

PERSONAL
WEBSITE

**EASY
TO USE**
SOFTWARE

THE **WORLD
WIDE WEB**

Sympatico™

TOLL-FREE
TECHNICAL HELP

e-MAIL

GET CONNECTED TO THE INTERNET AND JOIN
CANADA'S LARGEST ONLINE COMMUNITY!

www.sympatico.ca

QUICK START

1. Exit any applications or programs, and disable any virus protection.
2. Insert the Sympatico™ CD into your CD-ROM drive.
3. Windows 95:

Wait a few seconds. The Sympatico installer will usually start automatically. If it doesn't, double-click the **My Computer** icon on your desktop, and then double-click the **Sympatico** icon.

Macintosh:

Wait a few seconds. The **Sympatico** folder will automatically open on your desktop. Double-click the **Install** icon to start the Sympatico installation program.

4. Follow the instructions on screen to complete the installation process.



NUMERO DE SÉRIE DU LOGICIEL

*use pop up Sympatico
for checking mail*

Getting Started With the Sympatico™ High Speed Service

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WELCOME

What is the Sympatico High Speed Service?

The Sympatico High Speed service is your membership in a unique electronic community, where people share information and opinions freely. It's friendly, comfortable, and very fast.

Your Sympatico High Speed 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.

Your Sympatico High Speed service includes:



- reliable, fast Internet access using high speed technology
- a Canadian home site full of useful local and global information
- easy-to-use software (CD-ROM with Netscape Communicator™ software)
- friendly and knowledgeable support through the comprehensive Sympatico™ online Help, and the Member Services Help Line.

In addition to giving you faster access to the Sympatico Web site and the rest of the Internet, your Sympatico High Speed account gives you access to the High Speed Zone—a Web site designed specifically to take full advantage of the high bandwidth offered by ADSL and other high-speed lines.

Connecting to the Internet through your Sympatico High Speed account is easier than ever. Once your Ethernet card is configured and connected to a high speed line adapter, your computer will always be connected to the Internet when your computer is switched on. You do not need to “dial-up” to connect to the Internet with the Sympatico High Speed service.

About the High Speed Software

The Sympatico software included with this High Speed Starter Kit is Netscape Communicator 4.03, specially customized for Sympatico members. Netscape Communicator is a suite of Internet software components, including Navigator (the browser), Messenger (the e-mail reader), Collabra (the newsgroup reader), and Composer (the HTML editor).

Netscape Communicator is easily customized to accommodate multiple users, each with his or her own bookmarks, e-mail address, personal e-mail folders and other preference settings.

Existing Sympatico members may wish to remove previous versions of their Sympatico software *after* installing Netscape Communicator. To do this, see page 27 of the *Getting Started with the Sympatico Service User Guide* (which accompanied Netscape Navigator 3.01). If you wish to retain your existing bookmarks, stored e-mail and Netscape e-mail settings, we strongly recommend installing Netscape Communicator *before* removing other Sympatico software from your hard drive. See Importing Existing Bookmarks and Importing Existing E-mail, on page 29 of this guide.

Minimum Requirements:

If you do not meet the following minimum requirements, your High Speed software may not work properly, or may not work at all. If you intend to play multimedia from the Internet, including video, audio, and virtual reality presentations, you will need a more powerful computer, as indicated below:

Windows 95 (or later)

(The Sympatico High Speed software does not work with Windows 3.1.)

- **Processor:** Pentium-75 (Pentium-166 recommended for multimedia playback)
- **Memory:** 16 MB RAM (32 MB recommended for multimedia playback)
- **Hard Drive:** 30 MB free (50 MB recommended for multimedia playback)
- **Video card and display:** 256 colours at 640 x 480 resolution (16-bit colour at 800 x 600 resolution and PCI video card recommended for multimedia playback)
- Soundblaster 16 compatible (required for multimedia playback)

- **Networking:** Ethernet Networking Card and TCP/IP drivers installed
- RJ-45 Ethernet cable to connect your Ethernet card to your high speed line adapter.
- CD-ROM drive (for installation). This software is not available on diskettes. Note: You may need your Windows 95 CD or diskettes to perform some of the software configurations as outlined in this guide.

Power Macintosh

(The Sympatico High Speed software only works with PowerPC Macintoshes.)

- **Processor:** PowerPC
- **Memory:** 16 MB RAM (32 MB recommended for multimedia playback)
- **Mac OS:** Mac OS System 7.5.3 or later (including Mac OS 8) with Open Transport 1.1 or later
- **Hard Drive:** 30 MB free (50 MB recommended for multimedia playback)
- **Display:** 256 colours at 640x480 resolution (thousands of colours at 800x600 resolution recommended for video playback)
- **Networking:** an Ethernet Networking Interface Card (NIC) installed (most Power Macintosh desktop computers have a built-in Ethernet port)
- RJ-45 Ethernet cable to connect your Ethernet card to your high speed line adapter.
- CD-ROM drive (for installation). This software is not available on diskettes.



GETTING STARTED

Before you start:

This guide will show you how to get started with the Sympatico High Speed service. You need to have a basic understanding of your computer's operating system to install and use the Sympatico High Speed 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.

Before proceeding with these instructions, make sure you have the following:

- an Ethernet Networking Interface Card (NIC) installed in your computer
- an ADSL or other high speed line installed and tested by a technician representing your local telephone company

Once you have the items listed above, follow these steps:

STEP 1 - Configure your Sympatico High Speed Ethernet TCP/IP connection.

STEP 2 - Install the Sympatico High Speed software on your computer.

STEP 3 - Configure the Sympatico High Speed software on your computer.

Note: If you've had your Ethernet card installed *and configured* for you, please proceed directly to Step 2.

Once you have your Ethernet card and high speed line installed, following steps 1, 2 and 3 will take about 30 minutes.

Other Internet Software

If you have other Internet access software on your computer, you may encounter difficulties using it after completing this installation. 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.

If you currently have other Sympatico software already installed on your computer, do not remove it until after you have installed the Sympatico High Speed software. You may wish to import your existing bookmarks, address book and e-mail into your new Sympatico High Speed software. You must do this after installing your new software.

Step 1: Configuring Your Sympatico High Speed Ethernet TCP/IP Connection

(Note: you must have already obtained and installed an Ethernet card prior to configuring your Ethernet connection)


Make sure you have your Sympatico High Speed account information sheet at hand. If you do not have this document, please contact Sympatico Member Services. Your Sympatico High Speed account information sheet will provide you with the following information, some or all of which you will need to enter into your software as directed in this guide:

- your Sympatico User ID
- your Sympatico password
- your Sympatico e-mail address
- outgoing (SMTP) mail server address
- incoming (POP) mail server address
- Usenet (NNTP) news server address
- IP address (only applicable for Bell & SaskTel customers)
- Subnet Mask (only applicable for Bell & SaskTel customers)
- Router address (only applicable for Bell & SaskTel customers)
- primary and secondary DNS (only applicable for Bell & SaskTel customers)
- domain suffix (only applicable for Bell & SaskTel customers)
- Default gateway address (only applicable for Bell & SaskTel customers)
- local dialup phone number for modem access to the Sympatico service

**To configure your Ethernet TCP/IP connection:
(In Saskatchewan, a SaskTel authorized dealer will configure your Ethernet connection for you.)**

Windows 95

(for Bell & Saskatchewan customers)

1. Click  **Start**, select **Settings**, then click **Control Panel**.
2. Double-click the **Network** icon.
3. Scroll down the list until you see something like **TCP/IP -> XXX Ethernet Adapter** (figure 1) (where "xxx" is the make of your Ethernet card). Click it once, then click the **Properties** button below the list.



Network

- Click the **IP Address** tab at the top of the dialog.
- Click the radio button next to **Specify an IP address**.
- Type in the **IP address** and the **subnet mask**
- Click the **DNS Configuration** tab. (figure 2)
- Click the radio button next to **Enable DNS**.
- Enter a **host name** for your computer. (Make up a name to identify your computer; it will appear in the full headers of your e-mail messages.)
- Type in the **domain suffix**. Click **Add**.
- Type in the primary and secondary DNS IP addresses in the **DNS Server Search Order** box (the one with the 3 dots). Click **Add** after entering each address.
- Click the **Gateway** tab.
- Type in the gateway address in the **New Gateway** box. Click **Add**.
- Click **OK**.
- Click **OK** again in the **Network Control Panel**.

(in British Columbia and Manitoba)

- Click **Start**, select **Settings**, then click **Control Panel**.
- Double-click the **Network** icon.
- Scroll down the list until you see something like **TCP/IP > XXX Ethernet Adapter** (where "xxx" is the make of your Ethernet card). Click it once, then click the **Properties** button below the list.
- Click the **DNS Configuration** tab at the top of the dialog.
- Click **Disable DNS**.
- Click the **IP Address** tab.
- Click the radio button next to **Obtain an IP address** automatically.
- Click the **Gateway** tab.



Network

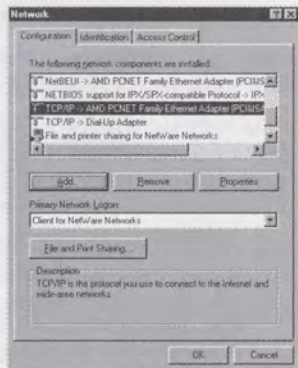


Figure 1

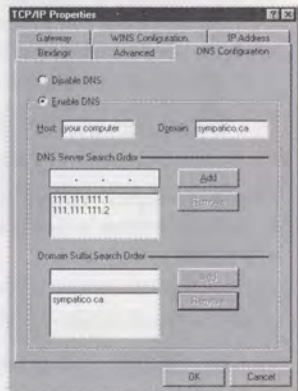



Figure 2

9. Remove any **Installed Gateways**.
10. Click the **WINS Configuration** tab.
11. Click the radio button next to **Disable WINS Resolution**.
12. Select the **Bindings** tab.
13. De-select all items.
14. Click **OK**. (Click **No** in the **Network** dialog.)
15. Click **OK** again in the **Network Control Panel**.

Macintosh

(in all provinces)

1. Click the Apple  menu in the top-left corner of the screen.
2. Drag your mouse down to **Control Panels**.
3. Select **TCP/IP** from the sub-menu. If TCP/IP is not active, activate it by clicking **Yes**.
4. Click the menu next to **Connect Via:** and select **Ethernet**. (figure 3)
5. Click the menu next to **Configure:** then:

in BC and Manitoba select **Using DHCP Server**;

for Bell and Saskatchewan customers, select **Manually** then:

- Type in your IP address in the **IP Address** box.
 - Type in the Subnet mask in the **Subnet mask** box.
 - Type in the Router address in the **Router address** box.
 - Type in the primary and secondary DNS IP addresses in the **Name server addr.:** box.
 - Type in the domain suffix in the **Search domains** box.
6. Click the **File** menu, then select **Close**.
 7. Click **Save** to save your settings.

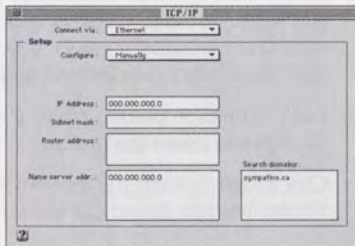



Figure 3

Step 2: Installing The Sympatico High Speed Software

Installing your Sympatico High Speed 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.

Windows 95

1. Exit any applications or programs and disable any virus protection software before installing the software. (See the instructions that came with your virus protection software.)
2. Insert the Sympatico High Speed CD into your CD-ROM drive.
3. Click  **Start** and then click **Run**.
4. If your CD-ROM drive is drive D, type `d:\setup.exe`. (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:
 - The Sympatico Installation Advisor will examine your computer's operating system, processor and memory to verify that the Sympatico High Speed software can run on your computer.

If your computer does not meet all the requirements, you can still install the software, but the Sympatico Installation Advisor will recommend certain upgrades.

- When prompted, accept the software License agreement by clicking **Yes**.
- Accept the suggested destination directory by clicking **Next**. If this directory doesn't exist, you will be asked to create it; click **Yes** to create it. 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.
- You will be prompted to create a new group for the Sympatico High Speed software. Click **Yes** to create the group.
- Click **Install** to finish the installation. After the software is finished installing, remove the Sympatico High Speed CD from the CD-ROM drive and proceed with Step 3.

Macintosh


1. Quit any applications or programs, and turn off any virus protection. (See the directions that came with your virus protection software.)
2. Insert the Sympatico High Speed CD into your CD-ROM drive.
3. Double-click the **Install** icon in the Sympatico window.
4. Follow the instructions on the screen to continue the installation process, noting the following:
 - When prompted, accept the software License agreement by clicking **Accept**.
 - 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.
 - Once your Macintosh restarts, remove the Sympatico High Speed CD from the CD-ROM drive and proceed with Step 3.

Step 3: Configuring Netscape Communicator

The final step is to configure Netscape Communicator for your personal use. This should only take a few minutes. Configuring Netscape Communicator involves creating a personal User Profile and entering some personal e-mail settings.


If you want to use your existing Netscape bookmarks and e-mail with your new Sympatico High Speed software, do not remove your previous Sympatico Netscape software before installing Netscape Communicator. See *Importing Existing Bookmarks* and *Importing Existing E-mail*, on page 29 of this guide.

Windows 95

Click  **Start**, select **Programs**, select **Sympatico**, then click **Netscape Navigator**. Alternatively, double-click the **Netscape Communicator** shortcut on the desktop.

If you have not previously installed Netscape Communicator, Netscape's **User Profile Manager** will take you through the steps to configure your copy of Netscape Communicator.

If the **User Profile Manager** does not appear, click the **File** menu and click **Exit**, then open the **User Profile Manager** as described below:

1. Click  **Start**, select **Programs**, select **Sympatico**, select **Utilities**, then click **User Profile Manager**.
2. Click **New**, then click **Next**. Follow the instructions in the **User Profile Manager**, noting these points:
 - Enter your full name and Sympatico e-mail address in the first window. (figure 4) Click **Next**.
 - On the next screen, enter only your name in the **Profile name** text box.
 - If you are presented with a window giving you the option of using existing user files, select **Ignore and Start Communicator as a new user**. You can import your existing bookmarks and e-mail later; see instructions on page 29 of this guide.
 - All other boxes in these windows are pre-configured. Click **Finish** to complete the configuration of your User Profile.

When Netscape Communicator starts, follow these instructions to configure and verify your Sympatico e-mail settings:

1. Click the **Edit** menu and then click **Preferences...**
2. Click the plus sign next to **Mail & Groups**.
3. Click **Mail Server**.
4. Enter your Sympatico **User ID** in the text box next to **Mail server user name:** (you may need to empty the text box first).

5. Verify that the Incoming (POP) and Outgoing (SMTP) mail server addresses are entered exactly as specified on your **High Speed account information sheet**. If they are not, re-enter the addresses as specified on your account information sheet.
6. If you do not want to enter your Sympatico password each time you check for e-mail, click **More Options...** and click to check the box next to **Remember my mail password**. Click **OK**.
7. Click **OK** in the Preferences dialog.



Figure 4

The installation and configuration of Netscape Communicator is now complete. You can exit Netscape Communicator now if you wish, or you can stay connected and surf the Web.

Macintosh

Double-click the **Netscape Communicator** icon in the Sympatico folder.

If you have not previously installed Netscape Communicator, Netscape's User Profile Manager will take you through the steps to configure your copy of Netscape Communicator.

If the User Profile Manager does not appear, click the File menu and click Quit, then open the User Profile Manager as described below:

1. Double-click the **User Profile Manager** icon in the Sympatico folder.
2. Click **New...** then click **Next**. Follow the instructions in the User Profile Manager, noting these points:
 - Enter your full name and Sympatico e-mail address in the first window. (figure 4) Click **Next**.

- On the next screen, enter only your name in the **Profile name** text box.
- If you are presented with a window giving you the option of using existing user files, select **Ignore and Start Communicator as a new user**. You can import your existing bookmarks and e-mail later; see instructions on page 29 of this guide.
- All other boxes in these windows are pre-configured. Click Finish to complete the configuration of your User Profile.

When Netscape Communicator starts, follow these instructions to configure your e-mail:

1. Click the **Edit** menu and then click **Preferences...**
2. Click the blue triangle beside **Mail & Groups**.
3. Click **Mail Server**.
4. Enter your Sympatico User ID in the text box next to **Mail server user name**: (You may need to first empty the text box.)
5. Verify that the Incoming (POP) and Outgoing (SMTP) mail server addresses are entered exactly as specified on your **High Speed account information sheet**. If not, enter the addresses as specified on your account information sheet.
6. If you do not want to enter your Sympatico password each time you check for e-mail, click **More Options** and click to check the box beside Remember my mail password. Click **OK**.
7. Click **OK** in the Preferences dialog.

The installation and configuration of Netscape Communicator is now complete. You can quit Netscape Communicator now if you wish, or you can stay connected and surf the Web.

USING THE SYMPATICO HIGH SPEED SERVICE

Connecting To The Internet

The Sympatico High Speed service maintains a constant connection between your computer and the Internet, meaning that your computer is automatically connected to the Internet whenever you start it. There is no need to “dial in” to the Sympatico High Speed service.

Netscape Communicator Software

The Netscape Communicator software connects you to the World Wide Web, discussion groups, forums, and, in particular, to the Sympatico™ High Speed Zone. You can use Netscape Communicator to send and receive electronic mail, and to publish Web pages.

Starting the Netscape Communicator Software

If Netscape Communicator isn't already started, double-click the Netscape Communicator shortcut on the Windows 95 desktop, or, with Macintosh, double click the Netscape Communicator icon in the Sympatico folder.

Exiting the Netscape Communicator Software

When you are finished using Netscape Communicator click the File menu, then click **Exit** (Quit with Macintosh.)

On the Web

Sympatico High Speed Home Page

The Sympatico High Speed home page is your gateway to audio and video-rich information on the Internet. It is a source for finding some of the most sophisticated, leading edge sites that take advantage of the extra bandwidth that comes with High Speed Internet access. (The Sympatico High Speed Web site is always being updated, so it may not look exactly like the one shown below.) In the High Speed Zone, you can find a listing of many sites that have multimedia content, such as video, audio or animations. You can get to the High Speed Zone at the top right of the Sympatico High Speed home page.

The screenshot shows the Sympatico High Speed Home Page with a navigation bar at the top containing links for HELP, CONTACT US, SEARCH, and FRANÇAIS. The main content area is divided into several sections:

- Logo:** Sympatico HIGH SPEED.
- Navigation:** "Our Web Guide" with a dropdown menu showing "Arts & Literature" and a "Go!" button.
- Service Section:** "Service SERVICE BULLETINS On the site What's New" with sub-links for "Around Town", "Local Info", "Cottage Connection", and "Across Canada".
- Spotlight:** "Spotlight Tools Sympatico Salutations".
- Today's Weather:** "Today's Weather".
- Death of a Princess:** A section titled "Death of a Princess" with the text: "The Queen pays tribute. Stories, photos and discussion forums. Produced with CANOE, Canadian Online Explorer." It includes a photo of Queen Elizabeth II and the text "A Noble TRIBUTE".
- Advertisement:** A dark box with white text: "If the sight of fresh air frightens you, stick your nose here.....".
- Mother Teresa dies:** "Mother Teresa dies The nun who inspired the world with her acts of kindness is dead at the age of 87."
- Film Fest:** "Film Fest The Toronto International Film Festival is underway. If you can't make the trip to".
- High Speed Zone:** A sidebar box titled "HIGH SPEED ZONE" with a dropdown menu set to "Home & Leisure". It contains the text: "What's a Cybergig? Find out with recording artist Meredith Brooks" and "ON NOW live events online Toronto Film Festival Webcast on OnNow."
- NewsExpress:** "NewsExpress News updates hourly Bodyguard able to talk: MD".
- Hot Topic:** "Hot Topic: The Queen speaks".

Netscape Navigator Toolbar

Netscape Navigator has a toolbar containing clickable 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 the HELP button at the top of any Sympatico Web page when you're connected to the Sympatico™ service.

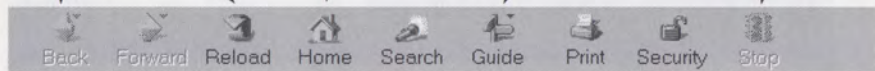
Back takes you to the previous page you were viewing.

Home takes you directly to your first page, the Sympatico High Speed home page.

Guide takes you to the Sympatico High Speed Zone, which highlights multimedia-rich sites.

Stop stops the current page from being received and displayed.

Reload reloads the current page.



Forward moves you forward one page.

Search takes you to the Sympatico High Speed Search page.

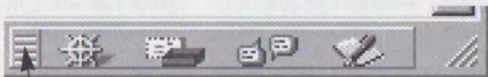
Print prints the current page.

Security displays security details about the current page.

Netscape Communicator Component Bar

Netscape Communicator also has a Component Bar at the bottom right of its windows. This allows you to switch between the four main components of Netscape Communicator with a click of your mouse. You can click and drag the Component Bar anywhere on the screen.

When the Component Bar is reduced, it appears at the bottom of each of Netscape Communicator's component windows.




Click here to expand the Component Bar



Electronic Mail With Netscape Messenger

Netscape Messenger is the component of Communicator used to send and receive electronic mail (e-mail).

Starting Netscape Messenger

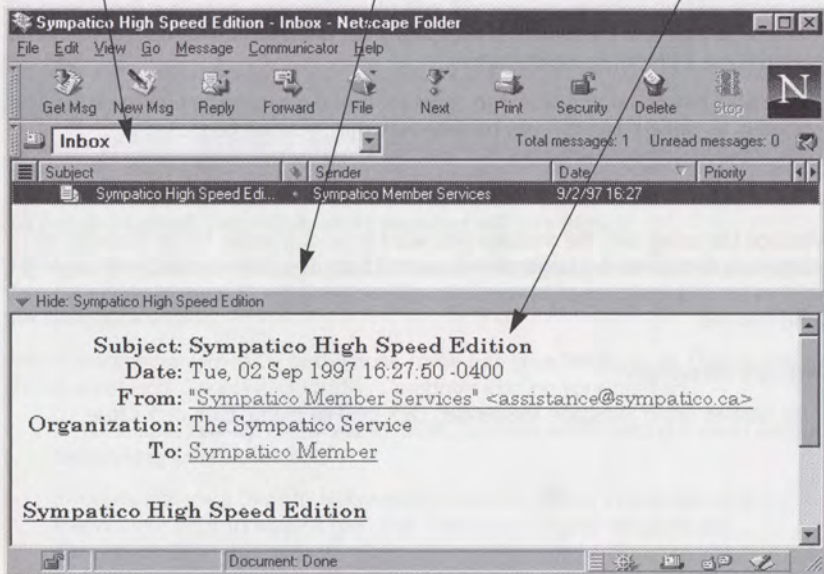
1. Start Netscape Communicator, if you haven't already.
2. Click the **Communicator** menu (or the  menu icon for Macintosh), then click **Messenger Mailbox**.

You will see the Netscape Messenger window:

FOLDERS MENU

MESSAGE LIST PANE

MESSAGE PANE



Composing and Sending E-Mail

1. Click the **New Msg** button in the Netscape Messenger toolbar.
2. In the **To:** box, type the e-mail address (in lower case) of the person to whom you are sending the message. If you want to send your message to more than one person, press the **Enter** key on your keyboard and type in the second e-mail address.
3. Press the **Tab** key to move to the **Subject** box, then type the subject of your message.
4. Press **Tab** again to move to the message area. Type your message.
5. Click the **Send** button to send your message.



Retrieving and Reading E-Mail

The first time you retrieve your e-mail, you will be prompted to enter your Sympatico e-mail password. Type it in lower-case characters.

1. Click the **Get Msg** button on the toolbar to check for new e-mail. New messages will be placed in the **Inbox** folder. If you have no new mail, you will be alerted at the bottom of the Messenger window.
2. Click the Mail Folder menu and select **Inbox**.
3. In the Message List pane, click the message you want to read. In order to see the body of the message, ensure that the Message pane is open. To do this, click on the blue triangle at the bottom left of the Message List pane. You can also hide the Message pane by clicking this triangle.



Closing Netscape Messenger

When you are finished using Netscape Messenger, click the **File** menu, then click **Close**.

More Things To Do

Configuring A Dialup Connection (optional)

If your Sympatico High Speed service account also allows you to have dialup access to the Sympatico service, follow the directions below to configure your Sympatico High Speed software to work with a dial-up connection.

When you want to access the Sympatico High Speed service while away from home (or from a location other than where your high speed line is installed), you will need to configure a dialup connection. You need a modem connected between your computer and an analog telephone line (not a digital line). To configure your dialup connection you will need to enter information from your Sympatico High Speed account information sheet.

To configure a dialup connection to the Sympatico service on the *same computer* on which you have already set up High Speed Internet access, proceed as follows:

Windows 95

If you are prompted to enter a user name and password when you start your computer, you must enter your Windows 95 user name and password then click **OK**. (If you do not want to create another password, enter the user name, leave the password box blank, then click **OK**. Do not click **Cancel**. Your Windows 95 password will be a blank.)

If you do click **Cancel** when prompted to enter a Windows User name and password, you will then have to enter your Sympatico User ID and password each time you want to “dial in” to the Sympatico service.

Before proceeding with these instructions, make sure your Windows 95 Dial-Up Networking (DUN) is installed. Double-click the My Computer icon on your desktop.

If you see the **Dial-Up Networking** folder, proceed with Creating a new Dial-Up Networking Connection below.

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):

Installing Dial-Up Networking (DUN)

1. Click **Start**, select **Settings**, then click **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Click the **Windows Setup** tab at the top of the window.
4. Double-click **Communications**.
5. Click the check box next to **Dial-Up Networking** and the check box next to **Hyper Terminal**.
6. Click **OK**.
7. Click **OK** again in the Add/Remove Programs dialog.
8. Proceed with configuring your Dial-Up Networking connection.
9. Restart when prompted.

Creating a New Dial-Up Networking Connection:

1. Double-click the **Dial-Up Networking** folder icon in the My Computer window, then double-click **Make New Connection**.
2. Follow the instructions on the screen to make a new connection. Name it "Sympatico", and use the telephone number provided on your Sympatico High Speed account information sheet.
3. From the **Dial-Up Networking** window, right-click on your Sympatico icon and then click **Properties** in the pop-up menu.
4. Click the **Server Types** button in the Properties window.
5. Under **Allowed Network Protocols**, click to *deselect* **NetBEUI** and **IPX/SPX Compatible**. Click to select **TCP/IP**. (Only the TCP/IP Network protocol should be selected.) (figure 5)
6. Click the **TCP/IP Settings** button.



Figure 5

- Click the radio button next to **Server assigned IP address**. (figure 6)
- Click the radio button next to **Server assigned name server addresses**.
- Click **OK** in the **TCP/IP Settings** window. Click **OK** in the **Server Types** window. Click **OK** in the **Sympatico** window.

Double-click on your **Sympatico** icon. Click to place a check in the box next to **Save password**, then enter your Sympatico **User ID** and **Password**. Make sure your modem is properly connected and switched on, then click **Connect** to connect to the Sympatico service. (This is necessary to save your password).

To ensure that your computer does not attempt to connect via this modem dialup connection each time you start Netscape Communicator to use the Sympatico High Speed service, follow these instructions:

- Click **Start**, select **Settings**, then click **Control Panel**.
- Double-click the **Internet** icon.
- Click the **AutoDial** (or **Connection**) tab at the top of the Internet window.
- Click to deselect the checkbox next to **Use AutoDial** (or **Connect to the Internet as needed**).
- Click **OK**.

If you do *not* have the Internet Control Panel (not all editions of Windows 95 include this Control Panel), you will need to click **cancel** in the Connect To dialog each time you start Netscape Communicator to connect to the Sympatico High Speed service.

Once you have configured the Internet Control Panel, you will have to double-click the **Sympatico** icon prior to starting Netscape Communicator if you want to dial in to the Sympatico Service.

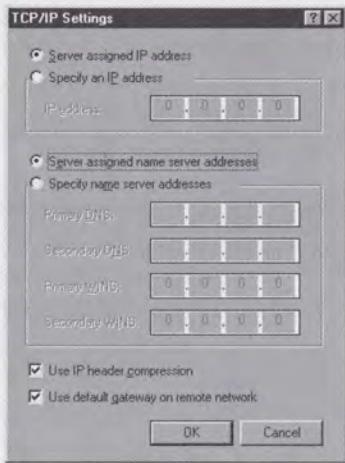


Figure 6

Configuring a Dial-Up Networking Connection on a computer without a high speed connection:

To configure a Dial-Up Networking connection on another computer *that will never be connected to your high speed line*, install the Sympatico High Speed software as directed on page 10 of this guide, then follow these instructions:

(Do not implement these instructions on a computer configured to connect to the Sympatico High Speed service via a high speed line.)

Before proceeding with these instructions, make sure your Windows 95 Dial-Up Networking (DUN) is installed. Double-click the My Computer icon on your desktop. If you see the **Dial-Up Networking** folder, proceed with creating a new Dial-Up Networking Connection below.

If you do not see a Dial-Up Networking folder in the My Computer window, follow the instructions for Installing Dial-Up Networking (DUN) on page 20.

Creating a new Dial-Up Networking connection:

1. Double-click the **My Computer** icon on your desk-top. Double-click the **Dial-Up Networking** folder, then double-click Make New Connection.
2. Follow the instructions on the screen to make a new connection. Name it "Sympatico", and use the telephone number provided on your Sympatico High Speed account information sheet.
3. From the **Dial-Up Networking window**, right-click on your Sympatico icon, then click Properties in the pop-up menu.
4. Click the **Server Types** Button in the Properties window.
5. Under Allowed Network Protocols, click to *deselect* **NetBEUI** and **IPX/SPX Compatible**. Click to select **TCP/IP**. (Only the TCP/IP Network protocol should be selected.) (figure 7)
6. Click the **TCP/IP Settings** button.



Figure 7

7. Click the radio button next to **Server assigned IP address**.
8. Click the radio button next to **Specify name server addresses**. (figure 6)
9. Enter the **Primary DNS** and **Secondary DNS**.
10. Click **OK** in the **TCP/IP** Settings window. Click **OK** in the **Server Types** window. Click **OK** in the **Sympatico** window.

Double-click on your **Sympatico** icon. Click to place a check in the box next to **Save password**, then enter your Sympatico **User ID** and **Password**. Make sure your modem is properly connected, then click **Connect** to connect to the Sympatico service. (This is necessary to save your password).

Some tips for configuring your Dial-Up Networking connection in Windows 95:

- To make your Sympatico Dial-Up Networking connection easily accessible from your desktop, create a shortcut for it. Open the Dial-Up Networking folder, right-click on Sympatico connection icon, then select **Create Shortcut**. Click **Yes** to have the shortcut placed on the desktop.
- If you're trying to connect to the Sympatico service from a hotel or office, you may need to dial 9 (or another number) to access an outbound line. Double-click on your Sympatico Dial-Up connection, click on **Dial Properties**, and enter a 9 beside **for local**, and another 9 beside **for long distance**. Click **OK**.
- If the Sympatico dial-up number you wish to access is a long distance call from your location, you'll need to configure your connection for long distance dialing. Double-click on your Sympatico icon, click **Dial Properties**, then click the check-box next to **Dial as a long distance call**. Click **OK**. You will incur long distance charges from the point of dialing.

Macintosh

Installing the FreePPP Dialer software

To configure a dialup connection with Macintosh, you must first have FreePPP installed on your computer. If you already use FreePPP to connect to the Sympatico service, proceed with Configuring your FreePPP dialup connection below. If you do not have FreePPP on your computer, install it from the Sympatico CD as follows:

1. Insert the Sympatico CD into your computer's CD-ROM drive.
2. Double-click the Dialer Installer icon in the Sympatico window.
3. Follow the instructions on the screen, taking note of these points:
 - You can accept the destination folder, or you can choose to install into the same folder as Netscape Communicator. If you want to change the destination folder, click the pop-up menu under **Install Location** and click **Select Folder...** at the bottom of the list. In the Select dialog, locate the folder in which you want to install the dialer. Highlight, but do not open the folder, then click the **Select** button.
 - Click **Install** when you are ready to install the dialer software.
 - The installer will inform you that you must restart your computer after the installation.

Configuring your FreePPP dialup connection

Once you have FreePPP installed on your computer, follow these steps to configure it to dial in to the Sympatico service (you will need to enter some information from your **Sympatico High Speed account information sheet**):

Double-click the **FreePPP Setup** icon.

1. Click the blue triangle in the bottom left corner of the FreePPP Setup window. (figure 8)

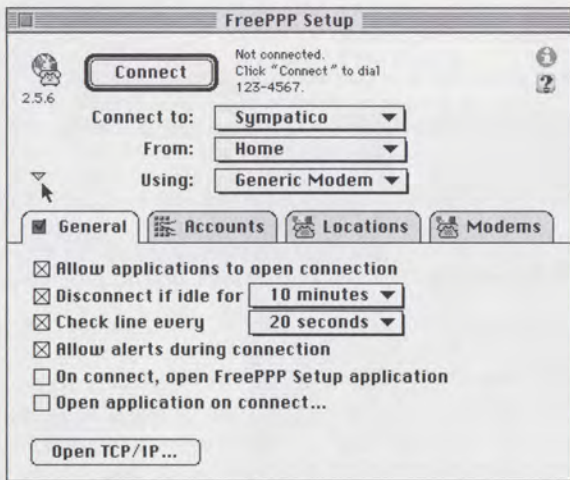



Figure 8

2. Click to empty the check box next to **Allow application to open connection**.
3. Click the **Accounts** tab.
4. Click on **Untitled**, then click **Edit...**
5. Type "Sympatico" as **Server name**.
6. Enter your **Area code** and the dialup **Phone number** for the Sympatico service.
7. Click the pop-up menu next to **Connect:**, then select **Directly**.
8. Enter your Sympatico **User ID** in *lower-case characters* in the **Username:** box and your Sympatico **password** in the **Password:** box.
9. Click the **Options** tab.
10. Enter the **Domain Name**, **primary DNS** and **secondary DNS** in the boxes provided.
11. Click the radio button next to **Assigned by PPP** server in the **IP Address** box.
12. Click **OK**.
13. If you need to dial 9 or 8 to access an outside phone line, or if you need to disable the Call Waiting option on your phone line, click the **Locations** tab, click **Home**, then click **Edit...** In the **Dial Prefix:** box, add ***70** to disable Call Waiting, or the number to access an outside line (usually 9). if you need both, separate them with a comma (i.e. *70,9). Click **OK**.
14. Click the **Modems** tab and click **Generic Modem**, then click **Edit...** In the **Modem config name:** box enter the name of your modem. Select the port (modem or printer) in the **Connected to:** pop-up menu. Select the port speed: **19200 bps** if you have a 14.4 kbps modem; **57600 bps** if you have a 28.8/33.6 kbps modem. Enter the modem initialization string as suggested in your modem user manual in the **Use:** box. If you don't know your modem's initialization string, use **AT&F1**. Click **OK**.

If you are installing the FreePPP dialer on the same computer as your high speed line, you will have to change your TCP/IP settings *each time* you change connection method (between High Speed and dialup). Follow these instructions to change your TCP/IP settings to connect to the Sympatico service using the FreePPP dialer:

1. Double-click the **FreePPP Setup** icon if FreePPP Setup isn't already open.
2. Click the blue triangle .
3. Click the **General** tab.
4. Click **OPEN TCP/IP**.
5. In the menu next to **Connect Via:**, select **FreePPP**.
6. In the pop-up menu next to **Configure:**, select **using PPP server**.
7. Click the **File** menu and select **Close**.
8. You will be prompted to save the changes you made. Click **Yes**.


To change back to your Sympatico High Speed connection, see Configuring Your Sympatico High Speed Ethernet TCP/IP Connection for Macintosh on page 10.

Importing Netscape Bookmarks, Address Book, and E-mail

If you have been using Netscape Navigator and Netscape Mail prior to obtaining the Sympatico High Speed service, you may wish to import your Netscape Navigator bookmarks and Netscape e-mail into Netscape Communicator. **Do this *after* you have installed and configured Netscape Communicator.**

Importing Netscape Navigator Bookmarks


(Windows 95 and Macintosh)

1. Start **Netscape Communicator**.
2. If you are prompted to choose from more than one User Profile, select the one into which you wish to import your old Netscape Navigator Bookmarks.
3. Click the **Communicator** menu (or the  menu icon for Macintosh), then click **Bookmarks**, then click **Edit Bookmarks...**
4. Click the **File** menu, then click **Import...**

5. In the Import Bookmarks File window, locate and click the file "bookmark.htm" ("Bookmarks.html" for Macintosh) from your previous version of Netscape Navigator.
6. The entries from your old Netscape Navigator Bookmarks should appear in your new Netscape Communicator Bookmarks window.

Importing Netscape Mail Address Book

(Windows 95 and Macintosh)

1. Start **Netscape Communicator**.
2. If you are prompted to choose from more than one User Profile, select the one into which you wish to import your old Netscape Mail Address Book.
3. Click the **Communicator** menu (or the  menu icon for Macintosh), then click **Address Book**.
4. Click the **File** menu, then click **Import...**
5. In the Import Address File window, locate and click the file "address.htm" ("Address.html" for Macintosh) from your previous version of Netscape Navigator.
6. The entries from your old Netscape Mail Address Book should appear in your new Netscape Communicator Address Book window.

Importing Existing Netscape E-mail

Windows 95

1. Open **Windows Explorer**.
2. Locate and click **Program Files**, select **Sympatico**, select **Communicator**, then click **Users**.
3. Double-click your User Profile to display its contents in the right Explorer pane.
4. Click the **Tools** menu, select **Find**, then click **Files or Folders...**
5. Type **c:** in the box beside **Look in:**. then type **Mail** in the **Named:** box.

6. Click **Find Now**.
7. When the search is complete, click the **Mail** folder (make sure you click a *folder*, not a *file* called mail) which belongs to your *previous* version of Netscape Navigator.
8. Move the **Find** window so you can see the right Explorer window pane.
9. Click and move the **Mail** folder from the **Find** window to your **User Profile** window in the right-hand Explorer pane.
10. This copies your existing Netscape Mail to be used by Netscape Communicator.

Macintosh

1. Locate and double-click your **System Folder**. Then double-click the **Preferences** folder, then double-click the **Netscape Users** folder. Then double-click on the folder with the same name as your User Profile. Leave your User Profile folder open.
2. In your **System Folder / Preferences folder**, locate and double-click the **Netscape** folder. Click and drag the **Mail** folder from the Netscape folder to your User Profile folder in the **Netscape Users** folder. Click **OK** to update your Communicator Mail with your existing Netscape Mail files.
3. This copies your existing Netscape Mail to be used by Netscape Communicator.

Newsgroups

You can use Netscape Communicator to read and post to newsgroups (Usenet) with the Sympatico High Speed service. There are thousands of newsgroups on the Internet, each being a collection of articles (like e-mail messages) related to a specific topic.

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

GETTING HELP

Help at your fingertips

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

If you need additional information or encounter problems when you are connected to the Sympatico High Speed service, there are several helpful resources you can use.

Sympatico Online Help

Sympatico online Help is the first place to check. It features an Internet tutorial, a "how-to" guide for using 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 the Help button at the top of any Sympatico Web page, or select Sympatico Help in Netscape Communicator's Help menu.

Sympatico Members Helping Members discussion forum

The Sympatico Members Helping Members discussion forum is where members can exchange advice about technical issues. If you're an Internet expert, this is where you can help other Sympatico members with problems, and if you have a question, this is a good place to ask it. You can link to the MHM discussion forum from the Sympatico High Speed home page.


Netscape Communicator Program Help

Netscape Communicator has its own built-in program help, which you can consult whenever you are using Communicator.

If you're using Windows 95:

Click Netscape Communicator's **Help** menu and select **Help Contents**.

If you're using Macintosh:

Click the Apple Guide  mark at the top-right hand of your screen. Or, with OS 8, click the **Help** menu at the top centre of your screen.

Sympatico Member Services

If you have any questions or problems concerning the Sympatico High Speed service or software not covered in Sympatico Help, please contact Member Services. When connected to the Sympatico service, you can send an e-mail message to the Member Services staff with your questions or comments. To do this, click Contact Us on the Sympatico toolbar found on every Sympatico High Speed 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 (310-SURF for Bell customers). It is staffed by friendly experts who will be happy to answer your questions. They are available 7 days a week for your convenience.

Always have your **High Speed account information sheet** at hand when you call Member Services. (You may also record this information on the page provided at the back of this guide.)

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

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 High Speed 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

Windows 95

Below are some possible scenarios and error messages you may encounter when installing and using the Netscape Communicator software.

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 Communicator, disconnect any dialup connection, and follow the directions for "Netscape was unable to create a network socket connection" below.

Error: 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)


Restart your computer and try connecting again. If that doesn't work, click Start, Find, Files or Folders, and under the "named" box, type "winsock.dll". There will be a new window appearing listing the files found. If you have other winsock.dll files that are not in the "C:\WINDOWS" (or directory where Windows was installed) and greater than 42kb in size, you might have a conflict of winsock.dll files. If this does happen or no winsock files are found, you should call Member Services at 1-800-773-2121 (310-SURF for Bell customers).

NOTE: This is a generic error. Do not assume the Sympatico service is unavailable.

Application Error or General Protection Fault (GPF)

These are operating system errors. Please refer to the user manual that came with your computer. If you can connect to the Internet, you can try searching Netscape's online help which explains the errors in greater detail. The URL is <http://help.netscape.com/kb/client/970203-1.html>. (This address may change.)

TCP/IP→(Ethernet adapter isn't listed)

1. Click , select **Settings**, then click **Control Panel**.
2. Double-click the **Network** icon.
3. Click the **Add** button in the **Network** window.
4. Click **Protocol**, then click **Add**.
5. Click **Microsoft** under the list of manufacturers and click **TCP/IP** under the list of network protocols, then click **Add**.
6. Continue with Configuring Your Sympatico High Speed Connection.

The "Internet" Control Panel isn't listed or doesn't appear in your Control Panel folder

If the **Internet** Control Panel isn't listed, you will be prompted with a **Connect To** window every time you start Netscape Communicator. If your computer is connected to your high speed line, click **Cancel** in the **Connect To** window. If you want to connect to a telephone line, click **Connect** in the **Connect To** window.

Netscape doesn't start when double-clicked

This might mean that Netscape Communicator has already been started. Look for the Netscape icon on the taskbar at the bottom of the screen. If you see it, click it once.

It may also be that the Netscape Communicator shortcut has been configured to "Start minimized". To correct this error, right-click the Netscape Communicator shortcut and click **Properties**. In the **Properties** window, click the **Shortcut** tab, and ensure that **Normal window** is selected in the **Run** pop-up menu.

If Netscape crashes (computer will not respond to mouse)

If Netscape crashes (buttons stop working and menus don't open), press the **Control**, **Alt**, and **Delete** keys simultaneously. This will bring up the **Close Program** dialog box. Highlight **Netscape** and click **end task**. You should then exit other programs normally and restart your computer.

It is always a good idea to run ScanDisk after a system crash. To start ScanDisk, follow these steps:

1. Click **Start**, select **Programs**, select **Accessories**, then click **System Tools**.
2. Click **ScanDisk**, then follow the instructions in the ScanDisk window.

If Netscape continues to crash, you may have a configuration problem. The most common problems are low disk space and corrupt caches. To check how much free disk space that you have on your computer, double-click on the **My Computer** icon on your desk top, right click your hard drive icon, then select **Properties**. If disk space is low, you may need to remove some files from your hard drive (please refer to your windows documentation/help system).

To clear the Netscape cache, click the **Edit** menu, then click **Preferences**. This will bring up the Preferences dialog box. Click the plus sign next to **Advanced**, highlight **cache**, then click the **clear disk cache** button.

Note: your computer may appear unresponsive for a few moments. This is normal behaviour while the disk cache is being cleared.

Making more memory available on your system

If your computer has the basic RAM memory requirements (16 MB), but you still encounter "out of memory" problems, you can free up more memory for the Netscape Communicator software by doing the following:

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

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

Removing the Sympatico High Speed software from your computer

- Click **Start**. Select **Settings**, then click **Control Panel**. Double-click **Add/Remove Programs**. Click **Sympatico**.

- Click the **Add/Remove** button. Confirm the removal of the Sympatico software by clicking **Yes**. When the uninstall process is complete, click **OK**. Go to Windows Explorer, find the Sympatico directory (most likely C:\Program Files\Sympatico), then right-click the Netscape directory and click **Delete**.


Macintosh

Below are some possible scenarios and error messages you may encounter when installing and using the Netscape Communicator software.

Error: The server does not have a DNS entry


First clear Netscape's cache by clicking on Netscape's **Edit** menu and selecting **Preferences**. Click once on the blue triangle beside **Advanced**, and then click on **Cache**. Click **Clear Cache Now** button, and then click **OK**. Then try reloading the page using the **Reload** button on the Netscape toolbar. If this does not work after a couple of tries, quit Netscape Communicator, disconnect any dialup connection, and follow the directions for "Netscape was unable to create a network socket connection" below.

Error: 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)


First, check that your TCP/IP settings are correct (refer to your **Sympatico High Speed account information** sheet). Quit Netscape Communicator. Restart your computer and try connecting again by starting Netscape Communicator. If this does not work, turn Virtual Memory off (if it was on). To do this, click the Apple  menu, select **Control Panels**, then select **Memory**. Switch **Virtual Memory** off, close the **Memory** window, restart your Macintosh, and then Start Netscape Communicator.

NOTE: This is a generic error. Do not assume the Sympatico service is unavailable.

Error: Type #1, #10 or #11 in your Mac OS when starting Netscape Communicator

- Click the Apple  menu, select **Control Panels** and then **Extensions Manager**.
- If you're using the Mac OS 7.5.X, click on the scroll-down menu next to **Set:** and select **System 7.5.x only**. Then close the **Extensions Manager** and restart your computer by clicking the **Special** menu and selecting **Restart**.
- If you're using Mac OS 7.6.X or 8.0, open **Extensions Manager** as above, then click the menu next to the Selected Set: option and select **Mac OS 7.6.X or 8.0 All**. Click **Restart** at the bottom of the window.

The Connect via: Ethernet option does not appear in the TCP/IP control panel

- Click the Apple  menu, select **Control Panels** and select **Extensions Manager**. In the Extensions Manager list, make sure the **Ethernet (built-in)** extension is selected or checked. If your Ethernet card is not an Apple Ethernet card, select the proper extensions for your card. If the extensions are not present in the Extensions Manager window, reinstall the driver for your Ethernet card from the original disks or from your Apple System CD-ROM.

TCP/IP control panel isn't installed or doesn't appear in the Control Panels menu or folder

1. Double-click your **hard drive** icon, then double-click the **Apple Extras** folder.
2. Double-click the **Network Software Selector**.

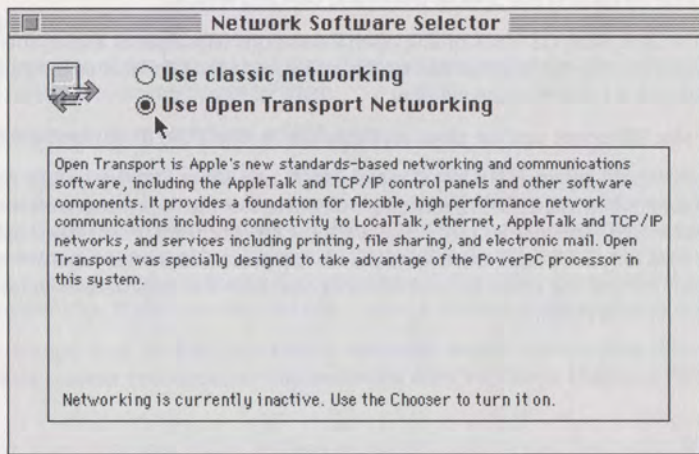



Figure 9

3. Select **Use Open Transport Networking**. (figure 9)
4. Click the **File** menu and select **Quit**.
5. Click the **Special** menu and select **Restart**.
6. Click the Apple  menu, select **Control Panels**, then **TCP/IP**. If you don't see **TCP/IP**, click the **Apple** menu, select **Control Panels**, select **Extensions Manager**, then do the following:
 - If you're using System 7.5.X, click the menu next to **Set**, select **System 7.5.x** only, then close **Extensions Manager**. Restart your Macintosh.

- If you're using System 7.6.X or OS 8, click the menu next to **Selected Set** and select **Mac OS 7.6.X** or **8 All**, then restart your Macintosh.

Netscape doesn't start when double-clicked


This might mean that Netscape Communicator has already been started. To verify if Netscape Communicator is open, do the following:

Look for the Netscape icon in the Application menu at the top right of your screen.

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

Making more memory available on your system

If your computer has the minimum RAM memory requirements (16 MB), but you still encounter "out of memory" problems, you can free up more memory for the Netscape Communicator software by doing the following:

- Quit any other applications and close any open windows. Quit and then restart Netscape Communicator if it is open.
- Use Virtual Memory. Click the Apple  menu, select **Control Panels**, then select **Memory**. Switch **Virtual Memory** on, close the Memory window, and then restart your Macintosh.

You could also purchase more RAM, which is more reliable than using Virtual Memory. (Contact your local computer hardware or software retailer for more information).

Removing the Sympatico High Speed software from your computer

To remove the software, drag the **Sympatico** folder to the Trash. Double-click your **System Folder**, then double-click **Preferences**. Drag both the **Netscape Users** folder and the **Netscape Registry** file to the **Trash**. If you also installed the FreePPP Dialer and wish to remove it, double-click your **System Folder**, then double-click **Extensions**. Click and drag **FreePPP** and **FreePPP Config plugins** to the Trash. Double-click the **Control panels** folder, then click and drag **FreePPP Setup** to the Trash.

Sympatico High Speed Personal Reference Information

Use this page to record important personal Sympatico account information for future reference. You may find it convenient to use this page to copy the information given to you on your Sympatico High Speed account information sheet. Keep your High Speed User's Guide in a safe place. If you need to re-enter information, remember that it should be typed in lower-case letters.

User ID _____

Password _____

Personal Identifier _____

E-mail address _____ @ SK.Sympatico.ca

Date membership activated _____ Mar 24/2000

Outgoing (SMTP) mail server address _____ smtp.SK.Sympatico.ca

Incoming (POP) mail server address _____ pop.SK.Sympatico.ca

Usenet (NNTP) news server address _____ news.SK.Sympatico.ca

Your IP address (if applicable) _____

Subnet Mask (if applicable) _____

Router address (if applicable) _____

Primary DNS Name Server address (for dialup) _____ 142.165.21.5

Secondary DNS Name Server address (for dialup) _____ 142.165.5.2

Search domain, or domain suffix (if applicable) _____

Default Gateway address _____

Your local access number for dialup access to the Sympatico service _____ 1-306-955-7000

RELIABLE INTERNET ACCESS

Reliable Internet access from a group of companies you know and trust.

SUPPORT AT YOUR FINGERTIPS

Easy-to-follow online help, assistance from other Sympatico members, and toll-free technical help 24 hours a day, 7 days a week*

EASY-TO-USE SOFTWARE ON CD-ROM

Starting with the most popular Web browsing and e-mail software Netscape Communicator™.

YOUR HOME SITE

Join the Sympatico online community where it's easy to find what you need on the Internet.

PERSONAL WEB SPACE*

A place to create your own home on the World Wide Web

*Service offering may vary by region. Please contact your local Sympatico service provider.

Sympatico Member Services Support Number 1-800-773-2121

Note: Ontario and Quebec members should dial 310-SURF (except clients of Northern Telephone and Télébec).

Sympatico™

WONDERING WHY EVERYONE IS SO EXCITED ABOUT THE INTERNET?
WELL, YOU'RE JUST A FEW CLICKS AWAY FROM FINDING OUT!

With the Sympatico™ Internet service, you will discover new ways to:

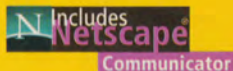
- stay in touch with friends and family
- find information, and
- be entertained



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