

DirectWeb



Technical Guide

DirectWeb Technical Support

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Chapter One Technical Support

Do's

- ❖ Do use Control Panel/Add Remove Programs to remove Microsoft Connection Manager.
- ❖ Do use Control Panel/Add Remove Programs to remove MSN v 2.5.
- ❖ Do use Control Panel/Add Remove Programs to remove AOL.
- ❖ Do use Control Panel/Add Remove Programs to remove any other browsers the customer has installed.
- ❖ Do check the customer's subscription information against the DWCustomers.xls (or dwcustomers.zip) Excel spreadsheet provided by DirectWeb Level 2 Support.
- ❖ Do call DirectWeb Level 2 Support for confirmation of information contained in the DWCustomers.xls (or dwcustomers.zip) Excel spreadsheet if necessary.
- ❖ Do spend time learning the DirectWeb Internet Guide and its complexities.
- ❖ Do understand how the information in this manual is inter-related.
- ❖ Do send the customer a test e-mail message when changes have been made that would affect the performance of Microsoft Outlook Express 5, and verify that the customer received the message without error.

Don'ts

- ❖ Never uninstall Internet Explorer 5
- ❖ Never uninstall 'Coroutine for Java'
- ❖ Never delete the directory c:\program files\dw_support or any of the subfolders in that directory (unless *specifically* instructed to do so for that customer by DirectWeb Level 2 Support)
- ❖ Don't instruct a customer to use a browser other than the DirectWeb Internet Guide.
- ❖ Don't order an image disk unless you have FULLY troubleshoot the customer's computer and Primary User information.
- ❖ Don't manually setup Microsoft Outlook Express 5 e-mail account information. Either perform a full Re-Initialization (using the proper methods as outlined in this manual) or use Oeinit.exe (again, using the proper methods as outlined in this manual).
- ❖ Don't delete obj.ser manually. Always use the DirectWeb Re-Initialization Utility
- ❖ Don't copy DirectWeb files manually. If you need to do a restore, use the DirectWeb Restore Utility
- ❖ Don't remove the Microsoft Outlook Express 5 icon from the Windows 98 desktop.
- ❖ Don't remove the Internet Explorer 5 icon from the Windows 98 desktop.
- ❖ Don't manually edit the DirectWeb DUN connection. Changes made in this manner will not be retained and have no effect. If changes need to be made, then delete the DirectWeb DUN connection manually, and perform a quick Re-initialize to replace the DirectWeb DUN connection.
- ❖ Don't remove browsers the customer has installed without the customer's consent

Service Checklist:

General Call

- Has the customer ever successfully used DirectWeb

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- Does DirectWeb launch automatically
- Did the customer enter the correct data at the Primary User Information screen
- Does the customer have call-waiting
- Does the customer have voice messaging
- Has the customer's area code changed
- Is the customer assigned a local ISP number
- Is the ISP being dialed correctly for the customers location (i.e.: does that location require a '9' or '1')
- Has the customer installed MSN v 2.5
- Has the customer installed AOL
- Has the customer installed Netscape Navigator
- Has the customer installed any other browser
- Has the customer installed Microsoft Connection Manager
- Is Microsoft Outlook Express 5 installed
- Is Internet Explorer 5 installed
- Can the customer send and receive e-mail using Microsoft Outlook Express 5
- Does the customer need an e-mail address added
- Does the customer need an e-mail address changed
- Does the customer need to change their ISP
- Does the customer need to change the spelling of their name
- Does the customer need to change their home phone number
- Do the symptoms describe a hardware issue or software issue

Escalation Checklist

- Have you adequately trouble shot the customer's problem
- Have you clearly identified where the computer or DirectWeb Internet Guide is experiencing failure
- Have you verified the information the customer is using at the Primary User Setup screen is the correct information?
Call DirectWeb Level 2 Support for verification if the DWCustomers.xls Excel spreadsheet is unclear.
- Have you correctly used the DirectWeb Re-Initialization Utility on the customer's machine
- Have you correctly Restored the customers machine using the DirectWeb Restore Utility
- Have you verified that the DirectWeb DUN connection is not null
- Have you determined when the customer was last able to successfully use the DirectWeb Internet Guide
- Have you gathered enough data about the problem to clearly discuss the issue with DirectWeb Level 2 Support

Image Disk Checklist:

Customers using the IBM Aptiva were provided with an image disk in their original package and will not need to request an image disk. For other customers, as a last resort, DirectWeb can ship an image disk to a customer. An image disk erases all data on the computer and returns the computer to its originally released condition. Image disk requests should be e-mailed to techsupport@directweb.com, must include the customer's name, address, home phone number, and a brief description of what problem the customer is encountering and an outline of what steps have been taken to resolve the customer's problem.

- Have you consulted with DirectWeb Level 2 Support to determine if there could be an overlooked solution
- Have you clearly identified where the computer or DirectWeb Internet Guide is experiencing failure
- Have you verified the information the customer is using at the Primary User Information screen correct
- Have you correctly used the DirectWeb Re-Initialization Utility on the customer's machine
- Have you correctly Restored the customers machine using the DirectWeb Restore Utility
- Have you determined when the customer was last able to successfully use the DirectWeb Internet Guide
- Have you gathered enough data about the problem to clearly discuss the issue with DirectWeb Level 2 Support
- Have you verified the customers home address and contact information

Chapter Two Windows 98

Windows 98: Logging In

Hiding the Windows 98 Login Screen

Never 'Cancel' the Windows 98 login screen. If the customer does not want to use the Windows 98 login, then find and delete all files ending *.pwl. Have the customer reboot, and confirm that there is no login screen. The customer will need to enter their name once more, but leave the password fields blank for Windows 98. This will eliminate the need to log into Windows 98. Run oeinit.exe to reset the Microsoft Outlook Express 5 passwords.

Important Note: Whenever the *.pwl file(s) are deleted, the passwords used in Microsoft Outlook Express 5 will need to be reset. To reset the Microsoft Outlook Express 5 passwords, run c:\dwusers\oeinit.exe following the instructions included in this document. Refer to Oeinit.exe on page 60.

Has the customer's Windows 98 login procedure changed?

If the customer cancels the Windows 98 login screen, or is logging in as a user that has not set up DirectWeb, then the customer will experience problems with the Microsoft Outlook Express 5 passwords. The Dial-Up Networking portion of DirectWeb will not be affected, because the DUN is recreated using information contained in c:\dwusers\obj.ser. Get Windows 98 set to what the customer wishes to see, then re-set the Microsoft Outlook Express 5 passwords using Oeinit.exe on page 60. Never instruct a customer to cancel the Windows 98 login screen except as a step in re-setting the Windows 98 login.

Another variation on this scenario results when there are multiple Windows 98 logins on the same computer. For example, in a family, each child may have their own Windows 98 login username and password, as well as the adults in the home. Whichever individual logged in when DirectWeb was initially installed, is the individual that will be able to access the Microsoft Outlook Express 5 portion of DirectWeb. The other individuals will not be able to successfully launch and use the Microsoft Outlook Express 5 portion of DirectWeb until they have logged in as themselves and set up the Microsoft Outlook Express 5 passwords using Oeinit.exe on page 60. Again, this is because of how Windows 98 handles the storage of Microsoft Outlook Express 5 passwords, not because of the DirectWeb software.

If the customer wants to use a Windows 98 login, have the customer log into Windows 98 using the login they prefer. Then setup DirectWeb. Verify that the Microsoft Outlook Express 5 portion of the setup runs correctly as well. If the customer wants to use multiple Windows 98 logins, then Microsoft Outlook Express 5 will need to be setup in each individual login. Again, this is because of how Windows 98 handles the storage of Microsoft Outlook Express 5 passwords, not because of the DirectWeb software. Never instruct a customer to cancel the Windows 98 login screen. This will cause the Microsoft Outlook Express 5 portion of DirectWeb to not function due to how Windows 98 handles passwords.

Windows 98: Modems

Control Panel: Modems

The customer should not modify the properties of the modem listed in the Control Panel. The following screens display the default settings. The specific modem type may vary from the one shown here.

Modems Properties: General



Figure 1

Modems Properties: General/Properties/General



Figure 2

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Modems Properties: General/Properties/Connection



Figure 3

Modems Properties: General/Properties/Connection/PortSettings



Figure 4

Modems Properties: General/Properties/Connection/Advanced

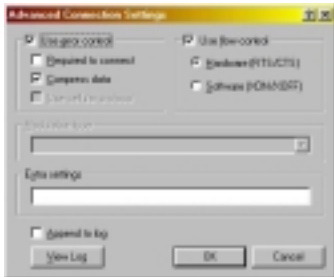


Figure 5

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Modems Properties: General/DialingProperties/MyLocations



Figure 6

Modems Properties: General/DialingProperties/MyLocations/AreaCodeRules



Figure 7

Modems Properties: General/DialingProperties/MyLocations/CallingCard



Figure 8

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Modems Properties: Diagnostics



Figure 9

Modems Properties: Diagnostics/Driver

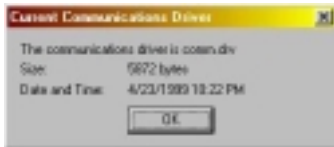


Figure 10

Modems Properties: Diagnostics/MoreInfo



Figure 11

Dial-Up Networking: Connections

The customer should not modify the properties of the DirectWeb connection listed under Dial-Up Networking. The following screens display the default settings. The specific modem type may vary from the one shown here.

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DirectWeb Connection Properties: General



Figure 12

DirectWeb Connection Properties: General/Configure/General



Figure 13

DirectWeb Connection Properties: General/Configure/Connection



Figure 14

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DirectWeb Connection Properties: General/Configure/Connection/PortSettings



Figure 15

DirectWeb Connection Properties: General/Configure/Connection/Advanced

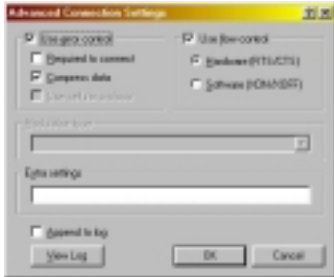


Figure 16

DirectWeb Connection Properties: General/Configure/Options



Figure 17

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DirectWeb Connection Properties: Server Types



Figure 18

DirectWeb Connection Properties: Server Types/TCP/IP Settings

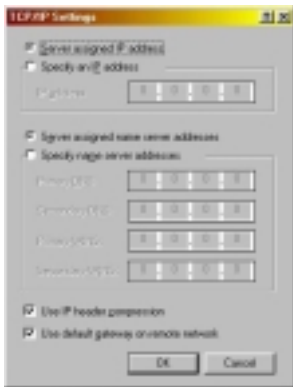


Figure 19

DirectWeb Connection Properties: Scripting



Figure 20

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DirectWeb Connection Properties: Multilink



Figure 21

DirectWeb Connection: ConnectTo

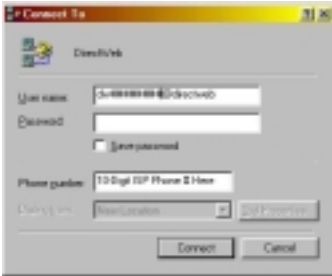


Figure 22

Chapter Three

DirectWeb Internet Guide Overview

DirectWeb provides a customer with a computer, Internet access, up to 5 e-mail accounts, browser software, and depending on which package the customer has subscribed to, additional software by other manufacturers.

The base platform runs on Windows 98 operating system, with Internet Explorer 5, Outlook Express 5, McAfee Virus Scan, PowWow chat software, and the DirectWeb Internet Guide. The DirectWeb Internet Guide is the browser created by DirectWeb, and is the customers only access to the Internet.

The DirectWeb Internet Guide is built using Java, off of the Internet Explorer 5 engine. The DirectWeb Internet Guide sets up the customers Dial-Up Networking connection and their e-mail accounts (in Outlook Express 5). One of the things DirectWeb accomplishes with the DirectWeb Internet Guide, is relieving the customer of the complexities of setting up these pieces. The DirectWeb Internet Guide also displays 'Sponsor Panels', which DirectWeb uses to generate revenue.

DirectWeb Internet Guide: Installation

The DirectWeb Internet Guide is not installed on the customer's computer when they receive their machine. The customer must install the DirectWeb software themselves. When the computer is turned on for the first time, the customer will be walked through a series of steps to set up their keyboard, hardware, and register their computer and Windows 98. After completing this process, the customer will see their Windows 98 desktop, a 'Welcome to Windows' screen, and a set of instructions (set up as the actual wallpaper of the computer) on how to install the DirectWeb Internet Guide.

To install the DirectWeb Internet Guide, the customer must double-click on the DirectWeb icon on the desktop. The instructions set into the wallpaper walk the customer through exactly what needs to happen. Once the customer has double-clicked the DirectWeb icon, the DirectWeb software will copy itself to the root of their hard drive.

DirectWeb Internet Guide: Initial Launch

When a customer logs into DirectWeb for the first time, or for the first time after a Restore or Re-Initialization, DirectWeb will begin launching the DirectWeb Internet Guide, gather their customer information, and finish by connecting the customer to the Internet. The series of graphics and explanations that follow show what happens when the customer performs each step correctly and without interruption.

At the end of this document are a series of appendices, which show alternate possibilities, which assume some error has occurred.

Gosym.bat



Figure 23

When the DirectWeb Internet Guide launches, the gosym.bat flashes, placing calls to the different subprograms that make the DirectWeb Internet Guide function. The customer may or may not notice the gosym.bat.

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'DirectWeb is loading... please wait'



Figure 24

Next the customer will see an informational message notifying them that the DirectWeb Internet Guide is loading. During this time, the DirectWeb Internet Guide is being started.

Primary User Information Screen



Figure 25

The customer will see the Primary User Information screen. The Primary User Information screen collects the customers first and last initials, and their home phone number. The DirectWeb Internet Guide uses that information to download the initialization packet (c:\dwusers\obj.ser). The initialization packet contains the user name and passwords for the customers ISP account and e-mail account(s). If the customer neglects to enter their first or last name, or their home phone number is either missing, or is other than 10 characters long, then an error message will display. Be aware that the customer can enter inaccurate information at this screen, and have it be apparently accepted.

The customer may Close or Cancel this screen. If they do so, then the DirectWeb Internet Guide will return to this screen when the DirectWeb Internet Guide is next launched.

Setting up Your DirectWeb Computer screen



Figure 26

After the customer has entered their Primary User information and clicked OK, the DirectWeb Internet Guide will establish a connection to the DirectWeb Initialization Server in Seattle. The number dialed is 1-888-770-3030. The customer will simultaneously see the 'Initializing System' screen, and may notice modem activity.

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Initializing System screen

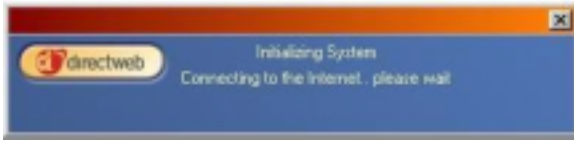


Figure 27

After the customer has entered their Primary User information and clicked OK, the DirectWeb Internet Guide will establish a connection to the DirectWeb Initialization Server in Seattle. The number dialed is 1-888-770-3030. The customer will simultaneously see the 'Setting up your DirectWeb computer' screen, and may notice modem activity.

After the DirectWeb Internet Guide has downloaded the initialization packet, the modem connection will drop and these screens will disappear. This portion of the setup takes approximately one minute.

DirectWeb Internet Settings screen

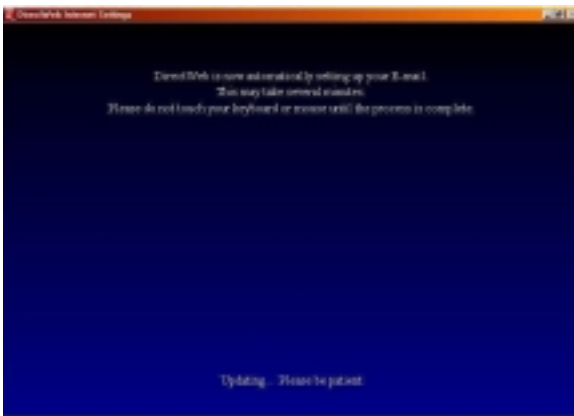


Figure 28

Next the DirectWeb Internet Guide will set up the customers e-mail accounts. The DirectWeb Internet Settings screen will cover the entire monitor. The customer may notice screens flashing, and may hear beeping as the set up is in progress. The DirectWeb Internet Settings is run via the utility `c:\directweb\settings\oeinit.exe`, and uses information that was passed from the initialization packet (`c:\dwusers\obj.ser`) to the `c:\directweb\settings\oeusers.ini` text file.

The DirectWeb Internet Settings utility removes the hassle of setting up e-mail accounts, with passwords and servers, making it simpler for a novice computer user to get on the Internet. This portion of the setup may take up to 5 minutes.

Email Setup Complete screen



Figure 29

This informational screen will display briefly after the DirectWeb Internet Settings has finished.

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License Agreement



Figure 30

The DirectWeb License Agreement will now be visible. The customer will not be able to gain access to the Internet until they have accepted the Agreement. If the customer selects Disagree, then the next time the DirectWeb Internet Guide is launched, it will stop at the License Agreement. The customer is encouraged to scroll through and read the agreement.

DirectWeb User Login

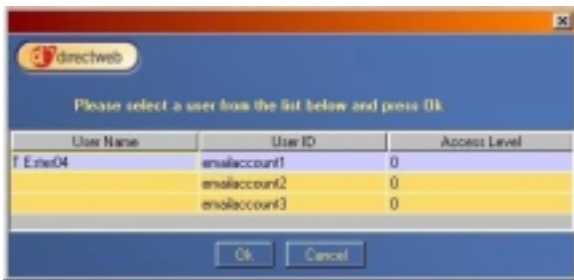


Figure 31

After accepting the License Agreement, the DirectWeb User Login appears. The customer does not have an active connection to the Internet at this time. That connection is established when the customer selects a name and clicks OK.

At this time, the DirectWeb Internet Guide does not differentiate between logins. There is no advantage, and no disadvantage, to selecting one User Name over another. In the future, the DirectWeb Internet Guide will use the different User Names to differentiate between access levels, favorites, e-mail accounts, etc. There is no time estimate for when this will occur.

It is normal for the first User Name to list both a User Name and a User ID. Subsequent accounts will be listed only by their e-mail account. At some point in the future this may change.

The customer may log onto the Internet or close the DirectWeb Internet Guide at this point.

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Setup User Password screen



Figure 32

The first time a User Name is logged in, the customer will be prompted to set a password. The customer may enter a password by typing that password in the Password field and the Confirm Password field, then clicking OK. Any other action will result in no password being set, and the customer will not be presented with another opportunity for that User Name.

'DirectWeb is Connecting to your ISP' screen



Figure 33

Now the customer will see an informational screen notifying them that DirectWeb is connecting them to the Internet. While this screen is visible, the DirectWeb Internet Guide is creating a Dial-Up Networking connection for DirectWeb, using the information contained in the initialization packet (c:\dwusers\obj.ser). The customer may hear the modem activate. Depending on network traffic, this process may take a couple of minutes.

The DirectWeb Internet Guide makes it easier for a customer to get online because it automates the process of creating and using a Dial-Up Networking connection. The customer does not need to remember user names, cryptic passwords, or ISP phone numbers. It's all done for them.

The DirectWeb Internet Guide default window will be visible in the background while the DirectWeb Internet Guide is establishing an Internet connection.

The 'DirectWeb is Connecting to your ISP' screen will disappear once an Internet connection has been successfully established.

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DWDesktop



Figure 34

The DirectWeb Internet Guide may also be referred to as DWDesktop, or browser. The screen shown here is the default window, and is visible in the background as an Internet connection is established.

This is the browser the customer will use to surf the web. The function of individual portions of the DirectWeb Internet Guide will be covered next.

DirectWeb Internet Guide: Using the Browser

DirectWeb Internet Guide: DWDesktop



Figure 35

This is the default screen of the DirectWeb Internet Guide. It may also be referred to as the DWDesktop, or browser.

The main body of the screen is the DirectWeb sponsor panels. Sponsor panels provide graphic links the customer may find interesting. DirectWeb also uses the sponsor panels to generate revenue, by selling the space to interested businesses.

The sponsor panels are broken into three broad categories: 1) Surf; 2) Shop; and 3) Favorites. Each of those broad Categories are further divided into more specific Categories, and those Categories broken into individual Web Sites. The customer may get a headstart on learning to surf the web by utilizing and browsing these Categories and Web Sites.

The graphics contained in the sponsor panels are located on the customers hard drive, and may be periodically changed or updated to reflect new sponsors.

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From the default screen, the customer can access the links provided by DirectWeb, perform an Internet search, go to a specific URL, open a PowWow session, or launch Microsoft Outlook Express 5. The customer can not print from the DirectWeb Internet Guide until they are looking at an actual web page.

At the DWDesktop screen, the customer may notice the DirectWeb Internet Guide downloading new files and information. The title bar will display text such as 'downloading', 'retrieving files', 'cleaning up', 'complete', and other text messages. Each time the customer logs in, the DirectWeb Internet Guide will check for updates. If there is an update available, then the DirectWeb Internet Guide will download the new information, and note each step in the title bar. After the update has completed, a message box notifying the customer of the update may appear. The customer should accept the update by clicking OK. This will then close the DirectWeb Internet Guide, and then re-launch DirectWeb. Occasionally, the DirectWeb Internet Guide may fail to re-launch. In this case, wait for one minute and manually launch DirectWeb. The customer may be asked to enter their Primary User Setup information again. The customer will then see the DirectWeb User Login screen, and should log in as usual. Refer to DirectWeb Internet Guide: Versions on page 56.

DirectWeb Internet Guide: Main Toolbar

The DirectWeb Internet Guide main toolbar allows the customer to perform several functions. An explanation of each function follows.

Home



Figure 36

Currently, clicking the Home button takes the customer to a holding page. This will be repaired in the near future.

Last



Figure 37

Clicking the Last button will return the customer to the most recently viewed web page. Each time the Last button is clicked, the DirectWeb Internet Guide will back up one page. If the customer uses the Categories, the Last button will reset its memory, and will not go to pages viewed before clicking on the Categories section.

The DirectWeb Internet Guide uses a fast caching system, and the customer should see very quick results when flipping through previously viewed pages.

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Next



Figure 38

The Next button is used in conjunction with the Last button. If the customer has used the Last button, they can use the Next button to move forward. Each time the Next button is clicked, the DirectWeb Internet Guide will move forward one page.

As with the Last button, if the customer returns to the Categories, the DirectWeb Internet Guide will reset the memory of the Next button, and the customer will not be able to advance to pages viewed before clicking the Categories section.

The DirectWeb Internet Guide uses a fast caching system, and the customer should see very quick results when flipping through previously viewed pages.

Refresh



Figure 39

When the customer clicks the Refresh button the DirectWeb Internet Guide refreshes the data on the current web page. It updates the information using the most current data available from that web site. This function can be useful when the customer is viewing stock quotes, weather reports, and other rapidly changing information.

The Refresh button can also be used to request the DirectWeb Internet Guide to re-establish an Internet connection, if that connection has been lost.

Stop



Figure 40

When the customer clicks the Stop button, the DirectWeb Internet Guide interrupts the current transmission of data from the web server to the computer. This function may be useful if graphics are taking a long time to load on a web site and the customer decides not to view that site. If the customer decides to restart the loading process, they simply select the Refresh option described above.

DirectWeb Technical Support

Print

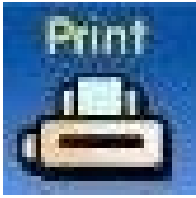


Figure 41

The Print button will invoke a standard Windows 98 Printing dialog box, assuming the customer has installed a printer. The Print function is currently experiencing periodic failures. If the customer experiences problems, the current solution is to reboot the computer. The Print button will begin functioning again.

DirectWeb Technical Support and Testing are currently working to identify and solve the bug responsible for periodic failure of the Print button.

History



Figure 42

The History button is not active at this time, but will be available in future updates of the DirectWeb Internet Guide.

DirectWeb has not set a release date.

Options

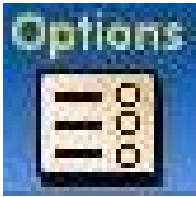


Figure 43

The Option button is not active at this time, but will be available in future updates of the DirectWeb Internet Guide.

DirectWeb has not set a release date.

DirectWeb Technical Support

Chat



Figure 44

The Chat button will launch PowWow, an internet messaging and chat program. To use PowWow, follow the instructions on the PowWow screen. For further assistance with PowWow, please visit <http://www.tribalvoice.com/powwow>.

E-Mail

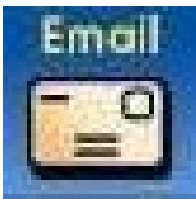


Figure 45

The e-mail button will launch the Microsoft Outlook Express 5 e-mail program.

It is not possible for the customer to reset the e-mail button to launch an e-mail program other than Microsoft Outlook Express 5.

Exit

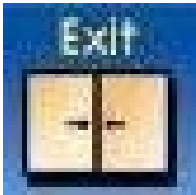


Figure 46

Clicking the Exit button will close the DirectWeb Internet Guide and disconnect the customer from the Internet. The customer may also use the X in the corner of the DirectWeb Internet Guide.

A customer can manually launch the DirectWeb Internet Guide after closing it by double-clicking on the DirectWeb icon on their desktop. They will notice that the DirectWeb Internet Guide loads faster under these circumstances. The DirectWeb Internet Guide remains resident in memory until the customer turns off the computer, in order to improve speed.

DirectWeb Technical Support

Help



Figure 47

Clicking the Help button will take the customer to DirectWeb's online help files, at <http://www.directweb.com/browser>. These help files are currently under construction. The customer can obtain additional help from the main DirectWeb web site by looking for FAQ's at <http://www.directweb.com/>

DirectWeb Internet Guide: Accessing the Categories

The DirectWeb Internet Guide includes three broad categories. An explanation of each follows.

Surf the Web



Figure 48

Clicking the Surf button will change the Categories and sponsor panel to reflect the choices available to the customer under the Surf category. The customer will notice that the Category column and the graphic Sponsor Panel display a new set of choices. By clicking the different categories under Surf, the customer can access a different set of web sites.

- Finance
- Hot Sites
- Search Engines
- Encyclopedia
- Education
- Yellow Pages

DirectWeb Technical Support

Shop the Web



Figure 49

Clicking the Shop button will change the Categories and sponsor panel to reflect the choices available to the customer under the Shop category. The customer will notice that the Category column and the graphic Sponsor Panel display a new set of choices. By clicking the different categories under Shop, the customer can access a different set of web sites.

- Automobiles
- Electronics/Software
- Books/Music/Videos
- Toys/Games/Hobbies
- Gifts/Gourmet
- Retail Stores

Favorites



Figure 50

At this time, the DirectWeb Internet Guide does not allow the customer to store their own favorites. DirectWeb is planning on introducing this additional functionality in the future. There is not a release date for when this will be available.

Clicking the Favorites button will change the Categories and sponsor panel to reflect the choices available to the customer under the Favorites category. The customer will notice that the Category column and the graphic Sponsor Panel display a new set of choices. By clicking the different categories under Favorites, the customer can access a different set of web sites.

- News
- Sports
- Entertainment
- StockQuotes
- Weather
- Games

DirectWeb Technical Support

'Categories' bar

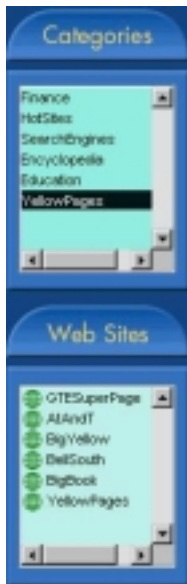


Figure 51

The customer can use the 'Categories' bar to access other DirectWeb sponsors, by using the bar on the left hand portion of the DirectWeb Internet Guide. The customer can switch between Surf, Shop, and Favorites to access additional categories and links. The different web sites available under Categories are mirrored in the 'Sponsor Panel' portion of the DirectWeb Internet Guide, with matching graphical links.

It is not possible to 'Hide' the Categories column. This may be addressed in future releases of the product.

DirectWeb Internet Guide: Search Toolbar

Search Feature: Accessing URL's



Figure 52

The customer can access other web sites from the DirectWeb Internet Guide by using the Search feature.

To go to another URL, type in the address using this format: www.directweb.com Do not enter the http:// portion of the address. Click the Search button (or hit Enter). The current page will remain visible until the requested site is located and begins loading.

It is not possible to 'Hide' the Search bar.

Search Feature: Searching



Figure 53

The customer can perform a search from the DirectWeb Internet Guide by using the Search feature.

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To perform a search, enter a search topic, for example, 'apples, washington', and click Search (or hit Enter). The Search feature uses the www.go2net.com search engine to perform the search, and will begin returning results after several seconds. The current page will remain visible for a short period of time, and then the customer will be taken to a page of search results.

It is not possible to 'Hide' the Search bar.

Important Note: The Search bar does not change to reflect links that the customer clicks. If the customer starts at www.directweb.com, then follows links from that web page, the Search bar will still show www.directweb.com. It will not update to show followed links.

DirectWeb Internet Guide: Status Bar

Status Bar

The DirectWeb Internet Guide provides a status bar at the bottom margin of the browser window. The status bar reflects the progress of page loads, and the URL of links when the mouse is hovered over a link.

Chapter Four

DirectWeb Internet Guide: Trouble Shooting

DirectWeb Internet Guide: Microsoft Outlook Express 5

DirectWeb computers ship with Microsoft Outlook Express 5. It is possible for the customer to accidentally install Microsoft Outlook Express 4, sometimes via the Microsoft Graphics Studio Greetings 99 (disk 3 of Microsoft Works Suite 99) or through other popular software packages the customer may purchase on their own. If this occurs, the customer will experience difficulties using their e-mail, and may have password problems. If the customer has installed Microsoft Outlook Express 4, there are several options. Ultimately, the customer needs to have Microsoft Outlook Express 5 on their computer. One option is to use the image disk included with the customer's computer and completely reformat the machine. If the customer has not installed many software packages and does not have any files or information they want saved, this is the least complex solution. Another solution is to have the customer go to www.microsoft.com and locate the Internet Explorer 5 download. The Internet Explorer 5 download includes the option for downloading Microsoft Outlook Express 5. This solution should only be suggested to those customers very familiar with the web, downloading software, and who feel comfortable and competent to search for and locate downloads on the Microsoft site. The Microsoft site is not user-friendly to the novice computer user. A final option is to contact DirectWeb Level 2 Support and request a special disk containing Microsoft Outlook Express 5. This should be left as a last resort. To request a disk with Microsoft Outlook Express 5, send an e-mail to techsupport@directweb.com, in the subject line write 'Customer <LastName> Needs OE5'. Disk requests must be received by 3 PM PST to ensure second day delivery.

DirectWeb Internet Guide: Internet Explorer 5

DirectWeb computers ship with Internet Explorer 5. INTERNET EXPLORER 5 IS AN INTEGRAL PART OF THE WINDOWS 98 OPERATING SYSTEM AND SHOULD NOT BE REMOVED UNDER ANY CIRCUMSTANCES. It is possible for the customer to accidentally install Internet Explorer 4, sometimes via the Microsoft Graphics Studio Greetings 99 (disk 3 of Microsoft Works Suite 99) or through other popular software packages the customer may purchase on their own. If this occurs, the customer will experience difficulties using their e-mail, and may have password problems. If the customer has installed Internet Explorer 4, there are several options. Ultimately, the customer needs to have Internet Explorer 5 on their computer. One option is to use the image disk included with the customer's computer and completely reformat the machine. If the customer has not installed many software packages and does not have any files or information they want saved, this is the least complex solution. Another solution is to have the customer go to www.microsoft.com and locate the Internet Explorer 5 download. This solution should only be suggested to those customers very familiar with the web, downloading software, and who feel comfortable and competent to search for and locate downloads on the Microsoft site. The Microsoft site is not user-friendly to the novice computer user. A final option is to contact DirectWeb Level 2 Support and request a special disk containing Internet Explorer 5. This should be left as a last resort. To request a disk with Internet Explorer 5, send an e-mail to techsupport@directweb.com, in the subject line write 'Customer <LastName> Needs IE5'. Disk requests must be received by 3 PM PST to ensure second day delivery.

DirectWeb Internet Guide: Never Launched Successfully

If the customer has never successfully logged into DirectWeb, try to determine why. The problem could lie with the modem, or with the information the customer is using at the Primary User Setup dialog box. In rare situations, the customer's subscription information was never setup, preventing the customer from getting online. Consult with DirectWeb Level 2 Support if necessary. The customer may also be experiencing problems with how the DirectWeb computer is dialing the initialization server and the ISP. Verify with the customer that they are able to dial 1-888-770-3030, and that they are able to dial their ISP at a 10 digit number. In some situations, the customer may need to dial a 9, a 1, or dial the ISP as a 7 digit number. Under these circumstances, the customer may see the 'Unable to Connect' box, and can manually edit the number their computer is dialing. If DirectWeb will not launch at all, it may need to be re-installed. Refer to DirectWeb Restore Utility on page 63.

DirectWeb Internet Guide: Other Browser(s)

Other browsers make changes to the configuration files that DirectWeb uses to access the web. Other browsers includes, but is not limited to, Netscape Navigator, AOL, Juno, CompuServe, or any other tool used to connect over a modem. The DirectWeb Internet Guide handles information through a set of semi-encrypted files, and the passwords and user names are hidden in these files. When

DirectWeb Technical Support

another browser is in place, the other browser does not have access to the passwords, etc, that the DirectWeb Internet Guide does. This will prevent the other browser from running correctly. If the other browser does function, it can corrupt the DirectWeb Internet Guide, and prevent the DirectWeb Internet Guide from functioning correctly. In the License Agreement, the customer is warned against installing another browser. As a side note, Internet Explorer 5 is just fine, and needs to be in place. Do not delete IE5. Do check Control Panel/Add/Remove Programs for the presence of other browsers. Remove them if found, with the customers consent.

If a customer is experiencing difficulty with their DirectWeb software, it may be due to the installation of other browsers. Uninstall the other browser(s) with the customers permission (remember to use the Control Panel or Uninstall tool for the browser) and reboot the computer. After the reboot, re-install the DirectWeb software and related tools. Refer to DirectWeb Restore Utility on page 63.

DirectWeb Internet Guide: Microsoft Connection Manager

Microsoft Connection Manager may be found under Control Panel/Add/Remove Programs. If it is found, it should be removed. It can cause connection problems with the DirectWeb software. Typically, Microsoft Connection Manager is installed unknowingly, as part of another package.

DirectWeb Internet Guide: DirectWeb DUN Connection

The DirectWeb DUN connection should not be manually modified. Modifying the DirectWeb DUN connection to adjust for Call Waiting, changes to the ISP number dialed, etc, will have no effect. The DirectWeb Internet Guide reads the information in the DirectWeb DUN connection from another file, and making changes to the DirectWeb DUN connection have little impact on the performance on the DirectWeb Internet Guide. However, if the DirectWeb DUN connection is changed enough, it could prevent the DirectWeb DUN connection and DirectWeb Internet Guide from working together.

Chapter Five Microsoft Outlook Express 5

Microsoft Outlook Express 5 Functionality

Microsoft Outlook Express 5 Default Screens

Microsoft Outlook Express 5 must be set to the following defaults for optimum performance when interacting with the DirectWeb Internet Guide. If Microsoft Outlook Express 5 is not set to the following defaults, then the DirectWeb Internet Guide may be unable to set up the customers e-mail automatically.

Microsoft Outlook Express 5: Main Window

When the customer opens Microsoft Outlook Express 5, they should not be prompted for passwords, the program should not check for e-mail automatically, and they should not be prompted to select an Identity. When it opens, it should look like this:

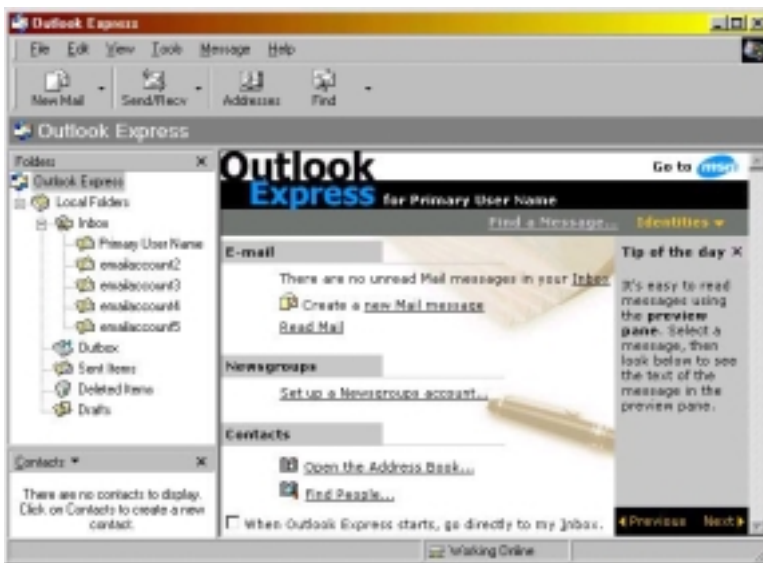


Figure 54

Notice that the program begins from the root of Microsoft Outlook Express 5 rather than the Inbox, that both the Folders box and Contacts box are visible, and there are several folders visible beneath the Inbox. The folders visible beneath the Inbox were created by the DirectWeb Internet Guide. A folder will be created for each e-mail account on the DirectWeb account. The Primary User will have a folder named using their full name, subsequent users will have a folder named using the beginning portion of their e-mail address.

Microsoft Outlook Express 5: Check for Identities

Microsoft Outlook Express 5 provides Identities to separate individual mail accounts. However, Identities are not compatible with the DirectWeb system. If Identities are setup, they will prevent DirectWeb from automatically setting up the Microsoft Outlook Express 5 mail program. Check for Identities by opening Microsoft Outlook Express 5 selecting File, Identities, then Manage Identities. The screen should appear as follows:

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Figure 55

If Identities have been set up, remove all Identities, being careful not to delete addresses or e-mail messages, and set Microsoft Outlook Express 5 back to the example above.

Microsoft Outlook Express 5: Default Windows Layout Properties

Microsoft Outlook Express 5 must be set to specific Windows Layout Properties. Access the Windows Layout Properties by opening Microsoft Outlook Express 5, clicking View, and clicking Layout. The following window will open. Verify the customers settings match the screen below:

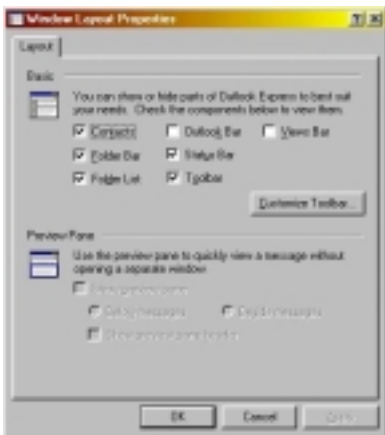


Figure 56

Microsoft Outlook Express 5: Message Rules

DirectWeb uses Microsoft Outlook Express 5 Message Rules to sort incoming mail. Incoming e-mail messages are sorted into their respective file folders under the Inbox folder. The folders are named as follows:

- DirectWeb Primary E-mail account Full Name of Primary DirectWeb User
- DirectWeb Secondary E-mail account prefix of secondary e-mail account
- DirectWeb Tertiary E-mail account prefix of tertiary e-mail account
- And so on for each e-mail account

DirectWeb will configure Microsoft Outlook Express 5 to set a message rule for each DirectWeb mail account. The message rule will examine the incoming mail messages. The rule will determine which pop account the message is from, and filter it into the matching file folder under the Inbox. The message rules are accessed by clicking Tools, Message Rules, then Mail. A screen similar to this will appear

DirectWeb Technical Support

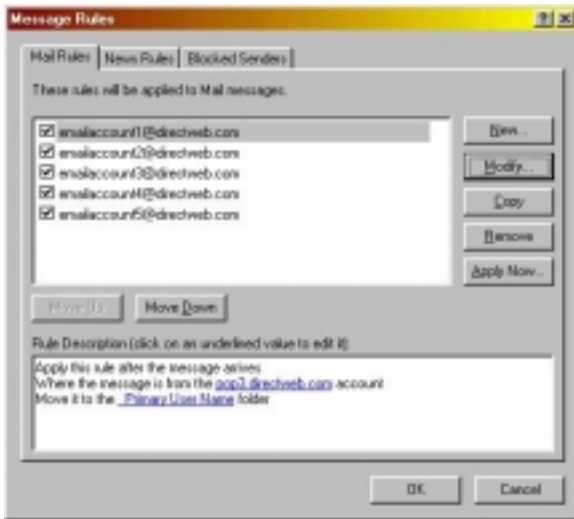


Figure 57

Each DirectWeb mail account is named pop3.directweb.com. When more than one pop3.directweb.com mail account exists, the subsequent accounts are named pop3.directweb.com (#) where # is a sequential number beginning with 1. The message rule is named using the full e-mail address of the pop mail account it serves.

Message Rules: Edit Mail Rule

Observe the details of the message rules. This screen is accessed from the main Message Rules screen by selecting a rule and clicking Modify. Notice that the rules are set to be applied when the message arrives. When the message is from the specified account, it is moved to the specified folder. And the rule is named using the e-mail address of the mail account it affects.

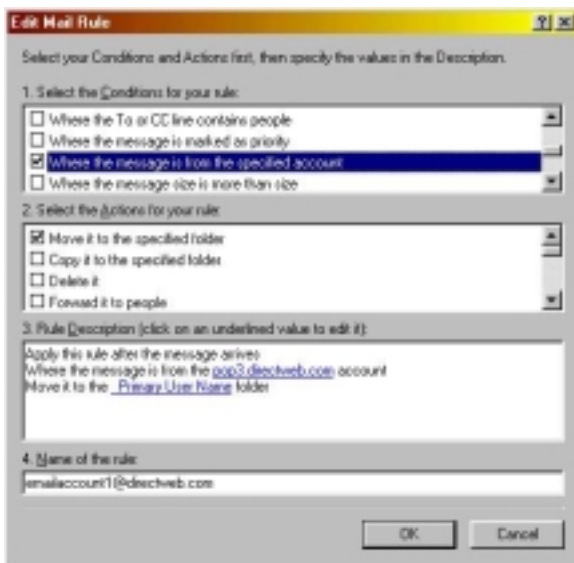


Figure 58

If the account hyperlink (in this case pop3.directweb.com) is clicked at the 'Edit Mail Rule' screen, then the 'Select Account' screen will appear. This image has been modified to simulate the view seen when the picklist is selected.

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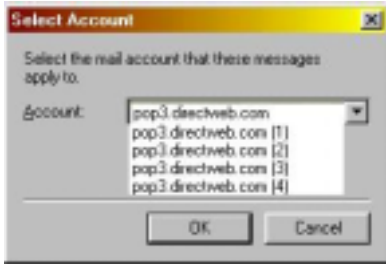


Figure 59

Notice that 5 accounts are listed. This represents a DirectWeb account, where the customer has 5 e-mail accounts. Notice that each account is named pop3.directweb.com, with the only variation being the sequential number (#) tagged on the end of the account name.

Another screen that can be accessed from the 'Edit Mail Rule' screen is the Move screen. This screen is accessed by clicking the folder hyperlink (in this case, _Primary User Name) at the 'Edit Mail Rule' screen.

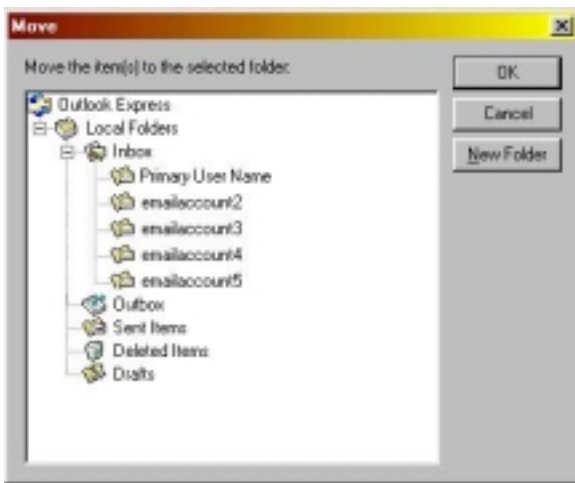


Figure 60

The 'Move' screen indicates which folder the incoming mail message will be moved into when the rule is run. If a customer has deleted a file folder under the Inbox, the message rule needs to be reset or it will not function correctly.

Microsoft Outlook Express 5: Internet Accounts

DirectWeb automatically sets up each e-mail account for the customer. If a customer is experiencing problems Sending or Receiving their e-mail, verify that the following information is in place. It may be necessary to manually run the e-mail setup. Refer to Oeinit.exe on page 60.

Access the mail account information by opening Microsoft Outlook Express 5 click Tools, then Accounts, and select the Mail tab. A pop3.directweb.com mail account should be listed for every DirectWeb e-mail account associated with that DirectWeb account. The mail tab should look similar to the screen below.

DirectWeb Technical Support

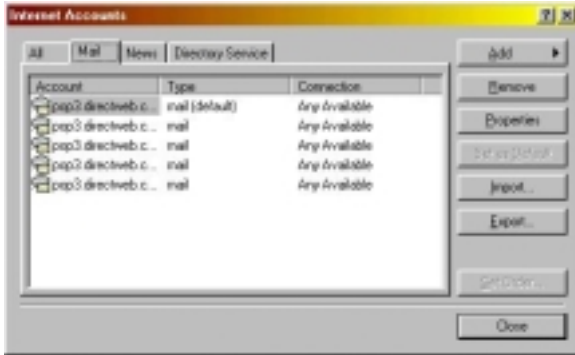


Figure 61

DirectWeb does not modify the News or Directory Services tab, and information on those two tabs may vary from customer to customer. The All tab will reflect all of the Mail, News, and Directory Services set up in that Microsoft Outlook Express 5 profile. To access additional information regarding a mail account, highlight the desired account and click Properties.

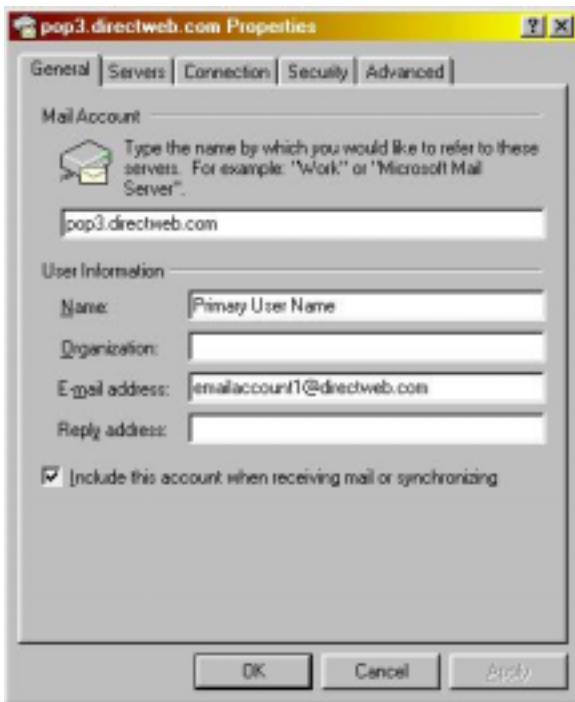


Figure 62

The General tab should be similar to the screen above. The information will be filled in automatically by DirectWeb, however, DirectWeb will function correctly if the customer wishes to manually change the Name, Organization, or Reply address. We do not encourage these changes, and the customer should be aware that these customizations will be lost whenever DirectWeb is re-initialized, restored, or undergoes a major update.

The server name will always be entered as pop3.directweb.com, and if additional accounts are present, Windows 98 will append a unique sequential number at the end, for example pop3.directweb.com (1). The Name field will reflect the Primary User Name for the first e-mail account, and will reflect the beginning portion of the e-mail address for subsequent accounts. The e-mail address will be the DirectWeb e-mail address. Organization and Reply address will be blank, and there will be a checkmark in 'Include this account when receiving mail or synchronizing'.

The next tab is the Servers tab

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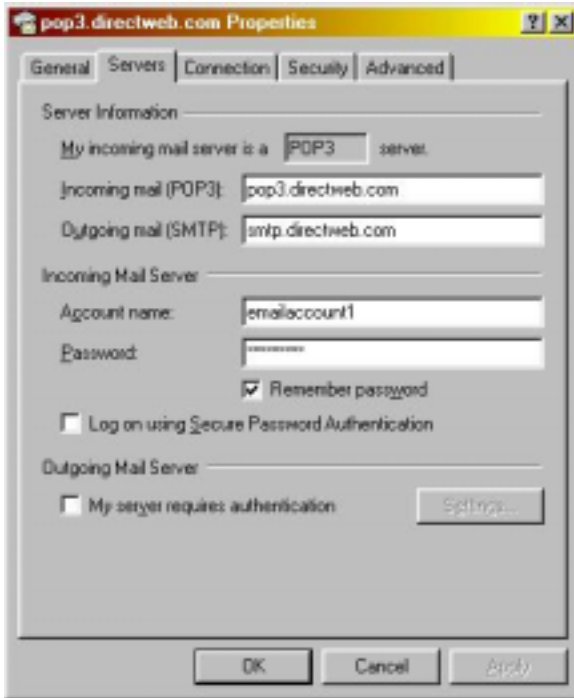


Figure 63

The Servers tab contains no customer modifiable information. A common problem results when the customer enters information in the password field. All information on the Servers tab is set up automatically by DirectWeb. For all customers, the Incoming Mail should be pop3.directweb.com, the Outgoing mail should be smtp.directweb.com, the account name will be the beginning portion of the customer's e-mail address. The password should be 8 characters. If the password has been altered by the customer, run oeinit.exe. Refer to Oeinit.exe on page 60.

The Connection tab of the Mail account properties appears below.

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Figure 64

The customer should not modify the settings on this tab. If this tab is modified, it will need to be changed back to the default shown manually. Oeinit.exe will not make changes to this tab, and customer modifications may affect the performance of Microsoft Outlook Express 5.

The Security tab of the Mail account properties appears below.



Figure 65

DirectWeb Technical Support

The customer should not modify the settings on this tab. If this tab is modified, it will need to be changed back to the default shown manually. Oeinit.exe will not make changes to this tab, and customer modifications may affect the performance of Microsoft Outlook Express 5.

The Advanced tab of the Mail account properties appears below.

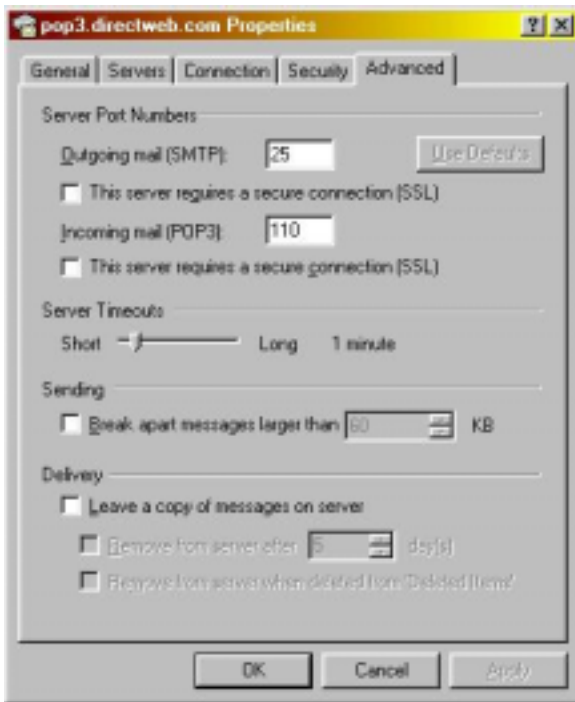


Figure 66

The customer should not modify the settings on this tab. If this tab is modified, it will need to be changed back to the default shown manually. Oeinit.exe will not make changes to this tab, and customer modifications may affect the performance of Microsoft Outlook Express 5.

Microsoft Outlook Express 5: Options Default

Microsoft Outlook Express 5 is set to certain defaults that permit the DirectWeb Internet Guide oeinit.exe utility to set up Microsoft Outlook Express 5 automatically. The Options are accessed by opening Microsoft Outlook Express 5, clicking Tools, then Options.

None of these tabs are changed by oeinit.exe during setup. If the customer modifies these settings, they could prevent the DirectWeb Internet Guide from setting up Microsoft Outlook Express 5. The series of screens below show the correct default settings that allow the DirectWeb Internet Guide to set up Microsoft Outlook Express 5 automatically.

General Tab

If the General tab option 'When starting, go directly to my 'Inbox' folder' has a checkmark, then oeinit.exe will fail when run. DirectWeb will be unable to set up the mail accounts automatically. This box must be unchecked for oeinit.exe to function successfully.

DirectWeb does not provide any newsgroups. A customer may find another source for newsgroups, but DirectWeb does not provide support for setting up or maintaining newsgroups that the customer locates from non-DirectWeb sources. The oeinit.exe is not affected by the 'Notify me if there are any new newsgroups' option.

Oeinit.exe is not affected by the option 'Automatically display folders with unread messages'.

Oeinit.exe is not affected by the option 'Play sound when new messages arrive'.

DirectWeb Technical Support

If the General tab option 'Send and receive messages at startup' has a checkmark, then oeinit.exe will fail when run. DirectWeb will be unable to set up the mail accounts automatically. This box must be unchecked for oeinit.exe to function successfully.

Oeinit.exe may be affected by the option 'Check for new messages every X minute(s)' if X is set to under 10 minutes. The oeinit.exe utility needs to be free to run uninterrupted for at least 5 minutes, and Microsoft Outlook Express 5 could conceivably attempt to check for mail while oeinit.exe is running, which would prevent DirectWeb from setting up the mail accounts.

DirectWeb could be affected by the option 'If my computer is not connected at this time'. It should be set to 'Do not connect' for optimum performance. As long as the DirectWeb Internet Guide is open, the connection will be automatically re-established if lost. Having this option changed could interfere with or prevent that connection from being correctly re-established.

Oeinit.exe will fail if Microsoft Outlook Express 5 is not set to be the default Mail handler and Microsoft Outlook Express 5 prompts the customer to select a default Mail handler when Microsoft Outlook Express 5 is opened.

Oeinit.exe may fail if Microsoft Outlook Express 5 is not set to be the default News handler and Microsoft Outlook Express 5 prompts the customer to select a default News handler when Microsoft Outlook Express 5 is opened.

For optimum performance and to ensure that oeinit.exe runs correctly every time, verify that the General tab is set to the defaults shown below.



Figure 67

DirectWeb Technical Support

Read Tab

DirectWeb technical support has not found a situation where changes on the Read tab affect the performance of Microsoft Outlook Express 5 or oeinit.exe. However, technical support recommends that the following defaults be verified on the customer's machine. If the customer is experiencing any failures with oeinit.exe setting up their Microsoft Outlook Express 5 accounts automatically, then verify that the settings on the Read tab match the defaults shown below.

If a customer is a novice or inexperienced computer user, then verify that the Read tab is set to the defaults shown below. If the customer is experiencing any Microsoft Outlook Express 5 problems, then verify that the Read tab is set to the defaults shown below.

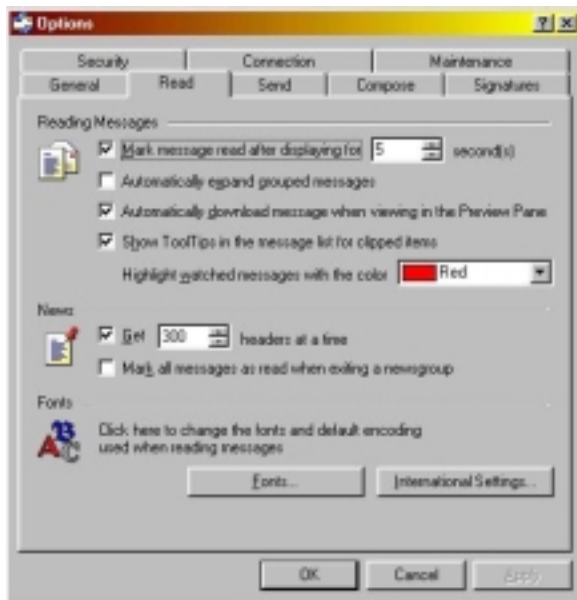


Figure 68

DirectWeb Technical Support

Send Tab

DirectWeb technical support has not found a situation where changes on the Send tab affect the performance of Microsoft Outlook Express 5 or oeinit.exe. However, technical support recommends that the following defaults be verified on the customer's machine. If the customer is experiencing any failures with oeinit.exe setting up their Microsoft Outlook Express 5 accounts automatically, then verify that the settings on the Send tab match the defaults shown below.

If a customer is a novice or inexperienced computer user, then verify that the Send tab is set to the defaults shown below. If the customer is experiencing any Microsoft Outlook Express 5 problems, then verify that the Send tab is set to the defaults shown below.

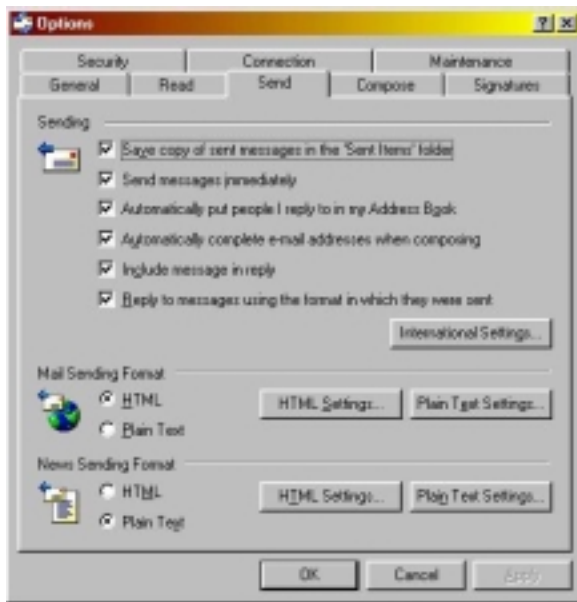


Figure 69

DirectWeb Technical Support

Compose Tab

DirectWeb technical support has not found a situation where changes on the Compose tab affect the performance of Microsoft Outlook Express 5 or oeinit.exe. However, technical support recommends that the following defaults be verified on the customers machine. If the customer is experiencing any failures with oeinit.exe setting up their Microsoft Outlook Express 5 accounts automatically, then verify that the settings on the Compose tab match the defaults shown below.

If a customer is a novice or inexperienced computer user, then verify that the Compose tab is set to the defaults shown below. If the customer is experiencing any Microsoft Outlook Express 5 problems, then verify that the Compose tab is set to the defaults shown below.



Figure 70

DirectWeb Technical Support

Signature Tab

DirectWeb technical support has not found a situation where changes on the Signatures tab affect the performance of Microsoft Outlook Express 5 or oeinit.exe. However, technical support recommends that the following defaults be verified on the customers machine. If the customer is experiencing any failures with oeinit.exe setting up their Microsoft Outlook Express 5 accounts automatically, then verify that the settings on the Signatures tab match the defaults shown below.

If a customer is a novice or inexperienced computer user, then verify that the Signatures tab is set to the defaults shown below. If the customer is experiencing any Microsoft Outlook Express 5 problems, then verify that the Signatures tab is set to the defaults shown below.

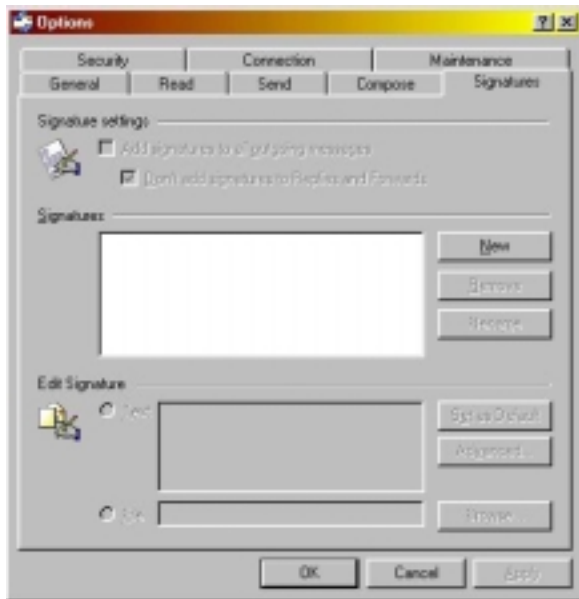


Figure 71

DirectWeb Technical Support

Security Tab

DirectWeb recommends against making changes to the Security tab. Unless the customer is a well-experienced computer user and understands how the settings on the Security tab affect the performance of Microsoft Outlook Express 5 and their browsing experience, these options should not be changed.

Technical support recommends that the following defaults be verified on the customers machine. If the customer is experiencing any failures with oenit.exe setting up their Microsoft Outlook Express 5 accounts automatically, then verify that the settings on the Security tab match the defaults shown below.

If a customer is a novice or inexperienced computer user, then verify that the Security tab is set to the defaults shown below. If the customer is experiencing any Microsoft Outlook Express 5 problems, then verify that the Security tab is set to the defaults shown below.

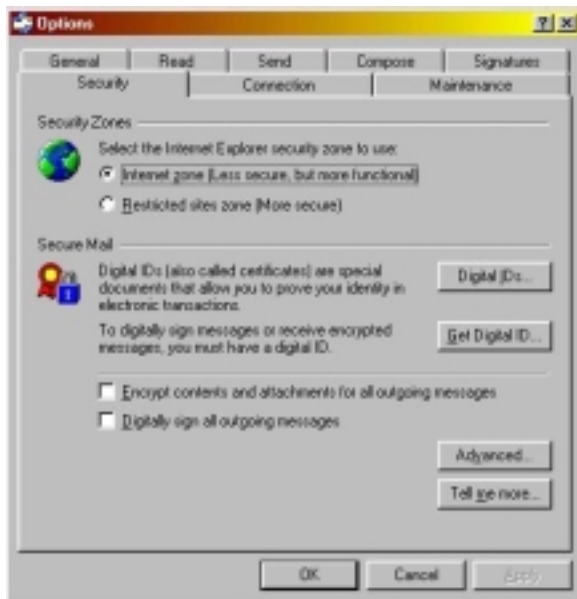


Figure 72

DirectWeb Technical Support

Connection tab

There are not options on the Connection tab that the customer should modify.

The option 'Ask before switching dial-up connections' should be check-marked. This protects the customer if they install multiple DUN's on their computer.

The option 'Hang up after sending and receiving' should not be check-marked under any circumstance.

For optimum performance and to ensure that oenit.exe runs correctly every time, verify that the Connection tab is set to the defaults shown below.

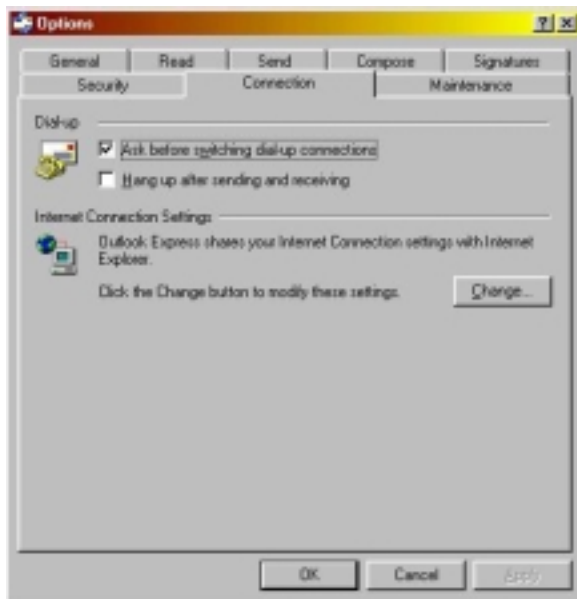


Figure 73

DirectWeb Technical Support

Maintenance Tab

DirectWeb technical support has not found a situation where changes on the Maintenance tab affect the performance of Microsoft Outlook Express 5 or oeinit.exe. However, technical support recommends that the following defaults be verified on the customer's machine. If the customer is experiencing any failures with oeinit.exe setting up their Microsoft Outlook Express 5 accounts automatically, then verify that the settings on the Maintenance tab match the defaults shown below.

The Troubleshooting option on the Maintenance tab should only be used under limited situations, and should always be turned off after use to ensure the customer's machine will not be over-burdened by tracking and storing information in a log file. In general, the Troubleshooting option on the Maintenance tab will not be used.

If a customer is a novice or inexperienced computer user, then verify that the Maintenance tab is set to the defaults shown below. If the customer is experiencing any Microsoft Outlook Express 5 problems, then verify that the Maintenance tab is set to the defaults shown below.



Figure 74

Microsoft Outlook Express 5: Understanding Error Messages

Microsoft Outlook Express 5 generates limited error messages when it encounters problems sending and receiving mail. Those messages are lost when Microsoft Outlook Express 5 is closed and re-opened. The messages that may appear, and their explanations, are listed below.

Microsoft Outlook Express 5: Incoming Mail (POP3) is wrong

The host 'pop3.directwebwrong.com' could not be found. Please verify that you have entered the server name correctly. Account: 'pop3.directwebwrong.com', Server: 'pop3.directwebwrong.com', Protocol: POP3, Port: 110, Secure(SSL): No, Socket Error: 11001, Error Number: 0x800CCC0D

Problem: If the customer receives the error message above, when they attempt to Receive mail, then their Incoming Mail (POP3) is not set correctly.

Solution: There are two ways to clear this error.

One option is manually. Open Microsoft Outlook Express 5. Click Tools, then Accounts. Select the Mail tab. Check the Properties for every mail account. The Servers tab on the mail account properties should be set so that the Incoming mail (POP3) is pop3.directweb.com. Refer to Figure 63 on page 39.

DirectWeb Technical Support

An alternate option is to run oeinit.exe. Refer to Oeinit.exe on page 60.

Warning: If the customer is receiving this error message, then either the customer manually modified the settings on the in Microsoft Outlook Express 5, or oeinit.exe failed to execute properly. As part of the troubleshooting, try to determine if the customer has modified settings. It is also advisable to check all of the other settings in Microsoft Outlook Express 5 and verify that everything is set up correctly. If you suspect the customer has modified additional settings, then verify Microsoft Outlook Express 5 is set to the correct defaults to allow oeinit.exe to run correctly, then run oeinit.exe.

Microsoft Outlook Express 5: Outgoing Mail (SMTP) is wrong

The host 'smtp.directwebwrong.com' could not be found. Please verify that you have entered the server name correctly. Account: 'pop3.directweb.com', Server: 'smtp.directwebwrong.com', Protocol: SMTP, Port: 25, Secure(SSL): No, Socket Error: 11001, Error Number: 0x800CCC0D

Problem: If the customer receives the error message above, when they attempt to Send mail, then their Outgoing Mail (SMTP) is not set correctly.

Solution: There are two ways to clear this error.

One option is manually. Open Microsoft Outlook Express 5. Click Tools, then Accounts. Select the Mail tab. Check the Properties for every mail account. The Servers tab on the mail account properties should be set so that the Outgoing mail (SMTP) is smtp.directweb.com. Refer to Figure 63 on page 39.

An alternate option is to run oeinit.exe. Refer to Oeinit.exe on page 60.

Warning: If the customer is receiving this error message, then either the customer manually modified the settings on the in Microsoft Outlook Express 5, or oeinit.exe failed to execute properly. As part of the troubleshooting, try to determine if the customer has modified settings. It is also advisable to check all of the other settings in Microsoft Outlook Express 5 and verify that everything is set up correctly. If you suspect the customer has modified additional settings, then verify Microsoft Outlook Express 5 is set to the correct defaults to allow oeinit.exe to run correctly, then run oeinit.exe.

Microsoft Outlook Express 5: Account Name or Password is Wrong

There was a problem logging onto your mail server. Your Password was rejected. Account: 'pop3.directweb.com', Server: 'pop3.directweb.com', Protocol: POP3, Server Response: '-ERR Bad login', Port: 110, Secure(SSL): No, Server Error: 0x800CCC90, Error Number: 0x800CCC92

Problem: If the customer receives the error message above, when they attempt to Receive mail, then either the Account name or Password for the Incoming Mail Server are not set correctly.

Solution:

This problem is more complex to fix because Microsoft Outlook Express 5 generates the same error when either the Account name, the Password, or both, are not set correctly.

The recommended solution is to run oeinit.exe. Refer to Oeinit.exe on page 60.

When this error occurs, 95% of the time it is caused by the customer having modified the password in an attempt to protect their mail from being read by another individual. If the customer expresses dissatisfaction with the lack of privacy, or mentions Identities, explain to the customer that DirectWeb is currently researching other options to address these concerns.

Warning: If the customer is receiving this error message, then either the customer manually modified the settings on the in Microsoft Outlook Express 5, or oeinit.exe failed to execute properly. As part of the troubleshooting, try to determine if the customer has modified settings. It is also advisable to check all of the other settings in Microsoft Outlook Express 5 and verify that everything is set up correctly. If you suspect the customer has modified additional settings, then verify Microsoft Outlook Express 5 is set to the correct defaults to allow oeinit.exe to run correctly, then run oeinit.exe.

Microsoft Outlook Express 5: No Internet Connectivity

The host 'pop3.directweb.com' could not be found. Please verify that you have entered the server name correctly. Account: 'pop3.directweb.com', Server: 'pop3.directweb.com', Protocol: POP3, Port: 110, Secure(SSL): No, Socket Error: 11001, Error Number: 0x800CCC0D

Problem: If the customer receives the error message above, when they attempt to Send or Receive mail, then they do not have an active internet connection, or Microsoft Outlook Express 5 timed out while DirectWeb was automatically re-establishing internet connectivity

Solution:

For optimum performance, DirectWeb should be open simultaneous with Microsoft Outlook Express 5. If connectivity is lost, DirectWeb will automatically re-establish connectivity if Microsoft Outlook Express 5 requests it (when attempting to send or receive mail). If it is not convenient for the customer to have DirectWeb and Microsoft Outlook Express 5 open simultaneously, then the customer should be educated that DirectWeb must be open (to the main screen, not just the login screen) when the customer wishes to send and/or receive mail in Microsoft Outlook Express 5.

If this error occurs and DirectWeb was open in the background, then confirm with the customer that they logged into the DirectWeb Internet Guide, and that they weren't looking at the login screen. If DirectWeb is in fact open, then Microsoft Outlook Express 5 probably timed out while DirectWeb was re-establishing an internet connection. The customer should click the Send/Receive button in Microsoft Outlook Express 5 again. If necessary, teach the customer how to recognize an active internet connection. Refer to Figure 75 on page 51.



Figure 75

Microsoft Outlook Express 5: Customer Education

Does the customer know how to launch Microsoft Outlook Express 5?

There are several methods to launch Microsoft Outlook Express 5 all are correct, but DirectWeb recommends launching Microsoft Outlook Express 5 from the e-mail icon in the DWDesktop. Launching Microsoft Outlook Express 5 in this manner ensures that there is an active Internet connection at the time of launch, reducing the problems a customer may experience when attempting to Send/Receive e-mail. The customer may also launch Microsoft Outlook Express 5 via the icon on the Windows 98 desktop, via the icon in the taskbar, or via any other Microsoft Outlook Express 5 icon that may be available.

Does the customer know how to check for new messages?

Microsoft Outlook Express 5 is not configured to check for e-mail automatically. Make sure that the customer understands how to check for new e-mail messages. Explain to the customer that they must be connected to the internet via DirectWeb. The customer should then open Microsoft Outlook Express 5, and click on the Send/Receive button. Microsoft Outlook Express 5 will check for new messages for each e-mail account.

The most common problem with receiving e-mail in Microsoft Outlook Express 5 is that the customer must click the Send/Receive mail button within Microsoft Outlook Express 5. Many customers are unaware of this, and think their e-mail is not functioning. The customer must have an active Internet connection to send or receive mail. The active Internet connection is accessed via the DirectWeb Internet Guide. If the customer's internet connection is lost, but the DirectWeb Internet Guide is still open, the DirectWeb Internet Guide will automatically re-establish the internet connection. It is possible that the e-mail Send/Receive request may time out while DirectWeb is re-establishing the connection. In this case, just hit the Send/Receive button again after the connection has been established.

DirectWeb Technical Support

If a customer is experiencing difficulties sending or receiving their Microsoft Outlook Express 5 e-mail, send the customer a test message. Verify that the customer had an active Internet connection, and did click the Send/Receive button. The customer should receive the message. The customer should reply to the message to ensure that there is full functionality.

Does the customer know where to locate their new messages?

When Microsoft Outlook Express 5 downloads new mail messages, those messages are routed to a folder under the Inbox. The primary e-mail account will have a folder named using the name of the Primary account holder. Any additional e-mail accounts will use folders that are named with the beginning portion of that e-mail address. The customer needs to understand that each computer user can view the e-mail of the other computer users. At this time, DirectWeb does not have a solution, but is developing alternate methods that will be compatible with the DirectWeb Internet Guide.

Make sure that the customer understands how to click on the individual folders to access their e-mail.

Does the customer know how to change the 'From' field on New Messages?

When a customer has multiple e-mail accounts, the 'From' field in a new message must be changed manually if the customer wishes the e-mail to be sent from a different e-mail account than the default e-mail account. The customer does this by creating a new mail message, then clicking on the 'From' field, and selecting an e-mail address from the pick list. Logging into DirectWeb as a different individual has no impact. The e-mail address will always show as from the default e-mail address, unless the customer specifically changes it, every single time. Do not set up Identities to work around this problem. Setting up Identities will prevent the DirectWeb Internet Guide from updating the Microsoft Outlook Express 5 settings if changes are made to the customers e-mail accounts.

Adding or Changing DirectWeb E-mail Accounts

DirectWeb provides up to five e-mail accounts per DirectWeb subscription. A DirectWeb e-mail address must have at least three characters, and must begin with an alpha character. The customer does not have the ability to add an e-mail account to their machine. DirectWeb Level 2 Support adds and changes e-mail addresses. DirectWeb Level 2 Support must do adding or changing an e-mail address, and then the customer must re-initialize their computer. DirectWeb Level 1 Support may walk the customer through the re-initialization process. Refer to DirectWeb Re-Initialization Utility on page 60.

If a customer desires a change to an existing e-mail account:

A customer may make changes to their existing e-mail account.

1. Determine what change the customer desires
2. Contact DirectWeb Level 2 Support by e-mail at techsupport@directweb.com. The subject line should read 'Customer <LastName> E-mail Change', and the body of the message should include the customers full name, home phone number, and 3 choices for each change requested (in case first and second choice are unavailable). Level 2 will make the change, then de-escalate the call to Level 1 to re-initialize the customers computer.
3. After DirectWeb Level 2 Support has made the desired change, DirectWeb Level 1 Support must walk the customer through a re-initialization. Refer to DirectWeb Re-Initialization Utility on page 60.

If a customer wishes to add an e-mail account:

A customer may have up to five e-mail accounts.

1. Determine e-mail address(es) the customer wishes to add.
4. Contact DirectWeb Level 2 Support by e-mail at techsupport@directweb.com. The subject line should read 'Customer <LastName> E-mail Change', and the body of the message should include the customers full name, home phone number, and 3 choices for each change requested (in case first and second choice are unavailable). Level 2 will make the change, then de-escalate the call to Level 1 to re-initialize the customers computer.
2. After DirectWeb Level 2 Support has made the desired change, DirectWeb Level 1 Support must walk the customer through a re-initialization. Refer to DirectWeb Re-Initialization Utility on page 60.

Chapter Six **DirectWeb Computer – General Functionality:**

Connectivity Issues

Modem Properties

If the customer or a technician has modified the Modem Properties, the modem may not work properly. Check Control Panel/Modem, and verify that there is only one modem, a US Robotics, installed on the customer's machine.

Run diagnostics on modem:

Go to Control Panel/Modems. Select Diagnostics tab. Select the installed modem, and click 'more info'. Data should be returned. Record any error messages exactly.

DirectWeb DUN Connection = 1-888-770-3030

Check the DirectWeb DUN connection. If 1-888-770-3030 appears in the telephone number field, then the customer may not have finished setting up DirectWeb. Try launching DirectWeb manually. This may not resolve the situation. Refer to DirectWeb Re-Initialization Utility on page 61.

DirectWeb DUN Connection = ISP phone number

Check the DirectWeb DUN connection. If the telephone number field shows a number local to the customer, then the customer should be able to launch DirectWeb. Ask the customer to reboot the computer, and check the setting again. Carefully record any applicable error messages when DirectWeb attempts to launch at startup. Check the DirectWeb DUN connection again. It may still show the customer's local ISP phone number, and the customer may be unable to launch DirectWeb. Refer to **DirectWeb Restore Utility** on page 63. Consult with DirectWeb Level 2 Support if necessary.

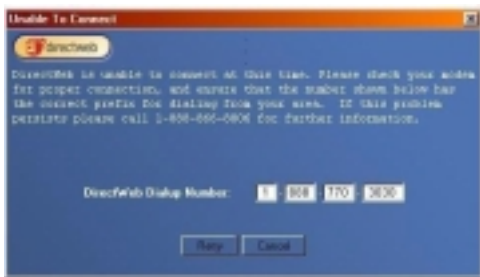
Connection Dropped

A customer may lose their Internet connection if they have call waiting. Refer to **Call Waiting** on page 55.

The Internet connection will also time out if it has not been used for approximately 20 minutes. Unlike non-DirectWeb computers, this setting is controlled at the ISP, not from the customer's DirectWeb computer. The DirectWeb Internet Guide will automatically re-establish an Internet connection when the customer performs an action requiring a connection. Some examples include: 1) clicking a link for a web site; 2) performing a search; 3) entering a URL in the Search bar and clicking Search; 4) clicking Refresh; 5) clicking Home; 6) clicking the Send/Receive button in Microsoft Outlook Express 5 while the DirectWeb Internet Guide is open.

The customer may also lose their Internet connection if they have a poor quality phone line. The customer may wish to contact their phone company and request that they have their line balanced.

Error Message 'Unable to Connect'



or

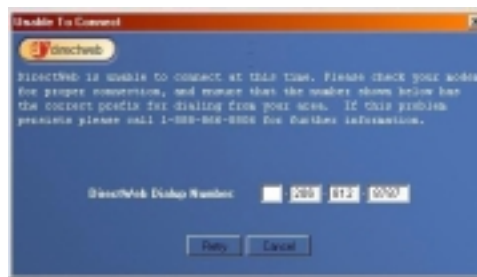


Figure 76

Figure 77

When DirectWeb is unable to connect to the 1-888-770-3030 or the local ISP, it will return the message 'Unable to Connect'. Winmodems are only capable of returning 3 error states, so it was not possible to make a more specific error message. The modem will return the 'Unable to Connect' message if

- There was no dial tone
- There was a busy signal
- Connection failed for any other reason

If many customers are experiencing the 'Unable to Connect' message in a short time span, there may be a problem at the ISP. The Ziplink web site posts outages at <http://www.ziplink.com/system.shtml>. If there are serious connection problems for multiple customers, please contact DirectWeb Level 2 Support. DirectWeb Level 2 Support will contact the Ziplink NOC to determine if the problem is being resolved.

A customer may also experience the 'Unable to Connect' error if the telephone cord is not correctly plugged into the computer. DirectWeb recommends running the cable provided with the machine from the wall jack, without a splitter, to the picture of the wall jack on the back of the computer. If the customer wishes to add a telephone, the telephone should be plugged into the picture of the telephone on the back of the computer. DirectWeb has found that the best results come from having a dedicated phone line, with no splitter or other components. A very long cable may also result in signal degradation, preventing a customer from getting a stable connection.

In extremely rare circumstances, the local ISP may be experiencing heavy usage. Dial the local ISP phone number manually to confirm that a modem picks up.

The DirectWeb connection may also time out if the local ISP does not authorize the account quickly enough. DirectWeb is working with Ziplink on this potential problem.

In general, if a customer receives the 'Unable to Connect' message, the customer should simply click 'Retry'. The customer will often find they are able to connect on their second or third attempt. If the problem persists, the customer should check the cabling layout. It is also possible there is too much line noise for DirectWeb to communicate with the local ISP. The customer may wish to call their telephone service and request to have their line balanced.

If the customer receives the 'Unable to Connect' message when dialing the 1-888-770-3030 number, and the customer has never been successful dialing that number, the customer may have a 'local only' phone service on that phone line. The 1-888-770-3030 is a toll free number, however some 'local only' phone services interpret it as a long distance dial.

DirectWeb Technical Support

Phone Feature Problems

The following phone features are known to cause problems with the ability of DirectWeb to connect to the Internet:

- Local Only phone service
- Multiple devices attached to the same phone line as the computer
- Voice Messaging
- Call Waiting
- Pulse dialing (Customers should be using Tone dialing)

Local Only Phone Service

Local Only phone service can cause a problem with the customer's ability to dial the 1-888-770-3030 number. Some 'Local Only' services interpret the toll free 1-888-770-3030 number as a long distance call, and will not permit the number to be dialed. The customer may wish to either change the phone service, or attach the computer to a different phone line with full service, long enough to dial the 1-888-770-3030 number and download their initialization packet.

Multiple Devices

Multiple devices attached to the same phone line as the computer can cause connectivity problems as well. Request that the customer plug the computer directly into the wall jack, with no other devices and no splitters. This is a valid trouble shooting technique, and may allow the customer to get online.

Voice Messaging

The Voice Messaging feature offered by some phone companies can cause connectivity problems. When a message is waiting in voice messaging, it makes a fast high-pitched beep, which is interpreted as a busy signal. The customer may be able to get online if they listen to all their messages, so they no longer have the high-pitched notification beep, or if they disable the notification beep signal. The customer should consult with their phone company's customer service department if they do not know how to do this.

Call Waiting

At this time, DirectWeb does not provide a way to automatically disable call waiting. Changing the settings in Dial-Up Networking on the DirectWeb DUN connection will have no effect. The customer will lose their Internet connection each time they receive a phone call. The Software Development team is aware of the problem, and will be developing a solution. There is no release date for the solution at this time.

If the customer has waiting, this workaround may help:

Log into DirectWeb from the normal DirectWeb login screen

When the customer can see the DirectWeb Password screen, direct them to pick up the phone line that the computer is using, and punch *70.

Continue logging into DirectWeb as usual.

Chapter Seven DirectWeb Internet Guide: Known Issues

Browsers

Loading another browser will corrupt the DirectWeb software, and prevent the customer from getting online. In the License Agreement, in section 5, the customer has agreed to not install any other browsers. If a customer has installed another browser, and DirectWeb has stopped functioning, the customer's machine will need to be restored. Refer to **DirectWeb Restore Utility** on page **63**. If this does not solve the problem, it may be necessary to ship the customer an image disk. As a last resort, DirectWeb can ship an image disk to a customer. An image disk erases all data on the computer and returns the computer to its originally released condition. Image disk requests must be received by 3 PM PST to ensure next day delivery.

Favorites

Favorites are not operational; they will be available spring 2000.

History

History is not operational; it will be available spring 2000.

Search

The Search function can be used to go to specific URL's by typing in the address. The URL must be typed in the following format: www.directweb.com. If the URL is typed as: <http://www.directweb.com>, then the Search function will perform a search instead of taking the customer to the desired site.

DirectWeb Internet Guide: Versions

Bkp141

Original Release. Original release date was Spring 1999. Original shipment of machines were installed with bkp141, machines being received in August of 1999 may have bkp141 loaded. Bkp141 will automatically update to bkp143 the first time connection is made. Favorites, History, Search were not functional, and the 'OK' button on User Login screen was not user friendly. At the DirectWeb User Login screen, multiple screen names will not appear. Instead, the same name will appear multiple times. When the customer successfully logs onto DirectWeb, version bkp143 is downloaded, correcting the bug.

Bkp143

Retired Version as of October 1999. Favorites, History, Search not functional. Persistent bug with DirectWeb DUN connection turning 'null'. Cleaner dialog boxes, simpler User Login box.

Bkp146

Retired Version, released October 4, 1999. Favorites, History, Search not functional. Null issue repaired.

Bkp176

Current Version, released January 19, 2000. A completely updated and revised interface. The Favorites and History features are not functional. The Search feature has been rebuilt to behave as a search or URL locator. There are no longer multiple 'levels' for the DirectWeb Internet Guide, all Categories and Sections will be reached from the same, single level interface. Bkp176 will be on the 10,000 computer roll out planned for the 1st quarter of 2000. The anticipated download time for moving from bkp146 to bkp176 is approximately 20 minutes. The customer will notice significant improvements in functionality.

Chapter Eight

DirectWeb Computers: Included Software

As of January, 2000, there was not a final list of what software would be included on each DirectWeb computer.

McAfee Virus Scan

McAfee releases an updated *.dat file weekly. The auto update portion of McAfee virus scan takes the customer to the McAfee web site, and directs them to download the *.dat. This does not function well. Recommend the customer have the DirectWeb Internet Guide open and set to a web site before attempting to use the auto-update feature. If that does not work, and it may not, then direct the customer to manually load the McAfee web site (<http://www.mcafee.com>) and follow the instructions on the web site to download the *.dat file.

PowWow

PowWow is a chat program similar to AOL Instant Messenger or ICQ. The customer should read the help files included with PowWow. Like most chat programs, the customer can only communicate with other individuals using PowWow. The customer may safely install AOL Instant Messenger or ICQ.

PowWow®, by Tribal Voice, is a fully integrated instant messaging, interactive communications and online community solution that features the only instant voice messaging and integrated voice chat capabilities available, as well as group chat, instant messaging, buddy lists, and real-time peer-to-peer communication. PowWow users can utilize a collaborative white board and bulletin board system, conduct Web tours, and share files, URLs and sounds. In addition, PowWow's highly scalable distributed community server (DCS) architecture enables users to quickly and easily create, host, and moderate their own private, personalized online communities.

Not all features of PowWow are fully integrated with the DirectWeb Internet Guide. Some guidelines for the successful use of PowWow appear below.

The customer must create an identity when they first launch PowWow. The PowWow software walks the customer through the creation of this identity. A PowWow user must set up Buddy Lists, to enable them to communicate with other PowWow users. Like most chat programs, PowWow users can only communicate with other PowWow users. PowWow is a free download, available at www.tribalvoice.com/powwow. This URL includes a link which allows the customer to send an invitation to join PowWow to another individual.

Create an Identity

When the customer launches PowWow for the first time, they will see the PowWow Welcome screen. The Welcome screen prompts the customer to enter their screen name (anything is fine), their PowWow address (a valid e-mail address), and a Password.

PowWow will create an identity for the customer, and walk them through the next steps. The customer will see the PowWow navigator window when the identity is complete.

Create a Buddy List

The next step the customer will want to take is the creation of their Buddy List. The customer will need to have a Buddy List to enable them to communicate with other PowWow users.

While the customer is looking at the PowWow navigator window, they need to click on the Buddy List icon. It looks like a smiling sun. This will open the Add Buddy dialog box.

The customer must fill in their Buddy's PowWow Address and Name/Handle. They must also check the Make them a Buddy box. When the customer clicks OK, the person will receive a Buddy Request from the customer, asking them to be the customers Buddy.

Note: You cannot add a person to your Buddy List without his or her consent, and you must give your consent before someone can make you a Buddy.

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The person's name will appear under the Buddy List icon in the customers PowWow Navigator Window along with a question mark.

The question mark will remain until the customers Buddy has accepted the customers Buddy request. Once accepted, the question mark will be replaced by a green icon to indicate that the customers Buddy is Online. If the icon is gray it means the customers Buddy is Offline. The customer can repeat this process, and add as many Buddies as the customer wants.

Send an Instant Message

By right-clicking on any Buddy, you can send Instant Text Messages or Instant Voice Messages. Right-click on a Buddy and choose Instant Message. A dialog box will appear where you can type in any message you wish.

Type in your message and click Send. The message will instantly be sent to your Buddy. And because PowWow Instant Messages do not go through a central server, your message will arrive on your Buddy's desktop in seconds.

Your Buddy will receive both an audio alert and a visual alert letting him/her know that there is an Instant Message from you. Your Buddy can read the message and instantly reply to you or remove the message.

Chapter Nine

DirectWeb Internet Guide: Compatible Software

Not all software has been tested to ensure compatibility with the DirectWeb software. Other than the known issue with installing other browsers, DirectWeb has appeared stable with other software packages. As relating to Internet use, DirectWeb has specifically tested and approved:

- ICQ
- AOL Instant Messenger
- RealPlayer
- RealJukebox
- Shockwave
- WinZip
- Adobe Acrobat Reader
- Microsoft Office Suite
- Microsoft Outlook

This list is not exhaustive, and merely represents packages we were specifically requested to test for compatibility issues.

DirectWeb will not provide support for these software packages. If the customer needs support for any software not provided with their DirectWeb computer, instruct the customer to contact the vendor of that software product.

Chapter Ten

DirectWeb Utilities and Configuration Tools

DirectWeb provides a number of tools and utilities to correct problems with the DirectWeb Internet Guide and computer. These tools are intended to be used under the guidance of a DirectWeb trained technician.

DirectWeb Internet Settings Utility

Oeinit.exe

Oeinit.exe is located at c:\directweb\setup\oeinit.exe and is used in conjunction with c:\directweb\setup\oeusers.ini.

The oeusers.ini contains the information used by oeinit.exe to set up customers e-mail information. After oeinit.exe has been run, oeusers.ini is renamed to oeusers.old, or oeusers.ol# (where # is a sequential digit) if oeusers.old already exists and copied to the folder c:\dwtools.

Oeusers.ini is created when the customer re-initializes their machine. If a customer is experiencing a problem with e-mail passwords, and the existing oeusers.ini contains the correct and most recent e-mail information (look at the date/time stamp on the file and make a judgment call), then it is possible to fix the customers e-mail problem by running oeinit.exe.

Oeinit.exe will only execute properly if Microsoft Outlook Express 5 is set to the correct defaults. Before running oeinit.exe, the technician must walk the customer through verifying that Microsoft Outlook Express 5 is set up correctly. Refer to Microsoft Outlook Express 5 Default Screens on page 34.

1. To run oeinit.exe, first verify that Microsoft Outlook Express 5 is set to the correct defaults
2. Next, instruct the customer to click on Start, then Run
3. Ask the customer to type the following:
4. C:\windows\oeinit.exe
5. Ask the customer to click the Run button
6. The DirectWeb Internet Settings screen will appear, and Outlook Express 5 will open in the background. Oeinit.exe performs the following steps:
7. Checks for the presence of c:\directweb\settings\oeusers.ini. If c:\directweb\settings\oeusers.ini is not present then the DirectWeb Internet Settings screen will immediately close down, and oeinit.exe will be terminated.
8. Outlook Express 5 is opened
9. Script runs, which clicks Tools/Accounts/Mail tab, and deletes the mail accounts that are present
10. Next, the script adds a mail account, based off the information in c:\directweb\settings\oeusers.ini
11. The script walks through each screen of Microsoft Outlook Express 5's 'Add Mail Account' wizard
12. After adding the mail account, the script closes the Accounts window
13. After closing the Accounts window, the script clicks Tools/MessageRules/Mail. From here, the script deletes any existing rules.
14. After deleting existing rules, the script sets up a message rule for the mail account it just created. If the file folder does not already exist under the Inbox, the script creates it at this time.
15. The script finishes setting up the message rule.
16. The script performs these steps in a loop, repeating that loop for each e-mail account the customer has. After all mail accounts and rules have been set, oeinit.exe will close Microsoft Outlook Express 5, the DirectWeb Internet Settings screen will disappear, a copy of c:\directweb\settings\oeusers.ini will be renamed oeusers.ol# and moved to c:\dwtools. Oeinit.exe will then terminate.

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- The script may fail if the customer interrupts by clicking the mouse or using the keyboard.
- The script may fail if Microsoft Outlook Express 5 takes too long to respond to a script command.
- The script will fail if Microsoft Outlook Express 5 has been altered from its DirectWeb defaults.

Under rare circumstances, the script may be unable to correctly set up Microsoft Outlook Express 5, even when all of the correct procedures have been followed. Under these circumstances, escalate the problem to DirectWeb Tier 2 Support. Send an e-mail to techsupport@directweb.com. The subject line of the e-mail should be: Customer <LastName> Oeinit.exe fails. The body of the message should contain the customer's full name, home phone number, and best times to contact. The body of the message should also say what specific errors occurred, and should confirm that the Tier 1 technician verified every single one of the Microsoft Outlook Express 5 screens to ensure that the customer had not altered Microsoft Outlook Express 5 in a way which interfered with the running of oeinit.exe.

Important Note: If a customer is escalated to DirectWeb Tier 2, and it is discovered that the technician had not set Microsoft Outlook Express 5 to the correct defaults, the customer will be de-escalated back to Tier 1 support for assistance.

DirectWeb Re-Initialization Utility: Overview

The DirectWeb Re-Initialization Utility deletes the customer's initialization packet, c:\dwusers\obj.ser. Whenever the initialization packet does not exist, the DirectWeb Internet Guide downloads a new initialization packet, which forces the customer to set up the DirectWeb Internet Guide again.

Use the DirectWeb Re-Initialization Utility if:

- The customer's DirectWeb User Login screen contains no names
- The customer has forgotten their DirectWeb Internet Guide password
- The customer wishes to set a DirectWeb Internet Guide password
- The customer has had any changes made to e-mail
- The customer has had any changes made to their name
- The customer has had any changes made to their ISP phone number
- The customer has had any changes made to their home phone number

Using the DirectWeb Re-Initialization Utility will force the customer to download a new initialization packet, trigger oeinit.exe, and their Microsoft Outlook Express 5 e-mail accounts will be set up again. The customer will also see the License Agreement again.

If the DirectWeb Re-Initialization Utility is being used for these reasons:

- The customer's DirectWeb User Login screen contains no names
- The customer has had any changes made to e-mail
- The customer has had any changes made to their name

Then the technician must verify that Microsoft Outlook Express 5 is set to the correct defaults. If the technician does not check these defaults, then there is a high likelihood that the DirectWeb Internet Settings Utility will be unable to perform correctly, resulting in a loss of e-mail access for the customer. Refer to Microsoft Outlook Express 5 Default Screens on page 34.

Running the DirectWeb Re-Initialization Utility

- 1) Check Microsoft Outlook Express 5 to verify the correct DirectWeb defaults are in place.
- 2) Verify that the DirectWeb Internet Guide is closed
- 3) Launch the DirectWeb Re-Initialization Utility:
 - a) Select 'Start'
 - b) Select 'Programs'
 - c) Select 'DirectWeb'
 - d) Select 'Support'

DirectWeb Technical Support

- e) Select 'DirectWeb Re-Initialization Utility'
 - i Click 'No' when asked, 'Do you wish to exit this program'
 - ii Click 'Yes' when asked 'Are you sure you want to continue'
 - iii Click 'OK' to 'Initialization Data Deleted'. It is okay to see the message 'Initialization Data Not Found' instead.

Set up the DirectWeb Internet Guide

After the DirectWeb Re-Initialization Utility has run (deleting c:\dwusers\obj.ser), the customer will be forced to download a new initialization packet (c:\dwusers\obj.ser). The steps laid out below are abbreviated from DirectWeb Internet Guide: Initial Launch on page 18.

- 4) Launch the DirectWeb Internet Guide:
 - a) Double click on the 'DirectWeb' icon on the Windows 98 Desktop
- 5) The 'Primary User Information' screen will appear
 - a) Instruct the customer to fill in 'Primary User Information' screen using the information as it appears in DirectWeb records.

If the customer's computer uses a separate phone line, stay with the customer until the process is finished.

Otherwise, explain the following steps to the customer (suggest they take notes), make sure the customer understands exactly what needs to be done. Then call the customer back in 15 minutes to verify everything worked correctly.

- 6) Continuing from the 'Primary User Information' screen:
 - a) Click 'OK'. The customer should hear the modem sound while the computer dials 1-888-770-3030), and will see the message 'Initializing System'.
- 7) If the customer receives an 'Unable to Connect' message, click 'Retry'
- 8) After the initialization packet has been downloaded, the customer will see the DirectWeb Internet Settings screen, and the customers DirectWeb e-mail account(s) will be configured automatically in Microsoft Outlook Express 5.
- 9) License Agreement
 - a) Click 'I Agree' at the License Agreement
- 10) The customer will now see the 'DirectWeb User Login' screen.

Verify Functionality

Once the customer sees the DirectWeb User Login screen, they should confirm that the information appears as expected. It is also a good idea for the customer to log in and check their e-mail to verify that no errors occurred during set up.

- 11) At the DirectWeb User Login screen:
 - a) Select a name
 - b) Click 'OK'
- 12) At the 'Setup User Password' screen
 - If the customer desires a DirectWeb password, enter that password in the 'Setup User Password' screen
 - If the customer prefers to not use a password, leave the password fields blank
 - b) Click 'OK' to the 'Setup User Password' screen
- 13) The customer will see the screen 'Connecting to the Internet, please wait' and will hear the modem.
- 14) If the customer receives an 'Unable to Connect' message, click 'Retry'
- 15) DirectWeb Desktop
 - a) Click 'E-Mail'
 - i Microsoft Outlook Express 5 will open
 - Verify that the customer can successfully send and receive e-mail by asking the customer to click the Send/Receive button in Microsoft Outlook Express 5
 - Verify that the customer understands they must click the 'Send/Receive' button in order to receive e-mail

If the customer can reach the DirectWeb Desktop, and can use the 'Send/Receive' button in Microsoft Outlook Express 5 without error, this verifies that the changes were successful.

DirectWeb Technical Support

DirectWeb Restore Utility: Overview

There are two ways to restore the DirectWeb Internet Guide program files if they have been damaged or deleted. The method described below utilizes files kept on the customers hard drive at c:\programfiles\dw_support. The alternate method utilizes a cd which ships with the customers machine. Refer to DirectWeb Restore CD on page 67.

The DirectWeb Restore Utility overwrites c:\directweb with c:\programfiles\dw_support\directweb. It will only work if no portion of DirectWeb is running. Always reboot the computer before attempting to run the DirectWeb Restore Utility. After the DirectWeb Restore Utility has been run, the customer will have to set up the DirectWeb Internet Guide again. Refer to DirectWeb Internet Guide: Initial Launch on page 18 for a full description, or to Set up the DirectWeb Internet Guide on page 62 for a briefer description.

Remember that the DirectWeb Internet Settings Utility (c:\directweb\settings\oeinit.exe) will also run. Refer to Microsoft Outlook Express 5 Default Screens on page 34.

Use the DirectWeb Restore Utility if:

- The DirectWeb Internet Guide will not launch, even after re-booting the computer
- The DirectWeb Internet Guide launches, but returns to the desktop instead of connecting to the Internet
- The DirectWeb Internet Guide locks on launch, even after re-booting the computer

Prepare the Computer

- 1) Check Microsoft Outlook Express 5 to verify that the correct DirectWeb defaults are in place
- 2) Reboot the computer
- 3) Close the DirectWeb User Login if it is visible
- 4) Press **ctrl alt delete** to pull up the task manager
 - a. Check for the presence of the following items and do an 'End Task' if found
 - Wjview
 - DwDesktop
 - Ras_connect
 - Retrieve
 - Anything to do with 'java'
- 5) Press **ctrl alt delete** to pull up the task manager and verify one more time that none of the items are running. It may take multiple tries to get the items to close out. If the computer suffers an illegal operation, reboot the computer and start at step one.
- 6) Use My Computer to delete the following if present:
 - C:\dwlog
 - C:\dwtemp
 - C:\dwnew
 - C:\dwtools
- 7) Use My Computer to delete the entire contents of c:\dwwusers. There should be no file folders or files in c:\dwwusers.
- 8) Close My Computer and the associated windows. No programs should be running and the customer should be able to clearly view the Windows 98 desktop

DirectWeb Technical Support

Running the DirectWeb Restore Utility

9) Run the Restore Utility following this method:

- a. Click Start
- b. Click Programs
- c. Click DirectWeb
- d. Click Support
- e. Click DirectWeb Restore Utility

10) When the Restore Utility begins, ask the customer to read you the first screen to verify that they selected the Restore Utility and not the Re-Initialization Utility. The screen looks like this:

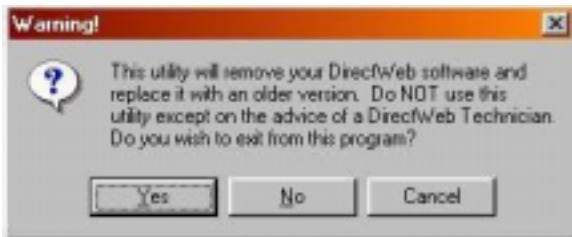


Figure 78

- a. Click No to the first screen
- b. Click Yes to the second screen
- c. The third screen is the Restore Utility progress bar. Ask the customer to read you the percentages as they progress to verify it is running correctly.

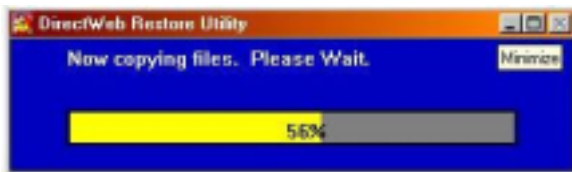


Figure 79

11) At about 70% the Restore will finish, and show you this screen briefly. Verify that the customer saw the 'Process Complete' screen

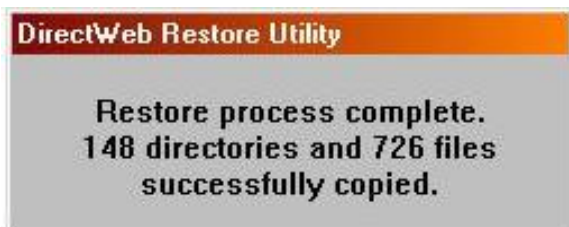


Figure 80

DirectWeb Technical Support

- 12) If the customer does not see the 'Process Complete' screen, or sees an error similar to this error (or any other errors):
- If there are errors, reboot the computer and start over at step one



Figure 81

- 13) Do not proceed to the next step unless the customer saw the 'Restore Process' Complete screen. Otherwise, restart at step one.

Set Up the DirectWeb Internet Guide

- 16) Launch the DirectWeb Internet Guide:
- Double click on the 'DirectWeb' icon on the Windows 98 Desktop
- 17) The 'Primary User Information' screen will appear
- Instruct the customer to fill in 'Primary User Information' screen using the information as it appears in DirectWeb records.

If the customer's computer uses a separate phone line, stay with the customer until the process is finished. Otherwise, explain the following steps to the customer (suggest they take notes), make sure the customer understands exactly what needs to be done. Then call the customer back in 15 minutes to verify everything worked correctly.

- 18) Continuing from the 'Primary User Information' screen:
- Click 'OK'. The customer should hear the modem sound while the computer dials 1-888-770-3030), and will see the message 'Initializing System'.
- 19) If the customer receives an 'Unable to Connect' message, click 'Retry'
- 20) After the initialization packet has been downloaded, the customer will see the DirectWeb Internet Settings screen, and the customers DirectWeb e-mail account(s) will be configured automatically in Microsoft Outlook Express 5.
- 21) License Agreement
- Click 'I Agree' at the License Agreement
- 22) The customer will now see the 'DirectWeb User Login' screen.

Verify Functionality

Once the customer sees the DirectWeb User Login screen, they should confirm that the information appears as expected. DirectWeb Tier 2 Support recommends encouraging the customer to login to verify functionality, and to allow the DirectWeb Internet Guide to update to the most recent version of the software. Frequently, the Restore Utility will place the DirectWeb Internet Guide back several versions, depending on the age of the customers computer, and how many releases have gone out since then. It is also a good idea for the customer to log in and check their e-mail to verify that no errors occurred during set up.

- 23) At the DirectWeb User Login screen:
- Select a name
 - Click 'OK'
- 24) At the 'Setup User Password' screen
- If the customer desires a DirectWeb password, enter that password in the 'Setup User Password' screen
 - If the customer prefers to not use a password, leave the password fields blank
- Click 'OK' to the 'Setup User Password' screen
- 25) The customer will see the screen 'Connecting to the Internet, please wait' and will hear the modem.
- 26) If the customer receives an 'Unable to Connect' message, click 'Retry'

DirectWeb Technical Support

27) DirectWeb Desktop

- a) Click 'E-Mail'
 - i) Microsoft Outlook Express 5 will open
 - Verify that the customer can successfully send and receive e-mail by asking the customer to click the Send/Receive button in Microsoft Outlook Express 5
 - Verify that the customer understands they must click the 'Send/Receive' button in order to receive e-mail

Allow the DirectWeb Internet Guide to Update

28) The customer should remain logged into the DirectWeb Internet Guide for at least 20 minutes, to ensure that the DirectWeb Internet Guide has an opportunity to update itself if necessary. If the DirectWeb Internet Guide does download an update, the customer will see the following screen:

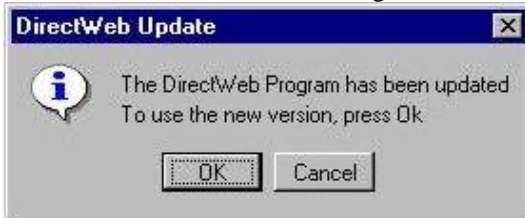


Figure 82

29) If the customer is prompted to accept an update, they must click OK.

- a. The DirectWeb Internet Guide will close
- b. The customer should wait for approximately one minute. If DirectWeb has not automatically re-launched, then the customer should start DirectWeb by double-clicking on the DirectWeb icon on the desktop.
- c. When DirectWeb launches, the customer may see a 'Primary User Information' screen, depending on how old their backup copy of the DirectWeb Internet Guide was
- d. The customer must fill out the Primary User Information screen again
- e. The DirectWeb Internet Guide will download a new initialization packet, and the customer will see the DirectWeb User Login screen
- f. The customer should again log into the DirectWeb Internet Guide. The customer should remain online for at least several minutes to allow the DirectWeb Internet Guide to complete the update process.

If the customer can reach the DirectWeb Desktop, and can use the 'Send/Receive' button in Microsoft Outlook Express 5 without error, this verifies that the DirectWeb Restore Utility was successful.

DirectWeb Restore CD

The DirectWeb Restore CD can be used to restore the following software to a DirectWeb computer:

- DirectWeb Browser (DirectWeb Internet Guide)
- McAfee Virus Scan
- Coroutine for Java
- Microsoft Java VM
- Laplink
- PowWow

When the DirectWeb System CD is inserted in the CD-ROM drive, the following menu appears:

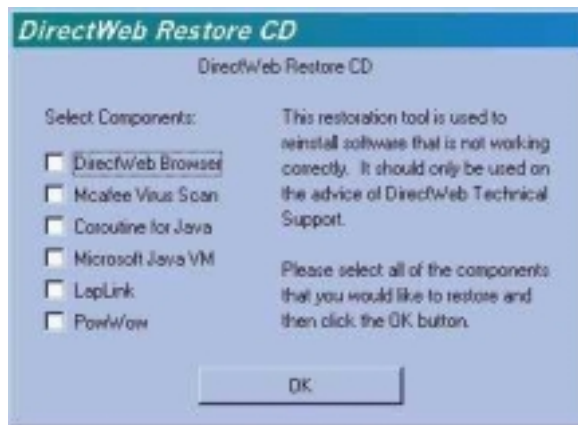


Figure 83

The DirectWeb Restore CD can be used to restore one or all of the components included on the cd. The DirectWeb Restore CD would typically be used if the customer intentionally or inadvertently deleted some or all of the components. The DirectWeb Restore CD could also be if the customer had installed a browser on their computer. Installing other browsers on a DirectWeb computer can cause the DirectWeb Internet Guide to cease functioning.

DirectWeb Restore CD: DirectWeb Browser (DirectWeb Internet Guide)

The DirectWeb Internet Guide will need to be restored under these circumstances:

- The DirectWeb Internet Guide will not launch, even after re-booting the computer
- The DirectWeb Internet Guide launches, but returns to the desktop instead of connecting to the Internet
- The DirectWeb Internet Guide locks on launch, even after re-booting the computer

The DirectWeb Restore CD will restore the DirectWeb Internet Guide software. It will only work if no portion of DirectWeb is running. Reboot the computer before attempting to restore the DirectWeb Internet Guide software. After the DirectWeb Internet Guide has been restored, the customer will have to set up the DirectWeb Internet Guide again. Refer to DirectWeb Internet Guide: Initial Launch on page 18 for a full description, or to Set up the DirectWeb Internet Guide on page 62 for a briefer description.

Remember that the DirectWeb Internet Settings Utility (c:\directweb\settings\oeinit.exe) will also run. Refer to Microsoft Outlook Express 5 Default Screens on page 34.

There are two ways to restore the DirectWeb Internet Guide files. One method uses files already existing on the computers hard drive. Refer to DirectWeb Restore Utility: Overview on page 63. If the files located on the computers hard drive have been deleted, or have become corrupt, use the DirectWeb Restore CD to restore the DirectWeb Internet Guide. Follow the instructions below.

DirectWeb Technical Support

Prepare the Computer

- 1) Check Microsoft Outlook Express 5 to verify that the correct DirectWeb defaults are in place
- 2) Reboot the computer
- 3) Close the DirectWeb User Login if it is visible
- 4) Press **ctrl alt delete** to pull up the task manager
 - a. Check for the presence of the following items and do an 'End Task' if found
 - Wjview
 - DwDesktop
 - Ras_connect
 - Retrieve
 - Anything to do with 'java'
- 5) Press **ctrl alt delete** to pull up the task manager and verify one more time that none of the items are running. It may take multiple tries to get the items to close out. If the computer suffers an illegal operation, reboot the computer and start at step one.
- 6) Use My Computer to delete the following if present:
 - C:\dwlog
 - C:\dwtemp
 - C:\dwnew
 - C:\dwtools
- 7) Use My Computer to delete the entire contents of c:\dwusers. There should be no file folders or files in c:\dwusers.
- 8) Close My Computer and the associated windows. No programs should be running and the customer should be able to clearly view the Windows 98 desktop

Restoring the DirectWeb Internet Guide from the DirectWeb Restore CD

- 9) Place the DirectWeb Restore CD in the CD-ROM drive
- 10) Place a checkmark at 'DirectWeb Browser'
- 11) Click OK
- 12) A screen will appear, showing an automatic installation
- 13) The message 'Restoration Process Complete' will appear
- 14) Click OK

DirectWeb Technical Support

Set Up the DirectWeb Internet Guide

- 15) Launch the DirectWeb Internet Guide:
 - a) Double click on the 'DirectWeb' icon on the Windows 98 Desktop
 - 16) The 'Primary User Information' screen will appear
 - a) Instruct the customer to fill in 'Primary User Information' screen using the information as it appears in DirectWeb records.
- If the customer's computer uses a separate phone line, stay with the customer until the process is finished. Otherwise, explain the following steps to the customer (suggest they take notes), make sure the customer understands exactly what needs to be done. Then call the customer back in 15 minutes to verify everything worked correctly.**
- 17) Continuing from the 'Primary User Information' screen:
 - a) Click 'OK'. The customer should hear the modem sound while the computer dials 1-888-770-3030), and will see the message 'Initializing System'.
 - 18) If the customer receives an 'Unable to Connect' message, click 'Retry'
 - 19) After the initialization packet has been downloaded, the customer will see the DirectWeb Internet Settings screen, and the customers DirectWeb e-mail account(s) will be configured automatically in Microsoft Outlook Express 5.
 - 20) License Agreement
 - a) Click 'I Agree' at the License Agreement
 - 21) The customer will now see the 'DirectWeb User Login' screen.

Verify Functionality

Once the customer sees the DirectWeb User Login screen, they should confirm that the information appears as expected. DirectWeb Tier 2 Support recommends encouraging the customer to login to verify functionality, and to allow the DirectWeb Internet Guide to update to the most recent version of the software. Frequently, the DirectWeb Restore CD will place the DirectWeb Internet Guide back several versions, depending on the age of the customers computer, and how many releases have gone out since then. It is also a good idea for the customer to log in and check their e-mail to verify that no errors occurred during set up.

- 22) At the DirectWeb User Login screen:
 - a) Select a name
 - b) Click 'OK'
- 23) At the 'Setup User Password' screen
 - a)
 - If the customer desires a DirectWeb password, enter that password in the 'Setup User Password' screen
 - If the customer prefers to not use a password, leave the password fields blank
 - b) Click 'OK' to the 'Setup User Password' screen
- 24) The customer will see the screen 'Connecting to the Internet, please wait' and will hear the modem.
- 25) If the customer receives an 'Unable to Connect' message, click 'Retry'
- 26) DirectWeb Desktop
 - a) Click 'E-Mail'
 - i) Microsoft Outlook Express 5 will open
 - Verify that the customer can successfully send and receive e-mail by asking the customer to click the Send/Receive button in Microsoft Outlook Express 5
 - Verify that the customer understands they must click the 'Send/Receive' button in order to receive e-mail

DirectWeb Technical Support

Allow the DirectWeb Internet Guide to Update

27) The customer should remain logged into the DirectWeb Internet Guide for at least 20 minutes, to ensure that the DirectWeb Internet Guide has an opportunity to update itself if necessary. If the DirectWeb Internet Guide does download an update, the customer will see the following screen:



Figure 84

- 28) If the customer is prompted to accept an update, they must click OK.
- g. The DirectWeb Internet Guide will close
 - h. The customer should wait for approximately one minute. If DirectWeb has not automatically re-launched, then the customer should start DirectWeb by double-clicking on the DirectWeb icon on the desktop.
 - i. When DirectWeb launches, the customer may see a 'Primary User Information' screen, depending on how old their backup copy of the DirectWeb Internet Guide was
 - j. The customer must fill out the Primary User Information screen again
 - k. The DirectWeb Internet Guide will download a new initialization packet, and the customer will see the DirectWeb User Login screen
 - l. The customer should again log into the DirectWeb Internet Guide. The customer should remain online for at least several minutes to allow the DirectWeb Internet Guide to complete the update process.

If the customer can reach the DirectWeb Desktop, and can use the 'Send/Receive' button in Microsoft Outlook Express 5 without error, this verifies that the DirectWeb Restore CD was successful.

DirectWeb Restore CD: McAfee Virus Scan

McAfee Virus Scan may need to be restored if its files have become corrupt, or were deleted. McAfee Virus Scan checks the customers computer for viruses, and it's dat files should be updated by the customer on a regular basis. The customer should refer to McAfee's web site at <http://www.mcafee.com> for additional information regarding viruses and how to stay protected against them.

The DirectWeb Restore CD can be used to re-install McAfee Virus Scan. Follow the instructions below.

- 1) For best results, begin by rebooting the computer
- 2) Place the DirectWeb Restore Cd in the CD-ROM drive
- 3) Place a checkmark at 'McAfee Virus Scan'
- 4) Click OK
- 5) A message will appear, stating that McAfee Virus Scan is being installed
- 6) A message will appear, stating that McAfee Virus Scan will automatically reboot your system after it has finished
- 7) Click Yes to Install
- 8) A message will appear 'Automatic Silent Installation', while the setup is actually running minimized on the taskbar
- 9) After the install has completed, the computer will automatically reboot
- 10) Suggest to the customer that they visit <http://www.mcafee.com> and follow the instructions on the web site to download the most recent dat files.

DirectWeb Technical Support

DirectWeb Restore CD: Coroutine for Java

If a customer has installed another browser, the DirectWeb Internet Guide may become corrupted. If this has occurred, then the technician should walk the customer through uninstalling the other browser, then re-installing the Coroutine for Java files, in addition to the DirectWeb Internet Guide. If the customer is receiving java errors, they should re-install the Coroutine for Java files.

The DirectWeb Internet Guide will not function correctly without the Coroutine for Java (also referred to as NEVA Coroutine for Java) files.

- 1) For best results, begin by rebooting the computer
- 2) Place the DirectWeb Restore Cd in the CD-ROM drive
- 3) Place a checkmark at 'Coroutine for Java'
- 4) Click OK
- 5) A message will appear, stating that Coroutine for Java is being installed
- 6) A message will appear, stating that the Restoration Process is Complete
- 7) Click OK

DirectWeb Restore CD: Microsoft Java VM

If a customer has installed another browser, the DirectWeb Internet Guide may become corrupted. If this has occurred, then the technician should walk the customer through uninstalling the other browser, then re-installing the Microsoft Java VM files, in addition to the DirectWeb Internet Guide. If the customer is receiving java errors, they should re-install the Microsoft Java VM files.

The DirectWeb Internet Guide will not function correctly without the Microsoft Java VM files.

- 1) For best results, begin by rebooting the computer
- 2) Place the DirectWeb Restore Cd in the CD-ROM drive
- 3) Place a checkmark at 'Microsoft Java VM'
- 4) Click OK
- 5) A message will appear, stating that Microsoft Java VM is being installed
- 6) A message will appear, stating that the Restoration Process is Complete
- 7) Click OK

DirectWeb Restore CD: Laplink

Laplink is installed on the customers machine to allow DirectWeb Tier 2 technicians remote control capabilities over the customers computer. This is a useful troubleshooting tool. Laplink may need to be re-installed if a customer has intentionally or inadvertently deleted the Laplink program files.

- 1) For best results, begin by rebooting the computer
- 2) Place the DirectWeb Restore Cd in the CD-ROM drive
- 3) Place a checkmark at 'Laplink'
- 4) Click OK
- 5) A message will appear, stating that Laplink is being installed
- 6) A message will appear, stating that the Restoration Process is Complete
- 7) Click OK

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DirectWeb Restore CD: PowWow

DirectWeb has included a chat program with the DirectWeb computers. PowWow can be restored if the customer has intentionally or inadvertently deleted the program files.

- 1) For best results, begin by rebooting the computer
- 2) Place the DirectWeb Restore Cd in the CD-ROM drive
- 3) Place a checkmark at 'PowWow'
- 4) Click OK
- 5) A message will appear, stating that PowWow is being installed
- 6) A message will appear, stating that the Restoration Process is Complete
- 7) Click OK

DirectWeb Recovery CD

Each DirectWeb computer is shipped with a recovery cd, to allow a full restore of the computer. The DirectWeb Recovery CD will reformat the customer's hard drive, and return the computer to its original from the factory condition. The customer must be made aware that using the DirectWeb Recovery CD will delete every single file and program on the computer, including e-mail messages, any customizations the customer has made, and all software the customer may have installed.

The DirectWeb Recovery CD should only be used under extreme circumstances where no other solutions have worked.

- 1) Turn on the computer
- 2) Enter the Setup Utility to instruct the computer to boot from cd
 - a) Press F1 to enter the Setup Utility (this option appears while the computer is still in DOS mode, at boot)
 - b) At the Main Menu, select Startup Options
 - c) Use the down arrow to key down to Boot Sequence
 - d) Highlight '1st. [Floppy Disk]' and hit the right arrow key one time to change it to '1st. [CD-ROM]'
 - e) Verify that the customer sees the following:

Boot Sequence
1st. [CD-ROM]
2nd [Floppy Disk]
3rd [Hard Disk]
 - f) Hit Escape one time to return to the Main Menu
 - g) Hit Escape again to leave the Main Menu
 - h) Hit Enter with the 'Yes' highlighted to accept the changes

DirectWeb Technical Support

3) Insert the DirectWeb Recovery CD in the CD-ROM

a) Reboot the computer

The computer will begin its normal startup process

4) The customer will see the following text:

IBM Recovery Program

Main Menu

Full Recovery: Reformat your hard disk and restore all files

Custom Recovery: Select files to restore without reformatting your hard disk.

System Utilities

5) Select Full Recovery

6) Accept the conditions by clicking Y

7) Verify that you want to continue by clicking Y

8) Confirm that you understand that the hard disk will be formatted and all files will be deleted by clicking Y

9) The recovery will begin, and will take up to one hour

10) After the recovery has completed, the customer will need to set up Windows 98 and the DirectWeb Internet Guide again.

11) Refer to DirectWeb Internet Guide: Installation on page 18.

Chapter Eleven

DirectWeb Computer: Specific Instructions

Task Manager

Access the Windows 98 Task Manager by pressing ctrl-alt-delete one time. This will bring up the 'Close Programs' window. Select the appropriate item, and click 'End Task'. Repeat as necessary.

Microsoft Outlook Express 5: Removing Identities:

Microsoft Outlook Express 5 includes a feature known as Identities. Identities are NOT compatible with DirectWeb, and if Identities are in place, the automated e-mail setup (oeinit.exe) will not function. If Identities are in place, it will be necessary to remove them and place Microsoft Outlook Express 5 back to its default settings. This is done most easily via Laplink. DirectWeb Level 2 Support can handle customers that have setup Microsoft Outlook Express 5 Identities.

When a customer has created Identities, then the following settings must be in place before DirectWeb will function correctly. This is in addition to Microsoft Outlook Express 5 Default Screens on page 34.

- At File/Identities/Manage Identities, the only thing listed should be Main (Default).
- At File/Identities/Manage Identities, 'Start Up Using' should be set for Main (Default).
- At File/Identities/Manage Identities/Properties 'Type Your Name' should be set for 'Main'
- At File/Identities/Manage Identities/Properties there should be no checkmark at 'Ask Me for a password when I start'.

Use the methods discussed below to return Microsoft Outlook Express 5 to the correct settings.

Part 1 - Has the customer created Identities?

If you suspect a customer has created Identities within Microsoft Outlook Express 5 below are some tips and clues.

If a customer has created Identities:

- You may be prompted to set Microsoft Outlook Express 5 as the Default Mail Client. Uncheck the 'Always Perform this Check' box and select 'OK'. You may be prompted for the password in order to make this change.
- You may see a dialog box, 'Identity Login' which prompts you to select an Identity.
- You may be prompted to enter an Microsoft Outlook Express 5 Identity password to launch Microsoft Outlook Express 5
- Once within Microsoft Outlook Express 5 check File/Identities/Manage Identities. If you see anything other than 'Main (default)' in this area, Identities have been setup.

Part 2 - Do the Identities include Passwords?

If you are prompted for an Microsoft Outlook Express 5 Identity password, the customer will need to enter the password when prompted. The passwords must be removed from Identities. Follow the steps below:

- 1) Launch Microsoft Outlook Express 5
- 2) Select an Identity if prompted.
- 3) Enter the Identity password if prompted.
- 4) At File/Identities/Manage Identities select the Identity currently being used, and select Properties.
- 5) Uncheck the 'Always Perform this Check' box and select OK. You may be prompted for the password in order to make this change.
- 6) Click OK to return to the 'Manage Identities' dialog box.

DirectWeb Technical Support

- 7) Repeat these steps 4 through 6 for each Identity present in the 'Manage Identities' dialog box until no Identities are password protected. Close the 'Manage Identities' dialog box.
- 8) When the Identity password has been removed for each Identity leave Microsoft Outlook Express 5 open and proceed to the next step.

Part 3 - Has the customer created separate Contacts in each Identity?

Determine if the customer has created a Contacts list for each Identity, and if the customer wishes to retain those Contacts.

If the customer has Contacts that need to be retained, export the Contacts for each Identity. The exported Contacts will be imported as the final step after Identities have been dropped.

Microsoft Outlook Express 5 should still be open from the previous steps.

- 1) Select File/Switch Identities
- 2) Select the last Identity on the list. Note – These steps will be repeated for each Identity.
- 3) Select File/Export/Address Book...
- 4) At the 'Address Book Export Tool' dialog box select 'Text File (Comma Separated Values)' and click 'Export'.
- 5) At the 'CSV Export' dialog box, click the 'Browse' button.
- 6) Use 'Save In' box to change the drive to the root of C.
- 7) Click in 'File Name' and type the name of the Identity for the Contacts being exported.
- 8) Click 'Save'. The customer should read out the information in the 'Save Exported File As' box to verify the location of the exported Contacts.
- 9) Click Next
- 10) Place a checkmark in every box in the 'CSV Export' dialog box.
- 11) Click Finish
- 12) Click OK to 'Address Book Export Process has completed'.
- 13) Click Close.
- 14) Repeat steps through for each Identity. Remember to keep track of the name and file locations of each exported Contacts.
- 15) The exported Contacts will later be imported as the final step of removing Identities from Microsoft Outlook Express 5

Part 4 - Has the customer set up non DirectWeb e-mail accounts using Identities?

If the customer has set up non-DirectWeb e-mail accounts within Microsoft Outlook Express 5 explain to the customer that the information for these accounts will be deleted when the Identities are removed. The customer will have to set them up on their own, after Identities have been completely removed, and DirectWeb has setup the DirectWeb e-mail accounts. There is not a work around to this.

Part 5 - Do the Identities contain e-mail messages the customer needs to save?

There is not a simple way to retain e-mail messages from an Identity that needs to be removed. If the customer is insistent, then refer the problem to DirectWeb Level 2 Support. One of the Identities will be retained, and renamed to Main. It is logical to select the Identity with the most e-mail's for this purpose.

Part 6 – Remove all Identities and rename the final Identity to Main (Default)

It is possible to remove all Identities except the Identity currently in use. Determine which Identity the customer wishes to retain; it is logical to select the Identity with the most e-mail.

DirectWeb Technical Support

Microsoft Outlook Express 5 should still be open from the previous step.

- 1) Select File/Switch Identity
- 2) Highlight the Identity the customer wishes to retain.
- 3) Click OK
- 4) You will be returned to Microsoft Outlook Express 5 logged in as the Identity selected.
- 5) Select File/Identities/Manage Identities
- 6) At the 'Manage Identities' dialog box, select an Identity to remove.
- 7) Click 'Remove'
- 8) Click 'Delete'.
- 9) Repeat steps 6 through 8 for each Identity until only the currently logged on Identity remains.
- 10) Highlight the remaining Identity, and select 'Properties'.
- 11) At the 'Identity Properties' dialog box, type 'Main' in the 'Type Your Name' box.
- 12) Click OK
- 13) At the 'Manage Identities' dialog box, verify that 'Main (Default)' is selected in the 'Start Up Using' box.
- 14) Click Close
- 15) You will be returned to Microsoft Outlook Express 5 as the 'Main' Identity.

Part 7 - Import Contacts to Main (Default) Identity

At this stage, Microsoft Outlook Express 5 has been returned to a condition that will allow DirectWeb to automatically setup e-mail. If Contacts were exported during **Part 3 - Has the customer created separate Contacts in each Identity?** on page **75**, then those Contacts need to be imported.

- 1) Microsoft Outlook Express 5 is still open from the previous step.
- 2) Click File/Import/Other Address Book...
- 3) At the 'Address Import Tool' dialog box, select 'Text File (Comma Separated Value)' and click 'Import'.
- 4) At the 'CSV Import' dialog box, click the 'Browse' button.
- 5) Find the *.csv file created at step 8 during **Part 3 - Has the customer created separate Contacts in each Identity?** on page **75**. It may be necessary to switch directories to the root of C, and search for the file.
- 6) Highlight the file and click Open.
- 7) Click Next
- 8) All checkboxes at the 'CSV Import' dialog box should be checked.
- 9) Click Finish
- 10) Click OK to the 'Address book import process has completed' dialog box.
- 11) You will be returned to the 'Address Book Import Tool' dialog box.
- 12) Repeat steps 4 through 11 for each *.csv file created at step 8 during **Part 3 - Has the customer created separate Contacts in each Identity?** on page **75**.
- 13) When all Contacts have been imported, click Close.
- 14) Close Microsoft Outlook Express 5

The Contacts have been imported to Microsoft Outlook Express 5

DirectWeb Technical Support

Part 8 - Clean up for Removing Identities:

Microsoft Outlook Express 5 has now been returned to a state that will permit DirectWeb to automatically set up the e-mail. Refer to DirectWeb Re-Initialization Utility: Overview on page 61, or to DirectWeb Internet Settings Utility on page 60.

Configuring PC to Send/Receive Faxes

The DirectWeb computer contains a modem capable of sending and receiving faxes. Follow these instructions to configure your computer to send and receive faxes. These instructions were originally written for the DirectWeb computers manufactured by Ingram Micron and have not been tested for accuracy on the IBM Aptiva platforms. They are provided as a service to our customers, should the customer inquire into the faxing capabilities of DirectWeb computers.

Install Windows Messaging and Microsoft Fax

1. Click Start
 - a. Select Settings
 - b. Select Control Panel
 - c. Double Click Add/Remove ProgramsYou will now see the Add/Remove Programs box
2. Select the Windows Setup tab
 - a. Select Accessories
 - b. Single click Details
3. Verify there are checkmarks in these boxes (do not uncheck any boxes):
 - a. Imaging
 - b. WordPad
4. Click OK
5. Click OK
6. Insert your Windows 98 in the CD-ROM drive.
 - a. Click Browse This CD, and then locate the following folder:
D:\Tools\OldWin95\Message\US
 - b. Double-click the Wms.exe program file
 - c. Follow the instructions on the screen to install Windows Messaging
 - d. When the install is complete, you will be asked to restart your computer
 - e. Remove the Windows 98 CD-ROM from the CD-ROM drive, and then restart your computer
7. When your computer has restarted, place your Windows 98 CD-ROM in the CD-ROM drive
 - a. Click Browse This CD, and then locate the following folder:
D:\Tools\OldWin95\Message\US
 - b. Double-click the Awfax.exe program file
 - c. Follow the instructions on the screen to install Microsoft Fax
 - d. Restart your computer
8. The fax program is now installed on your computer

DirectWeb Technical Support

Configure Mail Services and Setup Microsoft Fax

Your computer must have correctly configured mail services in order for the faxing to work.

9. Click Start
 - a. Select Settings
 - b. Select Control Panel
10. Double click Mail (or Mail and Fax) icon

You will now see the Windows Messaging Settings Properties box

11. Select the Services tab
 - a. Click the Add button
 - Remove the Check from Microsoft Mail
 - b. Click Next
 - Select a fax Modem
 - c. Click Next
 - Do you want Microsoft Fax to answer every incoming Call? The answer to this question is No, you also use this modem to connect to the Internet, selecting Yes may cause problems
 - d. Click Next
 - Enter your Name, Country, and Fax Number and other required information
 - e. Click Next
 - f. Click Next when you see the Personal Address Book. Do not delete or enter any information
 - g. Click Next when you see the Personal Folders. Do not delete or enter any information
12. Click Finished
 - a. Close the Mail Settings box
13. Open Microsoft Outlook Express 5
 - a. Click Yes if asked to make Microsoft Outlook Express 5 the default mail program
 - b. Click OK to the Notification window regarding the MAPI protocol

Your computer is now configured to send and receive faxes

To Send a Fax

Your computer can send faxes using programs such as Microsoft Word 97, or Microsoft Works 4.5. The fax must be in the form of a computer document.

1. Open Microsoft Word 97 or Microsoft Works 4.5
2. Select or create the document you wish to fax
3. Select File
4. Select Print
5. Change the printer to 'Microsoft Fax'
6. Follow the instructions on the screen to send your fax

DirectWeb Technical Support

To Receive a fax

Your computer can receive a fax. The phone line the computer is connected to must be available. For example, the computer may not be on the Internet, or processing e-mail. When a fax is sent to your computer, you must be in front of the computer when the fax is arriving. You will be prompted by the computer to accept the incoming fax. When that fax has been received, open the Inbox icon on your desktop to view the fax.

Appendices

Appendix A

DirectWeb Internet Guide Does Not Launch

If the DirectWeb Internet Guide will not launch, if it freezes at any portion of launch, or if the customer has somehow corrupted the DirectWeb Internet Guide files, it will be necessary to restore the DirectWeb Internet Guide files.

The DirectWeb Internet Guide requires the following to function properly:

- Microsoft Internet Explorer 5
- Microsoft Outlook Express 5
- DirectWeb Browser (DirectWeb Internet Guide)
- Coroutine for Java
- Microsoft Java VM

Refer to the following sections of this guide to repair the DirectWeb Internet Guide:

DirectWeb Internet Guide: Internet Explorer 5	32
DirectWeb Internet Guide: Microsoft Outlook Express 5	32
Microsoft Outlook Express 5 Default Screens	34
DirectWeb Restore Utility: Overview	63
DirectWeb Restore CD: Coroutine for Java	71
DirectWeb Restore CD: Microsoft Java VM	71

Appendix B

DirectWeb User Login Screen is Blank

If the user login is blank, it means that when the customer filled out the Primary User Information Screen, one of two things happened. The most likely explanation is that the customer filled out the Primary User Information screen using information that did not match DirectWeb records. The second explanation is that the download of the initialization packet was interrupted.

If the customer's DirectWeb User Login is blank, then the customer will need to use the DirectWeb Re-Initialization Utility to correct the problem. Refer to DirectWeb Re-Initialization Utility: Overview on page 61.

The following screens show one possible scenario.

Gosym.bat



Figure 85

The customer may or may not notice the gosym.bat. The gosym.bat is a DOS window that flashes briefly after launching DirectWeb.

'DirectWeb is loading... please wait'

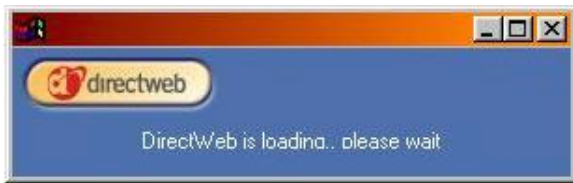


Figure 86

Next the customer will observe the 'DirectWeb is loading' screen.

DirectWeb Technical Support

Primary User Information Screen



Figure 87

This is a common point where errors may occur. If the customer does not enter their name and home phone number as it appears in DirectWeb records, then the initialization packet will not be downloaded.

Setting up Your DirectWeb Computer screen

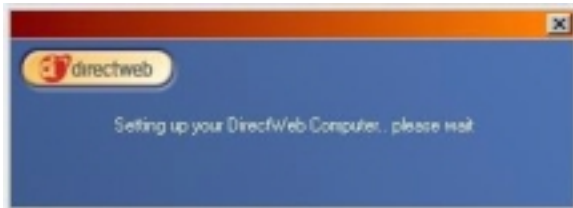


Figure 88

This screen will appear while the DirectWeb Internet Guide downloads the customers initialization packet. It will appear simultaneous with the 'Initializing System' screen, and the customer may notice the modem connecting to 1-888-770-3030.

This is another point when the initialization packet may be corrupted. If the customer entered the correct information, but the computer is interrupted when it attempts to download the initialization packet, then the customer's DirectWeb User Login screen will be empty.

Initializing System screen

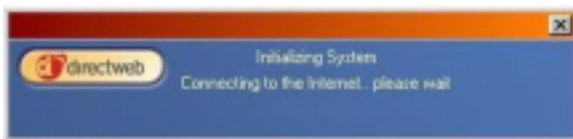


Figure 89

This screen appears simultaneous with the 'Setting up your DirectWeb computer' screen.

License Agreement



Figure 90

If the initialization packet did not download correctly, then the customer will skip the e-mail setup, and move directly to the License Agreement.

DirectWeb User Login screen Empty

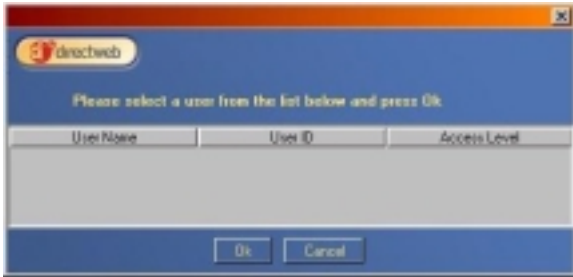


Figure 91

If the customer sees the DirectWeb User Login, but no names are listed, then the customer's initialization packet is invalid. This may be caused by two things. If the download was interrupted during the initialization process, or if the information the customer entered at the Primary User Information screen did not match DirectWeb customer records. If this occurs, verify the customer information. Refer to DirectWeb Re-Initialization Utility: Overview on page 61.

Appendix C

DirectWeb Internet Guide Print Function Fails

The DirectWeb Internet Guide is provided with a Print function. The Print function makes a call to the Windows Print dialog box. It undergoes periodic failures, the DirectWeb Test team is currently analyzing those failures and seeking a solution.

If the customer clicks the Print button, and the print dialog box does not appear, verify that the customer was viewing a web page.

If the customer was in fact viewing a web page, then the customer will need to reboot their computer. After the computer has been rebooted, the Print button will operate correctly.

As an alternative, the customer may also right click the web page, and select Print. This work around does not always work.

Appendix D

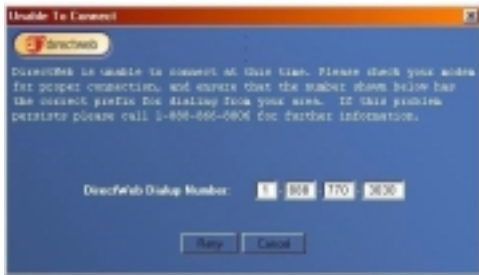
DirectWeb Internet Guide: Customer Can't Access URL's

The DirectWeb Internet Guide Search bar allows the customer to visit other web sites. The customer needs to enter the URL address in the following format: www.directweb.com Entering the URL as: <http://www.directweb.com> will cause the Search bar to perform a search instead of taking the customer to the requested URL.

The DirectWeb Internet Guide experiences periodic problems with certain web sites that have popup or child windows. There is not a pattern to this. If the customer receives error messages, or receives an advertisement instead of the requested URL, please forward the address the customer was visiting to DirectWeb Tier 2 Support, at techsupport@directweb.com. Tier 2 will pass it to the test team for analysis.

Appendix E

DirectWeb Internet Guide: Unable to Connect



or

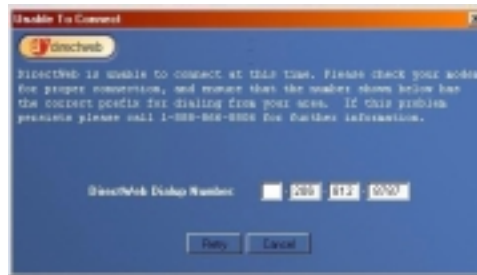


Figure 92

Figure 93

The 'Unable to Connect' screen will appear if the modem is unable to establish a connection. The DirectWeb Internet Guide will try 3 times to establish a connection, after the 3rd time, the 'Unable to Connect' screen will continue to appear, however the attempts will fail. The customer will need to cancel the screen and launch the DirectWeb Internet Guide again.

The customer may receive an 'Unable to Connect' message under the following circumstances:

- Customer needs to dial the 1-888-770-3030 number in an alternate manner, for example, in a business office or dorm they may need to dial a 9 to get an outside line
- Customer needs to dial the ISP number in an alternate manner, for example, in a business office or dorm they may need to dial a 9 to get an outside line
- Customer has not plugged modem into phone line
- ISP or 1-888-770-3030 is experiencing heavy traffic
- ISP or 1-888-770-3030 is out of service
- Customer has voice mail, with messages, which generates a tone preventing the modem from initializing
- The modem is not functioning correctly

DirectWeb Technical Support

When the customer is receiving the 'Unable to Connect' error, attempt the following solutions, as applicable to the situation:

- If the customer needs to dial 1-888-770-3030 in an alternate manner, then when the 'Unable to Connect' screen appears, the customer may manually edit the number at that screen, then click 'Retry'.
- If the customer needs to dial the ISP number in an alternate manner, then when the 'Unable to Connect' screen appears, the customer may manually edit the number at that screen, then click 'Retry'. If this is the case, then send an e-mail to techsupport@directweb.com, with the Subject Line: Customer <LastName> ISP Change. The body of the message should include the customers complete name and home phone number, and the corrected ISP phone number. A DirectWeb technician will make the necessary changes in the background so the customer will not encounter the problem in the future.
- If the customer has not plugged the modem into the phone line, walk them through correctly connecting the phone line to the modem
- If you suspect the ISP or 1-888-770-3030 are experiencing heavy traffic, ask the customer to dial the number manually, using a regular phone hand set, and determine if they receive a busy signal, or the modem tone. If it is a normal modem tone, then request the customer attempt making another attempt using the 'Retry' button. If there is a busy signal on 1-888-770-3030, contact DirectWeb Tier 2 Support immediately to notify them of the problem. If the ISP is experiencing a busy signal, advise the customer to retry again at 10 minute intervals. If you notice a pattern on that ISP of heavy busy signals, contact DirectWeb Tier 2 Support and notify them of the problem.
- If you suspect the ISP or 1-888-770-3030 of an outage, then ask the customer to dial the number manually, using a regular phone hand set. If the number is out of service, contact DirectWeb Tier 2 Support immediately to notify them of the problem.
- If the customer has voice mail, determine if the customer hears a notification tone when they pick up the phone hand set. If they do, advise the customer to clear the voice mail messages. This will return the regular phone dial tone, and allow the modem to connect.
- If you suspect the modem is suffering a failure, then perform the modem diagnostics. Refer to Control Panel: Modems on page 10.