



### **Convert**

The Convert program enables you to convert email addresses and bookmarks from another Internet software program. Convert runs automatically when you install TotalAccess on a system when AOL, Internet Explorer or Netscape are found in the registry. Bookmark and address book files from these applications can be converted. The eligible files are listed on this screen. Highlight the items you would like to convert then click **OK**.

Once the conversion is complete you will be asked if you would like to notify addressees in the converted address book of your new email address. If you click **Yes**, the [Notify](#) program launches.

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**Components List**

Lists the eligible components found on your system. Currently convert can import bookmark files or address book files from AOL version 3.0 and 4.0, Internet Explorer versions 3.0 and 4.0, and Netscape versions 3.0 and 4.0.

### Notify - Change of Email Address

The Notify program enables you to let friends and relatives know about your new email address. Initially the notification list shows the names and email addresses of the people that were included in the address book files you converted. You can [add](#) or [remove](#) names from this list.

Enter your old email address so it can be included in the notification message. To see the text of the notification message as it will appear when sent to your friends, click the **View Email** button.

**EarthLink Notify 1.0 - Change of Email Address**

TotalAccess can send "change of address" notifications to people you wish to notify about your new email box. You can add or remove addresses from this list using the buttons on the right. Press Send to send the notifications.

Type your old email address(es) or screen name(s) separated by commas.

  

Send notification to the following people:

Name	Address
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**Old Email Address**

Enter your old email address. This old address will be included in the notification message emailed to your friends. Some of your friends may immediately recognize this old address.

**View Email**

Click this button to see the text of the email notification message that will be sent to your friends.

**Notification List**

Lists the names and addresses of the people you want to notify.

To add another name to this list, click the **Add** button and complete the fields on the Add Address dialog.

To remove a name from this list, highlight the name you want to remove, then click the **Remove** button.

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**Add**

Click this button to display the Add Address dialog which you can use to add name and email addresses of friends to the notification list.

**Remove**

Highlight the names of people in the Notification list that you don't want to notify, then click this button.



**Add Address**

Use this screen to add names and email addresses to the list of people you want to notify.

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**Name**

Enter the name of your friend.

**Address**

Enter your friend's email address.

**Send**

Click this button to send the notification message to the friends you specified. If you are not currently connected to the Internet, the message will be sent the next time you connect.

**Remove Address**

This dialog appears so you can confirm that you want to remove the selected name and address from the notification list. Check the **Don't ask me anymore** button if you do not want to confirm each name you remove from the list.

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**Don't ask me anymore**

When this option is checked, you will not be prompted to confirm removal of a name.

**View Message**

This dialog shows the [text of the message](#) as it will be sent to your friends and business associates. Click **Close** to close this dialog.

**Message Contents**

Shows the contents of the email message.



**EarthLink Network, Inc.**

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

**EarthLink Web Site:** <http://www.earthlink.net>

**Additional Contact Info:** <http://help.earthlink/contact>

**EarthLink Member Support:** <http://help.earthlink.net>

**EarthLink Technical Support:** <http://help.earthlink.net/techsupport/>

**EarthLink Billing:** <http://help.earthlink.net/billing/>

Technical Support: (800) 395-8410

BBS: (800) 304-8765

Sales: (800) 395-8425

Business Sales (800) 511-2044

## EarthLink Sprint Account Management and Support

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

**On-line billing inquiries and customer service:**

<http://help.earthlink.net/billing>

**On-line Technical Support:** <http://help.earthlink.net/techsupport>

**On-line System Status Check:**

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

**Send questions about your Personal Start Page:** [startpage@earthlink.net](mailto:startpage@earthlink.net)

**Send questions to Technical Support:** [support@earthlink.net](mailto:support@earthlink.net)

**Send an Email to our Sales staff:** [sales@corp.earthlink.net](mailto:sales@corp.earthlink.net)

**Send comments to the webmaster:** [webmaster@earthlink.net](mailto:webmaster@earthlink.net)

**Send general comments and suggestions:** [elnweb@earthlink.net](mailto:elnweb@earthlink.net)

**BBS** (800) 304-8765

24 hours, 365 days a year,

1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

**Technical Support** (800) 395-8410

24 hours, 365 days a year.

When contacting Technical Support be ready to provide the following [information](#)

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## Helpful Information

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

<http://help.earthlink.net>

**Basic Configuration Information**

**Frequently Asked Questions**

**Glossary**

**Dialer Errors**

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## Basic Configuration Information

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

[http://help.earthlink.net/techsupport/generic\\_settings/settings.html](http://help.earthlink.net/techsupport/generic_settings/settings.html)

### **Mail Settings**

Outgoing Mail (SMTP) server: mail.earthlink.net

Incoming Mail (POP3) server: mail.earthlink.net

POP3 username: your EarthLink username without the ELN/

POP Password: your password

### **News Settings**

News (NNTP) Settings: news.earthlink.net

### **Other Settings**

World Wide Web Setting: <http://www.earthlink.net>

Your Free Homepage URL: <http://home.earthlink.net/~username>

Your Personal Start page URL: <http://start.earthlink.net/>

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

**Investor Relations Department**

Tel: (626) 296-2438

Fax: (626) 296-4130

Email: [investors@corp.earthlink.net](mailto:investors@corp.earthlink.net)

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

**Get software updates for TotalAccess from:**

<http://www.earthlink.net/internet/software/ta/>

or from our **BBS** (800) 304-8765

24 hours, 365 days a year,

1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

1. The type of computer you have.
2. The type and version of operating system you are using  
(Windows 3.1, Windows 95, Windows 98, Macintosh 7.5.3, Mac OS 8.0, etc.)
3. The make and model of your modem.
4. The exact error message you are getting.
5. The access number you are using to connect to EarthLink.
6. The version of TotalAccess software you are using to connect to EarthLink, or information about other software you are using to connect.



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

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

## **System Requirements**

### **For Windows 98, 95, 3.1 or 3.11**

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

16 MB of RAM

20 MB of free hard disk space.

14400 bps or faster modem.

### **For Macintosh**

System 7.5 or greater.

16 MB of RAM

20 MB of free hard disk space

14400 bps or faster modem.

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## Frequently Asked Questions

### A. How can I change my dialup number?

Use the [Phone Numbers tab](#) on the EarthLink Dialer Configure screens to change your dialup number.

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

Use the [Update Phone Numbers tab](#) on the EarthLink Dialer Configure screens to find new access numbers, or go to: <http://help.earthlink.net/access.html>

### C. Can I give the software to a friend?

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

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

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

### E. How can I update my version of TotalAccess?

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

[http://www.earthlink.net/assistance/ta\\_update.html](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](http://www.earthlink.net/assistance/payment_options.html)

Please allow 24 hours for your request to be processed.

### H. How can I contact EarthLink?

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

### I. What are EarthLink's hours of operation?

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

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

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**Domain Name Server (DNS)**

A computer that converts Internet names, such as [www.earthlink.net](http://www.earthlink.net) or [news.earthlink.net](http://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.

