

FaxBack Server - Index of Documents

To access our FaxBack System call 518-283-8860, select the menu option for the FaxBack server and follow the voice instructions.

This is a listing of all the documents available on our FaxBack server. This automated system is available 24 hours a day allowing you to receive immediate up-to-date information.

Instructions: Please print this document for future reference for faxing when a web browser is unavailable.

1. Call us at (518) 283-8860.
2. Listen closely to the phone tree, then select the menu option for the FaxBack server.
3. Follow the prompts to enter the document codes for the reports you need. (See below.)
4. Enter your fax number when you are finished and hang up.

Comments are welcome and will help us provide the information you need to keep your internet connection up and running smoothly.

Note: Some of the documents listed below are not supported as certified solutions with our services. We have made the information available as a service to our customer base and are not responsible for accuracy or ongoing maintenance of those documents.

A good example for utilizing this FaxBack Server would be to create a packet of information to help you setup your new internet account. For example, your particular situation may include:

Account Type:	Leased Line
Local Area Network Platform:	Windows NT
Router Type:	Proteon GlobeTrotter 60
E-mail (SMTP gateway):	SLmail for Windows NT

The following are the documents you would request for information necessary to get this account up and running:

Setting up TCP/IP on your LAN:	Windows NT	1005
Router Configuration:	Proteon GT-60	1120
	GT-60 Setup Instruction Flow Chart	1121
Misc.:	Astrocom CSU/DSU Diagram	1220
	Important Leased Line Circuit Information	1221
	Test Connectivity Flow Chart	1222
Setting up SMTP Gateways:	SLmail for Windows NT	1180

Dialup Access Numbers¹

Current listing of access numbers for LAN-Dial, LAN-ISDN and Remote Access services.

Dialup Access Numbers	12	1002
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Document Index

This list of all faxable documents on our FaxBack Server.

Index of Faxable Documents	3	900
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Domain Name Service

InterNIC Authorization Fax Instructions	1	5000
U.S. DNS Survey Form and Instructions	2	5005

E-Mail Client Configuration

Instructions for setting up the e-mail software for composing, sending, retrieving from the SMTP Gateway, and reading your e-mail. See SMTP - Setting Up E-mail Gateway Servers below.

Eudora Light	1	5010
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Eudora Pro 4.0	1	5015
Microsoft Internet Explorer	1	5020
Netscape Communicator 4.5	1	5025
Netscape Navigator 3.0	1	5030
Outlook 2000/Express	1	5035
Outlook 97	1	5040
Outlook 98	1	5045
Pegasus	3	5050

Helpful Machines

Regional IP address and host name listings of our Name Resolvers, Mail Relays, Backup Mail Exchangers and News Clients for configuring your Internet services.

Helpful Machine Names and IP Addresses	1	1000
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Miscellaneous

Astrocom CSU/DSU Diagram	1	5055
Circuit Information – How They're Built	1	5060

FaxBack Server - Index of Documents

Cisco Router-Common Commands	1	5065
Ethernet Hook-Up Scenarios	1	5070
Internet Tools – Traceroute and Ping	1	5075
SNMP: Account Management System	2	5080
Test Connectivity Flow Chart	1	5085
Third Party Mail Relay Blocking	4	5090

Network Status Report

An hour-by-hour update on the performance and operation of PSINet's network, including outages, repairs, and new access numbers.

If you experience an Internet outage call for this fax for an up to date status of the Internet.

If you're experiencing network latency send for this report via e-mail at status@psi.com or via our web page at <http://www.psinet.com/netstatus>.

Network Status	2	1001
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Networking Basics

Expected Networking Costs	3	5095
Network Architectures	7	5100
Network Cabling	3	5105
Network Operating Systems	2	5110
Networking Basics	2	5115
Subnetting Your Network	4	5120
WatchGuard Network Diagram	1	5125

Remote Access Dial-Up Configurations

Instructions for setting up your PC or Mac to connect to the Internet with your Remote Access service.

Internet Valet for Mac	3	5130
Internet Valet for Windows	2	5135
Remote Access Settings	1	5140
Trumpet Winsock	4	5145
Windows 2000 Dial-Up Networking	2	5150
Windows 95 Dial-Up Networking	3	5155
Windows 98 Dial-Up Networking	3	5160
Windows NT 3.51 RAS Dial-Up	2	5165
Windows NT 4.0 RAS Dial-Up Networking	2	5170

Router Configuration - Analog Dialup

Instructions for setting up your router in flow chart format, router configuration, and changing the phone number, your router dials into for your LAN-Dial Internet account.

Compatible Systems 900i	1	5175
Compatible 900i Change Phone Number	2	5180
Compatible 900i OS Restoration	1	5185
Compatible 900i Setup Flow Chart	1	5190
Compatible Systems 1220i	1	5195
Morning Star Express Router	5	5200
NetHopper 4.2	2	5205
NetHopper 4.2 Change Phone Number	1	5210
NetHopper 4.2 Setup Flow Chart	1	5215
Netopia R2121 Router	1	5220
Netopia R2121 Setup Flow Chart	1	5225
NT 3.5.1 RAS Nonsubnet	3	5230
NT 3.5.1 RAS Subnet	7	5235
NT 4.0 RAS Nonsubnet	3	5240

Router Configuration - LAN-ISDN

Instructions for setting up your router in flow chart format, router configuration, and changing the phone number, your router dials into for your LAN-ISDN Internet account.

Ascend P50	6	5245
Ascend P50 Change Phone Number	3	5250
Ascend P50 Setup Flow Chart	1	5255
Cisco 1720	3	5260
Cisco 1720 Setup Flow Chart	1	5265
Cisco 2500/1000	5	5270
Cisco 2500/1000 Change Phone Number	1	5275
Cisco 700 Series	2	5280
Cisco 700 Setup Flow Chart	1	5285
Cisco-Troubleshooting for ISDN	2	5290
Intel Express 8100	2	5295
Intel Internet Station	2	5300
NetHopper 4.2	2	5305
NetHopper 4.2 Change Phone Number	1	5310
Netopia 640	2	5315
Netopia 640 Change Phone Number	2	5320
Netopia 640 Setup Flow Chart	1	5325
Netopia R3100	2	5330
Netopia R3100 Change Phone Number	2	5335
Netopia R3100 Setup Flow Chart	1	5340

Router Configuration - Leased Line

Instructions for setting up your router in flow chart format, and router configuration for your Dedicated Access Internet account.

Ascend P130	9	5345
Ascend P130 Setup Flow Chart	1	5350
Cisco 1720	5	5355
Cisco 1720 Setup Flow Chart	1	5360
Cisco 2514	2	5365
Cisco 2514 Setup Flow Chart	1	5370
Compatible Systems 1220i	3	5375
Compatible 1220i Setup Flow Chart	1	5380
Compatible Systems 1250i, 1270i	3	5385
Compatible 1250i/70i Setup Flow Chart	1	5390
Compatible Systems 900i	2	5395
Compatible 900i Setup Flow Chart	1	5400
Intel Express 9100	3	5405
Livingston IRX-211	1	5410
Livingston IRX-211 Setup Flow Chart	1	5415
Netopia 660DDS and 660T1	3	5420
Netopia 660 Setup Flow Chart	1	5425
Netopia R5200/R5300	4	5430
Netopia R5XXX Setup Flow Chart	1	5435
OpenROUTE GTX1000-56k	4	5440
GTX1000-56k with Analog Backup	6	5445
OpenROUTE GTX1000-T1	5	5450
GTX1000-T1 with Analog Backup	6	5455
GTX1000-T1 with ISDN Backup	6	5460
GTX1000 Setup Flow Chart	1	5465
Proteon GT-60	3	5470
Proteon GT-60 Setup Flow Chart	1	5475
Tiara 1400 (for NxT1)	2	5480
Tiara 1400 Setup Flow Chart	1	5485

FaxBack Server - Index of Documents

Router Setup Instruction Packets

Flow charts showing step by step instructions for setting up your router to connect to the Internet according to the type of router and type of Internet service.

LAN-Dial	MicroRouter 900i	4	5490
LAN-Dial	NetHopper	5	5495
LAN-Dial	Netopia R2121	4	5500
LAN-ISDN	Ascend P50	9	5505
LAN-ISDN	Cisco 1720	6	5510
LAN-ISDN	Cisco 700	5	5515
LAN-ISDN	Farallon Netopia	5	5520
LAN-ISDN	Netopia R3100	6	5525
Leased Line	Ascend P130	9	5530
Leased Line	Cisco 1720	10	5535
Leased Line	Cisco 2514	7	5540
Leased Line	Livingston IRX 211	6	5545
Leased Line	MicroRouter 1220i	8	5550
Leased Line	MicroRouter 1270i	7	5555
Leased Line	MicroRouter 900i	7	5560
Leased Line	Netopia 660DDS and 660T1	7	5565
Leased Line	Netopia R5200/R5300	8	5570
Leased Line	OpenROUTE GTX1000-56k	8	5575
Leased Line	GTX1000-56k-Analog EBS	10	5580
Leased Line	OpenROUTE GTX1000-T1	9	5585
Leased Line	GTX1000-T1-Analog EBS	10	5590
Leased Line	GTX1000-T1-ISDN Backup	10	5595
Leased Line	OpenROUTE/Proteon GT60	8	5600
Leased Line	Tiara 1400 for NxT1	6	5605

SMTP - Setting Up E-mail Gateway Servers

Instruction for setting up your SMTP/POP3 server to accept mail for your domain. Your POP3 e-mail client software will download and read your e-mail from this server. See E-mail Client Configuration above.

Apple Internet Mail Server	2	5610
MetalInfo SendMail	2	5615
MSExchange-Internet Mail Connector	3	5620
NTMail for Windows NT	3	5625
Smail for Windows 95	1	5630
Smail for Windows NT	1	5635
SunOS SendMail Setup	3	5640
Ten Four Sweden (TFS)	2	5645
WinSMTP	2	5650

Setting Up TCP/IP on Your LAN

Instructions for setting up TCP/IP on your Local Area Network for various platforms. TCP/IP must be configured on all hosts requiring access to the Internet.

InterCon TCP/Connect II (Win)	1	5655
Mac Open Transport	1	5660
Mac TCP	1	5665
NetManage Chameleon NFS	2	5670
Novell LAN WorkPlace	1	5675
Novell Netware 3.1	2	5680
Novell Netware 4.1	2	5685
Trumpet Winsock	2	5690
UNIX (General)	3	5695
Windows 2000	1	5700
Windows 95	1	5705
Windows 98	1	5710
Windows for Workgroups	1	5715
Windows NT 3.5	1	5720
Windows NT 4.01B	1	5725

Usenet News Information

FAQ about Usenet	12	5730
Guidelines on Newsgroup Names	3	5735
Usenet info center FAQ	5	5740
Welcome to Usenet	2	5745
What is Usenet?	8	5750

Quick Start Guide

Introduction	1	5755
Contacts and Resources	1	5760
Dedicated Access (InterFrame)	4	5765
Dedicated Metro Service	4	5770
Dedicated OC3 Access	4	5775
Dial Access (LAN-On-Demand)	4	5780
Frame Access (FrameConnect)	4	5785
IntraNet	4	5790
IntraNet Site Security Profile Form	4	5795
Security Prime Managed Security Service	4	5800
Security Prime Site Security Profile Form	6	5805
PSINet e-Mail Administrator's Guide	14	5810
PSINet e-Mail Transitioning Information	2	5815
Remote Access Administrator's Guide	8	5820
Remote Access Dialer Guide	2	5825
Shared Hosting Administrator's Guide	3	5830
E-mail Information	1	5835
Configuration Options	1	5840
Internet Security Overview	2	5845
Helpful Machines (Resolvers, Mxer's, etc.)	2	5850
Important DNS Information	2	5855
InterNIC Authorization Fax Instructions	1	5860
Sample Invoice	2	5865
Helpful Billing Information	1	5870

¹ **Warning:** We do not promise that any of the PSINet access phone numbers listed by city are "local" or toll-free when dialed from your location. A phone number that shares your area code or appears to be located in your city or other geographic area may not necessarily be a "local" number to you. Substantial toll charges can result from dialing a number that you do not verify as "local" to your location or calling plan. We strongly encourage you to contact your local telephone company before selecting or using any PSINet access phone number.