



## 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

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

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

# USER GUIDE for Windows 95, and 3.1

## CONTENTS

SVPAL Mission Statement .....	1
USER GUIDE for Windows 95, and 3.1 .....	1
CONTENTS .....	1
Welcome to SVPAL .....	2
Continuing Development of SVPAL .....	2
Getting Started .....	2
PPP Setup Summary .....	3
Windows 95 Instructions .....	3
Human Requirements: .....	3
Hardware Requirements: .....	3
Quick Start .....	3
Installing Network Components .....	4
Configuring your PPP connection.....	6
Windows 3.1 Instructions .....	9
Learning the System and Getting Support .....	11
Terms of Use.....	11
Password and Network Security .....	11

## 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

Below are instructions for setting up PPP for SVPAL on Windows 95, and 3.X. Skip ahead to the section of this document that applies for your version of Windows.

### Windows 95 Instructions

#### Human Requirements:

You need basics 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 user <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 login name for **user-name** (see page 2) and password for **your-password**, not "**user-name**" or "**your-password**". Your login 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 login names are always lower case, but passwords may contain upper and lower case letters.

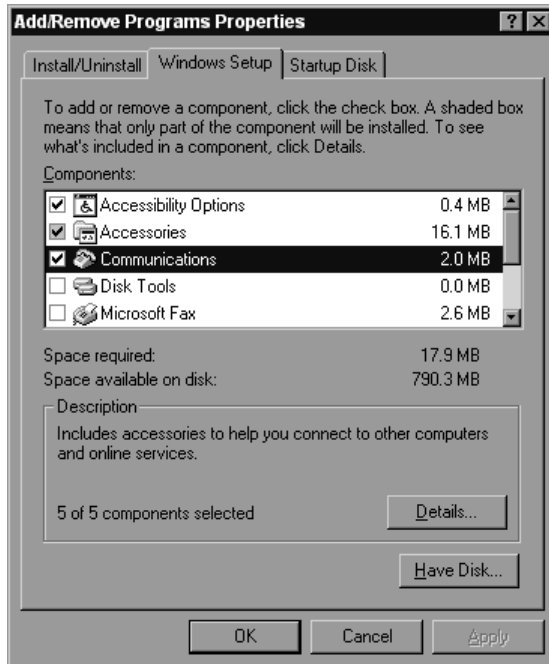
You are required to provide your user name and password to use services at SVPAL. You use them to establish a dialup connection to SVPAL, to access your email, and sometimes for other services. For example, if your user name were **janedoe**, your PPP user name would be **janedoe@svpal.org**, and your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

There are two Windows 95 components you will need: Dialup Networking and TCP/IP. If these components are not already installed you will need your Windows 95 software installation media to install these components.

If these components are already installed, skip ahead to the section titled "Configuring your PPP connection." If you do not have those components installed, or you are not sure you do, let's check.

## Installing Network Components

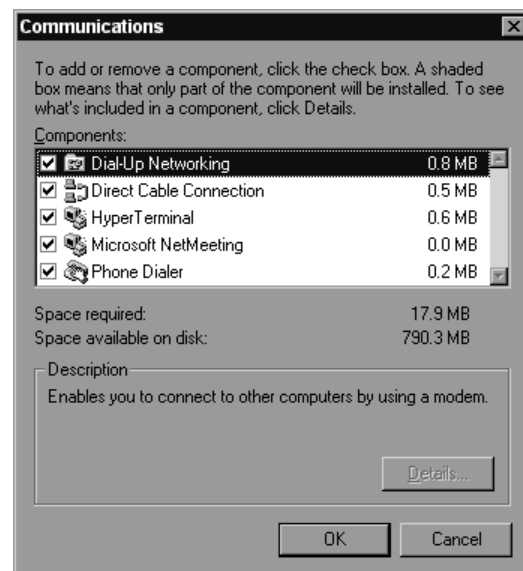
Go to the **Start button** on your task bar, then **Settings**, then **Control Panel**. Open the control panel, and find the one that says **Add/Remove Programs**:



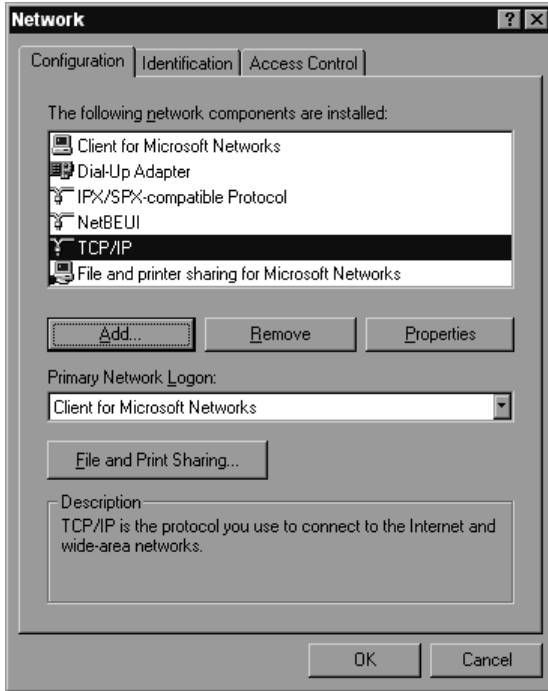
Open **Add/Remove Programs**, go to **Windows Setup**, and look for **Communications**:

Select **Details**, which will open a new window:

If **Dial-Up Networking** is checked, you already have it installed. If it is not checked, install it by checking its box and then select **OK**. You may be asked to reboot the system.

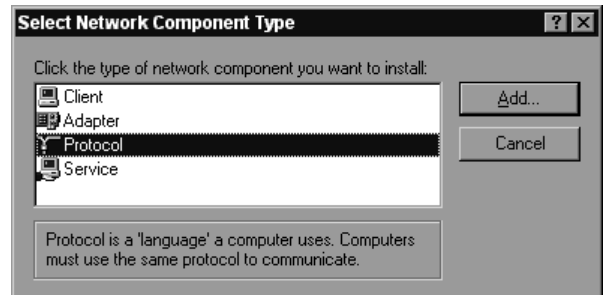


Now, let's check to see if you have **TCP/IP** installed. Go to the **Control Panel** again, and open the **Network** control panel:



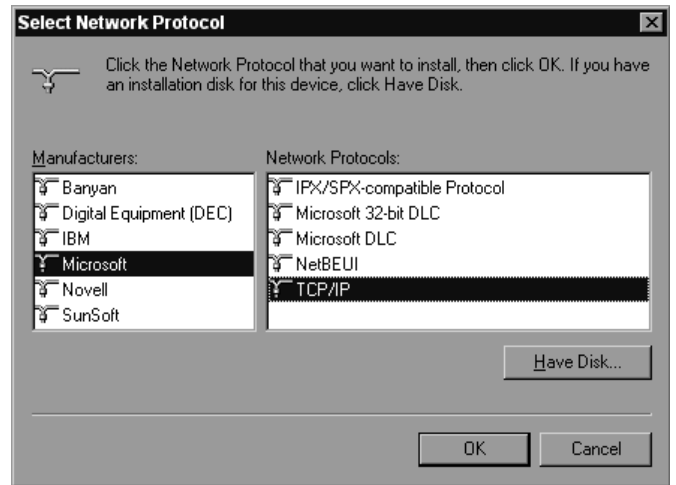
Look for **TCP/IP**:

If you do not see it listed, select **Add**, then **Protocol**, and **Add** again:



Select **Network Protocol**: (Microsoft, TCP/IP)

Select **OK**. You may be asked to reboot the system.



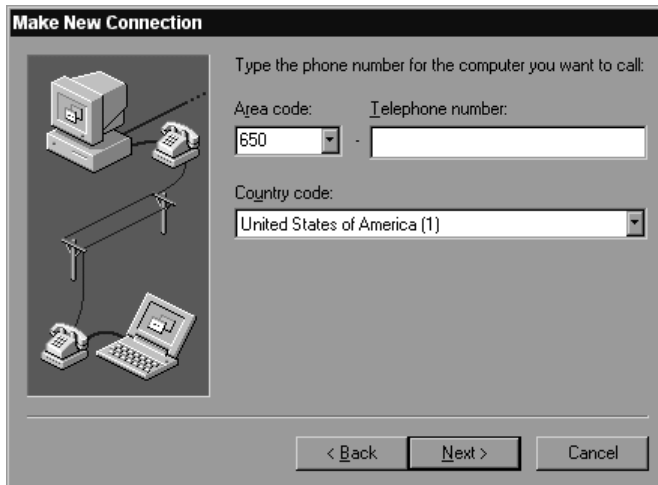
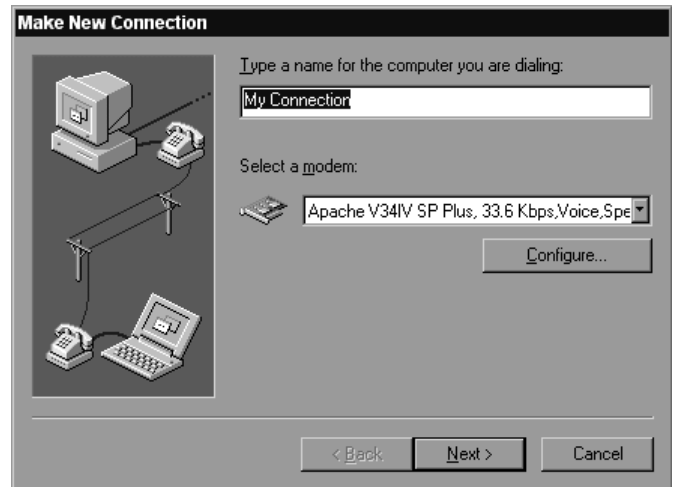
### Configuring your PPP connection.

Open **My Computer** on your desktop and then **Dial-Up Networking**:



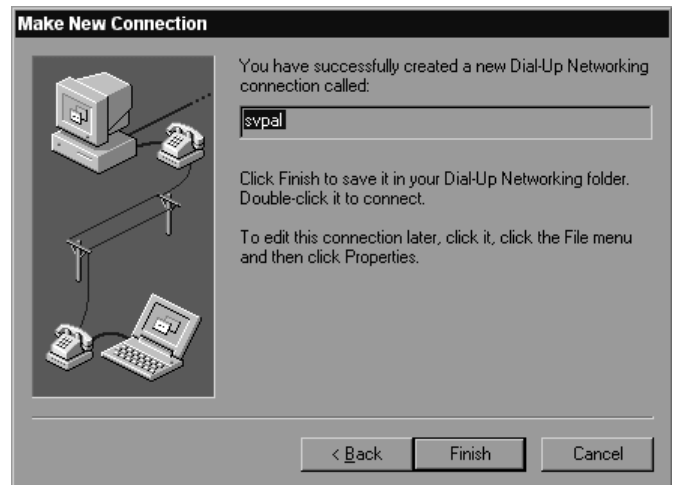
Select **Make New Connection**:

Name your new connection (for example, **SVPAL**):



Enter the SVPAL phone number closest to your area:

Select **Finish**:



Now you will be able to find your SVPAL settings in the **Dial-Up Networking** folder:



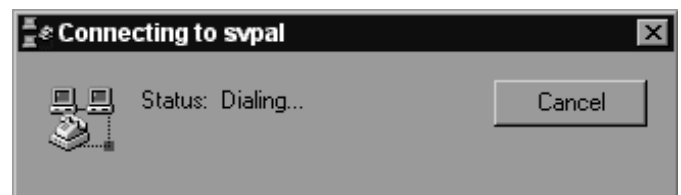
Before you connect to SVPAL for the first time, right-click the connection icon, and then click **Properties**. Click the **Server Type** tab, and then make sure **Type of Dial-Up Server** is set to PPP.

Make sure that the following options are not selected:

- **Log On To Network**
- **NetBEUI**
- **IPX/SPX Compatible**

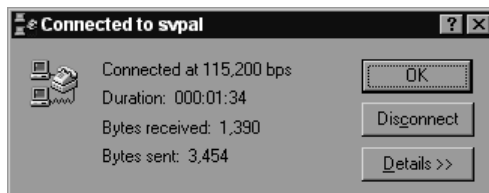
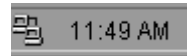
Open this connection and verify the **User name** and **Password** information.

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



Open this connection and wait for the modems to connect:

When the connection is established, this window will automatically minimize and it will remain on your task bar:



If you select that icon on your task bar, you will see a window like this one:

Choosing OK will close the window, but this does not close your connection. To disconnect from SVPAL, you have to select Disconnect.

## Windows 3.1 Instructions

Introductory Questions:

How complicated is this to set up?

You need a few basics skills, like downloading and installing programs. If you cannot do that, you will need someone to help you. These instructions may look complicated, but that is only because they need to be comprehensive. Do not let this intimidate you.

What kind of hardware do I need?

A computer, a modem, and a phone line--any computer capable of running Win 3.1

What kind of software do I need?

You will need WINSOCK software, like **Trumpet**.

How do I configure Trumpet?

*[This should go without saying, but...if your system is already configured to connect to some other server, you should write down your current configuration before you change anything, so you can restore it if something goes wrong. Where do you find your current configuration? Well, keep reading...if you have to change something along the way that is what you should write down.]*

Download the software first. **Trumpet** is shareware. You can try it for free, and if you decide to keep it, you must register it for \$25. Look at the documentation for the details.

**twsk30d.exe** will expand into several files, so you should put it in an empty temporary directory. Then, run "install.exe" and follow all the prompts.

Note: The exact name of the file may vary as the version number changes.

Leave all the default settings unchanged. This is the information you will have to customize:

DNS server(s): **svpal.org**

Domain suffix: **svpal.org**

Driver: **PPP**

Dialer settings:

COMM Port: **the port where you have your modem, for example, COM1**

Baud rate: **the appropriate baud rate for your modem, for example, 14400**

Login Profile:

Username: **login-name**

Password: **your-password**

Phone: **SVPAL phone number**

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**.

**Corrections/update from Jim:** I've gotten Trumpet Winsock to work correctly. The key was under Server Profile -- the on-line instructions should say to blank out the "Command Prompt" field. With the default value in there, the script would abort after logging on, leaving the modem connected but with unusable. However, it was possible to log on manually (following directions in the Trumpet help file), and obtain a working connection. It may be helpful, too, to say that the "scan for IP address" box should NOT be checked.

OK, I'm connected to SVPAL. What now?

Now you can read your email, send email, read newsgroups, browse the web, and so on.

How do I read my email? How do I send email?

Install and configure **Eudora Light**, or any equivalent program. Some browsers, like Netscape, have built-in email support.

There are more details about configuring Eudora to work with SVPAL at <http://www.svpal.org/support/> . Those instructions are intended for a direct (modem) connection. If you are connected over TCP/IP (network, PPP), you need to change that setting in your configuration ("connection method").

How do I read newsgroups?

You can use the newsgroups reader that comes with the web browser, or any other newsreader you may find on the web.

How do I browse the web?

Install a web browser, like **Netscape Navigator**.

Summary:

This is all the information you need:

login:	<b>user-name</b> (for PPP login user <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**.

## 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.