Contents

Getting Started

Modem Information

You and Your Internet Service Provider

Connecting to the Internet

Sprint Internet Passport

Sprint Internet Passport gives you access to the Internet using a phone line and modem.   This kind of access is called dial-up because each time you want to connect to the Internet, your modem dials Sprint Internet Passport's server phone number.   When the server answers, a connection is established and you have access to the Internet.

If you're new to the Internet, click **Create a new Sprint Internet Passport account**.   When you click **Next** the Account Setup Wizard will help you set up an Internet account.

If you are a current Sprint Internet Passport user and need to re-configure your software or load the software on a new computer, click **Use an existing Sprint Internet Passport Account.**   When you click **Next,** you'll be asked to give information about your Internet Account.

Modem checklist

Before you continue, check the following:

- 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 to the manufacturer's instructions.

If you haven't already installed your modem, you must do so now.   Click **Cancel** to exit the Account Setup Wizard.   Install your modem, and make sure it is connected and turned on.   Then start the Account Setup Wizard again.

Creating a new Sprint Internet Account

To set up an account with Sprint Internet Passport, you'll need to provide your name, address, and phone number.   Also, you'll need to provide credit card information so that your billing can be set up.

To finish setting up the software, you need to know the manufacturer name and model of your modem. 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 information ready, click **Next** to continue.

Personal Information

Name: Type your name as it appears on your credit card.

Company: If you have purchased Sprint Internet Passport 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 your service provider learn about you. In turn, your service provider can develop better products and services for you. When you're done with the online survey, you'll immediately continue with Account Setup Wizard.

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

User Information Card

Your service provider uses the information you provide here to help them develop the products you want.

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

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User Information Card

Your service provider uses the information you provide here to help them 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

Sprint needs credit card information so that you can be charged for Internet access.   Your credit card information is encrypted before it's transmitted.   If you don't set up a Sprint Internet Passport account, 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.   You can use Visa, MasterCard, or American Express.
- **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

We're going to need some information about the modem you're using. Take a minute now to write down the modem's manufacturer and model.

Before you continue, make sure that your modem is set up properly. Here's a modem checklist to help you.

Check off this item	Internal modems	External modems
Physically install the modem according to manufacturer's instructions.	Either have your modem professionally installed, or do it yourself.	Take your modem out of the box and make sure that you have all the necessary cables.
Connect the modem.	Plug the phone line into the modem jack on the back of your computer.	Follow the manufacturer's instructions. First connect the modem to the computer; then plug the phone line into the modem. Finally, plug the modem's power cord into a power outlet.
Turn on the modem.	Plug the phone line into the modem jack on the back of your computer.	Flip the "on" switch on the modem.
Install special modem software if it came with your modem. You might need to restart your computer for the new modem settings to take effect.		
Keep the modem's packaging and literature for future reference.		

Detecting Your Modem

Depending on the modem and software you use, the Modem Wizard can usually detect which modem you're using. Occasionally, the Modem Wizard either can't detect your modem, or detects a modem other than yours.

If the Modem Wizard couldn't detect your modem, click **Rerun Modem Wizard** and try letting the Modem Wizard detect your modem one more time. If it still fails to detect your modem, click **Rerun Modem Wizard** and choose your modem from a list.

If the Modem Wizard detected a modem other than yours, it's probably OK to continue without rerunning the Modem Wizard. Different modem manufacturers often use the same chip in their modems. The Modem Wizard detects the modem's chip rather than detecting the specific manufacturer. For example, you might have a US Robotics modem, and the Modem Wizard might detect it as "Rockwell based WinRPI." In this case, the Modem Wizard detected the Rockwell chip in a US Robotics modem, and it's fine to finish the Modem Wizard without making a change. If you're uncertain about whether your modem was detected correctly, click **Rerun Modem Wizard** and choose your modem from a list.

If the Modem Wizard detected your modem correctly, click **Next** to continue.

Selecting Your Modem

Follow these steps to select your modem from a list:

1. Choose the name of your modem's manufacturer from the **Manufacturer** list on the left. If you don't see the manufacturer's name, choose **Hayes Compatible**. Account Setup Wizard can use this choice as its "best guess" to configure your modem.

2. Next, choose the model number for your modem from the **Models** list on the right. If your model number isn't in the list, choose a basic setting for your modem speed.

3. Click **Next** to continue.

If your modem fails to work (or "initialize") after following the previous steps, either click the **Back** button in Account Setup Wizard until you reach the Modem Wizard, or run Account Setup Wizard again. This time, select **Generic Modem** in the **Manufacturer** list, and then click a model with your modem's speed in the **Model** list.

Dialing Information

Call Waiting

Because Call Waiting can disrupt modem connections, you need to temporarily disable it when you connect to the Internet.   Sprint Internet Passport can handle this for you.   When you disconnect from the Internet, Call Waiting is automatically turned back on.

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.

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

Finally, 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.

Dialing Information

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).

Click **Next** to continue.

Setting up a Sprint Internet Passport Account

Now you're ready to setup a Sprint Internet Passport Account.   When you click **Connect**, the Account Setup Wizard dials a toll-free number that connects you to the Sprint Internet Passport Registration server.   After you connect, you can read about each pricing option and make a choice on the plan that best meets your needs.

The Account Setup Wizard automatically registers your copy of the software when you create an account.

Click **Connect** to setup an Internet account.

Starting the Navigator

When you're ready to connect to the Internet again, double-click the Sprint Internet Passport icon in your Sprint Internet Passport program group.

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

Setting up Internet Access

Account Setup Wizard will create a connection to Sprint and place a shortcut icon (called a "Dialer" icon) in your Sprint Internet Passport program group.   You can user the Dialer to:

• Dial and connect to Sprint

• Change and add phone numbers for calling Sprint Internet Passport from different locations
• Enter you user login name and password

You can name the Dialer icon anything you want, but we suggest the name Sprint Internet Passport Dialer.

Click **Next** to continue.

Setting up Internet Access

Account information includes your user 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 the modem's phone line uses Tone or Pulse dialing. 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 a Sprint Internet Passport account, you'll need to provide the following information. Make sure you have it ready before you click Next to continue.

- Your user account login name (also called a user ID or user name) and your password.
- Email login name and password.
- The phone number your modem dials to connect to Sprint Internet Passport.

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

Account Information

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

Click **Next** to continue.

Account Information

Type the user login name (also called a user ID or user name) and password you use to connect to Sprint Internet Passport.   Sprint Internet Passport will use the information to automatically login to Sprint Internet Passport when you connect.

Click **Next** to continue.

Account Information

For Email, Sprint Internet Passport provides you a different user name (also called a user ID, login name, or POP name).   The password is the same as your login, password you use to connect to the Internet.

Click **Next** to continue.

Account Information

Type the telephone number your modem dials to connect with Sprint Internet Passport. Don't include any additional numbers or characters that you dial to get an outside line (such as 9).

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 your service provider and start the Navigator. Just click **Help | Registration Information** in Netscape Navigator.

Exploring the Internet

To connect to the Internet later, double-click the Sprint Internet Passport Dialer in the Sprint Internet Passport program group.   This is the same easy access Dialer icon you named earlier in the Account Setup Wizard.

After you connect, double-click the Sprint Internet Passport icon to start the Navigator.

Click **Finish** to exit Account Setup Wizard.

Exploring the Internet

When you click **Connect**, you'll automatically exit Account Setup Wizard and connect to your service provider. When you want to connect on your own, open the Netscape Navigator Dial-Up Edition group in Program Manager. Then double-click the Netscape Navigator icon.

The Modem Wizard Detected Your Modem

The Modem Wizard detected the modem you're using.

Click **Next** to continue.

Detecting Your Modem

Depending on the modem and software you use, the Modem Wizard can usually determine which modem you're using. When you click Next, we'll automatically detect your modem.

If you'd rather choose your modem yourself, click the box next to **Don't detect my modem; I want to select it from a list**.

Click **Next** to continue.

Selecting a Communications Port

Now that you've identified your modem, you need to select a communications port to use with it. A communications **port** is a place where a communications **device** (such as a modem, mouse, or joystick) plugs in. A communications device gives the computer information from outside the computer, such as information over the phone line that comes in through a modem.

Most modems are connected to communications port COM2. If you don't know which communications port your modem is connected to, the easiest way to find out is to ask the person who installed your modem. Or, you can try setting your modem to COM2, and change this setting later if your modem doesn't seem to work.

After you've selected a port, 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. For a modem checklist, see Chapter 1 in *Installation and Setup Guide*.

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 model.

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.

Where You Are 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.