

1) SETTING UP DIAL UP CONNECTION IN WINDOWS & MAC

WINDOWS:

- A) Open the Internet Explorer Page and click TOOLS select INTERNET select OPTIONS select CONNECTIONS TAB.
- B) At the Connections Tab locate the white box labeled “Dial Up and Virtual Private Network Settings”.
 - a. If the box does not exist, continue on to step C
 - b. If the box exists Delete all entries in the Dial up and Network Settings
 - i. Select one at a time and click “remove” on the right.
- C) Click “SET UP” button
- D) Name the new connection “COMSPAN”
- E) Dial-up number is 2294895. (Please do not include dashes or the area code).
- F) Enter the Username and Password assigned to your account.
- G) Arrive at: “COMPLETING THE NEW CONNECTION WIZZARD” screen,
- H) Select the box on the bottom left “Add A Short Cut To This Connection To My Desktop”
- I) Congratulations! Your set-up is complete!

FOR MACINTOSH – See Separate MAC Walk-Through

Frequently asked Questions.

ERROR 691- UN/PW ERROR

- A) This is a problem with the Username and/or Password entered. The user name and password is not matching with Comspan Communication’s authentication server.
- B) Make sure you do *not* have “@comspan.net” entered after your username. The Username should be the only entry in that field.
- C) Make sure there are no spaces before or after your username and password in the connections box. Spaces will invalidate the information.
- D) Restart your computer and try to connect again.
- E) If you are still getting Error 691, please call 229-0229 for assistance.

ERROR 680- NO DIAL TONE DETECTED BY MODEM

- A) Restart your Computer and try to connect again. If same problem, continue to step B.
- B) Make sure that your computer is connected to a phone jack by a phone cord.
- C) Make sure the phone cord is plugged into the correct port on the back of your computer.
- D) Check the phone jack with a working telephone to see if there is dial tone and that you can complete a call.
- E) Repeated occurrences of Error 680 mean there is a problem with your dial-up modem and you should seek the assistance of a qualified hardware technician. Comspan is unable to assist with this issue as we do not repair any type of hardware that is not supplied by Comspan.

SPEED ISSUES- NOT GETTING FULL 56K

- A) The speed of a dial-up connection is dependent on many factors, all of which are beyond Comspan’s control. These factors include the condition of your dial-up modem, the condition of your home’s internal wiring and how many people in your neighborhood are using dial-up services at the same time. The speed of a dial-up connection is never guaranteed.

CONNECTION DROPPING OR “GETTING KNOCKED OFFLINE”

- A) This could be several things. Line quality is the most frequent issue. If your telephone line has humming, static, buzzing or clicking sounds while making phone calls this will negatively affect the quality of your dial-up connection. The line would need to be tested for line quality. Call 229-0229 to issue a trouble ticket for line quality if ComSpan is your dial-tone provider. If your local phone service provider is not ComSpan please call your local dial-tone provider to test the line quality.
- B) Outlook or Outlook Express settings can also cause your connection to drop. To check for this problem click TOOLS select OPTIONS select CONNECTIONS ; **Uncheck** “Hang Up After Send & Receive”. Then click APPLY in the lower right and then OK to close that box.
- C) Windows has a setting called “Disconnect if Idle” that is a very common cause of dropped connections after 15-20 minutes. Windows does not consider anything other than browsing web pages (regularly changing pages on the web) as activity so windows believes you are “idle” and will disconnect you. To check this open up Internet Explorer and click TOOLS select INTERNET OPTIONS select CONNECTIONS TAB select SETTINGS select ADVANCED BUTTON. Deselect both options.
- D) If you have checked all of the above things and are still getting dropped connections, call Comspan at 229-0229 for additional troubleshooting assistance.

EMAIL SET UP FOR OUTLOOK/OUTLOOK EXPRESS

- A) Open your Outlook mail program and click TOOLS select ACCOUNTS (or EMAIL ACCOUNTS) and select the option to ADD a new account.
- B) Enter the information in each window as prompted..
 - a. Your account name is your complete email address.
 - b. Mail Servers-BOTH: mail.cmspan.net (for incoming and outgoing)
 - c. Once you’ve clicked “FINISH” you are required to edit the Properties.
 - i. Click “PROPERTIES” or “CHANGE” for the existing account.
 - ii. Click on the SERVERS tab and check “My Server Requires Authentication”.
 - iii. Click on the ADVANCED tab. Click “SERVER TIME OUTS” and adjust the setting (we suggest 5 or 10 minutes).
 - iv. Click APPLY and then OK. Your Email is now set-up.

EMAIL TIME OUT IN OUTLOOK/OUTLOOK EXPRESS

- A) E-mail time errors can be caused by large files in an email trying to come through to your outlook on a very slow connection. There are two things you can do to relieve the problem. Adjust the Server Timeouts Setting in your email program.
 - a. Click “PROPERTIES” or “CHANGE” for the existing account.
 - b. Click on the SERVERS tab and check “My Server Requires Authentication”.
 - c. Click on the ADVANCED tab. Click “SERVER TIME OUTS” and adjust the setting (we suggest 5 or 10 minutes).
 - d. Click APPLY and then OK. Your Email is now set-up.
- B) Log into your account directly through our Web Mail server at <http://mail.cmspan.net/> using your web browser. Once logged in remove (down load or delete) any large files over 500K from your account.

NOTE: Outlook and Web Mail cannot be utilized simultaneously. Please access one at a time.

DIAL UP NOT ABLE TO CONNECT DUE TO A SPLITTER-FILTER ON PHONE LINE.

- A) Remove all filters/splitters from phone jack and plug phone cord directly into phone jack.
- B) Restart computer and test connection. If the connection becomes functional without the filter/splitter, the splitter or filter is faulty and should be replaced or is not utilized.

LOST OR FORGOTTEN USER NAME AND PASSWORDS.

- A) Refer to your Welcome Packet for this information. If you can't locate your welcome packet, please call 229-0229 and ask to confirm Username & Password.

WHAT ARE INCOMING AND OUTGOING MAIL SEVERERS IN OUTLOOK?

- A) Both incoming and outgoing mail servers are mail.cmspan.net

"I AM MISSING EMAILS". NOT RECEIVING EMAILS KNOWN TO BE SENT.

- A) Missing email may occur because Emails are "held" by the server for security reasons. The emails could contain material that the server believes to be spam or could be dangerous to your computer. The server also holds emails from contacts that you have not emailed **from web mail**. The server doesn't recognize your "safe list" or address book in Outlook or other email programs. So it thinks you do not know the sender of the held emails. To resolve the issue and allow certain messages to be received follow the steps below:
 - a) Log into Webmail at <http://mail.cmspan.net/> enter the Comspan Username and Password.
 - b) Click on "HELD" located on the far left in the column of folder names.
 - c) The Held Folder displays a set number of messages per page you may not see all of your held messages. Scroll to the very bottom to locate the total number of held messages. Example: "50 out of 155, starting at 0" may be displayed at the bottom of the page.
 - d) Scan the page and check the box to the left of each email individually using the following guidelines (best done in this order):
 - 1) "Deliver Always" – Scroll through and select only the messages you want to keep or those you do not want to be held. You can select these messages by sender or subject. Once you have all of your "Deliver Always" selected, scroll to the bottom and click the ALLOW button. The e-mails will no be directed to your in-box (The selected messages and future messages) If emails from these senders contain material that is known to be dangerous they will be held..
 - 2) "Unknown Sender but would like to view" – Scroll through and select the messages you want to view *once* and are unsure they should be allowed. The messages could be from senders you think you know or could have a subject line that you may interest you. If you are unsure of the sender or the subject line you should categorize as "Maybe" Select all your "Unknown Sender but would like to views" and click the RELEASE button. Releasing provides the selected emails a "one time pass" to your inbox. Future emails from the same senders or containing the same subject line will be held and will require a manually release until you select allow.
 - 3) "Do Not Deliver" – Your held folder should have junk mail left. Select all of the remaining messages and scroll to the bottom of the page and click the "IS SPAM" or "DELETE" button. Either selection move the selected messages to your TRASH folder.
 - 4- Empty your SPAM folder and TRASH folder by clicking the purge option next to each folder in Web Mail.
 - 5- To keep your Email services running at peak optimization, Comspan recommends that you log into Web Mail and follow the "Missing Mail" process weekly.

EMAIL ACCT IS OVER QUOTA OR TOO FULL

- A) Follow steps for Missing Mail

B) Delete Sent Messages

C) Delete any messages in the Inbox that are unused.