

To use this feature you need to connect to the Internet

QuickBooks includes features that you can access through the Internet. The feature you've selected is one of them. Before you can access this or other QuickBooks [Internet features](#), we need to know how you connect to the Internet.

What is Internet Connection Setup?

Internet Connection Setup guides you through the onetime setup process that enables you to use QuickBooks Internet features. You need to fill in a few details about how you connect to the Internet. QuickBooks uses your [Internet connection](#) to access these features.

After you've completed Internet Connection Setup, you can access QuickBooks Internet feature and those of other Intuit products you may buy in the future.

What Internet Connection Setup Does:

- Searches your computer for any current Internet connections you may have and lets you select a web browser and the Internet connection you want to use with QuickBooks.
- Lets you change settings that you have previously selected such as the web browser or the Internet service provider you use.



[What happens after I complete Internet Connection Setup?](#)



[What happens if I cancel Internet Connection Setup before completing it?](#)

Completing Internet Connection Setup

After you complete Internet Connection Setup:

- You can access any of QuickBooks Internet features.
- The Internet settings you selected are saved.

Note

If you need to change your settings, run Internet Connection Setup again.

Exiting Internet Connection Setup before completion

Canceling Internet Connection Setup

You can exit from Internet Connection Setup at any time. Just click Cancel. If you do not complete Internet Connection Setup:

- You will not be able to access QuickBooks Internet features.
- Any settings or options you selected (prior to canceling the Internet Connection Setup procedure) will not be saved.

Note

Later, if you decide to run Internet Connection Setup again, you will need to re-input your settings and options.

Are you connected to the Internet?

Your [Internet connection](#) type is the method you use to connect to the Internet. For example, most home computers access the Internet using a modem whereas most business computers access the Internet through a local area network (LAN) or corporate intranet.

Internet Connection Setup needs to know the connection type you want to use before you can access any of QuickBooks [Internet features](#).

If you already have a way to connect to the Internet, select one of these options

- I have an existing dial-up Internet connection.
Choose this option if you use a modem to connect to the Internet and you have an active account with an [Internet service provider](#) (ISP) such as America Online or CompuServe.
- I have a direct connection.
Choose this option if you do not use a modem to connect to the Internet; but rather have a [direct connection](#) through a local area network (LAN) or corporate intranet.



[More on Internet Connection Setup](#)

Which dial-up Internet Connection do you want to use?

Internet Connection Setup searched your computer for pre-existing Internet connections and displays a list of any connections it found. If you have more than one pre-existing [dialup connection](#), you need to choose the connection you want to use with QuickBooks.

Important Considerations

- QuickBooks can only use one modem at a time. If you have multiple modems, select one to use with QuickBooks.
- Internet Connection Setup detects Internet accounts that you have set up on your PC. However, it can't distinguish between active and expired accounts. If you try to use an invalid Internet account with QuickBooks, QuickBooks displays an error message.

Note

To find out if your Internet account is valid, simply launch it outside of QuickBooks.



[What Internet service providers can I use with QuickBooks?](#)



[No dialup connection was found. What do I do?](#)

Compatible Internet Service Providers

These Internet service providers work with Intuit's family of software products:

- Microsoft Network
- AT&T WorldNet
- CompuServe
- America Online, version 3.0 and higher

[Special Recommendation to all AOL users](#)

What to do if your Internet Service Provider is not listed

If your Internet service provider is not compatible with QuickBooks, you can still access QuickBooks Internet features. Select "Dialup Internet connection not detected" and follow the onscreen instructions.

AOL Users

AOL for Windows version 3.0 is a free upgrade to all AOL Windows users. If you have not already done so, we recommend upgrading your AOL software to this latest version. You can download the upgrade from AOL by typing the keyword **Upgrade**. There are two versions of AOL 3.0: one is designed to work with Windows 3.1 and the other one works with Windows 95. Be sure to download the correct version for your operating system.

No Dialup Connection Found

Sometimes Internet Connection Setup cannot find a pre-existing dialup account that can be used with QuickBooks Internet features. This could happen because:

- You use a network connection to access the Internet.
- Your Internet connection is not on the list of compatible Internet service providers.
If your Internet service provider is not compatible with QuickBooks, you can still access QuickBooks Internet features. Select "Dialup Internet connection not detected" and follow the onscreen instructions.

[Which Internet Service Providers are compatible with QuickBooks?](#)

Equipment Needs

To be able to access a dialup Internet connection, you need a phone line and a modem.

Internet Service Provider not found

Try connecting to the Internet **before** you run QuickBooks and access any Internet features.

Note to Windows 95 Users

If you encounter problems connecting to the Internet, contact your Internet service provider to obtain the software needed to use their service with Windows 95 dial-up Networking.

Which Web browser would you like to use?

Internet Connection Setup looks for browsers you have installed on your computer. Review the list and choose the browser you want to use. QuickBooks can only use the browsers that appear on this list.

 [My browser doesn't appear in the list. What do I do?](#)

 [I don't have a browser.](#)

Setting up a Compatible Browser

QuickBooks Internet features work best with these browsers:

- Microsoft Internet Explorer 4.0 or higher. (You can use Internet Explorer 3.02, but you might encounter a few small problems.)
- Netscape Navigator version 3.0 or higher
- Spy Mosaic 4.0

Installing Microsoft Internet Explorer

If you do not have a Web browser, you can install the version of Internet Explorer that came with QuickBooks.

- 1** Exit QuickBooks.
- 2** Put the CD in the drive and run Setup.
- 3** Click the Other Installation Options button.
- 4** Select "Install Internet Explorer 4.0 Only."
You only need to install Internet Explorer.
- 5** After you've installed Internet Explorer, click Exit in the Other Installation Options window.

Tell us about your Proxy server

Network Firewalls & Proxy Servers

If you are using a networked computer from within a business or university, your network may have a firewall. The purpose of a firewall is to protect your data from external sources outside your company or university. By blocking the connection between your computer and your server, the firewall provides a high measure of data security.

Firewalls provide a high degree of data security but they also limit your ability to access information from external networks such as the Internet.

Proxy software on a server works with a firewall, providing a specific connection for each network service protocol. Internet Connection Setup can interact with that proxy software to allow connections beyond the firewall.

Quick Tip

If your company has an Intranet, chances are it also uses one or more firewalls to protect its data.

If you are running your computer on an internal network from behind a firewall, you need to ask your System Administrator for this information:

- Proxy Server
- Proxy Port

Proxy Settings Checkbox

Depending on your configuration, you may see a checkbox asking you if you would like to use the proxy settings that were detected by Internet Connection Setup. If you want to ensure that your proxy setting in QuickBooks match those of your browser, select the checkbox.

Would you like to send diagnostic data?

You can help Intuit maintain the quality of your online connection by sending us diagnostic data about your computer. Intuit and your Internet service provider use this information to evaluate and improve the quality of your Internet connection.

What Happens if you Select Yes

- QuickBooks will periodically send diagnostic data to Intuit.
- The data is sent rapidly (you will not notice a decrease in the speed in which you access the Internet feature, nor will the overall speed of your Internet connection be affected).
- The data received consists solely of what is listed below. No personal or financial information is sent as a result of selecting Yes.

Data sent to Intuit:

- Call Failure Data
- Communications Bit Rate
- Name of your Internet Service Provider
- Local Access Number
- Version Numbers
- Modem Type

If you do not wish to send this information, select No.

Summary of your Internet Setup

Internet Connection Setup displays a summary of what you have set up and asks you to confirm your selections.

Make sure the following settings are correct:

- Internet service provider
- Web browser

Note

Depending on your computer and setup, you may also see settings that show your modem type.

If these settings are correct, click Finish. If you want to change a setting, click Back until you reach the appropriate screen.

You need to install a few more files

You need to install some additional files to configure your computer. You may also need to install some files from your Windows installation disk or CD-ROM.

Here's How for Windows 95 Users

- 1** Exit QuickBooks.
- 2** Open Windows Explorer and select the c:\windows\intuit\shared directory
If Windows resides on another drive on your computer, substitute the appropriate drive letter in the directory path above.
- 3** Double-click either **ICINS32.EXE**.
This program installs the files you need. Keep your Windows disk or CD handy; you may be asked to insert it in the drive.
- 4** Restart QuickBooks.

Here's How for Windows NT Users

- 1** Select the Network applet in Control Panel.
- 2** Select the Services tab and click Add.
- 3** Select Remote Access Services.

Select the modem you want to use

Internet Connection Setup needs you to select the modem you want to use with QuickBooks.

If you see more than one modem setup:

- Review this list carefully; you may find an older modem that you no longer have connected to your computer.
- Be sure to select a modem that is plugged into your computer and is turned on.

If your modem setup doesn't appear in the list:

Windows has not been set up to recognise your modem. Click Advanced to bring up the Windows Modem Properties dialog box. Follow the instructions to add your modem setup.

After you've completed modem setup, click Refresh Modem List. The modem that you just added appears in the list.

Tell us about your phone line

Here are some tips for completing the information in this window:

Checking the Phone Settings

- If you are using a rotary phone, select Pulse dialing; otherwise keep the preset selection, Tone.

Important

If this setting is incorrect, you will not be able to connect to the Internet. Verify that you are using the correct setting for your phone before attempting to connect with your Internet service provider.

- If your phone has Call Waiting, you can turn off this feature when you use your phone line to connect to the Internet. Select the My phone has call waiting checkbox and enter the code you use to disable Call Waiting.

Example

Some telephone companies use *70, (asterisk, seven, zero, comma) to disable Call Waiting. Other telephone companies may use a different code. If you have problems or questions, contact your local telephone company for the correct code to disable Call Waiting.

[I'm not sure if I should disable Call Waiting or not, what do you recommend?](#)

- If you are dialing from inside a business, you may need to enter a **9** or **8** to access an outside line.

Internet automatic dialing

If you use a browser that is compatible with Intuit products, you can have QuickBooks dial your access number for you whenever you first use an Internet feature. For example, when you choose to download a software update, you won't have to go out to Windows, dial the modem and connect to the Internet.

Set up your modem

Before you can use your modem, you need to set it up in Windows. Click Run Modem Wizard to bring up the Windows 95 Modem Wizard. Click Next and let Windows try to detect your modem.

After Windows detects your modem, go back to the Set up your Modem screen and click Next.

Com Port

A port is a socket in the back of your computer. These sockets connect devices, like a mouse or a modem, to your PC. Your computer uses the Com Port (or communications port) to connect to your modem.

Modem Speed

Modem speed is how fast data is transferred over phone lines to or from your computer.

Modem Speaker

Select Silent if you do not want to hear the modem dialing out. Use this setting if you don't want the modem dialing noise to disturb others (for example, in a work setting or late in the evening).

If you are having problems connecting, you may want to listen to the dialing to ensure that your modem is working properly or to diagnose problems. Select On if you want to hear your modem dialing out.

Modem Detection

- Internet Connection Setup locates your modem and finds the correct [Com Port](#).
- Internet Connection Setup also detects your [Modem Speed](#).

Recommended

You can change the settings Internet Connection Setup selects, but we suggest trying these settings first.

Change your connection setup

If you need to make changes to your Internet Connection Setup (such as change the Internet service provider you want to use with QuickBooks) just run through the set up program again:

- From the Online menu, choose Internet Connection Setup.

Modem Setup

Auto Modem Detection

Internet Connection Setup automatically attempts to detect your modem. If modem detection is successful, three fields of information appear on the screen:

- Com Port. The communications port that Internet Connection Setup detected as the port you use for your modem.
- Modem Speed. The most reliable speed at which your modem can transfer data (as detected by Internet Connection Setup). You can change this speed to a lower setting or a higher setting (if your modem supports compression technology).

Note

Changing the modem speed to a higher setting, has no effect if your modem does not support the higher speed.

- Modem Speaker. This field defaults to the On setting. If you want to turn the modem speaker off, select **Silent** from the drop-down list.

Quick Tip

Using the Speaker “On” setting can often help determine connection problems.

Setup Buttons

These three buttons enable you to configure your modem setup:

- Advanced. Lets you modify commands in your modem setup strings.
[What is a Modem Setup String?](#)
- Reset. Initialises your modem settings to their factory default values.
- Detect Modem Again. If you reconfigure or upgrade your modem, clicking this button enables Internet Connection Setup to attempt to detect your new modem settings.
- [I got a message saying my modem wasn't found, what do I do?](#)

Changing your Modem Setup String

What is a Modem Setup String?

A modem setup string is a series of communications codes that supply needed information between computers on how to handle certain functions. For example, if your telephone has Call Waiting and you want to disable it, a code would appear in your modem setup string that would temporarily disengage Call Waiting for the duration of your time spent online. Other important information contained in a modem setup string involves how computers “talk” to each other over a telephone line.

Should I change My Modem Setup String?

We recommend that only users who are knowledgeable about modem setup strings attempt to change them. For the vast majority of users, the default settings should work fine.

Note

You have the option to disable Call Waiting before connecting to the Internet. There is no need to change your modem setup string for this purpose alone (Internet Connection Setup will do it for you).

Modem Not Detected

Internet Connection Setup couldn't detect your Modem

There are many possible reasons why Internet Connection Setup could not detect your modem. Check to make sure the following statements are true and then try again:

- The telephone lines are connected correctly in the back of your computer.
- The telephone line connected to your computer is **not** being used for a phone call.
- Your computer is **not** in the middle of a fax transmission (either sending or receiving).
- You are not currently downloading a computer file from a BBS, or online service.
- Your computer is not otherwise connected to a BBS, or online service.
- If you have an external modem, make sure it is turned on and attached to your computer correctly.

Quick Tip

- If your modem has an MR light, make sure the light is on. MR is an abbreviation for “Modem Ready” and indicates that your modem is on and ready to be used.
- If you have an internal modem, make sure the modem card is firmly seated in the back of your computer.

Danger

Improper handling of your internal modem card can cause electric shock to you and irreversible damage to the card. Before attempting to reseal the card, check your modem manual for proper grounding and card insertion techniques.

- [I've checked all of these things and I'm still having problems](#)

Intuit Technical Support

Help is a Phone Call Away

If you are stuck and in need of assistance, you can [call Intuit Technical Support](#).

Diagnostic Cheat Sheet

- To help us diagnose your problem faster, it would help if you had the following items on hand or written down before calling:
- The Intuit products currently on your computer (including version numbers).
- Your modem manual.
- Names of any fax and telephony software on your computer.
- Names of the programs in your Windows Startup Group.
- The current versions of DOS and Windows on your computer.
- A brief description of the problem.

Modem Setup Strings

You can change two modem strings here.

- Reset. Initialises your modem's features to the factory default settings.
- Init. The initialisation or setup string, these are the commands that are sent to the computer you are dialing into when you connect to the Internet.
- [More about Modem Setup Strings](#)

Setting the Dialing Options

Internet Connection Setup needs to know about your telephone and set up your dialing options.

- Phone System. Select the appropriate setting for your telephone. Most push button phones use Tone dialing while rotary phones use Pulse dialing. If your phone has the option of being set to either Tone dialing or Pulse dialing, we recommend you use Tone dialing.

Important

This option must be set correctly to establish an Internet connection.

- Area Code. You must type in the 3-digit area code that you are dialing from. This field is required to establish a connection with the Internet.
- My phone has call waiting. Click this box if you want the Call Waiting feature of your telephone to be temporarily disengaged while you are on the Internet. Once you log off the Internet, Call Waiting will resume as normal.
[I'm not sure if I should disable Call Waiting or not, what do you recommend?](#)
- To access an outside line, I first dial. Only use this field if you need to dial a prefix to reach an outside line (such as is the case in many business offices).
- To access a long distance number, I dial. This is the number you dial before dialing a long distance number (usually 1).

Pros and Cons of Disabling Call Waiting

What Will Happen If I Disable Call Waiting?

By disabling Call Waiting you cannot receive incoming phone calls on the telephone line connected to your computer while you are on the Internet. Most people prefer this since any incoming call will terminate the current Internet session. This can be inconvenient, particularly if you are downloading large files or otherwise engaged on the Internet.

Once you log off the Internet, the telephone line is clear and available for incoming and outgoing calls and Call Waiting is restored.

Do I have to Disable Call Waiting?

It is not necessary to disable Call Waiting, the worst thing that can happen is your Internet session will be interrupted by any incoming phone call.

Some people, such as doctors and emergency fire personnel, need to be on call at various times and cannot disable the call waiting feature of their telephone. Other people may have specific reasons for not wanting to disable Call Waiting.

Recommendation

Generally, we recommend disabling Call Waiting unless you have important reasons (see above) not to do so.

Check Your Modem

Make sure the following statements are true and press Finish to complete the Internet Connection Setup process:

- The telephone line connected to your computer is **not** being used for a phone call.
- Your computer **is not** in the middle of a fax transmission (either sending or receiving).
- You **are not** currently downloading a computer file from a BBS, or online service.
- Your computer **is not** otherwise connected to a BBS, or online service.
- If you have an external modem, make sure it **is** turned on and attached to your computer correctly.
- If you have an internal modem, make sure the modem card **is** firmly seated in the back of your computer. If the card appears to be loose, refer to your modem manual for proper grounding and card insertion techniques **before** attempting to reseat the card.

Browser Preference

QuickBooks has been designed to work with Microsoft Internet Explorer 4.0 or above. (You can use Internet Explorer 3.02, but you might encounter a few small problems.)

Intuit strongly recommends using Internet Explorer 4.0 or above with QuickBooks, since it provides the easiest method of accessing QuickBooks Internet features.

- [How do I install Internet Explorer?](#)

Modem and Dialing Information

Verify your Modem and Dial Settings

This screen shows your current modem settings and dialing options. Check these settings to make sure they are correct.

Tell Me More

- [Modem Settings](#)
- [Dialing Options](#)

Modem Fields

- **Modem Speed**
The most reliable speed at which your modem can transfer data (as detected by Internet Connection Setup). You can change this speed to a lower setting or a higher setting (if your modem supports compression technology).
Note
Changing the modem speed to a higher setting, has no effect if your modem does not support the higher speed.
- **Modem Speaker**
This field defaults to the “On” setting. If you want to turn the modem speaker off, select **Silent** from the drop-down list.
Note
Using the Speaker “On” setting can often help determine connection problems.
- **Reset**
Initialises your modem's settings to the factory default values.
- **Init**
The initialisation or setup string, these are the commands that are sent to the computer you are dialing into when you connect to the Internet.
Note
Modifying modem setup strings is recommended only for advanced users. If you are unsure of whether or not you should change the Reset or Init strings, do not attempt to modify them.
- [More about Modem Setup Strings](#)

Dialing Fields

Verify the information in these fields:

- **My Phone System Uses**
Select the appropriate setting for your telephone. Most push button phones use Tone dialing while rotary phones use Pulse dialing. If your phone has the option of being set to either Tone dialing or Pulse dialing, we recommend you use Tone dialing.
Important
This option must be set correctly to connect to the Internet.
- **My Area Code**
You must type in the 3-digit area code that you are dialing from. This field is required to establish a connection with the Internet.
- **My phone has call waiting**
Click this box if you want the call waiting feature of your telephone to be temporarily disengaged while you are on the Internet. Once you log off the Internet, Call Waiting will resume as normal.
[I'm not sure if I should disable Call Waiting or not, what do you recommend?](#)
- **To access an outside line, I first dial**
Only use this field if you need to dial a prefix to reach an outside line (such as is the case in many business offices).
- **To access a long distance number, I dial**
This is the number you dial before dialing a long distance number (usually 1).

Restoring your Dialing Options

If you want to restore your dialing options to the default settings, click Reset.

Select an Internet Connection

Choose the Internet connection you want to use from the choices in the drop-down list.

What you see

- [Advanced Button](#)
- [Detect Modem Again Button](#)

Advanced button

You can change your modem setup string information here.

- **Reset**
Initialises your modem settings to their factory default values.
- **Init**
The initialisation or setup string, these are the commands that are sent to the computer you are dialing into when you connect to the Internet.

Note

If you are unsure of whether or not you should change the Reset or Init strings, don't change them. For more information, see:

[More about Modem Strings](#)

Detect Modem Again Button

If you reconfigure or upgrade your modem, clicking this button enables Internet Connection Setup to attempt to detect your new modem settings.

Connecting to the Internet

You can connect to the Internet in one of two ways: Using a modem or connecting through a network.

Choose the connection type that best describes how you connect to the Internet.

- I use a modem connection
Choose this option if you use a modem to connect to the Internet and you have an active account with an Internet service provider (ISP) such as America Online or CompuServe.
- I use a direct Internet connection
Choose this option if you do not use a modem to connect to the Internet; but rather have a direct connection through a local area network (LAN) or corporate intranet.

Internet Service Provider

An Internet service provider is any company that provides access to the Internet to their subscribers. This includes traditional Internet service providers (such as the Concentric Network) as well as online services such as the Microsoft Network or America Online.

Direct Connection

A direct connection means you can access the Internet without using a modem. This is done by dialing into the Internet through a local area network. If you are using QuickBooks at work, you might be accessing the Internet through a network.

Dialup Connection

An Internet account that you access by using a modem to dial up a remote computer which lets you access the Internet.

Call Failure Data

If QuickBooks failed to establish an Internet connection at any time since your last successful connection, the error number (for example, Error 676 - Line Busy) and the time that the error was logged will be sent.

Communications Bit Rate

Ideally, you should be able to connect to the Internet at the maximum speed of your modem (for example, 28.8 kbps). However, the actual connection speed is determined by a number of factors, including the compatibility between your modem and the modems used by your Internet service provider. QuickBooks sends the actual speed.

Name of your Internet Service Provider

The name of the Internet service provider QuickBooks uses to connect you to the Internet. If you have more than one Internet account on your computer, only the name of the Internet service provider for the account QuickBooks uses will be sent.

Local Access Number

The telephone number you use to access the Internet.

Version Numbers

The version numbers for QuickBooks and your operating system.

Modem Type

The name and model number of the modem you are using.

Internet Features

Additional features within QuickBooks that provide added functionality through the Internet. Examples of Internet features include updating Mutual Fund Finder data.

Most Intuit programs such as Quicken, QuickBooks, and QuickTax, provide Internet features.

Full-Access Internet Account

An Internet account that provides full access to the World Wide Web, e-mail and newsgroups.

Internet Connection

Any method used to connect to the Internet. Examples of Internet connections are:

- A direct connection to the Internet through a local area network or corporate intranet.
- A dialup Internet connection using a modem that connects to a remote computer which enables Internet access (usually for a fee).

