

Manual installation instructions for Windows95

You will **only** need to follow this setup procedure if the automated install and setup routine was unable to successfully configure your computer to access your Claranet Internet account.

1. Install and setup your modem.

2. Install and setup Windows95 internet dialup software.

3. Install and setup the Windows95 internet network protocol.

4. Connecting to Claranet

5. Trouble Shooting

6. Getting Technical Support

Installing your modem

There are two stages to installing your modem: the actual hardware connection (usually just plugging it in) and the software setup, which lets Windows 95 know that your modem is there.

Internal modems:

An internal modem exists as a card that slots inside your computer. As there are so many different modems and computers available, setting up this type of modem is beyond the scope of this helpfile and it is a job that should really only be undertaken by the more technologically minded of users. Refer to your modem's instructions for help on how to do this.

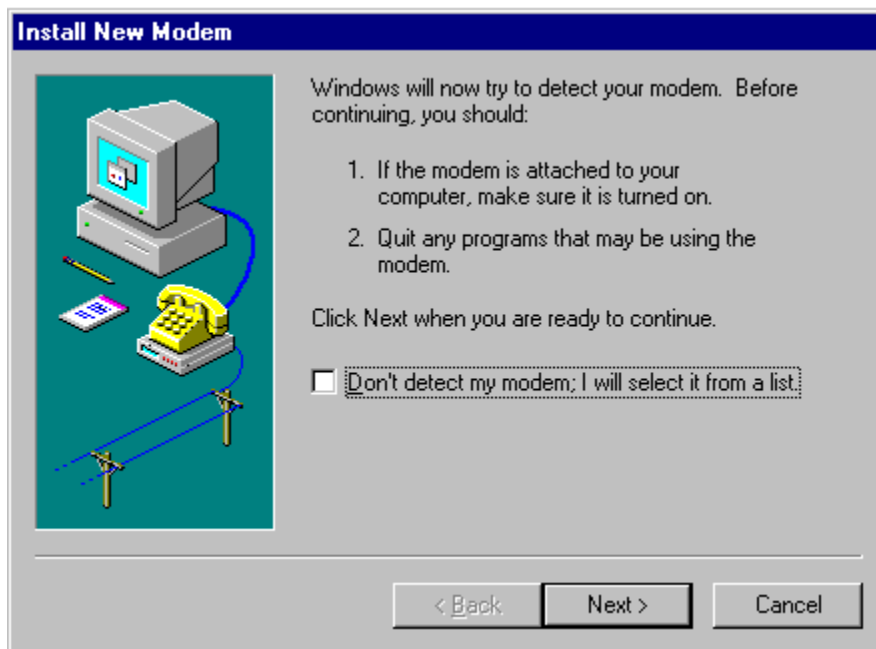
External modems:

External models are generally easier to setup than internal ones. It is normally a simple question of plugging it in to one of the COM ports at the back of your PC. You will also need to connect your modem to an external power supply via the adapter which will have been included with your modem. Refer to the instructions that came with your modem.

Windows95 Modem settings:

Setting up a new modem with Windows95:

Select **Control Panel** from the Windows95 Start menu. Locate the **Modems** icon, double click the left mouse button upon this icon to see the following dialogue box:



Click on the **Next>** button and follow the on screen prompts as Windows95 attempts to automatically configure your modem. At various points during the installation routine Windows95 will relay results back to you, if possible check these results against any information you have in your modem's manual and replace any incorrect information. If Windows 95 does not detect the exact model, don't worry. The 'standard modem' setting works perfectly well with most modems.

Installing the Windows95 internet protocol

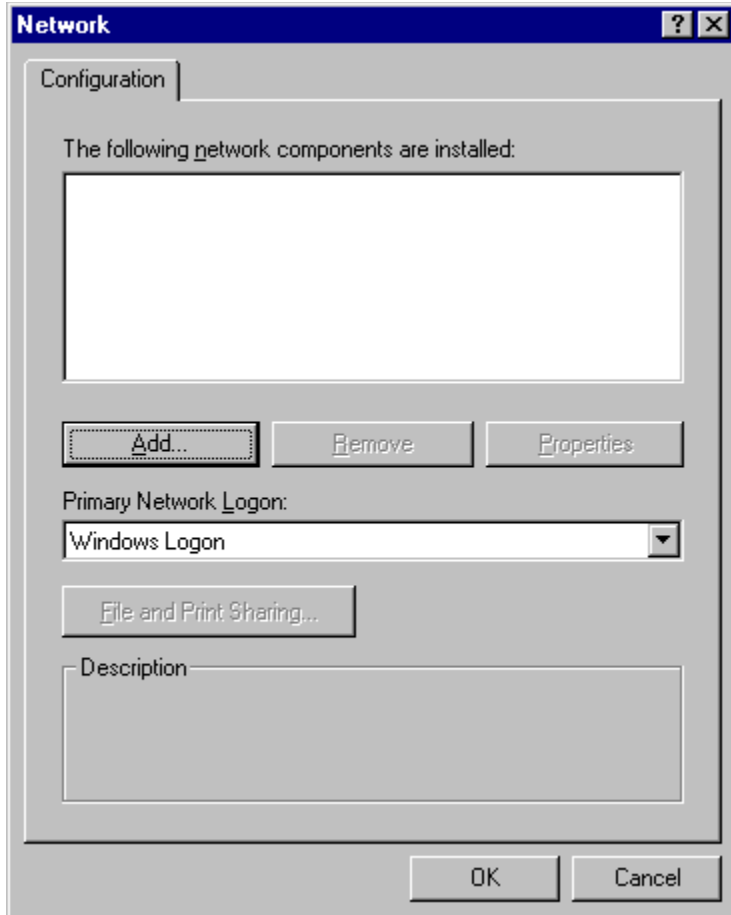
For computers to be able to talk to each other across the internet they need to have a standard way to communicate. The 'language' of the internet is called **TCP/IP**, and **Windows95** has this built in.

To install the Windows 95 **TCP/IP** drivers follow the following procedures:

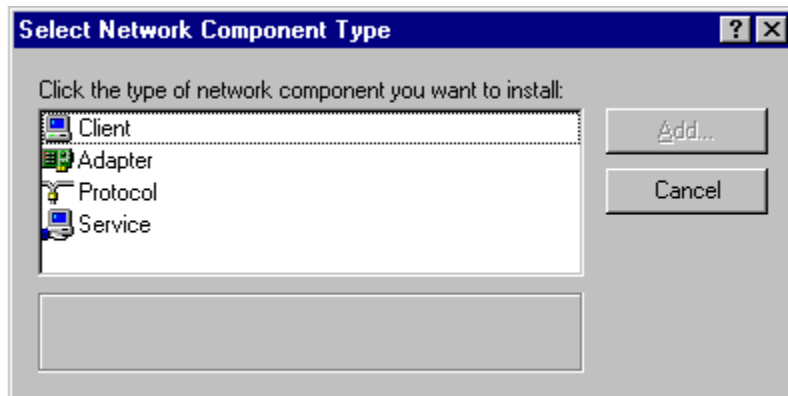
Open the **My Computer** icon from your desktop, click on the **Control Panel** icon, you will then be presented with the **Control Panel**:



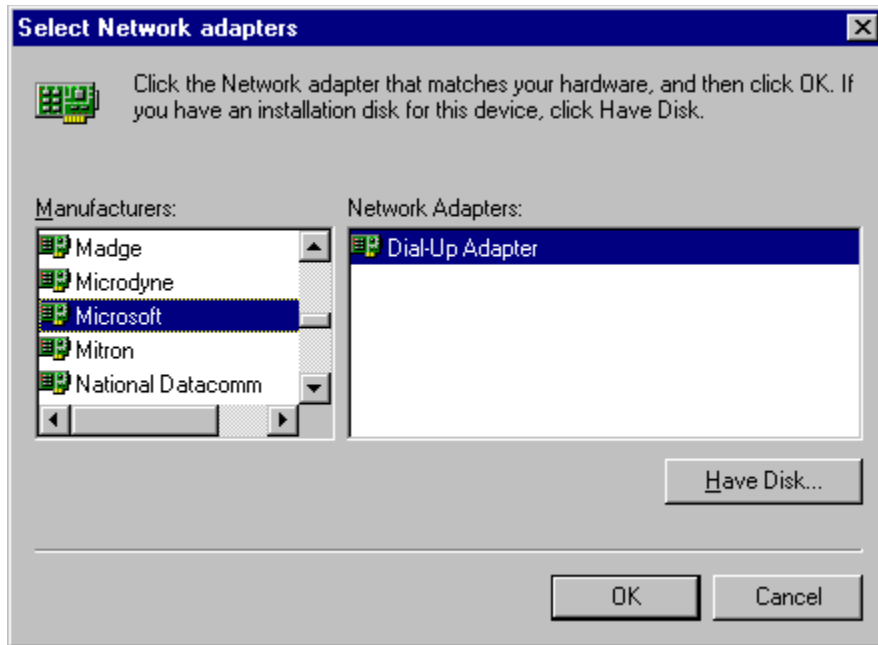
Double click the left mouse button upon the **Network** icon. You will then be presented with the **Network: Configuration** dialogue box:



Don't worry if you already have some items listed in the box. Click on the **ADD** button you will then be presented with the following:

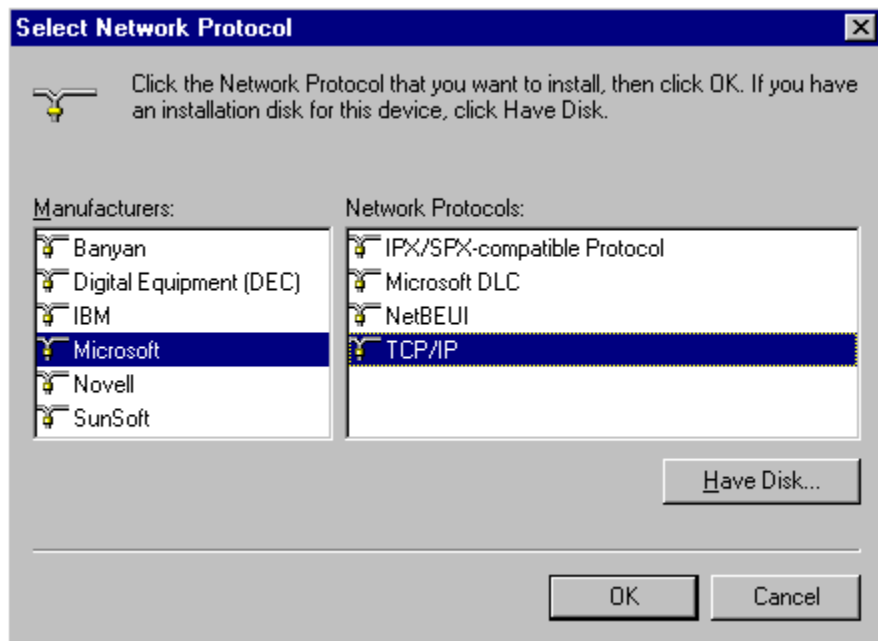


Double click the left mouse button on **Adapter**, you will then be presented with **Select Network adapters** dialogue box:



Use the scroll bar to the right of the **Manufacturers** window to scroll down to the **Microsoft** icon, double click on this icon and a list of available protocols should appear in the **Network Adapter** window to the right, click on the **Dial-Up Adapter** entry then press the **OK** button to install your modem as an internet Dial-Up adapter.

You will then be back to the Network configuration dialogue box, notice that you now have a Dial-Up adapter listed as an installed component. Click the left mouse button upon the Dial-Up adapter icon, the click the **ADD** button, you will once again be presented with the **Select Network Component type** dialogue box. This time select **protocol**, you will then be presented with this dialogue box:

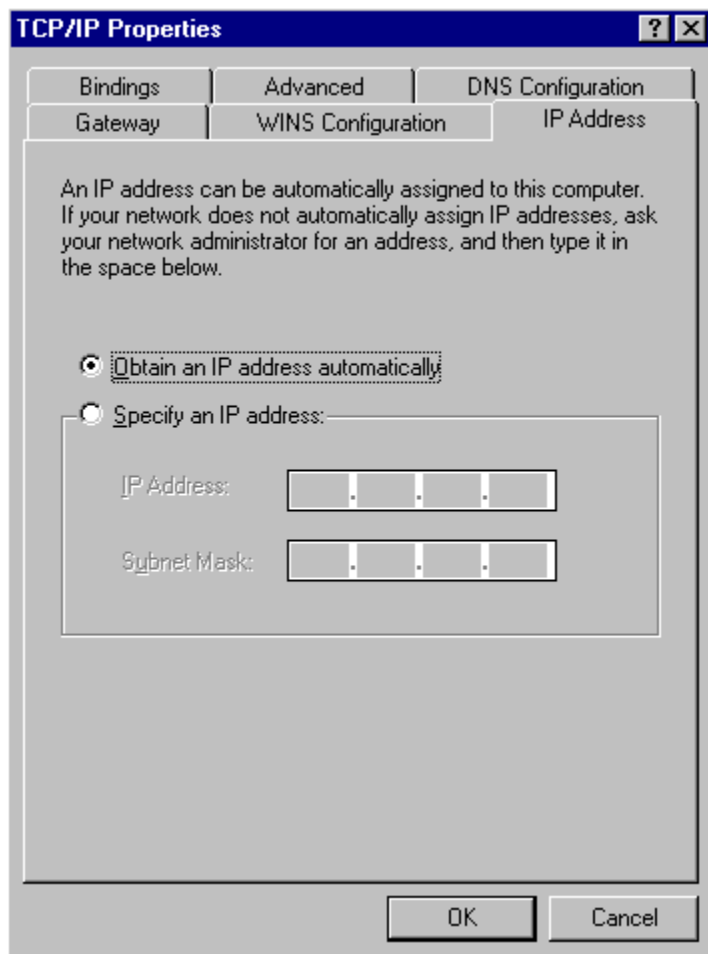


In the **Manufacturers** window click the **Microsoft** icon, a further group of icons will now be displayed in the **Network Protocol** window. Select the **TCP/IP** icon, then click on **OK**.

Now in the **Network Configuration** window, along with the **Dial-Up Adapter** icon, there should also be a **TCP/IP** icon. Double click the left mouse button upon the **TCP/IP** icon to be presented with the **TCP/IP Properties** dialogue box.

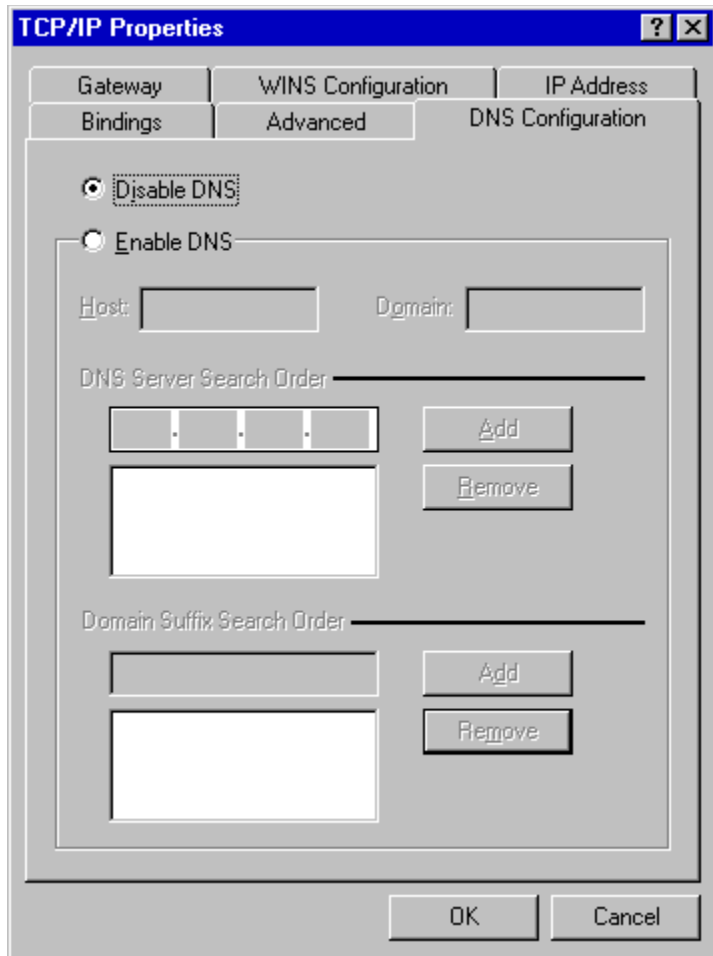
At the top of the TCP/IP properties dialogue box are some tabs: **Bindings**, **Advanced**, **DNS Configuration**, **Gateway**, **WINS Configuration** and **IP Address**. By clicking on each of these tabs you will bring up a different configuration window for each of these elements.

Click on the **IP Address** tab for the following dialogue box:



Every computer present on the Internet needs a specific address, the **IP** address. At ClaraNet your computer is automatically given an **IP** address as you log on so you don't have to enter it manually into the above dialogue box, instead make sure that **obtain an IP address automatically** is ticked like in the above example.

After clicking on the **DNS Configuration** tab you will be presented with the following window:



In the DNS configuration dialogue box make sure **Disable DNS** configuration is ticked.

Once you have completed the above tasks click **OK** at the very bottom of the window. Windows95 will now ask you to reboot the computer. Click on **Yes** and follow the on screen instructions to reboot your computer. Once your computer has rebooted, restart this help file at:

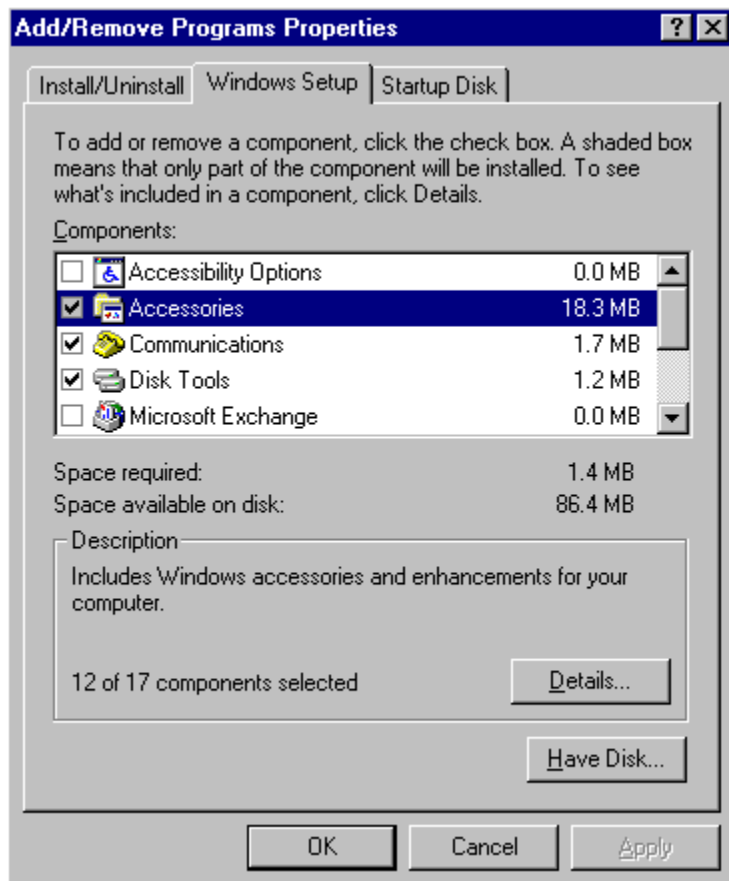
Click [here](#) to go back to the main menu.

Installing and setup the Windows95 dialup software

Windows95 comes complete with its own dialup networking software. This software enables your computer be able to dialup and connect to your internet service provider, **ClaraNet**.

Windows95 does not install its dialup networking software as standard, you will need to install it from your original Windows95 installation disks or CD, or if your computer came pre-installed with Windows95, the installation files will be present on your computer's hardisk. Follow these steps to install the Windows95 dialup networking software:

Double click the **My Computer** icon on your desktop, then double click on the **Control Panel** within the **My Computer** window. You will now be presented with the **Control Panel** window, double click the left mouse upon the **Add/Remove Programs** icon. You will then be presented with the **Add/Remove Programs Properties** dialogue box:



At the top of the window there are three tabs, **Install/Uninstall**, **Windows Setup** and **Startup Disk**. Click upon the **Windows Setup** tab with the left mouse button.

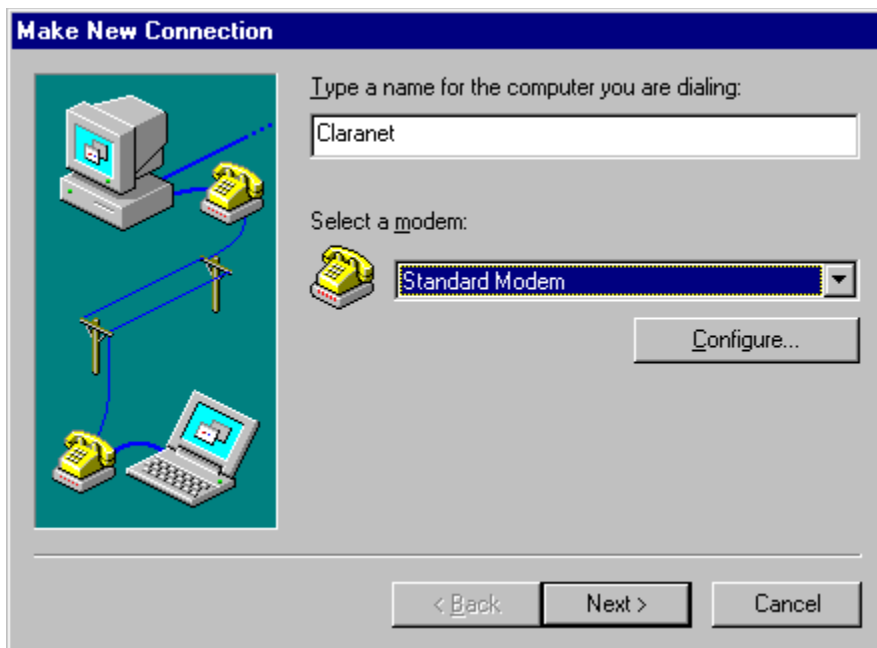
You will now be presented with the **Windows Setup** dialogue box, double click the left mouse button upon the **Communications** icon. You will then be presented with a list of communication applications to install. Place a tick next to the **Dial Up Networking** icon by clicking the left mouse button upon it, now click **OK**, when you are returned to the **Windows Setup** dialogue box, click **OK** once again. Follow the onscreen prompts to complete the install of Windows95 Dial Up Networking software.

Once you have installed the **Dial Up Networking** software you will then have a **Dial Up Networking** icon installed in the **My Computer** folder upon your desktop. Double click the left mouse button upon the icon

to bring up the **Dial-Up Networking** window:



Double click the left mouse button upon the **Make New Connection** icon. You will then be presented by the **Make New Connection** setup wizard:



Enter **Claranet** as the name of the computer you are dialing. Click the **Next>** button to continue:

You will then be requested to insert a number for your dialup account at Claranet. As Claranet have local rate access numbers throughout the whole of the UK there is no single dialup number. When you first subscribed to Claranet you should have been issued with the appropriate dialup number for your area, alternatively just enter the London number for now: 0171 206 9445. (You can search for the correct local access number later by pointing your web browser at <http://www.clara.net/vpops.html>.)

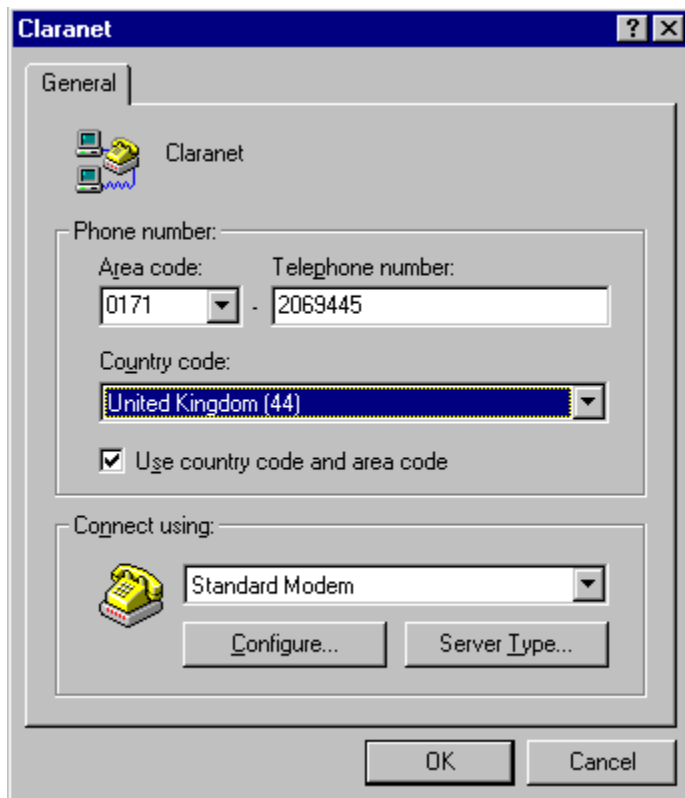
After you have inserted the correct dialup number click **Next>** to continue, then press **Finish** at the next screen.

Now in the **Dial-Up Networking** window next to the **Create New Connection** icon there will also be a **Claranet** icon, your connection to **Claranet** and the internet beyond.

Click the **Claranet** icon with the **right** mouse button, a drop down menu will now appear. Select

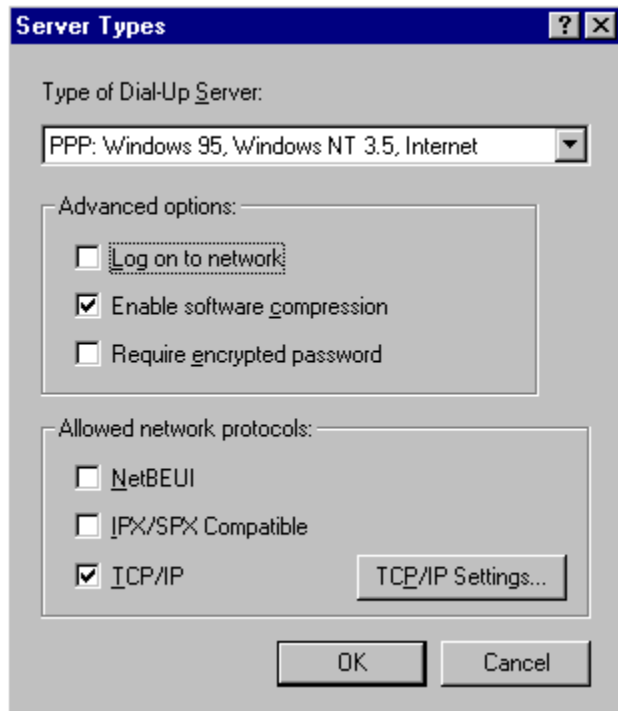
Properties with the left mouse button.

The following dialogue box should now appear:



Make the correct area code and phone number are inserted. Also make sure that the Country Code is set to **United Kingdom**.

Click on the **Server Type** button to the bottom right of the window. You will now see the **Server Types** dialogue box:



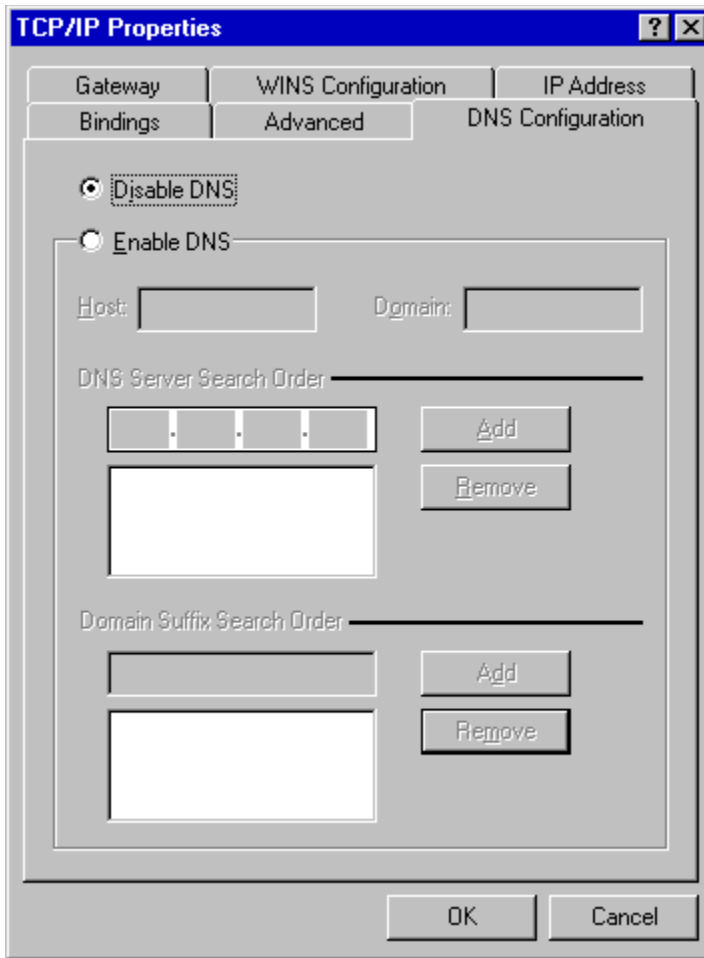
Select **PPP, Windows95, WindowsNT 3.51, Internet** from the **Type of Dial-Up Server** drop down list.

Make sure only the following items are ticked:

Advanced Options:

- Enable software compression**

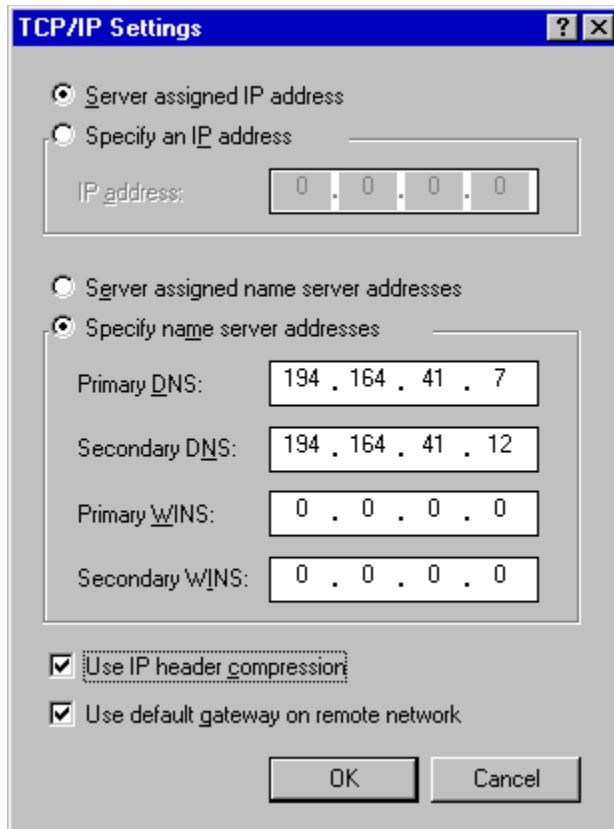
Allowed Network Protocols:



TCP/IP

Your **Server Types** dialogue box should now have exactly the same settings selected as those in the **Server Types** example snapshot above.

After all the the above settings have been inserted click the left mouse buttons upon the **TCP/IP Settings** button. You will then see the **TCP/IP Settings** dialogue box:



Select **Server assigned IP address** by clicking the left mouse button onto the small white circle, the circle will now be coloured black to indicate that it is indeed selected.

Select **Specify name addresses** in the same manner as above. Insert the following numbers into the relevant fields:

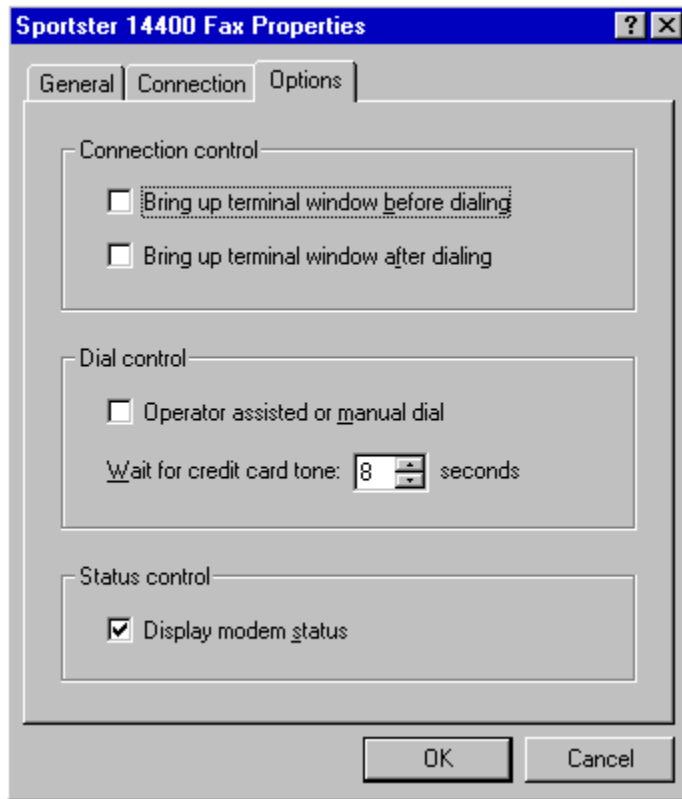
Primary DNS:	194	.164	.41	.7
Secondary DNS:	194	.164	.41	.12
Primary WINS:	0	.0	.0	.0
Secondary WINS:	0	.0	.0	.0

Both the **Use IP Header Compression** and **Use Default Gateway** on remote network check boxes should be ticked.

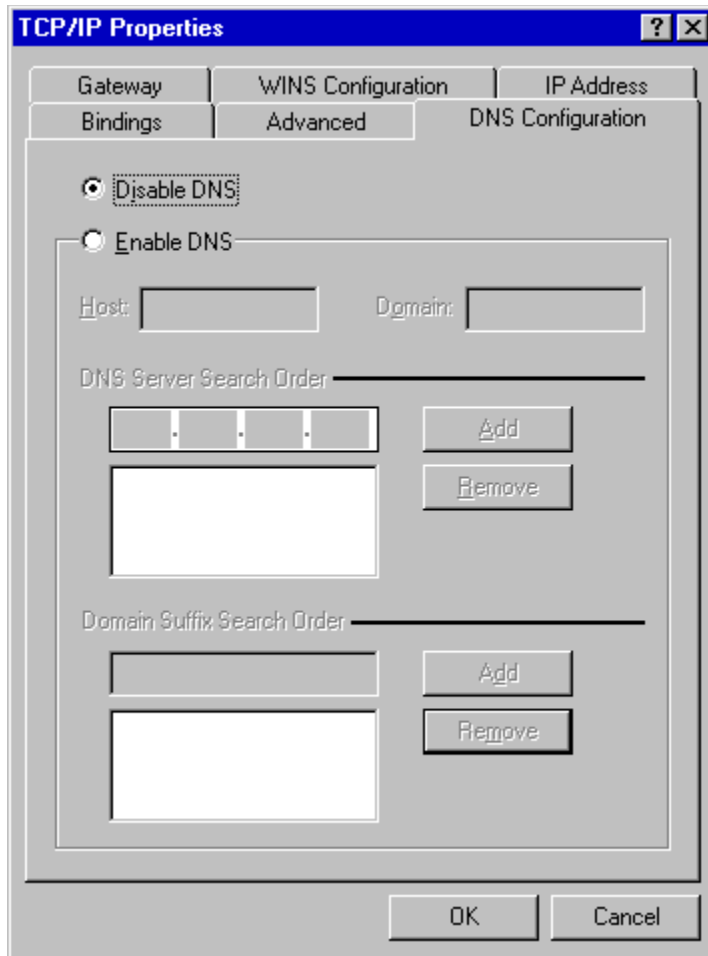
After all the above information has been entered correctly your **TCP/IP Settings** dialogue box should look exactly the same as the one used in the example above.

Once you are happy with your selections click **OK**. You will then be returned to the **Server Types** dialogue box, click **OK** once more. You will now be returned the **Claranet** connection dialogue box.

Click on the **Configure** button. You will now be presented with the **Standard Modem Properties** dialogue box. At the top of the window there are three tabs, **General**, **Connection** and **Options**. Left click upon the **Options** tab. You will now be presented with the following **Options** dialogue box:



Ensure that **only** the following item is ticked:



Display modem status

Your options window should now look exactly the same as the example above. Click on **OK** to continue.

You are now all setup to dial into your Internet account and read step 5 - Connect to Claranet.

Click [here](#) to go back to the main menu.

Connecting to Claranet

Once you have completed all the install and setup procedures you will now be able to complete the final phase of this help file, connecting to Claranet and the Internet beyond.

Open the **My Computer** window by double clicking upon it's icon on your desktop. Double click again upon the **Dial-Up Networking** icon present in the **My Computer** window. You will now see the Dial-Up Networking window.

If you have followed the installation and setup steps correctly there will now be a Claranet icon present within this window. Double click upon this icon. The **Claranet Connection** window now open.

Insert your login name as the **Username**. Double check that you have inserted the correct dialup telephone number. Click **Connect** to begin the dialup process:



Your modem will now handshake with one of Claranet's. During this process your modem will emit a screeching sound, this is normal. Once this process is finished your username and password will be verified. Press **F7** or click on the **Connect** button to continue.

You are now connected to the Internet. Congratulations!

You are now able to use all the Internet Applications Claranet has supplied you with, Microsoft's Internet Explorer 3 and the Atlantis software suite. Read the help file of each package for more information on how to setup and use these software packages with your Claranet internet account.

Trouble Shooting

Errors while connecting and how to solve them:

Problem: No Dialtone

Reasons:

1. The modem is not plugged into the telephone socket.
2. The modem is plugged into a line which is currently in use by another call (such as a voice call)
3. The cable from the modem to the wall socket is faulty.
4. The modem does not recognise a British dialtone. This is very common on modems imported from the US. You can 'solve' this problem by adding X0 to the initialisation string which instructs the modem to ignore the missing dialtone.

Problem: Modem is not responding

Reasons:

1. The modem is not plugged in, or is not switched on.
2. The modem is faulty or the modem cable is faulty.
3. The modem is not on the correct COM port. Check your modem installation in the control panel.
4. The modem is still busy from a previous dial attempt. Reset it, if necessary by manually switching it off and on again.

Problem: The computer you are dialing is not answering.

Reasons:

1. The number you are dialling is not a Claranet PoP. Check the number is correct, including the STD code. Try telephoning the number with a normal voice telephone and see what the response is.

Problem: Unable to establish a compatible set of network protocols

Reasons:

1. You do not have the TCP/IP protocol installed. Follow the instructions in this help file for installing TCP/IP in the network control panel.
2. You have a tick next to either Netbeui or IPX/SPX in the Dial-Up network configuration. There should only be a tick next to TCP/IP.
3. You have selected 'Log on to Network' in the Dial-Up Networking configuration. This option must be unticked.
4. The modem 'handshake' did not succeed. The handshake is the screeching noises your modem makes immediately after dialling. This should only last a few seconds. If it lasts a long time, especially if you can hear a pattern of sounds repeating over and over, it is likely that a setting needs to be changed in the modem setup. Try turning off compression, error correction and lowering the speed. (Note: lowering the speed that your computer talks to your modem will not necessarily affect the speed that your modem connects to ClaraNET.)

Getting Technical Support

You should have no problem installing and using the Atlantis software suite. However, if you encounter difficulties and cannot find the answer in this help document, or in the help documents which accompany the individual applications, ClaraNet has a technical support helpdesk available.

There are three ways of contacting Technical Support:

Support Newsgroups

The newsgroup *claranet.support* is specifically for ClaraNet customers who have technical questions. We recommend that you read this newsgroup regularly. Questions asked in this newsgroup will be answered by a member of technical support normally within twelve hours.

Email

If you have a question which you feel is specific to your installation you may prefer to ask us by email. Our email address is: *support@clara.net*. Emails to support are usually answered within twelve hours, sometimes within minutes.

Telephone

If you have a support question, particularly one which actually prevents you from connecting to the internet, you can telephone technical support on: *0171 647 1010*.

