directweb
user
handbook

directweb

directweb

Welcome to DirectWeb,™
the world's easiest Internet connection brought right to your door!

Congratulations on your new DirectWeb computer and unlimited Internet service!

This booklet contains everything you need to know to get started with DirectWeb, as well as information about the unique DirectWeb™ Internet Guide™. We've designed our system to perform most of the setup procedures automatically to make getting started even easier for you. And we've created our unique Internet Guide to make your Internet experience easy and fun! Some of the features included in your DirectWeb system are:

Surfing the Internet
Shopping the Internet
E-mail for you and your family
Internet search
Favorite web sites
And more!

We hope DirectWeb enhances your Internet experience. We will continually work to improve DirectWeb and the features available to you.

Thank you for choosing DirectWeb.

Table of Contents

Setting Up Your New DirectWeb Computer

We designed this easy instruction booklet to guide you through the setup of your new computer!

Because we pre-loaded your computer with the DirectWeb Internet Guide and other great software, there are just a few steps we would like to tell you about. Please be sure to keep all of the shipping boxes as well as any enclosed CD-ROMs, diskettes or software packages on hand for back-up purposes.

Computer Hardware Setup

Inside the package that ships with your new DirectWeb computer system, you will find a card that provides instructions on setting up and connecting your new computer. If you have questions regarding the setup of your system that are not explained in these instructions, please refer to this handbook's Member Services section (see page 16). **Please note:** Be sure to set up your computer next to a working phone jack.

If you ordered a printer along with your computer, please follow the setup instructions enclosed with the printer.

Starting Up Your New DirectWeb Computer

After you have finished setting up your computer and have turned it on, you will be asked a series of questions to configure Windows 98 (your operating system) and the DirectWeb Internet Guide. Please refer to the sections below for instructions on answering these questions.

Enter Windows Password

This screen asks you to enter a Windows username and password. This information is used for your Windows 98 operating system to identify you. You can enter any username you want (it can be the same or different than your DirectWeb username). You must enter a username to continue, however, entering a password is optional. If you decide to enter a password, be sure to write it down so you won't forget it. You may be asked to enter this Windows 98 username and password when performing operations on your computer other than using DirectWeb. Once you enter your username (and password, if you choose to), click **OK** to continue.

Regional Settings and Keyboard Layout

This screen asks you to designate what region of the world you live in and what sort of keyboard you are using. Once you select your appropriate settings, click **Next** to continue.

Welcome Screen

This screen will ask you to input your 'First and Last Name'. Once you enter this information, click **Next** to continue.

Registration - Using Your Modem to Connect

This screen will ask you to input information to begin the online registration process to register your Windows 98 software. Follow the instructions on the screen, entering the appropriate information (such as your area code). Once you enter this information, click **Next** to continue.

Connection In Progress

You will see a screen indicating that an Internet connection is in progress, and the system will initiate the online registration process. Your computer modem will be dialing the online registration, so you may hear typical modem dialing noises from your computer (which sound similar to a fax machine).

Registration Confirmation

This screen will ask you to enter your name, e-mail address, and other information to complete the online registration process. Enter the appropriate information, then click **Next** to continue.

Please note: You can skip the online registration process by clicking the **Skip** button at the bottom of the Registration Screen. If you choose to skip the online registration process, you may want to register your Windows 98 at a later time using the instructions provided in your Windows 98 documentation that is included in the box with your computer.

License Agreement (for Windows 98)

Next you will see a License Agreement for Windows 98. Read the agreement. You must select **I Accept** in order to load the software. Click **Next** to continue.

Congratulations

You have now finished entering all of the information necessary for Windows 98 to run. Please click **Finish** to allow Windows 98 to load. After Windows 98 has collected the information it needs to operate, it will check your computer for several things: Time/Date Properties, Printers, and System Configurations. Follow the instructions in the following sections for setting up these functions.

Windows 98 Setup

These final steps will get your new DirectWeb computer system ready for you to begin computing and accessing DirectWeb. Please complete the steps described in the following sections:

Time/Date Properties

Windows 98 needs you to set the "Date & Time" and the "Time Zone" where you are located. When you have selected the correct settings, click **Close**.

Printers

If you do not have a printer currently attached to your computer, use the **Cancel** button to skip this step. If you do have a printer, Windows 98 will try to help you identify and setup the printer. If you have software that came with your printer, please use the **Cancel** button to skip this step. Install the printer using the software included with the printer. If you do not have software included, then verify that the printer is correctly plugged into the computer and follow the instructions on the screen. You may be asked to insert the Windows 98 CD into the computer's CD-ROM drive.

System Configurations:
Windows 98 Setup Updating System Settings

Windows 98 will now use the information you have entered to finish configuring your system. This may take a few minutes.

When the System Configurations are complete, you will see the "Welcome to Windows 98" screen. You can prevent the Windows 98 Welcome screen from appearing in the future by un-checking the box labeled 'Show this screen each time Windows 98 starts' (this screen will continue to appear every time you turn on your computer until you un-check the box).

Please do not select the 'Connect to the Internet' option offered on this screen. This is not necessary in the DirectWeb setup. If you select the 'Connect to the

Internet' option on the "Welcome to Windows 98" screen, you will be setting up an additional Internet account with Microsoft, and you will receive a separate bill from Microsoft in addition to your DirectWeb subscription charge.

If you wish to explore any of the additional options, you may browse the instructions provided on the "Welcome to Windows 98" screen. Other options offered include 'Register Now' to register your Windows 98 operating system, a tutorial titled 'Discover Windows 98' to assist you in learning more about your computer, and 'Maintain Your Computer' which will give you tips about keeping your computer running smoothly. At any time, you may click the **Close** button or the **X** in the upper right hand corner of the "Welcome to Windows 98" screen and you will be able to view your desktop clearly. It will look something like this:

Before we initialize DirectWeb, there are a few items we would like to review to help you avoid potential problems. There are three icons on the desktop (shown above) labeled: *"Internet Explorer, MSN: Set Up, The Microsoft Network, and a folder titled Online Services".* It is not necessary to click on any of these icons. We'd like to prevent you from accidentally incurring charges from any other Internet Services. DirectWeb provides you with UNLIMITED access to the Internet through our service. Nothing else is required!

On your desktop, you will see a DirectWeb icon titled 'Start DirectWeb'. You will access DirectWeb by double-clicking this icon. You will be shown several screens that will gather the name and phone number you used to order your DirectWeb subscription. This information will only be collected once.

Initial DirectWeb Setup

Be sure your computer is connected to the phone jack, then double-click the 'Start DirectWeb' icon. This almost entirely automated process will load DirectWeb and begin the setup process. After you double-click the DirectWeb icon, the screen will change and look like the image shown below for a few moments. The install process will happen very quickly.
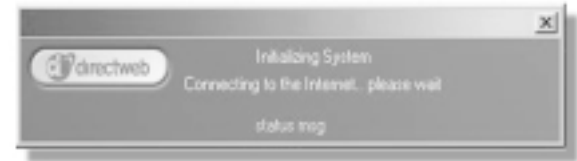

"Primary User Information" screen appears

The DirectWeb installation will change the icon name to 'DirectWeb'. When you double-click on the icon, the "Primary User Information" screen pictured below appears next and will capture and store user profile information. This screen will appear only once, when you initially turn on your computer. Enter your name and your home telephone number, including area code, in the appropriate fields. Please be sure that you are entering the information of the "Primary User", the person to whom the computer was billed and shipped.

After entering the information in the "Primary User Information" screen, click **OK**. The DirectWeb program will then automatically logon to the DirectWeb central server to verify your account.

If the "Primary User Information" screen appears continuously and you are not able to use DirectWeb, some of the information entered in the screen may be inaccurate. Verify that the number you entered in the 'Your Home Phone Number' field is the same home phone number you provided to DirectWeb when you placed your order. If you have verified your information and the problem persists, please call DirectWeb Technical Support for assistance.
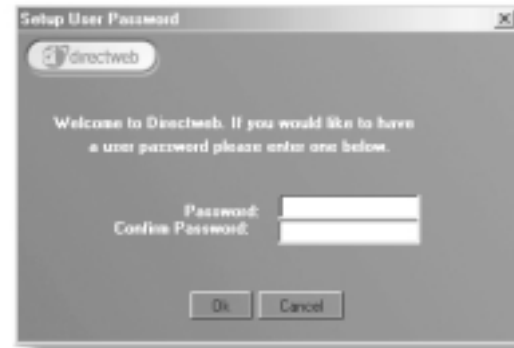

"DirectWeb Internet Settings" screen appears

While the above screen appears, the DirectWeb program is accessing your DirectWeb profile and automatically configuring your computer and e-mail for the first time. Please follow the instructions on the screen and do not touch the mouse or keyboard or interfere with the computer in any way until the setup process is completed and the screen disappears. You may hear some noises and beeps during this process. If the screen remains visible for more than 5 minutes or appears to be stuck, please call DirectWeb Technical Support for assistance.
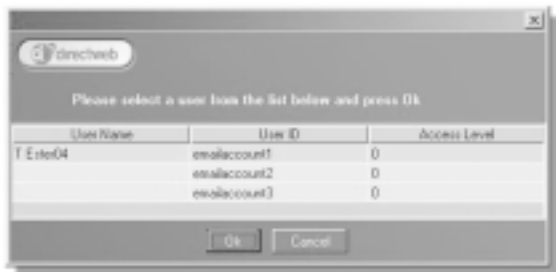
"License Agreement" screen appears

Next you will see the above license agreement. Please read this agreement carefully. You will need to click **I Agree** in order to continue the installation process.

"User Login" screen appears

In the above screen, you will see an entry for each user on your DirectWeb account. You may notice that the 2nd and 3rd users are listed only by their e-mail addresses. This is normal. Please select your 'User Name' (the primary user) and click **OK** to start the DirectWeb Internet Guide.

"Set Password" screen appears

You may choose to enter a password in the screen shown above when you initially start the DirectWeb Internet Guide. If you do not wish to use a password, leave these fields blank and click **OK**. If you do select a password, please write down the password in a safe place for future reference.

If you wish to add a password in the future or forget your existing password, please contact DirectWeb Technical Support for assistance (see page 16).

"DirectWeb Internet Guide" screen appears

After you have clicked **OK**, the DirectWeb Internet Guide will load. When you see the above screen, you are ready to navigate the Internet using the DirectWeb Internet Guide for the first time. Since you've already completed the initialization process, the next time your logon will be much faster.

Standard Logon to DirectWeb

After you have performed the initial setup, DirectWeb will automatically start from the screen pictured below each time you turn on your computer. From then on, this is how you will access your DirectWeb Internet Guide.

To connect to DirectWeb, double-click on the DirectWeb icon. Please click on the appropriate user name so that it is highlighted, then click **OK**. It will take a few moments for DirectWeb to connect to the Internet, during which time you will see a message stating "DirectWeb is connecting to the Internet". You may also hear the sounds of your computer modem dialing up the Internet, which sounds similar to a fax machine. When you are connected and ready to go the message box will disappear. You're all set!

Using the DirectWeb Internet Guide

From the DirectWeb Internet Guide's main screen pictured on the next page, you can access the Internet and find a wealth of information available to you. The DirectWeb Internet Guide makes it easy for you to Surf the Web, Shop the Web, and go to your favorite Web sites. You can also send e-mail using Microsoft Outlook Express, chat using PowWow, and scan for and eliminate viruses with McAfee AntiVirus.

Internet Guide Basics

What is an Internet Guide?

Your new Internet Guide is also referred to as a 'browser'. A browser is a portal or entrance that provides access to Internet sites on the World Wide Web. The browser is a tool that enables Internet navigation and allows you, the user, to view the information available on millions of web sites.

The DirectWeb Internet Guide is your key to Internet navigation. Think of the Internet Guide as a brochure guiding you through the web. Inside this brochure, there are 'pages' which contain colorful, eye-catching displays of information. All the display screens you see in the Internet Guide can be simply referred to as pages.

How does the Internet Guide work?

The DirectWeb Internet Guide is designed to make it easy for you to navigate the Internet. It does this in several ways:

When you click on the **Surf**, **Shop**, or **Favorites** buttons, the DirectWeb Internet Guide fills in the **Categories** section with a list of web categories corresponding

with the button you chose. At the same time, it populates the **Web Sites** section with specific web sites pertinent to that category, and displays graphical links to those web sites in the **Featured Web Sites** section in the middle of the Internet Guide.

For example, on the page of the Internet Guide pictured to the left, the user clicked on the **Surf** button, then clicked on **Yellow Pages** under the 'Categories' section. The DirectWeb Internet Guide filled the 'Web Sites' section with a selection of Yellow Page web sites, and displayed graphical links to those pages in the 'Visit Our Featured Sites' section. That is how it works!

When you first open the Internet Guide, you will see featured sites. Each of these sites is accessible either by clicking the graphical square showing the featured web site or by clicking the web site name in the 'Web Sites' field.

Hot Keys

On the top section of your computer keyboard, you may notice some brightly colored keys with the names **DirectWeb**, **Shop DirectWeb**, **Online Support**, **Search**, **Help**, and **Standby**. These keys are shortcuts that take you directly to the location represented by the key. For example, when you press the **DirectWeb** key, the computer will launch the DirectWeb Home Page. These hot keys only work when your computer is already turned on.

Internet Guide Operation

This section will describe the most basic Internet Guide functions which help you navigate through the Internet, including these commands: **Home**, **Last**, **Next**, **Refresh**, **Stop**, **Print**, **History**, **Options, Chat, Email, Exit**, and **Help**. These commands are accessible via graphical icons displayed at the top of your DirectWeb Internet Guide, as pictured on the following pages.

When you click on the **Home** button of the Internet Guide, you will return to a DirectWeb branded home page (this is the page or screen you'll see when you first logon to the DirectWeb Internet Guide).

When you click on the **Last** button, the Internet Guide will return to the most recent web page you were viewing. When you click on this button, the Internet Guide backs up one page. This function remembers the pages you have viewed since your last logon.

When you click on the **Next** button, the Internet Guide will move forward one page. This function only remembers the pages you have viewed since your last logon to the system.
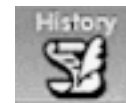

When you click on the **Refresh** button, the Internet Guide refreshes the data on the current page. It updates the information using the most current data available from that web site. This function can be useful when you are viewing stock quotes, weather reports, and other rapidly changing information.
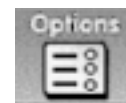

When you click on the **Stop** button, the Internet Guide interrupts the current transmission of data from the web server to your computer. This function may be useful if graphics are taking a long time to load to a web site and you decide you don't want to view that site. If you decide to restart the loading process, you may simply select the Refresh option (described above).
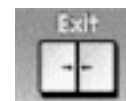

When you click on the **Print** button, the Internet Guide invokes a Printing dialog box. From this box you may select printing options (such as number of copies to print, selecting the desired printer, etc.). When you have designated your desired printing parameters, click OK to print the current web page. [This only works if you have a printer attached to your system]

This feature is coming soon! The **History** button will be available on future DirectWeb updates and contains a detailed history (only viewable by you) of all the pages you have visited in the past. This makes it easy for you to return to those sites.

This feature is also coming soon! The **Options** button will be available on future DirectWeb updates and contains special features to help you personalize the Internet Guide the way you like it.

When you click on the **Exit** button, the Internet Guide will close down and disconnect from the Internet. You may also close the browser by clicking the small **X** in the top right corner of the browser screen.

When you click on the **?** button the Internet Guide opens up DirectWeb's 'Help' pages with answers to many questions you may have about the Internet guide.

When you select the **Email** function, the DirectWeb Internet Guide opens the Microsoft Outlook Express mail program. You can use this program to send and receive e-mail with family and friends, or anyone who has an e-mail account on the Internet! DirectWeb automatically set up your e-mail account when you first set up your system. If you have multiple user names in your household, you may see up to three mailboxes already set up for each user. For additional information on using this application, select 'Help' from the Outlook Express toolbar.

The **Search** function can be used when you'd like to find a topic of interest to you on the Internet. Simply type in a word or phrase you want to find, then click on the **Search** button. The DirectWeb Internet Guide calls up a search engine and displays sites that match your search. You may also enter a URL in the search field to view a site.

When you click on the **Chat** icon, the DirectWeb Internet Guide will launch Tribal Voice's PowWow Chat application. PowWow lets you chat real-time with other DirectWeb users as well as the millions of other PowWow users outside of DirectWeb. PowWow includes such features as: Group chat, Instant Messages, Buddy Lists, Web tours, White Pages, and Bulletin boards. For more information on this application, go to: http://www.powwow.com/pow-wow/

When you click on the **Surf** button, the DirectWeb Internet Guide will display a selection of web pages available for you to surf on the Internet. This is a sampling chosen by DirectWeb that we thought might interest you. Of course, you may surf other web sites by typing in the URL [World Wide Web (www) address] for a specific site, or by performing a web search for certain information. Some of the sites we'll guide you to include information on health, finance, sports, weather, local news, and more.

When you click on the **Shop** button, the DirectWeb Internet guide will show you many popular web sites from which you can shop for merchandise. The sites include everything from groceries to autos to clothing, and much more! If you don't find the specific topics you're looking for you can perform a search on the web or type in a specific URL location if you know the shopping web site you want to go to.

This feature will also be coming soon! When you click on the **Favorites** button, the Internet Guide will display a list of favorite web sites. Although DirectWeb will select the original list, you will soon be able to modify the list and add your own favorites.

Member Services

Welcome to DirectWeb Member Services--where our focus is on you! We are committed to providing you fast, friendly and reliable service with a direct, dedicated two-way connection to us. To cover all the bases and go beyond typical levels of customer service, we have structured our services into three groups: Customer Care, Technical Support, and Concierge Services. Whether you have a general question about your account or need help setting up your computer, we are here to ensure your experience with DirectWeb is enjoyable.

Customer Care

If you have any questions regarding your subscription, account or billing this is the place to start. Because no one likes to wait for responses, you can reach customer care for prompt replies in three ways:

1) Read the online frequently asked subscription questions (FAQs) at www.directweb.com or click the '**?**' button in the upper right hand corner of the DirectWeb Internet Guide.

2) E-mail us at customercare@directweb.com.

3) Phone us at 1.888.234.3773. Representatives are available Monday through Friday from 9 am to 5 pm (EST). These hours may be extended in the near future.

Technical Support

We understand that sometimes the technology behind personal computers and the Internet can get a bit tricky. So we have provided three ways for you to obtain quick technical support:

1) Read the online frequently asked subscription questions (FAQs) at www.directweb.com or click the '**?**' button in the upper right hand corner of the DirectWeb Internet Guide.

2) E-mail us at techsupport@directweb.com.

3) Phone us at 1.800.772.2227. Representatives are available via telephone 24 hours a day, 7 days a week.

Concierge Services

We consider every single subscriber and their families members of our DirectWeb community. Whether you are new to the Internet or you have been computing and surfing the Internet for some time, we think you'll be happy with the Concierge Services we'll be providing to you soon. From digital coupons to free personal web pages to personalized calendars, we are committed to keeping our community members active. Please stay tuned to find out more about these exciting services we will be offering in the near future!

Again, welcome to DirectWeb, and thank you for choosing us to be your complete Computer Service provider. If you have any questions regarding DirectWeb, please feel free to contact us. We are proud to be your easy, affordable and secure link to the Internet!

GLOSSARY

Browser: Also known as a web browser, this program enables you to navigate the World Wide Web. This program works through DirectWeb to pull documents up on your screen. In addition to opening Web pages, these browsers contain advanced tools for navigating the Web, finding pages that interest you, and bookmarking the pages you like.

CD-ROM: Compact Disc Read-Only Memory. An optical disk that is physically the same as an audio CD (compact disc) but contains computer data. Storage capacity is about 680 megabytes. CD-ROMs can be used between different types of computers.

Chat: To have a conversation online with other people on the Internet, by typing messages into a keyboard. To 'Chat', you need to use a special program like PowWow (which is included with your DirectWeb computer and can be accessed by clicking 'Chat' on the DirectWeb Internet Guide).

Click: To press a button on a mouse or other pointer. Clicking is used to place the cursor, when working in text, or to select an object on the screen or a menu option.

Desktop: The whole computer screen, which represents an office desktop. With a graphical interface, the icons on the screen resemble objects that would be found on a real desktop, such as file folders, a clock, etc.

Display: Display is another word for the computer screen or monitor.

E-mail: Electronic mail. This tool allows you to send and receive mail (messages) over the Internet. Through e-mail you can write your friends, ask DirectWeb a technical question about your service, or even receive an Internet birthday card.

FAQ: An acronym for Frequently Asked Questions. A FAQ is a list of answers to the most commonly asked questions on a particular subject.

Floppy disk: A removable, portable magnetic disk on which data and programs can be stored. Also called diskettes, floppies are flexible plastic.The 3-1/2 inch disks have a hard protective case around them and are the primary size used today.

Hard Drive: A hard disk drive is inside the computer itself, so you can't see it or insert anything into it. The hard disk itself acts as a giant storage area and is able to store hundreds of times more information (software, data, documents, files, etc.) than any floppy disk can hold. All of your files, including documents, pictures, e-mail and programs are stored on the hard drive.

Hardware: The monitor, computer chips, keyboard, mouse, modem, hard drive, etc. All of the pieces of equipment that make your computer work for you.

GLOSSARY

Home Page: Your home page is the web page your browser first displays on your screen each time you open your browser while connected to the Internet. Many web sites also have a Home page, which is the first or introductory page to that particular site.

Icon: A small picture on the computer screen which represents something. The icon has many uses, for example: 1) Files and programs have icons, and open when the user clicks their mouse pointer twice on the icon, 2) There are icons to show which programs are currently running, 3) Moving and copying files is done by dragging their icons to the desired location, and 4) A file is deleted by moving its icon to the picture of a recycle bin.

Internet: Also known as the World Wide Web. See also 'www'.

ISP: Internet Service Provider. This is your connection to the Internet. You use an ISP to connect onto the Internet every time you log on. DirectWeb is your ISP.

Link: A link will transport you from one Internet site to another with just a click of your mouse. Links can be text or graphics and are recognizable once you know what to look for. Text links usually will be underlined and often a different color than the rest of the text on your screen. A graphic link usually has a frame around it. You would use the mouse to single click on a link, to follow that link.

Modem: An acronym for MOdulator/DEModulator. A modem is a piece of hardware that enables a computer to send and receive data through an ordinary telephone line. Your DirectWeb computer has an internal 56K modem. It can dial numbers for you and connect to remote computers all over the world.

Mouse: A hand-held device that you move across your desk to move an arrow, called a mouse pointer, across the screen. Used instead of the keyboard to select and move items (such as text or graphics), execute commands, and perform other tasks. The mouse usually sits next to the keyboard. You slide the mouse over your desk or mouse pad to move a pointer around on the monitor. The buttons on the mouse let you select commands and other objects that appear on the monitor.

Net: Short for the word 'Internet'.

Online: Having access to the Internet. When people say they are 'online', they may mean they have access to the Internet and have an e-mail address, but may not necessarily be connected to the Internet at that moment.

Operating System: This special type of software is used to start up your system and tell your system how to use the other software loaded onto the hard drive. Some common operating systems are DOS, Windows 3.1, Windows 95, and Windows 98.

GLOSSARY

Screen: Also called a monitor (the thing that looks like a T.V. Screen). This is what your computer uses to display information for you to view while you are using your computer.

Scroll: To scroll means to look at the parts of the page that fall below (or above) what you see on your screen. The long bar at the far right of some screens is a scroll bar. The small square in it will allow you to scroll through the rest of this page. Just position your mouse pointer over the square, hold down the left click button on the mouse and slide the square up or down.

Shortcut: Shortcuts are often represented as Icons on your screen that have a tiny box with an arrow inside. Shortcuts point to the original file on your hard drive, on a disk or on a CD. You can place these cloned icons in any of several locations for convenient access to folders and files programs. For example, you might place a shortcut icon for a folder you commonly use right on the Windows desktop.

Site: (Web Site) Site is short for 'Web Site', a place or document on the World Wide Web.

Software: Any instructions that tell your computer (the hardware) what to do. There are two types of software: operating system software and application software. Operating system software (such as Windows 98) gets your computer up and running. Application software enables you to do something useful, such as type a letter or play a game. Examples of application software include the DirectWeb Internet Guide, Outlook Express, or Solitaire. Software may also be referred to simply as 'applications' or 'programs'.

SSL: Secure Sockets Layer. A protocol from Netscape Communications Corporation, which is designed to provide secure communications on the Internet.

Surf: Surfing or navigating the World Wide Web. To surf the web is to go from document to document and/or site to site on the Internet.

URL: Uniform Resource Locators. These are addresses of specific Web pages. You enter the address in your Web browser, usually in a text box called Search, Go to, or Address, near the top of the window of your web browser, and your web browser pulls up the page. For example: http://www.directweb.com/.

Web Page: Just like a page in a book, it's a page of information from the Internet that can be viewed on your computer screen using a web browser.

www: The World Wide Web or 'the Web' is a collection of documents stored on computers all over the world. One part of the Internet consists of multimedia documents that are interconnected by links. To move from one document to another, you click a link, which may appear as highlighted text or as a small picture or icon. The Web contains text, sound, video clips, pictures, and much more.