

Creating a New Internet Account

How do I know whether I already have an Internet service provider?

Answer the following questions to help you decide whether you already have a service provider:

1. From the computer where you've installed Netscape Navigator Dial-Up Edition, do you have dial-up access to email, newsgroups, and the World Wide Web (including graphics and multimedia)?
2. Do you pay a monthly bill to an Internet service provider such as NETCOM, Concentric Network, Sprint, internetMCI, or AT&T?

Yes

If you answered "yes" to one (or both) of the previous questions, click **I need to use an existing Internet account**. When you click **Next**, you'll be asked to give information about your service provider.

No

If you answered "no" to both questions, click **I need to create a new Internet account**. When you click **Next**, Account Setup Wizard will help establish your account.

Note: You might already have a bulletin board or shell account (also known as a Telnet account) that lets you access other computers. However, such an account doesn't give you full access to the World Wide Web (including graphics and multimedia). For full access, you need an Internet service provider. If you already have a bulletin board or shell account, follow one of these steps:

- Either follow the previous instructions under "No" and sign up with an Internet service provider, or
- Call your bulletin board or shell account provider and ask whether they offer full Web access accounts. If so, set up such an account and write down all the information they give you. Then follow the previous instructions under "Yes."

If you have a previously installed version of Netscape Navigator Personal Edition or Dial-Up Edition

If you're upgrading from a previous version to a newer version, you can still use your current service provider. If you installed Netscape Navigator Dial-Up Edition version 3.0 in the same directory as your previous version, your email settings, service provider settings, and bookmarks have been retained. Account Setup Wizard will place a Dialer icon on your desktop and in the Netscape Navigator folder (on the **Start | Programs** menu).

What's an Internet service provider?

Let's start with the Internet. Think of the Internet as a vast collection of computers that are linked together to share information. In order to share information, these linked computers have to share a common language. To place your computer on the Internet, you'd have to learn a complex computer language, buy expensive hardware, and spend lots of time. Instead, an Internet service provider maintains a computer that's already on the Internet, and you can connect to that computer using your phone line and a modem. Once you connect to your service provider, you have access to the Internet.

A connection with an Internet service provider is called "dial-up" because each time you want to connect to the Internet, your modem dials the service provider's phone number. When the service provider's computer answers, a connection is established between your computer and the service provider's computer. Through that dial-up connection, you can explore the Internet.

What about my modem?

Your computer uses a phone line to connect to the Internet. But your computer also needs a **modem** to translate information going back and forth over the phone line. So a modem is just a device (a box, usually, or a card inside your computer) that connects to your computer, and then plugs into the phone line.

Your modem is an important part of your Internet connection, and it's important to set it up correctly. You can use a modem checklist in Chapter 1 of *Installation and Setup Guide*, or you can use this abbreviated

version of the checklist:

- If you're using an external modem, make sure that the cables are connected, and that the modem is turned on.
- If you're using an internal modem, make sure that it has been properly installed and configured according the manufacturer's instructions.
- If you haven't already installed your modem, you must do so now. Click **Cancel** to exit Account Setup Wizard. Install your modem, and make sure it is connected and turned on. Then start Account Setup Wizard again.

Setting Up a New Account

Personal and Billing Information

Service providers charge a fee for the Internet access they provide (usually a monthly fee and sometimes by the hour). You'll need to provide the following information so that your service provider can charge you:

- Your name
- Credit card billing address
- Credit card number and expiration date

Modem Information

To finish setting up Netscape Navigator Dial-Up Edition, you need to know your modem's manufacturer and model.

Dialing Information

You also need to know the following information about your modem's phone line:

- What's the phone number?
- Does the line have Call Waiting? If so, how do you disable it? Check your phone bill or the phone book, or call the phone company.
- Does the line use Tone or Pulse dialing? Most phone systems use Tone, but some older systems use Pulse. If you're not sure, call your phone company.
- Do you have to dial a special number or character (such as 9) to get an outside line?

When you have all of the previous information ready, click **Next** to continue.

If you can already connect to the Internet, you already have a service provider. Click **Back** to set up your computer with an existing account.

Personal Information

Name: Type your name.

Company: If you're using Netscape Navigator Dial-Up Edition for a business or for a home business, enter the company name. Including a company name is optional.

Address: Type the address that your monthly credit card statement is mailed to (this is your credit card billing address).

City, State, ZIP/Postal Code: Type the city, state (or province), and ZIP code (or postal code) for your credit card billing address.

About the Online Survey

By filling in the online survey, you help Netscape learn about you. In turn, Netscape can develop better products and services for you. When you're done with the online survey, you'll immediately continue with Account Setup Wizard.

Whether or not you fill out the online survey, your copy of Netscape Navigator Dial-Up Edition will be automatically registered when you connect to Netscape at the end of Account Setup Wizard.

Click the checkbox next to statement that describes how you want to continue. Then click **Next**.

User Information Card

We, your service provider, use the information you provide here to help us develop the products you want.

When you're done, click **Next** to continue.

User Information Card

We, your service provider, use the information you provide here to help us develop the products you want.

When you're done, click **Next** to continue.

User Information Card

We, your service provider, use the information you provide here to help us develop the products you want.

When you're done, click **Next** to continue.

Sharing Information About Yourself

Click **Yes** if you want us to share your personal information with other companies. We'll provide them with your name and address (but never your credit card information). In turn, you'll receive information about exciting products designed for Netscape Navigator Dial-Up Edition users.

Click **No** if you don't want us to share your personal information.

Click **Next** to continue.

Billing Information

Service providers need credit card information so that they can charge you for the Internet access they provide. Your credit card information is encoded before it's transmitted, and it will be forwarded only to the service provider you choose. If you don't choose a service provider, your credit card information will be discarded.

- **Name on card:** Type your name as it appears on your credit card.
- **Type of card:** Choose the type of card you're using.
- **Card number:** Type the card number as it appears on the card.
- **Expiration date:** Type the expiration date that appears on the card.

Click **Next** to continue.

Modem Information Checklist

When you click **Next**, the Windows 95 Modem Wizard will collect information about your modem. Before you continue, make sure you know your modem's manufacturer and model.

Modem checklist

It's also important that your modem is set up properly before you continue. To make sure, you can use a modem checklist in Chapter 1 of *Installation and Setup Guide*, or you can use the following list:

- If you're using an external modem, make sure that the cables are connected, and that the modem is turned on.
- If you're using an internal modem, make sure that it has been properly installed and configured according the manufacturer's instructions.
- If you haven't already physically installed your modem, you must do so now. Click **Cancel** to exit Account Setup Wizard. Install your modem, and make sure it is connected and turned on.

Click **Next** to continue.

Dialing Information

Call Waiting

Because Call Waiting can disrupt modem connections, you must temporarily disable it when you connect to your service provider. When you disconnect from your service provider, Call Waiting is automatically turned back on.

Netscape Navigator Dial-Up Edition will disable Call Waiting for you. If your modem's phone line has Call Waiting, click the arrow next to **Disable call waiting with**, and select the code your phone company uses to disable Call Waiting. (You can type the code if it doesn't appear in the list.) If you don't know the code, look on your phone bill, check the phone book, or call your local phone company.

Outside lines

If you have to dial a number or a special character (such as 9) to get an outside line, enter it here.

Tone or Pulse?

Indicate whether your phone system is **Tone** or **Pulse**. Most phone systems use Tone, but some older systems use Pulse. If you're not sure, call your phone company.

Click **Next** to continue.

Where You're Dialing From

Enter the area code and phone number of your modem's phone line. Don't include any additional numbers or characters you dial to get an outside line (such as 9). Account Setup Wizard needs this phone number so it can provide you with a list of service providers for your area.

Click **Next** to continue.

Connecting to Your Internet Service Provider

When you click **Connect**, Account Setup Wizard dials a toll-free number that connects you to your service provider's automated account creation server. Once you connect, you will be able to establish your new Internet account.

Click **Connect** to connect establish your new Internet account.

Starting the Navigator

When you're ready to connect to the Internet again, double-click the Netscape Navigator icon on your desktop (or in the Netscape Navigator folder on the **Start | Programs** menu).

You've completed Account Setup Wizard. Click **Finish** to save your new setup information.

Setting up the Dialer

Account Setup Wizard will create a connection to your service provider and place a shortcut icon (called a "Dialer" icon) on your Windows 95 desktop. The Dialer icon is also available in the Netscape Navigator folder.

What's a Dialer?

The Dialer controls the connection to your service provider using Windows 95 Dial-Up Networking. To connect to your service provider, the Dialer first tells your modem to dial the service provider's phone number. When the service provider's modem answers, the Dialer provides some identifying information (such as your user or login name), and establishes a connection between you and your service provider's computer. For more on how your service provider connection works, see the "Introduction" in *User's Guide*.

Later in Account Setup Wizard, you'll enter connection information, such as the service provider's phone number, your user or login name, and modem information. Account Setup Wizard places this connection information in the Dialer so the Dialer can properly connect you.

How do I use a Dialer icon?

Double-click the Dialer icon to open the Dialer. There you can change your connection information, or connect to your service provider without starting Netscape Navigator.

You can name the Dialer icon anything you want, but we suggest the name of your service provider. For example, if your service provider is NETCOM, you might want the icon to be named NETCOM.

Click **Next** to continue.

Preparing for Internet Access

Account information includes the name of your service provider, your login name (also called a user ID or user name), and your password.

Modem information includes the manufacturer and model of your modem.

Dialing information includes the following information:

- The number your modem dials to connect to your service provider.
- Whether your modem's phone line has Call Waiting. If so, you also need to know the code necessary to disable Call Waiting. If you don't know the code, look on your phone bill, check the phone book, or call your local phone company.
- Whether you dial a special character or number (such as 9) to get an outside line.
- Whether your phone uses a Tone or Pulse system. Most phone systems use Tone, but some older systems use Pulse. If you're not sure, call your phone company.

When you have all of this information ready, click **Next** to continue.

Setting up Internet Access

If you already have an Internet account, you'll need to provide the following information. If you don't have all of the information, get it from your service provider before you click **Next**.

- Your account login name (also called a user ID or user name) and your password.
- The phone number your modem dials to connect to your service provider.
- Domain Name System (DNS) server address. This is a four-part number separated by dots (for example, 198.95.251.30).
- News (NNTP) server name or address (for example, news.isp.com or a multi-part number separated by dots). To provide newsgroup information, your service provider probably has a separate news server.
- Mail (SMTP and POP) server names or addresses (for example, mail.isp.com or a multi-part number separated by dots). These are the servers that send out and bring in your email. Your service provider might use just one mail server for both functions, so the address might be the same for both SMTP and POP.

When you have all of this information ready, click **Next** to continue.

Your Name

Type your full name. Optionally, you can also enter the name of the company you work for.

Click **Next** to continue.

Your Login Name

Type the login name (also called a user ID or user name) and password you use to connect to your service provider. If you don't know your login name and password, call your service provider. Netscape Navigator Dial-Up Edition will use this information to automatically log in to your service provider when you connect.

However, you might not be able to log in automatically. Some service providers require you to enter all of your login information each time you connect. If you enter a user name and password each time you connect, you probably need a login window (also called a TTY window). If you're unsure, check with your service provider. If you need a login window, click the box next to **I will need a login window**.

After you complete Account Setup Wizard, you can create a login script so you can log in automatically. See Chapter 3, "Tips and techniques," in *User's Guide*.

Click **Next** to continue.

Your Email Name

For email, some service providers give you a different user name (also called a user ID, login name, or POP name) and password. If you have a separate name and password for email, enter them here. If you don't enter a separate name and password for email, just click **Next**; Account Setup Wizard will automatically use your account user name and password for email.

If you don't know whether you have a separate login name and password for email, call your service provider.

Click **Next** to continue.

Phone Number to Dial

Type the telephone number your modem dials to connect with your service provider. Don't include any additional numbers or characters that you dial to get an outside line (such as 9). If you don't know this phone number, contact your service provider.

Click **Next** to continue.

DNS Address

Your service provider has at least one Domain Name System (DNS) server. Enter the IP address of that server (a four-part number separated by dots; for example, 198.95.251.30). Optionally, you can enter a secondary DNS server address to use when the first DNS server is busy. You also need to enter the domain name of your service provider's server.

When you set up an account with your service provider, you were given the previous information. If you don't have the previous information, contact your service provider.

Click **Next** to continue.

Getting mail and news

Your service provider uses specific servers for mail and newsgroups.

- To provide newsgroup information, your service provider probably has a separate news server. Enter the news (NNTP) server name or address (for example, news.isp.com or a multi-part number separated by dots).
- SMTP and POP servers send out and bring in your email. Enter the SMTP and POP names or addresses (for example, mail.isp.com or a multi-part number separated by dots). Your service provider might use just one mail server for both functions, so the name or address might be the same for both SMTP and POP.

If you don't know the names or addresses of these servers, call your service provider. You can also enter this information later using the **Options** menu in Netscape Navigator. For more information, see "Choosing the screen look" and Chapter 7, "Preferences Panels," in the *Netscape Navigator Handbook*.

Connecting to the Internet Now

You can quickly and easily connect to the Internet and register your copy of Netscape Navigator Dial-Up Edition. When you do so, you're eligible to get information about new Netscape products and upgrades. Just click **Connect and register now**, and then click **Next**.

If you don't want to register your copy of Netscape Navigator Dial-Up Edition now, click **Connect later**. This tells Account Setup Wizard not to connect you now. Then click **Next** to continue.

You can register your copy of Netscape Navigator Dial-Up Edition the next time you connect to the Internet and start the Navigator. Just click **Help | Registration Information**.

Connecting to the Internet Later

To connect to the Internet later, double-click the Netscape Navigator icon on your desktop (or in the Netscape Navigator folder on the **Start | Programs** menu).

You can register your copy of Netscape Navigator Dial-Up Edition the next time you connect to your service provider and start Netscape Navigator. Just click **Help | Registration Information**.

You've completed Account Setup Wizard. Click **Finish** to exit and save your setup information.

Exploring the Internet

When you click **Connect**, you'll automatically exit Account Setup Wizard and connect to the Internet.

When you want to connect on your own, double-click the Netscape Navigator icon on your desktop (or in the Netscape Navigator folder on the **Start | Programs** menu).

Upgrading Your Files

Because you're upgrading to a Windows 95 version of Netscape Navigator Dial-Up Edition, the new version will use Windows 95 Dial-Up Networking, rather than the Netscape Dialer, to connect you to the Internet.

Because you previously used a Windows 3.1 version of Netscape Navigator Personal Edition or Dial-Up Edition, you have some Netscape Dialer connection files on your computer. If you upgrade these Dialer connection files, your service provider account information will transfer to Dial-Up Networking. This way, you won't have to enter this account information yourself. And just so you know: Your old Dialer connection files will remain in the NETSCAPE\DIALER directory, but won't be used to connect you to the Internet.

Click the statement that describes what you want to do, and then click **Next** to continue.

Upgrading Your Connection Files

You've chosen to upgrade your Netscape Dialer connection files. Before we can do this, you need to use the Modem Wizard and give us some information about your modem. You need to know your modem's manufacturer and model, and your modem line's phone number.

When you have this information ready, click **Next** to start the Modem Wizard.

Upgrade Completed

Your Netscape Dialer connection files have been updated to run under Windows 95.

When you want to connect on your own, double-click the Netscape Navigator icon on your desktop (or in the Netscape Navigator folder on the **Start | Programs** menu).

Click **Next** to continue.

The Modem Wizard Detected Your Modem

The Modem Wizard detected the modem you're using.

Click **Next** to continue.

The Modem Wizard Could Not Detect Your Modem

The Modem Wizard couldn't automatically detect your modem. Before you continue, make sure your modem is connected and turned on.

Then click **Next** to select your modem from a list of modem types.

Manually Selecting Your Modem Type

The Modem Wizard detected that you have a modem, but wasn't able to determine the modem's type. You need to manually select the type of modem you're using. Before you continue, you need to know your modem's manufacturer and its model number.

Click **Next** to select your modem from a list.

Your Modem is Now Set Up

Your modem is set up and you're ready to exit the Modem Wizard. If you want to change any of the modem information you just verified, click **Back** and you'll rerun the Modem Wizard.

Click **Next** to continue setting up Netscape Navigator Dial-Up Edition.

Multiple Modems

The Modem Wizard detected that you have more than one modem installed under Windows 95. Netscape Navigator Dial-Up Edition will be set up with the first modem listed, unless you manually select which modem you want to use. In the drop-down list, select the modem you'd like to use. If you want to use a modem that is not in the list, click **Rerun Modem Wizard** to install your new modem.

Click **Next** to continue setting up with the first modem in the list.

Where You're Dialing From (International version)

Enter the area code and phone number of your modem's phone line. Don't include any additional numbers or characters you dial to get an outside line (such as 9). Account Setup Wizard needs this phone number so it can provide you with a list of service providers for your area.

Click **Next** to continue.

Phone Number to Dial (International version)

Type the telephone number your modem dials to connect with your service provider. Don't include any additional numbers or characters that you dial to get an outside line (such as 9). If you don't know this phone number, contact your service provider.

Click **Next** to continue.

Personal Information (International version)

Name: Type your name.

Company: If you're using Netscape Navigator Dial-Up Edition for a business or for a home business, enter the company name. Including a company name is optional.

Address: Type the address that your monthly credit card statement is mailed to (this is your credit card billing address).

City, Province, Postal Code: Type the city, province, and postal code for your credit card billing address.

Account Information (International version)

Type the telephone number your modem dials to connect with your service provider. Don't include any additional numbers or characters that you dial to get an outside line (such as 9). You'll have a chance to enter them later.

Click **Next** to continue.

