

# Internet and e-mail FAQ

## Why are my connect speeds so slow?

LRNET1's connect speed is dependent on the compatibility between your modem and LRNET 1's equipment and the quality of your inside wiring.

## Why is the Internet so slow?

There are many reasons that can cause the Internet to be slow or *appear* to be slow. Following are some things you can do to insure your computer is not causing the Internet to *appear* slow.

Adware and Spyware can slow down your computer and Internet connection. Scan your computer for Adware and Spyware.

56k modem compatibility issues can slow down data throughput speeds. Often times turning off 56k and slowing down the connect speed will force a better communication stream, which in turn increases throughput speeds and web pages load faster.

## Why do I keep getting disconnected?

Disconnect problems are the result of a disconnect setting in Outlook Express, line noise (like an incoming call), or 56k issues.

Open **Outlook Express**, click **Tools** then **Options**. Click the **Connections** tab and uncheck **Hang-up after sending and receiving**. Click **OK**.

Incoming telephone calls can cause the connection to drop. If you have Call Waiting on the telephone line, your computer should be set to cancel the Call Waiting when it connects to the Internet. Add **\*70**, before the telephone number in your connection settings to cancel call waiting.

Turn off 56k by adding a modem string to your connection settings. First [identify](#) the modem in your computer then look for your modem in the [modem strings table](#) and follow the [instructions](#) to add the modem string to your dialer settings.

## Why can I connect but not get web pages to load?

This could be the result of the few things like a DNS setting missing from the dial-up connection; a proxy server setting is set Internet Options; your firewall could be blocking web browsing; Adware and Spyware can use up your bandwidth not allowing anything else to come in; or 56k issues could be causing too much data loss.

Check your dial-up connection [settings](#).

Check the proxy setting in Internet Options. Go to the **Control Panel**, double-click **Internet Options**, click the **Connections** tab, click on **LAN settings** and remove all checkmarks present.

Disable your firewall software.

Remove all Adware and Spyware tools from your computer, temporarily.

## How can I learn more about modems, connect speeds, error messages, and troubleshooting?

[ModemSite.com](http://ModemSite.com) has about everything you need to know about modems, connect speeds, download/upload speeds, error messages, troubleshooting, etc.

## Why do I get disconnected after checking email?

Outlook Express is set to hang-up after sending and receiving. Open Outlook Express, click **Tools** then **Options**. Click the **Connections** tab and uncheck **Hang-up after sending and receiving**. Click **OK**.

**Question What are common HTTP errors?** Answer: Sometimes, you'll receive standard HTTP error messages that might be a bit cryptic. Internet Explorer 6 does a good job of showing friendly versions of those messages to let you know what's going on, but other browsers don't. So here's the ones you'll see the most often...

\*404 - File Not Found - this means that the page you're trying to reach doesn't exist on the domain where the page is coming from. You might see this when you end up at a bad link, or enter in a URL incorrectly when typing one.

\*403 - Forbidden - this means that the page or resource you were trying to access is somehow restricted via a security measure on the server on which it lies.

\*401 - Unauthorized - this means that you have not supplied, or incorrectly supplied a username and password while attempting to access a password-protected page or site.

\*500.x - Internal Server Errors - this means that there is something wrong with the server. It could be a process running on the server required to display a page you're trying to reach, an issue with the server itself that it's not operating, or even the server being too busy.

**Question Why doesn't my 56K modem connect at 56K?** Answer:

The speed of your Internet connection is influenced by a number of factors:

- your modem speed
- the brand of modem installed in your computer
- the protocol your modem uses (v.34, K56 Flex, X2, V.90, or V.92)
- the amount of traffic on the Internet

Also, other circumstances prevent 56K modems from connecting at 56K (which is only the theoretical speed of the modem). In practice, the Federal Communications Commission capped the connection speed at 53K, and real-world access is generally in the 35-45K range for these modems. Despite these limitations, 56K modems still attain the fastest standard modem speeds currently available on the market. For more information on 56K modems, please visit [www.56k.com.p](http://www.56k.com.p)

## Question

**Why doesn't my dialup modem connect as fast as it is supposed to?**

Answer

The speed of your Dialup Internet connection is influenced by a number of factors:

- Your modem speed
- The brand of modem installed in your computer
- The protocol your modem uses (v.34, K56 Flex, X2, or V.90)
- The amount of traffic on the Internet

Because of all of these factors, you should not expect your connection speed to be exactly the same as the speed listed for your modem. Very often it is less.

**Question What is DNS?** Answer: DNS is an acronym that stands for Domain Name System. The domain name system (DNS) is the way that Internet domain names are located and translated into Internet Protocol (IP) addresses. DNS servers take care of locating and routing information to a domain by mapping the easily remembered domain name to a unique assigned numeric address.

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**Question I am a DSL customer; do I need to put a filter on all of my phone lines?** Answer: Yes! You will need a filter for each voice line in your house/building. The filters block the DSL signal on the voice lines, so you can have crystal clear voice service. They also keep phones and other devices (such as Direct-TV units, alarm systems, and some phones) from interfering with your DSL signal.

You do not want to put a filter on the line running to the DSL modem. This will filter out the DSL signal, and you will not be able to connect.

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**Question I am a DSL customer; can I plug my DSL modem into any jack in my home or business?** Answer Yes, you can. There may be some additional inside wiring and costs if the DSL is going on an additional line and a specific location with the home or business, i.e. a specific room or a specific phone jack. We will work with you to identify what needs to be done, your alternatives, the costs - if any, before they do the installation.

**Question Is my DSL connection secure?** Answer DSL offers security levels comparable to both dial-up modems and cable modems.

**Question Do I need to be home when DSL is set up at my house?** Answer: Normally, no. However, if your NID (Network Interface Device) is in your basement or garage, we will need to get access to the NID to set up the DSL service, as long as all needed wiring is complete.

**Question If I have DSL, can I use any DSL modem I want?** Answer To offer you the best quality service, the modems we offer have been tested and certified to work correctly with LR Communications Internet Services DSL. Modem offered by LR Communications are fully supported by Technical Support.

If you choose to purchase your own DSL modem, Customer Service will provide you with the necessary settings for connecting but will not support the modem.

**Question Do I have to purchase additional phone filters for my DSL connection?** Answer You can order additional phone line filters for your DSL connection without charge by calling your local L R Communications phone office. Each filter is \$5.00.

**Question What is a Firewall?** Answer: A firewall is a system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially intranets. All messages entering or leaving the intranet pass through the firewall, which examines each message and blocks those that do not meet the specified security criteria.

**Q. How can I receive help with my LRNET 1 Internet service? A. LR Communications** Internet representatives are on call 24-hours-a-day, every day of the year. Just call toll-free to receive free DSL assistance or to receive free Dial-up assistance from the LRNET 1 help desk.

**Why do I get the error message "Cannot open internet site - connection to the server could not be established."**

A few things can cause this error. Your computer may not be connected to the Internet yet; DNS settings may be missing from the dialer; you may have the wrong URL (the www address); or the site you are trying to reach is having technical difficulties.

Make sure you connect to the Internet by using the LRNET 1 connection.

Check your connection [settings](#).

Can you get to other web sites? If yes, then either the URL you have is not correct or the site is having technical difficulties.

**How do I send an email without revealing everyone's email address?**

To send a message to multiple people such that each recipient cannot see the other recipient's addresses or names; List their email addresses in the **BCC field** (Blind Carbon Copy). To display the BCC field for use, enable it from the **View** menu in the Mail composition field in Outlook. Or, click on "To" in the Netscape composition window and select BCC from the dropdown menu.

**Why do I get the error message "Connection to the server has failed"?**

Most likely you are either not connected to the Internet or your anti-virus, or firewall software is causing the problem. If you are sure you are connected to the Internet, disable all anti-virus and firewall software then try to get email again.

**What are the Incoming/Outgoing email server settings?**

Incoming (POP3) server: mail.lrnet1.com

Outgoing (SMTP) server: smtp.lrnet1.com

**Question What Does "SMTP" stand for?** Answer SMTP stands for - Simple Mail Transfer Protocol.

SMTP is the protocol for internet e-mail that transfers e-mail messages among computers. This is the protocol that allows you to send e-mail.

**Q. What is a PCMCIA Type II or Type III Slot? A.** These slots are openings in laptops where a PC card can be inserted. PCMCIA stands for Personal Computer Memory Card International Association, an organization of over 500 companies that has standardized PC card devices. The difference between Type II and Type III corresponds to the thickness of the slot opening and the function of the card. Type II is 5 mm and its cards are typically for modems, fax modems or network connector devices. Type III is 10.5 mm and its cards are typically for wireless connection or storage media devices. PCMCIA slots are usually on the sides of laptops. Its opening is a little over 2-inches long and may have flaps covering it for protection when not in use. The PC card slides into the slot.

**Q. What is USB? A.** Universal Serial Bus (USB) is an interface which allows you to easily plug into your computer devices such as printers, modems, or keyboards. USB slots are rectangular ports about one half-inch long. These ports are designated by a symbol that looks like a three-pronged fork.

**Q. What is Ethernet? A.** Ethernet is standard connection for networks by which data is transmitted - technically called IEEE 802.3. The Ethernet connection to the computer is provided by a Network Interface Card (NIC).

Computers with an Ethernet port can connect to a DSL modem or router through an Ethernet cable that goes from the computer's Ethernet jack to the modem or router's corresponding Ethernet jack. An Ethernet cable usually comes with most DSL modems/routers. Ethernet jacks look like over-sized telephone jacks. The Ethernet cable plugs into this jack the same way a phone cord plugs into a telephone jack.

**Q What long distance services does LR Communications offer?**

**LR Communications** has a full range of long distance services, including 1+ (direct dialed) outbound plans, 800/888/877 toll-free number plans, directory assistance, operator services, etc., for your residential and business needs.

**Q Can I have my long distance service billed on my local service provider's bill?**

If you live in Leaf River Telephone's local telephone area, you can have **LR Communications** long distance charges billed on your local telephone bill. If you live outside of Leaf River Telephone's local telephone areas, you will receive a separate bill from **LR Communications** for long distance charges.

**Q Is LR Communications long distance service cheaper than other long distance companies?**

**LR Communications** offers a variety of plans that are competitive with or priced lower than, other major long distance companies.

**Q. Can I use my LR Communications long distance service for instate/regional long distance calls? A. Yes.** This is referred to as IntraLATA Equal Access which is available in all local exchange areas by dialing 1+area code+phone number. However, if you subscribe to a local optional calling plan, you may still dial around to **LR Communications** long distance services by dialing 10-10-550, then 1+area code+phone number for IntraLATA calls.

**Do you need a land line phone to have high speed internet? Yes.**

**What is the difference between DSL (HVDL) and ADSL?** DSL is available to any customer in our phone service area. It runs off of your cable pair and cat five wiring. The upload and download speed is the same. ADSL runs off of a modem that runs off of our equipment in the central office or in certain remotes that are set up for ADSL transmission. ADSL also has a slower upload speed.

**Can I set up more than one computer?** Yes you can either wire multiple computers directly or purchase a wireless router and that will allow you to use multiple computers without all of the extra wiring. We as internet providers do not set up wireless routers, that is the responsibility of the customer.

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**Q: Can every one get ADSL Service in our exchange?**

A: Not yet, but hopefully in the future. We are adding remotes in rural areas to make ADSL service an option to everyone.

**Q: ADSL compared to HVDL (speeds)**

A: ADSL is going to be faster downloading than uploading to as the HVDL is approximately the same speeds uploading and down loading.

**Q: ADSL compared to HVDL (price)**

A: ADSL is going to be cheaper per month than HVDL service. Call the office for details

**Q: Do I need any special equipment on my computer to run ADSL?**

A: Yes, you will need an ethernet adapter either external or internal or and open USB port.

**Q: How much memory RAM does my computer need to run ADSL service?**

A: Your computer will need 128mb of RAM minimum for ADSL Service.

**Q: What operating system do I need on my computer to run ADSL service.**

A: You will need windows 98 or higher or a comparable Mac operating system.

**Q: Do I need any special other equipment for ADSL service?**

A: Yes, you will need an ADSL modem.

**Q: Will my telephone work at the same time if I am using my ADSL connection?**

A: Yes, but you will need to have a line conditioner installed on the line or telephone in-line filters installed.

**Q: Is there any other type of high-speed service available if I can't get ADSL in my home?**

A: Yes, LR Communications offers HVDL. HVDL is available to all of our exchange.

**Q: Do I need phone service to have ADSL?**

A: Technically no. but here at Leaf River Telco we require phone service to run the ADSL