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## About NetStart

This application uses your modem to call [Netcom](#) so that you can register as a Netcom customer and set up a Netcom account to access the Internet.

**NOTE:** If you already have a Netcom account, do **NOT** use this application.

For more information about dialing outside lines and call waiting, go to [Prefixes to Access Phone Numbers](#).

## About Netcom

Netcom On-Line Communication Services, Inc. is a leading Internet service provider.

Netcom offers:

- ▶ High quality and reliable connectivity 24 hours a day, 7 days a week, and 52 weeks a year.
- ▶ Local Internet access points in most major metropolitan areas.
- ▶ Netcomplete software which allows you to use the following Internet tools: Email, USENET, World Wide Web, Telnet, FTP, and Internet Relay Chat (IRC).

Netcom services can be used to inter-connect branch offices, provide local calling for telecomputing, and establish on-demand Internet connections for News, Email, and personal dial-up service.

## Prefixes to Access Phone Numbers

If you must dial a number, like 9, to access an outside line, or if you have call waiting, you need to tell your modem to dial a prefix before it dials the access phone number.

**IMPORTANT:** Use commas to separate prefixes from each other and from access numbers. A coma tells the modem to wait a few seconds before it dials the next number.

### Call Waiting

When you use your modem to place a call, you must disable call waiting during that call. Contact your phone company to find out which prefix numbers you dial to disable call waiting. Type the prefix into the Disable Call Waiting edit field.

This field contains a drop-down list of the most common prefixes used to **disable call waiting**, but you also can type a different prefix in this field if your location requires it. The most common prefixes in the U.S and Canada are described below.

Prefix	in Canada	in the US
*70	Use if you are in the following Provinces  Alberta Manitoba Newfoundland Ontario Quebec	all tone dial lines
70#	Use if you are in the following Provinces  BC Nova Scotia PEI	NA
1170	NA	all pulse dial lines

### Prefix to Access an Outside Line

Type the number(s) you dial to access an outside line.

### Access 800 Phone Number

If you cannot find a Netcom access number that is a local phone call in your area, you can use Netcom's 800 number to access the Internet.

**CAUTION:** You will be billed for the length of time that you that you are connected to the Internet when you use Netcom's 800 number. For information about the billing for Netcom's 800 number, go to the following web site:

[www.netcom.com/bin/webtech/NETCOM\\_Accounts/Connect/800.html](http://www.netcom.com/bin/webtech/NETCOM_Accounts/Connect/800.html)

## Prefixes to Access Phone Numbers

If you must dial a number, like 9, to access an outside line, or if you have call waiting, you need to tell your modem to dial a prefix before it dials the access phone number.

**IMPORTANT:** Use commas to separate prefixes from each other and from access numbers. A comma tells the modem to wait a few seconds before it dials the next number.

### Call Waiting

When you use your modem to place a call, you must disable call waiting during that call.

Contact your phone company to find out which prefix numbers you dial to disable call waiting. Type the prefix into the Disable Call Waiting edit field.

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70#	Use if you are in the following Provinces  BC Nova Scotia PEI	NA
1170	NA	all pulse dial lines

### Prefix to Access an Outside Line

Type the number(s) you dial to access an outside line.

## Netcom's 800 Access

If you cannot find a Netcom access number that is a local phone call in your area, you can use a Netcom 800 number to access the Internet.

**CAUTION:** Netcom charges you for the length of time that you are connected to the Internet when you use Netcom's 800 Access phone number. For information about Netcom's 800 Access billing, go to the following web site:

[www.netcom.com/bin/webtech/NETCOM\\_Accounts/Connect/800.html](http://www.netcom.com/bin/webtech/NETCOM_Accounts/Connect/800.html)

## Netcom Technical Support



### Telephone:

**Canada:** 416 345 1800  
**U.K.:** 01344 395555  
**U.S.:** 408 881 1810 (5 a.m. to 9 p.m. PST)  
900 555-1144 (after hours—\$15. per call)



### E-mail:

**Canada:** support@netcom.ca

**U.S.:** support@ix.netcom.com



### Online support:

**Canada:** <http://www.netcom.ca/bin/webtech>  
**U.K.:** <http://www.netcom.net.uk/bin/webtech>  
**U.S.:** <http://www.netcom.com/bin/webtech>

**TIP:** For more information on using the World Wide Web pages, refer to [Documentation on the Web](#).

## Documentation on the Web

For complete details about Netcom software, online documentation is available on the World Wide Web. To use the online documentation:

1. Log in to your account.
2. Open any web browser (Netcom's web browser, Internet Explorer, or Netscape Navigator).
3. Type one of the following addresses into the address text box at the top of the browser:

▶ **Canada:**

<http://www.netcom.ca/support/netcomplete>

▶ **U.K.:**

<http://www.netcom.net.uk/support/win>

▶ **U.S.:**

<http://www.netcom.com/support/manuals.html/>

4. Press Enter.



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# Modem Settings

## To manually change your modem's setting:

1. Display the Manual Modem Settings dialog box.
2. Select your modem from the Modem Name drop-down list.

If your modem is not listed, you'll need to create a modem configuration. For more information, go to [Creating a Modem Configuration File](#).

3. Select the appropriate baud rate/modem speed from the Baud Rate drop-down list.

For more information about which baud rate to choose, refer to your modem's documentation.

4. Select the Communications Port (Com port) to which your modem is connected.
5. Click OK.

**TIP:** If your modem is listed, but you still cannot connect to your Netcom account, you may need to change the modem initialization string. To do this, select Advanced in the Manual Modem Settings dialog box. Refer to your modem's documentation for your modem's correct initialization string. You can also call [Technical Support](#).



## Creating a Modem Configuration File

If your modem is not listed, or you have problems connecting to Netcom, you may need to create your own modem configuration file. Your modem will use the settings in the new file to correctly configure itself for connecting to Netcom.

### To create a new modem configuration file:

1. Display the Manual Modem Settings dialog box.
2. Click Create.

The Create New Modem dialog box appears.

3. Select the proper settings for your modem.

Your modem documentation will have information on the commands you need to enter.

If you have any difficulties configuring your modem or connecting to Netcom, contact [Technical Support](#).

4. Click OK.

