Let's Talk Juno 5 and 6
February 23, 2004
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This discussion will be mostly about "Show and Tell" and "How To" find your own answers. Juno Web site has more information than you will EVER WANT TO NOW.

I encourage you to go to the **Juno** web site **http://www.juno.com** click on **Help.** In this window you will see a box headed "*Support Options*" and in that box you will see listed *"Quick Help"* click on it and you get *a Juno Quick Help* window offering three versions of Quick Help, Looking like this -

• Choose from one of the three options:

Quick Help (Full - 3.6meg)
The complete version, which will assist you in finding answers to all your queries, step by step, with **pictures**.

Quick Help (Lite - 1.5meg)
The **text only** version, which will assist you in finding answers to all your queries, step by step.

Quick Help (Junior - 1.06meg)
The junior, text only version, which will guide you through the most common **connection problems** you could face, step by step.

  Click on the **first one** listed **Quick Help (full -3.6meg)**   while there read and print out the instructions on how to install the program.
I prefer right click on file and place the file on my desktop then go double click the .exe file and install from there.
Just in case you have problems in getting to the Juno Quick Help site from the http://www.juno.com list described above here is the URL
http://www.juno.com/techsupport/quickhelp/
Place cursor over the link hold down the Ctrl key on your keyboard, when the arrow turns into a hand click left mouse button.

I canNOT stress enough the importance of your having this file on your own computer for references, the format is in HTML so Internet Explorer opens with the answer-offline... There are hundreds of questions you would ask a Tech. support person and when you click on the questions - the answer comes up on your screen.

Juno is now available for Macintosh users....

Getting and installing Juno
Juno does NOT give FREE tech support to their services.
From my experience I would suggest you NOT go to the Juno Web site download,
install and use Juno's help in setting up your account. Because once you establish your
account with them, and for some unknown reason it is NOT working, you call and they
want to switch you to "tech support" for a hefty fee.
Better to borrow disc from someone – Juno encourages sharing your program with
others...

Speaking form my years of experience – you can use Juno Free but I know of NO ONE
that gets on the internet very often with the FREE JUNO service – you will get a busy
signal.

I believe once your have Juno installed and the Quick Help file on your machine- you
will not have any problems "troubleshooting" anything you encounter.

Some Tips you may NOT be aware of

this is your menu bar of your Juno 5.
Did you know if you click in the Header bar areas
 where "**From**" is showing you can alphabetize the listing by name of senders
If you click area of **Subject** you can do same
If you click area of **Date** you can do same

Did you know if you click the Folder Inbox arrow and select another folder
you have created you can do the same with each folder using the header bar?

Did you know you can do the same thing with your Address Book?

To get your own Juno CD (It will be Juno Version 6)
To order your Juno CD by phone, please call: 1-800-879-5866. Lines are open 24/7.
They *like to ask $9.95* for it but request the FREE CD.

Frequent Question:
When your Juno program for some reason needs to be re-installed you need to
install by **Importing Account.** Reason being they will NOT let you use
 a name that has been OR is used, if you try to open an account using the name you
NOW use with Juno, it will be refused because that name is being used.
To import the account you **must submit** the previous information submitted,
when account opened, meaning the **same username and password** to retain
your current account..

Juno Virus information release
attached some information from Juno support database that should help
you protect your computer, in case you receive virus-infected e-mail.
_____
A virus is a program or executable file (.exe file extension), which like
a biological virus, can replicate it self and sometimes damage its host.
While you cannot receive a virus from text e-mail, file attachments may
carry viruses.

To prevent your computer from being infected with a virus, avoid opening
attachments from people you don't know or files you download from the
Web, until you check the file for viruses using your anti-virus software.

If you receive an HTML e-mail message that *contains active content*
(Active content includes items that change with either time or that you
can interact with. For example, animated GIFs, objects created with Java
or JavaScript, and streaming audio or video), you are notified with a
message. If you are sure that the message is from a trusted source, you
can read the message with the active content turned on; otherwise, you
can turn the active content off and still read the message.

If you delete or save an attachment without opening it, you will be safe
from any virus that the attachment might contain. The only way an
attachment can infect your computer is if you launch it or open it (i.e.,
double-click on the icon or choose "Open Attachment.")

To make sure an attachment you receive is virus free, you should run a virus
scan before opening it (if you have virus-scanning software). To do so:

1. Go to the "**Read**" screen.
2. In the message list click on the message containing the attachment
     you want to open.
3. Click on "**Show Attachment**(s)."
4. Double-click on the file that you want to run the virus scan on.
      Juno will ask you whether you want to save the file or open it.
5. Click on **"Save File**."
6. When the "**Save in"** box appears, select the location where you'd
      like to save the file. This may be on your hard drive or on a floppy
      disk.
7. Click on "**Save**." The file will be saved to the folder you selected.
8. Check the file with the anti-virus software of your choice.
9. If no viruses are detected or if your anti-virus software is able
      to clean the file, double-click on the file to open it
(**NOTE:** virus scanners can only detect and correct viruses *they know about, so it is
doubly IMPORTANT that you keep your virus definitions up-to-date*).

Juno has been using the same format from the beginning from version 1.49 to 5 but they now offer JUNO 6 and it has an entirely different format.
With Juno 6 you immediately connect to the internet to send and receive your mail.
It does look different and uses Outlook Express or a number of other e-mail programs it you wish.

This is the icon on desktop for Juno 6

Juno and Juno P... when you click icon this window opens

Version 6

Patents: 6,157,946
6,256,739, 6,205,479
6,199,106, 6,014,502
5,848,397, 5,838,790
6,351,745, 6,356, 893
6,366,298, 5,809,242

JUNO

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immediately another window opens

v6.1.4JU Logon

JUNO

Member ID: hptou   Delete
Password: ******

☑ Save passwor
Forgot my Password

Connect Options
I am dialing from: Home   Edit List
                                    Delete
You will connect via DSL/LAN/cable.   Change

Cancel   Help   Connect

Username and password in this window click Connect tab at bottom

Click the X in right corner to close this window
This banner will appear at the top of your desktop

You click on Options tab to get menu for e-mail and configure your choice
You can also click icons right of Options tab to locate the Juno bar at bottom or screen if you prefer from the top. You may click the E-Mail right there and go to your mail on the web.