



GLOSSARY OF TERMS

Address Book

The Address Book provides a convenient place to store contact information for easy retrieval. It also features access to Internet directory services, which you can use to look up people and businesses on the Internet.

Attachment

An attachment is any file attached to an email message. Examples of attachments are image files, text documents, applications, sound files and other multimedia files.

Back-Up

Copying files to a second medium (disk or tape) as a precaution in case the first medium fails is known as “backing-up” files. A cardinal rule of use is to back-up your files regularly. Even the most reliable computer is apt to break down. Many professionals recommend that you make two, or even three, back-ups of all your files. To be especially safe, you should keep back-ups in different locations. Grande does not provide back-up services, so it is recommended that you do this yourself.

Bandwidth

Bandwidth is the amount of data that can be transmitted in a fixed amount of time. For digital devices, the bandwidth is usually expressed in bits per second (bps) or bytes per second. For analog devices, the bandwidth is expressed in cycles per second, or Hertz (Hz).

Browser

Short for Web browser, it is a software application used to locate and display Web pages. The two most popular browsers are Netscape Navigator® and Microsoft Internet Explorer®. Both of these are graphical browsers, which means that they can display graphics as well as text. In addition, most modern browsers can present multimedia information, including sound and video.

Broadband

Broadband is a type of data transmission in which a single medium (wire) can carry several channels at once. Cable TV, for example, uses broadband transmission. In contrast, baseband transmission allows only one signal at a time. Most communications between computers, including the majority of local-area networks, use broadband communications.

CGI

Abbreviation for “Common Gateway Interface,” CGI is a specification for transferring information between a World Wide Web server and a CGI program. A CGI program is any program designed to accept and return data that conforms to the CGI specification. CGI programs are the most common way for Web servers to interact dynamically with users. Many HTML pages that contain forms, for example, use a CGI program to process the form’s data once it is submitted. E-commerce and online shopping use this type of interface to transfer your requests to the proprietor. Another increasingly common way to provide dynamic feedback for Web users is to include scripts or programs that run on the user’s machine rather than the Web server.

Cable Modem

A modem designed to operate over cable TV lines. Because the coaxial cable used by cable TV provides much greater bandwidth than telephone lines, a cable modem can be used to achieve extremely fast access to the World Wide Web.

Client/Server

Client/server is a network architecture that describes the relationship between two computer programs. In this relationship, the client program makes a request for service from the server program, which fulfills the request. This concept provides a way to efficiently distribute interconnected processes over different locations. Checking your bank account balance online uses the client/server architecture. Your client program browser requests your balance from the bank’s server. The server program will then return your balance back to your browser and the transaction is complete.



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Domain Name

A name that identifies one or more IP addresses. For example, the domain name Microsoft.com represents about a dozen IP addresses. Domain names are used in URLs to identify particular Web pages. For example, in the URL <http://www.grandecom.com>, the domain name is grandecom.com.

Download

Download is to copy data (usually an entire file) from a main source to a peripheral device. The term is often used to describe the process of obtaining a text document, an application program or an image file from an online source to one's own computer. Downloading can also refer to copying a file from a network file server to a computer on the network.

Email

Short for "electronic mail," email is the transmission of messages over communications networks. Most email is composed of text, however image files, sound files and other non-text files can also be sent as attachments. Email is one of the most popular uses of the Internet comprising a large percentage of its use.

Folder

In graphical user interfaces such as Windows and the Macintosh environment, a folder is an object that can contain multiple documents. Folders are used to organize information. In the DOS and UNIX worlds, folders are called directories.

FAQ

Pronounced as separate letters or as "fak", and short for "frequently asked questions". A FAQ is a document that answers questions about some technical topic. Frequently, FAQs are formatted as help files or hypertext documents.

FTP

An abbreviation for "File Transfer Protocol," FTP is another protocol used on the Internet for file transfer. This transfer method is preferred over email attachments when the file is of an unusually large size.

GIF

Pronounced "giff" (hard g), GIF stands for "Graphics Interchange Format," a graphics file format used by the World Wide Web, CompuServe, and AOL. GIF supports up to 128 colors and various resolutions. It also includes data compression, making it an efficient method for storing scanned photos. See also JPEG.

Header

In word processing, the header is one or more lines of text that appear at the top of each page of a document. Once you specify the text that should appear in the header, the word processing program automatically inserts it on every page, or the pages you specify.

HTML

Short for "HyperText Markup Language," the authoring language used to create and format documents on the World Wide Web. Most Web pages are composed partially or entirely in HTML.

HTTP

Short for "HyperText Transfer Protocol," the underlying protocol used by the World Wide Web. HTTP defines how messages are formatted and transmitted, and what actions Web servers and browsers should take in response to various commands. For example, when you enter a URL in your browser, this actually sends an HTTP command to the Web server directing it to fetch and transmit the requested Web page to your browser.

Hypertext

Hypertext is the organization of connected information that allows a user to move between linked data. A specific instance of this connection is called a link, typically identified by underlined or bold text. The World Wide Web is based upon this.



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Icon

Icon is a small picture that represents an object or program. Icons are very useful in applications that use Windows, because with the click of your mouse, you can shrink an entire window into a small icon.

Identity

You can create a different “identity” in Outlook Express® (or other applications that use identities) for each person who uses the program. For example, you and a family member may share Outlook Express®. Each of you can view your own email and your own contacts by creating an identity for yourself.

IP

Abbreviation for “Internet Protocol,” IP is pronounced as two separate letters. IP specifies the format of packets, also called datagrams, and the addressing scheme. Most networks combine IP with a higher-level protocol called Transparent Control Protocol (TCP), which establishes a virtual connection between a destination and a source. IP by itself is something like the postal system. It allows you to address a package and drop it in the system, but there’s no direct link between you and the recipient. TCP/IP, on the other hand, establishes a connection between two hosts so that they can send messages back and forth for a period of time.

IP Address

An IP address is an identifier for a computer or device on a TCP/IP network. Networks using the TCP/IP protocol route messages based on the IP address of the destination. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255. For example, 214.160.10.240 could be an IP address.

ISP

ISP is the abbreviation for “Internet Service Provider”. An ISP is a company that provides individuals and other companies access to the Internet and other related services such as website building and virtual hosting. An ISP has the equipment and the communication line access required to have a point of presence on the Internet for a particular geographic region.

Java

Java is a general purpose programming language with a number of features that make the language well suited for use on the World Wide Web. Small Java applications are called Java applets and can be downloaded from a Web server and run on your computer by a java-compatible Web browser, such as Netscape Navigator® or Microsoft Internet Explorer®. Java programs are considered “portable” because they run on any operating system that supports java (Windows 9x, NT, Unix, etc.)

JavaScript

A scripting language developed by Netscape, JavaScript enables Web authors to design interactive sites. Although it shares many of the features and structures of the full Java language, it was developed independently. JavaScript can interact with HTML source code, enabling Web authors to spice up their sites with dynamic content.

JPEG

Short for “Joint Photographic Experts Group” and pronounced “jay-peg”, JPEG is a compression technique for color images. With minimal compression, very little detail is lost resulting in a much sharper image than a GIF compressed image. At its greatest level of compression, a reduction near 5% of the original can be reached.

Modem

An acronym for “Modulator-Demodulator,” a modem is a device or program that enables a computer to transmit data over telephone lines or radio frequencies. Computer information is stored digitally, whereas information transmitted over the telephone line is transmitted in the form of analog waves. A modem converts between these two forms.



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Password

A secret series of characters that enables a user to access a file, computer, or program. On multi-user systems, each user must enter his or her password before the computer will respond to commands. The password helps ensure that unauthorized users do not access the computer. In addition, data files and programs may require a password. Ideally, the password should be something that is easy to remember, such as their name and initials. This is one reason it is relatively easy to break into most computer systems.

POP

1) Short for "Post Office Protocol," a protocol used to retrieve email from a mail server. Most email applications (sometimes called an email client) use the POP protocol, although some can use the newer IMAP (Internet Message Access Protocol).
2) Short for point of presence, a telephone number that gives you dial-up access. Internet Service Providers (ISPs) generally provide many POPs so that users can make a local call to gain Internet access.

Search Engine

A program that searches documents for specified keywords and returns a list of the documents where the keywords were found. Although search engines are really a general class of programs, the term is often used to specifically describe systems like Alta Vista and Excite that search for documents on the World Wide Web and USENET newsgroups.

Server

A server is a computer, device or software application on a network that manages resources. For example, a file server is a computer and storage device dedicated to storing files. Any user on the network can store files on the server. A print server is a computer that manages one or more printers, and a network server is a computer that manages network traffic. A database server is a computer system that processes and manages database queries.

SMTP

Short for "Simple Mail Transfer Protocol," a protocol for sending email messages between servers. Most email systems that send mail over the Internet use SMTP to send messages from a mail client to a mail server. This is why you need to specify both the POP server and the SMTP server when you configure your email application.

SSL

Short for "Secure Sockets Layer," a protocol developed by Netscape for transmitting private documents via the Internet. SSL works by using a private key to encrypt data that's transferred over the SSL connection. Both Netscape Navigator® and Internet Explorer support SSL, and many websites use the protocol to obtain confidential user information, such as credit card numbers.

TCP/IP

Abbreviation for "Transmission Control Protocol/Internet Protocol," TCP/IP is the suite of communications protocols used to connect hosts on the Internet. TCP/IP uses several protocols, the two main protocols being TCP and IP. TCP/IP is built into the UNIX operating system and is used by the Internet, making it the de facto standard for transmitting data over networks.

URL

Abbreviation of "Uniform Resource Locator," URL is the global address of documents and other resources on the World Wide Web. For example: <http://www.grandecom.com> is a URL.



TROUBLESHOOTING TIPS:

Problem:	Solution:
If there are no lights lit on the cable modem.	Check that the power cord is plugged in properly at the modem and the wall outlet.
	Check that the Standby button is not depressed. Press to reconnect Internet service and turn on front-panel lights.
All green lights are solid, but no Internet connection.	Shut down the computer and then unplug the power cord from the modem. Plug the power cord back in. Wait until all green lights are solid on the cable modem. Turn the computer back on.
One or more green lights are off or flashing	Unplug the power cord on the modem and plug back in. If after five minutes all green lights are not solid, contact your local Grande Customer Care Center. If the lights all return solid, reboot the computer to regain Internet access.

GRANDE CUSTOMER CARE CENTERS

If you have any questions that are not addressed within this document, please contact your local Grande Customer Care Center at the following telephone numbers or email addresses:

City:	Phone Number:	Email Address:
Austin	512-220-4600	www.customercaureau@grandecom.com
Corpus Christi	361-334-4600	www.customercarecc@grandecom.com
Dallas	877-ADVNTX1	www.customercaureda@grandecom.com
Houston	281-220-4600	www.customercareho@grandecom.com
Midland	432-262-4600	www.customercaremi@grandecom.com
Odessa	432-272-4600	www.customercaresmi@grandecom.com
San Antonio	210-320-4600	www.customercaresa@grandecom.com
San Marcos	512-878-4600	www.customercaresm@grandecom.com
Waco	254-235-4600	www.customercarewa@grandecom.com