

# Mac OS Internet Customer Help Sheet No.6

## “Internet Connection Using Mac OS 8.5’s Internet Access”

This document has some tips for configuring and connecting your Macintosh to the internet and utilising this great resource with Microsoft products such as Internet Explorer 4.01 and Outlook Express 4.01. This help sheet has been written with an internet connection using Mac OS 8.5’s “Internet Access” software.

### PART 1: PHYSICAL CONNECTION

You will need a modem or a physical network connection to your Macintosh computer before you can proceed any further.

### PART 2: CONNECTION TO A HOST COMPUTER

If you are on a network connection you will need to obtain the relevant network settings from your network administrator or you will need a contract with an Internet Service Provider (ISP). If you are using an ISP you will need the following information from them:

1. Local telephone number to dial up to (a local point of presence – POP).
2. Your account name (login/user ID).
3. Your account password.
4. The ISP’s DNS address (for instance: 158.43.240.3).
5. The ISP’s domain name (for instance: dial.pipex.com).
6. Your e-mail address (for instance: kaa99@dial.pipex.com).
7. Your e-mail password.
8. Your e-mail account (for instance: kaa99@pop.dial.pipex.com).
9. Your e-mail host computer (for instance: smtp.dial.pipex.com).
10. Your newsgroup host computer (for instance: news.dial.pipex.com).

Note: If you don’t have an ISP you can use the Mac OS 8.5 Internet Setup Assistant to help you connect to an ISP and setup a contract with them automatically.

### PART 3. INTERNET SOFTWARE

Use the following procedure to get connected to the internet:

Step 1: (Clean) install system software and check version.

<u>If Your System Version Is</u>	<u>Recommended Action</u>
B1-8.5	Upgrade using Mac OS 8.5.1 Update.

Note: Contact Apple on 0990 127753 for more information about (clean) installing your system software. Some documents are available from Microsoft on installing system software.

Step 2: Install system software upgrade [only if necessary – see step one above].

Note: Contact Apple on 0990 127753 for more information about upgrading your system software. Some documents are available from Microsoft on upgrading system software.

Step 3: “Internet Access” software is included with Mac OS 8.5 but may not be installed. To check double click on your hard disk icon, select “As List” from the ‘View’ menu and look down the list for a folder called “Internet”. If it is there you can go to step five.

Step 4: Installing “Internet Access” software. If you are reinstalling the Internet Access software you may need to remove it first. To install/remove the software insert your Mac OS CD and double click on the “Software Installers” folder, then double click on the “UK” folder and then double click on the “Internet Access” folder. Now double click on the diamond shaped “Installer” icon. Make sure the correct disk to install to/remove from is selected in the bottom left hand corner. If you are removing the software, select “Custom Remove” from the ‘Easy Install’ pop-up menu. When you are ready click on the “Install” or “Remove” button. The installation/removal may take some time. When it has finished you are recommended to restart your computer.

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Step 5: Check Apple Remote Access Client software is installed. Go to the Apple Menu and check that an item called “Remote Access Status” is in the list. If it is there go to step 7.

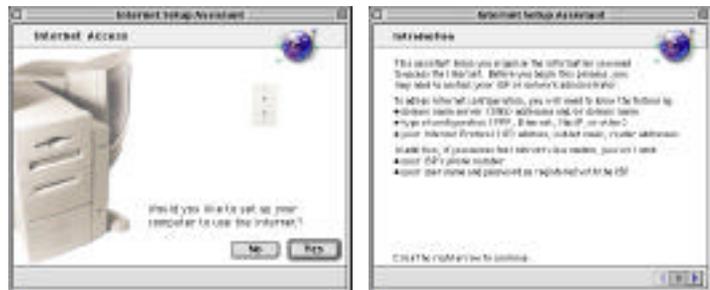
Step 6: Installing “Apple Remote Access Client” software. Put your Mac OS CD in the drive and double click on the “Software Installers” folder, double click on the “US” folder and then double click on the “ARA Client Only” folder. Now double click on the “Remote Access Read Me” text file and read through the document following any necessary instructions. Quit the SimpleText application and double click on the diamond shaped “Install Remote Access” icon. Click “Continue” at the splash screen. Make sure the correct disk to install to is selected in the bottom left hand corner and click on the “Install” button. The installation may take some time. When it has finished restart your computer.

Step 7: Setting up Internet Access. Double click on your hard disk icon, double click on the “Internet” folder and you should see a window similar to the one to the right.



Step 8: Double click on the “Internet Setup Assistant” icon.

Step 9: Click “Yes” at the next dialogue box and then read through the information presented in the following dialogue box (see dialogue boxes right).



Step 10: You will be asked to give the settings you are about to enter a name (such as home, work, office, etc). Then you will need to choose whether you are using a modem or a network connection to connect to the internet. Select one of these options simply follow the on screen instructions filling in your internet connection details as you go along. If you get into trouble at any time just select “Quit” from the ‘File’ menu to be able to start again by clicking on the “Quit” button at the dialogue box and returning to step seven above.



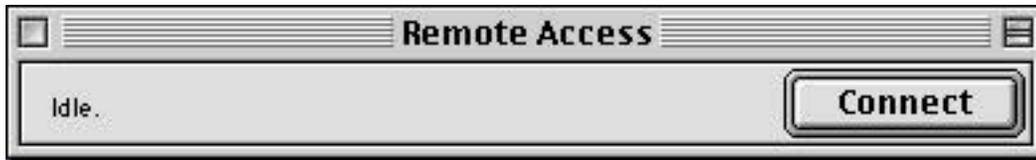
Step 11: When you have finished you will be presented with a screen offering a button “Go Ahead”. Before clicking on this button make sure you uncheck (no X in the box) the option for “Connect When Finished”. If everything has been successful you will get a message saying so.



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Step 12: Test your connection manually. Select “Remote Access Status” from the ‘Apple Menu’. You should see a screen like the one below.



Step 13: Click on the “Connect” button and you should be automatically connected to the internet (this may take a little while if you are using a modem). If you are successfully Microsoft Internet Explorer 4.01 will launch and load a web page. If you do not get connected make a note of any error messages that appear and/or what happened, then contact Apple, your network administrator or ISP’s technical support.

## FREQUENTLY ASKED QUESTIONS

### **Q. Do I have to use the Internet Setup Assistant?**

A. No, but if you do everything is a lot simpler and easier to configure as the assistant will ask you all the right questions and obtain all the relevant information necessary to get you connected to the internet. Mac OS 8.5 basically uses Apple Remote Access Client software to connect you to the internet so manual configuration of this software through the “Internet”, “Modem”, “Remote Access” and “TCP/IP” control panels would produce the same results.

### **Q. Can I use other internet software with my Mac OS 8.5 Internet Access?**

A. Yes, but the support for that software will be from either the people you obtained it from or the company that produces it. Mac OS 8.5 pretty much includes everything you will need to get on to the internet and use this resource effectively.

### **Q. I use more than one ISP/internet configuration. What can I do?**

A. The “Internet Setup Assistant” allows you to create more than one configuration. When you run the assistant (see step seven above) one of the first questions you are asked is what to call the settings you are about to enter. Simply start and step seven, choose a different configuration name and enter the new set of settings. To switch between the settings you can use the “Location Manager” control panel.

### **Q. I can’t even get to a connection stage as the actual dialling fails?**

A. i) Check you are using an analogue line. ii) If you are on an exchange check whether you have to dial ‘9’ first. If you do ‘modify’ the telephone number using the Internet Setup Assistant. iii) Check that your telephone line supports tone dialling. If the line only supports pulse dialling change to this using the Internet Setup Assistant.

### **Q. How do I set the default browser for Mac OS 8.5?**

A. Open the “Internet” control panel and click on the ‘Web’ tab. Select the web browser of your choice using the “Default Web Browser” pop-up menu.

### **Q. I’m having problems using Microsoft Internet Explorer/Outlook Express. Who do I call for technical support?**

A. Microsoft Internet Explorer and Outlook Express 4.01 for use with Mac OS 8.5 were actually supplied by Apple so your first call should be to the Apple Assistance Centre on 0990 127753. Please note that they only support the “(re)installation, launch and recovery” of these products. They will also be able to help you configure your Mac OS for internet connections better than this help document can. Apple and Microsoft have a selection of troubleshooting documents available.

### **Q. I’m having problems configuring my Mac OS to connect to the internet. Who can help?**

A. Although this help document has been written and produced by Microsoft UK, Apple will be able to help you configure your Mac OS for internet connections better than this help document can.

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**Q. I’m using a network connection. How do I configure my settings for firewalls and proxy servers?**

A. You can put the relevant settings directly into the Internet Explorer 4.01 preferences.

Step 1: Open Internet Explorer and click on the “Preferences” icon or select “Preferences...” from the ‘Edit’ menu.

Step 2: Now select “Proxies” below the ‘Network’ heading from the list on the left hand side of the window (see the window to the right).

Step 3: Click on the “Enabled” button and you can now enter the relevant settings as advised by your network administrator.



### PLEASE NOTE

- Apple and Microsoft strongly recommend that you backup any important data files before you attempt an update install/restore of your system software especially any files you have in the “Documents” folder (if you have one). To back up your files copy them to an external storage device such as a second hard disk, SyQuest or Zip/Jaz drive. If you don’t have any of these you will need to backup your data on to floppy disks. If you have files that are larger than 1.4Mb you will need a third party compression application like “Stuffit Deluxe” (from Aladdin), “Disk Doubler Pro” (from Symantec) or the shareware utilities Stuffit Lite, Compact Pro or Zip It.
- Where third party software is mentioned this is not a recommendation or endorsement by Microsoft or Apple and the information is offered as a guideline only.
- Where third party companies and their support are listed they are given as a guideline only and cannot be guaranteed to be accurate. Where third parties are listed we advise contacting them for the most up to date and knowledgeable information available on their products. Microsoft and Apple cannot guarantee the quality of support, if any, provided by third party manufacturers.
- Microsoft can only support customers that have valid support. Just because you have a Microsoft product it does not automatically entitle you to support. If another manufacturer supplies your Microsoft product then they hold the technical support license for that product. In the case of Internet Explorer 4.01 and Outlook Express 4.01 bundled with Mac OS 8.5 Apple UK performs the basic technical support and their contact details are listed below.

### APPLE UK

Telephone Support: 0990 127753 (please have your customer number ready)

Apple UK: [www.uk.euro.apple.com](http://www.uk.euro.apple.com)

Technical support on line: [www.apple.com/support/](http://www.apple.com/support/) (a US-English web site)

The “Technical Information Library”: <http://til.info.apple.com> (a US-English web site)

### MICROSOFT UK

Telephone Support: 0870 5010100 (please have your customer number ready)

Fax: 0870 5020200 (please list your name, telephone number and customer number on the fax)

UK Faxback Information Service: 0870 5030100

Microsoft Office 98 on line: [www.microsoft.com/macoffice](http://www.microsoft.com/macoffice) (a US-English web site)

Microsoft Office 98 on line: [www.microsoft.com/uk/macoffice](http://www.microsoft.com/uk/macoffice)

UK support on line including Microsoft’s Knowledge Base: [www.microsoft.com/uk/support](http://www.microsoft.com/uk/support)