



## SVPAL Mission Statement

SVPAL provides online services for access to Internet and local community information, and provides education in the use of those services. It directs its efforts towards users with limitations in finances, technical abilities, or physical capabilities. SVPAL operates as a responsible, non-profit organization, ensuring stable and long-term operation and is run primarily by volunteers.

Customer Support Line  
(408) 448-3072

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(408) 448-3071  
1777 Hamilton, Suite 208A  
San Jose, CA 95125

Modem Dial Numbers  
(408) 453-9950  
(650) 961-3569

# USER GUIDE for Windows 2000

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## Welcome to SVPAL

We are glad that you have joined our family of SVPAL members. SVPAL is dedicated to making the Internet accessible to our Silicon Valley community. Our goals are to provide the following:

- Affordable communications for the people of our community
- Outreach and training -- particularly to those who are not being served today
- Local on-line content provided by local organizations
- Access to outside information providers

Would you like to volunteer to work with us at SVPAL? Your voluntary support is important for the success of SVPAL. A detailed explanation of the volunteer opportunities appears in the About SVPAL menu, once you are on-line. You can also see volunteer opportunities on our web site: [WWW.SVPAL.ORG](http://WWW.SVPAL.ORG). To become involved, send Email to [volunteer@svpal.org](mailto:volunteer@svpal.org), or call our office (phone number listed on front cover).

## Continuing Development of SVPAL

Over the next year, we hope to greatly improve our system. We intend to make SVPAL easier to use and to identify any problems or bugs. To do this, we will need the help of our members. Please tell us about any difficulties and provide suggestions so we can improve the system. If certain parts of the SVPAL system are confusing, or need simplification and clarification, please send us an Email to [support@svpal.org](mailto:support@svpal.org).

The system may experience some failures and downtime as we continue to expand and grow in both equipment and operations. Although SVPAL will strive to minimize such disruptions, we cannot guarantee that the system will always be available.

Your contributions of volunteer time and tax-deductible donations will help strengthen our organization as we reach towards our goals.

## Getting Started

SVPAL now offers two types of Internet access: Text-based and PPP. Text-based access is SVPAL's traditional access providing an easy-to-use text menu interface requiring only terminal emulation software. PPP (Point-to-Point Protocol) access provides a graphic interface and is used with modern Internet browser, Email, Telnet, and other software. If you have signed up for the PPP service, you also have access to the Text-based interface. Information on how to use both access types is described below.

## PPP Setup Summary

This page provides the basic information needed to configure PPP for any computer. More detailed step-by-step instructions for Windows XP and Windows 2000 can be found later in this document. Go to the next page to begin the setup procedure.

### Human Requirements

You need basic computer skills to set up your SVPAL connection. You may need to download and install additional software. If you cannot do that, you want to ask someone to help you. The step-by-step instructions may look complicated, but that is only because they need to be comprehensive. Do not let this intimidate you.

### Hardware Requirements

To connect with SVPAL, you need a computer, a modem, and a phone line. If your computer and modem can communicate with each other, you have everything you need.

### Quick Start

This is all the information you need:

login:	<b>user-name</b> (for PPP login use <b>user-name@svpal.org</b> )
password:	<b>your-password</b>
Email Address:	<b>user-name@svpal.org</b>
SVPAL POP server:	pop.svpal.org
SVPAL SMTP server:	smtp.svpal.org
SVPAL DNS servers:	209.68.147.66, 209.68.147.69
SVPAL news (NNTP) server:	news.svpal.org
Phone Numbers:	408-294-4113, 408-453-9950, 650-961-3569

Use your own user name for **user-name** and password for **your-password**, not "**user-name**" or "**your-password**". Your user name and password are printed in your new user letter. CASE MATTERS. **janedoe** and **JaneDoe** are not the same, as far as the system is concerned. The same applies to your password. Be sure to enter them exactly as they appear on your new user letter. SVPAL user names are always lower case, but passwords may contain upper and lower case letters.

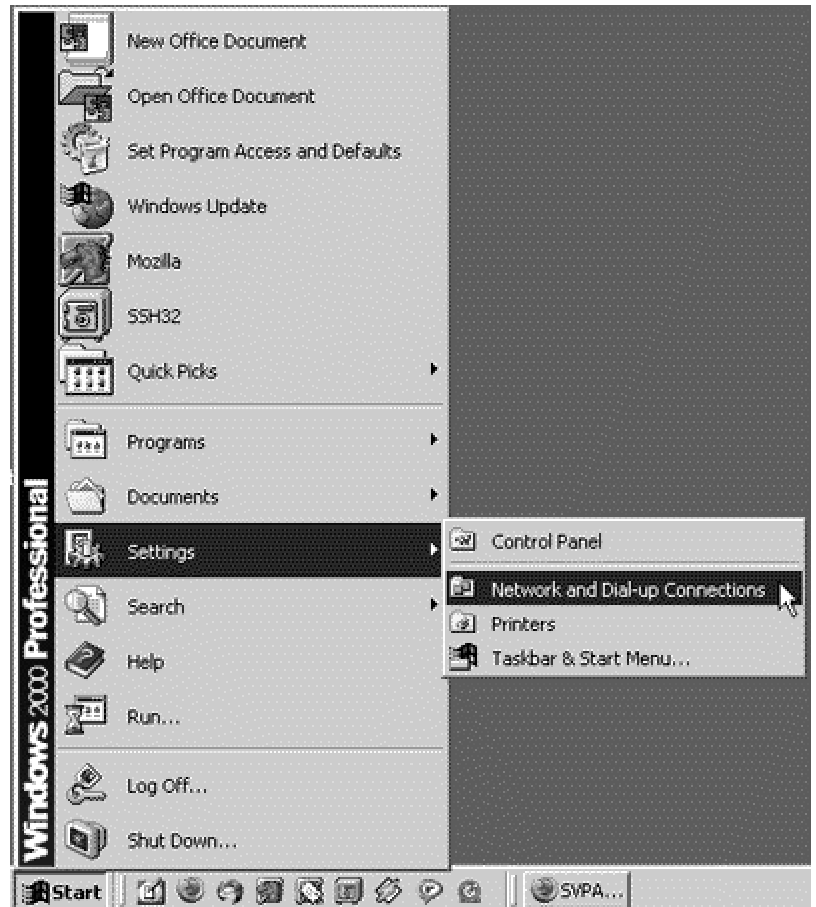
You are required to provide your user name and password to use services at SVPAL. You use them to establish a dialup connection to SVPAL, to access your email, and sometimes for other services. For example, if your **user-name** were **janedoe**, your PPP user name would be **janedoe@svpal.org**, and your e-mail user name would be **janedoe**. Your email address would be **janedoe@svpal.org**.

If your computer was pre-installed with Windows 2000 you should not need to install additional software. If you installed or updated the system yourself, you may need to install additional Windows components to support networking.

## PPP Setup for Windows 2000

### Configuring your PPP connection

Point your mouse at the **Start** button at the bottom left of your screen and click it. Move your mouse pointer to the Settings menu to show the **Control Panel** submenu. Select and click **Network and Dial-up Connections** from the **Control Panel** submenu. This opens up the *Network and Dial-up Connections* window.



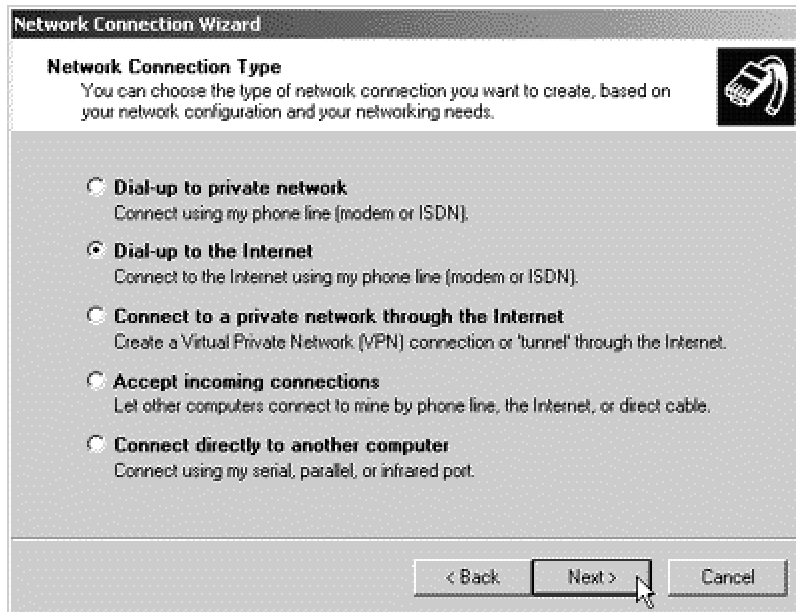
Double-click on **Make New Connection** in the **Network and Dialup-up Connections** window. This starts up the dial-up networking wizard showing the *Welcome to the Network Connection Wizard* window.

You may see this *Location Information* window asking for your area code. Enter your area code (e.g. 408) under where it asks “What area code (or city code) are you in now?” Then click **OK** to proceed to the *Phone and Modem Options* window.



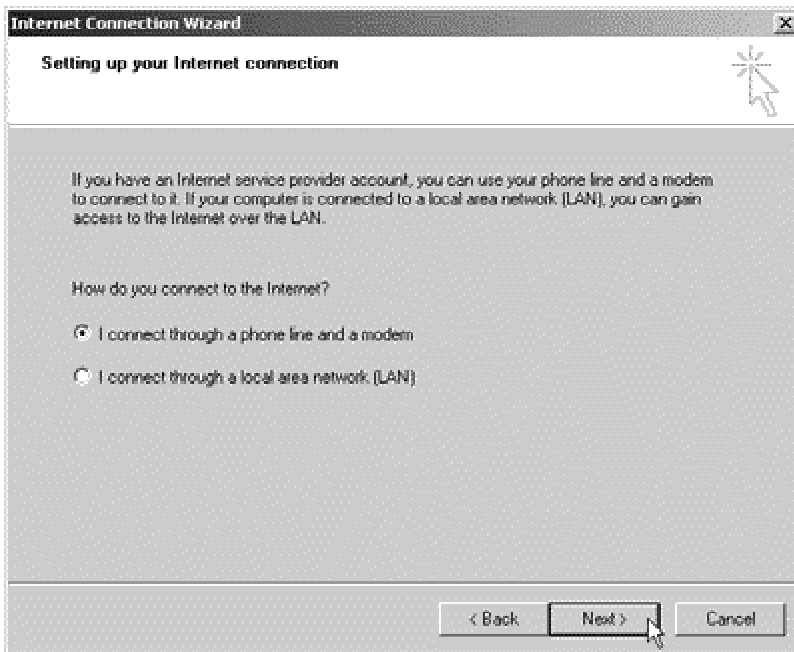
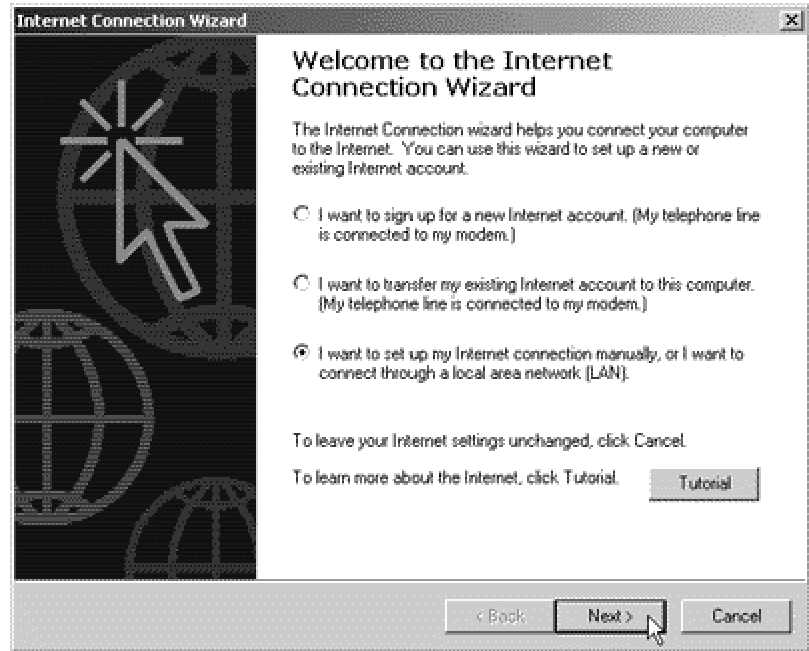
On the *Phone and Modem Options* window, you may click **Edit** to modify the location name or the area code, but you can usually take the default settings here. Then click OK to proceed to the *Welcome to the Network Connection Wizard* window.

On the *Welcome to the Network Connection Wizard* window, click **Next** to start the Wizard.



On the *Network Connection Type* window, select **Dial-up to the Internet** from the list of choices. Then click the **Next** button.

Once at the *Welcome to the Internet Connection Wizard*, choose **I want to set up my Internet connection manually...** After making this selection, click the **Next** button.



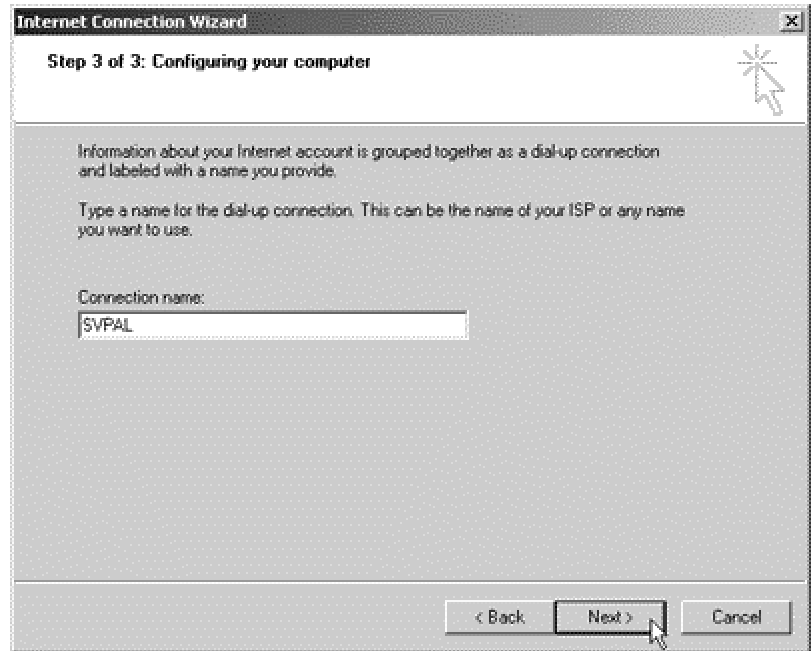
At the *Setting up your Internet Connection* window, select **I connect through a phone line and a modem.** Then click the **Next** button.

**Step 1 of 3: Internet account connection information.** At this point enter the area code and telephone number for SVPAL Internet access. In this example we have used **408-453-9950**. The **Country/region name and code** should show **United States of America (1)**. Then click the **Next** button.

**Step 2 of 3: Internet account logon information.** Now enter your SVPAL email address in the **User Name** field and **your-password** in the **Password** field that appear on your new user letter. Be sure to enter the information exactly as it appears on your new user letter, using upper and lower case as appropriate. The user name is always lower-case and may not contain spaces. The password may contain mixed case and can include spaces.

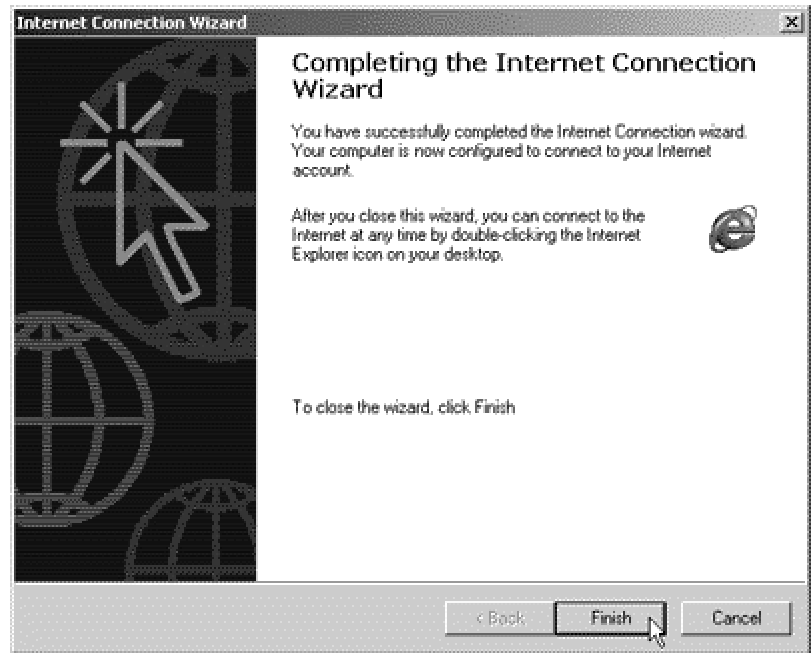
***IMPORTANT NOTE:*** Enter your SVPAL email address (e.g. **janedoe@svpal.org**) in the **User name** field.

*Step 3 of 3: Configuring your computer.* Now enter a name for your Internet connection. Use **SVPAL**, or **SVPAL Internet** to distinguish it from any other Internet connection you may have.



On the *Set Up Your Internet Mail Account* window, select **No**, unless you are prepared to set this up now. It's usually best to get your Internet connection working first, then set up email later. Click the **Next** button.

At the *Completing the Internet Connection Wizard* window, just click the **Finish** button to finish the setup.



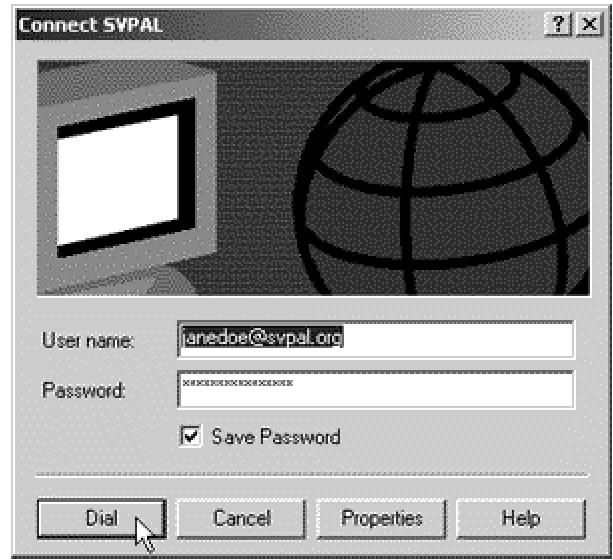
When connecting to the Internet, this dialog window appears. **Note:** Enter your SVPAL email address (e.g. **janedoe@svpal.org**) in the **User name** field. If you check the **Save password** button, your password is remembered by Windows, so you do not need to enter it to connect to the

If you check the **Save password** button, your password is remembered by Windows, so you do not need to enter it to connect to the Internet.

Leaving this option unchecked requires you to enter your password each time you connect. This may be desirable if your computer is accessible to other people and you want to keep them from using your SVPAL account. If you check the **Connect automatically** button, then whenever your computer needs to access the Internet, it will connect automatically.

Otherwise, you will need to start up your Internet connection manually.

***IMPORTANT NOTE:*** Enter your SVPAL email address (e.g. **janedoe@svpal.org**) in the **User name** field.



Click the **Connect** button to connect the Internet with your SVPAL account.

If you have problems connecting, check your settings. The most likely problem is that you made a typing error somewhere. Check the phone number, your user name and password. Remember that your user name and password are case sensitive. SVPAL user names are always entered in lower case. Passwords can contain upper case letters and your initial password will contain upper and lower case letters. An example password might be **LowFatCar**.

After checking your settings, then you might try modifying your modem settings. These sometimes cause trouble.

Try disabling the **Hardware Features** in the **Modem Configuration** menu. (Take a deep breath...from the **Dial-up Connection** window; go to **Settings**, then **Settings** again, then **Properties**, and then **Configure**. Uncheck the following: **Enable hardware flow control**, **Enable modem error control**, **Enable modem compression**.)

To disconnect from the Internet, locate the Dial-up icon on your task bar and double-click it to open it. Then click the **Disconnect** button to terminate your Internet connection.

## Learning the System and Getting Support

SVPAL Customer Support helps ensure that your on-line experience is both fun and useful. We strive to answer questions about how to use SVPAL to the best of our abilities. Like the rest of our organization, we rely on dedicated volunteers to accomplish these tasks. If you have any questions, please look first in our on-line Frequently Asked Questions (FAQ's) in "About SVPAL". If your question isn't easily found, send an Email to [support@svpal.org](mailto:support@svpal.org). Our volunteers will try to answer your issue as soon as possible.

In circumstances for which Email is impractical, i.e. for new users who may not yet know how to send Email or when the user can't logon, please call Customer Support's *voice mail help line* at 408-448-3072. We will do our best to return your call within 24 hours. Please leave a detailed message including your name, Email address (user name) and your phone number(s).

## Terms of Use

Receipt of this package assumes you have read the terms of usage and will comply with them. Silicon Valley Public Access Link is committed to a policy of free expression and also of responsible use that does not restrict others from using and enjoying the system. A user of SVPAL agrees to the following terms as a condition of use of the system and agrees that the Board of Directors of SVPAL may revoke the privilege of use, at its sole discretion, if it determines the user's action was in deliberate violation of these terms:

1. I will use SVPAL in a manner that is consistent with all applicable laws and regulations.
2. I will obey copyright and license agreements will put copyrighted material on SVPAL only with written permission to do so from the copyright holder.
3. I will not disseminate on SVPAL information that is personal to others, such as credit card or social security numbers, nor will I disseminate communications that are clearly personal and private to others.
4. I will not share passwords. All accounts are individual accounts. An individual may allow immediate family or family-unit members LIVING IN THE SAME HOUSEHOLD to use the account. For class accounts or similar multi-user accounts, explicit arrangements must be made - contact SVPAL.
5. I will not attempt to gain unauthorized access to SVPAL, or use SVPAL to gain unauthorized access to other systems.
6. I will not flood the system or individual users with unsolicited e-mail.
7. I will not use SVPAL to publish libelous or slanderous material, or engage in any action that restricts or inhibits others from enjoying the system.
8. Agreeing to these terms, and with others that SVPAL may publish in the future; I will use SVPAL so as to respect the privacy and personal rights of others.

## Password and Network Security

The security and privacy of your account depends on good password practices. **NOTE:** After you first login, you should change your temporary password. Passwords should be at least 8 characters in length. Common dictionary words are not advised. Similarly, any password, which is derived from your name, address, occupation or other personal information, is unsuitable because it can be easily guessed. Punctuation marks, numbers, and upper and lower case letters in the middle of the password helps to further secure your password.

Do not divulge your password to any other person outside your household. Never include your password in a mail message. If you forget your password, call Customer Support voice mail at 408-448-3072. A new temporary password will be issued to you.