AT&T

QuickStart Guide

Click on the following Topics:

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About AT&T WorldNet(sm) Service

Installing AT&T WorldNet(sm) Service software in Windows 95

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Browsing the Internet

How to get help and advice

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Sending and receiving E-mail

Using Netnews

Access telephone numbers

If you need more help

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

Your Expert Software user registration codes are:

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

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

For information on an item, click on it with the mouse when you see the cursor.

AT&T

Welcome!

For information on an item, click on it with the mouse when you see the cursor.

Thanks for choosing **AT&T WorldNet(sm) Service** — an exciting new world of opportunity, fun, and excitement.

Brought to you by the global leader in communications and networking, **AT&T WorldNet(sm) 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 WorldNet(sm) 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

Start   Windows 95 note: If Dial Up Networking is not installed, have your Windows 95 cd rom or disks handy (See If you need more help).

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About AT&T WorldNet(sm) Service

For information on an item, click on it with the mouse when you see the cursor.

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 WorldNet(sm) Service**). For a complete list of numbers, see Access telephone numbers.

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

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

AT&T

Installing the AT&T WorldNet(sm) Service software

For information on an item, click on it with the mouse when you see the ⌐ cursor.

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 WorldNet(sm) Service** CD-ROM disk. Software installation will begin automatically.

Floppy disk installation: Insert the **AT&T WorldNet(sm) Service** software (Disk 1 of 3) in your drive. Click the *Start* button on the Windows 95 desktop. 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.
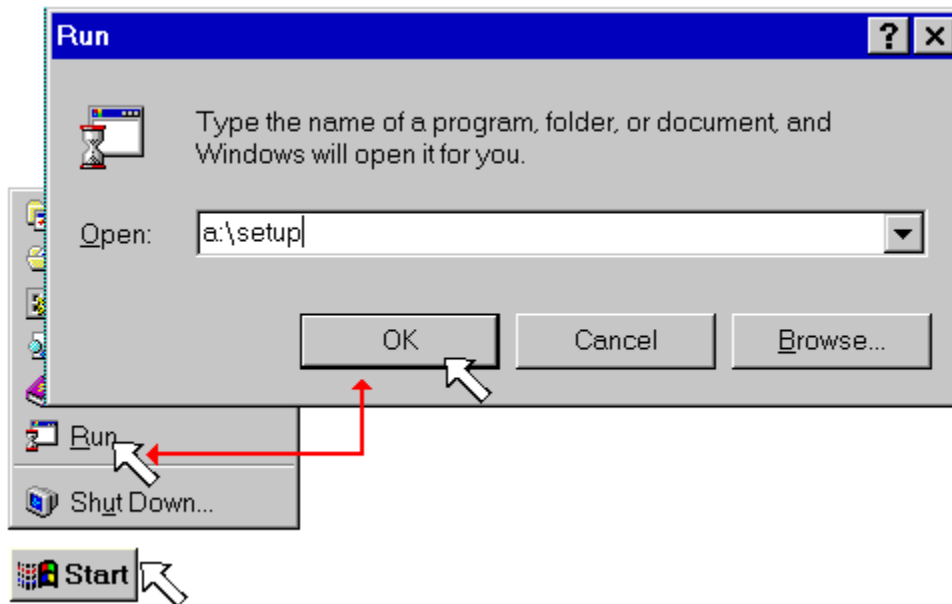
If you're already an AT&T WorldNet(sm) Service member:

If you're upgrading from an earlier version of **AT&T WorldNet(sm) 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.
If *Dial-Up Networking* is not installed, you will be asked if you want to install it. We recommend that you install it now.
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.

- If Netscape Navigator 2.0 software is already installed on your computer.

AT&T

Setting up your account

For information on an item, click on it with the mouse when you see the 🖑 **cursor.**

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 "Setting up your account." for further instructions.

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

Double Click to
Set Up
Account
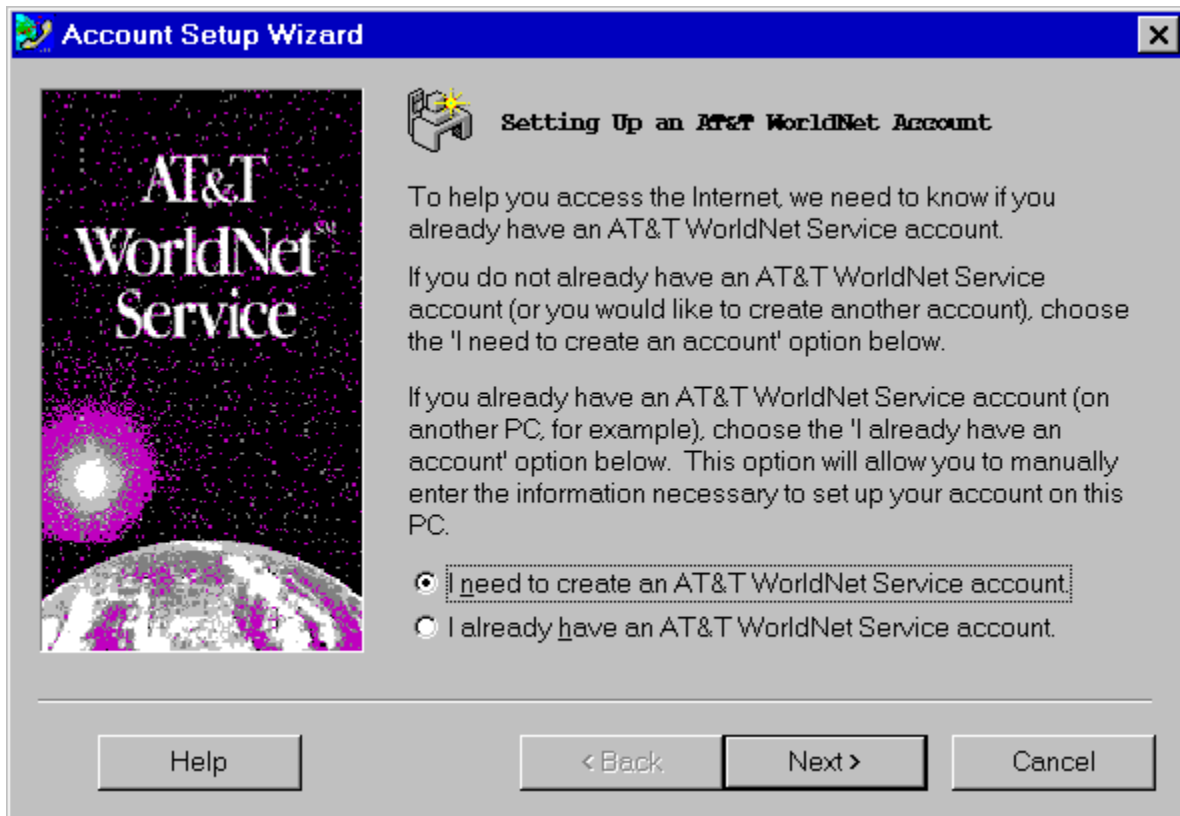
At the second screen, select the "create account" option, then click the Next button to continue.

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 go to If you need More help.

Account Setup Wizard

Personal Information

AT&T WorldNet℠ Service

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: Zip:

| Help | | < Back | Next > | Cancel |

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.

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

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Completing your registration

For information on an item, click on it with the mouse when you see the ⌐ cursor.

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 WorldNet(sm) Service** Kit. If you do not have a registration code, please call the **AT&T** Customer Care Center on 1 800 400-1447.

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 should 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 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.

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 WorldNet(sm) Service account* option.

Browsing the Internet

For information on an item, click on it with the mouse when you see the ⏳ cursor.

Congratulations! As a new member of the **AT&T WorldNet(sm) 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 WorldNet(sm) Service** icon on your desktop or in the **AT&T WorldNet(sm) Service** folder.

Double Click to
Set Up
Account

⇩

Connect To

AT&T WorldNet (...

User name: 123456789@worldnet.att.net

Password: *****************

☑ Save password

Phone number: 5551234

Dialing from: home   ▼   Dial Properties...

[Connect]   [Cancel]

After a moment, you'll see the **AT&T WorldNet(sm) 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.

Do not change your user name or password.

Click Connect to begin

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

![AT&T logo]

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 WorldNet(sm) Service** folder (see "If you need more Help").

🖳 Connected to AT&T WorldNet (...	_ □ ✕
Connected at 14400 bps	Disconnect
Duration: 000:01:14	Details >>

This is how the **AT&T WorldNet(sm) Service** homepage looks like:

File   Edit   View   Go   Bookmarks   Options   Directory   Window   Help

Back   Forward   Home   Reload   Images   Open   Print   Find   Stop   Netscape

Location: http://www.worldnet.att.net/index.html

AT&T WorldNet | Member Services | Search | Directories | Newsgroups

Welcome to AT&T WorldNet℠
AT HOME / AT WORK

Welcome from Tom Evslin
New Users Click Here
Safe Surfing
Access Numbers
Service Announcements
Press Releases
Customer Service

At Home | What's New At Home | What's New At Work | At Work

Document: Done

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

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

Help menu

- **About AT&T WorldNet(sm) Service: Shows software version information.**

- **Netscape Navigator Handbook: A guide to AT&T WorldNet(sm) Service software.**

- **Where to Get More Help: Takes you directly to AT&T WorldNet(sm) Service Member Services for technical support and online help with account, billing, and child safety concerns.**

AT&T

Using your AT&T WorldNet(sm) Service software

For information on an item, click on it with the mouse when you see the 👆cursor.

The **AT&T WorldNet(sm) 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.

TIP: While browsing Internet documents, click your right mouse button for quick access to many frequently used features.
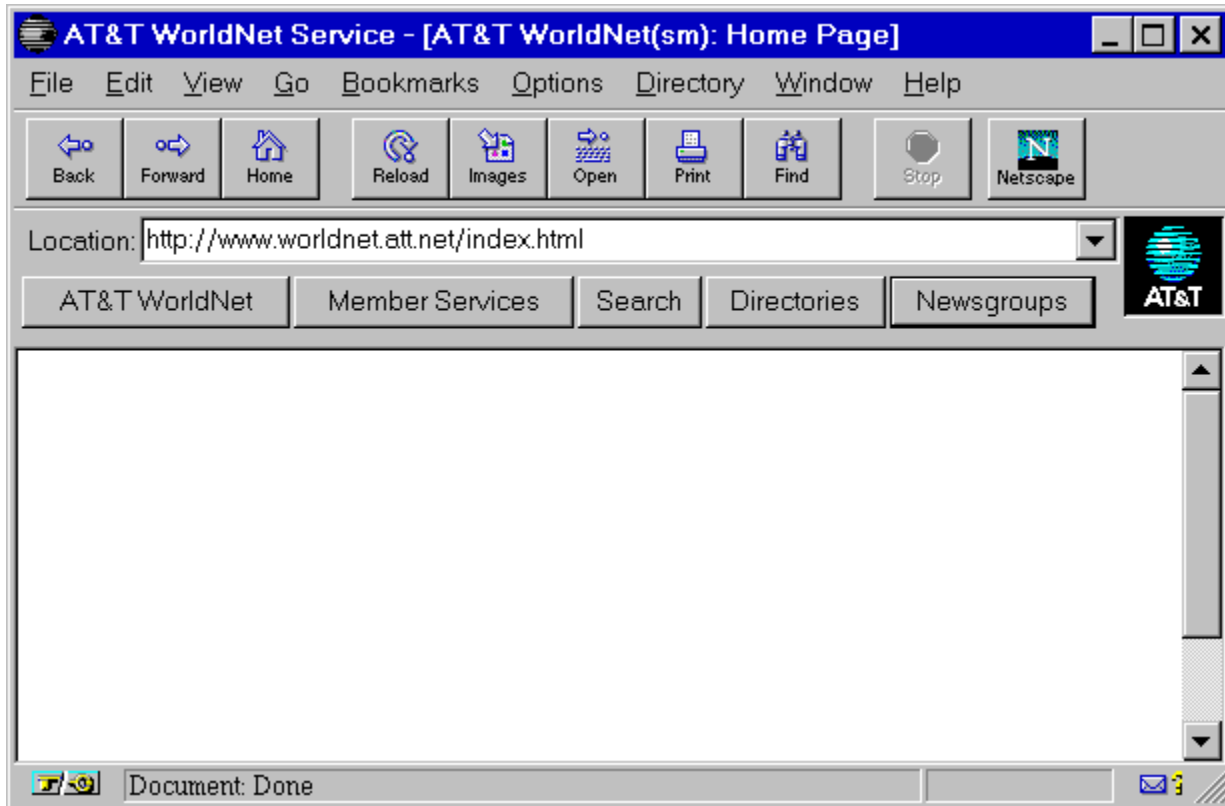
To create more room for Internet pages, you can make your document window larger by "hiding" the Toolbar and Directory buttons if you don't often use them. Click the Options menu to display a list of features you can show or hide.

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 WorldNet(sm) Service.

For quick access to AT&T Customer Service, click Help, then select Where to Get More Help.

The Bookmarks menu is a directory you can customize to find your favorite places quickly (see page 18).

Click here to check for new E-mail, or to send a message to someone else (see page 20).

The status line shows the Internet address (URL) of any hyperlink as you pass your mouse cursor over a page displayed in your document window.

Click the Directories button for a list of Internet resource, personal, and business directories.

Bookmarks make browsing easy

For information on an item, click on it with the mouse when you see the 🖑 cursor.

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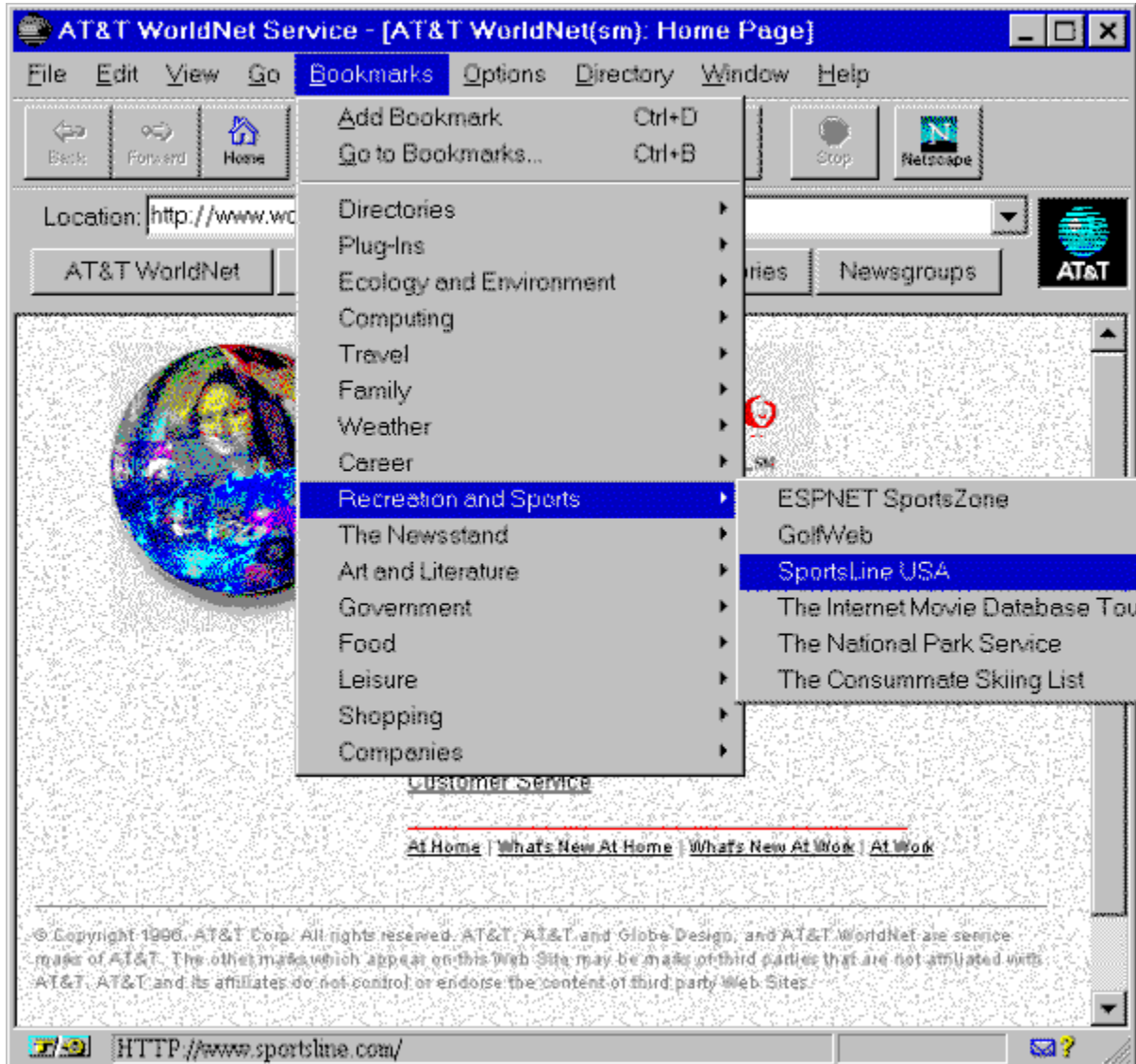
As you browse the Internet, you can add sites to the list by clicking Bookmarks | Add Bookmark (or just press Ctrl+A on your keyboard).

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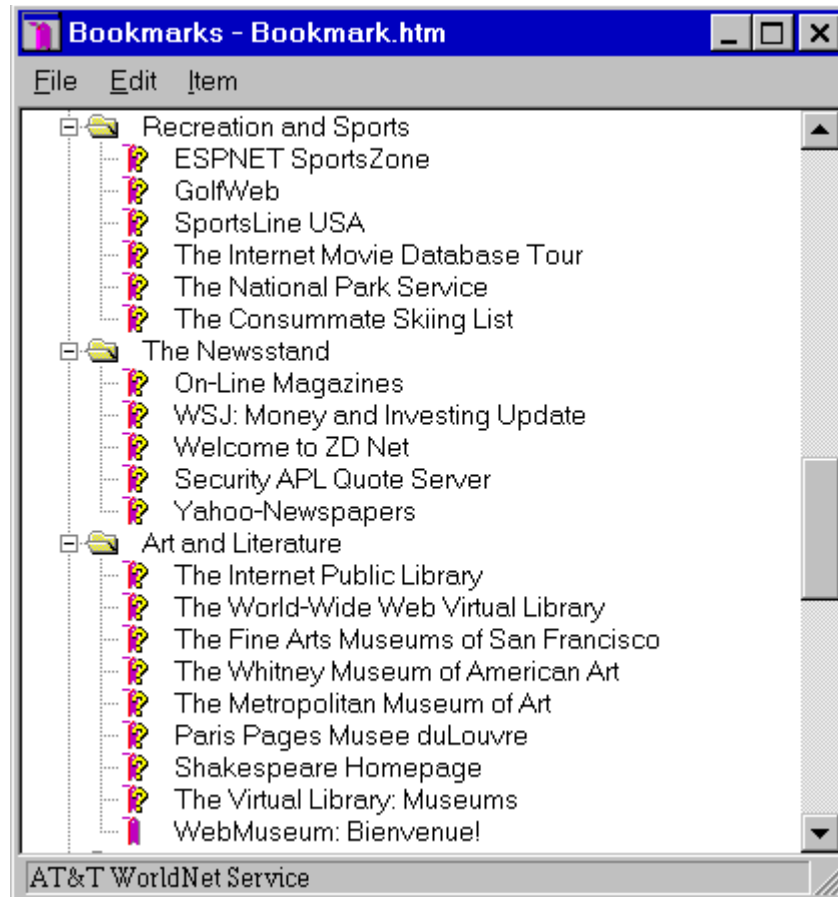
Double-click any category to show or hide its contents.

Sending and receiving E-mail
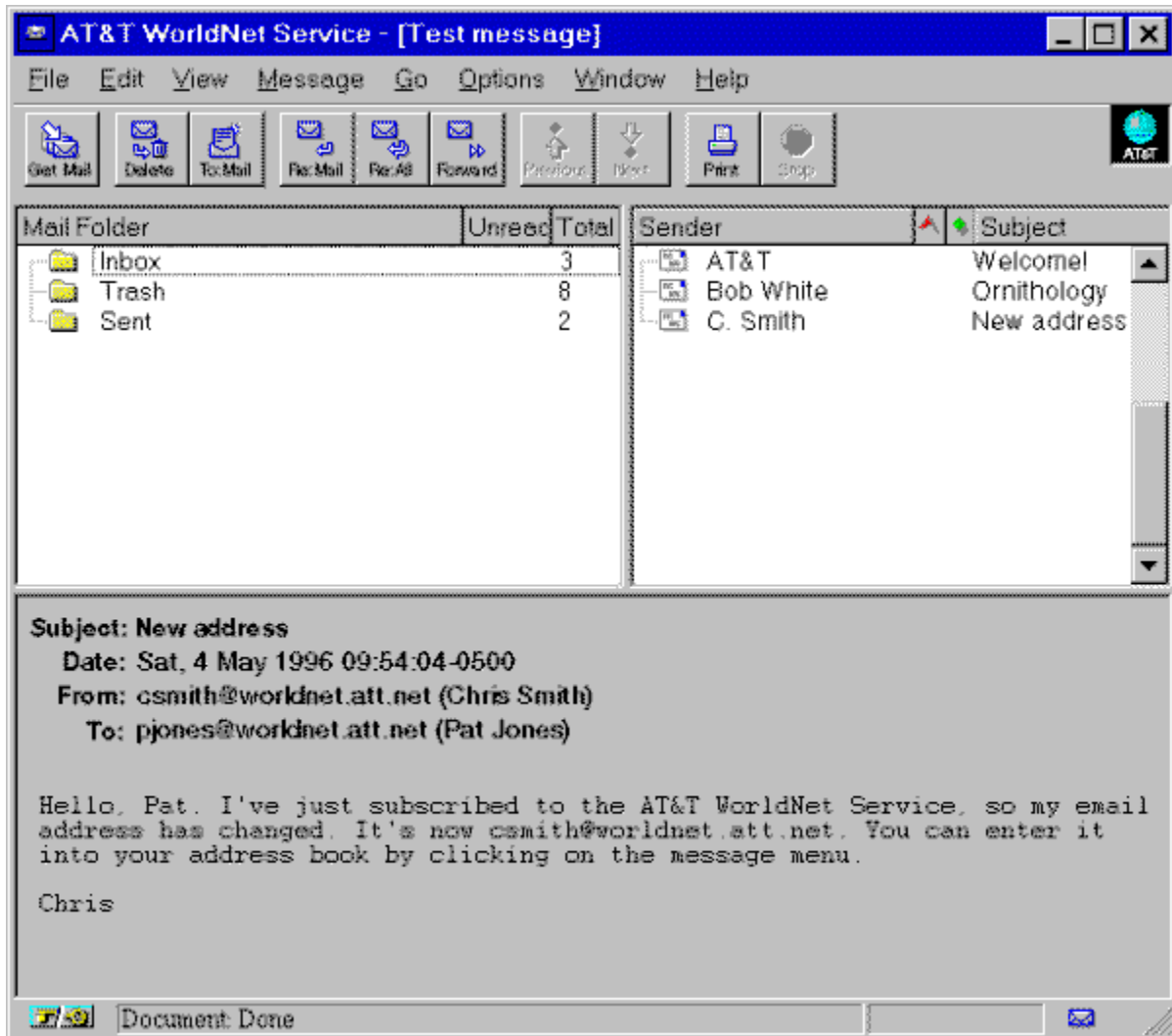
For information on an item, click on it with the mouse when you see the ⌐cursor.

On **AT&T WorldNet(sm) 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 WorldNet(sm) 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 ✉? icon, at the lower right edge of your screen.

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
Inbox		3
Trash		8
Sent		2

Sender		Subject
AT&T		Welcome!
Bob White		Ornithology
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 email 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

Document: Done

Check for new mail

Delete displayed message

Compose new message

Reply to sender

Reply to all recipients

Send to another recipient

Print displayed message

🖑

Using Netnews

For information on an item, click on it with the mouse when you see the 🖑 **cursor.**

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 Newsgroups button to begin using Netnews. The News window will display a sample list of newsgroups. You can view more by clicking Options | Show All Newsgroups. 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.

🖳 AT&T WorldNet Service - [A Guide to Social Newsgroups and Mailing Lists]	_ □ ✕

File   Edit   View   Message   Go   Options   Window   Help

| To:News | To:Mail | Re:Mail | Re:News | Re:Both | Forward | Previous | Next | Thread | Group | Print | Stop |

News Server	☑Unread	Total		Sender	⬆	◆	Subject
⊟📁 netnews.worldn...ault news host)							A Guide to Social N ▲
📄 **news.annou...e.newusers** ☑ 33		34		Dave Taylor	·		A Guide to Social N
📄 **news.newus....questions** ☑ 6985		6985		Dave Tayl...	·	◆	A Guide to Socia
📄 **news.answers** ☑ 1832		1833					Usenet Software: H
				Mark Mora...	·	◆	Usenet Software:
				Mark Mora...	·	◆	Usenet Software:
							What is Usenet?
				Mark Mora...	·	◆	What is Usenet?
				Mark Mora...	·	◆	What is Usenet?
				David Alex L...	·	◆	FAQ: How to find
							Advertising on User ▼

Subject: A Guide to Social Newsgroups and Mailing Lists
Date: Thu, 28 Mar 1996 09:01:05 GMT
From: taylor@notcom.com (Dave Taylor)
Reply-To: taylor@notcom.com
Newsgroups: news.announce.newusers, news.groups, news.answers
Followup-To: news.newusers.questions

Archive-name: usenet/social-newsgroups/part1
Last-change: 15 Aug 1995 by taylor@netcom.com (Dave Taylor)
Changes-posted-to: news.misc, news.groups, news.answers

| 📄📄 Document: Done | | | ✉? |

Click any topic for more detailed information

Compose news message

Compose Email message

Reply by private E-mail

Reply by public message

Reply by mail & message

Send to another recipient

Access telephone numbers

For information on an item, click on it with the mouse when you see the AT&T **cursor.**

During registration, the **AT&T WorldNet(sm) 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 WorldNet(sm) Service** connection in the Dial-Up Networking folder. Select Properties, enter the number where indicated, then click OK.

Alabama	Illinois	Minnesota	North Carolina	Tennessee
Arizona	Indiana	Mississippi	North Dakota	Texas
Arkansas	Iowa	Missouri	Ohio	Utah
California	Kansas	Montana	Oklahoma	Vermont
Colorado	Kentucky	Nebraska	Oregon	Virginia
Connecticut	Louisiana	Nevada	Pennsylvania	Washington
Florida	Maine	New Hampshire	Puerto Rico	West Virginia
Georgia	Maryland	New Jersey	Rhode Island	Wisconsin
Hawaii	Massachusetts	New Mexico	South Carolina	Wyoming
Idaho	Michigan	New York	South Dakota	

Questions? Call 1 800 400-1447   *We're here to help you, 24 hours a day, 7 days a week*

Alabama

City	Area Code	Telephone Access Number
Birmingham	205	327-6520
Huntsville	205	518-2140
Mobile	334	441-9370
Montgomery	334	223-5140

Arizona

City	Area Code	Telephone Access Number
Phoenix	602	340-9248
Tucson	520	770-9006

Arkansas

City	Area Code	Telephone Access Number
Little Rock	501	372-0104

California

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
Colorado Springs	**719**	**444-0216**
Denver	**303**	**572-0522**

Connecticut

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
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

Georgia

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
Honolulu	808	536-8495

Idaho

City	Area Code	Telephone Access Number
Boise	208	344-1009

Illinois

City	Area Code	Telephone Access Number
Champaign	217	352-0679
Chicago	312	441-0661
Peoria	309	673-8611
Rockford	815	966-1001
Springfield	217	525-6199

Indiana

City	Area Code	Telephone Access Number
Bloomington	812	334-1115
Evansville	812	424-0104
Fort Wayne	219	422-3476
Indianapolis	317	237-0039
South Bend	219	239-7125

Iowa

City	Area Code	Telephone Access Number
Cedar Rapids	319	362-1910
Davenport	319	322-9333
Des Moines	515	288-2810

Kansas

City	Area Code	Telephone Access Number
Topeka	913	235-1491

Wichita	**316**	**264-1712**

Kentucky

City	Area Code	Telephone Access Number
Lexington	**606**	**252-3031**
Louisville	**502**	**562-0830**

Louisiana

City	Area Code	Telephone Access Number
Baton Rouge	**504**	**336-8400**
Lafayette	**318**	**289-1009**
New Orleans	**504**	**561-7860**
Shreveport	**318**	**675-3000**

Maine

City	Area Code	Telephone Access Number
Portland	**207**	**879-9650**

Maryland

City	Area Code	Telephone Access Number
Baltimore	**410**	**783-4570**
Monrovia	**301**	**865-0717**

Massachusetts

City	Area Code	Telephone Access Number
Cambridge	**617**	**621-3400**
Lawrence	**508**	**557-0299**
Springfield	**413**	**263-6630**
Worcester	**508**	**751-4900**

Michigan

City	Area Code	Telephone Access Number
Detroit	**313**	**964-3100**
Grand Rapids	**616**	**776-2601**
Kalamazoo	**616**	**226-9408**
Lansing	**517**	**484-7994**
Saginaw	**517**	**753-6166**

Minnesota

City	Area Code	Telephone Access Number
Minneapolis	**612**	**339-0328**
Rochester	**507**	**286-1047**

Mississippi

City	Area Code	Telephone Access Number
Gulfport	**601**	**867-9078**
Jackson	**601**	**360-2000**

Missouri

City	Area Code	Telephone Access Number
Kansas City	816	221-4569
Springfield	417	866-1239
St. Louis	314	534-6483

Montana

City	Area Code	Telephone Access Number
Billings	406	245-1399
Great Falls	406	771-7718

Nebraska

City	Area Code	Telephone Access Number
Omaha	402	341-6863

Nevada

City	Area Code	Telephone Access Number
Las Vegas	702	386-8056
Reno	702	334-4400

New Hampshire

City	Area Code	Telephone Access Number
Manchester	603	627-0300

New Jersey

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
Albuquerque	505	242-7070

New York

City	Area Code	Telephone Access Number
Albany	518	447-0459

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
Fargo	701	232-4658

Ohio

City	Area Code	Telephone Access Number
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

City	Area Code	Telephone Access Number
Oklahoma City	405	270-0039
Tulsa	918	582-0129

Oregon

City	Area Code	Telephone Access Number
Eugene	541	686-0449
Portland	503	221-2174
Salem	503	362-0785

Pennsylvania

City	Area Code	Telephone Access Number

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

City	Area Code	Telephone Access Number
San Juan	787	725-9622

Rhode Island

City	Area Code	Telephone Access Number
Providence	401	453-9360

South Carolina

City	Area Code	Telephone Access Number
Charleston	803	720-4240
Columbia	803	988-7420
Greenville	864	282-0400
Myrtle Beach	803	626-3834

South Dakota

City	Area Code	Telephone Access Number
Sioux Falls	605	336-3437

Tennessee

City	Area Code	Telephone Access Number
Chattanooga	423	757-8800
Johnson City	423	282-5304
Knoxville	423	521-0100
Memphis	901	543-5400
Nashville	615	401-7570

Texas

City	Area Code	Telephone Access Number
Abilene	915	676-0273
Austin	512	708-0200
Beaumont	409	838-1988
Brownsville	210	546-0121
Corpus Christi	512	883-0280
Dallas	214	826-4651
El Paso	915	577-0400
Fort Worth	817	338-1047
Houston	713	759-6839
Longview	903	753-6390
Lubbock	806	749-0397
Midland	915	683-5510

San Angelo	915	653-0126
San Antonio	210	225-0742
Waco	817	752-4994

Utah

City	Area Code	Telephone Access Number
Salt Lake	801	322-5758

Vermont

City	Area Code	Telephone Access Number
Burlington	802	865-2750

Virginia

City	Area Code	Telephone Access Number
Arlington	703	685-8700
Lynchburg	804	847-0262
Norfolk	804	626-3835
Richmond	804	771-5440
Roanoke	540	342-9185

Washington

City	Area Code	Telephone Access Number
Kennewick	509	735-4400
Olympia	360	709-2460
Seattle	206	382-0108
Spokane	509	456-0421
Tacoma	206	272-3982

West Virginia

City	Area Code	Telephone Access Number
Charleston	304	340-8066

Wisconsin

City	Area Code	Telephone Access Number
Appleton	414	831-4920
Madison	608	282-7944
Milwaukee	414	223-5112

Wyoming

City	Area Code	Telephone Access Number
Cheyenne	307	632-0673

AT&T

If you need more help

For information on an item, click on it with the mouse when you see the ⊜ AT&T   cursor.

Click the *Troubleshooting Guide* icon in the **AT&T WorldNet(sm) 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.

✗Next...

Click the button for the next troubleshooting topic

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.

AT&T WorldNet Service   _ ☐ ✕

File   Edit   Bookmark   Options   Help

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▢ **Installation and Registration**: an overview of the installation and registration process, including upgrading from an earlier version of the AT&T WorldNet Service software.

▢ **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.

Installing Windows 95 Dial-Up Networking

For information on an item, click on it with the mouse when you see the ▤ **AT&T** **cursor.**

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.

Logging onto Windows 95

✗Next...

 Click the button for the next troubleshooting topic

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

For information on an item, click on it with the mouse when you see the ☰ AT&T **cursor.**

✗ Next...

 Click the button for the next troubleshooting topic

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

Do not install **AT&T WORLDNET(SM) 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 WORLDNET(SM) SERVICE** folder to learn which Windows 95 settings are shared between **AT&T WORLDNET(SM) 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."

Upgrading from an earlier version of AT&T WorldNet(sm) Service software

AT&T

For information on an item, click on it with the mouse when you see the cursor.

✗ Next...

If you've installed an earlier version of **AT&T WORLDNET(SM) 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 WorldNet(sm) 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

For information on an item, click on it with the mouse when you see the ☰ **AT&T** **cursor.**

✗ Next...

 Click the button for the next troubleshooting topic

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 WORLDNET(SM) SERVICE* display your user name (similar to 123456789@worldnet.att.net) and password (***************).

2. Open the *AT&T WORLDNET(SM) 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 WORLDNET(SM) 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 WORLDNET(SM) SERVICE*. (Note that Windows 95 will not save your password until you have used it to log on to the service.)

Telephone line does not disconnect automatically after exiting from the AT&T WorldNet(sm) Service software

For information on an item, click on it with the mouse when you see the 🖑 cursor.

[✗ Next...]

 Click the button for the next troubleshooting topic

Closing the **AT&T WORLDNET(SM) SERVICE** software does not automatically disconnect you from the Internet.

To close the connection, click *Connected to AT&T WORLDNET(SM) 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 WorldNet(sm) 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

For information on an item, click on it with the mouse when you see the ⌐ cursor.

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 WORLDNET(SM) SERVICE*** *folder*.
2. Click *Table of Contents.*
3. Click *How-to*.
4. Click Back up your ***AT&T WORLDNET(SM) SERVICE*** *account information*.

Note: An ***AT&T WORLDNET(SM) SERVICE*** account may be used on more than one PC only under specific conditions. Click *Terms* and *Conditions* on the ***AT&T WORLDNET(SM) 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 Installation

Before you begin

Typically, you will need 30 minutes to install, register and log on to your **AT&T WorldNet(sm) Service** account. Should you require assistance at any point in the process, call **AT&T WorldNet(sm) 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 disks or 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 WorldNet(sm) Service** account.

System Requirements

To run **AT&T WorldNet(sm) 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 WorldNet(sm) 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 WorldNet(sm) Service**. (During registration, you will

be prompted to enter a valid MasterCard, Visa, or American Express Card number. Please read through the **AT&T WorldNet(sm) 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 WorldNet(sm) Service** access telephone number, you will be given several options. Please choose the one nearest to you.