Choosing an Internet Service Provider

An Internet service provider 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 the service provider's phone number. When the service provider's computer answers, a connection is established and you have access to the Internet.

If you're new to the Internet, click **I need to choose a service provider**. When you click **Next**, the Account Setup Wizard will help you choose a service provider.

If you can connect to the Internet from your computer using a modem, you already have a service provider. Click **I already have a service provider**. When you click **Next**, you'll be asked to give information about your service provider.

It's possible that you use an online service without full Internet access. Such an online service gives you access to a limited amount of information. However, most online services now offer accounts with access to the entire Internet. If you're unsure about the type of account you have with your online service, contact them and ask about accounts with full Internet access. If you set up such an account, be sure to write down all the information they give you, such as DNS, SMTP, POP, and NNTP server information. Then run the Account Setup Wizard and indicate that you already have an service provider.

Upgrading from a previous version of Netscape Personal Edition

If you're upgrading, you can still use your previous dial-up connection for your service provider. If you installed Netscape Personal Edition version 2.0 in the same directory as your previous version, your email and service provider settings have been retained, and your Dialer icon remains in the Netscape Personal Edition program group.

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 the manufacturer's instructions.

- If your modem came with special modem configuration software, you must install it before the modem will function properly.

- 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.

Setting Up a New Account

Service providers charge you for the Internet access they provide. To set up an account with a service provider, you'll need to provide your name, address, and phone number. Also, you'll need to provide credit card information so that your service provider can charge you.

To finish setting up Netscape Personal Edition, 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.

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

Personal Information

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

Company: If you have purchased Netscape Personal 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.

Personal Information

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

Whether or not you fill out the user information card, your copy of Netscape Personal Edition will be automatically registered when you connect to Netscape at the end of the Account Setup Wizard.

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

User Information Card

Netscape uses the information you provide here to help us develop the products you want.

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

User Information Card

Netscape uses the information you provide here to help us develop the products you want.

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

User Information Card

Netscape uses the information you provide here to help us develop the products you want.

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

Personal Information

Click **Yes** if you want us to share your user information card with other companies. We'll provide them with your name, address, and the survey information you gave us (but never your credit card information). In turn, you'll receive information about exciting products designed for Netscape Personal 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 encrypted before it's transmitted. 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. You can use VISA, Master Card, 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

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

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 the manufacturer's instructions.

- If your modem came with special modem configuration software, you must install it before the modem will function properly.

- 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.

When your modem is installed and you know its make and model, click **Next** to continue.

Modem Information

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

If the Modem Wizard could not 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 your manufacturer's, it's probably OK to continue without rerunning the Modem Wizard. Different modem manufacturers often use the same chip in their modems. Rather than detecting the specific manufacturer, the Modem Wizard sometimes detects the modem's chip. 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.

Modem Information

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**. The 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 the Account Setup Wizard until you reach the Modem Wizard, or run the Account Setup Wizard again. This time, select **Other Windows Modem** in the **Manufacturer** list, and then click a model with your modem's speed in the **Model** list.

Dialing Information

Because Call Waiting can disrupt modem connections, you need to temporarily disable it when you connect to the Internet. Netscape Personal Edition will disable Call Waiting 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 enter 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 need 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). The 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.

Choosing an Internet Service Provider

Now you're ready to get information about some of the service providers for your area. When you click **Connect**, the Account Setup Wizard dials a toll-free number that connects you to a list of service providers. After you connect, you can read about each service provider before making a choice.

Think about the following when choosing a service provider:

- What are the costs (monthly fees, account setup fees, and the hourly rate for connection time beyond the free amount covered in your monthly fee)?

- Is the service provider's phone number a local one? A toll-free number? When you dial in to your service provider and connect to the Internet, the phone call tends to be long. You're on the phone as long as you stay connected to the Internet. The phone company charges you for the phone call like any other phone call. And on top of the phone call's cost, you also pay your service provider for Internet access. However, if you choose a toll-free number for your service provider, you might pay higher fees. Toll-free numbers are a good option if you travel frequently and need to connect to the Internet while on the road.

- What technical support does the service provider offer?

The Account Setup Wizard automatically registers your copy of Netscape Personal Edition when you create an account with a service provider.

Click **Connect** to connect and select a service provider.

Exploring the Internet

When you're ready to connect to the Internet again, open the Netscape Personal Edition group in Program Manager. Then double-click the Netscape Navigator icon to connect to the Internet and start the Navigator.

You've completed the Account Setup Wizard. Click **Finish** to exit.

Setting up Internet Access

The Account Setup Wizard will create a connection to your service provider and place an icon in the Netscape Personal Edition program group. You double-click this icon to easily connect to your service provider without running Netscape Navigator. (To run the Navigator, you can double-click its icon after you're connected.)

You can name the service provider's 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.

Setting up 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 you 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 a service provider, you'll need to provide the following information. Make sure you have it ready before you click **Next** to continue.

- Your account login name (also called a user ID or user name) and your password.

- The phone number your modem dials to access your service provider.

- Domain Name System (DNS) server number. 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 name or address might be the same for both SMTP and POP.

If you don't have all of the information listed here, call your service provider.

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 login name (also called a user ID or user name) and password you use to connect to your service provider. Netscape Personal Edition will use this information to automatically log in to your service provider when you connect.

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 have a TTY login account. To be sure, check with your service provider. If you have a TTY login account, click the box next to **I will need a TTY window**.

After you complete the Account Setup Wizard, you can create a login script so you can log in automatically. See Chapter 3, "Tips and techniques," in *Getting Started*.

Click **Next** to continue.

Account Information

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 have to enter a separate name and password for email, just click **Next**; the Account Setup Wizard will automatically use your account user name and password for email.

Click **Next** to continue.

Account Information

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.

Account Information

Your service provider has at least one Domain Name System (DNS) server. Enter the IP address of that server. Optionally, you can enter a secondary DNS server address to use when the first DNS is busy. If you don't know these addresses, 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, contact 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 *Navigator Handbook*.

Exploring the Internet

You can quickly and easily connect to the Internet and register your copy of Netscape Personal 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 Personal Edition now, click **Connect later**. This tells the Account Setup Wizard not to connect you now. Then click **Next** to continue.

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

Exploring the Internet

To connect to the Internet later, open the Netscape Personal Edition group in Program Manager. Then double-click the Netscape Navigator icon.

You can register your copy of Netscape Personal Edition the next time you connect to the Internet and start the Navigator. Click **Help|Registration Information**.

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

Exploring the Internet

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

Modem Information

The Modem Wizard detected the modem you're using.

Click **Next** to continue.

Modem Information

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.

Modem Information

Now that you've selected 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 phone line) 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 set to communications port COM2. If you don't know which communications port your modem is set 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.

Modem Information

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.

Modem Information

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.

Modem Information

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.