



AT&T WorldNetsm Service

QuickStart Guide 2.0

 Windows® 95 Edition

 Windows® 3.1 Edition



Your Expert Software user registration codes are:

For AT&T Long Distance Subscribers enter....**17MQFM631**

For AT&T Non-Subscribers.....**17MQFM632**

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Information in this booklet is current as of 5/17/96 and is subject to change. Your use of the AT&T WORLDNETSM SERVICE software is subject to the Netscape Navigator end-user license agreement included in the software. Your use of AT&T WORLDNETSM SERVICE is subject to the AT&T WORLDNETSM SERVICE Agreement, which is available for review during the registration process and within the Customer Service section of the AT&T WORLDNETSM SERVICE web site, as that agreement may be modified by AT&T from time to time.

AT&T

WorldNet Service

QuickStart Guide 2.0

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Questions? Call **1 800 400-1447**

We're here to help you, 24 hours a day, 7 days a week.



Welcome!

Thanks for choosing AT&T WORLDNETSM Service — an exciting new world of opportunity, fun, and excitement.

Brought to you by the global leader in communications and networking, AT&T WORLDNETSM Service delivers everything you need to make the most of the wealth of experiences you can find on the World Wide Web. Just follow the simple instructions in this booklet, and soon you'll be exploring the Internet as a registered AT&T WORLDNETSM Service member.

About your computer system

Make sure your system meets these minimum requirements:

- IBM compatible 386SX computer (486 recommended)
- 8 MB of RAM (or more for better performance)
- 11 MB of available hard disk space
- VGA card and monitor capable of displaying 256 colors
- 14,400 bps modem connected to an outside phone line
- Microsoft® Windows 95



Windows 95 note: If *Dial-Up Networking* is not installed, have your Windows 95 CD-ROM or disks handy (see page 32).

About AT&T WorldNetSM Service

To register, you must provide the following information:

- Your **registration code** (printed on the address label)
- Your **credit card** number (MasterCard[®], VISA[®], or American Express[®] card; charges will appear monthly on your statement)
- An **E-mail ID** and **password** of your choice (so you can send and receive electronic mail)
- A **security word** of your choice (to verify your identity if you update your account information)

During registration, you must select a **pricing plan**. Hourly and unlimited usage access options are available. After you become a member, you may change your pricing plan by updating your account online, sending an electronic mail message to wnetbill@attmail.com, or contacting AT&T Customer Care at 1 800 400-1447.

Finally, you must select an **access telephone number** (the number your modem dials for access to AT&T WORLDNETSM SERVICE). For a complete list of numbers, see page 24.

Installing the AT&T WorldNetSM Service software

First, make sure your modem is ready to go — that is, it should be turned on (if external) and configured for Windows 95. Make sure Windows 95 is running, and close all open applications and folders, including *Dial-Up Networking*, on the desktop and taskbar.

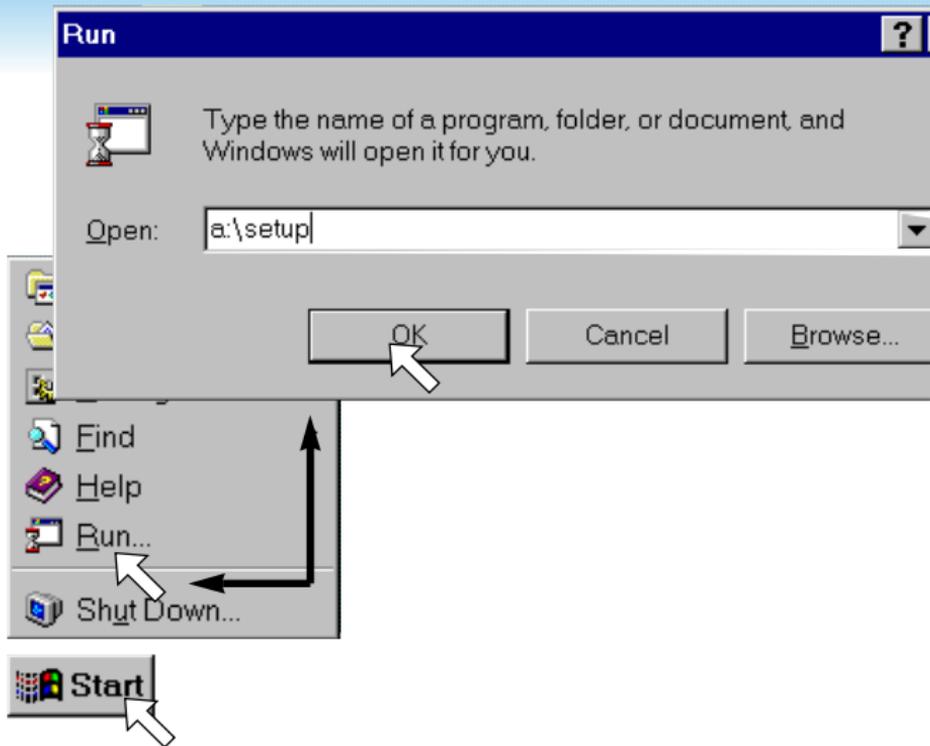
CD ROM installation: Insert your AT&T WORLDNETSM SERVICE CD-ROM disk. Software installation will begin automatically.

Floppy disk installation: Insert the AT&T WORLDNETSM SERVICE software (Disk 1 of 3) in your drive. Click the **Start** button on the Windows 95 desktop (see next page). Click **Run**, then type a:\setup (or change the “a” to a different letter if the software is in another drive). Click **OK** to begin software installation.

If *Dial-Up Networking* is not installed, you will be asked if you want to install it. We recommend that you install it now. To install it later, see page 32.

If you need assistance during installation, see the **If You Need More Help** section beginning on page 30 for solutions to problems like these:

- If Windows 95 is not configured for your modem, see page 30.
- If Netscape Navigator 2.0 software is already installed on your computer, see page 35.



If you're already an AT&T WORLDNETSM SERVICE member:

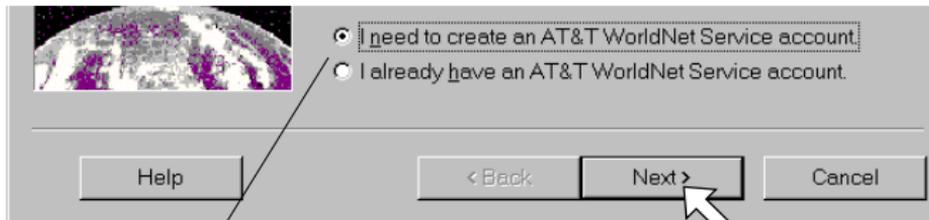
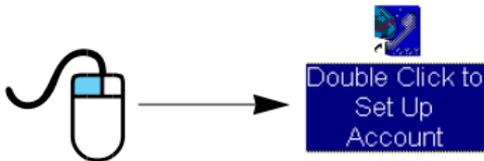
If you're upgrading from an earlier version of AT&T WORLDNETSM SERVICE software, do not install the new software in the same folder. Use the default instead (c:\Program Files\WorldNet).

After you run Setup, see page 36 for instructions on how to complete your upgrade quickly.

Setting up your account

After the software is installed, several icons are displayed in your new folder. To set up your account, double click the account setup icon as shown below. If you see the message “You must log on to your PC before registering,” see page 34.

Double-click this icon to begin. When the first Account Setup screen appears, click **Next** to continue.

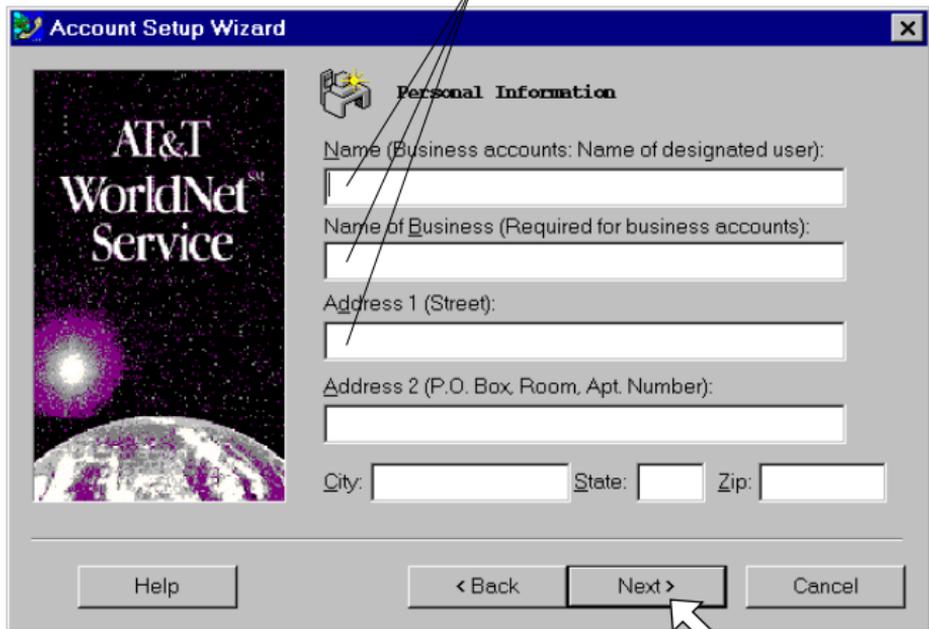


At the second screen, select the “create account” option, then click the **Next** button to continue.

To set up your account you must answer a series of questions about you, your credit card preference, your modem type, and your phone.

At the “Modem Information” screen, click **Next** if a modem name is displayed in the box. If the box is empty, or if the wrong modem is displayed, please turn to page 30 for help.

Fill in the blanks on each screen, then click the **Next** button to continue as you complete each screen.



The screenshot shows a window titled "Account Setup Wizard" with a close button in the top right corner. On the left side, there is a graphic with the text "AT&T WorldNet Service" over a background of a starry space scene with a planet. The main area is titled "Personal Information" and contains several input fields: "Name (Business accounts: Name of designated user):", "Name of Business (Required for business accounts):", "Address 1 (Street):", "Address 2 (P.O. Box, Room, Apt. Number):", "City:", "State:", and "Zip:". At the bottom, there are four buttons: "Help", "< Back", "Next >", and "Cancel". A white arrow points to the "Next >" button.

Click **Next** after you complete each page. Click **Finish** on the last page to transmit your member information to AT&T using a private, toll-free number. Your information is kept strictly confidential.

Completing your registration

The last step in registration is to review and complete the information you entered while setting up your account. If the system finds an error, the screen is redisplayed with a STOP sign to show where you must enter the correct information.

Registration Code Information

Enter your registration code as printed on the top of the address label on your **AT&T WorldNetSM** Service Kit. If you do not have a registration code, please call the AT&T Customer Care Center on 1 800 400-1447.

Registration Code:

Enter the 9-character registration code printed on the address label of your **AT&T WORLDNETSM SERVICE** software package

During registration you must choose an Account Information security word, an E-mail ID, and an E-mail password.

If you enter an E-mail ID that is already in use, you'll be asked to enter another one. You can use any form of your name. For example, you might use your initials, or spell out your middle name, to make it unique.

You can record your E-mail information below for future reference. Do not disclose your password, your security word, or your account information to anyone.

Your E-mail ID _____

(cannot contain spaces or any special characters except hyphens or periods)

Your E-mail password _____

(this word is case sensitive; that is, "PassWord" is not the same as "password")

Click ***Continue*** after you review each page. Click ***Finish*** at the last page to complete your registration. Afterward, be sure to restart Windows 95 when prompted so your computer is configured properly to run the software.

This is a good time to back up your account information. See page 39 for further information.

Please note: If you are disconnected during registration, select the ***Double Click to Set Up Account*** icon, or symbol, to start over. At the opening screen, choose the ***I need to create an AT&T WorldNetSM Service account*** option.

Browsing the Internet

Congratulations! As a new member of the AT&T WORLDNETSM Service, you're ready to explore the wide world of the Internet.

After you've completed registration, you can gain access to the Internet at any time by double-clicking the AT&T WORLDNETSM Service icon on your desktop or in the AT&T WORLDNETSM Service folder.



DO NOT CHANGE
your user name
or password.

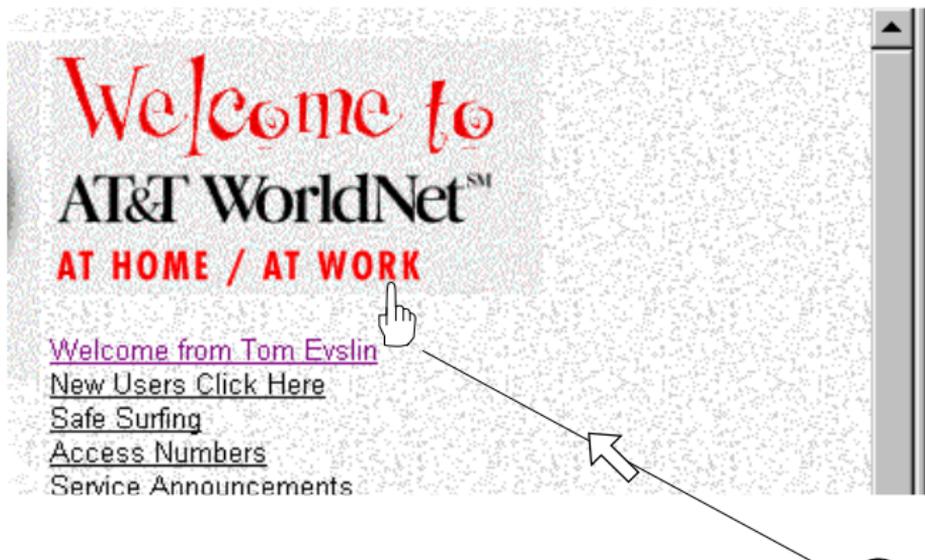
A screenshot of the "Connect To" dialog box for AT&T WorldNet Service. The dialog box has a title bar with "Connect To" and window control buttons. The main area contains the following fields and options:

- User name: 123456789@worldnet.att.net
- Password: *****
- Save password
- Phone number: 5551234
- Dialing from: home (dropdown menu)
- Dial Properties... button
- Connect button (with a mouse cursor pointing to it)
- Cancel button

Click **Connect**
to begin

After a moment, you'll see the AT&T WORLDNETSM Service home page on the World Wide Web (www). The simplest way to begin browsing the Internet is to start here, and begin clicking on *hyperlinks* to explore your options.

Hyperlinks are special words or graphics in a document that contain the address of another document. By clicking on these hyperlinks, you can explore many thousands of sites, services, and information sources across the country and throughout the world.



Hyperlinks can be easily identified because your mouse cursor changes (usually to a **hand icon**) when passed over any linked word or graphic image.

How to get help and advice

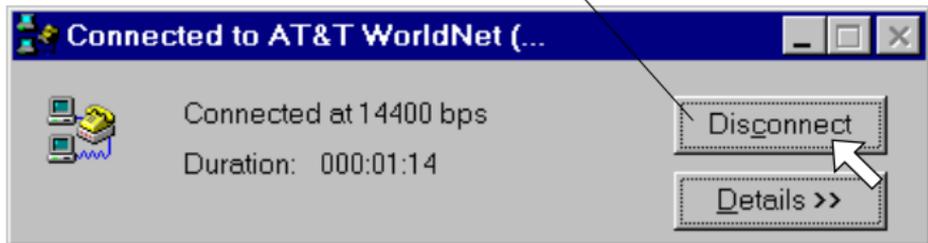
Before you begin exploring the Internet, you might want to take a moment to check two useful sources of information.

If you're new to the Internet, click on the *New Users* hyperlink for a quick explanation of unfamiliar terms and useful advice about exploring the Internet.

The *Help* menu contains detailed information that may be of use even to more experienced users of the Internet.

If you need help with installation, registration, or use of the software, check the *Troubleshooting Guide* in the AT&T WORLDNETSM SERVICE folder (see page 30).

Note: You must click *Disconnect* to end your connection to AT&T WORLDNETSM Service (see page 38).





Help menu

- **About AT&T WORLDNETSM Service:** Shows software version information.
- **Netscape Navigator Handbook:** A guide to AT&T WORLDNETSM SERVICE software.
- **Where to Get More Help:** Takes you directly to AT&T WORLDNETSM SERVICE Member Services for technical support and online help with account, billing, and child safety concerns.

New Users Click Here

New to the Internet? Click here for a quick description of the Internet and tips to make browsing easier.

Using your AT&T WorldNetSM Service software

The AT&T WORLDNETSM SERVICE software makes Internet browsing fast and simple. For a more detailed description of these and other program features, click the *Help* menu and select *Netscape Navigator Handbook*.

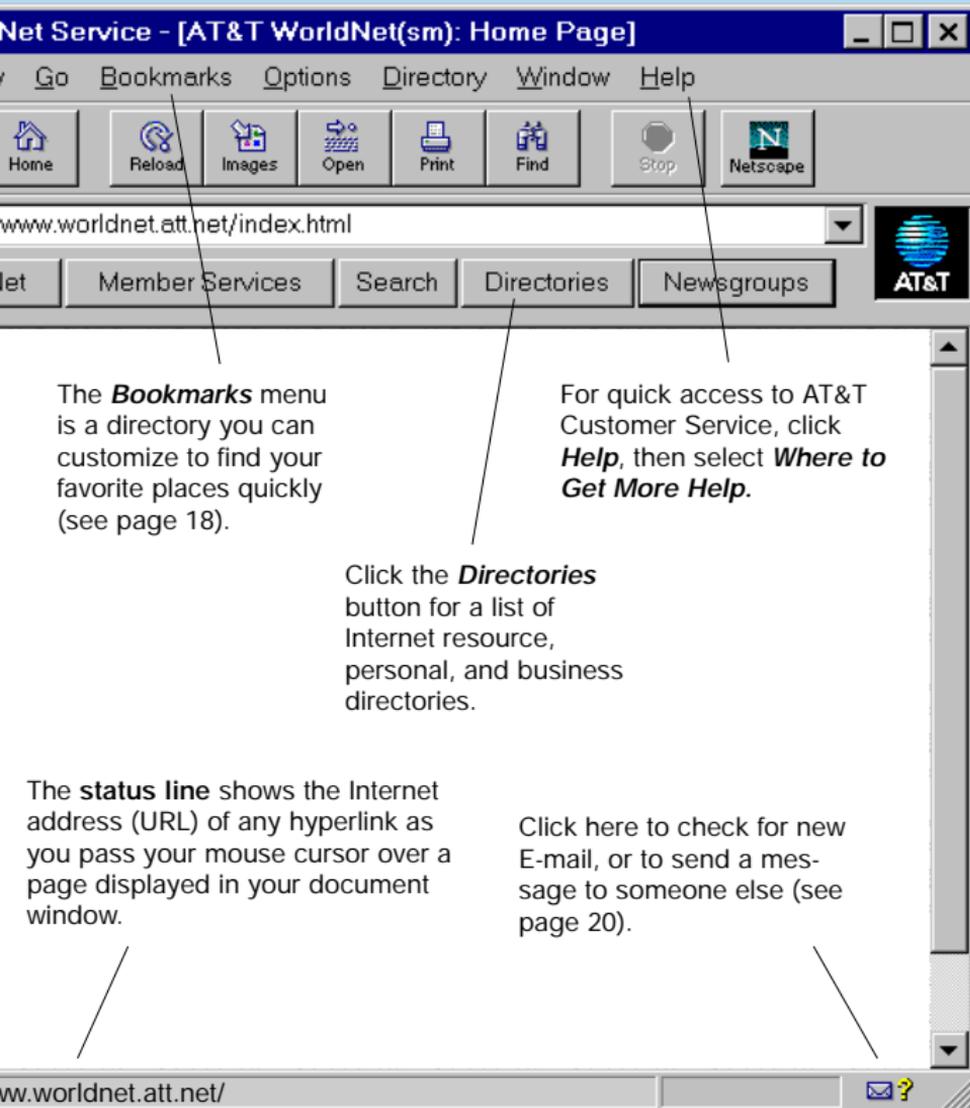
To create more room for Internet pages, you can make your document window larger by "hiding" the Toolbar and Directory buttons if you don't often use them. Click the *Options* menu to display a list of features you can show or hide.

It's easy to get lost in the worldwide maze of the Internet. No matter where you are, you can always start over by clicking *Home* to return to AT&T WORLDNETSM Service.



TIP: While browsing Internet documents, click your **right** mouse button for quick access to many frequently used features.





Bookmarks make browsing easy

Bookmarks allow you to keep track of your favorite Internet sites, so you can return to them whenever you want. Click on the **Bookmarks** menu to see a list of sample sites. You can go directly to a site by clicking on any item in the list.

As you browse the Internet, you can add sites to the list by clicking **Bookmarks / Add Bookmark** (or just press Ctrl+A on your keyboard).



Click **Bookmarks / View Bookmarks** (or press Ctrl+B) to open a new window showing all bookmarks. You can use the **File**, **Edit**, and **Item** menus to customize your list, by adding or moving categories or specific sites.

Double-click any category to show or hide its contents.



Sending and receiving E-mail

On AT&T WORLDNETSM Service, you can exchange E-mail with anyone in the world who has access to the Internet. To send or receive mail, select **Window / AT&T WorldNetSM Service Mail** (or click the E-mail icon at the lower right edge of your screen).

To receive messages, you should let others know your E-mail address. Your address is your E-mail ID followed by @worldnet.att.net. For example, the address of a person using the ID "pjones" would be: **pjones@worldnet.att.net**.



TIP: To check quickly for new mail, click on the envelope icon, at the lower right edge of your screen.

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AT&T WorldNet Service - [Test message]

File Edit View Message Go Options Window Help

Get Mail Delete To: Mail Re: Mail Re: All Forward Previous Next Print Stop

Mail Folder	Unread	Total	Sender	Subject
Inbox		3	AT&T	Welcome
Trash		8	Bob White	Ornitology
Sent		2	C. Smith	New address

Subject: New address
Date: Sat, 4 May 1996 09:54:04-0500
From: csmith@worldnet.att.net (Chris Smith)
To: pjones@worldnet.att.net (Pat Jones)

Hello, Pat. I've just subscribed to the AT&T WorldNet Service, so my e address has changed. It's now csmith@worldnet.att.net. You can enter it into your address book by clicking on the message menu.

Chris

Using Netnews

Netnews works like a global bulletin board, where people all over the world can post, read, and respond to messages organized by topic, or newsgroup.

Click the ***News*** button to begin using Netnews. The News window will display a sample list of newsgroups. You can view more by clicking ***Options / Show All News*** To subscribe to any newsgroup, click the check box next to the group name.

Click on any newsgroup to see the list of messages it contains. You can reply to any message by clicking the ***Message*** menu, or submit a message of your own by clicking the ***File*** menu.

Click here to open your Newsgroups window



Compose news message
 Compose Email message
 Reply by private E-mail
 Reply by public message
 Reply by mail & message
 Send to another recipient
 Go to previous message
 Go to next message

AT&T WorldNet Service - [A Guide to Social Newsgroups a

File Edit View Message Go Options Window Help

To: News To: Mail Re: Mail Re: News Re: Both Forward Previous Next Thread Group

News Server	Unreac	Total	Sender
netnews.worldn...ault news host)			
news.annou...e.newusers	33	34	
news.newus....questions	6985	6985	
news.answers	1832	1833	

Subject: A Guide to Social Newsgroups and Mailin
Date: Thu, 28 Mar 1996 09:01:05 GMT
From: taylor@netcom.com (Dave Taylor)

Access telephone numbers

During registration, the AT&T WORLDNETSM SERVICE software suggests an access telephone number for you. If you prefer to use a different one, you can use any number listed here.

If you have selected one of your local phone company's calling plans, you may want to ask them whether the access number you select is covered by the plan.

If none of the numbers listed here are acceptable, ask your local telephone company about optional calling plans in your area that may allow you to use one of the numbers listed here at a reduced rate.

Otherwise, you can use the number 1 800 543-3279 for an additional charge of \$4.50 per hour (about 8 cents per minute). This number can be convenient to use when you're away from home.

To change your access telephone number, right-click your AT&T WORLDNETSM SERVICE connection in the *Dial-Up Networking* folder. Select *Properties*, enter the number where indicated, then click *OK*.

Questions? Call 1 800 400-1447

We're here to help you, 24 hours a day, 7 days a week.



Alabama

Birmingham	205	327-6520
Huntsville	205	518-2140
Mobile	334	441-9370
Montgomery	334	223-5140

Arizona

Phoenix	602	340-9248
Tucson	520	770-9006

Arkansas

Little Rock	501	372-0104
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California

Bakersfield	805	633-3630
Fresno	209	497-7822
Gardena	310	767-5950
Hayward	510	581-0270
Long Beach	310	429-7493
Los Angeles	213	955-5409
Modesto	209	491-3150
Ontario	909	983-8604
Oxnard	805	487-7344
Palm Springs	619	320-9426
Redwood City	415	562-2400
Sacramento	916	498-3020
Salinas	408	771-1150
San Bernardino	909	884-7604
San Diego	619	220-6920
San Francisco	415	296-1275
San Jose	408	494-0910
Santa Ana	714	444-9327

Santa Barbara	805	564-1115
Van Nuys	818	986-0462
Stockton	209	939-3089

Colorado

Colorado Springs ..	719	444-0216
Denver	303	572-0522

Connecticut

Bridgeport	203	696-3940
Danbury	203	207-5430
Hartford	860	244-8200
New Haven	203	777-1942
New London	860	442-9324
Stamford	203	975-2908

Florida

Daytona Beach	904	257-5990
Fort Myers	941	277-7171
Fort Lauderdale	954	316-1500
Gainesville	352	337-6885
Jacksonville	904	798-3300
Miami	305	375-7600
Ocala	352	690-3059
Orlando	407	245-7802
Panama City	904	913-3400
Pensacola	904	470-0800
Sarasota	941	365-5700
Tallahassee	904	224-2223
Tampa	813	621-1178
West Palm Beach ..	407	803-4672
Winter Haven	941	295-9500

Access telephone numbers (continued)

Georgia

Albany.....	912	430-8900
Atlanta.....	404	221-3620
Augusta.....	706	821-8700
Columbus.....	706	321-2070
Macon.....	912	765-4200
Savannah.....	912	651-6000

Hawaii

Honolulu.....	808	536-8495
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Idaho

Boise.....	208	344-1009
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Illinois

Champaign.....	217	352-0679
Chicago.....	312	441-0661
Peoria.....	309	673-8611
Rockford.....	815	966-1001
Springfield.....	217	525-6199

Indiana

Bloomington.....	812	334-1115
Evansville.....	812	424-0104
Fort Wayne.....	219	422-3476
Indianapolis.....	317	237-0039
South Bend.....	219	239-7125

Iowa

Cedar Rapids.....	319	362-1910
Davenport.....	319	322-9333
Des Moines.....	515	288-2810

Kansas

Topeka.....	913	235-1491
Wichita.....	316	264-1712

Kentucky

Lexington.....	606	252-3031
Louisville.....	502	562-0830

Louisiana

Baton Rouge.....	504	336-8400
Lafayette.....	318	289-1009
New Orleans.....	504	561-7860
Shreveport.....	318	675-3000

Maine

Portland.....	207	879-9650
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Maryland

Baltimore.....	410	783-4570
Monrovia.....	301	865-0717

Massachusetts

Cambridge	617	621-3400
Lawrence	508	557-0299
Springfield	413	263-6630
Worcester	508	751-4900

Michigan

Detroit	313	964-3100
Grand Rapids	616	776-2601
Kalamazoo	616	226-9408
Lansing	517	484-7994
Saginaw	517	753-6166

Minnesota

Minneapolis	612	339-0328
Rochester	507	286-1047

Mississippi

Gulfport	601	867-9078
Jackson	601	360-2000

Missouri

Kansas City	816	221-4569
Springfield	417	866-1239
St. Louis	314	534-6483

Montana

Billings	406	245-1399
Great Falls	406	771-7718

Nebraska

Omaha	402	341-6863
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Nevada

Las Vegas	702	386-8056
Reno	702	334-4400

New Hampshire

Manchester	603	627-0300
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New Jersey

Asbury Park	908	493-3030
Fanwood	908	322-2288
Carteret	908	541-2600
Freehold	908	866-0347
Middletown	908	615-0112
Morristown	201	292-9557
New Brunswick	908	418-0357
Newark	201	623-1292
Passaic	201	458-8484
Pleasantville	609	383-0315
Princeton	609	275-0955
Ridgewood	201	251-8561
Rochelle Park	201	291-0121
Trenton	609	581-8100

New Mexico

Albuquerque	505	242-7070
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Access telephone numbers (continued)

New York

Albany.....	518	447-0459
Binghamton	607	724-9070
Buffalo.....	716	853-0820
New York.....	212	528-2420
Plainview.....	516	249-2948
Poughkeepsie.....	914	452-0038
Rochester	716	454-1030
Syracuse.....	315	448-4575
White Plains	914	397-2300

North Carolina

Asheville	704	232-5200
Charlotte	704	376-2060
Fayetteville	910	678-2036
Greensboro.....	910	412-5880
Raleigh	919	508-3000
Wilmington	910	350-8800

North Dakota

Fargo.....	701	232-4658
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Ohio

Akron	330	374-1400
Canton	330	588-2273
Cincinnati	513	665-9909
Cleveland	216	622-7566
Columbus	614	221-8831
Dayton	513	449-1444
Mansfield	419	522-2308
Toledo	419	243-0147
Youngstown	330	744-7981

Oklahoma

Oklahoma City	405	270-0039
Tulsa	918	582-0129

Oregon

Eugene	541	686-0449
Portland	503	221-2174
Salem	503	362-0785

Pennsylvania

Erie	814	454-6182
Harrisburg.....	717	236-5884
Philadelphia	215	772-1560
Pittsburgh	412	391-6163
Scranton	717	348-4060
York.....	717	843-9008

Puerto Rico

San Juan.....	787	725-9622
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Rhode Island

Providence	401	453-9360
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South Carolina

Charleston	803	720-4240
Columbia	803	988-7420
Greenville	864	282-0400
Myrtle Beach.....	803	626-3834

South Dakota

Sioux Falls605 336-3437

Tennessee

Chattanooga423 757-8800

Johnson City.....423 282-5304

Knoxville423 521-0100

Memphis901 543-5400

Nashville615 401-7570

Texas

Abilene915 676-0273

Austin512 708-0200

Beaumont409 838-1988

Brownsville210 546-0121

Corpus Christi.....512 883-0280

Dallas214 826-4651

El Paso915 577-0400

Fort Worth.....817 338-1047

Houston713 759-6839

Longview903 753-6390

Lubbock806 749-0397

Midland915 683-5510

San Angelo915 653-0126

San Antonio210 225-0742

Waco.....817 752-4994

Utah

Salt Lake801 322-5758

Vermont

Burlington802 865-2750

Virginia

Arlington703 685-8700

Lynchburg.....804 847-0262

Norfolk804 626-3835

Richmond804 771-5440

Roanoke540 342-9185

Washington

Kennewick509 735-4400

Olympia360 709-2460

Seattle.....206 382-0108

Spokane509 456-0421

Tacoma206 272-3982

West Virginia

Charleston304 340-8066

Wisconsin

Appleton414 831-4920

Madison608 282-7944

Milwaukee.....414 223-5112

Wyoming

Cheyenne307 632-0673



Troubleshooting
Guide

Click the *Troubleshooting Guide* icon in the AT&T WORLDNETSM SERVICE folder for helpful tips and advice about installation, registration, and use of the software. In the Troubleshooting Guide, you'll find complete answers to questions and problems like the ones described in this section.

Configuring Windows 95 to work with your modem

- 1 Click *Start* on the Windows 95 taskbar.
- 2 Select *Settings*, then click *Control Panel*.
- 3 Double-click *Modems*.
- 4 If your modem is listed under the "General" tab, it has been configured to work properly. If not, click *Add*, then follow the instructions on screen.

Questions? Call 1 800 400-1447

We're here to help you, 24 hours a day, 7 days a week.



AT&T WorldNet Service [_] [□] [×]

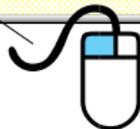
File Edit Bookmark Options Help

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- **Special Cases**: if you have another version of Netscape Navigator software installed on this PC, or this PC is on a LAN, look here.
- **How-to**: instructions on setting up AT&T WorldNet Service to autodial, uninstalling the software, finding local access numbers, and more.
- **Troubleshooting**: look here for explanations of error messages, and solutions to many common problems.
- **If You Still Need Help . . .** how to get in touch with AT&T WorldNet Service Customer Care.
- **A Brief Glossary of Internet Terminology**
- **Index**

Click any topic for
more detailed
information



If you need more help (continued)

Installing Windows 95 Dial-Up Networking

You'll need your Windows 95 CD-ROM or disks to install *Dial-Up Networking*.

- 1 Click **Start** on the Windows 95 taskbar.
- 2 Select **Settings**, then click **Control Panel**.
- 3 Double-click **Add/Remove Programs**.
- 4 Click the **Windows Setup** tab.
- 5 Select **Communications** (but do not click the check box next to it). Click the **Details** button.
- 6 Select the **Dial-Up Networking** check box, then click **OK**.
- 7 On the **Windows Setup** tab, click **OK**. When prompted, insert your Windows 95 CD-ROM (or disks) to begin software installation.

Note: Do not restart Windows 95 until you have added the TCP/IP protocol (see next page).

After Dial-Up Networking is installed, follow these steps to add the TCP/IP protocol:

- 1 Click ***Start*** on the Windows 95 taskbar.
- 2 Select ***Settings***, then click ***Control Panel***.
- 3 Double-click ***Network***.
- 4 On the ***Configuration*** tab, click ***Add***.
- 5 Double-click ***Protocol***.
- 6 Select ***Microsoft*** from the “Manufacturers” column. Select ***TCP/IP*** from the “Network Protocols” column.
- 7 Click ***OK***. Windows 95 will then install the appropriate software.
- 8 When prompted, restart Windows 95. You will be prompted to enter a user name and password. Do not click ***Cancel***. Enter your name and an optional password. If you choose not to enter a password, you will be logged in to Windows 95 automatically whenever your computer is restarted. Click ***OK*** to continue.

If you need more help (continued)

Logging onto Windows 95

When you set up your account, you may see this message:

“When using the Internet, Windows 95 requires users to log on to their computers. If you have a logon, please restart the computer and enter it.”

This message means that you are not logged on to Windows 95. To log on, follow these steps:

- 1 Click **Start** on the Windows 95 taskbar.
- 2 Select **Shut Down...**
- 3 Select the option “Close all programs and log on as a different user.” (If this option does not appear, consult the **How-to** section of the **Troubleshooting Guide**, under the heading “How to install the client for Microsoft Networks.”)
- 4 Click the **Yes** button.

Windows 95 will restart, and you will be prompted to enter a user name and password. Do not click **Cancel**. Enter your name and an optional password. If you choose not to enter a password, you will be logged in to Windows 95 automatically whenever your computer is restarted. Click **OK** to continue.

Netscape Navigator 2.0 software is already installed. Please note that special care must be taken if you want to maintain both **AT&T WORLDNETSM SERVICE** software and another copy of Netscape Navigator 2.0 on the same computer.

Do not install **AT&T WORLDNETSM SERVICE** software in the same folder as your Netscape Navigator software. The default folder selected during Setup is recommended (c:\Program Files\WorldNet).

After installation, click the *Troubleshooting Guide* icon in the **AT&T WORLDNETSM SERVICE** Services folder to learn which Windows 95 settings are shared between **AT&T WORLDNETSM SERVICE** and Netscape Navigator 2.0 software, and to learn how to maintain them. This information can be found in the *Special Cases* section of the guide, under the heading “When You Have More Than One Installation of Netscape Navigator Software 2.0.”

If you need more help (continued)

Upgrading from an earlier version of AT&T WORLDNETSM SERVICE software

If you've installed an earlier version of AT&T WORLDNETSM SERVICE software, follow these steps to upgrade your software quickly:

- 1 Double-click the ***Double Click to Set Up Account*** icon in your ***AT&T WorldNetSM Service*** folder.
- 2 Click ***Next*** on the opening screen.
- 3 At the “Updating Your Dialing Information” screen, select ***Yes*** then click ***Next***.
- 4 At the “Modem Information” screen, make sure that the correct modem is displayed, then click ***Next***. If no modem (or the wrong modem) is displayed, select ***Cancel***. If you are asked to restart Windows, select ***Restart Later***. Follow the instructions on page 30 to configure Windows 95 for your modem, then return to step 1 on this page.
- 5 At the “Exploring the Internet” screen, click ***Finish*** to complete your software upgrade.

When prompted, restart Windows 95 to configure your system properly. Keep your **E-mail password** handy, since you will have to re-enter it the first time you use E-mail services with your new software.

Dial-Up Networking has lost my password

Follow these steps if you see the error message: *“Unable to connect to remote computer. Check your password and then try again.”*

- 1 Double-click the ***Shortcut to AT&T WorldNetSM Service*** icon to display your user name (similar to 123456789@worldnet.att.net) and password (*****).
- 2 Open the ***AT&T WorldNetSM Service*** folder and double-click on the ***Troubleshooting Guide*** icon.
- 3 Click ***Table of Contents***, then click ***How To***.
- 4 Click ***Backup your AT&T WorldNetSM Service account information*** and follow the instructions on screen. Select ***Account Summary Only***.
- 5 Check the ***Connect To*** window to make sure the “User Name” field contains the same information as the “Network login name” information in your account summary.
- 6 Copy the contents of the “Network password” field (in your account summary) to the password field of the ***Connect To*** window.
- 7 Make sure there is a check mark in the “Save Password” box.
- 8 Click ***Connect*** for access to AT&T WORLDNETSM Service. (Note that Windows 95 will not save your password until you have used it to log on to the service.)

If you need more help (continued)

Telephone line does not disconnect automatically after exiting from the **AT&T WORLDNETSM SERVICE** software

Closing the **AT&T WORLDNETSM Service** software does not automatically disconnect you from the Internet.

To close the connection, click ***Connected to AT&T WorldNetSM Service*** on your Windows 95 taskbar, which opens a connection status window. Click ***Disconnect*** to close the connection and hang up your phone line.

If your connection is idle for 20 minutes, the software will ask you if you want to disconnect from the Internet. To change this time interval:

- 1 Click your *right* mouse button on the ***AT&T WorldNetSM Service*** icon (on the Windows 95 desktop).
- 2 Select ***Properties***
- 3 To turn the automatic disconnect feature on or off, click the ***Auto Disconnect*** check box.
- 4 When the automatic disconnect feature is on, enter the time interval you prefer. The software will disconnect from the Internet after the period of inactivity you select.

Backing up or moving your account information to another PC

Complete instructions on how to back up your account information, or move it to another PC, can be found in the Troubleshooting Guide. To review this information:

- 1 Double-click the *Troubleshooting Guide* icon in your *AT&T WorldNetSM Service* folder.
- 2 Click *Table of Contents*.
- 3 Click *How-to*.
- 4 Click *Back up your AT&T WorldNetSM Service account information*.

Note: An AT&T WORLDNETSM Service account may be used on more than one PC only under specific conditions. Click *Terms and Conditions* on the AT&T WORLDNETSM Service home page to see a copy of your service agreement.

Questions? Call 1 800 400-1447

We're here to help you, 24 hours a day, 7 days a week.



Windows 3.x Users:

Before you begin

Typically, you will need 30 minutes to install, register and log on to your AT&T WorldNetSM Service account. Should you require assistance at any point in the process, call AT&T WorldNetSM Service Customer Care at 1 800 400-1447.

Installation tips

When installing the software, please follow the instructions for set-up. At the end of installation, your computer will restart. *Don't forget to click on "RESTART WINDOWS" because you will not be able to register until you have done this.*

Once you've installed the CD-ROM, the software will "call" AT&T to register you as a new customer. *If you experience a modem problem, try selecting Hayes Compatible. If this does not work, call customer care at 1 800 400-1447.*

During the registration process you will be asked to:

- Choose a special "security code" that you will use to verify who you are when you call customer care.
- Tell us whether you are an AT&T Long Distance Service customer so that you can receive the 5 free hours a month usage plan.
- Choose an e-mail address identification that will be your "name"

on the Net.

- Choose an e-mail password that you will use to create your AT&T WorldNetSM Service account.

System Requirements

To run AT&T WorldNetSM Service you need:

- An IBM-compatible personal computer
- 80386X processor (or better) Microsoft® Windows® 3.1X or Windows 95
- 8MB RAM and 11MB of free hard disk space
- 14.4 bps (or faster) modem and a phone line not connected to a Local Area Network (LAN)

Getting Started

To Install AT&T WorldNetSM Service, simply:

- Turn on your computer and modem, start Windows, and close all other applications, Microsoft OfficeTM.
- Insert Disk 1 into your floppy disk drive (A or B)
- From the Program Manager, choose File/Run
- Type A:\setup (or B:\setup)

- Choose OK
- Follow the instructions on your screen to register for AT&T WorldNetSM Service. (During registration, you will be prompted to enter a valid MasterCard, Visa, or American Express Card number. Please read through the AT&T WorldNetSM Service terms and conditions before you register.

Be sure to check for error messages. In order for your account information to be accepted, you must enter the information fully and correctly.

If you make a mistake and exit the registration process prematurely, all you need to do is click on “Create New Account.” Do not click on “Edit Existing Account.”

Complete all three stages of registration. A check mark will be displayed next to each stage when you have successfully completed it.

When choosing your AT&T WorldNetSM Service access telephone number, you will be given several options. Please choose the one nearest to you.

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