



DirectWeb User FAQ

This FAQ contains late-breaking information that is not included in printed documentation or online Help. DirectWeb also recommends reviewing the online Help available from the DirectWeb Internet Guide, and viewing our Support Series, available at www.directweb.com. Thank you for choosing DirectWeb!

How do I disable Call Waiting:

The DirectWeb Internet Guide will disconnect if you have call waiting and receive a phone call while online. Do NOT make changes to your DirectWeb Dial-Up Networking connection. Doing so will not disable the call waiting, and may render your computer unable to connect to the Internet. This work around requires you to have a password set for the DirectWeb Internet Guide. This work around is not guaranteed, but has been successful for some customers.

1. Log into DirectWeb from the normal DirectWeb login screen.
2. When you see the DirectWeb Password screen, pick up the phone line that the computer is using, and punch *70, 70#, or 1170 depending on your phone system.
3. This will disable call waiting on many phone systems.
4. Leave the phone off the hook
5. Continue logging into DirectWeb Internet Guide as usual.
6. When the DirectWeb Internet Guide has finished logging in, hang up the phone.

How do I dial out on a PBX phone system:

The DirectWeb Internet Guide dials two phone numbers to get you on the Internet. The first number dials as an 11-digit number, the second as a 10 digit. For example:

First Number: 1-888-770-3030 Second Number (ISP): (123)456-7890

If this is not the correct format for your phone system, you will see the error message 'Unable to Connect'. Check the number listed on the 'Unable to Connect' screen, and edit it if necessary. Click Retry to continue. The change will be saved, and your computer will dial using that format in the future. If you must edit the second, 10-digit, number, contact DirectWeb Technical Support to have your customer records changed to ensure the problem is saved at all levels. If you continue to experience problems connecting to DirectWeb from a PBX phone system, please send an e-mail to techsupport@directweb.com or call 1-888-929-2932.

Changing or Adding an e-mail account:

DirectWeb provides up to five e-mail accounts per DirectWeb subscription.

If you wish to change any of your existing e-mail account, please send your request to techsupport@directweb.com. We will need your full name and home phone number, the e-mail address you wish to change, and what you wish the e-mail changed to. Please provide a 2nd and 3rd alternative in case your 1st choice is unavailable.

If you wish to add an e-mail account (up to 5 total), please send an e-mail to techsupport@directweb.com. We will need your full name and home phone number, the e-mail address(es) you wish added, and a 2nd and 3rd alternative in case your 1st choice is unavailable.

DirectWeb will make the requested change. Depending on the nature of the change, DirectWeb Technical Support will respond with a phone call, an e-mail, or both. After the change or addition has been processed, a Re-Initialization needs to be run on the home computer, before those changes will be visible.

For contact information for any other questions or comments, please refer to pages 16 and 17 of the DirectWeb User Handbook included in your Welcome package.