

Check to allow changing of the selected account member information.

Account Type Individual.

Account Type Business.

Enter your First Name.

Enter your Middle Initial.

Enter your Last Name.

Enter your Address.

Enter your Address. If you don't have a second address line, leave blank.

Enter your City.

Select your State.

Enter your Zip Code.

Select your Country.

Enter your Company name.

Enter your Day Phone number.

Enter your Day Fax number.

Enter your Home Phone number.

Enter your Home Fax number.

Check to allow changing of the selected account password.

Select the EarthLink account to be updated.

Enter your existing EarthLink password.

enter a new password for connecting to EarthLink.

Retype to verify this new password for connecting to EarthLink.

Type the user name of the EarthLink customer who recommended EarthLink to you. (If applicable.)

Type the registration number from the TotalAccess package. (Unless box is grayed.)

Displays a list of services offered by EarthLink. Select the one you wish to sign up for.

Provides a detailed description of the selected EarthLink service.

Check to allow changing of the selected account payment method information.

Select method of payment that you would like to use.

Enter the Credit Card Number here.

The number is transferred via a secure network connection for your safety.

Enter the Credit Card Expiration Date here.

Select your modem from the list.

Configure your modem and dialing properties.

Displays the status of your connection to the EarthLink registration server.

Connect to EarthLink to download the information related to the account selected.

Please read this document completely because it contains the terms and conditions to which all EarthLink subscribers must adhere. These terms were designed to protect our members as well as EarthLink.

Select all applications for installation.

Select the default applications for installation.

Create a new EarthLink account.

Retrieve an existing EarthLink account.

Update an existing EarthLink account.

Connect to EarthLink.

Change your EarthLink access number.

Install additional software.

Learn about the Internet with help files.

Exit TotalAccess.

Click to toggle between playing and pausing the audio help.

Click to stop the audio help.

Adjust the slider to move forward or backward within the help.

View multimedia based video files based on the selected topic.

Read help documents based on the selected topic.

**EarthLink Network, Inc.
TotalAccess 2.0**



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[EarthLink Support Wizard](#)

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EarthLink Network, Inc. About TotalAccess 2.0



The new release of TotalAccess has been streamlined to help EarthLink's members connect quickly and easily. Again, TotalAccess proves that it is a simple, complete and free Internet solution for both the PC and Macintosh.


TotalAccess 2.0 comes with many new features and applications:

Multimedia Help

An audio-based file that guides you, step by step, through the install process and explains the screens seen during setting up or retrieving your EarthLink account. TotalAccess also contains a Tutorials section that has a wealth of information regarding the Internet and the TotalAccess package.


Dialer

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

 [Shortcut to Dialer Help](#)


Support Wizard

The EarthLink Support Wizard is a tool to help you get a detailed information about your system. Support Wizard is a program EarthLink uses to help diagnose and solve problems that may crop up on your system. Though installing it is optional we highly recommend that you do install it so we can solve your technical problems as quickly as possible.

 [Shortcut to Support Wizard Help](#)

Toolbar

The EarthLink Toolbar is a tool to help you get to all of the resources of the Internet. The toolbar is set up by TotalAccess as it installs software on your computer and it can be reconfigured manually. You can add shortcuts to all your applications so that you can access them with an easy click. The Toolbar even supports drag and drop so you can drag your favorite programs to the Toolbar and it will create a shortcut to the program for you.

 [Shortcut to Toolbar Help](#)

About EarthLink Network

Updates

Bug Reports

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EarthLink Network, Inc.

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

<http://www.earthlink.net>

Member Support: (800) 395-8410

Technical Support is open 24 hours a day, 7 days a week including all holidays.

<http://help.earthlink.net>

<http://www.earthlink.net/assistance/techsupport>

<http://www.earthlink.net/assistance/billing/>

BBS: (800) 304-8765

Sales: (800) 395-8425

sales@earthlink.net

Business Sales (800) 511-2044

EarthLink business hours are 9am to 5pm, Pacific Time.

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EarthLink Network Support

Our EarthLink Network staff is dedicated to making your experience with the Internet an enjoyable and satisfying adventure. To assist you, we have developed several forms of support.

Billing inquiries:	http://www.earthlink.net/assistance/billing
Web page support:	webmaster@earthlink.net
Corporate web page support:	websupport@earthlink.net
Customer service support:	http://www.earthlink.net/assistance/billing
Comments and suggestions:	elnweb@earthlink.net
Sales:	sales@earthlink.net
Technical Support:	http://www.earthlink.net/assistance/techsupport

Technical Support information may also be retrieved via:

<http://help.earthlink.net>

Technical Support (800) 395-8410

24 hours, 365 days a year.

When contacting Technical Support be ready to provide the following information

Additional important information:

BBS (800) 304-8765

24 hours, 365 days a year,

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

System Status: <http://www.earthlink.net/assistance/status/status.html>

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EarthLink TotalAccess 2.0 Installation

The TotalAccess 2.0 installation process is the first step in connecting to EarthLink. TotalAccess was designed so that it would set up your computer for EarthLink quickly and easily.

TotalAccess will analyze your computer to make sure that it is ready to connect to the Internet. Once TotalAccess is installed on your computer the next step will either be [creating a new account](#) or [retrieve an existing account](#). After completing the new account creation or account retrieval process, TotalAccess will install and configure the Internet tools you will use when online.

License Agreement

TotalAccess Destination

System Requirements

Multimedia Buttons

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EarthLink TotalAccess 2.0

License Agreement

Please read this document completely because it contains the terms and conditions to which all EarthLink subscribers must adhere. These terms were designed to protect our members as well as EarthLink.

- Yes Click the Yes button if you agree to the terms of the End User/Subscriber Agreement. You must agree to continue.
- No Click the No button if you do not agree to the terms of the End User/Subscriber Agreement. You must agree to continue.

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EarthLink TotalAccess 2.0

TotalAccess Destination

This part of the installation process is where you determine what directory on your computer TotalAccess will be installed into. We recommend that you leave it in the default location unless you have some special reason to put it elsewhere. If you wish to change the directory, you can select the **browse** button to select what directory to put it in, or type the path in the text box. Please note, if you decide to install TotalAccess in another directory verify that there are no other programs in the folder that TotalAccess might conflict with.

Destination Folder	Specifies the directory TotalAccess will be installed into.
Browse	Change the default directory TotalAccess will be installed into. We recommend that you do not change the default directory.
Back	Back up to the License Agreement screen.
Next	Continue the TotalAccess installation process.
Cancel	Exit without installing TotalAccess.

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System Requirements

For Windows 95, 3.1 or 3.11

A 486 or better PC compatible running MS-DOS 5.0 or greater.
8 MB of RAM (recommended).
8 MB of free disk space.
9600 bps or faster modem.

For Macintosh

System 7.5 or greater.
8 MB of RAM (recommended).
8 MB of free disk space
9600 bps or faster modem.

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Multimedia Buttons

One of the new features of TotalAccess is the multimedia buttons. They allow you to control the audio-based file that guides you, step by step, through the install process. These files give explanations of the screens seen during setting up or retrieving your EarthLink account.

- | | |
|-------|--------------------------------------------------------------------------|
| Play | Click to play the audio help. |
| Pause | Click to pause the audio help.
Click again to restart the audio help. |
| Stop | Click to stop the audio help. |

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EarthLink TotalAccess 2.0

This is the main menu for TotalAccess. This screen gives you the ability to create new accounts, retrieve existing accounts, and update accounts. You can also start EarthLink's Dialer to connect to EarthLink, change the phone numbers used to connect to EarthLink, install additional software provided in the TotalAccess software package, and even learn more about the Internet with EarthLink's tutorials.

New Account

This option is for users who do not have an EarthLink account and who have not setup an account via our sales department.

Retrieve Account

This option is for users who already have an EarthLink account and need to configure their computers and install the Internet software (WWW browser, email program, etc).

Update Account

At some point during your use of EarthLink it may become necessary for you to update some aspect of your account. This option is for users who already have an EarthLink account and need to update information regarding their account (credit card, billing information, password, etc.) EarthLink allows you to update your account information at any time, 24 hours a day, 365 days a year.

Connect to EarthLink

This option starts the EarthLink dialer so that you can connect to EarthLink and get on the Internet.

Phone Numbers

Select this to adjust what phone numbers you use to connect to EarthLink. You can set up your dialer so that it will dial multiple numbers or use different locations if your computer moves from place to place.

Additional Software

Use this option if you want to install additional software off of the TotalAccess 2.0 CD.

Learn about the Internet

This option takes you to our tutorial section. From here you can view or read help files covering topic on the TotalAccess package and the Internet.

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EarthLink TotalAccess 2.0

Software Installation

TotalAccess comes with many different software packages. This screen allows you to determine which of those software packages you want to install on your system. Always make sure you install the software packages in a directory that will not conflict with other programs. We recommend that you allow the software to install in its default directory.

Applications

Additional applications available in this package	Displays a list of software packages offered in the EarthLink package.
Select All	Select applications for installation.
Default	Selects the default applications for installation.
Install	Continue the software application installation process.
Close	Bypasses the software application installation process.

Destination

This part of the installation process is where you determine what directory on your computer TotalAccess will be installed into. We recommend that you leave the default directory. If you wish to change it though, you can select the **browse** button to select what directory to put it in, or type the path in the text box. Please note, if you decide to install TotalAccess in another directory verify that there are no other programs in the folder that TotalAccess might conflict with.

Destination Folder	Specifies the directory the software will be installed into.
Browse	Changes the default directory the software is installed into. We recommend that you do not change the default directory.
Back	Back up and review which software will be installed.
Next	Continue the software installation process.
Cancel	Quit the software installation process without installing.

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EarthLink TotalAccess 2.0

Phone Numbers

The phone numbers tab allows you to adjust all the access numbers used to connect to EarthLink. From here you can update to the latest list of access numbers, adjust what numbers you will call and even the order they call in. You may also configure different access numbers for different locations if you access the Internet from more than one location.

Location	Specifies where you are calling from. To change information about a location or define a new location, click Dial Properties. To change to a different location, select one from the list.
Dial Properties	Specify how the call will be dialed. This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dial-prefix, country code, or area code automatically.
Country	Displays your current country code.
State	Displays your current state code.
Arrow Left	Adds the selected access number to the selected locations dialing list. If redial is turned on, these numbers will be dialed in sequence until a connection is established.
Arrow Right	Removes the selected access number from the selected locations dialing list.
Arrow Up	Moves the selected access number up one place towards the top of the redialing list.
Arrow Down	Moves the selected access number down one place from the top of the redialing list.
Phone numbers to dial for current location	Displays a list of access numbers that will be dialed until a connection is established.
Back	Back up to the Update Information screen.
OK	Completes updating of your account information.
Cancel	Quit without updating your account information.

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

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EarthLink TotalAccess 2.0

Tutorials

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. With that in mind we created this section so that you can get the most out of the Internet. The Tutorials section has information regarding the Internet and the TotalAccess package. Select what topic you want to learn more about and then click **View** or **Read** respectively.

View	View video tutorial on the selected topic.
Read	Display documents about the selected topic.
Close	Closes the Tutorial screen.

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EarthLink TotalAccess 2.0

This option is for users who do not have an EarthLink account and who have not setup an account via our sales department. If you already have an EarthLink account you want to [Retrieve Account](#).

New Account

[License Agreement](#)

[Member Info](#)

[User Info](#)

[Referral](#)

[Download](#)

[Products](#)

[Payment Method](#)

[Register](#)

[Phone Numbers](#)

[Automatically Connect to the Internet](#)

[Software Installation](#)

Note: This information will never be released over the Internet nor released to any third parties.

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EarthLink TotalAccess 2.0

New Account -- Member Info

The member info screen is your first stop in the new account process. Type your name, address, and daytime phone number. If you are a business account don't forget to select Business in the **Account Type** section and enter your company name.

This information is used for billing purposes, so you can receive software upgrades, get our newsletter bLink, and other member benefits.

All information must be entered correctly or your account will not be created. Once you have entered in all appropriate information click the **Next** button.

- | | |
|--------|--------------------------------------|
| Back | Back up to the Main Menu. |
| Next | Continue creating a new account. |
| Cancel | Quit without creating a new account. |

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EarthLink TotalAccess 2.0

New Account – User Info

The user info screen allows you to determine what your EarthLink username and password will be for your new account. Your username will also be part of your Email address and a part of your free web page address. Don't forget to write down your password and put it in safe place.

User Name	Type your EarthLink <u>username</u> .
Password	Type your EarthLink <u>password</u> .
Enter Password Again	Retype to verify your EarthLink <u>password</u> .
Back	Back up to the Member Info screen.
Next	Continue creating a new account.
Cancel	Quit without creating a new account.

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EarthLink TotalAccess 2.0

New Account -- Referral

EarthLink has a policy that if a member refers someone to our service they get a free month of access. (Monthly base fee waived.) If one of our member's did refer you to us, enter their username followed by @earthlink.net (i.e. username@earthlink.net) in the **Members User Name who referred you** field and surprise them with a free month of access.

The registration number field helps us know what TotalAccess software package you are installing. Enter the number provided on the back of the TotalAccess software package.

Members User Name who referred you	If another EarthLink member referred you to EarthLink, type that person's username followed by @earthlink.net here an they will receive a free month of EarthLink access. If nobody referred you just leave the field blank.
Registration Number	Type the registration number from the TotalAccess package. If the box is unavailable, (grey), just ignore it.
Back	Back up to the User Info screen.
Next	Continue creating a new account.
Cancel	Quit without creating a new account.

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EarthLink TotalAccess 2.0

New Account -- Download

The download information screen is your next step in creating a new account. Here you connect to the EarthLink registration server through a toll free number and get important information like access numbers, latest payment plans and services, etc. Make sure the correct modem is selected in the **Modem Configuration** drop down box and that the modem is plugged in and turned on, then click the **Download Information** button.

If you receive an error message, see our [troubleshooting section](#).

User Information	Displays your current user information.
Modem Configuration	Select your modem from the list.
Modem Properties	Configure your modem and dialing properties.
Current Status	Displays the status of your connection to the EarthLink registration server.
Download Information	Connect to EarthLink to download the information related to the account selected.
Back	Return to the Referral screen.
Next	Continue creating a new account.
Cancel	Quit without creating a new account.

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EarthLink TotalAccess 2.0

New Account -- Products

The products screen shows you all of EarthLink's access plans so you can determine which one you want to sign up for. If you need more information regarding the plans, highlight one and look to the **Production Description** field to see a detailed explanation.

Products	Displays a list of services offered by EarthLink. Select the one you wish to sign up for.
Product Description	Provides a detailed description of the selected EarthLink service.
Back	Back up to the Download screen.
Next	Continue creating a new account.
Cancel	Quit without creating a new account.

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EarthLink TotalAccess 2.0

New Account – Payment Method

The payment method screen is where we get needed information so that we can bill your account correctly. All information during the registration process is transferred via a secure network connection to keep it safe.

- | | |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Credit Card Type | Select method of payment that you would like to use.

Other credit option is for identification of accounts with student IDs or special company provided IDs. |
| Credit Card Number | Enter the Credit Card Number here.
The number is transferred via a secure network connection for your safety. |
| Expiration Date | Enter the Credit Card Expiration Date here. |
| Back | Back up to the Products screen. |
| Next | Continue creating a new account. |
| Cancel | Quit without creating a new account. |

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EarthLink TotalAccess 2.0

New Account -- Register

The register screen is your final step in the new account creation process. TotalAccess will contact the EarthLink registration server and send all your information so that the server can create your account. All information during this process is transferred via a secure network connection to keep it safe.

If you receive an error message, see our [troubleshooting section](#).

User Information	Displays your current user information.
Current Status	Displays the status of your connection to the EarthLink registration server.
Register	Registers your account with EarthLink. All information is transferred via a secure network connection for your safety.
Back	Back up to the Payment Method screen.
Next	Continue creating a new account.
Cancel	Quit without creating a new account.

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EarthLink TotalAccess 2.0

Automatically connect to the Internet

AutoConnect allows you to bypass the manual dialing procedure. When you start a program that requires a connection to the Internet, Windows will automatically launch the Dial-Up Networking connection specified and connect for you.

- Yes Connects you to the Internet using the Dial-Up Networking connection just created.
Click this and a prompt is displayed if you try to view something on the Internet but have not yet established a connection. You can then connect to the Internet immediately from the prompt.
- No Click this and you must manually establish a connection to the Internet before you launch your browser.

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EarthLink TotalAccess 2.0

New Account

Now that you have registered your account, we need to install the some software so that you can use it correctly. This screen is where we determine all the software you want to install. We recommend that you leave the default selections and only add additional software if you wish.

Software Installation -- Applications

Additional applications available in this package	Displays a list of software packages offered in the EarthLink package.
Select All	Select applications for installation.
Default	Selects the default applications for installation.
Next	Continue the software application installation process.
Skip	Bypasses the software application installation process.

Destination

This part of the installation process is where you determine to which directory on your computer TotalAccess will be installed into. We recommend that you leave the default directory. If you wish to change it though, you can select the **browse** button to select what directory to put it in, or type the path in the text box. Please note that if you decide to install TotalAccess in a directory other than the default, you should make sure that there are no other programs in that folder with which TotalAccess could conflict.

Destination Folder	Specifies the directory the software will be installed into.
Browse	Changes the default directory the software is installed into. We recommend that you do not change the default directory.
Back	Back up and review which software will be installed.
Next	Continue the software installation process.
Cancel	Quit the software installation process without installing.

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EarthLink TotalAccess 2.0

This option is for users who already have an EarthLink account and need to configure their computers and install the Internet software (WWW browser, email program, etc.) If you have not yet established an EarthLink account with our sales department you want to create a [New Account](#).

Retrieve Account

[User Info](#)

[Retrieve Information](#)

[Phone Numbers](#)

[Automatically Connect to the Internet](#)

[Software Installation](#)

[Tutorials](#)

[Setup Successful](#)

Note: This information will never be released over the Internet nor released to any third parties.

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EarthLink TotalAccess 2.0

Retrieve Account – User Info

The user info screen is where you enter your EarthLink account username and password so that we can correctly retrieve it from the registration server. Once you fill in all the fields click the **Next** button.

- | | |
|----------------------|---------------------------------------------------|
| User Name | Type your EarthLink <u>username</u> . |
| Password | Type your EarthLink <u>password</u> . |
| Enter Password Again | Retype to verify your EarthLink <u>password</u> . |
| Back | Back up to the Setup screen. |
| Next | Continue retrieving your account information. |
| Cancel | Quit without retrieving your account information. |

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EarthLink TotalAccess 2.0

Retrieve Account – Retrieve Information

The retrieve information screen is your next step in the retrieve account process. Here we connect to the EarthLink registration server via a toll free number and get the account you specified. Make sure the correct modem is selected in the **Modem Configuration** drop down box and that the modem is plugged in and turned on, then click the **Retrieve Information** button.

If you receive an error message, see our [troubleshooting section](#).

User Information	Displays your current user information.
Modem Configuration	Select your modem from the list.
Modem Properties	Configure your modem and dialing properties.
Current Status	Displays the status of your connection to the EarthLink registration server.
Retrieve Information	Connect to EarthLink to retrieve your account information.
Back	Back up to the User Info screen.
Next	Continue retrieving your account information.
Cancel	Quit without retrieving your account information.

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EarthLink TotalAccess 2.0

Retrieve Account

Now that you have retrieved your account, we need to install the some software so that you can use it correctly. This screen is where we determine all the software you want to install. We recommend that you leave the default selections and only add additional software if you wish.

Software Installation -- Applications

Additional applications available in this package	Displays a list of software packages offered in the EarthLink package.
Select All	Select applications for installation.
Default	Selects the default applications for installation.
Next	Continue the software application installation process.
Skip	Bypasses the software application installation process.

Destination

This part of the installation process is where you determine to which directory on your computer TotalAccess will be installed into. We recommend that you leave the default directory. If you wish to change it though, you can select the **browse** button to select what directory to put it in, or type the path in the text box. Please note that if you decide to install TotalAccess in a directory other than the default, you should make sure that there are no other programs in that folder with which TotalAccess could conflict.

Destination Folder	Specifies the directory the software will be installed into.
Browse	Changes the default directory the software is installed into. We recommend that you do not change the default directory.
Back	Back up and review which software will be installed.
Next	Continue the software installation process.
Cancel	Quit the software installation process without installing.

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EarthLink TotalAccess 2.0

Retrieve Account – Setup successful

This is the final screen of the retrieve account process. If you make it to here, it means that everything probably went smoothly. To make sure that your account will work and Windows updates itself correctly we recommend that you restart your computer by clicking on the **Restart** button. If you decide not to restart your computer now, please don't use the TotalAccess software until you do restart your computer.

- | | |
|---------------|--------------------------------------------------------------------------------------------------------------|
| Restart | Restart Windows now. You must restart your computer before you can use TotalAccess 2.0. |
| Restart Later | Restart Windows yourself at a later time. You must restart your computer before you can use TotalAccess 2.0. |

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EarthLink TotalAccess 2.0

At some point during your use of EarthLink it may become necessary for you to update some aspect of your account. This option is for users who already have an EarthLink account and need to update information regarding their account (credit card, billing information, password, etc.) EarthLink allows you to update your account information at any time, 24 hours a day, 365 days a year.

EarthLink also allows you to change your information while online at:

<http://www.earthlink.net/assistance/billing>

Here you can adjust all information regarding your account as well as get additional information and assistance. While on these web pages you will be connected via a secure session to keep your account information safe.

Update Account

User Info

Member Info

Payment Method

Update Information

Phone Numbers

Automatically Connect to the Internet

Note: This information will never be released over the Internet nor released to any third parties.

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EarthLink TotalAccess 2.0

Update Account – User Info

The user info screen is where you can change your password. First put a check in the **check here to update your user information** box. Select the account for which you wish to change the password from the **user name** drop-down list box. Enter the current password in the **existing password** field. Then, type your new password in the **new password** field. Don't forget to type it again in the **confirm new password** field. Please make sure to place this new password in a safe place and click the Finish button to continue.

If you want to change other account information but not your password, enter your password in the **existing password** field and click **Finish**. Then click **Next** until you get to the screen that has the information you want to update.

Check here to update your user information	Check to allow changing of the selected account password.
User Name	Select the EarthLink account to be updated.
Existing Password	Type your EarthLink <u>password</u> .
New Password	Type a new <u>password</u> for connecting to EarthLink. You can enter this new password when a check is in Check here to update your user information.
Confirm New Password	Retype to verify this new <u>password</u> for connecting to EarthLink. You can enter this new password when a check is in Check here to update your user information.
Back	Back up to the TotalAccess screen.
Finish	Continue updating your account information.
Cancel	Quit without updating your account information.

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EarthLink TotalAccess 2.0

Update Account – Member Info

This screen is designed so you can update your member information. Here is where we keep your name, billing address, and contact numbers so that we know how to reach you if needed. First put a check in the **check here to update your member information** box then adjust the information you wish to change. Once you have finished entering the information that needs to be changed, click the **Next** button to continue.

If you don't want to change your member information, just click **Next** until you get to the screen that has the information you want to update.

Check here to update your member information	Check to allow changing of the selected account member information.
Back	Back up to the User Information screen.
Next	Continue updating your account information.
Cancel	Quit without updating your account information.

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EarthLink TotalAccess 2.0

Update Account – Payment Method

The payment method screen is where TotalAccess gets needed information so that EarthLink can bill your account correctly. If your credit card number or expiration date changed, click the **check here to update your payment method information** box then enter the correct information. Once done, click the **Next** button to continue. All information during the update account process is transferred via a secure network connection to keep it safe.

Check here to update your payment method information Check to allow changing of the selected account payment method information.

Back Back up to the Member Information screen.

Next Continue updating your account information.

Cancel Quit without updating your account information.

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EarthLink TotalAccess 2.0

Update Account – Update Information

The update information screen is where we connect to the EarthLink registration server via a toll free number and update the account information you changed. Make sure the correct modem is selected in the **Modem Configuration** area and that the modem is plugged in and turned on, then click the **Update Information** button. Once TotalAccess has finished, click the **Next** button.

If you receive an error message, see our [troubleshooting section](#).

User Information	Displays your current user information.
Modem Configuration	Select your modem from the list.
Modem Properties	Configure your modem and dialing properties.
Current Status	Displays the status of your connection to the EarthLink registration server.
Update Information	Connect to the registration server and update the information related to the account selected. All information is transferred via a secure network connection for your safety.
Back	Back up to the Payment Method Information screen.
Next	Continue updating your account information.
Cancel	Quit without updating your account information.

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How To...

Change Account Information

At some point during your use of EarthLink it may become necessary for you to update some aspect of your account. This option is for users who already have an EarthLink account and need to update information regarding their account (credit card, billing information, password, etc.) EarthLink allows you to update your account information at any time, 24 hours a day, 365 days a year.

Change Password

Changing your password regularly is a good security precaution. A password should always be something that is hard to figure out but easy to remember.

Change Username

Your username is your Internet identity and part of your email address. It should be changed only if absolutely necessary.

Manually Add Phone Number

It might be necessary to add an EarthLink access number to the Dialer that is not on the list. Here you will find the steps to help you add this number.

Remove TotalAccess 2.0

Removing TotalAccess from a computer system is as easy as installing it. The remove TotalAccess walk through has three steps to follow for deleting TotalAccess from your system.

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How To Change Account Information

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your account information. (i.e. address, credit card number, expiration date.)

Or you can change the account information online, use the form at:

<http://www.earthlink.net/assistance/billing>

Please allow 24 hours for you request to be processed.

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How To Change Password

You may update your password at any time. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your password.

Or you can change the password online, use the form at:

<http://www.earthlink.net/assistance/billing>

This form will reset both your Login Password and Email Password.

Helpful Tips:

- Never give your password to anyone, with one exception. EarthLink Technical/Customer Support will ask for it when you call EarthLink Network.
- Make your Password hard to guess and easy to remember.
- Your Password must be between 6 and 12 lower case characters, the first of which must be a letter.
- Password changes normally take 5 minutes but, on rare occasions, may take longer.
- Once your new Password takes effect, your old one will be completely useless.

Here are some things that you should consider when your password has been changed.

- Complete the form above and submit it. If the change is successful then disconnect, wait approximately 3 to 5 minutes, and then proceed with the remaining steps. You might want to print this page so you'll have the list of steps available to you.
- Change your password as configured in your dialup networking software.
- Change your password as configured in your email software.
- Change your username as configured in any other software you use such as 'chat' packages, Internet phone packages, etc.

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How To Change Username

Your Username is your Internet identity and it is also your email address. You may update your username at any time. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the **Update Account section** to change your username.

Or you can change the username online, use the form at:

<http://www.earthlink.net/assistance/billing>

Helpful Tips:

- Your Username can be from 6 to 12 lowercase letters and digits, the first of which must be a letter.
- No two EarthLink Network users can have exactly the same username.
- If your choice is already taken, you will be told immediately and given the opportunity to make another selection.
- Your Username should be effective within 5 minutes but, on rare occasions, may take longer.
- Your Username has been configured into your Internet access software in several places.

Here are some things that you should consider before your username has been changed. If you wish to proceed there are a number of things you will need to do:

- Send messages to all automatic mailing lists to delete you from their list. In general you MUST do this BEFORE you change your username, otherwise your request won't be processed.
- Complete the form above and submit it. If the change is successful then disconnect, wait approximately 3 to 5 minutes, and then proceed with the remaining steps. You might want to print this page so you'll have the list of steps available to you.
- Change your username as configured in your dialup networking software.
- Change your username as configured in your web browser software.
- Change your username as configured in your email software.
- Change your 'Reply-to' username as configured in your email and web browsing software.
- Change your username as configured in your news group software.
- Change your username as configured in any other software you use such as 'chat' packages, Internet phone packages, etc.
- If you use PGP you will need to generate a new public/private key-pair since your current key is tagged with your old email address.

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How to manually add a new phone number to the to dial phone listing.

EarthLink provides many phone numbers in the phone numbers tab, but at some point it might be necessary to add a number manually to this list. Below you will find the steps to adjust the phones.txt file manually.

A. Open the Phones.txt file for editing.

1. Double-click the **My Computer** icon.
2. Double-click the **C:** drive.
3. Double-click the **Program Files** directory.
4. Double-click the **EarthLink** directory.
5. Double-click the **Phones.txt** file.
6. This will start your notepad program so you can edit the file.

B. Edit the Phones.txt file with the new number.

1. Scroll down through the file till you find your state.
2. The city entries are in alphabetical order. Find the city that is just after the one you are going to enter.
3. Put the cursor at the beginning of the line of that city and press the **Enter** key. This will create a new blank line.
4. The Phones.txt file follows a specific format. A pipe follows each entry in a line. The pipe key (i.e. |) is the one above the backslash key on your keyboard between the plus/equals and the backspace key. Hold down the **Shift** key and hit the **backslash** key to create a pipe.
5. The Phones.txt follows this type of format:
1|CA|Pasadena|626|639|0630|V.34|Active|UUNet-DA|
6. On the new line type in a **number one** followed by a **pipe** then your **state abbreviation**.
7. Type another **pipe** then the **name of the city** where the phone number is located.
8. Enter in another **pipe**, then the **area code**, a **pipe**, **exchange (prefix)**, a **pipe**, and **last four digits (extension)** of the new dial up number.
9. Enter another **pipe** then the **type of dialup the number** is. (i.e. V.34, ISDN, X2, K56)
10. Next enter a **pipe**, followed by **Active**, another **pipe**, **ELN**, and finally one more **pipe**.
11. Click the **File** menu.
12. Select the **Save** option.
13. Click the **File** menu.
14. Select the **Exit** option.
15. Start the **EarthLink Dialer** and click the **Configure** button.
16. From the **Available EarthLink phone numbers** section find the newly added number.
17. Click the **Right Arrow** button in the middle of the window to add it to your **Phone Numbers to dial** section.
18. Click the **Up arrow** until the newly added number is on the top of the calling order of the to dial phone numbers.
19. Click the **OK** button.
20. Click the **Connect** button to connect to EarthLink.

How To Remove TotalAccess 2.0

Removing TotalAccess: Windows 95

If for any reason you wish to remove TotalAccess from your computer, follow these instructions:

A. Run the Uninstall Wizard.

1. Click the Start menu, Settings, and select **Control Panels**.
2. Double-click the **Add/Remove Programs** icon.
3. In the uninstall window search for EarthLink TotalAccess 2.0.
4. Click the **Add/Remove** button.

B. Delete the EarthLink folder on your C: drive.

1. Click Start menu, Programs, and select **Windows Explorer**.
2. Under the All Folders section double-click **Program Files**.
3. Highlight the **EarthLink** directory and hit the **delete** key on your keyboard.

C. Then verify removal of the TotalAccess folder from the Start menu.

1. Click the Start menu, Settings, and select **Taskbar**.
2. Select the **Start Menu Programs** tab.
3. Click **Remove**.
4. Highlight **EarthLink Network** and click the **Remove** button. (If still there)
5. Click the **Close** button.
6. Click the **OK** button.

TotalAccess is now uninstalled. If you need to reinstall it, run the Setup.exe off of the TotalAccess software package.

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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. We also have provided the basic settings for connecting to the Internet and EarthLink. If you are having problems connecting, try the Troubleshooting section to find troubleshooting questions and answers to get you online. 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

FAQ

Glossary

Troubleshooting

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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.

DNS Settings

Primary DNS: 206.85.92.79
Secondary DNS: 206.85.92.2
Alternate DNS: 206.85.92.60
Domain Name: earthlink.net

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>

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Frequently Asked Questions

A. Can I just install the browser software without going through the Registration process?

No. It is not possible to only install the browser software.

B. Can I give the software to a friend?

Yes. You may loan your Total Access software to anyone. However, they must establish their own account.

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

During the Total Access installation, the software will prompt your friend for the username of the person who referred him/her to EarthLink. Have your friend input your username. You will automatically be credited one free month for every friend you have sign up with EarthLink.

D. How can I update my version of Total Access?

Total Access updates can be obtained from our World Wide Web page:

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

E. How can I change my username or password?

You may update your account information at any time, without any charge. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the **Update Account section** to change your account information.

Or you can change the account information online, use the form at:

<http://www.earthlink.net/assistance/billing>

To change your username or password, use the form at:

<http://www.earthlink.net/assistance/billing>

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

F. How can I change my billing information?

You can use the TotalAccess 2.0 software under the **Update Account section** to change your account information.

Or you can change the account information online, use the form at:

<http://www.earthlink.net/assistance/billing>

Please allow 24 hours for you request to be processed.

G. How can I change my dialup number?

You can use the **Phone Numbers section** portion of your Total Access software to change your dialup number.

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

You can use the **Phone Numbers section** portion of your Total Access software to change your dialup number.

Or go to:

<http://www.earthlink.net/company/iaccess.html>

J. How can I contact EarthLink?

To find all contact information use the **EarthLink Network Support** page.

K. What are EarthLink's hours of operation?

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

EarthLink business hours are 9am to 5pm, Pacific Time.

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Glossary

Below we have provided a list of Internet related terms and their explanations.

Backbone

A high-speed line or series of connections that forms a major pathway within a network. The term is relative as a backbone in a small network will likely be much smaller than many non-backbone lines in a large network.

Bandwidth

The capacity of the transmission medium stated in bits per second or as a frequency (i.e., how much "stuff" you can send through a connection). The bandwidth of the optical fiber used for the UCLA campus backbone is in the gigabit or billion bits per second range. Ethernet coaxial cable is in the megabit or million bits per second range.

Browser

A client program (software) that is used to look at various kinds of Internet resources. Netscape and Mosaic are examples of World Wide Web browsers.

CD-ROM

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

Client

A software program that is used to contact and obtain data from a Server software program on another computer, often across a great distance. Each client program is designed to work with one or more specific kinds of server programs, and each server requires a specific kind of client.

Client/Server

A method of distributing information in which individual computers or "clients" retrieve information or use programs from a central server.

Domain Name

The unique name that identifies an Internet site. Domain names always have two or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general. A given machine may have more than one domain name but a given domain name points to only one machine. It is also possible for a domain name to exist but not be connected to an actual machine.

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.

Downloading

The electronic transfer of information from one computer to another, generally from a larger computer to a smaller one, such as a microcomputer.

Email

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

Ethernet

An IEEE 802.3 standard using baseband contention access over coaxial cable and twisted-pair wires. This 10-million bit per second networking scheme was originally developed by Xerox Corporation. Ethernet is widely used on campus because it can network a wide variety of computers; it is not proprietary; and components are widely available from many commercial sources.

FAQ

(Frequently Asked Questions) FAQs are documents that list and answer the most common questions on a particular subject. There are hundreds of FAQs on subjects as diverse as Pet Grooming and Cryptography. FAQs are usually written by people who have tired of answering the same question over and over.

FTP (File Transfer Protocol)

The Internet standard high-level protocol for transferring files from one computer to another across a network. Anonymous FTP is the procedure of connecting to a remote computer, as an anonymous or guest user, in order to transfer public files to one's local computer.

File Server

A network computer containing disk drives that are available to network users.

Finger

An Internet software tool for locating people on other Internet sites. Finger is also sometimes used to give access to non-personal information, but the most common use is to see if a person has an account at a particular Internet site. Many sites do not allow incoming Finger requests, but many do.

Gateway

A special-purpose dedicated computer that attaches to two or more networks and routes packets from one network to the other. In particular, an Internet gateway routes IP datagrams among the networks it connects. Gateways route packets to other gateways until they can be delivered to the final destination directly across one physical network.

Gopher

A widely successful method of making menus of material available over the Internet. Gopher is a Client/Server program, which requires that the user have a Gopher client. Although Gopher spread rapidly across the globe in only a couple of years, it is being largely supplanted by World Wide Web.

GUI (Graphical User Interface)

Icon-based access to a computer system.

Host

Any computer on a network that is a repository for services available to other computers on the network.

HTML

(HyperText Markup Language) The coding language used to create hypertext documents for use on the World Wide Web. HTML looks like old-fashioned typesetting code, where you surround a block of text with codes that indicate how it should appear. HTML files are meant to be viewed using a World Wide Web client program, such as Mosaic or Netscape.

HTTP

(HyperText Transport Protocol) The protocol for moving hypertext files across the Internet. Requires an HTTP client program on one end, and an HTTP server program on the other end. HTTP is the most important protocol used in the World Wide Web.

Hypertext

Generally, any text that contains "links" to other documents -- words or phrases in the document that can be chosen by a reader and which cause another document to be retrieved and displayed.

Internet

A concatenation of many individual TCP/IP campus, state, regional, and national networks into one single logical network all sharing a common addressing scheme. Networks in the Internet use the same protocol (TCP/IP) and provide electronic mail, remote login, and file transfer services.

IP Datagram

The basic unit of information passed across the Internet. An IP datagram is to the Internet as a hardware packet is to a physical network. It contains a source and destination address along with data. Large messages are broken down into a sequence of IP datagrams.

IRC

(Internet Relay Chat) Basically a huge multi-user live chat facility. There are a number of major IRC servers around the world which are linked to each other. Anyone can create a "channel" and anything that anyone types in a given channel is seen by all others in the channel. Private channels can (and are) created for multi-person "conference calls."

ISDN

(Integrated Services Digital Network) Basically a way to move more data over existing regular phone lines. ISDN is only slowly becoming available in the USA but where it is available, it can provide speeds of 64,000 bits-per-second over a regular phone line at almost the same cost as a normal phone call.

LAN (Local Area Network)

Any physical network technology that operates at high speed over short distances (up to a few thousand meters). At UCLA a typical LAN is confined to a department or building although some LANs span several buildings. The UCLA campus backbone interconnects these LANs.

Listserv Lists (or listservers)

Electronic discussion of technical and non-technical issues conducted by electronic mail over the Internet. Participants subscribe via a central service, and lists often have a moderator who manages the information flow and content.

Login

The account name used to gain access to a computer system.

Modem

(MOdulator, DEModulator) A device that you connect to your computer and to a phone line, that allows the computer to talk to other computers through the phone system. Basically, modems do for computers what a telephone does for humans.

Multimedia

A method of displaying sound, pictures and animation in a presentation.

Newsgroups

The name for discussion groups on Usenet.

Packet

The unit of data sent across a packet switching network. The term is used loosely. While some Internet literature uses it to refer specifically to data sent across a physical network, other literature views the Internet as a packet switching network and describes IP datagrams as packets.

Password

A code used to gain access to a locked system. Good passwords contain letters and non-letters and are not simple combinations such as "virtue7." A good password might be:Hot\$1-6

Port

In Internet terminology, the abstraction used by Internet transport protocols to distinguish among multiple simultaneous connections to a single destination host.

PPP

(Point to Point Protocol) Most well known as a protocol that allows a computer to use a regular telephone line and a modem to make a TCP/IP connection and thus be really and truly on the Internet. PPP is gradually replacing SLIP for this purpose.

Protocol

A formal description of message formats and the rules two computers must follow to exchange those messages. Protocols can describe low-level details of machine-to-machine interfaces (e.g., the order in which bits and bytes are sent across the wire) or high-level exchanges between allocation programs (e.g., the way in which two programs transfer a file across the Internet).

RAM

(Random Access Memory) The "working memory" of the computer, not used for permanent storage of data.

Router

A special-purpose computer (or software package) that handles the connection between two or more networks. Routers spend all their time looking at the destination addresses of the packets passing through them and deciding which route to send them on.

SLIP

(Serial Line Internet Protocol) A standard for using a regular telephone line (a "serial line") and a modem to connect a computer as a real Internet site. SLIP is gradually being replaced by PPP.

SMTP (Simple Mail Transfer Protocol)

The Internet standard protocol for transferring electronic mail messages from one computer to another. SMTP specifies how two mail systems interact and the format of control messages they exchange to transfer mail.

Server

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

TCP/IP (Transmission Control Protocol/Internet Protocol)

A set of protocols, resulting from ARPA efforts, used by the Internet to support services such as remote login (Telnet), file transfer (ftp) and mail (SMTP). TCP/IP is used on the UCLA campus backbone.

Telnet

The Internet standard protocol for remote terminal connection service. Telnet allows a user at one site to interact with a remote timesharing system at another site as if the user's terminal was connected directly to the remote computer.

Uniform Resource Locator (URL)

A uniform naming scheme for resources on the World Wide Web.

Usenet

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

World Wide Web (WWW)

Two meanings -- first, loosely used: The whole constellation of resources that can be accessed using Gopher, FTP, HTTP, telnet, Usenet, WAIS and some other tools. Second, the universe of hypertext servers (HTTP servers) which are the servers that allow text, graphics, sound files etc. to be mixed together.

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Troubleshooting

Having a technical problem is not a big issue if you have the correct answer right at your fingertips. In a few minutes you can be back online and even forget there were any problems. Below we have provided information and solutions on some common errors you will receive when trying to connect to the Internet. Most of these solutions are easy and can fix your system with little trouble at all. They are provided here so that you may get online again as fast as possible. If you are not secure in doing a solution alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

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>

Or Email our technical support at: <http://www.earthlink.net/assistance/techsupport>

You can fix these errors manually by clicking the error message below and following the instructions, or you can use the EarthLink Support Wizard to check and fix most connection settings and errors.  [Start the EarthLink Support Wizard.](#)

Basic Configuration Settings

General Problems

Error Messages

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General Problems

There are many different type of problems you can receive when connecting. Below you have provided a list with explanations and a possible quick fix on some of the most common ones. If you are not secure in doing a solution alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

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>

Or Email our technical support at: <http://www.earthlink.net/assistance/techsupport>

- [General Registration errors](#)
- [If you've already received a username and password](#)
- [If you are registering for the first time](#)
- [Completing Registration](#)
- [Updating your account](#)

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General Troubleshooting

If you've already received a username and password

You may have already contacted EarthLink's Sales Department and signed up for TotalAccess. If this is the case, you will have received a printed sheet that lists both your username and password along with your TotalAccess software.

During the installation process, you will be given a choice between opening a new account and retrieving an existing account. Since you have already set up an account with EarthLink, select **Retrieve an Existing Account** using the username and password provided to you. Do not open a new account.

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General Troubleshooting

If you are registering for the first time

If you have just received the TotalAccess software and haven't spoken to an EarthLink sales representative, you will need to create a **new account** during your installation of TotalAccess.

At a certain point in the registration process, you will be asked to create a "username". This name will identify you within the EarthLink Network. It will also become the first part of your email address, which will be username@earthlink.net.

Many people create their usernames by combining their first initial and their last name. You may choose to follow this convention, but you don't have to. Your username can be anything you want it to be; just make sure that your username identifies you in a distinctive way.

However, there are certain rules you do need to follow. Your username should be no more than 12 characters long. The first character of your username must be a letter, and all of the other characters must be either letters or numbers.

When choosing a password, try to pick something difficult to guess (e.g., don't use your name or the word "password"). The safest passwords include both letters and numbers. Once you have selected a password, write it down and keep it in a safe place for awhile (in case you forget it). Your password will be used to log onto EarthLink as well as to retrieve your email.

Remember: Usernames and passwords are case sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

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General Troubleshooting

Completing Registration

To complete registration, simply follow the procedures given in the instruction window. Windows 95 will work with the TotalAccess software to identify and configure your modem automatically.

You will then be connected to the EarthLink Network registration server via an 800 number and given an opportunity to choose your EarthLink access number. This is the number that your computer will dial to log onto EarthLink. If at first you don't see a local number that is right for you, be sure that you have checked the full list of access numbers. You can also view our most current list of dial-up numbers at:

<http://www.earthlink.net/company/iaccess.html>

Choose a local number within your area code. If you are in doubt, check with your phone company to confirm that this number will be a local call. Remember it is **your responsibility** to make sure that no toll charges are incurred. Once you have chosen your dial-up number, registration is complete. (Remember to include any necessary dial prefixes, like "9", required by your phone system through the Dial Properties button.)

If you have just retrieved an existing account, you can log back on and immediately use this account. But if you have just set up a new account, it may take a little while for your registration to be processed. So if you try to connect immediately and have difficulty, wait 30 to 60 minutes before trying to connect to EarthLink Network through your new account.

To log onto EarthLink, click on the EarthLink Dialer shortcut on your desktop then click the Connect button. After you are connected, you are free to open your Web browser, email programs, or other Internet software.

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General Troubleshooting

Can't initialize your modem or locate your modem.

Make sure that your modem is turned on and the proper phone cords are connected. Also, make sure your modem is properly named in the Modem Information window. You can also try using the Standard Modem name in the Modem Information window.

If you still experience problems, try resetting your modem by turning it off briefly and then back on. If you have an internal modem you can turn your modem off by shutting your computer down and then turning the computer off.

The modem is being used by another Dial-Up Networking connection or another program.

Close all other communication programs. These include fax software and Call minder programs that may be using the modem's COM port. You can view which programs are currently running on your computer by holding down the Ctrl - Alt - Delete keys on your computer keyboard.

Registration locks up while your computer is authorizing connection to the 800 number.

Lower your modem's speed rating (the "baud rate") to 2400 bps. To do this, click on My Computer. Open the Control Panel folder. Click on Modems. Select your modem and then click on Properties. Set Maximum Speed at 2400. After registration, increase the maximum speed of your modem to its previous value by repeating this step.

The username you have chosen is already in use by another EarthLink Network subscriber.

If you receive this message, select another username. If you receive this error message after you have already tried to register once, stop. You may in fact have registered successfully the first time. Sometimes customers complete their account without realizing it. If you register again, you'll end up with two accounts! If you do set up two accounts accidentally, contact our billing department and they will correct the problem.

If you think you may have already successfully registered, click the Cancel button to stop registration, and wait about 30 to 60 minutes to give our registration server time to sign you up. Then try to **Retrieve an Existing Account**. Try to retrieve your account by typing in the username and password you used to register your account initially. If you can retrieve your account in this manner, you have been registered successfully.

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General Troubleshooting

Updating your account

You may update your account information at any time, without any charge. There are two ways you can do this.

You can use the TotalAccess 2.0 software under the **Update Account section** to change your account information.

Or you can change the account information online, use the form at:

<http://www.earthlink.net/assistance/billing>

To change your username or password, use the form at:

<http://www.earthlink.net/assistance/billing>

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Dialer Error Messages

There are many different type of errors you can get when connecting. Below you have provided a list with explanations and a possible quick fix on some of the most common ones. If you are not secure in doing a solution alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

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>

Or Email our technical support at: <http://www.earthlink.net/assistance/techsupport>

You can fix these errors manually by clicking the error message below and following the instructions, or you can use the EarthLink Support Wizard to check and fix most connection settings and errors.  [Start the EarthLink Support Wizard.](#)

- [The port was disconnected due to hardware failure](#)
- [The port was disconnected by the remote machine \(computer\)](#)
- [Save Password box is grey or password does not save](#)
- [Another Dial-Up Networking connection is active](#)
- [The port is already open](#)
- [The port is already in use or is not configured for Dial-Up Networking dial out](#)
- [The line is busy](#)
- [There is no answer](#)
- [The protocol is not configured](#)
- [Timed out waiting for a valid response from the remote PPP peer](#)
- [Cannot detect carrier](#)
- [There is no dial tone](#)
- [The connection dropped](#)
- [Your modem \(or other connecting device\) is not functioning](#)
- [The port is not configured for Remote Access](#)
- [The request has timed out](#)
- [The port is disconnected](#)
- [The port is not open](#)
- [The port was not found](#)
- [The device does not exist](#)
- [Cannot negotiate a compatible set of network protocols](#)
- [The server does not have a DNS entry](#)
- [Request timed out. Unable to locate server](#)
- [No response from the modem](#)
- [The modem does not exist, is not plugged in, or is out of service](#)
- [You have been disconnected by the computer you dialed](#)
- [The computer you are dialing cannot establish a Dial-Up Networking connection](#)

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Error Messages

Save Password box is grey or password does not save.

This error usually happens when there is a corrupt password file, you have not logged into the computer correctly, or the correct protocols are not installed.

Check to see if Client for Microsoft Networks is installed.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, “**The following network components are installed**” you should only and must have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**

Delete your password file and relog back into your computer.

1. Click the **Start Menu, Find, Files and Folders**.
2. In the **Named** field type *.pwl
3. Click the **Find Now** button.
4. Highlight all the .pwl files and press the **delete** key.
5. Click the **Start Menu**.
6. Select **Shutdown**.
7. Select the **Close all programs and log on as different user** radio button and click the **Yes** button.
8. In the **User name** field type your username.
9. Leave the **Password** field empty.
10. Click the **OK** button.
11. When Windows asks to verify the password, leave all the fields empty.
13. Click the **OK** button.
13. After Windows is finished starting up try to connect to EarthLink.

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Error Messages

The device does not exist.

This error is usually caused when there is no modem installed on your system or it is not functioning correctly.

Verify that your modem is connected to the computer correctly, plugged in, and turned on.

Go to the modem control panel and check to see if the correct modem is installed and working.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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Error Messages

The port was not found.

This error could be the result of not having the communications port the modem needs installed.

Determine what communications port your modem is on.

Go to the system control panel under the device manager tab and see if you have the communications port installed under the ports section.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **System** control panel icon.
4. Select the **Device Manager** tab.
5. Double-click the **Ports (COM & LPT)** listing.
6. Make sure the correct **communications port** the modem is on is listed and has no error marks beside it (red or yellow).
7. Click the **OK** button.

Check the Dial-Up Networking connection and verify that the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

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Error Messages

The port is not open.

This error can be caused because there is another software package using the modem or communications port.

Check to see if other programs are running that may use the modem.

1. Hold down the **Ctrl – Alt – Delete** keys to bring up the Windows Task Manager.
2. Verify what programs are installed and if they interact at all with the modem. If they do, highlight the program and click **End Task**.
3. Click the **Start Menu, Programs, StartUp** to see what programs run when Windows starts. Remove any that may conflict with the modem.

Verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

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Error Messages

The port is disconnected.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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Error Messages

The request has timed out.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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Error Messages

The port is not configured for Remote Access.

This error is usually caused when there is no modem installed on your system or it is not functioning correctly.

Verify that your modem is connected to the computer correctly, plugged in and turned on.

Go to the modem control panel and run a diagnostic on your modem.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection and verify that the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

Error Messages

Your modem (or other connecting device) is not functioning.

This error is usually caused when there is no modem installed on your system or it is not functioning correctly.

Verify that your modem is connected to the computer correctly, plugged in and turned on.

Go to the modem control panel and run a diagnostic on your modem.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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Error Messages

The connection dropped.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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Error Messages

Cannot detect carrier.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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Error Messages

There is no dial tone.

This error is usually the result the telephone cord not being connected to your modem. Or the phone cord is in the wrong jack of the modem, try the other jack.

You may also want to hook a phone up to your modem and check to see if you hear a dial tone.

If the modem is defective it can cause this error message.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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Error Messages

Timed out waiting for a valid response from the remote PPP peer.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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Error Messages

The protocol is not configured.

This error is usually the result of not having the correct network components installed.

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

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**

Check the Add/Remove Programs control panel under the windows setup tab and make sure that Dial-up Networking is installed in the communications section.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panel** icon.
3. Double-click the **Add/Remove Programs** control panel.
4. Select the **Windows Setup** tab.
5. Check to see if there is a check mark in the **Communications** check box.
7. Click the **OK** button.

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Error Messages

The port was disconnected due to hardware failure.

This error commonly means that the software was not able to make a connection to the installed modem. Steps to resolve this problem would be to check to make sure that your modem is operating correctly and connected to the computer.

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

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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Error Messages

The port was disconnected by the remote machine (computer).

This error usually happens toward the end of the connection phase or after you connected completely. It is a confusing error message because it can be the result of many different problems from hardware to software.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check your Networking Control Panel to see if correct protocols are installed.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**

Check the Dial-Up Networking connection to see if the correct protocols are selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. Click the **Server Type** button.
7. In the **Advanced options** section only **Enable software compression** should be checked.
8. In the **Allowed network protocols** section only **TCP/IP** should be checked.
9. Click the **TCP/IP Settings** button.
10. Server assigned **IP address** should be checked.
11. **Specify name server addresses** should be checked with:
 - Primary DNS of 206.85.92.79
 - Secondary DNS of 206.85.92.2
12. **Primary WINS** and **Secondary WINS** should have zeros in them.
13. **Use IP header compression** should be checked.
14. **Use default gateway on remote network** should be checked.
15. Click the **OK** button.
16. Click the **OK** button.
17. Click the **OK** button again and use the EarthLink Dialer and try to reconnect.

Error Messages

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

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

Check to see if other programs are running that may use the modem.

1. Hold down the **Ctrl – Alt – Delete** keys to bring up the Windows Task Manager.
2. If you see **Rnaapp** highlight it and click **End Task**.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection to see if the correct modem and communications port are set.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

If the problem persists reinstall the Communications components. Make sure you have your Windows 95 software with you.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panel** icon.
3. Double-click the **Add/Remove Programs** control panel.
4. Select the **Windows Setup** tab.
5. **Remove the check mark** from the **Communications** check box.
6. Click the **Apply** button.
7. Click the **OK** button.
8. Select the **Windows Setup** tab.
9. **Put a check mark** in the **Communications** check box.
10. Click the **Apply** button.
11. Click the **OK** button.

Error Messages

The port is already open.

This error message is usually the result of incorrect modem settings.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection to see if the correct modem and communications port are set.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct modem is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the Port drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

Error Messages

The port is already in use or is not configured for Dial-Up Networking dial out.

When the modem is not installed correctly or the Dial-Up Networking connection has the wrong modem you may get this error.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection to see if the correct modem and communications port are set.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct modem is selected.
7. Click the **OK** button and try connecting again.

Error Messages

The line is busy.

The line busy error doesn't always mean that the access number you are calling is having problems. Sometimes it can be the result of incorrect settings in the Dialer.

If you are in an office it is very likely you need to dial a number like 9 to get an outside line. Or if at home check to see if there is a 9 present that might be causing the problem.

1. Start the **EarthLink Dialer**.
2. Click the **Dial Properties** button.
3. In the **To access an outside line** boxes add 9, if you need it to get an outside line, or remove it if you do not.
4. Click the **OK** button.
5. Click the **Connect** button and try to reconnect to EarthLink.

If the problem persists, the access number you are dialing might be having temporary problems so you need to add another local number to your dialing list.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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

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Error Messages

There is no answer.

This error can be the result of a bad connection or that the access number you are connecting to is having difficulties. First check to see if your modem is configured correctly before trying another access number.

Verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

If the problem persists try selecting another access number in the phone numbers tab.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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

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Error Messages

Cannot negotiate a compatible set of network protocols.

This error message is one of the few errors that Windows reports that can be the result of many different problems. Some of the most common problems that cause this error message are related to your modem and the installed network components on your system.

The first step in solving this problem is to try to connect again a few times. Sometimes a reboot of the computer helps.

If the problem persists, verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

Try connecting again to EarthLink. If you still get the same error you need to check your installed network protocols.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**

If you have other components installed besides these, that might be the reason of your connection problems. Don't remove any until you are sure you have your Windows 95 install software with you. Next you need to determine whether those other protocols are there for a reason. If you are part of a LAN or have another ISP or network they might be installed for that reason, check with your Network Administrator.

If you don't have any other components besides the base ones, you might need to reinstall the components. First make sure you have your Windows 95 install software and then remove and reinstall the components. If you are not secure in doing these steps alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. Highlight **Client for Microsoft Networks** and click the **Remove** button.
5. Highlight **Dial-Up Adapter** and click the **Remove** button.
6. Highlight **TCP/IP** and click the **Remove** button.
7. Click the **Add** button.
8. Double-click on **Client**.
9. Highlight **Microsoft** and click the **OK** button.
10. Click the **Add** button.
11. Double-click on **Adapter**.
12. Highlight **Microsoft** and click the **OK** button.
13. Click the **Add** button.
14. Double-click on **Protocol**.
15. Highlight **Microsoft**, select **TCP/IP** and click the **OK** button.
16. Click the **OK** button.
17. If Windows asks to restart your computer click **Yes**
18. Once your computer restarts try to connect to EarthLink.

Error Messages

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

This error is most commonly caused when your Internet connection has been lost. Before executing your Internet program, you must first log onto EarthLink. To do so, execute the dialer program in your EarthLink folder or on the desktop. Once connected, you can start any of your Internet software.

It is possible that your connection has been lost even if your modem appears to be connected. A simple check to see if your connection is still active is to try our web page: <http://www.earthlink.net> or send a test email message to yourself. If you cannot get to our web page or successfully send an email message addressed to yourself your connection has most likely been lost. If this happens, reconnect to EarthLink and try again.

You can also verify that your Network control panel settings are correct.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
 - **Client for Microsoft Networks**
 - **Dial-Up Adapter**
 - **TCP/IP**
5. Highlight **TCP/IP** and click the **Properties** button.
6. **Obtain an IP address automatically** should be checked in the **IP Address tab**.
7. Select the **WINS Configuration** tab and make sure there is a check in **Disable WINS Resolution**.
8. Select the **Gateway** tab and verify there are no gateway numbers.
9. Select the **Bindings** tab and make sure there is a check in **Client for Microsoft Networks**.
10. Select the **DNS Configuration** tab and make sure **Disable DNS** is checked.
11. Click the **OK** button.
12. Click the **OK** button and try to reconnect to EarthLink.

Error Messages

Request timed out. Unable to locate server.

This error is most commonly caused when your Internet connection has been lost. Before executing your Internet program, you must first log on to EarthLink. To do so, execute the dialer program in your EarthLink folder or on the desktop. Once connected, you can start any of your Internet software.

It is possible that your connection has been lost even if your modem appears to be connected. A simple check to see if your connection is still active is to try our web page: <http://www.earthlink.net> or send a test email message to yourself. If you cannot get to our web page or successfully send an email message addressed to yourself your connection has most likely been lost. If this happens, reconnect to EarthLink and try again.

The Internet is made up of many servers hooked up together. Sometimes the connection between you and the server you are trying to connect to is temporarily broken. This can be another reason you received this error message. Try connecting to another server you know works to verify that your connection is still active, like <http://www.earthlink.net>. If successful try the first server again.

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Error Messages

No response from modem.

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

Check to see if other programs are running that may use the modem.

1. Hold down the **Ctrl – Alt – Delete** keys to bring up the Windows Task Manager.
2. Verify what programs are installed and if they interact at all with the modem. If they do, highlight the program and click **End Task**.
3. Click the **Start Menu, Programs, StartUp** to see what programs run when Windows starts. Remove any that may conflict with the modem.

Verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

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Error Messages

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

The modem type specified in the Modems control panel does not match the modem specified in the Dial-Up Networking Connection. This is a simple error that can be fixed quickly. We just need to make sure the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. Select the **correct modem** from the **Connect using** drop down box.
7. Click the **OK** button.

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Error Messages

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

If you were recently connected to EarthLink with no problem, try connecting again. Sometimes a reboot of the computer may be needed before you can reconnect. You may wish to add another local number to your dialing list.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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

If the problem persists, this error has been known to occur when Dial-Up Networking becomes corrupt. This is usually the case when the user tries to logon to the pop and it doesn't even get to the authentication phase of the logon process. Try uninstalling and reinstalling Dial-Up Networking. First make sure you have your Windows 95 install software and then remove and reinstall the components. If you are not secure in doing these steps alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panel** icon.
3. Double-click the **Add/Remove Programs** control panel.
4. Select the **Windows Setup** tab.
5. **Remove the check mark** from the **Communications** check box.
6. Click the **Apply** button.
7. Click the **OK** button.
8. Select the **Windows Setup** tab.
9. **Put a check mark** in the **Communications** check box.
10. Click the **Apply** button.
11. Click the **OK** button.

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Error Messages

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

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

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

In the password field, clear all the characters in it and carefully retype your password.

Remember usernames and passwords are case-sensitive. Make sure the **Caps Lock** key is not on and that you are using the correct case.

If the problem persists, call our Technical Support at (800) 395-8410 so that we can verify your account.

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EarthLink Network, Inc.
3100 New York Drive
Pasadena, California 91107
(626) 296-2400

<http://www.earthlink.net>

Member Support: (800) 395-8410

<http://help.earthlink.net>

<http://www.earthlink.net/assistance/techsupport>

<http://www.earthlink.net/assistance/billing/>

BBS: (800) 304-8765

Sales: (800) 395-8425

sales@earthlink.net

Business Sales (800) 511-2044

1. The type of computer you have.
2. The type and version of operating system you are using (Windows 3.1, Windows 95, Macintosh 7.5.3, 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.

Software Updates for TotalAccess 2.0 will be made available for downloading from:

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

BBS (800) 304-8765

24 hours, 365 days a year,

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

Send bug reports to <http://www.earthlink.net/assistance/support.html> Include your PC model, modem type, and any other pertinent information. If the bug is reproducible please describe the steps required to produce the error.

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@earthlink.net

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 worldwide 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, however, cannot begin with a number or contain any punctuation and 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**".

Remember: Usernames and passwords are case sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

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.

Remember: Usernames and passwords are case-sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

