



QUICK START GUIDE
Need help? Contact our Helpdesk at (563) 263-2631

We're here for you...

We have designed this Quick Start guide so that you can begin enjoying your MachLink® Internet service as quickly as possible. If you are unable to connect to MachLink, call the MachLink® HelpDesk. You will be connected to a specialized technician at our central support desk who can diagnose the problem. You will be asked a series of standard questions that will help the technician pinpoint the problem. The MachLink® HelpDesk can address many of your problems over the telephone. You can also email any questions or issues to MachLink®.

Remember, we're here for you!

MachLink® Helpdesk

Phone: (563) 263-2631

Email: helpdesk@machlink.com

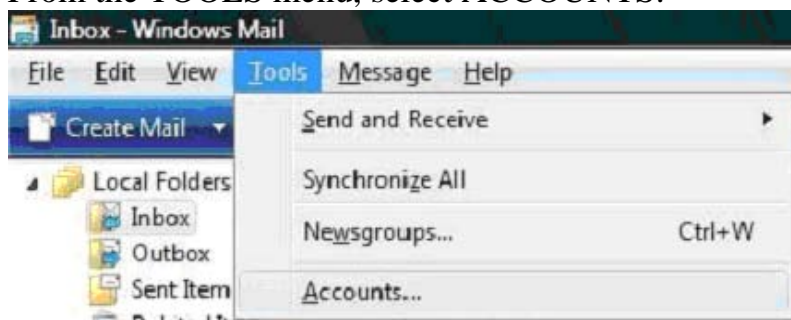
Email Account Setup

We have instructions for setting up your email account in many different clients, but this document will deal only with setting up Windows Mail (formerly Outlook Express). If you are not sure whether you are using the full version of Outlook or Windows Mail then make sure to note the screen that comes up as your mail program is starting: it will say either "Windows Mail" or just "Outlook." If your program is Windows Mail, then this is the Quick Guide you need.

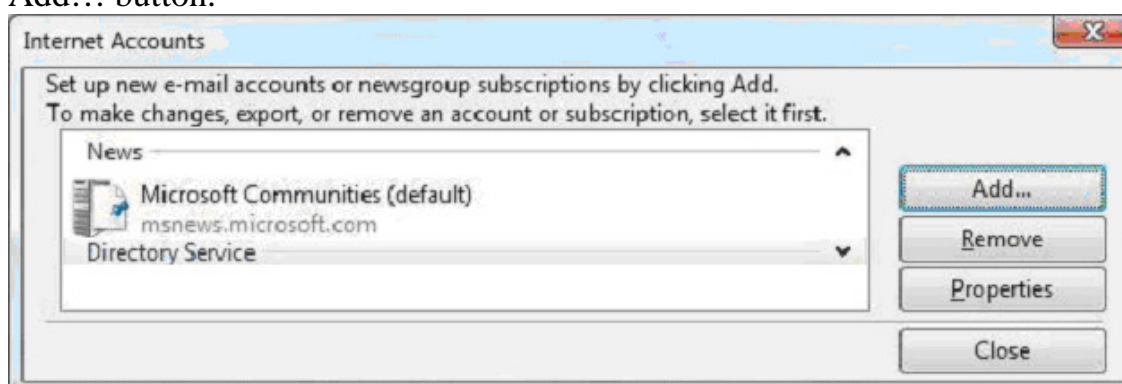
NOTE: If this is your first time using your mail program, it may automatically open up the Internet Connection Wizard to assist you with your email account setup. If this happens, skip down to STEP 3.

Windows Mail

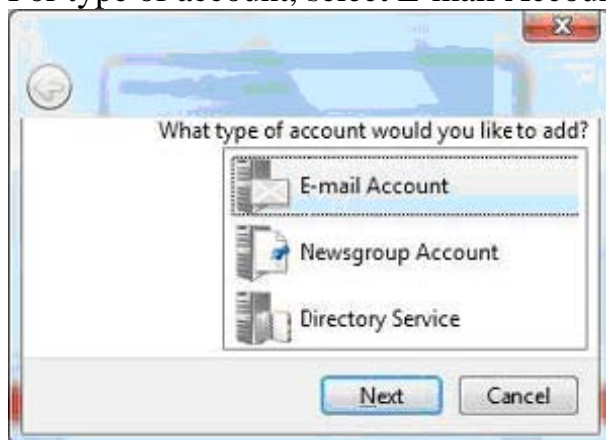
1. From the TOOLS menu, select ACCOUNTS.



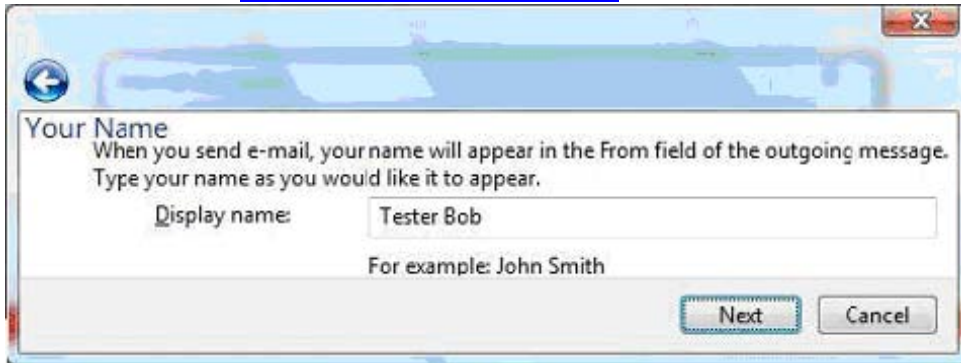
2. As you can see below, the Internet Accounts window no longer is organized into tabs; it is now organized into sections (Mail, News, etc). Click on the Add... button.



3. For type of account, select E-mail Account and then click Next.

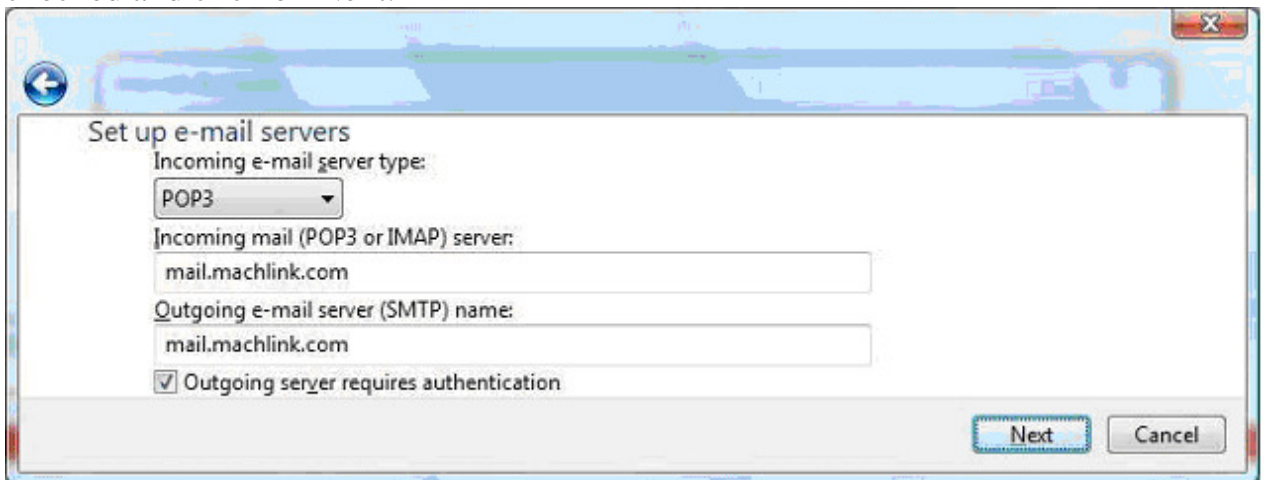


4. On the Your Name page, enter in your display name. NOTE: this has nothing to do with logging into the server. Per the example below, if you enter “Tester Bob” when someone receives your email, they will see the sender as “Tester Bob” instead of testerbob@machlink.com.



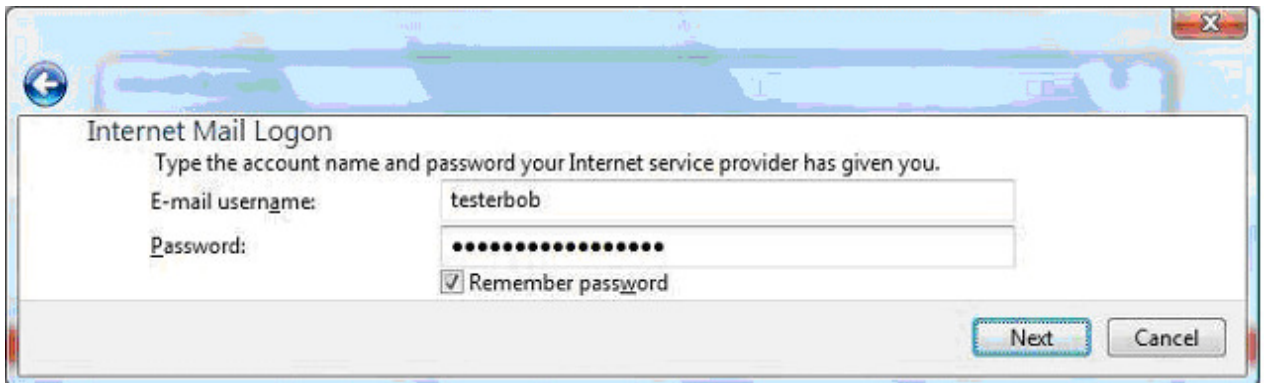
The screenshot shows a window titled "Your Name" with a back arrow icon in the top left. The text inside reads: "Your Name" followed by "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." Below this is a text input field labeled "Display name:" containing the text "Tester Bob". Underneath the field is the text "For example: John Smith". At the bottom right of the window are two buttons: "Next" and "Cancel".

5. When asked for your email address, enter the whole thing, all in lower-case, with no spaces. For example, testerbob@machlink.com instead of either testerbob or TESTERBOB@MACHLINK.COM.
6. On the Set up e-mail servers page, accept the default Incoming e-mail server type: POP3.
7. Next enter – for both the incoming and outgoing mail servers – mail.machlink.com. Make sure to enter it exactly as it appears here: all in lower-case and with no spaces.
8. Make sure that the Outgoing server requires authentication checkbox is checked and click on Next.

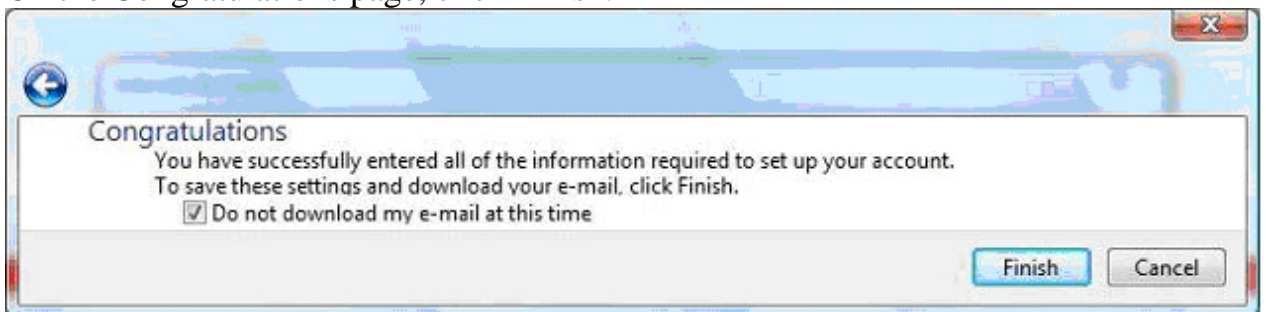


The screenshot shows a window titled "Set up e-mail servers" with a back arrow icon in the top left. The text inside reads: "Set up e-mail servers" followed by "Incoming e-mail server type:" and a dropdown menu showing "POP3". Below this is a text input field labeled "Incoming mail (POP3 or IMAP) server:" containing the text "mail.machlink.com". Underneath is another text input field labeled "Outgoing e-mail server (SMTP) name:" also containing "mail.machlink.com". At the bottom left is a checkbox labeled "Outgoing server requires authentication" which is checked. At the bottom right are two buttons: "Next" and "Cancel".

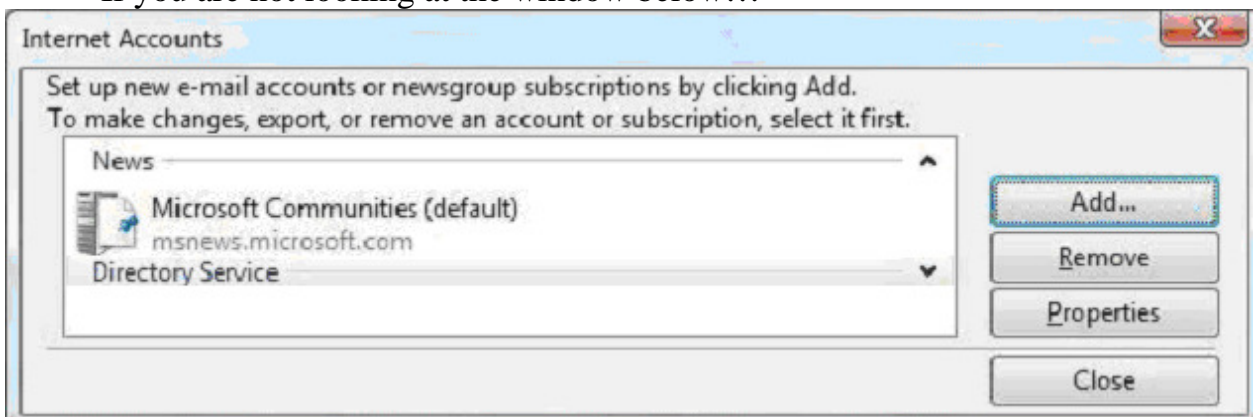
9. On the Internet Mail Logon page, make sure the Remember password checkbox is checked and then enter E-mail username and Password.
10. Click Next.



11. On the Congratulations page, click Finish.

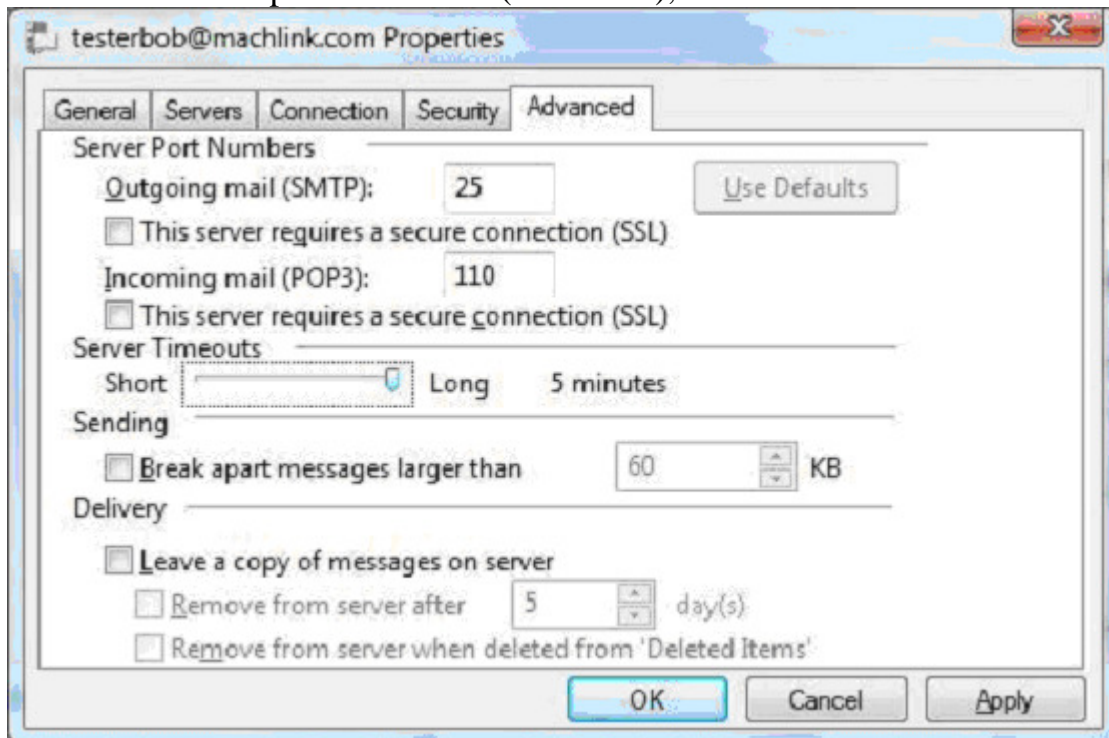


If you are not looking at the window below...



12. ...then select Accounts from the Tools menu to bring the Internet Accounts window back up.
13. In the Internet Accounts window, double-click on the link to your email account we just created. It will probably be named the same as your full email address.

14. In the account Properties window (see below), click on the Advanced tab.



15. In the Server Timeouts section, drag the slider all the way over to the right: to 5 minutes.

16. Click on OK.

17. Click on Close.