

TXOL Internet Setup Instructions and Other Information

TXOL Internet P. O. Box 1024 925 E. Main Eastland, TX 76448

TXOL Internet Services and Information accessible by web page. Office Hours

* Web Page Email	* Web Page Newsgroups	8:00am – 6:00pm Monday – Friday
* Tech Help Center	* Check Online Hours	Phone: (254) 629-3278 Toll Free (888) 551-3638
* Online Signup	* Spam/Virus Filtering	Fax: (254) 629-8945

Common TXOL Web Addresses

Home page: <http://www.txol.net/>
Web Email: <http://txol.net/webmail.htm/>
Spam/Virus Filtering: <http://barracuda.txol.net/>

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(Section 1) Tips for getting the most out of your TXOL Internet Service

1. Familiarize yourself on how to avoid **Spam Email** (unsolicited e-mail - to help you avoid the cost of having your computer cleaned, and or repaired, you might want to consider purchasing Anti-virus software, as most viruses come through email as an attached file.)
2. We want your tech support calls to be efficient and pleasant. Please help us, to help you, by making some notes and observations before calling the TXOL Support Team.
 - Know your machine.
 - Know what operating system is running on your machine. (e.g.) Windows 95 / Windows 98
 - Know what software is on the system, and whether or not it seems related to the current problem.
 - Write down any error messages your system may be displaying.
 - Note any other things that may be happening on your system when the problem occurs (such as other programs running at the same time and so on).
 - Before calling, make sure you have enough time to work patiently with the technician. You may need to start from scratch if you have to call back because the first attempt was cut short for lack of time.
 - PLEASE do not call if you are not at the problem computer and able to try suggestions offered by the Tech Support Team.
 - If you're really **ticked off**, cool down before calling, as we will have a much better chance of solving your trouble. We know that computers are frustrating at times and we are interested in helping.
3. Please do not call the Tech Support Team if your service is past due and inactive, as the Tech Support Team cannot re-activate your account.

4. Though you may use other email addresses such as Hotmail, Yahoo, AOL, etc, you need to periodically check your TXOL email account, as TXOL Internet **"ONLY USES YOUR TXOL EMAIL ACCOUNT" to send out Monthly Invoices, updates, notices, and billing changes on those accounts that debit a checking account or credit card.**
5. The Most Common ***Tech Call Customer Question:**

My computer can't connect to the Internet. When I try to connect, it keeps asking for my username and password and finally hangs up on me.

**Tech Staff Answer: You're possibly entering some or all of your information in Upper Case Format or possibly your keyboard cap lock key is set to ON. TXOL servers will not recognize upper case letters as the same as lower case letters. You MUST Use lower case letters, or, you may be trying to use more than your username to login in with. Do not use your e-mail address for logon (unless you are using one of the Nationwide Access numbers), only your username.*

Section (2) Windows 98 and or Version 5 of the Internet Explorer

The following is a "Connection Wizard" step-by – step procedure for setting up your Internet access connection.

1. Click on "**Start**", "**Programs**", "**Accessories**", and the "**Internet Tools Folder**", and finally the "**Internet Connection Wizard**" icon.
2. Check the option "**I want to set up my Internet connection manually**".
3. Click the "**Next**" button.
4. Check the option "**I connect through a phone line and a modem**".
5. Click the "**Next**" button.
6. Your system may need to install some added files for accessing the Internet at this point. If not, go to the next step. **If so**, you will be prompted to click on an "**Ok**" button and may be required to place your Windows CD in your CD-ROM drive. This will be a short process and may require you to restart your system. Go to the next step when completed.
7. Enter any outside line requirements to your "**dialer settings**". (Such as "9" for an outside line in some offices) This popup will contain most popular default settings, with no changes needed in most circumstances.
8. Click the "**Next**" button.
9. Type in the "**TXOL Internet local access number**" for your area. The "**Dial using the area code and country code**" button does not need to be checked. Click to uncheck if yours is checked. Some areas must use 10 digit access dialing, such as "2223334444". If you do not know the specific access number for your area, please refer to the last page.
10. Click the "**Advanced**" button and then the folder tab located at the top of the popup box labeled "**Addresses**". In the "**DNS Server**" section, click the button labeled, "**Always use the following**", and then enter the information as follows:
Primary DNS = **206.82.112.2**
Alternate DNS = **206.82.112.3**
11. Click the "**Ok**" button.
12. Click the "**Next**" button.
13. Enter the "**username**" and "**password**" you assigned yourself when you signed up for access. Your username is as (e.g.) "username", one word in lower case format, with no dashes or spaces. The same parameters apply to your password.
14. Click the "**Next**" button.
15. "Connection name" = **TXOL Internet**
16. Click the "**Next**" button.
17. There are (2) possible settings boxes that may appear at this point follow as needed below.
 - a) **You want to set up and Internet Mail account now.**
 - Or
 - b) **Create a new Internet Mail account.**
18. Click the "**Next**" button.
19. Enter your "real name", "**anything and anyway you would like for it to appear to others when sending an email**".

20. Click the **"Next"** button.
21. Enter your "email address". Example **"username@txol.net"**.
22. Click the **"Next"** button.
23. My "Incoming Mail Server" is a **POP3** server.
Incoming Mail Server: mail.txol.net
Outgoing Mail Server: mail.txol.net
24. Click the **"Next"** button.
25. Enter the **"username"** and **"password"** you assigned yourself when you signed up for access. Your username is as (e.g.), "username", one word in lower case format, with no dashes or spaces. The same parameters apply to your password.
26. Click the **"Next"** button.
27. Click the **"Finish"** button to save these settings and get on the Internet. You may be required to confirm restarting your computer for the changes to take effect.
28. To update your Internet Explorer "Start Page"- Home Page, Refer to **Section (3)**, step number **46**.
29. Open Outlook Express, click on Tools, then Accounts. Click the Mail tab and highlight the new email account you have just created, click on the properties button, click on the Servers tab, and at the bottom on the section that says "Outgoing server" put a check on "my server requires authentication" click Apply, Ok and the close.

Section (3) Windows ME / 2000 Version of the Internet Explorer

The following is a "Connection Wizard" step-by-step procedure for setting up your Internet access connection using Windows ME and Windows 2000.

1. Click on **"Start"**, **"Programs"**, **"Accessories"**, and **"Communications"**, and finally the **"Internet Connection Wizard"** icon.
2. For the rest of the instructions refer to **Section (4)** and begin at step number **2**.

Section (4) Windows XP Internet Explorer 6

1. Click on **"Start"**, **"All Programs"**, **"Accessories"**, **"Communications"**, and finally click on **"Network Connections"**.
2. Under **"Network Tasks"** on the left side of the box, click on **"Create A New Connection"**.
3. In the **"Local Information"** box that comes up, enter your **"Area Code"** in the appropriate field, and then click the **"Ok"** button, then click the **"Ok"** button in the **"Phone and Modem Options"** box.
4. In the **"New Connection Wizard"** box that comes up click the **"Next"** button.
5. Select the option that says **"Connect to the Internet"**.
6. Click **"Next"** button.
7. Select the option that says, **"Set up my connection manually"**.
8. Click **"Next"** button.
9. Select the option that says **"Connect using a dial-up modem"**.
10. Click **"Next"** button.
11. In the **ISP Name** box type **"TXOL Internet"**.
12. Click **"Next"** button.
13. In the **Phone Number** box type in the **"TXOL Internet local access number"** for your area. (Please refer to the last page for the local access number for your area)
14. Click **"Next"** button.
15. In the **User Name** box type your **"username"**. Your user name is as (e.g.), "username", one word in lower case format, with no dashes or spaces. The same parameters apply to your **"password"**.
16. Remove the check from the **"Turn on Internet Connection Firewall for this connection"** box.
Note: *Leaving this option checked can cause many types of online software to not function properly. In the event that you need support this option must be unchecked.*
17. Click **"Next"** button, then click the **"Finish"** button.
18. Click on **"Start"**, and click on the **"Control Panel"**. Click on **"Network and Internet Connections"** icon, and click on **"Internet Options"**.
19. Under the Home Page section, delete what is in the Address box and type in **"http://www.txol.net"**.
20. Click the **"Ok"** button.
21. Click on **"Start"**, and click on **"Outlook Express"**.
22. At the top of Outlook Express click on the **"Tools"** and then click on **"Accounts"**. On the right side top of Internet Accounts click on the **"Add"** button and click **"Mail"**.

23. Enter your "real name", "**anything and anyway you would like for it to appear to others when sending an email**".
24. Click the "**Next**" button.
25. Enter your "email address": Example "**username@txol.net**".
26. Click the "**Next**" button.
27. My "Incoming Mail Server" is a **POP3** server.
Incoming Mail Server: **mail.txol.net**
Outgoing Mail Server: **mail.txol.net**
28. Click the "**Next**" button.
29. Enter the "**username**" and "**password**" you assigned yourself when you signed up for access. Your username is as (e.g.), "username", one word in lower case format, with no dashes or spaces. The Same parameters apply to your password.
30. Click the "**Next**" button.
31. Click the "**Finish**" button and then click the "**Close**" button.
32. When you open Outlook Express for the first time you will need to click on Tools, then Accounts.
33. The Internet Accounts dialog box will open; click on the Mail tab, your email account will be highlighted.
34. Click on the button "properties" then click on the tab "servers. At the very bottom put a check on Outgoing mail server requires authentication, Click Apply, then Ok, Click Close on the Internet Accounts dialog box.
35. To access the Internet in the future go to the Start menu and click on "**Internet Explorer**".
- 36.

Section (5) Windows Vista (not all version of Vista are the same) 2007

- 1- Click Start
- 2- Control panel
- 3- Click on "Switch to Classic View.
- 4- Click on Internet Options
- 5- Connection Tab (click) setup
- 6- Choose dial up
- 7- Type in: dial up #, user name, password, (check) remember password, connection name (TXOL) , allow others to use connection, click connect.

Windows Mail 2007

- 1-Enter name (your name) click next.
- 2-e-mail address ie: sam@txol.net click next.
- 3-mail server (POP3) click next
Incoming (POP3) Type in mail.txol.net
Outgoing (SMTP) Type in mail.txol.net
- 4-check, out going server requires authentication click next.
- 5-Enter your username
- 6- Enter your password click next, and then click finish.

Section (6) Non-Supported Systems DNS Numbers and Email Settings

While TXOL Internet does not provide support for Windows 3.1, Windows 95/98 I.E. 4.0, Macintosh, and other non Microsoft Windows operating systems, they will work with our Internet service. The information is provided below to access TXOL Internet.

Primary DNS: 206.82.112.2 Secondary DNS: 206.82.112.3

Incoming and Outgoing mail servers: mail.txol.net

Section (7) TXOL Access Locations and Phone Numbers

TXOL V92 TXOL Nationwide Service

PLEASE NOTE: When using a Nationwide Access number, you must login using your email address instead of just your username. An example of this would be as follows.

For Nationwide login, it would be bill279@txol.net (eastland.net will not work)

Some areas may not be able to access the Internet using the Nationwide service, even though the locator service shows service available in said area. Access is dependant on a number of factors that include what your local phone service carrier provides. In addition, many numbers have to be dialed as 10 digit numbers. Please DO NOT set your system to dial an 11 digit number, which will be a long distance call. If you need further assistance, please call the **TXOL Support Team at (254)-629-3278 or Toll FREE at (888)-551-3638.**

TXOL has over 8,000 access phone numbers nationwide; please call us for an access number for your area. If you able to go online, you can find all numbers using our locator service at

<http://txol.net/services/internet/accessnumbers.html>

254 Area Codes - TXOL Branded Access Numbers

Carbon, Cisco, Eastland, Morton Valley, Olden, Ranger
254-631-8888 254-629-2228

254 / 817 / 940 Area Codes - TXOL Branded Access Numbers

Gordon, Mineral Wells, Palo Pinto, Strawn, Stephenville
254-672-5445 254-672-5616

254 Area Codes - TXOL Branded Access Numbers

Gorman, Desdemona, DeLeon
254-734-3400