



NetCruiser 2.5 Help

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Username Help

In the Username Help registration window, you need to type a username which is used to identify your account and becomes apart of your email ("electronic mail") address.

When typing your username, keep in mind the following:

- ▶ Your username can be up to eight character in length.
- ▶ Use only lowercase letters (all letters are converted to lower-case during the authorization process).
- ▶ Your username must begin with an alphabetic character.
- ▶ Do not use any of the following characters in your username: ! @ # \$ % ^ & * () { } [] \ | < > ? / ~ ' " .

You will be notified if you selected a username currently being used by another NETCOM user. Usernames must be unique. In such an instance, use another username.

Join NETCOM Help

The Join NETCOM registration is the first step towards registering your NETCOM Internet account. In this window, you need to answer two questions:

▶ **Are you registering from within the United States?**

When registering your NETCOM account, you need to dial into NETCOM. If you are registering from within the United States, you automatically use an 800 number to register your account. However, if you reside outside of the United States, you must use a toll number. In this instance, you will be billed for the phone time necessary to open your NETCOM account. In addition, you will need to add any prefixes to the NETCOM number, such as a 9 to access an outside line or any necessary country codes.

▶ **Do you need to dial a 9 or other prefix to access an outside line?**

If you are calling from a business which is using its own internal phone network, it may be necessary to dial a 9 (or other number) to access an outside line. If this is the case, be sure to check Yes and then enter the necessary prefix in the dialog to box use an outside line.



About NETCOM

NETCOM On-Line Communication Services, Inc. is a leading commercial Internet service provider. NETCOM provides high quality and reliable connectivity around the clock, 7 days a week and 52 weeks a year.

NETCOM offers:

- ▶ Local Internet access points in most major metropolitan areas.
- ▶ NetCruiser software which allows you to use the following Internet services: Email, USENET, World Wide Web, Telnet, FTP, IRC, Finger and Gopher.
- ▶ High-speed network connections to individual and business customers, as well as, a host dial-up service.

NETCOM service can be used to inter-connect branch offices, to provide local calling for telecomputing, and to establish on-demand Internet connections for USENET, Email, and personal dial-up service.



About NetCruiser

NetCruiser is your ticket to the global Internet!

With NetCruiser provides menu and command access to all the Internet services. You can choose a service from the Internet menu or click an icon on the NetCruiser toolbar to access a service.

- ▶ [World Wide Web](#): Provides a browser to the World Wide Web which allows you to access text, graphics, audio, and video.
- ▶ [Read Email](#): Lets you read send electronic mail sent to you by other Internet users or members of other popular on-line services.
- ▶ [Send Email](#): Lets you send electronic mail to Internet users or members of other popular on-line services.
- ▶ [Gopher](#): Lets you find and retrieve files that have been organized into directories.
- ▶ [Read USENET News Groups](#): Lets you read messages posted to a news group of Internet users with the same interests.
- ▶ [Post to USENET News Groups](#): Lets you post messages to a newsgroup of Internet users with the same interests. These messages can be viewed by anyone using the newsgroup.
- ▶ [FTP \(File Transfer Protocol\)](#): Lets you download or upload files from the Internet.
- ▶ [Telnet](#): Allows you to connect directly to a computer. Once connected, your computer acts like a terminal receiving text from the host computer.
- ▶ [Finger](#): Allows you to find information about other users on the Internet.
- ▶ [IRC \(Internet Relay Chat\)](#): Allows you to chat with other Internet users by typing at your keyboard.

Tip: For more information on using NetCruiser, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



NETCOM Technical Support

NetCruiser Technical Support is available 24 hours each day, seven days a week.

- ▶ Telephone: 408-983-5970
- ▶ Email: support@ix.netcom.com
- ▶ World Wide Web pages: <http://www.netcom.com/bin/webtech>

Tip: For more information on using the World Wide Web pages, refer to the [Getting On-line Help Using the World Wide Web](#) topic.

Changing Your Modem Settings

After installing and registering NetCruiser, you can change the modem settings. You will need to do this, if NetCruiser was not able to correctly identify your modem or if you later change your modem.

▶ **To change your modem settings:**

1. Start NetCruiser, but do not log into your account.
2. Choose Modem Parameters from the Settings menu.
3. Select one of the following:

Automatic Setup: lets NetCruiser try to automatically identify the modem connected to your computer. If NetCruiser is unable to identify the modem correctly, you will need to manually configure the modem.

Manual Setup: to manually setup your modem to run with NetCruiser. You will need to manually configure your modem if NetCruiser was unable to automatically identify the modem.

4. If you need to manually configure your modem, refer to the following section.

▶ **To manually configure your modem:**

1. Display the Manual Modem Setting dialog box

You can display the dialog box by selecting Manual Setup or select Configure after NetCruiser has failed to correctly identify your modem.

2. Select your modem from the Modem Name drop-down list.

If your modem is not listed, you'll need to create a modem configuration. For more information, click the [Creating a Modem Configuration File](#) topic.

3. Select the appropriate baud rate/modem speed from the Baud Rate drop-down list.
4. Select the Communications Port (Com port) to which your modem is connected.
5. Click OK.

Tip: If your modem is listed, but you cannot connect to your NETCOM account, you may need to change the modem initialization string. To do this, select Advanced in the Manual Modem Settings dialog box. Refer to your modem documentation for how to change the initialization string. You can also call [NetCruiser Technical Support](#) for assistance.

Changing Your Phone Access

You select a phone access when you dial into your account with a modem. You want to use a number that is a local phone call or you will have to pay toll or long distance charges.

- ▶ **To change your phone access number:**
1. Start NetCruiser, but do not log into your account.
 2. Choose Phone Number from the Settings Menu.
 3. Select a new phone number listed in the Directory.

Tip: To view any new telephone access numbers since you registered your NETCOM account, select Directory, and then Download New Dial-In Numbers. The new phone numbers are added to the directory list and are marked with <---new to make them easy to find.

Password Help

In the Password Help registration window, you need to type the password you want to use to access your NETCOM account. The password should be kept secret. If another person accesses your account, you can be billed for the hours.

To make your password difficult for others to guess, it should:

- ▶ Contain 6 to 8 characters.
- ▶ Have both upper and lower-case characters.
- ▶ Contain numbers or special symbols.
- ▶ Not be a word that can be found in any dictionary (regardless of language) in either direct or reverse order.

Tip: If NetCruiser login displays the message, "Username or Password Incorrect - Try Again", check to be sure that the CAPS LOCK key is not turned on.

Registering Your NETCOM Account

NetCruiser is your ticket to cruise the global Internet!

The easy-to-use NetCruiser installation program installs NetCruiser on your computer. After you install NetCruiser, you need register an Internet account with NETCOM.

▶ **To register your NETCOM account:**

1. Double-click the NetCruiser Registration icon, located in the NetCruiser group folder.
2. Follow the directions that appear on-screen. If you need help, click the Help button which appears in each registration window.

For more information about registering your NETCOM account, click the [Registration Window Help](#) topic.

Registration Code Help

In the Registration Code Help registration window, you need to type the registration code located on your NetCruiser packaging. The registration code helps us to track the type of NetCruiser package you have purchased.

If you cannot find the registration code on your NetCruiser package, you can skip this step.

User Information Help

In the User Help registration window, you need to provide some brief information about yourself.

- ▶ **Last Name, Last Name, and Middle**
Type your last, first and middle name.
- ▶ **Address, City, & State**
Type the street address, city, and state you want to use as your billing address.
- ▶ **Zip Code**
Type the zip code you want to use for your billing address. You can enter a nine digit zip code, or a zip code with alphabetic characters.
- ▶ **Home & Work Phone**
Type your home and work phone numbers. You must type a home phone number.
- ▶ **Company**
Type the name of your company. This field is optional.

Verification Information Help

In the Verification Help registration window, you need to type your mother's maiden name (or any special word which you will not forget).

If you call NETCOM, this verification word will help us to identify you as the account user. For example, if you forget your account password and need to call NetCruiser Technical Support for help.



World Wide Web

The World Wide Web is a browser that allows you to view text and graphics. In addition, the text and graphics can be linked to additional web pages or to other Internet sites.

- ▶ **To display the World Wide Web browser:**
Choose World Wide Web - Browser from the Internet menu or click the World Wide Web icon on the NetCruiser toolbar.

- ▶ **To display a web page:**
 1. Type a World Wide Web address into the address box at the top of the World Wide Web browser. Web site addresses usually begin with "http://". For example, <http://www.yahoo.com>.
 2. Press Enter.

- ▶ **To print a web page:**
 1. Choose Print from the File menu.
 2. Click OK or press Enter.

- ▶ **To save the current web address as a bookmark:**
 1. Click the Bookmark icon or choose Book Mark from the WWW menu.
 2. Click Add.

- ▶ **To display a web page saved as a bookmark:**
 1. Click the Bookmark icon or choose Book Mark from the WWW menu.
 2. Select the saved bookmark.
 3. Click Jump.

Tip: For more information on using the World Wide Web browser, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.

Access Number Help

The access number is the phone number used to connect you with your Internet account. Based upon your user information, NetCruiser may offer a list of local access numbers from which you can select. If you want to view the complete list of NETCOM access numbers, click the More Listing button.

Tip: Remember, that if you decide to use an access number that is not local to your area, you may have to pay toll or long distance charges for the length of time you are connected to the Internet. Contact the phone company for telephone rates when using an access number outside of your local area.

Access Number Help

The access number is the phone number used to connect you with your Internet account. Based upon your user information you provided, we do NOT currently have a local access number available in your local area. You must select one of the following options.

- ▶ **Yes, I want to select my access number from neighboring areas**
You can search for an access number in a neighboring area. Remember, that if you decide to use an access number that is not local to your area, you may have to pay toll or long distance charges for the length of time you are connected to the Internet. Contact the phone company for telephone rates when using an access number outside of your local area.
- ▶ **Yes, I want to select my access number from the whole list**
You can select an access number from NETCOM's complete list of access numbers. The numbers are organized by area code. Remember, that if you decide to use an access number that is not local to your area, you may have to pay toll or long distance charges for the length of time you are connected to the Internet. Contact the phone company for telephone rates when using an access number outside of your local area.
- ▶ **Yes, I want to use the 800 service**
If you cannot find an access number in a neighboring area, NETCOM provides an 800 number you can use to connect to the Internet. Your account is billed for the length of time you are connected to the Internet while using this number.

Getting On-line Help Using the World Wide Web

For complete details on using NetCruiser, on-line help is available on the World Wide Web.

▶ **NetCruiser On-line Documentation Pages**

The pages contain the Getting Started with NetCruiser guide with all the information you need to learn how to use NetCruiser.

To use the on-line help pages:

1. Start NetCruiser and log into your account.
2. Open the Netscape Navigator by clicking the Netscape Navigator button on the NetCruiser toolbar..
3. Type the following address into the address text box at the top of the browser:

`http://www.netcom.com/faq/win/2.5`

4. Press Enter.

▶ **NetCruiser Technical Support Pages**

These pages provide the answers to common questions or difficulties users can experience when using NetCruiser.

To use the Technical Support pages:

1. Start NetCruiser and log into your account.
2. Click the Netscape Navigator icon.
3. Type the following address into the address text box at the top of the browser:

`http://www.netcom.com/bin/webtech`

4. Press Enter.

Registration Window Help Topics

When registering your NETCOM help, you need to complete the following registration screens. Click a screen topic for more help on a registration window.

[Join NETCOM](#)

[User Information](#)

[Username](#)

[Password](#)

[Verification Information](#)

[Registration Code](#)

[Registration Status](#)

[Access Number \(select from a list\)](#)

[Access Number \(select an access number\)](#)

Registration Status Help

The Registration Status registration window displays the status while NetCruiser logs into NETCOM, creates your account, and verifies your user information. In addition, you will be prompted to read pricing and licensing agreements before completing the registration.

Tip: If you have any problems connecting to NETCOM, click the Modem Setup & Diagnosis button and change your modem settings or the phone number (or prefix) you are using to contact NETCOM.

Creating a Modem Configuration File

If your modem is not listed, or you have problems connecting to NETCOM, you may need to create your own modem configuration file. Your modem will use the settings in the new file to correctly configure itself for connecting to your Internet account.

▶ **To create a new modem configuration file:**

1. Display the Manual Modem Setting dialog box

You can display the dialog box by selecting Manual Setup or select Configure after NetCruiser has failed to correctly identify your modem.

2. Click Create.

The Create New Modem dialog box appears.

3. Select the proper settings for your modem.

Your modem documentation will have information on the proper reference manufacturer and commands you will need. If you have any difficulties configuring your modem, or connecting to NETCOM, you can contact [NETCOM Technical Support](#).

4. Click OK.



Read Email

You can read electronic mail (also called "email") sent to you by another Internet user or a user of another popular on-line service.

▶ **To display the Read Mail window:**

1. Choose Read Mail - In from the Internet menu or click the Read Mail icon on the NetCruiser toolbar.
2. Select Inbox to view new mail or Saved Mail to view mail you have already saved to disk.
3. Click OK.

▶ **To view an email message:**

Double-click an email listed at the top of the Read Mail window or click the Display Mail icon.

▶ **To print an email message:**

1. Choose Print from the File menu.
2. Click OK or press Enter.

▶ **To save a message:**

Choose Save from the Mail menu or click the Save Mail icon.

Mail messages are saved to the NETCOM\MAIL directory with a .MSG file extension. The most recently saved mail message is assigned the highest number. For example, 00000015.MSG is the fifteenth message you saved. You can use any word processor to view the contents of a file.

Tip: For more information on using Read Mail, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



Send Email

You can send electronic mail (also called "email") to users of the Internet or members of popular on-line services.

▶ **To display the Send Mail window:**

1. Choose Send Mail - Out from the Internet window or click the Send Mail icon on the NetCruiser toolbar.
2. In the Enter Email Address Here text box, type the address of the person to receive the message and click Use.

If you have saved addresses in the Address Book, you can select the address from the Choose Address from Address Book list and then click Use.

3. Click OK when you have finished addressing the message.

▶ **To send an email message:**

Choose Send Mail - Out from the Internet menu or click the Send Mail icon.

▶ **To print an email message:**

1. Choose Print from the File menu.
2. Click OK or press Enter.

▶ **To save an email message:**

Choose Save from the Mail menu or click the Save Mail icon.

Mail messages that you sent are saved to the NETCOMMAIL\OUTBOX directory with a .MSG file extension. The most recently saved mail message, is assigned the highest number. For example, 00000015.MSG is the fifteenth message you saved. You can use any word processor to view the contents of the file.

Tip: For more information on using Send Mail, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



Gopher

Gopher allows you to quickly find and retrieve files at gopher sites on the Internet. The files are organized into a directory of files and folders; each folder can contain more files. The files and directories that appear at a gopher site can be linked to information on other computers. When you open a linked file or directory, you are automatically connected to the computer where the information is located.

▶ **To display a Gopher window:**

1. Choose Gopher - Browser from the Internet window or click the Gopher icon on the NetCruiser toolbar.
2. Enter a gopher site address into the Address text box.
3. Enter the port for the gopher site address. By default, the port is set to 70 which is the most common port for a gopher site.
4. Click OK.

▶ **To view a gopher file:**

Select a gopher file and press Enter or double-click a gopher file icon.

▶ **To print a gopher file:**

1. Choose Print from the File menu.
2. Click OK or press Enter.

▶ **To save a gopher address:**

1. Choose Book Mark from the Gopher menu or click the Bookmark icon.
2. Click Add.

▶ **To save a gopher file:**

1. Open a gopher file.
2. Click the Save icon.
Type a file name in the File name text box.
3. Select the location on disk where you want the file saved.
4. Click OK or press Enter.

Tip: For more information on using gopher, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



Read USENET News Groups

USENET allows Internet users with a similar interest to read and respond to messages. From the wide variety of newsgroups, you can choose to read messages about almost anything from raising foxes to world politics.

▶ **To read newsgroup messages:**

1. Choose Read USENET - In from the Internet menu or click the Read USENET icon.
2. Select a news group you want to visit and click OK.
3. Use the sliders to select the number of articles you want to retrieve from the news group. Some newsgroups may have hundreds of messages and can take some time to retrieve.
4. Click OK.

▶ **To view a message:**

Select a message and click the Next icon or double-click a message.

▶ **To print a message:**

1. Choose Print from the File menu.
2. Click OK or press Enter.

▶ **To subscribe to a newsgroup:**

1. Choose "Choose USENET Newsgroups" from the Internet menu or choose Select Newsgroups from the News menu.
2. Click a Newsgroup Category button.
3. Select the newsgroups to which you want to subscribe.
4. Click Subscribe.

▶ **To subscribe to a newsgroup not listed by NetCruiser:**

1. Type the name of the news group in the text box at the top of the Read USENET window.
2. Click the Subscribe icon.
3. Click Yes.

The NetCruiser news group list is only meant to be a starting point for new users. Currently, there are over 12,000 newsgroups available. To search for more newsgroups, visit the following web site: "<http://www.netcom.com/bin/findnews>". For more information, click the [World Wide Web](#) topic.

▶ **To save a newsgroup message:**

1. Display a news group message.
2. Choose Save from the News menu.

Newsgroup messages are saved to the NETCOMNEWS directory with a .MSG file extension. The most recently saved news group message is assigned the highest number. For example, 0000015.MSG is the fifteenth message you saved. You can use any word processor to view the contents of the file.

Tip: For more information on Read USENET News Groups, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



Post to USENET News Groups

You can post news messages to a newsgroup for other USENET users to read.

▶ **To display the Post to USENET window:**

Choose Post to USENET - Out from the Internet menu or click the Post to USENET icon on the NetCruiser toolbar.

▶ **To post a newsgroup message:**

1. Type the name of the newsgroup(s) to which you want to post the message into the Newsgroups text box.
2. Type the subject of the message into the Subject text box .
3. Type the message.
4. Click Send.

▶ **To remove a message you posted to a newsgroup:**

1. Select the news group to which you posted the message and click OK.
2. Click OK.
3. Select the message you posted from the list of messages.
4. Choose Cancel - Delete your USENET Article from the News menu.

Tip: For more information on Post to USENET News Groups, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



FTP (File Transfer Protocol)

FTP allows you to download or upload a file to a host computer on the Internet. For example, you can use FTP to download graphics, text files, or shareware applications.

▶ **To display the FTP To window:**

1. Choose FTP Download from the Internet menu or click the FTP icon on the NetCruiser toolbar.
2. Type the FTP site address in the FTP text box.
3. Click OK or press Enter.
4. Enter the username and password to gain access to the FTP site.

In most instances, you can connect to FTP sites as an "anonymous" user (using your Internet address as a password). If you cannot connect as an anonymous user, you will need an appropriate username and password.

5. Click OK.

▶ **To download and view a file:**

1. Select the file and choose View from the FTP menu or click the View icon.
2. Click the file format in which you want to retrieve the file.

For instance, click Binary for any type of file other than a text file. Click ASCII Text for a text file.

3. Name the file and select the location on a disk where you want to copy the file.
4. Click OK.

▶ **To upload a file:**

1. Choose Upload from the FTP menu or click the Upload File icon.
2. Select the file to upload and click OK.

▶ **To delete a file:**

1. Select the file and choose Delete from the FTP menu or click the Delete icon.
2. Click Yes.

Tip: For more information on FTP, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



Telnet

Telnet allows you to connect directly to a host computer. When connected, your computer acts as a local terminal and all screen messages are controlled by the remote site to which you are connected.

▶ **To view the Telnet window:**

1. Choose Telnet - Remote Login from the Internet menu or click the Telnet icon on the NetCruiser toolbar.
2. Type the address and port of the host computer to which you want to connect. By default, the port is set to 23.
3. Click OK.

▶ **To use Telnet:**

Each host computer implements Telnet differently. When using Telnet, follow the directions that appear on screen.

You can usually get on-line help by typing "help" and pressing Enter at a prompt. You cannot telnet to your NETCOM account.

Tip: For more information on Telnet, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



Finger

Finger allows you to find information about other users on the Internet. For example, you can use Finger to find the email address of another user. Some host computers use Finger to display other types of information. For example, the United States Geological Service uses Finger to display earthquake activity on the west coast of the United States.

▶ **To display the Finger window:**

1. Choose Finger - User Lookup from the Internet menu or click the Finger icon on the NetCruiser toolbar.
2. Type the name of the host computer to which you want to connect in the address text box.
3. Click OK.

The information you can find about a user can vary, depending upon how the host computer to which you are connected has implemented Finger. For security reasons, some host computers do not implement Finger at all. In this instance, a "connection refused" or time-out error message usually appears.

Tip: For more information on Finger, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.



IRC (Internet Relay Chat)

IRC allows you to chat with other Internet users using your keyboard.

▶ **To display the IRC window:**

1. Choose IRC - Internet Relay Chat from the Internet menu or click the IRC icon on the NetCruiser toolbar.
2. Select the host computer you want to use for IRC.

NETCOM offers EFNet or NETCOM Private IRC networks. EFNet offers chat groups which are accessible by IRC users world-wide. NETCOM Private is for NETCOM users only. If you want to connect to another host computer, you need the host computer name and port number.
3. Type a nickname you want to use when chatting with other Internet users into the Nickname text box.
4. Click Save Setting to save the information in the dialog box.
5. Click Connect.

▶ **To find a list of channels to join:**

1. Choose List from the IRC menu, then Channels from the List submenu.
2. Do one of the following:

Type the name of a channel you are searching for in the Channel text box.

Restrict the list of groups to those with a minimum or maximum number of current users.

Leave the dialog box empty to display a list of all the IRC channels.
3. Click OK.

▶ **To join a group:**

1. Choose Join Channel from the IRC menu or click the Join Channel icon.
2. Type the name of the channel in the Channel text box. Channel names begin with the "#" character.
3. Click OK.

▶ **To leave a channel:**

1. Choose Exit IRC from the IRC menu or click the Exit Channel icon.
2. Click OK.

Tip: For more information on IRC, refer to your Getting Started manual or click the [Getting On-line Help Using the World Wide Web](#) topic.

