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## Keyboard shortcuts

## Using accessibility features in Internet Explorer

In addition to Microsoft Windows operating system accessibility products and services, the following features make Internet Explorer more accessible for people with disabilities.

### Keyboard access

All features in Internet Explorer are accessible to you by using the keyboard or the mouse. With Internet Explorer, you can explore the Web by using the keyboard. Just press TAB and SHIFT+TAB to move forward and backward between screen elements such as:

- Links that are text or images
- Hotspots on image maps
- The Address bar
- Frames

For more information about keyboard access, see [Internet Explorer shortcuts](#).

### Highlighting box

As you move to or click a link or image, a one-pixel-wide border appears around it so you can see what is selected.

### Customize the font size, formatting, colors

You can specify the font sizes, styles and colors, and foreground and background colors of Web pages displayed on your computer screen, even if the author of the Web page has already specified these. You can also specify the color used to indicate links in Web pages, or a special color for links that is used only when the mouse passes over the link.

This is useful if you have low-vision, need larger fonts, or need high-contrast colors. You can set Internet Explorer to use the colors and fonts you specify, your default Windows colors and fonts, or the settings you specify in your own style sheet.

For more information, see [Controlling how fonts and background colors are displayed](#).

### Show pictures

If you have low-vision, you may want to turn this feature off. On the **Tools** menu, clear the check mark next to **Show Pictures** to improve performance. If you are sensitive to screen flashing, you may also want to clear this check mark.

### Advanced options which make Internet Explorer more accessible

There are several options which you can select or clear which may make Internet Explorer more accessible. To get to these options, click the **Tools** menu, click **Internet Options**, and then click the **Advanced** tab.

#### • Play sounds

If you have cognitive disabilities, you may want to clear this check box to prevent distractions. If you are blind, you may want to clear this check box or selectively download sounds so that they do not interfere with a screen reader reading text aloud.

#### • Print background colors and images

If you have low vision, you may want to clear this check box to improve print legibility.

## **Making pages available for offline viewing**

When you make a Web page available offline, you can read its content when your computer is not connected to the Internet. For example, you can view Web pages on your laptop computer when you don't have a network or Internet connection. Or you might want to read Web pages at home but not want to tie up a phone line.

You can specify how much content you want available, such as just one page or a page and all its links, and choose how you want to update that content on your computer.

### **What would you like to do?**

Make the current Web page available offline

Make an existing favorite page available offline

### **Notes**

- In previous versions of Internet Explorer, offline viewing was called "subscribing."
- If you subscribed to Web channels in previous versions of Internet Explorer, you can view your channels through the Channels folder in your Favorites list. Channels are Web sites that are automatically updated on your computer according to a schedule specified by the channel provider.

### **Accessibility dialog box**

If the author of a Web page chooses different colors for text and background, the settings you choose here will override them. You cannot change the size or color of graphics.

### **Ignore colors specified on Web pages**

Specifies whether you want Internet Explorer to use the color settings you choose for text, background, and links. You can set these colors on the **General** tab by clicking the **Colors** button.

### **Ignore font styles specified on Web pages**

Specifies whether you want Internet Explorer to use the font settings you choose. You can set these types on the **General** tab by clicking the **Fonts** button.

### **Ignore font sizes specified on Web pages**

Specifies whether you want Internet Explorer to use the default font size you choose. You can set the default font size by clicking the **View** menu, clicking **Text Size**, and then clicking the size you want.

### **Format documents using my style sheet**

Specifies whether you want Internet Explorer to use your own style sheet (usually a .css file) to format all Web pages when they are displayed, and provides a place for you to type the path to your style sheet. Style sheets can specify the default font style, size, colors, and background for the body text in addition to headings.

### **Browse**

Click this to browse through folders to find the file you want.

## **To add a page to your collection of favorite pages**

- 1 Go to the page you want to add to your Favorites list.
- 2 On the **Favorites** menu, click **Add to Favorites**.
- 3 If you want to, type a new name for the page.

### **Tips**

- To open one of your favorite pages, click the **Favorites** menu, and then click the page you want to open.
- As your list of favorite pages grows, you can organize them into folders.

### **Related Topics**

[List your favorite sites for quick viewing](#)

[Organizing your favorite pages into folders](#)

### **To add a page to your Links bar**

The Links bar is located next to the Address bar, which makes it a convenient place to add links to a few Web sites that you use frequently. Just click the link to display the site.

1 On the **Favorites** menu, click **Organize Favorites**.

2 Drag the shortcuts (or folders) in the list to the Links folder.

If the number of shortcuts or folders makes dragging impractical, you can click the item and then use the **Move to Folder** button instead

### **Tips**

- If the Links bar does not appear on the toolbar, click the **View** menu, point to **Toolbars**, and then click **Links**.
- You also can organize your links by dragging them within the Links folder.

### **Related Topic**

[List your favorite sites for quick viewing](#)

## **Local Intranet Zone Advanced dialog box**

### **Web sites**

Displays a list of the Web sites you have included in this zone.

### **Remove**

Removes the selected Web site from the list of sites in this zone.

### **Require server verification (https:) for all sites in this zone**

Specifies whether Internet Explorer should verify that the server for a Web site is secure before connecting to any site in this zone.

### **Add this Web site to the zone**

Provides a space for you to type the address of a Web site to include in this zone.

### **Add**

Adds the specified Web site to the zone.



## **Restricted Sites Zone Advanced dialog box**

### **Web sites**

Displays a list of the Web sites you have included in this zone.

### **Remove**

Removes the selected Web site from the list of sites in this zone.

### **Add this Web site to the zone**

Provides a space for you to type the address of a Web site to include in this zone.

### **Add**

Adds the specified Web site to the zone.

## **Trusted Sites Zone dialog box**

### **Web sites**

Displays a list of the Web sites you have included in this zone.

### **Remove**

Removes the selected Web site from the list of sites in this zone.

### **Require server verification (https:) for all sites in this zone**

Specifies whether Internet Explorer should verify that the server for a Web site is secure before connecting to any site in this zone.

### **Add this Web site to the zone**

Provides a space for you to type the address of a Web site to include in this zone.

### **Add**

Adds the specified Web site to the zone.

## **Add Language dialog box**

### **Language**

Displays the languages you can add to the list of those that Internet Explorer will use to display the content in Web pages.

### **User Defined**

Provides a space for you to type a language that is not included in the **Language** list.

### **To install Add-On components**

Several Internet tools, such as Outlook Express, can be installed during or after installing the browser.

- 1 In your Internet Explorer program group, double-click the **Add Components** icon.
- 2 If you want to install components that you have already downloaded to your computer, click **Setup from local folder**.  
If you want to install components that you have not previously downloaded to your computer, click **Update installation from the Internet**.
- 3 Select the components you want to install.

## Learning how to browse the Web faster and easier

If you learn just a few basic things about browsing the Web, such as how to use the buttons on the Internet Explorer toolbar, you'll find that browsing the Web is easier and faster.

To start browsing the Web, click any link on your home page, which is the page that appears when you start Internet Explorer. You can see whether an item on a page is a link by moving the mouse pointer over the item. If the pointer changes to a hand, the item is a link. A link can be a picture, a 3-D image, or colored text (usually underlined).

Now you're ready to find a Web site on your own.

### To open a Web page

- To go to a Web page, type the Internet address — for example, [www.microsoft.com](http://www.microsoft.com) — in the Address bar, and then click the **Go** button.

### To go to Web pages you recently visited

- To return to the last page you viewed, click the **Back** button.
- To view a page you viewed before you clicked the **Back** button, click the **Forward** button.

To see a list of the last few pages you visited, click the small down arrow beside the **Back** or **Forward** button.

### To go to a specific Web page

- To return to the page that appears each time you start Internet Explorer, click the **Home** button.
- To select a Web page from your list of favorites, click the **Favorites** button.
- To select a Web page from the list of those you visited recently, click the **History** button. The History list also displays previously viewed files and folders on your computer.

### What to do if a Web page isn't working

- If a page you are trying to view is taking too long to open, click the **Stop** button.
- If you get a message that a Web page cannot be displayed, or you want to make sure you have the latest version of the page, click the **Refresh** button.

### Related Topics

[List your favorite sites for quick viewing](#)

[Change your home page](#)

[Finding the information you want](#)

## **To view pages without being connected to the Internet**

After you mark your favorite pages for viewing offline, you can view them offline by using the following procedure.

- 1 Before you disconnect from the Internet, click the **Tools** menu, and then click **Synchronize**.
- 2 When you're ready to work offline, click the **File** menu, and then click **Work Offline**.
- 3 On the **Favorites** menu, click the item you want to view.

### **Note**

- When you choose to work offline, Internet Explorer will always start in Offline mode until you click **Work Offline** again to clear the check mark.

### **Related Topic**

[Making pages available for offline viewing](#)

## **Temporary Internet Files Settings dialog box**

When you view a new page on the Web, Internet Explorer temporarily stores it (and some of its contents, such as graphics files) on your hard disk. This increases the speed at which previously viewed pages are displayed.

### **Check for newer versions of stored pages**

#### **Every visit to the page**

Specifies that when you return to a page you viewed previously, Internet Explorer should check to see whether it changed since you last viewed it. If the page has changed, Internet Explorer displays the new page and stores it in the temporary Internet files folder. Usually this is the "cache" folder in your installation directory, such as "c:\MSIE50\cache". Internet Explorer checks for changes once per session.

Note that selecting this option can slow down browsing between viewed pages.

#### **Every time you start Internet Explorer**

Specifies whether, when you start Internet Explorer, the browser should check to see whether all previously viewed pages have changed since you last viewed them.

Selecting this check box can speed up browsing between viewed pages. Internet Explorer will check for new content on this page only when you start Internet Explorer.

#### **Never**

Specifies whether, when you return to a page you viewed previously, Internet Explorer should never check to see whether the page has changed since you last viewed it. Selecting this check box speeds up browsing between viewed pages.

If you want to see whether a specific page has been updated even when this check box is selected, click the **View** menu, and then click **Refresh**.

### **Amount of disk space to use**

Specifies the percentage of disk space to use for the temporary Internet files folder.

The more disk space you allot to the folder, the more pages Internet Explorer can store on your hard disk. If you are low on disk space, you might want to set this option to a lower percentage.

### **Current folder**

Displays the folder where your temporary Internet files are currently being stored. Usually this is the "cache" folder in your installation directory, such as "c:\MSIE50\cache".

### **Move Folder**

Click this to specify a different folder for storing your temporary Internet files.

### **Note**

- You must restart your computer before this location will be used.

### **Delete Files**

Click this to delete all files from the temporary Internet files folder.

## **Client Authentication dialog box**

### **Identification**

Lists the certificates available for Client Authentication. Client Authentication certificates identify you so that you may gain access to a specific server.

### **View Certificate**

Click this to display the properties for the certificate selected in the **Identification** list.



### **To view security certificates**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Content** tab.
- 3 In the **Certificates** area, click the **Personal** or **Authorities** button to view the current certificates.

### **Related Topics**

[Set security level for each zone](#)

[What are security certificates?](#)

## **Protect your identity over the Internet**

You can use a personal certificate to protect your identity over the Internet. A certificate is a statement guaranteeing the identity of a person or the security of a Web site. You can control the use of your own identity by having on your own system the private key that only you know. When used with mail programs, security certificates with private keys are also known as "digital IDs."

Internet Explorer uses two different types of certificates:

- A "personal certificate" is a kind of guarantee that you are who you say you are. This information is used when you send personal information over the Internet to a Web site that requires a certificate verifying your identity.
- A "Web site certificate" states that a specific Web site is secure and genuine. It ensures that no other Web site can assume the identity of the original secure site.

### **How do security certificates work?**

A security certificate, whether it is a personal certificate or a Web site certificate, associates an identity with a "public key." Only the owner knows the corresponding "private key" that allows the owner to "decrypt" or make a "digital signature." When you send your certificate to other people, you are giving them your public key, so they can send you encrypted information which only you can decrypt and read using your private key.

The digital signature component of a security certificate is your electronic identity card. The digital signature tells the recipient that the information actually came from you and has not been forged or tampered with. When you visit a secure Web site (one that starts with "https"), the site automatically sends you their certificate.

Before you can start sending encrypted or digitally signed information, you must obtain a certificate and set up Internet Explorer to use it.

### **Where do you get your own security certificates?**

Security certificates are issued by independent certification authorities. There are different classes of security certificates, each one providing a different level of credibility. To obtain your own personal security certificate from a certification authority, see the Microsoft Certification Authorities Web site at <http://www.microsoft.com/security/ca/ca.htm>.

### **Related Topic**

[Viewing security certificates](#)

## **Site Certificates dialog box**

### **Issuer Type**

Lists the type of certificate issuer displayed in the **Issuer** list.

### **Issuer**

Lists the security certificates installed on your computer.

### **View Certificate**

Displays detailed information about the selected security certificate.

### **Delete**

Deletes the selected security certificate.

You might want to do this if the security certificate is out-of-date or the Web site is no longer valid.

### **To change how page colors are displayed**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 On the **General** tab, click **Colors**.
- 3 Change the settings as needed.

### **Related Topic**

[Controlling how fonts and background colors are displayed](#)

### **To display text in a different font**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 On the **General** tab, click **Fonts**.
- 3 In the **Web page font** and **Plain text font** lists, click the fonts you want.

### **Related Topic**

[Controlling how fonts and background colors are displayed](#)

### **To specify how many pages are saved in the History list**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **General** tab.
- 3 In the **History** area, change the number of days that Internet Explorer keeps track of your pages.

#### **Tip**

- To empty the History folder, click **Clear History**.

### **To change your home page**

Your home page is the page that is displayed every time you open Internet Explorer. Make sure it is a site that you want to view frequently, or make it one that you can customize to get quick access to all the information you want, such as <http://home.microsoft.com>.

- 1 Go to the page you want to appear when you first start Internet Explorer.
- 2 On the **Tools** menu, click **Internet Options**.
- 3 Click the **General** tab.
- 4 In the **Home page** area, click **Use Current**.

#### **Tip**

- To restore your original home page, click **Use Default**.

#### **Related Topic**

[Organizing your links to Web pages for easier access](#)

### **To change the appearance of the toolbar**

- You can move the Address bar or Links bar by dragging it up, down, left, or right.
- To make more room on your screen, you can hide toolbar button labels. Just right-click the toolbar, and then clear the check mark next to **Text Labels**.
- You can hide the Address bar or Links bar by right-clicking the bar and then clearing the check mark for each item you want to hide.



### **To specify which program to use when you open a file**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Programs** tab.
- 3 In the **Viewers** area, click **File Types**.
- 4 To define a new type of file that Internet Explorer doesn't yet recognize, click **New Type**.  
To change the program that starts when you open a certain type of file, click the file type, and then click **Edit**.
- 5 Type a description for the file type, and then specify its content type and file name extension.
- 6 To define a new action for this file type, click **New**.  
To modify an action for an existing file type, click the command you want to modify, and then click **Edit**.
- 7 Specify the action you want to define, such as Open or Print, and the program that should carry out this action.

## **Colors dialog box**

### **Text**

Specifies the color you want to use to display the text on a page.

To select a color, click the color button, click the color you want, and then click **OK**.

### **Background**

Specifies the color you want to use to display the background of a page.

To select a color, click the color button, click the color you want, and then click **OK**.

### **Use Windows colors**

Specifies that you want to use default text and background colors you have set for all Windows programs on your computer. Web pages that have no colors specified will use the colors you selected for Windows. If you want to override the colors specified by the Web page author, click **Cancel**, and then click the **Accessibility** button.

### **Visited**

Specifies the color you want to use for hyperlinks you have clicked.

To select a color, click the color button, click the color you want, and then click **OK**.

### **Unvisited**

Specifies the color you want to use for hyperlinks you have not clicked.

To select a color, click the color button, click the color you want, and then click **OK**.

### **Use hover color**

Specifies to highlight links when you hover over them (point to them), and which color to use for the link text.

To select a color, click the color button, click the color you want, and then click **OK**.

## **Changing fonts and background colors**

When Web authors and designers create Web pages, they often specify particular font colors and sizes, typefaces, and background colors. These settings are specified for each item, or in a "style sheet," which is a type of template for specifying how different styles should appear throughout a Web page or site.

You can override any or all of these settings, which is useful if you have limited or low vision. You can specify your font and color preferences, so that Internet Explorer uses your preferences for all pages that do not use style sheets, and then you can specify whether to use any or all of your preferences on pages that do use style sheets.

For more information, see the following topics:

[Change how page colors are displayed](#)

[Display text in a different font](#)

[Display text larger or smaller](#)

[Specify which font and color settings to always use](#)

## **To turn off graphics, font, and sound options to display all Web pages faster**

- On the **Tools** menu, click **Preview Mode** to mark it with a checkmark.

### **Tips**

- You can also turn Preview Mode on or off by clicking the **Preview** button on the toolbar.
- If Preview Mode is selected, you can still display an individual picture on a Web page by right-clicking its icon and then clicking **Show Picture**.
- You can turn Preview Mode back off by clicking the **Preview Mode** command again.

### **Related Topics**

[Adjusting Preview Mode settings](#)

[Opening previously viewed pages faster](#)

## **Add Favorite dialog box**

### **Make available offline**

Specifies that you want the content from the current Web page available when your computer is not connected to the Internet. Once a page is marked available offline, you can update the content manually by clicking the **Tools** menu, and then clicking **Synchronize**. If you want to update automatically, click the **Customize** button in this dialog box, and then set up a schedule.

### **Customize**

Click this to customize the notification schedule for checking, or items to download, when content on the current Web site changes.

### **Name**

Displays the name of the current page as it will appear in your Favorites list. You can change the name.

To add the shortcut to another folder or a new folder, click **Create In**.

### **Create in** button

Click this to save the current page in another or new folder.

### **Create in** list

Displays a list of folders inside your Favorites folder.

### **New Folder**

Click this to specify the name of a new folder for favorite items.

## **File Types dialog box**

### **Registered file types**

Displays the file types that are currently registered with Microsoft Windows. When a file type is registered, information such as what program should be used to open files of that type is stored in Windows.

When you click one of the types in the list, the **File Type details** area shows a summary of what file name extension the type has and what program is used to open it.

To modify or delete one of the currently registered types, click the type, and then click **Edit** or **Remove**.

### **New Type**

Click this to register a new file type with Windows.

### **Remove**

Click this to remove the selected file type from the list.

### **Edit**

Click this to modify the settings of the selected file type. To see the current settings, click a file type, and then look at the **Details** area at the bottom of the dialog box.

### **File type details**

Displays the program that is currently selected to open files of this type. If you want to change this program, select the file type you want to change it for, and then click **Edit**.

## **Find**

### **Find what**

Provides a space for you to type the text you want to search for on the current page.

### **Find Next**

Click this to find and select the next occurrence of the text typed in the **Find What** box.

### **Match whole word only**

Specifies whether you want Internet Explorer to search for whole word occurrences of the text typed in the **Find What** box, or occurrences that might also be part of a larger word.

For example, if you want to find the word "this" and specify whole word matches only, then larger words such as "thistle" are ignored while searching.

### **Match case**

Specifies whether you want Internet Explorer to distinguish between uppercase and lowercase characters when searching for occurrences of the text typed in the **Find What** box.

### **Direction**

#### **Up**

Specifies that you want to search toward the beginning of the document for occurrences of the text typed in the **Find What** box.

#### **Down**

Specifies that you want to search toward the end of the document for occurrences of the text typed in the **Find What** box.

**To display text larger or smaller**

- On the **View** menu, point to **Text Size**, and then click the size you want.

**Related Topic**

[Changing fonts and background colors](#)



**Fonts dialog box****Character set**

Lists the character sets that are installed on your computer. After you select a character set, you can change the font.

**Web page font**

Specifies the font to use when displaying formatted text in Web pages.

**Plain text font**

Specifies the font to use when displaying unformatted text.

## **Introducing the Microsoft Internet Explorer Web browser**

Internet Explorer makes it easy to get the most from the World Wide Web, whether you are searching for new information or browsing your favorite Web sites.

### **The easiest way to get around the Web**

- When you start typing a frequently used Web address in the Address bar, Internet Explorer completes the address for you. And if a Web-page address is wrong, Internet Explorer can search for similar addresses to try to find a match.
- Search for Web sites by clicking the **Search** button on the toolbar. Then in the Search bar, type a word or phrase that describes what you're looking for. When your search results appear, you can view the individual Web pages without losing your list of search results.
- Browse through a list of Web pages you recently visited by clicking the **History** button on the toolbar.

### **A customizable browser**

- Put shortcuts to your most-used Web pages on your Links bar for quick access.
- Add other frequently visited Web pages to your Favorites list for easy access. Organize your favorite items by using folders, and sort them in the order you want them.
- Choose from your favorite search services and keep them handy for all your searches.
- Take your favorite Web pages with you: to another computer or browser, or to share with your friends. You can even import bookmarks from Netscape Navigator.

### **The best choice for laptops**

- Mark your favorite Web sites for offline reading, and then view those sites when you're not connected to the Internet. You can update the content any time you're connected, or use a schedule to automatically update it.
- Switch easily between different types of Internet connections without reconfiguring your settings.

### **Safety in browsing the Web**

- Using Content Advisor, you can screen out objectionable content by using industry-standard ratings that have been defined independently by the Platform for Internet Content Selection (PICS) committee.
- Using security zones, you can set different levels of security for different areas of the Web to help protect your computer.

### **Displays Web pages in other languages**

- If your Web browsing takes you to sites written in numerous languages, Internet Explorer can update your computer with the character sets you need to view these sites correctly.

## **Getting started with Internet Explorer**

With an Internet connection and Internet Explorer, you can find and view information about anything on the Web. Just click the topics below that you need in order to get started. You'll find more information to help you browse the Internet in the Help Contents.

### **Basic setup**

If you aren't connected to the Internet, or you want to create a new connection, click this link.

- [Set up an Internet connection](#)

### **Learning about Internet Explorer**

If you're new to the Internet, or Internet Explorer, here's the information you need to get started.

- [Introducing the Microsoft Internet Explorer Web browser](#)
- [Learning how to browse the Web faster and easier](#)
- [Finding the information you want](#)

## Internet Explorer Web browser keyboard shortcuts

You can use shortcut keys to choose commands and view documents.

### Press this

ALT + RIGHT ARROW

ALT + LEFT ARROW

SHIFT+F10

CTRL+TAB

SHIFT+CTRL+TAB

TAB

SHIFT+TAB

UP ARROW

DOWN ARROW

PAGE UP

PAGE DOWN

HOME

END

F5

ESC

CTRL+D

CTRL+F

CTRL+O

CTRL+N

CTRL+P

ENTER

### To do this

Go to next page.

Go to previous page.

Display a shortcut menu for a link.

Move forward between frames.

Move back between frames.

Move forward between links, the Address bar, and frames.

Move back between links, the Address bar, and frames.

Scroll toward the beginning of a document.

Scroll toward the end of a document.

Scroll toward the beginning of a document in larger increments.

Scroll toward the end of a document in larger increments.

Move to the beginning of a document.

Move to the end of a document.

Refresh the current page.

Stop downloading a page.

Add current page to Favorites.

Find on the current page.

Go to a new location.

Open a new window.

Print the current page or active frame.

Activate a selected link.

## Language Preference dialog box

### Language

Displays the languages that Internet Explorer is set up to use to display the content in Web pages. To set up a language, you also need to add its character set. For more information, look up "languages" in the Help Index.

### Move Up

Moves the selected language up one in the **Language** list. The language at the top of the list will be used first and the language at the bottom of the list will be used last.

### Move Down

Moves the selected language down one in the **Language** list. The language at the top of the list will be used first and the language at the bottom of the list will be used last.

**Remove**

Removes the selected language from the **Language** list, so Internet Explorer will not use it to display content. You can add a language to the list by clicking **Add**.

**Add**

Click this to add a language to the **Language** list.

## **Local Intranet Zone dialog box**

### **Include all local (intranet) sites not listed in other zones**

Specifies to include in this zone all sites which are defined as internal network (intranet) sites by your system administrator.

### **Include all sites that bypass the proxy server**

Specifies to include in this zone all sites you've specified to not use a proxy server to access. (A proxy server acts as a security barrier between your internal network (intranet) and the Internet, keeping other people on the Internet from gaining access to confidential information on your network or computer.) To see this list of these sites, click the **Tools** menu, click **Internet Options**, click the **Connection** tab, and then click the **Advanced** button.

### **Include all network paths (UNCs)**

Specifies to include in this zone all sites that are on network paths.

### **Advanced**

Click this to add or remove specific Web sites to this zone.

## Internet Options Advanced tab

### Underline links

Specifies how you want links on Web pages underlined. Select one of the following settings:

- To underline links when your mouse pointer is over the link, click **Hover**.
- To not underline links, click **Never**.
- To underline all links, click **Always**.

### Use smooth scrolling

Specifies whether a special type of scrolling is used to display content at a predefined speed.

### Show friendly URLs

Specifies whether you want Internet Explorer to show the full Internet address (URL) for a page on the status bar at the bottom of the browser window.

For example, the full address for the Microsoft home page on the World Wide Web is `http://www.microsoft.com`.

### Display a notification about every script error

Specifies whether to display the actual script errors when a page does not appear properly due to problems with its scripting. This feature is off by default, but is useful to developers when testing Web pages.

### VM logging enabled

Specifies whether Internet Explorer should create a log of all Java program activity, which is useful for security and troubleshooting.

### Play sounds (non-Preview Mode only)

Specifies whether music and other sounds can play when pages are displayed.

Pages that contain audio are sometimes displayed very slowly. If you want to display pages more quickly, make sure this check box is cleared.

If RealAudio is installed, or if a movie is playing, sound might play even if you clear this check box.

### Note

- This setting is applied when Preview Mode is not enabled.

### Show pictures (non-Preview Mode only)

Specifies whether graphics should be included when pages are displayed.

Pages that contain several images are sometimes displayed very slowly. If you want to display pages more quickly, make sure this check box is cleared.

When this check box is cleared, you can still display an individual image by right-clicking the icon that represents it and then clicking **Show Picture**.

### Note

- This setting is applied when Preview Mode is not enabled.

### Show image download placeholders

Specifies whether placeholders should be drawn for graphical images while they are downloading. This allows items in the page to be positioned where they would appear when the images are fully downloaded.

This option is ignored if the **Show Pictures** option is cleared.

### **Preview Mode Enabled**

Specifies whether to enable the selected Preview Mode options. You can also turn Preview Mode on or off by using the **Tools** menu or by clicking the **Preview** button on the toolbar.

### **Preview Mode Options**

If you want to display pages quicker, make sure these options are selected, and then turn Preview Mode on.

### **Ignore font sizes specified on Web pages**

When Preview Mode is on, specifies whether you want Internet Explorer to use the default font size you choose. You can set the default font size by clicking the **View** menu, clicking **Text Size**, and then clicking the size you want. If the author of a Web page chooses a different default font size, the settings you choose here will override it. You cannot change the size or color of graphics.

### **Ignore font styles specified on Web pages**

When Preview Mode is on, specifies whether you want Internet Explorer to use the font settings you choose. You can set these types on the **General** tab by clicking the **Fonts** button. If the author of a Web page chooses different fonts, the settings you choose here will override them. You cannot change the size or color of graphics.

### **Do not play sounds**

When Preview Mode is on, specifies whether music and other sounds can play when pages are displayed.

Pages that contain audio are sometimes displayed very slowly.

If RealAudio is installed, or if a movie is playing, sound might play even if you clear this check box.

### **Do not show pictures**

When Preview Mode is on, specifies whether graphics should be included when pages are displayed.

Pages that contain several images are sometimes displayed very slowly.

When this check box is selected, you can still display an individual image by right-clicking the icon that represents it and then clicking **Show Picture**.

### **Print background colors and images**

Specifies that you want Internet Explorer to print background colors and images when you print a Web page. Selecting this check box may slow down the speed at which your page is printed and the quality of the print, depending on the capabilities of your printer.

### **Search when URL fails**

Specifies whether you want Internet Explorer to search for similar Web addresses (URLs) when you type an address in the Address bar or click a link and the address cannot be found. Select one of the following settings:

- If you want Internet Explorer to search without asking first, click **Always search**.
- If you want Internet Explorer to ask if you want it to search when it cannot find an address, click **Always ask**.
- If you don't want Internet Explorer to search for a similar address, click **Never search**.

### **Autoscan common root domains**

Specifies that you want Internet Explorer to search for an Internet address using different "root domains."

For example, if you type the wrong domain type, such as www.microsoft.org, Internet Explorer can check the root "microsoft" with other domains, such as .edu, .com, and .gov.



It would suggest a match of [www.microsoft.com](http://www.microsoft.com).

**Warn about invalid site certificates**

Specifies whether Internet Explorer should warn you if the address in a security certificate of an Internet site is not valid.

**Warn if changing between secure and not secure mode**

Specifies whether Internet Explorer should warn you if you are switching between Internet sites that are and are not secure.

**Warn if forms submit is being redirected**

Specifies whether to warn you when you send information via a Web-based form but the information is sent to a Web location different from the one the Web page form is on.

**Do not save encrypted pages to disk**

Specifies that secured information is not saved to your hard disk. This is useful if you are using Internet Explorer from a shared server and you do not want other people to see your secured information.

**SSL 3.0**

Specifies that you want to send and receive secured information through SSL3 (Secured Sockets Layer Level 3), a proprietary protocol that is intended to be more secure than SSL2. Note that some Web sites might not support this protocol.

**SSL 2.0**

Specifies that you want to send and receive secured information through SSL2 (Secured Sockets Layer Level 2), the standard protocol for secure transmissions. All secure Web sites support this protocol.

**PCT 1.0**

Specifies that you want to send and receive secured information through PCT (Private Communications Technology), a proprietary protocol developed by Microsoft that is significantly more secure than SSL2. Note that some Web sites might not support this protocol.

**Daylight savings time is currently in effect**

Automatically adjusts your computer's clock when daylight saving time changes.

**Zone**

Lists all available time zones. Click an appropriate time zone for the region where you are using your computer.

## **Internet Options Content tab**

### **Enable**

Click this to start or stop Content Advisor. This feature is useful if you have children and want to control what kinds of material they can view on the Internet.

### **Settings**

Click this to modify the Content Advisor ratings for Internet sites.

### **Personal**

Click this to view the personal security certificates you have installed on this computer. These certificates are used only with client authentication servers that require personal certificates.

### **Authorities**

Click this to use security certificates sent from secure Web sites before you send information. Secure Web sites send Internet Explorer a certificate that provides certain information about security for that site. Certificates are issued to a particular organization for a specific period of time. Internet Explorer verifies the Internet address stored in the certificate and that the current date precedes the expiration date. If there is a problem, Internet Explorer can display a warning. Viewing information almost never presents a security risk, but sending information, such as your credit-card number, often does. Therefore, you might want to disable the warnings for viewing Web pages but retain them for sending information.

## **Internet Options Connection tab**

### **Connect**

Click this to create a new Internet connection.

### **Connect to the Internet using Microsoft Internet Explorer dialer**

Specifies to connect to the Internet by using the Internet Explorer dialer connection you specify.

When this check box is selected, a message appears if you try to view an Internet site but have not yet established a connection. You can then connect to the Internet immediately from the message box.

### **Note**

- This option is unavailable unless you have the Stack and Dialer Add-In component installed.

### **Connect to the Internet using your local area network or another dialer**

Specifies that you connect to the Internet through a local area network (LAN), or by using a different dialer program.

### **Settings**

Click this to display or change settings for your modem connection.

### **Connect using a proxy server**

Specifies whether you want to connect to the Internet through a proxy server on your local area network (LAN).

A proxy server acts as a security barrier between your internal network (intranet) and the Internet, keeping other people on the Internet from gaining access to confidential information on your network or computer.

### **Address and Port**

These provide spaces for you to type the address and port number of the proxy server you want to use to gain access to the Internet.

### **Advanced**

Click this to specify your proxy server settings.

### **Bypass proxy server for local (intranet) addresses**

Specifies whether you want to use the proxy server for all local (intranet) addresses. Because a proxy server acts as a security barrier between your internal network (intranet) and the Internet, you could need extra permissions from your system administrator to gain access to Web pages through a proxy server. You might be able to gain access to local addresses easier and faster if you do not use the proxy server.

### **Configure**

Click this if you need to set up Internet Explorer using configuration information contained in a file provided by your system administrator.

## **Internet Options General tab**

### **Address**

Displays the Internet address for the page that is currently set as your home page.

The home page is the page you see each time you start Internet Explorer. You can return to the home page at any time by clicking the **Home** button on the toolbar.

### **Use Current**

Sets the Web page that you currently have open as the home page.

### **Use Default**

Uses the home page that was set when Internet Explorer was first installed.

### **Use Blank**

Specifies that your home page will be a blank HTML page.

### **Delete Files**

Click this to delete the contents of the temporary Internet files folder or folders. This option is useful if disk space is low and you don't want to browse through the pages you viewed previously.

When you view a new page on the Web, Internet Explorer temporarily stores it (and some of its contents, such as graphics files) on your hard disk. This increases the speed at which previously viewed pages are displayed

To see where the temporary Internet files are stored, click the **Settings** button, and look at the folder listed for **Current folder**.

### **Settings**

Click this to define the amount of disk space you want to make available for your temporary Internet files, or move the location of the temporary Internet files folder.

### **History**

#### **Days to keep pages in history**

Specifies the number of days that Internet Explorer should keep track of your viewed pages in the History list.

Internet Explorer creates shortcuts to pages you viewed in this and previous sessions. If you are low on disk space, you might want to decrease this number.

#### **Clear History**

Empties the History folder.

### **Colors**

Click this to change your default text and background colors.

### **Fonts**

Click this to change the fonts you want to use when you display a Web page.

### **Languages**

Click this to specify which language(s) to use for displaying Web pages.

### **Accessibility**

Click this to specify and preserve your color, font, and style settings so that your settings always override settings specified by a Web site.

## **Internet Options Programs tab**

### **Mail**

Specifies the Internet e-mail program you want to use.

### **News**

Specifies the Internet newsreader program you want to use.

### **Contact list**

Specifies the Internet contacts or address-book program you want to use.

### **File Types**

Click this to associate a program with a file type in order to open or run a file or program.

### **Internet Explorer should check to see whether it is the default browser**

Specifies whether you want Internet Explorer to remain your default Internet browser, even if you install additional Web browsing software.

When this check box is selected, each time Internet Explorer starts it checks to make sure it is still registered as the default Internet browser. If another program is registered as the default browser, you are asked whether you want to restore Internet Explorer as your default browser.

## **Internet Options Security tab**

### **Zone**

Displays the security zone you are viewing properties for. You can specify a different security level for each zone and then add Web sites to the zone that has the security level you need.

### **Sites**

Click this to add a Web site to the currently displayed zone.

### **Security level for this zone**

Specifies the security level for this zone and summarizes the default settings for that level. To view all of the settings for this zone, click **Custom Level**.

### **Custom Level**

Click this to specify custom security settings for the selected zone.

### **Default Level**

Click this to reset the security level to the default level for this zone.

## **To organize your favorite pages into folders**

As your list of favorite items grows, you can keep it organized by creating folders. You might want to organize your pages by topic. For example, you could create a folder named Art for storing information about art exhibits and reviews.

1 On the **Favorites** menu, click **Organize Favorites**.

2 Click **Create Folder**, type a name for the folder, and then press ENTER.

3 Drag the shortcuts (or folders) in the list to the appropriate folders.

If the number of shortcuts or folders makes dragging impractical, you can use the **Move to Folder** button instead

### **Related Topic**

[Sharing bookmarks and favorites](#)

## **Listing your favorite sites for quick viewing**

When you find Web sites that you like, you can let Internet Explorer keep track of them, so you can easily open them in the future.

- Add a Web site to your list of favorite pages. Any time you want to open that site, just click the **Favorites** button on the toolbar, and then click the shortcut in the Favorites list.

Add a page to your list of favorite pages

- If you have a handful of sites that you visit often, add them to your Links bar.

Adding a page to your Links bar

- If there is one site you visit most, you can make it your home page so that it is displayed every time you start Internet Explorer or click the **Home** button on the toolbar.

Change your home page

### **Tip**

- If you forget to add Web sites to your Favorites or Links bar, click the **History** button on the toolbar. The History list shows where you've been — today, yesterday, or up to two weeks ago. Click a name from the list to display the site.



## **Organize Favorites dialog box**

### **Folder list**

Lists the available folders and files. To see what's inside a folder, click it.

### **Create Folder**

Creates a new folder in the Favorites list. After you click this button, type a name for the folder, and then press ENTER.

### **Delete**

Deletes the selected item(s).

### **Rename**

Click this to rename the selected item. Then type the new name.

### **Move Up**

Moves the selected folder or favorite item up one in the Favorites list.

### **Move Down**

Moves the selected folder or favorite item down one in the Favorites list.

### **Move to Folder**

Click this to move the selected item(s) to a new location.

### **Properties**

Displays Web-site, download, and schedule options about the selected favorite item.

### **Sort**

Sorts your folders and favorite items in alphabetical order.

### **Synchronize**

Synchronizes the selected items with the latest version on the Web so that you have the most current content available when you view the pages offline.

### **Import**

Click this to import bookmarks stored in .html files from other browser programs into your Favorites list.

### **Export**

Click this to export the selected favorites item as an .html file that can be used as a bookmark by other browser programs.

### **Close**

Closes the dialog box.

**To specify to always use your font and color settings**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 On the **General** tab, click **Accessibility**.
- 3 Change the settings as needed.

**Related Topic**

[Changing fonts and background colors](#)

## To change how a page looks when it prints

- 1 On the **File** menu, click **Page Setup**.
- 2 In the **Margins** boxes, type the margin measurements in inches.
- 3 In the **Orientation** area, click either the **Portrait** or **Landscape** button to specify whether you want the page printed vertically or horizontally.
- 4 Click **Headers**.

In each **Headers** and **Footers** box, specify the information to be printed by using the following variables. Variables can be combined with text (for example, Page &p of &P).

<b>To print this</b>	<b>Type this</b>
Window title	&w
Page address (URL)	&u
Date in short format (as specified by Regional Settings properties in Control Panel)	&d
Date in long format (as specified by Regional Settings properties in Control Panel)	&D
Time in the format specified by Regional Settings properties in Control Panel	&t
Time in 24-hour format	&T
Current page number	&p
Total number of pages	&P
A single ampersand (&)	&&

### **Related Topic**

[Printing a Web page](#)

## **Page Setup dialog box**

### **Size**

Specifies the size of the paper or envelope you want to use.

### **Source**

Specifies where the paper you want to use is located in the printer. Different printer models support different paper sources, such as the upper tray, envelope feed, and manual feed.

### **Orientation**

Shows how the document is positioned on the page.

To see an example on the sample page, click **Portrait** or **Landscape**.

### **Margins**

Sets the printing area of the page. The margins you set here are never printed on.

### **Printer**

Click this to choose a different printer or to specify print options.

### **Page Setup for Headers and Footers dialog box**

Provides a space for you to type header text that will appear at the top of the page, or footer text that will appear at the bottom of the page.

To print specific information as part of the header or footer, include the following characters as part of the text.

<b><u>To print this</u></b>	<b>Type this</b>
Window title	&w
Page address (URL)	&u
Date in short format (as specified by Regional Settings properties in Control Panel)	&d
Date in long format (as specified by Regional Settings properties in Control Panel)	&D
Time in the format specified by Regional Settings properties in Control Panel	&t
Time in 24-hour format	&T
Current page number	&p
Total number of pages	&P
A single ampersand (&)	&&

### **To create more space for temporary Internet pages**

1 On the **Tools** menu, click **Internet Options**.

2 On the **General** tab, click **Settings**.

3 To create more space to store pages temporarily, move the slider to the right.

#### **Tip**

- To prevent Internet Explorer from updating pages in the temporary Internet files folder (usually this is the "cache" folder in your installation directory, such as "c:\MSIE50\cache"), click **Never**.

#### **Related Topic**

[Working with temporary Internet files](#)

### **To print a Web page**

- 1 On the **File** menu, click **Print**.
- 2 Set the printing options you want.

### **Related Topic**

[Change how a Web page looks when it prints](#)

## **Print dialog box**

### **Printer**

Displays the current printer.

### **Setup**

Click this to set up options and change printers. The options available depend on the features of the printer.

### **Print range**

Specifies whether to print the entire document, the current page, or specific pages.

### **Print Quality**

Specifies the resolution you want for printing, in dots per inch (dpi). Higher-resolution settings produce higher-quality printing; however, your documents may take longer to print.

The resolutions available depend on your printer's capabilities.

### **Copies**

Provides a space for you to type the number of copies you want to print.

### **Print to File**

Prints the document to a file instead of routing it directly to a printer. You will be prompted to specify the file name and location.

### **Collate Copies**

If you have selected more than one copy, specifies whether you want the copies to be collated.



## **Content Advisor Advanced tab**

### **Rating systems**

Click this to view, add to, or change the list of rating systems installed on this computer.

### **Ratings bureau**

Provides a space for you to type the name of a ratings bureau.

## **Content Advisor General tab**

### **Users can see sites that have no rating**

Specifies whether people using this computer have permission to view material that has not been rated.

If this check box is selected, users will be able to see some objectionable material, if the author of the Web page has not rated the page by using the rating system you are using. If this check box is clear, users will be unable to view any unrated Web page, no matter how safe the content on the page might be.

### **Supervisor can type a password to allow users to view restricted content**

Specifies whether users who know the supervisor password can type the password in order to view Web pages containing potentially objectionable material.

If this check box is clear, a message appears, saying that you are not allowed to view the Web page, and you will not be allowed to type the supervisor password to view the Web page.

### **Change Password**

Click this to change the supervisor password.

### **To allow others to view unrated content**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Content** tab.
- 3 In the **Content Advisor** area, click **Settings**.
- 4 Type the supervisor password for your computer.
- 5 Click the **General** tab, and then select the following check box: **Users can see sites that have no rating**.

### **Related Topic**

[Controlling access to the Internet](#)

### **To allow others to view restricted content**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Content** tab.
- 3 In the **Content Advisor** area, click **Settings**.
- 4 Type the supervisor password for your computer.
- 5 Click the **General** tab, and then select the following check box: **Supervisor can type a password to allow users to view restricted content**.

### **Related Topic**

[Controlling access to the Internet](#)

## **Controlling access to the Internet**

The Internet provides unprecedented access to a wide variety of information. Some information, however, may not be suited for every viewer. For example, you might want to prevent your children from seeing information with violent or sexual content.

With Content Advisor, Internet Explorer provides a way to help you control the types of content that your computer can gain access to on the Internet. After you turn on Content Advisor, only rated content that meets or exceeds your criteria can be displayed. You can adjust the settings.

Specifically, Content Advisor enables you to:

- Control access to Content Advisor settings. You turn Content Advisor on, and view the settings, by setting up a password. You will need this password to change any Content Advisor settings, so you might want to write down your password for future reference.
- View and adjust the ratings settings to reflect what you think is appropriate content in each of four areas: language, nudity, sex, and violence.
- Adjust what types of content other people can view with or without your permission. You can override content settings on a case-by-case basis.
- View and change the ratings systems and bureaus you use.

Content Advisor is set to the most conservative (least likely to offend) settings when you first enable it. You can adjust these settings to match your own preferences.

Not all Internet content is rated. If you choose to allow other people to view unrated sites on your computer, some of those sites could contain inappropriate material.

### **Related Topics**

[Enable Content Advisor and set limits](#)

[Adjust the types of content that others can see](#)

[Allow others to view restricted content](#)

[Allow others to view unrated content](#)

## **Content Advisor Supervisor Password Required dialog box**

### **Password**

Provides a space for you to type the supervisor password. For security, asterisks ( \* ) appear instead of what you type.

## **Content Advisor Ratings tab**

### **Category**

Lists the categories of objectionable material in the rating system that is currently set up on this computer. To set up a rating system for a user, click a category in the list. The current restriction level for that category appears below. You can change the level by moving the slider.

### **Description**

Describes the level of potentially objectionable material (for example, nudity, violence, or offensive language) that a user can view under the specified rating.

Describes the rating system being used, if no category is selected.

### **To adjust the types of content that others can see**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Content** tab.
- 3 In the **Content Advisor** area, click **Settings**.
- 4 Type the supervisor password for your computer.
- 5 Click the **Ratings** tab, click a category in the list, and then adjust the slider to set the limits you want to use.  
Repeat this process for each category you want to adjust.

### **Related Topic**

[Controlling access to the Internet](#)



### **To enable Content Advisor and set limits**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Content** tab.
- 3 In the **Content Advisor** area, click **Settings**.
- 4 If a supervisor password has not already been set up for your computer, you will be prompted to create one.  
If one has been set up, you will be prompted to type it.
- 5 If this is the first time you have enabled Ratings, click a category in the list, and then adjust the slider to set the limits you want to use.  
Repeat this process for each category you want to limit.

#### **Tip**

- You might want to write down your supervisor password. You will need to type it any time you change the Content Advisor settings.

#### **Related Topic**

[Controlling access to the Internet](#)

## **Rating Systems dialog box**

### **Rating systems**

Lists the rating systems installed on this computer.

#### **Add**

Click this to add a rating system to the list.

#### **Remove**

Removes the selected rating system from the list.

**To set up an Internet connection**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Connections** tab, and then click **Connect**.
- 3 Follow the instructions on your screen.

**Related Topic**

[Getting started with Internet Explorer](#)

## **Saving pictures or text from a Web page**

As you view pages on the Web, you'll find information that you'd like to save for future reference or share with other people. You can save the entire Web page or any part of it: text, graphics, or links. For people who don't have access to the Web or a computer, you can print Web pages.

### **To save a page or picture without opening it**

- Right-click the link for the item you want, and then click **Save Target As**.

### **To copy information from a Web page into a document**

- Select the information you want to copy, click the **Edit** menu, and then click **Copy**.

### **To use a Web page image as desktop wallpaper**

- Right-click the image on the Web page, and then click **Set as Wallpaper**.

### **To send a Web page in e-mail**

- Click the **File** menu, point to **Send**, and then click **Link By E-mail**. Complete the mail message window, and then send the message. Note that you must have an e-mail account and an e-mail program set up on your computer.

## **Related Topics**

[Saving a Web page on your computer](#)

[Print a Web page](#)

### **To assign a Web site to a security zone**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Security** tab.
- 3 Click a security zone: **Local Intranet** zone, **Trusted Sites** zone or **Restricted Sites** zone.
- 4 Click **Sites**, and then type the Internet address (URL) for the Web site you want to add to this zone.

### **Note**

- You cannot add Web sites to the Internet zone, which includes everything that does not belong to any other zone and is not on your local computer.

### **Related Topic**

[What you need to know about security zones](#)

### **Security Settings dialog box**

For most options, the settings specify how you want to handle potentially risky actions, files, programs, or downloads.

Select one of the following (not all options offer all three settings):

- To automatically refuse the action or download without prompting, click **Disable**.
- To automatically proceed without prompting, click **Enable**.
- To be prompted for approval before proceeding, click **Prompt**.

## **Using secure sites for transactions**

Many Internet sites are equipped to prevent unauthorized people from seeing the data sent to or from those sites. These are called "secure" sites. Because Internet Explorer supports the security protocols used by secure sites, you can send information to a secure site with safety and confidence. (A protocol is a set of rules and standards that enable computers to exchange information.)

When you visit a secure Web site, it automatically sends you its certificate, and Internet Explorer displays a lock icon on the status bar. (A certificate is a statement guaranteeing the identity of a person or the security of a Web site. For more information, see the Related Topic below.)

If you are about to send information (such as your credit-card number) to an unsecure site, Internet Explorer can warn you that the site is not secure. If the site claims to be secure but its security credentials are suspect, Internet Explorer can warn you that the site might have been tampered with or might be misrepresenting itself.

### **Related Topic**

[Protecting your identity over the Internet](#)

**What are cookies?**

Some Web sites store information in a small text file, called a cookie, on your hard disk.

Cookies contain your custom information. For example, if you inquire about a flight schedule at an airline's Web site, the site might create a cookie that contains your itinerary.

Only the information that you provide, or the choices you make while visiting a Web site, can be stored in a cookie. Allowing a Web site to create a cookie does not provide access to the rest of your computer.

Internet Explorer is set up to allow the creation of cookies; however, you can specify that you be prompted before a site puts a cookie on your hard disk, or prevent Internet Explorer from accepting any cookies.

You can specify different settings for different zones, by customizing security settings within each zone. For example, you may want to allow Web sites to create cookies if they are in your Trusted Sites zone or Local Intranet zone, prompt you before creating cookies if they are in your Internet zone, and never allow cookies if they are in your Restricted Sites zone. See the Related Topic below for more information.

**Related Topic**

[Set a security level for each zone](#)



### **To set a security level for each zone**

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Security** tab.
- 3 Click the zone you want to set the security level for.
- 4 Move the slider up for a higher level of security or down for a lower level of security.

#### **Tip**

- To specify custom security settings for the selected zone, click the **Customize Level** button. To set the options for a particular security level back to their original settings, click the **Default Level** button.

#### **Related Topic**

[What you need to know about security zones](#)

## **Finding the information you want**

You can find information on the Web in a variety of ways:

- Click the **Search** button on the toolbar to gain access to a number of search services. Type a word or phrase in the Search box.
- Type **go**, **find**, or **?** followed by a word or phrase in the Address bar. Internet Explorer starts a search using its predetermined search service.
- After you go to a Web page, you can search for specific text on that page by clicking the **Edit** menu and then clicking **Find (on this page)**.

### **Note**

- If a Web address doesn't work, Internet Explorer asks if you want to search for similar Web addresses. You can change this setting so that Internet Explorer searches automatically without prompting. For more information, see the Related Topic below.

### **Related Topic**

[Find a Web site when a Web address doesn't work](#)

### **To change the settings for offline items**

- 1 On the **Favorites** menu, click **Organize Favorites**.
- 2 Right-click the offline page you want to update, and then click **Properties**.
- 3 Specify the settings you want for updating the content.

### **Related Topic**

[Make a Web site available for offline viewing](#)

### **To make the current Web page available offline**

- 1 On the **Favorites** menu, click **Add to Favorites**.
- 2 Select the **Make available offline** check box.
- 3 To specify a schedule for updating that page, and how much content to download, click **Customize**.
- 4 Follow the instructions on your screen.

### **Note**

- You can update the content of a Web page any time by clicking the **Tools** menu and then clicking **Synchronize**.

### **Related Topic**

[Making pages available for offline viewing](#)

### **To save a Web page on your computer**

- 1 On the **File** menu, click **Save As**.
- 2 Double-click the folder you want to save the page in.
- 3 In the **File Name** box, type a name for the page.
- 4 In the **Save as type** box, select a file type.

To save just the current HTML page, click **Web Page, HTML only**. This option saves the information on the Web page, but it does not save the graphics, sounds, or other files.

To save just the text from the current Web page, click **Text Only**. This option saves the information on the Web page in straight text format.

### **Related Topic**

[Saving information from a Web page](#)

## **What you need to know about Internet addresses**

An Internet or Web address (sometimes called a URL, or Uniform Resource Locator) typically is composed of four parts:

- A protocol name (a protocol is a set of rules and standards that enable computers to exchange information)
- The location of the site
- The name of the organization that maintains the site
- A suffix that identifies the kind of organization it is (such as .com for a commercial organization)

For example, the address <http://www.yale.edu/> provides the following information:

**http**      This Web server uses the http:  
**:**            protocol.  
**ww**        This site is on the World Wide Web.  
**w**  
**Yale**       The Web server is at Yale University.  
**.edu**       This is an educational institution.

When you are viewing a Web page, the page's address appears in Internet Explorer.

### **Related Topic**

[Learning how to browse the Web faster and easier](#)

## **To view Web pages written in a different language**

Some Web sites offer their content in several different languages. You can add languages to your list of languages in Internet Explorer, so that you can view these sites in your preferred language.

- 1 On the **Tools** menu, click **Internet Options**.
- 2 On the **General** tab, click **Languages**.
- 3 Click **Add**.
- 4 Select the language you want to add.

### **Notes**

- If you speak several languages, you can arrange them in order of priority. If a Web site offers multiple languages, it will supply content in the language with the highest priority.
- Adding languages does not guarantee that your computer has a font that can display Web pages in those languages. You may need to download a Multilanguage support pack to display pages in this language. To download Multilanguage support packs, visit the Microsoft Web site.

Related Topic

[Changing fonts and background colors](#)

### **To find sites you've recently visited**

There are several ways to find sites that you've viewed in the last few days, hours, or minutes.

### **To find a site you've seen in the last few days**

1 On the toolbar, click the **History** button.

The History bar appears, containing links for Web sites visited in previous days and weeks.

2 In the History list, click a week or day, click a folder to display individual pages, and then click the page icon to display the Web page.

### **To find a site that you just visited**

- To return to the last page you viewed, click the **Back** button on the toolbar.
- To view one of the last nine pages you visited in this session, click the arrow to the side of the **Back** or **Forward** button, and then click the page you want from the list.

### **Tips**

- You can hide the History bar by clicking the **History** button again.
- You can change the number of days that pages are saved in the History list. When you install Internet Explorer, it is set to save seven days in your History. You can specify to save up to fourteen days. The more days you specify, the more disk space is used on your computer to save that information.

### **Related Topics**

[Specify how many pages are saved in the History list](#)

[Using the toolbar to browse the Web faster and easier](#)



## What you need to know about security zones

Internet Explorer divides your Internet world into zones, so that you can assign a Web site to a zone that has a suitable security level.

You can tell which zone the current Web page is in by looking at the right side of the Internet Explorer status bar. Whenever you attempt to open or download content from the Web, Internet Explorer checks the security settings for that Web site's zone.

There are four different zones:

- **Internet** zone: By default, this zone contains anything that is not on your computer or an intranet, or assigned to any other zone. The default security level for the Internet zone is Medium.
- **Local Intranet** zone: This zone contains any addresses that don't require a proxy server, as defined by the system administrator. These include sites specified on the **Connections** tab, network paths (such as \\server\share), and local intranet sites (typically addresses that don't contain periods, such as http://internal). You can also add sites to this zone. The default security level for the Local Intranet zone is Medium.
- **Trusted Sites** zone: This zone contains sites you trust — sites that you believe you can download or run files from without worrying about damage to your computer or data. You can assign sites to this zone. The default security level for the Trusted Sites zone is Low.
- **Restricted Sites** zone: This zone contains sites you don't trust — that is, sites that you're not sure whether you can download or run files from without damage to your computer or data. You can assign sites to this zone. The default security level for the Restricted Sites zone is High.

In addition, any files already on your local computer are assumed to be very safe, so minimal security settings are applied to them. You cannot assign a folder or drive on your computer to a security zone.

If you want, you can change the security level for a zone; for example, you might want to change the security setting for your Local Intranet zone to Low. Or, you can customize the settings within a zone from the default settings in Low, Medium Low, Medium, and High.

### Related Topics

[Set a security level for each zone](#)

[Assign a Web site to a security zone](#)

### **To make an existing Favorite available offline**

- 1 On the **Favorites** menu, click **Add to Favorites**.
- 2 Select the **Make available offline** check box.
- 3 To specify a schedule for updating that page, and how much content to download, click **Customize**.
- 4 Follow the instructions on your screen

### **Note**

- Before you go offline, make sure you have the latest version of your pages by clicking the **Tools** menu and then clicking **Synchronize**.

### **Related Topic**

[Making pages available for offline viewing](#)

### **To find a Web site when a Web address doesn't work**

If the Internet address (URL) you type in the Address bar or click on a Web page cannot be found, Internet Explorer asks if you want it to search for Web addresses containing the name or word you type. For example, you might type **microsoft**, and Internet Explorer would try to go to a Web site named **www.microsoft.com**. If Internet Explorer cannot find a site with that name, it searches for sites that contain those words, and then either suggests possible matches or automatically goes to the first match.

1 On the **Tools** menu, click **Internet Options**.

2 Click the **Advanced** tab.

3 In the **Search when URL fails** area:

If you want Internet Explorer to search without asking first, click **Always search**.

If you want Internet Explorer to search for the address using a different domain type, select the **Autoscan common root domains** check box.

#### **Note**

- A domain type is specified by the three-letter extension at the end of the address that tells you what kind of site it is. For example, if you type the wrong domain type, such as [www.microsoft.org](http://www.microsoft.org), Internet Explorer can check the root "microsoft" with other domains, such as .edu, .com, and .gov. It would suggest a match of [www.microsoft.com](http://www.microsoft.com).

#### **Related Topic**

[Finding the information you want](#)

## Tips for Netscape users

Whether you are switching from Netscape Navigator or just want to use more than one browser, it's easy to learn and run Microsoft Internet Explorer. From keyboard shortcuts to bookmarks, you can make the transition simple and fast.

- Compare terms in Navigator and Internet Explorer. Although these programs are quite similar, there are a few differences in terminology.

### Browser terms in Navigator and Internet Explorer

- Keep all of your bookmarks as favorites. When you first set up Internet Explorer, all of your bookmarks are automatically imported (without altering your bookmarks as they are displayed in Navigator) as Internet Explorer favorites.

### Sharing bookmarks and favorites

- Use your favorite keyboard shortcuts. Internet Explorer and Navigator share many of the same keyboard shortcuts. In addition, Internet Explorer is fully accessible using the keyboard, so you can park your mouse if you want to.

### Internet Explorer keyboard shortcuts

- Customize how Internet Explorer looks, how you connect, your security settings, and many other options. These settings and more are available by clicking the **Tools** menu and then clicking **Internet Options**.

## Browser terms in Navigator and Internet Explorer

While there are many similarities between Netscape Navigator and Microsoft Internet Explorer, there are some differences in terminology.

<b>Use this feature in Navigator or</b>	<b>Use this feature in Internet Explorer</b>	<b>To do this</b>
bookmarks	favorites	Add favorite pages to a list so you can have quick and easy access to them later.
Location field	Address bar	Go to a Web page by typing a Web-page address (URL).
Reload	Refresh	Make sure you have the latest version of the current Web page.
Personal Toolbar	Links bar	Add shortcuts to Web sites and even to folders on your computer for quick access.
Netcaster, subscribing, automatic delivery, channels	making favorites available offline	Schedule updates for any favorite pages (including channels), so that the content is up-to-date and available when you are not connected to the Internet. You don't need to install a separate program to automatically update Web pages and view the content offline.

## Sharing bookmarks and favorites

Favorites, known as bookmarks in Netscape Navigator, are a convenient way to organize and link to Web sites that you visit frequently.

Your Netscape bookmarks are automatically imported when you install Internet Explorer. To view them, click the **Favorites** menu, and then click the **Bookmarks** folder.

If you use Internet Explorer on several computers, you can easily share favorites between computers by importing them. Also, if you use both Internet Explorer and Navigator, you can keep your favorites and bookmarks up-to-date with each other by importing them between programs.

- To import bookmarks or favorites, export favorites to into bookmarks, or export favorites on the same or another computer, click the **File** menu, and then click **Import and Export**.

### Notes

- Exported favorites are saved as a regular .html file, so either Internet Explorer or Navigator can import them.
- The exported favorites file is fairly small, so you can copy it to a floppy disk or network folder, or attach it to e-mail if you want to share the favorite items with other people.

## **Protecting your computer from unsafe software**

When you download or run programs from the Internet, you want to know that the program comes from a known, reliable source. That's why Internet Explorer uses Microsoft Authenticode technology to verify the identity of the programs you download.

Authenticode technology verifies that the program has a valid certificate: that the identity of the software publisher matches the certificate, and that the certificate is still valid. Note that this does not prevent a poorly written program from being downloaded or run on your computer, but it does reduce the chance of someone misrepresenting a program that is intended to be malicious or intentionally harmful.

You can specify different settings for how Internet Explorer handles downloading programs and files, depending on the zone it is coming from.

For example, you might be confident that anything you download within your internal network (intranet) is safe. So, you might set your security settings for your Local Intranet zone to a low level to allow downloading with little or no prompting. If the source is in the Internet zone or the Restricted Sites zone, you may want your security levels set to Medium or High. Then, you'd be prompted with information about the program's certificate before it is downloaded, or you may not be able to download it all.

### **Related Topic**

[Set a security level for each zone](#)

## **Working with temporary Internet files**

The temporary Internet files folder is the location on your hard disk where Web pages and files (such as graphics) are stored as you view them. This speeds up the display of pages you frequently visit or have already seen, because Internet Explorer can open them from your hard disk instead of from the Web.

Increasing the space you set for this folder can increase how fast previously visited pages are displayed, but decreases the amount of space available for other files on your computer. You can set the size of this folder, or empty it, to control how much space it uses on your hard disk.

Internet files are also stored on your computer when you make Web sites available for offline browsing. You can view these files without being connected to the Internet.

To change how Web pages are stored on your computer, see the following topics:

[Create more space for temporary Internet pages](#)

[Making pages available for offline viewing](#)

[Viewing pages without being connected to the Internet](#)



## **Import and Export Favorites dialog box**

Note that when you import Netscape Bookmarks or Opera Hot List items, Internet Explorer does not alter the original files in those programs. And when you export Favorites, Internet Explorer does not alter your original Favorites list. With most programs, you can import and export entire folders and subfolders, except with Opera Hot List 2.x, which does not support or display folders.

### **Import Bookmarks into Favorites**

Click this if you want to import your Netscape Navigator bookmarks file, including all folders and subfolders, into your Internet Explorer Favorites list. You can import from a bookmarks file on your computer, on another computer you are connected to on your network, or from a floppy disk.

### **Export Favorites as Bookmarks**

Click this if you want export your Favorites list as an .html file that Netscape Navigator can import into its bookmarks file.

### **Import Hot List into Favorites**

Click this if you want to import your Opera Hot List file, including all folders and subfolders, into your Internet Explorer Favorites list. You can import from a Hot List file on your computer, on another computer you are connected to on your network, or from a floppy disk.

### **Export Favorites as Hot List (3.x)**

Click this if you want export the contents of your Favorites list as a file that Opera can import into its Hot List file.

### **Export Favorites as Hot List (2.x)**

Click this if you want export the contents of a Favorites folder as a file that Opera can import into its Hot List file. Note that this version of Opera does not support folders, so you must import your favorite items one folder at a time.

### **Favorites Folder Location**

Displays the location that bookmarks or Hot List items will be imported into. To change this location, click **Choose Folder**.

### **To adjust Preview Mode settings**

Preview Mode allows several graphics, font, and sound settings to be turned off all at once, so that Web pages display faster. You can just as easily turn these settings back on all at once, so that you can view Web pages with full, rich content.

- 1 On the **Tools** menu, click **Internet Options**.
- 2 Click the **Advanced** tab.
- 3 In the **Preview Mode options** area, select or clear the check boxes as needed for the options you want disabled when Preview Mode is on.
- 4 If you want Preview Mode on now, click **Preview Mode enabled**.

### **Tips**

- If the pictures on the current page are still visible after you select **Preview Mode enabled**, you can hide them by clicking the **View** menu and then clicking **Refresh**.
- You can turn Preview Mode on or off by using the **Tools** menu or by clicking the **Preview** button on the toolbar.

### **Related Topic**

[Turning off graphics, font, and sound options to display all Web pages faster](#)

## **Create New Folder dialog box**

### **Folder name**

Provides a space for you to type the name of the new folder you are creating to organize your favorites.

## **Items to Synchronize dialog box**

### **Name**

Lists all items that you can synchronize and prepare for offline use. For example, you can synchronize shared folders on another computer and Internet subscriptions. Click to select the check box next to each item you want to synchronize.

### **Properties**

Click this to display a detailed view of the selected item in the **Name** list. Each item may provide additional information or settings you can customize. If the button is dimmed, additional information and settings are unavailable.

### **Synchronize**

Click this to synchronize the items selected in the **Name** list.

### **Setup**

Click this to specify when synchronization occurs. You can set up Windows to automatically synchronize when you log on or off the computer, when your computer is idle, or at scheduled times during the day.

### **Close**

Closes this dialog box.

## **Synchronization Settings dialog box**

### **Current synchronization tasks**

Lists the synchronization schedules you have added. A synchronization schedule includes the items to be synchronized, the date, time, and frequency of the synchronization and a description of the schedule. You can add, remove, or edit any schedule in this list by selecting it and clicking the appropriate button.

#### **Add**

Starts the Scheduled Synchronization wizard, which helps you create a synchronization schedule. You select the items you would like synchronized, and then schedule the synchronization for a convenient time.

#### **Remove**

Removes the selected schedule from the list.

#### **Edit**

Click this to view or change the settings for the selected schedule.

## **Schedule Properties General tab**

### **Schedule Name**

Provides a space for you to type a descriptive name for the schedule.

## **Schedule Properties Synchronization Items tab**

### **Synchronize these items**

Lists all items that can be synchronized. Select the check box next to the item you want to synchronize during this scheduled synchronization.

**Schedule Properties Schedule tab**

Shows the current schedule(s) for the task.

**Schedule Task**

Defines how often the task will run.

**Start time**

Specifies the time of day for the task to start, if it is scheduled daily, weekly, monthly, or once.

**Advanced**

Click this to set additional scheduling options for the task. For example, you can define start and end dates.

**Schedule Task Daily**

Runs the scheduled task daily, starting at the specified date and time. Click the up or down arrow to specify how often you want the task to run.



## **Advanced Schedule Options**

### **Start Date**

Specifies a start date for the scheduled task.

### **End Date**

Specifies an end date for the scheduled task.

### **Repeat task**

Runs the task repeatedly, at the interval specified after **Every**.

### **Every**

Specifies how often (in minutes or hours) the task should repeat.

### **Until**

Specifies that the repetition of the scheduled task should end at a defined time, or that repetition should last for a certain duration after starting.

### **Time**

Specifies the time at which the scheduled task will stop repeating.

### **Duration**

Specifies how long the task will run repeatedly.

### **If the task is still running, stop it at this time.**

Stops all instances of the task that are still running at the deadline specified by **Time** or **Duration**. This option is useful if your tasks don't stop automatically.

If this box is not selected, the task will continue running, even after the deadline. This is useful if, for example, your task takes one hour to run but starts 15 minutes before the deadline. However, if the task does not automatically stop when it has finished running, you might need to stop it.

## **Schedule properties Settings tab**

### **Delete the scheduled task when finished**

Deletes the task file from your computers hard disk after the task has finished running and no more runs of the task are scheduled. This is most useful for tasks you schedule to run only once.

## **Favorite properties Web Document tab**

### **URL**

Displays the address (URL) of this Web document.

### **Visits**

Displays how many times you have visited this Web page.

### **Make this page available offline**

Specifies that you want the content from the selected Web page available when your computer is not connected to the Internet. When a page is marked available offline, you can update the content manually by clicking **Synchronize** on the **Tools** menu. If you want to update automatically, click the **Customize** button in this dialog box, and then set up a schedule.

The following information is displayed if the **Make this page available offline** check box is selected.

### **Last Synchronization**

Displays the last time Internet Explorer checked the Web for content changes to this favorite item.

### **Download Size**

Displays the size of this Web page the last time it was downloaded.

### **Download Result**

Displays whether Internet Explorer was able to check for changes and whether any changes were detected or downloaded.

## **Offline Favorite properties Schedule tab**

### **Only when I choose Synchronize from the Tools menu**

Specifies that you want this Web site updated only manually, when you choose the **Synchronize** command on the **Tools** menu, that you do not want it updated automatically by a schedule.

### **Using the following schedule(s)**

Specifies that you want to automatically update this offline item by using the selected schedule(s). To set up a schedule for this offline item, click **New**. To change the settings for an existing schedule, click the schedule, and then click **Edit**.

### **Schedule list**

Lists the schedules currently set up for synchronizing items on your computer. You can add this item to more than one schedule. Select the check box for each schedule you want this offline item to use.

#### **Add**

Click this to set up a new schedule for updating this offline item.

#### **Remove**

Click this to remove the selected schedule from the list. This removes the availability of this schedule for any item that uses synchronization schedules, not just this offline item.

#### **Edit**

Click this to change the settings for the selected schedule.

## **Offline Favorite properties Download tab**

### **Download pages x links deep from this page**

Specifies whether you want Internet Explorer to download more than just the top-level page of the selected Web site. You can specify that you want to download the site up to three levels deep. For example, if you specify two levels deep, the first page and all the pages that it links to will be downloaded. Specifying three levels downloads all the pages linked to the second-level pages.

### **Follow links outside of this page's Web site**

Specifies whether you want Internet Explorer to download all pages that are linked to the selected Web site, even if they are on other sites, up to the number of levels you specified in **Download pages x links deep from this page**.

### **Limit hard-disk usage for this page to**

Specifies whether you want to limit the maximum amount of information that Internet Explorer downloads to your hard disk from this Web site, and allows you to set that limit, in kilobytes (KB).

### **Advanced**

Click this to specify what types of content to download from this Web site.

### **When this page changes, send e-mail to**

Specifies whether you want Internet Explorer to notify you by e-mail whenever the contents of the selected Web site change.

### **E-mail address**

Provides a space for you to type the e-mail address to which you want Internet Explorer to send update notification.

### **Mail Server (SMTP)**

Provides a space for you to type the name of your e-mail server.

### **Login**

Click this if the selected item requires you to log in before you can open the Web site. For example, you might have to log in to a site that has restricted access rights or one that you pay to subscribe to, such as a magazine.

## **Advanced Download Options dialog box**

### **Images**

Specifies whether you want Internet Explorer to download pictures when it updates the selected Web site. Pictures can be slower to download and take up a large amount of space on your hard disk.

### **Background sound**

Specifies whether you want Internet Explorer to download sound files when it updates the selected Web site. Sound can be slower to download and take up a large amount of space on your hard disk.

### **ActiveX Controls and Java applets**

Specifies whether you want Internet Explorer to download ActiveX controls and Java applets when it updates the selected Web site. These are advanced, behind-the-scenes programs that enable some Web sites to display special objects. If you choose not to download these programs, the Web site may appear incomplete or not display properly.

### **Follow links - Only to HTML pages**

Specifies whether you want Internet Explorer to follow only those links which point to HTML pages when it updates the selected Web site. If you choose this option, it may reduce your download size and some links may not be available when you view this site offline.

## **Login Options dialog box**

### **User name**

Provides a space for you to type the user ID required for you to gain access to the selected Web site.

### **Password**

Provides a space for you to type the password required for you to gain access to the selected Web site.

### **Confirm Password**

Provides a space for you to retype the password required for you to gain access to the selected Web site. This must match the entry in the **Password** box.

**New Schedule dialog box****Every x days at x**

Specifies the frequency in days, and at what time on those days, that you want Internet Explorer to check for and download new content for the selected Web page.

**Name**

Specifies the name for this schedule. This name is displayed in the list of schedules available for any other offline items.



## **Security Settings dialog box**

For most security options, the settings specify how you want to handle potentially risky actions, files, programs, or downloads. Select one of the following:

To automatically proceed without prompting, click **Enable**.

To be prompted for approval before proceeding, click **Prompt**.

To skip prompting and automatically refuse the action or download, click **Disable**.

**Note** Some options do not provide a **Prompt** setting.

## **Cookies**

Specifies how you want Internet Explorer to handle a "cookie" from a Web site.

A cookie is a file created by an Internet site that stores information about you on your computer; such as your identity and preferences when visiting that site.

To specify that you do not want to allow cookies to be stored on your computer by Web sites, and that existing cookies on your computer cannot be read by Web sites, click

**Disable all cookie use.**

To specify that you want Internet Explorer to warn you if you are about to receive a cookie from a Web site, click **Prompt before accepting cookies.**

To specify that you want Internet Explorer to accept cookies without prompting you first, click **Always accept cookies.**

## **Reset Custom Settings**

Click this to reset each options custom settings to the default settings for the specified security level. This allows you to take the default settings for High, Medium, Medium low, or Low security, and then modify them for this security zone.

## **Proxy Settings dialog box**

### **Servers**

Provides a space for you to type the address and port number of the proxy servers you want to use to gain access to the Internet over HTTP, Secure, FTP, Gopher, and Socks protocols.

Use this option only if you are connecting to the Internet through a proxy server on your local area network (LAN). For more information, contact your network administrator.

### **Use the same proxy server for all protocols**

Specifies whether you want to use the same proxy server to gain access to the Internet over all protocols. If you use only one proxy server, make sure this check box is selected.

### **Do not use the proxy server for addresses beginning with:**

Provides a space for you to type the addresses that should not be accessed through your proxy server.

If you want to connect to a computer on your intranet, make sure you type its address in this box.

For example, for a computer named Joe1, type **Joe1**. You can use wild cards to match domain and host names or addresses - for example, www.\*.com; 128.\*.240.\*; \*.mygroup.\*; \*x\*, etc.

**Automatic Configuration dialog box**

Provides a space for you to type an address (URL) or file name that will be used to configure Internet Explorer. This file is created by your system administrator to run Internet Explorer on your corporate system. The file might include settings for Internet Explorer options, such as which home page to use, or configuration settings for the proxy server. Each time you start Internet Explorer, it will use those settings. The URL or location of this file is provided to you by your system administrator.



## **Accessibility for people with disabilities**

Microsoft is committed to making its products and services easier for everyone to use. This section provides information on the following features, products, and services that make Windows operating systems more accessible for people with disabilities:

[Customizing Microsoft Windows Operating Systems](#)

[Microsoft Services for People Who Are Deaf or Hard-of-Hearing](#)

[Microsoft Documentation in Alternative Formats](#)

[Third-Party Utilities to Enhance Accessibility](#)

[Getting More Accessibility Information](#)

### **Note**

- This information applies only if you acquired this Microsoft product in the United States. If you obtained this product outside the United States, your package contains a subsidiary information card, Help file, or other documentation listing Microsoft support services, telephone numbers, and addresses. You can contact your subsidiary to find out whether the type of products and services described in these Help topics are available in your area.

## **Microsoft Services for People Who Are Deaf or Hard-of-Hearing**

If you are deaf or hard-of-hearing, complete access to Microsoft product and customer services is available through a text telephone (TTY/TDD) service.

### **Customer service**

You can contact Microsoft Sales Information Center on a text telephone by dialing (800) 892-5234 between 6:30 A.M. and 5:30 P.M. Pacific time.

### **Technical assistance**

For technical assistance in the United States, you can contact Microsoft Product Support Services on a text telephone at (425) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, you can call (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Microsoft support services are subject to the prices, terms, and conditions in place at the time the service is used.

### **Third-Party Utilities to Enhance Accessibility**

A wide variety of hardware and software products are available to make personal computers easier to use for people with disabilities. Among the different types of products available for the MS-DOS and Windows operating systems are:

- Programs that enlarge or alter the color of information on the screen for people with visual impairments.
- Programs that describe information on the screen in Braille or synthesized speech for people who are blind or have difficulty reading.
- Hardware and software utilities that modify the behavior of the mouse and keyboard.
- Programs that enable people to type by using a mouse or their voice.
- Word or phrase prediction software that allows users to type more quickly and with fewer keystrokes.
- Alternative input devices, such as single switch or puff-and-sip devices, for people who cannot use a mouse or a keyboard.

For more information about obtaining third-party utilities, see [Getting More Accessibility Information](#).

## **Microsoft Documentation in Alternative Formats**

In addition to the standard forms of documentation, many Microsoft products are also available in other formats to make them more accessible.

If you have difficulty reading or handling printed documentation, you can obtain many Microsoft publications from Recording for the Blind & Dyslexic, Inc. Recording for the Blind & Dyslexic distributes these documents to registered, eligible members of their distribution service, either on audio cassettes or on floppy disks. The Recording for the Blind & Dyslexic collection contains more than 80,000 titles, including Microsoft product documentation and books from Microsoft Press. For information about eligibility and availability of Microsoft product documentation and books from Microsoft Press, contact Recording for the Blind & Dyslexic at the following address or phone numbers:

Recording for the Blind & Dyslexic, Inc.  
20 Roszel Road  
Princeton, NJ 08540

Phone: (609) 452-0606

Fax: (609) 987-8116

World Wide Web: <http://www.rfbid.org/>

You can also download many of these books from the Microsoft Web site at <http://microsoft.com/enable/>.



## Customizing Microsoft Windows Operating Systems

There are many ways you can customize Windows operating systems to make your computer more accessible.

- Accessibility features have been built into Windows operating systems since the introduction of Windows 95. These features are useful for individuals who have difficulty typing or using a mouse, have moderately impaired vision, or who are deaf or hard-of-hearing. The features can be installed during setup, or you can add them later from your installation disks. Look up accessibility in the Help Index for information about installing and using these features.
- Some of the accessibility features built into Windows operating systems can be added to earlier versions of those products, including Windows 3.1, and to MS-DOS, through Access Packs. You can download these files or you can order them on disks from Microsoft. (See details in Accessibility Notes and Utilities to Download or Order later in this topic.)
- You can also use Control Panel and other built-in features to adjust the appearance and behavior of Windows operating systems to suit varying vision and motor abilities. These include adjusting colors and sizes, sound volume, and the behavior of the mouse and keyboard.
- Dvorak keyboard layouts make the most frequently typed characters on a keyboard more accessible if you have difficulty using the standard QWERTY layout. There are three Dvorak layouts: one if you are a two-handed user, one if you type with your left hand only, and one if you type with your right hand only. You do not need to purchase any special equipment to use these features.

The specific features available, and whether they are built-in or must be obtained separately, depend on which operating system you are using.

For full documentation on the accessibility features available in the operating system you are using, obtain the appropriate application notes listed below. Accessibility features are also documented in the *Microsoft Windows 95 Resource Kit*, the *Microsoft Windows 98 Resource Kit*, and the *Microsoft Windows NT Resource Kit*.

### Accessibility notes and utilities to download

The following documents explain how to customize Microsoft Windows operating systems for users with disabilities. Specific instructions for downloading the files immediately follow this list.

<b>For this</b>	<b>You need</b>
Customizing Windows for individuals with disabilities (describes all of the other documents in this list and includes links to download them; this article will be updated when new versions of Microsoft operating systems are released).	Microsoft Knowledge Base article Q165486.
Customizing Microsoft Windows 98 for individuals with disabilities.	Cst_W98.exe
Customizing Microsoft Windows 95 for individuals with disabilities.	Cst_W95.exe
Customizing Microsoft	Cst_NT4.exe

Windows NT 4.0 for individuals with disabilities.

Customizing Microsoft Windows NT 3.1 and 3.5 for individuals with disabilities (includes Access Pack for Microsoft Windows NT, which provides features for people who have difficulty using a keyboard or mouse, or who are deaf or hard-of-hearing). Cst\_NT3x.exe

Customizing Microsoft Windows 3.1 for individuals with disabilities. Cst\_W3x.exe

Customizing Microsoft Windows for Workgroups 3.1 for individuals with disabilities. Cst\_WG3x.exe

Customizing Microsoft Windows 3.0 for individuals with disabilities. Cst\_W30.exe

Access Pack for Microsoft Windows 3.0 and 3.1, which provides features for people who have difficulty using a keyboard or mouse, or who are deaf or hard-of-hearing. Accp.exe

Dvorak keyboard layouts for people who type with one hand (already included in Windows NT version 3.5 and later). GA0650.exe

### Downloading the files

If you have a modem or another type of network connection, you can download the accessibility files from the following network services:

- The Microsoft Accessibility and Disabilities Web site on the Internet, <http://microsoft.com/enable>.
- Support Online from Microsoft Product Support Services at <http://support.microsoft.com/support>. Choose the appropriate application from the list labeled **My search is about** (or choose **All Products**) and enter **Q165486** in the text box labeled **My question is**. The search results will display a link to the Knowledge Base article, Customizing Windows for Individuals with Disabilities, which includes links to all of the documents listed above about customizing Windows operating systems.
- For other accessibility articles, choose the appropriate application from the list labeled **My search is about** and enter **kbenable** in the text box labeled **My question is**.
- Microsoft Internet server at <ftp.microsoft.com>, in /softlib/mslfiles.
- Microsoft Download Service (MSDL), which you can reach by calling (425) 936-6735 any time except between 1:00 A.M. and 2:30 A.M. Pacific time. MSDL supports 1200, 2400, 9600, or 14400 baud rates (V.22bis, V.32, V.32bis and V.42), with 8 data bits, no parity, and 1 stop bit. MSDL does not support 28800, 56K or ISDN connections.



## **Getting More Accessibility Information**

In addition to the features and resources already described in this Help file, other products, services, and resources are available from Microsoft and other organizations.

### **Microsoft**

Microsoft provides a catalog of accessibility aids that can be used with the Windows operating systems. You can obtain this catalog from our Web site or by phone:

Microsoft Sales Information Center  
One Microsoft Way  
Redmond, WA 98052-6393

World Wide Web: <http://microsoft.com/enable/>

Voice telephone: (800) 426-9400

Text telephone: (800) 892-5234

### **Macintosh Disability Solutions**

For more information about products and services for the Macintosh for people with disabilities, contact:

Apple Worldwide Disability Solutions Group

World Wide Web: <http://www.apple.com/disability/>

Voice telephone: (800) 600-7808

Text telephone: (800)755-0601

### **Trace R&D Center**

The Trace R&D Center at the University of Wisconsin-Madison publishes a database of more than 18,000 products and other information for people with disabilities. The database is available on their site on the World Wide Web. The Trace R&D Center also publishes a book, titled *Trace ResourceBook*, that provides descriptions and photographs of about 2,000 products.

To obtain these materials, contact:

Trace R&D Center  
University of Wisconsin  
S-151 Waisman Center  
1500 Highland Avenue  
Madison, WI 53705-2280

World Wide Web: <http://trace.wisc.edu/>

Fax: (608) 262-8848

### **Assistive technology programs and trained evaluators**

Computers and other assistive devices can help persons with disabilities to overcome a variety of barriers. For general information and recommendations on how computers can help you with your specific needs, you should consult a trained evaluator. For information about locating programs or services in your area that may be able to help you, please contact:

National Information System  
University of South Carolina  
Columbia, SC 29208

Voice/text telephone: (803) 777-1782

Fax: (803) 777-9557



## **Your Guide to Microsoft Product Support Services**

You can find late-breaking updates and technical information in the Readme.txt file located in the folder where you installed Microsoft Internet Explorer.

If you still have a question, Microsoft offers technical support and services ranging from self-help tools to direct assistance with a Microsoft technical engineer.

### **Note**

- The services and prices listed here are available in the United States and Canada only. Support services may vary outside the U.S. and Canada. For more information about support in other locations, contact your local Microsoft subsidiary.

Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

### Choose the support option that's right for you

Outside the U.S. and Canada, contact the local Microsoft subsidiary office in your area. For a list of worldwide Microsoft subsidiaries, see [Microsoft Product Support Services Worldwide](#).

## Getting Help from Microsoft Product Support Services

### If you have a simple question and need an answer fast

Quickly find answers yourself online

Use Support Online to easily search the Microsoft Knowledge Base and other technical resources for fast, accurate answers. You can also customize the site to control your search. To begin your search, go to <http://support.microsoft.com/support>.

### If your question is urgent or more complex

Telephone Microsoft Product Support Services

Work with a support engineer to solve your issue through the following options.

**Note** Outside the U.S. and Canada, contact the local Microsoft subsidiary office in your area. For a list of worldwide Microsoft subsidiaries, see [Microsoft Product Support Services Worldwide](#).

Standard No-Charge Support for help during business hours

If you acquired this product as a stand-alone retail product, you are eligible for 90 days of support at no charge beginning with the first time you speak with an engineer. You can receive no-charge support via e-mail (explained later) or via telephone by calling one of the following numbers, available Monday - Friday, excluding holidays.

#### In the U.S.: (425) 635-7123

6:00 A.M. - 6:00 P.M. Pacific time, Monday - Friday, excluding holidays

#### In Canada: (905) 568-4494

8:00 A.M. - 8:00 P.M. Eastern time, Monday - Friday, excluding holidays

If your Microsoft product was preinstalled or distributed with your personal computer dedicated system or Windows CE-based device, or provided by an Internet Service Provider (ISP), you are not eligible for Standard No-Charge Support from Microsoft and must contact the personal computer manufacturer, the device/system manufacturer, or ISP for your product support.

Pay-Per-Incident Support for help after hours or to supplement Standard Support

If you need help after hours, or if you have used up or are not eligible for Standard No-Charge Support, you can purchase Pay-Per-Incident Support. Support fees are billed to your VISA, MasterCard, or American Express card.

#### In the U.S.: (800) 936-5700

Cost: \$35 US per incident

24 hours a day, seven days a week, including holidays

#### In Canada: (800) 668-7975

Cost: \$45 CDN plus tax per incident

8:00 A.M. - 8:00 P.M. Eastern time, Monday - Friday, excluding holidays

### If your question isnt urgent

Send e-mail to a Microsoft Product Support Engineer

Ideal for questions requiring attached files, submit a question anytime and receive a response within one business day. Submit a question at <http://support.microsoft.com/support> using one of the following options:

Standard No-Charge Web Response

Submit unlimited incidents during the 90-day period described in the Standard No-Charge Support section above.

Pay-Per-Incident Web Response

If you have used up your Standard No-Charge Support, submit your question for a fee of \$35 US.

**For additional support needs**

If you don't have access to the Internet

FastTips is a fax-back service providing Knowledge Base articles and answers to common questions. (800) 936-4200.

If you need support services for a business

Priority Annual, Priority Plus, and Premier provide a selection of support packages geared for businesses. To learn which account meets your needs, go to <http://www.microsoft.com/support>. Or call (800) 936-3500 for information on accounts for small- to medium-sized businesses and (800) 936-3200 for large, enterprise businesses.

If you need on-site, multivendor, or proprietary product support

Microsoft Certified Solution Providers (MCSPs) and Authorized Support Centers (ASCs) specialize in providing support packages for hardware, network, and software products from both Microsoft and other vendors. For more information about MCSPs, call (800) 765-7768 or visit <http://www.microsoft.com/mcsp>. For more information about ASCs, contact your Microsoft account representative, or visit <http://www.microsoft.com/support>.

If you need text telephone (TTY/TDD)

Available Monday - Friday, excluding holidays. In the United States, call (425) 635-4948, 6:00 A.M. - 6:00 P.M. Pacific time. In Canada, call (905) 568-9641, 8:00 A.M. - 8:00 P.M. Eastern time.



## **If you need support outside the United States and Canada**

The services and prices listed here are available in the United States and Canada only. Support outside the United States and Canada may vary. Microsoft's support services are subject to Microsoft's then-current prices, terms, and conditions, which are subject to change without notice.

### **Microsoft Product Support Services Worldwide**

If you are outside the U.S. and have a question about a Microsoft product, first:

- Check the information in Help or the product manual.
- Check the readme files that come with your product disks. These files provide general information that became available shortly before the product was released.
- Go to Support Online at <http://support.microsoft.com/support>.

If you cannot find a solution, you can receive information on how to obtain product support by contacting the Microsoft subsidiary office in your area.

### **Contacting a Microsoft Subsidiary**

When you call your local Microsoft subsidiary, you should be at your computer and have the appropriate product documentation at hand. Be prepared to provide the following information:

- The version of the Microsoft product you use.
- The type of hardware you use, including network hardware, if applicable.
- The operating system you use.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

**Important** Phone numbers for Microsoft Subsidiaries are subject to change. For the most recent listing, please see the options and phone number section on the Support Online web site at <http://support.microsoft.com/support>. If there is no Microsoft subsidiary office in your country or region, please contact the establishment from which you obtained your Microsoft product.

#### **Argentina**

Microsoft de Argentina S.A.

Customer Service: (54) (1) 316-4600

Fax: (54) (1) 316-1922

**Technical Support:** (54) (1) 316-4664

#### **Armenia**

See Russia

#### **Australia**

Microsoft Pty. Ltd.

Phone: Products and Services: (61) 13 20 58

Fax: (61) (02) 9870-2285

Sales Information Centre: (61) (02) 9870-2100

Internet: [//www.microsoft.com.au/](http://www.microsoft.com.au/)

**Technical Support:** (61) (02) 9870-2131

Fax: (61) (02) 9805 0519

#### **Austria**

Microsoft Ges.m.b.H.

Phone: (+43) 1 610 64 -0

Fax: (+43) 1 610 64 -200

Information: 0660-6520

Prices, updates, etc.: 0660-6520

**Standard Support:**

Installation and Handling: 01 50222-2255

General information about Support Network in Central Europe:

Fax: 01805-251191

**Azerbaijan**

See Russia

**Belgium**

Microsoft NV

Phone: +32-2-730 39 11

Fax: +32-2-726 96 09

Microsoft Support Network Info. Center: 0800 18307

TechNet Subscription: +353 1 703 8738

MSDN Subscription: +353 1 708 8690

Microsoft Information Center: +32-2-481 52 52

Bulletin Board: +32-2-726 85 45 (14400/1200/2400/9600 bd, 8N1, ANSI)

**Technical Support:**

+32-2-513 32 74 (Dutch speaking)

+32-2-502 34 32 (English speaking)

+32-2-513 22 68 (French speaking)

Internet: //www.microsoft.com/benelux/support

**Belorussia**

See Russia

**Bolivia**

See Uruguay

**Brazil**

Microsoft Informatica Ltda.

Phone: (55) (11) 5514-7100

Fax: (55) (11) 5514 - 7106/5514-7107

**Technical Support:** (55) (11) 5506-8087

Fax: (55) (11) 5506-7621

Automatic Fax: (55) (11) 5506-8506

Technical Support Bulletin Board Service: (55) (11) 5506-1234

Customer Support: (55) (11) 822-5764

Customer Services Fax: (55) (11) 822-6227

**Canada**

Microsoft Canada Co.

Head Office Phone: 1 (905) 568-0434

Customer Information Centre: 1 (800) 563-9048

**Technical Support:**

Desktop Systems including Microsoft Windows 95: (905) 568-4494

Microsoft Office and Office Components: (905) 568-2294

Other Standard Technical Support: (905) 568-3503

Priority Support Information: (800) 668-7975

Text Telephone (TTY/TDD) (905) 568-9641

Technical Support Bulletin Board Service: (905) 507-3022

**Caribbean**

Microsoft Caribbean, Inc.

Phone: (809) 273-3600

Fax: (809) 273-3636

**Technical Support:** (408) 953-8086

Support E-Mail: mscarsup@microsoft.com

Customer Service: (800) 297-5982 for area codes 787 & 809 only  
Customer Service E-mail: msccatus@microsoft.com

### **Central America**

**Technical Support:** (506) 298 2020

Support E-Mail: mscasup@microsoft.com

Customer Service: (506) 298 2000

Customer Service E-mail: msccatus@microsoft.com

### **Chile**

Microsoft Chile S.A.

Phone: 56-2-330-6000

Fax: 56-2-330-6190

Customer Service: 56-2-800-330600

Personal Operating System and Desktop Applications:

Phone: 56-2-330-6222

Fax: 56-2-341-1439

### **People's Republic of China**

Microsoft (China) Co. Ltd

19th Floor, Metro Tower

No. 30 Tian Yao Qiao Road,

Shanghai, 200030, P.R.C.

Phone: 011-86-21-64691166; 011-86-21-64691188

Fax: 011-86-21 64691188 Ext. 6988

### **Colombia**

Microsoft Colombia

Phone: (571) 618 2245

Fax: (571) 618 2269

**Technical Support:**

Línea de Respuesta Microsoft

Phone: (571) 5230022

Fax: (571) 5231220

Voice Mail: (571) 5034216

### **Croatia**

Microsoft Hrvatska d.o.o.

Phone: (+385) (1) 304 555

Fax: (+385) (1) 335 051

### **Czech Republic**

Microsoft s.r.o.

Phone (+420) (2) 611 97 111

Fax: (+420) (2) 611 97 100

**Technical Support:** (+420) (2) 2150 3222

### **Denmark**

Microsoft Denmark

Phone: (45) 44 89 01 00

Fax: (45) 44 68 55 10

**Technical Support:**

Phone: (45) 44 89 01 11

Microsoft Sales Support: (45) 44 89 01 90

Microsoft FastTips: (45) 44 89 01 44

(Document 303030 in FastTips contains detailed instructions)

Microsoft MSDL (BBS): (45) 44 66 90 46

### **Dominican Republic**

See Central America

**Dubai**

Microsoft Middle East

Phone: (971) 4 513 888

Fax: (971) 4 527 444

**Technical Support:**

Personal Operating Systems and Desktop Applications ONLY:

Phone: (971) (4) 524 488

Fax: (971) (4) 524 495

email: mts@emirates.net.ae

Priority Support Information: (971) (4) 555 752

**Customer Service Center:**

(Version upgrade / TechNet and MSDN subscription)

Phone: (971) (4) 655 082

Fax: (971) (4) 655 097

**Ecuador**

Corporation Microsoft del Ecuador S.A.

Phone: (593) 2 460-447, (593) (2) 460-451

Customer Service: (593) (2) 460-453, (593) (2) 460-458

**Technical Support:** (593) (2) 463-094

**Egypt**

Microsoft Egypt

Phone: (202) 594 2445

Fax: (202) 594 2194

**Technical Support:**

Personal Operating Systems and Desktop Applications ONLY:

Phone: (202) 261 3991 / 6

Fax: (202) 403 2718

**England**

See United Kingdom

**Estonia**

See Germany

**Technical Support:** (+372) 650 49 99

**Finland**

Microsoft OY

Phone: +358-(0)9-525 501

Fax: +358-(0)9-878 8770

**Technical Support:**

Phone: +358-(0)9-525 502 5026

Standard +358 (0) 9-525 502 500

Priority: +358 (0) 9-525 502 20

Premier: +358 (0) 9-525 502 03

Microsoft MSDL: +358 (0)9-878 77 99

(Information in Swedish and English): +358 (0) 9-455 03 66

Microsoft FastTips: +358 (0) 9-525 502 550

(Information in Swedish and English)

**France**

Microsoft France

Phone: (33) 01 69-86-46-46

Fax: (33) 01 64-46-06-60

Telex: MSPARIS 604322

**Technical Support:**

Phone: (33) 01-69-86-10-20

Fax: (33) (01) 69-28-00-28

### **French Polynesia**

See France

### **Georgia**

See Russia

### **Germany**

Microsoft GmbH

Phone: 089/3176-0

Fax: 089/3176-1000

Telex: (17) 89/83 28 MS GMBH D

Information: 089/3176 1199

Prices, updates, etc.: 08105-25-1199

Internet: //www.microsoft.com/germany

#### **Standard Support:**

Installation and Handling: 01805/67-22-55

General information about Microsoft support in Central Europe: Fax: 1805-25-1191

### **Greece**

Microsoft Hellas, S.A.

Phone: (30)(1) 6806-775 through (30)(1) 6806-779

Fax: (30)(1) 6806-780

#### **Technical Support:**

Phone: (30) (1) 9247-030

Fax: (30) (1) 9215-363

### **Hong Kong SAR**

Microsoft Hong Kong SAR, Limited

Fax: (852) 2560-2217

Product support Faxback Service: (852) 2535-9293

Microsoft Club Hotline: (852) 2804-4277

**Technical Support:** (852) 2804-4222

### **Hungary**

Microsoft Hungary

Microsoft Magyarország Kft.

Phone: +36 (1) 327-2800

Fax: +36 (1) 327-2899

**Technical Support:** +36 (1) 267-4636 (2MSINFO)

### **Iceland**

See Denmark

### **India**

Microsoft India

Phone: (011) (91) (80) 559 5733, (011) (91) (11) 646 0767, 646 0694

Fax: (011) (91) (80) 559-7133, (011) (91) (11) 647-4714

### **Indonesia (SP)**

Microsoft Indonesia - Jakarta

**Technical Support:**

Phone: 62 21 570 42 54

Fax: 62 21 520 81 22

### **Ireland**

See United Kingdom

### **Israel**

Microsoft Israel Ltd.

Phone: 972-3-613-0833

Fax: 972-3-613-0834

### **Italy**

Microsoft SpA

Phone: (39) (2) 7039-21

Fax: (39) (2) 7039-2020

Microsoft Rome Office: (39) (6) 5095-01 - Fax: (39) (6) 5095-0600

Microsoft by Fax (Fax-on-demand service): (39) (2) 70-398-888

Customer Service (New product info, product literature): (39) (2) 70-398-398

Dealer Support (Customer Service for resellers only): (39) (2) 70-398-388

**Technical Support:** (39) (2) 70-398-398

Microsoft Consulting Service: (39) (2) 7039-21

### **Japan**

Microsoft Company Ltd.

**Technical Support (Standard Support):** (81) (424) 41-8700

(Technical Support options/ Support Contract)

Phone: 0120-37-0196 (toll-free domestic only)

Channel Marketing Information Center:

(Presales Product Support)

Tokyo Phone: (81) (3) 5454-2300

Osaka Phone: (81) (6) 245-6995

Customer Service Phone:

(Version upgrade/Registration)

Phone: (81) (48) 226-5500

Fax: (81) (48) 226-5511

### **Kazakhstan**

See Russia

### **Kirgizia**

See Russia

### **Korea**

Microsoft CH

Phone: (82) (2) 531-4500

Fax: (82) (2) 531-1724

Customer Service: 080-022-7337 (toll-free domestic only)

**Technical Support:**

Office Technical Support: (82) (2) 508-0040

Windows Technical Support: (82) (2) 563-0054

Developer Technical Support: (82) (2) 566-0071

Microsoft FastTips: (82) (2) 3453-7555

Support Sales: (82) (2) 531-4544

### **Latin America**

Microsoft

Latin American Headquarters (U.S.A.)

Phone: (305) 489-4800

Fax: (305) 491-1616

Customer Service: (425) 936-8661

**Technical Support:** (214) 714-9100

Internet: <http://www.microsoft.com/latam/soporte>

### **Liechtenstein**

See Switzerland (German speaking)

### **Luxembourg**

Microsoft NV

Phone: +32-2-730 39 11

**Microsoft Support Network Info. Center:** +31-800-9977-57

TechNet Subscription: +353-1-703 8738

MSDN Subscription: +353-1-708-8690

Microsoft Information Center: +32-2-481 52 52

Bulletin Board: +32-2-726 85 45

(1200/2400/9600/14400 baud, 8N1, ANSI)

**Technical Support:**

+32-2-513 32 74 (Dutch speaking)

+32-2-502 34 32 (English speaking)

+32-2-513 22 68 (French speaking)

Internet: [//www.microsoft.com/benelux/support](http://www.microsoft.com/benelux/support)

**Malaysia (SP)**

Microsoft (Malaysia) Sdn Bhd:

Phone: (60-3) 793-9595

Fax: (60-3) 791-6080

**México**

Microsoft México, S.A. de C.V.

267-2110 Atencion a Distribuidores

265-3380 Atencion a Clientes

265-3399 Soporte Sistemas Operativos y Aplicaciones de Escritorio

267-2190 Soporte de Servidores y Herramientas de Desarrollo

Fast Tips: (52)(5) 2612199

Microsoft BBS 628-6200/02 MSMEJICO sin password

**Morocco**

Microsoft Afrique Du Nord

Phone: (212) 2 47 10 72

Fax: (212) 2 47 10 86

**Netherlands**

Microsoft BV

Phone: 023-5689189

Customer Service: 023-5677700

Microsoft Support Network Info Centre: 0800 099 7757

TechNet Subscription: 0800 022 6801

MSDN Subscription: 0800 022 7261

Bulletin Board: 023-5634221

(1200/2400/9600/14400 baud, 8N1, ANSI)

**Technical Support:**

023-5677877 (Dutch speaking)

023-5677853 (English speaking)

Internet: [//www.microsoft.com/benelux/support](http://www.microsoft.com/benelux/support)

**New Zealand**

Microsoft New Zealand Ltd

Phone: 64 (9) 357-5800

Fax: 64 (9) 358-3726

**Technical Support:**

Phone: 64 (9) 357-5575

Fax: 64 (9) 307-0516 and 357-5577

**Northern Ireland**

See United Kingdom

**Norway**

Microsoft Norway AS

Phone: +(47) 22 02 25 00

Fax: +(47) 22 95 06 64

**Technical Support:** Standard: +(47) 22 02 25 50

Priority: + (47) 22 02 25 45

Premier: + (47) 22 02 25 46

Microsoft Sales Support: +(47) 22 02 25 80

Microsoft MSDL: +(47) 22 18 22 09

Microsoft FastTips: +(47) 22 02 25 70

(Document 404040 in FastTips contains detailed instructions)

### **Panama**

**Technical Support:**(506) 298 2020

Support E-mail: mscasup@microsoft.com

Customer Service: (506) 298 2000

Customer Service E-mail: msccatus@microsoft.com

### **Papua New Guinea**

See Australia

### **Paraguay**

See Uruguay

### **Peru**

Centro de Servicio al Cliente

Central de Soporte: (51) (1) 422-4116

Fax: (51) (1) 221-9052

Central de Informacion (51) (1) 242-5980

Fax: (51) (1) 447-8591

### **Philippines (SP)**

Microsoft Philippines

Phone: 632 811 0062

**Technical Support:**

Phone: 632 892-2295/2495 and 632 813-2494

Fax: 632 813-2493

### **Poland**

Microsoft Sp. z o.o.

Phone: +(48-22) 661-54-00

Fax: +(48-22) 661-54-34

Information Service: +(48-22) 865-99-33

**Technical Support:** +(48-22) 865-99-66

### **Portugal**

Microsoft Portugal MSFT, Lda.

Phone: (351) 1 4409200

Fax: (351) 1 4412101

**Technical Support:**

Standard Support: (351) 1 4409280/1/2/3

Fax: (351) 1 4411655

### **Puerto Rico**

**Technical Support:**(408) 953 8086

Support E-Mail: mscarsup@microsoft.com

Customer Service: (800) 297 5982 for area codes 787 & 809 only

Customer Service E-mail: msccatus@microsoft.com

### **Republic of Ireland**

See United Kingdom

### **Romania**



Microsoft s.r.l.

Phone: (+40) (1) 222 90 16

Fax: (+40) (1) 222 90 12

**Technical Support:** (+40) (1) 312 09 48

### **Russia**

Microsoft Z.A.O.

Microsoft Information Center: (095) 916 7171

Russia: 125252

Moscow: Postbox 70

**Technical Support:**

Moscow (095) 745-54-45

St.Petersburg: (812) 118-36-36

Novosibirsk (3832) 119-019

Internet: //www.microsoft.com/rus/

### **Saudi Arabia**

Microsoft Saudi Arabia

Phone: +966-1-488-1165

Fax: +966-1-488-1576

**Technical Support:**

(Personal Operating System and Desktop Applications only):

Phone: 800-124-0500 (toll-free within Saudi Arabia)

Fax: +966-1-47-0576

### **Scotland**

See United Kingdom

### **Singapore**

Microsoft Singapore Pte Ltd

Phone: (65) 337-6088

Fax: (65) 337-6788

Customer Services:

Phone: (65) 324-5255

Fax: (65) 324-6181

**Product Support Services:**

Phone: (65) 378-3600

Fax: (65) 378-3662

### **Slovak Republic**

Microsoft Slovakia s.r.o.

Phone (+421) (7) 37 63 02

Fax: (+421) (7) 37 66 71

**Technical Support:** (+421) (7) 531 20 83

### **Slovenia/Slovenija**

Microsoft d.o.o.

Phone: (+386) (61) 1800 800

Fax: (+386) (61) 1800 822

**Technical Support:**(+386) (61) 185 3449

### **South Africa**

Microsoft South Africa

Phone: (27) 11 445 0000

Fax: (27) 11 445 0046

**Technical Support:**

(Toll Free): 0 802 11 11 04

(Toll): (27) 11 445 0000

Fax: (27) 11 445-0343

## **South East Africa and Indian Ocean Islands**

See South Africa

### **Spain**

Microsoft Iberica SRL

Phone: (34) 1-807-9999

Fax: (34) 1-803-8310

**Technical Support:** (34) 1-3754004

Customer Service: (34) 1-3754004

From Spain Only: 902-187 198

Fax Back telephone: (34) 1-3754004

### **Sweden**

Microsoft AB

Phone: +46 (0) 8-752 56 00

Fax: +46 (0) 8-750 51 58

**Technical Support:**

Standard: +46 (0) 8-752 09 29

Priority: +46 (0) 8-751 09 80

Premier: +46 (0) 8-632 57 01

Sales Support: +46 (0) 8- 752 56 30

Microsoft MSDL: +46 (0) 8-750 47 42

Microsoft FastTips: +46 (0) 8-752 29 00

(Document 202020 in FastTips contains detailed instructions)

### **Switzerland**

Microsoft AG

Phone: 01-839 61 11

Fax: 01-831 08 69

Prices, updates, etc.: 01/839 61 11

Documentation:

Phone: 155 59 00

Fax: 064-224294, Microsoft Info-Service, Postfach, 8001 Zürich

**Standard Technical Support:** Installation and Handling:

0848 80 - 2255

**Technical support** (French speaking): 022-738 96 88

General information about Microsoft Support in Central Europe:

Tel. 0848-80-2330

Internet: //www.microsoft.com/switzerland

### **Tadzhikistan**

See Russia

### **Taiwan**

Microsoft Taiwan Corp.

Phone: (886) (2) 504-3122

Fax: (886) (2) 504-3121

**Technical Support:** (886) (2) 508-9501

### **Thailand**

Microsoft (Thailand) Limited

Phone: (662) 266-3300

Fax: (662) 266-3310

**Product Support:**

Phone: (662) 613-7208 through 11

Fax: (662) 613-7198

### **Turkey**

Microsoft Turkey

Phone: 90 (212) 258 59 98  
Fax: 90 (212) 258 59 54  
Support Hotline:  
Phone: 90 (212) 258 96 66  
Fax: 90 (212) 258 95 99  
Bulletin Board Service: 90 (212) 227 93 90

**Turkmenistan**

See Russia

**United Kingdom**

Microsoft Limited  
Fax: (0870) 60 20 100  
Phone: (0870) 60 10 100  
Microsoft KeyData:  
(Bulletin Board Service)  
(0870) 50 30 200 (up to 28.8Kbaud, n, 8, 1)  
Microsoft KeyFax:  
(Faxback Information Service)  
(0870) 50 30 100

**Technical Support:**

Desktop Applications, Home Products, Desktop Systems and hardware:  
0870 50 10 100  
Developer Products: 0870 50 10 200  
Business Systems: 0870 50 10 300  
Customers phoning from Ireland should dial 706 5353 for technical support.  
Minicom Line: 0870 50 30 400  
Pre-Sales Information: Microsoft Connection (0345) 00 2000

**Uruguay**

**Technical Support:** (598) (2) 774934  
Fax: (598) (2) 774935

**Uzbekistan**

See Russia

**Venezuela**

Corporation MS 90 de Venezuela S.A.  
Other information: (582) 265-9922  
Fax: (582) 265-0863

**Technical Support:** (582) 993-6755

**Wales**

See United Kingdom

