

AT&T WorldNet[®] Help



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AT&T WorldNet® Customer Care

If you are unable to solve a problem using the solutions found in this help system, the latest tips and troubleshooting information can be found online.

If you can connect to the Internet, use your browser software to go to the following address:

<http://www.worldnet.att.net/care>

Do you still need additional help?

[No. Close AT&T WorldNet Help.](#)

[Yes. Call a customer care agent.](#)

Calling Customer Care

If you are unable to resolve a problem using the solutions found in this help system, you can call Customer Care for assistance. Before calling, follow the steps below to collect information about your computer. Print this information and have it handy or be at your computer when you call.

- 1** To open the sysinfo.txt file [click here](#).
- 2** Print the sysinfo.txt file by clicking on the File pull down menu then click on Print. If you are unable to print, leave this file open on your computer when calling Customer Care.
- 3** To open the account.txt file [click here](#).
- 4** If you installed AT&T WorldNet® Software in a directory other than the default (c:\worldnet) or if you have not reached the point in Setup where the account file is created, you will receive an error message indicating the Notepad application cannot locate the account.txt file. If you receive this error message, select Open from the File menu in Notepad. In the "File Name" box, type the name of the directory in which you installed the AT&T WorldNet Software followed by **\\wns20\user\account.txt**. For example, if you installed the software in the default directory, type **c:\worldnet\wns20\user\account.txt**. When you are finished click on the OK button. If Notepad still cannot locate the account.txt file, [click here](#) to skip to the next step.
- 5** Print the account.txt file by clicking on the File pull down menu and selecting Print. If you are unable to print, leave this file open on your computer when calling Customer Care.
- 6** To collect additional information [click here](#)

Additional information for Customer Care

Before calling AT&T WorldNet® Customer Care, gather the following information:

Hardware configuration:

- PC manufacturer (for example, Dell or Gateway 2000)
- CPU type (386, 486, or Pentium)

Description of your problem and where it occurs in the process (for example):

- Are you having difficulty installing the software?
- Are you having difficulty dialing out (getting the modem to work)?
- Are you unable to complete the registration process?
- Are you registered with AT&T WorldNet Service, but having problems using the Internet browser?
- The error number and/or message, if applicable.

You are using AT&T WorldNet Setup 2.5 for Windows 3.1 and 3.11.

Call AT&T WorldNet Customer Care at: **1-800-400-1447**

About AT&T WorldNet® Software

There are five different applications installed in the AT&T WorldNet Software program software group; Setup, Connection Manager, Fix It, Uninstall and Help. To learn more about each of the applications, click on one the titles listed here.

[What is AT&T WorldNet Setup?](#)

[What is AT&T WorldNet Connection Manager?](#)

[What is AT&T WorldNet Fix It?](#)

[What is AT&T WorldNet Uninstall?](#)

[What is AT&T WorldNet Help?](#)

What is AT&T WorldNet® Help?

AT&T WorldNet Help is designed to help identify and resolve problems that may be encountered while using AT&T WorldNet Software. It includes help for the three main AT&T WorldNet Applications.

- [AT&T WorldNet Setup](#)
- [AT&T WorldNet Connection Manager](#)
- [AT&T WorldNet Fix It](#)

If an error occurs in Setup or Connection Manager, you can access the help for that error by clicking on the Help button in the error message box. If you would prefer that AT&T WorldNet Help automatically appears when an error occurs (even if you don't click the Help button), perform the following:

- 1** Start the Connection Manager by double-clicking on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.
- 2** Click on the Options button in the main window of Connection Manager
- 3** Check the box labeled "Automatically display Help when an error occurs."

You can also access AT&T WorldNet Help by double-clicking the "AT&T WorldNet Help" icon in the AT&T WorldNet Software program group.

[What topics are covered?](#)

What topics are covered?

[About the AT&T WorldNet Software](#)

These topics introduce you to the individual applications of AT&T WorldNet Software. You can learn what each application is for and how to use it.

[Help on Specific Screens](#)

These topics allow you to find help on filling out specific screens in AT&T WorldNet Software.

[Help on numbered/non-numbered messages](#)

These sections allow you to search for a specific message that you may have seen. Some messages are numbered others are not.

[Common Questions](#)

These topics contain instructions for the most commonly asked questions.

[Glossary of Internet and Online Terms](#)

The glossary contains the definitions of commonly used Internet and computer terms.

[For additional help...](#)

This topic is automatically displayed when you experience a problem that cannot be resolved following the instructions in this help system. You are given instructions how to contact AT&T Customer Care and what information you must provide when calling.

What is AT&T WorldNet® Setup?

Setup is the program that installs AT&T WorldNet Software and configures it to work with your system. The program can be run by following the installation instructions that came with AT&T WorldNet Software, or by double-clicking on the "AT&T WorldNet Setup" icon in the AT&T WorldNet Software program group.

When you run the Setup program, you will be guided through three major steps:

[Step 1 - Set Up Modem](#)

[Step 2 - Register Account](#)

[Step 3 - Install Internet Browser](#)

What is AT&T WorldNet® Connection Manager?

The Connection Manager is the program that dials the phone each time you want to connect to the Internet using AT&T WorldNet Service. You can start the Connection Manager by double-clicking the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Service program group.

When the program begins operation, the Connection Manager [main window](#) is displayed. You can display other windows while in Connection Manager by clicking on the following buttons:

[Profile properties](#)

[Location properties](#)

[Options](#)

What is AT&T WorldNet® Fix It?

Fix It is a utility that is capable of repairing the majority of account-related problems that may occur with the AT&T WorldNet Software installed on your computer. Although these problems are rare - you will probably never have to use this tool - AT&T believes that it is important to provide quick and easy solutions for all potential problems.

Fix It is also a handy tool for changing which account a particular computer is configured to access. If you want to configure AT&T WorldNet Software to use a different account than it is currently using, run Fix It and select the Online restore option to retrieve the account you want to use.

Run the program by double-clicking on the "AT&T WorldNet Fix It" icon in the AT&T WorldNet Software program group.

What is AT&T WorldNet® Uninstall?

The uninstall utility is used to remove AT&T WorldNet Software from your computer.

The program can be run by double-clicking on the "AT&T WorldNet Software Uninstall" icon in the AT&T WorldNet Software program group.

Numbered Messages

Help for numbered messages is listed both by the number of the error and by its category.

Messages by category

[Communications port](#)

[Configuration](#)

[Connect/Disconnect](#)

[Database](#)

[Dialing](#)

[Download](#)

[Install/Setup](#)

[Modem](#)

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[Save/Restore account](#)

[Windows](#)

Messages by Number

[100-199](#)

[200-299](#)

[300-399](#)

[400-499](#)

[500-599](#)

Non-Numbered Messages

There are two different situations in which you might receive an unnumbered message.

- [General Registration Error Messages](#) are errors received from the AT&T WorldNet Registration Server. These errors may occur when you have connected to the Registration Server to setup a new account or restore an existing account.
- Pop-up message windows contain information which you can respond to in specific ways.

[Software update available](#)

[Resume Software update](#)

General Registration Error Messages

While registering your new account with AT&T WorldNet® Service, the following general errors may be displayed. These messages are received from the AT&T WorldNet Registration Server and indicate that you have not provided the required information. To complete your account registration accurately and begin using AT&T WorldNet Service please include the required information.

The displayed errors are not numbered and are generally titled Registration Error or Registration Incomplete. The field name, the error message and a possible solution for each error are provided.

Registration Error

This is displayed as: "The registration code you entered failed validation (invalid code). Please check the code and try again."

The registration code you entered could not be validated. Your registration code is typically located on the outside back cover of the storage container that your AT&T WorldNet Software arrived in. It is a 9-character code that it is usually located after one of these typical sentences:

"Long Distance Customers of AT&T, use code... " or "If AT&T LD, Reg Code is:"

"Long Distance Customers of Other Carriers, use code..." or "If Non-AT&T, Reg Code is:".

Solution: Enter the 9-character registration code that appears after one of these sentences.

AT&T WorldNet Service agreement radio button

This is displayed as: "This field is required."

The Yes or No radio button must be selected. Selecting Yes accepts the agreement and continues the registration process. Selecting No terminates the registration process and does not allow you to use AT&T WorldNet Services.

Solution: Select a radio button. To access AT&T WorldNet Service select the Yes radio button.

Long distance customer radio button

This is displayed as: "This field is required."

A radio button must be selected. Selecting the radio button that indicates you are an AT&T long distance subscriber results in a lower monthly long distance rate when using AT&T WorldNet Service. Selecting the radio button that indicates you are not an AT&T long distance subscriber results in a higher monthly rate when using AT&T WorldNet Service.

Solution: Select the radio button that describes your long distance service correctly.

Pricing plan radio button

This is displayed as: "This field is required."

A radio button must be selected. Scroll down through the screens and read the information detailing the different pricing plans. Select the pricing plan radio button that best suits your needs and budget.

Solution: Select the appropriate pricing plan radio button.

Area code

There will be one of two error messages displayed. The messages are displayed as: "This field is required. The phone number you entered failed validation. Please check phone number and try again," or "Phone number aaa bbb-cccc not found."

An area code is required to complete registration. The phone number you entered could not be located or validated, it may have been entered incorrectly. Re-enter the area code then try again.

Solution: Enter the correct area code.

Phone number

There will be one of two error messages displayed. The messages are displayed as: "The phone number you entered failed validation. Please check phone number and try again," or "Phone number aaa bbb-cccc not found."

A phone number is required to register your account. The phone number you entered could not be validated, it may have been entered incorrectly. Re-enter the phone number then try again.

Solution: Enter the correct phone number.

First name, last name text

This is displayed as: "Please enter your name."

Your first name and last name are required to register your account.

Solution: Enter your first and last name.

Name

There will be one of two error messages displayed. The messages are displayed as: "The Name on Card must be at least 4 characters long," or "The Name on Card must start with A-Z or a-z."

A valid name is required to establish your account. Use the name that appears on your credit card. It must be at least 4 characters and created using letter characters. Characters can be entered as all uppercase (A, B, C, D, E, etc.) or all lower case (a, b, c, d, e, etc.).

Solution: Enter your name or business name as it appears on your credit card.

Address

This is displayed as: "The address field must have more than 6 characters. Your city must have more than 2 letters. Please re-enter your state name or abbreviation. Please re-enter your zip code."

Your address is required to establish your account. The address field must have more than 6 characters. The city where you live must have more than 2 letters. Your state's name or postal service abbreviation is required. Your zip code is required. If you are not positive about your state's postal service abbreviation or zip code, contact your local post office.

Solution: Re-enter your address correctly.

Zip code and state

This is displayed as: "Please re-enter your state name or abbreviation. Zip code does not match state."

The state in which you live and your zip code are required to establish your account. Your zip code does not match with your state. Your state's name or postal service abbreviation is required. Your zip code is required. If you are not positive about your state's postal service abbreviation or zip code, contact your local post office.

Solution: Enter the correct state and zip code information.

Credit card number or expiration date

This is displayed as: "The credit card carrier/number you entered failed validation. Please check the carrier/number and try again."

Proper credit card information is required to register your account. The wrong credit card company may have been entered, or the credit card number may be incorrect or the expiration date may be incorrect. Please check the credit card company, number and expiration date then try again.

Solution: Re-enter the correct credit card information.

E-mail ID

This is displayed as: "Please enter your e-mail address."

Your e-mail ID is required to register your account. It identifies your account allowing you to use AT&T WorldNet® Service away from your registered main location such as using your portable lap top computer while on a business trip.

Solution: Enter your e-mail ID.

Password

This is displayed as: "Password must contain at least 6 characters. This field is required."

A password is required to register your account. Your password must be a minimum of 6 characters in length and created using letter characters. Characters can be entered as all uppercase (A, B, C, D, E, etc.) or all lower case (a, b, c, d, e, etc.). A password provides security for your account. If access to your account is questioned by AT&T WorldNet Service, your password identifies the account as yours and allows you access.

Solution: Enter a password that contains a minimum of at least 6 characters.

Security word

There will be one of two error messages displayed. The messages are displayed as: "The security word must be at least 2 characters long," or "The security word must start with A-Z or a-z."

A security word is required to register your account. The security word must be a minimum of 2 characters in length and created using letter characters. Characters can be entered as all uppercase (A, B, C, D, E, etc.) or all lower case (a, b, c, d, e, etc.). A security word is an added security measure known only by you. It helps identify the account is yours if AT&T WorldNet Service questions the authenticity of your account password.

Solution: Enter a security word that contains a minimum of at least 2 letter characters.

Communications Port

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[209 - Communications port error](#)

[253 - Communications program in use](#)

[258 - Cannot locate winsock.dll file](#)

[361 - Another communications application may be in use](#)

[403 - No communications ports](#)

[405 - Critical: Windows and real IRQ do not match](#)

[407 - Critical: COM port hardware address does not match base address](#)

[409 - UART is too slow for modem speed](#)

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[208 - Unable to establish PPP connection](#)

[211 - Connection failure](#)

212 - Handshake error

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[203 - No dial tone](#)

[205 - Log on error](#)

[206 - No carrier](#)

[210 - Not a data number](#)

[213 - Connection error](#)

222 – All available lines are busy or modem not dialing correctly_

240 - Connection interrupted while dialing_

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460 - Incomplete dialing information

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460 - Incomplete dialing information
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[406 - Critical: Mouse and modem share an IRQ](#)

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[125 - Select secondary access number](#)

[126 - Enter local area code](#)

[130 - Location outside the USA chosen](#)

[131 - Home page changed](#)

[132 - Enter local dialing code](#)

100 - New Windows version

You installed a new version of Windows since installing AT&T WorldNet® Software. This error can occur for one of the following reasons:

You installed AT&T WorldNet Software on your computer while it was running Windows 3.1 or Windows 3.11. Then, you upgraded your computer to Windows 3.x.

You upgraded your computer to Windows 3.x (or to a later version of Windows), installed AT&T WorldNet Service software, and then uninstalled Windows the more recent version of Windows to go back to Windows 3.1 or Windows 3.11.

You will need to install the appropriate version of AT&T WorldNet Software for your current operating system. The AT&T WorldNet CD-ROM contains the software for both Windows 3.x and Windows 3.1. However, if you only have the diskettes of the AT&T WorldNet Software, you will need to call 1-800-WORLDDNET to order the correct software.

[How do I reinstall the AT&T WorldNet Software?](#)

[Click here to close AT&T WorldNet Help.](#)

102 - Database error

There is a problem with your AT&T WorldNet® Software database files. Running Setup again can solve the problem. Setup fixes the databases that AT&T WorldNet Software uses and reinstalls and/or reconfigures the browser. Perform the following steps to run Setup.

- 1** Shut down AT&T WorldNet Software that is running.
- 2** Double-click on the AT&T WorldNet Setup icon in the AT&T WorldNet program group.
- 3** Proceed through the Setup wizard, include the original settings.
- 4** If the problem persists, reinstall AT&T WorldNet Software from your original installation media.

[How do I reinstall the AT&T WorldNet Software?](#)

[Click here to close AT&T WorldNet Help.](#)

103 - Configure for AT&T WorldNet® Service

AT&T WorldNet Software has detected that your Internet (browser) software has an incorrect setting for accessing the Internet using AT&T WorldNet Service. For instance, your e-mail name, e-mail password, e-mail server, or news server may have been changed.

These properties are most often changed when you have connected to a service other than AT&T WorldNet Service using the same Internet software. If you receive this error while you are trying to access another service, you can probably ignore this message and message number [104](#).

However, if you are having trouble accessing the Internet through AT&T WorldNet Service, you probably need to reconfigure your Internet software. To do this automatically, follow these steps:

- 1 Close the browser and any other Internet software applications that may be running.
- 2 Clicking on the Yes button sets up the browser to use AT&T WorldNet Software.

Your browser configuration will be modified to use the correct settings.

[Click here to close AT&T WorldNet Help.](#)

104 - Configuration is recommended

You have responded "No" to [error message 103](#), "Configure for AT&T WorldNet® Service." If you DO NOT configure your software for AT&T WorldNet Service now, some Internet software may not operate correctly. It is recommended that you reconfigure your software now.

Click on the "Yes" button to setup AT&T WorldNet Software and access the Internet.

[Click here to close AT&T WorldNet Help.](#)

105 - Modem error

Modem configuration does not exist. The modem has been changed or removed since using AT&T WorldNet® Service. To correct this error a new modem must be selected and configured.

- 1 From the main window of the Connection Manager Software, click on the Location Properties button. Choose another modem from the drop-down modem list by clicking the down arrow.
- 2 If your modem is not listed, click on the Configure button.
- 3 Click on the Add button and follow the instructions on the screen.

[Click here to close AT&T WorldNet Help.](#)

106 - Starting Internet software

AT&T WorldNet® Software was unable to start the Internet software (browser). You may have uninstalled the browser or moved it to a different directory. The error may also occur if a database file on your computer has become corrupted. In either case, running AT&T WorldNet Setup again should correct the problem.

- 1 Shut down AT&T WorldNet Software that is running.
- 2 Double-click on the AT&T WorldNet Setup icon in the AT&T WorldNet program group.
- 3 Proceed through the Setup wizard, include the original settings.
- 4 When you reach the first screen in the section titled "Step 3 - Install Browser," Setup will offer to install the browser that is included in AT&T WorldNet Software. You can do one of two things:
 - Install the browser by clicking on the Next button (you will need the original CD or diskettes you used to install AT&T WorldNet Software).
 - Select a different browser that you have installed by clicking on the Change button.
- 5 Continue through the Setup wizard. When the Setup process is complete, your computer should be ready to connect to the Internet again.

[Click here to close AT&T WorldNet Help.](#)

107 - Starting additional Internet software

There is a problem starting the additional Internet software you have specified in the Profile Properties window of the Connection Manager software. Verify that the location and file name of all entries in the Additional Internet Software box are correct. Perform the following steps to correct this condition.

- 1 Disconnect from the Internet.
- 2 Start Connection Manager by double-clicking on the "Connect to AT&T WorldNet® Service" icon in the AT&T WorldNet Software group.
- 3 Click on the Profile Properties button.
- 4 Verify the entries in the "Additional Internet Software" box are correct.

[Click here to close AT&T WorldNet Help.](#)

108 - Enter profile name

You have not entered a name in the AT&T WorldNet® Account Profile box in the Profile Properties window. You must enter a name as a label for your account to continue. You may enter any name.

Note: This version of AT&T WorldNet Software automatically copies the profile name from the "Your first and last name" field in the AT&T WorldNet Setup program. The only way to produce this error is to deliberately delete the contents of the "AT&T WorldNet Account Profile" field.

[Click here to close AT&T WorldNet Help.](#)

109 - Duplicate profile

You tried to create a new account profile using a name already used with an existing account. Choose a different name for the new account profile.

Note: This error only occurs in versions of AT&T WorldNet® Software that support multiple profiles.

[Click here to close AT&T WorldNet Help.](#)

110 - Enter location name

You have not entered a name for the location from which you are connecting to AT&T WorldNet® Service. For example, you may decide to call your current location "Home" or "Work" or "Uncle John's." You must enter a name before continuing.

The Location name must be entered in the window in which the error occurred. Look for a box named one of the following:

"Please enter your location"

"Location"

"I am dialing from"

See also: [What is a location?](#)

[Click here to close AT&T WorldNet Help.](#)

111 - Select Call Waiting; Connection Manager error

Since the tones sent to indicate an incoming call disrupt modem communications, Call Waiting must be disabled when dialing out with your modem. You checked the box indicating that your current location has Call Waiting, but have not entered the digits the modem must dial to disable it. Enter the code used to disable Call Waiting.

Note: If you checked the box by mistake - your current location doesn't have Call Waiting - remove the check and the error message will not be displayed.

If you are not sure that Call Waiting is on the line your modem is currently connected to, contact your local telephone company.

[Click here to close AT&T WorldNet Help.](#)

112 - Duplicate location

You tried to create a new location with a name that is already used by another location. Please enter a different name for the new location. A different name allows you to easily recognize a set of location settings based on the name assigned to it. For example, you may have one location called "Home" which contains the appropriate configuration for connecting to AT&T WorldNet® Service from your home and another location called "Work" which allows you to connect to AT&T WorldNet Service from work.

To see a list of all the location names already defined on your computer, click on the arrow in the box marked "I am dialing from" in the Dialing Properties window.

See also: [What is a location?](#)

[Click here to close AT&T WorldNet Help.](#)

113 - Last location

There is only one location defined and you tried to delete it. Since locations contain information required for dialing out, you must have at least one location defined at all times. If you have only one location, you must create a second before you will be allowed to delete the first one.

See also: [What is a location?](#)

[Click here to close AT&T WorldNet Help.](#)

114 - Enter local phone number

Either you did not enter your local phone number or the number you entered is not valid. AT&T WorldNet® Software needs the phone number from which you are dialing. This information is used to locate the [access number](#) nearest you.

Please check that the area code and phone number entered are correct. Note that in the United States, the area code must be three digits and the phone number must be the seven digits that follow the area code.

[Click here to close AT&T WorldNet Help.](#)

115 - Access numbers lookup error

AT&T WorldNet® Software was not able to retrieve a list of appropriate [access numbers](#) for your area. Please try again later.

[Click here to close AT&T WorldNet Help.](#)

116 - Select primary access number

This error occurs if you do not select a primary [access number](#).

Please select your primary access number before proceeding by choosing one from the list in the "Primary Access Number" box.

[Click here to close AT&T WorldNet Help.](#)

117 - Communications port

This warning message appears when you attempt to change the communications settings for the port that connects your modem to your computer. You should only change these settings if you have changed or intend to change the corresponding settings on the modem.

[Click here to close AT&T WorldNet Help.](#)

121 - Enter Direct Name Server (DNS) address

This error occurs when you have not entered correct values in either the Domain Name Server (DNS) 1 boxes or the DNS 2 boxes. Each set of boxes specifies the [IP address](#) of a [Domain Name Server](#). DNS translate verbal names, such as joe@xyz.com, to the numerical addresses recognized by computers on the Internet.

- 1 Click on the Restore Defaults button in the window where this error occurred. You should see the following pairs of DNS servers listed:

204.127.129.1

204.127.129.2

OR

204.127.129.1

204.127.160.1

- 2 If the DNS server entries do not match one of the pairs of addresses listed above, type the correct DNS addresses in the provided boxes.

Note: If you have been specifically instructed to use DNS addresses other than the addresses shown above, use the addresses you were told to use. However, you must make sure that the addresses you enter match what you were given exactly.

[Click here to close AT&T WorldNet Help.](#)

123 - AT&T WorldNet® SetUp is running

You tried to start the Connection Manager software "Connect to AT&T WorldNet® Service" while Setup was running. Please complete the Setup process before attempting to run Connection Manager.

[Click here to close AT&T WorldNet Help.](#)

124 - No access numbers

You are trying to dial out using a location for which you have not specified any [access numbers](#).

This error may occur if you exited Setup while you were in the process of updating your access numbers. In this case you obtained a new list of access numbers, but exited before selecting numbers from the list. Perform the following to add access numbers to the location.

- 1 From the main window of Connection Manager, click on the Location Properties button.
- 2 Click on the Change Numbers button.
- 3 If Connection Manager doesn't have a list of access numbers in your area, it will prompt you to enter the area code and phone number that you are dialing from. When you are finished, click on the OK button. Connection Manager will dial out to retrieve a list of access numbers from AT&T.
- 4 Once Connection Manager has obtained a list of access numbers in your area, it will display the list on the screen. Select your primary and secondary access numbers from the list and click on the OK button.
- 5 Click on the OK button again to exit the Location Properties window.

[Click here to close AT&T WorldNet Help.](#)

125 - Select secondary access number

You have not selected a backup [access number](#).

Please select a backup access number from the list in the "Backup Access Number" box.

If you do not wish to use a backup number, click on "Use the primary number as the backup."

[Click here to close AT&T WorldNet Help.](#)

126 - Enter local area code

This error occurs when you attempt to dial out without specifying the area code from which you are dialing.

Follow these steps to enter your area code.

- 1** From the main window of AT&T WorldNet® Connection Manager, click on the Location Properties button.
- 2** When the Location Properties window appears, click on the Dial Properties button.
- 3** In the "Area Code" box, enter the three-digit area code from which you are dialing and then click on the OK button.
- 4** Click on the OK button again to exit the Location Properties window.

[Click here to close AT&T WorldNet Help.](#)

130 - Location outside the USA chosen

You specified that you are dialing from a country other than the United States. Outside of the USA, the access numbers used to connect to AT&T WorldNet® Service must be entered manually. Perform the following steps to enter the access number.

- 1 Contact AT&T to obtain a list of access numbers in the country from which you wish to dial.
- 2 You could use an access number in the U.S. However, you would be paying international long distance rates to connect to AT&T WorldNet Service.
- 3 Run AT&T WorldNet Connection Manager software by double-clicking on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.
- 4 Click on the Location Properties button.
- 5 When the Location Properties window appears, click on "Manually edit dialing characters."
- 6 In the "Primary access number" and "Secondary access number boxes," enter the access number or numbers that must be dialed to connect to AT&T WorldNet Service.

Note: If a prefix is required for dialing out from your current location (like dialing *9 to get an outside line), make sure it is included in these access numbers. Normally, such a prefix should be followed by a comma "," which tells a modem to pause one second before continuing the dialing process.

- 7 Click on the OK button to exit the Location Properties window.

[Click here to close AT&T WorldNet Help.](#)

131 - Home Page changed

You selected a different home page while you were connected. AT&T WorldNet® Connection Manager software is asking if you want to save this change. If you want to use the new home page from now on, choose "Yes." If you would rather stick with your old home page, choose "No."

[Click here to close AT&T WorldNet Help.](#)

132 - Enter local dialing code

This error occurs when you attempt to dial out without specifying the dialing code from where you are dialing (error occurs only in locations outside of U.S.). Perform the following steps to enter the dialing code.

- 1 From the main window of the AT&T WorldNet® Connection Manager program, click on the Location Properties button.
- 2 When the Location Properties window appears, click on the Dial Properties button.
- 3 In the "Area Code" box, enter the dialing code (up to 10 digits) that you are dialing from, then click on the OK button.
- 4 Click on the OK button again to exit the Location Properties window.

[Click here to close AT&T WorldNet Help.](#)

Notice and Error Messages 200-299

- [201 - Busy](#)
- [202 - No answer](#)
- [203 - No dial tone](#)
- [204 - Modem initialization error](#)
- [205 - Log on error](#)
- [206 - No carrier signal](#)
- [207 - Communications port in use](#)
- [208 - Unable to establish PPP connection](#)
- [209 - Communications port error](#)
- [210 - Not a data number](#)
- [211 - Connection failure](#)
- [212 - Handshake error](#)
- [213 - Connection error](#)
- [222 - All available lines are busy or modem not dialing correctly](#)
- [223 - Automatic disconnect occurred](#)
- [240 - Connection interrupted while dialing](#)
- [241 - Connection interrupted](#)
- [250 - Connection program error](#)
- [251 - Dial error](#)
- [252 - Disconnect error](#)
- [253 - Communications program in use](#)
- [254 - Error finding winsock path](#)
- [255 - Error loading communications protocol](#)
- [256 - Connection program error: AT&T WorldNet Setup](#)
- [258 - Cannot locate winsock.dll file](#)
- [259 - Error loading winsock.dll file](#)
- [260 - Error mapping winsock API](#)
- [261 - Error starting communications protocol](#)
- [262 - Disconnect before closing windows](#)

201 - Busy

The modem received a busy signal when trying to connect to AT&T WorldNet® Service. The most common reasons for this error are:

- The phone line is busy. Your local phone service is experiencing heavy usage or all available phone lines at AT&T WorldNet Service are currently in use.
- Your modem is not dialing the correct digits to connect to AT&T. It's dialing a phone number that is busy, or does not access an outside phone line. For example, to acquire an outside phone line at your facility "9" must be dialed first. Your modem is not configured to dial "9" first, and is dialing a phone number inside your facility instead of AT&T.

Did this error occur while running Setup?

[Yes.](#)

[No, I was just trying to connect to the Internet.](#)

[No, I was trying to change my access numbers.](#)

Have you changed your dialing properties recently?

Changing the settings in the Dial Properties window (for example when creating a new location entry) causes the modem to dial different digits. If your dialing properties are not configured correctly, the modem may actually be dialing the wrong number.

Have you changed your dialing properties?

[Yes.](#)

[No, I haven't changed them since the last time I connected successfully](#)

Checking the dialed digits in Connection Manager

- 1** In the main window of AT&T WorldNet® Connection Manager, click on the Location Properties button then click on the Dial Properties button.
- 2** If you need to dial a special prefix to get an outside line, make sure the correct digits are entered in the "To access an outside line" boxes.
- 3** If you do not need to dial such a prefix, these fields should be blank.
- 4** If you have the Call Waiting feature on the phone line your computer is connected to, make sure the box marked "This location has call waiting" is checked and that the digits you must dial to disable that feature are entered in the box.
- 5** If you do not have Call Waiting, this box should not be checked.
- 6** Verify that the area code and country from which you are dialing are correct.
- 7** Click on the OK button.
- 8** In the Location Properties window, click on the Change button.
- 9** When the Access Numbers window appears, click "Update Access Numbers." The Connection Manager will dial out to retrieve the latest list of access numbers available in your area. When it has finished, select the primary and backup access numbers you wish to use, then click on the OK button.
- 10** If "Manually edit dialing characters" is selected, click "Use dial properties to format numbers to dial" to update the dialed numbers strings. If you still require manually edited dial strings, reselect "Manually edit dialing characters" and edit the digits as needed.
- 11** Click on the OK button to exit the Location Properties window.

Did this correct the condition?

[No. Continue troubleshooting.](#)

[Yes. Close AT&T WorldNet Help.](#)

Checking the dialed digits when running Setup

- 1 Click on the Change Properties button.
- 2 Check the "Area Code" and "Phone Number" settings for accuracy. Make sure they contain the phone number that you are attempting to dial out from.
- 3 If "This location has call waiting" is checked, and you do not subscribe to call waiting, remove the check from this box.
- 4 If you need to dial a special prefix to access an outside line, verify the correct digits are entered in the "To access an outside line" boxes.
- 5 If you do not need to dial a prefix, make sure these fields are blank.
- 6 Click on the OK button when you are finished.

Did this correct the condition?

[No. Continue troubleshooting.](#)

[Yes. Close AT&T WorldNet Help.](#)

Temporary heavy usage or facilities maintenance

Errors 201, 202, 210, and 222 may be caused by temporary problems with your local phone service or at the AT&T WorldNet® facilities.

If all the lines of your local phone network or all the modems at AT&T are busy, your call will not get through.

Maintenance issues can produce the same symptoms by causing the facilities in your local telephone network or at AT&T to be temporarily unavailable to handle your call. These facilities may have been temporarily removed from service for routine maintenance.

These conditions are temporary in nature, try dialing the number again. If the problem persists, try connecting at a different time of the day.

Does the condition occur often or persist for more than a few hours?

[Yes.](#)

[No. Close AT&T WorldNet Help.](#)

202 - No answer

The number dialed was not answered. The most common reasons users receive this error are:

- Other subscribers are currently using all available lines at AT&T WorldNet® Service. Although the line is ringing, no modems are available to answer.
- The correct number isn't being dialed to connect to AT&T, the modem is dialing a number that cannot be answered. For example, if dialing "9" is required as the number prefix for accessing an outside line and the modem is not configured to dial "9," it may be dialing a number inside your facility instead of dialing out to AT&T.
- The primary access number is a long distance number and the area code requires the prefix "1." The prefix is not included in the primary access number; the modem is dialing a number that cannot be answered.

Did this condition occur while running Setup?

[Yes.](#)

[No, I was just trying to connect to the Internet.](#)

[No, I was trying to change my access numbers.](#)

203 - No dial tone

The phone line being used to connect to AT&T WorldNet® Service does not have a dial tone. The phone line must be connected properly to the modem. The phone line must be available for use, other devices such as phone or fax machine could be using the line.

- 1 Check and verify no one is using a phone or other device on the phone line.
- 2 For external modem connections:
 - Verify the phone cable to the modem is properly connected at the computer and the cable is properly connected to the jack on the modem (often labeled Line or Phone).
 - Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on the wall of the room).
 - Verify the Power ON/OFF switch is in the ON position.
 - Verify the power cord is securely connected.
 - Turn the modem off, then on.
- 3 For internal modems inside the computer:
 - Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on a wall of the room).
- 4 Click on the Retry button of the error message window.

Did this correct the condition?

[Yes, Close AT&T WorldNet Help.](#)

[No, Continue troubleshooting.](#)

Use a phone to check your line

Ensure the phone line is working correctly and is not in use. If possible, listen for a dial tone on a phone attached to the same line as the modem. You can also check for a dial tone by connecting a phone to the modem jack marked "Phone" and listening with the handset.

Do you hear a dial tone?

[Yes.](#)

[No. The phone line is in use.](#)

[No. I don't hear anything.](#)

Does the dial tone sound normal?

Some telephone features change the dial tone. For example, if you have voice mail the dial tone may be pulsed to indicate that you have waiting messages.

Does your dial tone sound like a dial tone?

[Yes.](#)

[No.](#)

Restore your dial tone before proceeding

You will have to restore your dial tone to normal before dialing out with the modem.

[Click here to close AT&T WorldNet Help.](#)

The phone line is in use

The phone line must not be in use in to connect to AT&T WorldNet® Service. When the phone is no longer in use, try connecting to AT&T WorldNet Service.

Did this correct the condition?

[No.](#)

[Yes, Close AT&T WorldNet Help.](#)

Call your local phone company

If you cannot hear a dial tone on your phone, you may be experiencing a problem with your phone line. Please contact your local phone company to resolve this problem. Once resolved, you can try to connect to AT&T WorldNet® Service.

If you have an alternate phone line, you can connect your modem to this other phone line (if it has dial tone) and connect to AT&T WorldNet Service.

[Click here to close AT&T WorldNet Help.](#)

Modem types

If your phone line is connected to the back of your computer, you have an internal modem. If your phone line is connected to a separate device that is then connected to the back of your computer, you have an external modem.

If you have a laptop computer and/or your phone line is connected to a removable credit card size device that is plugged into your computer, you have a PCMCIA modem.

Click on the type of modem used in your system.

[Internal](#)

[External](#)

[PCMCIA](#)

Check internal modem connections

In the following steps you are instructed to shutdown and turn off your computer. It is recommended that you print these instructions before beginning. You are also instructed to remove the metal cover that protects the electronic devices inside the computer. You will be instructed to locate and reseat the internal modem card. If you do not feel that you are capable of performing this task, you may want to bring your computer to a qualified service technician.

If your system has a modem located inside the computer:

- 1 Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on a wall of the room).
- 2 Close your Internet connection and close Windows as you normally do.
- 3 Turn the computer off and disconnect the power cord from the power outlet.
- 4 Remove the metal cover from the computer and locate the modem. The modem is the device that has the phone cable connected to it.
- 5 Grab the modem card and gently wiggle it. If the modem moves easily it is loose and needs to be resealed.
- 6 Reseat the modem card by firmly pushing on it until it is resealed in its connector.
- 7 Grab the modem card and gently wiggle it. If the modem does not move easily it is seated properly. If the modem continues to move easily repeat the step 6. After repeating step 6, if the modem remains loose you may want to have your computer serviced by a qualified service technician.
- 8 Replace the metal cover on the computer.
- 9 Reconnect the power cord to the power outlet and turn the computer on.

Did this correct the condition?

[No. Continue troubleshooting.](#)

[Yes. Close AT&T WorldNet Help.](#)

Check external modem connections

If your system has an external modem:

- 1 Verify the phone cable to the modem is properly connected at the computer and the cable is properly connected to the jack on the modem (often labeled Line or Phone).
- 2 Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on a wall of the room).
- 3 Verify the Power ON/OFF switch is in the ON position.
- 4 Verify the power cord is securely connected.
- 5 Turn the modem off, then on.

Did this correct the condition?

[Yes. Close AT&T WorldNet Help.](#)

[No. Continue troubleshooting.](#)

PCMCIA card

Due to the size of most lap top computers, the modem that is generally used is an external PCMCIA modem. This is not true for all lap top computers, some recent lap top computer designs have an internal modem. If your modem is a PCMCIA external modem, perform the following steps to verify the phone line connections.

- 1** Grab the PCMCIA card and gently wiggle it. If the modem moves easily it is loose and needs to be reseated.
- 2** Remove the PCMCIA card and reseal it by firmly pushing on it until it is reseated in its connector.
- 3** Grab the PCMCIA card and gently wiggle it. If the PCMCIA card does not move easily it is seated properly. If the PCMCIA card continues to move easily repeat the step directly above. After repeating the steps above, if the PCMCIA card remains loose you may want to have your computer serviced by a qualified service technician.
- 4** Verify the phone cable from the PCMCIC card is properly connected to the telephone jack (usually located on a wall of the room).

Did this correct the condition?

[No. Continue troubleshooting.](#)

[Yes. Close AT&T WorldNet Help.](#)

Modem; Other applications

Are there other applications on your computer that use the modem? If so, have you successfully used any of them to dial out using the modem?

Has your modem successfully established a connection using any other application?

[Yes. Get additional help with this product.](#)

[No. Get additional help for your modem.](#)

Modem; further assistance

For further assistance, review the modem's manual or contact the manufacturer for help with proper setup and installation. If problems continue, review the computer's manual or contact the manufacturer for help with proper configuration of the communications ports.

[Click here to close AT&T WorldNet Help.](#)

204 - Modem initialization error

This error occurs while attempting to dial. Setup has tried to communicate with your modem preparing it for connection to AT&T WorldNet® Service but the modem did not respond, or responded in a way that was not expected by Setup.

A modem initialization error can occur for one or more of the following reasons:

- The modem is not properly configured for Windows.
- Another software application is using the modem.
- Another software application is using the communication port.
- The modem is not properly connected to the computer.
- The modem needs to be reset.

Make sure that other software applications are not using the modem or communications port to which the modem is connected.

Is another program running?

[No.](#)

[Yes, or I don't know.](#)

Getting initialization and interrupted connection errors from your modem

If you are repeatedly getting errors about initialization and/or interrupted connections (Errors [204](#), [240](#) or [241](#)), you may have an RPI modem. You may also have an RPI modem if your modem fails to respond during Setup (Error [415](#)). If so, you need to install RPI software.

Is your modem an "RPI" modem?

[No.](#)

[Yes, or](#)

[I do not know.](#)

Checking for other running programs

Check for and close other running programs using the following procedure:

- 1 Click here!ExecProgram("taskman.exe",0) to open the Windows Task Manager.
- 2 Look at the list of running programs in the list. If there are any programs in the list other than Program Manager and AT&T WorldNet Help (for instance, AT&T WorldNet® Setup) they should be closed.
- 3 To close a program, highlight its name in the task list and click on the End Task button. Closing a program may cause it to display a dialog window; you will have to respond to the dialog before the program is completely closed.
- 4 Repeat the process as many times as necessary to close all open programs other than Program Manager and AT&T WorldNet Help. When these are the only programs that remain in the Task List, press the Cancel button to close it.
- 5 Try running the AT&T WorldNet Software again.

Did this correct the condition?

[No.](#)

[Yes, Close AT&T WorldNet Help.](#)

Check for RPI™ modem

Modems that include the RPI chipset can be susceptible to initialization errors and interrupted connections unless properly configured.

You can identify an RPI modem by checking the modem's packaging for the following phrases:

- "RPI (TM)"
- "Software Error Correction and Data Compression"
- "Error Correction and Data Compression software included"

Did you find one of these phrases on the packaging?

[No.](#)

[Yes.](#)

Identifying an RPI modem

- 1 Click [here](#)!ExecProgram("terminal.exe",0) to start Windows Terminal
- 2 The Terminal window will be displayed.
- 3 If this is the first time you've ever used Terminal, a dialog will display asking what COM port your modem is on; choose your modem's COM port and click OK.
- 4 In the Terminal window, type AT and press Enter. The message "OK" should appear beneath it; this is your modem's response to the AT (attention) command.
- 5 If there was no response, press Enter, then type AT&F and press Enter. Again, the message "OK" should appear beneath it.

Did you see the "OK" message?

[No.](#)

[Yes.](#)

Getting information about your modem

In the Terminal window, type **ATi1** and press Enter. A message containing some information about your modem will be displayed, followed by the message "OK".

Try it again, using **ATi2**, then **ATi3**, and so on. Keep doing this until the modem responds with the message "ERROR" (which means that there's no more information available.)

If the response to any of the ATi commands contains the phrase "RPI (TM) MODEM", then you have an RPI modem.

Have you identified your modem as an RPI modem?

[No.](#)

[Yes.](#)

RPI modem configuration

Most but not all RPI™ modems require RP™ drivers (special software). Check the package that your modem came in for software diskettes and instructions on how to install the drivers. If you cannot find any special software or instructions, call your modem manufacturer and have them send you the RPI drivers. Follow your modem's instructions to verify that it's correctly configured.

Have you installed the drivers that came with your RPI modem?

[No.](#)

[Yes.](#)

Obtain updated RPI drivers

Contact your modem manufacturer and ask if there are updated RPI™ drivers for your modem. If there are new drivers available, you should install them and try the AT&T WorldNet® software again.

If there are no new drivers available, reinstall the drivers you have.

[Click here if you are still having problems after installing the drivers.](#)

Install the RPI drivers

You must install the drivers for your RPI™ modem to work properly. Check the documentation that came with your modem and install the RPI™ drivers.

If you do not have the drivers for your RPI™ modem, you must contact your modem manufacturer to obtain the drivers and then install them.

Try again once you've installed the drivers.

[Click here if you are still having problems after installing the drivers.](#)

Check for modem response

- 1 Click [here](#)!ExecProgram("terminal.exe",0) to start the Terminal program.
- 2 If this is the first time you have used the Terminal program, you will be asked to specify which COM port your modem is using. Choose the COM port your modem is connected to and then click the OK button.
- 3 In the Terminal window, type AT and press Enter. The message "OK" should appear under the AT you just typed.
- 4 If "OK" did not appear, press Enter, type AT&F and press Enter again. The message "OK" should appear beneath the AT&F you just typed.

Did you see the "OK" message?

[No.](#)

[Yes.](#)

205 - Log on error

Unable to log on to the server. The server may be busy. Wait a few minutes and log on again.

Is this condition continuing?

[Yes, Continue troubleshooting.](#)

[No, Close AT&T WorldNet Help.](#)

Restore your login information

Since you are still experiencing problems, your login name and password may have been corrupted. Run the Fix It utility to restore your account.

- 1** Shut down all AT&T WorldNet® Software that is currently running Setup or Connection Manager (you can leave this help system open if you want to).
- 2** Click on the Start button, select Programs, click on AT&T WorldNet Software, then click on AT&T WorldNet Fix It.
- 3** Choose the Online Restore option. You will be connected to the AT&T registration server to download your account information from AT&T. You will need to know the following:
 - Your e-mail address
 - Your e-mail password
- 4** When Fix It is done, reconnect to AT&T WorldNet Service as you normally do.

Has restoring your account corrected the condition?

[Yes. Close AT&T WorldNet Help.](#)

[No. Get additional help for this product.](#)

206 - No carrier signal

The modem reports that it is not hearing a carrier signal from the answering modem at the dialed number. You may have unplugged your modem from the telephone line, the modem may be turned off (if it is an external modem), or the modem may be in an unresponsive state.

- 1 Check the number being dialed, you may need to dial several times.
- 2 Make sure the phone line is plugged into the telephone jack at one end and the proper jack on the modem at the other end (this is often labeled "Line" or "Telco").
- 3 For external modem connections:
 - Verify the phone cable to the modem is properly connected at the computer and the cable is properly connected to the jack on the modem (often labeled Line or Phone).
 - Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on the wall of the room).
 - Verify the Power ON/OFF switch is in the ON position.
 - Verify the power cord is securely connected.
 - Turn the modem off, then on.
- 4 For internal modems inside the computer:
 - Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on a wall of the room).
- 5 Check and verify no one is using a phone or other device on the phone line.
- 6 Connect to AT&T WorldNet as you normally do.

[Click here to close AT&T WorldNet Help.](#)

207 - Communications port in use

Another software program is using your communications port.

- 1 Close any communication applications you have previously started. Click [here!](#) `ExecProgram("taskman.exe",0)` to open the Windows Task Manager.
- 2 Locate any programs in the list other than Program Manager and AT&T WorldNet Help. Highlight the program name in the task list and then click on the End Task button. Respond to any prompts that may appear.
- 3 Repeat step 2 until the only program listed are Program Manager and AT&T WorldNet Help. Then, click on the Cancel button to close the task list.
- 4 Try running AT&T WorldNet® Software again.

Is this condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

Close applications automatically started by Windows

The next step is to remove any communications programs Windows automatically starts for you. This step involves restarting your computer, which means you'll have to close this window before you are done. Make sure you read **ALL** of the steps below **BEFORE** proceeding (you can print this topic by selecting Print from the File menu at the top of this window).

- 1 Bring the Program Manager window on screen by holding down the Alt key on the computer's keyboard, then repeatedly pressing the Tab key on the computer's keyboard to cycle through all of the open windows.
- 2 Double-click on the Start Up group icon to open the Start Up group.
- 3 Locate any programs that use the communications port. Click once on the icon to highlight the program, then press the Delete key on the computer's keyboard to remove that program from the Start Up group.

Note: If you want to use the deleted program(s) in the future, you will need to start them manually.

- 4 Restart Windows. (Close the Program Manager, confirm that you want to end the Windows session and then type win at the MS-DOS command prompt.)
- 5 Run the AT&T WorldNet® Software again.

Is this condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

Check configuration files

1 Next, check the following files and disable any automatically loaded programs that may use the communication port:

- win.ini
- system.ini
- autoexec.bat
- config.sys

Warning: Before you start, make safety copies of these files.

- 2** In your boot drive's root directory (usually c:\); make copies of the autoexec.bat and config.sys files. Autoexec.bak and config.bak are usually good choices for naming these duplicate files.
- 3** In your Windows root directory (usually c:\windows), make copies of the win.ini and system.ini files. Again, win.bak and system.bak are usually good choices for file names.

[Next, check the win.ini file.](#)

Check the win.ini file

In this step you will check win.ini and disable the "run=" and "load=" lines if they contain any programs.

- 1 Click [here](#)!ExecProgram("notepad.exe ",0) to start the Windows Notepad application.
- 2 From Notepad's File menu, select Open. Open the file named "win.ini". It's located in the directory where Windows is installed (typically c:\windows).
- 3 Locate the line beginning with "run=", if it exists.
- 4 If there is anything after the "=", place a semi-colon at the beginning of this line.
- 5 Locate the lines beginning with "load=", if they exist.
- 6 If there is anything after the "=", place a semi-colon at the beginning of these lines.
- 7 If you've made any changes to the file, save them by selecting Save from the File menu
- 8 Close the Notepad program.

Did you make any changes to win.ini?

[No.](#)

[Yes.](#)

Win.ini has been edited

Since a program is being loaded or run by Windows, you need to restart your computer to check if the communications port is now free. Read **ALL** the instructions **BEFORE** proceeding **OR** print this topic by selecting Print from the File menu at the top of this window.

- 1** Restart the computer.
- 2** Try running the AT&T WorldNet® Software again.

Is this condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

Check the system.ini file

The next step is to check system.ini and disable any device drivers that may use the communication port.

- 1 Click [here](#)!ExecProgram("notepad.exe ",0) to start the Windows Notepad application.
- 2 From Notepad's File menu, select Open. Open the file named "system.ini". It's located in the directory where Windows is installed (typically c:\windows).
- 3 Locate the [386Enh] section.
- 4 Inspect the "device=" lines. Disable any lines you suspect are using the communications port by putting a semi-colon at the beginning of any such line. If there is a line of the form "device=c:\faxware\getcom.386", it is probably a good idea to disable it. If you are not sure about your communications software, check the software's manual or call the manufacturer to see if it uses the communications port on a regular basis.
- 5 Save the system.ini if you have put a semi-colon at the beginning of any of the "device=" lines.
- 6 Close the Notepad program.

Did you make changes to system.ini?

[No.](#)

[Yes.](#)

System.ini has been edited

Since you suspect a device driver is using the communications port and have disabled it by placing a semicolon ";" at the beginning of its line in system.ini, the computer needs to be restarted to check if the communications port is now free. Read all the instructions before proceeding or print this message by clicking on the Print tab at the top of this window.

- 1** Restart the computer.
- 2** Try running AT&T WorldNet® Software again.

Is the condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

Check the autoexec.bat file

The next step is check if any [TSR](#) (Terminate and Stay Resident) programs have been loaded by any communications software installation packages in the autoexec.bat file.

- 1 Click here!ExecProgram("notepad.exe c:\\autoexec.bat",0) to open the file named "autoexec.bat."
- 2 Inspect any lines that include ".EXE" or ".exe.". Disable any TSR programs that you suspect are using the communications port by inserting "REM" at the beginning of the line containing the suspected .EXE. If you are not sure about your communications software, check the software's manual or call the manufacturer to see if it installs a TSR program that uses the communications port on a regular basis.
- 3 Save the autoexec.bat if you have inserted REM at the beginning of any lines.
- 4 Close the Notepad program.

Did you make changes to autoexec.bat?

[No.](#)

[Yes.](#)

Autoexec.bat has been edited

Since you suspect that a TSR program using the communications port is installed and have disabled it by placing a "REM" at the beginning of its line in autoexec.bat, the computer needs to be restarted to check if the communications port is now free. Read all the instructions before proceeding or print this topic by clicking on the Print tab at the top of this window.

- 1** Restart the computer.
- 2** Try running AT&T WorldNet® Software again.

Is the condition still continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

Check the config.sys file

The final step is to check the config.sys file and disable any device drivers that you suspect may use the communications port.

- 1 Click [here](#)!ExecProgram("notepad.exe c:\\config.sys",0) to open the file named "config.sys".
- 2 Inspect any lines that include ".EXE", ".exe.", ".SYS", or ".sys". Disable any device drivers you suspect are using the communications port by inserting "REM" at the beginning of the line containing the suspected .EXE or .SYS. If you are not sure about your communications software, check the software's manual or call the manufacturer to see if it installs a device driver in config.sys that uses the communications port on a regular basis.
- 3 Save the config.sys if you have inserted REM at the beginning of any lines.
- 4 Close the Notepad program.

Did you make changes to config.sys?

[No.](#)

[Yes.](#)

Config.sys has been edited

Since you suspect that a device driver is using the communications port and have disabled it by placing "REM" at the beginning of its line in config.sys, the computer needs to be restarted to check if the communications port is now free. That means you will have to close this window before you are done. Read all the instructions before proceeding or print this message by clicking on the Print tab at the top of this window.

- 1** Restart the computer.
- 2** Try running AT&T WorldNet® Software again.

Is the condition still continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

Need more help

We know the communications port is not used by:

- Applications started by the user.
- Programs in the StartUp group.
- Programs loaded or run by Win.ini.
- Device drivers loaded by System.ini.
- TSR programs loaded by Autoexec.bat.
- Device drivers loaded by Config.sys.

Your system requires further investigation. [Get additional help with this product.](#)

208 - Unable to establish PPP connection

This error occurs while attempting to connect to the Internet using the [PPP](#) protocol. It may be due to a server problem, or a noisy phone line.

Disconnect and try again.

Did this correct the condition?

[No, Continue troubleshooting.](#)

[Yes, Close AT&T WorldNet Help.](#)

209 - Communications port error

An error occurred while accessing your communications port. Please check your port settings and try again.

- 1** If your modem is externalExternal_Modems, check to make sure that the cable connecting your computer to your modem is firmly connected at both ends.
- 2** Make sure another application isn't using the modem (for example, FAX or e-mail). Click here for instructions.Checking_for_other_running_programs
- 3** In the AT&T WorldNet® Connection Manager, click on the Location Properties button, then click on the Configure button to verify that the modem and communications port settings are correct.
- 4** If the error continues, restart the computer and try again.

[Click here to close AT&T WorldNet Help.](#)

210 - Not a data number

This error occurs when your modem dials, but the answering party does not appear to be another modem. The two most common reasons users receive this error are:

- There is a temporary problem with your local phone service or with the phone service at the AT&T facility you are calling. Instead of being connected, your modem receives either a recorded message explaining the problem or nothing at all.
- Your modem isn't dialing the right digits to connect to AT&T. Instead, it's dialing some other line that is being answered by a person or by a device that is not a modem. For example, if you have to dial "9" to get an outside line, but haven't configured the modem to dial "9", it may be dialing a number inside your building rather than dialing out to AT&T.

Did this occur while running Setup?

[Yes.](#)

[No, I was just trying to connect to the Internet](#)

[No, I was trying to change my access numbers](#)

211 - Connection failure

An error occurred while trying to connect to AT&T WorldNet® Service.

- 1** Try connecting again.
- 2** If the error continues, restart Windows and try again.

[Click here to close AT&T WorldNet Help.](#)

212 - Handshake error

Your modem established a phone link with an answering modem. However, the modems were unable to negotiate communications standards acceptable to both of them. This negotiation process is called "handshaking," the modems mutually support each other.

This condition may be caused by a phone line that has a lot of noise or interference within your local phone wires or within the wires connecting to AT&T WorldNet® Service resulting in a poor connection.

Disconnect from the Internet and try again.

Did this correct the condition?

[No.](#)

[Yes, Close AT&T WorldNet Help.](#)

Continue trying

Handshaking errors are usually transient, and will often disappear after a few retries. Try connecting again several times.

Did this correct the condition?

[No.](#)

[Yes, Close AT&T WorldNet Help.](#)

Change local access numbers

Your AT&T WorldNet® Software may be trying to connect to a group of modems that are currently experiencing technical difficulties.

Change your local access number by doing the following:

- 1 From the main window of the Connection Manager software, click on the Location Properties button, then click on the Dial Properties button. The Dial Properties window is displayed.
- 2 At the bottom of the Dial Properties dialog, click on the Change button. Select a different primary access number, or click on the Update Access Numbers button to update your list.

Did this correct the condition?

[Yes, Close AT&T WorldNet Help.](#)

[No. Get additional help for this product.](#)

213 - Connection error

AT&T WorldNet® Connection Manager dialing software detected a failure preventing completion of the dialing process. There may be a problem with your phone line. Perform the following steps to check phone line operation.

- 1 Disconnect the modem from the phone line.
- 2 Connect a telephone to the phone line and dial a valid phone number.
- 3 If your phone call was successful click on the Yes button below.
- 4 If your phone call was unsuccessful click on the No button below.

Were you able to dial another phone?

[No.](#)

[Yes.](#)

Contact local telephone company

There is a problem with your phone line. Contact your local telephone company for further assistance.

[Click here to close AT&T WorldNet Help.](#)

Check dial settings

From the main window of AT&T WorldNet® Connection Manager software, click on the Location Properties button, then click on the Dial Properties button.

Verify that the settings for your outside line, any local dial prefix and long distance dial prefix, usually "1", are correct.

Did this correct the conditon?

[Yes, Close AT&T WorldNet Help.](#)

[No. Get additonal help with this product.](#)

222 - All available lines are busy or modem not dialing correctly

The number dialed was not answered. Common reasons for receiving this error are:

- Other subscribers are currently using all available lines at AT&T WorldNet® Service. Although the line is ringing, no modems are available to answer.
- The correct number isn't being dialed to connect to AT&T, the modem is dialing a number that cannot be answered. For example, if dialing "9" is required as the number prefix for accessing an outside line and the modem is not configured to dial "9," it may be dialing a number inside your facility instead of dialing out to AT&T.
- The primary access number is a long distance number and the area code requires the prefix "1." The prefix is not included in the primary access number; the modem is dialing a number that cannot be answered.

Did this occur while running Setup?

[Yes.](#)

[No, I was just trying to connect to the Internet.](#)

[No, I was trying to change my access numbers.](#)

223 - Automatic disconnect occurred

Your AT&T WorldNet® Software has disconnected you from the Internet because you have not been using the connection for a significant period of time. Automatic disconnection is applied for two important reasons:

- To prevent users from experiencing hefty telephone and Internet service charges for connections that were accidentally left up.
- To make sure that the network's resources are available to users who are actively making use of them.

If you want to continue using AT&T WorldNet Service, you may reconnect at any time.

[Click here to close AT&T WorldNet Help.](#)

240 - Connection interrupted while dialing

The connection was interrupted. Once in a while, the telephone network has inconsistencies that cause data calls to be dropped. This error can also be caused by someone picking up a telephone on the same line that you are using to connect to AT&T WorldNet® Service.

Try again. You may even want to try a different time of day to see if the telephone network is more reliable at that time.

- 1 Check and verify that no one is trying to use a telephone on the same line.
- 2 To retry, click on the Reconnect button in the box displaying the error message.
- 3 Try connecting again at different times of the day.

Does this condition occur regularly?

[Yes.](#)

[No. Close AT&T WorldNet Help.](#)

241 - Connection interrupted

The connection was interrupted. Occasionally the telephone network has inconsistencies that cause data calls to be dropped. This error can also be caused by someone picking up a telephone on the same line that you are using to connect to AT&T WorldNet® Service.

- 1 Try again. You may want to consider trying at a different time of day to determine if the telephone network is more reliable at that time.
- 2 Make sure that nobody else is trying to use another phone on the same line.
- 3 To try again, click on the Reconnect button on the box displaying the error message.
- 4 Try reconnecting at several different times of day.

Does this condition occur regularly?

[Yes.](#)

[No. Close AT&T WorldNet Help.](#)

Interrupted by Call Waiting?

The tones used by the Call Waiting feature to indicate an incoming call interfere with modem communications. To eliminate interruption to AT&T WorldNet® Service, it is important to disable the Call Waiting feature.

Do you have Call Waiting on the telephone line used to connect to AT&T WorldNet Service?

[Yes.](#)

[No.](#)

[I Don't Know.](#)

Is Call Waiting disabled?

[Yes.](#)

[No or Don't Know.](#)

250 - Connection program error

AT&T Connection Manager software was not able to locate the portion of its program that is used to begin dialing. Perform the following steps to correct this error.

- 1** Before you begin, print this help topic so you can refer to it while you are following the remaining steps. To print this message click on the Print tab at the top of this window.
- 2** Exit Connection Manager and try again.
- 3** If the error continues, reboot the computer and try again.
- 4** If after rebooting the computer the error continues, the database that tells the software where to locate its components has probably become corrupted. To correct this problem, reinstall AT&T WorldNet® Software from the original installation media.
- 5** AT&T WorldNet Setup detects your existing account and offers to use the existing account information. Click on "Use Existing Account" to retain the previous settings.

[Click here to close AT&T WorldNet Help.](#)

251 - Dial error

An error has occurred while attempting to dial. You need to exit the current program and try again. Perform the following steps to exit the program and dial again.

Note: In the following steps you are instructed to close this error message before closing the current program and restarting. It is recommended that you print these instructions before beginning step 1.

- 1 Close this error message.
- 2 If AT&T WorldNet® Connection Manager is operating click on the Cancel button, then restart Connection Manager.
- 3 Verify the number to be dialed is correct then click on the Connect button.
- 4 If you are in AT&T WorldNet Setup click on the Exit button, then click on the Exit button in the AT&T WorldNet Setup window then restart Setup.

Did this correct the condition?

[No. I still cannot connect.](#)

[Yes. Close AT&T WorldNet Help.](#)

Close unnecessary applications

You may not have enough available memory to access AT&T WorldNet® Service, especially if you only have the [minimum required memory](#).

- 1 Click [here](#)!ExecProgram("taskman.exe",0) to open the Task Manager.
- 2 Review the list of running programs. If there are programs in the list other than the Program Manager, AT&T Setup, AT&T Connection Manager, and AT&T WorldNet Help, they should be closed.
- 3 To close a program, highlight its name in the task list and click on the End Task button. Closing a program may cause it to display a dialog window; you will have to respond to the dialog before the program is completely closed.
- 4 Repeat the process to close all open programs other than Program Manager, AT&T WorldNet Help, AT&T Connection Manager, and AT&T Setup. When these are the only programs remaining in the Task List, click on the Cancel button to close it.
- 5 Look at the list of running programs in the list. If there are any programs in the list other than Program Manager, AT&T WorldNet Help, AT&T Connection Manager and AT&T Setup, they should be closed.
- 6 To close a program, highlight its name in the task list and click on the End Task button. Closing a program may cause it to display a dialog window; you will have to respond to the dialog before the program is completely closed.
- 7 Repeat the process to close all of the unnecessary applications. When all of them have been closed, click on the Cancel button to close the Task Manager.
- 8 Try again.

Did this correct the condition?

[No. I still cannot connect.](#)

[Yes. Close AT&T WorldNet Help.](#)

Minimum 8 Megabytes of memory required

The minimum required memory to use this version of AT&T WorldNet® Service is 8 Megabytes of RAM memory.

[Click here to close AT&T WorldNet Help.](#)

252 - Disconnect error

The software was unable to correctly disconnect from the Internet when you attempted to exit the program. Perform the following to ensure the phone line is disconnected.

- If you have an external modem, turn the power on the modem off then on.
- If you have an internal modem, shutdown the computer, turn the computer off, wait for one minute, then turn the computer back on.
- Reconnect to the Internet if desired.

[Click here to close AT&T WorldNet Help.](#)

253 - Communications program in use

The software was unable to begin dialing because another communications program is using the modem. It is not possible to establish a connection to AT&T WorldNet® Service while other communications applications are running.

- 1 Close AT&T WorldNet Service and close the AT&T WorldNet Software 2.5 window.
- 2 Double-click on the Control Panel icon to open it.
- 3 Double-click on the application icon such as a FAX icon to open it.
- 4 To remove the fax from the communications port, click on the Remove button then close the FAX Modem window.
- 5 Close the Control Panel window.
- 6 Double-click on the AT&T WorldNet Software 2.5 icon to open it then click on the AT&T WorldNet Service icon.
- 7 If programs continue to be loaded automatically after completing the above steps, check the config.sys file and autoexec.bat file in the computer's root directory for communications files that are automatically started.

Is this condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

254 - Error finding winsock path

An error occurred in the connection program. AT&T WorldNet® Software was unable to locate the file named "winsock.dll." Usually this error occurs when the installation folder has been removed or renamed, or the file has been renamed.

- 1** Restart the computer and try again.
- 2** If you still receive this error, rerun AT&T WorldNet Setup to restore the file.

[Click here for instructions on running Setup again.](#)

Rerun AT&T WorldNet® Setup to configure existing browser

- 1** Rerun AT&T WorldNet Setup software, by double-clicking on the AT&T WorldNet Setup icon in the AT&T WorldNet Software program group.
- 2** The software detects you have an existing account with AT&T WorldNet Service and offers the option to use the existing account information. Click on "Use account shown above."
- 3** Click on "Configure existing browser" when it is displayed.

[Click here to close AT&T WorldNet Help.](#)

255 - Error loading communications protocol

AT&T WorldNet® Software was unable to load the necessary Windows communications driver, reboot and try again.

If the problem continues, [click here](#) for instructions on reinstalling AT&T WorldNet Software.

[Click here to close AT&T WorldNet Help.](#)

256 - Connection program error: AT&T WorldNet® Setup

An error has occurred in the software while attempting to connect to the Internet. It may be that the modem information stored in the AT&T WorldNet® Software databases has become unreadable.

- 1** Reboot the computer and try again.
- 2** If that does not correct the error, run AT&T WorldNet Setup program
- 3** Allow AT&T WorldNet Setup autodetect the modem. If Setup is detecting the wrong modem, manually select the correct one, by clicking on the Change button.
- 4** After redefining and testing the modem through Setup, exit the program and try again.

[Click here to close AT&T WorldNet Help.](#)

258 - Cannot locate winsock.dll file

The AT&T WorldNet® Connection Manager Software cannot load the file named "winsock.dll" after connecting. This occurs when another communications application is currently running on your computer preventing connection to AT&T WorldNet Service.

- 1 Close AT&T WorldNet Service and close the AT&T WorldNet Software 2.5 window.
- 2 In the Program Manager window locate the Main icon and double-click on it to open the Main window.
- 3 Double-click on the Control Panel icon to open it.
- 4 Double-click on the communications application icon such as a FAX icon to open it.
- 5 To remove the fax from the communications port, click on the Remove button then close the FAX Modem window.
- 6 Close the Control Panel window.
- 7 Double-click on the AT&T WorldNet Software 2.5 icon to open it, then double-click on the Connect To AT&T WorldNet Service icon.
- 8 If programs continue to be loaded automatically after completing the steps above, check the config.sys file and autoexec.bat file in the computer's root directory for communications files that are automatically started.

Is the condition continuing?

[Yes. Continue troubleshooting](#)

[No. Close AT&T WorldNet Help.](#)

259 - Error loading winsock.dll file

The winsock.dll file may be missing. This error occurs when the software attempts to load the winsock.dll file and cannot find it. Occasionally, other communications programs will load their own winsock.dll file and rename the AT&T WorldNet® Software winsock.dll file. Perform the following steps to locate the winsock.dll file.

- 1** Close AT&T WorldNet Software then close the AT&T WorldNet Software 2.5 window.
- 2** In the Program Manager window locate the Main icon and double-click on it to open the Main window.
- 3** Double-click on the File Manager icon to open it.
- 4** Double-click on the C drive icon if not already selected then click on the Windows file.
- 5** Search the c:\windows directory for a file named winsock.dll. If this is not found, look for a file named winsock.old.
- 6** If you find winsock.old, highlight it and go to the File pull down menu, then select Rename.
- 7** Rename the winsock.old file winsock.dll. then click on the OK button.
- 8** Go to the File pull down menu and click on Exit to close File Manager.
- 9** Close the Main window.
- 10** Double-click on the AT&T WorldNet Software 2.5 icon then double- click on the AT&T WorldNet Setup icon.
- 11** Perform setup following the step-by-step instructions as you continue through the Setup windows.

[Click here to close AT&T WorldNet Help.](#)

Reinstall AT&T WorldNet® Software - configure existing browser

- 1 Run the appropriate installation software.
 - a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive. If you plan to install from floppy disk, place AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.
 - b. Click the File menu and then select Run.
 - c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by: **\setup**. If you are installing from floppy disk, you would type either **a:\setup** or **b:\setup**. If you are installing from CD-ROM, you would probably either type **d:\setup** or **e:\setup**.
 - d. Click OK. The installation program will begin running.
- 2 AT&T WorldNet Setup will detect that you already have AT&T WorldNet Software installed. Be sure to click the Yes button to install over the existing software. This will does not overwrite the existing account information.
- 3 The software will detect that you already have an account with AT&T WorldNet Service and automatically configure it to use your existing account.
- 4 Click on "Configure existing browser" when it is displayed.

[Click here to close AT&T WorldNet Help.](#)

260 - Error mapping winsock API

The AT&T WorldNet® Connection Manager program was unable to use the file named "winsock.dll." The winsock.dll file could be corrupted.

Reboot and try again. If the problem persists, [click here](#) for instructions on reinstalling the AT&T WorldNet Software.

[Click here to close AT&T WorldNet Help.](#)

261 - Error starting communications protocol

The AT&T WorldNet® Connection Manager program could not execute the file named "winsock.dll."

Reboot and try again. If the problem continues, [click here](#) for instructions on reinstalling AT&T WorldNet Software.

[Click here to close AT&T WorldNet Help.](#)

262 - Disconnect before closing Windows

You must disconnect from AT&T WorldNet® Service before shutting down Windows. You can disconnect using one of the following two methods.

- Shut down (exit) all the Internet software you are using (browser, e-mail, etc.). By default, Connection Manager software automatically disconnects when the last Internet application is shut down.
- Manually instruct Connection Manager to disconnect by clicking on the Disconnect button in the dial status window. Normally, this window is minimized when you are connected; it will have to be restored before you can disconnect.

[Click here to close AT&T WorldNet Help.](#)

Area code change

Your dialing area has recently split into new area codes. Your current primary and secondary access numbers need to be changed to provide you uninterrupted service. Perform the following steps to change your access number now.

Note: When the Access Number window appears and a message is displayed stating the current selected number is experiencing high usage, it is beneficial to select one of the other numbers on the list to provide better service and faster connection time.

- Click on the Update Now button in the Area Code Change window.
- When the Access Numbers window appears, click on the Update Access Numbers button. The Connection Manager dials out to retrieve the latest access numbers available for your area.
- From the displayed list, select the Primary and Secondary access numbers, then click on the OK button.
- Click on the OK button to exit the Location Properties window.
- Click on the Connect button to connect to AT&T WorldNet Service.

If your access number is not displayed on the list of access numbers and you still wish to use it, you must re-enter it manually with the current area code to provide uninterrupted service. Perform the following steps to re-enter your primary and secondary access numbers.

- Close AT&T WorldNet Software 2.5 then click on the AT&T WorldNet Service icon.
- In the Connection Manager window click on the Location Properties button.
- In the Location Properties window, in the "Where are you dialing to" area click on "Manually edit dialing characters."
- Type your primary and secondary access numbers including the prefix and new area code.
- Click on the OK button to exit the Location Properties window.
- Connect to AT&T WorldNet Service as you normally do.

If you do not want to change your primary access number at this time, click on the Update Later button. The current primary number dials AT&T WorldNet Service, and the Area Code Change window disappears from the monitor.

Notice and Error Messages 300-399

[311 - Corrupt download file](#)

[319 - Path too long](#)

[330 - AT&T WorldNet® Service is running](#)

[331 - Installation not valid](#)

[332 - Previous installation invalid](#)

[333 - Reboot required](#)

[350 - Setup initialization error](#)

[360 - AT&T WorldNet requires 8 MB of memory](#)

[361 - Another communications application may be in use](#)

[362 - The Windows operating system you are using is not supported](#)

[380 - Stack install error](#)

311 - Corrupt download file

The file was not completely downloaded, it is corrupt and of improper size. To correct this problem, please download the file again.

[Click here to close AT&T WorldNet Help.](#)

319 - Path too long

The PATH statement in your autoexec.bat file was not modified because it would exceed the 127 character maximum. The Connection Manager software needs this setting to automatically dial when your Internet software (browser) is started. This feature will be disabled unless the PATH statement is added (you will have to manually start the Connection Manager and then click on the Connect button each time you want to dial out).

If you want the feature to work correctly, modify the PATH statement yourself by performing the following steps.

1 [Click here](#) to open the autoexec.bat file.

2 Find the line beginning with "PATH=" and remove enough entries so that the line shown in Step 3 can be added without exceeding 127 characters for the entire statement (entries are separated by semicolons).

WARNING! The path statement tells programs where to find needed components. Removing entries from this statement may cause problems for other software.

3 Add the following to the end of the line containing the path statement:

`;C:\WORLDNET\WNS25\PROGRAMS`

Note: C:\WORLDNET\WNS25\PROGRAMS is the default directory. If you changed the default directory during installation, modify C:\WORLDNET\WNS25\PROGRAMS as appropriate.

4 Save the edited file.

5 You must reboot your machine for changes to the PATH statement to take affect.

6 For more information about the PATH statement, refer to your DOS documentation.

Note: The [Automatically connect when your Internet application is started](#) feature is configured in the Connect Options window. To reach this window, click on the Options button in the Connection Manager's main window.

[Click here to close AT&T WorldNet Help.](#)

330 - AT&T WorldNet® Service is running

This error occurs when you try to run AT&T WorldNet Setup while another component of AT&T WorldNet Software is running. Possibilities include a second copy of AT&T WorldNet Setup, AT&T WorldNet Connection Manager, or the AT&T WorldNet Software Uninstall program.

- 1** Open the Windows Task Manager by [clicking here](#).
- 2** Look to see if any of the following appear in the Task Manager window:
 - AT&T WorldNet Setup
 - AT&T WorldNet Connection Manager
 - AT&T WorldNet Uninstall
 - 330 AT&T WorldNet Service is running
- 3** Shut down any of these by highlighting the program name, then clicking on the End Task button.
Note: DO NOT shut down "AT&T WorldNet Help" (this help system) unless you have finished with it.
- 4** Click on the Cancel button to close the Task Manager.
- 5** Try running Setup again.

Did this correct the condition?

[Yes. Close AT&T WorldNet Help.](#)

[No. Tell me how to restart my computer.](#)

331 - Installation not valid

The correctly configured version of AT&T WorldNet® Software has been deleted. The version that exists on your computer is no longer valid.

This occurs when AT&T WorldNet Software was installed once, then the same version of the software was installed again in a different directory, but the newer installation was subsequently deleted. You cannot run the older installation because the newer installation configured your computer to use different directory paths.

Reinstall AT&T WorldNet Software from the original CD or diskettes.

[Click here](#) for instructions.

332 - Previous installation invalid

You are attempting to run AT&T WorldNet® Setup from a previous installation that is no longer valid. This occurs when AT&T WorldNet Software was installed once, and then installed again in a different directory. Since the computer is now configured to use the more recently installed files, the previous installation is no longer valid.

Do one of the following:

- Run the most recently installed version of Setup.
- Reinstall AT&T WorldNet Software using the original installation CD or diskettes. Setup automatically begins when the installation is complete.

[Click here to close AT&T WorldNet Help.](#)

333 - Reboot required

You must restart your computer before you can continue with the Setup process.

- 1** Select Exit from the File menu in the Program Manager window.
- 2** Windows will ask you to confirm that you want to shut it down. Click on the Yes button.
- 3** When Windows is finished shutting down; on the computer keyboard, simultaneously press and hold the Control (Ctrl) and Alternate (Alt) keys, then press the Delete key.
- 4** The computer restarts.
- 5** If your computer is not configured to start Windows automatically, you will have to start it manually by typing win at the DOS prompt, then pressing Enter.

Note: This error occurs when you cancel a reboot requested by Setup and then try to run Setup again without restarting your computer.

350 - Setup initialization error

This message occurs after a system reboot following the installation of the first part of AT&T WorldNet® Setup. Because of an unknown computer error or a user error, some of the files that make up the Setup application have been misplaced, corrupted, or deleted. You must reinstall Setup to correct this problem.

[Click here](#) for instructions on reinstalling Setup.

Reinstall AT&T WorldNet® SetUp

- 1 If you have not already done so, shut down AT&T WorldNet Setup by clicking on the Exit button.
- 2 Run the appropriate installation software.
 - a. If you plan to install AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive. If you plan to install from floppy disk, insert AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.
 - b. Select Run from the File menu in the Program Manager window.
 - c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by **:\setup**. If you are installing from floppy disk, you would type either **a:\setup** or **b:\setup**. If you are installing from CD-ROM, you would probably either type **d:\setup** or **e:\setup**.
 - d. Click on the OK button. The installation program begins running.
- 3 Setup detects that AT&T WorldNet Software is installed. Click on the Yes button to install over the existing software.
- 4 This does not overwrite your account information (if you are already a registered customer).
- 5 As the installation process proceeds, follow the instructions on each screen of Setup. When you reach Step 2 - Register Account, the software will look for AT&T WorldNet Account information already on your computer. If it detects that you already have an account, it will automatically configure itself to use your existing account.
- 6 When you reach Step 3 - Install browser, Setup will inform you that it is about to install the browser software that came with it. If you installed this software before, you will probably be given the option to "Configure Existing Browser" rather than reinstall the same browser software again. Go ahead and choose this option if you see it.

Did this correct the problem?

[No. I still cannot connect.](#)

[No. Perform a clean install.](#)

[Yes. Close AT&T WorldNet Help.](#)

Performing a clean install

Please print out these instructions before continuing (select Print from the File menu at the top of this window). When you uninstall AT&T WorldNet® Software, this help system will be deleted.

If you already have registered with AT&T WorldNet Service, first make a backup of your account information.

Do you wish to backup your account information?

[Yes.](#)

No, I have not yet registered with AT&T WorldNet Service. [Click here](#) to continue with the instructions for performing a clean install.

Performing a clean install - continued

- 1 Shut down all AT&T WorldNet® Software that is currently running (Setup, Connection Manager, AND this help system).
- 2 Double-click on the AT&T WorldNet® Software Uninstall icon in the AT&T WorldNet Software program group.
- 3 Reinstall the AT&T WorldNet Software from the original CD-ROM or diskettes.

Did this correct the condition?

[Yes. Close AT&T WorldNet Help](#)

[No. Get additional help with this product.](#)

360 - AT&T WorldNet Service requires 8 MB of memory

This error occurs when your computer does not have enough Random Access Memory (RAM) installed. Even though Windows may run acceptably, AT&T WorldNet Software will run very slowly on your computer if it has less than 8 Megabytes (MB) of RAM installed.

Do you have at least 8 MB of memory installed in your computer?

[No.](#)

[Yes.](#)

[I Don't Know.](#)

Windows doesn't see all the memory installed in your computer

During installation, AT&T WorldNet® Software asks Windows to report the amount of physical memory (RAM) that's installed in your computer.

If you're sure that you have more physical memory installed than Windows thinks you have, you may have an incorrect setting in your computer's hardware settings, or you may be experiencing a computer hardware problem that will require the attention of a qualified service technician.

For more information on modifying your computer's hardware (BIOS) settings, consult your computer's manual, or contact the manufacturer. Be sure that these settings are correct before continuing to install the AT&T WorldNet Software.

If you suspect that your hardware is acting unpredictably, contact your computer's manufacturer or a reputable service technician before continuing the software installation.

[Click here](#) to determine the amount of memory on your computer.

Determining the amount of physical memory in your computer

[Click here](#) to run the DOS "mem" command, which will display your system's memory configuration. If it takes up the entire screen, hold down the ALT key and then press ENTER to display the information within a window.

It includes a section that looks like this:

<u>Memory Type</u>		Total	Used	Free
Conventional	640K	32K	608K	
Upper	151K	151K	0K	
Reserved	384K	384K	0K	
<u>Extended (XMS)</u>		31,593K	185K	31,408K
Total memory	32,768K	752K	32,016K	

The number at the intersection of the "Total Memory" row and the "Total" column is the amount of physical RAM installed in your computer, expressed in [Kilobytes](#) (K).

Is the number in the "Total" column of the "Total Memory" row less than 8,192K?

[No.](#)

[Yes.](#)

Add physical memory to your computer

You must add more physical memory to your computer before you can run AT&T WorldNet software.

You can purchase and install additional RAM. If you feel that you are not capable, contact a qualified service technician.

[Click here to close AT&T WorldNet Help.](#)

Computer has required memory installed

Your computer has the recommended amount of physical memory. Another system condition may be preventing AT&T WorldNet® Setup from recognizing it properly.

- 1** Since this procedure requires that you shut down this help system and restart your computer, you may want to print this topic before you begin by selecting Print from the File menu at the top of this window.
- 2** Cancel the Setup software installation and shut down Windows, then turn your computer's power off and restart it. Reinstall the AT&T WorldNet Software from the installation CD-ROM or diskettes.
- 3** If you continue to have problems, get additional help from AT&T Customer Care.

361 - Another communications application may be in use

This error occurs when AT&T WorldNet® Setup detects another communications program already in use. This error message appears in a text box, instead of the usual window. It is strongly recommended that you close all running programs before you attempt to run Setup. This especially includes other communications programs.

- 1** Close any communication applications you have previously started. Open the Windows Task Manager by [clicking here](#).
- 2** Locate any programs in the list other than Program Manager and AT&T WorldNet Help. Highlight the program name in the task list and click the End Task button. Respond to any dialog boxes that may appear.
- 3** Repeat step 2 until the only program listed are Program Manager and AT&T WorldNet Help. Then, click the Cancel button to close the task list.
- 4** Run Setup again.

Is this condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

362 - The Windows operating system you are using is not supported

You are attempting to install AT&T WorldNet® Software on a version of Windows that is not supported. This version of the AT&T WorldNet Software supports Windows 3.1, Windows 3.11, and Windows for Workgroups 3.11. The AT&T WorldNet Software is also available for Windows 3.x (or later). However, you are not using any of these versions of Windows.

Install a supported version of Windows on your computer and then install the appropriate version of the AT&T WorldNet Software.

[Click here to close AT&T WorldNet Help.](#)

380 - Stack install error

An error occurred while attempting to install the stack. This message occurs when the software is unable to determine if certain communications files are installed properly.

- 1** Rerun AT&T WorldNet® Setup by double-clicking on the AT&T WorldNet Setup icon in the AT&T WorldNet Software program group.
- 2** If the problem persists, Shut down all AT&T WorldNet Software that is currently running (Setup, Connection Manager, AND this help system).
- 3** Start the AT&T WorldNet Software Uninstall program by double-clicking on the AT&T WorldNet Software Uninstall icon in the AT&T WorldNet Software program group. When Uninstall is finished running, reinstall AT&T WorldNet Software from the installation CD-ROM or diskettes.

[Click here to close AT&T WorldNet Help.](#)

Notice and Error Messages 400-499

[401 - Unsupported modem](#)

[402 - Select a model name](#)

[403 - No communications ports](#)

[404 - Select modem type](#)

[405 - Critical: Windows and real IRQ don't match](#)

[406 - Critical: Mouse and modem share an IRQ](#)

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[413 - The serial.386 file on your system is outdated](#)

[414 - No dial tone was detected](#)

[415 - Critical: Modem is not responding](#)

[416 - No valid files found](#)

[417 - Invalid directory](#)

[460 - Incomplete dialing information](#)

[461 - Select Call Waiting: Setup error](#)

[462 - Dialing information incomplete](#)

[463 - Area code invalid](#)

401 - Unsupported modem

Setup has detected a modem connected to your computer that is not supported by AT&T WorldNet® Service; the modem does not meet the minimum requirements for use with AT&T WorldNet Service. Please exit Setup and install a modem that operates at a minimum rate of 14400 bps.

[Click here to close AT&T WorldNet Help.](#)

402 - Select a model name

This error occurs when the modem has not been completely specified. You must select both the manufacturer and the model of your modem before continuing.

[Click here to close AT&T WorldNet Help.](#)

403 - No communications ports

AT&T WorldNet® Setup was unable to detect any communications ports that were not already being used by devices other than modems. Exit Setup and verify that your modem is properly installed according to the manufacturer's instructions.

Check the hardware IRQ and address of the communications port your modem is connected to by doing the following:

- 1 Click on the Details button. A table showing the configuration of all the communications ports installed in your system will be displayed (COM 1 through COM 4 only. The AT&T WorldNet Software does not support COM ports beyond 4).
- 2 Find the row in the table that represents the communications port that your modem is connected to by locating its communications port number in the column marked "COM." Write down the "IRQ" and "Address" values displayed in that row.
- 3 In the Windows Control Panel, double-click on the icon labeled Ports. Select the communications port number that your modem is using and then click Settings.
- 4 Click Advanced in the Settings window. Change the address and IRQ settings to match the values you wrote down in Step 2.
- 5 Restart Windows and run Setup again. [Click here](#) for instructions.

[Click here to close AT&T WorldNet Help.](#)

404 - Select modem type

This error occurs when you attempt to exit the screen and have not specified the type of modem you are using. You must identify whether the modem you are using is [external](#), [internal](#) or a [PCMCIA card](#). Select the type of modem you are using.

[Click here to close AT&T WorldNet Help.](#)

405 - Critical: Windows and real IRQ do not match

The IRQ of the selected communications (COM) port does not match the Windows IRQ in your system.ini file. The modem hardware and your system software must be set for the same IRQ or your modem will not operate correctly. This problem is critical and MUST be fixed before continuing.

[Click here](#) to begin troubleshooting.

Which communications port is the modem using

First, double check to make sure that Setup is configured to use the communications port that your modem is actually connected to (If Setup is testing the wrong port, this error is irrelevant).

- 1 Click twice on the Back button to get to the screen to select the communications port.
- 2 Click on the Details button. Setup will display a list of all of the communications ports in your system and what device is connected to each port. Find the communications port that is connected to a modem. Write down its port number (from the COM column). You may also need the corresponding value from the IRQ column. So, write that down as well.
- 3 Click on the OK button to exit the Details screen.
- 4 Check the communications port number in the Ports drop down list box. If this value does not match the port number you wrote down in Step 2, change the port number in the list box to match the value you wrote down earlier.

[Click here](#) if the two port values were already the same.

[Click here](#) if you changed the port value in the drop down list box to make the settings identical.

Changing the Windows IRQ

You have verified that Setup is configured with the correct communications port number for your modem. This means that Windows is reporting a different IRQ value for that communications port number than the port itself claims to be using. In other words, Windows is mistaken.

Change the Windows IRQ value of your communications port by doing the following:

- 1** In the Windows Control Panel, double-click the icon labeled Ports.
- 2** Select the communications port number your modem is using and then click Settings.
- 3** Click Advanced in the Settings window.
- 4** Select an IRQ from the drop down list that matches the hardware IRQ of the port (you wrote this down earlier).
- 5** Close all the windows.
- 6** Restart Windows for the changes to take effect and then run AT&T WorldNet® Setup again. Click [here](#) Restarting_Windows_and_running_AT_T_WorldNet_Setup for instructions.

Restarting Windows and running AT&T WorldNet® Setup

If you have a printer, you may want to print these instructions since you need to shut down Windows before you are finished.

To restart Windows and run Setup again:

- 1** If you have not already done so, exit from the Setup program by clicking on the Exit button.
- 2** Shut down Windows by selecting Exit from the File menu in the Program Manager window.
- 3** Restart Windows by typing win and then pressing the Enter key.
- 4** Rerun Setup by double-clicking the AT&T WorldNet Setup icon located in the AT&T WorldNet Software program group.

If you are still having a problem, [click here](#) to get additional help.

406 - Critical: Mouse and modem share an IRQ

Currently your mouse and modem share an IRQ. This may cause your mouse pointer to freeze.

Note: This problem is a critical error and must be fixed before continuing.

To solve this problem move the modem to a communications port that does not share an IRQ with your mouse or any other device.

Note: By default, Windows sets communications ports 1 and 3 to IRQ4 and communications ports 2 and 4 to IRQ3. (For example, if your mouse is on communications port 1 your modem should be on communications ports 2 or 4.)

If IRQ3 and IRQ4 **are both in use**, follow these steps:

- 1 In the Control Panel, double click the icon labeled Ports.
- 2 Select the communications port your modem is on and click the Settings button.
- 3 Click the Advanced button in the Settings dialog.
- 4 Select a new IRQ value from the drop down list (for example: IRQ5) that does not conflict with any other hardware, such as sound cards and printers.
- 5 Exit Windows and power off your COMPUTER.
- 6 If you are using an internal modem, set your modem hardware to this new value (consult your modem documentation). If you are using an external modem, set your COMPUTER communications port hardware to this new value (consult your COMPUTER documentation).
- 7 If you are using an internal modem and have set its communications port to a communications port that already exists in your COMPUTER, you may need to disable this communications port on the COMPUTER (consult your COMPUTER documentation).
- 8 Restart Windows. After Windows has restarted, rerun AT&T WorldNet® Setup.

[Click here to close AT&T WorldNet Help.](#)

407 - Critical: COM port hardware address does not match base address

The hardware address of your communications port does not match the base address in your system.ini file.

Note: This problem is a critical error and must be fixed before continuing.

To solve this problem, follow these steps:

- 1** Verify the communications port you selected is the one your modem is using. If it is not, select the correct communications port.
- 2** Find the hardware address of your communications port. Click the Back button twice until you are at the screen where you selected the communications port. Click the Details button. The hardware address is listed in the column labeled "Address" in the row of the selected port. Write this address down for use in the next step.
- 3** Change the base address of your communications port by doing the following:
 - In the Control Panel, double click the icon labeled Ports.
 - Choose the communications port your modem is on and click the Settings button.
 - Click the Advanced button in the Settings dialog box.
 - Select a Base I/O port address from the drop down list that matches the hardware address of the port (found in step 2).
- 4** Restart Windows. After Windows has restarted, rerun AT&T WorldNet® Setup.

[Click here to close AT&T WorldNet Help.](#)

408 - Uncertified communications driver

This error occurs when another software program has installed a communications driver that has not been certified for use with the AT&T WorldNet® Software. Using an uncertified driver may affect your ability to successfully connect to AT&T WorldNet Service.

Note: This error may also appear if you are using a "Windows" or "accelerated" modem, "RPI" modem, "VCOS" or "TCOMPUTER" modem, or an "mWAVE" modem. Some of these modems may require that a modified communications driver to be present to work properly. If this is the case, go ahead and continue installing the AT&T WorldNet Software. Then, if you have trouble connecting to the AT&T WorldNet Service, contact the manufacturer of your modem.

[Click here](#) to close AT&T WorldNet Help and continue with the installation process.

[Click here](#) if you are not using one of the modems listed in the warning above. You need to restore the stand Windows communications driver.

Configuring your system to use the standard Windows communications driver

To use the standard Windows communications driver, follow these steps:

- 1 Click [here](#)!ExecProgram("notepad.exe",0) to start the Windows Notepad application.
- 2 From the File menu, select Open to open the system.ini file, located in the directory where Windows is installed (typically c:\windows).
- 3 Select Save As from the File menu and type System.wn to save a copy of the system.ini file.
- 4 Select Open from the File menu again and open system.ini again. (In the previous step, the Save As operation made the system.wn your current file, not system.ini).
- 5 In the System.ini file, find the [boot] section. In that section, find the line that begins with "comm=". Edit this line to read "comm.drv=comm.drv".
- 6 Select Save from the File menu and close Notepad.
- 7 Restart Windows and run AT&T WorldNet® Setup again.

Note: This may cause the software application that originally installed the non-standard communications driver to behave in an unexpected manner. If this happens, you may need to change the settings in the system.ini file each time you switch between the two communication packages.

[Click here](#) for instructions for instructions on restarting Windows and running Setup again.

[Click here to close AT&T WorldNet Help.](#)

409 - UART is too slow for modem speed

The UART is the part of your computer that controls the flow of data through your communications port. The AT&T WorldNet® Software has determined that the communications port on your computer does not support high speed operation (greater than 9600 [bps](#)). AT&T WorldNet Service requires high speed operation to function properly.

If you have trouble using AT&T WorldNet Service with your current modem, consider purchasing and installing a buffered high speed serial card, or an internal modem.

[Click here to close AT&T WorldNet Help.](#)

410 - FIFO is disabled in system.ini

An application has turned off the buffering for the selected communications port. This may cause data to be lost. This may have been done by another software package or to avoid previous software problems in Windows for Workgroups 3.11.

Our package corrects the problem with Windows for Workgroups 3.11 and this setting is no longer necessary.

To turn the buffering back on, follow these steps:

- 1 [Click here](#) to start the Windows Notepad application.
- 2 From the File menu, select Open. Open the file named "system.ini." It's located in the directory where Windows is installed (typically c:\windows).
- 3 In the [386Enh] section of the system.ini file, locate the entry marked "COMxFIFO = 0." Change this entry to read "COMxFIFO = 1" (where x is the number of the communications port your modem is using).
- 4 For example, if your modem is connected to COM 2, you would change the line that says "COM2FIFO = 0" to read "COM2FIFO = 1"
- 5 Save your changes and then close the Notepad program.
- 6 Restart Windows and run AT&T WorldNet® Setup again.

[Click here](#) for instructions on restarting Windows and running Setup again.

[Click here to close AT&T WorldNet Help.](#)

411 - Multiple programs are permitted to access COM port simultaneously

The selected communications port allows two programs to open it simultaneously. If this happens data corruption and system corruption are likely. To avoid this situation, never run another communications program while connected to AT&T WorldNet® Service. Communication programs include fax and mail programs.

Sometimes programs are started automatically. Turn off any communications programs that you do not require to be started automatically. To identify and stop most automatically started programs, follow these steps:

- 1 Open the "Startup" group in Windows Program Manager. Remove any program icons for communications programs that do not need to be started automatically.
- 2 Locate the directory where Windows was installed (typically C:\WINDOWS). Edit the win.ini file using the Windows Notepad application. In the [Windows] section, check the entries "load" and "run" for programs that may use the communications port. Remove all communications programs from these entries that do not need to be started automatically.

The above steps should turn off most automatically started programs. If you continue to have a problem, you should check your config.sys file for other automatically started programs.

If the above steps haven't fixed the problem, reboot your COMPUTER and try again.

WARNING: All automatically started communications programs that have not been removed must be closed before connecting to AT&T WorldNet Service.

[Click here to close AT&T WorldNet Help.](#)

412 - Critical: Another application is currently using your modem

Your modem is currently being used by another communications program. Please exit all other programs, for example fax and e-mail, that may be using your modem. Only one program can use the modem at a time.

- 1 Close any communication applications you have previously started. [Click here](#) to open the Windows Task Manager.
- 2 Locate any programs in the list other than Program Manager and AT&T WorldNet Help. Highlight the program name in the task list and click on the End Task button. Respond to any dialog boxes that may appear.
- 3 Repeat step 2 until the only program listed are Program Manager and AT&T WorldNet Help. Then, click the Cancel button to close the task list.
- 4 Connect to AT&T WorldNet® Service as you normally do.

Is this condition continuing?

[Yes. Continue troubleshooting.](#)

[No. Close AT&T WorldNet Help.](#)

413 - The serial.386 file on your system is outdated

The serial.386 file copied to your system during the installation of AT&T WorldNet® Setup has been replaced. This probably occurred while installing another application that had an older version of this file.

IMPORTANT: Using this older version may affect your ability to use the AT&T WorldNet Software.

Reinstall Setup to have the serial.386 file on your system automatically updated for you.

[Click here to close AT&T WorldNet Help.](#)

414 - No dial tone was detected

Your modem failed to report that it detected a dial tone on the telephone line it is connected to. This does not necessarily mean that a problem exists. Some modems just won't provide this kind of feedback until after they have attempted to dial. However, we suggest you do the following before proceeding:

- 1** Make sure that no one is using a phone or other device on the phone line that your modem is connected to.
- 2** Make sure the phone line is plugged into the telephone jack at one end and the proper jack on the modem at the other end (this is often labeled "Line" or "Telco").
- 3** Click the Retry button on the error message window.
- 4** If the error persists, go ahead and continue with the Setup process. If there really is a problem with your line, you will be given more detailed troubleshooting information after your modem attempts to dial.

[Click here to close AT&T WorldNet Help.](#)

415 - Critical: Modem is not responding

This error occurs when AT&T WorldNet® Setup cannot find a modem connected to the communication port that is currently selected.

A modem initialization error can occur for one of more of the following reasons:

- Another software application is using the modem.
- The modem is not properly configured.
- The modem is not properly connected to the computer.
- The modem needs to be reset.

[Verify which communications port the modem is using.](#)

Verify which communications port the modem is using

To verify which communications (COM) port your modem is using, do the following:

- 1 From the AT&T WorldNet® Setup screen where you received the error, click Back twice (or until you are at the screen where you select the communications port).
- 2 Click Details. Each communications port is listed along with the device that is using it.
- 3 If the device next to the selected communications port is not a modem, select the correct communications port.
- 4 For future reference, write down the IRQ value of the communications port you selected before continuing. The IRQ value is listed in the column labeled "IRQ" in the row of the selected port.
- 5 Click on the Next button to continue.
- 6 Click on the Retest button to have AT&T WorldNet Setup access the modem again.

Did the condition disappear after clicking Retest?

[No, I am still getting the error.](#)

[Yes. Close AT&T WorldNet Help.](#)

Another application may be using the modem

Your modem or communications port may be in use by another program. Make sure that no other program is using the modem or communications port to which the modem is connected.

Is another program running?

[No.](#)

[Yes or don't know.](#)

416 - No valid files found

Setup did not find a valid modem information file in the specified directory. This occurs in any of the following situations:

- There are no information (.inf) files in the selected directory.
- None of the .inf files in the specified directory contain information on a modem.
- There is a modem information file in the specified directory but the file is corrupt.

Please specify a directory containing a valid modem information file.

[Click here to close AT&T WorldNet Help.](#)

417 - Invalid directory

You specified a directory that does not exist. Please enter a valid directory path.

[Click here to close AT&T WorldNet Help.](#)

460 - Incomplete dialing information

This error occurs when you click the Next button without having entered the appropriate dialing information. You must enter the location description, 3-digit area code and 7-digit phone number before continuing.

- 1** Enter the correct phone number, including area code.
- 2** Enter a descriptive name for your current location (i.e. "Home" or "Work").

[Click here to close AT&T WorldNet Help.](#)

461- Select Call Waiting; Setup error

Since the tones sent to indicate an incoming call tend to disrupt modem communications, Call Waiting must be disabled when dialing out with your modem. You checked the box indicating that your current location has Call Waiting, but have not entered the digits that the modem must dial in order to disable that feature. Please enter the code used to disable the Call Waiting feature.

Note: If you checked the box by mistake (your current location really doesn't have the Call Waiting feature), just remove the check and the error message will go away.

If you're not sure whether you have the Call Waiting feature on the line that your modem is connected to, contact your local telephone company to find out.

[Click here to close AT&T WorldNet Help.](#)

462 - Dialing information incomplete

The installation software does not have enough information about your current location. This error occurs when you attempt to continue with the installation process when you have not specified both the area code and the phone number that you are calling from (the error will appear if either one is missing).

Enter the appropriate 3-digit area code and 7-digit phone number before continuing.

[Click here to close AT&T WorldNet Help.](#)

463 - Area code invalid

You entered either 800 or 888 as your local area code. Since these "toll free" area codes can occur anywhere in the country, Setup cannot determine where you are calling from. Therefore, it cannot find [access numbers](#) in your area.

Please enter a local phone number that does not include one of these "toll free" area codes.

Hint: Setup doesn't actually need to know the real number you are calling from. It just wants to know approximately where you are so it can find local access numbers for you. If you are really calling from a toll-free number, you can substitute any valid phone number in your area. Just remember to use a number that is nearby (is a local call from) where you really are.

[Click here to close AT&T WorldNet Help.](#)

Notice and Error Messages 500-599

- [500 - Select access number](#)
- [502 - Registration failed](#)
- [503 - Cannot retrieve access numbers](#)
- [504 - Invalid phone number](#)
- [505 - File not found](#)
- [506 - Registration incomplete](#)
- [507 - Failure retrieving registration forms](#)
- [508 - Registration form window closed](#)
- [510 - Invalid account file](#)
- [512 - Maximum number of profiles reached](#)
- [514 - Incomplete information](#)
- [515 - Incorrect Domain Name Server \(DNS\) information](#)
- [516 - Invalid e-mail address](#)
- [540 - Select directory](#)
- [541 - Insert diskette](#)
- [542 - Error accessing account file](#)
- [543 - Confirm file replace](#)
- [544 - The destination drive is full](#)
- [545 - Copy file error](#)
- [546 - Remove diskette](#)
- [547 - Confirm read-only file replacement](#)
- [550 - Internal database error](#)
- [551 - Profile database read error](#)
- [554 - Missing Internet software](#)
- [560 - Invalid Internet software selection](#)
- [570 - Internet software database open error](#)
- [571 - Profile database record error](#)
- [572 - Profile database update error](#)
- [573 - Profile database user app. update error](#)
- [574 - No software specified](#)
- [579 - Insufficient disk space for required files](#)
- [580 - Invalid drive selection](#)
- [581 - Install error: already running](#)
- [582 - Download error](#)
- [583 - Install error: Internet software](#)
- [584 - Internet software configuration error](#)
- [585 - Download error; partial corruption](#)
- [586 - Download error; corrupt file](#)

[587 - Custom Setup download error](#)

[588 - Insufficient disk space for Internet software](#)

[589 - Install error setup](#)

[591 - Software update failure](#)

[592 - Software update terminated](#)

500 - Select access number

You clicked the Next button without selecting a phone number from the list. Please select your primary access number before proceeding.

[Click here to close AT&T WorldNet Help.](#)

502 - Registration failed

AT&T WorldNet® Setup was unable to complete the registration process. This error occurs when there is a problem transferring information from the registration server to your computer.

When you click on the OK button, Setup returns to the beginning of the registration process.

- 1** Try to register again.
- 2** If the error persists, exit from Setup and try running it again at a later time.

[Click here to close AT&T WorldNet Help.](#)

503 - Cannot retrieve access numbers

AT&T WorldNet® Setup could not retrieve your local access numbers. This may be caused by a problem with the remote computer from which Setup retrieves your access numbers. For example, there may be a high volume of other people trying to register for AT&T WorldNet Service at the same time. It is also possible that the remote computer is currently unavailable.

You can attempt to retrieve your local access numbers again by doing the following:

- 1 Click on the OK button on the error message window to close it. The Register Account window (which was displayed just before your previous attempt at registration) will be displayed.
- 2 Click on the Next button in the Register Account window to reconnect to the registration server.

Did this correct the condition?

[No. Continue troubleshooting.](#)

[Yes. Close AT&T WorldNet Help.](#)

Registration server is busy

Due to the high volume of customers registering for AT&T WorldNet® Service, our equipment can occasionally be too busy to respond. We recommend that after a short wait, you register again by performing the following steps.

- 1 Click on the OK button of the error message window to close it. The Register Account window, displayed at your previous attempt to register is displayed.
- 2 Click on the Exit button of the Register Account window to discontinue the registration process. An advisory window will be displayed warning that AT&T WorldNet Setup is not complete.
- 3 Click on the Exit button to close the Setup program.
- 4 After waiting for some time, restart AT&T WorldNet Setup to begin the registration procedure.

Did this correct the condition?

[Yes. Close AT&T WorldNet Help.](#)

[No. Get additional help with this product.](#)

504 - Invalid phone number

The phone number you entered is not valid. This could include an invalid area code, an invalid phone number within that area code, or any other entry in the dialing properties screens that caused the phone number to be invalid.

Click the Change Properties button on the following screen to check the phone number you entered. Correct where necessary and try to register again.

[Click here to close AT&T WorldNet Help.](#)

505 - File not found

The file A:\ACCOUNT.TXT was not found. Please verify that the file exists and try again.

This error occurs when attempting to restore the account information from the account.txt file. The diskette in the drive does not contain the account.txt file.

- 1** Insert a disk that has an account.txt file on it and click on the Retry button.
- 2** Click on the Cancel button, then find the account.txt file by clicking on the Browse button and searching different locations.

[Click here to close AT&T WorldNet Help.](#)

506 - Registration incomplete

Your registration for AT&T WorldNet® Service is being cancelled before it is complete. This error occurs when you click the Cancel button on one of the registration forms or answer "No" to the Terms and Conditions. In order to register successfully, you must satisfy BOTH of the following conditions:

- On the registrations forms, do not click on the Cancel button.
- Answer "Yes" to the Terms and Conditions.

If you satisfied both of these conditions, but still received this error, there is most likely a problem with the registration server at this time. Please try again later.

[Click here to close AT&T WorldNet Help.](#)

507 - Failure retrieving registration forms

The registration form retrieval was interrupted before it completed. This error occurs when there is a remote error on the registration server.

- 1** Click on the Retry button to attempt to retrieve the forms again.
- 2** If that doesn't work, click on the Cancel button and try again later.

[Click here to close AT&T WorldNet Help.](#)

508 - Registration form window closed

The registration form window was closed before registration was completed.

Do one of the following:

- Click the OK button to continue with the registration process.
- Click Cancel and try registering again later.

[Click here to close AT&T WorldNet Help.](#)

510 - Invalid account file

The file you specified is invalid or corrupted. Please make sure you are using the correct file. This error occurs when the software can not read the account file.

Restore the account.txt file from a backup copy. If you made a backup copy during installation, use that one. If you didn't, a backup copy is saved in c:\windows\WNBackup.

[Click here to close AT&T WorldNet Help.](#)

512 - Maximum number of profiles reached

The maximum number of Account Profiles has been reached. This error occurs when you attempt to add an additional profile to your account when you already have the maximum number of profiles defined (currently, only 10 profiles are allowed). Before any additional profiles can be added some existing profiles must be deleted via the AT&T WorldNet® Connection Manager. Perform the following steps to delete a profile.

- 1** Run the AT&T Connection Manager Software by double-clicking the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.
- 2** Select the profile you want to delete from the Account Profile pull-down menu.
- 3** Click on the Profile Properties button.
- 4** Click on the Remove button.
- 5** Click on OK button to exit the Profile Properties window.

[Click here to close AT&T WorldNet Help.](#)

514 - Incomplete information

To access AT&T WorldNet® Service, all of your account information must be provided. Check to make sure that all the Account Information fields are filled out. If you are not an AT&T WorldNet Service member, click the Back button to register.

The Account Information fields are:

[Your First & Last Name](#)

[Login Name](#)

[Login Password](#)

[DNS 1](#)

[DNS 2](#)

[E-mail Address](#)

[E-mail \(POP\) Password](#)

[POP Server](#)

[SMTP Server](#)

[NNTP Server](#)

[Home Page](#)

[Click here to close AT&T WorldNet Help.](#)

515 - Incorrect Domain Name Server (DNS) information

The [DNS](#) address you specified is not valid. To access AT&T WorldNet® Service, you must provide a valid [IP Address](#) for the DNS Server. IP addresses consist of four numbers (0 through 255) separated by dots (periods). For instance, "204.127.120.1" is a valid IP address.

The IP Address you enter must reference a computer that offers the Domain Name Service.

[Click here to close AT&T WorldNet Help.](#)

516 - Invalid e-mail address

The e-mail address you provided is not a valid Internet e-mail address. E-mail addresses must include a user name, an "@" character, and the name of an Internet domain. For instance, "myname@worldnet.att.net" is a valid e-mail address.

[Click here to close AT&T WorldNet Help.](#)

540 - Select directory

You checked the "Save Account Information" option and then clicked the Next button without selecting a drive.

Do one of the following:

- Select the drive on which you want to save your account information.
- Uncheck the "Save Account Information" box.

[Click here to close AT&T WorldNet Help.](#)

541 - Insert diskette

This is a reminder, not an error. It is intended to remind you to change diskettes (one of the Setup diskettes may still be in the floppy drive).

Please insert a properly formatted diskette on which you would like to save your account information.

[Click here to close AT&T WorldNet Help.](#)

542 - Error accessing account file

There is no formatted diskette in the drive indicated. This error occurs when the PC cannot read the diskette in the floppy drive or when there is no diskette in the drive.

Do either one of the following:

- Insert a properly formatted diskette into the floppy drive. Click the Retry button.
- Click on the Cancel button. Then, select a different location by clicking Browse and finding the account.txt file.

[Click here to close AT&T WorldNet Help.](#)

543 - Confirm file replace

This error occurs when you attempt to save the account.txt file to a location where a file with the same filename already exists.

Select "Yes" to overwrite the existing file or No to save the new file to a different location.

Note: The file can be replaced at any time, provided the account information is the same (for example, the same user is installing an upgrade). The file should NOT be replaced if it is a different account (for example, a family member is establishing a separate AT&T WorldNet® account on the same computer).

[Click here to close AT&T WorldNet Help.](#)

544 - The destination drive is full

The disk in the indicated drive does not have enough free space to store the entire file.

To continue, insert a formatted diskette with enough available space to store the file. Then, click the Continue button.

[Click here to close AT&T WorldNet Help.](#)

545 - Copy file error

An error occurred while copying the account information file to the indicated drive. Make sure the diskette is not full or write protected.

- If diskette is write protected, move the lock tab located in the top corner of the diskette to the unlocked position.
- If diskette is full, insert a formatted diskette containing enough available space to copy the entire file.

[Click here to close AT&T WorldNet Help.](#)

546 - Remove diskette

This is a reminder message, not an error. It is intended to remind you to remove the diskette containing the account.txt file before continuing.

Please remove the diskette on which you saved the account information before continuing.

[Click here to close AT&T WorldNet Help.](#)

547 - Confirm read-only file replacement

This error occurs when you attempt to save the account.txt file to a location where a read-only file with the same filename already exists.

Select "Yes" to overwrite the read-only file, or "No" to save the file to a different location.

Tip: the file can be replaced at any time, provided the account information remains the same (for example, the same user is installing an upgrade). The file should NOT be replaced if it is a different account (for example, a family member is establishing a separate AT&T WorldNet® account on the same computer).

[Click here to close AT&T WorldNet Help.](#)

550 - Internal database error

An internal database error has occurred when Setup tried to configure your Internet Software. There is a problem with the AT&T WorldNet® databases on your computer.

[Click here](#) for instructions on reinstalling the AT&T WorldNet® Software.

Run AT&T WorldNet® Software Uninstall

If you intend to reinstall AT&T WorldNet® Software or install a new version of it, make a backup copy of your account information first.

[Click here](#) for instructions on backing up your account information.

I already have my account backed up. [Click here](#) for more information on uninstalling and reinstalling the AT&T WorldNet Software.

551 - Profile database read error

There is a problem reading the user profile record. Do one of the following:

- Restart the computer and rerun AT&T WorldNet® Setup.
- Run the AT&T WorldNet Software Uninstall program and then run Setup again.

[Click here to close AT&T WorldNet Help.](#)

554 - Missing Internet software

In order to access the Internet, you must have both a browser and an e-mail package installed on your computer. Setup cannot find one (or both) of these items installed on your PC.

Install browser and e-mail software and then run Setup again.

Note: Most browser software (including both Netscape Navigator and Microsoft® Internet Explorer) now comes with its own e-mail software. However, not all of them install it automatically. If you already have browser software installed, reinstall it, making sure to select the correct options to install all of its components.

[Click here to close AT&T WorldNet Help.](#)

560 - Invalid Internet software selection

The selected package name no longer exists. It may have been removed from the list of supported packages.

- 1** Click on the Retry button and select the default Internet browser or one that is already installed.
- 2** If this does not work, click on the Cancel button, then click on the Exit button. Rerun AT&T WorldNet® Setup.
- 3** If you are still unable to access a browser, reinstall AT&T WorldNet Software using the installation CD-ROM or diskettes.

[Click here to close AT&T WorldNet Help.](#)

570 - Internet software database open error

An error occurred while initializing the default Internet software package. AT&T WorldNet® Setup is unable to determine the default Internet package.

- 1** Exit Setup and run it again. Setup should recover and return to the point where it exited (Internet software installation).
- 2** If the problem persists, uninstall AT&T WorldNet Software completely, then reinstall it using the installation CD-ROM or diskettes.

[Click here](#) for instructions on reinstalling the AT&T WorldNet Software.

Backup your account information

Follow the steps below to back up your account information to a diskette. Before starting, make sure you have a blank, formatted diskette.

- 1 Insert a blank, formatted diskette in the computer's floppy drive ("a:" or "b:").
- 2 From the Program Manager, double-click on the Main icon, then double-click on the File Manager icon.
- 3 Locate your account file.
[Click here for help finding your account file .](#)
- 4 Click once on the name of your account file to highlight it.
- 5 From the File menu, select Copy. Type **a:** or **b:** if your floppy drive is drive b.

[Click here to close AT&T WorldNet Help.](#)

[Click here](#) for instructions on uninstalling and reinstalling the AT&T WorldNet Software.

571 - Profile database record error

AT&T WorldNet® Setup was unable to update the profile database because that database is corrupted.
Exit AT&T WorldNet Setup and try running it again. Setup should recover and return to the point where it exited.

[Click here to close AT&T WorldNet Help.](#)

572 - Profile database update error

An error occurred while updating the profile record.

Exit AT&T WorldNet® Setup and try running it again. Setup should recover and return to the point where it exited.

[Click here to close AT&T WorldNet Help.](#)

573 - Profile database user app. update error

The AT&T WorldNet® Software is already configured to start the maximum number of applications possible. You cannot add additional software until you remove at least one (use the Profile Properties window in the AT&T WorldNet Connection Manager).

[Click here to close AT&T WorldNet Help.](#)

574 - No software specified

This is a warning message indicating that you have not selected any Internet software to be automatically started when you connect to AT&T WorldNet® Service (you checked "Specify non-supported Internet Software" but didn't specify any software).

If you don't want any software to be started automatically or if you haven't installed the software you want to start yet, you can ignore this message.

However, if you want to specify a software package that will be started automatically, perform one of the following:

- Click on the Browse button and locate the executable file (.exe) for the program you wish to use, then click on the OK button.
- Select a supported Internet software access package.

[Click here to close AT&T WorldNet Help.](#)

579 - Insufficient disk space for required files

The drive on which you have installed the AT&T WorldNet® Software does not have enough available space to store the additional AT&T WorldNet® Software that needs to be downloaded.

- 1** Create more free space by removing any unused programs, files, etc.). Then, click on the Retry button.
- 2** If you still don't have sufficient disk space, you may need to reinstall AT&T WorldNet Software on a different drive that has more available disk space.

[Click here to close AT&T WorldNet Help.](#)

580 - Invalid drive selection

The path selected does not contain the files needed to install the selected Internet software package. Do either one of the following:

- 1 Provide the correct location for the needed files:
 - Make sure you have inserted the correct diskette or CD into the proper drive.
 - Select the path (including drive) containing the specified Internet browser software files.
- 2 Select the default browser and install it instead.

[Click here to close AT&T WorldNet Help.](#)

581 - Install error: already running

The browser that you have selected to be installed is already running.

Close the browser that is currently running and click the Retry button to continue installation.

[Click here to close AT&T WorldNet Help.](#)

582 - Download error

The Internet software retrieval was not successful because it was interrupted before it completed. Either the download was cancelled by the user or communications failed. Multi-part downloads (identified in the status box during download) can be restarted after manually canceling the download by clicking on the Cancel button.

- 1 Click on the Retry button to attempt to download the software again.
- 2 If you still encounter errors, cancel out of AT&T WorldNet® Setup and try again at a later time by double-clicking the AT&T WorldNet Setup icon in the AT&T WorldNet Software program group.

[Click here to close AT&T WorldNet Help.](#)

583 - Install error: Internet software

A major portion of the AT&T WorldNet® Software that gets installed on your machine is Internet software. This usually includes software to browse the World Wide Web, send and receive e-mail, read Internet newsgroups, etc. The Internet software has a separate installation process that is initiated by AT&T WorldNet Setup.

This installation process was not successfully completed.

It is possible that the problems were temporary, and that another installation attempt will be successful. Please install the Internet software again. Write down any error messages that appear. They may give you an indication of the problem your computer is having, allow you to handle the problem yourself, or give a better description of the nature of the problem to a qualified technician.

Click Retry to attempt to install the software again. Take note of any error messages and/or recommended solutions.

Is this condition continuing?

[Yes.](#)

[No. Close AT&T WorldNet Help.](#)

Installation error; Software already installed?

If you have an older version of AT&T WorldNet® Software on your system, the installation program may have a problem with some of the previous settings.

Is a version of AT&T WorldNet Software already installed on your computer?

[No.](#)

[Yes.](#)

Installation error; AT&T WorldNet® Software already installed

If at least one version of the AT&T WorldNet Software is already on your system, it may be necessary to perform a "clean" install. Do the following:

- 1** Run the Uninstall program in the AT&T WorldNet Software program group.
- 2** When the uninstall is complete, run the Setup program again. When you reach the first screen in the Register account section (Step 2), select "I already have an account that I would like to use" and then click Next.
- 3** Select "Download the account settings from AT&T" and then click Next.
- 4** You will be connected to the AT&T registration server. Follow the instructions on the screen to restore your account settings and finish running Setup. You will need to know the following to restore your account information:
 - Your e-mail address
 - Your e-mail password

Is this condition continuing?

[Yes.](#)

[No. Close AT&T WorldNet Help.](#)

Installation error; Browser already installed?

If Microsoft® Internet Explorer is already installed on your system, the existing settings may be causing problems for the Setup program. This is most likely to be a problem if the version of Internet Explorer on your system is newer than the one that came with the AT&T WorldNet® Software.

Is Microsoft Internet Explorer already installed on your computer?

[Yes.](#)

[No. Get additional help with this product.](#)

Installation error; Microsoft®Internet Explorer already installed

If Internet Explorer is already installed, you may have to remove it in order to perform a "clean" install of the AT&T WorldNet Software. Do the following:

- 1** Remove Internet Explorer from your system using the uninstall procedures provided by Microsoft.
- 2** Try running the AT&T WorldNet Setup program again.
- 3** If the version of Internet Explorer that you had been using is newer than the version of Internet Explorer that is being installed by the AT&T WorldNet Setup program, you can reinstall the newer version once the AT&T WorldNet Software installation has been successfully completed.

Is the condition continuing?

[No. Close AT&T WorldNet Help.](#)

[Yes. Get additional help with this product.](#)

584 - Internet software configuration error

Setup was unable to successfully configure your Internet software (browser, e-mail, etc.) with the settings required for AT&T WorldNet® Service.

- 1 Click on the Retry button to attempt to configure the software again.
- 2 If you still encounter problems, try exiting and restarting AT&T WorldNet Setup.

[Click here](#) for instructions on running Setup again.

Note: This error could also occur if you try to use Setup to configure new Internet software that it doesn't support yet. For this reason, it's a good idea to make sure you have the latest version of the AT&T WorldNet Software that is available.

[Click here to close AT&T WorldNet Help.](#)

Rerun AT&T WorldNet® Setup to configure existing browser

- 1** Double-click on the AT&T WorldNet Setup icon in the AT&T WorldNet Software program group.
- 2** The software will detect that you already have an account with AT&T WorldNet Service and automatically configure itself to use your existing account.
- 3** Follow the instructions for installing the browser and select Configure existing browser when presented the option.

[Click here to close AT&T WorldNet Help.](#)

585 - Download error; partial corruption

Corruption is detected in one or more portions of the downloaded file (Large files are downloaded in multiple parts and then reassembled on your PC).

- 1** Click on the Retry button to attempt to download the software again.
- 2** If you still encounter problems, try exiting and restarting AT&T WorldNet® Setup at a later time by clicking the "AT&T WorldNet Setup" icon in the AT&T WorldNet Software group.

[Click here to close AT&T WorldNet Help.](#)

586 - Download error; corrupt file

Corruption has been detected in the downloaded file. Downloaded files are checked for potential corruption before they are actually used by AT&T WorldNet® Setup.

- 1** Click on the Retry button to attempt to download the software again.
- 2** If problems are still encountered, exit and restart Setup at a later time by clicking the "AT&T WorldNet Setup" icon in on the AT&T WorldNet Software icon.

[Click here to close AT&T WorldNet Help.](#)

587 - Custom Setup download error

AT&T WorldNet® Setup has been unable to successfully download files required for this installation.

- 1** Click on the Retry button to attempt to download the files again.
- 2** If problems are still encountered, exit and restart Setup at a later time by selecting clicking on the "AT&T WorldNet Setup" icon in the AT&T WorldNet Software icon.

[Click here to close AT&T WorldNet Help.](#)

588 - Insufficient disk space for Internet software

The drive on which you have installed the AT&T WorldNet® Software does not have enough available space to store the Internet software that will be downloaded.

- 1** Create additional free space by removing any unused programs, files, etc.
- 2** Click on the Retry button.
- 3** If there is still insufficient disk space, AT&T WorldNet Software may need to be reinstalled on a different drive with more available disk space.

Note: When the Internet software installation is completed, some of the space used in the installation process is available.

[Click here to close AT&T WorldNet Help.](#)

589 - Install error: Setup

Setup was unable to successfully install the remaining files of the AT&T WorldNet® Software. Most likely this means that one or more of the files is corrupted.

- 1** Click on the Retry button to attempt to install the software again.
- 2** If you still encounter problems, try exiting and restarting AT&T WorldNet Setup.

[Click here for instructions on running Setup again.](#)

591 - Software update failure

The automatic update of your AT&T WorldNet® Software has failed because of an incomplete or corrupt download of the update file.

For now, the update has been cancelled. However, the next time you connect to AT&T WorldNet Service, you will again be given the opportunity to upgrade to the new version.

[Click here to close AT&T WorldNet Help.](#)

592 - Software update terminated

The automatic update of your AT&T WorldNet® Software has failed. This may be because of an incomplete or corrupt download of the update file. But, it is more likely that your current installation of the AT&T WorldNet Software has somehow become corrupted.

If you seem to be connecting to AT&T WorldNet Service with no problems, you may elect to keep your existing software installation as it currently exists. However, this problem may indicate other unknown issues within your software installation. You may begin to encounter other problems in the future.

The best way to correct corruption in your AT&T WorldNet software is simply to uninstall it and then reinstall from your original disk(s). This is called a "clean install."

[Click here](#) for instructions on performing a clean install.

Help on specific screens

Help is available for each of the following screens.

AT&T WorldNet® Setup

[Step 1 - Modem setup](#)

[Step 2 - Register Account](#)

[Step 3 - Install Internet Browser](#)

[Finished!](#)

AT&T WorldNet Connection Manager

[Connection Manager: Main window](#)

[Profile properties](#)

[Location properties](#)

[Dialing properties](#)

[Change calling card](#)

[Calling card dialing rules](#)

[Connect options](#)

Pop-up Message Windows

[Software update available](#)

[Resume software update](#)

E-mail

[E-mail tips](#)

[Can I change my e-mail address and/or password?](#)

[How to send and receive e-mail](#)

[Using Netscape® Navigator™ Mailbox](#)

[Using Microsoft Outlook® Express](#)

Welcome! Easy as 1, 2, 3!

Welcome, and thank you for subscribing to AT&T WorldNet® Service. We at AT&T WorldNet Service hope that you thoroughly enjoy using our Internet service and remain a customer for a very long time.

To learn about this Help system click on the blue colored text [how to use the help system](#).

Now that you have learned how the Help system works, we know that you want to install AT&T WorldNet Software, setup your computer and begin using AT&T WorldNet Service right away. Installing AT&T WorldNet Software and connecting to the Internet is as easy as 1, 2, 3.

System requirements not met

This screen is displayed if the Setup program detects that your computer does not meet the minimum requirements for operating AT&T WorldNet® Software. You must correct the errors listed before you are allowed to continue with the installation process. There are essentially two things you can do here:

Fix the errors and try again

For each error, perform the following:

- 1** Select the error you want to fix by clicking on it.
- 2** Click the Solutions button for help on the selected error.
- 3** Follow the instructions provided for fixing the error in question.
- 4** When you think you might have the error fixed, click the Re-Test button. If the error is really fixed, it will disappear from the list. When all errors are fixed, this screen will not re-appear.

Exit Setup

You can exit Setup without correcting the errors by clicking on the Exit button or the Next button.

Missing Windows components

This screen appears if one or more of the Windows components required to run the AT&T WorldNet® Software have not been installed. Click on the Next button to have Setup automatically install the missing components.

Note: You may need the CD-ROM that you used to install Windows.

Modem warm up

AT&T WorldNet® Software uses the Modem Warm Up Screen to gather information about the manufacturer, model, and how it is connected to your computer. This information is required so the software can communicate with your modem properly.

First, close any applications other than AT&T WorldNet Setup that may be attempting to use the modem. If you are not sure which applications are using the modem, close everything. Do not close Setup.

[Closing Programs in Windows 3.1 and 3.11](#)

Once you have closed the appropriate programs, you must decide how the Setup program will obtain the required information about the modem. Choose the appropriate option and then click on the Next button.

Have Setup auto-detect your modem

Setup attempts to locate the modem then questions it for information about itself. This is the easiest way to configure the modem.

Select your modem from a list

Setup presents a list of modems and their manufacturers. You choose the modem for your system from this list. If the list does not display the exact make and model of your modem, choose the closest modem by the same manufacturer. Often, there will be no difference in the way two modems by the same manufacturer communicate with Connection Manager software.

Closing programs in Windows 3.1 and 3.11

Perform the following steps to verify that you have checked for programs that may be operating.

- 1** Open the Windows Task Manager by [clicking here](#).
- 2** Look at the list of running programs in the list. If there are any programs in the list other than Program Manager, AT&T WorldNet Help, and AT&T WorldNet® Setup they should be closed.
- 3** To close a program, highlight its name in the task list and click on the End Task button. Closing a program may cause it to display a dialog window; you will have to respond to the dialog before the program is completely closed.
- 4** Repeat the process as many times as necessary to close all open programs other than Program Manager, AT&T WorldNet Help, and AT&T WorldNet Setup. When these are the only programs that remain in the Task List, press the Cancel button to close the Task List.

Modem errors found; before auto-detection

This screen displays one or more modem-related problems that must be resolved before Setup can continue with the auto-detection process. You have two options:

Fix the errors and try again

For each error, do the following:

- 1** Select the error you want to fix by clicking on it.
- 2** Click the Solutions button for help on the selected error.
- 3** Follow the instructions provided for fixing the error in question.
- 4** When you think you might have the error fixed, click the Re-Test button. If the error is really fixed it will disappear from the list. When all errors are fixed, this screen will not reappear.

Cancel auto-detection and select your modem from a list

Click Next to cancel the auto-detection process and select your modem from the list of all supported models. Be aware that some of the errors listed may still prevent you from connecting to AT&T WorldNet® Service if they are not corrected.

No modem detected

Setup either could not find a modem in your system, or it found a modem but was unable to determine its make and model. Your modem may not be properly connected to your computer or may simply need to be reset.

Click on the Next button to cancel the auto-detection process and select your modem from the list of all supported models.

1 If your system has an [External](#) modem:

- Verify the phone cable to the modem is properly connected at the computer and the cable is properly connected to the jack on the modem (often labeled Line or Phone).
- Verify the phone cable from the modem is properly connected to the jack (often labeled Wall) and the opposite end is properly connected to the telephone jack (usually located on a wall of the room).
- Verify the Power ON/OFF switch is in the ON position.
- Verify the power cord is securely connected.
- Turn the modem off, then on.
- Click Re-Autodetect.

If you have a [PCMCIA](#), you can also try the following:

- Grab the PCMCIA card and gently wiggle it. If the modem moves easily it is loose and needs to be reseated.
- Remove the PCMCIA card and reseat it by firmly pushing on it until it is reseated in its connector.
- Grab the PCMCIA card and gently wiggle it. If the PCMCIA card does not move easily it is seated properly. If the PCMCIA card continues to move easily repeat the step directly above. After repeating the steps above, if the PCMCIA card remains loose you may want to have your computer serviced by a qualified service technician.
- Verify the phone cable from the PCMCIC card is properly connected to the telephone jack (usually located on a wall of the room).
- Click on Autodetect.

Unsupported modem detected

Setup detected that you are using a modem slower than 14400 bps (14.4 bps). You must have a modem with a minimum speed of 14.4 bps in order to use AT&T WorldNet Service.

If your modem really is slower than 14.4 bps, you cannot continue installing AT&T WorldNet Software. You must click on the Exit button to shut down the Setup program (clicking on the Next button produces an error that tells you to exit the program).

If the Setup program detected the wrong modem (and your modem does support speeds of at least 14.4 bps), Click on the Change button to manually select the modem you are using (choose it from the list of all supported modems).

Modem detected

This window does two things:

- It informs you that the AT&T WorldNet® Setup program has detected a modem attached to your COMPUTER. The box near the top of the window indicates the software's best guess as to the identity of that modem.

If this window does not display the correct make and model of your modem, you can select a different description by clicking on the Change button.

Note: If you can't find a matching description for your modem, try accepting the description displayed even if it seems wrong. The displayed modem is probably very similar to the modem you actually have. It may even be the same modem sold under a different brand name.

- It asks you to specify whether your modem is [external](#), [internal](#), or a removable [PCMCIA card](#)

External modems

An external modem is used with desktop or tower computers, and is not located inside of the computer's case. An external modem is a circuit card that is enclosed in a protective case. It is connected to the computer with a phone line from the back of the computer to the modem, and another phone line from the modem to the telephone jack.

Internal modems

An internal modem is used with desktop or tower computers and some recent designs of lap top computers, and is located inside of the computer's case. An internal modem is a circuit card. It is connected with a phone line from the back of the computer directly to the telephone jack.

PCMCIA card

PCMCIA external modems are designed for use with lap top computers. Due to the design of many lap top computers an internal modem is not often included. However, this is not true of many recent lap top computer designs. PCMCIA modems are small circuit cards enclosed in a protective case – about the size of a credit card - with a pin connector. This modem connects to the computer using an internal or external connector and removed when it is not used. It is manufactured with a phone line that connects directly to the telephone jack.

Would you like to know the definition of [PCMCIA?](#)

Select Modem; auto-detect undetermined

The auto-detect process narrowed the list of possible modems to the models listed on this screen. However, auto-detect was not able to determine which modem is being used, you need to tell auto-detect which modem you are using. Select the appropriate modem by performing the following steps.

- 1 In the left-hand box, click on the name of your modem's manufacturer.
- 2 In the right-hand box, click on the name of the modem. If you can't find the exact same modem, use the closest model to your modem. Choosing the same manufacturer's name is better than the same speed of a modem of a different manufacturer.

Example: You have a 3COM U.S. Robotics® 56K modem, it's not on the list. In the list you find a slower 3COM U.S. Robotics® 28.8K modem, click on it instead of a different manufacturer's modem of the same speed. Choosing a modem of slower speed does not limit the ability of your faster modem to communicate at its full speed.

- 3 Click on the Next button to continue the Setup process.

Select modem

Most modems now come with an installation disk (driver disk) or CD-ROM that contain setup information (.inf) files. Windows 3.x needs these files to operate the modem. AT&T WorldNet® Setup can also extract the information it needs from these files.

Was your modem supplied with an installation disk or CD-ROM?

[No](#)

[Yes](#)

Have Disk button

To correctly configure the modem, the information (.inf) files from the modem manufacturer's driver disk for Windows 95 are required. Perform the following steps to setup and install the modem.

- 1** If the modem was supplied with a 3½-inch driver disk, insert it in the computer's floppy drive. If the modem was supplied with a CD-ROM, insert it in the computer's CD-ROM drive.
- 2** Click on the Have Disk button.
- 3** Using the pull down list in the "Copy Manufacturer's file from" area, select the floppy or CD-ROM drive the installation disk or CD-ROM is installed in.
- 4** Click on the OK button to begin processing the .inf files. When Setup is finished it displays a window listing the modem makes and models.

Select Modem; from models found in .inf file

This screen lists all the modems described in the .inf files. Perform the following steps to select your modem.

- 1** In the left-hand box, click on your modem manufacturer's name.
- 2** In the right-hand box, click on the name or model number of the modem.
- 3** When you have finished selecting the modem click on the Next button to continue the Setup process.
- 4** If your modem's manufacturer, name or model number are not listed click on the Back button.
- 5** Click on the Have Disk button then click on the Browse button.
- 6** In the right-hand box select the drive the installation disk or CR-ROM is installed.
- 7** In the left-hand box select the .inf file for your modem.
- 8** Click on the OK button to begin processing the .inf file. When Setup is finished it displays a window listing the modem makes and models.

Manually selecting your modem

Your modem's make and model are not listed, you need to select them manually. Choose the make and model of your modem by performing the following steps.

- 1** In the left-hand box, click on the name of your modem's manufacturer. If the manufacturer is not listed, or you do not know the manufacturer of your modem click on "Not Listed."
- 2** In the right-hand box, click on the name of the modem. If you can't find the exact same modem, use the closest model to your modem. Choosing the same manufacturer's name is better than the same speed of a modem of a different manufacturer.

Example: You have an U.S. Robotics 56K modem, it's not on the list. In the list you find a slower U.S. Robotics 28.8K modem, click on it instead of a different manufacturer's modem of the same speed. Choosing a modem of slower speed does not limit the ability of your faster modem to communicate at its full speed.

- 3** Click on the Next button to continue the Setup process.

Select port

In the box marked "Ports," select the serial communications port that your modem is connected to. If a port is already selected (the box isn't blank), the Setup program has detected that a modem is connected to the port shown.

When you are finished, click on the Next button.

If you don't know which port your modem is connected to, click on the Details button. A list of the serial ports in your COMPUTER that are supported by AT&T WorldNet® Software is displayed (only COM 1 through COM 4 are supported). Your modem must be connected to one of the ports listed to use AT&T WorldNet Software.

If you have an external modem, look at the markings next to the port that your modem is connected to. The port will be usually marked COM 1 or COM 2, but may be marked COM 3, COM 4, COM 5, or SERIAL. If the port is marked just COM or SERIAL with no number, it is probably Communications Port 1.

Internal and PCMCIA modems are also connected to such a port, but the port is part of the circuitry of the modem itself, so it is harder to tell the port number. Check the documentation that came with your modem for instructions on configuring and/or determining its COM port or SERIAL port settings.

Modem selected

This window does two things:

- It gives you a summary of the settings you have chosen for your modem. If you want to change one of these settings, click Back until you reach the appropriate screen.
- It asks you to specify whether your modem is [external](#), [internal](#), or a removable [PCMCIA card](#)

When you are finished specifying what type of modem you have, click Next to continue with the Setup process.

Modem test failed

This screen displays one or more modem-related problems that should be fixed before you continue with the Setup process. There are essentially two things you can do here:

Fix the errors and try again

For each error, do the following:

- 1** Select the error you want to fix by clicking on it.
- 2** Click the Solutions button for help on the selected error.
- 3** Follow the instructions provided for fixing the error in question.
- 4** When you think you might have the error fixed, click the Re-Test button. If the error is really fixed it will disappear from the list. When all errors are fixed, this screen will not re-appear.

Ignore the problems and continue Setup

Click Next to attempt to finish running Setup in spite of the problems detected. If the problems detected are not critical, you will be allowed to finish Setup. However, if the problems detected are critical, you **MUST** either correct the problems (click Cancel to try and fix them again) or exit the setup program (click Exit).

Dial properties, screen 1

Use this window to tell the Setup program where you are calling from. Setup uses the area code and phone number entered here to find [access numbers](#) that are close to you. If possible, enter the number of the phone line that your computer is connected to right now. If you don't know that number, use the number of a line that is as close to it as possible.

Note: This number must be the area code and phone number you are currently at. If you will be connecting to AT&T WorldNet® Service from other locations, you will have the opportunity to enter more numbers later.

Enter a descriptive name for your current location in the remaining box. For example: "home" or "work." You can enter anything you like here. If your computer moves around (is a portable), you may have several different locations from which you connect to AT&T WorldNet Service. Assigning a name to each location allows you to tell the AT&T WorldNet software to use the settings you have configured for a particular location simply by selecting the right location name. Otherwise, you would have to change all your settings every time your computer moved.

Dial properties, screen 2

This window configures miscellaneous requirements for dialing out from your current location. The following options are included:

[I have call waiting. To disable it, dial](#)

[Please select the type of dialing to use:](#)

If you click the Advanced Dial Properties button, these additional fields are available:

[To access an outside line, dial](#)

[Dial local calls as long distance](#)

[Use area code when dialing long distance](#)

[For long distance calls, dial "1" before the area code and number](#)

Please select the type of dialing to use:

This configures whether the modem will dial out using touch-tone dialing or using pulse dialing.

Tone Dialing

Each digit dialed on a touch tone phone produces a unique tone. Tone dialing is recommended if your phone line supports it. If you are unsure whether your phone line supports touch-tone, contact you local telephone service provider.

Pulse Dialing

Instructs the modem to use the pulse dialing technique employed by rotary phones. Pulse dialing phones produce a series of clicking noises for each digit dialed (the number of clicks is equal to the digit dialed). You must select pulse dialing if your phone line does not support touch-tone.

For long distance calls, dial "1" before the area code and number

In some areas, dialing "1" before the area code and number is not required. If it is not required in your area and you prefer that it not be dialed when connecting to AT&T WorldNet® Service, remove the check from this box.

For example, when the number of phone lines in Atlanta, GA outstripped the amount of available 7-digit numbers within Atlanta's first area code, the city had to create a second area code. However, since two neighbors could literally have different area codes, it was decided that calls between them should not be billed as long distance. So, residents of these area codes can actually dial a 10-digit number (area code and phone number) without the "1" prefix. Therefore, AT&T WorldNet customers in this area would remove the check from this box.

Note: Dialing "1" before the area code and number IS required in most areas. If you are not sure what to do in your area, it is best to leave this box checked.

Use area code when dialing long distance

In some areas, dialing the area code before certain long distance numbers is not required. If it is not required in your area and you prefer that it not be dialed when connecting to AT&T WorldNet® Service, remove the check from this box.

Note: Dialing the area code for long distance calls IS still required in most areas. If you are not sure what to do in your area, it is best to leave this box checked.

Dial local calls as long distance

In some areas, certain local calls must be dialed as long distance ("1" followed by the area code and then the local number). If this is required in your area, make sure this box is checked.

I have call waiting. To disable it, dial

Check this box if you have the [call waiting](#) feature for the telephone line on which you are dialing.

Since the tones sent to indicate an incoming call tend to disrupt modem communications, call waiting must be disabled when dialing out with your modem. Enter the digits that the modem must dial in order to disable your call waiting feature for the current call.

If you have the call waiting feature, but do not know the digits required to disable it, contact your local telephone service provider.

To access an outside line, dial

Some locations (mostly in business settings) require that you dial a specific digit or digits to get an outside line (usually 9 or *9). If you are dialing from such a location, these fields should contain the digits that must be dialed. Otherwise, leave them blank.

For example, in some hotel rooms, you are required to dial an "8" to access a local outside line and a "9" to access a long distance outside line.

If you are dialing from home, you probably don't need to dial anything to get an outside line. In this case, leave these fields blank.

Note: If you enter digits in these fields, Setup will add a comma (,) after them. Most modems will recognize this as a request to pause briefly before dialing the remaining digits.

Existing account

This screen will be displayed if either Setup or Fix It finds an AT&T WorldNet® account file already on your computer.

Click on the Next button to proceed. AT&T WorldNet Software automatically configures itself to use the account it located on your computer.

What if that's not the account I want to use?

If you want to use an account other than the one that's already on your computer, go ahead and finish running Setup or Fix It using the existing account information. Then use the Fix It tool to change to a different account. Follow these steps:

- 1** Double-click on the AT&T WorldNet Fix It icon in the AT&T WorldNet Software program group.
- 2** When Fix It starts, choose the Online restore option. This option connects you to the AT&T registration server. From there, you can either create a new account or import the information for any existing account (as long as you know your e-mail address and e-mail password).

Account specify

This screen asks you to specify whether you would like to create a new account or use an existing account. If you don't already have an AT&T WorldNet account, select "Create a new account" and then click on the Next button. The Setup program dials out to the AT&T Registration Server. The Registration Server guides you through the process of signing up for a new account.

If you do already have an AT&T WorldNet account, select "I already have an account that I would like to use" and then click Next. The Setup program will provide you with several alternatives for restoring your account information (see the help for the [Restore Existing Account](#) screen).

Restore existing account

This screen is used to import information from an existing AT&T WorldNet® account. Two of the most common reasons you would want to do this are:

- If you have an account set up on another computer, you can use this screen to copy your account information onto this computer.
- To restore the account information on your computer if it becomes lost or corrupted.

The following methods are available:

[Download account settings from AT&T](#)

[Restore account settings from a backup file](#)

[Restore account settings using AT&T WorldNet Fix It](#)

Note: If you do not have an AT&T WorldNet account, you can sign up for a new account by clicking the first method on this screen.

Download the account settings from AT&T

Selecting this option tells AT&T WorldNet® Setup software to connect to the AT&T registration server in order to restore your account information.

Note: The advantage to selecting this option is that it does not require that you have made a backup of your account file.

Restore account settings from a backup file

If you have an AT&T WorldNet® account and have made a backup copy of your account file, selecting this option is a quick way to copy the information from that existing account file onto your computer. This is also a quick way of importing an account that you established on another computer (See [How to move your account from one machine to another](#)).

Note: You must have a copy of your account file (account.txt) from which to restore your account. If you do not have this file handy, choose the *Download the account setting from AT&T* option.

Selecting this option and clicking Next produces the [Get Account File](#) screen.

Get account File

This screen is used to import information about an existing account from a backup account file stored either on a floppy disk or on your hard drive. There are two common reasons for doing this:

- To import information about an account you created on another computer. Refer to [How to copy your account to another computer](#).
- To replace an account file that has been damaged with a backup account file that you made earlier.

Perform the following steps to restore an account file.

- 1** Before you can begin, you must have a valid account file that you wish to import. [Click here](#) for some tips on locating your account file.
- 2** If you do not have such a file, you must click Back and then choose the "by connecting to the AT&T Registration Server" option.
- 3** If the account file that you would like to use is on a removable disk, make sure the disk containing the file is in the appropriate drive.
- 4** If the account file that you would like to use is not a:\account.txt, click the Browse button and then select the correct location and filename.
- 5** Once you have selected the correct file, click Next to continue with the Setup process.

How do I find my account file?

Some typical places you might look for your account file or a backup copy of it are listed below:

Backup files you made intentionally

You may have a floppy disk or a directory on your hard drive containing a backup file you made because you wanted a backup of your account information.

- account.txt A backup file created by the AT&T WorldNet® Setup program.
- wnetacct.wna A backup file used by some earlier versions of the AT&T WorldNet Software. Since these versions did not create account.txt files, they had a separate "Account Tool" that created this backup file from the information stored in several different files on your system.

Automatic backups

Every time your account file is modified, a backup copy is typically saved under the following name:

c:\windows\wnbackup\account.txt

AT&T WorldNet Account files

By default, the account file currently being used by the AT&T WorldNet Software is saved under the following name:

c:\worldnet\wnsxx\user\account.txt (Windows 3.1 or 3.11)

c:\program files\worldnet\wnsxx\user\account.txt (Windows 3.x or later)

xx is the version of AT&T WorldNet Software being used. Note that the location of the \wnsxx\user directory and all its contents may vary depending on where you decided to install the AT&T WorldNet Software.

Netscape Navigator account files

Older versions of the AT&T WorldNet Software that were shipped with the Netscape Navigator™ browser created a reg.ini file. By default, this file was saved to the following location:

c:\worldnet\dialer\reg.ini (Windows 3.1 or 3.11)

c:\program files\worldnet\program\reg.ini (Windows 3.x or later)

Once again, the location of these directories and their contents may vary depending on where you decided to install the AT&T WorldNet Software.

By prompting me to enter my account information manually

This is a third method available for restoring your account information. However, this option requires that you manually enter (type) your account information EXACTLY as it would have appeared in your original account file (account.txt). You should only select it if you are instructed to do so by an AT&T WorldNet® Customer Care representative (who can tell you what you need to type).

You could also select this option if you are absolutely confident that you have all the account information necessary to restore your account and type it in correctly (see Account Information [Screen 1](#) and [Screen 2](#)). For example, you may happen to have printed out your account file and have that printout handy.

However, it's much faster and easier to select the first option in this window ("by connecting to the AT&T registration server").

Account information, screen 1

This screen and Account Information Screen 2 are used to restore existing account files if the account information on your COMPUTER has been deleted or corrupted. **They cannot be used to create a new account!** To create a new account, click Back twice and then select Create a new account.

To use these windows, you must have access to all of the information about your account that will be entered in both of these windows. For example, you may have it all written down or may be on the phone with an AT&T WorldNet® Customer Care representative who is ready to tell you what to type. If you don't have access to your account information, click Back and select a different option for restoring your account ("by connecting to the AT&T registration server" is the easiest option).

The following information about your account is entered in this window:

[Your First & Last Name](#)

[Login Name](#)

[Login Password](#)

[DNS 1 and DNS 2](#)

This window also contains a [Restore Defaults](#) button.

Your first and last Name

The name entered here is copied into the Profile Name field in the main window of the AT&T WorldNet® Connection Manager. Enter your name as you would like to have it registered.

Login name

The login name used to verify your identify each time you connect to AT&T WorldNet® Service. Normally, you never see this name since the Connection Manager software enters it automatically when dialing.

To restore your account, you must enter the login name used for your account exactly as it was before.

Note: The login Name and login Password are a matched set. You cannot mix and match login names and passwords between accounts.

Login password

The login password is used to verify your identity each time you connect to AT&T WorldNet® Service. Normally, you never see this password since the Connection Manager software enters it automatically when dialing.

To restore your account, you must enter the password used for your account exactly as it was before.

Note: The login Name and login password are a matched set. You cannot mix and match login names and passwords between accounts.

DNS address 1/DNS address 2

Each set of these boxes specifies the IP (Internet Protocol) address of a [Domain Name Server](#). Domain Name Servers translate verbal names such as joe@xyz.com to the numerical addresses recognized by computers on the Internet.

These fields are pre-populated with the addresses of AT&T's Domain Name Servers. You should not change them unless you know the exact numeric address of another DNS server that you would prefer to use. If you accidentally change these fields, and would like to restore the original addresses, do one of the following:

- You can enter the addresses of AT&T's DNS servers by hand. They are:
204.127.129.1
204.127.160.1
- Click Restore Defaults. This will return all of the settings in the window to what they were the last time you completed running the AT&T Setup program. If you have not run AT&T WorldNet® Setup before or have never changed the DNS 1 and DNS 2 settings, they will be restored to the original (factory default) values.

Restore defaults

Clicking this button returns all of the settings in the window to what they were the last time you completed running AT&T WorldNet® Setup program. If you have not run Setup before or have never changed these fields, they are restored to the original (factory default) values.

Account information, screen 2

This screen and Account Information Screen 1 are used to restore existing account files if the account information on your COMPUTER has been deleted or corrupted. They cannot be used to create a new account. To create a new account, click on the Back button three times, then select Create a new account.

To use these windows, you must have access to all of the information about your account that will be entered in both of these windows. For example, you may have it all written down or may be on the phone with an AT&T WorldNet® Customer Care representative who is ready to tell you what to type. If you don't have access to your account information, click Back twice and select a different option for restoring your account ("by connecting to the AT&T registration server" is the easiest option).

The following information about your account is entered in this window:

[E-mail address](#)

[E-mail \(POP\) Password](#)

[POP Server](#)

[SMTP Server](#)

[NNTP Server](#)

[Home Page](#)

This window also has a [Restore Defaults](#) button.

E-mail address

The address people use to send e-mail to you. To restore your e-mail service, you must enter this information EXACTLY as it was before. Example AT&T WorldNet® e-mail addresses: John@worldnet.att.net or Mary@worldnet.att.net.

E-mail (POP) password

The password used to retrieve your incoming e-mail from the server that holds it for you ([POP](#) stands for Post Office Protocol).

POP Server

The address (in [DNS](#) format) of the server that holds your incoming e-mail until you retrieve it ([POP](#) stands for Post Office Protocol).

SMTP Host/SMTP Server

The address (in [DNS](#) format) of the server that handles all of your outgoing e-mail (SMTP stands for Simple Mail Transfer Protocol).

NNTP Server

The address (in [DNS](#) format) of the server that delivers your Internet news (NNTP stands for Network News Transfer Protocol).

Home Page

The address ([URL](#)) of the web page that is displayed each time you connect to the AT&T WorldNet® Service.

Note: Because many Internet users have chosen to create their own pages for this purpose, the term "Home Page" is also used now for a web page that a user has customized to express his or her interests or personality.

Change dialing properties

This window allows you to make changes to the dialing properties you have configured so far. The settings available in this window include:

[Area code and phone number](#)

[Please select the type of dialing to use](#)

[For long distance calls, dial "1" before the area code and number](#)

[Use area code when dialing long distance](#)

[Dial local calls as long distance](#)

[To disable call waiting, select](#)

[To access an outside line, dial](#)

Note: All of these settings should already be configured. You saw them earlier in the Setup program. If you are happy with these settings, click on the OK button without making any changes.

Area code and phone number

Enter the area code and phone number from which you are dialing.

Note: In the United States, the area code must be three digits and the phone number must be the seven digits that follow the area code.

Dial warm up

This screen appears when the Setup program is ready to dial out to the AT&T registration server. The registration server will be used for two purposes:

- To obtain a list of local [access numbers](#)
- To register your account with AT&T (setup billing, obtain an e-mail address, etc.)

Before you continue, examine the digits that will be dialed. The digits that will be dialed before the 1-800 number should now be the correct digits needed to dial out from your current location (based on the information you entered earlier). For example, if you need to dial "9" to get an outside line, the 9 should appear at the beginning of the numbers to be dialed. If the digits shown are not what you would need to dial in order to connect to the 1-800 number shown, click [Change Properties](#) to double-check the dialing properties you configured earlier.

Note: The 1-800 number itself is already correct and cannot be changed.

Once the number to be dialed looks correct, click on the Next button to continue the Setup process.

Select primary access number

A list of [access numbers](#) that are near the area code and telephone number you entered earlier are displayed. Select the access number that you would prefer to use by clicking on it. In most cases, the number that is closest to you is the best choice. For example, a number in the same town as you are dialing from should usually be chosen before a number in a different town.

When you have chosen the number you want to use, click on the Next button.

Select secondary access number

This window asks you to select a secondary [access number](#) that will be dialed if the primary number you just selected is busy. In some cases, you may decide that none of the remaining numbers are acceptable. For example, the remaining numbers might be billed as long distance (ideally, you don't want to have to pay long distance charges just to connect to the AT&T WorldNet Service®). If there are no acceptable numbers remaining, click Use the primary number as the backup.

Note: If there is only one access number available in your area, the Setup program will use that number for both the primary and the secondary automatically.

Click on the Next button after choosing the number.

Save account

This screen appears when the Setup program has finished creating the account file (account.txt) containing the information you have configured so far. The AT&T WorldNet® Software will load this file each time it is run so that it can configure itself for your use.

The file is actually stored under the worldnet/wnsxx/user directory of your hard drive (where xx is the version of the AT&T WorldNet® Software). Note that the location of the /wnsxx subdirectory and its contents may vary depending on where you chose to install the AT&T WorldNet Software.

A backup copy of this file has also been created in the windows/wnbackup directory.

We recommend that you make an additional backup copy on floppy disk at this time. A backup disk will be useful if both copies of your account file are corrupted or if you want to setup another computer to use the same account. Follow these instructions:

- 1 Place a blank floppy diskette in the appropriate drive.
- 2 Check the box marked "Your account information will be saved in."
- 3 Choose the letter of your floppy drive from the menu on the right.
- 4 Click on the Next button.

If you don't want to make an additional backup of your account file, just click on the Next button to continue.

Retrieve Internet software

If this screen appears during Setup, it means that the version of Setup you are using must download part of the AT&T WorldNet® Software that will be installed. To download the required software, the Setup program will connect to AT&T WorldNet Service.

Before you continue, examine the digits that will be dialed. The numbers to be dialed will contain the digits needed to dial the access numbers you selected earlier. Make sure that these digits should also include any other digits needed to dial out from your current location (based on the dialing information you entered earlier). For example, if you need to dial "9" to get an outside line, the "9" should appear at the beginning of the numbers to be dialed. If the digits shown are not what you would need to dial in order to connect to the access numbers you chose, click Change Properties to double-check the dialing properties you configured earlier.

Click on the Next button when you are satisfied that the numbers to be dialed are correct.

Install downloaded software

This screen is informational only. Click on the Next button to install the software that was just downloaded.

Custom Internet software chosen

You have chosen to use browser and/or e-mail software that the AT&T Setup program can not configure. You need to enter some or all of the displayed settings manually.

Check the documentation that came with your Internet software to determine which of these settings must be configured for your software to operate correctly and for instructions on configuring the required information.

World Wide Web Browser

[Home Page](#)

E-mail

[Address](#)

[SMTP HOST](#)

[POP Server](#)

News Reader

[News Server](#)

Setup Internet software

The box labeled Internet Software at the top of this window identifies the browser software that is included with this version of AT&T WorldNet® Software. If you already have the same version of the browser installed or if you have a version that is very similar to it, you will be presented with the following options:

[Configure existing software](#)

[Install over existing software](#)

If you would rather use a different Internet software package, click on the Change button. The [Choose Internet Software](#) window is displayed.

When you've made a selection, click the Next button to proceed.

Configure existing software

Choosing this option tells Setup to configure the browser software that is already installed on your computer rather than install the new software. The following settings will be modified so that your existing software can be used with AT&T WorldNet® Service:

- home page
- e-mail servers
- newsgroup server

Install over existing software

Choosing this option tells Setup to install the new browser software included with the AT&T WorldNet® Software and configure it as the default browser to use when you connect to the Internet. Essentially, you upgrade your existing browser software to the browser included with the AT&T WorldNet Software.

This option can also be chosen if you need to reinstall the same browser software later.

Choose Internet software

Use this screen to specify which Internet software (browser) you would like to have Setup configure for use with AT&T WorldNet Service. The items which Setup typically configures are: e-mail server, news server and browser favorites or bookmarks.

Note: You only need to choose your primary Internet software here. Additional Internet packages can be added later.

Configuring "supported" software

The top half of this window contains a list of "supported" Internet software. There are two types of software that are listed here:

- Software already installed on your computer that AT&T WorldNet Setup recognizes and knows how to configure.
- Software that can be installed by this version of AT&T WorldNet Setup.

To use one of the listed packages, click on "Configure the following browser, mail and news package." Select the software you want to use, then click on the OK button. Setup automatically configures the selected software to work with your AT&T WorldNet account.

Choosing not to configure software

Selecting "Do not configure any browser, mail, or news package" instructs Setup to proceed without configuring any Internet software. There are basically two situations that call for this:

- Setup can't configure the software you want to use (your software isn't listed in the Supported Internet software box). Note that this is also true if you haven't installed the software you want to use yet.
- The software you want to use is listed in the "Supported Internet software" box, but you don't want Setup to change its e-mail, news and bookmarks/favorites.

If you want the software that you chose not to configure to be automatically started each time you connect to the AT&T WorldNet Service, do the following:

- If the software you want to use is already installed on your system, click the Browse button and select the executable (.exe) file that must be run in order to start the desired software.
- If the software you want to use is not already installed on your system, you will be able to add it later (You must finish running Setup and then install the desired software first). [Click here](#) for instructions.

Finished!

This screen informs you that Setup has finished installing the AT&T WorldNet® Software. If you want to start using the Internet right away, click "Connect to AT&T WorldNet Service" when finished. Click the Finish button to exit the Setup program.

If you want to connect to the Internet later, double-click on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.

Connection Manager main window

This is the first window you will see each time you run the AT&T Connection Manager software. There are essentially three different things you can do in this window:

Connect to AT&T WorldNet® Service using the current settings

Click on the Connect button (This is probably what you will do most of the time you start the Connection Manager software).

Change the current settings

Although the Setup program has configured all the necessary connection settings for you already, you can do any one of the following if you would like to change them:

- Change your account profile settings by clicking the [Profile Properties](#) button.
- Select a different location from the list. [Click here](#) to find out what a location is and why you might want more than one. You can add new locations and edit existing ones by clicking the [Location Properties](#) button.
- If you want to change the optional settings (preferences), click the [Options](#) button.

Exit the Connection Manager without connecting

Click on the Close button.

Profile properties

You can use the Profile Properties window to view the current settings for your user account and to specify what additional software is automatically loaded each time you connect to AT&T WorldNet® Service.

Click the [Details](#) button to view your account information.

Checking the box marked "Start the Internet Software after connecting to AT&T WorldNet Service" tells the Connection Manager to load the software listed below (your browser software) each time you connect to the Internet. Removing the check from this box tells the Connection Manager not to start this software.

See also: [How to automatically start additional software](#)

Profile details

This window contains information about how your AT&T WorldNet® account is set up. The following items are listed.

World Wide Web Browser

[Home Page](#)

E-mail

[Address](#)

[SMTP HOST](#)

[POP Server](#)

News Reader

[News Server](#)

Address

The address people use to send e-mail to you.

Location properties

The Location Properties window is used to change the dialing properties associated with specific [locations](#). This screen is also used to configure the modem(s) attached to your COMPUTER and to switch between them if you have more than one.

How to

[Select a set of location properties for dialing](#)

[Add a new location](#)

[Delete a location](#)

[Specify which modem to use](#)

[Add, delete, or configure a modem](#)

[Select new access numbers](#)

[Manually edit the numbers to be dialed](#)

Note: Clicking on the Dial Properties button produces the [Dialing Properties](#) window.

How to select a set of location properties

The box labeled "I am dialing from:" contains a list of all the locations you have defined. Select the location from which you want to dial out.

Note: You may still have only the original location whose dialing properties were configured when you ran the AT&T WorldNet® Setup program. If you like, you can [add other locations to the list](#).

How to add a new location

Follow these steps to add a new location to the list:

- 1 Click on the Dial Properties button in the Location Properties window of the Connection Manager software.
- 2 Click on the New button in the Dial Properties window, enter a name for the new location, then click on the OK button.
- 3 Fill in the remaining Dialing Properties for the new location.
Note: If you want calls from this location to be billed to a calling card, check the Dial using Calling Card box. Click the Change button to fill in the information about the card you will be using.
- 4 Click on the OK button to return to the Location Properties window.
[Click here](#) if the location you are creating is outside of the USA.
- 5 Click on the Change button to the access number boxes.
- 6 The Connection Manager will prompt you for the phone number that you are dialing from. Once you enter your phone number and click on the OK button, it attempts to retrieve a list of local access numbers based on the phone number just entered and the area code entered in Step 3. This is accomplished by dialing out to an AT&T server that has an up to date list of all access numbers.
- 7 When the Connection Manager has finished retrieving access numbers, select a primary and secondary access number from the lists displayed and then click OK to return to the Location Properties window.
- 8 If the numbers displayed in the access numbers to be dialed boxes still aren't exactly what they should be, you can manually edit them by clicking "Manually edit dialing characters" and then modifying the numbers displayed. For example, you may have been given a specific access number to be dialed that was not listed in the access numbers window.
- 9 Click on the OK button to exit the Location Properties window.

Creating an international location

If you are dialing from a location outside of the USA, you must do one of the following:

- Obtain a local access number from AT&T and manually enter it.
- It is also possible to use an access number within the USA that you already know about. However, please note that this causes you to be billed for an international long distance call each time you connect to AT&T WorldNet® Service.

Manually entering access numbers

Once you have obtained an access number that you would like to use, complete the location setup by doing the following:

- 1** Click "Manually edit dialing characters" in the Location Properties window.
- 2** Type the access number you wish to use in the space marked "Primary access number to be dialed."
- 3** Click on the OK button to exit the Location Properties window.

How to delete a location

Follow these steps to delete a location to the list:

- 1 Click on the Dial Properties button in the Location Properties window of the Connection Manager software.
- 2 In the box marked "I am dialing from;" select the name of the location you wish to delete.
- 3 Click on the Remove button.

Note: If you have only one location in the list, you will not be allowed to remove it. You must create a second location before you will be allowed to delete the first one.

How to specify which modem to use

The box marked "Modem:" in the Location Properties window contains a list of all the modems you have installed on your computer. Select the one you wish to use to connect to AT&T WorldNet® Service.

If you wish, you can [add a new modem or configure one that has already been installed.](#)

How to add, delete, or configure a modem

Clicking the Configure button in the Location Properties window produces the Modem Options window. This window allows you to do the following:

Add a new modem

To add a new modem, click the Add button. Follow the instructions on the screen to install the new modem (this is the same modem setup wizard that you saw when you installed your AT&T WorldNet Software).

Delete a modem

To delete a modem, select the modem you want to delete from the list at the top of the window. Then, click the Remove button.

Configure a modem

To configure a modem that has already been installed, select the modem you want to configure from the list at the top of the window. Then, click on the Properties button.

How to select new access numbers

Follow these steps to change the access numbers defined for a specific location:

- 1** If you are planning to change the area code (or any other dialing property), you should do that first by clicking on the Dial PropertiesDialing_Properties button in the Location Properties window.
- 2** Click on the Change button next to the access numbers in the Location Properties window.
- 3** If the lists of access numbers displayed contain numbers which are appropriate to the new location, select the numbers you want to use.

If they do not contain appropriate numbers, click the "Update Access Numbers" button. The Connection Manager software will attempt to retrieve a list of access numbers that are appropriate for the area code entered for this location in the Dialing Properties window. This is accomplished by dialing out to an AT&T server that has an up to date list of all access numbers.
- 4** When you are finished selecting access numbers, click OK to return to the Location Properties window.
- 5** If the numbers displayed in the access numbers to be dialed boxes still aren't exactly what they should be, you can manually edit them by clicking on "Manually edit dialing characters" and then modifying the numbers displayed. For example, you may have been given a specific access number to be dialed that was not listed in the access numbers window.
- 6** Click on the OK button to exit the Location Properties window.

How to manually edit the numbers to be dialed

If you have configured everything in the Dial Properties window and selected appropriate access numbers, the numbers displayed in the "Primary access number" and "Secondary access number" boxes should already be correctly formatted. However, if you want to manually change the numbers to be dialed, click on "Manually edit dialing characters." You will then be allowed to edit the numbers displayed.

Dialing properties

The AT&T WorldNet® Connection Manager software uses the information in the Dialing Properties window to determine how to dial out from a particular location. The following fields are available:

[I am dialing from](#)

[The area code is](#)

[I am in](#)

To access an outside line, dial

[Dial using calling card](#)

[This location has call waiting](#)

[The phone system at this location uses](#)

[Dial as a long distance call](#)

I am dialing from

Select the name of the location whose dialing properties you want to configure. If you want to create a new location click the New button. If you want to delete a location, select it and click the Remove button.

Note: If you have only one location in the list, you cannot remove it. You must create a second location before you can delete the first one.

The area code is

Type the area code from which you are dialing.

If you are dialing from a country other than the United States, type your city code here. Do not include the leading 0. For example, if your city code is 071, just type 71.

I am in

Select the country from which you are dialing. The number in parentheses is the country code used to dial a particular country using international long distance.

Dial using calling card

If you want calls from this location to be billed to a calling card, check the "Dial using Calling Card" box. Then, click the [Change](#) button to fill in the information about the card you will be using.

Change calling card

This window is used to select and configure the calling card to be used when connecting to AT&T WorldNet® Service. The box marked "Calling Card to use" contains a list of common calling card types. Select a calling card from the list and then enter your card's number in the box below.

If you cannot find your calling card in the list, you can add your card to the list by clicking on the New button. You will be asked to enter a name for the new card. Once you have entered the new name, click on the OK button, then click on the Advanced button to configure the card's dialing rules (this produces a blank copy of the [Dialing Rules](#) window).

Selecting any calling card from the list and then clicking the Advanced button produces a copy of the [Dialing Rules](#) window containing the rules used to dial with that calling card.

Dialing rules

The dialing rules window specifies the dialing sequence used to dial with the selected calling card. If you are creating a new card (by clicking New in the Change Calling Card window) or modifying a card you have previously defined (by clicking Advanced), you will be able to modify the fields in this window.

The fields define specific sequences of dialed numbers using a kind of abbreviated notation. Click here for a [table of these values](#) or an [example](#).

Note: You cannot change the dialing rules for the pre-defined cards. To modify the rules for one of these cards, you must create a copy of it by doing the following:

- 1 Close the Dialing Rules window by clicking on the Close button.
- 2 Click on the New button in the Change Calling Card window. This produces a blank copy of the Dialing Rules window.
- 3 Click on the Copy From button. This produces a list of the existing calling cards.
- 4 Select the calling card whose properties you want to modify.

Dialing rules table of values

The following codes may be used in the fields of the [Dialing Rules](#) window:

- 0-9** Dialable digits.
- A-D** Dialable digits. Tone dialing only. Used for special control on some systems.
- E** Country code.
- F** Area Code or City Code.
- G** Local Number.
- H** Card Number.
- *, #** Dialable digits. Tone dialing only.
- T** The following digits are to be tone dialed.
- P** The following digits are to be pulse dialed.
- ,** Pause for a fixed time.
- !** hookflash. (half second on hook, half second off hook).
- W** Wait for a second dial tone.
- @** Wait for quiet answer (ringback followed by 5 seconds of silence).
- \$** Wait for calling card prompt ("bong"). Note that not all modems support this function. If you are having trouble with a calling card entry using this code, try substituting 3 or 4 commas (, , , ,).
- ?** Ask for input before dialing continues.

Click here for an [example](#)

Dialing rules example

The rules for "Calling card via 0" (one of the pre-defined cards) look like this:

Calls within the same area code: G

G Dial the local digits of the access number only

Long distance calls: 0FG\$TH

0 Dial "0"

FG Dial the area code and local digits of the access number

\$ Wait for the "bong" from the telephone company

TH Tone dial the digits entered in the "Calling Card number" box of the Change Calling Card window.

International calls: 01EFG\$TH

01 Dial "01"

EFG Dial the country code, area code, and local digits of the access number

\$ Wait for the "bong" from the telephone company

TH Tone dial the digits entered in the "Calling Card number" box of the Change Calling Card window.

Connect options

The Connect Options window contains several settings for the Connection Manager Software that are not tied to a specific Location or a specific user account. These settings include the following:

[Minimize dial status window after connected](#)

[Automatically display Help when an error occurs](#)

[Automatically connect when your Internet Application is started](#)

Automatically connect when your Internet application is started

When this box is checked (default), your modem will automatically dial out to connect to AT&T WorldNet® Service whenever an application attempts to access the Internet (and you are not already connected to AT&T WorldNet Service). Note that the "Prompt before dialing" box controls whether you will be asked to confirm that you want to connect to the Internet each time the modem automatically dials out.

If you remove the check from this box, you must manually instruct the modem to dial out each time you want to connect to AT&T WorldNet Service. To do this, start the Connection Manager software and then click the Connect button.

Minimize dial status window after connected

When this box is checked (default), the dial status window is minimized (reduced to an icon at the bottom of the screen) once a connection to AT&T WorldNet® Service is established.

If you remove the check from this box, the dial status window remains on the screen and displays information such as the total length of time you have been connected.

Automatically display Help when an error occurs

When this box is not checked (default), this help system will not be opened unless you click the Help button in the window displaying the error message.

If you check this box, the appropriate help topic in AT&T WorldNet® Help will be displayed automatically whenever an error occurs (even if you don't click the Help button).

Note: Regardless of the setting here, you can also run AT&T WorldNet Help by double-clicking on the "AT&T WorldNet Help" icon in the AT&T WorldNet Software program group.

Software update available

The AT&T WorldNet® Software has determined that an update for your current software installation exists.

AT&T WorldNet Service periodically releases new versions of its software to take advantage of technologies that regularly emerge from our development team and from the Internet. Generally, you should upgrade to the most up-to-date software as soon as it becomes available.

Click on the "Update Now" button to begin the upgrade process.

Click on the "Update Later" button to postpone the upgrade. You will have another opportunity to apply this update in 30 days.

Resume download of update file

The AT&T WorldNet® Software has determined that a previous attempt to download an update failed, and it is offering to resume the download where it left off.

In addition, the AT&T WorldNet Software has calculated the time it will take for the download to be completed.

Click on the "Update Now" button to resume the upgrade process.

Click on the "Update Later" button to postpone the completion of the upgrade. The AT&T WorldNet Software will give you another opportunity to complete the upgrade the next time you connect to AT&T WorldNet Service.

Primary access number closed

The primary access number is the first telephone number dialed by your computer to access AT&T WorldNet® Service. Due to availability at your location, the primary access number can no longer access AT&T WorldNet Service, a new number must be selected.

To select a new access number for your location, click on the Update Now button then select a new number from the list.

Secondary access number closed

The secondary access number is the telephone number dialed by your computer to access AT&T WorldNet® Service when the primary access number is busy. Due to availability at your location the secondary access number can no longer access AT&T WorldNet Service, a new number must be selected.

To select a new secondary access number for your location, click on the Update Now button then select a new number from the list.

If you do not wish to select a new number at this time, click on the Update Later button to remove the screen.

Primary access number changed

The primary access number is the first telephone number dialed by your computer to access AT&T WorldNet® Service. Due to availability at your location the primary access number can no longer access AT&T WorldNet Service, a new number must be selected.

To select a new access number for your location, click on the Update Now button then select a new number from the list.

To prevent this message from displaying again, click on the *Do not show me this notification again* message then click on the Update Now button to cancel the program and remove the display from the screen.

Secondary access number changed

The secondary access number is the telephone number dialed by your computer to access AT&T WorldNet® Service when the primary access number is busy. Due to availability at your location the secondary access number can no longer access AT&T WorldNet Service, a new number must be selected.

To select a new secondary access number for your location, click on the Update Now button then select a new number from the list.

If you do not wish to select a new number at this time, click on the Update Later button to remove the screen.

To prevent this message from displaying again, click on the *Do not show me this notification again* message then click on the Update Now button to cancel the program and remove the display from the screen.

Area code update required

An area code change has affected the primary and secondary access telephone numbers dialed by your computer, AT&T WorldNet Service® can not be accessed.

To select a new area code for your location, click on the Update Now button then select a new area code from the list.

If you do not wish to select a new area code at this time, click on the Update Later button to remove the screen.

Primary access number has high usage

The primary access number is currently experiencing high usage making it difficult to access AT&T WorldNet® Service. For improved performance and access to AT&T WorldNet Service a new primary access number should be selected.

To select a new primary access number for your location, click on the Update Now button then select a new number from the list.

If you do not wish to select a new number at this time, click on the Update Later button to remove the screen.

New access numbers available

A list of new telephone numbers to access AT&T WorldNet® Service is available for your location. Your computer will continue to use the existing primary and secondary access numbers, or you can select new access numbers from the list.

To select new primary and secondary access numbers for your location, click on the Update Now button then select the new numbers from the list.

If you do not wish to select new numbers at this time, click on the Update Later button to remove the screen.

AutoRestore

AutoRestore automatically dials the access number and connects your computer to AT&T WorldNet® Service. Your existing account information is retrieved and the Internet software settings are reset.

After the connection is made, enter your email name and password on the displayed screen. Continue registration following the instructions on the remaining screens.

Click on the Next button to continue.

PCMCIA definition

PCMCIA is the acronym for; Personal Computer Memory Card International Association, which is the association that governs the standards pertaining to PCMCIA cards.

Common Questions

Installation and Upgrades

[How do I install AT&T WorldNet® Software and Register for a new account?](#)

[Determine which version of Win32s is installed](#)

[Upgrading Win32s](#)

[Continuing Win32s Upgrade](#)

[Removing Win32s](#)

[How will I learn about new releases and updates?](#)

[How do I reinstall AT&T WorldNet software?](#)

[How do I remove AT&T WorldNet Software from my computer?](#)

[How do I remove my old version of AT&T WorldNet Software?](#)

[How to upgrade your AT&T WorldNet Software?](#)

Configuring the AT&T WorldNet Software

[How do I automatically start additional software?](#)

[What is autodial and how do I disable it?](#)

[What is Call Waiting and how do I disable it?](#)

[How do I change my local access numbers?](#)

[How can I access an outside line?](#)

[What are local and long distance dial properties and how do I set them?](#)

[What are the Win32s libraries, and how do I work with them?](#)

Your AT&T WorldNet account

[How do I backup my account information?](#)

[How do I install AT&T WorldNet® Software and Register for a new account?](#)

[How do I copy my AT&T WorldNet® Account to another computer?](#)

[How do I restore my account information?](#)

[What's the difference between removing AT&T WorldNet® Software and canceling my account?](#)

[How do I get help online?](#)

Using e-mail

[How to send and receive e-mail?](#)

[Can I change my e-mail address and/or password?](#)

[E-mail tips](#)

Netscape Navigator Mailbox

[Using Netscape® Navigator™ or Netscape® Communicator™ Mailbox](#)

Microsoft Outlook® Express

[Using Microsoft Outlook® Express](#)

For Additional help

[Calling AT&T WorldNet® Customer Care](#)

[Additional information for Customer Care](#)

How can I access an outside line?

If you are dialing from a business setting or from a hotel, you may be required to dial one or more digits to obtain an outside line before you dial an outside number. For example, you may have to dial "9" and then wait for a second dial tone. If this is the case with any location from which you dial, you have to tell the AT&T WorldNet® Software to dial the correct digits.

If you are dialing from home, you probably don't need to dial any additional digits to get an outside line. So, you do not need to configure this option.

How to tell the Connection Manager to dial the correct digits

If you filled out the fields marked "To access an outside line, dial" when you ran the Setup program, your initial location is already set up to dial the correct digits. If you missed this opportunity or if you have created a new location that requires this configuration, do the following:

- 1 Start the Connection Manager software by double-clicking on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.
- 2 Click on the Location Properties button.
- 3 Click on the Dial Properties button.
- 4 In the box marked I am dialing from, select the location you want to configure.
- 5 Enter the digits you must dial in order to get an outside line at this location in the boxes marked To access an outside line, first dial.

For example, if you dial a "9" before you dial any outside phone number, you should enter '9' in both the local and long distance boxes.

On the other hand, some locations (usually hotels) require you to dial one number (for example, "8") to get a local line and a different number (for example, "9") to obtain a long distance line. In this case, you should enter and "8" in the local box and a "9" in the long distance box.

- 6 When you are finished, click on the OK button to exit the Dialing Properties window.
- 7 Click on the OK button again to exit the Location Properties window.

How to automatically start additional software

The AT&T WorldNet® Connection Manager can automatically start additional software packages that you would like to use when connected to the Internet. For example, it probably already starts your browser software each time you connect to AT&T WorldNet Service.

If you would like to have Connection Manager automatically start other software packages (for example, an Internet telephony program), do the following:

- 1 Start the Connection Manager by double-clicking on the "Connect to AT&T WorldNet® Service" icon.
- 2 Click on the Profile Properties button.
- 3 Make sure that the "Start the Internet Software after connecting to AT&T WorldNet Service" box is checked.
- 4 Click on the Add button. This produces an informational window.
- 5 Click on the OK button.
- 6 Select the executable (.exe) file that you want to have started.
- 7 Click on the OK button to confirm your selection.
- 8 Click on the OK button again to exit the Profile Properties window.

What is autodial and how do I disable it?

Autodial makes the process of connecting to the Internet and starting your browser a single step. To disable autodial:

- 1** In the AT&T WorldNet® Software program group, double-click on the "Connect to AT&T WorldNet Service" icon.
- 2** Click on the Options button.
- 3** If a check mark is already present in the box, click once on the box labeled "Automatically connect when your Internet Application is started."

Note: By disabling autodial, you now must perform two steps to connect to the Internet and to start up your Internet software.

- 4** Double-click on the "Connect to AT&T WorldNet Service" icon and click on the Connect button.
- 5** Once connected, double-click on the icon of the browser you are using.

What is Call Waiting and how do I disable it?

Call waiting is a service offered by your local telephone company for which you typically pay a monthly fee. When you are talking on the phone, call waiting alerts you with a beep or signal when someone else is trying to call you. You can put the first caller on hold, and talk with the second person.

Unfortunately, that beep or signal tends to disrupt modem communications. If you are using your modem on a phone line that has call waiting, you should disable call waiting with the appropriate code. If you do not disable call waiting while using the modem, you will be disconnected if someone tries to call you on that phone line. If you are unsure or do not know what code you need to disable call waiting, contact your local phone company.

You are given the option to disable call waiting when setting up the AT&T WorldNet® Software. If you are currently running AT&T WorldNet Setup, go back to the screen that offered that option and enter your code now. If you are not running Setup, you can still disable Call Waiting from the Connection Manager.

[Click here](#) for instructions.

Instructions for disabling Call Waiting

- 1 In the AT&T WorldNet® Software program group, double-click on the "Connect to AT&T WorldNet Service" icon.
- 2 Click on the Location Properties button.
- 3 Click on the Dial Properties button.
- 4 Click once in the box next to the line "This location has call waiting. To disable it, dial:"
- 5 Click on the arrow next to the box to see a list of call waiting options. Select the one appropriate for your area.

Note: If you are unsure or do not know what code you need to disable call waiting, contact your local phone company. If your code is not one of the choices available, simply type the correct code in the box.

Note: This disables call waiting on your phone line ONLY during the current call to the Internet. Once you disconnect from the Internet, call waiting will again be active on your phone line.

How do I change my local access numbers?

If you haven't registered with AT&T WorldNet® Service yet, call 1-800-400-1447. Through a few voice prompts, you can find local access numbers appropriate for your area.

If you have registered and would like a list of local access numbers for your area, you can find them by going to the AT&T WorldNet home page:

- 1 Click on the Help icon (hotspot).
- 2 Under the Index area, click on the Access Numbers link.
- 3 Follow the directions on the screen.

How do I install AT&T WorldNet® Software and register for a new account?

You will need the following to install the AT&T WorldNet Software:

- The latest version of AT&T WorldNet Software on floppy diskettes or CD-ROM with a registration code
- Credit card (American Express, Visa, MasterCard or Discover)
- One blank, formatted floppy diskette for backing up your account information (after you have successfully installed and registered).

1 Run the appropriate installation software.

- a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation CD in your CD-ROM drive. If you plan to install from floppy disk, place AT&T WorldNet Software "Disk 1 of 1 – Setup" in your floppy disk drive.
- b. Click on the File pull down menu, then click Run.
- c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by `:\setup`. If you are installing from floppy disk, you would type either `a:\setup` or `b:\setup`. If you are installing from CD-ROM, you would probably either type `d:\setup` or `e:\setup`.
- d. Click on the OK button. The installation program will begin running.

2 Setup takes place in three main steps: 1 - Setup Your Modem, 2 - Register Account, and 3 - Install Browser. Each presents you with screens that require some action or input by you. Follow the instructions on each screen.

[Go on to description of Step 1](#)

Step 1 - Modem setup

- 1 The Setup program will ask you whether you want it to configure the AT&T WorldNet® Software to use your modem manually or have Setup auto-detect your modem.

[I need help on the first modem setup screen](#)

[I need help on the modem auto-detection screens](#)

[I need help manually selecting a modem](#)

- 2 Next, you will be prompted for the telephone number from which you are calling. You will also be asked to enter a name for your current location.

[I need help on the Dial Properties 1 screen](#)

- 3 Next, you will be prompted to set up your dialing properties. For most people, the default options are appropriate.

[I need help on the Dial Properties 2 screen](#)

[Go on to description of Step 2](#)

Modem auto-detection screens

- 1 When you select Have Setup auto-detect your modem, the Setup program begins by testing for problems which might prevent the auto-detection process from being completed successfully.

If any such errors are found, a screen listing the found errors will be displayed. Use this screen to correct any errors. Once all of them are corrected, you will be allowed to continue with Part 2.

[I need help on the Modem Error Found \(before auto-detection\) screen](#)

- 2 If no errors are found, Setup will proceed with the auto-detection process. Auto-detection can have any one of the following results (click below for help on the corresponding screen).

[No Modem Detected](#)

[Auto-detect Indeterminate](#)

[Unsupported Modem Detected](#)

[Modem Detected \(Successfully\)](#)

- 3 Once a modem that is supported by the AT&T WorldNet® Software is found, Setup tests the modem to make sure that it is operating correctly. If problems are found, a screen listing the found errors will be displayed. Use this screen to correct the problems.

[I need help on the Modem Test Failed screen](#)

[Continue with the description of the Setup program](#)

Modem selection screens

- 1 When you choose to select your modem from a list, the Setup program presents you with a list of supported modem makes and models. Chose your modem from this list.

[I need help on the Select Modem screen](#)

- 2 Next, the Setup program will ask you to specify which port your modem is connected to.

[I need help on the Select Port screen](#)

- 3 Once you have finished selecting your modem and port, the Setup program tests the modem to make sure that it is operating correctly. If problems are found, a screen listing the found errors will be displayed. Use this screen to correct the problems.

[I need help on the Modem Test Failed screen](#)

[Continue with the description of the Setup program](#)

Step 2 - Register account

If the software detects that an AT&T WorldNet account is already on your computer, it will automatically use that account information. Clicking Next on the first screen of Step 2 will take you to Step 3.

[I need help on the Existing Account screen](#)

If the Setup program does NOT detect an AT&T WorldNet® account already on your computer, it will ask whether you want to create a new account or use an account you already have.

[I need help on the Account Type screen](#)

- 1 If you chose to create a new account, Setup will attempt to connect to the AT&T registration server.

[I need help on dialing out to the registration server](#)

- 2 If you decided to use an existing account that Setup did not detect, you will be asked to choose from two different methods of restoring your existing account file.

[I need help on the Restore Existing Account screen.](#)

[Go on to description of Step 3](#)

[Go back to description of Step 1](#)

Dialing out to the registration server

The AT&T registration server can be used for two purposes:

- To create a new account
- To restore an account you already have

If you choose to connect to the registration server for either of these reasons, you will be guided through the following steps:

- 1** The Setup program will ask you to confirm that the dialing properties you have configured so far are correct.

[I need help on the Dial Warm Up screen](#)

- 2** The setup program will then proceed to dial out to the registration server. Once the connection has been established, it will retrieve a list of access numbers in your area and ask you to select a primary and a secondary access number from this list.

[I need help on the Select Primary Access Number screen](#)

[I need help on the Select Secondary Access Number screen](#)

- 3** Once access numbers are selected, Setup will produce a window that allows you to interact with the registration server directly. The registration server will guide you through the process of establishing a new account with AT&T or restoring an existing account. When you get connected, follow the instructions on the screen.

To establish a new account, you will need your Registration code (usually found on the packaging that came with your AT&T WorldNet® Software) and your credit card information. You will be asked to choose a price plan, an e-mail name, an e-mail password, a security word, and a local access number.

To restore an existing account, you will need your credit card information, your e-mail name, and your e-mail password.

- 4** When you are finished creating or restoring your account, you will be returned to the Setup program. Setup will offer you the chance to save a backup copy of your account information.

[I need help on the Save Account screen](#)

[Continue with the description of the Setup program](#)

Step 3 - Install Internet Browser

- 1** The software will install the browser software that came with it (either Microsoft® Internet Explorer or Netscape Communicator™). If a similar browser package is already installed on your system, you will be offered the option of configuring the existing browser to use the AT&T WorldNet® Software instead of installing the new software.

[I need help on the Setup Internet Software screen](#)

- 2** After the browser is installed and configured, the Setup program will inform you that it has finished installing the AT&T WorldNet Software. You are now ready to access the Internet.

[I need help on the Finished! screen](#)

[Go back to the description of Step 2](#)

How do I copy my AT&T WorldNet® account to another computer?

You can move your AT&T WorldNet account to another computer at any time. However, please note that an AT&T WorldNet Service account may be used on more than one computer only under specific conditions. Click on the Terms and Conditions on the AT&T WorldNet Service home page to view the detailed terms and conditions covering the pricing plan you selected. For example, if you have standard plan account, you may be allowed to install the software on more than one computer, but limited to only one connection (from one computer) to AT&T WorldNet Service at any given time.

You will need a blank, formatted diskette and the original media (CD or diskette) you used to install the AT&T WorldNet Software. Perform the following steps to copy your account information on the account.txt file from the first computer.

Note: Your diskette drive may be either "A:" or "B:" and may use either 5¼ inch or 3½ inch disks. In the following instructions you will be closing AT&T WorldNet Software 2.5 and copying your account information from your computer. It is recommended that you print these instructions before beginning. Read all of the steps before proceeding.

- 1 Insert your blank formatted disk in the computer drive that you are copying your account information to.
- 2 Disconnect and close AT&T WorldNet Software 2.5 as you normally do.
- 3 From the Windows 3.x Program Manager window, double-click on the Main icon then double-click on the File Manager icon.
- 4 In the File Manager window click on the C drive icon if not currently selected then click on the worldnet file to open it if not currently open.
- 5 Click on the wns25 file to open it, then double-click on the user file.
- 6 In the user file, locate and click on account.txt. to highlight it.
- 7 From the File Manager File pull down menu, click on Copy.
- 8 In the To: field of the Copy window type x:\account.txt ("x" is the drive letter of your floppy, A or B).
- 9 Click on the OK button to copy the account.txt file.
- 10 When the copy process is finished, click on wns25 file to close account.txt.

[Click here to continue](#)

Installing AT&T WorldNet® Software and your account on a second computer

If this version of the AT&T WorldNet Software is already on the second computer, but it is configured to use a different account, just run Fix It and select the Online restore option to import the account you want to use. Otherwise, do the following:

- 1 Shut down any modem software and any Internet software that is already running on the computer (including any AT&T WorldNet Software).
- 2 Run the appropriate installation software.
 - a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive. If you plan to install from floppy disk, place AT&T WorldNet Software "Disk 1 of 1 – Setup" in your floppy disk drive.
 - b. Click on the File pull down menu, then click Run.
 - c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by `:\setup`. If you are installing from floppy disk, you would type either `a:\setup` or `b:\setup`. If you are installing from CD-ROM, you would probably either type `d:\setup` or `e:\setup`.
 - d. Click on the OK button. The installation program will begin running.
- 3 Follow the instructions on the screen until you reach the Register Account section.
- 4 If an existing account is detected on this computer, Setup will automatically use that account. Continue through the Setup process until Setup is finished. Then, run Fix It and select the Online restore option to Import the account you want to use.

If Setup does not detect an account already installed on this computer, you will be given the choice of creating a new account or using an account you already have. Choose "I already have an account that I would like to use." You will be given the choice of restoring your account by downloading your account information from AT&T or by importing an account file. Choose the method you prefer and then continue through the Setup process until it is complete.

Note: If you choose to import your account information from a file, you will need the copy of your account file that you made earlier. If you choose to download your account information, you will need to know your e-mail address and your e-mail password.

How do I restore my account information?

The AT&T WorldNet® Fix It tool is used to restore your account information. Two of the most common reasons you would want to do this are:

- If you have an account set up on another computer, you can copy your account information onto your current computer.
- This is also a great way to restore the account information on your computer if it somehow becomes lost or corrupted.

Follow these steps to run Fix It.

- 1** Click on Start, select Programs, click on AT&T WorldNet Software, click on AT&T WorldNet Fix It
- 2** When Fix It starts, choose either the Local or the Online restore option. Local restores are generally used to repair damaged account information. Online restores are most often used to copy your account information onto a computer that is already set up to use a different account. However, if you're still having problems after a Local restore, an Online restore may help.
- 3** Follow the instructions on the screen. Fix It will guide you through the process of restoring your account. If you have chosen the Online Restore option, the software will dial out to the AT&T WorldNet registration server. Once connected, select the option "I'm already a member but need my account information." Have the following information ready.
- 4** E-mail name. For example: janedoe@worldnet.att.net
- 5** E-mail password
- 6** The last 8 digits of the credit card you use to pay for AT&T WorldNet Service

How to send and receive e-mail

Each Internet browser accesses e-mail differently. Select the browser you use with AT&T WorldNet® Service.

[Microsoft® Internet Explorer](#)

[Netscape® Navigator™ or Netscape® Communicator™](#)

Using Netscape® Navigator™ Mailbox or Netscape® Communicator™ Messenger

In order to read or send e-mail using the Netscape® Navigator or Netscape® Communicator software, perform the following:

- 1 Start your browser software.
- 2 If you have the autodial feature enabled, you will automatically be connected to AT&T WorldNet® Service. If you do not have autodial enabled, double-click the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Service program group (you can compose mail before you connect, but you must be connected to send and receive).
- 3 Click on the envelope icon in the lower right-hand corner of the browser window.
- 4 To get e-mail, click on the Get Mail button. To compose an e-mail message, click on the button labeled To: Mail.

[E-mail tips.](#)

- 5 To send the e-mail, click on the Send button.
- 6 For more information about sending/receiving e-mail or using attachments, look at the browser's handbook by clicking on the Help menu and selecting Handbook.

Using Microsoft Outlook® Express

1 You can access Outlook® Express two different ways:

- Start the browser software by double-clicking on the icon labeled "The Internet" in the Internet Explorer program group. Click on the Mail icon on Internet Explorer's toolbar and select Read Mail.
- Double-click on the Outlook® Express icon in the Internet Explorer program group.

2 To compose an e-mail message, click on the New Message icon.

[E-mail tips.](#)

3 To send the message (and receive any e-mail you might have), click on the Send and Receive button in the primary mail window.

Note: If you are not connected to AT&T WorldNet® Service, you must first connect by double-clicking on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.

E-mail tips

The following is an example on how to fill out the To:, Cc:, and Subject: lines.

To: john.doe@worldnet.att.net, maryjane@worldnet.att.net

Cc: jane.doe@worldnet.att.net

Subject: This is an e-mail test

Rules:

- Do NOT use spaces anywhere within a single e-mail address. For example, do not type "john doe@worldnet.att.net". If you do this, you will send e-mail to "john@worldnet.att.net" AND "doe@worldnet.att.net". You probably should have typed "johndoe@worldnet.att.net" OR "john.doe@worldnet.att.net"
- Multiple addresses on the To: or CC: lines MUST be separated by a comma (,) if you are using Netscape Navigator™ Mailbox or Netscape Communicator™ Messenger. A semicolon (;) must be used with Microsoft® Outlook Express. For example:
 - To:** bill@worldnet.att.net, jane@worldnet.att.net, bob@worldnet.att.net (Netscape)
 - To:** bill@worldnet.att.net; jane@worldnet.att.net; bob@worldnet.att.net (Microsoft)

Tips:

- To move between the To:, CC:, Subject and body of text, use the Tab key.
- You can compose a message without having to be online. Send messages later, when you go online.

What are local and long distance dial properties and how do I set them?

There are three dial properties that control how local and long distance calls are dialed:

- For long distance calls, dial "1" before the area code and number
- Use an area code when dialing long distance
- Dial local calls as long distance.

When the Setup program is run to install AT&T WorldNet® Software, you are given the opportunity of configuring these settings for your initial [location](#). These are listed when the Advanced Dial Properties button is clicked in the screen asking you to select the type of dialing to use. If you did not do this originally or if you would like to configure these settings for a new location, they can also be configured from AT&T WorldNet Connection Manager software:

- 1 Start Connection Manager software by double-clicking on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.
- 2 Click on the Location Properties button.
- 3 Click "Manually Edit Dialing Characters" in the Location Properties window.
- 4 You are then free to add or remove the "1" or the area code from either of the access numbers shown in the boxes below.
- 5 Click on the OK button to exit the Location Properties window.

For long distance calls, dial "1" before the area code and number

In some areas, dialing "1" before the area code and number is not required. For example, when the number of phone lines in Atlanta, GA outstripped the amount of available 7-digit numbers within Atlanta's first area code, a second area code was created. However, since two neighbors could literally have different area codes, it was decided that calls between them should not be billed as long distance. Residents of these area codes can actually dial a 10-digit number (area code and phone number) without the "1" prefix.

Note: Dialing "1" before the area code and number IS required in most areas. If you are not sure what to do in your area, do not change this setting.

[Click here to continue](#)

How do I remove AT&T WorldNet® Software from my computer?

If you intend to reinstall or install a new version of AT&T WorldNet Software, first make a [backup of your account information](#).

Once you have backed up your account, follow the steps below to uninstall the software

- 1** Double-click the AT&T WorldNet Software program group icon and then double-click the AT&T WorldNet Software Uninstall icon.
- 2** Follow the instructions.

Note: This does not uninstall your browser, just the AT&T WorldNet Setup and Connection Manager software.

How to upgrade your AT&T WorldNet® Software?

Most of your AT&T WorldNet Software is now capable of upgrading itself automatically. The applications that can do this include:

[Setup](#)

[Connection Manager](#)

[Fix It](#)

[Help](#)

If you want to upgrade other AT&T WorldNet Software, such as your browser and e-mail package, you can either call 1-800-WORLDDNET to order the latest software on CD-ROM or follow the steps below to use the download/upgrade option on the AT&T WorldNet home page:

- 1 Connect to AT&T WorldNet Service by double-clicking on the "Connect to AT&T Worldnet Service" icon in the AT&T WorldNet Software program group and then clicking on the Connect button.
- 2 Click the "Service Support" button at the top of AT&T WorldNet home page.

Note: Unless you have changed the home page setting in your browser, the AT&T WorldNet home page is the first page you see each time you connect to the Internet using AT&T WorldNet Service.

If you would rather go directly to the service and support page, type the following [URL](#) into your browser software:

`http://www.worldnet.att.net/care`

- 3 Click on the link titled "Downloads & Upgrades."
- 4 Select the software you want to download.
- 5 As the file downloads, write down its name (e.g., wn16ns3.exe) along with the name of the directory(folder) to which it is being copied (e.g., c:\download).

Note: The download may take up to several hours to complete.

- 6 Open File Manager by double-clicking on its icon in the "Main" program group. In File Manager, open on the folder where you saved the downloaded file (e.g., c:\download).
- 7 Double-click on the file you downloaded (e.g., c:\download\wn16ns3.exe) and follow the instructions on the screen.

How do I get help online?

The AT&T WorldNet® Service web site has an entire section devoted to supporting our customers. To reach this section, click on the "Service Support" button at the top of the AT&T WorldNet home page.

Note: Unless you have changed the home page setting in your browser, the AT&T WorldNet home page is the first page displayed when you connect to the Internet using AT&T WorldNet Service.

To go directly to the service and support page, type the following [URL](#) into your browser software:

<http://www.worldnet.att.net/care>

How do I remove my old version of AT&T WorldNet Software?

If you have an older version of the AT&T WorldNet Software, it can easily be removed without affecting a more recent version installed on the same PC. Follow these steps:

- 1** A program group was created for each version of the AT&T WorldNet Software that you have installed. Open the program group for the OLDER version..
- 2** Double-click on the AT&T WorldNet Software Uninstall icon.
- 3** The Uninstall utility will start running and ask you to confirm that you want to uninstall the AT&T WorldNet Software. Click on the OK button to proceed with the uninstall process.

Note: Only the software in the AT&T WorldNet software program group is uninstalled by this utility. It does not uninstall your browser and e-mail packages. If you want to uninstall one of these packages, please run the uninstall utility included with the package you wish to uninstall.

Can I change my e-mail address and/or password?

Although your e-mail address cannot be changed without creating a new account, you can change the password you use to retrieve your e-mail at any time. To do this, you'll need to access the "About my account" tool on the AT&T WorldNet® home page. This online tool allows you to perform several account-related actions, including:

- Updating your personal information (name, address, phone number, etc.)
- Changing your credit card information
- Accessing your usage information and current monthly charges
- Changing your e-mail password
- Changing your pricing plan
- Changing how you pay for AT&T WorldNet Service
- Closing your account

To access this tool, type the following [URL](#) into your browser software:

<http://www.worldnet.att.net/care/accounts/>

What's the difference between removing AT&T WorldNet® Software and canceling my account?

Internet access isn't just hardware and software. It's a service for which you are billed monthly, much like your local telephone service. Your AT&T WorldNet Software is simply one of the tools you use to access that service. Removing it doesn't cancel your account, it just prevents you from accessing the service with that computer.

Similarly, you can configure the computer to access a different account (and therefore, change the account information stored on the computer) by doing any of the following:

- Creating a new account
- Restoring an account from the AT&T registration server
- Importing an account file from disk

However, none of these options actually alters the previous account. They simply change which account that particular computer accesses.

If you wish to close a particular account (and therefore, stop the monthly charges for that account), you must contact AT&T to do so. Fortunately, the AT&T WorldNet home page includes an easy-to-use tool for important account-related transactions such as this. To access this tool, type the following [URL](#) into your browser software:

<http://www.worldnet.att.net/care/accounts/>

How to learn about new releases and updates?

The AT&T WorldNet® Software will automatically inform you when an update is available. When it does so, it will give you the opportunity to download and install the components of the AT&T WorldNet Software that have been updated.

Only the programs in the AT&T WorldNet Software program group will be updated. Your browser and e-mail software will not be automatically updated as part of this feature.

If you want to download the latest browser and e-mail software, you can often find it in the Downloads/Upgrades section of the AT&T WorldNet home page. To find this page, type the following [URL](http://www.worldnet.att.net/care/) into your browser software:

<http://www.worldnet.att.net/care/>

Then, select Downloads/Upgrades.

How do I reinstall AT&T WorldNet@Software?

Reinstalling AT&T WorldNet Software is easy, all you need is your original installation media; CD-ROM or diskettes. AT&T WorldNet Software reinstalls over the existing software, but does not overwrite your existing account information. **Note:** You may need the installation media used to setup Windows (CD-ROM or diskettes).

- 1** Shut down all components of AT&T WorldNet Software that are currently running. This may include Setup, Connection Manager or Fix It.
- 2** To reinstall AT&T WorldNet Software:
 - When installing AT&T WorldNet Software from a CD-ROM, insert it in the CD-ROM drive.
 - When installing AT&T WorldNet Software from diskette, insert "Disk 1 of 1 – Setup" in the floppy disk drive.
 - In the Program Manager window, select Run from the File pull down menu.
 - In the provided space, type the letter of the drive in which you have inserted the installation disk, followed by: **\setup**. When installing from a floppy disk, type **a:\setup** or **b:\setup**. When installing from a CD-ROM, type **d:\setup** or **e:\setup**.
 - Click on the OK button to begin reinstallation.
- 3** AT&T WorldNet Setup detects that AT&T WorldNet Software is currently installed. Click on the Yes button to install it over the existing software. This does not overwrite your existing account information.
- 4** The software detects you have an existing account with AT&T WorldNet Service and automatically configures itself using that account information.

What are the Win32s libraries and how do I work with them?

Win32s is a set of software libraries that are required by 32-bit Windows applications when running under Windows 3.1 or Windows for Workgroups 3.1x. If you are running Win32s version 1.15 or below, you must either upgrade to version 1.20 (or later) or remove Win32s before you can install the Netscape Navigator software.

[Click here](#) to determine which version of Win32s is installed on your computer.

Determine which version of Win32s is installed

There are two methods you can use to determine which version of Win32s is installed on your machine:

- If you are running Windows for Workgroups, start File Manager and select the WIN32S16.DLL file from the Windows system directory. Choose File and then Properties. The "Version:" line (the fourth line from the top) contains the major version and the build number for Win32s.
- Check the WIN32S.INI file in your Windows\system directory.

[Click here](#) for instructions to upgrade Win32s libraries (recommended).

[Click here](#) for instructions to remove Win32s libraries.

Warning: If you remove the Win32s libraries, you will no longer be able to run applications that require Win32s. It is recommended that you upgrade the Win32s libraries rather than remove them.

Upgrading Win32s

To upgrade Win32s, obtain the latest version of Win32s (currently Application Note number PW1118) and the files included with it. Download PW1118.EXE (a self-extracting file), from the Microsoft Software Library (MSL) using one of the following services:

CompuServe

- 1** GO MSL
- 2** Search for PW1118.EXE
- 3** Display results and download

Microsoft Download Service (MSDL) using the Windows Terminal Program

- 4** Double-click on the Windows Terminal icon.
- 5** Choose the "Phone Number" option from the Settings menu.
- 6** Enter 12069366735 in the Dial: field, and click on the OK button.
- 7** Choose the "Communications" option from the Settings menu.
- 8** Enter your communications information (Comm port, Baud rate, 7 data bits, 1 stop bit, even parity).
- 9** Choose the Binary Transfers option from the Settings menu.
- 10** Select XModem/CRC as the transfer protocol.
- 11** Choose the Dial option from the Phone menu.
- 12** When connected, follow the text prompts until you reach the MSDL main menu.

[Click here to continue](#)

Removing Win32s

Warning: If the Win32s libraries are removed, your computer will not run applications requiring Win32s. It is recommended to [upgrade](#) the Win32s libraries instead of removing them.

Perform the following steps to remove Win32s:

- 1 Remove the following line from the [386Enh] section in the SYSTEM.INI file:

```
device= WINDOWS\SYSTEM\win32s\w32s.386
```

where <WINDOWS> and <SYSTEM> are where the Windows and System directories are, respectively.

- 2 Remove winmm16.dll from the following line in the [BOOT] section of the SYSTEM.INI file:

```
drivers=mmsystem.dll winmm16.dll
```

The line should look like this when you are done:

```
drivers=mmsystem.dll
```

- 3 Delete the following files from the WINDOWS\SYSTEM subdirectory:

```
W32SYS.DLL  
WIN32S16.DLL  
WIN32S.INI
```

- 4 Delete all of the files in the <WINDOWS>\<SYSTEM>\WIN32S subdirectory, then delete the WIN32S subdirectory itself.

- 5 Restart Windows.

Continuing Win32s upgrade

Internet (anonymous FTP)

- 1 ftp ftp.microsoft.com
- 2 Change to the \SOFTLIB\MSLFILES directory
- 3 Type: Get PW1118.EXE
- 4 On your computer, execute PW1118.EXE, which extracts SETUP.EXE
- 5 In the Windows Program Manager, click on the File pull down menu, then click on Run, and execute SETUP.EXE.
- 6 Reboot the computer.

How to use the Help system

We understand this may be your first time using a Help system. This Help system is an online document that is designed to help you correct any conditions that may arise. When a condition occurs that does not allow you access to or use AT&T WorldNet® Service as you normally would, a help message is displayed. These conditions are minor in nature, and are easily correctable by you.

Each Help message provides procedural steps to correct the condition, and are not difficult or complicated; you will be able to correct the condition by following the steps. However, AT&T WorldNet Customer Care is always available should you need their assistance.

This Help system is designed to "jump" to other messages to correct the condition. These "jumps" are known as "links." When they are activated, the linked message appears. Take a few minutes to review the different types of "jumps" or "links" that are used throughout this system.

When you see the green colored text, click on it to [jump to another message](#).

When you are using a help message you have four options that you can perform by clicking on the tabs located in the Tab bar of the Help window. These options are:

- **Contents.** Clicking on the Contents tab returns you to the Help system contents. Contents is used for locating additional help topics.
- **Search.** Clicking on the Search tab displays the Help system Index. Specific help topics can be located by clicking on the Index tab then typing the number or title of the topic in the entry box. Clicking on the Display button displays the located help message. When you are not sure about a specific help message title, the Find feature helps you locate the topic by locating key words that you type in the entry box. Clicking on the Display button displays the located help message.
- **Back.** Clicking on the Back tab returns you to the previous message. This is helpful when multiple help messages are used to correct a condition. The Back tab is available when it appears as a solid black color. When the Back tab is "grayed out" there are no previous messages available. Other messages are not displayed when you click on the grayed out Back tab.
- **Print.** If you would prefer to print the help message, clicking on the Print tab prints the message that is currently displayed on the monitor.

You have completed your review of the Help system, you are now ready to register and setup your AT&T WorldNet Account. The first step is to setup the modem so you can dial out and connect to AT&T WorldNet Service.

[Go to step 1, setup your modem](#)

Jump to another message

Congratulations! You performed a successful jump. Now, [return "How to use the help system."](#)

How do I copy my AT&T WorldNet Account to another computer? - continued

11 Click on the worldnet to close the wns25 file.

12 From the File Manager File pull down menu, click on Exit to close File Manager.

13 Close the main window.

14 Remove your disk from the disk drive.

15 For instructions on installing your account information on a second computer, click on the message below.

[Click here](#) for instructions on installing AT&T WorldNet Software on a second computer.

What are local and long distance dial properties and how do I set them? - continued

Dial local calls as long distance

In some areas "1" plus the area code must be dialed to make local calls. This is due to the fact that a single area code has been split into two or more new area codes. However, the long distance rate is not charged for such calls.

Note: This item can also be configured in the Connection Manager's Dial Properties window. Click the Dial as a long distance call box.

Use area code when dialing long distance

There are some areas in the USA where you can actually dial a number that is in a different area code than you are and not have to dial the area code. Again, for most people this rule does not apply.

Upgrading Win32s - continued

- 10 Choose Option A (Download), and press the Enter on the computer's keyboard.
- 11 Type P (for Protocol) and press the Enter key on the computer's keyboard.
- 12 Type O (XMODEM-1K) and press the Enter key on the computer's keyboard.
- 13 Type D (for "Download"), and press the Enter key on the computer's keyboard.
- 14 Type PW1118.EXE and press the Enter key on the computer's keyboard.
- 15 MSDL will respond (after it searches its libraries) with a download time estimate and then asks you to start the download.
- 16 Choose the Receive Binary File option from the Transfers menu.
- 17 Select the location and name for the file from the resulting dialog box, and click on the OK button. The download will start.

[Click here to continue Win32s upgrade](#)

How do I backup my account information?

Perform the following steps to back up your account information to a diskette. You will need a blank formatted diskette.

Note: Your diskette drive may be named "B" instead of "A" and may use 5¼" diskettes rather than 3½" diskettes. Please select the correct settings for your drive.

- 1** Insert the blank, formatted diskette into your floppy drive ("a:" or "b:").
- 2** In the Windows Main window, click on the File Manager icon.
- 3** Click on the C: drive if not already selected.
- 4** Click on the WorldNet folder, then click on the Wns25 folder, then click on the user folder.
- 5** Click on account.txt.
- 6** In the File Manager File pull down menu, click on Copy.
- 7** In the TO: entry field of the Copy window, type a:\account.txt.
- 8** Click on the OK button.
- 9** When the copy process is completed, close the user folder, close the Wns25 folder, then close the WorldNet folder.
- 10** Close the File Manager window.

Using E-mail

The following topics will help you understand e-mail and become a better user.

[E-mail tips](#)

[Can I change my e-mail address and/or password?](#)

[How to send and receive e-mail](#)

[Using Netscape® Navigator™ Mailbox](#)

[Using Microsoft Outlook® Express](#)

Glossary

Click any of the following terms for its definition:

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E-mail and Chat Jargon

BTW - By The Way

IMHO - In My Humble Opinion

ROFL - Rolling on the Floor, Laughing

TTYL - Talk to You Later

:-) - A smiley face (there are many variations of this one)

Access number

An access number is the phone number dialed to connect to AT&T WorldNet® Service. By having a local access number, you avoid paying the long distance phone charges that would be incurred if your access number is not a local phone number. It is important to find an access number that is as close as possible to the location you are dialing from.

Generally you will have two access numbers: a primary and a backup. AT&T WorldNet Connection Manager Software dials the primary number first. If that number is busy, the Connection Manager dials the backup number.

Note: Each access number corresponds to an AT&T WorldNet [Point of Presence](#).

ASCII (American Standard Code for Information Interchange)

Since computers are inherently mathematical devices, at their most basic level, they really don't "understand" anything but numbers. Therefore, they find it necessary to internally represent all information in some sort of numerical format. ASCII is the standard method of representing text. Each character of text is represented as a single numerical value.

Baud

The baud rate of a modem is one of the measurements that determine its speed in transmitting and receiving data. Like radio transmissions, modem communications transmit data by shifting the value of a carrier wave. Technically, baud is the number of times per second that the modem shifts the carrier signal's value to represent a new piece of information.

In early modems, each shift of the carrier signal represented one bit of information. So, the baud rate was equal to the number of bits per second ([BPS](#)) the modem could transmit or receive. More recent designs allow more than one bit to be transmitted for each shift of the carrier signal. Therefore, the modem's actual speed in BPS is now much higher than its baud rate.

BBS (Bulletin Board System)

A computerized meeting and announcement system that users typically connect to via modem. Such systems generally allow users to post messages and files for public use (hence the bulletin board name). There are many thousands of BBSs around the world. Most of them are very small, running on a single desktop system with 1 or 2 phone lines, but some are much larger. However, the very large services that looked much like bulletin boards when they began (such as CompuServe) are not usually referred to as bulletin boards once they reach that size. Extremely large services bear very little resemblance to the original BBS concept.

Binhex (BINary HEXadecimal)

A method for converting files into [ASCII](#) text format. This is required because Internet e-mail can only handle ASCII. If you ever receive mail from a Macintosh user, you may very well receive it in Binhex format.

Bit (Binary DigIT)

A single digit equal to either "1" (one) or "0" (zero). Bits are the smallest unit of data used by computers. Groups of bits are used to represent larger numbers. For example, a group of eight bits (called a "[byte](#)") can be used to represent a range of numbers from 0 to 255.

The speed of data transmissions is usually measured in bits-per-second ([BPS](#)).

BPS (Bits Per Second)

The measurement of the speed for data transmissions. The speed of modems is generally measured in thousands of bits per second (Kbps).

Browser

A browser is an application (computer program) that allows your system to "look" at certain types of information on the Internet. Browsers are primarily intended for viewing pages of the [World Wide Web](#). However, they also tend to be able to view information like [newsgroups](#) and gopher sites.

Many browsers have advanced features that allow them to present just about whatever kind of content is included in a site, whether it is text, music or video. Others, called line browsers, can only view text.

Byte

A group of eight [bits](#) which can be used to represent a range of numbers from 0 to 255. Most data is manipulated and stored at this level. For example, a single character of text is generally stored as a byte value. A group of 1024 bytes is generally known as a "kilobyte" (or "KB"). The capacity of a computer's memory or hard drive space is generally measured in "megabytes" (or "MB") which are groups of 1,048,576 bytes.

Call Waiting

Call waiting is a service offered by your local telephone company for which you typically pay a monthly fee. When you are talking on the phone, call waiting alerts you with a beep or signal when someone else is trying to call you. You can put the first caller on hold, and talk with the second person.

Unfortunately, that beep or signal tends to disrupt modem communications. If you are using your modem on a phone line that has call waiting, you should disable call waiting with the appropriate code when you connect to AT&T WorldNet® Service.

[Instructions for Disabling Call Waiting](#)

Certificate Authority

An issuer of Security Certificates used in [SSL](#) connections.

Chat Groups/Chat Rooms

Many sites on the Internet provide the opportunity to engage in a group discussion online. When you type your remarks, they are displayed to everyone currently participating in the group. Similarly, you can see everything typed by other participants.

Connection Manager

AT&T WorldNet® Connection Manager is the program that starts when you double-click the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Service program group. Click on the Connect button each time you want to connect to the Internet using AT&T WorldNet Service.

[Learn more about Connection Manager](#)

Cookie

The most common meaning of "Cookie" on the Internet refers to a piece of information sent by a Web Server to a Web Browser that the Browser software is expected to save and to send back to the Server whenever the browser makes additional requests from the Server.

Depending on the type of Cookie used and the Browser's settings, the Browser may accept or not accept the Cookie and may save the Cookie for either a short or long time.

Cookies might contain information such as login or registration information, online "shopping cart" information, user preferences, etc.

When a Server receives a request from a Browser that includes a Cookie, the Server is able to use the information stored in the Cookie. For example, the Server might customize what is sent back to the user or keep a log of particular user's requests.

Cookies are usually set to expire after a predetermined amount of time and are usually saved in memory until the Browser software is closed down, at which time they may be saved to disk if their "expire time" has not been reached.

Cookies do not read your hard drive and send your life story to the CIA, but they can be used to gather more information about a user than would be possible without them.

Cyberspace

Slang for the whole range of information resources available through computer networks. The implication is that computer networks are almost a universe unto themselves, with their own sights and sounds and geographies to explore.

Dialer

A dialer is the software used to connect to the Internet with your modem. For instance, AT&T WorldNet® Software uses a dialer called the Connection Manager. Through the dialer, you can set up your dialing preferences (e.g. disable call waiting), change the phone number you want to dial into, etc.

DNS (Domain Name Service)

Computers connected to the Internet have [Internet addresses](#). This allows them to exchange messages with other computers on the Internet whose addresses they know. Each Internet address is written as a set of four numbers separated by periods. For example: 204.127.129.1

The drawback is that while numerical addresses are ideal for computers, the human beings who interact with those computers may find them difficult to remember. To alleviate this problem, the Internet has developed the capacity to accept verbal names and translate them into the numerical addresses used by the computers themselves. The most common scheme used to create these names is called the "Domain Name Service" or just "DNS."

[Click here](#) for a description of the format of DNS names

When you enter a DNS name, your computer sends a query to a DNS server which responds with the corresponding numerical address. Your computer can then use the resulting address to conduct the appropriate actions. AT&T WorldNet® Service has two primary DNS servers:

204.127.129.1

204.127.160.1

You need the addresses of these DNS servers in your software in order to log onto AT&T WorldNet Service. If one or both of those numbers are missing or incorrect, you will get a variety of protocol errors (such as "Unable to establish a PPP connection").

Domain Name/DNS System Name

The unique name that identifies an Internet site. These names are assigned using an Internet service called [DNS](#). The names for specific sub-networks and organizations that are part of the Internet are generally referred to as "Domain Names." The names for specific computers on the Internet are called "DNS system names."

A domain name generally consists of two parts separated by a period. For example: att.net (AT&T), microsoft.com (Microsoft). The part to the left of the period is usually the name of the organization itself or an abbreviation of it. The part to the right of the period is a general description of what kind of organization the domain refers to. There are currently five such extensions:

.net Part of the community that designs and governs the Internet.

.gov A government institution

.org A non-profit organization

.edu An educational institution

.com A commercial venture

Additional organizational types are planned.

A DNS system name includes the name of the domain to which the individual computer belongs, but adds additional information to the left of the organization to identify the specific system. For example:

postoffice.att.net (one of our e-mail servers)

Essentially, the system name as a whole describes a kind of hierarchy, indicating the computer's position in the Internet as a whole. The part on the left is the most specific, and the part on the right is the most general.

DNS naming and E-mail

When using DNS, [e-mail](#) addresses have the format shown below:

<user name>@ <domain name>

For example, your own e-mail address with AT&T WorldNet® Service will look something like the following:

John@worldnet.att.net

Note that this generally doesn't really correspond to the address of any user's machine. DNS is smart enough to recognize that anything using this format is actually looking for the address of the server within the specified organization which stores incoming e-mail until user's retrieve it.

DNS naming and the World Wide Web

When you use a DNS name with your web browser, it will generally be included in a larger structure called a [URL \(Uniform Resource Locator\)](#).

Download

Refers to the act of taking a file off a remote computer transferring to your own computer. For instance, every time you receive e-mail, you have downloaded it off a remote e-mail server machine.

E-mail (Electronic Mail)

Messages, usually text, sent from one person to another via computer. E-mail can also be sent automatically to a large number of addresses (a Mailing List).

FAQ (Frequently Asked Questions)

FAQs are documents that list and answer the most common questions asked at a particular site on the Internet. There are hundreds of FAQs on subjects as diverse as Pet Grooming and Cryptography. These files are maintained in order to answer frequently asked questions so that the same questions don't have to be answered again. It is considered good manners to check for FAQs posted on a particular site and read them before you begin asking questions at that site. Do not be surprised if you get a rude response to a question that is already answered in a FAQ at the same site.

FTP (File Transfer Protocol)

This is the protocol that enables files to be transferred between computers. You can use it to download files from a remote, host computer, as well as to upload files from your computer to a remote, host computer.

GIF (Graphics Interchange Format)

A graphics file format that is commonly used on the Internet to provide graphics images in Web pages.

Helper apps

Software programs that work with your browser in order to display a particular type of multimedia data file.

See also: [Viewers](#)

Home Page

Originally, this term referred to the web page that your browser is set to load each time it starts up. Eventually, people began to create custom pages for this purpose so that the page they saw each time they started their browser reflected their own personality and interests. This gave rise to the second meaning. . .

The more common meaning for the term home page refers to the web page set up by a person, business, or other organization so that other people and organizations can find out about them, e.g. "Check out so-and-so's new Home Page."

Host

Any computer on a network that is a repository for services available to other computers on the network. It is quite common to have one host machine provide several services, such as such as mail, access to web pages, etc.

HTML (HyperText Markup Language)

The coding language used to create [web pages](#). When your [browser](#) loads a particular web page, it actually opens an HTML file. If you opened an HTML file with a simple text editor, what you would see would look a lot like old-fashioned typesetting code. A block of text would be surrounded with codes that indicate its size, color, font, etc. Embedded control codes indicate that a graphic should be displayed here, a sound played there. Additionally, in HTML you can specify that a block of text or a word is a [hyperlink](#) leading to another file on the Internet, which could be another page on the same site or a completely different kind of file on a site halfway around the world.

Hyperlinks

Words or pictures in a document displayed on a computer screen that allow you to jump to another place in the document by clicking on them. Most (but not all) hyperlinked text can generally be identified by the fact that it appears in a different color than the surrounding text and is underlined (the word "hypertext" below is a link). Other links, especially graphical ones, can be identified by the fact that your mouse pointer will change shape when moved on top of the link.

See also: [Hypertext](#), [HTML](#)

Hypertext

Words in a document displayed on a computer screen that allows you to jump to another place in the document by clicking on them with the mouse. Hypertext is the method used by both Help systems and pages of the World Wide Web to navigate from page to page. For example the word "Hyperlink," below is an example of hypertext.

See also: [Hyperlink](#), [HTML](#)

(The) Internet

The term "internet" refers to any computer network composed of several smaller networks, usually belonging to separate organizations. However, the term has become so closely associated with a particular internet originated by ARPA* in the mid to late '70s, that it is now practically synonymous with that network. The Internet that grew out of the original ARPANET is now a vast organization of millions of computers that use the TCP/IP protocols to communicate with each other.

* The Advanced Research Projects Agency of the U.S. Department of Defense.

Intranet

A private network inside a company or organization. The term is most often used to describe large networks which span several different sites within their respective organizations.

IP (Internet Protocol)

This is the protocol that moves data between computers on the Internet. To accomplish this, the IP protocol requires that each computer be assigned a unique numerical address.

See also: [TCP/IP](#), [IP address](#)

IP Address

Computers on the Internet are assigned a unique numerical address so the Internet Protocol (IP) can carry messages from one system to another. IP addresses are usually written as 4 numbers separated by periods. This format is sometimes called a "dotted quad." (For example: 198.204.112.1).

See also: [TCP/IP](#), [DNS](#)

IRC (Internet Relay Chat)

Currently, this Internet service allows users to join a chat channel to exchange typed, text messages. However, the service is designed to include live audio and video-conferencing once the infrastructure of the Internet can move data fast enough.

ISDN (Integrated Services Digital Network)

The standard for digital telephone communications. Digital circuits are able to achieve greater clarity than analog circuits by employing computerized error-correction techniques to eliminate transmission noise. In the United States, most of the telephone network is already digital, but the telephone lines going out to an individual residence are still analog. ISDN is rapidly becoming available to consumers in most of the USA. A single analog phone line can be converted to a basic rate ISDN line, which consists of two separate voice channels.

Instead of modems, which convert digital computer signals to tones that can be heard over an analog phone line, computers attached to ISDN lines use devices called terminal adapters that negotiate digital connections. Typically, an ISDN terminal adapter provides data transfer speeds of between 56 and 64 kbps on each ISDN voice channel. Most terminal adapters can now use both of the voice channels in a basic rate ISDN line simultaneously to achieve speeds of up to 128 kbps. Additionally, some terminal adapters can utilize data compression techniques to boost their speeds even higher.

ISP (Internet Service Provider)

An ISP is an entity that provides access to the Internet in some form as a service to consumers. AT&T WorldNet® Service is an ISP.

Java

Java is a network-oriented programming language invented by Sun Microsystems. One of the prime advantages of Java programs is that they are specifically designed to be virus resistant. That is, you can safely download a program written in Java without fear that it carries a computer virus.

Java is most frequently seen now as a method of including small programs in [web pages](#). These Java programs can be used to add such functions as animations, calculators and other fancy tricks.

JPG/JPEG (Joint Photographic Experts Group)

A graphics file format that is commonly used for displaying information on the Internet. The image compression techniques used in the creation of JPEG graphics allow them to be stored as very small files that can be downloaded much quicker than most other graphics. However, the compression of JPEG images is "lossy." This means that JPEG images may appear grainy or blurry because some of the information in the image is actually lost (removed) as part of the compression process.

Kbps (Kilobits per second)

A speed rating for computer modems that measures (in units of 1,024 bits) the maximum number of [bits](#) the device can transfer in one second under ideal conditions.

Kilobyte

A measurement of data capacity equal to 1024 bytes, sometimes abbreviated "K" or "KB." You are most likely to see this measurement used to denote the size of individual files. Total disk and memory capacity of personal computers is usually measured in megabytes (units of 1024 kilobytes each).

Note: 1024 is a nice round number to digital computers since they represent it internally as 1000000000 (in base 2, 2 to the 10th power is written as a "1" followed by 10 zeros).

Location

A "Location" is simply a collection of settings that tell the AT&T Connection Manager software what it needs to know to dial out from a specific locale.

If you have a desk top or tower computer, you will probably want to have one location defined. If you have a portable (lap top) computer, you can define an additional set of connection properties for each location you dial out from and then switch between them depending on where you happen to be when you are dialing.

The settings for your current location may need to be modified if you have moved, if your area code has changed, or if you have purchased a new modem since your original installation of AT&T WorldNet® Software.

Locations can be added and modified in the [Location Properties](#) window by clicking on the Location Properties button in the Connection Manager's main window.

Login

The act of entering your user name and/or password in order to gain access to a computer system. The word may also be used to denote the prompt provided by such a system when it wants you to enter your name and password or to denote the name and password itself (i.e. "I have a login on that system").

Megabyte

A measurement of data capacity equal to 1,048,576 [bytes](#), sometimes abbreviated "MB." The total memory and disk storage capacity of a personal computer is usually measured in megabytes.

Sometimes, advertisements and packaging for products misrepresent the capacity of products by claiming that a megabyte is really equal to one thousand kilobytes (1,024,000 bytes) or even just a million bytes. This helps to explain the discrepancy between a floppy disk which claims it is 1.44 MB on its label but only 1.38 MB when read by MS-DOS or Windows.

MIME (Multipurpose Internet Mail Extensions)

The standard for attaching non-text files to standard Internet mail messages. Non-text files include graphics, spreadsheets, formatted word-processor documents, sound files, etc.

An e-mail program is said to be MIME Compliant if it can both send and receive files using the MIME standard.

When non-text files are sent using the MIME standard they are converted (encoded) into text - although the resulting text is not really readable.

Generally speaking the MIME standard is a way of specifying both the type of file being sent (e.g. a Quicktime video file) and the method that should be used to turn it back into its original form.

Besides e-mail software, the MIME standard is also universally used by Web Servers to identify the files they send to Web browsers.

Netiquette

The etiquette used while on the Internet.

Network

Any time you connect 2 or more computers together so they can share resources, you have a computer network. Connect 2 or more networks together and you have an internet.

Newsgroups

Also known as Usenet newsgroups. An Internet service that allows users to post e-mail messages in a public location so they may be read and responded to by any interested user.

Node

Any single computer connected to a network.

Password

A code used to gain access to a locked system. The best passwords (in other words, those that are most difficult to guess) contain both letters and non-letters. Moreover, they are not just simple combinations such as virtue7. A good password might be:

Hot\$1-6

(Please do not use this password. This is an example only)

POP (Point of Presence or Post Office Protocol)

The abbreviation "POP" can be used to denote either one of two completely different terms used in the Internet community:

Point of Presence

A Point of Presence is a local office maintained by an [Internet Service Provider](#) that contains the equipment necessary to provide local access to their network. This equipment may include modems, leased lines, and Internet routers. An ISP may operate several regional POPs to provide Internet connections within local phone service areas. So, if an ISP says they will soon have a POP in Belgrade, it means that they will soon have a local access phone number there.

Post Office Protocol

Post Office Protocol is the standard protocol used by [e-mail](#) software to retrieve e-mail messages from POP servers. POP servers store your incoming e-mail messages until you retrieve them.

Port

The term port can refer to any place where information goes into or out of a computer. For example, the serial port on a personal computer is where an external modem would be connected.

The [TCP/IP](#) protocols used by the Internet create logical "ports" to determine which piece of software should handle an incoming message (see [TCP](#) for more information).

PPP (Point to Point Protocol)

A protocol that allows [TCP/IP](#) to be sent over the phone lines using a modem. PPP allows the systems at each end of the connection to negotiate what format the TCP/IP communication will be in, establish a secure connection, and deal with various problems occurring on that connection.

See also: [SL/IP](#)

Security Certificate

A block of security information, often stored as a text file, used by the [SSL](#) protocol to establish a secure connection.

Each Security Certificate contains information about which it belongs to, whom it was issued by, a unique serial number or other unique identification, valid dates, and an encrypted "fingerprint" that can be used to verify the contents of the certificate.

In order for an SSL connection to be created, both sides must have a valid Security Certificate.

Server

A computer or a software package that provides a specific service to client software running on other computers. The term can refer to a particular piece of software, such as a WWW server, or to the machine on which the software is running, e.g. "Our mail server is down today, that's why e-mail isn't getting out. " A single server machine could have several different server software packages running on it, thus providing many different services to clients on the network.

SL/IP (Serial Line Internet Protocol)

Refers to the practice of sending [TCP/IP](#) communications over a serial connection (such as the connection established between two modems) without using a serial communications protocol like [PPP](#). However, without a protocol such as PPP, the systems at each end of the connection cannot negotiate connection options or deal with connection problems that TCP/IP itself is capable of handling.

SSL (Secure Sockets Layer)

A protocol designed by Netscape Communications to enable encrypted, authenticated communications across the Internet.

SSL is used mostly (but not exclusively) in communications between web browsers and web servers. URLs that begin with "https" indicate that an SSL connection will be used.

SSL provides 3 important things: Privacy, Authentication, and Message Integrity.

In an SSL connection, each side of the connection must have a Security Certificate that each side's software sends to the other. Each side then encrypts what it sends using information from both its own and the other side's Certificate, ensuring that only the intended recipient can de-crypt it. The other side is assured the data came from the place it claims to have come from, and that the message has not been tampered with.

Surfing or Surfing the 'net

Internet slang describing when you jump from Web site to Web site.

TCP (Transmission Control Protocol)

The protocol responsible for establishing connections to other computers on the Internet and ensuring that data transmitted is complete and correct. TCP relies on the [Internet Protocol](#) for the actual transmission of data.

TCP Port Numbers

TCP is also responsible for delivering messages received from the Internet to the appropriate application. To accomplish this, TCP assigns a unique "port number" to each application running on a particular computer. For example, if a single computer is an e-mail server and a web server, TCP would deliver messages addressed to port 80 to the web server software and messages addressed to port 110 to the e-mail server software.

If you see a TCP port number used in a [URL](#), it means that your application (browser) should send a message to the port number given rather than the standard port number for a particular service. For example, the URL below indicates a computer that has assigned a non-standard port number to its gopher server (the standard gopher port is 70).

`gopher://peg.cwis.uci.edu:7000/`

Note that the port number immediately follows the [IP address](#) or [DNS system name](#) of the computer on which the service is running.

TCP/IP

The entire collection of protocols - including TCP and IP - that are responsible for the computer communication on the Internet. Networks that are not connected to the Internet often use the TCP/IP protocol suite.

See also: [TCP](#) and [IP](#)

Telnet

An Internet tool that allows a user to log into a remote computer as if he or she was using a text-based terminal physically connected to that remote computer.

TSR (Terminate and Stay Resident) program

TSR programs are programs that are loaded into memory when the computer is started, and remain in memory the entire time the computer is running, including when it is using Windows.

Upload

The act of sending a file from your own computer to a remote computer system, usually with the implication that the immediate recipient is a network server. For instance if you send an e-mail to a friend, the e-mail is uploaded to the mail server which forwards it to your friend.

URL (Uniform Resource Locator)

A line of text that you can type into certain Internet Software packages to perform desired functions over the Internet, such as retrieving requested information. Although URLs are the standard way of accessing many different types of Internet information (including gopher sites, newsgroups, and various databases), you will most commonly see them used to refer to specific pages of the World Wide Web.

A URL might look like any one of these examples:

`http://www.matisse.net/seminars.html`

`telnet://well.sf.ca.us`

`news:new.newusers.questions`

If we examine our first example more closely, we can see that a URL commonly consists of three parts:

- The protocol to be used to conduct the transaction. For example: `http` (retrieve a [web page](#)), `telnet` (login to a remote system), or `gopher` (connect to a gopher site).
- The [DNS domain and system name](#) of the computer with which to conduct the desired transaction. In this case, `www.matisse.net` (the World Wide Web server at the domain "matisse," which is part of the governing body of the Internet).
- If necessary, the name of a file to be retrieved. In this case, "seminars.html." The filename can also include the path (location in the computer's directory structure) of the desired file. For example: `"/users/~john/johnspage.html,"` which requests the web page called "johnspage.html" in the directory `"/users/~john."` Incidentally, the tilde (`~`) commonly refers to the space on an Internet Service Provider's system which is allocated to a specific user for their personal use (also called the user's "home directory"). So, our file named "johnspage.html", is located in the home directory of the user called "john," who most likely put it there himself.

Usenet

Another term to describe Internet Newsgroups. Functionally, the Usenet is a large bulletin board system that is spread across many computers on the Internet, including news servers, Unix hosts, on-line services and other bulletin board systems. The term is also used to refer collectively to all the users who post and read articles to newsgroups.

Viewer

A piece of software used to view, play or otherwise access a particular type of file found on the Internet. Since browsers could not possibly support every possible type of content that can be found, most of them allow you to specify a viewer to help display each particular type of content that you may find. If you get an error from your browser software telling you that you have no viewer defined for a particular type of file, it means that you need to tell the browser what software to use to open the file.

Web Page

The information that is displayed on the screen by loading a single [HTML](#) file. It can be a simple presentation that contains only text. Or it can be a more sophisticated presentation that includes graphics, sound, and animation. Related Web pages may link together to form a site, or they may have hyperlinks to other sites on other servers.

Web Site

A collection of related web pages that together form a single hypertext document. A site can be simple, such as a single page with a little information about an individual person, or may include dozens of pages presenting many facets of a large organization.

WWW (World Wide Web)

Also known as "The Web." The collection of all [HTML](#) documents stored on public servers on the Internet. The "web" designation reflects the fact that all of these documents are inter-linked using hypertext.

The Web was created by the CERN High-Energy Physics Laboratories in Geneva, Switzerland in 1991.

See also: [web page](#), [web site](#)

