

Safety & Security

Convenience

Fun

## Introduction

This Quick Reference Guide covers most of the basics you'll want to know about AOL® 9.1. It highlights popular features and provides step-by-step instructions for customizing your new software.

## Using AOL Keywords

Throughout this guide we refer to AOL® Keywords. Keywords are shortcuts to online areas. To use AOL Keywords:

1. Type **CTRL+K** to open the keyword window.
2. Type your keyword.
3. Click **Go**.

**Want More Info or Have Questions?** You can always find more information online at AOL Keyword: [Discover AOL](#). Get 24/7 customer service from our staff at AOL Keyword: [Help](#).

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## Safety

### Feel Safer and More Secure Online

**Web Pop-Up Controls:** Enhance your Web-browsing experience by controlling pop-ups and animated media. Go to AOL Keyword: [Pop-Up Controls](#), where you can choose your settings for pop-ups from Web sites, animated media and AOL special offers.

**"Clear My Footprints":** As you browse the Web, information about where you've been is stored on your computer. Clear My Footprints deletes your browsing history, helping protect your privacy on a shared computer.

To clear your Footprints:

1. Go to AOL Keyword: [Browser Settings](#).
2. Select the **Clear My Footprints** tab.
3. Click the **Clear My Footprints** button to automatically clear your browsing history and cache, or click **Select Footprints to Clear** to select your individual settings.

**Parental Controls:** AOL's Parental Controls help provide a safer online experience for your children by allowing you to set limits on what they can see and do online. There are four parental control categories: Kids Only (ages 12 and under), Young Teen (ages 13-15), Mature Teen (ages 16-17), and General (ages 18+). Each age category offers a different level of access to content and interactive features on AOL and the rest of the Internet. You can also control how much time your children spend online with the Online Timer, and receive AOL® Guardian reports that summarize your children's online activity. Find out more at AOL Keyword: [Parental Controls](#).

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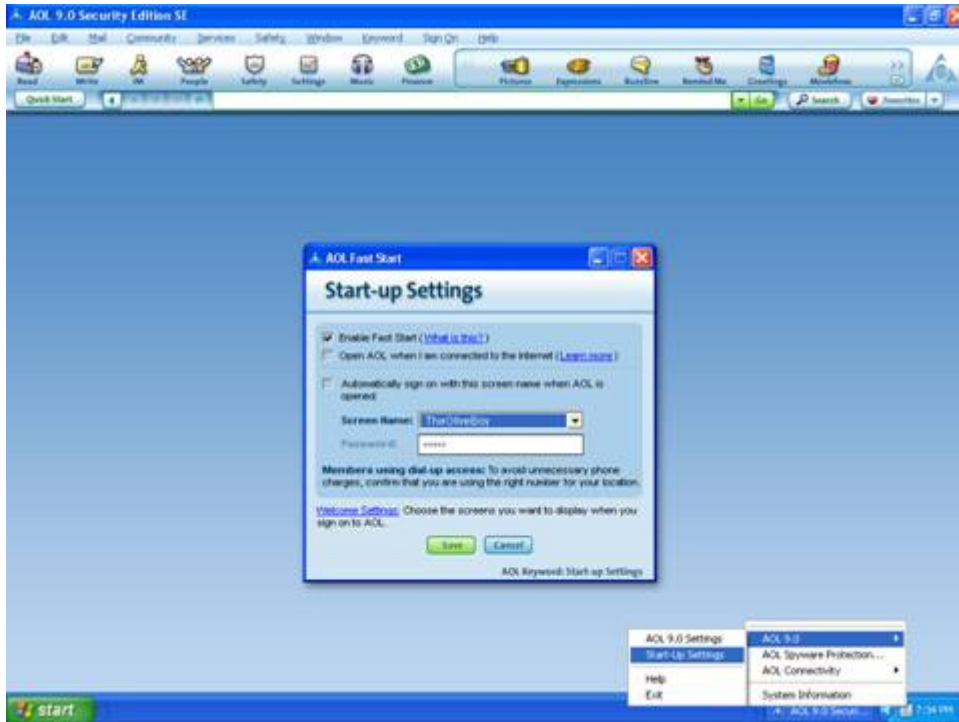
Make Things More Trouble-Free

### **Help Keep Your PC Running Smoothly**

**Fast Start:** Nobody likes to wait -- especially when there's something you want to get done. That's why the latest AOL software was built for speed, with a let's-get-moving feature called Fast Start. AOL components are preloaded when your computer starts up, so AOL launches faster when you click the AOL icon. And if you close AOL to go to another application, the software will quietly preload in the background, so you can re-launch AOL quickly anytime.

To enable Fast Start:

1. Click the AOL icon in the Windows system tray.
2. Select "**AOL 9.1.**"
3. Select **Start-Up Settings**.
4. Check the **Enable Fast Start** check box.



**AOL® Computer Check-Up:** Computer Check-Up is a quick diagnostic tool offered to members at no additional charge. It can diagnose and repair many common problems that may be affecting your online experience. You don't have to be online to run the tool, and there's a built-in scheduler to scan your computer at designated times. Download it now at AOL Keyword: [Computer Check-Up](#).

**TopSpeed™ Web-Acceleration Technology:** TopSpeed Technology helps you get to your favorite Web sites faster, whether you're on a broadband or dial-up connection.

For most users, TopSpeed technology will have been automatically installed with the 9.1 software. To see if TopSpeed is running on your PC, go to AOL Keyword: Browser Settings and look for the check mark in the box next to "Turn on AOL TopSpeed." If the box is not checked, you may need to adjust your firewall settings.

Visit AOL Keyword: [TopSpeed](#) to find out more about TopSpeed settings.

**AOL Settings:** AOL Settings let you customize your AOL service experience to better meet your needs.

1. Go to AOL Keyword: Settings.
2. Choose to view settings from the By Category or Index tabs.
3. Click the links to customize your AOL experience for the specific features listed.

**AOL® Dialer:** The AOL® Connectivity Service ("ACS") provides reliable connectivity to the

AOL service over both dial-up and high-speed (broadband) connections.

In addition, ACS includes a feature called the Dialer, which allows members to initiate an online connection to the AOL service for Web browsers and other applications such as the AIM® service, without opening the AOL software.

Communicate More Easily

**Manage Mail and Search Mail:** These features give you access to more powerful and advanced mail-management tools.

Manage Mail allows you to see all your mail in one view. The "My Mail Folders" list on the left includes your mail in the New, Old and Sent folders, as well as mail in the Recently Deleted, Saved on AOL and Saved on My PC folders.

Search Mail allows you to find email messages located anywhere. Search for messages by email address, subject or a combination of both:

1. From the Search Mail tab, click the drop-down menu to select your search criteria.
2. Enter what you are searching for in the input field.
3. Click **Search**, and a list of results will show in the mail listing area.

**Saved on AOL:** The Saved on AOL folder gives you access to an unlimited amount of permanent storage on AOL's servers, rather than on your computer's hard drive. You can also create your own subfolders within the Saved on AOL folder.

To save an email message to your Saved on AOL folder:

1. Open your mailbox and click an email message to select it.
2. Click Save, located at the bottom of the mailbox window. A menu will display, giving you the option to select either On AOL or On My PC.
3. Click On AOL.
4. If you would like, you can then select a specific subfolder to save to.

You can also drag and drop your mail into your Saved on AOL folder or subfolders:

1. Click and hold the mouse pointer over the email message you wish to move to a different folder.
2. Without releasing the mouse button, drag the mouse pointer to the Saved on AOL folder.
3. When the Saved on AOL folder (or a subfolder) is highlighted, release the mouse button to save the message to that folder.

To create a new subfolder in Saved on AOL:

1. Open your mailbox and click the **Manage Mail** tab.
2. Click **Saved on AOL** from the left side of My Mail Folders.
3. Click **Setup Folders** at the bottom of the mailbox window.
4. Click **Create Folders** and enter a name for the new folder.

With the new subfolder created, you can now add email messages to the folder by using either the Save button or the drag-and-drop method listed above.

To see how much mail you have saved in your Saved on AOL folder:

1. Open your mailbox and click the Manage Mail tab.
2. Click **Saved on AOL** from the left side of My Mail Folders.

**Saved on My PC:** Saved on My PC lets you save email messages automatically or manually onto your PC's hard drive. To save an email message to the Saved on My PC folder:

1. Open your mailbox and click an email message to select it.
2. Click **Save**. A menu will display, giving you the option to select either **On AOL** or **On My PC**.
3. Click **On My PC**.
4. If you would like, you can then select a specific subfolder in which to save your email.

As with mail you want to keep in your Saved on AOL folder, you can drag and drop your mail into your Saved on My PC folder by following the same method described previously. Just select your Saved on My PC folder or subfolder.

To create a new subfolder in Saved on My PC:

1. Open your mailbox and click the Manage Mail tab.
2. Click **Saved on My PC** from the left side of My Mail Folders.
3. Click **Setup Folders** at the bottom of the window.
4. Click **Create Folders** and enter a name for the new folder.

With the new subfolder created, you can now add email messages to the folder by using either

the Save button or the drag-and-drop method listed above.

**Quick Read:** This allows you to quickly view mail and compose a reply (using Quick Reply) without actually opening the mail in a new window. Your monitor needs to be set to a resolution of 1024x768 or higher for this feature.

1. Open your mailbox and click the small arrow on the far right to open the slide-out panel.
2. Double-click on a message to select it.
3. Your message will open in the Quick Read panel to the right (to see the mail full size, either click **Full View** or double-click on the message again).
4. Click **Quick Reply** to reply.
5. Type your reply and click **Send**.

**AOL® Address Book:** The Address Book puts all your contacts in one place. Contact management is simplified by search capabilities and a large, automatically populated Address Book. Set up yours at AOL Keyword: [Address Book](#).

**AOL® Address Card:** Address Card keeps your Address Book up to date automatically. You can share part or all of your Address Book information with your friends, family or business associates. Those people can automatically receive changes when your information is updated, and can invite you to subscribe to their Address Cards, too.

To set up your Address Card:

1. Go to AOL Keyword: [Address Card](#) and click **Create My Address Card** on the introductory window.
2. In the Address Card Setup window, enter your information in the Contact, Home, Work and Details tabs.
3. Click **Save** to submit.
4. Click **Settings** to choose your Send/Receive options.

You can also share address information with those not using AOL, and you can accept someone else's Address Card even if you haven't yet set up your own. For additional help using Address Card, visit AOL Keyword: [Address Card Help](#).

**Contact Quick View:** For a quick view of your Address Book using 9.1, move your mouse over the Address Book icon found on the Buddy List® window. There you can obtain an alphabetized list of your Address Book entries and go directly to a person's contact information.

**Spam Controls:** Setting your Spam Controls is easier than ever.

1. Go to AOL Keyword: [Spam Controls](#).

2. Select one of four levels from "Off" to "High."
3. Further filter your incoming mail by word, sender and content.

All mail identified as spam is automatically delivered to the Spam Folder in your mailbox.



AOL's Spam Controls give parents greater control -- you can decide whether to allow your child to view his or her Spam Folder. The Spam Folder is hidden by default for screen names set as Kids Only and Young Teens.

To hide or display the Spam Folder for a specific screen name:

1. Sign onto the AOL service with your master screen name (or other screen name with similar capabilities).
2. Go to AOL Keyword: [Spam Controls](#). The Mail and Spam Controls window will display.
3. Select a screen name from the "Controls for" drop-down menu. Then select or clear the checkbox next to "Allow this Screen Name to view contents of the Spam Folder."

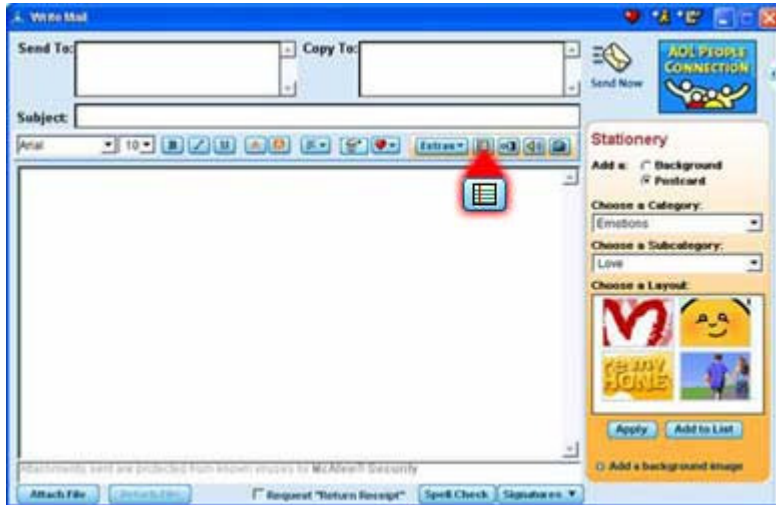
**Mail Postcards:** Now you can dress up email and show your own personal style with Postcards and Picture Album layouts.

Postcards are pre-designed, stylized templates you can use in any email message. You can personalize the Postcard with your own message.

To send Postcards:

1. Click the Stationery icon located on the mail composition toolbar. The Stationery pane will open to the right of the mail window.
2. Select **Postcard**.

3. Browse for postcards using the category and subcategory menus.
4. Select the postcard you want to use and then click **Apply**.



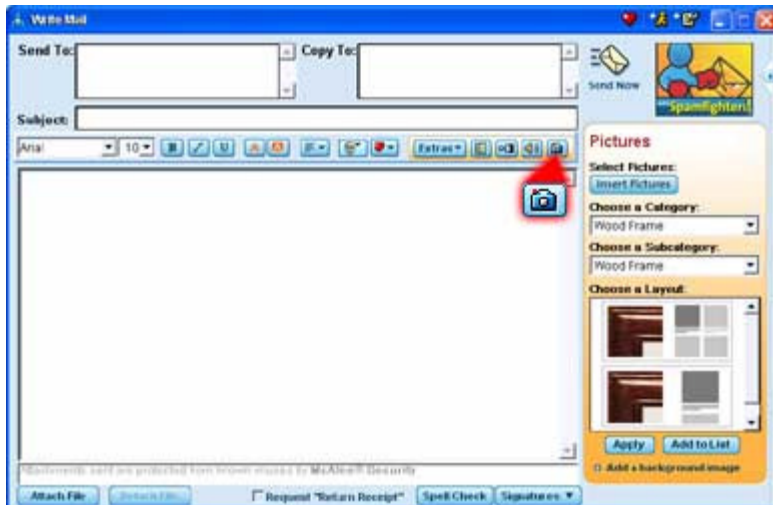
You can also add your favorite postcard to your "Extras" list, by selecting the Extras icon and clicking Add to List. The Extras list makes items easier to access when you want to use them again.

**Picture Album Layouts:** Picture Album layouts allow you to send a collection of pictures in any email with several formatting options, including the ability to add captions.

To add a Picture Album layout:

1. Click the camera icon located on the mail composition toolbar. The Pictures pane will open to the right of the mailbox window.
2. Click **Insert Pictures**. You can use pictures stored on your computer or pictures stored on the AOL® Pictures service.
3. Select the pictures you want to use and then click **Insert**. Make sure to select "Individual Pictures" when you are asked how you want to insert the images.
4. Browse through the category menu for available album layouts. Select the layout you want to use and then click **Apply**.





You may drag and drop pictures in a Picture Layout to change the picture display order. The picture frame or caption moves along with the pictures.

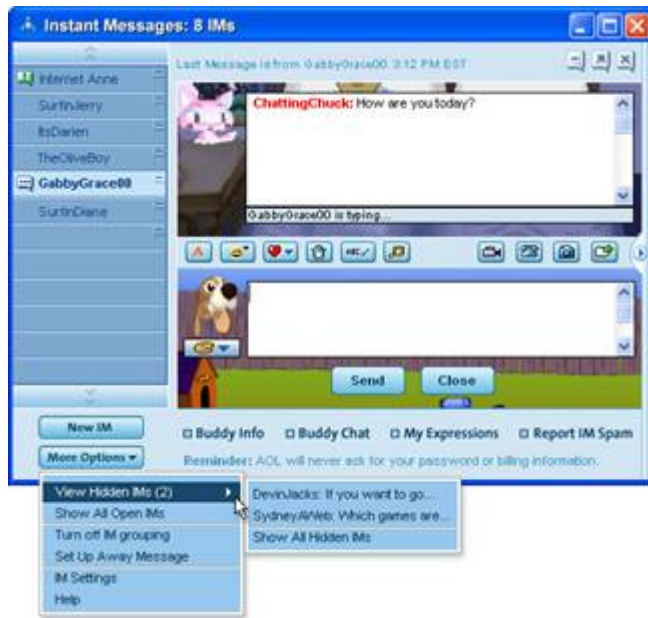
You can also add your favorite Picture Album layout to your "Extras" list in the same manner that you can save your favorite postcard to your "Extras" list, by selecting it and clicking **Add to List**. The Extras list makes items easier to access when you want to use them again.

**Invisible Mode for IM:** Invisible mode allows you to log in and browse or check email without being interrupted. If you choose to be "invisible," no one will be able to tell you are online. At the top of your Buddy List, on the left, is an eye. If the eye is open, you are visible and anyone can see you're online. If the eye is closed, you are invisible. You can click the open eye to close it and become invisible, or click the closed eye to open it and become visible again.

You can also make yourself invisible when you sign on by checking the box next to "Make me invisible at Sign On" located in the lower left hand corner of the Sign On screen.

**Offline Instant Messaging:** You can now send IMs to offline users, as long as that user has you on his/her Buddy List. Simply send a normal IM to an offline buddy and a message will pop up, informing you that the buddy is offline and will receive your message when he/she comes back online. Likewise if a buddy sends you an offline message, when you sign back in, you will receive any messages sent while you were offline.

**Grouped Instant Messaging:** Grouped IMs offer a great way to manage multiple instant message conversations simultaneously. Now each IM conversation appears as a tab in a single window, making it easy to find, open and navigate instant message conversations. Message waiting indicators let you know when you have received instant messages on tabs that aren't in view, and you can separate an instant message from the group if you want to view it alone:



**Instant Images:** You can share digital pictures directly with friends and family in instant messages. Just click the camera icon on your instant message conversation window. Images from your computer or any photos you have on the AOL Pictures service are available for easy sharing.

**File Transfers With IM:** You can share any number or any size file without having to upload and download them like you do with email attachments. Share over IM files by clicking the file folder icon in the instant message conversation window, attaching the file directly in your instant message session, and then sending the file to your friend.

**Live Video Instant Messages:** If you and your buddy are both using 9.1 with Windows XP, and you both have Web video cameras, you can talk to each other via a live streaming audio/video conversation:

1. Open an instant message conversation window and click the video camera icon.
2. Click **Audio and Video Settings** to adjust picture and sound quality.

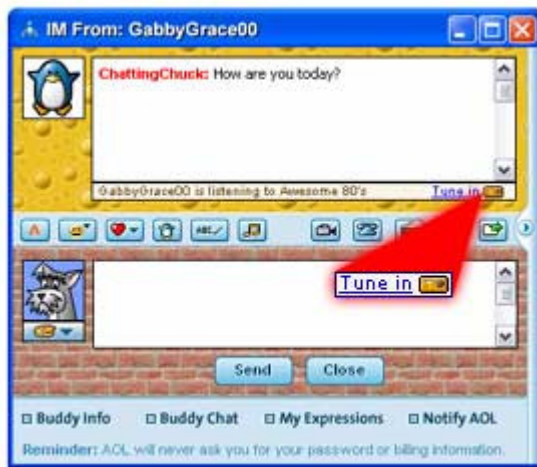
If you don't have Windows XP, you can still use a Web cam to record and save video clips. Then use AOL® File Transfer to send video clips to your friends. If you don't have a Web camera, AOL provides a library of pre-recorded video clips that express a wide range of feelings and messages.

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

Phone and camera icons are displayed to the right of the screen names on your Buddy List window for a quick display of their capabilities. (These icons will only appear if your buddy has

the capability to use the features.) The AOL Talk phone icon will display if your buddy has a phone plugged in. The camera will appear if your buddy has a Web camera installed. However, even if the icon isn't there, your buddy may be able to use AOL Talk or Live Video IM.

**Radio Integration:** While instant messaging, you can see what AOL® Radio station your buddy is listening to, and easily tune in to the same station. An indicator showing the station name appears on the instant message window when your buddy is listening to AOL Radio. Click the "Tune In" link to launch Radio and listen to your buddy's station:



**Buddy List® Filter:** Have a large Buddy List and need help finding a specific screen name? Filtering helps you limit who is shown on your Buddy List window by only displaying a specific group that you select. You can also alphabetize your buddies, filter them by Friendly Name (see below), and filter out those buddies who are idle or away:



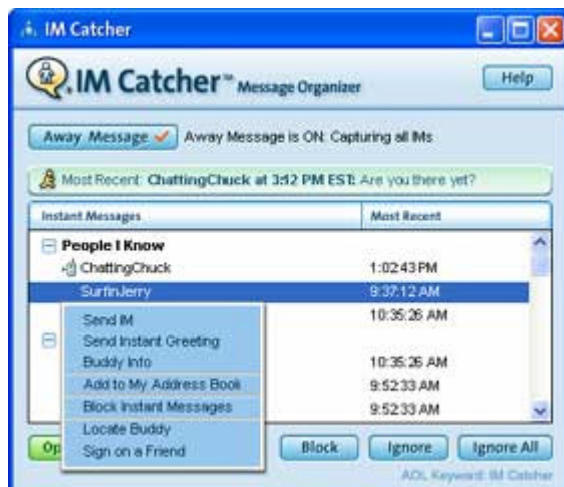
**Friendly Names:** Replace the list of screen names on your Buddy List window with your friends' real names. You can even assign your own nicknames. If you have already entered your buddies' names in your Address Book, AOL will use that information as their Friendly Names on

your Buddy List. Friendly Names will be shown in quotation marks on your Buddy List so you can distinguish them from screen names. This feature is turned off by default.

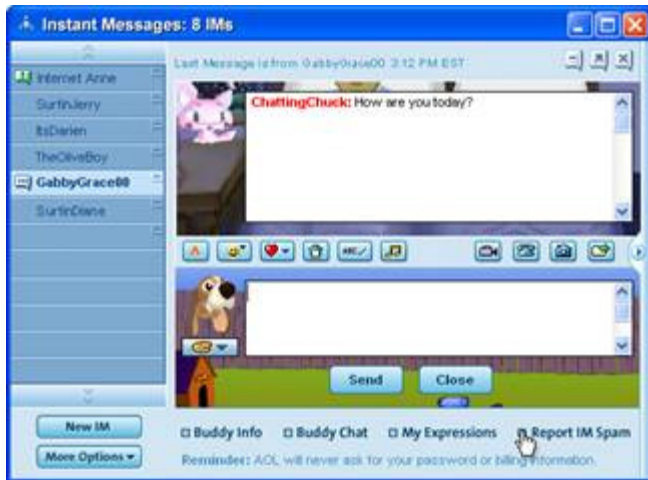
To activate Friendly Names:

1. On your Buddy List, click the drop-down menu next to "Show."
2. Select **Buddy List Settings** and then select **Friendly Names** on the menu.
3. Your buddies' Friendly Names will be displayed on your Buddy List window.

**IM Catcher™ Message Organizer:** The IM Catcher organizer helps you manage and control your incoming instant messages in one simple location. In addition to helping you control unwanted messages by capturing instant messages from senders you may not know, the IM Catcher feature also captures incoming instant messages you receive while your Away Message is on.



**Report IM Spam:** Suddenly you get an IM from someone you don't know, trying to sell you something you don't want. It's "SpIM," or instant message spam -- another aggravation from people who bring you spam. AOL makes it easier to block SpIM, with a "Report IM Spam" button that blocks messages from the offending party and, if you choose, notifies AOL of the intruder.



**AOL® Calendar:** AOL 9.1 lets you maintain a private Calendar, visible only to you, or calendars that you share with friends, family and colleagues.

To begin using your personal Calendar go to AOL Keyword: [Calendar](#). Your Calendar displays automatically. Click the Day, Week or Month tab to display the desired view.

To schedule an event:

1. Point to the place on your calendar where you want to schedule the event.
2. Click the left mouse button.
3. Type the name of your event. Click **Return**.
4. To add additional details, click the name of your event.
5. Add details and click **Save**.

To share an existing Calendar:

1. Go to AOL Keyword: [Calendar](#).
2. Under the list of Calendars on the left side of the page, click **Sharing**.
3. Select the Calendar you wish to share, then click **Continue**.
4. Enter the screen names of people with whom you wish to share your Calendar, and set their Viewing and Editing options.
5. Click **Save**.
6. Calendar will send an email to the people you selected to inform them that you have shared your Calendar and they can now add your Calendar to their list.

**Multiple AOL Calendars:** In addition to sharing your Calendar with friends and family, you can have multiple Calendars under one screen name.

To create an additional calendar for personal or shared use:

1. AOL Keyword: [Calendar](#).
2. Under the list of Calendars on the left side of the page, click **Add**.
3. Select **Create a New Calendar**, then click **Continue**.
4. Type the name of your new Calendar. If you want to share it, click the **Sharing** tab, then type the screen names of whom you want to share this Calendar.
5. Click **Save**.

View any of your Calendars by selecting it from the list on the top left of your Calendar page. View multiple Calendars at the same time by selecting more than one check box.

**AOL® Alerts and Reminders:** Get Alerts about important news and Reminders about tasks and dates. Have them sent to you via email, instant message, cell phone or pager\*. Visit AOL Keyword: [Alerts and Reminders](#).

\* A text- or Web-enabled phone and wireless service plan is required to receive Alerts or Reminders on your mobile phone. Additional charges from your wireless service provider may apply.

**AOL® Sync:** You can synchronize your Address Book, Calendars and Reminders with Microsoft® Outlook®, Outlook Express (Address Book only), Palm OS® devices, Palm™ Desktop, and Pocket PC devices. It's important to remember to back up your data before you sync.

To sync your data, go to AOL Keyword: [Sync](#). You will be prompted to install the software if you haven't already. Once installed, follow the on-screen instructions to synchronize your Address Book and Calendar entries from all of your sources.

**AOL Deskbar:** The AOL Deskbar makes it easy to access many AOL services, check your email, and search the Web straight from your Microsoft Windows desktop -- even when you're not signed onto AOL. The Deskbar provides quick access to AOL® Search, links to useful information like maps and Yellow Pages, and displays a real-time count of your AOL email. Find out more at AOL Keyword: [Deskbar](#).

**My Routine:** My Routine provides faster, easier access to the Web sites and AOL sites you use regularly by making them a one-click feature of your Favorites. If you turn on this feature, My Routine's enhanced logic will remember the things you have done most recently, or do repetitively, when you're on AOL.

To activate My Routine:

1. Click the **Favorites** button on the AOL toolbar.

2. Click **Turn on My Routine**.
3. Select your enhanced history and personalized content settings.
4. Click **Save**.

**Right-Click Searches:** Right-Click Searches provide a fast and easy way to search on a variety of subjects. Highlight text in an email, IM or Web page, right-mouse click, and choose any of the search options you see in the drop-down list (e.g., AOL Search, Dictionary Search, Thesaurus Search, or Video Search). For example, if while reading an email you highlight the text "Beckham soccer," right-mouse click, and choose the "Video Search" option, you will be redirected to a Web page showing various videos of David Beckham playing soccer.

**RSS Feeds:** RSS Feeds are a popular new way to get news or other information from a variety of different locations on the Internet. The "Feed" is simply a list of headlines or news stories that are periodically updated to provide users with the latest information. AOL 9.1 lets you view and subscribe to RSS feeds. When you see the RSS icon light up in your browser bar, it means the Web site you are visiting offers RSS feeds:



Click the RSS icon to see a list of the feeds the site offers, select a feed and click the preview button at the bottom of the drop-down window to see a preview of the feed's headlines. You can then add the feed to your myAOL page by clicking on "Subscribe to this Feed." ([Click here for more information about adding feeds to your myAOL page.](#))

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## Have More Fun Online

Add a custom touch to your AOL desktop, emails and instant messages.

**Animated Smileys:** Smileys have learned some new tricks. Many of them are now animated to get your message across more effectively. Visit AOL Keyword: [Smileys](#) to select your own smileys.

**SuperBuddy™ Icons:** SuperBuddy icons are 3-D characters that bring your instant messages to life.

To select and customize your SuperBuddy icon:

1. Go to AOL Keyword: [SuperBuddy Icons](#).
2. Choose a category, then select a SuperBuddy and click **Apply**.



To customize the words your SuperBuddy icon responds to:

1. Go to AOL Keyword: [SuperBuddy Customization](#).
2. From the Text Triggers tab, click on a desired action and then add, remove or modify the existing text triggers associated with that action.
3. Click **Apply** and then click **Save** when you have finished modifying the actions.

To set a SuperBuddy icon auto-response:

1. AOL Keyword: [SuperBuddy Customization](#) and click the **AutoResponse** tab.
2. Next to the desired incoming action, click to select a response action from the drop-down menu.

If you would like to replicate the personality a buddy is using, you can snag that person's personality. To snag a friend's personality:

1. During an instant-message conversation, click the **My Personalities** drop-down menu under your buddy icon.
2. Click **Snag My Buddy's Personality**.
3. Check the boxes that you wish to apply as your Personality.
4. Type in a Personality name and click **Save**.

**Animated Wallpaper:** You can customize your instant-message wallpaper with 3-D animations. To add Animated Wallpaper to your instant-message window, follow these steps:

1. Go to AOL Keyword: [Buddy Wallpaper](#).
2. Click the SuperBuddy tab.
3. Choose a category and then click on the desired Animated Wallpaper.



4. Click **Apply** and then click **Save**.

**Personalized Sounds:** Personalize your AOL Sounds by choosing from a variety of celebrity voices, adding your name or selecting a sound from your PC.

To use a celebrity voice:

1. Go to AOL Keyword: [AOL Sounds](#).
2. Click the "Change" drop-down menu next to the sound you would like to change.
3. Click **Use a Celebrity Voice**.

To add your name:

1. Go to AOL Keyword: [AOL Sounds](#).
2. Click the "Change" drop-down menu next to the sound you would like to change.
3. Click **Add Your Name**.
4. Click on your name.
5. Click **Save**.

To select a sound from your PC:

1. Go to AOL Keyword: [AOL Sounds](#).
2. Click the "Change" drop-down menu next to the sound you would like to change.
3. Click **Use a sound** on my PC.
4. Click to select a .WAV file from your PC.
5. Click **Open**.

**E-Cards:** Send online greetings to your friends, family and co-workers using AOL E-Cards. There are hundreds to choose from:

1. Go to AOL Keyword: [E-Cards](#).
2. Choose a card from the categories listed.
3. Click **Personalize & Send**.
4. Type the recipient's email address or click the Address Book icon to the right to select an address.
5. Type your message in the Personalized message area.
6. Click **Preview** to review your card before sending.
7. Click **Send** to send your E-Card.

**AOL Toolbar:** Now the Toolbar is even easier to use and customize.

The **Toolbar Carousel** provides the ability to customize your Toolbar. You can change the location of icons on the Carousel, add or remove icons, and rename them. Better scrolling

capabilities allow you to move from one end of the Carousel to the other at your own speed. Go to AOL Keyword: [Carousel Settings](#) to personalize your icons.



To add icons to your Toolbar, drag and drop a red Favorite Places heart into the Carousel area. You can find the Favorite Places heart icon on the top-right of most windows on the AOL service. You can also add icons to your Toolbar Carousel by going to AOL Keyword: [Add an Icon](#).

**AOL Pictures Service:** AOL provides a powerful digital photo service that provides easy photo management and sharing with AOL members and non-members alike. You can easily add your photos to email, instant messages, the Member Directory, AOL® Journals, and to your screensaver. Find out more at AOL Keyword: [Pictures](#).

**Member Directory:** You can add pictures to your Member Directory profile.

1. Go to AOL Keyword: [Profile](#) and click the "Edit My Profile" link.
2. Click the Pictures tab on the left of the window to add pictures to your profile.