



GETTING STARTED WITH THE

SYMPATICO™

INTERNET SERVICE



YOUR SYMPATICO™ SERVICE PROVIDERS

BC TEL INTERACTIVE,
a division of BC TEL SYSTEMS SUPPORT INC.

BELL GLOBAL SOLUTIONS,
a division of BELL SYGMA INC.

ISLAND TEL ADVANCED SOLUTIONS INC.

MTS ADVANCED INC.

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NEW BRUNSWICK TELEPHONE COMPANY, LIMITED

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WELCOME

WHAT IS THE SYMPATICO™ SERVICE?

The Internet Service for Everyone™. The Sympatico service is your membership in a unique electronic community, where people share information and opinions freely. It's warm, friendly and comfortable.

Your Sympatico service membership gives you full Internet access, including electronic mail (e-mail) and the World Wide Web. The global electronic community known as the Internet is not owned or controlled by a single company. It is a collaboration between companies, communities and countries, much like the worldwide public telephone network.



E-MAIL



WORLD WIDE WEB



FTP

Your Sympatico service includes:

- reliable Internet **access**
- a Canadian home site full of useful local and global information
- easy-to-use **software** (CD or Setup disks with Netscape Navigator™ software)
- friendly and knowledgeable **support** through the comprehensive Sympatico™ online Help, and the Member Services Help Line.



GETTING STARTED

This guide shows you how to get up and running with the Sympatico service.

All you need to do is:

- install the software on your computer
- set up the software
- register as a new Sympatico™ member

This takes about 30 minutes to complete.

FIRST THINGS FIRST

You need a basic understanding of your computer's operating system to install and use the Sympatico™ software. If you do not know how to use your computer, ask someone who does to help you, or read the user manual that came with your computer.

During the installation and registration process, you will be asked to provide specific information. It's a good idea to get this information now:

- your software serial number (found on the Member Services sticker which you will find inside the back cover of this booklet).
- payment-related information – Depending on your Sympatico™ Service Provider, you have different payment options. You will be informed of the option(s) offered by your provider during the registration process, and will need to provide the appropriate information.

- your Group Key and User Key (if your Sympatico™ membership was arranged by an organization or association to which you belong)

Keep this information in a safe place. We recommend that you don't give your serial number to anyone.

If you have Call Answer or Message Manager services on the telephone line used by your modem and you have new messages waiting, most modems require that you listen to the messages before making a connection. If you don't listen to your messages, you may get the error message No dialtone while setting up the software.

If your modem came with special driver software, you must install it first for the modem to operate properly with the Sympatico service.

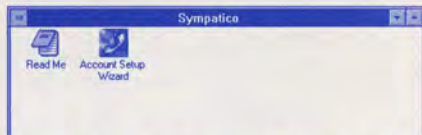
OTHER INTERNET SOFTWARE

If you have other Internet access software on your computer, you may encounter difficulties when registering with the Sympatico service. If you run into any problems, the old software may have to be removed (including any changes made to system files). To do this, see the person who installed the software. Or, if you did it yourself, refer to the Troubleshooting section at the end of this guide.

Installing your software will take just a few minutes. If you encounter any errors or difficulties, refer to the Troubleshooting section at the end of this guide.

INSTALLING ON WINDOWS 3.1

- Exit any applications or programs (except Windows) and disable any virus protection software before installing the software.
- Insert the Sympatico™ CD into your CD-ROM drive.
- Click the File menu and choose Run.
- If your CD-ROM drive is drive D, type `d:\setup.exe`, or if it is drive E, type `e:\setup.exe`. Click OK. Follow the instructions on the screen to continue the installation process, noting these points:
 - When you are asked to choose between Typical and Custom installation, select Typical and click Next. (Custom installation is used to exclude certain portions of the Sympatico software during installation. Its use is not recommended.)
 - On the following screen, click Next again to accept the suggested destination directory. If this directory contains a previous version of Netscape Navigator software, it will be overwritten during the installation. If you would like to keep your old version, click Browse and select another directory.
 - After the software is finished installing, you will see a message stating that you need to restart your computer. Remove the Setup CD from the CD-ROM drive and then click Finish. Your computer restarts and automatically displays the Sympatico window.



You are finished the installation process. Now you can set up the software and register with the Sympatico service as a new member! (Go to page 8)


INSTALLING ON WINDOWS 95

You must enter your Windows 95 user name and password when you start your computer.


This way, you will not have to enter your Sympatico userid and password each time you want to use the Sympatico service.

Before installing the Sympatico software on your computer, make sure you have Dial-Up Networking installed. To do this, double-click on the My Computer icon on the desktop. If you see a Dial-Up Networking folder in the My Computer window, proceed with the installation of the Sympatico software.

If you do not see a Dial-Up Networking folder in the My Computer window, follow these steps to install it (you may need your original Windows 95 diskettes or CD):

- Click  and select Settings, then click Control Panel.
- Double-click the Add/Remove Programs icon.
- Click the Windows Setup tab at the top of the window.
- Double-click Communications.

- e. Click the check box next to Dial-Up Networking and the check box next to Hyper Terminal.
- f. Click OK.
- g. Proceed with the installation of the Sympatico software.

1. Exit any applications or programs and disable any virus protection software before installing the software.
2. Insert the Sympatico CD into your CD-ROM drive.
3. Click  and then click Run.
4. If your CD-ROM drive is drive D, type **d:\setup.exe**, or if it is drive E, type **e:\setup.exe**. Click OK. Follow the instructions on the screen to continue the installation process, noting these points:

- Accept the suggested destination directory by clicking Next. If this directory contains a previous version of Netscape, it will be overwritten during the installation. If you would like to keep your old version, click Browse and select another directory.

- After the software is finished loading, you will see a message stating that you need to restart your computer. Remove the Setup CD from the CD-ROM drive and then click Finish. Your computer restarts and launches the Account Setup Wizard.



You are finished the installation process. Now you can set up the software and register with the Sympatico service as a new member! (Go to page 8)

INSTALLING ON MACINTOSH

1. Quit any applications or programs, and turn off any virus protection. (For instructions, see the manual that came with your virus protection software.)
2. Insert the Sympatico CD into your CD-ROM drive.

3. Double-click on the Install Icon in the Sympatico Netscape window.

4. Follow the instructions on the screen to continue the installation process, noting the following:

- If the install button is greyed out, you do not have enough memory to complete the installation process. Please refer to Troubleshooting for more information.

- You will be warned that you will have to restart your computer at the end of the installation process. Click Continue. Once the installation is complete, you will be prompted to restart your computer. Click Restart. Your computer will now restart and automatically launch the Account Setup application.

- If the screen below does not appear, you will have to reinstall the Sympatico software. See the Troubleshooting section for more information.



You are finished the installation process. Now you can set up the software and register with the Sympatico service as a new member! (Go to page 8)

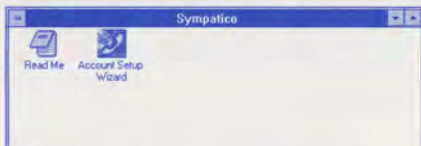
Installing your software will take just a few minutes. If you encounter any errors or difficulties, refer first to the Troubleshooting section at the end of this guide.

INSTALLING ON WINDOWS 3.1

1. Exit any applications or programs (except Windows), and disable any virus protection software before installing the software.
2. Insert the Sympatico™ Setup Disk 1 into your floppy disk drive A or B.
3. Click the File menu and choose Run.
4. If your floppy drive is drive A, type **a:\setup.exe**, or if it is drive B, type **b:\setup.exe**. Click OK. Follow the instructions on the screen to continue the installation process, noting these points:

- When you are asked to choose between Typical and Custom installation, select Typical and click Next. (Custom installation is used to exclude certain portions of the Sympatico software during installation. Its use is not recommended.)
- On the following screen, click Next again to accept the suggested destination directory. If this directory contains a previous version of Netscape Navigator™ software, it will be overwritten during the installation. If you would like to keep your old version, click Browse and select another directory.
- After the software is finished loading, you will see a message stating that you need to restart

your computer. Remove the last Setup Disk from the floppy drive and then click Finish. Your computer restarts and automatically displays the Sympatico window.



You are finished the installation process. Now you can set up the software and register with the Sympatico service as a new member! (Go to page 8)


INSTALLING ON WINDOWS 95

You must enter your Windows 95 user name and password when you start your computer.

This way, you will not have to enter your Sympatico userid and password each time you want to use the Sympatico service.

Before installing the Sympatico software on your computer, make sure you have Dial-Up Networking installed. To do this, double-click on the My Computer icon on the desktop. If you see a Dial-Up Networking folder in the My Computer window, proceed with the installation of the Sympatico software.

If you do not see a Dial-Up Networking folder in the My Computer window, follow these steps to install it (you may need your original Windows 95 diskettes or CD).

- a. Click  and select Settings, then click Control Panel.
- b. Double-click the Add/Remove Programs icon.
- c. Click the Windows Setup tab at the top of the window.
- d. Double-click Communications.
- e. Click the check box next to Dial-Up Networking and the check box next to Hyper Terminal.
- f. Click OK.
- g. Proceed with the installation of the Sympatico software.

1. Exit any applications or programs and disable any virus protection software before installing the software.

2. Insert the Sympatico Setup Disk 1 into your floppy disk drive A or B.

3. Click  and then click Run.

4. If your floppy drive is drive A, type **a:\setup.exe**, or if it is drive B, type **b:\setup.exe**. Click OK. Follow the instructions on the screen to continue the installation process, noting these points:

- Accept the destination directory by clicking Next. If this directory contains a previous version of Netscape Navigator software, it will be overwritten during the installation. If you would like to keep your old version, click Browse and select another directory.

- After the software is finished loading, you might see a message stating that you need to restart your computer.



Remove the last Setup Disk from the floppy drive and then click Finish. Your computer restarts and launches the Account Setup Wizard.

You are finished the installation process. Now you can set up the software and register with the Sympatico service as a new member! (Go to page 8)

INSTALLING ON MACINTOSH

1. Restart your computer with extensions turned off.

To do this, hold down the Shift key and select Restart from the Special menu. Continue to hold the Shift key until you see "Extensions off" on the screen.

2. Insert the Sympatico Setup Disk 1 into your floppy drive.

3. Double-click on the Install icon in the Disk 1 window. (If the Disk 1 folder is not visible, double-click on the Disk 1 icon on the desktop.)

4. Follow the instructions on the screen to continue the installation, noting the following:

- If the install button is greyed out, you do not have enough memory to complete the installation process. Please refer to Troubleshooting for more information.
- You will be warned that you will have to restart your computer at the end of the installation process. Click Continue. Insert the other diskettes as requested by your computer. Once the installation is complete, you will be prompted to restart your computer. Click Restart. Your computer will now restart and automatically launch Account Setup.
- If the screen on page 5 does not appear, you will have to reinstall the Sympatico software. See the Troubleshooting section for more information.

You are finished the installation process. Now you can set up the software and register with the Sympatico service as a new member! (Go to page 8)

SETTING UP YOUR ACCOUNT

The Sympatico software includes an Account Setup Wizard to take you step by step through the process of configuring your software.

If you are using Windows, you may need to start the Account Setup Wizard by double-clicking it in the Sympatico group window.



If you are using a Macintosh or Windows 95, the Account Setup window should already be open.

Follow the instructions as directed by the Account Setup Wizard.

This Wizard will ask you for the following information:

- Personal Information, including your name and company name (if any)
- Modem information (its make and speed)

If your modem is slower than 14.4 kbps, it will not appear on the list.

Because much of the Internet is graphical, it is not recommended that you use a modem slower than 14.4 kbps.

- Dialing information:

Call Waiting

If you have Call Waiting service on the phone line used by your modem, and you do not live in the Northwest Territories or the Yukon, click the box to the left of "disable call waiting with."

The key sequence (*70) that disables this feature in all areas (except British Columbia) is automatically selected. Select 1170 for pulse telephone lines. In British Columbia, select 70#.

This will prevent a Call Waiting beep from disconnecting you while you are using the Sympatico service. If you don't have Call Waiting, or are unsure, leave the box empty. Call Waiting is automatically re-enabled when you disconnect from the Sympatico service.

Outside Line

If your modem uses an office phone line which requires you to dial a number for an outside line, type that number in the First Dial box. Most offices and hotels use 9.

Type of Line

If you have a pulse (often rotary) telephone line (instead of a Touch-Tone™ line), click the circle next to Pulse.

REGISTERING AS A NEW MEMBER

Once you have entered the required information, the Account Setup Wizard will start the Netscape Navigator software and dial a toll-free number to register you as a new member. You will be asked to provide certain information. Use your mouse to click in boxes and enter the requested information. If you enter credit card information, it is encrypted (coded) for your security and sent through a secure telephone network, (not through the Internet).

If you live in Alberta (except Edmonton), British Columbia, Newfoundland, Nova Scotia, Ontario, Prince Edward Island, Quebec, the Northwest Territories, or the Yukon, a Summary screen is displayed at the end of the registration process. Write down the information the screen presents to you. We have provided a page at the back of this guide for this purpose. Keep this guide in a safe place; you may need it for later reference.

If you live in Edmonton, Manitoba, New Brunswick, or Saskatchewan you will have to call Member Services at 1-800-773-2121 to register as a new member.

You have now set up the software and registered as a new member. You are ready to start surfing the Internet!

Your Sympatico membership begins when your registration is complete.



USING THE SYMPATICO SERVICE

ABOUT THE SOFTWARE

Windows 3.1 or Windows for Workgroups

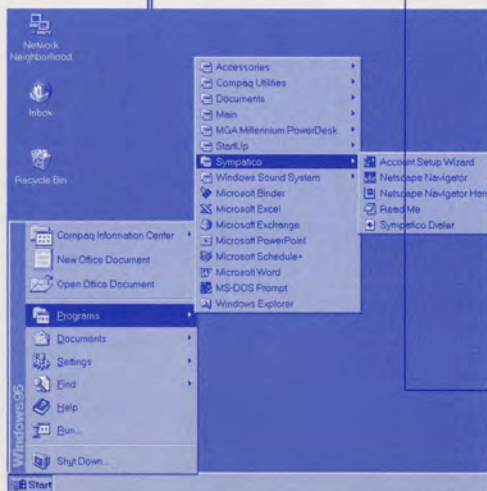
You used this to set up your account

Technical information about
the software



A handy guide to Netscape Navigator software (only accessible when you are not connected to the Sympatico service). When you are connected, the Handbook is available through the Sympatico Help section

Windows 95



Connects you to the Sympatico service and allows you to send and receive e-mail

To change your modem settings, and to change the phone number so you can access the Sympatico service when you are travelling

Macintosh

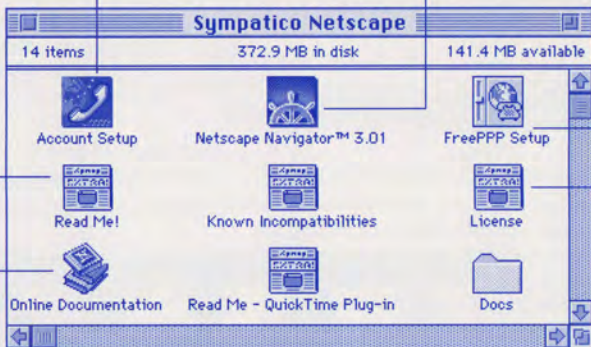
You used this to set up your account

Connects you to the Sympatico service and allows you to send and receive e-mail

Technical information about the software

A handy guide to Netscape Navigator software

Your Sympatico software license and service agreements



Click Disconnect to hang up your modem after quitting Netscape Navigator

The duration of each Internet connection session is listed here

Click on the question mark for help using FreePPP Setup



Click on grey triangle to alter advanced settings

The modem you are using is listed here

FreePPP Setup is the Sympatico Dialer. Use this to change your modem settings, or to change the access phone number so you can connect to the Sympatico service when you are travelling

NETSCAPE NAVIGATOR SOFTWARE



The Netscape Navigator software connects you to the World Wide Web, discussion groups, forums, and, in particular, the Sympatico™ Web site. It also allows you to send and receive electronic mail.

Starting the Netscape Navigator Software

Windows 3.1

- Double-click the Netscape Navigator icon in the Sympatico™ group window. This automatically connects you to the Sympatico™ site on the World Wide Web.

Windows 95

- Double-click the Sympatico Dialer shortcut on the desktop, then click Connect. Once a connection has been established, double-click the Netscape.exe shortcut on the desktop.
- Alternately, click , select Programs, then Sympatico, and then click the Sympatico™ Dialer. (see page 9) Once a connection is established, click , select Sympatico™, then click Netscape Navigator.

Macintosh

- Double-click the Netscape Navigator icon in the Sympatico™ Netscape folder. This automatically connects you to the Sympatico service.

The first time you access the Sympatico Web site, you may experience a delay of up to a minute or so while the Sympatico Home Page loads.

Exiting the Netscape Navigator Software

Windows 3.1

From the File menu, select Exit when you want to end your Internet session. Your modem connection should close after a few seconds. If your connection does not automatically close after you exit Netscape Navigator software, click Disconnect in the Connect Time window. If the Connect Time window is not visible on your desktop, click on the tab in the top left corner of the screen, click Switch To, and select it from the list.

Windows 95

When you want to end your Internet session, you must first close all Internet applications, such as IRC. Then, from the File menu, select Exit. A dialog box will ask you if you want to close your modem connection. Click Yes.

Macintosh

From the File menu, select Quit when you want to end your Internet session. Once Netscape is closed, click Disconnect in the FreePPP Setup window. If FreePPP Setup is not visible on your desktop, select it from the Application Selector menu at the top right of your screen. Quit FreePPP Setup.

IDLE TIME

If your PC has been idle (not used) for 10 minutes or more, you will usually be disconnected from the Sympatico service. This feature is provided so you don't pay for connect time if your computer is idle. However, we recommend you don't rely on this feature, as there are some situations when you will not be disconnected.

The Sympatico software for the Macintosh is not configured to disconnect automatically when idle. To enable this feature, click the triangle in the lower left corner of the FreePPP Setup window, then place an X in the box next to "Disconnect if idle for", and select an idle period.

With Windows 3.1 and Macintosh, when you return to your computer after being disconnected, and wish to continue using the Sympatico service, the Netscape Navigator software should automatically re-establish your connection as soon as you click on a new link. With Windows 95, you will have to reconnect to the Sympatico service by double clicking on the Sympatico Dialer then clicking Connect.

With Windows, when the connection is made, an icon labeled Netscape Personal

Edition may cover up part of your Netscape Navigator window. To make the window entirely visible, click anywhere on it.

ON THE WEB

SYMPATICO HOME PAGE

The Sympatico Home Page is your Canadian gateway to the electronic world. It is designed to help you become comfortable with the Internet in no time at all! This page is always changing, so it may not look exactly like the one shown below.

Help about the Internet, Netscape Navigator software, e-mail and newsgroups

Click here to contact us

Searches the Internet for information on any subject you specify

Today's local and national news.

HELP **CONTACT US** **SEARCH** **FRANÇAIS**

Today's Weather

Sympatico™

Healthyway
Your gateway to the best health and medical resources on the Internet

Kids do Care
We created this site because we think you (meaning kids) need a place to go where you can talk about your concerns.

Sympatico's Buyers Club
The Sympatico Buyer's Club is where Sympatico members can receive special deals on great products.

Canada411
The Phone Directory for Everyone™™™
Now with over 10 million listings including postal codes

Sympatico News
See today's headlines, listen to live radio broadcasts, and talk about current events

Zodiac Predictions:
Daily
Monthly

New Member? Click here!

Our Web Guide

- Business
- Go!
- What's New
 - Service bulletins
 - What's New
- Around town
 - Local Info
 - Across Canada
- Spotlight
 - Canadian Gardening
 - Canadian Living
 - Snow Goer
 - Sympatico NetLife
- Sympatico Info
 - Online Help
 - About Sympatico

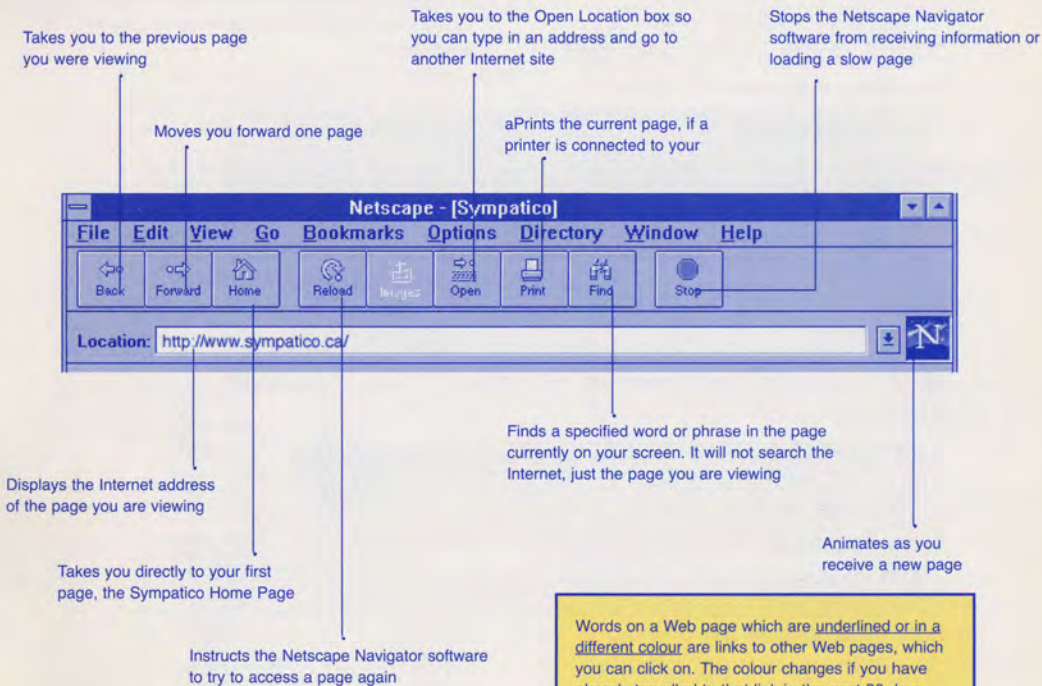
A list of subject categories that will guide you to many different Internet sites and resources

Quickly get to information on the Internet about what's happening where you live

A place for first-time users of the Sympatico service, where you can learn about the basics of both the Internet and Netscape Navigator software

NETSCAPE NAVIGATOR TOOLBAR

The Netscape Navigator software provides a toolbar containing buttons to help you navigate the Internet. Brief descriptions are given below. For a more complete explanation of these buttons, as well as a basic overview of technical terms, click **HELP** when you're connected to the Sympatico™ service.



ELECTRONIC MAIL

SENDING E-MAIL

1. Start the Netscape Navigator software, if you haven't already.

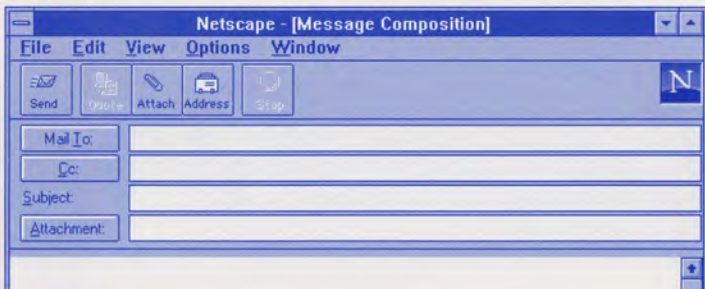
You can save money by writing your e-mail without being connected to the Sympatico service. If you are using Windows 3.1 or Macintosh, you can do this by starting the Netscape Navigator software and then clicking Cancel in the

dialer window. This stops Netscape from connecting to the Sympatico service. If you are using Windows 95, start the Netscape Navigator software as you normally would without first connecting.

2. From the File menu, choose New Mail Message.

(The tab order for the Macintosh Message Composition Window differs from these instructions. Click in the relevant fields to enter text.)



Windows



Macintosh



- In the Mail To box, type the e-mail addresses (in lower case) of the people to whom you are sending the message. Separate multiple addresses with commas.
- Press Tab to move to the Cc (Carbon copy) box, and type the e-mail addresses of any people who should receive a copy of the message.
- Press Tab to move to the Subject box and type the subject of your message.
- Press Tab to move to the message area under the horizontal line. Type your message.

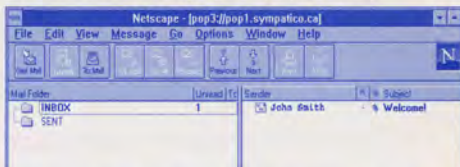
- To send your message, click  . If you are not connected to the Sympatico service, the Netscape Navigator software connects you and sends your message. To disconnect, exit the Netscape Navigator software. If you have a blank screen on your browser and want to continue using the Sympatico service, click  on the Netscape Navigator toolbar.

READING E-MAIL

- From the Window menu, choose Netscape Mail. The Netscape Navigator software opens a Mail window. Maximize it.

Every time you open Netscape Mail, any new mail is automatically received and a list of new messages is displayed. If you have no new mail, you are alerted.


- Click the message you want to read.



For more information on how to use e-mail, go to Sympatico Help when you are connected to the Sympatico service, or double-click the Netscape Navigator Handbook icon or the Macintosh online Documentation icon when you are not connected to the Sympatico service.

MORE THINGS TO DO

You can also access newsgroups with the Sympatico service. Newsgroups are discussion groups formed by people on the Internet who have an interest in a certain topic. There are thousands of newsgroups on the Internet. Each newsgroup is a collection of articles (like e-mail messages) related to a specific topic.

If you would like to find out more about the Sympatico service, such as how to read newsgroups, or use FTP (File Transfer Protocol), or if you would like find out more about using e-mail and navigating the World Wide Web, click  on the Sympatico toolbar found on every Sympatico Web page.



GETTING HELP

If you cannot connect to the Sympatico service, please refer to the Troubleshooting section at the end of this guide.

HELP AT YOUR FINGERTIPS

If you need additional information or encounter problems when you are connected to the Sympatico service, Sympatico Help is the first place to check. It features an Internet tutorial, a 'how-to' guide for newsgroups and e-mail, frequently asked questions, a comprehensive glossary of terms and a list of references and books. You can also search Sympatico Help using keywords.

To go to Sympatico Help, click **HELP** or select Sympatico Help in Netscape Navigator's Help menu.

To find out more about the software provided with the Sympatico service, consult Online Books in the Sympatico software or through Sympatico Help.

Windows 3.1

- Double-click the Online Books icon in the Sympatico group window.

Windows 95

- Click **Start**. Select Programs, point to Sympatico, and click Online Books.

Macintosh

- Double-click the Online Documentation icon in the Sympatico Netscape folder.

MEMBER SERVICES

If you have any questions or problems concerning the Sympatico service or software not covered in Sympatico Help or in the Handbook, Member Services is prepared to help you. If you can connect to the service, you can send an e-mail message to Member Services with your questions or comments. To do this, click **CONTACT US** on the Sympatico toolbar found on every Sympatico Web page. Include details about your computer, modem and any error messages you received.

Member Services is available by telephone at 1-800-773-2121. It is staffed by friendly experts who will be happy to answer your questions, and is open 7 days a week for your convenience.

Always have your personal account information at hand when you call Member Services. Record this information on the page provided at the back of this guide.

Please note that Member Services is equipped to answer questions relating to the Sympatico software referred to in this booklet.

BILLING QUESTIONS

How will I get my bill each month?

Depending on your Sympatico Service Provider, you will be billed in different ways. For more information please click **HELP** on the Sympatico toolbar found on every Sympatico Web page.

How do I get information about my account?

Click **CONTACT US** on the Sympatico toolbar found on every Sympatico Web page to make account inquiries, e.g.; how many hours you have used.


TROUBLESHOOTING

The **Read Me** file contains information useful for troubleshooting, including resolving conflicts with other Internet access software. If you have installed the Sympatico software, you can view this file by doing the following:

Windows 3.1

Open the Sympatico group window, and double-click the Read Me icon.

Windows 95

Click  , select Programs, select Sympatico, click the Read Me menu item.

Macintosh

Open the Sympatico folder, double-click the Read Me icon.

Otherwise, you can read the Read Me file directly from the Sympatico CD or Setup Disk 1.

With Windows 3.1, open the File Manager, locate and open readme.txt on:

the CD (drive D or E) d:\Sym16\Disk1\readme.txt.
on the Setup Disk1 (drive A or B) a:\readme.txt.

With Windows 95, open Windows Explorer, locate and open readme.txt on:

the CD (drive D or E) d:\Sym32\Disk1\readme.txt.
the Setup Disk1 (drive A or B) a:\readme.txt

With Macintosh, double-click the Sympatico CD icon on the desktop. Click the zoom box in the

top right corner of the Sympatico window. Double-click the Sympatico Macintosh folder, double-click the Disk1 folder, and then double-click the Read Me! icon.

The Read Me! file is also on Setup Disk1.


- **Your system is configured for another Domain Name System (DNS) server. (Windows 95 error only)**


If you get this warning, click OK, then Cancel to quit the account setup procedure.

If you connect to another Internet Service Provider (ISP) in addition to the Sympatico service, and disabling your global DNS settings prevents your computer from connecting with them, please call Member Services.

- **If your computer is connected to a local area network, you should confer with your system administrator.**


If you are using a modem to dial into the Sympatico server and you don't have any other ISP (Internet Service Provider), disable your global DNS settings by following these steps:

1. Click  , select Settings, then click Control Panel.
2. Double-click on the Network icon. (You may have to scroll to see this icon).
3. Select TCP/IP-> Dial-up Adapter (or, if not listed, TCP/IP) and click on Properties.

4. Click DNS Configuration at the top of the screen, then click on the button next to Disable DNS.
5. Click OK, and then OK again. You will have to restart your computer.
6. Once your computer has restarted, click , select Programs, then click Account Setup Wizard.

• **Automated Script Terminal error** (Windows 95 error only)

This error can occur if you were using a script with your dialer before installing the Sympatico software. To prevent this error from occurring, disable the script by following these steps:

1. Click , select Accessories, then click Dialup Scripting Tools.
2. Under connections, highlight Sympatico. Double-click in the script file name text box and press the delete key.
3. Once the script path is deleted, close the Dialup Scripting Tool, then re-run the Account Setup Wizard.

• **Netscape Navigator uses OLE 2.02, which is not compatible with this version of Win32s** (Windows 3.1 error only)

You have an old version of Microsoft's Win32s program and you must disable it or upgrade to a newer one. Win32s is not a standard part of

Windows, but was installed on your computer in the past because one or more applications you have require it. Refer to the **Read Me** file for further details.

• **Could not write file (name of file)**

If you get this message when you are installing the software, your computer probably does not have enough unused disk space. Delete files you don't need, and then try the installation process again.

You may also encounter this error if you are installing the Sympatico software onto a compressed hard drive. Try installing to an uncompressed partition on the hard disk.

• **Non-system disk or disk error**

Remove the disk from your diskette drive and press any key to continue restarting your computer.

• **No dialtone**

The first thing you should do when you receive this message is to check that your modem is on, and is plugged into the appropriate phone jack.

"No dialtone" may also be displayed if you have Call Answer or Message Manager service on your phone line and have new messages

waiting. Listen to the messages and try connecting again. "No dialtone" or a busy signal could also occur if you specified Disable Call Waiting when setting up the software, but the phone line you are using does not have Call Waiting. If you are in the Account Setup Wizard, click Back and click the "disable call waiting with" box to clear it. If you're attempting to connect to the Sympatico™ service, first exit the Netscape Navigator software, and then do the following:

Windows 3.1

Start the Sympatico Dialer program, click Properties, and click the Disable Call Waiting box to empty it.

Macintosh

Double-click the FreePPP Setup icon. Click the blue triangle to access the advanced settings and click on the Locations tab. Click the Edit button. Click next to Dial Prefix and remove any unneeded numbers there.

If the Netscape Navigator software is open when you get a "No Dialtone" warning, exit (or quit) and run it again in a few moments.

• **Unable to negotiate dial-in connection (failed)**

If you are in the Account Setup Wizard while you experience this problem, you may have an RPI modem (check your modem box or manual) but have not installed the software that came with it.

Otherwise, try connecting again, five times. If this error persists, restart your computer. If that doesn't help, rerun the Account Setup Wizard and, when you arrive at the modem information screen, manually choose the modem manufacturer Rockwell and the appropriate speed. If the problem persists again, select the manufacturer Hayes compatible and the appropriate speed. Refer to the **Read Me** file for more information.

If you have already set up your account when this error occurs, see "Netscape was unable to create a network socket connection."

• **You have an RPI modem, but may not have installed the required software**

If you have Windows 3.1, you must install the WinRPI software driver in your PC. If you have Windows 95, you must install the WinRPI95 driver, if you have not already done so. If you have not installed the appropriate software, exit the Account Setup Wizard and do so, or contact the manufacturer of your modem for more information.

• **Error: The server does not have a DNS entry**

Try reloading the page using the Reload button on the Netscape toolbar. If this does not work after a couple of tries, exit Netscape, disconnect and follow the directions for "Netscape was unable to create a network socket connection."

- **Netscape was unable to create a network socket connection. There may be insufficient system resources or the network may be down (Reason: Network is down)**

You have not successfully connected to the Sympatico service.

With Windows 3.1: from the Netscape File menu, choose Exit. Start the Sympatico Dialer, then click Dial. Once a connection is established, start Netscape. When you later exit the Netscape Navigator software, you will have to go to the Netscape Personal Edition connection window and click Disconnect.

With Windows 95: try connecting again

With Macintosh: from the Netscape File menu, choose Quit. Start FreePPP Setup, then click Connect. Once a connection is established, start Netscape. When you later quit the Netscape Navigator software, you will have to go to the FreePPP Setup, and click Disconnect.

If this does not work, turn Virtual Memory off. To do this, click on the Apple menu, select Control Panels, then select Memory. Switch Virtual Memory off, close the Memory window, restart your Macintosh, and then restart Netscape Navigator.

NOTE: This error can be misleading. Do not assume the Sympatico service is unavailable.

- **Application Error or General Protection Fault**

These are operating system errors. Please refer to the user manual that came with your computer.

- **Connect button greyed out in FreePPP Setup (Macintosh error only)**

Click on the Apple menu, select Control Panels, and then select MacTCP (or TCP/IP). With MacTCP, make sure that FreePPP is selected. With TCP/IP, make sure the Connect Via option is set to FreePPP.

- **Netscape doesn't start when double-clicked**

This might mean that Netscape Navigator software is already started. To verify if Netscape is open, do the following:

With Window 3.1, click on the button in the top-left corner of the screen, and click Switch To. Look for Netscape in the Switch To window.

With Windows 95, look for the Netscape icon on the taskbar at the bottom of the screen.

With Macintosh, look for the Netscape icon in the Application menu at the far right of the menu bar.

To prevent this from happening in the future, Exit or Quit Netscape from the File menu when you're finished rather than simply minimizing or closing the Netscape window.

- **Computer freezes with “Looking for modem” in FreePPP status window**

This happens if your modem requires use of a high-speed modem cable and you are not using one. Try to use the cable that came with your modem. If it is not available, obtain a modem cable that is specifically designated “high speed”. It has wires for signals that regulate the flow of data at high speed.

- **If Netscape crashes (computer will not respond to mouse)**

If Netscape crashes (buttons stop working and menus don't open), restart your computer before restarting Netscape.

- **If you can't connect to the Sympatico service**

If you have an external modem, make sure it is turned on, and that it is connected to the same serial port originally specified during the Modem Setup process. If you have changed phone lines, you may need to update the Sympatico Dialer. You may have a situation where one line needs an access number (such as 9) to connect to an outside line while the other doesn't, or the new line may need pulse dialing. Exit the Netscape Navigator software, start the Sympatico Dialer and click Properties. Make any required changes.

- **Reinstalling the Sympatico Macintosh software**

Quit the Account Setup program if it is running. Locate the Sympatico Netscape folder by double-clicking on the icon for your system's hard drive. Drag the Sympatico Netscape folder to the Trash and empty it. Repeat the Macintosh installation instructions at the beginning of this guide.

- **Making more memory available on your system**

If your computer has the basic RAM memory requirements (16 Mb for Windows 95 and Macintosh, and 12 Mb for Windows 3.1), but you still encounter “out of memory” problems, you can free up more memory for the Netscape Navigator software by doing the following:

Exit (or quit) any other applications and close open windows. Exit and restart Netscape if it is open.

Macintosh users can use Virtual Memory. Click on the Apple menu, select Control Panels, then select Memory. Switch Virtual Memory on, close the Memory window, and then restart your Macintosh. Virtual Memory is more reliable on Power Macintoshes.

You could also purchase more RAM. (Contact your local computer hardware or software retailer for more information.)

- **If you change modems**

You need to update the modem settings in the software when you change modems.

PERSONAL REFERENCE SHEET

Use this page to write down important information for future reference. Keep it in a safe place. If you need to re-enter this information, remember that it should be typed in lower-case letters.

SOFTWARE SERIAL NUMBER

GROUP KEY AND USER KEY (if your Sympatico membership was arranged by an organization or association to which you belong, that organization will supply you with a group key and user key)

USER ID _____

(This is the same as the e-mail (POP) username required in Netscape Mail)

PASSWORD _____

PERSONAL IDENTIFIER _____

E-MAIL ADDRESS _____

SK
@ SK.SYMPATICO.CA

DATE MEMBERSHIP ACTIVATED _____

PRICING OPTION _____

995

SYMPATICO DIALUP NUMBER AND CITY _____

Brent

The Sympatico Service Providers are listed on the inside front cover of this booklet.

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so we can be better
prepared for the future.**



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