

Slip.Net Internet Launcher Help

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Welcome to Slip.Net

Slip.Net is a nationwide Internet Service Provider with extensive experience in voice and datacommunications. Our goal is to make the internet as easy to use as possible. Many users are overwhelmed with the vast resources on the Internet and just plain don't know where to start. TheSlip.Net Launcher is a pre-configured installation and program manager which includes all of the latest and greatest internet applications, most of which are Shareware.

The Slip.Net Launcher could also be thought of as an Internet Shareware Suite which is constantly updated with the 'best of class'. We've found that many of the Shareware applications are actually better than their commercial counterparts.

Our [Frequently Asked Questions](#) about Slip.Net. section may help you find any additional information you may need.

Installing The Slip.Net Internet Launcher

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File Menu

Run Menu

Customize Menu

Install/Download Apps

Help

For Help on Help, Press F1

WWWWeb Browse

The Slip.Net Internet Launcher uses the Netscape Navigator as its WWW Browser. You can use the Launcher to download an EVALUATION copy of Netscape. Once you download the file, and run netscape it will position you on the Slip.Net Home Page.

Dialer

The Slip.Net Internet Launcher uses the Trumpet Winsock Dialler. Created by Peter Tattum, this Shareware dialler and TCP/IP winsock stack is probably on its way to being the best winsock implementation on the market.

E-Mail

The currently selected best of class e-mail application is Eudora.

Installation / Troubleshooting

The installation of the Launcher is meant to be easy and straightforward. However, as you probably know, Windows and software programs dont is not always work perfectly.

[Modem Help](#)

[TroubleShooting Flowchart](#)

[Contacting Technical Support](#)

Why you may be having trouble - an overview:

youve now embarked on probably the most complex application youve every used because the Laucher has:

modems and serical communications

a whole lifes study in and of itself. Debugging modem configuration problems is something that often stumps even to most savvy computer users.

internet

everchanging, sometimes overloaded and not always reliable, the internet is not guaranteed by anyone to work the same way twice. We think its getting better all the time but you do have to remember that its a loose-knit web of over 5 million computers - any one of which could be down at any point possibly stopping you from getting where you want to go.

Shareware

While weve attempted to put the best of class applications here and while they work virtually flawlessly on our systems in-house, many windows programs bomb over the strangest things. Slip.Net doesnt provide support on the shareware showcased in the Launcher. So, if you find a bug in a shareware package, we recommend you register it and then take advantage of the tech support that goes along with being a registered member. Most authors are really open to fix problems and even taking design suggestions once they know youre not just trying to mooch free help or software off of them.

Troubleshooting Flowchart

This flowchart uses the hyper-text capabilities of the Windows Help system to help you get right down to where your problem is and provide you with a recommended solution. You should go through this flowchart first before contacting technical support or theyll just do it with you over the phone.

Please click on the item below which best describes your assessment of the situation:

[Just Doesn't Work](#)

[Connects but then it has Problems](#)

Just Doesn't Work

There are three basic troubleshooting steps if you just can't get the Launcher to work:

1. [Check to make sure you have the Hardware and Software that is required](#) to run the Slip.Net Internet Launcher.
2. [Check your Comm Port](#) to make sure it's a UART 16550 and that it's actually talking to your Modem is one of the first steps.
3. [Check your Connection to Slip.Net](#)

Please click on the area that best describes how far you think you are. You can always use the BACK button at the top of this window to get you back to this point. If you've run through each of these three and you're quite certain it's none-of-the-above and you can establish a connection, then you're ready for the [next step to solving any other problems](#) you may have.

Checking your Connection to Slip.Net

Click on the [Trumpet Winsock Dialler](#). You can find this icon in the [Slip.Net program Manager group](#). It will also automatically start up when you enter the Launcher and enter your userid and password.

If youre starting from the Launcher password screen, **you may need to press Alt-Tab** to flip between the various active Windows to be able to see the status screen for the Trumpet Winsock Dialler.

You should see some output simiilar to this:

```
Trumpet Winsock Version 2.0 Revision B
Copyright (c) 1993,1994 by Peter R. Tattam
All Rights Reserved.
THIS IS AN UNREGISTERED SHAREWARE VERSION FOR EVALUATION ONLY.
PPP ENABLED
Internal SLIP driver COM2 Baud rate = 57600 Hardware handshaking Compression enabled
Auto-login initiated
Executing script c:\slipnet\winsock\login.cmd.  Type <esc> to abort
PPP DISABLED
atz
OK
at&c1&d2
OK
ats10=11
OK
at&c1&d2
OK
Try #: 1
ATDT12177922777
CONNECT 26400/ARQ/V34/LAPM/V42BIS

Node:02:S16 ----- Slip.Net -----

If you don't have an account, login as:  new

slip.net login: Syour_id
Password:
PPP session from (204.160.88.94) to 204.160.88.141
Connected.  Your IP address is 204.160.88.141.
PPP ENABLED
SCRIPT COMPLETED
```

What you want to see is that it assigned you an IP address. This is what makes everything go, so without it, nothing will work. If your script stalled at any point and didnt finally get down to assigning you a [dynamic IP address](#) for your PPP connection you wont be able to run the other applications provided with the Launcher.

Connects but then Problems

If you're here, we assume that you have connected successfully to Slip.Net and are past all of the modem configuration pitfalls, longdistance dialling code problems, windows GP errors, etc. If you are still having some of these problems, backup to the [It Just Doesn't Work](#) part of the [Troubleshooting Flowchart](#) and start over.

Here's a few of the challenges you might be encountering:

[Program Doesn't Run when I click on it](#) off of the Launcher Menu

[General Protection Fault](#) when running an Application

[Connection Dropped](#) while using the Service

[Netscape](#) Not Found

Netscape

Netscape Communications, Inc. provides Netscape via ftp download from their internet site on an evaluation basis only. Their software is not shareware and were not allowed to redistribute it with the Launcher per their license agreement.

However, we do provide an install/download button for the Netscape Navigator App. At 28.8K it only takes a few minutes to download and it will install itself. To execute this download and have the Launcher automatically configure the latest version of Netscape for you, go into the Launcher Application and choose Install/Download Apps.

The download will happen in the Background so that you can continue to work on other applications. You may need to **press Alt-TAB** to see the Transfer in Progress window provided by the ftp client.

Connection Dropped

Here are a few tips:

Make sure you dont have Call Waiting Engaged. You can often disengage it by adding *70 in front of your dialling string. Check with your local phone company or the front of your white pages to be sure. Youll need to add this the the phone number in the LOGIN.CMD file located in your \slipnet\winsock directory.

Make sure youre ACTIVE. If youre inactive with your connection to Slip.Net for more than 15 minutes, well drop your modem connection and let someone else use it. Some programs keep the connection ACTIVE for you - such as Netscape. Others, such as Eudora, purposefully tell winsock to hangup if nothing else is running. Youll get to know which is which and how long you can go before doing something in order to keep your connection open after a few times through all of the applications provided with the Launcher.

Note the node: number at the beginning of the session that was dropped by scrolling backwards through your Trumpet session to see if its the same node number. Tech Support will need this number to help pinpoint a bad modem. A typical node number would be 7:S16 which means port S16 on our termserve number 7.

General Protection Fault when running an Application

Here are a few tips:

Exit completely out of windows when you get one of these since memory has been overwritten and other applications may now bomb as a result.

Repeat the exact same steps as before.

Some programs just bomb when exiting and dont really trash your windows memory. If you can run it and just ignore the GP Fault message without it seeming to affect your other applications, you may be willing to just live with the spurious GP Fault message.

Program Doesn't Run when I click it

Here are a few tips:

Only click the button on the Launcher once. Double clicking on some applications will execute multiple iterations of the same program. **Press ALT-TAB** multiple times to cycle through all of the applications running to make sure it just wasn't running in the background.

Go to your Trumpet Winsock session (by using Alt-TAB) and see if you are still connected. You may have to press PgDn multiple times to get to the end of the log to be able to see the current state of your connection. If it lost its connection choose Dialler/Bye to hangup your modem. You can then choose Dialler/Login to redial and establish your connection. Be sure to wait after choosing Bye and after choosing Login for the SCRIPT COMPLETED message

If you get an error message, investigate the error message thoroughly. You may have your file paths set up incorrectly or something else which would be so indicated in the message box.

Contacting Technical Support

If you need to contact technical support, be sure you've checked out the [Troubleshooting flowchart](#) first as our tech support department will need the results of your walkthrough the troubleshooting flowchart in order to get you back on track.

Please remember that we only provide support for registered users or users who are using Slip.Net as their Internet Service Provider. If you're modeming to a Slip.Net local dialup number or our nationwide dialup number (1.217.792.2777) you qualify for free technical support.

If you are eligible for technical support, please use one of the following ways.

E-Mail

support@slip.net

Phone Support

415.281.3177 Hours: 8am -9pm Pacific Time M-F and 9am-6pm Saturday and Sunday

Fax

415.281.4406

Snail Mail

Slip.Net
attn: Launcher Support/Information
25 Stillman Street Suite 200
San Francisco, CA 94107

Getting A UserID and Password

In order to use the Launcher, you will need an Internet Account from an Internet Service Provider. Slip.Net can provide you with either a local number access account or a free internet access account which will require that you call long distance.

To obtain an account with Slip.Net for FREE all you need to do is use any communications software program and dial 1-217-792-2777. You can use Windows Terminal, Procomm Plus for Dos or Windows or even the free software that came with your modem!

If you're in the San Francisco Bay Area, please dial 1-415-356-8200 to get signed up for an account which won't require a long distance call. Since we have a POP in the Bay area, you can subscribe for a low monthly fee.

Credits

This product was made possible by:

Shareware Authors - please support them

Adam Joffe - Visual Basic Programming

Ted Glenwright - installation, documentation and Slip.Net integration

Slip.Net Tech Support Staff - beta testing, troubleshooting and enhancement suggestions

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Modem Help

Weve compiled a nice list of [Q&As for modem problems](#) to help get you on the right track.

Check our [Init Strings for Popular Modems](#) section first, If that fails, read through the cookbook below to help you roll your own.

You will need to change this in the **login.cmd** which can be found in the C:\SLIPNET\WINSOCK directory. You can choose the **Customize/Scripts for Auto-Login** Menu option to edit this file directly.

Modem Initialization String Cookbook

This procedure will help you to identify and suggest modem initialization strings that will work with Slip.Nets 28.8K Modems. Remember that not all modems (especially some of the new 28.8s) will support all of these commands. Please refer to your modem manual for differences from the standard AT command set shown here and contact your modem manufacturers technical support department for additional assistance.

For High Speed Modems (14.4K - 28.8K) the basic concept is to **enable Hardware Flow Control, disable Software Flow Control**, and make sure you have normal Carrier Detect and DTR Operations - Let your modem do the work! We also recommend that you increase the guard time from 0.7 seconds to 1.1 seconds to enable the modem to keep the connection up in the event of a momentary break in the connection. Also we recommend you use Selective Data Compression (v.42 bis enabled and MNP5 disabled when talking to 28.8 v.42bis modems) for fastest response.

The complete command is:

```
AT&FE1Q0V1X4S0=0S7=60&C1&D2&K3&R0S10=11&B1&W
```

AT	Need this to start all commands - you must be offline (not connected to any online service)
&F	Reset your modem to Factory Defaults - eliminates anything else that may be confusing it.
E1	Command Mode Local Echo On - needed to see your keystrokes when in command mode
Q0	Display result codes - makes it so you see OK after you type AT by itself
V1	Display result codes in verbose form (verbal mode)
X4	Result Code - based on Table. Try x1 if it doesnt like x4
S0=0	Set rings to none - disables auto-answer
S7=60	Set duration (in seconds) modem waits for Carrier. 60 is the default for most modems
&C1	Carrier Detect - THIS MUST BE SET in order to not lose carrier
&D2	Data Terminal Ready (DTR) - terminate connection whenever your machine turns of DTR.
&K3	Selective Data Compression - disable MNP5 and use v.42 bis \Q3 on some modems
&R0	Enable Hardware Flow Control. On some modems like US Robotics this should be

&H1&R2
S10=11 Duration before hanging up upon loss of Carrier - Guard Time. (Tenths of a sec, so 1.1 secs)
&B1 Port rate fixed higher than connect rate \J0 on some modems. Req'd on US Robotics.
&W Save these settings so that we dont have to worry about them again. Some use **&W1**

If you get **ERROR** instead of **OK** none of your settings were made nor were they saved. Start by removing components from the end of the string until it does return an **OK**. You should also try typing the following command once youre online in order to see the quality of your connection (link status report).

+++ ATI6 or +++ ATI2 to return to online state type: **ATO**

Modem Connection Problems Questions and Answers:

We have predominantly 28.8 modems and their modem needs to be set up to be able to deal with our high speed modems. They may need to contact their modem mfr. in order to find out the proper initialization string for their modem. You can also offer to sell them one of ours which are US Robotics Sportsters. We sell them at cost for \$260 plus tax and shipping.

Im using a 28.8 Baud Modem and I cant get the line to stay up - It works fine with other services.

Youre probably not connecting to other services at 28.8. 28.8 is an extremely high speed connection which relies on both a good quality line and having all of your modem settings just right. We will be happy to work with you to get a good connection. We use US Robotics modems which are among the best modems in the world and the leader in 28.8 standard modems. If youre not using a v.42bis 28.8 modem but are instead using one of the 28.8s that is not v.42bis then you may have a problem talking to our modems which are all v.42bis standard. Go over each of the settings on page 1 with the customer or offer to fax him/her this init string cookbook. Ensure Hardware flow control and line interruption timeouts are set properly. You can force your modem to dial into us at a slower but more reliable rate by **using the &N** initialization variable. You need to read your modem manual to see which **&N** value corresponds to what speed for your modem. For a US Robotics, **&N8** means 14.4 Kbps and **&N6** means 9600 bps. Your modem will use different numbers unless its a USR Modem too.

I get garbage when I connect - How can I solve it?

If this happens it means that your communications software is listening at one speed and your modem is talking to you at another. The **&B1** or **\J0** are possibly required by your modem. You also need to make sure your communications software is set to a baud rate *higher* than the rate at which your modem is trying to connect. If youre using a 14.4 Modem, set your comm software to 19,200 Baud. If youre using a 28.8 Modem, set your comm software at 57,600 Baud.

My modem works with other services - why not yours?

We'll be happy to log a trouble report so that we can research your particular modem and also check with the Phone company to see if there is any problem with poor quality lines coming from where youre calling in from right now. Please get their modem brand, init. string if possible, part of town theyre calling from and any other clues. Offer to fax, mail or e-mail the modem init. string cookbook on Page 1 of this document. Try lowering the speed as explained in the **first question**.

How do I set my Initialization string for my modem?

If youre using our Launcher diskettes or Trumpet Winsock, you can use the Manual Login modem to get right to your modem. If youre already logged on, choose the BYE script and then choose the manual login feature. You can begin typing commands to your modem in the Trumpet Winsock window. If youre using the Slip.Net Internet Launcher, youll probably need to type Alt-Tab to get to the Trumpet Window. Dont forget to type **&W** at the end of the string to save it as your new default.

Installing from a Downloaded Version

Installing from the SLIPNETL.EXE OR SLIP11x.EXE Downloaded File:

The file is a self-extracting file of the Installation diskettes. You will want to create a temporary directory, run SLIPNETL.EXE (or SLIP11x.EXE) and install from there.

You will need approximately 15MB of free disk space: 5MB to hold the temporary installation diskettes and 10MB to hold the installed programs. You'll be able to erase the temporary installation directory as well as the SLIPNETL.EXE once you've completed the installation.

Please note that the SLIPNETL.EXE is too big to fit onto a single diskette. If you would like to copy the Slip.Net Launcher and give it to your friends, please download SLIPDSK1.EXE and SLIPDSK2.EXE and self-extract each of them to separate diskettes from ftp.slip.net/pub/windows/launcher.

Here's a step-by-step cheat sheet on how to get the installation program going:

This assumes that you've downloaded SLIPNETL.EXE into "your_download_path" somewhere on your hard drive.

Shell to DOS by clicking on the MS-DOS icon.

From MS-DOS:

```
c:>          cd\  
c:\>        md tempslip  
c:\>        cd tempslip  
c:\tempslip>  c:\your_download_path\slipnetl
```

This last command will self-extract the SLIPNETL.EXE into your c:\tempslip directory.

Now type EXIT to return to windows. Choose File Run from the Windows Menu. Type in C:\TEMPSLIP\SETUP and click on OK. From this point you'll be guided through the installation process using our installation program.

When you've completely installed the program, you can delete the contents of the c:\tempslip directory. If you don't plan on ever re-installing, you can also delete the SLIPNETL.EXE file that you downloaded to save even more disk space.

If you have problems or suggestions, please email support@slip.net or call us at 415.281.3177.

Creating Installation Diskettes

While you dont need to do this step, you may want to give the Slip.Net Internet Launcher to your friends. In order to make Distribution or Installation Diskettes youll need to perform the following steps:

Download from *ftp.slip.net:pub/windows/launcher* the following files:
(If these files happen to be offline, please contact technical support at 415.281.3177)

SLIPDSK1.EXE
SLIPDSK2.EXE

You will need to unzip each of the above self-extracting files onto a diskette or into subdirectories labeled DISK1 and DISK2.

To extract to diskettes, put a blank diskette in drive A, change to drive A: and type C:SLIPDSK1. This will unzip the setup and other needed files. Now put a blank diskette in drive B and type C:SLIPDSK2. Now put diskette 1 back in drive A: and proceed from below.

Alternatively, you could create directories labeled DISK1 and DISK2 to immitate diskettes.

Once you've unzipped everything into directories or diskettes, you can safely safely erase the .EXE files SLIPDSK1.EXE AND SLIPDSK2.EXE to clear room on your hard drive.

To run from the Floppy Diskettes you made from the .EXE Files:(good for sharing)

Put Disk #1 into your A or B diskette drive. Go into your Program Manager and choose File/Run. Type A:\setup or B:\setup with the diskette labeled DISK1 in the diskette drive. Now would be a good time to actually use those colored diskette labels that came with your diskettes.

Dial-Up Phone Numbers

Everywhere:

If you're using Slip.Net for Free and you registered for an account outside the SF Bay Area or one of our other Local POP (Point of Presence) locations, please use:

1.217.792.2777	16.8K Zyxels (good for 14.4K connections)
1.217.792.2233	28.8K USR modems (fast but not as reliable as Zyxels)

SF Bay Area:

276-0400	16.8K Zyxels (good for 14.4K connections) (rolls over to 276-0404)
276-0404	28.8K USR Modems
356-8200	28.8K USR Modems

If you have any other number, it's now considered obsolete, please use one of the numbers above.

Check to see if your [prefix is a local call](#) to the SF Bay Area

We're adding additional local dial-up sites every month so if you don't have a recent copy of the the Slip.Net Internet Launcher, you might want to re-download it to see where our latest POPs are or send e-mail to info@slip.net.

COMM Port Checkout

MSD.exe is a great tool to see where you are comm port wise. You will need a Modem hooked up to one of your comm ports on an interrupt that is NOT assigned to anything else.

Go into your C:\DOS directory in a DOS window and type MSD. This will load the Microsoft Diagnostics program. Choose Comm ports and it will tell you if you have a UART 16550 or not as well as if everything seems ok.

The next step is to do a simple test to make sure you can talk to the modem. You can use either Windows Terminal (or some other comm software) or the Trumpet Winsock Dialler itself.

Windows Terminal Checkout:

Trumpet Dialler:

[Modem Initialization Strings:](#)

Hardware/Software Requirements

You will need the following Hardware and Software in order to be productive using the Slip.Net Internet Launcher:

Hardware:

Modem:

The higher quality the better. 28.8K is the defacto standard now so if you dont have one and you plan on spending alot of time online, go treat yourself to one. They only cost about \$250 and are worth every penny.

A word about modems: Buy Quality. We like US Robotics (Sportsers are fine, Couriers are top-shelf), Zyxel, AT&T, Hayes and thats about it. We use US Robotics for Slip.Net modems so youre guaranteed compatibility if you use USR. If you buy too cheap a modem it will cause your connection to be dropped sporatically and your init stings will be incredibly confusing. We have on file [Modem Init Strings](#) for most of the modems out there

PC:

You will want a decent windows capable machine since youre going to be really using alot of things at once. This means a 486 with at least 8MB of RAM. The Launcher itself will take up almost 15MB of disk space once loaded (this includes ALL the applications in the launcher suite) so youll want LOTS of disk space.

Software:

Windows 3.1 or Windows for Workgroups (3.11)

(Windows 95 has been tested although we cant support you on it since its not released yet).

Windows Terminal (this comes with Windows and is either in your Main or your Applications group)

Modem Init Strings

Heres a few. If the string doesnt work for you, please contact your Modem Manufacturer for assistance.

Aceex 1414 v.32bis ---> AT&F&D0\N3\Q3
Apple Express Modem ---> AT&F&D0&Q0
Apple Express Modem ---> AT&F\N3&K3
AT&T DataPort 14.4 ---> AT\N7%C1&C1&D0\Q3
Asian Micro Sources Modem,AFM144ATP-----> AT&F1V1E1X4\Q4
Best Data Smart One 14.4 ---> AT&Q5%C1&C1&D0&K0
Boca 14.4Kbps v.32bis ---> AT&F&C1\N3
Boca Research V.32bis ---> AT&Q5%C1&C1&D0&K3
Cardinal 14.4 ---> AT&F&C1&D0&Q5
Compudyne 1442F ---> AT&F&C1
CPC Turbo Modem+ ---> AT\N6%C1&C1&D0\Q3\V1
Data Race Apex V.32/V.32bis ---> AT\N7%C1&C1&D0\Q3
Data Race APL 1496 ---> AT\N7%C1&C1&D0\Q3
Digicom Eagle 9600/Scout Plus ---> AT&F&D0
Focus 14.4 ---> AT&Q5%C1&C1&D0&K3S36=7
Global Village PowerPort ---> AT\J0\N3%C1&C1&D0\V1\Q3
Global Village PowerPort Gold/Silver ---> AT&F1\Q3
Global Village TelePort Gold ---> AT&F1%C1W1
Global Village TelePort Mercury ---> AT&F1&K3
Global Village TelePort Silver ---> AT\J0\N3%C1&C1&D0\Q3\V1
GVC Fax 144 ---> AT\N6%C1X4&C1&D0\G0\J0\Q3\V1
Hayes Accura 144 ---> AT&F
Hayes Optima 14400 v.32bis ---> AT&F&D0
Hayes V-Series/Ultra ---> AT&Q5S36=7&C1&D0&K3
Intel 14.4 EX ---> AT&F&D0
Intel 14.4EX ---> AT\N3%C1&C1&D0\Q3
Intel 96EX ---> AT\N3%C1&C1&D0\Q3
Line Link 14.4 E ---> AT&F&C1
Macintosh Express Modem ---> AT&F\N3&D3&Q5
Macronix ---> ATS36=7&Q5%C1&C1&D0&K3
Macronix Maxlite 14.4 ---> AT&F&C1&Q9\N3
Magic 14.4 V.32bis ---> AT&F&C1
Megahertz 14400/P2144 ---> AT&F&C1&D0
MegaHertz V.32bis ---> ATS36=7&Q5%C1&C1&D0&K3
Microcom Desk Porte/QX/4232 bis ---> AT&F&D0
Microcom QX/V.32c ---> AT&Q5%C3&C1&D0\J0\Q3
Multitech MT 932 Series ---> AT&F&D0&E4
Multitech MT1432 Series ---> AT&F&D0&Q1&E11
Multitech MT1432 ZDX ---> AT&F&D0
MultiTech MultiModem 224E/V.32 ---> AT&E1&E15&C1&D0&E4\$BA0
PowerUser 14.4E ---> AT&F&C1
Practical Peripherals 14400FXMT ---> AT&F&C1
Practical Peripherals 14400FXSA ---> AT&F&C1S37=9N0
Practical Peripherals 9600SA/14400SA ---> ATS36=7&Q5&C1&D&K3
Prometheus Pro Modem Ultima ---> AT&F&D0
Prometheus Ultima/Home Office ---> AT\N3%C1&C1&D0\J0\V1\Q3
Prometheus V.32/V.32bis ---> AT&C1&D0*E1*F3*S1
PSI Comstation V ---> AT&F&C1&D0&K3&Q5\N3
PSI PowerModem II/IV ---> AT&Q5%C1&C1&D0&K3
Quicktel Xeba 14.4 ---> AT&F&C1

Racal ALM 3223 ---> AT&F&D0
Racal ALM 3226 V.32bis ---> AT&F&C1
Spectra Pocket Modem 14.4 ---> AT&F
SpectraCom V.32bis PocketFax ---> AT&Q3S36=7%C1&C1&D0&K3
Supra 14.4 LC ---> AT&F1
Supra 2400 V.42bis ---> AT&Q5S36=7%C1&C1&D0&K3
SupraFAXModem V.32/V.32bis ---> AT&F1&Q5S36=7%C1&C1&D0&K3
SupraFAXModem v.32bis ---> AT&F1
Telebit QBlazer ---> AT&FS58=2S180=1S190=0
Telebit QBlazer/T1600/T3000 ---> ATS180=2S190=1S51=252S58=2S68=2
Telebit WorldBlazer ---> AT&F9X2
UDS Fastalk Fax32bx/V.3225 ---> AT\N3%C1&C1&D0\G0\J0\V1\Q3
UDS Fastalk V.32 bx ---> AT&F&C1\N3\Q3
UDS Motorola V.3225L/V.3229L ---> AT&F&C1\Q3
USRobotics ---> AT&M4&K1B0&A3&B1&D0&H1&I0&N0&R2
USRobotics Courier HST Dual ---> AT&F&C1&D0
USRobotics Courier V.32 bis/as ---> AT&F&D0&H1&K2
USRobotics Mac & Fax ---> AT&F&D0&H1&R2
USRRobotics Mac & Fax 28.8k ----> AT&B1&H1&R2 Flow Control:
CTS/RTS Din Switch 1 down.
USRobotics Sportster 14.4 ---> AT&F&H1&C1&D0
USRobotics Sportster 9600 ---> AT&F&H1
Viva 14.4 --->AT&F&C1
Wang 14.4 ---> AT&F&C1&D0
Zoltrix 14.4 ---> AT&F&C1&D0
Zoom 14.4 V.32/V.32 bis --->AT&F&C1
Zoom 2400 v.42bis --->AT&Q5%C1W1&C1&D0S36=7&K3
Zoom V.32/V.32bis--->AT&Q5S36=7%C1&C1&D0&K3
Zyxel U-1496 --->AT&F&D0
Zyxel V.32bis--->AT&C1&D0&H3&K4&N0

Slip.Net Launcher Program Manager Group

This is a group which is created as part of the install process. You can see what groups are in your windows configuration by pressing ALT-TAB until the Program Manager is the active window and then choosing **Window** from the top menu bar. Select the one that references Slip.Net.

If you dont have a Slip.Net Launcher Program Group, you probably didnt run the SETUP program which creates it or you didnt run it successfully. Go back to the distribution diskettes and re-load the launcher or run it from the downloaded self-extracting .exe file.

Dynamic IP Address

Slip.Net dial-up services assign a dynamic IP address with each call. This means that you don't have to worry about an IP address.

You would only need a static (fixed) IP address if you were going to run a dedicated host on the Internet. This would involve purchasing dedicated service from [Slip.Net](#) which is available in over 400 US Cities, Canada and Europe. If you would like information about our dedicated services email sales@slip.net or call us at 415.281.3197.

Local Call in the Bay Area?

If you're not calling from the SF Bay Area, check out our [FREE Internet Access numbers](#).

If you are making a local call into our SF Bay Area POPs, below is a list of the prefixes which are a LOCAL call. In addition, there are Zone 3 areas which are only a penny a minute to call from and are also worth paying for a monthly paid account from Slip.Net.

LOCAL CALLS:

If your areacode/prefix is in the list below, you will get the most value out of using one of our personal or Business Direct (tm) accounts. Please call Slip.Net sales at 415.281.3197 if you would like to sign-up for an account.

BELVEDERE	415	435	BLVD	
		415	789	BLVD
EAST BAY	510	204	EB01	
		510	486	EB01
		510	524	EB01
		510	525	EB01
		510	526	EB01
		510	527	EB01
		510	528	EB01
		510	529	EB01
		510	540	EB01
		510	548	EB01
		510	549	EB01
		510	559	EB01
		510	642	EB01
		510	643	EB01
		510	644	EB01
		510	649	EB01
		510	664	EB01
		510	704	EB01
		510	705	EB01
		510	841	EB01
		510	843	EB01
		510	845	EB01
		510	848	EB01
		510	849	EB01
		510	883	EB01
		510	202	EB02
		510	206	EB02
		510	207	EB02
		510	208	EB02
		510	219	EB02
		510	220	EB02
		510	238	EB02
		510	251	EB02
		510	268	EB02
		510	271	EB02
		510	272	EB02
		510	273	EB02

		510	286	EB02
		510	287	EB02
EAST BAY	510	289	EB02	
		510	301	EB02
		510	302	EB02
		510	308	EB02
		510	310	EB02
		510	321	EB02
		510	339	EB02
		510	380	EB02
		510	381	EB02
		510	406	EB02
		510	409	EB02
		510	410	EB02
		510	414	EB02
		510	419	EB02
		510	420	EB02
		510	421	EB02
		510	428	EB02
		510	442	EB02
		510	444	EB02
		510	446	EB02
		510	448	EB02
		510	450	EB02
		510	451	EB02
		510	452	EB02
		510	464	EB02
		510	465	EB02
		510	466	EB02
		510	501	EB02
		510	502	EB02
		510	503	EB02
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		510	517	EB02
		510	518	EB02
		510	519	EB02
		510	520	EB02
		510	539	EB02
		510	541	EB02
		510	547	EB02

EAST BAY	510	595	EB02	
		510	596	EB02
		510	597	EB02
		510	599	EB02
		510	601	EB02
		510	604	EB02
		510	610	EB02
		510	612	EB02
		510	630	EB02
		510	637	EB02
		510	645	EB02
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	510	654	EB02
	510	655	EB02
	510	658	EB02
	510	693	EB02
	510	697	EB02
	510	701	EB02
	510	702	EB02
	510	703	EB02
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	510	717	EB02
	510	718	EB02
	510	720	EB02
	510	726	EB02
	510	759	EB02
	510	761	EB02
	510	762	EB02
	510	763	EB02
	510	772	EB02
	510	801	EB02
	510	802	EB02
	510	805	EB02
	510	807	EB02
	510	808	EB02
	510	810	EB02
	510	813	EB02
	510	816	EB02
	510	817	EB02
EAST BAY	510	819	EB02
	510	832	EB02
	510	834	EB02
	510	835	EB02
	510	836	EB02
	510	839	EB02
	510	840	EB02
	510	869	EB02
	510	873	EB02
	510	874	EB02
	510	882	EB02
	510	891	EB02
	510	893	EB02
	510	902	EB02
	510	912	EB02
	510	913	EB02
	510	914	EB02
	510	917	EB02
	510	918	EB02
	510	922	EB02
	510	928	EB02
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	510	980	EB02
	510	987	EB02
	510	263	EB03
	510	337	EB03
	510	521	EB03
	510	522	EB03

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			510	748	EB03
			510	769	EB03
			510	814	EB03
			510	865	EB03
			510	261	EB04
			510	436	EB04
			510	437	EB04
			510	482	EB04
			510	530	EB04
			510	531	EB04
			510	532	EB04
EAST BAY	510		533	EB04	
			510	534	EB04
			510	535	EB04
			510	536	EB04
PACIFICA	415		355	PCFC	
			415	359	PCFC
			415	738	PCFC
RICHMOND	510		215	RCMD	
			510	231	RCMD
			510	232	RCMD
			510	233	RCMD
			510	234	RCMD
			510	235	RCMD
			510	236	RCMD
			510	237	RCMD
			510	242	RCMD
			510	307	RCMD
			510	374	RCMD
			510	412	RCMD
			510	620	RCMD
			510	970	RCMD
SAN FRANCISCO	415	201	SF01		
			415	202	SF01
			415	203	SF01
			415	204	SF01
			415	205	SF01
			415	206	SF01
			415	207	SF01
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			415	213	SF01
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			415	218	SF01
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			415	222	SF01
			415	224	SF01
			415	227	SF01
			415	230	SF01
			415	232	SF01
			415	241	SF01
SAN FRANCISCO	415	243	SF01		
			415	245	SF01
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			415	252	SF01
			415	253	SF01
			415	255	SF01
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			415	263	SF01
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			415	351	SF01
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SAN FRANCISCO	415	362	SF01		
			415	374	SF01
			415	385	SF01
			415	391	SF01
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			415	522	SF01
			415	527	SF01
			415	536	SF01
SAN FRANCISCO	415	541			SF01
			415	542	SF01
			415	543	SF01
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SAN FRANCISCO	415	660	SF01		
			415	670	SF01
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			415	673	SF01
			415	675	SF01
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			415	732	SF01
			415	739	SF01
			415	744	SF01
			415	749	SF01
			415	764	SF01
			415	765	SF01
			415	767	SF01
			415	768	SF01
			415	771	SF01
			415	772	SF01
			415	773	SF01
			415	774	SF01
			415	775	SF01
			415	776	SF01
			415	777	SF01
			415	781	SF01
			415	788	SF01
SAN FRANCISCO	415	804	SF01		
			415	806	SF01
			415	807	SF01
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			415	809	SF01
			415	817	SF01
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			415	863	SF01
			415	864	SF01
			415	865	SF01
			415	882	SF01
			415	885	SF01
			415	894	SF01
			415	896	SF01
			415	904	SF01
			415	905	SF01
			415	907	SF01
			415	912	SF01
			415	915	SF01
			415	920	SF01
			415	921	SF01
			415	922	SF01
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			415	929	SF01
			415	931	SF01
			415	936	SF01
			415	939	SF01
			415	951	SF01
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			415	955	SF01
SAN FRANCISCO	415	956			SF01
			415	957	SF01
			415	971	SF01
			415	972	SF01
			415	973	SF01
			415	974	SF01
			415	975	SF01
			415	978	SF01
			415	979	SF01
			415	981	SF01
			415	982	SF01
			415	983	SF01
			415	984	SF01
			415	986	SF01
			415	987	SF01
			415	989	SF01
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			415	998	SF01
			415	999	SF01
			415	221	SF02
			415	242	SF02
			415	379	SF02

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			415	387	SF02
			415	476	SF02
			415	502	SF02
			415	564	SF02
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			415	661	SF02
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			415	665	SF02
			415	666	SF02
			415	668	SF02
			415	681	SF02
			415	682	SF02
			415	731	SF02
			415	750	SF02
			415	751	SF02
			415	752	SF02
SAN FRANCISCO	415	753			SF02
			415	759	SF02
			415	239	SF03
			415	301	SF03
			415	330	SF03
			415	333	SF03
			415	334	SF03
			415	337	SF03
			415	338	SF03
			415	406	SF03
			415	452	SF03
			415	467	SF03
			415	468	SF03
			415	469	SF03
			415	582	SF03
			415	584	SF03
			415	585	SF03
			415	586	SF03
			415	587	SF03
			415	656	SF03
			415	715	SF03
			415	755	SF03
			415	756	SF03
			415	757	SF03
			415	761	SF03
			415	841	SF03
			415	985	SF03
			415	991	SF03
			415	992	SF03
			415	993	SF03
			415	994	SF03
			415	997	SF03
SAUSALITO	415	289			SSLT
			415	331	SSLT
			415	332	SSLT
S SANFRANCISCO	415	225			SSNF
			415	244	SSNF
			415	266	SSNF

		415	319	SSNF
		415	583	SSNF
S SANFRANCISCO	415	588	SSNF	
		415	589	SSNF
		415	615	SSNF
		415	634	SSNF
		415	635	SSNF
		415	737	SSNF
		415	741	SSNF
		415	742	SSNF
		415	754	SSNF
		415	794	SSNF
		415	827	SSNF
		415	871	SSNF
		415	872	SSNF
		415	873	SSNF
		415	875	SSNF
		415	876	SSNF
		415	877	SSNF
		415	878	SSNF
		415	952	SSNF

FREE Internet Access Numbers

14.4K Dialup: 1-217-792-2777

28.8K Dialup: 1-217-792-2233

If you're calling from the San Francisco Bay Area, please consider purchasing a monthly account which will allow you to use one of our [local dialup numbers](#).

FTP

We use WS_FTP.

Frequently Asked Questions

Our FAQ is broken into the following convenient sections:

[General Company Questions](#)

[Account/Sales Questions](#)

[Setup/Configuration Questions](#)

[Modem Questions](#)

[Launcher Specific Questions](#)

[Technical Questions](#)

[BBS Questions](#)

FAQ: General Company

How Long Have you Been in Business?

[Slip.Net](#) has been incorporated since 1995. The owners of our company run several other companies with over 50 employees and offices throughout California, Nevada and Illinois. Slip.Net is a solid established business and is fast becoming the bay areas largest Internet Service Provider.

How many Customers do you have?

I can't tell you exactly because the number is growing so fast. If you're interested in a reference list, I can fax you some of the comments about Slip.Net that have been floating around the internet. We have been in business for over eight years and have thousands of customers.

How can you offer a free service?

We operate our free service as a marketing research project to identify where to open our next office and offer you [local service](#). The phone number is 217-792-2777. If you're willing to pay the long distance charges we won't charge you for internet access. We hopefully will have a local POP where you'll be able to take advantage of our low monthly rates and avoid the long distance charges completely in the near future.

I have Prodigy and I travel - Do you have local numbers all over the US?

Eventhough our goal is to be accessible with a [local call](#) nationwide, we don't have local numbers everywhere. However, if you are out of town we do provide a number whereby you can use our service for only the price of the long distance call. Some of our customers are not local and take advantage of this free service all the time.

Do you have ISDN Access?

We are currently in the installation process for ISDN. We haven't finalized pricing for it yet but we will be offering it to our existing customers first which should occur within the next month or so. By signing up for a regular account you'll be completely familiar with the service and be able to really make the most of your account once ISDN is available.

Do you have 28.8K Modems?

Yes. We have a separate number for our 28.8 modems and our main number also has some 28.8's installed on it. If you have a 28.8 modem and only want to access us at 28.8, the number is 415.356.8200.

What Software Should I use?

We recommend that you use the Shareware Suite that we've assembled that goes with our [Slip.Net Internet Launcher](#). The Launcher is free and you only need to register the Shareware packages if you feel they're worthwhile and you plan to use them regularly. We can help with configuration on some of the other packages that are on the market as far as getting connected to Slip.Net. For more detailed questions about commercial packages, however, we recommend that you call their technical support. We are happy to help you out with anything on the Shareware Suite that we've compiled which contains the latest/greatest internet applications on the net.

FAQ: Account Type Questions

What all is included included in Slip.Nets basic dialup service?

Our basic account is called the Slip.Net Personal Direct Connect. It provides:

PPP Access: Having PPP access to the internet means that you are Directly Connected to the internet and can use any winsock or MAC PPP compliant software. PPP access brings the TCP/IP protocol to your desktop.

28.8K Dialup: You get a dialup number to call which connects to a 28.8K modem on our end. You may use this number for unlimited (but not continuous) periods each month.

Shell Access: Upon approval you can also have shell access with a Personal Direct Account.

Tech Support: We provide technical support to help you get online and stay online. Our hours are 8-9pm PST weekdays and 9-6pm Saturday and Sunday.

BBS Access: You get access to the [Slip.Net BBS](#) which is an easy-to-use front end to many great online services such as electronic mail, newsgroup forums, teleconferencing, games, file areas and online databases.

Online.SF: This is our monthly newspaper which will come delivered to your mailing address. We keep you up to date on the latest happenings in the online community and new offerings from Slip.Net.

Free Launcher Software: To help you get online quickly, weve developed the Slip.Net Internet Launcher which comes in both Mac and Windows formats. The Launcher is and installation and launcher shell to the best of class [applications](#) for email, WWW Browsing, ftp, news reading and more.

Email, News: you will receive your own slip.net e-mail account which lets you attach documents (no more Fedex Charges) and subscribe to mailing lists. In addition, we carry one of the most extensive sets of news available with close to 10,000 newsgroups on every topic imagineable.

Personal Web Page: With our Personal Direct Connect™ you can create your own home page. This is for non-commercial use only but lets you get the hang of creating your own page on the net.

What is the Business Direct Connect Account?

Our business accounts include more disk space (10mb instead of 5mb), more WEB page capabilities and allow you to conduct business on the net. In addition, you will be able to obtain your own domain name which will make your web page and email address appear as your own identity on the internet.

How can you offer a free service?

We operate our free service as a marketing research project to identify where to open our next office and offer you local service. The phone number is 217-792-2777. If you're willing to pay the long distance charges we won't charge you for internet access. We hopefully will have a local POP where you'll be able to take advantage of our low monthly rates and avoid the long distance charges completely in the near future.

How does the 10 day free trial work?

To take advantage of the free trial we need to gather your credit card information. We dont do anything with it for 10 days. If you decide our service doesnt match your needs, just call us before the 10 days are up and well just tear up your credit card information.

Is the Startup Fee Refundable?

The startup fee is assessed after your 10 day free trial period. Once youve completed your free trial period it is not refundable as it covers our costs of setting you up as a member.

What's your cancellation policy?

If you should decide to cancel service you will need to call our customer service number.

We'll take down all of your information and pro-rate your service based on your sign-up date. We bill in advance for each month of service so if you cancelled on the 15th, you would receive a credit on your credit card statement for half of your monthly fee. Startup fees, which are assessed AFTER the 10 day free trial period, are not refundable.

I want to get on the WWW. What does Slip.Net offer for Web Space?

If you're familiar with the World Wide Web, you can create your own web page on Slip.Net either for your personal use or for your business. If you are just starting you should familiarize yourself with the WWW using Netscape as a user before going to the next step of creating your own html documents. We offer a free web page that can reside in your home directory. (Please refer to the WWW Pricing document for specifics on pricing and have them [http to www.slip.net](http://www.slip.net) for more information.)

What will my e-mail address be?

For the personal account which we call Direct Connecttm your internet e-mail address will be *your_name@slip.net*. If you're using one of our Business accounts, you will have your own domain name which will look like *your_name@your_company.com*.

Can you bill my company for a business account?

Yes but only with a signed company Purchase Order. To get started you will need to send or fax us an approved company Purchase Order for six months or plus the start-up fee for the account type you're interested in.

Can you bill me for a personal account?

We don't provide billing for personal accounts. However, you may pay by check quarterly. So, your check should be for the first 3 months plus your startup fee.

Do you accept checks/money orders or can I drop by Cash for an account?

Yes but only for 3 months up front plus the startup fee. Since there is additional work to process these so we need to collect from you on a quarterly basis. We'll rely on you to send in the payment quarterly for now - In the future we may get a billing process in place but we're really trying to keep everyone consistent on credit cards. (no waiving of the startup fee on these types of accounts).

What is unlimited Access?

Unlimited means you can use it as long as you like each month without worrying about us charging you for hourly fees. As long as we have modems available you can stay on the line. If we get unusually busy or we notice that you're hanging on the line not doing anything for hours at a time, you may be disconnected. Unlimited does not mean continuous. If you would like to use our services on a continuous basis, please call our sales department and ask to be upgraded to a DEDUCATED account. The pricing on our dedicated accounts are quite reasonable.

Can you waive the Setup Fee?

I can direct you to a sales representative who can go over some of the specials and competitive upgrade offers that we have. If you're already familiar with the Internet or you are willing to make a longer term commitment than just on a monthly basis the sales department does make deals. Are you on another service provider now?

Do you have a Trial Period?

You can logon as a new user and check us out. If you like what you see, you can sign up right online. We do offer a 10 day free trial period. We can sign you up right now over the phone with your credit card and we won't put the charge through for 10 days. If you don't like the service for any reason just give us a call and we'll cancel your order.

Can I have my own IP Address?

Only our Dedicated Accounts can be configured with a dedicated IP address. For complete access to all of the internet applications including Eudora e-mail and Netscape you don't need a dedicated IP address. You also do not need a dedicated IP address to have your own domain name as is the case with our Business Direct Connect™ accounts. For personal and business dialup accounts the IP address is assigned dynamically each time you login.

Do you have ISDN Access?

We are currently in the installation process for ISDN. We haven't finalized pricing for it yet but we will be offering it to our existing customers first which should occur within the next month or so. By signing up for a regular account you'll be completely familiar with the service and be able to really make the most of your account once ISDN is available.

Do you have 28.8K Modems?

Yes. We have a separate number for our 28.8 modems and our main number also has some 28.8's installed on it. If you have a 28.8 modem and only want to access us at 28.8, the number is 415.356.8200.

What Software Should I use?

We recommend that you use the Shareware Suite that we've assembled that goes with our Slip.Net Internet Launcher. The Launcher is free and you only need to register the Shareware packages if you feel they're worthwhile and you plan to use them regularly. We can help with configuration on some of the other packages that are on the market as far as getting connected to Slip.Net. For more detailed questions about commercial packages, however, we recommend that you call their technical support. We are happy to help you out with anything on the Shareware Suite that we've compiled which contains the latest/greatest internet applications on the net.

What Modem Should I buy?

We use U.S. Robotics [Modems](#) at Slip.Net so you'll have the best chance of getting a reliable connection if you use a high quality modem such asUSR. Hayes, Zyxel, and AT&T are also quality modem manufacturers. We don't recommend anyone else and especially discourage using a no-name cheap modem if you're going to connect to us at 28.8K.

FAQ: Setup Questions

What are the modem Phone Numbers?

Everywhere:

If you're using Slip.Net for Free and you registered for an account outside the SF Bay Area or one of our other Local POP (Point of Presence) locations, please use:

1.217.792.2777	16.8K Zyxels (good for 14.4K connections)
1.217.792.2233	28.8K USR modems (fast but not as reliable as Zyxels)

SF Bay Area:

276-0400	16.8K Zyxels (good for 14.4K connections) (rolls over to 276-0404)
276-0404	28.8K USR Modems
356-8200	28.8K USR Modems

If you have any other number, it's now considered obsolete, please use one of the numbers above.

Check to see if your phone can make a [local call](#) to one of the above numbers by checking either the front of your white pages or by calling the operator.

We're adding additional local dial-up sites every month so if you don't have a recent copy of the Slip.Net Internet Launcher, you might want to re-download it to see where our latest POPs are or send e-mail to info@slip.net.

How do I get the Installer (or Launcher?)

dial the phone number given to you (either a local number or 217.792.2777) and type new. This will give you a menu driven text application where you can download all of the necessary files.

use our anonymous [FTP](#) site and ftp the file from pub/windows/launcher. This only works if you already have a connection to the internet so it's not that helpful for most people.

Call our tech support department and we will mail you the diskettes if you are in the SF Bay Area. Users of our 217 service must dial in and download the programs - we won't mail them out to free users.

How do I get free PPP Software?

We've put together a collection of Shareware packages and a convenient installation program to get you up and running quickly. If you do find the various shareware packages useful, we recommend that you register them with the authors. Our Slip.Net Launcher which launches all of the Shareware applications included in the set is freeware and will never require any registration fee.

Can I use Mosaic or Netscape with the Slip.Net Service?

Yes, our Personal Direct™ account will give you PPP access to the Internet with no hourly fees. This means that you can run any internet application software including Mosaic, [Netscape](#), Cello and others. We use PPP instead of SLIP because it's a little easier to setup.

I just got free internet software with a book I bought, How do I configure Chameleon/Chameleon Sampler? (this is most often the INTERNET STARTER KIT but may books include the Sampler)

This is only for Windows users. We have a configuration file for Netmanage's Chameleon. You can get it online by using any terminal program and logging in as new. You'll be presented with a menu where you can download the Chameleon script that will get you onto Slip.Net.

Download and Install this file. The file name is *slipnet.cfg*.

I am using OS/2 Warp. Can you help me get it configured?

You can download this from our menu driven signup service. Login to Slip.Net with any communications software you have and type new at the login prompt. You'll be presented with a menu where you can download the OS/2 script that will get you onto Slip.Net. Download and Install this file.

What Software Should I use?

We recommend that you use the Shareware Suite that we've assembled that goes with our Slip.Net Internet Launcher. The Launcher is free and you only need to register the Shareware packages if you feel they're worthwhile and you plan to use them regularly. We can help with configuration on some of the other packages that are on the market as far as getting connected to Slip.Net. For more detailed questions about commercial packages, however, we recommend that you call their technical support. We are happy to help you out with anything on the Shareware Suite that we've compiled which contains the latest/greatest internet applications on the net.

What will my e-mail address be?

For the personal account which we call Direct Connecttm your internet e-mail address will be *your_name@slip.net*. If you're using one of our Business accounts, you will have your own domain name which will look like *your_name@your_company.com*.

What if I'm just getting started and don't have Z-Modem to download the software?

You don't need Z-Modem. You can download the Launcher using just about any comm package that you may have. We support Xmodem which comes with the Microsoft Windows Terminal program as well as Kermit and Z-Modem.

If you have never dialled into an online service before, we can mail our [Slip.Net Launcher](#) to you which will have everything you'll need. If you're in more of a hurry, the communications software that came with your modem most likely includes a download capability. Fire it up and login to Slip.Net as new and download the software from the menus provided.

What's a good book to read to get familiar with the Internet?

We've found that the Adam Angst book, *The Internet Starter Kit* which comes in both a Macintosh and Windows version is about the best one out there. If you would like more of an overview of internet features and software, you might choose the *Internet for Dummies* book.

I have a Macintosh, what software do I need?

You'll need to get a copy of Mac TCP/IP which comes with System 7.5. If you're not running 7.5 yet, you can download it from a variety of sites on the net. Since we don't have a site license for Mac TCP/IP you'll have to get it from someone other than us or upgrade to System 7.5. Once you have Mac TCP/IP you can use the Shareware suite of programs that we've put together which includes all of the configuration files you'll need to get online. Dial up Slip.Net, login as new and download all of the necessary software.

FAQ: Technical Questions

You might also want to check out our [TroubleShooting Flowchart](#) if you're having difficulties using our service. The following questions cover some of the more frequently asked technically oriented questions.

How do I get my WEB page posted?

Visit our web site (<http://www.slip.net>) and review the information under *Services* on our home page. Note that if you receive high traffic to your home page, we will ask that you sign up for a WWW account which is priced based on how many hits your page gets per week. You may NOT use your web page for commercial purposes unless you have a business account with Slip.Net.

If you are using our FREE service, we do not provide web pages. If you are using our free service and would like one, please upgrade from a free account to a business account and you'll then be permitted to create web pages.

Once you've created your Web page, send e-mail to webmaster@slip.net if you're still unable to figure out how to get it online.

How do I create a web page?

For complete instructions [http to: www.slip.net](http://www.slip.net) and click on *Services* - see the link for how to create your own Home Page. This page includes all of the instructions on how to get your account setup for a web page as well as all of the information you'll need regarding html editors and how to write html documents.

Where are the 100,000 files to download?

There are several places on the internet which have the most extensive collections of programs in the world. In addition, we have our own FTP site where we are in the process of mirroring these sites so that you can just look in our site.

For the latest programs, check out these sites:

Windows: ftp to <ftp.cdrom.com>. or <ftp.cica.indiana.edu>.

DOS: ftp to [oakland.edu](ftp.oakland.edu)

Mac: ftp to [apple.com](ftp.apple.com) or <ftp.gatekeeper.com>.

How much memory (they really mean Disk Space) do I get with my account?

With the Shell account that's included with your account you will be able to use up to 5 megabytes of disk space on our computers. If you need more, please just e-mail us and we can set you up with some extra for a small additional fee. By using your Shell account you will have access to the full resources of our Sun Sparc systems.

What is unlimited Access?

Unlimited means you can use it as long as you like each month without worrying about us charging you for hourly fees. As long as we have modems available you can stay on the line. If we get unusually busy or we notice that you're hanging on the line not doing anything for hours at a time, you may be disconnected. Unlimited does not mean continuous. If you would like to use our services on a continuous basis, please call our sales department and ask to be upgraded to a DEDUCATED account. The pricing on our dedicated accounts are quite reasonable.

How much storage do I get with my e-mail?

Your email account uses the same space as any files you download or any other documents you store in your home directory at Slip.Net. Your account has a 5MB quota (10mb for business accounts) which will hold a significant amount of email. You can type **quota -v** to see what your quota is and how much you've used.

How does security work on e-mail?

Your account is secured by your password. No one has access to your e-mail except you so its important that you keep your password secret. If you need to change your password, please let us know and we'll be glad to change it to whatever you want. (If they press you... Yes, our systems administrators do have access to your email account but we have a corporate policy of not reading anyone's email as we consider that an invasion of your privacy. We would only read email under court order).

What is IRC and is Slip.Net IRC Capable?

IRC stands for Internet Relay Chat and yes we are set up for IRC. The Slip.Net Launcher provides the WS_IRC Client which allows you to use this popular internet application. Be prepared, however, for a small learning curve if you're new to IRC. We recommend that you buy one of the many internet books at the bookstore that has a section on IRC. (we don't want to be in the business of helping them with commands)

What is a Shell Account?

A shell account is the traditional UNIX interface that most people really hate. You'll know you're in a shell account if all you get is a percent sign prompt and a blank screen. Because it's not that easy to use, we recommend that you use your PPP account along with Windows or Mac internet application software to perform email, WWW, and file downloads using ftp. A shell is a very powerful tool if you're willing to learn a little about UNIX. You can login to your shell by telnetting to slip.net or by using your communications software that came with your modem and calling the slip.net phone number. After you type in your login name and password you'll be in your shell account. Type *help* for a screen that will give you some guidelines on where to start. You must request shell access on your account from our tech support department.

How Much Memory do I need on my Mac?

To run applications such as Netscape and other Internet applications you should ideally have 8 megabytes. 6 will work but 8 is ideal. Also, you will need System 7 or above - System 7.5 is the best since it has TCP/IP included.

FAQ: Launcher Questions

Editing the LOGIN.CMD:

Use the Menu Option Customize/Scripts for Auto-Login. This is easier than having them use the Dial menu in trumpet winsock.

Running the Launcher instead of the individual apps:

Please encourage users to run the Launcher instead of each of the individual apps. The Launcher will help keep them oriented, download software, give them system status and more goodies that are not going to work if they just push the individual icon buttons.

Installing apps not included in the download or the diskettes:

Due to space constraints, several of the lesser used apps such as IRC and those with redistribution restrictions such as Netscape are downloadable once you have the launcher installed. To download these files use the "Install" menu option from the menu bar of the Launcher.

System Status:

Every time the launcher logs into Slip.Net it downloads slipinfo.txt which is in our ftp server at /pub/guides/slipinfo.txt. We'll update this as we start using it more.

Problems with the Downloading the Launcher:

Offer to mail them a set of launcher diskettes. If they really can't wait, then have them try downloading again by logging in as 'new'. They can use X,Y or Zmodem or Kermit to download the file. Have them use Kermit since its the most reliable (but also the slowest). (multiple protocols will be available soon if its not already implemented by the time you read this).

Other Front Ends:

Please refer to our FAQ document regarding other front ends. We will be adding info online under the newuser 'new' program soon.

BBS: Slip.Net BBS

Slip.Net offers a BBS which provides a variety of services:

- Easy user interface for Windows - makes using the internet as easy as using AOL
- File Archives
- Technical Support Bulletin Board
- Home of Online.SF - Slip.Nets monthly newspaper
- Exciting chat areas with other Slip.Net Members
- Point and Click access to other sites on the Internet
- Forums and Newgroups on a variety of topics
- Games, Games, Games
- Online Database management
- User upload and download areas

You can access the bbs if youre a member of Slip.Net for FREE. If youre not a member of Slip.Netthere is a nominal charge.

you can TELNET to BBS.SLIP.NET and check it out!

