Manual installation instructions for Windows3.1

You will **only** need to follow this setup procedure if the automated install and setup routine was unable to succesfully configure your computer to access your **Claranet Internet** account.

1. Connecting your modem.

2. Creating a Dial-Up connection.

3. Connecting to Claranet.

4. Trouble Shooting

5. Getting Technial Support

Setting up your Modem
Internal modems:

An internal modem exists as a card that slots inside your computer. As there are so many different modems and computers available, setting up this type of modem is beyond the scope of this helpfile and it is only a job that should really be undertaken by the more technologically minded of users. Refer to your modem's instructions for help on how to do this.

External modems:

External models are generally easier to setup than internal ones. It is normally a simple question of plugging it in to one of the COM ports at the back of your PC. You will also need to connect your modem to an external power supply via the adapter which will have been included with your modem. Refer to the instructions that came with your modem.

Creating a Dial-Up Connection

Before you can create a **Dial-Up Connection** to **Claranet** you are going to need an Internet account to access. Phone our sales line on **0171 647 1000** where one of our sales team will create your Internet account. Our Sales staff will also supply you with a **username**, **password** and a **local access telephone** number so that you can use your new Internet account. Write this information down, it is needed to configure your computer to access the Internet. Once your Internet account has been created, you are then ready to create a new **Dial-Up Connection**.

Open the **Microsoft Internet Explorer** program group by double clicking upon its icon within **Program Manager**. In the **Microsoft Internet Explorer** group double click the left mouse button upon the **New Connection** icon.

The **Internet Setup Wizard** will now assist you in creating a new **Dial-Up Connection**.

Server Provider Information:
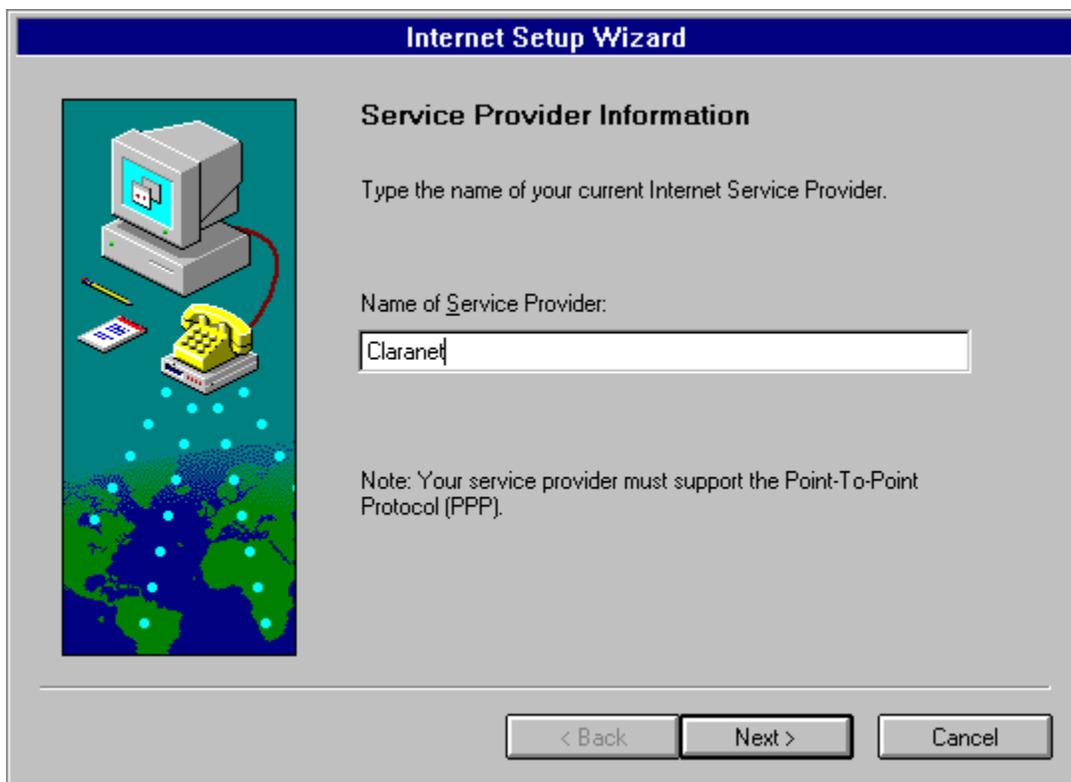
Enter the **Name of Service Provider** as **Claranet** as in the above example.
Click **Next** to continue.

Phone Number:

Internet Setup Wizard

Phone Number

Enter the phone number you dial to connect to your Internet Service Provider.

Area or city code: | Telephone number:
0171 | 206 9445

Country:
United Kingdom

☒ Use Country and Area/City Code

[< Back] [Next >] [Cancel]

You will need to enter the telephone number Claranet's sales team have supplied you with. The above example shows the correct settings for dialing from within the London area. Make sure that the **Use Country and Area/City code** checkbox is ticked and that all items are entered in correctly. After you have ented the correct telephone number click **Next** to continue.

User Name and Password:

Internet Setup Wizard

User Name and Password

Type the user name and password you use to connect to your Internet Service Provider.

User name: smith

Password: ××××××

[< Back] [Next >] [Cancel]
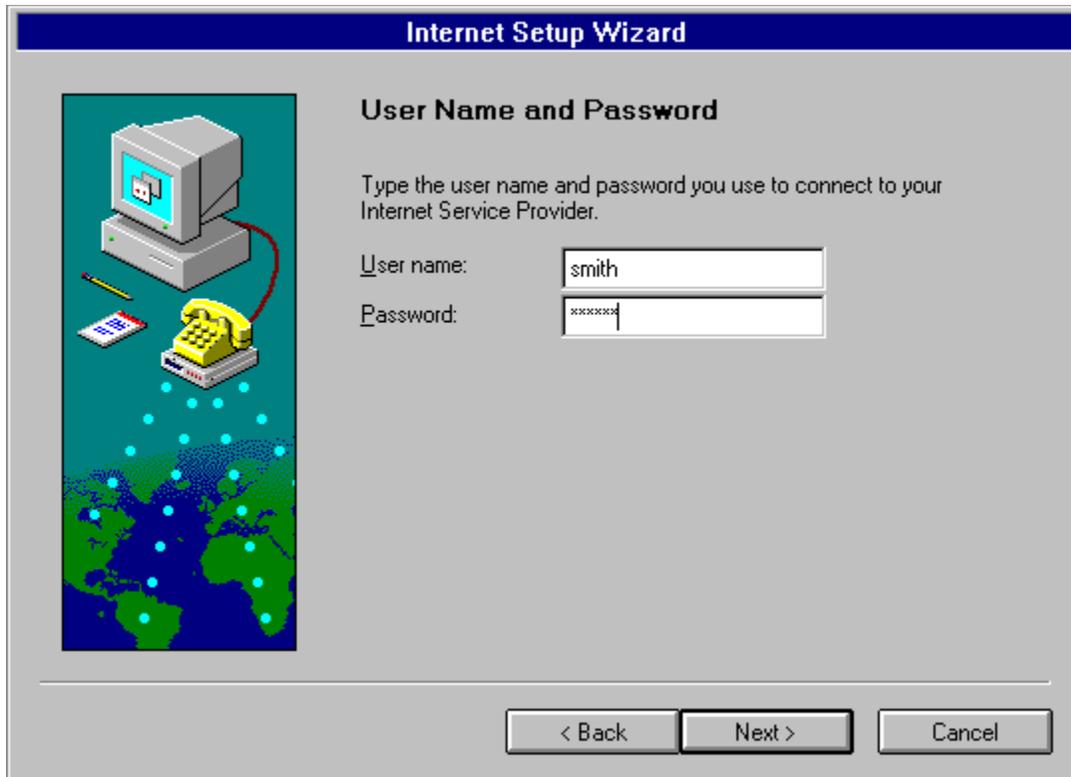
Here you will need to enter both the **username** and **password** Claranet's sales team have supplied you with. In the above example the username is **smith** and his password is **tsw11a**. Note that smith has been entered all in lowercase. When you enter your own username you **must** make sure that it's also **ALL** in lowercase. Note also that even the password is tsw11a, it appears as six asterixes on the screen. This is a security feature that stops people from accessing your password by mearly looking at the screen. This means that you will have to enter you password very carefully, and note that you must also enter your password in lowercase (make sure that the capslock key is off). Click **Next** to continue the setup process.

IP Address:

Internet Setup Wizard

IP Address

How do you obtain your Internet Protocol (IP) address?

- ● My Internet Service Provider automatically assigns me one.
- ○ Always use the following:

  IP Address: `0.0.0.0`

[< Back] [Next >] [Cancel]
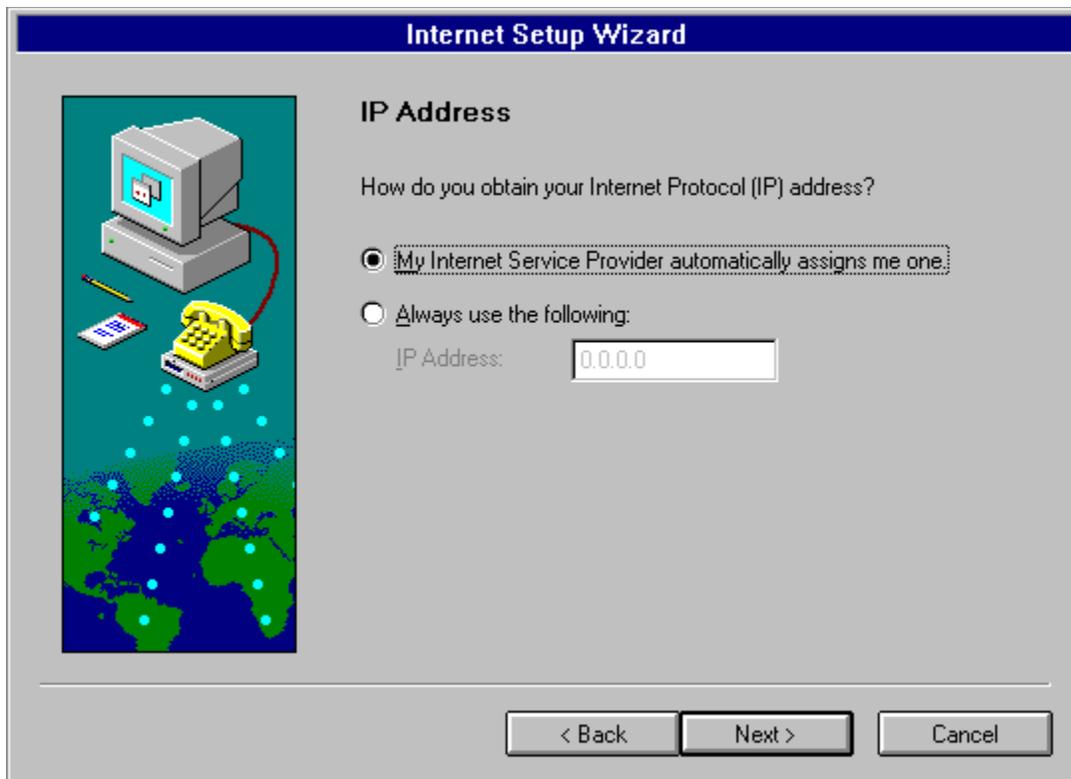
You must make sure that **My Internet Service provider automatically assigns me one** is selected as in the above example. Click **Next** to continue.

DNS Server Address:

Internet Setup Wizard

DNS Server Address

Enter the Internet Protocol (IP) address of your DNS (Domain Name Service) server. You may specify an alternate server to try if the main DNS server cannot be reached.

DNS Server: 194.164.41.7

Alternate DNS Server: 194.164.41.12

Note: If you don't know your DNS server address, contact your Internet Service Provider.

[< Back] [Next >] [Cancel]

Here you must enter the IP Addresses of the Claranet DNS Servers. **DNS Server** should be entered as "**194.164.41.7**" and the **Alternate DNS Server** should be entered as "**194.164.41.12**". Once you have entered in the above numbers your **Internet Setup Wizard** window should look exactly the same as the above example. Click **Next** to continue.

Internet News:

Internet Setup Wizard

Internet News

Internet news lets you communicate in discussion forums, called newsgroups, with people who have similar interests. Do you want to setup an Internet news account now?

○ Yes

◉ No

[< Back] [Next >] [Cancel]
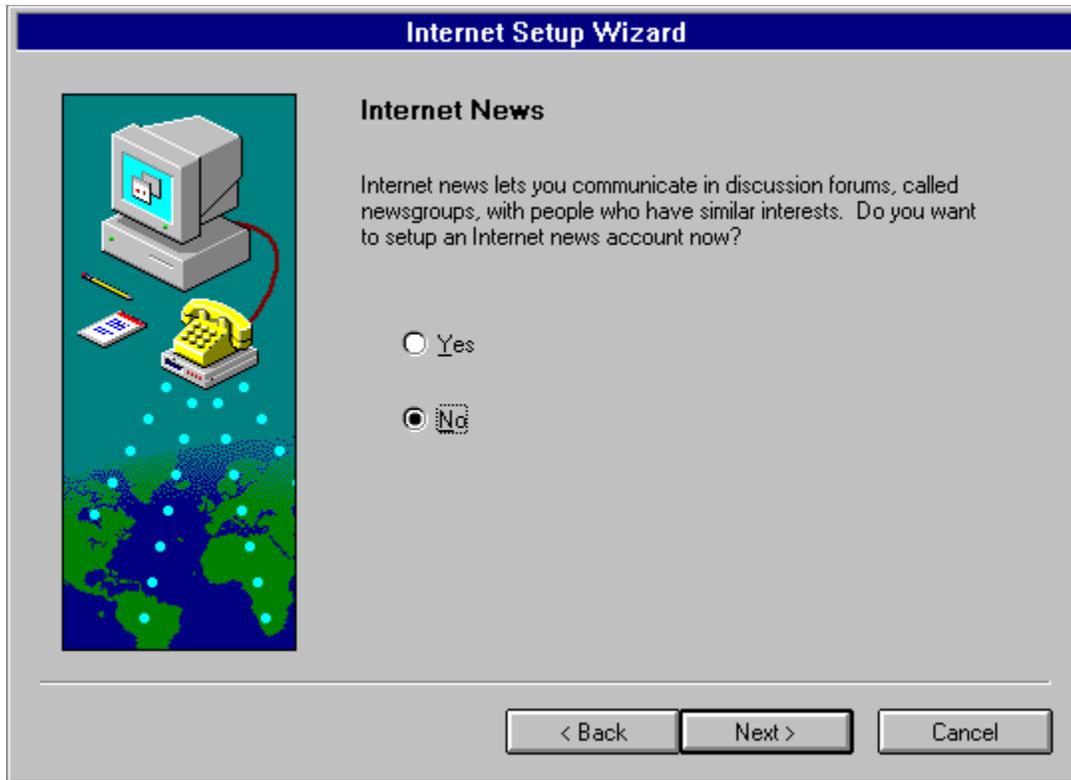
The software package Claranet has supplied you with comes complete with a dedicated News reader, **AtlantisNews**. **AtlantisNews** cannot be setup from within the **Internet Setup Wizard. AtlantisNews** has its own help file that includes details on how to configure it for use with your **Claranet Internet Connection**. For now, make sure **No** is selected as in the above example. Click **Next** to continue.

Complete Configuration:

Internet Setup Wizard

Complete Configuration

Click Finish to complete configuration. Your computer will then be set up to connect to the Internet.

To explore the Internet, double-click Internet Explorer in the Microsoft Internet Explorer program group.

[< Back] [Finish] [Cancel]

Congratulations! You have successfully created a **Dial-Up Connection to Claranet**. Click upon **Finish**.

You will now have an Icon labelled **Claranet** present in the **Microsoft Internet Explorer** program group. It is this icon here that is your gateway to the **Internet**. Read the **Connect to Claranet** section of this help file for more information on how to use your **Claranet Dial-Up Connection** to access the **Internet**.

Return to main menu

Connect to Claranet

After you have created a Dial Up connection for Claranet double click on the **Claranet** icon that should now be present in the **Microsoft Internet Explorer** program group. When the **Connect To** dialogue box appears press the **Connect** button to begin the connection process.

Your modem will now 'handshake' with one of Claranet's modems. During this process your modem will emitt a screeching sound for about 10 seconds. After the handhshaking has finished you will now be presented with the following:
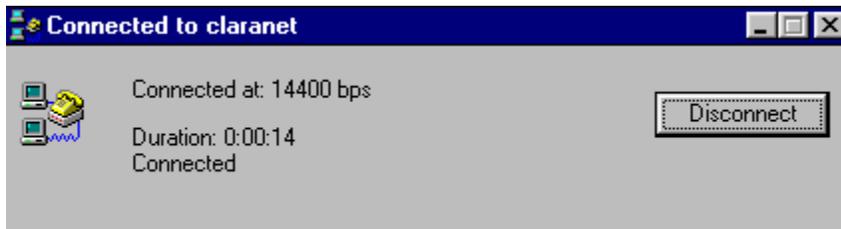
You are now connected to the Internet. Congratulations!

You are now able to all use the Internet applications included in this package:

- The Atlantis software suite
- Microsoft's Internet Explorer 2.1

You may need to setup some of the above software to work with your Claranet Internet account. Read the help files asociated with each program for more information.

Trouble Shooting

Errors while connecting and how to solve them:

Problem: No Dialtone

Reasons:

1.	The modem is not plugged into the telephone socket.
2.	The modem is plugged into a line which is currently in use by another call (such as a voice call)
3.	The cable from the modem to the wall socket is faulty.
4.	The modem does not recognise a British dialtone. This is very common on modems imported from the US. You can 'solve' this problem by adding X0 to the initialisation string which instructs the modem to ignore the missing dialtone.

Problem: Modem is not responding

Reasons:

1.	The modem is not plugged in, or is not switched on.
2.	The modem is faulty or the modem cable is faulty.
3.	The modem is still busy from a previous dial attempt. Reset it, if necessary by manually switching it off and on again.

Problem: The COM port is not available

Reasons:

1.	The modem is not connected to the correct COM port. Check your modem installation in the control panel.
2.	The modem is currently controlled by another application.

Problem: The computer you are dialing is not answering.

Reasons:

1.	The number you are dialling is not a Claranet PoP. Check the number is correct, including the STD code. Try telephoning the number with a normal voice telephone and see what the response is.

Problem: Unable to establish a compatible set of network protocols

Reasons:

1.	The modem 'handshake' did not succeed. The handshake is the screeching noises your modem makes immediately after dialling. This should only last a few seconds. If it lasts a long time, especially if you can hear a pattern of sounds repeating over and over, it is likely that a setting needs to be changed in the modem setup. Try turning off compression, error correction and lowering the speed. (Note: lowering the speed that your computer talks to your modem will not necessarily affect the speed that your modem connects to ClaraNET.)

Getting Technical Help

You should have no problem installing and using the Atlantis software suite. However, if you encounter difficulties and cannot find the answer in this help document, or in the help documents which accompany the individual applications, ClaraNet has a technical support helpdesk available.

There are three ways of contacting Technical Support:

Support Newsgroups

The newsgroup *claranet.support* is specifically for ClaraNet customers who have technical questions. We recommend that you read this newsgroup regularly. Questions asked in this newsgroup will be answered by a member of technical support normally within twelve hours.

Email

If you have a question which you feel is specific to your installation you may prefer to ask us by email. Our email address is: *support@clara.net.* Emails to support are answered as soon as possible.

Telephone

If you have a support question, particularly one which actually prevents you from connecting to the internet, you can telephone technical support on: *0171 647 1010.*