General Error Messages

The following table illustrates responses that may be received from the server (they won't have error numbers). The field name, error message text, and a possible solution is provided.

Registration code

The registration code must be 9 characters long.   It can usually be found on the packaging of your AT&T WorldNet® Software.

Solution: Enter the correct 9-character registration code.

Registration code

The registration code you entered failed validation (invalid code). Please check the code and try again.

Solution: Enter a valid registration code.

Service Agreement radio

This field is required.

Solution: A radio button must be selected.   That is, you must choose to either accept or reject the service agreement before you will be allowed to continue.   However, if you reject the agreement, your registration will be terminated.

Long Distance Customer radio

This field is required.

Solution: A radio button must be selected.

Area Code

This field is required.

The phone number you entered failed validation. Please check phone number and try again.

Solution: Enter a valid area code.

Area Code

Phone number xxxyyyzzzz not found.

Solution: Enter a valid area code.

Phone Number

The phone number you entered failed validation. Please check phone number and try again.

This Field is required

Solution: Enter a valid phone number.

Phone Number

Phone number xxxyyyzzzz not found.

Solution: Enter a valid phone number.

Pricing Plan radio

This field is required.

Solution: A radio button must be selected.

First Name, Last Name text

Please enter your name.

Solution: Enter your first and last name.

Address

The address field must have more than 6 characters. Your city must have more than 2 letters. Please re-enter your state name or abbreviation. Please re-enter your zip code.

Solution: Enter your address.

Zip code and state

Please re-enter your state name or abbreviation. Zip code does not match with state.

Solution: Enter the correct state and zip code.

Card Number, Expiration date

The credit card carrier/number you entered failed validation. Please check the carrier/number and try again.

Solution: Enter valid credit card information.

Name

The Name on Card must be at least 4 characters long.

Solution: Enter a valid name.

Name

The Name on Card must start with A-Z or a-z.

Solution: Enter a valid name.

E-mail ID

Please enter your e-mail address.

Solution: Enter a valid e-mail ID.

Password

Password must contain at least 6 characters.
This field is required

Solution: Enter a password that contains at least 6 characters.

Security word

The security word must be at least 2 characters long.

Solution: Enter a security word at least 2 characters long.

Security word

The security word must start with A-Z or a-z.

Solution: Enter a valid security word.

 {button ,CW(`second');Exit()} <u>Click here to close the AT&T Help Wizard.</u>

Getting Initialization and Interrupted Connection errors from your modem

If you are repeatedly getting errors about initialization and/or interrupted connections (Errors 204, 232, 240 or 241), you may have an RPI™ modem. If so, you need to install RPI software.

Is your modem an "RPI" modem?

{button ,JI(`TSG.HLP',`I_have_an_RPI_modem')}   Yes

{button ,JI(`',`How_do_I_know_if_I_have_an_RPI_modem')}   I don't know

{button ,JI(`',`Modem_diagnostics')}   No

How do I know if I have an RPI modem?

If you have the original packaging that your modem came in, check it for the following phrases:

- "RPI"
- "Software Error Correction and Data Compression"
- "Error Correction and Data Compression software included"

1. Click here to open the Windows 95 Modem Properties window.
2. Click the Diagnostics tab.
3. Select the COM port with the modem installed.
4. Click "More Info…"
5. Wait for the More Info… window to appear. If the text in this window contains the phrase "RPI MODEM" then you have an RPI modem.

Do you have an RPI modem?

{button ,JI(`',`I_have_an_RPI_modem')}   Yes

{button ,JI(`TSG.HLP',`Modem_diagnostics')}   No

I have an RPI modem

Most but not all RPI modems require RPI drivers (special software). Check the package that your modem came in for software diskettes and instructions on how to install the drivers. If you cannot find any special software or instructions, call your modem manufacturer and have them send you the RPI drivers.

Are you still having problems?

{button ,JI(`',`Modem_Type')}   Yes.

{button ,CW(`second');Exit()} No. Close AT&T WorldNet Help.

RPI™ Modem?

Is your modem brand "RPI"?
{button ,JI(`',`RPI_Drivers')}   <u>Yes.</u>
{button ,JI(`',`Modem_Type')}   <u>No.</u>
{button ,JI(`',`How_to_check_if_you_have_an_RPI_modem')}   <u>I don't know.</u>

How to check if you have an RPI™ modem

If you have the original packaging that came with your modem, check the box and documentation for any of the following phrases:

- "RPI"

- "Software Error Correction and Data Compression"

- "Error Correction and Data Compression software included"

{button ,JI(`',`RPI_Drivers')}   <u>Yes, I see one of these phrases on the packaging.</u>

{button ,JI(`',`Check_for_RPI_Modem_with_Windows')}   <u>No, I don't see one of these phrases on the packaging.</u>

{button ,JI(`',`Check_for_RPI_Modem_with_Windows')}   <u>I don't have the original packaging that came with my modem.</u>

Check for RPI™ Modem with Windows

1. Click here to Open the Windows 95 Modem Properties.
2. Select the Diagnostics tab.
3. Under Port, highlight the COM port your modem is attached to.
4. Click the "More Info…" button.
5. Scan the bottom box, for any text containing the phrase "RPI Modem".   Use the scroll bar to check all the Command/Response lines.

Did you find the RPI Modem phrase?

{button ,JI(`',`RPI_Drivers')}   <u>Yes.</u>

{button ,JI(`',`Modem_Type')}   <u>No.</u>

RPI™ Drivers

Have you installed the drivers that came with your RPI modem?

{button ,JI(`',`Obtain_updated_RPI_drivers')}   <u>Yes.</u>

{button ,JI(`',`Install_the_RPI_drivers')}   <u>No.</u>

Obtain updated RPI™ drivers

Contact your modem manufacturer and ask if there are updated RPI drivers for your modem.   If there are new drivers available, you should install them and try running the AT&T WorldNet® Software again.

If there are no new drivers available, reinstall the drivers you have.

 {button ,JI(`',`Modem_Type')}   Click here if you are still having problems after installing the drivers.

Install the RPI™ drivers

You must install the drivers for your RPI modem to work properly.   Check the documentation that came with your modem and install the RPI drivers.

If you do not have the drivers for your RPI modem, you must contact your modem manufacturer to obtain the drivers and then install them.

After the drivers are properly installed, you may use the AT&T WorldNet® Software.

 {button ,JI(`',`Modem_Type')}   Click here if you are still having problems after installing the drivers.

AT&T WorldNet® Customer Care

If you are unable to solve a problem using the solutions found in this help system, the latest tips and troubleshooting information can be found online.

If you can connect to the Internet, use your browser software to go to the following address:

http://www.worldnet.att.net/care

Do you still need additional help?

{button ,CW("second");CW("main")} <u>No, Close AT&T WorldNet Help.</u>

{button ,JI(`',`Calling_Customer_Care')}   <u>Yes. Call a customer care agent.</u>

Calling Customer Care

If you are unable to solve a problem using the solutions found in this help system, you can call Customer Care to have an agent assist you. Before you call, please follow the steps below to collect information about your computer. To better assist you, be at your computer and have the above information handy when you call.

1. Click here to open the sysinfo.txt file.

2. Click here to open the account.txt file.

3. Print the above files. If you do not have a printer, leave these files open in order to access them when you call Customer Care.

{button ,JI(`',`Customer_Care_continued')}   Click here to continue.

Sysinfo.txt could not be located

The file sysinfo.txt could not be located on your hard drive. You will not be able to view your system information.

{button ,Back()}   Go back to previous topic.

{button ,CW(`second');Exit()}   Click here to close AT&T WorldNet Help.

Windows 95 not installed in default directory

Windows 95 is not installed in the default directory, i.e., C:\windows. You must open the file manually by substituting the directory where Windows 95 is installed for C:\windows.

Manually run AT&T WorldNet Setup

The AT&T WorldNet Software was either not installed in or was moved from the default directory. To manually run Setup, click the Start button, point to Programs, point to AT&T WorldNet Software, and then click AT&T WorldNet Setup.

Manually run AT&T WorldNet Connection Manager

The AT&T WorldNet® Software was either not installed in or was moved from the default directory. To manually run Connection Manager, click the Start button, point to Programs, point to AT&T WorldNet Software, and then Connect to AT&T WorldNet Service.

Manually run AT&T WorldNet Software Uninstall

The AT&T WorldNet® Software was either not installed in or was moved from the default directory. To manually run Uninstall, click the Start button, point to Programs, point to AT&T WorldNet Software, and then AT&T WorldNet Software Uninstall.

Account.txt could not be located

Setup could not locate the file named "account.txt" on your hard drive. If you have a file or files of the form account.xxx (where xxx is a 3-digit number), you may choose to use one of these files instead.   Otherwise, you will not be able to back up your account information.

{button ,Back()}   Go back to previous topic.

{button ,CW(`second');Exit()}   Click here to close AT&T WorldNet Help.

Error occurred attempting to locate Windows directory

An error occurred while attempting to locate where Windows is installed on your computer.   AT&T WorldNet Help is unable to proceed.   If you know where Windows is installed, open up that folder with Windows Explorer and use the Back button below to continue.

{button ,Back()}   Go back to previous topic.

Uninstall information is corrupted or unavailable

The information for uninstalling AT&T WorldNet® Software is either unavailable or corrupted.   There are two courses of action available:

1. Manually run AT&T WorldNet Software Uninstall as follows: click the Start button, point to Programs, point to AT&T WorldNet Software 2.0, and then click on AT&T WorldNet Software Uninstall

2. Manually remove the AT&T WorldNet Software files as follows: Remove the files in C:\Program Files\WorldNet. Note: This will leave some files remaining in the Windows directory as well as the program group.   However, it will reclaim more than 90% of the hard disk space used by the AT&T WorldNet Software.

Customer Care - continued

1. Click on the Windows Help History window to make it active.   If necessary, resize the window so that all of the text it contains is visible.
2. While holding the Alt key, press the Print Screen key to copy the image.
3. Click here to start the Microsoft® Paint program.
4. In Paint, while holding the Ctrl key, press the V key (do not press the Shift key) to paste the image.
5. Click on the File menu and select Print to print the pasted image.

You are using AT&T WorldNet® Setup 2.0 for Windows 95 (or later).

Call AT&T WorldNet Customer Care at:

1-800-400-1447

About AT&T WorldNet® Help

AT&T WorldNet Help is designed to help identify and resolve problems that you may encounter while using AT&T WorldNet Software.   It includes help for both of the main AT&T WorldNet applications:

{button ,JI(`',`About_AT_T_WorldNet_Setup')}   <u>AT&T WorldNet Setup</u>

{button ,JI(`',`AT_T_Connection_Manager')}   <u>AT&T WorldNet Connection Manager</u>

If an error occurs in Setup or Connection Manager, you can access this help system by clicking on the Help button on the error message screen.   If you would prefer that Help automatically pops-up whenever an error occurs, do the following:

1. Start the Connection Manager by double-clicking on the "Connect to AT&T WorldNet Service" icon on the desktop.

2. Click the Options button in the main window of the Connection Manager.

3. Click once on the box labeled "Automatically display Help when an error occurs."   This will put a checkmark in that box and enable this option.

You can also access AT&T WorldNet Help by clicking the Start button and then selecting Programs, AT&T WorldNet Service, AT&T WorldNet Help.

{button ,JI(`',`What_topics_are_covered')}   <u>What topics are covered?</u>

About AT&T WorldNet® Setup

Setup is the program that installs the AT&T WorldNet Software and configures it to work with your system. The program can be run either by following the instructions for installing the software that came with your AT&T WorldNet Software or by clicking the Start button, selecting Programs, AT&T WorldNet Service, AT&T WorldNet Setup.

When you run the Setup program, you will be guided through these major steps:

{button ,JI(`',`Step_1_Setup_Your_Modem')}   Step 1 - Setup Your Modem

{button ,JI(`',`Step_2_Register_Account')}   Step 2 - Register Account

{button ,JI(`',`Step_3_Install_Browser')}   Step 3 - Install Browser

About AT&T WorldNet® Connection Manager

The Connection Manager is the program that dials the phone each time you want to connect to the Internet using AT&T WorldNet Service.   You can start the Connection Manager program by double-clicking the Connect to AT&T WorldNet Service icon shortcut on your desktop or by clicking the Start button and then selecting Programs, AT&T WorldNet Software, Connect to AT&T WorldNet Service.

When you run the program, you will see the Main Window. You can also reach several other windows in the Connection Manager by clicking on the following buttons:

{button ,JI(`',`Profile_Properties')}   Profile Properties

{button ,JI(`',`Location_Properties')}   Location Properties

{button ,JI(`',`Connect_Options')}   Options

What topics are covered?

Click the button below to return to the "About AT&T WorldNet® Help" topic.

 {button ,JI(`',`AT_T_Help_Wizard')}   <u>About AT&T WorldNet Help</u>

Help on Specific Screens

This section contains topics that allow you to find help on filling out specific screens in the AT&T WorldNet Software.

 {button ,Contents()}   <u>Click here</u> to see the table of contents and then double-click the "Help for Specific Screens" book.

Numbered Messages and Non-Numbered Messages

These sections allow you to search for a specific message that you may have seen.   Some messages have numbers.   Others don't.

 {button ,Contents()}   <u>Click here</u> to see the table of contents and then double-click the "Numbered Messages" book or the "Non-Numbered Messages" book.

Common Questions

This section provides topics that contain instructions for common situations many customers have asked questions about.   For instance, "How do I send an e-mail."

 {button ,Contents()}   <u>Click here</u> to see the table of contents and then double-click the "Common Questions" book.

Glossary

The glossary contains the definitions of commonly used Internet and computer terms.

 {button ,Contents()}   <u>Click here</u> to see the table of contents and then double-click the "Glossary" book.

For additional help…

This topic will automatically be displayed when you experience a problem that cannot be solved by following the instructions in this help system.   You will be given instructions regarding what information you must have before calling an AT&T WorldNet Customer Care agent and how to contact them.

 {button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Contacting AT&T WorldNet Customer Care</u>

Modem diagnostics

Click here to open the Windows 95 Modem Properties window.

1. Select the Diagnostics tab.
2. Select the communications port that lists the modem you are using.
3. Click the More Info button.

Did you receive the "Port already open" message?

{button ,JI(`',`Port_already_open')}   <u>Yes.</u>

{button ,IE(IsMark(`port_disconnected'),`JI(`',`Retry_connecting_to_AT_T_WorldNet_Service_modem')',`JI(`',`Modem_communications_port')')}   <u>No, I got a "More Info..." message box.</u>

{button ,IE(IsMark(`port_disconnected'),`JI(`',`Modem_Model')',`JI(`',`Modem_communications_port')')}   <u>No, I got the error: "The modem failed to respond..."</u>

Port already open

This error may or may not be the cause of the problem. This error is reported if you have Dial-Up Server access turned on, but will not interfere with trying to access AT&T WorldNet® Service.   If some other software application is using the communications port, however, you will need to shut down this software in order to connect to AT&T WorldNet Service.

Do you have Dial-Up Server access turned on?

{button ,JI(`',`Turn_off_Dial_Up_Server')}   Yes.

{button ,JI(`',`Modem_communications_port')}   No.

{button ,JI(`',`Dial_Up_Server_On')}   I am not sure. Guide me.

Dial-Up Server

Dial-Up Server comes with the Microsoft® Windows 95 Plus! Pack and allows another computer to connect to your computer and access shared resources on your computer.

Dial-Up Server on?

To check whether or not your computer has Dial-Up Server turned on:

1. Click the Start button, point to Programs, point to Accessories, and then click Dial-Up Networking.
2. On the Connections menu, click Dial-Up Server, if it exists.

{button ,JI(`',`Modem_communications_port')}   <u>Click here if you don't have Dial-Up Server on the Connections menu.</u>

{button ,JI(`',`Turn_off_Dial_Up_Server')}   <u>Click here if Allow Caller Access is checked.</u>

Turn off Dial-Up Server

Turn off Dial-Up Server to see if you continue to get the "Port Already Open" error.

To turn off Dial-Up Networking server access:

1. Click the Start button, point to Programs, point to Accessories, and then click Dial-Up Networking.
2. On the Connections menu, click Dial-Up Server.
3. Click No Caller Access.
4. Click OK.

{button ,JI(`',`Modem_diagnostics')}   Click here to continue.

Dial-Up Networking components

The following tasks will check that all necessary Dial-Up Networking components are properly installed.

1. Click to open the Network properties of the Control Panel.
2. Click the Configuration tab (if it is not already selected).
3. Look in the list of items "The following network components are installed:"

Is Client for Microsoft Networks installed?

{button ,JI(`',`Dial_Up_Networking_components_Dial_Up_Adapter')}   <u>Yes.</u>

{button ,JI(`',`Install_Client_for_Microsoft_Networks')}   <u>No.</u>

Dial-Up Networking components - Dial-Up Adapter

What we know:

- Client for Microsoft Networks is installed.

Look in the list of items "The following network components are installed:"

Is Dial-Up Adapter installed?

{button ,JI(`',`Dial_Up_Networking_components_TCP_IP')}   <u>Yes.</u>

{button ,JI(`',`Install_Dial_Up_Adapter')}   <u>No.</u>

Install Client for Microsoft Networks

Follow these steps to install the Client for Microsoft Networks. [Note: you may need your Windows 95 CD or diskettes to continue.]

1. Click the Add button on the Network properties sheet.
2. Click Client as the type of network component you want to install.
3. Click Add.
4. From the list of manufacturers, click Microsoft.
5. From the list of network client, click Client for Microsoft Networks.
6. Click OK.

{button ,JI(`',`Dial_Up_Networking_components_Dial_Up_Adapter')}   <u>Click here when you have completed the above steps.</u>

Install Dial-Up Adapter

Follow these steps to install the Dial-Up Adapter. [Note: you may need your Windows 95 CD or diskettes to continue.]:

1. Click the Add button on the Network properties sheet.
2. Click Adapter as the type of network component you want to install.
3. Click Add.
4. From the list of manufacturers, click Microsoft.
5. From the list of network adapters, click Dial-Up Adapter.
6. Click OK.

{button ,JI(`',`Dial_Up_Networking_components_TCP_IP')}   <u>Click here when you have completed the above steps.</u>

Dial-Up Networking components - TCP/IP

What we know:

- Client for Microsoft Networks is installed.
- Dial-Up Adapter is installed.

Look in the list of items labeled "The following network components are installed." The TCP/IP protocol must be installed. It may appear as either "TCP/IP -> Dial-Up Adapter" or as "TCP/IP".

[Note: It may also appear as "TCP/IP -> Adapter XYZ", where Adapter XYZ is a network card installed on your computer. However, this installation of TCP/IP is not relevant to the present discussion.]

Is TCP/IP installed?

{button ,IE(IsMark(`restart'),`JI(`',`Restart_and_try_again')',`JI(`',`Dial_Up_Networking_configuration')')}   <u>Yes, only once.</u>

{button ,JI(`',`TCP_IP_is_installed_multiple_times')}   <u>Yes, more than once.</u>

{button ,JI(`',`Install_TCP_IP_protocol')}   <u>No.</u>

TCP/IP is installed multiple times

TCP/IP must be installed only once.

{button ,JI(`',`TCP_IP_is_installed_multiple_times_no_network_card')}   <u>I have multiple entries of the form "TCP/IP."</u>

{button ,JI(`',`TCP_IP_is_installed_multiple_times_network_card')}   <u>I have multiple entries of the form "TCP/IP -> Dial-Up Adapter."</u>

{button ,JI(`',`Dial_Up_Networking_components_TCP_IP')}   <u>I have only one entry of the form "TCP/IP" or "TCP/IP -> Dial-Up Adapter."</u>

Note: If your computer has a network card, you should have an entry that looks like "TCP/IP -> Dial-Up Adapter." You may also have an entry that looks like "TCP/IP -> Adapter XYZ." In this example, "Adapter XYZ" is the name of your network card.

TCP/IP is installed multiple times (no network card)

Keep the first instance of TCP/IP and remove all subsequent ones.

1. Click the second instance of TCP/IP.
2. Click the Remove button.
3. Repeat steps 1 and 2 until there is only one instance of TCP/IP.

Click here {button ,JI(`',`Restart_and_try_again')}   when you have completed the above steps.

TCP/IP is installed multiple times (network card)

Keep the first instance of "TCP/IP -> Dial-Up Adapter" and remove all subsequent ones.

1. Click the second instance of "TCP/IP -> Dial-Up Adapter."

2. Click the Remove button.

3. Repeat steps 1 and 2 until there is only one instance of "TCP/IP -> Dial-Up Adapter."

Click here {button ,JI(`',`Restart_and_try_again')}   when you have completed the above steps.

Install TCP/IP protocol

Follow these steps to install the TCP/IP protocol. [Note: you may need your Windows 95 CD or diskettes to continue.]:

1. Click the Add button on the Network Properties window.
2. Click Protocol as the type of network component you want to install.
3. Click Add.
4. From the list of manufacturers, click Microsoft.
5. From the list of network adapters, click TCP/IP protocol.
6. Click OK.

{button ,JI(`',`Restart_and_try_again')}   Click here when you have completed the above steps.

Restart and try again

What we know:

- Client for Microsoft Networks is installed.
- Dial-Up Adapter is installed.
- TCP/IP protocol is installed.

1. Click the OK button on the Network properties window.
2. Click Yes to restart your computer, if prompted.
3. When your computer restarts, try again to connect to AT&T WorldNet® Service.

Dial-Up Networking configuration

What we know:

- Client for Microsoft Networks is installed.
- Dial-Up Adapter is installed.
- TCP/IP protocol is installed.

The next step is to check the Dial-Up Networking Configuration. The step differs depending on whether or not you are connected to a Local Area Network (LAN).

Are you connected to a LAN?

{button ,JI(`',`Dial_Up_Networking_configuration_LAN')}   I am connected to a LAN.

{button ,JI(`',`Dial_Up_Networking_configuration_Dial_Up')} I am not connected to a LAN.

{button ,JI(`',`Am_I_connected_to_a_Local_Area_Network_LAN')}   I am not sure whether I am connected to a LAN.

Dial-Up Networking configuration (LAN)

1. Click here to open the Network properties of the Control Panel.
2. Click the Configuration tab.
3. Click on TCP/IP -> Dial-Up Adapter in the list "The following network components are installed."
4. Click the Properties button.
5. Click the DNS Configuration tab.

Does at least one of the following appear in the DNS Server Search Order list?

204.127.129.1

204.127.129.2

204.127.160.1

 {button ,JI(`',`AT_T_WorldNet_Customer_Care')}   Yes. Get additional help with this product..

 {button ,JI(`',`Add_AT_T_WorldNet_sm_Service_DNS')}   No, tell me how to add it.

Add AT&T WorldNet® Service DNS

You must add at least one of the AT&T WorldNet Service DNS servers to DNS Server Search Order list: 204.127.129.1, 204.127.129.2, 204.127.160.1.

Do you currently have less than three entries in the DNS Server Search Order list?

{button ,JI(`',`Add_AT_T_WorldNet_sm_Service_DNS_continued')}   <u>Yes. Tell me how to add one.</u>

{button ,JI(`',`Replace_DNS_with_AT_T_WorldNet_sm_Service_DNS')}   <u>No. Replace one with an AT&T WorldNet Service DNS.</u>

Add AT&T WorldNet® Service DNS - continued

You must add at least one of the AT&T WorldNet Service DNS servers to DNS Server Search Order list:

- 204.127.129.1
- 204.127.129.2
- 204.127.160.1

Follow these steps to add the DNS servers:

1. Type 204.127.129.1 into the DNS Server Search Order.
2. Click the Add button.
3. If you still have less than 3 entries and you wish to add another, repeat steps 1 and 2 with 204.127.129.2.
4. Click OK to save. Click OK to close the Network properties page.
5. Restart your computer (if prompted) and try to connect to AT&T WorldNet Service again.

Note: If, after restarting your computer, you are still unable to connect, get additional help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Get additional help with this product..</u>

Replace DNS with AT&T WorldNet® Service DNS

In order to use AT&T WorldNet Service, you must replace one of your existing DNS servers in the DNS Server Search Order list with one of the AT&T WorldNet Service DNS servers:

- 204.127.129.1
- 204.127.129.2
- 204.127.160.1

Note: If you are not sure which DNS server to remove, please contact your LAN administrator.

1. Click on the DNS you wish to remove.
2. Click the Remove button.
3. Type 204.127.129.1 into the DNS Server Search Order.
4. Click the Add button.
5. Click OK to save. Click OK to close the Network properties window.
6. Restart your computer (if prompted) and try again to connect to AT&T WorldNet Service.

Note: If after restarting your computer, you are still unable to connect, get additional help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Get additional help with this product..</u>

Dial-Up Networking configuration (Dial-Up)

You must not have DNS enabled in the Network properties of the Control Panel.

1. Click here to open the Network properties of the Control Panel.
2. Click the Configuration tab.
3. Click on Dial-Up Adapter in the list "The following network components are installed."
4. Click the Properties button.
5. Click the DNS Configuration tab.
6. Click Disable DNS (if not already selected).
7. Click OK to save your changes.
8. Click OK to close the Network Properties window.
9. Restart your computer (if prompted) and try again to connect to AT&T WorldNet® Service.

Note: If, after restarting your computer, you are still unable to connect, get additional help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   Get additional help with this product..

Am I connected to a Local Area Network (LAN)?

1. Click here to open the Network properties of the Control Panel.
2. Select the Identification tab.

Is there an entry in the Computer Name and Workgroup fields?

{button ,JI(`',`Dial_Up_Networking_configuration_LAN')}   <u>Yes. My computer is on a LAN.</u>

{button ,JI(`',`Dial_Up_Networking_configuration_Dial_Up')}   <u>No. My computer is not on a LAN.</u>

No help is currently available for this topic

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Click here for instructions on getting help with this product.</u>

Modem - communications port

1. If the Modem Properties window is not already open, click here ![icon] to open it now.
2. Click the General tab.
3. If the modem you are using is not already highlighted, select it by clicking on its name.

   Note: If the modem you selected is a different modem than you were using before, you must rerun AT&T WorldNet Setup before you proceed.

4. Click the Properties button.
5. Click on the Communication Port box and select another available port from the list.

   Note: Some modems do not allow you to change their communications ports this way.   If you cannot change the value in this box, click here.

6. Click the OK button to close the Properties window for your specific modem.
7. Click Close to close the Modem Properties window.
8. Try to connect to AT&T WorldNet® Service again. If this fails and there are other ports, go back to step 5 and select a different port.

Did this correct the problem?

{button ,CW(`second');Exit()}   Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Modem_Type')}   No. Continue troubleshooting.

Modem - Other applications

Does your modem work with other software applications?

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   Yes, Get additional help with this product.

{button ,JI(`',`Modem_further_assistance')}   No.

{button ,JI(`',`Test_modem_with_Phone_Dialer')}   I am not sure. Test it with the Windows 95 Phone Dialer.

Test modem with Phone Dialer

1. Click here to start Phone Dialer.
2. Type a number to dial.
3. Click the Dial button.

Did you receive an error?

{button ,JI(`',`Modem_further_assistance')}   <u>Yes.</u>

{button ,JI(`',`Retry_connecting_to_AT_T_WorldNet_sm_Service')}   <u>No, Try connecting to AT&T WorldNet®
Service again.</u>

Retry connecting to AT&T WorldNet® Service

Try to connect to AT&T WorldNet Service again.

Are you able to connect?

{button ,CW(`second');Exit()}   Yes, Close AT&T WorldNet Help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   No, Get additional help with this product.

Phone Dialer not installed

The Windows 95 Phone Dialer is not installed on your computer. You can install it and try again or test your modem using a different application. Click the Back button to return from clicking Start, select Settings, select Control Panel using your original Windows 95 CD-ROM or diskettes.

Modem - further assistance

For further assistance, consult the modem manual or contact the modem manufacturer to get help with proper setup and installation of your modem. If you still have a problem, consult the computer manual or contact the computer manufacturer to get help with the proper configuration of your communications ports.

Call your local phone company

If you cannot hear a dial tone on your phone, you may be experiencing a problem with your phone line. Please contact your local phone company to resolve this problem. Once resolved, you can try to connect to AT&T WorldNet® Service.

If you have an alternate phone line, you can connect your modem to this other phone line (if it has dial tone) and connect to AT&T WorldNet Service.

{button ,CW(`second');Exit()}   Click here to close AT&T WorldNet Help.

What type of modem do you have?

{button ,JI(`',`Modem_connected_to_computer_Internal')}   <u>Internal.</u>

{button ,JI(`',`Modem_connected_to_computer_External')}   <u>External.</u>

{button ,JI(`',`Modem_connected_to_computer_PCMCIA')}   <u>PCMCIA.</u>

Tip

- If your phone line is connected to the back of your computer, you have an internal modem. If your phone line is connected to a separate device that is then connected to the back of your computer, you have an external modem.

- If you have a laptop computer and/or your phone line is connected to a removable, credit card size device that is plugged into your computer, you have a PCMCIA modem.

Modem connected to computer - Internal

Your modem may not be properly connected to your computer or may simply need to be reset. You may first try steps 1, 2, and 5. If this does not work, follow all five steps.

Note: You may wish to print out these instructions before shutting down your computer. Click the Print button above to print.

1. Check that the phone cable from your phone jack to your modem is properly connected.
2. Shutdown and turn off the power to your computer.
3. Open your computer and locate your modem card.
4. Make sure that it is properly seated in the expansion slot.
5. Turn on your computer and retry connecting to AT&T WorldNet® Service.

Did this correct the problem?

{button ,CW(`second');Exit()}   <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`',`Modem_other_applications')}   <u>No.</u>

Modem connected to computer - External

Your modem may not be properly connected or may simply need to be reset.

1. Check that the cable from your modem to your computer is properly connected.
2. Check that the phone cable from your phone jack to your modem is properly connected.
3. Turn the power to your modem off; wait a few seconds, and then turn it back on.
4. Retry connecting to AT&T WorldNet® Service.

Did this correct the problem?

{button ,CW(`second');Exit()}   <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`Modem_other_applications')}   <u>No.</u>

Modem connected to computer - PCMCIA

Your modem may not be properly connected.

1. Check that the phone cable from your phone jack to your modem is properly connected.
2. To reset the modem, pop it out of the computer and then push it back in. Be sure that it clicks into place.
3. Shutdown and restart your computer.
4. Try connecting to AT&T WorldNet® Service again.

Did this correct the problem?

{button ,CW(`second');Exit()}   Yes, Close AT&T WorldNet Help.

{button ,JI(`',`Modem_other_applications')}   No.

Connect phone line to modem

Connect the phone line from the jack on the modem labeled "line" or "telco" to the telephone outlet jack. Try connecting to AT&T WorldNet® Service again.

Did this correct the problem?

{button ,CW(`second');Exit()}   <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`Listen_for_Dial_Tone')}   <u>No.</u>

Glossary

{button B,JI(`',`Baud')}{button C,JI(`',`Certificate_Authority')}{button D,JI(`',`Dialer')}{button E,JI(`',`E-mail (Electronic Mail)')}{button F,JI(`',`FAQ (Frequently Asked Questions)')}{button G,JI(`',`GIF')}{button H,JI(`',`Helper Apps')}{button I,JI(`',`(The) Internet')}{button J,JI(`',`Java')}{button K,JI(`',`Kbps')} {button L,JI(`',`Login')}{button M,JI(`',`Megabyte')}{button N,JI(`',`Netiquette')}{button P,JI(`',`Password')} {button S,JI(`',`Security Certificate')}{button T,JI(`',`TCP (Transmission Control Protocol)')}{button U,JI(`',`Upload')}{button V,JI(`',`Viewer')}{button W,JI(`',`Web Page')}

Baud

The baud rate of a modem is one of the measurements that determine its speed in transmitting and receiving data. Like radio transmissions, modem communications transmit data by shifting the value of a carrier wave. Technically, baud is the number of times per second that the modem shifts the carrier signal's value to represent a new piece of information.

In early modems, each shift of the carrier signal represented one bit of information. So, the baud rate was equal to the number of bits per second (BPS) the modem could transmit or receive. More recent designs allow more than one bit to be transmitted for each shift of the carrier signal. Which means that the modems actual speed in BPS is now much higher than its baud rate.

BBS (Bulletin Board System)

A computerized meeting and announcement system that users typically connect to via modem. Such systems generally allow users to post messages and file for public use (hence bulletin board name). There are many thousands of BBSs around the world. Most of them are very small, running on a single desktop system with 1 or 2 phone lines, but some are much larger. However, the very large services that looked much like bulletin boards when they began (such as CompuServe) are not usually referred to as bulletin boards once they reach that size. Extremely large services bear very little resemblance to the original BBS concept.

Binhex (BINary HEXadecimal)

A method for converting files into ASCII text format. This is required because Internet e-mail can only handle ASCII. If you ever receive mail from a Macintosh user, you may very well receive it in Binhex format.

Bit (Binary DigIT)

A single digit equal to either "1" (one) or "0" (zero). Bits are the smallest unit of data used by computers. Groups of bits are used to represent larger numbers. For example, a group of eight bits (called a Byte) can be used to represent a range of numbers from 0 to 255.

The speed of data transmissions is usually measured in bits-per-second (BPS).

BPS (Bits Per Second)

A measurement of the speed of data transmissions. The speed of modems is generally measured in thousands of bits per second (Kbps).

Browser

A browser is an application (computer program) that allows your system to "look" at certain types of information on the Internet. Browsers are primarily intended for viewing pages of the World Wide Web, however, they also tend to be able to view information like newsgroups and gopher sites.

Many browsers have advanced features that allow them to present just about whatever kind of content is included in a site, whether it be, text, or music, or video. Others, called line browsers, only allow text alone to be used.

Byte

A group of eight bits which can be used to represent a range of numbers from 0 to 255. Most data is

manipulated and stored at this level.   For example, a single character of text is generally stored as a byte value.   A group of 1024 bytes is generally known as a "kilobyte" (or "KB").   The capacity of a computer's memory or hard drive space are generally measured in "megabytes" (or "MB") which are groups of 1048576 bytes.

Certificate Authority

An issuer of Security Certificates used in SSL connections.

{button ,JI(`',`SSL')}   <u>See SSL.</u>

Chat Groups / Chat Rooms

Many sites on the Internet provide the opportunity to engage in a group discussion on-line.   When you type your remarks, they are seen by everyone currently participating in the group.   Similarly, you can see everything typed by other participants.

Configure A Viewer

A message displayed by many browsers indicating that you do not have the proper software installed on your computer to see or hear the multimedia file you are trying to access.

Cookie

The most common meaning of "Cookie" on the Internet refers to a piece of information sent by a Web Server to a Web Browser that the Browser software is expected to save and to send back to the Server whenever the browser makes additional requests from the Server.

Depending on the type of Cookie used, and the Browser's settings, the Browser may accept or not accept the Cookie, and may save the Cookie for either a short time or a long time.

Cookies might contain information such as login or registration information, online "shopping cart" information, user preferences, etc.

When a Server receives a request from a Browser that includes a Cookie, the Server is able to use the information stored in the Cookie. For example, the Server might customize what is sent back to the user, or keep a log of particular user's requests.

Cookies are usually set to expire after a predetermined amount of time and are usually saved in memory until the Browser software is closed down, at which time they may be saved to disk if their "expire time" has not been reached.

Cookies do not read your hard drive and send your life story to the CIA, but they can be used to gather more information about a user than would be possible without them.

Cyberspace

Slang for the whole range of information resources available through computer networks. The implication is that computer networks are almost a universe unto themselves, with their own sights and sounds and geographies to explore.

Dialer

A dialer is the software used by your internet program to talk with the modem and connect to the Internet. For instance, the AT&T WorldNet Software used the Connection Manager dialer. Through the dialer, you can set up your dialing preferences (e.g. disable call waiting), change the phone number you want to dial into and so forth.

DNS (Domain Name Service)

Computers connected to the Internet have <u>Internet Addresses</u>.   This allows them to exchange messages with other computers on the Internet whose addresses they know.   Each Internet address is written as a set of four numbers separated by periods.   For example: "204.127.129.1"

The drawback to this scheme is that while numerical addresses are ideal for computers, the human beings who need to interact with those computers may find them difficult to remember.   To alleviate this problem, the

Internet has developed the capacity to accept verbal names and translate them into the numerical addresses used by the computers themselves.   The most common scheme used to create these names is called the "Domain Name Service" or just "DNS."

{button ,JI(`',`Domain_Name___DNS_System_Name')}   Click here for a description of the format of DNS names

When your enter a DNS name, your computer sends a query to a DNS server, which responds with the corresponding numerical address.   Your computer can then use the resulting address to conduct the appropriate actions.   AT&T WorldNet Service has two primary DNS servers:

204.127.129.1

204.127.160.1

You need the addresses of these DNS servers in your software in order to log onto AT&T WorldNet Service. If one or both of those numbers are missing or incorrect, you will get a variety of protocol errors (such as unable to establish a PPP connection).

Domain Name / DNS System Name

The unique name that identifies an Internet site.   These names are assigned using an Internet service called DNS . The names for specific sub-networks and organizations that are part of the Internet are generally referred to as "Domain Names." The names for specific computers on the Internet are called "DNS system names".

A domain name generally consists of two parts separated by a period.   For example: att.net (AT&T), usr.com (U.S. Robotics). The part to the left of the period is usually the name of the organization itself or an abbreviation of it. The part to the right of the period is a general description of what kind of organization the domain refers to. There are currently five such extensions:

.net Part of the community that designs and governs the Internet.

.gov A government institution

.org A non-profit organization

.edu An educational institution

.com   A commercial venture

Additional organizational types are planned.

A DNS system name includes the name of the domain to which the individual computer belongs, but adds additional information to the left of the organization to identify the specific system.   For example:

postoffice.att.net (one of our e-mail servers)

Essentially, the system name as a whole describes a kind of hierarchy, indicating the computer's position in the Internet as a whole.   The part on the left is the most specific, and the part on the right is the most general.

DNS naming and E-mail

When using DNS, E-mail addresses have the format shown below:

<user name>@ <domain name>

For example, your own E-mail address with AT&T WorldNet® Service will look something like the following:

John@att.net

Note that this generally doesn't really correspond to the address of any user's machine.   DNS is smart enough to recognize that anything using this format is actually looking for the address of the server within the specified organization which stores incoming E-mail until user's retrieve it.

DNS naming and the World Wide Web

When you use a DNS name with your web browser, it will generally be included in a larger structure called a URL.

Download

Refers to the act of taking a file or e-mail off a remote computer and bringing it down to your computer. For instance, everytime you receive e-mail, you have downloaded it off a remote e-mail server machine.

DUN (Dial-Up Networking)

The software that Windows 95 needs in order for you to dial into AT&T WorldNet® Service and establish and

Internet connection. DUN can be found by going to the Control Panel and double-clicking on the Network icon. The WorldNet software needs TCP/IP and Dial-Up Adapter at a minimum to work properly.

E-mail (Electronic Mail)

Messages, usually text, sent from one person to another via computer. E-mail can also be sent automatically to a large number of addresses (Mailing List).

E-mail Jargon

BTW **-** By The Way

IMHO **-** In My Humble Opinion

FAQ (Frequently Asked Questions)

FAQs are documents that list and answer the most common questions asked at a particular site on the Internet. There are hundreds of FAQs on subjects as diverse as Pet Grooming and Cryptography. These files are maintained in order to answer frequently asked questions so that the same questions don't have to be answered again and again and again.   It is considered good manners to check for FAQs posted on a particular site and read them before you begin asking questions at that site.   Do not be surprised if you get a rude response to a question that is already answered in a FAQ at the same site.

FTP (File Transfer Protocol)

The basic Internet function that enables files to be transferred between computers. You can use it to download files to your computer from a remote host computer, as well as to upload files from your computer to a remote host computer.

GIF (Graphics Interchange Format)

A graphics file format that is commonly used on the Internet to provide graphics images in Web pages.

Helper Apps

Software programs that work with your browser that are designed to display a particular type of multimedia data file.

See also: Viewer

Home Page

Originally, this term referred to the web page that your browser is set to load each time it starts up.   Eventually, people began to create custom pages for this purpose so that the page they saw each time they started their browser reflected their own personality and interests.   This gave rise to the second meaning.

The more common meaning for the term home page refers to the web page set up by a person, business, or other organization so that other people and organizations can find out about them, e.g. "Check out so-and-so's new Home Page."

Host

Any computer on a network that is a repository for services available to other computers on the network. It is quite common to have one host machine provide several services, such as such as mail, access to web pages, etc.

HTML(HyperText Markup Language)

The coding language used to create web pages .   When your browser loads a particular web page, it actually

opens an HTML file.   If you opened an HTML file with a simple text editor, what you would see would look a lot like old-fashioned typesetting code.   A block of text would be surrounded with codes that indicate it size, color font, etc.   Embedded control codes indicate that a graphic should be displayed here, a sound played there.   Additionally, in HTML you can specify that a block of text, or a word, is a hyperlink leading to another file on the Internet, which could be another page on the same site or a completely different kind of file on a site halfway around the world**.**

Hyperlinks

Words or pictures in document displayed on a computer screen that allow you to jump to another place in the document by clicking on them.   Most (but not all) hyperlinked text can generally be identified by the fact that it appears in a different color than the surrounding text and is underlined (the word "hypertext" below is a link).   Other links, especially graphical ones, can be identified by the fact that your mouse pointer will change shape when moved on top of the link.

See also: Hypertext, HTML

Hypertext

Words in a document displayed on a computer screen that allow you to jump to another place in the document by clicking on them with the mouse.   Hypertext is the method used by both Help systems and pages of the World Wide Web to navigate from page to page.   For example, the word "Hyperlink," below is an example of hypertext.

See also: Hyperlink, HTML

(The) Internet

The term "internet" refers to any computer network composed of several smaller networks, usually belonging to separate organizations.   However, the term has become so closely associated with a particular internet originated by ARPA* in the mid to late 70's, that it is now practically synonymous with that network.   The Internet that grew out of the original ARPANET is now a vast organization of millions of computers that all use the TCP/IP protocols to communicate with each other.

* The Advanced Research Projects Agency of the U.S. Department of Defense.

Intranet

A private network inside a company or organization.   The term is most often used to describe large networks which span several different sites within their respective organizations.

IP (Internet Protocol)

The protocol the moves data between computers on the Internet.   To accomplish this, the IP protocol requires that each computer be assigned a unique numerical address.

See also: TCP/IP , IP address

IP Address

Computers on the Internet are each assigned a unique numerical address so that the IP protocol can carry messages from one system to another.   IP addresses are usually written as 4 numbers separated by periods.   This format is sometimes called a "dotted quad."   (For example: 198.204.112.1).

See also: TCP/IP , DNS

IRC(Internet Relay Chat)

Currently, this Internet service allows users to join a chat channel to exchange typed, text messages.   However, the service is designed to include live audio and video-conferencing once the infrastructure of the Internet can move data fast enough.

ISDN (Integrated Services Digital Network)

The standard for digital telephone communications.   Digital circuits are able to achieve greater clarity than analog circuits by employing computerized error-correction techniques to eliminate transmission noise.   In the United States, most of the telephone network is already digital, but the telephone lines going out to an individual residence are still analog.   ISDN is rapidly becoming available to consumers is most of the USA.   A single analog phone line can be converted to a basic rate ISDN line, which consists of two separate voice channels.

Instead of modems, which convert digital computer signals to tones which can be heard over an analog phone line, computers attached to ISDN lines use devices called terminal adapters which negotiate digital connections. Typically, an ISDN terminal adapter provides data transfer speeds of between 56 and 64 kbps on each ISDN voice channel.   Most terminal adapters can now use both of the voice channels in a basic rate ISDN line simultaneously to achieve speeds of up to 128 kbps.

ISP (Internet Service Provider)

An institution that provides access to the Internet in some form, as a service to consumers. AT&T WorldNet Service is an ISP.

Java

Java is a network-oriented programming language invented by Sun Microsystems.   One of the prime advantages of Java programs is that they are specifically designed to be virus resistant.   That is, you can safely download a program written in Java without fear that it carries a computer virus.

Java is most frequently seen now as a method of including small programs in web pages .   These Java programs can be used to add such functions as animations, calculators, and other fancy tricks.

JPG / JPEG

A graphics file format that is commonly used for displaying information on the Internet.   The image compression techniques used in the creation of JPG graphics allow them to be stored as very small files, which can be download much quicker than most other graphics.

Kbps (Kilobits Per Second)

A speed rating for computer modems that measures (in units of 1,024 bits) the maximum number of bits the device can transfer in one second under ideal conditions.

Kilobyte

A measurement of data capacity equal to 1024 bytes, sometimes abbreviated "K" or "KB."   You are most likely to see this measurement used to denote the size of individual files.   Total disk and memory capacity of personal computers is usually measured in megabytes (units of 1024 kilobytes each) now.

Note: 1024 is a nice round number to digital computers since they represent it internally as 10000000000 (in base 2, 2 to the 10th power is written as a "1" followed by 10 zeros).

Login

The act of entering your user name and/or password in order to gain access to a computer system.   The word may also be used to denote the prompt provided by such a system when it wants you to enter your name and password or to denote the name and password itself (i.e. "I have a login on that system").

Megabyte

A measurement of data capacity equal to 1048576 bytes , sometimes abbreviated "MB."   The total memory and disk storage capacity of personal computer is usually measured in megabytes.

Sometimes, advertisements and packaging for products misrepresent the capacity of products by claiming that a megabyte is really equal to one thousand kilobytes (1024000 bytes) or even just a million bytes.   This helps to explain the discrepancy between a floppy disk which claims it is 1.44 MB on its label but only 1.38 MB when read

by MS-DOS or Windows.

MIME (Multipurpose Internet Mail Extensions)

The standard for attaching non-text files to standard Internet mail messages. Non-text files include graphics, spreadsheets, formatted word-processor documents, sound files, etc.

An e-mail program is said to be MIME Compliant if it can both send and receive files using the MIME standard.

When non-text files are sent using the MIME standard they are converted (encoded) into text - although the resulting text is not really readable.

Generally speaking the MIME standard is a way of specifying both the type of file being sent (e.g. a Quicktime video file), and the method that should be used to turn it back into its original form.

Besides e-mail software, the MIME standard is also universally used by Web Servers to identify the files they send to Web browsers.

Netiquette

The etiquette on the Internet.

Network

Any time you connect 2 or more computers together so that they can share resources, you have a computer network. Connect 2 or more networks together and you have an internet.

Newsgroups

Also known as Usenet newsgroups. An Internet service that allows users to post e-mail messages in a public location so they may be read and responded to by any interested user.

Node

Any single computer connected to a network.

Password

A code used to gain access to a locked system.   The best passwords (in other words, those that are most difficult to guess) contain both letters and non-letters.   Moreover, they are not just simple combinations such as virtue7. A good password might be:

Hot$1-6

(Please do not use this password, this is an example only)

POP (Point of Presence or Post Office Protocol)

The abbreviation "POP" can be used to denote either one of two completely different terms used in the Internet community:

Point of Presence

A Point of Presence is a local office maintained by an Internet Service Provider that contains the equipment necessary to provide local access to their network.   This equipment may include modems, leased lines, and Internet routers.   An ISP may operate several regional POPs to provide Internet connections within local phone service areas.   So, if an ISP says they will soon have a POP in Belgrade, it means that they will soon have a local access phone number there.

Post Office Protocol

Post Office Protocol is the standard protocol used by e-mail software to retrieve e-mail messages from POP servers.   POP servers store your incoming e-mail messages until you retrieve them.

Port

The term port can refer to any place where information goes into or out of a computer.   For example, the serial port on a personal computer is where an external modem would be connected.

The TCP/IP protocols used by the Internet create logical "ports" to determine which piece of software should handle an incoming message (see TCP for more information).

PPP (Point to Point Protocol)

A protocol that allows TCP/IP to be sent over the phone lines using a modem.

Security Certificate

This is a block of security information (often stored as a text file) that is used by the SSL protocol to establish a secure connection.

Each Security Certificate contains information about who it belongs to, who it was issued by, a unique serial number or other unique identification, valid dates, and an encrypted "fingerprint" that can be used to verify the contents of the certificate.

In order for an SSL connection to be created both sides must have a valid Security Certificate.

Server

A computer or a software package that provides a specific kind of service to client software running on other computers. The term can refer to a particular piece of software, such as a WWW server, or to the machine on which the software is running, e.g. "Our mail server is down today, that's why e-mail isn't getting out." A single server machine could have several different server software packages running on it, thus providing many different servers to clients on the network.

SSL (Secure Sockets Layer)

A protocol designed by Netscape Communications to enable encrypted, authenticated communications across the Internet.

SSL used mostly (but not exclusively) in communications between web browsers and web servers. URL's that begin with "https" indicate that an SSL connection will be used.

SSL provides 3 important things: Privacy, Authentication, and Message Integrity.

In an SSL connection each side of the connection must have a Security Certificate, which each side's software sends to the other. Each side then encrypts what it sends using information from both its own and the other side's Certificate. This ensures that only the intended recipient can de-crypt it.   The receiving side can be sure the data came from the place it claims to have come from, and that the message has not been tampered with.

Surfing (the 'Net)

Internet slang describing what you're doing when you are jumping from Web site to Web site.

TCP (Transmission Control Protocol)

The protocol responsible for establishing connections to other computers on the Internet and ensuring that data transmitted is complete and correct.   TCP relies on the Internet Protocol for the actual transmission of data.

TCP Port Numbers

TCP is also responsible for delivering messages received from the Internet to the appropriate application.   To accomplish this, TCP assigns a unique "port number" to each application running on a particular computer. For example, if a single computer is both an e-mail server and a web server, TCP would deliver messages addressed to port 80 to the web server software and messages addressed to port to the e-mail server software.

If you see a TCP port number used in a URL , it means that your application (browser) should send a message to the port number given rather than the standard port number for a particular service.   For example, the URL below indicates a computer that has assigned a non-standard port number to its gopher server (the standard gopher port is 70).

gopher://peg.cwis.uci.edu:7000/

Note that the port number immediately follows the IP address or DNS system name of the computer on which the service is running.

TCP/IP

The entire collection of protocols, including TCP and IP among others, which are responsible for the communications of computers on the Internet.   The TCP/IP protocol suite is also often used by networks that are not connected to the Internet.

See also: TCPTCP (Transmission Control Protocol) and IPIP (Internet Protocol)

Telnet

An Internet tool that allows a user to log into a remote computer as if he or she was using a text-based terminal physically connected to that remote computer.

Upload

Refers to the act of sending a file from your own computer to a remote computer system, usually with the implication that the immediate recipient is a network server. For instance if you send an e-mail to a friend, the e-mail is uploaded to the mail server, which forwards it to your friend.

URL (Uniform Resource Locator)

A line of text that you can type into certain Internet Software packages to tell them to perform desired functions over the Internet, such as retrieving requested information.   Although URLs are the standard way of accessing many different types of Internet information (including gopher sites, newsgroups, and various databases), you will most commonly see them used to refer to specific pages of the World Wide Web.

A URL might look like any one of these examples:

http://www.matisse.net/seminars.html

telnet://well.sf.ca.us

news:new.newusers.questions

If we examine our first example more closely, we can see that a URL commonly consists of three parts:

1. The protocol to be used to conduct the transaction.   For example: http (retrieve a web page), telnet (login to a remote system), or gopher (connect to a gopher site).

2. The DNS domain and system name of the computer with which to conduct the desired transaction.   In this case, www.matisse.net (the World Wide Web server at the domain "matisse", which is part of the governing body of the Internet).

3. If necessary, the name of a file to be retrieved.   In this case, "seminars.html."   The filename can also include the path (location in the computer's directory structure) of the desired file.   For example: "/users/~john/johnspage.html," which requests the web page called "johnspage.html" in the directory "/users/~john."   Incidentally, the tilde (~) commonly refers to the space on an Internet Service Provider's system which is allocated to a specific user for their personal use (also called the user's "home directory").   So, our file named "johnspage.html", is located in the home directory of the user called "john," who most likely put it there himself.

Usenet

Another name for Internet Newsgroups.   Functionally, the usenet is a large bulletin board system that is spread across many computers on the Internet, including news servers, Unix hosts, on-line services and other bulletin board systems.   The term is also used to refer collectively to all the users who post and read articles to newsgroups.

Viewer

A piece of software used to view, play or otherwise access a particular type of file found on the Internet.   Since browsers could not possibly support every possible type of content that can be found, most of them will allow you to specify a viewer to help display each particular type of content that you may find.   If you get an error from your browser software telling you that you have no viewer defined for a particular type of file, it means that you need to tell the browser what software to use to open the file.

Web Page

The information that is displayed on the screen by loading a single HTML file.   It can be a simple presentation that contains only text. Or it can be a more sophisticated presentation that includes graphics, sound, and animation. Related Web pages may link together to form a site, or they may have hyperlinks to other sites on other servers.

Web Site

A collection of related web pages that together form a single hypertext document.   A site can be simple, such as a single page with a little information about an individual person, or may include dozens of pages presenting many facets of a large organization.

WWW (World Wide Web)

Also known as "W3" and "The Web."   The collection of all HTML documents stored on public servers on the Internet.   The "web" designation reflects the fact that all of these documents are inter-linked using hypertext.

The Web was created by the CERN High-Energy Physics Laboratories in Geneva, Switzerland in 1991.

See also: web page , web site

How can I access an outside line?

If you are dialing from a business setting or from a hotel, you may be required to dial one or more digits to obtain an outside line before you dial an outside number. For example, you may have to dial '9' and then wait for a second dial tone. If this is the case with any location from which you dial, you have to tell the AT&T WorldNet® Software to dial the correct digits.

If you are dialing from home, you probably don't need to dial any additional digits to get an outside line.   So, you do not need to configure this option.

How to tell the Connection Manager to dial the correct digits:

If you filled out the fields marked "To access an outside line, dial" when you ran the Setup program, your initial location is already set up to dial the correct digits.   If you missed this opportunity or if you have created a new location that requires this configuration, do the following:

1. Start the AT&T WorldNet Connection Manager software by double-clicking on the "Connect to AT&T WorldNet Service" icon on the desktop.
1. Click the Location Properties button.
2. Click the Dial Properties button.
3. In the box marked "I am dialing from," select the location you want to configure.
4. Enter the digits you must dial in order to get an outside line at this location in the boxes marked "To access an outside line, first dial."

    For example, if you dial a '9' before you dial any outside phone number, you should enter '9' in both the local and long distance boxes.

    On the other hand, some locations (usually hotels) require you to dial one number (for example, '8') to get a local line and a different number (for example, '9') to obtain a long distance line.   In this case, you should enter and '8' in the local box and a '9' in the long distance box.

5. When you are finished, click OK to exit the Dialing Properties window.
6. Click OK again to exit the Location Properties window.

How to automatically start additional software

The AT&T WorldNet® Connection Manager can automatically start additional software packages that you would like to use when connected to the Internet.   For example, it probably already starts your browser software each time you connect to AT&T WorldNet Service.

If you would like to have Connection Manager automatically start other software packages (for example, an Internet telephony program), do the following:

1. Start the Connection Manager (double-click "Connect to AT&T WorldNet® Service").

2. Click the Profile Properties button.

3. Make sure that the "Start the Internet Software after connecting to AT&T WorldNet Service" box is checked.

4. Click Add.   This produces an informational window.

5. Click OK.

6. Select the executable (.exe) file that you want to have started.

7. Click OK to confirm your selection.

8. Click OK again to exit the Profile Properties window.

How do I copy my account to another PC?

You can move your AT&T WorldNet Service® account to another PC at any time. However, please note that an AT&T WorldNet account may be used on more than one PC only under specific conditions. Click Terms and Conditions on the AT&T WorldNet Service home page to view the detailed terms and conditions covering the pricing plan you selected.   For example, if you have an unlimited use account, you may be allowed to install the software on more than one PC, but limited to only one connection (from one PC) to AT&T WorldNet Service at any given time.

You will need a blank, formatted diskette and the original media (CD or diskette) you used to install the AT&T WorldNet Software.

Copying your account.txt file to a diskette from the first computer.

1. Click here to explore your ..\wns20\user\ folder.
2. Copy the account.txt to your diskette.
3. Click once on the file "account.txt" to highlight it.
4. From the File menu, select "Send To, 3½ Floppy (A)."

   Note: Your diskette drive may be named   "B" instead of "A."   Also, your disks may be either 5¼" or 3½" format.   Be sure to select the correct drive letter/format for the diskette you are using.

{button ,JI(`',`Installing_AT_T_WorldNet_sm_software_and_your_account_on_a_second_computer')}   Click here for instructions on installing AT&T WorldNet Software on a second computer.

Installing AT&T WorldNet® Software and your account on a second computer

1. Shut down any modem software and any Internet software that is already running on the computer (including any AT&T WorldNet Software).

2. Run the appropriate installation software.

   a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive.

      If you plan to install from floppy disk, place AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.

   b. Click the Start button.   Then, click Run

   c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by **:\setup**.   If you are installing from floppy disk, you would type either **a:\setup** or **b:\setup**.   If you are installing from CD-ROM, you would probably either type **d:\setup** or **e:\setup**.

   d. Click OK.   The installation program will begin running.

3. Follow the instructions on the screen until you reach the Register Account section.

4. If there is already an account file on the system to which you are transferring your account, the Setup program will ask you whether you want to configure the existing account or create a new one.   Select "Import a different account" and click Next.

5. Choose to restore your account "by importing an account file."

6. Insert the diskette that has your "account.txt" file on it.   If your floppy drive is not labeled "a," then click the browse button and select the appropriate drive. Click the Next button.

7. Follow the instructions on the screen to complete the setup process.

Note: Alternately, you can import any account that you have established on any computer by retrieving your account information from the AT&T registration server (follow the same process, but when you reach Step 5, select the first option, "by connecting to the AT&T registration server").

How do I change my local access numbers?

If you haven't registered with AT&T WorldNet® Service yet, call 1-800-400-1447.   Through a few voice prompts, you can find local access phone numbers appropriate for your area.

If you have registered and would like a list of local access numbers for your area, you can find them by going to the AT&T WorldNet home page:

1. Click on the Help icon (hotspot).

2. Under the Index area, click on the Access Numbers link.

3. Follow the directions on the screen.

How do I send and receive e-mail?

Each Internet browser accesses e-mail differently.   Select the browser you use with AT&T WorldNet® Service.

{button ,JI(`',`Using_Netscape_Communicator_Messenger')}   <u>Netscape Navigator™ or Netscape Communicator™.</u>

{button ,JI(`',`Using_Microsoft_Outlook_Express')}   <u>Microsoft® Internet Explorer.</u>

Using Netscape Communicator™ Messenger or Netscape Navigator™ Mailbox

In order to read or send e-mail using the Netscape Navigator or Netscape Communicator software, do the following:

1. Start your browser software.

   If you have the autodial feature enabled, you will automatically be connected to AT&T WorldNet® Service. If you do not have autodial enabled, double-click the "Connect to AT&T WorldNet Service" icon on your desktop (you can compose mail before you connect, but you must be connected to send and receive).

2. Click on the envelope icon in the lower right-hand corner of the browser window.

3. To get e-mail, click on the Get Mail button.

4. To compose an e-mail message, click on the button labeled "To: Mail".

   [Some important e-mail tips](#)

5. To send the e-mail, click the Send button.

6. For more information about sending/receiving e-mail or using attachments, look at the browser's handbook by clicking on the Help menu and selecting Handbook.

Using Microsoft® Outlook Express

1. You can access Outlook Express in two different ways:

   - Click the Start button, point to Programs, and then click on Outlook Express
   - Start the browser by double-clicking on icon labeled "The Internet" on your desktop.   Then, click on the Mail icon on Internet Explorer's toolbar and select Read Mail.

1. To compose an e-mail message, click on the New Message icon. <u>Some important e-mail tips.</u>
2. To send the message (and receive any e-mail you might have), click on the Send and Receive button in the primary mail window.

   Note: If you are not connected to AT&T WorldNet Service, you must first get connected by double-clicking on the "Connect to AT&T WorldNet Service" icon on your desktop.

E-mail Tips

The following is an example on how to fill out the To:, Cc:, and Subject lines.

To: john.doe@worldnet.att.net;maryjane@worldnet.att.net

Cc: jane.doe@worldnet.att.net

Subject: this is a test

Some rules:

- Do NOT use spaces anywhere within a single e-mail address. For example, do not type "john doe@worldnet.att.net". If you do this, you will send e-mail to "john@worldnet.att.net" AND "doe@worldnet.att.net".   You probably should have typed "johndoe@worldnet.att.net" OR "john.doe@worldnet.att.net"

- Multiple addresses on the To: or CC: lines MUST be separated by a comma (,) if you are using Netscape Navigator™ Mailbox or Netscape Communicator™ Messenger.   A semicolon (;) must be used with Microsoft® Outlook Express.   For example:

  To: bill@worldnet.att.net, jane@worldnet.att.net, bob@worldnet.att.net   (Netscape)

  To: bill@worldnet.att.net; jane@worldnet.att.net; bob@worldnet.att.net   (Microsoft)

Some tips:

- To move between the To:, Cc:, Subject lines and body of text, use the <Tab> key.

- You can compose messages to friends without having to be online.   Send the messages later, when you go online.

- If you compose a message when you are not connected to AT&T WorldNet Service and then click the Send button, you will automatically be connected to AT&T WorldNet Service in order to complete the send procedure.

What is call waiting and how do I disable it?

Call waiting is an optional service offered by your local telephone company. When you are talking on the phone, call waiting alerts you with a tone when someone else is trying to call you. You can put the first caller on hold, and talk with the second person.

Unfortunately, modems are less tolerant of such interruptions than human beings are.   If you are using your modem on a phone line that has the call waiting service, you should disable call waiting with the appropriate code. If you do not disable call waiting, the tone that occurs when someone tries to call you will most likely cause your modem to disconnect. If you are unsure or do not know what code you need to disable call waiting, contact your local phone company.

You are given the option to disable call waiting when setting up the AT&T WorldNet® Software.   If you are currently running AT&T WorldNet Setup, go back to the screen now to enter your code. If you are not running Setup, you can still disable call waiting now.

 {button ,JI(`',`Instructions_for_Disabling_Call_Waiting')}   Click here for instructions.

Instructions for Disabling Call Waiting

1. Click on Connect to AT&T WorldNet® Service icon on your desktop.
2. Click the Location Properties button.
3. Click the Dial Properties button.
4. Click once in the box next to the line "This location has call waiting. To disable it, dial:"
5. Click on the arrow next to the box to see a list of call waiting options. Select the one appropriate for your area.

Notes:

- If you are unsure or do not know what code you need to disable call waiting, contact your local phone company.   If your code is not one of the choices available, simply type the correct code in the box.
- This disables call waiting on your phone line ONLY during the current call to the Internet.   Once you disconnect from the Internet, call waiting will again be active on your phone line.

{button ,Back()}   Go back.

What are local and long distance dial properties and how do I set them?

The are three dial properties that control how local and long distance calls are dialed:

- For long distance calls, dial 1 before the area code and number
- Use an area code when dialing long distance
- Dial local calls as long distance.

When you run the Setup program to install the AT&T WorldNet® Service on your PC, you are given the opportunity of configuring these settings for your initial location.   They are listed when you click the Advanced Dial Properties button in the screen that asks you to select the type of dialing to use.

If you missed this opportunity or if you would like to configure these settings for a new location, they can also be configured from the AT&T WorldNet Connection Manager software:

1. Start the Connection Manager   by double-clicking on the "Connect to AT&T WorldNet Service" icon in the AT&T WorldNet Software program group.

2. Click the Location Properties button.

3. Click Manually Edit Dialing Characters in the Location Properties window.

4. You are then free to add or remove the "1" or the area code from either of the access numbers shown in the boxes below.

5. Click OK to exit the Location Properties window.

For long distance calls, dial "1" before the area code and number

In some areas, dialing "1" before the area code and number is not required.   For example, when the number of phone lines in Atlanta, GA outstripped the amount of available 7-digit numbers within Atlanta's first area code, the city had to create a second area code.   However, since two neighbors could literally have different area codes, it was decided that calls between them should not be billed as long distance.   So, residents of these area codes can actually dial a 10-digit number (area code and phone number) without the "1" prefix.

Note: Dialing "1" before the area code and number IS required in most areas.   If you are not sure what to do in your area, it is best not to change this setting.

Dial local calls as long distance

In some areas, you must dial "1" plus the area code to make local calls.   This situation is also usually due to the fact that a single area code has been split into two or more new area codes.   However in this instance, the city decided that everybody dials "1" plus the area code, even if they happen to be dialing their neighbor down the street.   However, the long distance rate is not charged for such calls.

Note: This item can also be configured in the Connection Manager's Dial Properties window.   Click the Dial as a long distance call box.

Use area code when dialing long distance

There are some areas in the USA where you can actually dial a number that is in a different area code than you are and not have to dial the area code. Again, for most people this rule does not apply.

What is autodial and how do I disable it?

Autodial makes the process of connecting to the Internet and starting your browser a single step. To disable autodial:

1. On your desktop, double-click the "Connect to AT&T WorldNet® Service" icon.

2. Click the Options button.

3. If a check mark is already present in the box, click once on the box labeled "Automatically connect when your Internet Application is started."

   Note: By disabling autodial, you now must perform two steps to connect to the Internet and to start up your Internet software.

1. Double-click on the "Connect to AT&T WorldNet Service" icon and then click the "Connect" button.

2. Once connected, double-click on the icon of the browser you are using.

How do I remove the AT&T WorldNet® Software from my PC?

If you intend to reinstall the AT&T WorldNet Software or install a newer version of it, make a backup copy of your account information before you proceed with the uninstall process.

{button ,JI(`',`Backup_your_Account_Information')}   <u>Click here for instructions on backing up your account information.</u>

Once you have backed up your account, follow the steps below to uninstall the software.

1.   Shut down any AT&T WorldNet Software that is currently running (including this help system).

2.   Run the Uninstall program by clicking Start, Programs, AT&T WorldNet Software, AT&T WorldNet Software Uninstall.

3.   Follow the instructions on the screen.

Note: The uninstall program does not remove your browser, just AT&T WorldNet Setup and Connection Manager.

How do I backup my account information?

Follow the steps below to back up your account information to a diskette. Before starting, make sure you have a blank, formatted diskette.

1. Insert your blank, formatted diskette into your floppy drive (“a:” or “b:”).

2. Click here to locate account.txt on your hard drive.

3. Click once on the file “account.txt” to highlight it.

4. From the File menu, point to Send To, and select 3½ Floppy (A).

Note: Your diskette drive may be named “B" instead of “A” and may use 5¼" diskettes rather than 3½" diskettes.   Please select the correct settings for your drive.

{button ,JI(`',`Uninstall_and_reinstall_AT_T_WorldNet_sm_Software_continued')}   Click here for instructions on uninstalling and reinstalling the AT&T WorldNet® Software.

How do I install the AT&T WorldNet® Software and register for a new account?

1. You will need the following to install the AT&T WorldNet Software:

   - The latest version of AT&T WorldNet Software on floppy diskettes or CD-ROM with a registration code

   - Credit card (American Express, Visa, MasterCard or Discover)

   - One blank, formatted floppy diskette for backing up your account information after you have successfully installed and registered

2. Shut down any modem software and any Internet software that is already running on the computer (including any AT&T WorldNet Software).

3. Run the appropriate installation software.

   a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive.

      If you plan to install from floppy disk, place AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.

   b. Click the Start button, then click Run

   c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by **:\setup**.   If you are installing from floppy disk, you would type either **a:\setup** or **b:\setup**.   If you are installing from CD-ROM, you would probably either type **d:\setup** or **e:\setup**.

   d. Click OK.   The installation program will begin running.

4. Setup takes place in three main steps: 1 - Setup Your Modem, 2 - Register Account, and 3 - Install Browser.   Each presents you with screens that require some action or input by you.   Follow the instructions on each screen.

 {button ,JI(`',`Step_1_Setup_Your_Modem')}   Click here to go to step 1.

Step 1 - Setup Your Modem

a) The Setup software will first attempt to find a modem connected to your PC. If you do not have one configured, it will prompt you to install and configure one.

{button ,JI(`',`Modem_Warm_Up')}   <u>Click here for help on the first modem setup screen.</u>

{button ,JI(`',`Modem_Detected')}   <u>Click here for help on the "We found your modem" screen.</u>

b) Next, you will be prompted for the telephone number from which you are calling. You will also be asked to enter a name for your current location.

{button ,JI(`',`Dial_Properties_Screen_1')}   <u>Click here</u> for help on the Dial Properties 1 screen.

c) Next, you will be prompted to set up your dialing properties. For most people, the default options are appropriate.

{button ,JI(`',`Dial_Properties_Screen_2')}   <u>Click here for help on the Dial Properties 2 screen.</u>

{button ,JI(`',`Step_2_Register_Account')}   <u>Click for a description of step 2.</u>

Step 2 - Register Account

a) If the Setup program does NOT detect an AT&T WorldNet® account already on your PC, it will ask whether you want to create a new account or use an account you already have.

{button ,JI(`',`Account_Specify_new')}   Click here for help on the Account Type screen.

If the software DOES detect that an AT&T WorldNet account is already on your PC, it will ask if you want to use the account that Setup found, create a new account, or import an account other than the one detected.

{button ,JI(`',`Existing_Account')}   Click here for help on the Existing Account screen.

b) If you chose to create a new account (the first option on either of the two screens in Part A), Setup will attempt to connect to the AT&T registration server.

{button ,JI(`',`Dialing_out_to_the_Registration_Server')}   Click here for help on dialing out to the registration server.

If you chose to use an account that Setup detected, Setup will proceed to Install the browser.

{button ,JI(`',`Step_3_Install_Browser')}   Click here to go on to the description of the browser installation process.

If you decided to use an existing account that Setup did not detect (the last option on either of the two screens in Part A), you will be asked to choose from several different methods of restoring your existing account file.

{button ,JI(`',`Account_Specify')}   Click here for help on the Restore Existing Account screen.

{button ,JI(`',`Step_3_Install_Browser')}   Click here to go to Step 3.

{button ,JI(`',`Step_1_Setup_Your_Modem')}   Click here to go back to the description of Step 1.

Dialing out to the Registration Server

The AT&T registration server can be used for two purposes:

- To create a new account
- To restore an account you already have

If you choose to connect to the registration server for either of these reasons, you will be guided through the following steps:

1. The Setup program will ask you to confirm that the dialing properties you have configured so far are correct.

   {button ,JI(`',`Dial_Warm_Up')}   <u>Click here</u> for help on the Dial Warm Up screen.

2. The setup program will then proceed to dial out to the registration server.   Once the connection has been established, it will retrieve a list of access numbers in your area and ask you to select a primary and a secondary access number from this list.

   {button ,JI(`',`Select_Primary_Access_Number')}   <u>Click here</u> for help with the Select Primary Access Number screen.

   {button ,JI(`',`Select_Secondary_Access_Number')}   <u>Click here</u> for help with the Select Secondary Access Number screen.

3. Once access numbers are selected, Setup will produce a window that allows you to interact with the registration server directly.   The registration server will guide you through the process of establishing a new account with AT&T or restoring an existing account.   When you get connected, follow the instructions on the screen.

   To establish a new account, you will need your Registration code (usually found on the packaging that came with your AT&T WorldNet Software) and your credit card information.   You will be asked to choose a price plan, an e-mail name, an e-mail password, a security word, and a local access number.

   To restore an existing account, you will need your credit card information, your e-mail name, and mail password.

4. When you are finished creating or restoring your account, you will be returned to the Setup program.   Setup will offer you the chance to save a backup copy of your account information.

   {button ,JI(`',`Save_Account')}   <u>Click here</u> for help on the Save Account screen.

{button ,JI(`',`Step_3_Install_Browser')}   <u>Click here</u> to continue with the description of the Setup program.

Step 3 - Install Browser

a) The software will install the browser software that came with it (either Microsoft® Internet Explorer or Netscape Communicator™).   If a similar browser package is already installed on your system, you will be offered the option of configuring the existing browser to use the AT&T WorldNet® Software instead of installing the new software.

   {button ,JI(`',`Previous_Browser_Software_Installed')}   Click here for help on Setup Internet Software screen.

b) After the browser is installed and configured, the Setup program will inform you that it has finished installing the AT&T WorldNet Software.   You are now ready to access the Internet.

   {button ,JI(`',`Finished')}   Click here for help on the Finished! Screen.

   {button ,JI(`',`Step_2_Register_Account')} Click here to go back to Step 2.

How to upgrade your AT&T WorldNet® Software

There are two ways to upgrade or switch browsers.

- Use the download/upgrade option available on the AT&T WorldNet Service home page.
- Call 1-800-WORLDNET to order the latest CD-ROM or diskette software.

Follow the steps below to use the download/upgrade option on the AT&T WorldNet home page:

1. Connect to AT&T WorldNet Service by double-clicking on the Connect to AT&T Worldnet Service icon on your desktop. Click the Connect button.
2. On the AT&T WorldNet Service home page, click the icon labeled Help (this is also known as a hot spot). This takes you to the AT&T WorldNet Customer Care page.
3. Click on the link titled "Downloads & Upgrades."
4. Carefully follow the instructions on the screen. If you have a printer, we recommended printing the instructions before beginning the download/upgrade process.
5. After choosing the appropriate software and browser, begin the download. Select the option to save it to disk. Write down the name of the download file (e.g., wn32ns3.exe) and the directory in which you saved the file (e.g., c:\download).

   Note: The download may take several hours to complete.

6. If the download does not complete successfully, repeat starting from step 2. Otherwise, continue.
7. After the download completes successfully, click the Start button point to Programs, and then click on Windows Explorer. Find and click on the folder where you saved the download file (e.g., c:\download).
8. Double-click on the file you downloaded (e.g., c:\download\wn32ns3.exe) and follow the instructions on the screen.

Note: If you chose to install the new software over the existing AT&T WorldNet software, DO NOT attempt to remove the older version.   Doing so will render your new installation unusable.

Modem Types

If your phone line is connected to the back of your computer, you have an internal modem. If your phone line is connected to a separate device that is then connected to the back of your computer, you have an external modem.

If you have a laptop computer and/or your phone line is connected to a removable credit card size device that is plugged into your computer, you have a PCMCIA modem.

How do I restore my account information?

Two of the most common reasons you would want to do this are:

- If you have an account set up on another PC, you can copy your account information onto your current PC.
- This is also a great way to restore the account information on your PC if it somehow becomes lost or corrupted.

Note: you may want to print this page out before proceeding.

Before you begin, there are three pieces of information you need to have ready:

- E-mail name.   For example: janedoe@worldnet.att.net
- E-mail password
- The last 8 digits of the credit card you use to pay for AT&T WorldNet Service

Now you are ready to begin:

1. Click Start, select Programs, AT&T WorldNet Software 2.0, AT&T WorldNet Setup
2. Step through the screens until you reach the first screen of Step 2 (Register Account).
3. Once you reach this screen, the Setup program will attempt to find an account file already on your computer. If it does find an existing account file, you will be presented with three options.   To restore an account file from the AT&T registration server, choose the third option: Import a different account.

    If Setup does not find an existing account file, you will only have two options.   Select the second option, I already have an account that I would like to use.   Click Next when you are finished making your selection.
4. On the following screen, select the option "by connecting to the AT&T Registration Server" and click Next.
5. The software will dial out to the AT&T WorldNet registration server.   Once connected, select the option "I'm already a member but need my account information."
6. Now you will need to put in your e-mail name, e-mail password and the last 8 digits of your credit card. Follow the instructions on the screen.
7. Once you have successfully retrieved your account information, Setup will configure the browser and then you are ready to surf the web!

Welcome! (easy as 1, 2, 3)

This screen introduces you to the AT&T WorldNet® Setup program and tells you a little bit about the process of installing the AT&T WorldNet Software.

Click the button marked Next at the bottom of the screen to continue with the Setup process.   You can cancel this process at any time by clicking the Exit button.

System Requirements Not Met

This screen is displayed if the Setup program detects that your PC does not meet the minimum requirements for running the AT&T WorldNet® Software.   You must correct the errors listed before you will be allowed to continue with the installation process.   There are essentially two things you can do here:

Fix the errors and try again

For each error listed, do the following:

1. Select the error you want to fix by clicking on it.
2. Click the Solutions button for help on the selected error.
3. Follow the instructions provided for fixing the error in question.
4. When you think you might have the error fixed, click the Re-Test button.   If the error is really fixed, it will disappear from the list.   When all errors are fixed, this screen will not reappear.

Exit Setup

You can exit Setup without correcting the errors detected by clicking on either the Exit button or the Next button.

Missing Windows 95 Components

This screen appears if one or more of the Windows components required to run the AT&T WorldNet® Software have not been installed. Click Next to have Setup automatically install the missing components.

Note: You may need the original CD that you used to install Windows.

Modem Warm up

The AT&T WorldNet® Software uses the Modem Warm Up Screen to gather information about who made your modem, what model it is, and how it is connected to your PC.   These things are needed be sure the software can communicate with your modem properly.

First, however, you should close any programs other than AT&T WorldNet Setup that may be trying to use your modem at this time.   If you are not sure which programs use your modem, close everything else.   DO NOT close Setup itself.

{button ,JI(`',`Closing_programs_in_Windows_95_or_later')}   <u>Click here to learn how to close programs in Windows 95.</u>

Once you have closed the appropriate programs, you must decide how the Setup program will obtain the required information about your modem.   Choose the appropriate option and then click Next.

Have Setup auto-detect your modem

Setup will try to find your modem and then ask it for information about itself.   This is usually the easiest way to proceed.

Select your modem from a list

Setup will present you with a list of modems and their manufacturers.   You would then choose the modem you are using from this list.   If the list does not display the exact make and model of your modem, choose the closest modem by the same manufacturer.   Often, there will be no difference at all between the way two modems by the same manufacturer communicate with the AT&T WorldNet Connection Manager software.

Closing Programs in Windows 95 (or later)

To close a program in Windows 95, right click on its box in the taskbar (the bar on which the Start button sits).

Then, select Close from the menu that appears.

Modem Detected

This window informs you that the AT&T WorldNet® Setup program has detected a modem attached to your PC. The box near the top of the window indicates the software's best guess as to the identity of that modem.

If this window does not display the correct make and model of your modem, you can select a different description by clicking on the Change button.

Note: If you cannot find a matching description for your modem, try accepting the description displayed even if it seems wrong.   The displayed modem is probably very similar to the modem you actually have.   It may even be the same modem sold under a different brand name.

External Modems

External modems are separate devices that sit on your desk next to (or maybe on top of) your computer.

They are generally attached to the back of your computer with a thick "serial" cable and to your telephone line with a standard modular phone cord.

Internal Modems

Some modems are "internal," meaning that they are installed inside your computer and use your computer's power to operate.   You can identify that you have such a modem by the fact that there are one or more modular phone jacks on the back of your PC.

Therefore, your computer can be connected directly to your phone line with a standard modular phone cord.

PCMCIA Modems

PCMCIA cards (or just "PC Cards") are roughly the size of a credit card and can be inserted into computers that have a slot for them (usually only portable computers have such a slot).   Some PCMCIA card modems can be attached directly to a modular phone cord; others have a special adapter that allows them to be attached to the phone line.

PCMCIA

Personal Computer Memory Card International Association.   The cards are named for the group that governs the standards pertaining to them.

Dial Properties (Screen 1)

Use this window to tell the Setup program where you are calling from.   Setup uses the area code and phone number entered here to find access numbers that are close to you.   If possible, enter the number of the phone line that your computer is connected to right now.   If you don't know that number, use the number of a line that is as close to it as possible.

Note: This number must be the area code and phone number you are currently at.   If you will be connecting to AT&T WorldNet® Service from other locations, you will have the opportunity to enter more numbers later.

Enter a descriptive name for your current location in the remaining box.   For example: "home" or "work."   You can enter anything you like here.   If your computer moves around (is a portable), you may have several different locations from which you connect to AT&T WorldNet Service.   Assigning a name to each location allows you to tell the AT&T WorldNet Software to use the settings you have configured for a particular location simply by selecting the right location name.   Otherwise, you would have to change all your settings every time your computer moved!

Dial Properties (Screen 2)

This window configures miscellaneous requirements for dialing out from your current location.   The following options are included:

{button ,JI(`',`Please_select_the_type_of_dialing_to_use')}   <u>Please select the type of dialing to use:</u>

{button ,JI(`',`To_disable_call_waiting_select')}   <u>I have call waiting. To disable it, dial ____</u>

If you click the Advanced Dial Properties button, these additional fields are available:

{button ,JI(`',`For_long_distance_calls_dial_1_before_the_area_code_and_number')}   <u>For long distance calls, dial "1" before the area code and number </u>

{button ,JI(`',`Use_area_code_when_dialing_long_distance')}   <u>Use area code when dialing long distance </u>

{button ,JI(`',`Dial_local_calls_as_long_distance')}   <u>Dial local calls as long distance </u>

{button ,JI(`',`To_access_an_outside_line_dial')}   <u>To access an outside line dial ____</u>

Please select the type of dialing to use:

This configures whether the modem will dial out using touch-tone dialing or using pulse dialing.

Tone Dialing

Each digit dialed on a touch tone phone produces a unique tone.   Tone dialing is recommended if your phone line supports it.   If you are unsure whether your phone line supports touch-tone, contact you local telephone service provider.

Pulse Dialing

Instructs the modem to use the pulse dialing technique employed by rotary phones.   Pulse dialing phones produce a series of clicking noises for each digit dialed (the number of clicks is equal to the digit dialed).   You must select pulse dialing if your phone line does not support touch-tone.

For long distance calls, dial "1" before the area code and number

In some areas, dialing "1" before the area code and number is not required.   If it is not required in your area and you prefer that it not be dialed when connecting to AT&T WorldNet® Service, remove the check from this box.

For example, when the number of phone lines in Atlanta, GA outstripped the amount of available 7-digit numbers within Atlanta's first area code, the city had to create a second area code.   However, since two neighbors could literally have different area codes, it was decided that calls between them should not be billed as long distance.   So, residents of these area codes can actually dial a 10-digit number (area code and phone number) without the "1" prefix.   Therefore, AT&T WorldNet customers in this area would remove the check from this box.

Note: Dialing "1" before the area code and number IS required in most areas.   If you are not sure what to do in your area, it is best to leave this box checked.

Use area code when dialing long distance

In some areas, dialing the area code before certain long distance numbers is not required. If it is not required in your area and you prefer that it not be dialed when connecting to AT&T WorldNet® Service, remove the check from this box.

Note: Dialing the area code for long distance calls IS still required in most areas. If you are not sure what to do in your area, it is best to leave this box checked.

Dial local calls as long distance

In some areas, certain local calls must be dialed as long distance ("1" followed by the area code and then the local number).   If this is required in your area, make sure this box is checked.

I have call waiting.   To disable it, dial ____

Check this box if you have the call waiting feature on the telephone at the location from which you are dialing.

Since the tones sent to indicate an incoming call (call waiting) tend to disrupt modem communications, call waiting must be disabled when dialing out with your modem.   Enter the digits that the modem must dial in order to disable your call waiting feature for the current call.

If you have the call waiting feature, but do not know the digits required to disable it, contact your local telephone service provider.

To access an outside line, dial ___

Some locations (mostly in business settings) require that you dial a specific digit or digits to get an outside line (usually 9 or *9).   If you are dialing from such a location, these fields should contain the digits that must be dialed.   Otherwise, leave them blank.

For example, in some hotel rooms, you are required to dial an "8" to access a local outside line and a"9" to access a long distance outside line.

If you are dialing from home, you probably do not need to dial anything to get an outside line.   In this case, leave these fields blank.

Note: If you enter digits in these fields, Setup will add a comma (,) after them.   Most modems will recognize this as a request to pause briefly before dialing the remaining digits.

Existing Account

This screen will be displayed if the AT&T WorldNet® Setup program finds an AT&T WorldNet® account file already on your PC.   In other words, you have installed the AT&T WorldNet Software on this PC before.

If you want to use the account information that is already on your PC, select "Use the account shown above."

If you want to create a new account or import an account file from another PC, choose "Create new account." This option takes you directly to the AT&T registration server.

If you have an account file other than the one displayed that you would like to use, select "Import a different account."   The most common reasons to do this are:

- To copy your account information from another PC.

- To restore your account information from a backup (useful if you suspect that the account file on your PC has become corrupted).

Account Specify

This screen asks you to specify whether you would like to create a new account or use an existing account.   If you don't already have an AT&T WorldNet® account, select Create a new account and then click Next.   The Setup program will dial out to the AT&T registration server.   The registration server will then guide you through the process of signing up for a new account.

If you do already have an AT&T WorldNet account, select I already have an account that I would like to use and then click Next.   The Setup program will provide you with several alternatives for restoring your account information (see the help for the Restore Existing Account screen).

Restore Existing Account

This screen is used to import information from an existing AT&T WorldNet® account.   Two of the most common reasons you would want to do this are:

- If you have an account set up on another PC, you can use this screen to copy your account information onto this PC.
- This is also a great way to restore the account information on your PC if it somehow becomes lost or corrupted.

The following three methods are available:

{button ,JI(`',`by_connecting_to_the_AT_T_registration_server')}   <u>by connecting to the AT&T Registration Server</u>

{button ,JI(`',`by_importing_an_account_file')}   <u>by importing an account file</u>

{button ,JI(`',`by_prompting_me_to_manually_enter_my_account_information')}   <u>by prompting me to manually enter my account information</u>

Note: If you do not already have an AT&T WorldNet account, you can still choose to sign up for a new account by clicking the first option on this screen.

by connecting to the AT&T registration server

Selecting this option tells the AT&T WorldNet® Setup Software to connect to the AT&T registration server in order to restore your account information.

Note: The advantage to selecting this option is that it does not require that you have made a backup of your account file (as the second option does).   Nor does it require that you have the account information written down (as the third option does).

by importing an account file

If you already have an AT&T WorldNet® Account and have made a backup copy of your account file, selecting this option is a quick way to copy the information from that existing account file onto your PC.   This is also a quick way of importing an account that you established on another PC

{button ,JI(`',`Move_your_account_from_one_machine_to_another')}   Click here to learn more about moving your account from one machine to another.

Note: You must have a copy of your account file (account.txt) from which to restore your account.   If you do not have this file handy, we recommend choosing the first option.

Selecting this option and clicking Next produces the Get Account File screen.

{button ,JI(`',`Get_Account_File')}   Get Account File screen.

by prompting me to manually enter my account information

This is a third method available for restoring your account information.   However, this option requires that you manually enter (type) your account information EXACTLY as it would have appeared in your original account file (account.txt).   You should only select it if you are instructed to do so by an AT&T WorldNet® Customer Care representative (who can tell you what you need to type).

You could also select this option if you are absolutely confident that you have all the account information necessary to restore your account and type it in correctly (see Account Information Screen1 and Screen 2).   For example, you may happen to have printed out your account file and have that printout handy.

However, it's much faster and easier to select the first option in this window ("by connecting to the AT&T registration server").

Get Account File

This screen is used to import information about an existing account from a backup account file stored either on a floppy disk or on your hard drive.   There are two common reasons for doing this:

- To import information about an account you created on another computer,
{button ,JI(`',`Move_your_account_from_one_machine_to_another')}   click here to see how to copy your account to another PC.

- To replace an account file that has been damaged with a backup account file that you made earlier.

Follow these steps to import an account file:

1. Before you can begin, you must have a valid account file that you wish to import.

   {button ,JI(`',`How_do_I_find_my_account_file')}   Click here for some tips on locating your account file.

   If you do not have such a file, you must click the Back button and then chose the "by connecting to the AT&T Registration Server" option.

1. If the account file that you would like to use is on a removable disk, make sure the disk containing the file is in the appropriate drive.

2. If the account file that you would like to use is not a:\account.txt, click the Browse button and then select the correct location and filename.

3. Once you have selected the correct file, click Next to continue with the Setup process.

How do I find my account file?

Some typical places you might look for your account file or a backup copy of it are listed below:

Backup files you made intentionally

You may have a floppy disk or a directory on your hard drive containing a backup file you made because you wanted a backup of your account information.

account.txt   A backup file created by the AT&T WorldNet® Setup program.

wnetacct.wna   A backup file used by some earlier versions of the AT&T WorldNet Software.   Since these versions did not create account.txt files, they had a separate "Account Tool" that created this backup file from the information stored in several different files on your system.

Automatic backups

Every time your account file is modified, a backup copy is typically saved under the following name:

 c:\windows\wnbackup\account.txt

AT&T WorldNet Account files

By default, the account file currently being used by the AT&T WorldNet Software is saved under the following name:

 c:\worldnet\wnsxx\user\account.txt   (Windows 3.1 or 3.11)

 c:\program files\worldnet\wnsxx\user\account.txt   (Windows 95 or later)

xx is the version of   AT&T WorldNet Software being used.   Note that the location of the \wnsxx\user directory and all its contents may vary depending on where you decided to install the AT&T WorldNet Software.

Netscape Navigator account files

Older versions of the AT&T WorldNet Software that were shipped with Netscape Navigator created a reg.ini file. By default, this file was saved to the following location:

 c:\worldnet\dialer\reg.ini   (Windows 3.1 or 3.11)

 c:\program files\worldnet\program\reg.ini   (Windows 95 or later)

Once again, the location of these directories and their contents may vary depending on where you decided to install the AT&T WorldNet Software.

Account Information (Screen 1)

This screen and Account Information Screen 2 are used to restore existing account files if the account information on your PC has been deleted or corrupted. **They cannot be used to create a new account!**   To create a new account, click Back twice and then select "Create a new account."

To use these windows, you must have access to all of your account information that will be entered in both of these windows.   For example, you may have it all written down or may be on the phone with an AT&T WorldNet Customer Care representative who is ready to tell you what to type.   If you do not have access to your account information, click the Back button and select a different option for restoring your account ("by connecting to the AT&T registration server" is the easiest option).

The following information about your account must be entered in this window:

{button ,JI(`',`Your_First_Last_Name')}   <u>Your First & Last Name</u>

{button ,JI(`',`Login_Name')}   <u>Login Name</u>

{button ,JI(`',`Login_Password')}   <u>Login Password</u>

{button ,JI(`',`DNS_1_and_DNS_2')}   <u>DNS 1 and DNS 2</u>

{button ,JI(`',`Restore_Defaults')}   <u>Click here</u> to read about the Restore Defaults button.

Your First & Last Name

The name entered here is copied into the Profile Name field in the main window of the AT&T WorldNet®
Connection Manager.   Enter your name as you would like to see it.

Login Name

The login name is used to verify your identify each time you connect to AT&T WorldNet® Service.   Normally, you will never see this name, since the Connection Manager software enters it automatically when it dials.

To restore your account, you must enter the login name used for your account EXACTLY as it was before.

Note: The Login Name and Login Password are a matched pair.   You cannot mix and match login names and passwords between accounts.

Login Password

The login password used to verify your identify each time you connect to AT&T WorldNet® Service.   Normally, you will never see this password, since the Connection Manager software enters it automatically when it dials.

To restore your account, you must enter the password used for your account EXACTLY as it was before.

Note: The Login Name and Login Password are a matched pair.   You cannot mix and match login names and passwords between accounts.

DNS address 1 / DNS address 2

Each set of these boxes specifies the IP (Internet Protocol) address of a Domain Name Server.   Domain Name Servers translate the verbal names (like joe@xyz.com) that we feel more comfortable using to the numerical addresses recognized by computers on the Internet (other IP addresses).

These fields are pre-populated with the addresses of the AT&T's Domain Name Servers.   You should not change them unless you know the exact numeric address of another DNS server that you would prefer to use. If you accidentally change these fields and would like to restore the original addresses, do one of the following:

- Enter the addresses of the AT&T's DNS servers by hand.   They are:

    204.127.129.1

    204.127.160.1

- Click the Restore Defaults button. This will return all of the settings in the window to what they were the last time you successfully and completely ran AT&T WorldNet® Setup.   If you have not run Setup before or have never changed the DNS 1 and DNS 2 settings, they will be restored to the original (factory default) values.

Restore Defaults

Clicking this button will return all of the settings in the window to what they were the last time you successfully and completely ran AT&T WorldNet® Setup.   If you have not run Setup before or have never changed these fields, they will be restored to the original (factory default) values.

Account Information (Screen 2)

This screen and Account Information Screen 1 are used to restore existing account files if the account information on your PC has been deleted or corrupted. **They cannot be used to create a new account!** To create a new account, Click the Back button three times and then select "Create a new account."

To use these windows, you must have access to all of your account information that will be entered in both of these windows. For example, you may have it all written down, or you may be on the phone with an AT&T WorldNet® Customer Care representative who is ready to tell you what to type. If you do not have access to your account information, click Back twice and select a different option for restoring your account ("by connecting to the AT&T registration server" is the easiest option).

The following information about your account is entered in this window:

{button ,JI(`',`E_mail_address')}   <u>E-mail address</u>

{button ,JI(`',`E_mail_POP_Password')}   <u>E-mail (POP) Password</u>

{button ,JI(`',`POP_Server')}   <u>POP Server</u>

{button ,JI(`',`SMTP_Server')}   <u>SMTP Server</u>

{button ,JI(`',`NNTP_Server')}   <u>NNTP Server</u>

{button ,JI(`',`Home_Page')}   <u>Home Page</u>

{button ,JI(`',`Restore_Defaults')}   <u>Click here</u> to read about the Restore Defaults button.

E-mail address

The address people use to send e-mail to you.   To restore your e-mail service, you must enter this information EXACTLY as it was before.   An example AT&T WorldNet® e-mail addresses: John@worldnet.att.net or Mary@worldnet.att.net.

E-mail (POP) Password

The password used to retrieve your incoming e-mail from the server that holds it for you (POP stands for Post Office Protocol).

POP Server

The address of the server that holds your incoming e-mail until you retrieve it (POP stands for Post Office Protocol).

SMTP Host / SMTP Server

The address of the server that handles all of your outgoing e-mail (SMTP stands for Simple Mail Transfer Protocol).

NNTP Server

The address of the server that delivers your Internet news (NNTP stands for Network News Transfer Protocol).

Home Page

The address of the web page that is displayed each time you connect to AT&T WorldNet® Service.

Note: Because many Internet users have chosen to create their own pages for this purpose, the term "Home Page" is also used now for a web page that a user has customized to express his or her interests or personality.

Change Dialing Properties

This window allows you to make changes to the dialing properties you have configured so far.   The settings available in this window include:

{button ,JI(`',`Area_Code_and_Phone_Number')}   <u>Area Code and Phone Number</u>

{button ,JI(`',`Please_select_the_type_of_dialing_to_use')}   <u>Please select the type of dialing to use</u>

{button ,JI(`',`For_long_distance_calls_dial_1_before_the_area_code_and_number')}   <u>For long distance calls, dial "1" before the area code and number</u>

{button ,JI(`',`Use_area_code_when_dialing_long_distance')}   <u>Use area code when dialing long distance</u>

{button ,JI(`',`Dial_local_calls_as_long_distance')}   <u>Dial local calls as long distance</u>

{button ,JI(`',`To_disable_call_waiting_select')}   <u>To disable call waiting, select, dial</u>

{button ,JI(`',`To_access_an_outside_line_dial')}   <u>To access an outside line dial</u>

Note: All of these settings should already be configured.   You saw them earlier in Setup. If you are happy with these settings, click OK without making any changes.

Area Code and Phone Number

Enter the area code and phone number from which you are dialing.

Note: In the United States, the area code must be three digits and the phone number must be the seven digits that follow the area code.

Dial Warm Up

This screen appears when the Setup program is ready to dial out to the AT&T registration server.   The registration server will be used for two purposes:

- To obtain a list of local access numbers .

- To register your account with AT&T (setup billing, obtain an e-mail address, etc.)

Before you continue, examine the digits that will be dialed.   The digits that will be dialed before the 1-800 number should now be the correct digits needed to dial out from your current location (based on the information you entered earlier).   For example, if you need to dial "9" to get an outside line, the 9 should appear at the beginning of the numbers to be dialed.   If the digits shown are not what you would need to dial in order to connect to the 1-800 number shown, click Change Properties to double-check the dialing properties you configured earlier.

 {button ,JI(`',`Change_Dialing_Properties')}   Click here for help on the Change Properties window

Note: The 1-800 number itself is already correct and cannot be changed.

Once the number to be dialed looks correct, click Next to continue the Setup process.

Select Primary Access Number

This window displays a list of access numbers that are near the area code and telephone number you entered earlier.   Select the access number that you would prefer to use by clicking on it.   In most cases, the number that is closest to you is the best choice. For example, a number in the same town as you are dialing from should usually be chosen before a number in a different town.

When you have chosen the number you want to use, click Next.

Select Secondary Access Number

This window asks you to select a secondary access number that will be dialed if the primary number you just selected is busy.   In some cases, you may decide that none of the remaining numbers are acceptable.   For example, the remaining numbers might be billed as long distance (ideally, you do not want to have to pay long distance charges just to connect to AT&T WorldNet® Service).   If there are no acceptable numbers remaining, click Use the primary number as the backup.

Note: If there is only one access number available in your area, the Setup program will use that number for both the primary and the secondary automatically.

Click Next when you have chosen the number you want to use.

Save Account

This screen appears when the Setup program has finished creating the account file (account.txt) containing the information you have configured so far.   The AT&T WorldNet® Software will load this file each time it is run so that it can configure itself for your use.

The file is actually stored under the program files/worldnet/wnsxx/user directory of your hard drive (where xx is the version of the AT&T WorldNet Software).   Note that the location of the /wnsxx subdirectory and its contents may vary depending on where you chose to install the AT&T WorldNet Software.

A backup copy of this file has also been created in the windows/wnbackup directory.

We recommend that you make an additional backup copy on floppy disk at this time.   A backup disk will be useful if both copies of your account file are corrupted or if you want to setup another computer to use the same account.   Follow these instructions:

1. Place a blank floppy diskette in the appropriate drive.

2. Check the box marked "Your account information will be saved in."

3. Choose the letter of your floppy drive from the menu on the right.

4. Click Next.

If you do not want to make an additional backup of your account file, just click Next to continue.

Retrieve Internet Software

If this screen appears during Setup, it means that the version of Setup you are using must download part of the AT&T WorldNet® Software that will be installed.   To download the required software, the Setup program will connect to AT&T WorldNet Service.

Before you continue, examine the digits that will be dialed. The numbers to be dialed will contain the digits needed to dial the access numbers you selected earlier.   Make sure that these digits should also include any other digits needed to dial out from your current located (based on the dialing information you entered earlier). For example, if you need to dial "9" to get an outside line, the "9" should appear at the beginning of the numbers to be dialed.   If the digits shown are not what you would need to dial in order to connect to the access numbers you chose, click Change Properties to double-check the dialing properties you configured earlier.

Click Next when your are satisfied that the numbers to be dialed are correct.

Install Downloaded Software

This screen is informational only.   Click Next to install the software that you just downloaded.

Custom Internet Software Chosen

You have chosen to use browser and/or e-mail software that the AT&T WorldNet® Setup program does not know how to configure.   You will have to enter some or all of the displayed settings manually.

Check the documentation that came with your Internet software to determine which of these settings must be configured for your software to operate correctly and for instructions on configuring the required information.

World Wide Web Browser

{button ,JI(`',`Home_Page')}   <u>Home Page</u>

E-mail

{button ,JI(`',`E_mail_address')}   <u>Address</u>

{button ,JI(`',`SMTP_Server')}   <u>SMTP Host</u>

{button ,JI(`',`POP_Server')}   <u>Pop Server</u>

News Reader

{button ,JI(`',`NNTP_Server')}   <u>News Server</u>

Setup Internet Software

The box labeled "Internet Software" at the top of this window identifies the browser software that is included with this version of the AT&T WorldNet® Software. If you already have the same version of the browser installed or if you have a version that is very similar to it, you will be presented with the following options:

{button ,JI(`',`Configure_existing_software')}   <u>Configure existing software.</u>

{button ,JI(`',`Install_over_existing_software')}   <u>Install over existing software.</u>

If you would rather use a different Internet software package, click the Change button.

{button ,JI(`',`Choose_INSW_Screen_Help')}   <u>Click here for help on the Choose Internet Software window.</u>

When you've made a selection, click the Next button to proceed.

Configure existing software

Choosing this option tells Setup to configure the browser software that is already installed on your computer rather than install the new software. The following settings will be modified so that your existing software can be used with AT&T WorldNet® Service:

- home page
- e-mail servers
- newsgroup server

Install over existing software

Choosing this option tells Setup to install the new browser software included with the AT&T WorldNet® Software and configure it as the default browser to use when you connect to the Internet.   Essentially, you upgrade your existing browser software to the browser included with the AT&T WorldNet Software.

This option can also be chosen if you need to reinstall the same browser software later.

Choose Internet Software

Use this screen to specify which Internet software (browser) you would like to use when accessing the Internet with AT&T WorldNet® Service.

Note: You only need to choose your primary Internet software here.   Additional Internet packages can be added later.

Using "supported" software

The top half of this window contains a list of "supported" Internet software.   There are two types of software that are listed here:

- Software already installed on your computer that AT&T WorldNet Setup recognizes and knows how to configure.
- Software that can be installed by this version of AT&T WorldNet Setup.

To use one of the listed packages, click "Choose from the list of AT&T WorldNet supported Internet software." Then, select the software you want to use and click OK.   Setup will automatically configure the selected software to work with your AT&T WorldNet account.

Using "non-supported" software

If you would rather use Internet software that is not listed in the "Supported Internet software" box,

1. Click "Specify non-supported Internet Software."
2. If the software you want to use is already installed on your system, click the Browse. . .   button and select the executable (.exe) file that must be run in order to start the desired software.   The selected software will be automatically started each time you connect to AT&T WorldNet Service.

    If the software you want to use is not already installed on your system and you want it to be automatically started when you connect to AT&T WorldNet Service, you will be able to add it later (You must finish running Setup and then install the desired software first).

     {button ,JI(`',`How_to_automatically_start_additional_software')}   <u>Click here for instructions on adding software later.</u>

3. Click OK.   You will be returned to the previous window.
4. Click Next.   A window showing your current account information will be displayed.   Write this information down.   Since Setup is unable to configure "non-supported" software, you will have to configure the software to work with your AT&T WorldNet account by hand (see the instructions that came with your software).   For example, you may have to configure your e-mail address, news server, etc.

    If you lose your account information, you can always find it in your account.txt file.

     {button ,JI(`',`How_do_I_find_my_account_file')}   <u>Click here for instructions on locating your account   file.</u>

Finished!

This screen informs you that Setup has finished installing the AT&T WorldNet® Software. If you want to start using the Internet right away, click "Connect to AT&T WorldNet Service" when finished.   Click the Finish button to exit the Setup program.

If you want to connect to the Internet later, double-click the "Connect to AT&T WorldNet Service" icon on your Desktop.

Connection Manager (Main Window)

This is the first window you see each time you run AT&T WorldNet® Connection Manager software. There are essentially three different things you can do in this window:

Connect to AT&T WorldNet Service using the current settings

Click the Connect button. (This is probably what you will do most of the time you start the Connection Manager software).

Change the current settings

Although the Setup program has configured all the necessary connection settings for you already, you can do any one of the following if you would like to change them:

- Change your account profile settings by clicking on the Profile Properties button.

    {button ,JI(`',`Profile_Properties')}   Profile Properties

- Select a different location from the list.   You can add a different location or edit an existing one by clicking on the Location Properties button.

    {button ,JI(`',`Location_Properties')}   Location Properties

- If you want to change the optional settings (preferences), click the Options button.

    {button ,JI(`',`Connect_Options')}   Options

Exit the Connection Manager without connecting

Click the Close button.

Profile Properties

You can use the Profile Properties window to view the current settings for your user account and to specify what additional software is loaded each time you start the AT&T WorldNet® Connection Manager software.

Click the Details button to view your account information.

Checking the box marked "Start the Internet Software after connecting to AT&T WorldNet Service" tells the Connection Manager to load the software listed below (your browser software) each time you connect to the Internet.   Removing the check from this box tells the Connection Manager not to start this software.

Click the Add button to tell the Connection Manager software about an additional piece of software it should start every time you connect to the Internet.   For example, you may want to start an Internet telephony program.

Profile Details

This window contains information about how your AT&T WorldNet® account is set up.   The following items are listed.

World Wide Web Browser

{button ,JI(`',`Home_Page')}   <u>Home Page</u>

E-mail

{button ,JI(`',`Address')}   <u>Address</u>

{button ,JI(`',`SMTP_Server')}   <u>SMTP HOST</u>

{button ,JI(`',`POP_Server')}   <u>POP Server</u>

News Reader

{button ,JI(`',`NNTP_Server')}   <u>News Server</u>

Address

The address people use to send e-mail to you.

Location Properties

The Location Properties window is used to change the dialing properties associated with specific location. This screen is also used to configure the modem(s) attached to your PC and to switch between them if you have more than one.

How to

{button ,JI(`',`How_to_select_a_set_of_location_properties')}   <u>Select a set of location properties for dialing</u>

{button ,JI(`',`Add_a_new_location')}   <u>Add a new location</u>

{button ,JI(`',`Delete_a_location')}   <u>Delete a location</u>

{button ,JI(`',`Specify_which_modem_to_dial_out_with')}   <u>Specify which modem to use</u>

{button ,JI(`',`How_to_add_delete_or_configure_a_modem')}   <u>Add, delete, or configure a modem</u>

{button ,JI(`',`How_to_select_new_access_numbers')}   <u>Select new access numbers</u>

{button ,JI(`',`How_to_manually_edit_the_numbers_to_be_dialed')}   <u>Manually edit the numbers to be dialed</u>

Note: Clicking on the Dial Properties button produces the Dialing Properties window.

{button ,JI(`',`Dialing_Properties')}   <u>Dial Properites</u>

How to select a set of location properties

The box labeled "I am dialing from:" contains a list of all the locations you have defined.   Select the location from which you want to dial out.

Note: You may still have only the original location whose dialing properties were configured when you ran the AT&T WorldNet® Setup program.   If you like, you can add other locations to the list.

{button ,JI(`',`Add_a_new_location')}   How to add a new location.

How to add a new location

Follow these steps to add a new location to the list:

1. Click on the Dial Properties button in the Location Properties window of the Connection Manager software.

2. Click on the New button in the Dialing Properties window, enter a name for the new location, and then click OK.

3. Fill in the remaining Dialing Properties for the new location.

   Note: If you want calls from this location to be billed to a calling card, check the "Dial using Calling Card" box. Click on the Change button to fill in the information about the card you will be using.

4. Click OK to return to the Location Properties window.

   {button ,JI(`',`_Creating_an_International_Location')} <u>Click here</u> if the location you are creating is outside of the USA.

5. Click on the Change button next to the access numbers.

6. The Connection Manager software will prompt you for the phone number that you are dialing from.   Once you enter your phone number and click OK, it will attempt to retrieve a list of local <u>access numbers</u> based on the phone number just entered and the area code entered in Step 3.   This is accomplished by dialing out to an AT&T server that has an up to date list of access numbers.

7. When the Connection Manager has finished retrieving access numbers, select a primary and a secondary access number from the lists displayed and then click OK to return to the Location Properties window.

8. If the numbers displayed in the access numbers to be dialed boxes still are not exactly what they should be, you can manually edit them by clicking on "Manually edit dialing characters "and then modifying the numbers displayed.   For example, you may have been given a specific access number to be dialed that was not listed in the access numbers window.

9. Click OK to exit the Location Properties window.

Creating an International Location

If you are dialing from a location outside of the USA, you must do one of the following:

- Obtain a local access number from AT&T and manually enter it.
- It is also possible to use an access number within the USA that you already know about. However, please note that this causes you to be billed for an international long distance call each time you connect to AT&T WorldNet® Service.

Manually entering access numbers

Once you have obtained an access number that you would like to use, complete the location setup by doing the following:

1. Click Manually edit dialing characters in the Location Properties window.
2. Type the access number you wish to use in the space marked "Primary access number to be dialed".
3. Click OK to exit the Location Properties window.

How to delete a location

Follow these steps to delete a location from the list:

1. Click the Dial Properties button in the Location Properties window of the Connection Manager software.
2. In the box marked "I am dialing from;" select the name of the location you wish to delete.
3. Click on the Remove button.

Note: If you have only one location in the list, you will not be allowed to remove it.   You must create a second location before you will be allowed to delete the first one.

How to specify which modem to use

The box labeled "Modem:" contains a list of all the modems you have installed on your PC.   Select the one you wish to use to connect to AT&T WorldNet® Service.

If you wish, you can add a new modem or configure one that has already been installed.

{button ,JI(`',`How_to_add_delete_or_configure_a_modem')}   How to add, delete, or configure a modem.

How to add, delete, or configure a modem

Clicking the Configure… button in the Location Properties window displays the Modem Options window.   This window allows you to do the following:

Add a new modem

To add a new modem, click the Add… button.   Follow the instructions on the screen to install the new modem (this is the same modem setup wizard that you saw when you installed the AT&T WorldNet® Software).

Delete a modem

To delete a modem, select the modem you want to delete from the list at the top of the window.   Then, click on the Remove button.

Configure a modem

To configure a modem that has already been installed, select the modem you want to configure form the list at the top of the window.   Then, click on the Properties… button.

How to select new access numbers

Follow these steps to change the access numbers defined for a specific location:

1. If you are planning to change the area code (or any other dialing property), you should do that first by clicking on the Dial Properties button.

   {button ,JI(`',`Dialing_Properties')}   Click here for information on the Dial Properties window.

2. Click on the "Change" button next to the access numbers in the Location Properties window.

3. If the lists of access numbers displayed contain numbers which are appropriate to the new location, select the numbers you want to use.

   If they do not contain appropriate numbers, click on the 'Update Access Numbers" button.   The Connection Manager will attempt to retrieve a list of access numbers that are appropriate for the area code entered for this location in the Dialing Properties window.   Within the USA, this is accomplished by dialing out to an AT&T server that has an up to date list of all access numbers.   For international locations, the numbers will be loaded from a file already on the PC.

4. When you are finished selecting access numbers, click OK to return to the Location Properties window.

5. If the numbers displayed in the access numbers to be dialed boxes still are not exactly what they should be, you can manually edit them by clicking on "Manually edit dialing characters" and then modifying the numbers displayed.   For example, you may have been given a specific access number to be dialed that was not listed in the access numbers window.

6. Click OK to exit the Location Properties window.

How to manually edit the numbers to be dialed

If you have configured everything in the Dial Properties window and selected appropriate access numbers, the numbers displayed in the "Primary access number" and "Secondary access number" boxes should already be correctly formatted.   However, if you want to manually change the numbers to be dialed, click on "Manually edit dialing characters." You will then be allowed to edit the numbers displayed.

Dialing Properties

AT&T WorldNet® Connection Manager uses the information in the Dialing Properties window to determine how to dial out from a particular location.   The following fields are available:

{button ,JI(`',`I_am_dialing_from')}   I am dialing from

{button ,JI(`',`The_area_code_is_I_am_in')}   The area code is

{button ,JI(`',`I_am_in')}   I am in

{button ,JI(`',`To_access_an_outside_line_dial')}   To access an outside line, dial

{button ,JI(`',`Dial_using_Calling_Card')}   Dial using calling card

{button ,JI(`',`To_disable_call_waiting_select')}   This location has call waiting

{button ,JI(`',`Please_select_the_type_of_dialing_to_use')}   The phone system at this location uses

{button ,JI(`',`Dial_local_calls_as_long_distance')}   Dial as a long distance call

I am dialing from

Select the name of the location whose dialing properties you want to configure.   If you want to create a new location click the New… button.   If you want to delete a location, select it and the click the Remove button.

Note: If you have only one location in the list, cannot remove it.   You must create a second location before you can delete the first one.

The area code is

Type the area code from which you are dialing.

If you are dialing from a country other than the United States, type your city code here.   Do not include the leading 0.   For example, if your city code is 071, just type 71.

I am in

Select the country from which you are dialing.   The number in parentheses is the country code used to dial a particular country using international long distance.

Dial using Calling Card

If you want calls from this location to be billed to a calling card, check the "Dial using Calling Card" box.   Then, click on the Change button to fill in the information about the card you will be using.

{button ,JI(`',`Change_Calling_Card')}   <u>Change Calling Card.</u>

Change Calling Card

This window is used to select and configure the calling card to be used when connecting to AT&T WorldNet® Service.   The box marked "Calling Card to use" contains a list of common calling card types.   Select a calling card from the list and then enter your card's number in the box below.

If you cannot find your calling card in the list, you can add your card to the list by clicking on the New… button.   You will be asked to enter a name for the new card.   Once you have entered the new name, click OK and then click on the Advanced… button to configure the card's dialing rules (this produces a blank copy of the Dialing Rules window).

Selecting any calling card from the list and then clicking the Advanced… button produces a copy of the Dialing Rules window containing the rules used to dial with that calling card.

Dialing Rules

The dialing rules window specifies the dialing sequence used to dial with the selected calling card.   If you are creating a new card (by clicking New… in the Change Calling Card window) or modifying a card you have previously defined (by clicking Advanced…), you will be able to modify the fields in this window.

The fields define specific sequences of dialed numbers using a kind of abbreviated notation.

{button ,JI(`',`Dialing_Rules_table_of_values')}   <u>Click here </u>for a table of these values.

{button ,JI(`',`Dialing_Rules_Example')}   <u>Click here </u>for an example.

Note: You cannot change the dialing rules for the pre-defined cards.   To modify the rules for one of these cards, you must create a copy of it by doing the following:

1. Close the Dialing Rules window by clicking the Close button.
2. Click on the New button in the Change Calling Card window.   This produces a blank copy of the Dialing Rules window.
3. Click on the Copy From button.   This produces a list of the existing calling cards.
4. Select the calling card whose properties you want to modify.

Dialing Rules - table of values

The following codes may be used in the fields of the Dialing Rules window:

0-9 Dialable digits.

A-D Dialable digits.   Tone dialing only.   Used for special control on some systems.

E   Country code.

F   Area Code or City Code.

G   Local Number.

H   Card Number.

*, # Dialable digits.   Tone dialing only.

T   The following digits are to be tone dialed.

P   The following digits are to be pulse dialed.

,   Pause for a fixed time.

!   hookflash.   (half second on hook, half second off hook).

W   Wait for a second dial tone.

@   Wait for quiet answer (ringback followed by 5 seconds of silence).

$ Wait for calling card prompt ("bong").   Note that not all modems support this function.   If you are having trouble with a calling card entry using this code, try substituting 3 or 4 commas (,,,,).

?   Ask for input before dialing continues.

 {button ,JI(`',`Dialing_Rules_Example')}   Click here for an example.

Dialing Rules Example

The rules for "Calling card via 0" (one of the pre-defined cards) look like this:

Calls within the same area code: G

    G   Dial the local digits of the access number only

Long distance calls: 0FG$TH

    0   Dial "0"

    FG Dial the area code and local digits of the access number

    $ Wait for the "bong" from the telephone company

    TH Tone dial the digits entered in the "Calling Card number" box of the Change Calling Card window

International calls: 01EFG$TH

    01 Dial "01"

    EFGDial the country code, area code, and local digits of the access number

    $ Wait for the "bong" from the telephone company

    TH Tone dial the digits entered in the "Calling Card number" box of the Change Calling Card window

Connect Options

The Connect Options window contains several settings for the Connection Manager that are not tied to a specific Location or a specific user account.   These settings include the following:

{button ,JI(`',`Automatically_disconnect_after_the_last_Internet_application_is_closed')}   <u>Automatically disconnect after the last Internet application is closed</u>

{button ,JI(`',`Automatically_connect_when_your_Internet_Application_is_started')}   <u>Automatically connect when your Internet Application is started.</u>

{button ,JI(`',`Minimize_dial_status_window_after_connected')}   <u>Minimize dial status window after connected</u>

{button ,JI(`',`Display_Troubleshooter_on_errors')}   <u>Automatically display Help   when an error occurs</u>

{button ,JI(`',`Automatically_check_for_software_updates')}   <u>Automatically check for software updates</u>

Automatically disconnect after the last Internet application is closed

When this box is checked (default), your modem will automatically hang up when you close the last program that accesses the Internet through AT&T WorldNet® Service.

If you remove the check from this box, you will stay connected to AT&T WorldNet Service until you specifically instruct the Connection Manager software to disconnect.   To do this, click on the Disconnect button in the dial status window.   Normally, this window is minimized once you are connected.   So, you will have to restore it before you can disconnect.

Note: Some of the more advanced browsers are integrated with the desktop.   In other words, they become part of Windows itself.   If this is the case with your browser, the AT&T WorldNet Software may have difficulty determining when the browser is being closed (since part of the browser is actually open at all times).   You may have to manually disconnect even if this box is checked.

Automatically connect when your Internet Application is started

When this box is checked (default), your modem will automatically dial out to connect to AT&T WorldNet® Service whenever an application attempts to access the Internet (and you are not already connected to AT&T WorldNet Service).   Note that the "Prompt before dialing" box controls whether you will be asked to confirm that you want to connect to the Internet each time the modem automatically dials out.

If you remove the check from this box, you must manually instruct the modem to dial out each time you want to connect to AT&T WorldNet Service.   To do this, start the AT&T WorldNet Connection Manager software and then click the Connect button.

Minimize dial status window after connected

When this box is checked (default), the dial status window is minimized (reduced to a button on the Taskbar) once a connection to AT&T WorldNet® Service is established.

If you remove the check from this box, the dial status window remains on the screen and displays information such as the total length of time you have been connected.

Automatically display Help when an error occurs

When this box is not checked (default), this help system will not be opened unless you click the Help button in the window displaying the error message.

If you check this box, the appropriate help topic in AT&T WorldNet® Help will be displayed automatically whenever an error occurs (even if you do not click the Help button).

Note: You can also run AT&T WorldNet Help from the desktop, whenever you want, by double-clicking on the AT&T WorldNet Help icon.

Automatically check for software updates

When this box is checked (default), the Connection Manager software will check to see if a software update is available each time you connect to AT&T WorldNet® Service.   If one is available, you will have the opportunity to download it.   Software updates make sure that you always have the latest features and enhancements for the Connection Manager software.

If you remove the check from this box, the Connection Manager will not check for updates.

Software Update Available

The AT&T WorldNet® Software has determined that an update for your current software installation exists.

AT&T WorldNet Service periodically releases new versions of its software to take advantage of technologies that regularly emerge from our development team and from the Internet. In general, you should upgrade to the most up-to-date software as soon as it becomes available.

Click Yes to begin the upgrade process.

Click the No button to postpone the upgrade. The AT&T WorldNet Software will give you the opportunity to upgrade again the next time you connect to AT&T WorldNet Service.

Resume Software Update

The AT&T WorldNet® Software has determined that a previous attempt to download an update failed, and it is offering to resume the download where it left off.

In addition, the AT&T WorldNet Software has calculated the time it will take for the download to be completed.

Click Yes to resume the upgrade process.

Click No to postpone the completion of the upgrade. The AT&T WorldNet Software will give you another opportunity to complete the upgrade the next time you connect to AT&T WorldNet Service.

What is an access number?

An access number is the phone number you dial to connect to AT&T WorldNet® Service.   By having a local access number, you avoid paying the long distance phone charges that would be incurred if your access number was not local.   It is therefore important to find an access number that is close as possible to the location from which you are dialing.

You will generally have two access numbers: a primary and a backup.   The AT&T WorldNet Connection Manager dials the primary number first.   If that number is busy, the Connection Manager then dials the backup number.

Note: Each access number corresponds to an AT&T WorldNet Point of Presence (POP).   Each POP is a local AT&T office containing modems that answer incoming calls and other equipment required to connect you to AT&T WorldNet Service.

What is a "Location?"

A "Location" is simply a collection of settings that tells the AT&T WorldNet® Connection Manager what it needs to know to dial out from a specific locale.

If your PC does not move around (is not a portable computer), you will probably only have one set of Location Properties.   If your computer does move around, you can define an additional set of properties for each location you dial out from and then switch between them depending on where you happen to be when you are dialing. For example, you may have a "home" location and a "work" location.

Locations can be added and modified in the Location Properties window (click on the Location Properties button in the Connection Manager's main window).

201 - Busy

The modem received a busy signal when trying to connect to AT&T WorldNet® Service.   The two most common reasons users receive this error are:

- The line is really busy.   Either your local phone service is congested or all of the available lines at AT&T WorldNet Service are currently being used by other subscribers.

- Your modem isn't dialing the right digits to connect to AT&T.   Instead, it's dialing some other line that happens to be busy.   For example, if you have to dial "9" to get an outside line, but haven't configured the modem to dial "9", it may be dialing a number inside your building rather than dialing out to AT&T.

Did this error occur while running Setup?

{button ,JI(`',`Checking_the_dialed_digits_when_running_Setup')}   <u>Yes</u>

{button ,JI(`',`Have_you_changed_your_dialing_properties_recently')}   <u>No, I was just trying to connect to the Internet</u>

Have you changed your dialing properties recently?

Changing the settings in the Dial Properties window (for example when creating a new location entry) causes the modem to dial different digits. If your dialing properties are not configured correctly, the modem may actually be dialing the wrong number.

Have you changed your dialing properties?

{button ,JI(`',`Checking_the_dialed_digits_in_Connection_Manager')}   <u>Yes</u>

{button ,JI(`',`Temporary_congestion_or_maintenance_problem')}   <u>No, I haven't changed them since the last time I connected successfully</u>

Checking the dialed digits (in Connection Manager)

1. In the main window of the Connection Manager Software, click the Location Properties button then click Dial Properties.
2. If you need to dial a special prefix to get an outside line, make sure the correct digits are entered in the "To access an outside line" boxes.
3. If you do not need to dial such a prefix, make sure these fields are blank.
4. If you have the Call Waiting feature on the phone line your computer is connected to, make sure the box marked "This location has call waiting" is checked and that the digits you must dial to disable that feature are entered next to it.
5. If you do not have Call Waiting, make sure this box is NOT checked.
6. Verifry that the area code and country from which you are dialing are correct.
7. Click OK.
8. In the Location Properties window, click Change.
9. When the Access Numbers window appears, click Update Access Numbers.   The Connection Manager will dial out to retrieve the latest list of access numbers available in your area.   When it has finished, selec the Primary and Backup access numbers you wish to use and then click OK.
10. If "Manually edit dialing characters" is selected, click "Use dial properties to format numbers to dial" to update the dialed numbers strings.   If you still require manually edited dial strings, reselect "Manually edit dialing characters" and edit the digits needed.
11. Click OK to exit the Location Properties window.

Did this fix the problem?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`Temporary_congestion_or_maintenance_problem')}   <u>No. Continue troubleshooting.</u>

Temporary congestion or maintenance

Errors 201, 202, 210, and 222 may be caused by temporary problems with your local phone service or at the AT&T WorldNet® facilities.

If either all the lines in your local phone network or all the modems at AT&T that answer your calls are busy, your call will not get through.

Maintenance issues can produce the same symptoms by causing the facilities in your local telephone network or at AT&T to be temporarily unavailable to handle your call.   These facilities may be experiencing some sort of failure which requires maintenance.   Alternately, they may have been temporarily removed from service for some routine maintenance task.

All of these problems are temporary in nature.   Try dialing the number again.   If the problem persists, wait a while or try at a different time of the day.

Does the problem persist for more than a few hours?

{button ,IE(IsMark("not_setup"),"JI(`Change_Local_Access_Numbers'`')","JI(`',`AT_T_WorldNet_Customer_Care')") } Yes, Get additional help with this product.

{button ,CW("second");CW("main")} No, Close AT&T WorldNet Help.

Change Local Access Numbers

Your AT&T WorldNet® Service software may be trying to connect to a group of modems that are currently experiencing technical difficulties.

Change your local access number by doing the following:

1. From the main window of the AT&T WorldNet Connection Manager software, click Location Properties and then Dial Properties.   The Dial Properties window will be displayed.

2. At the bottom of the Dial Properties dialog, click the Change button.   Select a different primary access number, or click the Update Access Numbers button to update your list.

Does this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   No, Get additional help with this product.

Checking the dialed digits (when running Setup)

Click the Change Properties button.

1. Check the "Area Code" and "Phone Number" settings for accuracy.   Make sure they contain the phone number that you are attempting to dial out FROM.

2. If "This location has call waiting" is checked, and you DO NOT subscribe to call waiting, remove the check from this box.

3. If you need to dial a special prefix to get an outside line, make sure the correct digits are entered in the "To access an outside line" boxes.

If you do not need to dial such a prefix, make sure these fields are blank.

Click OK when you are finished.

Did this fix the problem?

{button ,CW("second");CW("main")} Yes, Close AT&T WorldNet Help.

{button ,JI(`',`Temporary_congestion_or_maintenance_problem')}   No, Continue troubleshooting.

202 - No Answer

The number dialed was not answered.   The two most common reasons users receive this error are:

- All of the available lines at AT&T WorldNet® Service are currently being used by other subscribers.   Although the line is ringing, no modems are available to answer.

- Your modem isn't dialing the right digits to connect to AT&T.   Instead, it's dialing some other line that isn't being answered.   For example, if you have to dial "9" to get an outside line, but haven't configured the modem to dial "9", it may be dialing a number inside your building rather than dialing out to AT&T.

Did this error occur while running Setup?

{button ,JI(`',`Checking_the_dialed_digits_when_running_Setup')}   Yes

{button ,JI(`',`Have_you_changed_your_dialing_properties_recently')}   No, I was just trying to connect to the Internet

203 - No Dial Tone

The phone line being used to connect to AT&T WorldNet® Service does not have a dial tone. The phone line must be connected properly to the modem. The phone line must be available for use; in other words, no one should be using a phone on that line.

1. Make sure that no one is using a phone or other device on the phone line.

2. Make sure the phone line is plugged into the telephone jack at one end and the proper jack on the modem at the other end (this is often labeled "Line" or "Telco").

3. Click the Retry button on the error message window.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes, Close AT&T WorldNet Help.

{button ,JI(`'‚`Listen_for_Dial_Tone')}   No. Continue troubleshooting.

Listen for Dial Tone

Ensure the phone line is working correctly and is not in use. If possible, listen for a dial tone on a phone attached to the same line as the modem. You can plug a phone into the jack marked "Phone" on your modem, and then pick up the phone and listen.

Do you hear a dial tone?

{button ,JI(`',`Modem_communications_port')}   <u>Yes.</u>

{button ,JI(`',`Call_your_local_phone_company')}   <u>No, I don't hear anything.</u>

{button ,JI(`',`The_phone_line_is_in_use')}   <u>No, The phone line is in use.</u>

{button ,JI(`',`Modem_communications_port')}   <u>I don't have a phone on this line.</u>

The phone line is in use

The phone line must not be in use in order to connect to AT&T WorldNet® Service. When the phone is no longer in use, try again to connect to AT&T WorldNet Service.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>.

{button ,JI(`',`Modem_Type')}   <u>No. Continue troubleshooting.</u>

204 - Modem Initialization Error

This error occurs while attempting to dial.   Setup has tried to communicate with your modem, to prepare it for connection to AT&T WorldNet® Service, but the modem did not respond, or responded in a way that was not expected by Setup.

A modem initialization error can occur for one of more of the following reasons:

- Another software application is using the modem.
- The modem is not properly configured for Windows 95.
- The modem is not properly connected to the computer.
- The modem needs to be reset.

Your modem or communications port may be in use by another program.   Make sure that no other program is using the modem (or communications port to which the modem is connected).

Do you have another program running?

{button ,JI(`TSG.HLP',`Another_application_may_be_using_the_modem')}   Yes or don't know.

{button ,JI(`',`Getting_Initialization_and_Interrupted_Connection_errors_from_your_modem')}   No.

Another application may be using the modem

Make sure that no other application is using the modem (or communications port to which the modem is connected).

1. Look at each application running on the <u>Windows 95 taskbar</u>.
2. Close any application that may be using the modem. This includes software to connect to other computers as well as fax software.
3. Try again to connect to AT&T WorldNet® Service.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`Modem_diagnostics')}   <u>No, I still cannot connect.</u>

Windows 95 taskbar

The taskbar is usually located at the bottom of your screen and begins with the Start button. Note that it may be hidden unless you move your cursor to the bottom of the screen (or appropriate edge of the screen where it is located on your computer).

205 - Log On Error

Unable to log on to server.   The server may be busy.   Wait a few minutes and log on again.

Are you still having a problem?
 {button ,JI(`',`Corrupt_name_and_password')}   <u>Yes.</u>
 {button ,CW("second");CW("main")} <u>No, Close AT&T WorldNet Help.</u>

Corrupt name and password

Since you are still experiencing problems, your login name and password may have been corrupted.   To fix this problem, you must run AT&T WorldNet® Setup again to restore your account.

1. Shut down all AT&T WorldNet Software that is currently running (Setup or Connection Manager.   You can leave this help system open if you want to).

2. Click the Next button to skip through the screens labeled "1 Set Up Modem", until you get to the screen labeled "2 Register Account".

3. On the "2 Register Account" screen, select "Import a different account" and click Next.

4. Choose to restore your account "by connecting to the AT&T registration server" and then click Next at each screen until you are connected to the registration server.

   Note: you will need to know your e-mail password and the last eight digits of the credit card to which the service is billed in order to restore your account from the server.

5. Follow the registration server's instructions for restoring your account.

6. On the "3 Install Browser" screen, select "Configure existing browser" and click Next.

7. Click Finished on the last screen to connect to AT&T WorldNet Service.

Has restoring your account fixed the problem?

{button ,CW("second");CW("main")} Yes, Close AT&T WorldNet Help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   No, Get additional help with this product.

206 - No Carrier

The modem reports that it is not hearing a carrier signal from the answering modem at the dialed number.   You may have unplugged your modem from the telephone line, the modem may be turned off (if it is an external modem), or the modem may be in an unresponsive state.

1. Check the number being dialed. You may need to try dialing several times.

2. Make sure the phone line is plugged into the telephone jack at one end and the proper jack on the modem at the other end (this is often labeled "Line" or "Telco").

3. If you are using an external modem, turn the modem off, and then back on.

4. If you are using an internal modem:

   - Shutdown the computer, turn the power off.

   - Make sure the modem card is securely inserted in your computer. To do this, locate the modem card (the one with the phone line plugged into it). Push in on the card or try wiggling it. If it moves easily, then it is suggested you reseat the card.   (Note: You may wish to take your computer to an authorized repair facility for this purpose).

   - Restart the computer.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

207 - Communication Port in Use

Another software program is using your communications port.

1. Close any communication applications you have previously started.   You may have started them by double-clicking on an icon or by selecting them from the start menu.
2. Check the Windows 95 taskbar to locate any minimized communication applications that may be running and close them.
3. Retry the AT&T WorldNet® Software.

Are you still getting this error?

{button ,JI(`',`Close_applications_automatically_started_by_Windows')}   Yes, Continue troubleshooting.

{button ,CW("second");CW("main")} No, Close AT&T WorldNet Help.

Close applications automatically started by Windows

The next step is to check if Windows starts any communications programs for you.   This step involves restarting your computer first, so make sure you **read ALL of the steps below BEFORE proceeding OR print this topic by clicking the Print button.**

1. Restart your computer.
2. As the computer restarts, hold down the left shift key from the time you see the command line message "Starting Windows 95…", until the Windows hourglass turns into a useable pointer.
3. Any programs Windows normally starts automatically will not be running at this point.
4. Try running the AT&T WorldNet® Software again.

Are you still having a problem?

{button ,JI(`',`Check_configuration_files')}   Yes.

{button ,JI(`',`Applications_automatically_started_by_Windows')}   No.

Application(s) automatically started by Windows

One of the programs automatically started in your StartUp folder uses the same communications port that your modem is using.   Remove it from your StartUp folder to successfully use the AT&T WorldNet Software.

1. Click the Start button, point to Settings, and then click Taskbar.

2. Select the Start Menu Programs tab.

3. In the Customize Start Menu box, click Remove.

4. Expand the StartUp directory.   Delete any program icons that use the communications port.   NOTE: If you want to use the deleted program(s) in the future, you will need to start them manually.

5. Restart your computer and try connecting to AT&T WorldNet® Service again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

Check configuration files

Next, check the following files and disable any automatically loaded programs that may use the communication port:

- win.ini
- system.ini
- autoexec.bat
- config.sys

Warning: Before you start, make safety copies of these files.

1. In your boot drive's root directory (usually c:\), make copies of autoexec.bat and config.sys.   Autoexec.bak and config.bak are usually good choices for file names.
2. In your Windows root directory (usually c:\windows), make copies of win.ini and system.ini.   Again, win.bak and system.bak are usually good choices for file names.

 {button ,JI(`',`Check_the_win.ini_file')}   Next, check the win.ini file.

Check the win.ini file

In this step you will check win.ini and disable the "run=" and "load=" lines if they contain any programs.

1. Click here to start Sysedit.
2. Click on the Windows menu and select win.ini to make the file active.
3. Locate the line beginning with "run=", if it exists.
4. If there is anything after the "=", place a semi-colon at the beginning of this line.
5. Locate the lines beginning with "load=", if they exist.
6. If there is anything after the "=", place a semi-colon at the beginning of these lines.
7. If you've made any changes to the file, save it from the File menu, then close Sysedit.

Did you make any changes to win.ini?

{button ,JI(`',`Win.ini_has_been_edited')}   Yes.

{button ,JI(`',`Check_the_system.ini_file')}   No.

Win.ini has been edited

Since a program is being loaded or run by Windows, you need to restart your computer to check if the communications port is now free.   **Read ALL the instructions BEFORE proceeding OR print this topic by clicking the Print button.**

1. Restart your computer.

2. Try running the AT&T WorldNet® Software again.

3. Return to this topic of AT&T WorldNet Help.

Are you still having a problem?

{button ,JI(`',`Check_the_system.ini_file')}   <u>Yes.</u>

{button ,CW("second");CW("main")} <u>No, close AT&T WorldNet Help.</u>

Check the system.ini file

The next step is to check system.ini and disable any device drivers that may use the communication port.

1. Click here to start Sysedit.

2. Click on the Window menu and select system.ini to make the file active.

3. Locate the [386Enh] section.

4. Inspect the "device=" lines.   Disable any lines you suspect are using the communications port by putting a semi-colon at the beginning of any such line. If there is a line of the form "device=c:\faxware\getcom.386", it is probably a good idea to disable it.   If you are not sure about your communications software, check the software's manual or call the manufacturer to see if it uses the communications port on a regular basis.

5. Save the system.ini if you have put a semi-colon at the beginning of any of the "device=" lines.

Did you make changes to system.ini?

{button ,JI(`',`System.ini_has_been_edited')}   <u>Yes.</u>

{button ,JI(`',`Check_the_autoexec.bat_file')}   <u>No.</u>

System.ini has been edited

Since you suspect a device driver is using the communications port and have disabled it by placing a semicolon (;) at the beginning of its line in system.ini, you need to restart the computer to check if the communications port is now free. **Read ALL the instructions BEFORE proceeding OR print this topic by clicking the Print button.**

1. Restart your computer.

2. Try running the AT&T WorldNet® Software again.

3. Return to this topic of AT&T WorldNet Help.

Are you still having a problem?

{button ,JI(`',`Check_the_autoexec.bat_file')}   Yes.

{button ,CW("second");CW("main")} No, Close AT&T WorldNet Help.

Check the autoexec.bat file

The next step is check if any <u>TSR</u> (Terminate and Stay Resident) programs have been loaded by any communications software installation packages in the autoexec.bat file.

1. Click here to start Sysedit.

2. Click on the Window menu and select autoexec.bat to make the file active.

3. Inspect any lines that include ".EXE" or ".exe.".   Disable any TSR programs that you suspect are using the communications port by inserting "REM" at the beginning of the line containing the suspected .EXE.   If you are not sure about your communications software, check the software's manual or call the manufacturer to see if it installs a TSR program that uses the communications port on a regular basis.

4. Save the autoexec.bat if you have inserted REM at the beginning of any lines.

Did you make changes to autoexec.bat?

{button ,JI(`',`Autoexec.bat_has_been_edited')}   <u>Yes.</u>

{button ,JI(`',`Check_the_config.sys_file')}   <u>No.</u>

Autoexec.bat has been edited

Since you suspect that a TSR program using the communications port is installed and have disabled it by placing a "REM" at the beginning of its line in autoexec.bat, you need to restart your computer to check if the communications port is now free.   **Read ALL the instructions BEFORE proceeding OR print this topic by clicking the Print button.**

1. Restart your computer.

2. Try running the AT&T WorldNet® Software again.

3. Return to this topic of the AT&T WorldNet Help.

Are you still having a problem?

{button ,JI(`',`Check_the_config.sys_file')}   <u>Yes.</u>

{button ,CW("second");CW("main")} <u>No, Close AT&T WorldNet Help.</u>

Check the config.sys file

The final step is to check the config.sys file and disable any device drivers that you suspect may use the communications port.

1. Click here to start Sysedit.
2. Click on the Window menu and select config.sys to make the file active.
3. Inspect any lines that include ".EXE",".exe.",".SYS", or ".sys".   Disable any device drivers you suspect are using the communications port by inserting "REM" at the beginning of the line containing the suspected .EXE or .SYS.   If you are not sure about your communications software, check the software's manual or call the manufacturer to see if it installs a device driver in config.sys that uses the communications port on a regular basis.
4. Save the config.sys if you have inserted REM at the beginning of any lines.

Did you make changes to config.sys?

 {button ,JI(`',`Config.sys_has_been_edited')}   Yes.

 {button ,JI(`',`Need_more_help')}   No.

Config.sys has been edited

Since you suspect that a device driver is using the communications port and have disabled it by placing "REM" at the beginning of its line in config.sys, you need to restart the computer to check if the communications port is now free. **Read ALL the instructions BEFORE proceeding OR print this topic by clicking the Print button.**

1. Restart your computer.

2. Try running the AT&T WorldNet Software again.

3. Return to this topic of AT&T WorldNet Help.

Are you still having a problem?

 {button ,JI(`',`Need_more_help')}   <u>Yes.</u>

 {button ,CW("second");CW("main")} <u>No, Close AT&T WorldNet Help.</u>

Need more help

We know the communications port is not used by:

- Applications started by the user.
- Programs in the StartUp folder.
- Programs loaded or run by Win.ini.
- Device drivers loaded by System.ini.
- TSR programs loaded by Autoexec.bat.
- Device drivers loaded by Config.sys.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Your system requires further investigation.   Get additional help.</u>

TSR (Terminate and Stay Resident)

TSR programs are programs that are loaded into memory when the computer is started and remain in memory the entire time your computer is running, including when you are using Windows.

208 - Unable to Establish PPP Connection

The first step is to check that all the components of Dial-Up Networking are properly installed.

1. Click to open the Network properties of the Control Panel.
2. Click the Configuration tab (if it is not already selected).
3. Look in the list of items "The following network components are installed:".

Is Client for Microsoft Networks installed?

{button ,JI(`',`Dial_Up_Networking_components_Dial_Up_Adapter')}   <u>Yes.</u>

{button ,JI(`',`Install_Client_for_Microsoft_Networks')}   <u>No.</u>

209 - Communications Port Error

An error occurred while accessing your communications port. Please check your port settings and try again.

1. If your modem is <u>external</u> , check the cable connection from the computer to the modem.
2. Make sure another application isn't using the modem (for example, FAX or e-mail).
3. In AT&T WorldNet® Connection Manager, click the Location Properties button, then the Configure button to verify that the modem and communications port settings are correct.
4. If the error persists, restart the computer and try again.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

210 - Not a Data Number

This error occurs when your modem dials, but the answering party does not appear to be another modem.   The two most common reasons users receive this error are:

- There is a temporary problem with your local phone service or with the phone service at the AT&T facility you are calling.   Instead of being connected, your modem receives either a recorded message explaining the problem or nothing at all.

- Your modem isn't dialing the right digits to connect to AT&T.   Instead, it's dialing some other line that isn't being answered.   For example, if you have to dial "9" to get an outside line, but haven't configured the modem to dial "9", it may be dialing a number inside your building rather than dialing out to AT&T.

Did this error occur while running Setup?

{button ,JI(`',`Checking_the_dialed_digits_when_running_Setup')}   Yes.

{button ,JI(`',`Have_you_changed_your_dialing_properties_recently')}   No, I was just trying to connect to the Internet.

211 - Connection Failure

An error occurred while trying to connect to AT&T WorldNet® Service.

1. Try connecting again.

2. If the error persists, restart Windows and try again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

212 - Handshake Error

Your modem established a phone link with an answering modem, but the two modems were unable to establish communications standards that would be acceptable (supported) by both of them.   The negotiation process is called "handshaking."

This may be due to a phone line that has a lot of noise or crackle, either within your local phone wires or within the wires that connect to AT&T WorldNet® Service.

Disconnect from the Internet and try again. You may have had a problem with your phone line connection.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Continue_Trying')}   No

Continue Trying

Handshaking errors are usually transient and will often disappear after a few retries.   Try connecting again several times.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Change_Local_Access_Numbers')}   No.

213 - Dialing Error

The dialer software (AT&T WorldNet® Connection Manager) detected a failure which prevented it completing the dialing process.

Connect a standard telephone to the same line that the modem is connected to.   Use it to call any valid telephone number.

Were you able to successfully dial another phone?

 {button ,JI(`',`Check_Dial_Settings')}   <u>Yes.</u>

 {button ,JI(`',`Contact_Local_Telephone_Company')}   <u>No.</u>

Check Dial Settings

From the main window of the AT&T WorldNet® Connection Manager software, click the Location Properties button and then click Dial Properties.

Verify that the settings for your outside line, local dial prefix (if any) and long distance dial prefix (usually "1") are correct.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>No, Get additional help for this product.</u>

Contact Local Telephone Company

There is a problem with your phone line.   Contact your local telephone company for further assistance.
{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

223 - Automatic Disconnect Occurred

Your AT&T WorldNet® Service software has disconnected you from the Internet because you have not been using the connection for a significant period of time (about 60 minutes).   Automatic disconnection is applied for two important reasons:

- To prevent users from experiencing hefty telephone and Internet service charges for connections that were accidentally left up.

- To make sure that the network's resources are available to users who are actively making use of them.

If you want to continue using AT&T WorldNet Service, you may reconnect at any time.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

230 - Windows 95 RAS Error

This is a general Windows 95 error that is displayed when trying to use the Windows 95 RAS (Remote Access Service) software and is not peculiar to AT&T WorldNet® Service.   Removing the Dial-Up Networking connectoid to AT&T WorldNet Service and having the AT&T WorldNet Software recreate it often will correct the problem.

1. Click the Start button, point to Programs, point to Accessories, and then click Dial-Up Networking.

2. Click on the AT&T WorldNet Service icon to highlight it.

3. From the File menu, select Delete. On the Confirm Connection Delete window, click the Yes button.

4. Close the Dial-Up Networking folder.

 {button ,JI(`',`Recreate_the_connectoid')}   Click here to continue.

Recreate the connectoid

1. Click the Start button, point to Programs, point to AT&T WorldNet® Software, and then click Connect to AT&T WorldNet Service.   Note: this will recreate the AT&T WorldNet Service connectoid in the Dial-Up Networking folder.

2. Retry connecting to AT&T WorldNet Service.

Did this correct the problem?

{button ,CW("second");CW("main")}   Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Uninstall_and_reinstall_Dial_Up_Networking')}   No. I get an error.

Uninstall and reinstall Dial-Up Networking

You may have a missing or corrupt file that is used by Dial-Up Networking.   You should first uninstall and then reinstall Dial-Up Networking. Note: You will probably need your original Windows 95 CD-ROM or diskettes to continue.

1. Click the Start button, point to Settings, and then click on Control Panel.   This will open the Control Panel window.

2. Double-click on Add/Remove Programs.

3. Click the Windows Setup tab.

4. Click the item Communications.   Click on the Details button.

   Note: Do not click on the check box.

5. Click to remove the check from Dial-Up Networking in the Communications window by clicking once on it.

6. Click OK to close the Communications window and then click OK to close Add/Remove Programs Properties window.

Dial-Up Networking will be uninstalled.

 {button ,JI(`',`Install_Dial_Up_Networking')}   Click here to continue.

Install Dial-Up Networking

1. Click here ▣ to Install Dial-Up Networking.
2. Retry connecting to AT&T WorldNet® Service.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`'',`AT_T_WorldNet_Customer_Care')} <u>No, Get additional help with this product.</u>

Manually create a connectoid

The next step is to manually create the connectoid.

1. Click the Start button, point to Programs, point to Accessories, and then click Dial-Up Networking.
2. From the Connections menu select Make New Connection.
3. On the first screen type in a temporary name like Test AT&T WorldNet Service and click the Next button.
4. On the next screen type in your AT&T WorldNet® Service access phone number and click Next.
5. Click Finish on the last screen.

In your Dial-Up Networking folder there will be a new icon with the title Test AT&T WorldNet Service.

{button ,JI(`',`Check_connectoid_settings')}   Click here to check the settings on your new connectoid.

Check connectoid settings

1. Right click on your new connectoid and select Properties.

2. Click the Server Type button and set the following if they are not already set:
   - Type of Dial-Up Server: PPP: Windows 95, Windows NT 3.5, Internet
   - Advanced options: Enable software compression
   - Allowed network protocols: TCP/IP

3. Click TCP/IP Settings…
   - Set Server assigned IP address
   - Set Specify name server addresses
   - Enter Primary DNS 204.127.129.1
   - Enter Secondary DNS 204.127.160.1
   - Set Use IP header compression
   - Set Use default gateway on remote network
   - Click OK to close TCP/IP Settings

4. Click OK to close the connectoid properties window.

5. If there is an old AT&T WorldNet® Service icon in the Dial-Up Networking folder, delete it.

6. Highlight the Test AT&T WorldNet Service connectoid and select File, Rename.   Type AT&T WorldNet Service for the name of the new connectoid.

From your desktop, double-click the Connect to AT&T WorldNet Service icon.

 {button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Click here if you are still experiencing problems.</u>

Windows 95 connectoid is OK

Since you are connected to AT&T WorldNet® Service, you may now use your browser to access the Internet by double-clicking on its icon on your desktop.   You can continue to get to the Internet this way if you wish; however, it will be a 2-step process:

1. Double-click the AT&T WorldNet Service icon in the Dial-Up Networking folder.

2. Double-click your browser icon on your desktop.

If you do choose to continue this way, you will be bypassing the AT&T WorldNet Connection Manager, which automatically connects you to the Internet when you start your browser.

Do you want to continue using the Internet without the AT&T WorldNet Connection Manager?

{button ,CW("second");CW("main")} Yes, Close AT&T WorldNet Help.

{button ,JI(`',`Manually_create_a_connectoid')}   No, Manually create a connectoid.

231 - Port Open

The port that your modem uses is in use.

1. Close any communication applications you have previously started.   You may have started them by double-clicking on an icon or by selecting them from the start menu.
2. Check the Windows 95 taskbar to locate any minimized communication applications that may be running and close them.
3. Try running the AT&T WorldNet® Software again.

Are you still getting this error?

{button ,JI(`',`Close_applications_automatically_started_by_Windows')}   Yes, Continue troubleshooting.

{button ,CW(`second');Exit()}   No, Click here to close AT&T WorldNet Help.

232 - Connection Interrupted

An error occurred in the Windows 95 Remote Access Service (RAS) software. AT&T WorldNet® Service may be temporarily overloaded.

1. Try again.   You may even want to try a different time of day to see if the telephone network is more reliable at that time.

2. Make sure that nobody else is trying to use another phone on the same line.

3. To try again, click the Reconnect button on the box displaying the error message.

4. Try to connect again at several different times of the day.

Do you have this problem regularly?

{button ,JI(`',`Call_Waiting')}   Yes.

{button ,CW("second");CW("main")} No. Close AT&T WorldNet Help.

Software not installed in default directory - File

AT&T WorldNet Software was not installed in the default directory, and, therefore, this file cannot be automatically opened. You must open the file manually from My Computer or Windows Explorer substituting the actual directory you installed the software for C:\Program Files\WorldNet.

Software not installed in default directory - Program

AT&T WorldNet Software was not installed in the default directory, and, therefore, this file cannot be automatically opened. You must open the file manually by one of the following methods: 1) Click Start, select Programs, selects AT&T WorldNet Software 2.0, click the name of the program you are trying to run. 2) From either My Computer or Windows Explorer, locate the program by substituting the actual directory you installed the software for C:\Program Files\WorldNet.

233 - Hardware Failure

A hardware failure was reported. The problem may be:

- Incorrect communications port settings.
- Modem not powered on or connected properly.

{button ,JI(`',`Modem_diagnostics')}   <u>Click here to continue.</u>

234 - Authentication Error

The computer you are dialing to cannot establish a Dial-Up Networking connection. This error occurs when the user has an invalid network password, an invalid credit card number, the credit card has expired or the account has been suspended. On rare occasions, this error may be caused by a bad connection. Before proceeding, please retry connecting to AT&T WorldNet® Service.

Did you successfully connect?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`How_was_the_account_created')}   <u>No, I still cannot connect.</u>

How was the account created?

Did you run AT&T WorldNet® Setup to configure an existing account or restore an account from backup?

{button ,JI(`',`Create_account.txt_manually')}   <u>Yes.</u>

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>No. Get additional help.</u>

Did you manually create your own account.txt file?

{button ,JI(`',`Manually_created_account.txt_file.')}   <u>Yes.</u>

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>No. Get additional help.</u>

Manually created account.txt file.

You will need to validate your account information and rerun AT&T WorldNet® Setup.

Do you have backup account information on diskette or your hard drive that was not manually created?
{button ,JI(`',`Installing_AT_T_WorldNet_sm_software_and_your_account_on_a_second_computer')}   <u>Yes.</u>
{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>No. Get additional help.</u>

The port was disconnected due to hardware failure - Windows 95 error

Please print these instructions before continuing since you will be instructed to restart your computer.

1. Click here to open the Windows 95 Modem Properties.
2. Select the General tab (if not already selected).
3. Select the first modem listed.
4. Click on "Remove" button.
5. Click OK. Go back to step 3 if you have more modems.
6. Reboot your computer. At bootup, Windows 95 will automatically detect your modem(s).

Note: After rebooting your computer, run AT&T WorldNet Help and go to the topic, "The port was disconnected due to hardware failure (after reboot)". You can find this topic in the contents under the book Errors By Category -> Windows. You can also find it in the index or use a keyword search.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

The port was disconnected due to hardware failure (after reboot)

At bootup, Windows 95 should have automatically detected your modem(s).

Click here to open the Windows 95 Modem Properties.

Do you have at least one modem installed?

{button ,JI(`',`Modem_diagnostics');SaveMark(`port_disconnected')}   <u>Yes, test my modem.</u>

{button ,JI(`',`Add_new_hardware_to_your_computer')}   <u>No, start the Add New Hardware Wizard to install one.</u>

Retry connecting to AT&T WorldNet® Service

Try connecting to AT&T WorldNet Service again.

Are you able to connect?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`',`Modem_Model')}   <u>No, Check the modem model.</u>

Modem Model

1. Click here to open the Windows 95 Modem Properties.
2. Select the General tab.

Is the modem model (Standard Modem Types)?

{button ,JI(`',`Standard_Modem_Types_Configuration')}   <u>Yes.</u>

{button ,JI(`',`Change_modem_model_to_Standard_Modem_Types')}   <u>No. Change the model.</u>

Standard Modem Types - Configuration

Try to connect to AT&T WorldNet® Service again. If the problem persists, contact your modem manufacturer to get further assistance on configuring your modem for Windows 95.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

Change modem model to (Standard Modem Types)

Remove the existing modem:

1. Click here to open the Windows 95 Modem Properties.
2. Select the General tab.
3. Select the modem installed by Windows 95.
4. Click on Properties button.
5. Note the Communications Port that is selected for the modem. Typically, it will be COM1, COM2, COM3 or COM4. You will need this information when you try to add another modem.
6. Click Cancel button.
7. Click on Remove button.

{button ,JI(`',`Add_modem_Standard_Modem_Types')}   <u>Click here to continue.</u>

Add Modem - (Standard Modem Types)

Add a New Modem:

1. Select the "General" tab (if not already selected).
2. Click the Add button.
3. Put a check next to "Don't detect my modem. I will select it from a list."
4. Click on Next button.
5. Select "Standard Modem Types"

Do you know the rate of your modem?

{button ,JI(`',`Set_rate_for_modem_known')}   <u>Yes.</u>

{button ,JI(`',`Set_rate_for_modem_unknown')}   <u>No.</u>

Set rate for modem - unknown

Most likely, your rate is either 28,800, 19200 or 14,400 bps. You must have at least a 14,400 bps modem to use AT&T WorldNet® Service.

1. Select Standard 28800 bps Modem for the model.
2. Click Next.
3. Select the communications port that you noted above for the modem installed by Windows 95.
4. Click Next
5. Click Finish.

{button ,JI(`',`Modem_diagnostics')}   <u>Click here to run modem diagnostics.</u>

Retry connecting to AT&T WorldNet® Service. If the diagnostics fail, change the model to next 19200 and then (if unsuccessful) 14400 and run the diagnostics again.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`',`Standard_Modem_Types_Configuration')}   <u>No.</u>

Set rate for modem - known

1. Select the model according to the rate.
2. Click Next.
3. Select the communications port that you noted above for the modem installed by Windows 95.
4. Click Next.
5. Click Finish.

{button ,JI(`TSG.HLP>(w95sec)',`Modem_diagnostics')}   <u>Click here to run modem diagnostics.</u>

Add New Hardware to your computer

Click here ![icon] to start the Add New Hardware Wizard and follow its instructions.

{button ,JI(`',`The_port_was_disconnected_due_to_hardware_failure_after_reboot')}   Click here to continue when you have completed the above step.

Account Information

Your account information consists of your e-mail name, and security word or credit card info.

241 - Connection Interrupted

The connection was interrupted.   Once in while the telephone network has inconsistencies that cause data calls to be dropped. This error can also be caused by someone picking up a telephone on the same line that you are using to connect to AT&T WorldNet® Service.

1. Try again.   You may even want to try a different time of day to see if the telephone network is more reliable at that time.
2. Make sure that nobody else is trying to use another phone on the same line.
3. To try again, click the Reconnect button on the box displaying the error message.
4. Try to connect again at several different times of day.

Do you have this problem regularly?

 {button ,JI(`',`Call_Waiting')}   <u>Yes.</u>

 {button ,CW("second");CW("main")} <u>No. Close AT&T WorldNet Help.</u>

240 - Connection Interrupted While Dialing

The connection was interrupted. Once in while the telephone network has inconsistencies that cause data calls to be dropped. This error can also be caused by someone picking up a telephone on the same line that you are using to connect to AT&T WorldNet® Service.

5. Try again.   You may even want to try a different time of day to see if the telephone network is more reliable at that time.

6. Make sure that nobody else is trying to use another phone on the same line.

7. To try again, click the Reconnect button on the box displaying the error message.

8. Try to connect again at several different times of the day.

Do you have this problem regularly?

{button ,JI(`',`Call_Waiting')}   <u>Yes.</u>

{button ,CW("second");CW("main")} <u>No. Close AT&T WorldNet Help.</u>

Try to Reconnect

1. Click the Reconnect button on the error window to reestablish your connection.
2. Repeat the above a few times if you are not able to connect.

Are you still having connection problems?

{button ,JI(`'`,`Call_Waiting')}   <u>Yes.</u>

{button ,CW("second");CW("main")} <u>No. Click here to close AT&T WorldNet Help.</u>

Call Waiting

You may experience connection problems if you have the call waiting service on the same line you are using to connect to AT&T WorldNet® Service.

Do you have call waiting service on the telephone line that you are using to connect to AT&T WorldNet Service?

{button ,JI(`',`I_have_Call_Waiting')}   <u>Yes.</u>

{button ,JI(`',`Another_telephone_interrupted')}   <u>No.</u>

{button ,JI(`',`What_is_Call_Waiting')}   <u>I'm not sure.</u>

What is Call Waiting?

Call waiting is a service offered by your local telephone company for which you typically pay a monthly fee. When you are talking on the phone, call waiting alerts you with a beep or signal when someone else is trying to call you. You can put the first caller on hold, and talk with the second person.

If you are using your modem on the same line that has call waiting, you should disable call waiting. If you do not disable call waiting, you will be probably get disconnected if someone tries calling you while you are connected to the Internet.

You are given the option to disable call waiting when setting up the AT&T WorldNet software.   If you did not disable call waiting at that time, you can do so now.

{button ,Back()}   <u>Go back.</u>

I have Call Waiting

Have you disabled call waiting from the Dial Properties in Connection Manager?

{button ,JI(`',`Another_telephone_interrupted')}   <u>Yes.</u>

{button ,JI(`',`Disable_Call_Waiting')}   <u>No.</u>

Another telephone interrupted

If you have more than one telephone on the same telephone line that you are using to connect to AT&T WorldNet® Service, it is possible that someone has picked up the other telephone causing the signal to be interrupted.   Check if someone in your home has picked up another telephone.   The phone must be returned back on hook.

Has someone picked up another telephone in your house?

{button ,JI(`',`Try_to_Reconnect')}   Yes.

{button ,JI(`',`RPI_Modem')}   No.

250 - Connection Program Error

The AT&T WorldNet® Connection Manager software was not able to locate the portion of its program that is used to begin dialing.

Follow these steps:

1. Before you begin, print this help topic so you will be able to refer to it while you are following the remaining steps (Click the Print button above).
2. Exit the Connection Manager and try again.
3. If the error persists, restart the computer and try again.
4. If you still get this error, the database that tells the software where to locate its components has probably become corrupted. To fix this problem, reinstall the AT&T WorldNet Software from the original installation media.

AT&T WorldNet Setup will detect your existing account and offer to let you use that account information.   Select Use Existing Account to maintain your previous settings.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

251 - Dial Error

An error has occurred while attempting to dial. Exit the current program (AT&T WorldNet® Setup or AT&T WorldNet Connection Manager and try again.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`',`Close_unnecessary_applications')}   <u>No, I still cannot connect.</u>

Close unnecessary applications

You may not have enough available memory to access AT&T WorldNet® Service, especially if you only have the minimum required memory .

1. Look at each application running on the Windows 95 taskbar.
2. Close all applications other than AT&T WorldNet Setup or AT&T WorldNet Connection Manager and this help system.
3. Try to connect to AT&T WorldNet Service again.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Modem_communications_port')}   No, I still cannot connect.

Minimum required memory

The minimum required memory to use this version of AT&T WorldNet® Service is 8 Megabytes of RAM memory.

252 - Disconnect Error

The software was unable to correctly disconnect from the Internet while attempting to exit the program.

To ensure that the phone line is disconnected:

- If you have an external modem, turn the power off and back on again.
- Otherwise, shutdown the computer and turn the power off, wait for a minute, and then turn the computer back on.

Reconnect to the Internet if desired.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

253 - Communications Program in Use

The software was unable to begin dialing because another communications program was using the modem.   It is not possible to establish a connection with AT&T WorldNet Service while other communications applications are running.

Note: You may wish to print these instructions before any step that suggests your restart your computer.

1. Close all communications applications, for example FAX programs, and try again.

2. Sometimes programs are started automatically. Turn off any automatically started programs that may use the selected communications port.

To turn off automatically started programs, follow these steps:

1. Click the Start button, point to Settings, and then click Taskbar.

2. Choose the Start Menu Programs tab.

3. In the Customize Start Menu box, click the Remove button.

4. Expand the Startup directory. Delete any program icons that use the communications port (e.g., FAX programs).

5. Restart your computer and try again.

6. If, after the above steps, programs are still automatically being loaded, check the config.sys file and autoexec.bat file in your root directory for communications files being automatically started through these files.

Are you still getting this error?

{button ,JI(`',`Check_configuration_files')}   Yes, Continue troubleshooting.

{button ,CW("second");CW("main")} No. Close AT&T WorldNet Help.

254 - Error Finding Winsock Path

An error occurred in the AT&T WorldNet® Connection Manager program. The AT&T WorldNet Software was unable to determine the path to the winsock.dll file. Usually this error occurs when the installation folder has been removed or renamed.

1. Restart the computer and try again.

2. If the installation folder has been renamed, restore the folder name to "worldnet". Restart Windows and try again.

3. Rerun AT&T WorldNet Setup.

{button ,JI(`',`Rerun_AT_T_WorldNet_Setup_to_configure_existing_browser')}   <u>Click here for instructions on running Setup again.</u>

255 - Error Loading Communications Protocol

An error occurred while loading the communications protocol. AT&T WorldNet® Software was unable to load the necessary Windows communications driver.

1. Restart the computer and try again.

2. Run AT&T WorldNet Setup again.

{button ,JI(`',`Reinstall_AT_T_WorldNet_sm_Software_configure_existing_browser')}   <u>Click here for instructions on reinstalling the AT&T WorldNet Software.</u>

Reinstall AT&T WorldNet Software - Configure existing browser

1. Insert the appropriate software in your computer

   - CD-ROM installation: Insert your AT&T WorldNet Software CD-ROM into the CD-ROM drive on your computer. If the installation does not start automatically, click the Start button, click Run, type `x:\setup` (where "x" is the drive letter of the CD-ROM), then click the OK button.

   - Floppy disk installation: Insert your AT&T WorldNet Software (Disk 1 of 1 - Setup) into the floppy drive. Click the Start button, click Run, type `x:\setup` (where "x" is the drive letter of the floppy), and then click the OK button.

2. AT&T WorldNet Setup will detect that you already have AT&T WorldNet Software installed. Be sure to click the Yes button to install over the existing software. **This will not overwrite your account information.**

3. The software will detect that you already have an account with AT&T WorldNet Service and offer you the option to "Use existing account."   Be sure to use that option.

4. Select "Configure existing browser" when presented the option.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

256 - Connection Program Error

An error has occurred in the AT&T WorldNet® Setup software while attempting to connect to the Internet. It may be that the modem information stored in the AT&T WorldNet databases has become unreadable.

1. Restart the computer and try again.

2. Redetect your modem, by rerunning the Setup program.

3. Let Setup go through the autodetect process, or, if it is detecting the wrong modem, manually select the correct one, by clicking the Change button.

4. After you have redefined and tested your modem through Setup, you can exit the program.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

258 - Communications Program in Use

The AT&T WorldNet® Connection Manager Software cannot load the file named "winsock.dll" after it has connected. This typically happens when another communications application is running on your computer. It is not possible to establish a connection to AT&T WorldNet Service while other communications applications are running.

1. Close all communications applications, for example FAX programs, and try again.

2. Sometimes programs are started automatically. Turn off any automatically started programs that may use the selected communications port.

To turn off automatically started programs, follow these steps:

1. Click the Start button, point to Settings, and then click Taskbar.

2. Choose the Start Menu Programs tab.

3. In the Customize Start Menu box, click the Remove button.

4. Expand the Startup directory. Delete any program icons that use the communications port (e.g., FAX programs).

5. Restart your computer and try again.

6. If, after the above steps, programs are still automatically being loaded, check the config.sys file and autoexec.bat file in your root directory for communications files being automatically started through these files.

Are you still getting this error?

{button ,JI(`',`Check_configuration_files')}   Yes, continue troubleshooting

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet   Help.

259 - Error Loading Communications Protocol

Your winsock.dll may be missing. This error occurs when the software attempts to load the winsock.dll file and cannot find it. The winsock.dll file may have been removed or renamed.

Check your c:\windows directory for a file name "winsock.dll." If there is not one there, look for names such as "winsock.old." Sometimes, other communications programs will load their own winsock.dll and rename the AT&T WorldNet Software winsock.dll. If you find such a file, rename that one to winsock.dll.

If you cannot find such a file or you still get this error, shut down all AT&T WorldNet® Software that is currently running (Setup or Connection Manager. You can leave this help system open if you like). Then, run Setup again by clicking Start, Programs, AT&T WorldNet Software, AT&T WorldNet Setup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

260 - Error Mapping Winsock API

The AT&T WorldNet® Connection Manager program was unable to use the file named "winsock.dll."   The winsock.dll file could be corrupted.

Reboot and try again.   If the problem persists try reinstalling the AT&T WorldNet Software.

{button ,JI(`',`Reinstall_AT_T_WorldNet_sm_Software_configure_existing_browser')}   <u>Click here for instructions on reinstalling AT&T WorldNet Software.</u>

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

261 - Error Starting Communications Protocol

An error has occurred in the AT&T WorldNet® Connection Manager program. The software could not start the winsock.dll.

{button ,JI(`',`Reinstall_AT_T_WorldNet_sm_Software_configure_existing_browser')}   <u>Click here for instructions on reinstalling the AT&T WorldNet Software.</u>

262 - Disconnect Before Closing Windows

You cannot shutdown Windows 95 while connected to AT&T WorldNet® Service. You must first disconnect from AT&T WorldNet Service by choosing Cancel or Disconnect on the connection window before attempting to shutdown.

Normally, the connection window is minimized once you are connected.   So, you will have to restore it before you can disconnect. Once you have ended the connection to AT&T WorldNet Service, you can shutdown Windows.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

311 - Corrupt Download File

The file was not completely downloaded. It is corrupt and of improper size. To correct this problem, please download the file again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

330 - Setup Error

This error occurs when you try to run AT&T WorldNet® Setup while another component of the AT&T WorldNet Software is running. Possibilities include a second copy of AT&T WorldNet Setup, AT&T WorldNet Connection Manager, or the AT&T WorldNet Software Uninstall program.

1. Look to see if any of the following appear on the Windows 95 taskbar.
   - AT&T WorldNet Setup
   - AT&T WorldNet Connection Manager
   - AT&T WorldNet Uninstall
   - 330 Setup Error

2. Shut down any of these you find by right-clicking on a task and then selecting close.

   Note: DO NOT shut down "AT&T WorldNet Help" (this help system) unless you are finished with it.

3. Try running Setup again.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Restarting_your_computer')}   No. Tell me how to restart my computer.

Restarting your computer

This process will restart your computer.

1. If you have not already done so, shut down the AT&T WorldNet® Setup program by clicking the Exit button.
2. Click the Start button and select Shut Down.
3. Select Restart the computer and click Yes.

Your computer will shut down and then restart. When it is finished, try running AT&T WorldNet® Setup again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

331 - Installation Not Valid

The correctly configured version of AT&T WorldNet® Software has been deleted. The version that exists on your computer is no longer valid.

This occurs when the AT&T WorldNet Software was installed once, then the same version of the software was installed again in a different directory, but the newer installation was subsequently deleted. You cannot run the older installation because the newer installation configured your computer to use different directory paths.

Reinstall the AT&T WorldNet Software from the original CD or diskettes.

{button ,JI(`',`Reinstall_AT_T_WorldNet_Setup')}   <u>Click here for instructions.</u>

332 - Previous Installation Invalid

You are attempting to run AT&T WorldNet® Setup from a previous installation that is no longer valid.   This occurs when the AT&T WorldNet Software was installed once, and then installed again in a different directory.   Since the computer is now configured to use the more recently installed files, the previous installation is no longer valid.

Do one of the following:

- Run the most recently installed version of Setup.

- Reinstall the AT&T WorldNet Software using the original CD or diskettes.   Setup will be run automatically when the installation is complete.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

333 - Reboot Required

You must restart your PC before you can continue with the Setup process.

1. Click the Start button and then select "shut down."

2. Select "Restart the computer."

3. Click Yes.

Note: This error occurs when you cancel a reboot requested by Setup and then try to run Setup again without restarting your computer.

350 - Setup Initialization Error

This message occurs after a system reboot following the installation of the first part of AT&T WorldNet® Setup. Because of an unknown computer error, or a user error, some of the files that make up the Setup application have been misplaced, corrupted, or deleted. You must reinstall Setup to correct this problem.

{button ,JI(`',`Reinstall_AT_T_WorldNet_Setup')}   <u>Click here for instructions on reinstalling AT&T WorldNet Setup.</u>

Reinstall AT&T WorldNet Setup

1. If you have not already done so, shut down AT&T WorldNet Setup by clicking the Exit button.
2. Run the appropriate installation software.
   a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive.

      If you plan to install from floppy disk, place AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.
   b. Click the Start button, then click Run.
   c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by **:\setup**.   If you are installing from floppy disk, you would type either **a:\setup** or **b:\setup**.   If you are installing from CD-ROM, you would probably either type **d:\setup** or **e:\setup**.
   d. Click OK.   The installation program will begin running.
3. Setup will detect that you already have AT&T WorldNet Software installed. Be sure to click the Yes button to install over the existing software.

   This will **NOT** overwrite your account information (if you are already a registered customer).
4. As the installation process proceeds, follow the instructions on each screen of Setup.   When you reach Step 2 - Register Account, the software will look for AT&T WorldNet Account information already on your PC.   If it detects that you already have an account, Setup will offer you the option to use that account ("Use account shown above").   Be sure to choose that option.
5. When you reach Step 3 - Install browser, Setup will inform you that it is about to install the browser software that came with it.   If you installed this software before, you will probably be given the option to "Configure Existing Browser" rather than reinstall the same browser software again.   Go ahead and choose this option if you see it.

Note: You may need your Windows 95 CD-ROM for the installation of Dial-Up Networking.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Uninstall_and_reinstall_AT_T_WorldNet_sm_Software')}   No. Perform a clean install.

Performing a clean install

Please print out these instructions before continuing (click the Print button at the top of this window).   When you uninstall AT&T WorldNet Software, this help system will be deleted.

If you already have registered with AT&T WorldNet Service, first make a backup of your account information.

Do you wish to backup your account information?

{button ,JI(`',`Backup_your_Account_Information')}   <u>Yes.</u>

{button ,JI(`',`Uninstall_and_reinstall_AT_T_WorldNet_sm_Software_continued')}   <u>No, I have not yet registered with AT&T WorldNet Service. Continue with the clean install.</u>

{button ,JI(`',`Uninstall_and_reinstall_AT_T_WorldNet_sm_Software_continued')}   <u>No, I already have a backup of my account information. Continue with the clean install.</u>

Performing a clean install - continued

1. Shut down all AT&T WorldNet® Software that is currently running (Setup, Connection Manager, AND this help system).
2. Click Start, Programs, AT&T WorldNet Software, AT&T WorldNet Software Uninstall.
3. Reinstall the AT&T WorldNet Software from the original CD-ROM or diskettes.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`AT_T_WorldNet_Customer_Care')} <u>No, Get additional help with this product.</u>

360 - 8 MB of Memory are Required for AT&T WorldNet Service

This error occurs when your computer does not have enough Random Access Memory (RAM) installed. Even though Windows may run acceptably, AT&T WorldNet Software will run very slowly on your computer if it has less than 8 Megabytes (MB) of RAM installed.

Do you have at least 8 MB of memory installed in your computer?

{button ,JI(`',`Windows_Doesn_t_See_All_The_Memory_Installed_in_your_Computer')}   Yes.

{button ,JI(`',`Add_physical_memory_to_your_computer')}   No.

{button ,JI(`',`Determining_the_amount_of_physical_memory_on_your_computer')}   I don't know.

Windows Doesn't See All The Memory Installed in your Computer

During installation, AT&T WorldNet® Software asks Windows to report the amount of physical memory (RAM) that's installed in your computer.

If you are sure that you have more physical memory installed than Windows thinks you have, you may have an incorrect setting in your computer's hardware settings, or you may be experiencing a computer hardware problem that will require the attention of a qualified service technician.

For more information on modifying your computer's hardware (BIOS) settings, consult your computer's manual, or contact the manufacturer. Be sure that these settings are correct before continuing to install the AT&T WorldNet Software.

If you suspect that your hardware is acting unpredictably, contact your computer's manufacturer or a reputable service technician before continuing the software installation.

{button ,JI(`',`Determining_the_amount_of_physical_memory_on_your_computer')}   Click here to verify the amount of memory installed on your computer.

Determining the amount of physical memory on your computer

1. Click here ▪ to open the System properties of your computer.
2. Select the General tab (if not already selected).

Is the amount listed under Computer: less than 8.0 MB of RAM?

{button ,JI(`',`Add_physical_memory_to_your_computer')}   <u>Yes.</u>

{button ,JI(`',`Computer_has_required_memory_installed')}   <u>No.</u>

Add physical memory to your computer

You must add more physical memory to your computer before you can run the AT&T WorldNet® Software. You can purchase and install additional RAM on your own, or you can contact a qualified computer technician to do the installation for you.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

Computer has required memory installed

Your computer has the recommended amount of physical memory.   Another system condition may be preventing AT&T WorldNet® Setup from recognizing it properly.

1. Since this procedure requires that you shut down this help system and restart your computer, you may want to print this topic before you begin by clicking the Print button at the top of this window.

2. Cancel the Setup software installation and shut down Windows, then turn your computer's power off and restart it.   Reinstall the AT&T WorldNet Software from the original diskettes or CD.

3. If you continue to have problems, get additional help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>Click here for instructions on getting additional help with this product.</u>

361 - Another Communications Application May Be in Use

This error occurs when AT&T WorldNet® Setup detects another communications program already in use. This error message appears in a text box, instead of the usual window. It is strongly recommended that you close all running programs before you attempt to run Setup. This especially includes other communications programs.

Make sure that you've checked for other running programs using the following procedure.

1. Look at each application running on the Windows 95 taskbar.
2. Close any other programs that might be using the communications port by right-clicking on the task and selecting close.
3. Run Setup again.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`Close_applications_automatically_started_by_Windows')} No, Check for programs automatically started by Windows.

362 - The Windows operating system you are using is not supported

You are attempting to install AT&T WorldNet® Software on a version of Windows that is not supported. This version of the AT&T WorldNet Software supports Windows 95 (or later).   The AT&T WorldNet Software is also available for Windows 3.1.   However, you are not using either of these versions of Windows.

Install a supported version of Windows on your computer and then install the appropriate version of the AT&T WorldNet Software.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

380 - Stack Install Error

An error occurred while attempting to install the stack. This message occurs when the software is unable to determine if certain communications files are properly installed.   Uninstall and then reinstall the AT&T WorldNet® Software.

1. Shut down all AT&T WorldNet Software that is currently running (Setup, Connection Manager, AND this help system).

2. Click Start, Programs, AT&T WorldNet Software, AT&T WorldNet Software Uninstall.

3. Reinstall the AT&T WorldNet Software from the original CD or diskettes.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

381 - Install Check Error

The AT&T WorldNet® Software was unable to determine if all of the required components of Windows 95 Dial-Up Networking are properly installed.

1. Exit AT&T WorldNet Setup and try again.

2. If the problem persists, you must uninstall and then reinstall the AT&T WorldNet Software. Shut down all AT&T WorldNet Software that is currently running (Setup, Connection Manager, AND this help system).   Then, click Start, Programs, AT&T WorldNet Software, AT&T WorldNet Software Uninstall.

 {button ,JI(`',`Reinstall_AT_T_WorldNet_Setup')}   Click here for instructions on reinstalling the AT&T WorldNet Software.

382 - Stack Install Error

The Windows 95 software was not successfully installed. This error may occur if the Windows 95 Dial-Up Networking software or another modem needs to be installed. The software for these components did not install successfully.

{button ,JI(`',`Reinstall_AT_T_WorldNet_Setup')}   Click here for instructions on running AT&T WorldNet® Setup again.

383 - Missing Winsock.dll

AT&T WorldNet® Setup cannot find the required file winsock.dll (it should be in your Windows directory).

Take the following steps to have it reinstalled.   Remove and reinstall Dial-Up Adapter by doing the following:

1. Click to open the Network properties of the Control Panel.
2. Select the configuration tab (if not already selected).
3. Select the Dial-Up Adapter entry.
4. Click the Remove button.
5. Click the OK button. You will be asked to restart your computer.
6. After you restart your computer, rerun Setup. Setup will reinstall Dial-Up Adapter and the winsock.dll file for you.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

440 - No Modem Installed

AT&T WorldNet® Setup did not detect any modems attached to your computer. This error occurs if there is a problem with the modem or a modem is not properly attached to your computer. You must exit this program and install a modem in order to continue.

Tips:

1. If you have a modem, make sure all the modem connections are secure.
2. If you do not have a modem, you must purchase one and install it.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

460 - Incomplete Dialing Information

This error occurs when you click the Next button without having entered the appropriate dialing information. You must enter the location description, 3-digit area code and 7-digit phone number before continuing.

1. Enter the correct phone number, including area code.

2. Enter a descriptive name for your current location (i.e. "Home" or "Work").

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

461 - Select Call Waiting (Setup Error)

Since the tones sent to indicate an incoming call tend to disrupt modem communications, Call Waiting must be disabled when dialing out with your modem.   You checked the box indicating that your current location has Call Waiting, but have not entered the digits that the modem must dial in order to disable that feature.   Please enter the code used to disable the Call Waiting feature.

Note: If you checked the box by mistake (your current location really doesn't have the Call Waiting feature), just remove the check and the error message will go away.

If you're not sure whether you have the Call Waiting feature on the line that your modem is connected to, contact your local telephone company to find out.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

462 - Dialing Information Incomplete

The installation software does not have enough information about your current location. This error occurs when you attempt to continue with the installation process when you have not specified both the area code and the phone number that you are calling from (the error will appear if either one is missing).

Enter the appropriate 3-digit area code and 7-digit phone number before continuing.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WordNet Help.</u>

500 - Select Access Number

You clicked the Next button without selecting a phone number from the list. Please select your primary access number before proceeding.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

502 - Registration Failed

AT&T WorldNet® Setup was unable to complete the registration process. This error occurs when there is a problem transferring information from the registration server to your computer.

When you click the OK button, Setup will return to the beginning of the registration process.

1. Try to register again.
2. If the error persists, exit from Setup and try running it again at a later time.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

503 - Cannot Retrieve Access Numbers

AT&T WorldNet® Setup could not retrieve your local access numbers. This may be caused by a problem with the remote computer from which Setup retrieves your access numbers. For example, there may be a high volume of other people trying to register for AT&T WorldNet Service at the same time. It is also possible that the remote computer is currently unavailable.

You can attempt to retrieve your local access numbers again by doing the following:

1. Click the OK button on the error message window to close it. The Register Account window (which was displayed just before your previous attempt at registration) will be displayed.
2. Click Next on the Register Account window to reconnect to the registration server.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`',`The_Registration_Server_Is_Busy')}   <u>No.</u>

The Registration Server Is Busy

Because of the high volume of customers registering for AT&T WorldNet® Service, our equipment can occasionally be too busy to respond. We recommend that you try to register again (after a short wait) by doing the following:

1. Click the OK button on the error message window to close it. The Register Account window (which was displayed just before your previous attempt at registration) will be displayed.

2. Click Exit on the Register Account window to discontinue the registration process. An advisory window will be displayed, warning that AT&T WorldNet Setup is not complete.

3. Click Exit. This will close the Setup program.

4. At a later time, restart Setup to begin the registration procedure.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes, Close AT&T WorldNet Help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   No, Get additional help with this product.

504 - Invalid Phone Number

The phone number you entered is not valid.   This could include an invalid area code, an invalid phone number within that area code, or any other entry in the dialing properties screens that caused the phone number to be invalid.

Click the Change Properties button on the following screen to check the phone number you entered. Correct where necessary and try to register again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

505 - File Not Found

The file A:\ACCOUNT.TXT was not found. Please verify that the file exists and try again.

This error occurs when attempting to restore the account information from the account.txt file. The diskette in the drive does not contain the account.txt file.

1. Put in a disk that has an account.txt file on it and click the Retry button.

2. Click Cancel, then find the account.txt file by clicking Browse and searching other locations.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

506 - Registration Incomplete

Your registration for AT&T WorldNet® Service is being cancelled before it is complete. This error occurs when you click the Cancel button on one of the registration forms or answer "No" to the Terms and Conditions.

In order to register successfully, you must satisfy BOTH of the following conditions:

- DO NOT click Cancel on the registration forms.
- Answer "Yes" to the Terms and Conditions.

If you satisfied both of these conditions, but still received this error, there is most likely a problem with the registration server at this time. Please try registering again later.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

507 - Failure Retrieving Registration Forms

The registration form retrieval was interrupted before it completed. This error occurs when there is a remote error on the registration server.

1. Click the Retry button to attempt to retrieve the forms again.
2. If that doesn't work, click Cancel and try again later.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

508 - Registration Form Window Closed

The registration form window was closed before registration was completed.

Do one of the following:

- Click the OK button to continue with the registration process.
- Click Cancel and try registering again later.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

509 - DNS Changed

This is an informational message only. The TCP/IP networking settings in Windows 95 already contained the maximum number of DNS (Domain Name Server) entries. In order to add information about the AT&T WorldNet® DNS Servers, Setup was forced to delete the last entry. This may affect other software that was using the older DNS setting.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

510 - Invalid Account File

The file you specified is invalid or corrupted.   Please make sure you are using the correct file.   This error occurs when the software can not read the account file.

Restore the account.txt file from a backup copy.   If you made a backup copy during installation, use that one. If you didn't, a backup copy is saved in c:\windows\WNBackup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

512 - Maximum Number of Profiles Reached

The maximum number of Account Profiles has been reached. This error occurs when you attempt to add an additional profile to your account when you already have the maximum number of profiles defined (currently, only 10 profiles are allowed). Before any additional profiles can be added some existing profiles must be deleted via the AT&T WorldNet® Connection Manager.

To delete a profile, follow these steps:

1. Run the Connection Manager Software by double-clicking the "Connect to AT&T WorldNet Service" icon on the desktop.
2. Select the profile you want to delete from the Account Profile pull-down menu.
3. Click on the Profile Properties button.
4. Click on the Remove button.
5. Click OK to exit the Profile Properties window.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

514 - Incomplete Information

In order for your computer to be able to access AT&T WorldNet® Service, all of your account information must be provided. Check to make sure that all the Account Information fields are filled out. If you aren't already an AT&T WorldNet Service member, click the "Back" button to register.

The Account Information fields are:

{button ,JI(`',`Your_First_Last_Name')}   <u>Your First & Last Name</u>

{button ,JI(`',`Login_Name')}   <u>Login Name</u>

{button ,JI(`',`Login_Password')}   <u>Login Password</u>

{button ,JI(`',`DNS_1_and_DNS_2')}   <u>DNS 1and DNS 2</u>

{button ,JI(`',`E_mail_address')}   <u>E-mail Address</u>

{button ,JI(`',`E_mail_POP_Password')}   <u>E-mail (POP) Password</u>

{button ,JI(`',`POP_Server')}   <u>POP Server</u>

{button ,JI(`',`SMTP_Server')}   <u>SMTP Server</u>

{button ,JI(`',`NNTP_Server')}   <u>NNTP Server</u>

{button ,JI(`',`Home_Page')}   <u>Home Page</u>

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

515 - Incorrect DNS Information

The DNS (Domain Name Server) address you specified is not valid. In order for your computer to be able to access AT&T WorldNet® Service, you must provide a valid Internet Protocol (IP) Address for DNS. IP addresses consist of four numbers (0 through 255) separated by dots (periods). For instance, "204.127.129.1" is a valid IP address.

The IP Address you enter must reference a computer that offers the Domain Name Service.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

516 - Invalid E-mail Address

The e-mail address you provided is not a valid Internet e-mail address. E-mail addresses must include a user name, an "@" character, and the name of an Internet domain. For instance, "myname@worldnet.att.net" is a valid e-mail address.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

540 - Select Directory

You checked the "Save Account Information" option and then clicked the Next button without selecting a drive.

Do one of the following:

- Select the drive on which you want to save your account information.
- Uncheck the "Save Account Information box.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

541 - Insert Diskette

This is a reminder, not an error. It is intended to remind you to change diskettes (one of the Setup diskettes may still be in the floppy drive).

Please insert a properly formatted diskette on which you would like to save your account information.

{button ,CW("second");CW("main")} Click here to close the AT&T WorldNet Help.

542 - Error Accessing Account File

There is no formatted diskette in the drive indicated. This error occurs when the PC cannot read the diskette in the floppy drive or when there is no diskette in the drive.

Do either one of the following:

- Insert a properly formatted diskette into the floppy drive. Click the Retry button.
- Click Cancel and select a different location by clicking Browse and finding the account.txt file.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

543 - Confirm File Replace

This error occurs when you attempt to save the account.txt file to a location where a file with the same filename already exists.

Select Yes to overwrite the existing file or No to save the new file to a different location.

Note: The file can be replaced at any time, provided the account information is the same (for example, the same user is installing an upgrade). The file should NOT be replaced if it is a different account (for example, a family member is establishing a separate AT&T WorldNet® account on the same computer).

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

544 - The Destination Drive is Full

The disk in the indicated drive does not have enough free space to store the entire file.

To continue, insert a formatted diskette with enough available space to store the file.   Then, click the Continue button.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

545 - Copy File Error

An error occurred while copying the account information file to the indicated drive. Make sure the diskette is not full or write protected.

- If diskette is write protected, move the lock tab located in the top corner of the diskette to the unlocked position.
- If diskette is full, insert a formatted diskette containing enough available space to copy the entire file.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

546 - Remove Diskette

This is a reminder message, not an error. It is intended to remind you to remove the diskette containing the account.txt file before continuing.

Please remove the diskette on which you saved the account information before continuing.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

547 - Confirm Read-Only File Replace

This error occurs when you attempt to save the account.txt file to a location where a read-only file with the same filename already exists.

Select Yes to overwrite the read-only file, or No to save the file to a different location.

Tip: the file can be replaced at any time, provided the account information remains the same (for example, the same user is installing an upgrade). The file should NOT be replaced if it is a different account (for example, a family member is establishing a separate AT&T WorldNet® account on the same computer).

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

550 - Internal Database Error

An internal database error has occurred when Setup tried to configure your Internet Software. There is a problem with the AT&T WorldNet® databases on your computer.

{button ,JI(`',`Run_AT_T_WorldNet_Software_Uninstall')}   Click here for instructions on reinstalling the AT&T WorldNet Software.

Run AT&T WorldNet Software Uninstall

If you intend to reinstall AT&T WorldNet® Software or install a new version of it, make a backup copy of your account information first.

{button ,JI(`',`Backup_your_Account_Information')}   Click here to for instruction on backing up your account information.

{button ,JI(`',`Uninstall_and_reinstall_AT_T_WorldNet_sm_Software_continued')}   I already have my account backed up. Continue to uninstall and reinstall AT&T WorldNet Software.

551 - Profile Database Read Error

There is a problem reading the user profile record.   Do one of the following:

- Restart the computer and rerun AT&T WorldNet® Setup.
- Run the AT&T WorldNet Software Uninstall program and then run Setup again.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

552 - Error

An error has occurred while trying to install Internet Software. AT&T WorldNet® Setup was unable to successfully install the Internet browser.

{button ,JI(`',`Run_AT_T_WorldNet_Software_Uninstall')}   Click here for instructions on reinstalling the AT&T WorldNet Software.

553 - Dial Error

AT&T WorldNet® Software was unable to successfully dial the modem.

1. Click the Retry button to attempt to redial the modem.
2. Make sure that the modem settings are correct.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

554 - Missing Internet Software

One or more components of the software package indicated are required to use the AT&T WorldNet® Software. Not all of the required components are installed.

You must install the Microsoft® Internet Explorer browser in order to use AT&T WorldNet Service.   If you have not already installed Internet Explorer, install it and try again.

Note: DO NOT choose the "Minimal Install" option.   This option does not install all the required components.

If you have installed Internet Explorer, but are still getting this error, you probably chose an install option that does not include the e-mail package.   AT&T WorldNet Service requires that you install Outlook Express.

Follow the instructions below:

1. Place the Microsoft Internet Explorer CD in your CD-ROM drive.
2. Choose Add-ons from the list of options that appear at the top of the screen.
3. Select Internet Explorer Components from the list on the left edge of the screen.
4. Check Microsoft Outlook Express from the list marked Communications Components and then click Next.
5. Click Install Now and follow the instructions for setting up Microsoft Outlook Express.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

560 - Invalid Internet Software Selection

The selected package name no longer exists. It may have been removed from the list of supported packages.

1. Click the Retry button and select the default Internet browser or one that is already installed.

2. If this does not work, click Cancel and then Exit.   Rerun AT&T WorldNet® Setup.

If you are still unable to access a browser, reinstall the AT&T WorldNet Software using the original diskettes or CD.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

570 - Internet Software Database Open Error

An error occurred while initializing the default Internet software package. AT&T WorldNet® Setup is unable to determine the default Internet package.

1. Exit Setup and run it again. Setup should recover and return to the point where it exited (Internet software installation).

2. If the problem persists, uninstall the AT&T WorldNet Software completely and then reinstall it from the original installation media.

{button ,JI(`',`Run_AT_T_WorldNet_Software_Uninstall')}   Click here for instructions on reinstalling the AT&T WorldNet Software.

571 - Profile Database Record Error

AT&T WorldNet Setup was unable to update the profile database because that database is corrupted.

Exit AT&T WorldNet Setup and try running it again. Setup should recover and return to the point where it exited.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

572 - Profile Database Update Error

An error occurred while updating the profile record.

Exit AT&T WorldNet® Setup and try running it again. Setup should recover and return to the point where it exited.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

573 - Profile Database User App Update Error

The AT&T WorldNet® Software is already configured to start the maximum number of applications possible.   You cannot add additional software until you remove at least one (use the Profile Properties window in the AT&T WorldNet Connection Manager).

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

574 - No Software Specified

This is a warning message indicating that you have not selected any Internet software to be automatically started when you connect to AT&T WorldNet® Service (you checked "Specify non-supported Internet Software" but didn't specify any software).

If you don't want any software to be started automatically or if you haven't installed the software you want to start yet, you can ignore this message.

If, however, you want to specify a software package that will be automatically started, do one of the following:

- Click the Browse button and locate the executable file (.exe) for the program you wish to use, and then click OK.

- Select a supported Internet software access package.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

579 - Insufficient Disk Space for Required Files

The drive on which you have installed the AT&T WorldNet® Software does not have enough available space to store the additional AT&T WorldNet® Software that needs to be downloaded.

1. Create more free space by removing any unused programs, files, etc.). Then, click the Retry button.

2. If you still don't have sufficient disk space, you may need to reinstall AT&T WorldNet Software on a different drive that has more available disk space.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

580 - Invalid Drive Selection

The path selected does not contain the files needed to install the selected Internet software package.   Do either one of the following:

- Provide the correct location for the needed files:
    1. Select the path (including drive) containing the specified Internet browser software files.
    2. Make sure you have inserted the correct diskette or CD into the proper drive.
- Select the default browser and install it instead.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

581 - Install Error: Already Running

The browser that you have selected to be installed is already running.

Close the browser that is currently running and click the Retry button to continue installation.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

582 - Download Error

The Internet software retrieval was not successful because it was interrupted before it completed. Either the download was cancelled by the user or the communications failed. Multipart downloads (identified in the status box during download) can be restarted after manually canceling the download (clicking the Cancel button).

1. Click the Retry button to attempt to download the software again.

2. If you still encounter errors, cancel out of AT&T WorldNet® Setup and try again at a later time by clicking the Start button, pointing to Programs, pointing to AT&T WorldNet Software, and then clicking AT&T WorldNet Setup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

583 - Install Error

A major portion of the AT&T WorldNet® Software that gets installed on your machine is Internet software. This usually includes software to browse the World Wide Web, send and receive e-mail, read Internet newsgroups, etc. The Internet software has a separate installation process that is initiated by AT&T WorldNet Setup.

This installation process was not successfully completed.

It is possible that the problems were temporary, and that another installation attempt will be successful.   Please install the Internet software again. Write down any error messages that appear. They may give you an indication of the problem your computer is having, allow you to handle the problem yourself, or give a better description of the nature of the problem to a qualified technician.

Would you like to install the Internet software again?

{button ,JI(`',`Install_the_Internet_software_again')}   Yes.

{button ,JI(`',`Internet_software_setup')}   No, I have saved all of the error messages that were displayed.

Install the Internet software again

Click the Retry button to attempt to install the software again. Be sure to take note of any Internet software setup errors and recommended solutions.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes. Close AT&T WorldNet Help.</u>

{button ,JI(`',`Internet_software_setup')}   <u>No.</u>

Internet software setup

Shut down AT&T WorldNet® Setup and pursue any solutions recommended by the Internet software setup. After following the recommendations, restart Setup by clicking Start, Programs, AT&T WorldNet Software, AT&T WorldNet Setup.

Did this correct the problem?

{button ,CW("second");CW("main")} Yes. Close AT&T WorldNet Help.

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   No. Contact AT&T WorldNet Customer Care.

584 - Internet Software Configuration Error

Setup was unable to successfully configure your Internet software (browser, e-mail, etc.) with the settings required for AT&T WorldNet® Service.

1. Click Retry to attempt to configure the software again.

2. If you still encounter problems, try exiting and restarting AT&T WorldNet Setup.

   {button ,JI(`',`Rerun_AT_T_WorldNet_Setup_to_configure_existing_browser')}   Click here for instructions on running Setup again.

Note: This error could also occur if you try to use Setup to configure new Internet software that it doesn't support yet. For this reason, it's a good idea to make sure you have the latest version of the AT&T WorldNet Software that is available.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

585 - Download Error - Partial Corruption

Corruption is detected in one or more portions of the downloaded file (Large files are downloaded in multiple parts and then reassembled on your PC).

1. Click the Retry button to attempt to download the software again.

2. If you still encounter problems, try exiting and restarting Setup at a later time by clicking the Start button and then selecting Programs, AT&T WorldNet Software, AT&T WorldNet Setup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

586 - Download Error - Corrupt File

Corruption has been detected in the downloaded file. Downloaded files are checked for potential corruption before they are actually used by AT&T WorldNet® Setup.

1. Click the Retry button to attempt to download the software again.

2. If you still encounter problems, try exiting and restarting Setup at a later time by clicking the Start button and then selecting Programs, AT&T WorldNet Software, AT&T WorldNet Setup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

587 - Custom Setup Download Error

AT&T WorldNet® Setup was unable to successfully download files required for this installation.

1. Click the Retry button to attempt to download the files again.

2. If you still encounter problems, try exiting and restarting Setup at a later time by clicking the Start button and then selecting Programs, AT&T WorldNet Software, AT&T WorldNet Setup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

588 - Insufficient Disk Space for Internet Software

The drive on which you have installed the AT&T WorldNet® Software does not have enough available space to store the Internet software that will be downloaded.

1. Create more free space by removing any unused programs, files, etc.). Then, click the Retry button.

2. If you still don't have sufficient disk space, you may need to reinstall AT&T WorldNet Software on a different drive that has more available disk space.

Note: Once the Internet software installation is complete, some of the space used by the installation process will be made available again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

590 - Interrupted Download of Update File

The automatic update of your AT&T WorldNet® Software has been interrupted.   Possible causes include the following:

- You manually disconnected during the download process.
- There was an unknown network error that prevented the completion of the download.

The next time you connect to AT&T WorldNet Service you will be given the opportunity to begin the download where it left off before it was interrupted.   You will also be told how long the remaining download will take.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

591 - Software Update Failure

The automatic update of your AT&T WorldNet® Software has failed because of an incomplete or corrupt download of the update file.

For now, the update has been cancelled.   However, the next time you connect to AT&T WorldNet Service, you will again be given the opportunity to upgrade to the new version.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

592 - Software Update Terminated

The automatic update of your AT&T WorldNet® Software has been terminated because of repeated incomplete or corrupt downloads of the update file.

The AT&T WorldNet Software will no longer attempt to apply this update to the software on your machine. Your current AT&T WorldNet Software installation may be corrupt.

If you seem to be connecting to AT&T WorldNet Service with no problems, you may elect to keep your existing software installation as it currently exists.   However, this problem may indicate other unknown issues within your software installation.   You may begin to encounter other problems in the future.

If you choose to reinstall your AT&T WorldNet Software, make a backup copy of your ACCOUNT.TXT file to preserve your network access ID and password as well as your e-mail ID and password.   In addition, copy or save any important mail messages you may have received to other locations on your computer, or to floppy disk. Then, uninstall your AT&T WorldNet software.

You can then reinstall your AT&T WorldNet Software from the original disk(s), using the backup copy of ACCOUNT.TXT to restore your account information.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

100 - New Windows Version

You installed a new version of Windows since installing AT&T WorldNet® Software. This error can occur for one of the following reasons:

- You installed AT&T WorldNet Software on your computer while it was running Windows 3.x (Windows 3.1 or Windows 3.11). Then you upgraded your computer to Windows 95.

- You upgraded your computer to Windows 95, installed AT&T WorldNet Service software, and then uninstalled Windows 95 to go back to Windows 3.x (Windows 3.1 or Windows 3.11).

You will need to install the appropriate version of AT&T WorldNet Software for your current operating system. The AT&T WorldNet CD-ROM contains the software for both Windows 95 and Windows 3.x. However, if you only have the diskettes of the AT&T WorldNet Software, you will need to call 1-800-WORLDNET to order the correct software.

{button ,JI(`',`Reinstall_AT_T_WorldNet_sm_Software')}   Click here for instructions on installing AT&T WorldNet Software.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

Reinstall AT&T WorldNet® Software

1. Shut down the Connection Manager program (the program that starts when you double-click "Connect to AT&T WorldNet Service").

2. Run the appropriate installation software.

   a. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive.

      If you plan to install from floppy disk, place AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.

   b. Click the Start button, then click Run

   c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by :\setup.   If you are installing from floppy disk, you would type either a:\setup or b:\setup.   If you are installing from CD-ROM, you would probably either type d:\setup or e:\setup.

   d. Click OK.   The installation program will begin running.

3. AT&T WorldNet Setup will detect that you already have AT&T WorldNet Software installed. Be sure to click the Yes button to install over the existing software. **This will not overwrite your account information.**

4. The software will detect that you already have an account with AT&T WorldNet Service and display the account on the screen.   Select "Use the account shown above" to use your existing account information.

5. Follow the instructions on the screen for installing the browser. Be sure to select "Install over existing browser."

Note: You may need your Windows 95 CD-ROM for the installation of Dial-Up Networking.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

101 - Dial-Up Networking Not Properly Installed

Windows 95 Dial-up Networking is not properly installed. You may have installed some other software that has changed or removed the Dial-up Networking components so that AT&T WorldNet® Service can no longer work properly.

Rerun the AT&T WorldNet Setup program to restore the missing Dial-up Networking components. AT&T WorldNet Service needs the components TCP/IP and Dial-up Adapter (at a minimum) to work properly. The Setup program will detect which components are missing and reinstall them.

{button ,JI(`',`Rerun_AT_T_WorldNet_Setup_to_configure_existing_browser')}   Click here for instructions on running setup again.

Note: You will probably need your Windows 95 CD-ROM for the installation of Dial-Up Networking.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

Reinstall AT&T WorldNet® Software

1. Shut down the Connection Manager program (the program that starts when you double-click "Connect to AT&T WorldNet Service").

2. Run the appropriate installation software.

   b. If you plan to install the AT&T WorldNet Software from CD-ROM, place the installation disk in your CD-ROM drive.

      If you plan to install from floppy disk, place AT&T WorldNet Software (Disk 1 of 1 - Setup) in your floppy disk drive.

   b. Click the Start button, then click Run

   c. In the space provided, type the letter of the drive in which you have inserted the installation disk, followed by :\setup.   If you are installing from floppy disk, you would type either a:\setup or b:\setup.   If you are installing from CD-ROM, you would probably either type d:\setup or e:\setup.

   d. Click OK.   The installation program will begin running.

3. AT&T WorldNet Setup will detect that you already have AT&T WorldNet Software installed. Be sure to click the Yes button to install over the existing software. **This will not overwrite your account information.**

4. The software will detect that you already have an account with AT&T WorldNet Service and display the account on the screen.   Select "Use the account shown above" to use your existing account information.

5. Select "Configure existing browser" when presented the option.

Note: You may need your Windows 95 CD-ROM for the installation of Dial-Up Networking.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

102 - Database Error

There is a problem with your AT&T WorldNet Software database files. Please rerun Setup to restore your account. This will fix the databases that the AT&T WorldNet Software uses and reinstall and/or configure the browser.

Note: If you upgraded the AT&T WorldNet Software from our download servers you will need the download executable install of your original CD-ROM or diskettes.

{button ,JI(`',`Reinstall_AT_T_WorldNet_sm_Software')}   <u>Click here for instructions on running Setup again.</u>

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

103 - Configure for AT&T WorldNet® Service

The AT&T WorldNet Software has detected that your Internet (browser) software has an incorrect setting for accessing the Internet using AT&T WorldNet Service.   For instance, your e-mail name, e-mail password, e-mail server, or news server may have been changed.

These properties are most often changed when you have connected to a service other than WorldNet using the same Internet software.   If you receive this error while you are trying to access another service, you can probably ignore this message and message number 104 .   However, if you are having trouble accessing the Internet through AT&T WorldNet Service, you probably need to reconfigure your Internet software.   To do this automatically, follow these steps:

1. Close the browser and any other Internet software applications that may be running.

2. Click the Yes button to setup the AT&T WorldNet Software.

Your browser configuration will be modified to use the correct settings.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

104 - Configuration is Recommended

You have responded "No" to error message 103 "Configure for AT&T WorldNet® Service". If you DO NOT configure your software for AT&T WorldNet Service now, some Internet software may not operate correctly. It is recommended that you reconfigure your software now.

Click the Yes button to setup the AT&T WorldNet Software and have access to the Internet.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

105 - Modem Error

The modem you last used is no longer configured. You may have changed modems or removed a modem since the last time you accessed AT&T WorldNet® Service. To fix this error, you need to make the AT&T WorldNet Software aware of your new modem configuration.

Click here to open the Windows 95 Modem Properties window.

Is your modem listed in "The following modems are set up on this computer"?

{button ,JI(`',`Select_new_modem')}   <u>Yes.</u>

{button ,JI(`',`Add_a_new_modem')}   <u>No.</u>

Add a new modem

1. Click the Add button and follow the instructions to add your modem.
1. Stop and restart the AT&T WorldNet® Connection Manager.
2. Click the Location Properties button on the Connection Manager window and choose your modem from the modem list.
3. Click OK.
4. Try connecting to AT&T WorldNet Service again.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>No, Getting additional help with this product.</u>

Select new modem

1. Click the Location Properties button on the AT&T WorldNet® Connection Manager window and choose your modem from the modem list.
2. Click OK.
3. Try connecting to AT&T WorldNet Service again.

Did this correct the problem?

{button ,CW("second");CW("main")} <u>Yes, Close AT&T WorldNet Help.</u>

{button ,JI(`',`AT_T_WorldNet_Customer_Care')}   <u>No, Get additional help with this product.</u>

106 - Starting Internet Software

The AT&T WorldNet® Software was unable to start the Internet software (browser).   You may have uninstalled the browser you were using or moved it to a different directory.   The error may also occur if a database file on your computer has become corrupted.   In either case, rerunning AT&T WorldNet Setup should fix your problem.

{button ,JI(`',`Reinstall_AT_T_WorldNet_sm_Software')}   <u>Click here for instructions on reinstalling the AT&T WorldNet Software from CD-ROM or diskettes.</u>

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

107 - Starting Additional Internet Software

There is a problem starting the additional Internet software you have specified in the Profile Properties window of the AT&T WorldNet® Connection Manager software.   Please check that the location and file name of all entries in the Additional Internet Software box are correct.   Follow these steps:

1. Disconnect from the Internet.

2. Normally (unless you tell it not to), Connection Manager will shut itself down when you disconnect.   If this is the case, restart it by double-clicking on the "Connect to AT&T WorldNet Service" icon on the desktop.

3. Click the Profile Properties button.

4. Verify that the entries in the Additional Internet Software box are correct.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

108 - Enter Profile Name

You have not entered a name in the "AT&T WorldNet® Account Profile" box in the Profile Properties window.   You must enter a name before continuing.   The name defined here is simply a label for your user account.   Select any name you like.

Note: This version of the AT&T WorldNet Software automatically copies the profile name from the "Your first and last name" field in the AT&T WorldNet Setup program.   The only way to produce this error is to deliberately delete the contents of the "AT&T WorldNet Account Profile" field.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

109 - Duplicate Profile

You tried to create a new account profile using a name already used by an existing account profile on your PC. Please choose a unique name for the new account profile.

Note: This error only occurs in versions of the AT&T WorldNet® Software that support multiple profiles.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

110 - Enter Location Name

You have not entered a name for the location from which you are connecting to the AT&T WorldNet® Service. For example, you may decide to call your current location "Home" or "Work" or "Uncle John's."   You must enter a name before continuing.

The Location name must be entered in the window in which the error occurred.   Look for a box name one of the following:

• "Please enter your location"

• "Location"

• "I am dialing from"

See Also: What is a location?

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

111 - Select Call Waiting (Connection Manager Error)

Since the tones sent to indicate an incoming call tend to disrupt modem communications, Call Waiting must be disabled when dialing out with your modem.   You checked the box indicating that your current location has Call Waiting, but have not entered the digits that the modem must dial in order to disable that feature.   Please enter the code used to disable the Call Waiting feature.

Note: If you checked the box by mistake (your current location really doesn't have the Call Waiting feature), just remove the check and the error message will go away.

If you're not sure whether you have the Call Waiting feature on the line that your modem is connected to, contact your local telephone company to find out.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

112 - Duplicate Location

You tried to create a new location with a name that is already used by another location.   Please enter a unique name for the new location.   A unique name allows you to easily recognize a set of location settings based on the name assigned to it.   For example, you may have one location called "Home" which contains the appropriate configuration for connecting to AT&T WorldNet® Service from home and another location called "Work" which allows you to connect to AT&T WorldNet Service from work.

To see a list of all the location names already defined on your PC, click on the arrow in the box marked "I am dialing from" in the Dialing Properties window.

See also: What is a location?

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

113 - Last Location

There is only one location defined and you tried to delete it.   Since locations contain information required for dialing out, you must have at least one location defined at all times.   If you have only one location, you must create a second before you will be allowed to delete the first one.

See also: What is a location

  {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

114 - Enter Local Phone Number

Either you did not enter your local phone number or the number you entered is not valid.   The AT&T WorldNet® Software needs to know the phone number from which you are dialing.   This information will be used to find the **access number**

Please check that the area code and the phone number you entered in the window that generated this error are correct.   Note that in the United States, the area code must be three digits and the phone number must be the seven digits that follow the area code.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

115 - Access Numbers Lookup Error

The AT&T WorldNet® Software was not able to retrieve a list of appropriate access numbers for your area.   This probably means that the network server that stores these lists is busy or otherwise indisposed.   Please try again later.

{button ,CW("second");CW("main")} Click here to close AT&T Help.

116 - Select Primary Access Number

This error occurs if you do not select a primary access number.

Please select your primary access number before proceeding by choosing one from the list in the "Primary Access Number" box.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

117 - Communication Port

This warning message appears when you attempt to change the communications settings for the port that connects your modem to your PC.   You should only change these settings if you have changed or intend to change the corresponding settings on the modem itself.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

120 - DNS Changed

Your last DNS entry was replaced with an AT&T WorldNet® Service DNS. This may affect communication software that relies on this setting. This occurs when the maximum number of DNS (Domain Name Server) entries was already present in the Windows 95 networking, TCP/IP settings. In this case, AT&T WorldNet Setup replaces the last entry.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

121 - Enter DNS Address

This error occurs when you have not entered correct values in either the DNS 1 boxes or the DNS 2 boxes.   Each set of boxes specifies the IP address of a Domain Name Server.   Domain Name Servers translate the verbal names given to a computer (such as "att.net") to the numerical addresses recognized by computers on the Internet (other IP addresses).

1. Click the Restore Defaults button in the window where this error occurred. You should see the following pairs of DNS servers listed:

   204.127.129.1

   204.127.129.2

        OR

   204.127.129.1

   204.127.160.1

2. If the DNS server entries don't match one of the pairs of addresses listed above, change them so that they match one of these address pairs (type the correct DNS addresses in the boxes provided).

Note: If you have been specifically instructed to use DNS addresses other than the addresses shown above, go ahead and use the addresses you were told to use.   However, you must make sure that the addresses you enter match what you were given EXACTLY.

{button ,JI(`',`Rerun_AT_T_WorldNet_Setup_to_configure_existing_browser')}   Click here for instructions on running Setup again.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

123 - AT&T WorldNet® Setup Is Running

You tried to start the Connection Manager software (connect to AT&T WorldNet service) while Setup was running. Please complete the Setup process before you attempt to run the Connection Manager.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

124 - No Access Numbers

You are trying to dial out from a location for which you have not specified any access numbers.

This most often occurs when a new location is added to the Windows 95 dial properties window by an application other than the AT&T WorldNet® Connection Manager.

This error may also occur if you exited Setup while you were in the process of updating your access numbers.   In this case, you obtained a new list of access numbers, but exited before you selected any numbers from the list.

The problem may be corrected by adding access numbers to the location.   Do the following:

1. From the main window of the Connection Manager, click the Location Properties button.

2. Click the Change Numbers button.

3. If Connection Manager doesn't have a list of access numbers in your area, it will prompt you to enter the area code and phone number that you are dialing from.   When you are finished, click OK.   Connection Manager will dial out to retrieve a list of access numbers from AT&T.

4. Once Connection Manager has obtained a list of access numbers in your area, it will display the list on the screen.   Select your primary and secondary access numbers from the list and click OK.

5. Click OK again to exit the Location Properties window.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

125 - Select Backup Access Number

This error occurs if you do not select a backup access number .

Please select your backup access number before proceeding by choosing one from the list in the "Backup Access Number" box.

If you do not wish to use a backup number, click Use the Primary Number as the Backup.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

126 - Enter Local Area Code

This error occurs when you attempt to dial out without specifying the area code from which you are dialing. Follow these steps to enter your area code.

1. From the main window of the AT&T Connection Manager program, click on the Location Properties button.
2. When the Location Properties window appears, click on the Dial Properties button.
3. In the Area Code box, enter the three-digit area code that you are dialing from and then click OK.
4. Click OK again to exit the Location Properties window.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

130 - Location Outside the USA Chosen

You specified that you are dialing from a country other than the United States.   Outside of the USA, the access numbers used to connect to AT&T WorldNet® Service must be entered manually.

You must enter the access number manually.   Follow these steps:

1. Contact AT&T to obtain a list of access numbers in the country from which you wish to dial.

   Alternately, you could use an access number in the U.S. that you already know about.   Please note, however, that you would be paying international long distance rates to connect to AT&T WorldNet Service.

2. Run the AT&T WorldNet Connection Manager software by double-clicking the Connect to AT&T WorldNet Service icon on your desktop.

3. Click the Location Properties button.

4. When the Location Properties window appears, click "Manually edit dialing characters."

5. In the "Primary access number" and "Secondary access number boxes," enter the access number or numbers that must be dialed to connect to AT&T WorldNet Service.

   Note: If a prefix is required for dialing out from your current location (like dialing *9 to get an outside line), make sure it is included in these access numbers.   Normally, such a prefix should be followed by a comma (,) which tells a modem to pause for a second before continuing the dialing process.

6. Click OK to exit the Location Properties window.

 {button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.

131 - Home Page Changed

You selected a different home page while you were connected.   The AT&T WorldNet® Connection Manager software is asking if you want to save this change. If you want to use the new home page from now on, choose Yes.   If you would rather stick with your old home page, choose No.

{button ,CW("second");CW("main")} <u>Click here to close AT&T WorldNet Help.</u>

132 - Enter Local Dialing Code

This error occurs when you attempt to dial out without specifying the dialing code from which you are dialing (Error occurs only in locations outside of U.S.).

Follow these steps to enter your dialing code.

1. Run the AT&T WorldNet® Connection Manager software by double clicking on Connect to AT&T WorldNet Service on the desktop.
2. Click on the Location Properties button.
3. When the Location Properties window appears, click on the Dial Properties button.
4. In the "area code" box, enter the dialing code (up to 10 digits) that you are dialing from and then click OK.
5. Click OK again to exit the Location Properties window.

{button ,CW("second");CW("main")} Click here to close AT&T WorldNet Help.