

## PowerConnect High Speed – Frequently Asked Questions

### **Will PowerConnect High Speed speed up everything I do on the web?**

PowerConnect High Speed accelerates certain text and graphics on web pages. With PowerConnect High Speed you will notice a significantly faster experience when you visit web sites, send and receive your e-mail, and perform many other Web-based activities. PowerConnect High Speed will not currently accelerate file downloads such as music files, or streaming video or audio media.

### **How fast is PowerConnect High Speed?**

The exact amount of acceleration can vary but with PowerConnect High Speed you will notice a significantly faster experience when you visit web sites, send and receive email, and perform many other web-based activities.

### **What other features does PowerConnect High Speed include?**

PowerConnect High Speed offers the following value-added services in addition speeding up your web and email usage:

- Pop-up Blocker - block annoying pop-up advertisements while surfing

- Banner-Ad Blocking - Stop the ads, and surf faster

- Integrated Diagnostic Support Tool

### **How does PowerConnect High Speed work?**

PowerConnect High Speed accelerates your Internet access through proprietary text and image compression, content caching and other network optimizations

### **Will I benefit from using PowerConnect High Speed?**

If you have a slow Internet connection (such as dial-up or wireless connection) with bandwidth of less than 300Kbps, you will experience a significant degree of acceleration using PowerConnect High Speed

### **What types of content does PowerConnect High Speed speed up?**

PowerConnect High Speed significantly speeds up web page access. To achieve this speed up, proprietary lossless compression is applied to text, html, xml, javascript and style sheets. Proprietary image compression is applied to gif images, jpeg images and Flash content

PowerConnect High Speed also accelerates email traffic (POP3 and SMTP) using lossless compression.

PowerConnect High Speed does NOT speed up file downloads (over FTP or file sharing programs), streaming audio/video and HTTPS (secure web sites).

### **Can I use PowerConnect High Speed when connected to another ISP?**

PowerConnect High Speed works by first passing each web page that you view through our servers, where the page content can be compressed and optimized for faster display. To

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reach these servers, you must be connected to the Internet through a PowerConnect dial-up connection.

### When I try to connect, why does it keep re-prompting me for my password, even after I enter the correct one?

Even though the error that you are probably getting actually specifies that the password is incorrect, it may be referring to the username or the password. The easiest way to fix this problem is to bring up the initial "Connect to" box (*where you actually press the button that says "Connect"*). In this box, you will see an area for your username, an area for your password, and the phone number that you are dialing. You need to place your cursor into the area for username and delete whatever may be there (*even if it appears to be correct*)! After the box is empty, you will proceed to hit the delete key approximately 5-10 more times. Repeat the **EXACT** same process in the password area. After both fields have been completely cleared, re-enter the username and the password. What tends to cause a problem like this is an extra or unexpected character in one of the two fields, usually a space that we are unable to see!

### Why do I always get disconnected after 15 minutes?

If it seems that you are consistently getting disconnected after 15 minutes, you may have the idle time out option selected. Idle time out occurs if you are connected but do not have any type of activity for a certain amount of time. This usually happens if you leave the computer to eat dinner, etc. and stay online while you do so. Since you are not actually doing anything on the Internet, you are considered idle. Most Internet Service Providers implement an idle time out policy to keep the lines free for other users who want to get online. But if you are experiencing these time outs quicker than your ISP's policy is for, you probably have the option set on your computer. If you check your Internet Options (located in the Control Panel), you will see where this setting is located.

- a. Click on the **"Start"** button
- b. Go up to **"Settings"** and select **"Control Panel"**.
- c. Double-click on the icon labeled **"Internet"** or **"Internet Options"**.
- d. Click on the **"Connection"** tab and you should see your connection located in a box.
- e. To the right-hand side, you will find a button that says, **"Settings."** Click on this button.
- f. Inside the new **"Settings"** window you will find another button that says "Properties" that you will want to click on.
- g. In the **"Properties"** for your connection you will find a **"Configure"** button at the bottom of the window. Click on **"Configure"**.
- h. You should find a tab marked **"connection"**. When you hit this tab you will find the idle time out option located near the bottom. Make sure that this box is unchecked.

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It sounds confusing but if you follow the instructions step by step, you should have no difficulty fixing this problem!

### Why do I seem to get disconnected so frequently?

If you find your connection being terminated while you are working online, not idle, but actually surfing the Internet or sending mail, you most likely have an unstable connection. This is caused by your modem connecting at a rate that your phone lines cannot handle. While the modem is trying to transfer the data, the phone lines struggle to hold the connection and a lot of times the connection is dropped. This problem is easy to resolve. You simply need an initialization string to help control your modem's speed of connection. This string can usually be found in the Owner's Manual, or you can call the place of purchase or the manufacturer. Once you have established which string will work with your particular modem, place the string in the following location:

- a. Click on the **"Start"** button.
- b. Go up to **"Settings"** and select **"Control Panel"**.
- c. In the **"Control Panel"** you will find an icon called **"Modems"** that you will double-click on.
- d. Inside of this window you should see your modem displayed. Select the modem and press the **"Properties"** button.
- e. Once inside the modem properties window, you will find a tab labeled "connection" that you will select.
- f. Now you will find a button that says **"Advanced"**. Click this button.
- g. Finally, in this window you will see a textbox marked **"Extra Settings"**. Put your cursor into this field and enter the string that you have obtained from the manual, computer store, modem manufacturer, or Internet Service Provider. A list of generic init-strings can be found on our init-string page, <http://support.pngusa.net/faq/strings/initstrings.html>.

The string should ALWAYS be entered in one case. All letters need to be upper or lower-case, not a mixture of both. This should take care of the problem! Other options when working with modem commands is to use the Internet as a research tool. Choose any search engine that you prefer (*for example, www.altavista.com, www.yahoo.com, or www.lycos.com*) and do a simple search on the word "modem" and you will find more resources than you have time to read. Your local phone company will check your phone lines for noise, if you feel that bad phone lines may be the problem.

### Why does it say that I am not getting a dial tone?

If you attempt dialing in and get an immediate error that there is no dial tone, there is something wrong with the modem or the phone line. It is usually a problem with the modem not being plugged in correctly. Make sure that the phone line is plugged into the correct spot on the back of your computer and that it is plugged into the phone jack on the wall. If it all looks correct, unplug the computer and try an actual telephone in the jack. Does it have a dial

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tone? If there is a dial tone at this point it would be a safe assumption that the modem is not plugged in properly and that is what you need to fix. If there is no dial tone with the handset either, it is time to call the Phone Company! If there is a dial tone, and you are certain your modem is plugged in correctly, it is possible that your modem is not functioning properly. Contact your computer vendor/manufacturer if you think this is the problem. You also need to know if a 9 should be dialed for an outside line. If you are not dialing the 9 first and it is required, it may give you this error.

### **How can I disable call waiting?**

Windows 95/98

To disable call waiting, double click on the "My Computer"

### **Why can I send email to all of my friends but my daughter's address won't work?**

If you are able to send to everybody you try with the exception of one or two addresses, chances are you are entering something incorrectly in the address. The error message that your email program gives is a good indication of the problem. It could also be a problem with the recipient's service provider.

### **Why can't I send a picture of my son with my email? It never lets the message send!**

Pictures tend to be far larger in size than plain text messages. Most of the time, if a picture will not send via email it is because the file is too large. Many Internet Service Providers will have a size limit on any mail that their servers handle. Email was not intended to send and receive these types of large files. Using a Zip program (WinZip, for example) to compress the file will help solve this problem. Keep in mind that after you have compressed and sent the message, the recipient will need to un-compress it before viewing! Make sure that the people you are sending to know that they will also need a Zip program!

### **Why do I download the same six messages every time I check for new mail?**

If you download the same messages over and over, the first step would be to make sure that you do not have **"Save a copy of messages on server"** selected in your mail client's options. If this option is selected, you will find that you do download the same messages time and again. The most common cause for this problem, however, is one message that clogs up your mail, so to speak. There are quite a few lines that most people do not see while sending mail called, headers, and this is what actually directs where the mail is delivered to. If there is any character out of place in the header, the message will be undeliverable. Or if the message is too large for the mail server to handle the result will be the same. This single message will prevent anything else from being downloaded after it. Until the very last message on the server is downloaded, the server will continue giving you the same messages. So if you are stopping the download of mail yourself before it is finished downloading, it will start from the top the next time you try. After the final message is downloaded, that is when the server wipes the slate clean for you!

### **Why can I receive mail but I can't send?**

If you happen to have this problem occur, you will need to open your mail client (*Outlook, Eudora, Etc.*) and access the Outgoing mail folder. (*Most will read as "Outbox"*). Delete, or move any unsent messages out of the folder, once you have done this. Check for any new messages on the mail server and then send any replies or new messages you have. This error message is coming from the mail server, not from the mail client itself. It means that the

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SMTP (*outgoing*) mail server did not recognize you as an authorized user and has rejected your message. Most ISPs configure their SMTP servers to recognize only those IP address's, on the accepted list. By checking for new messages before attempting to send any outgoing mail, you will have been authorized and added to this accepted list of IP addresses to send outgoing messages.