



SPRING 2003 NEWSLETTER

KWOM NEWS

ONLINE SETUP GUIDES – We have added setup instructions for Windows XP, Mac OS/X, and Netscape 7 to our website. Go to www.kwom.com and click on “Support” at the top.

NEWSLETTER ARCHIVE – Looking for a previous KWOM newsletter? We are now putting them on our website in the Support section. They are in Adobe Acrobat (pdf) format, so if you don’t have the free Acrobat reader, download it from www.adobe.com.

VACATION REPLY – In response to several requests, we now have the ability to set up vacation reply messages. A vacation reply is an automatic response sent to everyone who emails you. Typically the message states that you are on vacation or out of town, and not responding to email. Optionally you can include your return date and alternate contacts to handle urgent matters. Vacation reply can also be used as an “autoresponder” to send a standard email response to anyone who emails a certain mailbox. We typically set it up so no one will receive more than one vacation reply from you per day even if they send you multiple emails. Note that it is considered impolite to use vacation reply if you are subscribed to any email lists or discussion groups, since everyone on the list may receive your vacation reply.

ONSITE COMPUTER TRAINING – Many of you know former KWOM owner John Maggi, who has always excelled at helping people set up and use computer hardware and software. John is now a fulltime computer trainer, offering customized one-on-one training at your location. If you are interested, send an email to trainer@kwom.com. For a limited time, John and KWOM are offering to provide the first hour of computer training free as a sign-up promotion for new KWOM subscribers, so tell your friends. (Applies to new pre-paid annual subscriptions. Customer is responsible for training costs beyond first hour.)

TIPS FROM TECH SUPPORT

CAN’T SAVE PASSWORD – Has Windows 95/98/ME started requiring you to re-enter your dialup or email password each time? Is the “remember password” box greyed out so you can’t put a checkmark in it? This may mean that your password file is corrupted. Go to the Start button and from the Programs listing, open an MS-DOS prompt window. After the C:WINDOWS> prompt, type the following command:

```
del *.pwl
```

and press the Enter key. This will delete all password files. At the new prompt, type “exit” and press the Enter key. This will close the MS-DOS window. Now restart your computer. If Windows asks for a username and password to log into Windows, leave them blank and click “OK”. If a corrupted pwl file was causing the problem, you should now be able to save passwords. Note that Windows XP has a similar problem that occurs when XP thinks you have insufficient privileges to save passwords on your system. This must be fixed by editing the registry, which should not be undertaken lightly.

MODEM CONNECTION PROBLEMS – Why do you get disconnected from the Internet, or not get connected on the first try? The most common causes are call-waiting signals, phonenumber noise, and modem firmware. If call waiting tones are causing your modem to lose sync and disconnect, add the disable code (typically *70,) at the beginning of the dialed phone number. Phonenumber noise can cause the same problem – check your inside phone wiring, modem cable, and other devices on the same line before calling the phone company. If your modem is connecting at a higher speed than your phonenumber can reliably support, you can either download new firmware and drivers from the manufacturer’s website, or replace your modem (we recommend the Diamond SupraMax V.90/V.92 modems).

CONNECT SPEED – The speed of your dialup connection is determined mainly by how far you live from your local telephone switching office (called a Central Office or CO). The signal is converted from analog to digital at the local CO so it doesn’t matter how far it travels to reach our servers. None of our access numbers are “faster” or “less busy” than others. The maximum possible download speed for a “56K” modem is actually 53.3 kilobits per second due to FCC regulations that limit the transmitted power. Your speed may be closer to 28K if your phonenumber is long, noisy, or has “paingain” equipment. If your modem

is more than 3–4 years old, replacing it with one that conforms to the V.90 or V.92 standard may dramatically increase your connect speed.

DISCONNECTED IMMEDIATELY AFTER CHECKING MAIL – If your computer disconnects from the Internet after a few seconds, you may have Outlook Express set to hang up as soon as it has checked for new mail. In Outlook Express, select Options from the Tools menu, then select the Connection tab. Under Dial-Up, remove the checkmark next to “Hang up after sending and receiving”.

MAILBOX LOCKED – If you get disconnected from the Internet while checking for new mail, our mailserver will have your mailbox locked for a while. It doesn't know you went away, and it can't allow two computers to check the same mailbox at once. If you reconnect right away and try to resume checking your mail, your email program may complain that your username/password was rejected. Look closely, there will probably be a message from our mailserver saying “pop lock busy ... is another session active?” Wait 10 or 20 minutes and the mailserver will have timed out your previous session.

CAN'T SEND MAIL – If you have a mail account with KWOM but connect to the Internet through another ISP, you should configure your email software to use the other ISP's outgoing (SMTP) mailserver. If you try to use KWOM's outgoing mailserver, you will get a “relaying denied” error message. Check with the other ISP for the hostname of their outgoing mailserver, but here are some common ones:

AT&T Broadband: mail.attbi.com
WideOpenWest: smtp.mail.wideopenwest.com
SBC/Yahoo DSL: smtp.ameritech.yahoo.com

WEBMAIL TRICKS – WebMail is one of our most popular new features. It allows you to check your mail from any computer that can access the web (cookies should be enabled). There are a few tricks however. WebMail will ask you to log in with your email address and email password. Actually, it wants your email account name which is usually the same as your email address, but for some people they are different. The @kwom.com is optional, so you can enter johndoe@kwom.com or just johndoe.

Mail is not deleted from the mailserver unless you specifically click on the “Delete” or “Delete selected” button, so you can still download the mail to your regular computer when you get back home. If you send mail from WebMail, don't rely on WebMail's Sent Mail folder (it is emptied when you log out). Send a copy to yourself by adding yourself to the cc: list.

If your email address is @ your domain name and not @kwom.com, you must leave off the domain name when logging into WebMail. But now if you send mail, WebMail will think your reply address is @kwom.com. Click on Options and then Account Info, and edit the Email: box to show your correct reply address. You can also type your full name in the Name: box so it will be included in your reply address. Now click Save. These changes will be remembered next time you log into WebMail.

POSTINI NOTIFICATIONS – We offer optional junkmail/virus filtering by Postini for an extra \$1/month. Quarantined mail is automatically deleted after 14 days. Usually a reminder email is sent to you once a week (if you have quarantined junkmail) and every time a virus is quarantined. If you don't want these notifications, let us know and we can turn them off.

IS IT A LOCAL CALL? – SBC (formerly Ameritech) moved the webpage to check if an access number will be a local call. Currently the webpage is at: www05.sbc.com/content/0,,74,00.html

MAC NEWS

SAFARI – Apple's new web browser Safari (which requires OS/X) is downloadable from www.apple.com. Officially it is a “public beta” version, but we found it to be ready for primetime. Definitely worth checking out. Now that Jaguar Mail and Safari are available, you don't really need third party email and web software like Netscape, Internet Explorer or Outlook Express.

RECOMMENDED WEBSITES

Phone lookups & more: www.whitepages.com
Slashdot - news for nerds: www.slashdot.com
Windows XP stuff: www.winxpnews.com
NASA astronomy pictures: antwrp.gsfc.nasa.gov/apod/astropix.html
Language translator: babelfish.altavista.com
The Dialectizer: www.rinkworks.com/dialect
What is my IP address: www.showmyip.com