

User's Guide

Connect Internet 3.0

Netscape Navigator Dial-Up Edition

Version 3.0

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After you've successfully installed Dial-Up Edition and run Account Setup Wizard, you're ready to explore with Netscape Navigator. To get started, use this book to find the following information:

For information on installation and setup, see *Installation and Setup Guide*.

- This Introduction explains your Internet connection in simple terms, and tells you where you can find more information.
- Chapter 1 gets you started using Netscape Navigator to explore the World Wide Web.
- Chapter 2 provides information on controlling your dial-up connection.
- Chapter 3 contains tips, techniques, and troubleshooting information.

How does Dial-Up Edition connect me to the Internet?

Let's start with discussing the Internet itself, and then we'll explain how Internet puts it all together for you. Think of the Internet as a vast collection of computers, all linked together to share information. Different computers do different jobs—some send and receive email, some coordinate newsgroups, and others store documents. In order to share information, these computers have to share a common language.

To place your computer directly on the Internet, you'd have to learn a complex computer language, buy expensive hardware, and spend lots of time. Instead, you can use your *phone line* to connect to a special computer that's already on the Internet. Once you connect to such a computer, you can access other computers on the Internet.

Companies called *Internet service providers* (ISP) have special computers on the Internet that allow phone line connections (called “dial-up” connections). Your ISP is Connect.

Your end of the world

See “What about my modem?” in *Installation and Setup Guide* for more information on your modem.

To make your dial-up connection work, you also need a *modem*. Your computer uses a modem to translate information going back and forth over the phone line. A modem is a separate little box (or a special card inside your computer) that connects your computer to the phone line.

Your modem needs special software, called a *dialer*, to control it. The dialer tells your modem to dial your Internet dialup centre’s (PoP’s) phone number. When the service provider’s computer answers, the dialer provides some information about who’s trying to connect (in this case, you), and establishes a connection between you and Internet. See “Controlling your dial-up connection” on page 31 for more information.

The world beyond

Once you’re connected to Internet, you use *Netscape Navigator* to explore the *World Wide Web*. While the term “Internet” refers to the actual physical network of computers (their cables, hard drives, connections, and so on), “World Wide Web” describes what you’re really interested in—all the information that’s out there. Documents on the Web (called *pages*) are stored on Internet computers all over the world. Page authors link their pages to other pages, and other authors link pages to still more pages, and so on, creating a web of information.

For more on using Navigator, see Chapter 1.

With Netscape Navigator installed on your computer, you can quickly and easily jump from one Web page to the next, and view Web pages with a rich array of graphics and formatting.

Users on a local area network

If you’re on a local area network (LAN), you should talk to your network administrator first. Ask about the best way for you to connect to the Internet. *In Windows 95 only*, if you do use a dial-up connection and you’re on a LAN with MS-TCP/IP and a network adapter, you might have conflicts with your DNS configuration. Talk to your network administrator about it, and see “DNS configuration in Windows 95” in Chapter 3 for more information.

How does Dial-Up Edition help me put this all together?

Just to summarize, your Internet connection has the following components:

- Phone line
- Modem
- Dialer software
- Internet service provider
- Netscape Navigator

It sounds like a lot, but with Enternet, all you have to provide is a phone line and modem. After you install Enternet and run Enternet Account Wizard, the components of your dial-up connection will work together.

What are the computer requirements?

Before installing Netscape Dial-Up Edition, you must

1. Have already installed Windows 3.1, 3.11, or Windows 95
2. Install your modem (if you haven't already)
3. Make sure your hardware meets these requirements:
 - IBM-compatible 486 or better
 - Modem 14.4K bps or faster
 - CD-ROM drive (If you need a version of Enternet on disks instead, contact Connect Sales.)
 - 256-color or higher color resolution
 - 8 MB of RAM

- Hard-disk space:

Windows 3.1: 6 MB (and an additional 5 MB recommended for disk caching)

Windows 95: 10 MB

How do I get help?

You can get the following additional information.

Online Help	<p>You can get online Help in each screen of <i>Enternet Account Wizard</i>. Just click the Help button at the bottom of the screen.</p> <p>In the <i>dialer</i> (the application that connects you to your service provider), you'll find context-sensitive Help. For more information, see Chapter 2.</p> <p>In <i>Netscape Navigator</i>, you can click Help on the menu bar to get information about Netscape and the World Wide Web.</p>
Books	<p><i>Netscape Navigator Handbook</i>. This is an online book. It's installed with Netscape Dial-Up Edition and it's available to you in several ways. See page 25 for more information.</p> <p><i>Installation and Setup Guide</i>. This book comes with Dial-Up Edition in printed and online forms.</p> <p><i>User's Guide</i>. This book comes with Dial-Up Edition in printed and online forms.</p>
Technical support	<p>Before you call Technical Support, try reading Chapter 3, "Tips and techniques" in this book.</p> <p>If you have difficulties installing Enternet, call Connect Support.</p> <p>If you have questions about your Navigator software, select Help/How To Get Support in Netscape Navigator.</p>

About this book

The following conventions help you use this book.

- Depending on what type of system you use—Windows 95, Windows 3.1, or Windows for Workgroups 3.11—Internet varies slightly. This book is designed to address all users. Because instructions are the same for Windows 3.1 and Windows 3.11, both systems are covered under “Windows 3.1” headings and references in this book.
- This book uses the | character to separate menu commands. Instead of saying “Choose **Exit** from the **File** menu,” this book shortens it to “Choose **File|Exit**.”
- Boldface type is used for button names and menu choices.
- Text in capital letters is used for all file names and directories.
- This book sometimes refers to directories where Internet is installed. For the sake of simplicity, this book references default installation directories. If you install into directories other than the default, you should know that the default root directory is C:\NETSCAPE, and that other directories (such as DIALER and SYSTEM) are installed off of this directory (for example, C:\NETSCAPE\DIALER and C:\NETSCAPE\SYSTEM). You can apply instructions in this book to your directories as appropriate.

What's next

- The next chapter, “Exploring the Internet with Netscape Navigator” gets you up and running Navigator. It also gives you a brief tour of the Navigator window, and shows you how to do some basic tasks.
- Chapter 2, “Controlling your dial-up connection,” shows you how to change your dial-up settings and use dialer software.
- Chapter 3, “Tips and techniques,” contains tips, techniques, and troubleshooting information. The chapter contains two sections: one for Windows 95 users and one for Windows 3.1 users.

Exploring the Internet with Netscape Navigator

This chapter describes how to get started using Netscape Navigator. First you learn how to connect to Internet and start Navigator. Secondly, you get a tour of the Navigator window and learn how to work with pages. Finally, you learn some basic tasks such as sending and receiving email, and participating in newsgroups.

If you want basic information on the Internet and World Wide Web before you continue, read “How does Dial-Up Edition connect me to the Internet?” on page 1 of this manual.

Then read this chapter to get an overview of how to explore with Netscape Navigator.

Additional reading

While this chapter provides basic information on exploring the Internet with Netscape Navigator, you can find detailed information in the following sources:

- For information on installing Enternet, see *Installation and Setup Guide*.
- For additional information on using Navigator, see the online *Netscape Navigator Handbook*. Throughout this chapter, you'll see references to specific topics in the *Handbook*. For more information on using the *Handbook*, see page 25.
- For information on your dialer and controlling your dial-up connection, see Chapter 2.

Using Netscape Navigator

You can use Netscape Navigator to read e-mail, participate in news groups and browse the World Wide Web. Netscape Navigator also provides access to ftp and telnet sites.

Starting Netscape Navigator

Netscape Navigator will automatically connect you to Enternet as described in the following sections.

- *Windows 95 users*, see the following section.
- *Windows 3.1 users*, turn to page 9.

For Windows 95 users

Windows 95 users will find Netscape Navigator icons on their desktops and in the Enternet submenu (on the **Start|Programs** menu). Use the following two-step process to start Navigator and connect to Enternet.

Step One: Double-click this icon to start Netscape Navigator and start the connection process.



Step Two: When Netscape Navigator starts, the following dialog box appears. Click Connect to connect to Internet.



To change the way this works (for example, start Netscape Navigator without connecting to Internet), use your dialer software. See Chapter 2 for more information.

For Windows 3.1 users

Windows 3.1 users will find a Netscape Navigator icon in their Internet program groups.

Double-click this icon to connect to Internet and start Netscape Navigator, all in one step.



To change the way this works (for example, start Netscape Navigator without connecting to Internet), use your Netscape Dialer software. See Chapter 2 for more information.

About the Netscape Navigator window

When you first start Netscape Navigator, you see a *home page*—the page you view each time you start Navigator. The copy of Netscape Navigator provided with *Internet* is preset to display the *Internet* home page, but you can change this to any page you want. You'll learn how to do this later, on page 24.

Most of the information on the Internet is organized in pages that are linked to one another. Pages are located on different computers throughout the Internet. (Remember, that's what the Internet is—a vast collection of linked computers.)

For more information on URLs, see page 26.

Near the top of the window, notice the *URL* (Uniform Resource Locator) in the *location field*. Each page on the Internet has its own unique URL to identify it. Like an address, the URL tells Navigator the location of a page. When Navigator knows the URL, it can find the page and display it for you.

The URL of the current page appears here in the location field.

A page title (supplied by the page author) helps you identify a page, but isn't necessary to load a page.

Toolbar buttons help you navigate and work with pages.

For more information, see page 16.

Directory buttons help you find pages and explore the Internet. See page 17 for more information.

The content area is where a page's content is displayed.

Scroll bars help you scroll and view a page.



You can open multiple Navigator windows to view multiple pages at once. In Navigator, click **File|New Web Browser** to open a new Navigator window.

Viewing other pages

To bring other Internet pages to your screen, do the following:

- Click a link (also called a *hyperlink*)
- Type a URL in the location field

Links

Links appear as blue or purple text, or as graphics. By default, a blue link represents a page you haven't viewed yet, and a purple link represents one you have. Click any link to bring a new page to your screen.



To find out whether something on the screen is a link, place the mouse pointer over it. If the pointer turns into a hand, you've found a link.



The URL for the link appears in the status message field.

Type a URL

In the location field, you can type the URL of a page you want to see. Usually, you won't need to know a page's URL because it's included as part of a link. Behind the scenes, Navigator already knows a page's URL when you click on highlighted text, click a button, or select a menu item. But increasingly, URLs are included on business cards, in magazine and newspaper articles, and in correspondence. Consequently, you might often have the specific URL of a page you want to view. For more information, see "Addresses on the World Wide Web" on page 26.

Page information in the Navigator window

When you bring another page to your screen, Navigator *loads* or transfers the page to your computer. The page itself doesn't actually move to your computer, but Navigator loads the page's information on your screen and maintains a link to it. This way, you can see page information change on your screen when it changes in the actual page. Some pages are constantly changing, such as a page with a "live cam" (a camera that continually transmits its images to a page, and the page then transmits the images on the Internet).

How quickly a page loads depends on the speed of your modem, the length of a page, and how many graphics, sounds, or movies the page contains. You can improve a page's loading time by telling Navigator to load just text and skip the graphics: Click **Options|Auto Load Images**. If you decide to see images after the page has loaded, click the **Images** button on the Toolbar.

The Navigator window has several items to help you see page information:

Click **Reload** to check the page for changes and reload it on your screen.

The status indicator is an animated Netscape icon. When you see animated stars falling here, it means that a transfer is in progress.

Click **Stop** to stop loading a page.

The Key indicator shows whether a document is encrypted (unbroken key) or unencrypted (broken key). For more on encryption, see “Identifying Secure Information” in the online *Handbook*.



The status message field shows information about a link or about a transfer in progress.

The progress bar fills with color as a page finishes loading.

How to see where you've been, and quickly go back

Browsing the Web will take you to many exciting and useful pages. To keep track of these pages and find them again, you can use Navigator's automatic lists or create bookmarks.

History lists

Netscape automatically keeps track of which pages you've recently viewed in the following ways:

- To see a list of the pages you've viewed since you started Navigator (called a *history list*), click the **Go** menu. At the bottom of the menu, there's a list of page titles. To return to a specific page, click its title in the list.
- To see a list of the last ten URLs you've typed into the location field, click the pull-down menu to the right of the location field. To bring a specific page to your screen, click its URL in the menu.

Important When you exit Navigator, your history list is discarded.

Bookmarks

You can also add *bookmarks* to your favorite pages. Bookmarks are more permanent ways to mark your pages—they stay on the bookmark list until you remove them. The easiest way to create a bookmark is to go to the page you want to mark, then click **Bookmarks|Add Bookmark**.

Bookmarks list

After you add bookmarks, you can view a list of them on the **Bookmarks** menu. Just open the **Bookmarks** menu, then click the bookmark of a page you want to see.

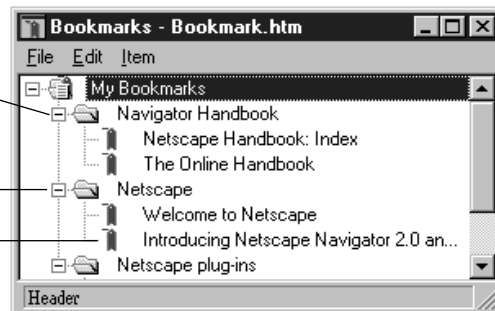
Bookmarks window

You can also use the Bookmarks window to arrange and organize your bookmarks. To open this window, click **Window|Bookmarks**.

To organize bookmarks, create folders by clicking **Item|Insert Folder**. Then you can click and drag bookmarks into folders.

Double-click a folder to open it and see bookmarks it contains.

Double-click a bookmark to go to its page.



Because bookmarks are such a powerful feature, Navigator offers many ways to create and organize a bookmark list. For more on bookmarks, see “Using history and bookmarks lists” and “Bookmarks window” in the *Navigator Handbook*.

Toolbar and Directory buttons

Toolbar buttons



Table 1.1

Button	Action
Back	Displays the previous page in the history list. A history list contains pages you've viewed since you opened a Navigator window; when you close the window, the history list is discarded.
Forward	Displays the next page in the history list. Forward is only available after you click Back or click a page in the history list.
Home	Displays your home page.
Reload	Redisplays the current page. Netscape Navigator checks the network server to see if any change to the page has occurred since you first loaded it. If there's no change, the same page is loaded again. If there has been a change, the updated page is loaded.
Images	Loads images into pages. Available when the Options Auto Load Images menu item is unchecked (which indicates you've opted to load just a page's text and skip the graphics). If you decide to see images after the page has loaded, click Images .
Open	Lets you enter a URL to display the specified page in the content area.
Print	Displays a dialog box so you can print the content area of the current Navigator window.
Find	Lets you search for a word or phrase in the current page.
Stop	Halts any ongoing transfer of page information.

Directory buttons



Table 1.2

Button	Action
What's New?	Displays a page of links to new pages on the Internet.
What's Cool?	Displays a page of links to cool pages on the Internet.
Destinations	Displays an introductory page that leads you to Internet directories and tools.
Net Search	Displays a directory of Internet search engines.
Software	Displays information on Netscape Navigator software upgrades.

Searching for information on the Internet

To look for information on a specific subject, or for a specific page, you can use a *search engine* (sometimes called a *search utility*). Click the **Net Search** directory button to see a page of available search engines. You can read descriptions of how they search (some search just page titles, headers or indexes, while others search entire pages). When you select a search engine, you can immediately link to it. Most search engines give you instructions and advice on how to perform an effective search.

About electronic mail

Electronic mail, or e-mail, is probably the most widely used and valuable Internet tool. E-mail allows you to communicate in varying levels of formality, from a quick note to a friend to a corporate memo, quickly, easily and efficiently. You can use the Netscape Navigator Dial-Up Edition Internet client for e-mail.

Sending and receiving email

Before you can use email, you need to set your mail preferences. Please note that all other information required to use news and email in Enternet have been set for you automatically.

1. Select **Options | Mail and News Preferences**.
2. Click on the **Identity** tab.
3. Type the appropriate information in the fields. Note that your Reply-to address should usually be the same as your email address. If you leave this blank, Netscape Navigator automatically inserts your email address as the Reply-To address. If you do not have a signature file, leave the Signature File field blank.
4. Click OK.

Note A signature file is a text file that is automatically appended to every email message you send. Typically a signature file contains your name, email address, phone and fax numbers and other useful information. Because many people pay for each line of email they download, it is a courtesy to keep signature files to no more than four lines. You can create a signature file in any text editor, such as Notepad.

For more information, see “Setting up email and news” in the *Navigator Handbook*.

The mail icon in the lower-right corner of the Netscape window indicates the status of your mail:



Navigator has not yet checked for new mail. To check, open the Mail window.



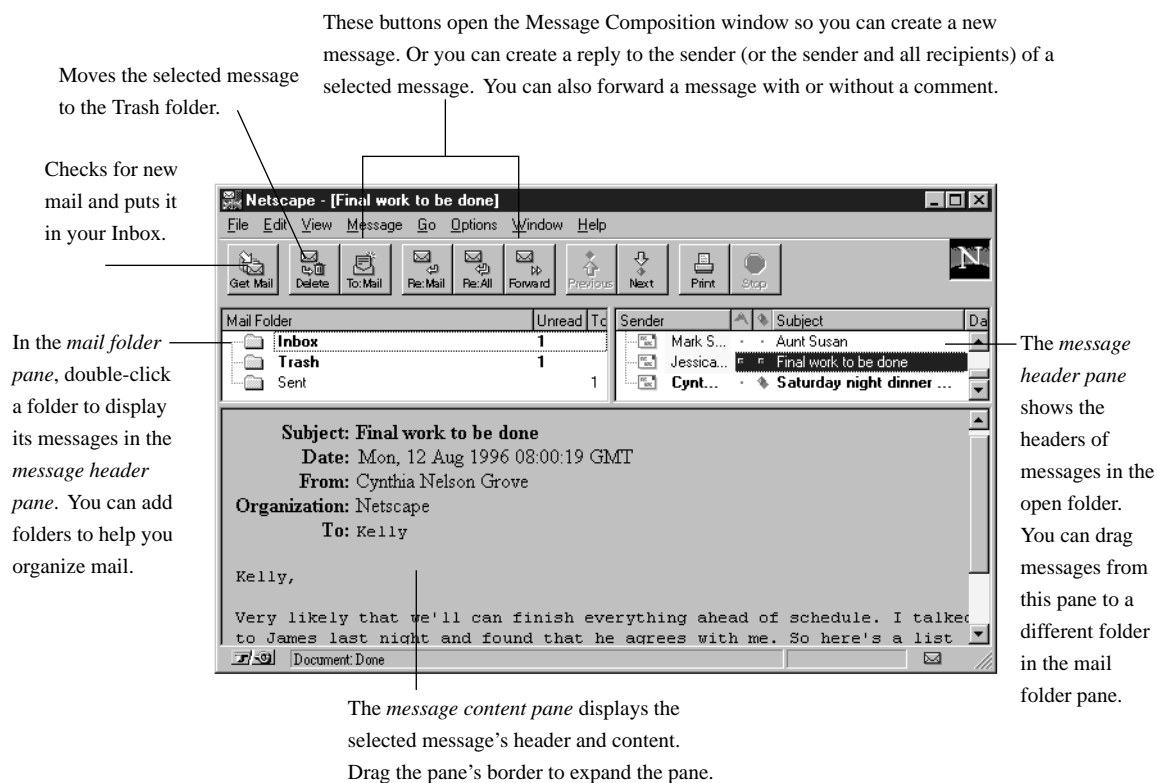
You don't have new messages.



You have new messages.

The Mail window

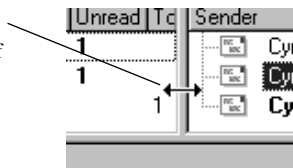
To use email, first click the mail icon to open the Mail window. You can also open the Mail window by clicking **Window|Netscape Mail**.



Resizing panes in the Mail window

As with other windows, you can resize the Mail window. You can also resize the panes within the window.

1. Move the mouse pointer over the border of a pane until the pointer changes to a double arrow.



2. Then click and drag the pointer in the direction you want the pane to expand.

For more on the Mail window, see “Receiving and sending email” and “Using the Mail window” in the *Navigator Handbook*.

The Message Composition window

To display the Message Composition window, click **File|New Mail Message** or **File|Mail Document**, or one of several Toolbar buttons and menu items in the Mail and News windows. In a page, you can also display the Message Composition window by clicking on a page link or a button designed to initiate email.

Click **Send** to either send your message now, or store it and send it later. You can set the behavior of this button on the Options menu.

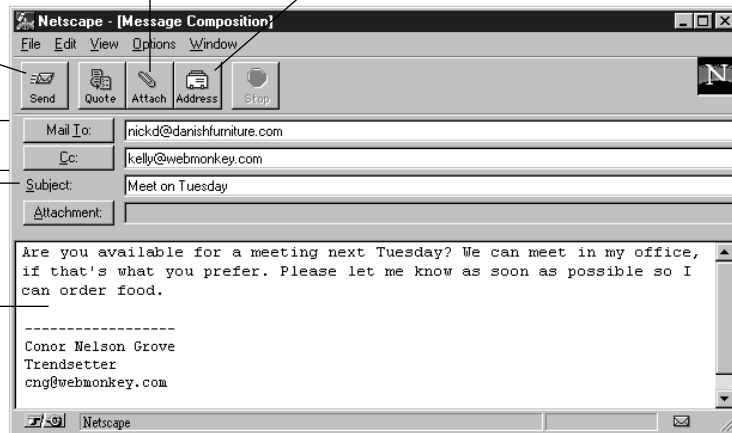
Click **Attach** to attach a file or page to your message.

Click **Address** to open the Address Book window.

Fill in the address fields.

Briefly describe your message in the subject field.

Type your message in the message field.



For more information, see “Using the Message Composition window” and “Message Composition window” in the *Navigator Handbook*.

What’s a newsgroup?

News is an international network of interactive discussion groups on just about any subject imaginable. In fact, the range is so wide that you can probably find a newsgroup on any subject that has ever interested you. There are many different collections of newsgroups. The discussions aren’t necessarily “news;” they are participants’ opinions, focused information, or some combination of both. Often this enormous collection of newsgroups is referred to as *Usenet*.

Most are freely accessible, but there are also private and commercial newsgroup collections. Connect provides access to the majority of common newsgroups in Australia and Enternet provides full access to the Connect news server. All Enternet users can see all articles and can send their own articles.

Newsgroup Categories

Newsgroups are classified by topic. They are named under one of the top-level hierarchies and then progressively more specific topic hierarchies. These topic hierarchies are listed from left to right in the newsgroup's name, each hierarchy separated by a full stop. For example, rec.food.chocolate is a recreational newsgroup that holds discussions on food, specifically chocolate.

You may hear of newsgroups being moderated or unmoderated. An unmoderated newsgroup allows all articles to go directly to the newsgroup. Articles sent to a moderated group are sent via a moderator for approval before appearing in the newsgroup.

Important information for news users

Participating in a newsgroup

An important newsgroup to read when you start using newsgroups is news.announce.newusers where articles that provide an introduction to news, how it works and how you should use it are posted. Be sure to learn the appropriate netiquette (Internet etiquette) and read the FAQ (see Finding FAQs), if one is available, for the newsgroups you wish to participate in.

If you wish to test your news service, send an article to the newsgroup misc.test that is specifically for testing. Several sites generate automatic responses to this group letting you know they received the article. These replies will arrive over the course of a few days. If you don't want the replies, make the subject of your test message *ignore*.

Finding FAQs

Most newsgroups maintain a list of Frequently Asked Questions (FAQ). These are questions that have been discussed several times on the newsgroup. Regular newsgroup participants do not appreciate people posting questions which are answered in their group's FAQ so always check the FAQ before posting your message.

The easiest way to obtain a newsgroup's FAQ is to read the articles for a while. Most newsgroups regularly post their entire FAQ or a reference to it to the group. Alternatively, see <ftp://rtfm.mit.edu> for an archive of many newsgroup's FAQs. Archives are located under `pub/usenet-by-group` or `usenet-by-hierarchy`. Please note that this site is often very busy.

Finding a newsgroup

Sometimes you'll know the exact name of a newsgroup you want to see, and other times you'll want to browse a list. If you know an exact name:

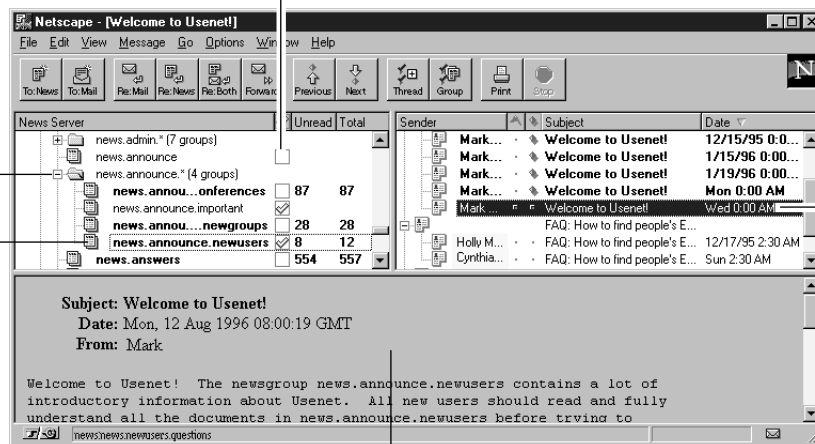
1. In the Navigator window, highlight all the text in the Location field by clicking the text once.
2. Type `news :` followed by the complete newsgroup name. For example, you could type `news :misc.jobs.offered` in the location field.
3. Press **Enter**.

To easily find and display this newsgroup again, you can *subscribe* to it. For more information, see "Exploring Usenet news" and "News Window" in the *Navigator Handbook*.

If you don't know the exact name of a newsgroup, or if you want to browse a list, you can use the News window. To display the News window, click **Window|Netscape News**.

Click the *Subscribe* box to subscribe to a newsgroup and mark it with a checkmark. Click this box again to unsubscribe and remove the checkmark.

In the *newsgroup pane*, double-click a folder to display its newsgroups. Double-click a newsgroup to display its postings in the *message headings pane*.



In the *message headings pane*, click a message heading to display the message's content in the bottom pane.

The message and its header are displayed in the *message content pane*. You can resize the News window's panes by clicking and dragging their borders.

For more information, see "Receiving and sending news" and "Using the News window" in the *Navigator Handbook*.

Subscribing to a newsgroup

Subscribing to newsgroups lets you limit the newsgroups visible in the News window. For more information, see "Exploring Usenet news" and "News Window" in the *Navigator Handbook*.

Creating and replying to newsgroup messages

You create and send newsgroup messages (also called “postings” or “articles”) in the same window you use for email—the Message Composition window. See page 20 for more information. You can also see “Message Composition window” in the *Navigator Handbook*.

Personalizing Netscape Navigator

Although Netscape Navigator is preconfigured for easy use, you can customize it. Commands in the **Options** menu allow you to control these items:

- Appearance of the Navigator window and the way it displays links
- Fonts used in the Navigator window and the way encoded information looks
- Colours used in the Navigator window
- The home page displayed when you open Navigator
- Size and location of memory and disk caching, and the maximum size and number of network connections
- Location of supporting applications, such as TELNET, and your temporary and bookmark directories
- Image display and when you want to see security alerts
- Applications associated with different types of files

For more information, see “Changing styles, fonts, and colours” and “Preferences Panels” in the *Navigator Handbook*.

Selecting a home page

You can designate your own home page (the page you view each time you start Netscape Navigator). The home page initially designated with the copy of Netscape Navigator provided with Enternet has this URL:

<http://www.enternet.com.au/>

You can designate a page from a remote computer on the Internet, or a local page on your hard disk (for example, your bookmarks file is a page stored on your hard disk as `bookmarks.htm`). To change your home page, follow these steps:

1. Click **Options|General Preferences**.
2. Click the **Appearance** tab.
3. Click the radio button next to **Home Page Location**.
4. Then type the URL of the new home page you want. Alternatively, click the radio button next to **Blank Page** if you want your home page to be empty.
5. Click **OK**.

The online *Netscape Navigator Handbook*

You can access the *Navigator Handbook* in two ways:

1. Remotely, from Netscape's web site. With the Navigator window open, click **Help|Handbook**.
2. Locally, from the files installed on your hard drive with Netscape Dial-Up Edition. Follow these steps to access the *Handbook* on your hard drive either before or after you open the Navigator window:



- Before you open the Navigator window, choose the **Online Books** icon in the Netscape submenu or program group. Then click the *Netscape Navigator Handbook* link.
- After you open the Navigator window, click **File|Open File**. Select `INDEX.HTM` in the `NETSCAPE\HANDBOOK` directory, and click **OK**.

Using your local copy of the *Handbook* has advantages over a remote connection. A local copy is much faster because you don't have to wait for the *Handbook* to transmit over the Internet. You can also add bookmarks to your local *Handbook*. After you open your local copy and see a place you want to mark, click **Bookmarks|Add Bookmark**. Then use the Bookmarks window to view and organize your bookmarks. See page 14 for more information.

Addresses on the World Wide Web

Internet, Usenet, and World Wide Web addresses are slightly different. A simple Internet address is **username@domainname** where **username** can be your name, and **domainname** is the name of the Internet. Domain names can be quite long and usually refer to subgroups or departments in an organization. Typically, a domain falls into one of the following categories:

- **com** commercial business (companies)
- **edu** education (universities, primary and high schools)
- **gov** government (nonmilitary)
- **mil** US military
- **net** network organizations
- **org** miscellaneous organizations

In all countries except the US, these domains are followed by a two letter country code. For example in the US, an educational domain would be schoolname.edu. In Australia, an educational domain would be schoolname.edu.au.

World Wide Web Addresses

The World Wide Web uses a standard address format called a Uniform Resource Locator (URL). An URL provides a way to go to a particular file directly and also provides useful information about the source of the information and its country of origin. An URL comprises the following elements:

protocol://domain.name/path/filename

Protocol

The protocol refers to the type of resource or document. The protocol may, for example, be:

- **http (hypertext transmission protocol)**: a file on a WWW server
- **gopher**: a file on a gopher server

- **telnet**: a connection to a telnet based service such as a library catalogue. Telnet is a terminal emulation with communications to the host over a network. Your session continues as though your terminal is directly connected to the remote host.
- **ftp (file transfer protocol)**: a connection to an ftp server to download files.

Domain Name

The domain name identifies the part of the Internet on which a particular file or resource resides. A domain is a slice of the Internet identified by a domain name and does not necessarily relate to a physical entity. A domain may encompass an entire computer or part of it or part or all of several computers.

The domain includes a code for the organisation to which it belongs, the type of organisation and the country in which it is registered.

For example. URLs for information about Connect have the domain connect.com.au

- connect is the code used by the company Connect. Examples of some other codes are csiro for C.S.I.R.O. and uq for the University of Queensland.
- .com indicates that Connect is a company using this domain for commercial purposes.
- .au is the code for Australia. Every country on the Internet is given a two letter country code. US sites do not generally use a country code.

Each domain name is unique in the world.

Path and Filename

The path indicates the directory and, if applicable, sub-directories in which the file or resource is located. The final part of the URL is the filename itself.

Some URLs may not list a filename. This indicates that there is a particular file that has been identified as a default in that directory to welcome visitors to the site. These files are often given names such as index.html or home.html. For example, if a visitor to Connect's web service opens <http://www.connect.com.au/> they are automatically presented with the Connect Home Page which has the filename index.html and has been nominated as the default home page.

Newsgroup Addresses

Newsgroup addresses look similar to Internet addresses, but the most general category appears first instead of last (for example, **rec.pets.cats** is about cats, but the general category is recreational). Newsgroups are organized into broad categories:

- alt alternative, less formal topics (discussions can be heated and brash)
- comp topics about computers (this is the largest category)
- misc miscellaneous topics
- news topics about newsgroups
- rec topics about recreational activities (arts, hobbies, sports, and so on)
- sci topics on science (biology, chemistry, physics, math)
- soc topics on social issues
- talk topics that are hotly debated (politics, religion)

Web addresses are hypertext links to documents. Each page has a Uniform Resource Locator (URL) in the format **protocol://computer/directory/file**. A Web address begins with a protocol for the link, typically http (hypertext transport protocol) but also file, gopher, or FTP (File Transfer Protocol). The second part of the URL (after the //) is the computer address, a directory path for the computer, and a file name (.html or .htm extensions mean the document is a hypertext markup language document that contains links to other pages). Here are some sample URLs:

`http://home.netscape.com/index.html`

`ftp://ftp.netscape.com/pub/`

`news:news.announce.newusers`

What's next

- Chapter 2, “Controlling your dial-up connection,” shows you how to change your dial-up settings and use dialer software.
- Chapter 3, “Tips and techniques,” contains tips, techniques, and troubleshooting information. The chapter contains two sections: one for Windows 3.1 users and one for Windows 95 users.

Controlling your dial-up connection

Netscape Navigator Dial-Up Edition uses *dialer* software to control the dial-up connection to your service provider. (If you're not sure how your dial-up connection works, see Introduction .)

Depending on whether you use Windows 95 or Windows 3.1, Dial-Up Edition has either installed or configured a dialer for you.

- If you're a Windows 95 user, Dial-Up Edition configured a dial-up connection to your service provider using Windows 95 Dial-Up Networking.
- If you're a Windows 3.1 user and selected a Typical installation, Dial-Up Edition installed and configured Netscape Dialer software.

This chapter describes how the dialer works and how to change its settings.

What does the dialer do?

By storing all your connection settings (such as your user name and service provider's phone number), your dialer controls your modem and connects you to your service provider. When you want to connect, the dialer first tells your modem to dial your service provider's phone number. When the service provider's computer answers, the dialer provides some information (such as your user name and password) about who's trying to connect (in this case, you). In this way, the dialer establishes a connection between you and your service provider.

If you haven't run
Account Setup
Wizard yet, first see
*Installation and
Setup Guide*.

Account Setup Wizard placed all your connection information (such as your user name and service provider's phone number) in the dialer. For information on how to change these settings, see one of the following sections:

- Windows 95 users, see the following section.
- Windows 3.1 users, turn to page 33.

For Windows 95 users



When you installed Enternet, the process configured a dial-up connection using Windows 95 Dial-Up Networking. A dialer icon for this connection was placed on your Windows 95 desktop, and also in your Enternet submenu (on the **Start|Programs** menu).

To access the dialer, double-click its icon. The **Connect to** dialog box appears. This dialog box contains the settings specific to your account, such as your user name, password, and your service provider's phone number. You can use the dialer to do the following:

- Dial and connect to Enternet
- Change and add phone numbers for calling Enternet from different locations
- Enter your user name and password

For more on using the dialer, highlight different fields in the **Connect to** dialog box, and press F1. You can also enter dial-up on the **Find** page in Windows 95 Help topics.

If you can't find the dialer icon

If you don't see a shortcut dialer icon on your desktop, or a dialer icon in your Netscape Dial-Up Edition submenu, you can find it by double-clicking the **My Computer** icon on your desktop, and then double-clicking the **Dial-Up Networking** folder.

Changing dial-up connection settings

You can change dial-up connection settings (such as the selected modem or the phone number of your Enternet dial-up centre (PoP)) as well as the DNS address entered for your service provider. Follow these steps:

1. Double-click the **My Computer** icon on your desktop.
2. Double-click the **Dial-Up Networking** folder.
3. Right-click the dialer icon for your service provider, then select **Properties** in the menu that appears.
4. In the Properties dialog box, make desired changes.

Note For help, highlight different fields in the dialog box, then press **F1**.

To change your service provider's DNS address, follow these steps:

1. Follow previous steps 1 through 3.
2. Click **Server Type**, then click **TCP/IP Settings**.
3. Change or add a DNS address, then click **OK**.
4. Close all dialog boxes by clicking **OK**.

For Windows 3.1 users



Netscape Navigator Dial-Up Edition for Windows 3.1 uses the Netscape Dialer to connect you to Enternet. A Dialer icon exists in the Enternet program group; the icon's appearance varies depending on the service provider you use.

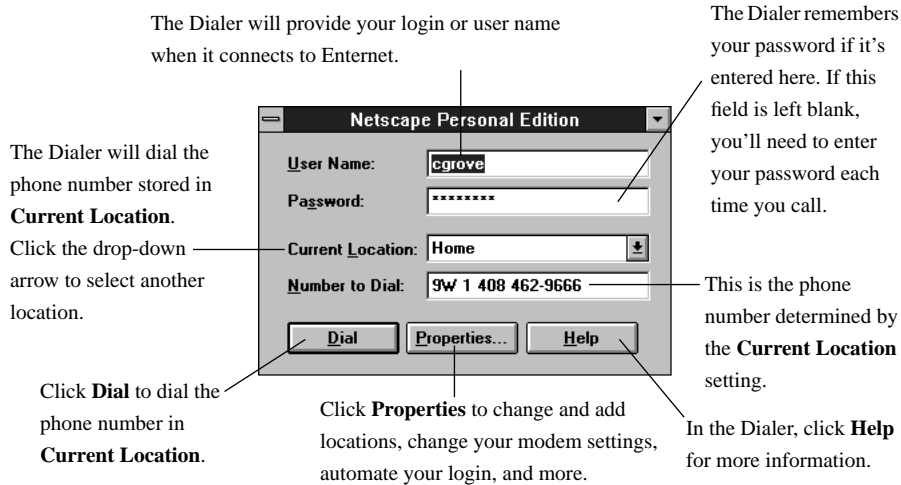
The Dialer contains the settings specific to your account, such as your user name, password, and service provider's phone number. You can use the Dialer to do the following:

- Dial and connect to your service provider
- Change and add phone numbers for calling your service provider from different locations
- Enter your user name and password

- Change the settings for your modem

The Dialer dialog box

When you double-click the Dialer icon, you see the following dialog box:



Creating a location

Locations are settings that help you call your service provider from various places. For example, you might use your computer from both home and work. If you live in the 052 area code and work in the 03 area code, it's less expensive for you if you use two different phone numbers for Enternet. You can use a 052 phone number for your Enternet when you're at home, and an 03 phone number when you're at work. To make this fast and easy, you can create one *location* that dials the 052 phone number from home, and another location that dials the 03 number from work.

To create a location, follow these steps:

1. Double-click the Dialer icon.
2. Click **Properties** to display a dialog box with the **Locations** page selected.
3. Click **New**.

4. In the dialog box, type the name of the new location (for example, Home), and then click **OK**.
5. Change settings you need for the new location. (For example, enter the Enternet phone number you want to dial from home.) Click **Help** for more information on **Location** page settings.
6. You can create another setting by clicking **New** again, and repeating the previous steps. When you're done, click **OK** to save all the settings.

Note While you have the **Properties** dialog box open, you can change property settings on other pages (for example, on the **Modem** page) but if you click **Cancel** on another page, you'll lose the locations you just created.

Changing locations

The last location you create becomes the default Current Location—the one the Dialer will use next time it dials. To use a different location, select one from the list in the Dialer dialog box (see page 34) *before you try to connect*.

Changing modem settings

The Dialer gathered your modem settings when you ran Enternet Account Wizard. You only need to change the modem settings in the Dialer if you've changed your modem (altered the IRQ, port address, or other settings) or installed a new modem.

To change modem settings in the Dialer, first double-click the Dialer icon to display the Dialer dialog box. Click **Properties**, and then click the **Modem** page tab. Click **Help** for more information on modem settings, and change the settings as needed. Click **OK** to save the changes.

What's next

Chapter 3, “Tips and techniques,” contains tips, techniques, and troubleshooting information. The chapter contains two sections: one for Windows 95 users and one for Windows 3.1 users.

Tips and techniques

This chapter answers common questions about Netscape Dial-Up Edition, and offers some tips on how to get the most out of Netscape Navigator and the Internet. This chapter also lists error messages that might appear on your screen.

Please read this chapter before contacting Connect Support. In the Navigator window, you can also click **Help|Frequently Asked Questions** and **Help|Release Notes** to see the latest available information. To find out what other support is available, click **Help|How to Get Support**.

Note If you have a question about a plug-in (a bonus application included with Dial-Up Edition), you must call the technical support phone number for that plug-in. For more information, start the Internet Startup screen (see *Installation and Setup Guide*), then click **INSTALL MORE COOL SOFTWARE**. Click a plug-in's icon. Scroll down to find the assistance phone number for that plug-in.

For all Windows users

Depending on what type of system you have—Windows 95 or Windows 3.1—tips and troubleshooting vary slightly. This chapter is divided into two sections, one for each type of user:

- Windows 95 users can start reading on the next page.
- Windows 3.1 users can turn to page 48.

For Windows 95 users

This section contains the following subsections:

- **Before you connect** lists possible problems you might have before you connect to Internet (page 38).
- **DNS configuration in Windows 95** tells you how to handle multiple DNS configurations in Windows 95 (page 39).
- **After you connect** lists possible problems you might have after you connect to your service provider (page 44).
- **Error messages** has an alphabetical list of error messages that you might see on your screen, and suggestions for resolving each message (page 45).

Before you connect

I can't connect to the Registration Server.

The Registration Server might be busy or temporarily not accepting calls. Wait a moment and try again.

The Dial-Up Networking connection doesn't save my password.

Windows 95 automatically saves your password if you are connected to a local area network. If your computer is not part of a network, you can set your computer to save your password. To save your password, click the **Start** button, point to **Settings**, and click **Control Panel**. Double-click the **Passwords** icon, select the **User Profiles** tab click **Users can customize their preferences and desktop settings**, and click **OK**. You'll need to restart your computer before this change takes effect. You should only save your password if your computer is secure.

DNS configuration in Windows 95

“Netscape is unable to locate the server reggie.netscape.com.”

If you see this message, you probably have a pre-existing DNS server configured in Windows 95. This happens if you are connected to a local area network, if you previously set up Netscape Dial-Up Edition with a different service provider, or if you configured another dial-up connection through your Network control panel. You might have conflicting configurations. You can manually reconfigure your system, and either disable your DNS configuration or modify it.

Important If you're on a local area network (LAN), ask your network administrator how to handle a previous DNS configuration.

Disable or modify DNS?

If you're not on a LAN, you need to disable or modify DNS. To help you decide whether to disable or modify DNS, follow these steps:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. Double-click the **Network** icon, select **TCP/IP->Dial-Up Adapter** in the list (you might have to scroll), and then click **Properties**.
3. Select **DNS Configuration**.
4. In the dialog box that appears, look under **DNS Server Search Order**. Are any DNS addresses listed (for example, 205.217.225.10)?
 - If there are no DNS addresses listed, you can safely disable DNS. Follow the steps under the following section, "Disabling your DNS configuration" in the following section.
 - If there are DNS addresses listed, and a host and domain specified, your computer is probably configured to use other network services. Follow the steps under "Modifying a previous DNS configuration" on page 41.

Disabling your DNS configuration

To disable DNS:

1. Follow the steps in the previous section, "Disable or modify DNS?"
2. Click **Disable DNS**, and then click **OK**.
3. Close all the open dialog boxes by clicking **OK**.
4. Restart your computer and try connecting again.

Modifying a previous DNS configuration

You can keep your previous DNS configuration and also create an account with Enternet. First, fix your DNS configuration so you can connect to the Enternet Account Server:

1. Follow the steps in the previous section, “Disable or modify DNS?”
In the **TCP-IP Properties** dialog box, you’re limited to three DNS server addresses in Windows 95. Look at the list of addresses under **DNS Search Order**. If there are already three, you’ll have to remove one. Before you do, make sure you write the address down so that you can add it back later. Then click the DNS address you want to remove, and click **Remove**.
2. In the **DNS Search Order** field, type the DNS address of the Enternet Account Server.

Primary DNS: 203.8.183.1

Secondary or Alternative DNS:

192.189.54.33 (Sydney, Brisbane, Canberra or north of Canberra)

or

192.189.54.17 (Melbourne, Adelaide, Perth or southern Australia)
3. Click **Add**. Make sure that the address you just added is first in the list. Then click **OK**.
4. Restart your computer.
5. Run Enternet Account Wizard by double-clicking its icon in the Enternet submenu. Indicate that you need to choose a service provider, and follow the instructions in each screen. You should be able to connect to the Internet Account Server and create a new account. Write down all of your account information.

After you set up a new account and disconnect from the Registration Server, you need to find the DNS address for your service provider's server:

1. Double-click the **My Computer** icon on your desktop.
2. Double-click the **Dial-Up Networking** icon (you might have to scroll down) and right-click the dial-up connection for your service provider.
3. In the menu, choose **Properties**, and then click the **Server Type** button in the dialog box that appears.
4. Write down the DNS address for your service provider. Close all of the open dialog boxes.

After you find the DNS address, you need to enter it into your DNS configuration:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. Double-click the **Network** icon, select **TCP/IP**, and click **Properties**.
3. Select **DNS Configuration**.
Note: You're limited to three DNS server addresses in Windows 95. Look at the list of addresses under DNS Search Order. If there are already three, you can click the Internet Account Server's DNS address (203 . 8 . 183 . 1 for the Primary Server and 192 . 189 . 54 . 17 or 192 . 189 . 54 . 33 for the Secondary or Alternative Server), and then click **Remove**.
4. In the **DNS Search Order** field, type the DNS address for your service provider, and then click **Add**. Make sure that the address you just added is first in the list.
5. Click **OK**.
6. Close Windows, and restart your computer. Try connecting again.

**“Netscape is unable to locate the server:
home.netscape.com. The server does not have a DNS
entry. Check the server name in the Location (URL) and
try again.”**

You’ll see this message when you have a pre-existing DNS address configured in Windows 95 or if you incorrectly entered your existing service provider’s DNS address in Account Setup Wizard. (You can have a pre-existing DNS address if you’re on a local area network, or if you’ve previously used a different service provider.) In any case, you can manually enter the DNS server address of the service provider you want to use.

Important If you’re on a local area network, ask your network administrator how to handle a previous DNS configuration.

Finding your service
provider’s DNS
address

To find the DNS address for your service provider’s server:

1. Double-click the **My Computer** icon on your desktop.
2. Double-click the **Dial-Up Networking** icon (you might have to scroll down) and right-click the dial-up connection for your service provider.
3. In the menu, choose **Properties**, and then click the **Server Type** button in the dialog box that appears.
4. Click the **TCP/IP Settings** button. Write down the DNS address for your service provider. Close all of the open dialog boxes.

Entering your
service provider's
DNS address

After you have the correct DNS address, you can enter it into your DNS configuration:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. Double-click the **Network** icon, select **TCP/IP->Dial-Up Adapter** and click **Properties**.
3. Select **DNS Configuration**.
Note: You're limited to three DNS server addresses in Windows 95. Look at the list of addresses under DNS Search Order. If there are already three, you'll have to remove one. (You can remove the DNS address for Netscape that you entered in the previous section.) Before you do, make sure you write the address down so that you can add it back later. Then click the DNS address you want to remove, and click **Remove**.
4. In the **DNS Search Order** field, type the DNS address for your service provider, and then click **Add**.
5. Click **OK**.
6. Close Windows, and restart your computer.

After you connect

I can't get my mail.

Make sure that you have the correct mail server addresses or host names. First call Connect Support and verify the following:

- Your SMTP and POP server addresses and host names
- Your email user name and password

Then, start Netscape Navigator and click **Options**. Click **Mail and News Preferences**, and then click the **Servers** page tab. Check the SMTP and POP server information entered there. Change the information if it isn't correct, and click **OK**.

Make sure you enter this information in lower case with no spaces and take care to use the correct spelling.

While connected to the Internet, I'm suddenly cut off.

Your phone line probably has a service, such as Call Waiting, that interrupts your connection. Make sure you disable Call Waiting. Note that you will need to re-enable Call Waiting when you have finished using your modem.

You may also be cut off if someone in your home picks up the phone while you're connected. A special note for people who have more than one telephone extension and have a Telstra Touchphone on the unused extension. Telstra Touchphones draw power from the line every 15 minutes to recharge their internal battery. This will cause a modem to drop out. There are two possible solutions for this: 1) Disconnect the second phone before dialling-in or 2) Buy a phone that plugs into mains power.

Error messages

Error messages are listed alphabetically.

“A required .DLL file c:\windows\system\svrapi.dll was not found.”

You don't have Dial-Up Networking set up before trying to use Internet Account Wizard. To set up Dial-Up Networking:

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. Double-click the **Network** icon.
3. Click **Add**.
4. Select **Adapter** in the list, and then click **Add**.
5. Select **Microsoft** in the **Manufacturers** list. Select **Dial-Up Adapter** in the **Network Adapters** list, and then click **OK**.
6. You return to the Control Panel. You must restart your computer before the new settings will take effect. After you restart, try using Internet Account Wizard again.

“ERROR_PPP_NO_PROTOCOL.”

You have not selected TCP/IP as the network protocol for your *dial-up adapter* (a way to connect to your service provider). You can reinstall Internet (TCP/IP should be installed automatically). With your Windows 95 CD or disks in hand, you can also install TCP/IP yourself:

1. Click the **Start** button, point to **Settings**, and click **Control Panel**.
2. Double-click the **Network** icon, click **Add**, select **Protocol**, and click **Add**.
3. Select Microsoft as the manufacturer and **TCP/IP** as the protocol.
4. Click **OK**.

“Internal Authentication error.”

You haven’t selected a *dial-up adapter* (a way to connect to your service provider). You can reinstall Internet (Dial-Up Networking is installed automatically).

“Netscape is unable to locate the server: home.netscape.com. The server does not have a DNS entry. Check the server name in the Location (URL) and try again.”

See page 43 for information on this error message.

“Netscape is unable to locate the server reggie.netscape.com.”

See page 39 for information on this error message.

“The modem is not plugged in or is out of service.”

First, make sure your modem is connected to your computer, plugged in, and turned on. You’ll also see this message when you haven’t selected the correct modem in Account Setup Wizard. To select the correct modem:

1. Double-click the **My Computer** icon on your desktop.

2. Double-click the **Dial-Up Networking** icon. (You might have to scroll the window.)
3. Right-click the dial-up connection for your Internet service provider, and choose **Properties** on the menu.
4. Check that the modem has been configured for that connection. If it isn't the right modem, follow these steps:
 - a. Click **Server Type** and write down the settings in this panel.
 - b. Click **Cancel**.
 - c. Then, choose a different modem under **Connect using**.
 - d. Click **Server Type** again, and enter your server settings.
 - e. Click **OK**, and click **OK** again to exit the dialog box.

“The server does not have a DNS entry.”

The possible causes for this message include the following:

- You must have the Connect Proxy set to reach the Internet. This should be set automatically as proxy.connect.com.au. Contact Connect Support for more information.
- The server you're looking for doesn't exist. Check the URL for typing mistakes and try again.
- The server you are trying to reach is temporarily out of service. Try again later.

Try another URL. If you keep getting this message when you try other URLs, you might have problems with your DNS configuration. See page 39 for more information.

“Unable to negotiate dial-in connection.”

You are unable to connect to the remote modem. This might be caused by excessive noise on the phone line. Try connecting again in a few minutes, or try a different phone number.

“Your system is configured for another Domain Name System (DNS) server. Read your Dial-Up Edition User’s Guide before you set up your account.”

If you’ve already modified your DNS configuration and see this message, continue with Internet Account Wizard. If you see this message and haven’t modified your DNS configuration, follow the instructions starting on page 39.

For Windows 3.1 users

This section contains the following subsections:

- **If you have Win32s installed** tells you what to do if you have Win32s installed (page 49).
- **Before you connect** lists possible problems you might have before you connect to Internet (page 51).
- **After you connect** lists possible problems you might have after you connect to Internet (page 55).
- **If you’re a laptop user** gives specific advice for laptop users with PCMCIA modem cards that support cellular phone lines (page 55).
- **Error messages** has an alphabetical list of error messages that you might see on your screen, and suggestions for resolving each message (page 56).

If you have Win32s installed

Win32s is an application that lets 32-bit applications run under Windows 3.1. If you're using Win32s version 1.15 or earlier, you need to make some changes before you can install Netscape Dial-Up Edition: Either upgrade to a later version of Win32s, or disable Win32s on your system. If you're using version 1.2 or later, you can install Netscape Dial-Up Edition without making any changes.

First, determine which version of Win32s you have by using one of the following two methods.

- Open C:\WINDOWS\SYSTEM\WIN32S.INI in a text editor (such as Notepad). Write down the version number.
Note: Do not make any changes to this file. If you inadvertently make a change, close the file without saving.
- If you are running Windows for Workgroups, start **File Manager** and select the WIN32S16.DLL file from the Windows system directory. Click **File|Properties**. The **Version** line contains the major version and the build number for Win32s.

If you have Win32s version 1.15 or earlier

If you have Win32s version 1.15 or earlier and you're *certain* that no applications on your system require it, you can disable Win32s and install Enternet.

If you have Win32s version 1.15 or earlier and you need it, you must upgrade to Win32s version 1.2 or later before you can install Enternet. To simplify upgrading, you can disable your old version of Win32s, install Enternet, and then use Netscape Navigator to download a new version of Win32s. After you download and install the new Win32s, then go back and enable Win32s on your system.

Disable Win32s

To disable Win32s, edit the SYSTEM.INI file:

6. Make a backup copy of SYSTEM.INI in case you need it later.
7. Use a text editor (such as Notepad) to open SYSTEM.INI. This file is stored in the WINDOWS directory.
8. In the [386Enh] section, add a semicolon to the beginning of the device= line for the Win32s driver. For example,

```
;device=c:\windows\system\win32s\w32s.386
```

9. Save the file, then exit and restart Windows before you install Netscape Dial-Up Edition.

Important If you're going to install Internet now and then upgrade Win32s, remember to go back and enable Win32s. Follow the previous steps, but remove the semicolon instead of adding it.

Upgrade Win32s

If you have applications that require Win32s, you'll need to upgrade to Win32s version 1.2 or later.

Download the most recent version of Win32s from Microsoft (www.microsoft.com). You will need the file PW1118.EXE from the Microsoft Software Library (MSL). Save the file to your local hard disk then run SETUP.EXE from the directory in which you saved PW1118.EXE.

To download Win32s:

Internet Use Netscape Navigator:

1. In the Navigator window, type **<http://www.microsoft.com/kb/softlib/>** in the Location field, and press **Enter**.
2. Click **Search**, and enter **Win32s**. Press **Enter**.
3. Scroll the list of pages, and select the recent version of Win32s.

Compuserve If you are a Compuserve customer, you can also use Compuserve to get a recent version of Win32s:

1. GO MSL
2. Search for PW1118.EXE.
3. Choose **Access the Software Library**.
4. Select **File name** and enter PW1118.EXE. Then click **OK**.
5. After the search, select **Display Selected Titles**.
6. In the dialog box, click **Retrieve** to start the download process.
7. In the **Save As** dialog box, select a place to save the downloaded file. Click **OK**.
8. In the directory you selected for the download, run SETUP.EXE. The new version of Win32s will be installed.

Important If you previously disabled Win32s, remember to go back and enable it. Follow the instructions under “Disable Win32s” on page 50, but remove the semicolon instead of adding it.

Before you connect

The Modem Wizard can't detect my modem.

Some modems aren't easily detectable. In this case, you need to choose your modem manually from a list. Look in your modem's documentation to find your modem's manufacturer and model name. Then follow the instructions in Internet Account Wizard. See the next section for more information.

Sometimes the Modem Wizard will automatically detect your modem but identify it as a different manufacturer's model. This can happen because different modem manufacturers often use the same internal components and it is these components that the Modem Wizard detects. If this occurs, your modem has been detected correctly and you can continue to the next screen.

In the Modem Wizard, I need to choose my modem from a list, and my modem isn't in the list.

For Windows 95

If your modem does not appear in the list, select **Standard Modem Types** from the **Manufacturer** list and the **Standard Modem** with the same, or nearest, speed as your modem.

For Windows 3.1

If your modem does not appear in the list, select **Hayes Compatible** from the **Manufacturer** list and any model with the same speed as your modem from the **Model** list. If your modem does not work (or initialise) using these settings. select **Generic Modem** from the **Manufacturer** list and any model with the same speed as your modem from the **Model** list.

If you still have problems

If you are sure your modem is properly connected but are still having problems, contact Connect Support for assistance.

I can't connect to the Registration Server.

The Registration Server might be busy or temporarily not accepting calls. Wait a moment and try again.

I installed Netscape, but my modem won't dial.

Your modem probably isn't configured correctly. You can rerun Internet Account Wizard and make sure it detects the correct modem, or specify the modem and COM port yourself. To check whether your modem is configured properly, follow these steps:

1. Check that your modem is connected to a phone line. If it's an external modem, also make sure that it's connected to your computer and turned on.
2. Open the Accessories group in Program Manager, and double-click **Terminal**.
3. If there's a blinking cursor on the Terminal screen, type ATZ and press **Enter**.
4. If you see **OK** on the screen, type ATL3 and press **Enter**.

5. Type ATA and listen for a dial tone. Press **Enter** to hang up the phone line.

If you don't see a blinking cursor, see **OK** on the screen, or hear a dial tone, your modem isn't set to use the correct COM port. Follow these steps to find the correct COM port:

1. In Terminal, click **Settings|Communications**.
2. Check the COM port setting. If you know the proper COM port, set it in this dialog box. If you're not sure, you can use the process of elimination to figure it out: select another COM port, and click **OK**. Then test the modem using the previous steps 2 through 5. If the modem doesn't respond, click **Settings|Communications** and try another COM port. When you test the modem and hear a dial tone, you've found the correct COM port setting.
3. Some computers using external modems will not have all the COM ports enabled. Check your computer's documentation about enabling COM ports and using external modems.

You can rerun Enternet Account Wizard and choose your modem and COM port from lists, or you can enter the correct settings in the Dialer (see Chapter 2). If your phone line needs an outside-line access number (such as 9), make sure you enter it in Enternet Account Wizard or the Dialer.

The connection is slow.

If your phone line is noisy, your modem either slows down to ensure good data transfer or retransmits information several times. Try redialing first to see if you simply had a bad phone line. Use the Dialer Statistics window to see if you experience overruns or other errors.

The Enternet server doesn't accept my user name and password.

In the Dialer (see Chapter 2), check the phone number of your dialup centre (PoP) and make sure it's correct, and then check that you're using the correct user ID and password. Most logins are case sensitive so make sure your entries are correct.

The Statistics window shows a lot of overrun errors while communicating with the server.

An overrun error occurs when data comes into your computer from Enternet faster than your computer can handle it. As a result data is lost.

This problem usually occurs when you use a fast modem with an 8250 or 16540 UART chip. The UART chip is on your serial board and handles the flow of data through the COM port to your computer. Newer computers should have serial boards that contain a 16550A UART chip. The 16550A chip can usually handle communications from high-speed modems. You might want to upgrade or replace your serial board (usually an inexpensive procedure) to the 16550A UART chip.

You can find out which UART chip your computer has by clicking the **Statistics** button when connected. To reduce overruns, go to the **Modem** page in Dialer properties, reduce your maximum port speed setting, and connect again. See Chapter 2 for more information on the Dialer.

I can't connect to the Enternet server.

The most common reason for this problem is that the phone line is busy or doesn't answer. Create a location using the phone number for another Enternet dialup centre (PoP). Then set the Dialer to use the new location. See Chapter 2 for more information.

Also, you might have trouble connecting because the phone line was noisy, so the Dialer disconnected. If you are unable to connect after several attempts, contact Connect Support to make sure the connection is open.

When I use a different location, the Dialer can't connect to Enternet

In the Dialer (see Chapter 2), make sure the location uses the correct phone number (including area code and dialing settings). Check all options on the **Locations** property page, including the **Calling Card** dialog box.

After you connect

While connected to the Internet, I'm suddenly cut off.

Your phone line probably has a service, such as Call Waiting, that interrupts your phone line. Make sure you disable Call Waiting by changing options in the Dialer (see page 34). You'll get the same results if someone in your home picks up the phone while you're connected.

You're also disconnected automatically when your computer is idle for a certain length of time. You can set the amount of time allowed for inactivity on the **General** page of Dialer properties (see page 34).

It's also possible that your modem is trying to transfer data too fast. Use the Dialer to slow down your modem's data transfer rate. See page 35 for more information.

I can't get my mail.

Make sure that you have the correct mail server addresses or host names. These should be set automatically when you install the Internet software. Contact Connect Support and verify the following:

- Your SMTP and POP server addresses and host names
- Your email user name and password

Then, start Netscape Navigator and click **Options**. Click **Mail and News Preferences**, and then click the **Servers** page tab. Check the SMTP and POP server information entered there. Change the information if it isn't correct, and click **OK**.

If you're a laptop user

If you're using a PCMCIA modem card that supports cellular phone lines, you can use your modem with either a cellular or regular phone line. However, some PCMCIA modems need to be initialized differently depending on whether they use a cellular or regular phone line.

- If you want to use your modem with a regular phone line, let the Modem Wizard (in Enternet Account Wizard) detect your modem. This way, the modem will be configured to use a regular phone line.
- If you want to use your modem on a cellular line, opt to choose your modem from a list in the Modem Wizard, rather than letting it be detected.
 - In the **Manufacturer** list, select the modem's manufacturer. Next, in the **Model** list, select the correct model with the words "cellular mode" after it. Then finish running Account Setup Wizard.
 - If you can't find **cellular mode** in the **Model** list, but know that your modem supports cellular phone lines, click **Back** and let the Modem Wizard detect the modem. Then check the PCMCIA modem card's documentation and find the correct initialization string. After you find the initialization string, enter it in the MODEMS2.INI file (in the C:\NETSCAPE\DIALER directory). Replace the string that begins `InitString=` with the correct initialization string.

Error messages

Error messages are listed alphabetically.

“A connection attempt is already in progress.”

You tried to dial in while the Dialer was already trying to establish a connection. Wait until the current dial-in session is finished, and then try again.

“Authentication failed; no response from remote device.”

The Dialer connected successfully with the remote access server but could not verify that your dial-in name and password are correct because the remote server disconnected. This can happen if your name and password are incorrect, if there is too much noise on the telephone lines, or if there is some other unknown interruption.

Make sure your user name and password are correct, and then try again. If you're not sure that your password is correct, enter it again in the Dialer (see Chapter 2). If this problem persists, contact your service provider to verify that the remote access server is operating correctly and that your user name and password are correct.

“Authentication failed; too many unsuccessful attempts.”

The Dialer connected successfully with your service provider but you tried to connect with the wrong password too many times. The maximum number of times you can try to connect to your Enternet account with an incorrect password on any given connection attempt is three. After three unsuccessful password entries you will receive this message and will have to attempt the connection again. If you are unable to connect after several attempts and are sure you have entered your password correctly, contact Connect Support. Connect Support can test your Password directly. If your password does not work they will need you to request a new password.

“Cannot connect to host”

This error might be caused by one of the following reasons:

- The host you are trying to connect to might be down.
- You might be having problems with your PPP connection. Contact Connect Support. If you are on a local network ask your network administrator for assistance first.
- You might be using the wrong DNS server address or host name. Check your DNS configuration and see which DNS address and host name you’re using (see page 43). Then call your Connect Support and verify the address with them.
- Your system might be behind a *firewall* (a system that lets in and out only certain kinds of messages). To connect to the Internet, you need access to a SOCKS or Proxy server. See your network administrator for help.

“Could not create socket. Insufficient system resources or Network down.”

The Dialer failed to connect with Enternet for some reason, and Netscape Navigator couldn’t complete its task. (For example, it couldn’t find your home page because you weren’t connected to the server where the page is stored.) First close the Navigator window. Double-click the Dialer icon to connect to your service provider, and then double-click the **Netscape Navigator** icon to start Navigator.

It’s also possible that network traffic is very heavy, making all connections slow.

Dial-in driver not loaded.

You must restart Windows after completing Install Wizard. Save any unsaved data, and close open applications. Then restart Windows.

“Error opening serial port; invalid BPS rate specified.”

The port speed set in the Dialer Modem properties isn't a valid speed. Valid port speeds include 19200, 38400, 57600, and 115200.

“Error opening serial port; port is already in use.”

Another application is using the COM port for your modem. It's also possible that another application didn't close the COM port when it was done using it. This can happen if the other application closed unexpectedly (such as after a General Protection Fault or Application Error). To solve this problem, follow these steps:

1. Close the application that is using the COM port, and try connecting again.
2. If there are no other applications using the COM port, restart Windows and try connecting again.
3. If you still get this error message, close all open applications and close Windows. Then turn off the computer and modem, and turn them on again. Try connecting again.

“Error opening serial port; port is already open.”

Another application is using the COM port for your modem. It's also possible that another application didn't close the COM port when it was done using it. This can happen if the other application closed unexpectedly (such as after a General Protection Fault or Application Error). To solve this problem, follow these steps:

1. Close the application that is using the COM port, and try connecting again.
2. If there are no other applications using the COM port, restart Windows and try connecting again.
3. If you still get this error message, close all open applications and close Windows. Then turn off the computer and modem, and turn them on again. Try connecting again.

“Error opening serial port; invalid port specified.”

The Dialer couldn't access your modem. This can happen if you set up your modem incorrectly or if you moved your modem from one COM port to another. Reconfigure your modem by using the **Change Modem** button in the Dialer Modems property page.

“Error opening serial port; unknown reason (x).”

The Dialer couldn't use the COM port you selected for an unknown reason. Try choosing a different COM port or click the **Change Modem** button on the **Modem** properties page to redetect your modem. Then try dialing again. You can also restart your computer and try again.

“Invalid dynamic link call; device 000E, service 5”

There is a problem with the Microsoft Windows virtual communication device (VCD) driver. After Windows 3.1 was released, Microsoft added two new services to its VCD driver. These new services let a virtual device driver claim ownership of a COM port so that no other application can use it. The version number of the new VCD driver was 3.11, and Microsoft included this version with all releases of Windows after 3.1.

The DIAL.386 driver included with Netscape Dial-Up Edition uses the services in the new VCD driver to make sure no other application uses the COM port while it is being used. The Dialer checks the VCD driver to make sure it is Version 3.11 or later before using these new services.

A problem can occur when another company has released their own version of the VCD driver that appears to be Version 3.11 or later but that doesn't support the new services. When this happens, the previous error message appears.

To avoid this error message in the future, make sure you are using ShivaPPP Version 3.5 or later. Go to the Dialer properties dialog box, and click the **About** page tab. (See page 34 for more information.) Then add the following section and line to your SYSTEM.INI file (usually found in your C:\WINDOWS directory):

```
[ShivaPPP]
ClaimPort=0
```

This entry tells the Dialer not to use the VCD driver regardless of which version it is.

“Invalid I/O address specified. Please enter a valid hexadecimal number, or select ‘Default’.”

The COM port cannot be used. This can happen if the COM port you selected has been configured with an incorrect port (or I/O) address or IRQ number. To solve this problem, first find the correct settings:

1. Exit Windows.
2. At the DOS prompt, type
MSD
and press **Enter**.
3. The Microsoft® Diagnostics main menu appears. Press **C** to go to the COM port screen.
4. In the COM port screen, find the column for your modem’s COM port (for example, **COM1:**).
5. Find the **Port address** for the COM port, and write it down. Press **Enter** to exit the COM port screen.
6. In the main menu, press **Q** to go to the IRQ screen.
7. In the **Detected** column, find your modem’s COM port (for example, **COM1:**). Follow that line to the left, and find the number in the IRQ column. Write it down, and then press **Enter** to exit this screen.
8. Press **F3** to exit Microsoft Diagnostics, and then restart Windows.

Now you can configure the COM port with the correct settings:

1. In Windows, open the **Main** program group. Double-click **Control Panel**.
2. Double-click **Ports**, and then click **Settings**.
3. Click **Advanced**.
4. Enter the correct port address and IRQ number, and click **OK**. Click **OK** to close the open dialog boxes.

“Invalid IRQ number specified. Please enter a number between 2 and 15, or select 'Default'.”

The number you entered in the Advanced dialog box for the IRQ number for the COM port is incorrect (see the previous error messages). In general, COM 1 uses IRQ 4, COM 2 uses IRQ 3, and COM 3 and COM 4 are selectable. To find out the correct IRQ setting, see page 61. Then enter the correct number.

“Modem entry not found in modems.ini file.”

The Dialer cannot find the MODEMS.INI file that contains a complete listing of all the modems you can use. If you moved this file, move or copy the file back into the NETSCAPE\DIALER directory. If the file has been deleted, reinstall Enternet, and run Enternet Account Wizard again.

“Unable to communicate with answering device. Please check that it is installed and configured properly.”

The Dialer established a connection with an Enternet modem but was unable to establish a connection with the remote access server. This can happen for any of the following reasons:

- The answering modem is not connected to a remote access server. Check the telephone number you are using. Check the Dialer and see what phone number it's using (see Chapter 2). Then call Connect Support and check that the phone number is correct.
- The remote access server isn't set up to allow users to dial in. Contact Connect Support to verify that the server is set up for dialing in.
- The remote modem might be configured incorrectly. In this case, your modem might be able to establish a connection with the remote modem, but the two modems might not be able to exchange the correct information to establish a dial-in connection. Contact Connect Support to ensure that their modem is working.

“Unable to display statistics.”

The Dialer couldn't open the Statistics window because there wasn't enough system resources to do so. Try closing other applications.

“Unable to locate host.”

This error might be due to one of the following reasons:

- You’re using a non-existent URL.
- Your system might be behind a *firewall* (a system that lets in and out only certain kinds of messages). To connect to the Internet you need access to a SOCKS or Proxy server. See your network administrator for help.
- You might be having problems with your PPP connection. Contact Connect Support or your network administrator.

“Unable to negotiate dial-in connection (failed).”

You are unable to connect to the remote modem. This might be caused by excessive noise on the phone line. Try connecting again in a few minutes or see if your service provider has a second phone number you can try. (See “Creating a location” on page 34 for more information on using a second phone number.)

“Unable to open communications port. The port is either in use by another telephony application or is not supported.”

Another application is using the COM port for your modem. If there is a modem on another COM port, close the application that is using the COM port, and then try to dial again. Otherwise, specify the modem and available COM port you want to use on the Modem page in Dialer properties dialog box. (See “Changing modem settings” on page 35.)

It’s also possible that another application didn’t close the COM port when it was done using it. This can happen if the other application closed unexpectedly (such as after a General Protection Fault or Application Error). To remedy this problem, exit and restart Windows, then try to connect again. You might also have to restart your computer to reset the modem. You can also try turning off your machine and modem, and then turning them on again.

“Warning: Your time limit for this dial-in connection will be exceeded in <X> minutes.”

You are approaching the maximum time allowed by your service provider for your connection. You should finish your work as quickly as possible because you'll be disconnected soon. You can reconnect later.

“Windows dial-in driver (dial.386) not loaded. Unable to connect.”

“ShivaPPP dial-in driver is not installed.”

The files ShivaPPP needs were not loaded when you launched Microsoft Windows. This is because of one of the following reasons:

- Most likely, these files were added when you installed Enternet. You just need to restart Windows for the changes to take effect.
- If you've restarted Windows and still get this error message, check the following:
 - The file called DIAL.386 must be in the SYSTEM directory (which is usually C:\NETSCAPE\SYSTEM).
 - The following line must appear in the [386Enh] section of your SYSTEM.INI file (which is usually located in C:\WINDOWS):

```
device=c:\netscape\dialer\dial.386
```

The previous line might differ if you installed in a directory other than the default. See “About this book” on page 6 for more on conventions used in this book.

“You have been disconnected by the remote device possibly due to inactivity.”

Enternet closed your dial-in connection, possibly because your computer was idle for longer than allowed. Try to redial. If this error continues to appear, contact Connect Support for assistance.

“Your modem and the remote modem don't connect.”

Check the Dialer **Modem** properties to make sure you have specified the proper COM port and modem (see page 35). Make sure the phone number you have entered is correct, and that it includes any access codes needed to place a call from your location. For example, many office telephone systems require dialing a 0 before any outside number.

It's also possible (but very rare) that the Enternet modem is down. If you think this is the case, try dialling the number from a normal phone and see if anything answers at the other end. Otherwise try calling later. If you are still unable to make a connection, contact Connect Support.

“Your remote network connection has been lost.”

Your connection closed for unknown reasons. This can happen if the modem was suddenly disconnected, or if the telephone connection between your modem and the remote modem was cut off. You need to redial to reconnect with Enternet. If you aren't successful, contact Connect Support to report the problem.

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