Mac OS Internet Customer Help Sheet No.5
"Dial Up Connection Using Mac OS 8.0/8.1's Internet Access"

This document has some tips for connecting your Macintosh to the internet and utilising this great resource with Microsoft products such as Internet Explorer and Internet Mail And News/Outlook Express. This help sheet has been written with a dial up connection in mind using your Mac OS 8.0 or 8.1's "Internet Access" software.

PART 1: PHYSICAL CONNECTION

You will need a modem connected to your Macintosh computer before you can proceed any further.

PART 2: CONNECTION TO A HOST COMPUTER

You will need a contract with an Internet Service Provider (ISP) and 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).

PART 3. INTERNET SOFTWARE

Use the following procedure to get connected to the internet:

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

If Your System Version Is	Recommended Action
B1-8.0	Upgrade using Mac OS 8.1 Update.
B1-8.1	No action required.

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 8.0 and 8.1 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 will need to remove it first (see Frequently Asked Questions below). To (re)install the software insert your Mac OS CD and double click on the "Software Installers" folder, then double click on the "Internet Access" folder. Now double click on the "About Internet Access" text file and read through the document following any necessary instructions. Quit the SimpleText application and double click on the diamond shaped "Installer" 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.

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Step 5: Check Open Transport/PPP is installed. Go to the Apple Menu > Control Panels and check for the "PPP" control panel in the list. If it is there go to step seven.

Step 6: Installing "Open Transport/PPP" software. Put your Mac OS CD in the drive and double click on the "Software Installers" folder and double click on the "Open Transport/PPP" folder. Now double click on the "Read Me Before Installing" text file and read through the document following any necessary instructions. Quit the SimpleText application and double click on the diamond shaped "Installer" 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 and double click on the "Internet" folder. You should see a window similar to the one to the right.

Step 8: Double click on the "Internet Setup Assistant".

Step 9: We recommend setting up a new internet configuration so click on the "Update" button and on the following screen make sure you choose "Add Internet Configuration". Now you should simply follow the on screen instructions filling in your ISP's details as you go along. If you get into trouble select "Quit" from the 'File' menu to be able to start again by clicking on the "Quit" button at the prompt and returning to step seven.

Step 10: 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 11: Test your connection manually. Double click on your hard disk icon and double click on the "Internet" folder. Now double click on the "Internet Dialler" icon. You should see a screen like the one below.

Step 12: Make sure the "Via" pop-up menu is set to the internet configuration you have just entered into the Internet Setup Assistant. If it is correct click on the "Connect" button and you should be automatically connected to your ISP (this may take a few moments). If you are successfully connected the clock in the above window will start ticking. If you do not get connected make a note of any error messages and/or what happened, then contact Apple and/or your ISP's technical support.

Step 13: Disconnect by clicking on the "Hangup" button. You are now ready to install your Microsoft internet software.

Step 14: Install Microsoft Internet Explorer (see Internet Help Sheet 12 "Installing IE").

Step 15: Install Microsoft Internet Mail & News (see Internet Help Sheet 14 "Installing IMN"), Exchange Client - Outlook (see Internet Help Sheet 19 "Installing Exchange Client") or Outlook Express (see Internet Help Sheet 15 "Installing Outlook Express") [optional].

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 setup. Mac OS 8.0 and 8.1 basically uses Open Transport/PPP to connect you to the internet. You could just use this software on its own to get on line but it is much harder to set up (see Internet Help Sheet 3 "Dial Up OT/PPP").

Q. Can I use other internet software with my Mac OS 8.0/8.1 Internet Access?
A. Yes, but the support for that software will be either the people you obtained it from or the company that produces it. Mac OS 8.0/8.1 pretty much supplies you with everything you need.

Q. How do I remove the Mac OS 8.0/8.1 Internet Access software.
A. Remove the following items:
"Internet Folder" (located in your hard disk window)
"Internet Access" extension (located in your 'Extensions' folder, inside the 'System Folder')
"Netscape ƒ" (located in your 'Preferences' folder, inside the 'System Folder')
"Internet Preferences" (located in your 'Preferences' folder, inside the 'System Folder')
"Internet Setup Preferences" (located in your 'Preferences' folder, inside the 'System Folder')
"Internet Dialler Preferences" (located in your 'Preferences' folder, inside the 'System Folder')

Q. I use more than one ISP. What can I do?
A. The "Internet Setup Assistant" allows you to create more than one configuration. These configurations then appear as a list in the "Via" pop-up menu in the "Internet Dialler" window.

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 it only supports pulse dialling change to this using the Internet Setup Assistant.

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Q. How do I make Microsoft Internet Explorer the default browser for Mac OS 8.0/8.1?
A. Make sure Microsoft Internet Explorer is installed (see Internet Help Sheet 12 "Installing IE") and then follow this process:

1. Open the Internet Config application. Mac OS 8.0/8.1 installs it in the following location: hard disk > "Internet Folder" > "Internet Utilities" folder > "Internet Config" folder.
2. When opened, Internet Config will display a window containing ten options that appear as buttons. Click once on the option button titled "Helpers".
3. A list should appear, showing a number of different file types and the applications defined to work with them. Choose the item that begins "http," then click on the "Change" button.
4. The 'Add Helper' window will open, containing a button titled "Choose Helper…". Click on this button to select the web browser of your choice.

PLEASE NOTE

- 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 Pipex is mentioned as an ISP this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only because Pipex is one of Apple's recommended ISPs in the UK. Microsoft cannot guarantee the quality of any ISP listed in this document.

- Where third party software is mentioned this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only. Microsoft cannot guarantee the workings of any of the third party products or Apple software mentioned.

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