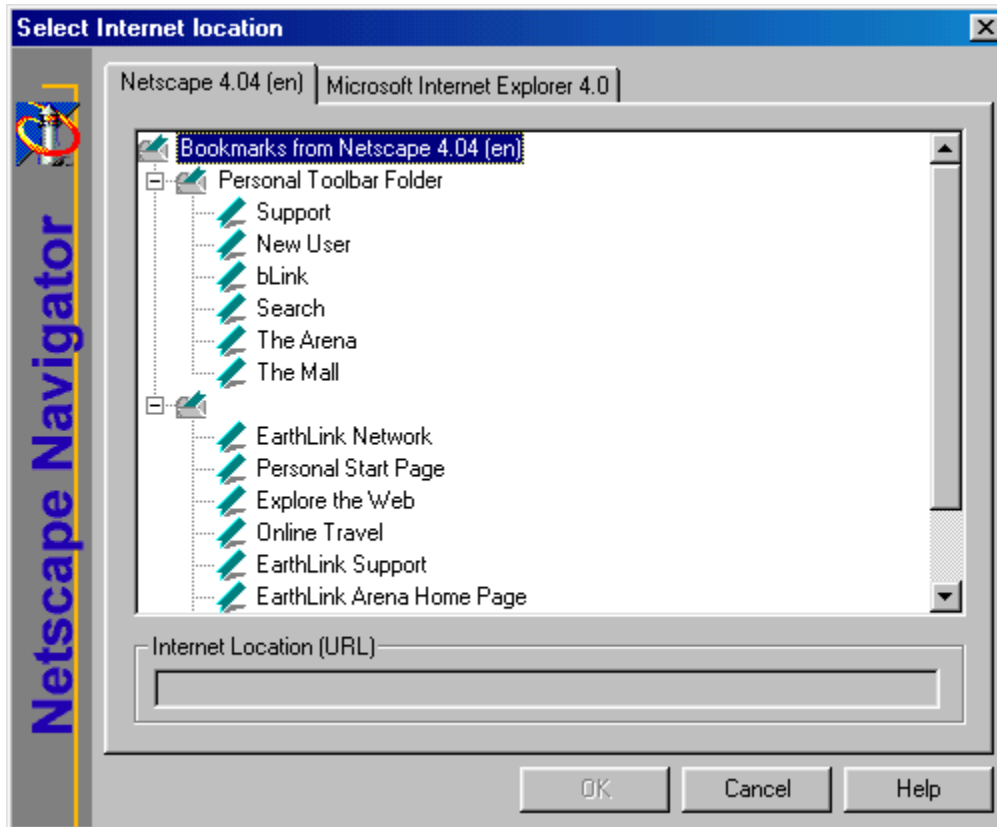
Adding a Button for an Internet Location

To add a button for an Internet location:

1. **Right click** on the EarthLink Network logo on the Toolbar to display the Toolbar menu.

2. Select **New button...** from the menu.

3. Click on the Internet Location (URL) tab.

4. Enter the Internet Location (URL) or click **Import...** to select an Internet location.
   Toolbar selects an icon for the button based of the file extension of the file you.   You can change the icon.

5. Change the Display Name for the file, if necessary.   This name will display when the cursor passes over the button on the toolbar.

6. If necessary, select the Location where you want the button to appear on the toolbar from the drop down list.   This list box shows the Toolbar root (the main toolbar) and the names of any folders you have added to the toolbar.

7. Click **OK**.

Note: The Toolbar supports drag and drop - you can drag your favorite program or file to the Toolbar from the desktop or from Explorer or to a folder in the Toolbar. The EarthLink Toolbar will add a button for you.

Selecting an Internet Location

When you click **Import...** on the New Shortcut – Internet Location (URL) tab to display the Select Internet location dialog.


This dialog lists the bookmarks stored in your Browser.   If you have more than one Browser on your system, there will be a tab for each Browser.

1.   Select the tab for the browser from which you want to select a bookmarked URL.
2.   Highlight the desired bookmark then click **OK**.

Adding a New Folder to the Toolbar

You can add a folder to the toolbar that can contain buttons for multiple programs, documents, or bookmarks.

1. **Right click** on the EarthLink Network logo on the Toolbar to display the Toolbar menu.

2. Select **New folder...** from the menu.
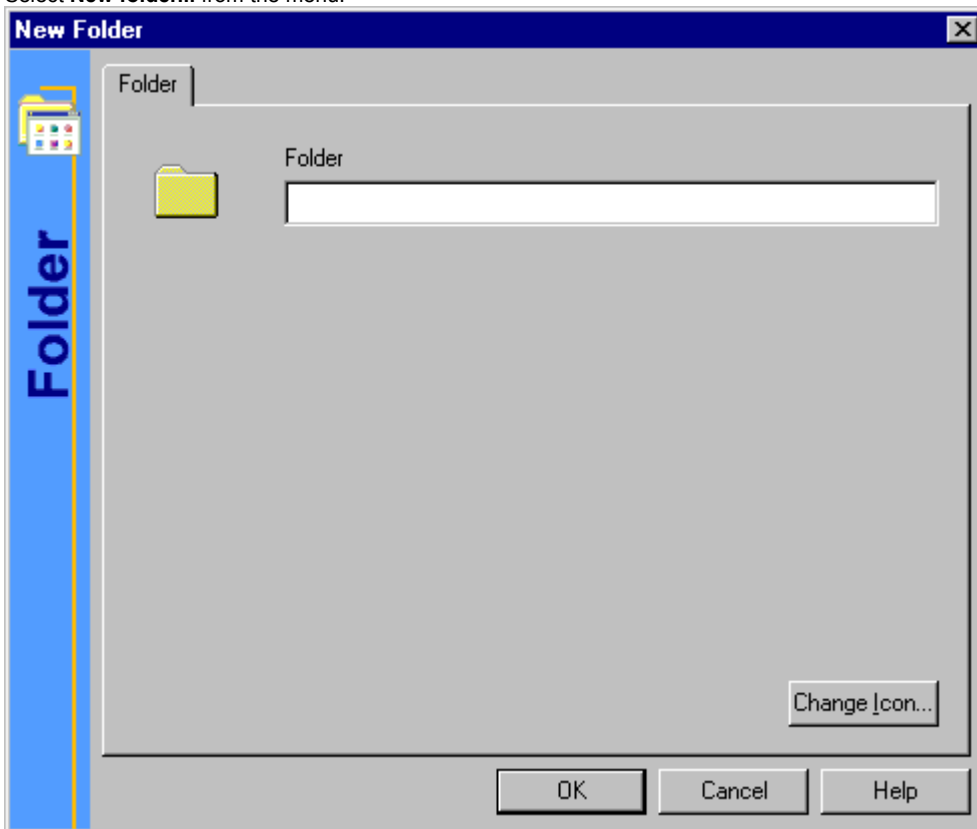
3. Enter a name for the folder. Toolbar selects a folder icon for the button.   You can change the icon.
4. Click **Ok**.

Changing the Icon for a Button

The EarthLink Toolbar selects an icon for your button based on the file extension.   For example, if you add a button for a PDF file, the icons is a standard Acrobat PDF icon.
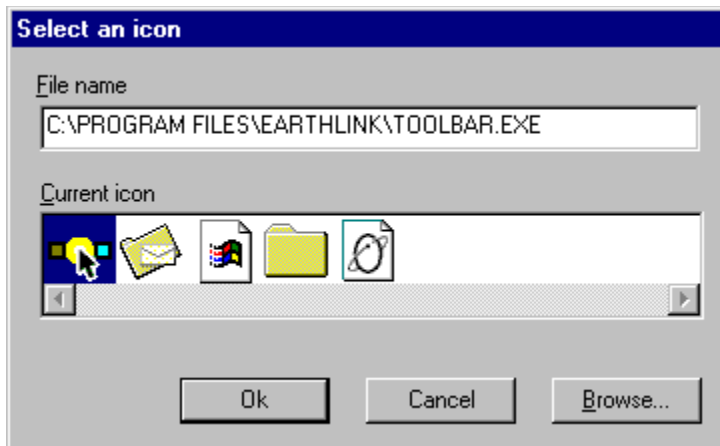
To change the icon:

1. Click the **Change icon...** button on the New Shortcut dialog.
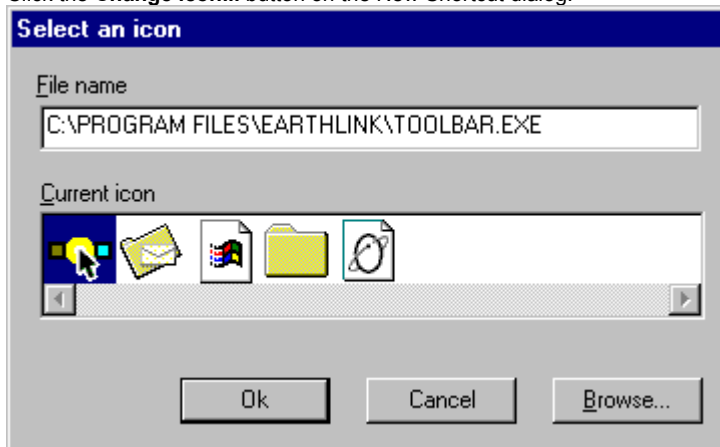
2. Select an icon from those displayed, then click **Ok**.
    If you don't like your icon options, use **Browse** to locate a different icon.

Select an Icon

Select an icon from those displayed, then click **Ok**.
If you don't like your icon options, use **Browse** to locate a different icon.

Reviewing Properties for a Toolbar Button

The Properties of a button are its name, the file name it references, its location on the toolbar, and the icon that displays on the toolbar.

To change the properties of a toolbar button:

1. **Right Click** on the desired Toolbar button.
2. Select **Properties** from the menu.
3. Make the desired changes, then click **OK**.

 Properties

Use this dialog to modify the name that displays when you cursor floats over a button, to change the file name referenced by the button, or to change the icon that appears on the button.   You cannot change the location of the button on the Toolbar.

Removing a Button from the Toolbar

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

1. **Right click** on the icon that you wish to remove.
2. Select **Remove**.

Renaming an Icon Button

You can relabel the text that appears beneath an icon button when your cursor floats over it.

1. **Right Click** the Icon Button you want to rename
2. Click **Rename**.
3. Change the label text.

Keeping the Toolbar on Top

1. **Right Click** on the EarthLink Network logo to display the menu.
2. Check **Always On Top**.

The Toolbar will stay on top of all windows.

Moving the Toolbar to the System Tray on the Taskbar

If you don't want the Toolbar always displayed but you want to be able to access it quickly, you can minimize it – place its icon in the System Tray.

1. **Right click** on the EarthLink Network logo on the toolbar to display the menu.
2. Check **Move to Tray**.

The Toolbar icon appears in the System Tray.   Restoring the Toolbar

Restoring the Toolbar

Click on the Toolbar Icon in the System Tray.

Closing the Toolbar

1. **Right click** on the Toolbar Icon in the System Tray or on the EarthLink Network logo on the toolbar to display the menu.
2. Select **Close**.

Making the Toolbar Dockable

A dockable toolbar sticks to the nearest screen edge when you drag it.   You can also set a dockable toolbar to AutoHide, so it disappears when not in use and reappears when your cursor goes near the   dock (the screen edge the toolbar sticks to).

1.   **Right Click** on the EarthLink Network logo to display the menu.

2.   Check **Dockable**.

Hiding the Toolbar

You can set a Dockable Toolbar to automatically hide itself when not in use.

1. **Right Click** on the Toolbar Icon in the System Tray.
2. Check **AutoHide**. (AutoHide is only available when **Dockable** is checked.)

Changing the Size of your Toolbar buttons

Toolbar buttons can be large or small. Small buttons enable you to fit more buttons on the toolbar and the toolbar takes up less space on your desktop.

1. **Right Click** on the Toolbar Icon   in the System Tray.
2. Check **Small Buttons** to make the icon buttons small. (Uncheck to make them large again.)

Always on Top

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

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

Move to Tray

Moves the Toolbar to the system tray (the area in the taskbar where the time "lives").

Click the icon in the tray to restore the Toolbar back to its last position.

Dockable

Allows the Toolbar to attach itself to the edge of the screen.

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

AutoHide

This allows the toolbar to hide itself when not in use.

This function is only available when Dockable is checked and you have ''docked'' (attached) the Toolbar to a screen edge.

Small Buttons
Toggle between large and small buttons on the Toolbar.

Startup With Windows

Check this option to start the EarthLink Toolbar each time you start Windows.

New folder ...

Displays the Add folder dialog so you can add a folder to the Toolbar.

New button ...

Displays the New Shortcut dialog so you can add a button for a file (program or document) or an Internet location to the Toolbar or to a Toolbar folder.

Close
Quit the EarthLink Toolbar.

About EarthLink Toolbar
Shows version information for the EarthLink Toolbar.

Help

Displays the Help menu: About EarthLink Toolbar , Table of Contents , Tip of the Day

Table of Contents

Display the Table of Contents for the Toolbar Help file.

Tip of the Day

Display the Tip of the Day dialog.
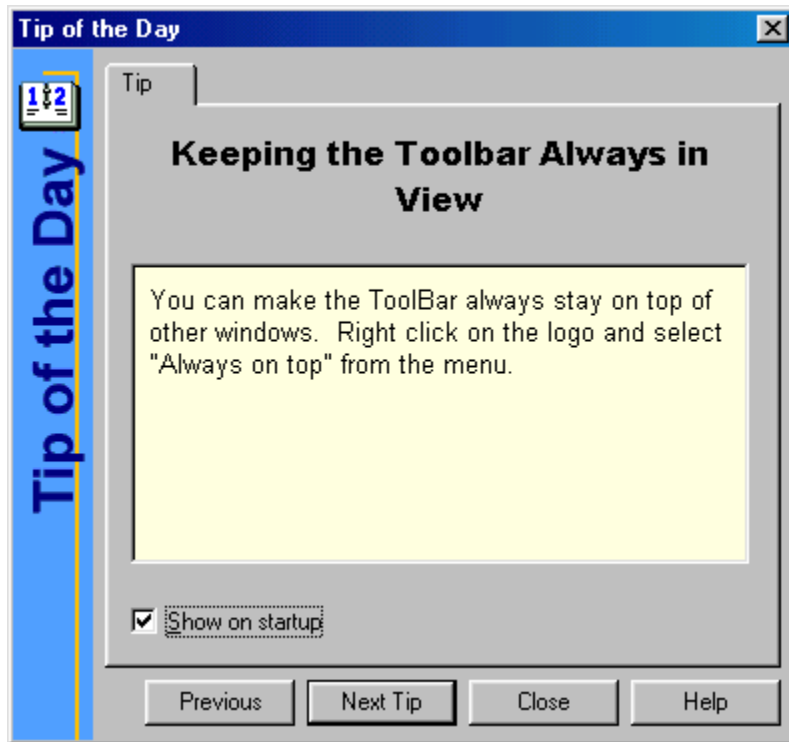
Display Name

Enter a name for your program, document, or Internet location as you want it to appear when your cursor floats over the button.

File Name

Enter the name of the file, or click **Browse** to locate the file.

Browse
Click this button to locate a file.

Change Icon

Click this button to change the icon for the file or location.

Internet Location (URL)

Enter the URL for the desired Internet Location.

Location

The location list box lists the Toolbar root and any folders you have added to the Toolbar.   Select the desired location for the new shortcut.

Current icon

Shows the list of icons available in the directory where File name is located.   The current icon is highlighted.   Select a different icon by highlighting it then clicking **OK**.

New Shortcut - File

Use this dialog to add a new button for a file to the Toolbar.

New Shortcut - Internet Location (URL)

Use this dialog to add a new button for a file to the Toolbar.

Domain Name Server (DNS)

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

Usenet

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

Email

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

Username

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

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

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

Password

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

EarthLink Network, Inc.

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

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

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

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

EarthLink Sprint Account Management and Support

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

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

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

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

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

Helpful Information

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

http://help.earthlink.net

Basic Configuration Information
Frequently Asked Questions
Glossary
Dialer Errors

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Basic Configuration Information

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

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

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

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

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

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

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

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

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

1. The type of computer you have.

2. The type and version of operating system you are using

(Windows 3.1, Windows 95, Windows 98, Macintosh 7.5.3, Mac OS 8.0, etc.)

3. The make and model of your modem.

4. The exact error message you are getting.

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

6. The version of TotalAccess software you are using to connect

to EarthLink, or information about other software you are using to connect.

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

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

System Requirements

For Windows 98, 95, 3.1 or 3.11

A 486 or better PC compatible running MS-DOS 5.0 or greater.

16 MB of RAM

20 MB of free hard disk space.

14400 bps or faster modem.

For Macintosh

System 7.5 or greater.

16 MB of RAM

20 MB of free hard disk space

14400 bps or faster modem.

Frequently Asked Questions

A. How can I change my dialup number?

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

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

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

C. Can I give the software to a friend?

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

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

During the TotalAccess installation, the Referral screen prompts for the username of the EarthLink user who made the referral. Have your friend type in your username. You will be credited one free month each time another friend signs ups with EarthLink.

E. How can I update my version of TotalAccess?

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

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

F. How can I change my username or password?

You may update your username and password at any time, without any charge. Use either the TotalAccess **Update Account** option, or the online form at: http://help.earthlink.net/billing

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

G. How can I change my billing information?

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

Please allow 24 hours for you request to be processed.

H. How can I contact EarthLink?

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

I. What are EarthLink's hours of operation?

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

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