Contents

The following Help Topics are available:

Help Getting Connected

Help with Error Messages

Other Problems you are having

Help with your Setup

Setup

Local Access Numbers

Help with FlashSessions and Mail

FlashSessions

Mail

For Help on using Help, press F1.

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Error Messages

If your first attempt to connect to America Online was unsuccesful, you will receive an error message.   Click on the error message from the list below for help in resolving your problem.

[The number dialed is busy](#)

[The number dialed is not answering](#)

[The modem was unable to get a carrier signal](#)

[Open Failed for Com X: Hardware not present](#)

[Open Failed for COM X: Device already open](#)

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[Your modem detected a TIMEOUT](#)

The number dialed is busy

[If the problem is sporadic](#)

If you [consistently have problems](#) with a particular local access number

The number dialed is not answering

If the problem is sporadic

If you consistently have problems with a particular local access number

The modem was unable to get a carrier signal

There could be several reasons you are receiving this message.   Use the following topics to help you troubleshoot the problem.

The modem may not be installed, or <u>not be installed properly</u>.
You may have the wrong modem driver selected in your <u>Location Setup</u>.
There may be a <u>problem at the local node</u>.

Open Failed for Com X: Hardware not present

(Where X is the Com Port used by the modem.)

There could be several reasons you are receiving this message.   Use the following topics to help you troubleshoot the problem.

Wrong port selected in AOL Setup

If your modem is installed on Com 4

If the problem is not resolved

Program conflict

Click here to print this information

Another program (such as fax or other communication software) loading in Windows or loading from DOS may be in conflict with America Online.
To close programs that may possibly conflict with America Online:

1. Press the Ctrl and Esc keys at the same time. The Windows Task List appears.
2. Close all programs except America Online and Program Manager, by selecting the program to be closed, and clicking on End Task.
3. Close the Task List window.
4. Sign on.

For More Help

America Online was unable to initialize your modem

There could be several reasons you are receiving this message.   If the suggestions in the error message itself did not resolve the problem, use the following topics to help you troubleshoot the problem.

If the problem is sporadic, it may be a problem at the local node.
Your modem may need to be reset.
The modem may not be installed, or not be installed properly.
If your modem is on Com 4,, you may need to make some changes to your Control Panel.
There may be an IRQ conflict between your modem and your mouse.

The final connection step to America Online did not complete

You can:

Try the number at a later time.
or
[Try another local access number](#).

The access company failed to respond

If the problem is sporadic

If you consistently have problems, no matter which local access number you use, you probably have the wrong modem driver selected in your Location Setup.

The number dialed did not connect to the access company

There is something wrong in your Location Setup.

Verify your local access number
Verify your setup information

The modem has reported NO DIAL TONE

1. Unplug the phone line going to the modem and connect it to a phone.
2. Listen for a dial tone.

If there is no dial tone, the problem is with the line from the wall to the modem or the phone wiring in the building.

If there is a dial tone

Check the modem and phone line setup

For more help

Your modem detected a TIMEOUT

The modem takes too long to negotiate the connection.

[Test your modem by calling](#) the America Online Technical Support BBS

[Verify your local access number](#)

[Check your modem installation](#)

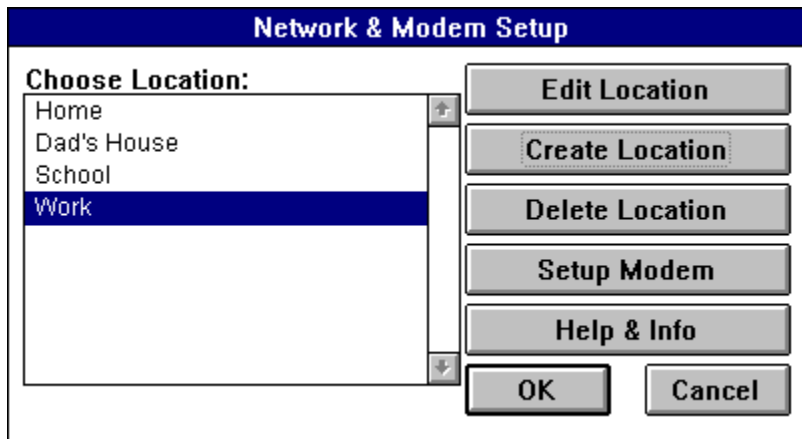This may also be affected by the modem string you are using.

[Changing your modem setup](#)

[More about creating a modem string](#)

[For more help](#)

Network & Modem Setup

To access the Network & Modem Setup screen, click on Setup from the America Online sign on screen.   Click on the buttons below to view help topic information.

Report a problem with a local access number

We work with our network carriers to resolve node problems.   If you feel there is problem with a certain node, please report the problem to us.

If you are able to sign on with another local access number, use Keyword ACCESS and report the problem to us online.

If there are no other local access numbers in your area, please call our Technical Support number, 1-800-827-3338, to report the problem.

Problem at the local node

To determine if the problem is at the local node:

1. Click on Setup from the Sign On Screen.
2. Click on Edit Location.
3. Write down the local access number(s) in your setup.
4. Click on OK as necessary to return to the Sign On Screen.
5. Dial the local access number manually with your household telephone.   If the local access number rings but does not answer, or is busy, you can:

- Try the number at a later time.
- Try another local access number.

To Report a Local Node Problem

Changing Local Access Numbers

Click here to print this information

Use the following procedure to change the Local Access Number used in your Setup.

1. Click on Setup from the America Online sign on screen.
2. Click on Edit Location.
3. Write down the two access phone numbers that are currently shown, in case you have to restore them later.   Also note the Network and baud rate shown for the two numbers.
4. Insert new numbers, baud rates and networks in the appropriate boxes.
5. Click on Save to close Network Setup.
6. Click on OK in Network and Modem Setup.   You are now back to the America Online sign on screen.
7. Sign on to America Online with the new local access numbers.

Obtaining a Local Access Number

You can obtain a new Local Access Number several ways:

Call Sprintnet or Tymnet
Call America Online Technical Support BBS
Dial 800 number with America Online software

If you live outside the continental U.S.

Changing Local Access Numbers
For More Help

Call Sprintnet or Tymnet

Call Sprintnet at 1-800-473-7983

or

Tymnet at 1-800-336-0149. (Note: America Online does **not** support 9600 baud access numbers on the Tymnet network.)

An automated voice system will guide you.

If you live in Canada, you can call the Tymnet number above, or check in your phonebook for local Datapac access numbers.

Changing Local Access Numbers

America Online Technical Support BBS

Click here to print this information

The America Online Technical Support Bulletin Board (BBS) can be accessed 24 hours a day, at speeds up to 14,400 bps.   The BBS is a free service from America Online.

To connect to the BBS:

1. Configure your communications software as follows:

    Data bits: 8
    Parity: NONE
    Stop bits: 1

2. Dial 1-800-827-5808.
3. Answer "No" to the question "Do you have ANSI graphics?" if you are using Windows Terminal as your communication program.

Using Windows Terminal Program

Click here to print this information

To use the Microsoft Windows Terminal Program to access the America Online Technical Support BBS:

1. Double-click on the Accessories Group from the Program Manager.
2. Double-click on the Terminal icon.
3. Click on Settings.
4. Click on Communications.
5. Select the proper Com port for your modem from the Connector list.
6. Click on the highest baud rate your modem will support in the Baud Rate box.   If your modem supports communication at 14,400 bps, select 19200.
7. Click on the radio buttons for the following settings:
      Data Bits - 8
      Stop Bits - 1
      Parity - None
      Flow Control - Xon/Xoff
8. Leave the check boxes for Parity Check and Carrier Detect **NOT** selected.
9. Click on OK to save the settings.
10. Click on Settings.
11. Click on Phone Number.
12. Type   **1-800-827-5808**
13. Click on OK.
14. Click on Phone.
15. Click on Dial.   The modem will dial and connect with the BBS.
16. Answer "No" to the question "Do you have ANSI graphics?"

Dial 800 number with America Online software

The America Online software can dial a special toll-free number so that you can select new local access numbers from a database.

1. Click on the Screen Name box on the sign on screen and change the selection to New Local#.
2. Click on the Sign On button. The software will dial our 800 number and access the database.
3. Select new access numbers. These numbers will automatically be placed in your Setup.

For More Help

America Online receives a large number of phone calls for technical assistance.   The information in the help files can help you solve the problem without calling.   We have included instructions for most of the connection error messages that you can receive.   Please review the information before calling.

Our Technical Support number is 1-800-827-3338.

For Help on Help, Press F1

Modem Configuration

Click here to print this information

Although America Online provides configurations that will work with most modems, it may be necessary for you to create a modem string specific to your modem.   For more information, see your modem manual.

A few rules for modem strings

Data Compression :	On or Off
Error Correction :	On
Flow Control :	Hardware Flow control RTS/CTS Request to Send/Clear to Send
Local Echo:	On E1
Verbose Responses :	V1 (modem returns word responses instead of numeric values)
Result Codes :	X1 or X4 (preferably X4, if supported by your modem)
DCD :	&C1 The DCD signal follows the state of Data carrier from the remote modem.
DTR :	&D2 Modem monitors DTR

1. Create a modem string using the above table, and your modem manual.
2. Click on Setup from the Welcome screen.
3. Click on Edit Commands.
4. Enter the string you created in the Setup Modem String box.
5. End the modem string with ^M, which is a carriage return.

Example string: AT&F&C1^M

A few rules for modem strings

Modem commands must be in capital letters.

A question mark (^M?) in a string field means that the modem does not use that information. When America Online encounters a questions mark in a field, it sends no command to the modem.

A Tilde (~) sends a pause to the modem.

The modem code for sending a command is a caret (^) followed by an (M). For example: the string to send the command ATH (hang up) to the modem is ATH^M

Wrong port selected in AOL Setup

Click here to print this information

The modem setting in America Online must match the actual location of the modem.   For example, if you have your modem connected to Com 2 you must select Com 2 from the Modem Selection and Customization screen.

To select the proper modem Com Port in your America Online Setup:

1. Click on Setup from the America Online sign on screen.
2. Click on Setup Modem.
3. Click on the radio button for the correct Modem Port.
4. Click on OK to save the change.
5. Click on OK to return to the sign on screen.
6. Sign on.

If you don't know which Com Port your modem is using

Com Port Shift

Click here to print this information

If your mouse is on Com 1 and your modem is on Com 4 and you don't have anything installed on Com 3, your computer may move the port address for your modem from Com 4 to Com 3.   In this case, your computer will expect to communicate with your modem on Com 3, even though the modem is actually on Com 4, and you will need to make some changes to your Windows Control Panel.

If you don't know which Com Ports your modem and mouse are on

To access the Windows Control Panel:

1. Double-click on the Main Program Group in the Program Manager.
2. Double-click on the Control Panel icon.
3. Double-click on the Ports icon.
4. Double-click on Com3 (**not** Com 4).
5. Click on Advanced...
6. Note the Base I/O Port Address. It will either be 02E8 or 03E8.

If the Base I/O Port Address in Step 6 above reads 02E8:
7. Change the Interrupt Request Line (IRQ) from 4 to 3.
8. Click on OK.
9. Click on Restart Now, to restart Windows so the changes can take effect.
10. Double-click on the America Online icon after Windows has restarted.
11. Click on Setup on the Sign On Screen.
12. Click on Setup Modem.
13. Change the modem port to Com 3 (even though the modem is actually on Com 4).
14. Click on OK as necessary to return to the Sign On Screen.
15. Sign on to America Online.

If the Base I/O Port Address in Step 6 above reads 03E8:
7. Press ESC twice, to return to the Ports window.
8. Double-click on Com 4.
9. Click on Advanced....
10. Change the Base I/O Port Address (it will be set to "default") to 02E8.
11. Change the Interrupt Request Line (IRQ) (it will be set to "default") to 3.
12. Click on OK.
13. Click on Restart Now to restart Windows so the changes can take effect.
14. Double-click on the America Online icon after Windows has restarted.
15. Click on Setup from the Sign On Screen.
16. Click on Setup Modem.
17. Change the modem port to Com 4, if necessary.
18. Click on OK as necessary to return to the Sign On Screen.
19. Sign on to America Online.

For More Help

Download BIOSFIX.EXE from the BBS

Click here to print this information

There is a file you can download from our BBS and run from your America Online directory which may resolve a common computer BIOS problem.   Before you use this procedure, you should try to resolve the problem by making changes to your Windows Control Panel.

To download the file, and run the program:

1.   Connect to the BBS.
2.   Choose the option for America Online for Windows at the Main Menu.
3.   Choose the option for Error Messages and Solutions from the America Online for Windows Help Files menu.
4.   Choose the option for Open Failed Fix File (Error #1) from the WAOL Error Messages and Solutions menu.   Information about the BIOSFIX.EXE file will be displayed.
5.   Choose **C** for XMODEM-CRC as the download option if you are using Windows Terminal as your communications software.   (Otherwise choose the appropriate protocol for your communications program.)   The BBS will begin to send the file to your computer.

    To complete the transfer, you must receive the file.   If you are using Windows Terminal, continue with Step 6.   (If you are using another communications package, receive the file as a binary file, place it in the C:\WAOLxx subdirectory, sign off the BBS, and continue with Step 14 below.)

6.   Receive the file by clicking on Transfers from the menu bar, and selecting Receive Binary File.   A Receive Binary File dialog box will open.
7.   Double-click on the C:\ folder to move to the root directory.
8.   Double-click on the WAOLxx folder   (where xx is the release level of your America Online software) to move to the America Online subdirectory. (Use scroll bar, if necessary, to find the WAOLxx subdirectory.)
9.   Type **BIOSFIX.EXE** in the File Name box.
10. Click on OK in the Receive Binary File dialog box.   A box at the bottom of your screen provides information on the progress of the transfer. When the transfer is complete:
11. Press Enter.   The WAOL Error Messages and Solutions menu will appear.
12. Sign off the BBS, by clicking on Phone, and selecting Hangup.
13. Exit Windows Terminal by double-clicking on the box in the upper left corner of the window.
14. Double-click on the File Manager icon in the Main Program Group.
15. Locate the BIOSFIX.EXE file in the C:\WAOLxx directory.
16. Double-click on the filename BIOSFIX.EXE to run the program.
17. Answer **Y** when asked if you want to extract the files.   The program will create three new files in your America Online directory.
18. Use Windows Notepad, (or another text editor) to read (and/or print) the README.DOC file.
19. Follow the instructions in README.DOC for America Online for Windows.

If you are unable to access the BBS.

For More Help

Using Debug to fix BIOS problem

Print this information by clicking here.

This procedure is complicated and should only be used if you could not resolve your problem by making changes to your Windows Control Panel, or downloading and using the BIOSFIX.EXE from the BBS.

> **America Online cannot be responsible for any unpredictable results from using this procedure.   If you do not feel that you can complete these steps alone, call the America Online support number, 1-800-827-3338.   We will walk you through the procedure.   If you decide to proceed on your own please read completely through the procedure at least once before beginning.**

Important Note: Text that you should type appears in the instructions below in **boldface** type.   Be sure what you type is **EXACTLY** as shown in the example, including spacing.   Use the number zero, not the letter "oh."

First you must examine the addresses that the computer has assigned to the various Com Ports by using a utility called Debug.   This will verify that there is a Com port shift problem.

1. Exit Windows.
2. Type **cd c:**
3. Press Enter to move to the root directory.
4. At the C:\ prompt type **debug**
5. Press Enter.   A dash (-) will appear on the screen.
6. Type **d 40:0**
7. Press Enter.   <u>The first part of the first line should look something like:</u>

```
        0040:0000 F8 03 F8 02 E8 03 E8 02-
```

        where: F8 03 is the Com 1 address.
                F8 02 is the Com 2 address.
                E8 03 is the Com 3 address.
                E8 02 is the Com 4 address.

If there are no devices installed on Com 3 or 4, the first part of the first line will look like this:

```
        0040:0000 F8 03 F8 02 00 00 00 00-
```

        and you do not have a problem with your com ports.

If the first part of the first line looks like this:

```
        0040:0000 F8 03 F8 02 E8 02 00 00-
```

        the Com 4 address (E8 02) has moved to the Com 3 position.

6. Type **q**
7. Press Enter to exit debug.

YOU SHOULD NOT PROCEED if the first part of the first line didn't look like **any** of examples, or if you have all zeros in the Com 3 and Com 4 positions.   Instead, call the America Online technical support number, 1-800-827-3338.   Please tell the America Online representative that you used the instructions for fixing the BIOS problem with DEBUG.

To resolve the problem of the Com 4 address being in the Com 3 position:

1. Type **win**
2. Press Enter, to restart Windows.
3. Double-click on the Accessories Program Group from the Program Manager.
4. Double-click on the Notepad icon.
5. Type the following, using the number zero, not the letter "oh."   Press Enter at the end of each line:

   E 40:6
   E8 02
   Q

6. Click on File on the menu bar.
7. Select Save.   The Save As dialog box will open.
8. Type **c:\fixcom.bat** in the File Name box.
9. Click on OK.
10. Click on File from the menu bar.
11. Select Open.   The Open dialog box will appear.
12. Type **c:\autoexec.bat** in the File Name box.
13. Click on OK.
14. Position the cursor at the end of the file.
15. Create a new line at the end of the file by typing **debug < fixcom.bat > nul**
16. Click on File from the menu bar.
17. Select Save.
18. Click on File from the menu bar.
19. Select Exit to close the Notepad function.
20. Exit Windows.
21. Reboot your computer by pressing the <Ctrl>, <Alt>, and <Del> keys simultaneously.
22. Open America Online.
23. Click on Setup from the America Online sign on screen.
24. Click on Setup Modem.
25. Click on Com 4.
26. Click on OK to save the change.
27. Click on OK to return to the sign on screen.
28. Sign on.

If this doesn't work, call the America Online support number, 1-800-827-3338.   Please tell the America Online representative that you used the instructions for fixing the BIOS problem with DEBUG.

Edit Location Button

The Edit Location button will allow you to edit your current location profile.

[What does the Edit Location Screen Look Like?](#)

Edit (or Create) Location

Click on the buttons below to view help topic information.

Network Setup

Location: Home

Phone Type: ⦿ Touch Tone ○ Pulse

Phone Number: 893-2712   **Phone Number:** 202-429-0956

Baud Rate: 2400 Baud   **Baud Rate:** 2400 Baud

Network: SprintNet   **Network:** SprintNet

☐ **Use the following prefix to reach an outside line:** 9,

☐ **Use the following command to disable call waiting:** *70,,,

[Save]   [Swap Phone Numbers]   [Cancel]

Location Field

The location field enables you to save separate setups for different uses.   For example, you could have a setup for use at home and another one for use at work.   To change the current name of your location profile, use your mouse to highlight the text in the location field and enter a new location profile name. Select the save button to exit and save changes.   Select the cancel button to exit without saving changes.

Phone Type

Most local phone exchanges support tone dialing.   However, you can still connect to America Online using Pulse dialing.   If your phone line does not support touch tone, select Pulse.

Phone Number Field

The phone number field allows you to enter two local access numbers to use for connecting to America Online.

For most members in the continental United States, a call to SprintNet or Tymnet will be a local call. Remember, <u>phone charges are your responsibilty</u>, so be sure to <u>pick either a local number</u> or one that minimizes any phone costs.   When you select your access phone number, be sure to make a note of the transmission speed (also known as baud rate) and the name of the network (SprintNet, Tymnet or Datapac).

America Online allows you to enter two phone numbers: one for your first try, another for your second try in case the first number is busy or not operating. If your first number can't connect, the America Online software automatically tries the second number.   If only one number is available for your area, leave this box blank. The software will automatically try the first number again.

Be sure to select baud rates and networks that match the phone numbers you are using.

In some areas you may need to dial an area code, even for a local call.   If you normally need to do this when you place voice calls, you will need to do it for America Online access as well.

Baud Rate Field

The baud rate field allows you to select the baud rate used for connecting to America Online.   To change the baud rate, simply click on the down arrow to the right of the drop down box.   Then select the baud rate you want to sign on with.

Be sure to select baud rates and networks that match the phone numbers you are using.

Network Field

The network field allows you to select the network carrier for the local access number you are using to connect to America Online.   To change the network, simply click on the down arrow to the right of the drop down box.   Then select the correct network for your local access number.

Be sure to select baud rates and networks that match the phone numbers you are using.

Reaching an Outside Line Field

Click on the check box if you must dial a prefix to reach an outside line.   If you use a different prefix than 9 to reach an outside line, highlight the "9," in the box to the right and change it to the proper prefix.   Be sure there is a comma after the prefix.   The comma indicates a pause in the dialing sequence, and is necessary to allow enough time for the connection process to complete.

Outside Line

Click here to print this information

You must dial a "9" (or other prefix) to get an outside line on some telephone lines, particularly in hotels or businesses.

To configure your Setup to automatically dial a prefix before dialing the local access number:

1. Click on the Setup button from the America Online sign on screen.
2. Click on the Edit Location Button.
3. Click on the check box for "Use the following prefix to reach an outside line:"
4. Enter the correct prefix in the box to the right, if it is different than "9".
5. Make sure there is a comma after the prefix.   The comma indicates a pause in the dialing sequence, and is necessary to allow enough time for the connection process to complete.
6. Click on Save to save the changes to Network Setup.
7. Click on OK on the Network and Modem Setup screen to return to the sign on screen.

Call Waiting

Click here to print this information

We recommend that you temporarily disable Call Waiting when you are signed on to America Online.   Otherwise, you will lose your America Online connection if you receive an incoming call.   When you sign off and your modem hangs up the phone, Call Waiting is reactivated.

To temporarily disable Call Waiting:

1. Click on the Setup button from the America Online sign on screen.
2. Click on the Edit Location Button.
3. Click on the check box for "Use the following command to disable Call Waiting:"
4. Consult your local telephone book (in the front section, under Call Waiting) for the deactivation code in your area.   Typical codes are *70 for touch-tone service and 1170 for rotary service.
5. Enter the correct deactivation code in the box to the right, if yours is different than the one provided.
6. Make sure there is a comma after the deactivation code.   The comma indicates a pause in the dialing sequence, and is necessary to allow enough time for the disabling process to complete.
7. Click on Save to save the changes to Network Setup.
8. Click on OK on the Network and Modem Setup screen to return to the sign on screen.

Call Waiting Field

Click on the check box to temporarily disable the Call Waiting function on your telephone while you are online.

[More about Call Waiting](#)

Save Button

The save button will save the changes made in the current window, and return you to the previous window.

Swap Numbers Button

The Swap Phone Numbers button will switch the order in which your modem dials the two local access numbers you have selected.

Cancel Button

The cancel button will not save any changes made in the current window and will return you to the previous window.

Modem in data state

Sometimes if the modem dials a number and is not able to connect, it will remain in a data state, and the America Online software cannot reinitialize the modem.   In this case, the modem will need to be reset.

To reset an external modem:

1. Turn the modem off.
2. Wait a moment.
3. Turn it back on.

To reset an internal modem, reboot your computer.

Modem defective

To determine if your modem is defective, try the modem with a communication program other than America Online, such as the Terminal program that comes with Windows.

[To test your modem by calling the BBS](#)

[If the modem works with Terminal](#)

[If the modem doesn't work with Terminal](#)

If the modem doesn't work with Terminal

For further questions about your modem please contact the manufacturer of the modem or computer.

IRQ conflict

Click here to print this information

If your mouse is on Com 1 and your modem is on Com 3, or if your mouse is on Com 2 and your modem is on Com 4, you have a hardware interrupt, or IRQ, conflict.   The easiest way to correct the IRQ conflict is to move your modem to Com Port 3, IRQ setting 5.   See your computer and modem manuals for instructions on moving your modem to a different Com Port or changing its IRQ setting.

If you do not know which Com Ports your mouse and modem are using

More information about IRQ conflicts

What is an IRQ Conflict?

Whenever a device attached to the computer has data to send to the computer, it sends a signal to the computer.   This signal is called an Interrupt Request, or IRQ. Each device needs a unique IRQ number to distinguish it from other devices installed on the computer. Normally, both Com 1 and Com 3 generate an IRQ 4, and Com 2 and Com 4 generate an IRQ 3.   This will not cause a problem as long as you don't use devices attached to Com 1 and Com 3 (or Com 2 and Com 4) simultaneously.   Because the America Online software requires the use of a modem and mouse at the same time, you must make sure that these devices each have their own IRQ.

If you do not know which Com Ports your mouse and modem are using

Using Microsoft Diagnostics

Click here to print this information

If you do not know the Com Ports your modem and mouse are installed on, you can use Microsoft Diagnostics, a utility that comes with Windows 3.1 or higher, to locate the Com Ports these devices are using on your system.

To use Microsoft Diagnostics:

1. Exit out of Windows.
2. Type **MSD** at the DOS prompt.
3. Press Enter.
4. Type **U** to find information about your Mouse.

The sixth line on this screen reads "Mouse IRQ".

- If the IRQ number is 3, your mouse is installed on Com Port 2
- If the IRQ number is 4, your mouse is installed on Com Port 1

4. Press Enter to leave the Mouse information screen.
5. Type **C** to find information about your Com Ports.
6. Locate the Com Port column that contains YES for Data Set Ready (DSR) and Clear to Send (CTS).   This is your modem Com Port.
7. Press the F3 key to exit out of Microsoft Diagnostics.

If your mouse is on Com 1, and your modem is on Com 3

If you mouse is on Com 2, and your modem is on Com 4

For More Help

Phone Line and Modem Setup

The phone line and modem may not be set up correctly.

If you have an external modem:

1. Make sure the modem's power cord is securely plugged in, and the modem is turned on. The modem's lights should be on.
2. Make sure the modem cable is securely attached to the modem and to the computer.

For all modems:

1. Make certain the phone line coming from the wall goes into the modem connection that reads LINE, JACK, or TO WALL.
2. Unplug the line going to the modem and connect it to a phone.
3. Listen for a dial tone.   If there is no dial tone, the problem is with the line from the wall to the modem or the phone wiring in the building. If there is a dial tone

If you have a Meridian, Aspect, Rolm, or other digital phone system (normally used only in offices), your phone system probably is not compatible with your modem, since standard modems are analog.

For more help

Com port conflict

Some computers are shipped with an external Com 1and Com 2 installed.

You may have added an internal modem that has the same address or IRQ as the external Com 1 or Com 2. In order to use your modem on the internal Com Port, you will have to disable the computer's external Com Port.   On some computers these external Com ports can be disabled by changing the CMOS settings. Some computers use jumpers to disable the external Com ports. See your computer manual for instructions on how to disable the external Com ports.

Help & Info Button

The Help button accesses these help files.

OK Button

This button will save changes made to the current window, and return you to the previous window.

Modem answers phone after signing off America Online

Click here to print this information

If your modem answers the phone after disconnecting from America Online, the modem is in an answer state.   To correct the problem:

1. Click on Setup from the America Online sign on screen.
2. Click on Setup Modem from the Network and Modem Setup screen.
3. Click on Edit Commands.
4. Add ATS0=0 to the modem string (before the ^M) in the Setup Modem String box.
5. Click on OK as necessary to return to the sign on screen.

For more help

Create Location Button

The Create Location button will allow you to create a new location profile.

[What does the Create Location Screen Look Like?](#)

Delete Location Button

This button will allow you to delete a location profile which is no longer needed.

Setup Modem Button

The Setup Modem button will allow you to configure your modem.

[What does the Modem Selection Screen Look Like?](#)

Modem Selection and Customization

To access the Modem Selection and Customization screen, click on Setup from the America Online sign on screen, then click on Setup Modem.

Select your modem from the list in the Choose Modem box. Connecting via TCP/IP

Click on the buttons below to view help topic information.

Modem Selection and Customization		
Modem Port: ○ COM 1 ● COM 2 ○ COM 3 ○ COM 4		

Choose Modem:

EMAC 24/96	Edit Commands
EMAC MD 9600	
Epic MINI 2400	Edit Result Codes
Everex Carrier 24/96	
Everex Evercom 24	Edit Advanced
Everex Evercom 24 Internal	
Everex Evercom 24+	Help & Info
Everex Evercom 96	
EverFax 24/96E	
Hayes Compatible Modem	OK Cancel

Modem Port

This field allows you to select the Com port that your modem is connected to.   To change the Modem Port, click on the radio button next to the communications port that your modem is connected to.

Edit Commands Button

The Edit Commands button will allow you to customize the modem strings to be sent to your modem.   In most cases, you will not need to modify the modem strings.

More information about Creating Modem Strings

A few rules for modem strings

Edit Result Codes Button

Result Codes are codes or messages sent by the modem to communicate connectivity information, in response to commands from the computer.

A modem's result code set varies based on the type of modem.   For example, a 1200 baud modem does not support the CONNECT 2400 result code of a 2400 baud modem.   See your modem manual for more information on result codes.

In most cases, it will not be necessary to modify any of the result codes.

Edit Advanced Button

The Edit Advanced screen contains additional modem setup options that affect sign on. For most modems, you will not need to change this information.

Local Access Number

This is telephone number your modem dials during the process of connecting to Americal Online.   In most cases this number will be a local call for you.

Obtaining a Local Access Number
Changing Local Access Numbers

What is a node?

When your modem dials the local access number, the call is routed to a bank of modems operated by our network carriers, Sprintnet, Tymnet, or Datapac.   The physical location of this bank of modems is called a local node.

Keyword

Keywords make it possible for you to "jump around" quickly on the service.

To use the Keyword function:

Click on GoTo from the menu bar, and select Keyword

Or

Use Ctrl + K

Outside the continental U.S.

NOTE: If you live outside the continential U.S., an additional telecommunications surcharge is applied for <u>all the time</u> you are connected (even during your 10-hour free trial period).   For more information, go to Keyword BILLING.

<u>If you live in Canada</u>
<u>If you live in Alaska</u>
<u>If you live in Hawaii</u>
<u>If you live in Puerto Rico</u>

<u>Changing Local Access Numbers</u>

If you live in Hawaii

Click here to print this information

Local Access numbers available in Hawaii

HILO	HI 2400	(808)935-5717	Tymnet
HONOLULU	HI 2400	(808)528-5300	Tymnet
MAUI	HI 2400	(808)661-7688	Tymnet
OAHU	HI 2400	(808)528-0200	Sprint
OAHU	HI 9600	(808)536-3886	Sprint
OTHER ISLANDS	HI 2400	(808)272-5299	Sprint

If you live in Puerto Rico

[Local Access Number](#) available in Puerto Rico

SAN JUAN   PR 2400   (809)273-7400   Sprint

If you live in Alaska

Click here to print this information

Local Access Numbers available in Alaska

ANCHORAGE	AK 1200	(907)258-7222	Tymnet
ANCHORAGE	AK 2400	(907)258-6607	Tymnet
CANTWELL	AK 2400	(907)768-2700	Tymnet
CORDOVA	AK 1200	(907)424-3744	Tymnet
CRAIG	AK 2400	(907)826-2948	Tymnet
DEAD HORSE	AK 1200	(907)659-2777	Tymnet
DELTA JUNCTION	AK 1200	(907)895-5070	Tymnet
DUTCH HARBOR	AK 2400	(907)581-1820	Tymnet
FAIRBANKS	AK 1200	(907)456-3282	Tymnet
FAIRBANKS	AK 2400	(907)452-5848	Tymnet
GLEN ALLEN	AK 1200	(907)822-5231	Tymnet
GLENNALLEN	AK 1200	(907)789-7009	Tymnet
HAIENS	AK 1200	(907)766-2171	Tymnet
HEALY	AK 2400	(907)683-1350	Tymnet
HOMER	AK 1200	(907)235-5239	Tymnet
JUNEAU	AK 2400	(907)789-1976	Tymnet
KENAI	AK 1200	(907)262-1990	Tymnet
KING SALMON	AK 1200	(907)246-3049	Tymnet
KOTZEBUE	AK 1200	(907)442-2602	Tymnet
MENANA	AK 1200	(907)832-5214	Tymnet
PALMER /WASILLA	AK 1200	(907)745-0200	Tymnet
PRUDHOE BAY	AK 1200	(907)772-3878	Tymnet
SKAGWAY	AK 1200	(907)983-2170	Tymnet
TOK	AK 1200	(907)883-4747	Tymnet
WRANGELL	AK 1200	(907)874-2394	Tymnet

That's a Zero, not an "Oh"

Be sure to use the number Zero, not the Letter "Oh"

Other Problems

If your system freezes while searching for the modem, most likely it is a [Com Port shift problem](#), but it could also be an [IRQ Conflict](#).

[Modem answers phone after signing off America Online](#)

[If your mouse freezes when you attempt to sign on to America Online](#)

FlashSessions

FlashSessions allow you to go online - immediately or at times you designate - to send mail that you have prepared offline or queued to Send Later, to retrieve mail that is waiting for you, or download software files that you have collected in your Download Manager.

All of these functions are managed from the FlashSession feature.   You can access this feature whether you are on or offline by selecting "Flashsessions" from the Mail menu on your menu bar.

Why use FlashSessions?
A few rules about FlashSessions

I'm a little nervous about this...   is it hard?

Selecting Your FlashSession Options
UN-Scheduling a FlashSession

More about the Mail Menu

Why use FlashSessions?

You do not need to use FlashSessions in order to send and retrieve mail, or to download files from America Online.   But here are a few ways FlashSessions can make your life easier:

- You can schedule a FlashSession to sign on and retrieve mail at night, or while you are at work, and then automatically sign off.   In the morning, or when you return home from work, all of your mail will be waiting in your outbox for you to review and respond to offline.
- You can write all your e-mail offline, then activate your FlashSession immediately to sign on and send the mail all at once, or you can schedule the FlashSession to occur at a later time.
- You can use your FlashSessions to download files you have selected while online and stored in your Download Manager.   If you have selected a couple of hours' worth of downloads in your Download Manager, you won't have to "babysit" a long download.   You can schedule a FlashSession to sign on at a time you designate, download all those files, then automatically sign off.
- You can schedule your FlashSessions to occur while you sleep or are away from home so that the household phone line will not be monopolized inconveniently.

Setting Up Your FlashSession

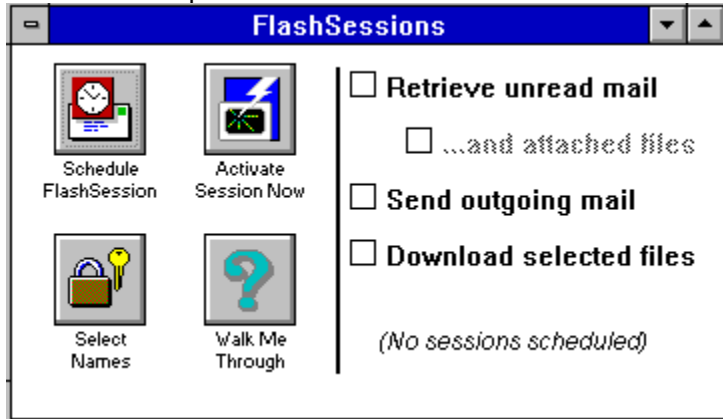Setting up a FlashSession is easy!   Just select FlashSessions from the Mail menu.

If you are new to FlashSessions, a helpful Walk Me Through function will guide your selections every step of the way and explain what each function is.

You can bypass the Walk Me Though process by clicking on <u>Expert Mode</u> from the FlashSessions Walk-Through window.

Selecting Your FlashSession Options

This is the window that appears if you have selected Expert Mode from the FlashSessions Walk-Through window.

Click on the options in the window below for more information.

Retrieve Unread Mail

Any mail you have not read will be retrieved from the America Online host computer. You can read this mail by selecting [Read Incoming Mail](#) from the Mail menu.

... and attached files

If there are any files attached to the e-mail you have received, they will be downloaded as part of the FlashSession.   Remember, these files could be quite large and may require a lot of time to download. If you don't elect to have these files downloaded automatically, they can still be retrieved later, on a selective basis.

Send Outgoing Mail

Any mail you have composed offline and selected to Send Later will be sent during the FlashSession.

You can check your outgoing mail, by selecting Read Outgoing Mail from the Mail menu.

Download Selected Files

Any files you have selected for downloading while you were online, and placed in the Download Manager, will be downloaded during the FlashSession.

You can check what files are currently in your Download Manager by selecting Download Manager from the File menu.

A few rules about FlashSessions

- FlashSessions features only become accessible after the America Online account registration process has taken place.
- Each screen name has its own incoming mailbox, outgoing mailbox, and Download Manager.
- "Guest" has no mailboxes and no Download Manager and cannot be used for FlashSessions.
- FlashSession settings (schedules, actions to be performed, etc.), and preferences apply to all screen names.
- Scheduled FlashSessions can only occur if the America Online application is open at the scheduled time.   You will be reminded of this if you try to close the application while there are FlashSessions scheduled.
- The number of items that can be stored in a FlashMail mailbox is limited only by the amount of available disk space on your computer.
- The largest message that can be stored and displayed is 64K.
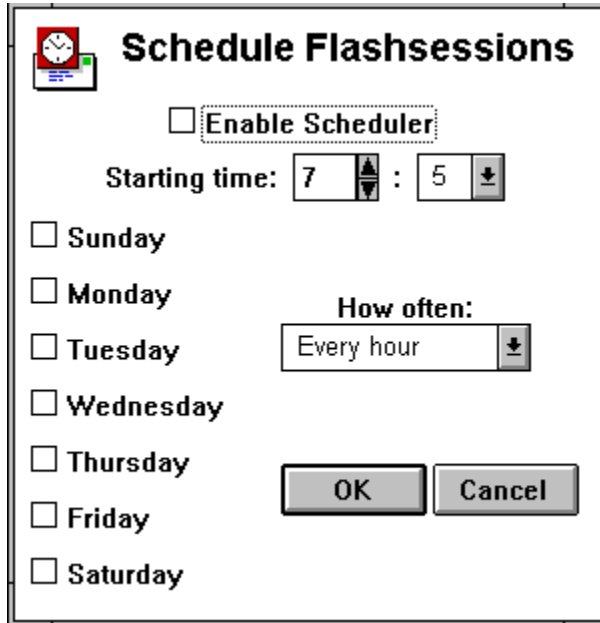
UN-Scheduling a FlashSession

If you want to prevent your FlashSessions from running for a period of time, just click on the Schedule FlashSesssion icon on the FlashSession screen, and click on the Enable Scheduler check box, so that it is no longer selected.

Of course, you could also just make sure the America Online application is not open during the time your FlashSession is scheduled, as FlashSessions cannot run if the America Online application is not open.

Schedule FlashSession

Click on the areas of the window below for more information.

Activate Session Now

Click on the buttons in the window below for more information.

Activate FlashSession Now

Select "Begin" below to immediately perform a
FlashSession for the screen name you are using now.
The actions that you have specified will occur. If you would
like to review or change your instructions, select "Set

☐ **Sign off when finished**

[Begin]   [Set Session]   [Cancel]

Select Names

From this screen, you can select the screen names and passwords to use during your FlashSessions.

IMPORTANT NOTE: Once your passwords are stored you must be careful about who has access to your computer.   Anyone with physical access to your computer could use your FlashSession setup to retrieve and read your mail, and send mail under your name during a FlashSession.

Click on the areas of the window below for more information.

Walk Me Through

The Walk Me Though function will guide you through the setup and scheduling of your FlashSession.

Sign off when finished

This option only appears if you are online when you select Activate FlashSessions Now. Click on the check box if you want to sign off of America Online when the FlashSession has completed.

Begin

A FlashSession will begin, and perform the <u>selected tasks for the selected screen</u> names

Set Session

Allows you to [change the tasks or screen names](#) selected for your FlashSession.

Days of the Week

Click on the check box to schedule a FlashSession on that day.

Enable Scheduler

Your FlashSessions will not run unless this check box is selected.

Starting Time

Click on the up or down arrows to change the time.   Time is measured on a 24-hour clock, with 0 hours being 12:00 midnight.

The time for your FlashSession is determined by the internal clock on your computer.   Be sure your internal clock is accurate.

In order to balance the load on the America Online host computer, FlashSessions are set up to run at two different times during the hour.   You have the choice of either of these two times during the hour to have your FlashSession begin.

How Often

Click on the down arrow next to the box, and select how often you want your FlashSessions to run each day.   Times are based on the Starting time you have selected.

Screen names

Click on the check box next to each screen name you want used during the FlashSession.

When the FlashSession is activated, each screen name will be signed on in turn, and the tasks selected for the FlashSession will be performed for that screen name.

Passwords

You must enter a password for each screen name selected for your FlashSession.

The Mail Menu

Click on the menu items for more information.

Compose Mail

Click here to print this information

The Compose Mail command is available while you are offline, or online.

If you are online when you compose your mail, you have the option to Send the mail now, or Send Later in a FlashSesssion.

If you are offline when you compose your mail:

Click on the Send Later icon to queue your mail for the next <u>FlashSession</u>,

or,

To go online and Send your mail:

1. **Do Not** close the Compose Mail form.
2. Click on GoTo from the menu bar.
3. Select Set Up & Sign On.
4. Sign on to America Online.
5. Click on Window from the menu bar.
6. Select the Compose Mail window at the bottom of the menu.
7. Click on the Send icon.

Read New Mail

The Read New Mail command is only available while you are online.   It accesses mail that has arrived since your last FlashSession ran.

Check Mail You've Read

The Check Mail You've Read command is only available while you are online.   It accesses mail retrieved from your last FlashSession, as well as any other mail you have read.

Check Mail You've Sent

The Check Mail You've Sent command is only available while you are online.   It accesses mail you have sent, either manually (with the Send icon on the Compose Mail form), or in a FlashSession.

Fax/Paper Mail

The Fax/Paper Mail item provides information about sending a letter by fax, or through the U.S. Postal Service using America Online.

Additional charges will apply for faxes or paper mail sent through America Online.

Mail Gateway

The Mail Gateway item provides information about sending mail to friends and associates on CompuServe, MCI Mail, AT&T Mail, Prodigy, and any other service or address on the Internet.

Read Incoming Mail

The Read Incoming Mail command is available offline and online.   It accesses mail retrieved during your last FlashSession.   (This mail can also be accessed while you are online, by selecting Check Mail You've Read.)

Read Outgoing Mail

The Read Outgoing Mail command is available offline and online.   It accesses mail queued up (by clicking on the Send Later icon in the Compose Mail form) for the next FlashSession.

To send this mail immediately, select Activate FlashSession Now.

Edit Address Book

The Edit Address Book item accesses your personal address book.

Connecting via TCP/IP

If your computer network is attached to the Internet, and your network software includes WINSOCK.DLL Version 1.1 (or higher), you can connect to America Online via TCP/IP.   To connect via TCP/IP select the TCP/IP (Winsock) entry from the Choose Modem list.   For more information on using TCP/IP and your computer network to connect to America Online, please see the system administrator at your location.

TCP/IP

If your computer network is attached to the Internet, and your network software includes WINSOCK.DLL Version 1.1 (or higher), you can connect to America Online via TCP/IP.   To connect via TCP/IP select the TCP/IP (Winsock) entry from the Choose Modem list.   For more information on using TCP/IP and your computer network to connect to America Online, please see the system administrator at your location.

If you live in Canada

To obtain local access numbers available in Canada, call Tymnet at 1-800-336-0149 (an automatic voice system will guide you), or check your phonebook for local Datapac access numbers.   (Note: America Online does **not** support 9600 baud access numbers on the Tymnet network.)

Post Office

The Post Office item is only available while you are online.   The Post Office combines the functions of several of the other items on the Mail Menu, such as Check Mail You've Read, Check Mail You've Sent, Read New Mail, and Compose Mail.

You can also access the Post Office by clicking on the Post Office icon from the Main Menu screen.