

SPRYNET Account Setup assists you in creating an Internet Access and E-mail account with SPRYNET.

SPRYNET is an Internet Service Provider providing Internet accounts using the CompuServe worldwide network. You can automatically create a SPRYNET account, and use it for full Internet access including an electronic mail.

This help file provides information on using SPRYNET Account Setup to create an account and configure your software. The configuration program asks you to perform several steps:

- Register your software.

- Select an Internet access account.

- Provide billing information.

- Choose an e-mail name.

To create a SPRYNET account, you must provide the following information. To move from field to field of the form, use the TAB key. The following fields are required:

First Name

Last Name

Address Line

City

Country (or specify State/Province for the USA, Canada and Australia)

Postal Code

Contact Phone

Type the area code or country/city code in the first part of the box, and press TAB to move to the second part of the box to specify your phone number.

Specifies numbers that are dialed before or after the Internet Access phone number. Dial modifiers are optional. You might need to dial a dial modifier if:

You need to dial a prefix code to access an outside phone line, such as in many office phone systems.

You want to disable call waiting so that incoming calls do not interrupt your Internet sessions.

You want to use a calling card.

If you need to add a pause to the dial modifier, insert a comma. You can increase the delay by adding additional commas.

## Examples

Here are some sample dial modifiers. The exact dial modifiers you will use will vary according to your telephone system.

| <u>To:</u>              | <u>Type:</u>   | <u>In:</u>         |
|-------------------------|--|--------------------|
| Suppress call waiting:  | <b>*70</b> , ( <b>1170</b> , to disable call waiting for pulse dial phones)  | <b>Dial Before</b> |
| Access an outside line: | <b>9</b> ,   | <b>Dial Before</b> |
| Use a calling card:     | <b>173-452-5500,,,</b><br>(the number for your calling card, followed by some pauses to allow it to be recognized) | <b>Dial Before</b> |
|                         | <b>99993695</b><br>(your calling card code)  | <b>Dial After</b>  |

Specifies the type of [SPRYNET](#) Internet account you want to create. Each option features a different pricing plan, as shown. Click the button below the plan list for additional information on the selected plan.

Specifies access numbers for your SPRYNET account. The country and area code you specified in your Personal Information during registration will be displayed, and any access numbers in that area will be listed.

**To choose an access number:**

1. Verify that the displayed **Country** is correct. Change this value, if necessary.
2. Choose an access number from the list on the left. This list displays the numbers that are available in your area.

If you connect to SPRYNET through a data network provider other than the CompuServe Network, you may incur an additional [surcharge](#) on top of the standard monthly charges. In the UK, connecting via the CompuServe, Mercury 5000, or France Telecom data networks will not incur an additional surcharge. Telephone call charges still apply.

Some guidelines for choosing an access number:

Select a local number, if one is available, to save on long distance and additional phone charges.

Select a number with the fastest speed (BPS rate) that your modem can use.

3. If you need to dial long distance to reach the number you specified, you can specify that a country code or area/city code be dialed by checking the Add Country Code box. This displays the default country code used to dial the number you specified. If you need to specify a different long distance code, change the number you see in the Number to be dialed box, as necessary.
4. When you close this dialog box, you will be asked to confirm the number you selected; be sure this number is the number you want to dial and that the number uses any appropriate long distance codes.

Specifies account billing information for your SPRYNET Internet Access account. The payment method you specify will be billed every month for your Internet access time.

Specify the payment method that you want to use for your Internet access time. For payment cards, you will need to specify the specific card type, account number, expiration date and the name as it appears on the card.

Specifies account billing information for a sponsored account. This information is provided by the sponsor of your account, typically your employer.

**Sponsor Identification** The identification number for your sponsor.

**Cost Center Code** A code identifying a separate billing area or division within your company. This number may be required by your sponsor for tracking purposes.

**Authorization Key** The authorization code provided by your sponsor.

There is also a checkbox which should be selected if your account payment is split between you and your sponsor. If you are unsure if your account is split or fully sponsored, check with the sponsor of your account.

Specifies up to three choices for your e-mail username. Each choice can be up to 8 characters in length.

Your first choice will be used, if there are no pre-existing SPRYNET users with that name; if there is a conflict, your second and third choices will be tried. If all three of your e-mail address requests are being used by other SPRYNET customers, a name will be created by adding a digit to your first choice. For example, instead of JSMITH, your account would be JSMITH02.

The e-mail name that is selected will be displayed along with your account information at the end of the account creation process.

Some guidelines for selecting an e-mail address follow:

- Choose a distinctive address you might use your initials, a nickname, or some combination of letters in your name.

- Use good taste. A name deemed offensive by the SPRYNET system administrators will be changed to a random e-mail address.

- There are thousands of subscribers on SPRYNET. Be sure that your second and third choices are unique you might include a combination of numbers or other special characters to avoid duplicating an existing e-mail name.

Displays your new SPRYNET account information. Make sure you write down, print, or save this information to a file before leaving this dialog box. You can print this information to the default Windows printer by clicking the **Click here to Print the Information** button, or save it to a file by clicking the **Click here to Save the Information** button.

**Account Number** Specifies the Account Number that will be used to log into your Internet account.

**Account Password** Specifies the password that will be used to log into your Internet account. Keep this in a secure place.

**NOTE** An automatic login will be set up for you, so that you do not have to type in the ID and password to log in, but you should still record this information, for future reference.

**E-mail Address** Specifies your e-mail address; this is the address that others use to send you mail.

**E-mail Username** Specifies the name that will be used to login to your [e-mail](#) account.

**E-mail Password** Specifies the password you will use when starting an e-mail session. Be sure to record this, as you will need it to access your e-mail account.

**E-mail Host** Specifies the host name for the mailbox where your mail is stored.



Indicates that SPRYNET Account Setup could not connect to the SPRYNET registration server to get current account pricing information. This may have been caused by a busy server, or a bad modem connection. Try the following steps to solve this problem.

- Close other running applications that might conflict with the configuration program, especially communications or FAX software.
- Check that your modem is correctly connected to your PC. If you have an external modem, make sure the power is plugged in and turned on.
- Make sure that your phone line is free. If you have call waiting, you should disable it by entering the correct prefix in Phone Line Dial Modifiers.
- Use the **Re-check Modem Settings** button to check your modem settings. You may wish to try one of the following to ensure a reliable connection:
  - Lower the modem speed to 9600 baud by selecting the Port Setup option in the Modem menu..
  - Turn off the AutoBaud setting by selecting Modem Setup in the Modem menu and clicking the **Advanced** button.
- Set your modem to one of the following by selecting Modem Setup in the Modem menu.:
  - Hayes Optima 144 + FAX 144
  - Mercury Tech 9600/14400
  - GVC Technologies V.32bis

When you are ready to re-try the configuration, click the **Re-connect to SPRYNET** button.

Communication surcharges are charges that are billed to your account for accessing SPRYNET from various networks. Communication surcharges are billed to help cover the cost that it takes to provide access through supplemental networks, and the CompuServe network in certain locations worldwide. Prime and non-prime time rates are determined by the local time at the network location.

Communication charges apply during every session online, whether hourly connect-time charges apply or not. Long distance and other telephone access charges are not included in the surcharge rate. The CompuServe direct dial network is the most cost effective network to connect to SPRYNET.

To obtain current Communication Surcharge rates, call SPRYNET customer service at 1-800-557-9614.

**SPRYNET**

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To obtain current Communication Surcharge rates, call SPRYNET customer service at 1-800-557-9614.

Indicates that SPRYNET Account Setup could not connect to the SPRYNET registration server to create a SPRYNET account, or that there was an error in account creation.. This may have been caused by a busy server, or a bad modem connection. Check to make sure that:

- Account Billing Information is correctly entered and there are no other billing problems, such as an invalid credit card.
  - The modem is still connected and ready for use.
- When you are ready to re-try the configuration, click the **Re-connect to SPRYNET** button.

Welcome to SPRYNET! You are now ready to use your SPRYNET account to access the Internet. Here is a quick summary of your SPRYNET software and what it is used for.

To find your SPRYNET software, go to the SPRYNET Program Group in the Program Manager. The following programs are included:

- |                         |   |
|-------------------------|---|
| <b>Internet Browser</b> | The Internet Browser is used to access information on the World Wide Web.   |
| <b>SPRY Mail</b>        | SPRY Mail is used to send and receive e-mail, and to read and store your personal mail.   |
| <b>SPRY Dialer</b>      | SPRY Dialer makes the modem connection to the CompuServe network that is used to connect to the Internet. This program is only used if you need to change the phone number or other settings used to connect to CompuServe. |

