Mac OS Internet Customer Help Sheet No. 16
"Disconnecting From The Internet Using A Dial Up Connection"

This document describes some hints and tips for disconnecting from the internet. This document is specifically for customers using a dial up method to an Internet Service Provider (ISP). This can include the use of the Apple Internet Connection Kit (AICK). Microsoft products such as Internet Explorer or Outlook Express do not actually connect, or disconnect, your Macintosh from the internet. This work is actually carried out by your underlying connection software (see Internet Help Sheet 1 "Connecting") *not* by the Microsoft software.

DISCONNECTING WITH MacPPP

This section deals with MacPPP connection software and/or the Apple Internet Connection Kit.

MANUAL CONNECTION METHOD (ConfigPPP)

Step 1: Quit any open internet applications such as Internet Explorer, Outlook Express, Internet Mail and News, Netshow or Media Player.

Step 2: Go to your Apple menu and select "ConfigPPP" from the 'Control Panels' list. You should get a window similar to the one to the right.

Note: When you are not connected to the internet it will say "PPP DOWN" in the top left corner and the "Open" button will be available (darkened). If you are connected to the internet then it will say "PPP UP" in the top left corner and the "Close" button will be available (darkened).

Step 3: To connect to the internet click on the "Open" button. To disconnect click on the "Close" button. If neither button is available (darkened) then your internet software is not installed/setup correctly.
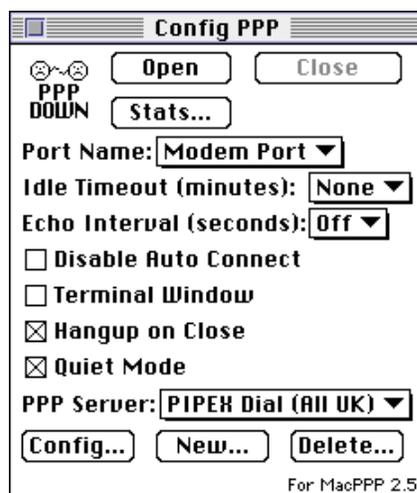
Check: It may take a moment or two to disconnect but you will be able to tell when you are disconnected (see the note above in step two).

AICK CONNECTION METHOD (Apple Internet Dialler/AICK)

Step 1: Quit any open internet applications such as Internet Explorer, Outlook Express, Internet Mail and News, Netshow or Media Player.

Step 2: Double click on your hard disk icon, double click on the "Internet Connection Kit" folder, double click on the "Internet Utilities" folder, double click on the "Internet Status" folder and then double click on the "Internet Status" icon.

Note: You should get a window similar to the one to the right. When you are not connected to the internet it will say "Disconnected", the world will not be animated and the clock will state '0:00:00'). When you are connected to the internet then it will say "Connected", the world will spin and the clock will be ticking up (giving you the length of time you have been connected in this session).

Step 3: To connect to the internet click on the "Connect" button. To disconnect click on the "Hang Up" or "Disconnect" button.

Check: It may take a moment or two to disconnect but you will be able to tell when you are disconnected (see the note above in step two).

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DISCONNECTING WITH OPEN TRANSPORT/PPP

Step 1:   Quit any open internet applications such as Internet Explorer, Outlook Express, Internet Mail and News, Netshow or Media Player.

Step 2:   Go to your Apple menu and select "PPP" from the 'Control Panels' list. You should get a window similar to the one to the right.

Note: When you are not connected to the internet the 'Status' section will state "Idle" and the main button will be "Connect". When you are connected to the internet then the status section will give you a report on your connection and the main button will be "Disconnect".

Step 3:   To connect to the internet click on the "Connect" button. To disconnect click on the "Disconnect" button. If neither button is available then your internet software is not installed/setup correctly.

Check: It may take a moment or two to disconnect but you will be able to tell when you are disconnected (see the note above in step two).

DISCONNECTING WITH MAC OS 8.0/8.1

The following method can be used for disconnecting and connecting with Mac OS 8.0/8.1's "Internet Access" software. However, since this Internet Access software actually uses Open Transport/PPP as it's connection method you may find the above procedure for Open Transport/PPP will work equally as well.

Step 1:   Quit any open internet applications such as Internet Explorer, Outlook Express, Internet Mail and News, Netshow or Media Player.

Step 2:   Double click on your hard disk icon, double click on the "Internet" folder and then double click on the "Internet Dialler" icon. You should get a window similar to the one to the right.
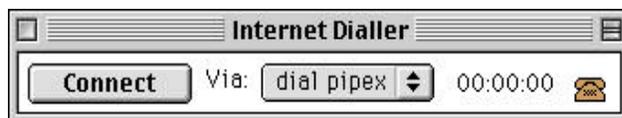
Note: When you are not connected to the internet the main button will be "Connect" and the clock will state '00:00:00'. When you are connected to the internet then it will say "Disconnect" or "Hang Up" and the clock will be ticking up (giving you the length of time you have been connected in this session).

Step 3:   To connect to the internet click on the "Connect" button. To disconnect click on the "Hang Up" or "Disconnect" button.

Check: It may take a moment or two to disconnect but you will be able to tell when you are disconnected (see the note above in step two).

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DISCONNECTING WITH MAC OS 8.5

The following method can be used for disconnecting and connecting with Mac OS 8.5's "Internet Access" via the Apple Remote Access Client software.

Step 1:   Quit any open internet applications such as Internet Explorer, Outlook Express, Internet Mail and News, Netshow or Media Player.

Step 2:   Select "Remote Access Status" from the 'Apple' menu. You should get a window similar to the one to the right.

Step 3:   To connect to the internet click on the "Connect" button. To disconnect click on the "Hang Up" or "Disconnect" button.

Note: When you are *not* connected to the internet the main button will be "Connect" and the window will state "idle". When you *are* connected to the internet the window will have status information (see right) and the button will be "Disconnect".

Check: It may take a moment or two to disconnect but you will be able to tell when you are disconnected (see the note above).

FREQUENTLY ASKED QUESTIONS

Q. Which connection method/software am I using?
A. This help sheet should be used in conjunction with Internet Help Sheet 1 "Connecting" which will tell you all about the different connection methods and software available.

Q. I use BT Internet/America On Line/CompuServe. How do I disconnect?
A. Proprietary software based internet providers such as those listed in the question use their own software to connect and disconnect you to their servers. Contact them for more information and/or help. CompuServe (0990 000200), BT Internet (0800 800001), America On Line aka AOL (0800 279 1234).

Q. I don't have the ConfigPPP/PPP control panel. What do I do?
Q. The buttons listed in your disconnection procedure aren't there. What do I do?
A. Your internet software is not installed and/or set up correctly. Internet Help Sheets 1 to 10 will give you advice on how to do this correctly.

Q. When I disconnect from the internet my Mac automatically connects me again?
A. You either have internet software still running or your internet software is not installed and/or set up correctly. To eliminate any internet software that may be running quit **all** open applications before disconnecting. Internet Help Sheets 1 to 10 have advice on installing/setting up your (Mac OS) software correctly.

Q. When I disconnect from the internet my Mac freezes or crashes?
A. There is a number of reasons this could happen but it will usually either be incorrect installation/set up of your connection software or it is an extension conflict. Eliminate the installation/set up by following the advice on our Internet Help Sheets 1 to 10. As long as you are using one of the above mentioned connection methods (MacPPP, Open Transport/PPP, AICK or Mac OS 8.x's Internet Access) Apple will be able to help you eliminate an extension conflict. Contact the Apple Assistance Centre on 0990 127753.

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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.

- Microsoft can only support customers that have valid support with us. Just because you have a Microsoft product or customer number it does not automatically entitle you to support. If you are unsure about the validity of your support ring 0870 5010100 and quote your customer ID.

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