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Quick Reference Guide

The AOL 9.0® Optimized Quick Reference Guide is designed to lead you through the new features of AOL 9.0Optimized so that you can quickly take advantage of the improved AOL experience. AOL 9.0 Optimized was designed from the ground up to give our members what they want the most. No matter how you connect to the AOL service—whether by dial-up or adding the AOL for Broadband service to a basic high-speed connection—our goal at AOL is provide you with an Internet experience that is **safer**, more **secure**, **effortless** and makes it **fun** to be online.

Optimized Communications

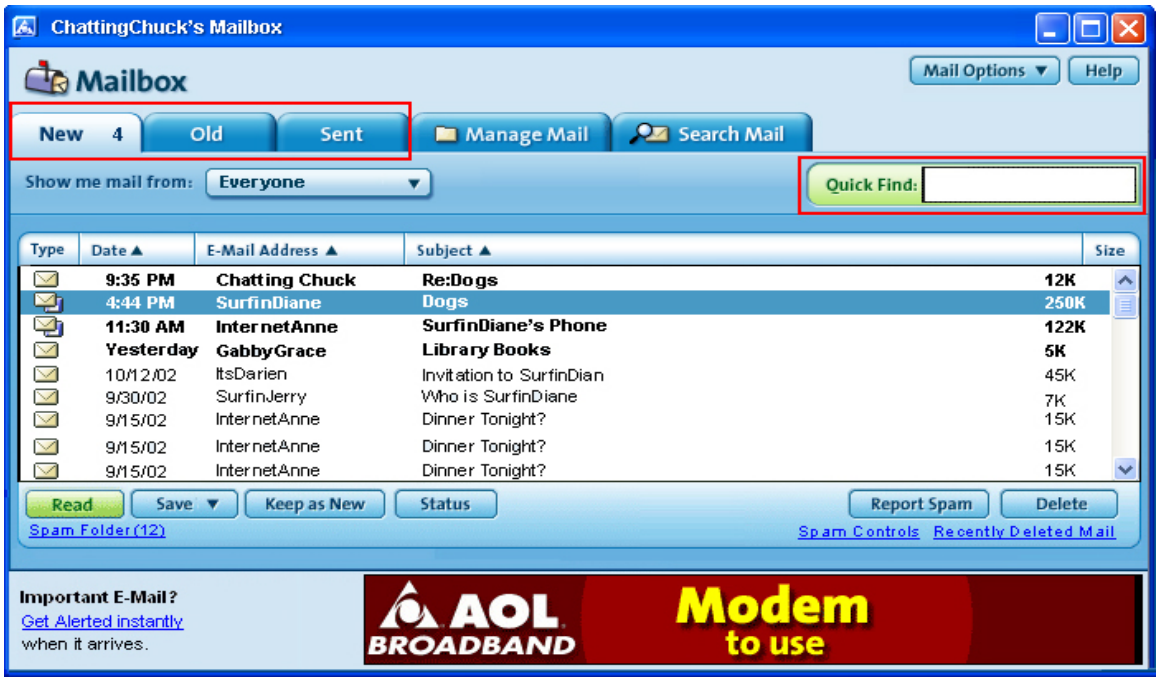
AOL 9.0 Optimized gives you new and easier ways to manage your e-mail.

New Mailbox
The AOL 9.0 Optimized mailbox has been given a facelift, and yet retains the familiar AOL Mail experience you have become accustomed to while using AOL. The mailbox is still accessible from the Read icon on the toolbar, the Read icon on the Welcome Screen, or **AOL Keyword: Mailbox**.

When you first open your mailbox, you will be prompted to choose whether to automatically save a copy of all the mail you receive and send onto your computer. This will place these e-mail messages in a special folder, and allow you to access the messages from the **Manage Mail** tab (see below).

As in earlier versions, the mailbox will open to show you a listing of your new mail.

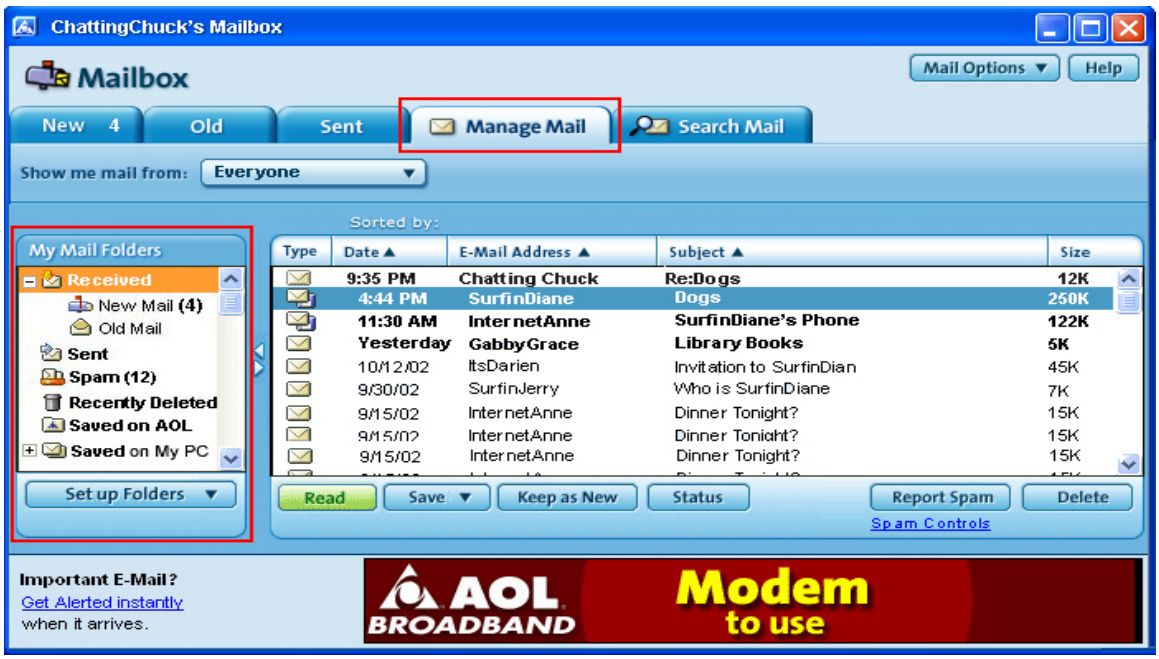
- To see a listing of older mail that you have received, click the Old mail tab.
- To see a listing of mail that you have sent, click the Sent mail tab.
- Each of these mail tabs has the new Quick Find feature. To use **Quick Find**:
    1. Click in the input field next to the Quick Find label.
    2. Start typing in any part of a screen name, e-mail address, or an e-mail subject that you are trying to find.
    3. Notice that your mail list will narrow down to only those e-mail messages that match.



AOL 9.0 Optimized adds two new tabs to your mailbox, the **Manage Mail** tab and the **Search Mail** tab. These give you access to more powerful and advanced mail management tools.

To see **Recently Deleted Mail**:

1. Click on the Manage Mail tab
2. From the My Mail Folders list, click on Recently Deleted.
3. The mail listing to the right will show mail you have deleted in the last 24 hours.



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Saved on My PC is the "local" storage of mail where you can save e-mail messages (automatically or manually) onto your PC. In earlier versions of AOL, this area was called the Personal Filing Cabinet (PFC).

To save an e-mail message to the Saved on My PC folder:

1. From any mail listing, click once on an e-mail message to select it.
2. Click the Save button.
3. A menu will display, asking you to save the mail to AOL or to your PC.
4. Select Save to the Saved on My PC folder.

An alternate way to save an e-mail message to the Saved on My PC folder is to use drag and drop:

1. Click and hold the mouse pointer over the e-mail message you wish to move to a different folder.
2. Without releasing the mouse button, drag the mouse pointer over to the Saved On My PC folder name.
3. When the Saved on My PC folder is highlighted, release the mouse-button.

Tip: In any mail list, you can select multiple e-mail messages by holding down the CTRL key and clicking with your mouse on two, three, or more messages. Once these e-mails are selected, use the Save button or drag and drop to move the messages among your Saved on My PC folder. This multi-select can also come in handy when you are trying to delete multiple messages.

Use the Saved on My PC folder to organize your saved mail by creating sub-folders to hold various categories of mail. In order to create a sub-folder structure:

1. Click on the Saved on My PC folder, or any of the sub-folders
2. Click on the Setup Folders button
3. Select Create Folder
4. Enter a name for the new folder
5. The new folder will appear.
6. You can now add e-mail messages to the folder by either using the Save button, or the drag and drop method

AOL 9.0 Optimized introduces a **Saved On AOL®** folder. This folder allows you to permanently save 20MB of mail on AOL's servers, rather than on your local hard drive. This gives you the advantage of being able to read, forward or reply to these saved e-mail messages as long as you're an AOL member.

To save an e-mail message to the Saved on My PC folder:

1. From any mail listing, click once on an e-mail message to select it.
2. Click the Save button.
3. A menu will display, asking you to save the mail to AOL or to your PC.
4. Select Save to the Saved on AOL folder.

- AOL 9.0 Optimized gives you 20MB of storage space per screenname, for a maximum of 140MB for each AOL account.

The new **Search Mail** tab allows you to find e-mail messages, located anywhere—on AOL® in the New, Old or Sent tabs, on AOL® in the Saved on AOL® folder, or on your PC in the Saved on My PC folder.

To use the Search Mail:

1. Click on the Search tab.
2. Choose the general criteria you are using to search on from the Search drop down (Email Address & Subject, Email Address, or Subject)
3. Enter what you are searching for in the input field.
4. Click Search.
5. A list of results will show in the mail listing area.

Tip: To search the contents of the mail body of an email saved in your Mail Saved on My PC folder, click the Search Options link and select the first option offered.

On the search results listing, notice that there is a Location column. This column tells you in what folder the mail in question is currently residing.

If you are using a 1024x768 or higher screen resolution, the new **Quick Read** pane allows you to quickly view mail and compose a reply with **Quick Reply** without actually opening the mail in a new window.

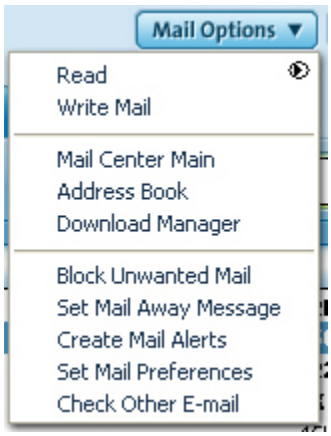
To use the **Quick Read** pane to read and reply to mail (in resolutions 1024x768 or above),

1. Click the slide-out panel handle.
2. Choose a mail in your mail list and double-click to select it.
3. The mail will open in the Quick Read pane to the right.
   - To see the mail full size, either click the Full View button, or double-click on the mail again.
4. To reply, click the Quick Reply button.
5. Type your reply in the main entry field.
6. Click Send.

Tip: Using a click and drag with your mouse, select some text in the body of an incoming e-mail and then click the Reply or Quick Reply button. Notice that the content of the incoming message are now shown in your outgoing e-mail.

A useful, but slightly hidden feature of AOL mail is the context menus accessed via right mouse clicks. Point at an email message and click the right-mouse button. Note the many options such as read, delete, reply, reply all, forward and save to are all provided as choices. Right-clicks also work on folders, in the Read Mail window, in the Write Mail window. Give it a try to access some quick shortcuts.

AOL 9.0 Optimized has many other mail options for members. Click **the Mail Options** to open the Address Book, the Download Manager, or Check Other E-mail using AOL Mail on the Web. You can also set your Mail Preferences or Settings. The Mail Settings allow you to change things like the default view of your mailbox, default sort order, default retention period of your mail, and other options.



New Advanced Spam Filters
Spam is public enemy #1 at AOL, and AOL 9.0 Optimized gives you brand new state-of - the art Spam Filters in order to keep Spam **OUT** of your mailbox.

To access the new Spam Controls:

- Click on the Spam Controls link on the mailbox
- or go to **AOL Keyword: spam controls**
- or go to **AOL Keyword: mail controls**

Your first lines of defense are the AOL® Advanced Spam Filters. These filters are so smart that they learn what you consider spam, adapt to it, and block future Spam from being delivered to your Mailbox.

To use AOL's Advanced Spam Filter:

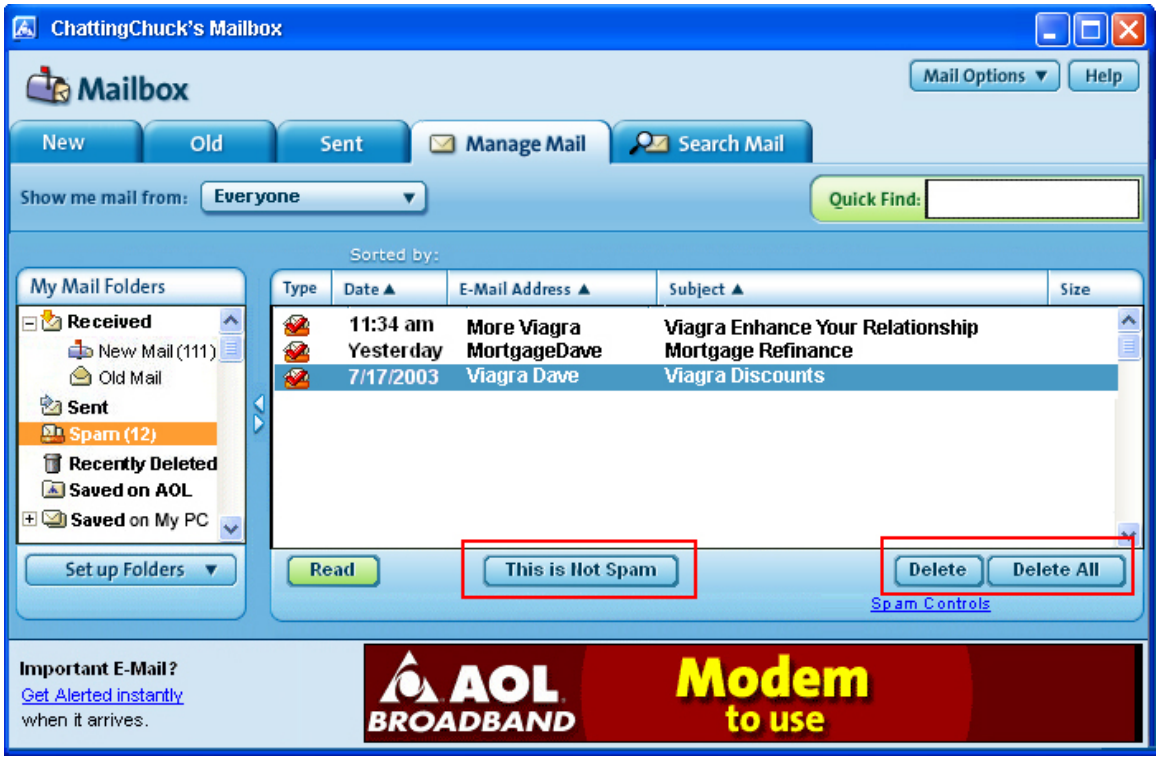
1. Do nothing

Tip: Like a human being, AOL's new Spam filters take time to learn. Make sure to check your spam folder periodically to ensure your spam filters haven't caught any mails incorrectly.

Yes, it is that easy. By keeping the check box for the Advanced Spam Filters checked, most spam addressed to you will be placed in your spam folder.

However, AOL's spam filters become much more useful for you if you train them. Training the spam filters is easy. To train the spam filters to catch more spam:

1. Click once on any spam mail that does still show up in your mailbox.
2. Click the **Report Spam** button.
3. The spam message will move into the Spam Folder.
4. Follow these steps for all Spam messages. You can also select multiple spam mails to report at one time.
5. AOL will now look for similar mail and place them in your Spam Folder.
6. Open your Spam Folder by clicking on the Spam Folder link on the mailbox.
7. Use the Delete or Delete All button to permanently delete all spam mail.
8. If AOL has caught any mails that you do not consider spam, highlight the mail and click **This is Not Spam**.
9. AOL will now look for similar mail and make sure to place them in your inbox.



- **In all cases**, e-mail messages received from People you know – People in your Address Book and Buddy List® – will be delivered to your main mailbox. AOL suggests adding the e-mail addresses of all your friends and family to your AOL Address Book.

If you want to add more stringent rules to block Spam, AOL 9.0 Optimized offers two other spam-fighting features.

First, you can choose to block any mail with clickable hyperlinks or URLs from unknown senders. This way, if a spammer sends you a link, the mail will go into your Spam folder, but if someone you know (someone in your Buddy List or Address Book) sends you a link, it will be delivered to your mailbox.

Second, you can use a **Custom Word List** to block e-mail messages with specific words in the subject line or body of the message. To use the Custom Word List:

1. Click the checkbox "Mail containing words on my Custom Word List."
2. Select the Custom Word List link on the Spam Controls page.
3. The Custom Word List window will open.
4. Enter a word you wish to filter and click **Add**.
5. The word should appear in your list.
6. Add as many words as you like in the same manner.
7. When done, click **Save**.

Again, if a spammer sends a mail with a custom word list word in it, the mail will go into your Spam folder, but if someone you know (someone in your Buddy List or Address Book) sends you a mail with the same word in it, the mail will be delivered to your mailbox.

AOL 9.0 Optimized offers additional Mail Controls in order to better control *who* you get mail from. These options, on the left side of the Spam controls window allow you to (among other things) block all mail, block mail from specific senders, or block mail with pictures and attachments.

Optimized Security

Built in protection for you and your family

Anti-virus

AOL has introduced a new anti-virus service that provides an added level of security to your online experience. AOL 9.0 Optimized automatically scans every e-mail attachment you send or receive for viruses, worms and Trojan horses. This service is free and does not require you to upgrade or download any software -- AOL does it all for you.

In addition, AOL offers members an easy-to-use anti-virus subscription service that is updated when you log on to AOL. This service protects your PC both online and offline by regularly scanning all potential virus sources -- including music downloads, digital pictures and multi-media downloads from Web sites, disks, CD-ROMS or DVDs. Check AOL **Keyword: Virus Scan** to learn more about it.

McAfee Personal Firewall Express

Having an unprotected broadband connection means that you are open to the Internet at large, giving hackers free reign over personal information on your computer. AOL has partnered with McAfee, a leading provider of firewall software, to bring you a free, easy-to-install personal firewall application. McAfee Personal Firewall Express keeps hackers from accessing your computer and allows you to digitally 'fingerprint' trusted applications. Every time your computer is probed or attacked, you get detailed reports and clear follow-up options.

To download your free firewall, click the **Safety** button on the toolbar and select Firewall protection, then click Register to get started.

Optimized Expressions

AOL 9.0 Optimized lets you express the real you—like never before

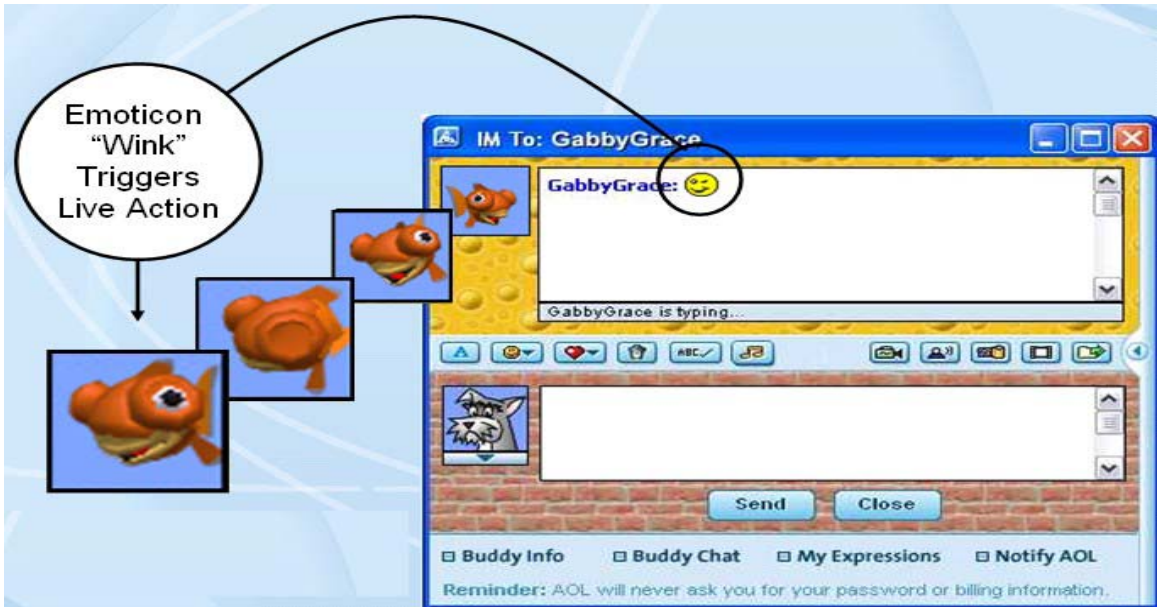
SuperBuddy$_{tm}$ Icons

AOL® SuperBuddy$_{tm}$ Icons are 3D animated characters that “express themselves” through more than 20 different animations and sound effects triggered by more than 150 of the most common chat phrases, abbreviated “text speak” and smileys that people use to send instant messages.

**Note: some characters are coming soon*

You can choose your own SuperBuddy$_{tm}$ Icon from the self expressions set up page at KW: SuperBuddy. Choose from over 50 different icons and look for more to come in the future.

Use SuperBuddy$_{tm}$ Icons to enhance your abbreviated “text speak” on any instant message. Some of the most common expressions can be brought to life by your SuperBuddy$_{tm}$ Icon.



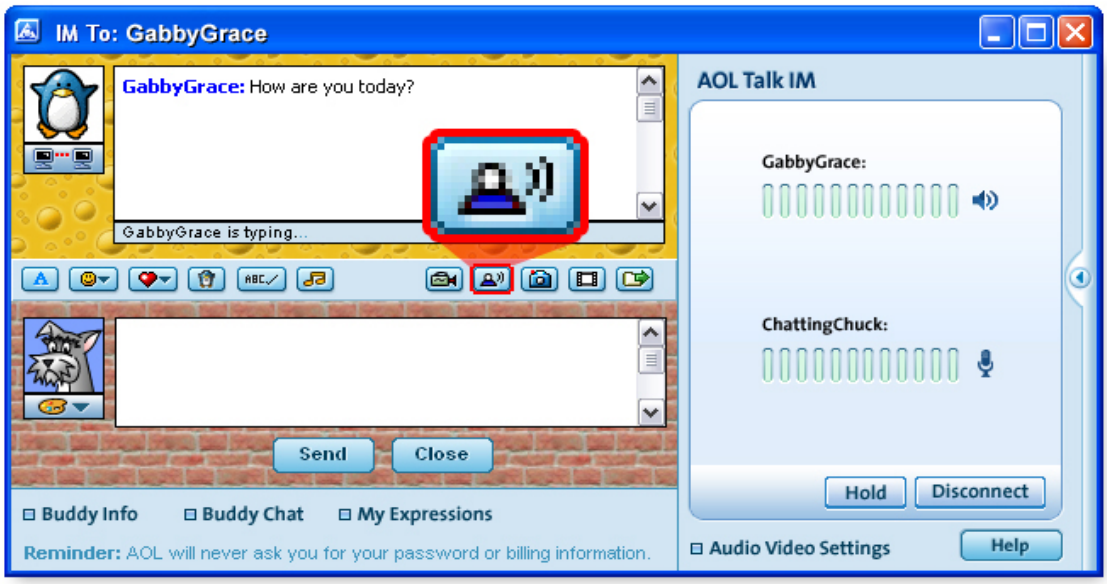
You can find the most common “”text speak” as well as assistance with the SuperBuddy$_{tm}$ Icon feature at KW:SuperBuddy.

Click on the item called "see what words or phrases" and you get a list of all the SuperBuddy Text Triggers.

Enhanced Instant Messaging

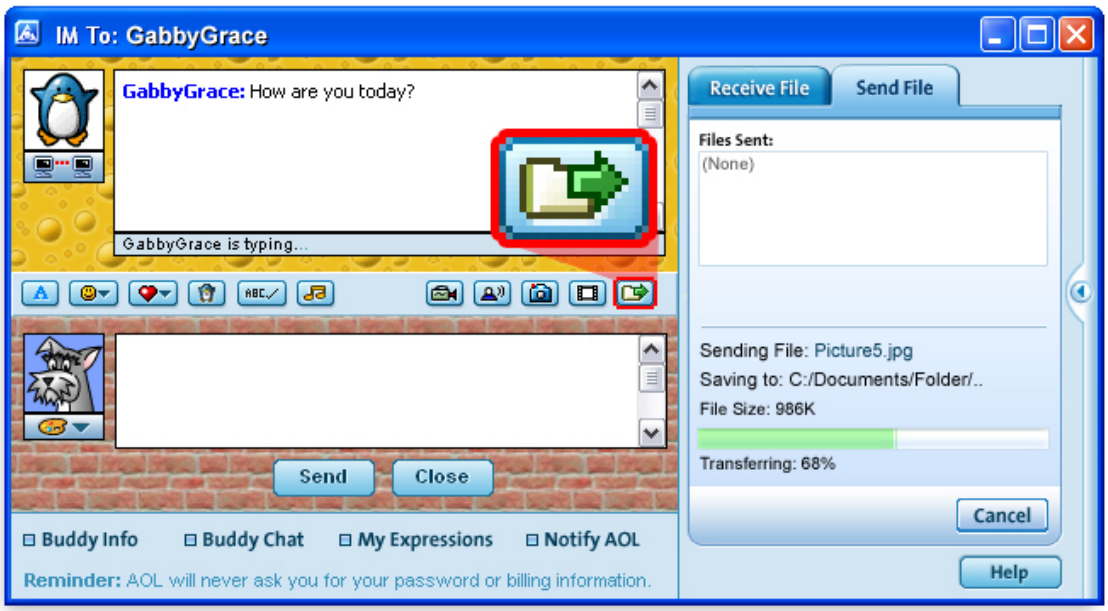
AOL 9.0 Optimized offers enhanced IM features that enable members to utilize IMs as a more complete communication tool. The addition of AOL® Talk, Instant Images and File Transfer are just a few of the enhanced features offered in AOL 9.0 Optimized.

- AOL® Talk- Allows you to conduct real-time, one-to-one, voice conversations via instant messaging using a PC microphone or an Internet (USB) phone with other AOL® and AIM users.



- Instant Images- Digital pictures can be shared with friends and family directly with this new feature.

- File Transfer- Members can share any number of files directly with an AOL® or AOL® Instant Messenger™ (AIM) buddy without having to upload or download the file



AOL® has made it easy for you to use all the new enhanced IM features by placing icons right on your IM window that trigger any of the new features. Simply start an IM conversation with another member using AOL 9.0 Optimized and click the appropriate feature icon, watch the panel slide out to the right of your conversation and you are ready to start.

You can find tutorials and information on all enhanced IM features at KW:Help or by chatting live with a member services representative also at KW: Help

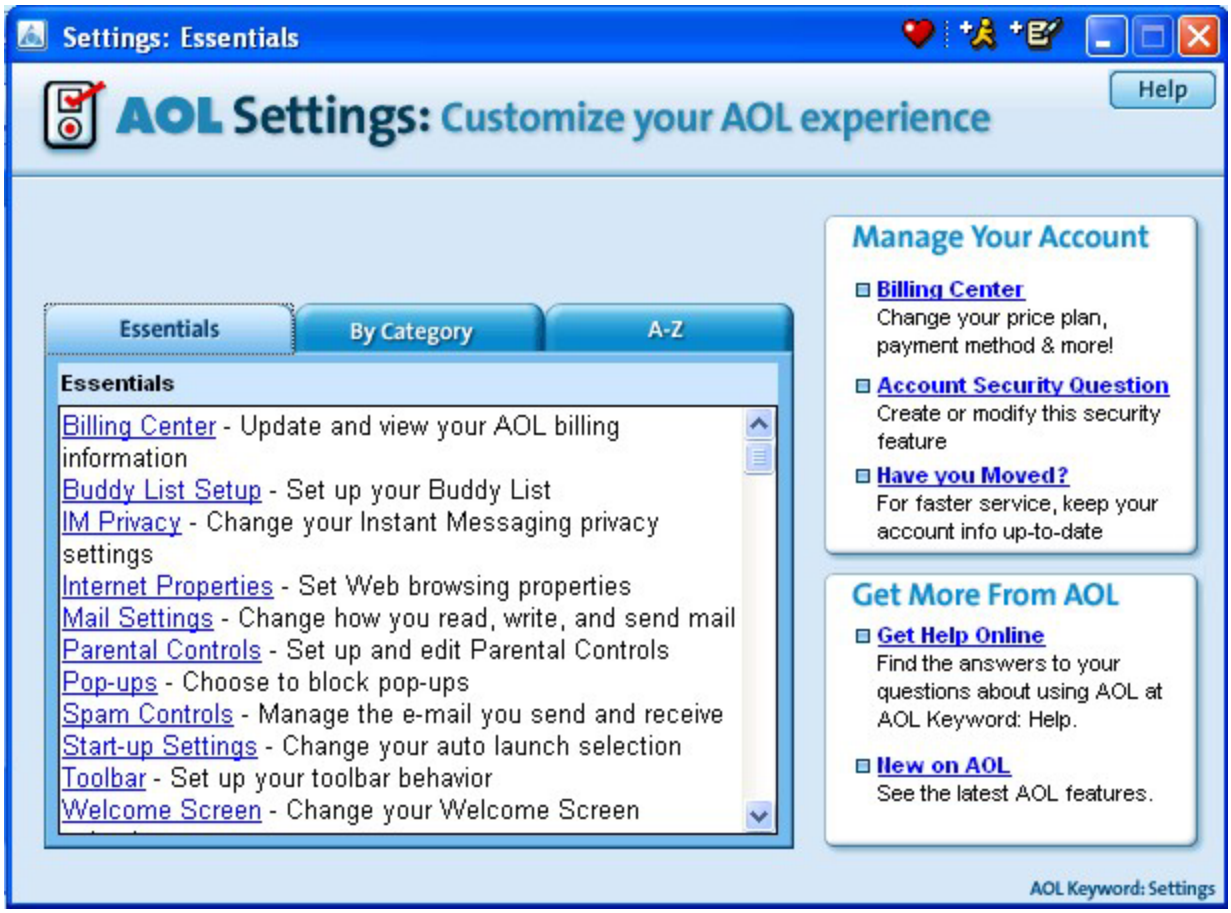
Optimized Performance

AOL 9.0 Optimized enables a faster more efficient you by giving you more ways to customize your AOL, and new tools to keep your computer running at top performance.

AOL Settings
AOL 9.0 Optimized puts you in powerful control of your Internet experience.

To set your AOL Settings:

1. Click on the Settings button on the toolbar.
2. The settings window open, showing the Essential tab.
3. Select the area of AOL you wish to customize.
4. If you are unsure of where to find a setting, use the new search functionality to search for your options (coming soon!)
5. Click the A-Z tab for a complete listing of all the areas you can customize on AOL



One of the most popular new settings for AOL 9.0 Optimized is the Start-up Settings. The start-up settings allow you to configure AOL to launch your favorite URL or website when you sign on to AOL 9.0 Optimized.
To set your Start-up Settings:

1. Click the Settings button on the toolbar.
2. Click on the Start-up Settings from the Essentials tab.
3. On the top part of this window, choose whether you wish to see the AOL Welcome Screen or the My AOL Quickview.
4. On the bottom part of this window, choose any AOL area (using its keyword) or an URL on the web to choose the destination you wish to launch when you connect to AOL. For your convenience, we have included Mailbox and Search, our two most popular destinations.

Customize Your Toolbar
AOL 9.0 Optimized allows you to further customize your AOL experience by offering you the ability to add your favorite places to the toolbar. The right side of the toolbar is set off from the rest of the toolbar in terms of its color and look and feel because it behaves differently than the other icons on the toolbar. This area, known as the Toolbar Carousel, allows you to place up to 18 favorite places for quick access.

To learn how to add Favorite Places to your Carousel:

1. Use the scroll arrows to scroll to the end of the carousel
2. Click the customize button.

3. A screen will appear with step by step instructions and visuals on adding icons to your toolbar.

TopSpeed$_{tm}$ Technology

TopSpeed$_{tm}$ technology is web accelerator technology that speeds up the AOL® service by reducing Web page download times whether you are connected via dial-up or AOL® for Broadband.

The technology is a free enhancement offered by AOL® to members on 9.0 Optimized. With AOL® TopSpeed$_{tm}$ technology members will find a noticeable difference in there Web downloads without having to change any settings on their computer or within the AOL® service.

You can set your Top Speed settings by going to keyword: Settings then select Internet Settings

AOL® Computer Checkup

AOL Computer Checkup is a quick, private and free diagnostic tool that can detect and solve many common problems which may be affecting your AOL experience. If issues are detected, we can offer you up to three solutions:

1. Fix It For Me- AOL® has a library of auto fixes for some of the most common computer problems.
2. Tell Me How- AOL® can give background and possible steps that you can take in fixing the suspected problem.
3. Live Help- You can chat live with an AOL® Member Services representative about the diagnosed issue.

AOL® Computer Check-Up can be found at KW: Computer Check-Up. Or simply click on the Safety icon on your toolbar.

At KW: Computer Check-Up click the “Check my Computer!” button and the diagnostic tool will automatically start running.* Once your machine has been checked, you will get a results page which will give you the option to take action on the issues that were found.

**By clicking Check My Computer! you give AOL® permission to examine your computer and retrieve information about your system.*

Optimized for Your Family

AOL 9.0 Optimized allows you to create a unique experience for each family member.

Parental Controls

AOL®’s Parental Controls help you set limits on what your children can see and do while they are online. There are four Parental Controls categories: Kids Only (ages 12 & under), Young Teen (ages 13-15), Mature Teen (ages 16-17), and General (18+). Each basic age category has a different level of access to content and interactive features on AOL® and the rest of the Internet. Parental Controls let you specify whom your children can communicate with in e-mail, whether or not they can send and receive Instant Messages and what kinds of Web sites children can browse. You can also control how much time your children spend online with the Online Timer.

Reminder: Because no filtering or blocking software is 100% foolproof, there is no substitute for over-the-shoulder parental supervision.

With AOL 9.0 Optimized, we’re continuing to anticipate what our members want by introducing new features that will deliver more fun, smiles and surprises into AOL service and entertain everyone in the family. Please look for additional help at **Keyword: Help**

Any Master Screen Names on your account can review the Parental Controls settings for your child at any time.

To review your child's Parental Controls settings:

1. Go to **Keyword: Parental Controls**.
2. Click on your child's screen name in the **Edit Parental Controls** section.

Parental Controls settings are set for each screen name as it is created. When you create a new screen name at **Keyword: Names**, you will be required to select a Parental Controls category for that screen name. You can change the category or settings within each category at any time at **Keyword: Parental Controls**.

To set Parental Controls for a new screen name that you have not yet created:

1. Go to **Keyword: Parental Controls**.
2. Click **Create a New Screen Name**.
3. Click **Create a Screen Name**.
4. At step 3 of the Create a Screen Name process, select the Parental Controls category (e.g., Kids Only, Young Teens) most appropriate to the user of the screen name you are creating.
5. Confirm the settings that are displayed. If you would like to modify the settings within a Parental Controls category further, click **Customize Settings**.

You can change the Parental Controls settings at any time by following the directions below for an existing screen name.

To set Parental Controls for an existing screen name:

1. Go to **Keyword: Parental Controls**.
2. Click **Set Parental Controls**. *The Set Parental Controls screen appears*.
3. Select the screen name whose category setting you would like to change.
4. Click a category button at the bottom of the window to modify the entire screen name's category setting.

With AOL 9.0 Optimized, we're continuing to anticipate what our members want by introducing new features that will deliver more fun, smiles and surprises into AOL service and entertain everyone in the family. You can find help for all these features plus more at **Keyword: Help.**

For more information on AOL 9.0 Optimized, please visit **Keyword: AOL 9.0 Optimized.**