User Guide

P I P E X
D I A L

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Introduction and Installation

What Is PIPEX Dial?

PIPEX Dial is a high-quality, low-cost personal Internet solution, comprising easy-to-use software together with a dial-up service. It is designed for users who want mobile or remote access to the Internet, as well as for leisure users and small businesses. PIPEX Dial is supplied with easy-to-install software which contains everything you need for Internet access:

Dialler	Full Internet connectivity – a single click connects you to a Point of Presence (PoP).
Netscape Navigator	a WorldWide Web (WWW) information browser, email client and newsreader, giving simple hypertext point-and-click access to the Internet's huge resources.
FTP	software for transferring files between computers on the Internet.
Telnet	software for connecting directly to another computer and interacting with it.
Ping	software for checking that another computer is connected to the Internet.

PIPEX Dial is *non-proprietary* – you can add other Winsock-compatible applications that you buy or download from the Internet.

Finding out how to use PIPEX Dial

This user guide gives enough information to help you install PIPEX Dial and get you started. You can get more help and information from the on-line Help systems (use the **Help** menu in each program), and the PIPEX Dial WWW pages at: **http://www.dial.pipex.com/**

The service in operation

The PIPEX Dial-up network provides dial-in access at local call rates throughout the UK. The PIPEX Dial WWW pages provide more information about the PIPEX Dial-up network.

System requirements

- A modem running at V.32 (9600 bps) or faster (though faster modems may need a 16550 serial port to operate at top speed).

- A PC with at least a 486 DX-33 processor, a minimum of 4Mb of memory (8Mb is recommended), 8Mb hard disk space available, and able to run Windows 3.1 or later in enhanced mode.

Installing PIPEX Dial

Before installing PIPEX Dial, you should have the following information to hand:

- The number of the COM Port to which the modem is connected

- Your registration details: the product code and serial number supplied with your software pack and, if you have an existing PIPEX Dial account, your username and password.

- The make, model and maximum speed of your modem.

To connect your modem and install PIPEX Dial:

1 Prepare the modem to use the "factory default" settings, in other words, as it came out of the box when brand new.

2 Ensure that the modem – whether it is an internal card or connected to an external COM port – is installed and switched on. Plug the phone cable into a telephone socket.

3 Switch on the computer and start Windows.

4 Ensure that any fax software or other communications software already running on your computer is closed down.

To install PIPEX Dial from diskettes:

1 Place the PIPEX Dial Disk 1 into the floppy drive of your computer.

2 From the **File** menu in Windows Program Manager or File Manager, select **Run**.

3 Type `a:setup` into the command line box and click **OK**.

4 Follow the instructions given by the install program.

To install PIPEX Dial from CD-Rom:

1 Place the PIPEX Dial CD into the CD-Rom drive of your computer.

2 From the **File** menu in Windows Program Manager or File Manager, select **Run**.

3 Type d:setup (replace 'd:' with the drive letter of your CD if necessary) into the command line box and click **OK**.

4 The PIPEX Dial CD Installation screen will appear:

5 Click **Install** for PIPEX Dial and follow the instructions given by the install program.

Read the README.TXT file for the latest updates made to the information published in this manual.

At the end of the installation, the setup program will automatically restart your PC.

Installing Additional Software (CD-Rom Version Only)

PIPEX has added other software applications and utilities that you may find useful to the CD version of PIPEX Dial.

These applications are unsupported *freeware* which you can use without restriction, or *shareware* or evaluation software which you can use free of charge for a limited period only, after which you are asked to register and pay for the software.

You can install the additional software after installing PIPEX Dial:

1 Open the CD setup program:
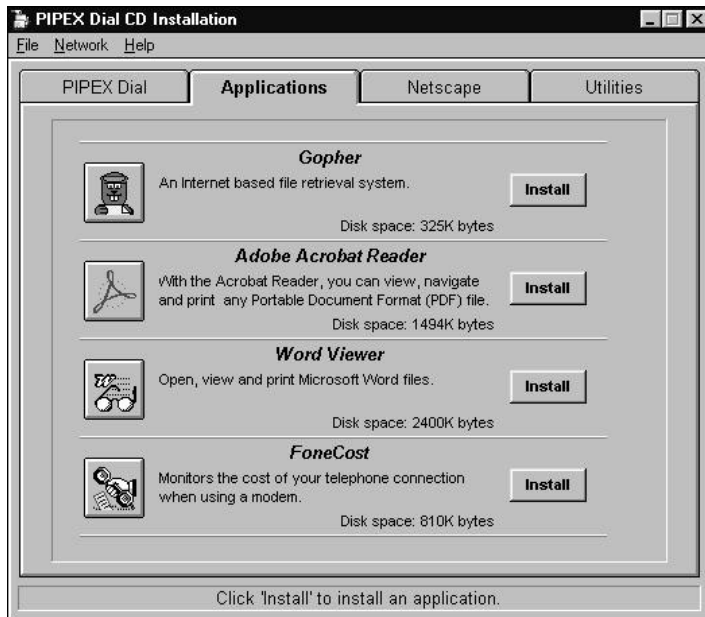
2 You can move between the pages by clicking on the tabs at the top of the form.

3 Click on the **Install** button of the corresponding application and follow the instructions given.
Note: You can click on the application icon button on the left for information about that particular application.

After an application has been installed, you may need to configure it to work with the PIPEX Dial-up network. All the configuration information you need to set up most software can be obtained via the **Info....** entry in the **Network** pulldown menu:

Configuring PIPEX Dial

To start PIPEX Dial, double-click on its icon. The first time you run
PIPEX Dial after installation, the **PIPEX Dial – Modem** dialogue box
appears.

Modem configuration
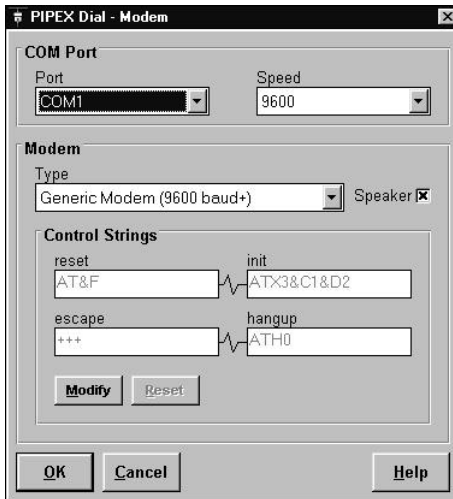
Make the appropriate choices from the following settings:

COM Port   Use the drop-down list to select the **COM Port** to
which you have connected your modem. If you are
not sure which this is, consult the User Guide supplied
with your computer or modem, which should tell you
how to find out.

Speed   Select the **Speed** from the drop-down list. If your
modem speed is not in the list, select the next higher
speed rather than the next slower, as your modem can
automatically decrease its speed, but not increase it. If
you are unable to connect, try selecting a lower speed.

Note that to use speeds above 9600 reliably, your PC
must be using a COM port driven by a 16550 serial
port chip or equivalent. For more information, click
Help in the **PIPEX Dial – Modem** dialogue box.

Modem   Select your modem manufacturer and type from the drop-down **Type** list. If yours is not listed, select **Generic Modem**.

Speaker   Check the box if you want the modem's speaker on during a connection.

The **Control Strings** group box displays the commands that will be sent to the modem. Normally you will not need to change these, but if you need to modify them for your modem, click **Modify**. Refer to your modem manual for details of possible control strings. To undo any changes, click **Reset** to restore the control strings to their defaults for the modem you have selected.

Click **OK** when you have made your choices. The **PIPEX Dial – Phone** dialogue box appears.

Phone configuration

The final stage in setting up your software is to choose the phone settings.
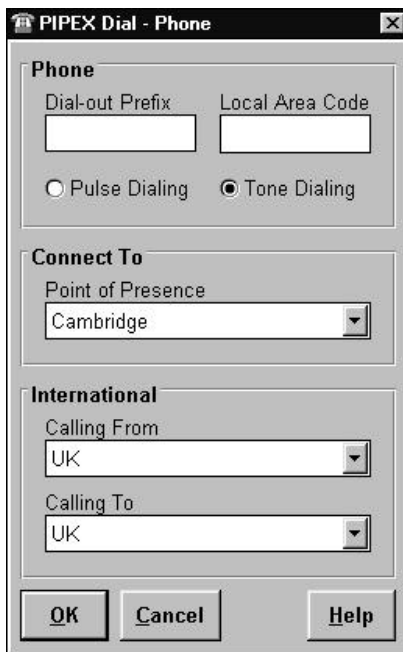
Dial-out Prefix   Type in a number here if you are using an internal exchange and you need to dial a digit, for example a 9, to obtain an outside line. To insert a short pause after dialling a number, type a comma. On a direct line, for example at home, you should leave this box blank. You can also use this box to enter an access code and/or a PIN code if required by your telephone service provider.

Local Area Code   Specify your local area code: for example 01223 for Cambridge.

Tone Dialling   Leave this selected unless your telephone line requires pulse dialling to be used (very few do).

Point of Presence   Initially this is preset to access the UK registration PoP only.

International   The default settings are for calls within the UK. Make the appropriate selections from the drop-down list boxes if you will be connecting to the registration PoP with an international telephone call.

Click **OK** when you have made your choices. You are now ready to connect to the PIPEX Dial registration service.

Registering PIPEX Dial

Once you have configured the modem and phone settings you have to register your software to obtain a username and password that will give you access to the Internet via the PIPEX Dial-up network. The PIPEX Dial software is preset to access the registration service only, and full Internet access is not possible until you have registered.

Clicking the **Connect** button establishes a connection to the PIPEX Dial registration service.

While PIPEX Dial is connecting, the centre box in the **Session** section of the window tells you what it is doing.

Step 1   Start up and Initializing the modem. The program sends the setup commands to the modem and prepares it for dialling out.

Step 2   Dialing. The program dials the registration service.

Step 3   Logging in. The program sends the registration username and password.

Step 4   Connection established. When the user details have been
verified, the telephone icon turns green. This means the
connection to the registration service has been made.

New user registration

Click the **Register** button, or select the **How To Register** option from
the **Commands** menu, to start the registration process. Follow the
instructions on the registration pages, entering the product code and
serial number supplied with your PIPEX Dial pack and your personal
registration details (such as your name and address). The information you
enter will be held on a secure database for use only by PIPEX.

When you have submitted your registration details, a username and
password will be automatically assigned to you. It is very important that
you record the username and password on the card supplied with your
PIPEX Dial pack. (Be sure to keep your username and password in a safe
place; you will need them again to use many of PIPEX Dial's services and
a charge may be made if you lose these details and request them to be
sent to you.)

Once you have noted your username and password, click the *click here to
configure your software* link on the final registration page. The registration
server will automatically set up your copy of PIPEX Dial for full Internet
access, adding extra programs and downloading information. Once this
process is complete, both Netscape Navigator and PIPEX Dial are
automatically shut down.

Your PIPEX Dial account remains valid for a number of days after
registration. Each time you connect to the Internet with PIPEX Dial you
will be told how many days remain before your account expires.

To continue using Dial after this time you must subscribe to the PIPEX Dial service. To do this, click the **Subscribe** button on the expiry message box, or select the **How To Subscribe** option from the **Commands** menu, and enter details of your preferred payment method.

Existing account holder registration

If you already have a PIPEX Dial account and just want to use the registration service to set up the software (perhaps because you have had to reinstall the PIPEX Dial software) click the **Register** button, or select the **How To Register** option from the **Commands** menu, to access the PIPEX Dial registration service.

Follow the instructions on the registration pages, entering the product code and serial number and your existing username and password. You will be given the opportunity to update your registration details before the registration server sends the configuration details to set up your PIPEX Dial software.

Selecting a Point of Presence

The first time you run PIPEX Dial after completing the registration process, the **PIPEX Dial – Phone** dialogue box appears again to allow you to select a point of presence and international settings. Other fields will normally remain unchanged.

Dial-out Prefix	Type in a number here if you are using an internal exchange and you need to dial a digit, for example a 9, to obtain an outside line. To insert a short pause after dialling a number, type a comma. On a direct line, for example at home, you should leave this box blank. You can also use this box to enter an access code and/or a PIN code if required by your telephone service provider.
Local Area Code	Specify your local area code: for example 01223 for Cambridge.
Tone Dialling	Leave this selected unless your telephone line requires pulse dialling to be used (very few do).
Point of Presence	For UK users, select **London** if the area code of the line you are calling from is 0171 or 0181. If you live

in the Cambridge area and your telephone is provided by Cambridge Cable, select **Cambridge Cable**. Otherwise select **All UK** for local call access across the UK (including the Channel Islands and the Isle of Man).

For international users, select the nearest PoP after selecting the appropriate **International** settings.

International   The default settings are for calls within the UK. Make the appropriate selections from the drop-down list boxes if you will be connecting to a PoP with an international telephone call.

Uninstalling PIPEX Dial

PIPEX Dial is supplied with a program can be used to remove the product entirely from your computer.

To do this:

1   Close down any Windows applications that are currently running.

2   Double-click on the **Uninstall PIPEX Dial** icon in the PIPEX Dial program group.

3   Read the warning messages in the dialogue box, and click **Continue** if you are sure you want to uninstall PIPEX Dial.

Getting Started

Starting PIPEX Dial

To start PIPEX Dial, double-click on its icon. The main PIPEX Dial control panel appears, and provides a launch pad for the dialup service and for the applications that form part of PIPEX Dial. You can change any of the settings you made when you first ran the program, using the commands in the **Setup** menu.

The lower part of the control panel is split into three sections. You can choose whether to display each section by selecting the corresponding command in the **Options** menu.

Registered User

This section shows your full name and email address. Initially, your email address is shown as your PIPEX Dial username@dial.pipex.com. When you connect to the Internet, you can register an email alias to give you an easier-to-remember email address such as John.Smith@dial.pipex.com. You can find out how to do this on the PIPEX Dial Support Services web pages at URL **http://www.dial.pipex.com/**

Session

This section gives you the following information:

Call Time   The duration of the present call.

Accum. Time   The total duration of all calls made within one session (that is, since you started up PIPEX Dial). You can reset this at any time by double-clicking anywhere within the **Accum. Time** panel.

There are two buttons in the **Session** part of the window:

Connect   Click this button to connect to the PIPEX Dial service. The button is greyed out when the application is connected.

Disconnect   This button is only available while you are actually connected.

Quick Launch

This section contains buttons for launching the applications that come with PIPEX Dial. Only six buttons are visible at any one time. Use the horizontal scroll bar to show the others.

Netscape Navigator is a World Wide Web browser program, enabling you to view pages of text and graphics on systems distributed across the Internet. When you first run Netscape Navigator by clicking the **Web** button, it automatically displays the PIPEX Dial *home page*. This page contains links to the Support Services pages giving other useful data on the Internet, including the latest news on the PIPEX Dial service, and additional information describing the programs provided with PIPEX Dial. As in most Windows help systems, links to other pages are shown as underlined text on the page – click on a link to jump to that page.

You can launch the Netscape email client whether you are connected to the Internet or not, giving you the convenience of a full off-line mail reader and composer. If you click the **E-Mail** button without connecting to the Internet first, you can create your mail off-line, and only then connect by clicking **Connect**. You will be able to send all your mail as soon as you are connected. For full details consult the *Using Email* chapter in this User Guide, and the Netscape on-screen Help system.

The **News** button gives you immediate access to Usenet News, using Netscape Navigator.

The other applications provided with PIPEX Dial – **FTP**, **Telnet** and **Ping** – are outlined later in this chapter and described in more detail in later chapters of this manual.

The **Help** button launches the PIPEX Dial help system. In addition, all the programs are supplied with comprehensive on-screen Help – just use the **Help** menu inside each program, or press the F1 key. You'll find extra information in the on-screen help within PIPEX Dial and on the PIPEX Dial Support Services pages.

Note: You should not attempt to launch applications directly (for example by using File Manager). Always use the quick launch buttons to ensure the programs work correctly.

Connecting to the Internet

When you have set up the software as described in the previous chapter, you are ready to connect to the Internet. Click **Connect** to start the process.

While PIPEX Dial is connecting, the centre box in the **Session** section of the window tells you what it is doing.

Step 1   Start up and Initializing the modem. The program sends the setup commands to the modem and prepares it for dialling out.

Step 2   Dialing. The program dials the number of the PoP.

Step 3   Logging in. The program sends your user name and password.

Step 4   Connection established. When your user details have been verified, the telephone icon turns green. This means the connection has been made and you can use the PIPEX Dial service, giving you full Internet access.

Trouble-Shooting

If you have any problems connecting to the service or setting up PIPEX Dial, check the README.TXT file and the on-screen help facilities for advice. Select **Contents** from the **Help** menu in the main PIPEX Dial control panel.

Welcome to the Internet!

Now you know how to connect to the Internet, the rest of this chapter gives you a brief introduction to how the Internet works and some of the terms you might come across. It's intended for complete beginners and avoids jargon as much as possible.

Names and addresses

The Internet is a huge worldwide computer network, linking together hundreds of individual networks in countries around the globe.

In many ways, it's like the ordinary telephone network: just as you can use the telephone on your desk to call anyone else with a telephone, anywhere in the world (provided you know their number, of course), so any computer linked to the Internet can exchange information with any other computer linked to the Internet, anywhere in the world. The difference is that your computer can connect to any other computer on the Internet for the price of the telephone call to your nearest PIPEX Point of Presence.

Each computer on the Internet is identified uniquely by its *IP address*, which acts like a telephone number. It consists of four numbers separated by dots: for example, 158.43.128.1. Computers usually also have *hostnames*, the parts of which are also separated by dots, such as ns.pipex.net. The name and number are interchangeable, but you will probably find the name easier to remember.

Electronic mail

An electronic mail – *email* – message is the Internet equivalent of sending a fax. You can send email to anyone at any time – they will see it the next time they collect their mail.

To send an email message to someone, you must know their *email address*. This is constructed from the username they use to log in to their system and the computer's Internet hostname, separated by @. For example, if your PIPEX Dial username is zz99, combining this with the name of the PIPEX computer – dial.pipex.com – means your email address is zz99@dial.pipex.com.

You can set up an *email alias* to make your PIPEX Dial email address easier to remember. For example, you may want to have the email address

John.Smith@dial.pipex.com, rather than zz99@dial.pipex.com.To register your email alias, run Netscape Navigator after you have connected to the Internet, and go to the Support Services pages at URL:
http://www.dial.pipex.com/

Users on many commercial systems linked to the Internet, such as CompuServe, can also be reached via Internet email, though their user names may have to be changed slightly to conform with Internet standards. For example, to email someone with a Compuserve user number of 12345,6789 you must address your email to 12345.6789@compuserve. com (note the change from a comma to a dot in the username).

There are guides on the Internet to help you find out how to send email from the Internet to various commercial systems, but often the easiest way to find the correct email address for someone on a system like this is to get them to send you some email and see what their return address is.

Servers and services

You may find that much of your use of the Internet is to exchange electronic mail with other Internet users. However, there are thousands of *servers* around the Internet providing services. These include archives of stored programs and files and directories of information elsewhere on the Internet.

The rest of this chapter outlines some of the servers and services you'll hear about most often. Some of them are described in more detail later in this Guide.

The WorldWide Web

The WorldWide Web (WWW or 'the Web') consists of a series of pages of information, connected together using *links* (if you have used on-screen Help systems such as that in Microsoft Windows, you will find this very familiar). Any underlined text on a page is a link to another page containing related information. Click on the link to display the related page. The link may take you to another page on the same Web server, or to a completely different server somewhere else on the Internet.

Since its introduction in 1993, the WorldWide Web has been growing at a phenomenal rate. Much of the information available on the Internet is

now on the WorldWide Web: its popularity continues to grow because it is so easy to use.

To help you find information there are on-line directories, which list many of the servers available and the information they contain. Alternatively you can search Web servers for a specific word or phrase. You can find links to some of these directories and search engines on the Support Services pages.

Usenet News

If you've used a computer bulletin board system (BBS), it may help you to think of Usenet News as a BBS – but hundreds of times bigger. If you haven't, just think of it as a discussion group about your favourite subject, where you can read messages containing other people's comments, add some of your own or start an entirely new discussion.

Now multiply that by the thousands of groups available on just about every computing topic and every other subject imaginable, from rollercoasters to baby care, and you'll begin to get some idea of what Usenet News is about.

You can ask advice from other Net users on just about any topic and help others with your own advice. Try Usenet News and see for yourself what it's all about – you can view it by clicking the **News** button, which takes you directly to the news pages using Netscape Navigator. However, do consult the News guidelines before you post your first message.

FTP

As well as WWW pages and Usenet News, there are thousands of megabytes of data available around the Internet in information archives. While browsing through News or the Web you will often see software or information mentioned as being available for collection using *FTP* or *anonymous FTP*.

FTP is the Internet *File Transfer Protocol* (a standard way of transferring information from one computer to another). There are hundreds of *FTP sites* on the Internet containing files and programs for just about every type of computer system. You can look at the contents of an FTP site using FTP or Netscape Navigator, to see what's available. In fact, you can use FTP from within Netscape Navigator to transfer files from another computer to your own, which is probably what you'll most often want to

do. Use FTP on its own when you want to transfer a file to a remote computer, or between one remote computer and another.

There are also a number of search tools available to help you find the program or file you want. The most popular is *Archie,* which can help you find a file with a specific name. *Gopher servers* perform a similar function. Once you have found the file you want, you can use FTP or Netscape Navigator to transfer it to your own computer.

Telnet

Telnet enables you to connect to another computer on the Internet and conduct an interactive session with it. You might use a Telnet session to look up information on a database, for example, or to play a multiplayer game.

Although the World Wide Web is replacing many Telnet functions, there are still some systems that require it. Many of the books and guides available to introduce you to the Internet include lists of computers that accept Telnet connections and what they can be used for.

Learning more

If you would like to learn more about the Internet and the software available to use it, PIPEX has developed a series of training courses aimed at providing you with the skills you need to survive the information jungle.

If you are keen to minimize the time you spend searching the Net, or want to use the software to maximum effect, the *Searching & Exploring the Internet* course is the best starting-point.

If you are using PIPEX Dial to evaluate the Internet for your business, contact us to discuss how our range of training courses can support your evaluation process.

For further information, email **training@uunet.pipex.com** or check the UUNET PIPEX Training web pages at:
http://www.uunet.pipex.com/products/training/

Using PIPEX Dial

Introduction

The main Dial control panel offers various options from the **Commands**, **Options**, **Setup** and **Help** pulldown menus. These options allow you to tailor PIPEX Dial to your own personal needs in order to get the most out of the software. You can change the registration details, security configuration, modem and phone settings, and display and create multiple mail accounts, download on-line upgrades and view PIPEX Dial's comprehensive help pages.

Updating Registration Details

Update Registration Details in the **Commands** pulldown menu.

Selecting this option will launch Netscape Navigator and load the registration page that you completed during the PIPEX Dial registration process.

You can modify any of the details on the page, and click the **Update** button to confirm the changes and update the database.

Session Trace

Display Session Trace Window in the **Commands** pulldown menu.

The Session Trace tool can be useful for problem solving as it gives information on your connection to PIPEX Dial. For example, in the picture below shows the stages Dial goes through to make a successful connection.

Multiple Mail Accounts

As the registered PIPEX Dial user, you can request and use up to four additional mailboxes. For example, for other members of your family, or to have separate home and work mailboxes.

To request additional mailboxes go to the Support Services pages at URL **http://www.dial.pipex.com/** and click on the link to access the Additional Mail Accounts page. Follow the instructions on the page to register your additional mailboxes. As each of your new mailboxes is assigned, a mail account name and password will be returned. Please ensure that you record the mail account name and password and keep it in a safe place. A charge may be made if you request that a copy of this information be sent to you.

Each mailbox is allocated an email address. By default, this address consists of your mail account name @dial.pipex.com. For example, if your mail account name is maab99, the default email address would be maab99@dial.pipex.com

You can register a "friendly" email alias of your own choice (perhaps your name or company name) for each of your mailboxes, by completing the Email Alias Request Form (on the Support Services web pages). Once this email alias has been registered and activated you will automatically receive any email sent to either your original email address or your new email alias.

When you complete the assignment of your mailboxes, the PIPEX Dial software will be automatically updated to include details of the new mail accounts. Each time you start PIPEX Dial you will be requested to select the mailbox you wish to use for that session (as shown below), and the Dial email client will be correctly setup to use the corresponding mail account.
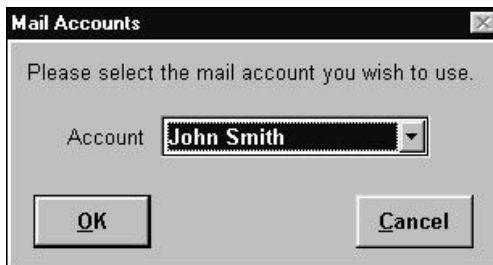
In the event of the mailbox details being lost or corrupted, for example if a system crash requires that the PIPEX Dial software has to be reloaded on to your PC, you can manually add, modify or remove details of the mail accounts from within the Dial software by following these steps:

1   Select **Mail Accounts…** from the **Commands** pulldown menu.

2   Enter the password for the registered PIPEX Dial account.

>   **Note:** For security reasons only the registered Dial
>   User can add, modify or delete mail account details.

3   The currently configured mailboxes are displayed in a dialogue box.

4   To add a new account, click **Add** and enter the new account details in the **PIPEX Dial – Mail Accounts** dialogue (shown overleaf).

PIPEX Dial - Mail Accounts ⊠

Please enter the name, account and password for the new mailbox account.

Name	
Account	
Password	
Password verification	
Registered alias	

OK   **Cancel**   **Help**

5   You can modify the account's user name, and setup a previously registered alias, by selecting the account and then clicking **Modify**. The **Mail Accounts** dialogue will be displayed. Enter the changed details and click **OK**.
Note: It is not possible to modify the account or password entries.

6   To remove an account, select the account and click **Delete**. You will be asked for confirmation:

PIPEX Dial - Mail Accounts ⊠

(?) Are you sure you wish to delete this account and all its associated folders?

Yes   **No**

7   Clicking the **Advanced** button will result in the following dialogue box being displayed.

PIPEX Dial - Mail Accounts ⊠

| SMTP Server | smtp.dial.pipex.com |
| POP3 Server | pop.dial.pipex.com |

OK   **Cancel**   **Help**

You can change the SMTP and POP3 server names for the account if you wish to set up your Dial software to use a different mail service.

Checking for Email

When the **Enable Check for Email** in the **Options** pulldown is checked, Dial will check to see if you have any email waiting to be collected every time you connect to the Internet. After Dial connects, the following message appears:

```
PIPEX Dial                                    ☒

        PIPEX Dial is now connected.

      Checking server for E-Mail. Please wait...

                 ┌──────────┐
                 │  Abort   │
                 └──────────┘
```

The **Abort** button allows you to abort the email check if you don't want to wait for the check to finish.

If there are any queued email messages, the message changes to:

```
PIPEX Dial                                    ☒

        PIPEX Dial is now connected.

       You have 1 E-Mail message waiting.

                 ┌──────────┐
                 │    OK    │
                 └──────────┘
```

Click **OK** to remove the message. You can then click the **E-Mail** button to read your mail messages. See the *Using Email* chapter for more information on reading and sending email.

Changing the Display

Show registered user, **Show session** and **Show quick launch** in the **Options** pulldown menu relate to the three sections of the Dial control panel and can be checked and unchecked to change the display. For example, if you uncheck the **Show registered user** option, your screen will look like this:

Configuring the Security Features

Dial can be set up to prevent unauthorised connections and the unau-thorised use of any of the Quick Launch Internet clients.

To configure the security features:

1   Select **Security…** from the **Options** pulldown menu.

2   Enter the registered users's password and the following dialogue box will be displayed:

3   Check the items you wish to password protect.

4   Click **OK**.

For those applications which have been checked, you will need to enter the registered user's password each time the application is started.

The security configuration information is saved and will be preserved when upgrading.

On-line Upgrades

In order to be automatically notified of upgrades available for PIPEX Dial select the **Enable Check for Upgrade** option in the **Options** pulldown menu. When this is selected Dial will check the server the first time you connect in each session. The following message will appear:

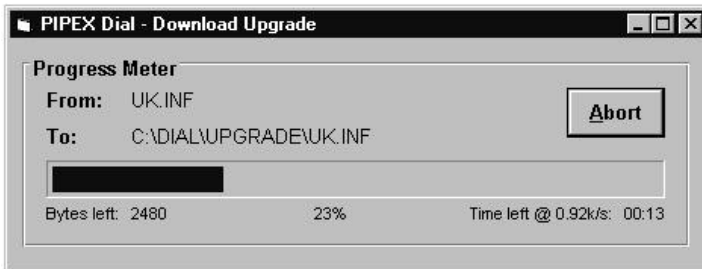If an upgrade is found on the server the message changes to:

After you have downloaded the upgrade details the following message appears:
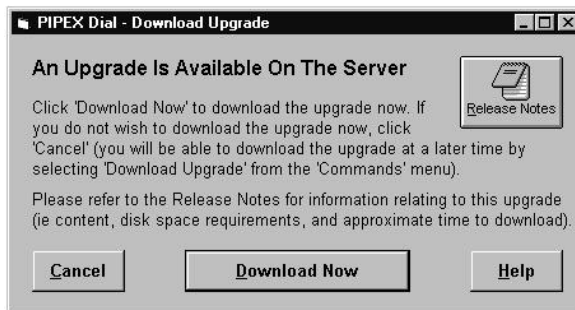
You can read about the upgrade and what it contains by clicking on the **Release Notes** button.

If you want to download the upgrade now, click the **Download Now** button. A progress meter is then displayed:

This meter displays the following information:

- source file and destination file
- number of bytes remaining
- percentage completed
- approximate time to complete in minutes:seconds

The dialogue box below appears after downloading the upgrade:

Click **Install Now** and another progress meter is displayed followed by a message box telling you that the on-line upgrade has been installed.

There may be more than one on-line upgrade to be downloaded. If so, the next upgrade will be downloaded next time PIPEX Dial checks.

## Modifying Modem and Phone Setting

Modem.. and **Phone..** in the **Setup** pulldown menu.

These options allow you to change any of the modem and phone settings that you entered during the setup process.

Accessing Help

PIPEX Dial Help is the first place to look if you have any problems with, or questions about, the PIPEX Dial software or service.

This is available using either the Help button on the Quick Launch panel or the **Contents** under the **Help** pulldown menu. Selecting either one will launch Netscape and the following screen will appear:
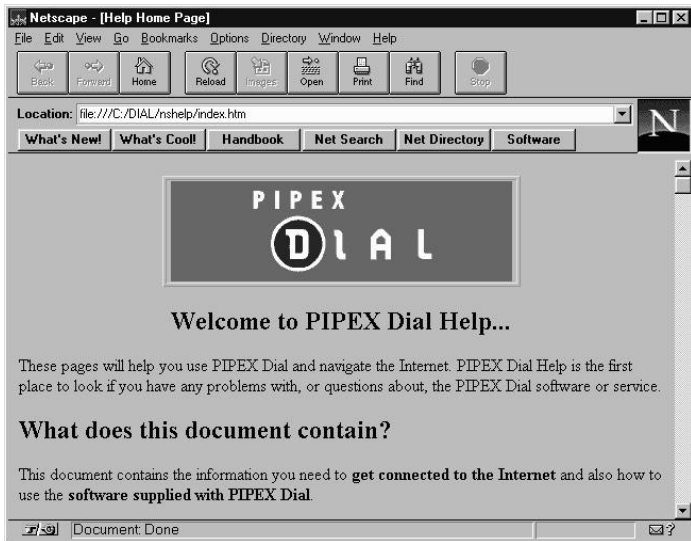
Once connected to the Internet, further information can be found on the on-line help pages at **http://www.dial.pipex.com/**

Support in the **Help** menu will bring up a screen giving you information on how to contact the PIPEX Dial Support team by phone and email. This information can also be found at the end of this manual.

About.. in the **Help** menu gives you information about the version of PIPEX Dial you are using.

Using Netscape Navigator

What is Netscape Navigator?

Netscape Navigator's main function is to enable you to browse the WorldWide Web, but you can also use it to:
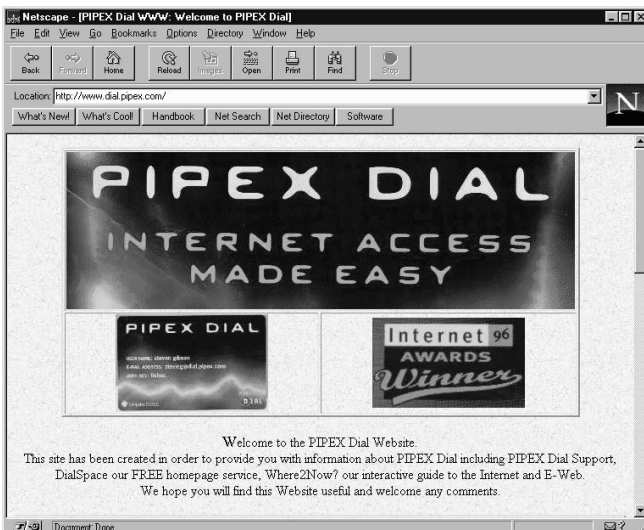
- find and transfer information to and from your computer using FTP and gopher

- read and post articles to Usenet News

- read and send email.

Running Netscape Navigator

To run Netscape Navigator, connect to the PIPEX Dial service. Then click the **Web** button in the PIPEX Dial window.

Browsing the WorldWide Web

When you first run Netscape Navigator, it automatically connects to the PIPEX Worldserver and loads and displays the PIPEX Dial home page. You can return to this page at any time by clicking **Home** in the Netscape Navigator toolbar.

This page contains news about the PIPEX Dial service, as well as links to other useful information such as the Support Services pages. If you have any questions about the PIPEX Dial software or service, check the Support Services pages first – they may contain the information you need.

Netscape Navigator loads and displays the text on a WWW page before it loads and displays any graphics. You don't have to wait until all the graphics have been displayed before jumping to another page. To stop Netscape Navigator before it has finished retrieving a page, click **Stop** in the toolbar.

Links to other information are shown underlined. Move the mouse to one of these links and click once with the left button to display the information that the link connects to.

URLs

WWW browser programs refer to information using a URL; a *Uniform Resource Locator*. As the name suggests, a URL identifies the location of a specific piece of information somewhere on the Internet. This information could be a WWW page, a file for downloading using FTP, and so on.

The URL for the page currently displayed by Netscape Navigator is shown in the **Location** box. To jump straight to a new URL, click **Open** on the toolbar, or select **Open Location** from the **File** menu. Alternatively, just edit the URL in the **Location** box and press Enter.

History

To make navigating around the Internet as easy as possible, Netscape Navigator remembers the URLs of information you have seen (the list starts afresh each time you run Netscape Navigator). To view the list, select **History** from the **Window** menu, which will display the History window:
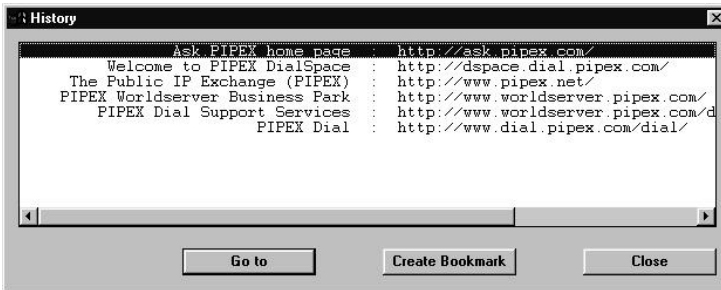
You can skip backwards and forwards through the pages in the history list using the **Back** and **Forward** buttons on the Netscape Navigator toolbar, or the equivalent commands from the **Go** menu. Alternatively, you can access specific pages by double-clicking on the entry in the history window.

Bookmarks

If you find information that you might want to return to frequently, such as a useful FTP site or an interesting WWW home page, you can add it to Netscape Navigator's bookmark list, by selecting **Add Bookmark** from the **Bookmarks** menu. The next time you use the **Bookmarks** menu, an entry for the page will have been added to the end of it: select this to jump straight to the URL. Netscape Navigator saves its bookmark list permanently for future reference. You can edit it using the **Go to Bookmarks** command in the **Bookmarks** menu, or select **Bookmarks** from the **Windows** menu.
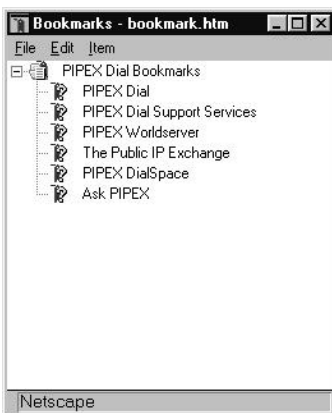
Within the **Bookmarks** window you can modify and organise your bookmarks at will. By using drag and drop you can move the position of a bookmark within the list. You can group bookmarks into logical sets by inserting folders using **Insert Folder…** from the **Item** menu and dragging and dropping bookmarks onto the folder. To modify a specific bookmark select **Properties…** from the **Item** menu and change or add details as required.

Saving and printing information from WWW pages

To save and/or print the WWW page currently being viewed, select **Save As** or **Print** in the **File** menu: these open standard Windows "save" and "print" dialogue boxes. Alternatively, hold down Shift while clicking on a link to a page to save the page directly to disk without displaying it.

Netscape Navigator saves pages with the extension .HTM. The files use HTML (HyperText Markup Language), the format in which WWW pages are created and stored on WWW servers. To view saved pages, select **Open File** in the **File** menu. You can use Netscape Navigator to view saved pages without connecting to the Internet:

1   Click the **Netscape Navigator** button in the PIPEX Dial window. Answer 'no' to the *Do you wish to connect* ? question.

2   When an "Unable to Locate Server" error message appears, click on **OK** to close the message window.

3   Select **Open File** from the **File** menu to load a saved WWW page.

You can also save information shown on Netscape Navigator pages as plain text by highlighting it in the usual way using the mouse, then selecting **Copy** from the **Edit** menu. You can then paste it into a text editor or word processor.

You can save a graphic image on the WWW page being viewed by positioning the cursor over the graphic and right clicking. This will open the standard Windows "save" dialogue box to save the image file on your local disk drive.

When printing a page, use **Page Setup…** from the **File** menu to set margins and headers.

Using FTP Within Netscape Navigator

There are hundreds of FTP sites around the Internet containing programs for just about every type of computer system, graphics, technical data, archives of Usenet news postings, and so on. You can download these to your own computer using FTP, the Internet File Transfer Protocol.

Note that any executable file that you download from the Internet in this way should be checked for viruses before you use it.

To connect to an FTP site you will need to know its Internet name. Then, construct a URL in Netscape Navigator's **Location** box by typing the following components, without any spaces between them:

- ftp://

- the name of the FTP site

- /

For example, Imperial College's FTP server is called src.doc.ic.ac.uk, so its URL is

`ftp://src.doc.ic.ac.uk/`

Normally, Netscape Navigator uses Anonymous FTP, which all publicly accessible sites around the Internet will accept. You may be asked to enter your email address as a password for anonymous FTP sites. If you have been given a specific login name and password to connect to a particular FTP site, you can use these with Netscape Navigator by including the login name and an @ sign immediately after the ftp:// part of the URL. Your URL should look similar to this:

`ftp://login-name@ftp.pipex.net/`

You will be prompted to enter the password when Netscape Navigator connects to the FTP site.

Once you are connected to an FTP site, any directories containing files are shown with icons representing folders next to them.

To display the files inside a directory, click on the underlined directory name. To move back up to the directory you were previously viewing, click on the **Up to higher level directory** link.

As you move through the directories, the URL shown in the **Location** box will change to reflect this, enabling you to find a particular directory easily. For example, the URL for the main directory on Imperial College's FTP server containing software for the PC is

```
ftp://src.doc.ic.ac.uk/computing/systems/ibmpc/
```

Inside directories, a text file is shown with an icon of a full sheet of paper and other types of files (programs, compressed files, and so on) are shown with icons of a blank sheet of paper.

Directories on most FTP servers contain an index file, usually named INDEX, 00index or something similar, holding short descriptions of the other files in the directory. Sometimes Netscape Navigator automatically displays the information in this file with the file list. If it does not, click on the filename to display its contents. When you have finished with it, click on **Back** to return to the list of files in the directory.

Downloading Files

When you have found a file you want to download to your computer, hold Shift and click on the underlined filename. A box appears for you to specify the name and directory of where to save the file on your computer. Once you have typed this in, the transfer takes place.

Most files on FTP servers are held in some kind of compressed format, the most popular being PKZIP (recognizable from the filename extension .ZIP), but there are many others. The FTP site you are using should hold the PKUNZIP program needed to unpack ZIP files and any other compressed files.

Uploading Files

After you have accessed an FTP server, you can upload files to the site (provided you have permission to do so) by dragging and dropping files from the desktop to the Netscape browser. Alternatively, after you've accessed an FTP site, choose **Upload File** from the **File** menu. In the resulting dialogue box, select the file you wish to upload.

Searching for Files Using Archie or Gopher

Archie

Many FTP server systems have a limit on the number of simultaneous users, so you may have difficulty connecting to some of the very popular sites. If this happens, you can try searching for an alternative site which has the file you want. If you know the name of the file you are looking for, or one or more of the words likely to be in a short description of the file, you can use "Archie" to search for an FTP site holding the file.

The easiest way to do this is to use an Internet search page that provides access to various search mechanisms, including Archieplex. You will find a link to this on the Support Services pages.

Gopher

You can connect to Gopher servers in much the same way as for FTP servers, by constructing a URL with the following components:

- gopher://

- the name of the gopher server

- /

For example, the Imperial College gopher server has the URL

`gopher://src.doc.ic.ac.uk/`

The display you will see once you are connected looks very much the same as that of an FTP site and works in the same way.

What next?

That completes this quick introduction to Netscape Navigator's main features. In fact, it's capable of doing even more than this to help you find your way around the Internet and collect information. To find out more you can read the full on-line Netscape Navigator manuals, provided by NCC, the originators of Netscape Navigator. Their Frequently Asked Questions page is also useful. Netscape Navigator's **Help** menu contains links to both of these.
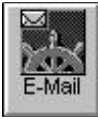
Using Email

Introduction

The Email button in the PIPEX Dial launch panel takes you straight to Netscape Navigator's Mail Window, to allow you to read and send messages. The Mail window can also be accessed by selecting **Mail** from the **Window** menu on the main Netscape window. Alternatively, you can click on the mail icon (the small envelope in the bottom-right of the Netscape and News windows).

When you first open the Mail window, you will be prompted to enter your email password for the specific mail account that you are using, whether the Dial registered user's account or, if you have multiple mail accounts, the account you selected when you started your PIPEX Dial session.

Password Entry Dialog	☒
Password for POP3 user zz99@pop.dial.pipex.com:	**OK**
	Cancel

You need to specify the password in order to read your mail from the POP3 server, but you can send mail without giving the password – just click **Cancel** to remove the dialogue box. The password is saved for the duration of the PIPEX Dial session.

Reading mail

When you open the Mail window, Netscape checks and retrieves any new mail. Thereafter, Netscape can periodically recheck the server for new incoming messages, though does not automatically retrieve the messages. You can set the number of minutes between checks in the **Servers** panel of the **Mail and News Preferences…** option menu.

To retrieve new messages, click the **Get Mail** toolbar button or click the mail icon. You can also click the mail icon from the Mail window to manually check the server and retrieve new messages.

The mail icon alerts you of the availability of new messages.

- A question mark (?) adjacent to the envelope indicates Netscape cannot automatically check the status of the mail server. This appears before you've opened the Mail window or if you haven't supplied your password or haven't yet connected to the Internet.

- The envelope alone indicates there are no new messages for you.

- An exclamation mark (!) adjacent to the envelope indicates that new messages are available for retrieval.

The Mail window consists of three panes: the mail folder pane, the message header pane, and the message content pane.
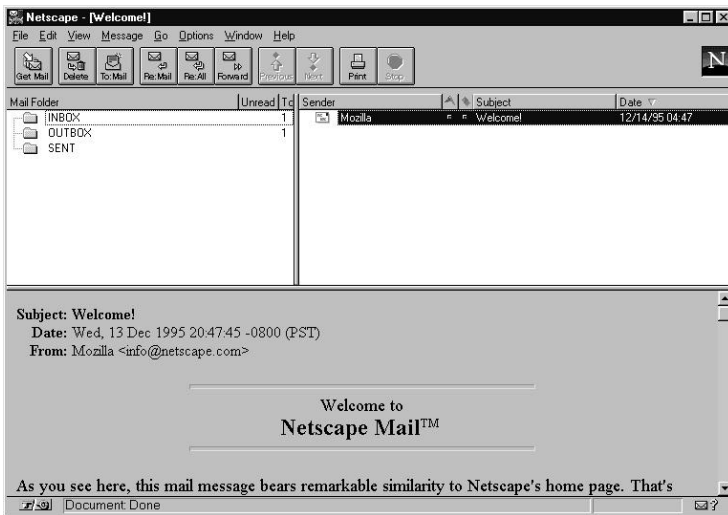
The mail folder pane contains a hierarchical list of your mail folders and three columns:

- Mail Folder shows the name of the mail folder.

- Unread shows the number of unread messages.

- Total shows the number of messages within the folder.

Four Netscape-generated folders can appear at the top of the list of folders:

- The Inbox folder holds incoming mail messages. The folder always appears.

- The Outbox folder holds your unsent messages.

- The Sent Mail folder holds copies of your sent messages.

- The Trash folder holds mail messages you are deleting. The folder is created when you delete a message.

Using menu items, you can add more mail folders to help organize your mail. Any new folders you create will appear after the automatically created folders.

When you select a mail folder by clicking on it, the message heading pane displays the titles of messages contained in that folder and the following columns:

- **Sender** shows the name of the sender of the mail message.

- The Flag icon shows if the message has been marked as noteworthy. Click the icon to toggle the flag status. You can use the **Go** menu to move between flagged messages.

- The Read icon shows if the message has been viewed. Click the icon to toggle the read status.

- **Subject** shows the subject line of the message.

- **Date** shows the date and time the message arrived at your Inbox.

You can move a message stored in one folder to another by dragging the message icon in the message list to a different message folder. You can also use **Move** or **Copy** within the **Message** menu to put messages or copies of messages inside folders.

When you select a message heading by clicking on it, the message gets displayed in the message content pane along with header information such as Subject, Date, From, To, and CC.

You can use toolbar buttons or menu items to move on to the next message or read a previous message.

You can resize each of the three panes to accommodate mail information by positioning the cursor on the border lines between two panes (the cursor changes shape) and dragging to the proportions you desire.

The Mail toolbar buttons and menu items offer further options for viewing, creating, sending, and storing mail messages. When you position the mouse over each Mail window pane, you can use the pop-up menu as a shortcut to several of the menu bar items. (For full details check the Netscape Handbook - accessed from the Help menu when connected to the Internet).

Sending mail

You can create and send email using the Message Composition window. When sending email, you can transmit Internet pages and disk files as attachments, including fully formatted HTML pages displayed within your mail message.

To display the Message Composition window, choose **New Mail Message** from the **File** menu, or the **To:Mail** toolbar button in the Mail windows. You can also display the Message Composition window by clicking on a page link or a button that initiates email.
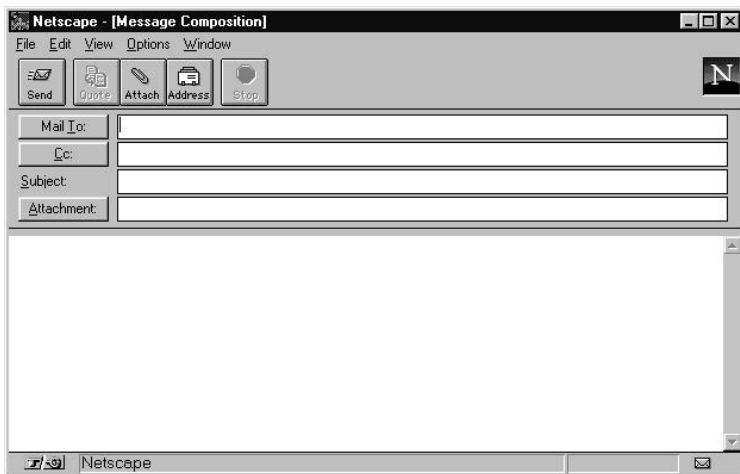
The **View** menu items let you hide or display numerous types of address fields. Fields can contain more than one address.

- The **From** field shows your email address.

- The **Reply To** field contains the email address where you want replies to your email sent.

- The **Mail To** field contains the email address where you want your message sent.

- The **Mail Cc** field contains the email address where you want a copy of your message sent.

- The **Mail Bcc** field contains the email address where you want a blind copy of your message sent. A blind copy does not display the address of the copy recipient.

- The **File Cc** field contains the location where you want to store a copy of the message you're sending. By default, messages are stored in the folder specified in the **Servers** panel of the **Mail and News Preferences…** option.

- The **Subject** field contains a description of your email.

- The **Attachment** field shows the page name or file name of any attachments you've designated.

To send a mail message you need to follow these steps:

1   Display the Message Composition window (as described above).

2   Complete the **Mail To:** address field. You can click on the address field labels to produce the address book window to simplify address entry. (You can also access the address book from the **Window** menu.)

3   Complete the subject line.

4   If you want to send an attachment with your message, click on the attachment field label to display the Attachment file dialogue and enter the appropriate file name or URL.

5   Enter a message or include the text of the current page in the large message field.

6   Click the **Send** button to place your email in the Outbox. By default Dial configures Netscape Mail to use **Deferred Delivery** so that you can create all your email off-line and then connect and send them together.

7   Use Dial to connect to the Internet.

8   Send all the messages in your Outbox by selecting **Send Mail in Outbox** from the **File** menu of the Message Composition

window. Netscape will prompt you to send your email if you still have messages in your Outbox when you close the Message Composition window.

If you want to compose and send your email entirely on-line, you should select **Immediate Delivery** from the **Options** menu of the Message Composition window. However if you close the window without successfully sending your mail you will lose the message.

When you send messages you will be identified to the recipient by the From field in the message header. However you can include additional information, such as your job title, address, telephone, fax, etc. by creating a signature (a simple text file) that is appended to every email you send. Use the **Identity** panel in the **Mail and News Preferences...** option to specify the signature file.

Address Book

You can simplify the process of addressing the email you send by using the Address Book. To display the Address Book window, choose the **Address Book** option in the **Window** menu. The window operates similarly to the Bookmarks window. You organize your addresses with address book icons and mailing list folders.
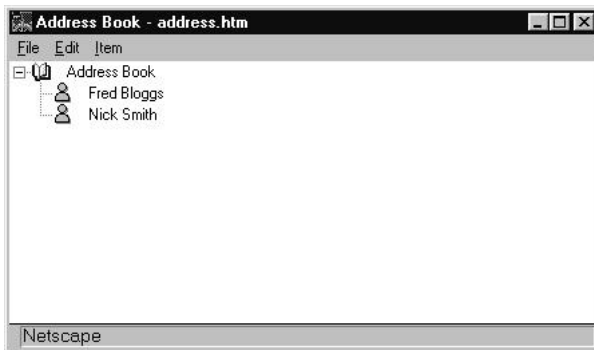
Any individual you add to your address book is represented by an icon. These individual icons appear first in the address book. Mailing list folders appear after the individual icons. Use the Address Book's menu items to create and modify entries.

To add an individual address, choose **Add User** from the **Item** menu. You'll see the Address Book Properties dialogue where you can enter a

nickname, name, email address, and description. To modify an address book entry, select the icon to modify, then choose **Properties** from the **Item** menu.

You can enter an abbreviation or other alternative name in the Nick-name field to further simplify addressing the mail you send. When you compose new mail, simply enter the nickname (rather than the email address), then press Enter. The nickname is automatically replaced by the corresponding email address in the address book.

Mailing lists

Mailing lists enable you to reference a set of individual email addresses by a single name. Represented by folder icons,each list contains aliases to individuals in your address book. Each individual in a mailing list is also represented by an individual icon outside of the mailing list.

To add an address to a mailing list, drag and drop the individual icon on to the mailing list folder. The individual icon remains in its place and the alias, notated in italics, is stored in the folder. Choose **Add List** from the **Item** menu to create a new mailing list folder.

For full details of the other menu bar options check the *Netscape Hand-book* – accessed from the **Help** menu (whilst on-line).

Attachments

Netscape Mail can send and receive Web pages and files such as word processing documents, spreadsheets or programs as attachments to a mail message. Internet email can only transfer text messages, so any non–text file must be changed into text using a special coding program before being sent. The person receiving the message must decode this text to retrieve the original file.

There are two ways to transfer non-text files, depending on the email program you and the recipient of the message are using: MIME encoding or uuencode format. Ask the person you will be exchanging files with about which standard their email program can use.

MIME

MIME is an Internet standard, specially designed to make it as easy as possible to transfer non–text files across the Internet.

Provided the recipient of your message has a MIME compatible email program, sending any kind of file to them is as simple as clicking on the **Attachment** button in the Message Composition window, giving the name of the file or files you want to send along with the message and then clicking on the **Send** button. Netscape Mail takes care of the rest, automatically coding the file before it is sent.

If the message sender has included a page attachment, you can select the **Attachments Inline** option on the **View** menu item to display fully formatted HTML page information appended to the message body, or select the **Attachments as Links** option to display a link to the attached page. If the message sender has included a file attachment, you can click on a link to automatically decode the file, presenting the **Save As** dialogue for saving the file to your hard disk. Beside each link to an attachment, you'll find information detailing the attachment's name, file type, and encoding method.

uuencode and uudecode

If the person you want to exchange files with cannot run a MIME compatible email program you may have to use the older uuencode standard. This works in a similar way to MIME but you must encode and decode the file manually.

To exchange uuencoded files, you first uuencode the file using a separate program, such as Wincode. (A version of Wincode is supplied on the PIPEX Dial CD.) Give the uuencoded file the same name as the original file, but with the extension .UUE Then include this file in the body message you are sending (not as an attachment). The recipient receives the uuencoded file as part of the email message and can then save the message to a file, remove any header information and decode it using their uudecode program.

Note: It is impossible for a virus to be spread to your PC from the Internet while you are connected – viruses can only be spread to your PC if you run an infected program. However, if you receive a program via email it may possibly be carrying a virus (in the same way as any other program you receive on, say, floppy disc, might). Therefore, remember that you may need to virus check any programs you receive via email before running them.
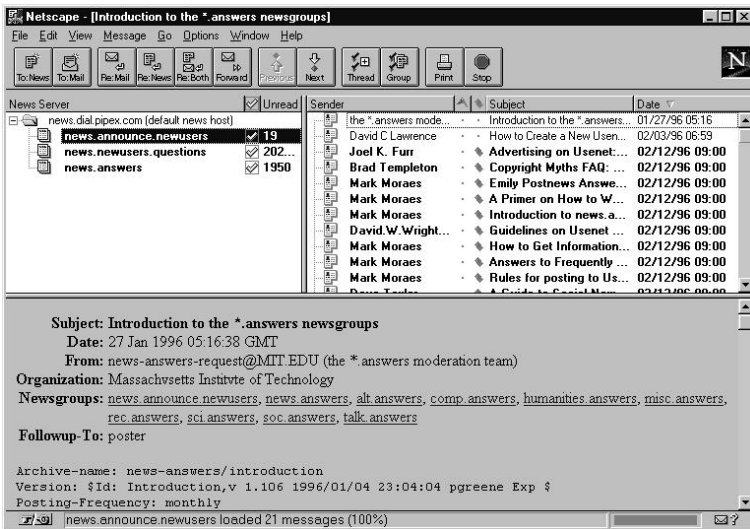
Using News

Usenet News

Usenet News is a giant global conference with hundreds of thousands of users reading and participating in thousands of discussion groups on just about any subject you care to imagine. The **News** button in the PIPEX Dial control panel takes you straight to Netscape Navigator's News windows, so you can add your voice to the debates, ask questions or just read what others have to say. You can also access the News window directly by choosing the **Netscape News** option from the **Window** menu.

The News window has a toolbar, distinct menu items, and three panes containing news information.

The newsgroup pane is a hierarchical list of news servers, categories, and newsgroups. The outer-level (leftmost) folders in the newsgroup pane show the news servers (news hosts) you've connected to. Normally, you'll have only connected to the PIPEX Dial news server and have only one outer-level folder.

A news category, notated by a folder icon and an asterisk in its name, contains newsgroups sharing the same prefix. Click on a category folder to display all its newsgroups.

Each discussion group is known as a *newsgroup*. PIPEX Dial gives you access to many thousands of groups, with more being added all the time.

Newsgroup names comprise several parts, separated by dots. The first part of a group name shows the general area of the discussion. For example:

- comp. groups cover computer–related topics

- rec. groups discuss "recreational activities"

- sci. groups contain scientific discussions

- clari. groups hold news items

- uk. groups discuss UK-specific topics

Many groups are to some extent controlled or moderated but the alt. ("alternative") groups are more anarchic, covering subjects that don't really fit or aren't appropriate within the rest of Usenet news.

You can list newsgroups available by selecting **Show All Newsgroups** from the **Option** menu. However, there are a lot of newsgroups on the PIPEX Dial news server so this will take some time and produce a very long list.

The newsgroup pane contains the following columns:

- **News Server** shows the names of the news servers and newsgroups.

- The Subscribe icon shows if you are subscribed to the newsgroup. Click the icon to toggle the subscribe status.

- **Unread** shows the number of unread messages in the newsgroup.

- **Total** shows the number of read and unread messages in the newsgroup.

The Subscribe column (notated by a check mark) lets you limit the visible newsgroups to those of your choosing. You can subscribe to newsgroups by first showing all newsgroups, then clicking a particular newsgroup's Subscribe icon in the newsgroup pane. Don't worry about

the term "subscribe" by the way, there's nothing extra to pay. Subscribing to a group simply means adding it to the list shown by Netscape Navigator in the News window so you can get to it easily.

After subscribing to newsgroups, you can change the **Options** menu setting so that you view only subscribed newsgroups (or only active newsgroups, which are subscribed newsgroups with unread messages). Other columns in the newsgroup pane tell you the number of unread messages and the total number of messages per newsgroup.

Your newsgroup subscription information is stored in a News file. If you have no previous News file, Netscape creates one that lists newsgroups designed for new users.

Reading News

Once you have found a newsgroup you want to read and have subscribed to it, you can read the current list of articles in the group by clicking on the group name (if you can't decide on a group to read, try news.announce.newusers). When you select a newsgroup by clicking on it, the message headings contained in the newsgroup are displayed in the message headings pane which has the following columns:

- **Sender** shows the name of the sender of the news message.

- The Flag icon shows if the message has been marked as noteworthy. Click the icon to toggle the flag status. You can use the **Go** menu to move between flagged news messages.

- The Read icon shows if the message has been viewed. Click the icon to toggle the read status.

- **Subject** shows the subject line of the message.

- **Date** shows the date and time the message was posted.

News messages are threaded by default. You can change the setting in the **Organization** panel of the **News and Mail Preferences…** option.

When you select a message heading by clicking on it, the message is displayed in the message content pane along with the header information such as Subject, Date, From, Organization, Newsgroups, and References.

The Newsgroups and References fields contain links to the newsgroup(s) containing the current message and where replies should be posted.

You can use toolbar buttons or menu items to move on to the next message or read a previous message.

You can resize each of the three panes to accommodate the mail information by positioning the cursor on the border lines between two panes (the cursor changes shape) and dragging the panes to the proportions you desire.

The News toolbar buttons and menu items offer further options for viewing, creating, sending, and storing news messages. When you position the mouse over each News window pane, you can use the pop-up menu as a shortcut to several of the menu bar items.

Discussions on Usenet news tend to form *threads*: someone posts an article on a new subject and, if it looks interesting (or controversial) enough, others post follow-ups commenting on what the original poster had to say. Netscape Navigator shows follow-ups as an indented list underneath the original article.

Responding to articles

If you have something to add to a discussion you can send an email reply to the author or post a follow-up article for the whole newsgroup to read. Which of these you do depends on whether you feel the reply is likely to be of interest to the rest of the readers of the group, or only to the original author.

Before you respond to an article or post a new one, please read the guidelines on posting Usenet News articles given in the news.announce.newusers newsgroup, or in one of the Internet introductory texts such as *Zen and the Art of the Internet* or *The EFF Guide to the Internet*.

To email a reply directly to the author of an article, select **Mail Reply** from the **Message** menu. To post a follow-up article to the group, select **Post Reply** from the **Message** menu.

To post an entirely new article in a group, click the **To: News** button.

Further information

This is a very quick "get you started" introduction to Usenet News; the topic is just too big to cover completely here, so you might like to read some more about Usenet News before you actually post a message yourself. Take a look at one of the Internet introductory texts mentioned above for advice.

Using Telnet

Logging In to a Remote Host

PIPEX Dial includes a Windows version of Telnet, an application that allows you to log in to a "remote host" – another computer anywhere in the world. When you use Telnet, your computer and keyboard act as though they are directly connected to the host so that you can use all the applications and services it offers.

Telnet translates input from your keyboard into a form that the remote host can use, and translates output from the host into a form that your computer can display. This process is called "terminal emulation". The version of Telnet supplied with PIPEX Dial connects your computer to a remote UNIX, VMS or other system host, using DEC VT terminal emulation, and is known as TNVT.

This chapter covers the basics of using Telnet. Detailed information is available from the on-screen Help system.

The basic steps

In outline, these are the basic steps involved in using Telnet:

1   Define a new session.

2   Change session parameters.

3   Perform your remote login tasks.

4   Close the session.

Before you start

Before you use Telnet, make sure that:

- You know the hostname or IP address of the remote host you want to use. The host must run a Telnet server: if you need to find out if it does, ask the administrator of the remote host.

- The appropriate account information (including user name and password) has been established for you on the host. You must have this information when you connect to the host, and if it was not supplied, the host's administrator can check this for you.

Defining a new session

Before you log in to a remote host, you must define a "session" with the host. A session is the set of interactions between your system and the remote host during the connection.

To define a new session, click the **Telnet** button on the Quick Launch panel.

The TNVT main window appears, and within it, the **New** dialogue box. You use this dialogue box to define session information for the remote host you want to use.
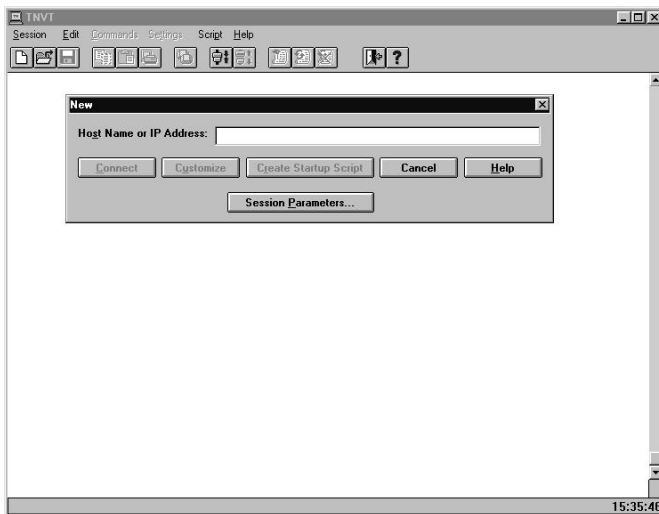
Note: Telnet and FTP share the same session information, so session information you save in one of the programs can be used with the other. If you have saved session information, the **Open** dialogue box appears instead of **New**. For more information, see the next chapter, *Transferring Files with FTP*.

To define a new session and connect to a remote host:

   1   If the **New** dialogue box is not already open, select **New** from the **Session** menu.

   2   In the **Host Name or IP Address** box, type the name or IP address of the remote host to which you want to connect.

3   Make the connection by clicking

Connect   if you want to connect to the host immediately

Customize   if you want to customize the session before connecting: for example, you might want to request the terminal type you normally use.

Changing session parameters

Use the **Settings** menu to change session parameters (you can also change some parameters by clicking **Session Parameters** in the **New** dialogue box). Among the settings you can change from the menu are:

* Terminal type and characteristics. For example, you can increase the number of columns on your screen so that you can use programs that require a 132 column screen.

* Screen colours. You can change the background and foreground colours so that your screen is easier to read.

* Fonts. For example, you can change text to *italicized*.

* The data that Telnet sends to the remote host when you press a key (this is known as keyboard remapping). For example, you might want to map your keyboard so that when you press the % key, Telnet sends an international character that is not represented on your keyboard, or you might want to use it as a shortcut for a series of keystrokes.

You can find full information on these and other settings in the on-screen Help system within Telnet.

Closing a session

When you finish your work on the remote host, use the commands on the **Session** menu to close the session.

* Select **Close** to close the current session, but continue to use Telnet.

* Select **Exit** to close the session and exit from Telnet.

Transferring Files with FTP

When to Use FTP

If you want to "download" a file – copy it from a remote computer to your own – you will probably find the FTP functions within Netscape Navigator easiest to use. If you want to "upload" a file – copy it from your own computer to a remote one – you must use the FTP program.

You can also use FTP to

- copy a file between two remote computers.

- rename, view and delete files on other computers.

- transfer files whose exact location you do not know.

- carry out file transfer tasks other than copying.

This chapter tells you the basics of using FTP. Detailed information is available from the on-screen Help system.

Before you start

Before you use FTP, be sure that:

- You know the host name or IP address of the remote host where you want to transfer a file.

- The remote host runs an FTP server.

- The appropriate account information (including user name and password) is established for you on the host. You must have this information when you connect to the host – the host's administrator can check this for you if necessary. You do not need a personal account on the remote host for files available by Anonymous FTP.

- You have permission to access any file you want to copy.

- You are familiar with file naming conventions, case sensitivity rules and wildcard syntax on the remote host and on your own computer.

Exchanging files with FTP

Using FTP to copy files from one computer to another is similar to using Windows File Manager to copy files from one directory to another.
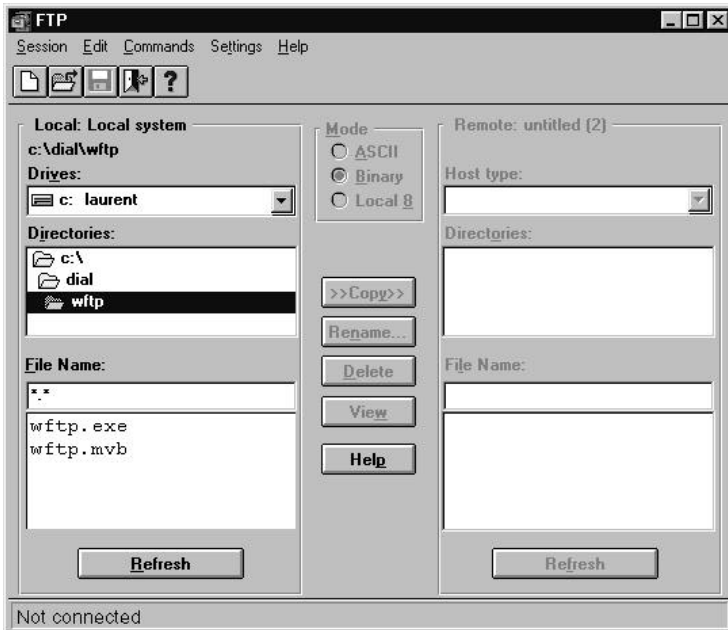
The basic steps

These are the basic steps involved in using FTP:

1   Open a session to a remote host.

2   Customize the session.

3   Perform your file transfer tasks.

4   Close the session.

Opening an FTP session

Start FTP by clicking on the FTP button on the Quick Launch panel. The FTP main window appears:

Defining a new session

If this is the first time you have used FTP, or if you have not saved any sessions in FTP or Telnet, the **New** dialogue box appears:

To define a new session and connect to a remote host:

1   If the **New** dialogue box is not already open, select **New** from the **Session** menu.

2   In the **Host name or address** box, type the name or IP address of the remote host to which you want to connect.

3   Type the **Username**, **Password** and **Account** information that was set up for you on the remote host. If you are using Anonymous FTP, type Anonymous as your username, your email address as the password, and leave the **Account** box blank.

4   If you want to connect to a specific directory on the remote host, type the directory path in the **Working directory** box.

5   Make the connection by clicking

   Connect   if you want to connect to the host immediately

   Customize   if you want to customize the session before connecting: for example, you might want to specify the host type (see the section below, *Customizing an FTP session*).

Opening a previously defined session

If you have defined a session before, the **Open** dialogue box appears when you start FTP (you can also open this dialogue box using the **Open** command in the **Session** menu). Select a session from the **Sessions Available** list, and click **Connect** or **Open**. Alternatively, if you want to open a new session, click **Cancel** and follow the instructions above.

Customizing an FTP session

You should set the host type (remote operating system) for each session, as this ensures that FTP correctly displays the host directories and filenames.

To set the host type:

1   Click on the **Host Type** dropdown menu on the main FTP window.

2   Select the host type you want.

The **Settings** menu lets you customize how you use FTP; for information, see the on-screen Help system.

Sending files

Once you have set up and customized a session, you are ready to work with files and directories over the network. In FTP, you can move between, and list, both the local and remote directories in order to locate files in preparation for transfer (see the next section for information on how to do this).

Notes: When you transfer files with FTP, a progress bar at the foot of the window shows how much of the file has been transferred. If you copy a large file (over 6.3 MB), the percentage increments correctly and the file is transferred, but the black bar disappears and starts again at the left of its frame.

If you transfer files to a UNIX host, FTP includes new line and formfeed characters in this calculation, and as a result, a transfer may sometimes continue after the bar has indicated that it is complete.

If you cancel the file copy of a very large file, the cancel may take several minutes.

Changing directories on the local or remote system

1 Select **Change Directory** from the **Commands** menu in the main FTP window.

   The **Change Directory** dialogue box appears.

```
┌─────────────────────────────────────────────┐
│ Change Directory                         [×] │
│                                              │
│  Directory name:          ┌──────────────┐   │
│                           │      OK      │   │
│  ┌──────────────────────┐ └──────────────┘   │
│  │                      │ ┌──────────────┐   │
│  └──────────────────────┘ │    Cancel    │   │
│                           └──────────────┘   │
│                           ┌──────────────┐   │
│                           │     Help     │   │
│                           └──────────────┘   │
└─────────────────────────────────────────────┘
```
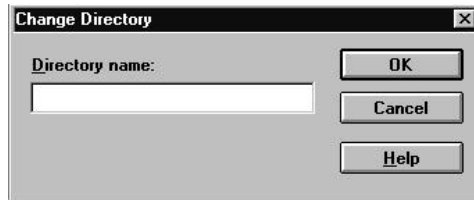
2 In the **Directory name** box, type in the name of the directory.

3 Click **OK**.

Or

   Use the scroll bar under **Directories** in the main FTP window to find and select a new directory.

The FTP main window displays the contents of the current remote and local directories. You can also change directories by double-clicking on a directory name in a file listing box in the FTP main window.

Copying a file to a remote host

There are several ways of moving files between computers using the FTP program:

- In the FTP main window, select the name of the file in the local file listing box, and click **Copy**.

- In the FTP main window, drag the file from one file listing box to the other; you can also do this if both listing boxes are displaying different remote hosts.

- Drag the file from a directory window in Windows File Manager to a remote directory displayed in the FTP main window.

- Drag the file from a directory window in Windows File Manager to the minimized FTP icon (the file will be copied to the current remote directory).

Note: Unless you are transferring a plain text file, you should have Binary mode selected before starting the copy.

Viewing files

You can use FTP to see what a file contains, to help you decide whether you want to download it to your computer. To do this:

1 Select the file in the file listing box in the main FTP window.

2 Click **View**.

The file's contents are displayed in a text editor (see below for information on how to choose the editor).

Note: FTP does not save files that you view in this way. To transfer the file to your local system, use the **Save** command in Netscape Navigator, or copy it using this program. You can, of course, copy and paste between the text editor and another program.

To select a text editor for viewing files:

1 Select **Viewer** from the **Settings** menu.

The **Editor Viewer** dialogue appears. This is a standard Windows "open" dialogue box.

2 Select the path and filename of the .exe file for your editor (Windows NOTEPAD.EXE or WRITE.EXE, for example).

Using a command file

If you often use FTP to transfer the same files between computers, you can create a command file (sometimes called a "take" file) containing the FTP commands used in the transfer. To do this:

1 Create and save a text file containing the required FTP commands (see the on-screen Help for information about these commands). The # character can be used to indicate comment lines.

2 Choose **Run Command File** from the **Commands** menu in the main FTP window.

The **FTP Command File** dialogue box appears. This is a standard
Window "open" dialogue box.

3   Select the file you want to use.

Command files use the same commands as the FTP programs running on
UNIX computers. You can find out more about this using the **Help**
menu and from Internet guides.

The following is an example of a simple command file:

```
#change the remote directory
cd /trees/flowering/fruit
#copy all files from the remote directory
mget *.*
#close the connection
quit
```

Closing an FTP session

When you finish your work on a remote host, select a command on the
Session menu to end the session.

- Select **Close** to close the current session, but continue to use
  FTP. If you have two sessions open, select the session you want
  to close by selecting either the **left remote** or **right remote**.

- Select **Exit** to close the session and exit from FTP.

Sessions saved for FTP are also available for Telnet, unless you configure
the applications to save session information in different files.

Using Ping

Testing the Availability of a Remote Host Using Ping

Use Ping to check that your computer can contact another host on the Internet. If you receive a reply to a Ping request, you know that a network path between your computer and the host is open and that the host is active. If a Ping request fails, a message box provides information about the failure.

To use Ping, you must know the hostname or IP address for the computer you want to check.

To test the availability of a remote host:

1   Click the Ping button on the Quick Launch panel.

    The Ping window appears:
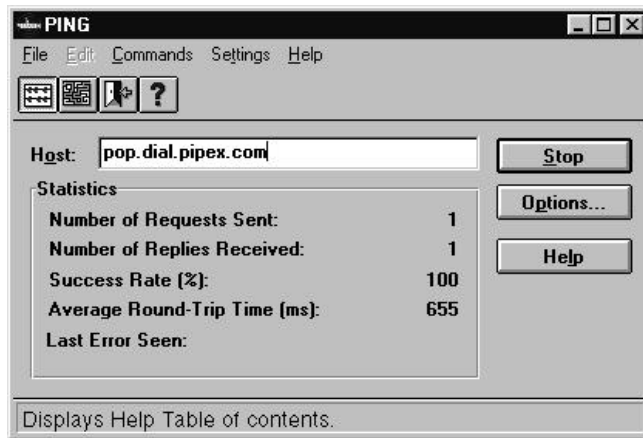
2   Click the **Statistics** button (or select **Statistics** from the **Command** menu).

3   In the **Host** box, type the name or IP address of the host.

4   Click **Start** to send a request for a reply from the remote host.

The above example resulted from a request to the host pop.dial.pipex.com. The **Statistics** box shows that the request was successful.

You can also use Ping to view the path that a Ping request takes to get to another computer.

1   Start Ping as in step 1 above.

2   Click the **Trace** button or select **Traceroute** from the **Command** menu.

3   In the **Host** box, type the name or IP address of the host.

4   Click **Start** to contact the remote host.

Ping displays the route used to reach the remote host in the **Traceroute** box.

Configuring Ping

You can configure Ping so that it saves your settings – the remote host's address, for example – when you exit the program. This is particularly useful if you regularly want to check on a particular host. To do this, select **Save Settings on Exit** in the **Settings** menu. The next time you start Ping, the host address will already be entered in the **Host** box.

You can also configure Ping so that it carries out the check as soon as you run the program. To do this, select **Ping on Startup** from the **Settings** menu. To use this feature, you will also need to save the settings, as described above.

PIPEX Dial Support

Contacting PIPEX Dial Support

If you have a question not covered by this manual there are many ways to obtain technical support for PIPEX Dial:

Support Web Pages

If you can connect to the Internet, start by reading the PIPEX Dial Support Services Web pages at URL **http://www.dial.pipex.com/**

These pages contain a wide variety of useful information and answers to commonly asked questions, such as how to set up a personalised email address.

The Support Services Web pages are also the best way to find out about developments to the PIPEX Dial software and service. All the latest news about PIPEX Dial is published first on the Support Services Web pages.

Email Support

If your question is not answered by the Support Services Web pages, please email **support@dial.pipex.com** with full details. If your problem is related to your PC or software please include information about how your PC is set up and attach to the message any configuration files you feel are relevant.

Telephone Support

If you cannot connect to the Internet or are having problems using your email program you can telephone the PIPEX Dial Support Team.

The PIPEX Dial Automated Helpline is available 24 hours a day and contains answers to some of the most commonly asked questions, both in verbal and fax form. To connect to the system call **0541 50 60 60** .

If your question is not answered by the Automated Helpline you can call the Support Team on **0541 50 60 66**. Please note that this line is staffed by specialists who are specifically trained to help with software installation, connection and email problems only. Other problems will be directed to email.

Details of the Support Team's hours of operation can be found on the Automated Helpline.

(Calls to 0541 numbers are charged at standard national telephone rates)

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