

**Follow these instructions very closely and do not skip any part.**

**Note:** You may need your Windows 95/98 Operating System CD-Rom to add system files.

**Note:** All “clicks” are with the LEFT mouse button unless noted otherwise.

**Windows98 Start with page 3 step 3**

**Windows95 Start with page 1 step 1**

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The following instructions will allow you to dial in to Midcoast Internet through your Windows95 Dial-Up Adapter.

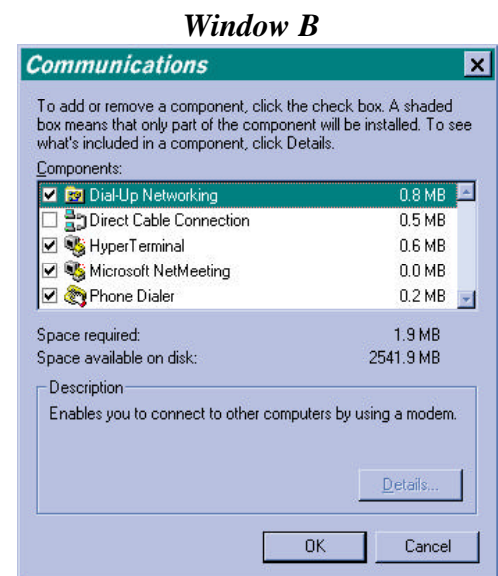
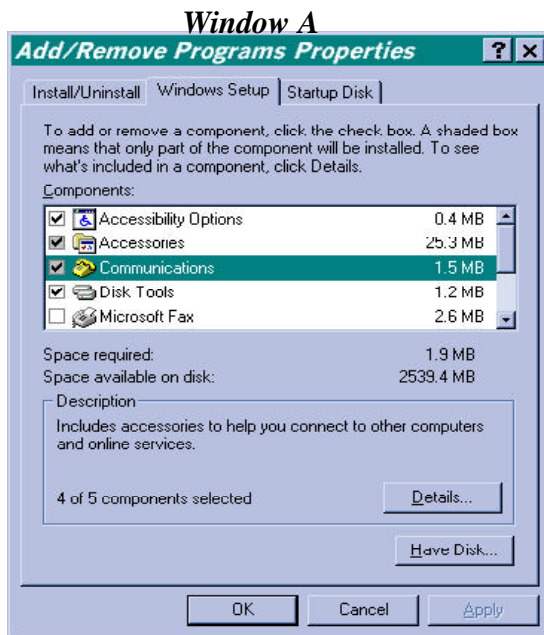
Lets get started, shall we?

**Midcoast Internet Solutions may not be held responsible for any problems caused by this configuration.**

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### (1) Installing Dial-Up Networking Services

- Click the “Start” button from your task bar. Select “Settings,” then “Control Panel”
- Now double-click the “Add/Remove Programs” Icon
- Click on the “Windows Setup” tab (*see Window A*)

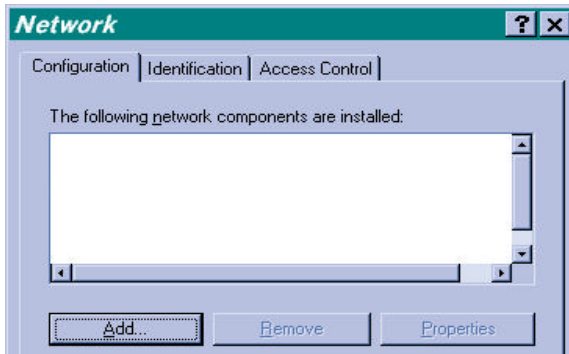


- Double-Click “Communications,” and be sure there is a check next to “Dial Up Networking” (*Window B*)
- Select “Ok” on all the pop-up windows until you are back at the control panel
- Take a deep breath. You have completed step (1)

## (2) Installing and Configuring TCP/IP

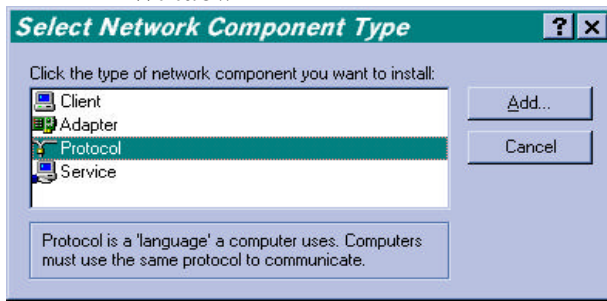
- From the Control Panel, double-click the “Network” icon
- Click on the “Add” button (*see Window C*)

*Window C*



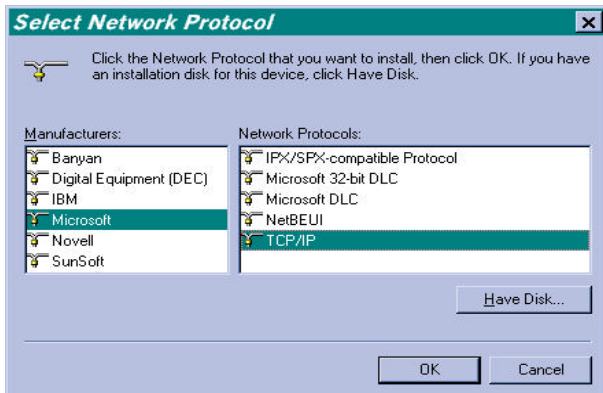
- Double-click “Protocol” from the list of available protocols (*see Window D*)

*Window D*



- Now a list of manufacturers will be displayed. Select “Microsoft” (*see Window E*)
- Double-Click “TCP/IP” from the list of available protocols ( The TCP/IP Dial-Up Adapter protocol has been added--*see Window E.*)

Be sure there is only ONE TCP/IP in the the “the following Network components are installed “ window  
If you find that you have more than one TCP/IP, highlight the extra one/s and click the remove button.



*Window E*

- Select “OK” again. Now you will be asked to restart your machine. Restart it.

*Note* • If a window saying "You must specify a name for your computer in the computer name box" occurs, then you must click on the "OK" button. Click the tab labeled Identification (*see Window C*).

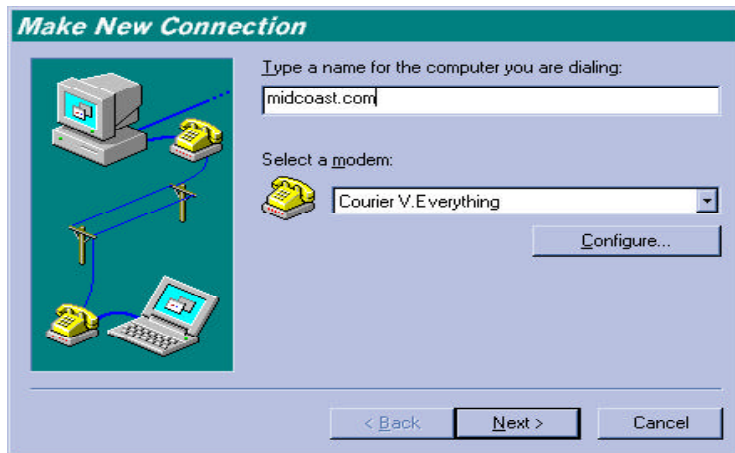
Where it says Computer Name put your Midcoast Internet Solutions username. Where it says Workgroup put in the word “workgroup.”

## Windows98 start here, Windows95 continue

### (3) Installing & Configuring your Dial-Up Networking Shortcut

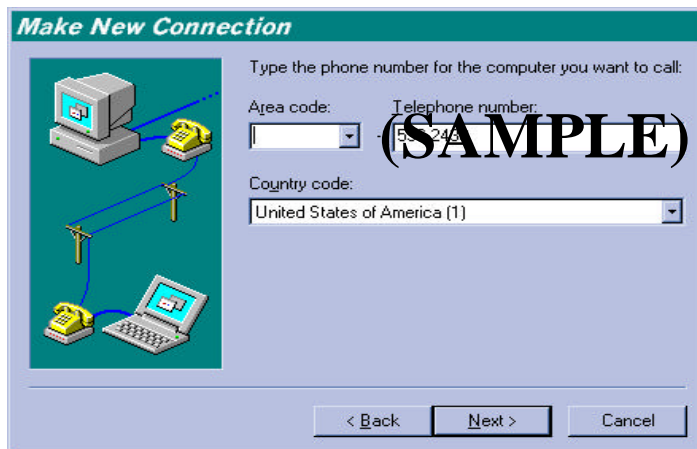
- Double-click the “My Computer” Icon
- Double-click the “Dial-Up Networking” Icon
- Double-click the “Make New Connection” Icon
- Type in a name for your connection, such as *midcoast.com* (see Window F)

#### Window F



- Be sure the correct modem is displayed. Click “Next” (see Window F)
- Type in the phone number you use to call Midcoast Internet’s modems ( For the list of numbers see the MIS Telephone Directory & Contact Information) and then click “Next”(see Window G)

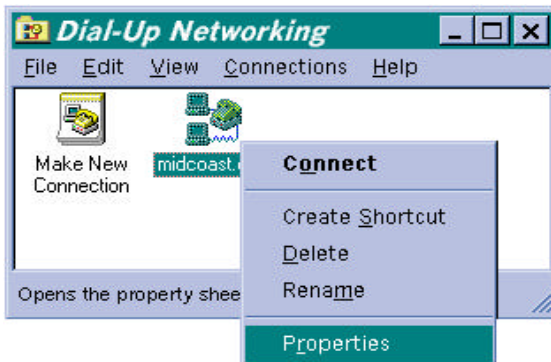
#### Window G



- Verify your connection name, then click the “Finish” button
- A new icon is created with the connection name you have selected

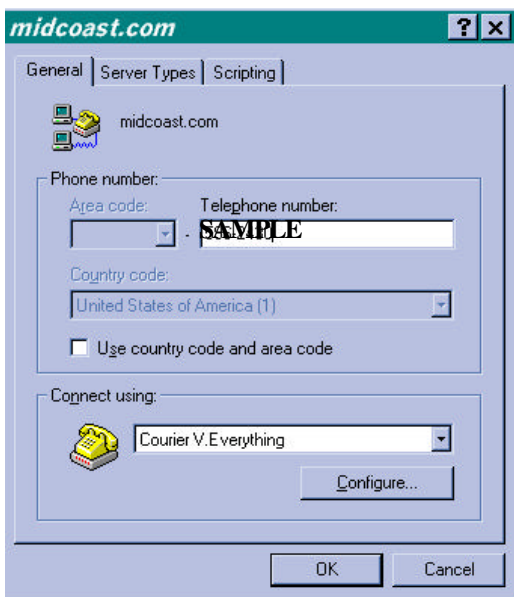
- Right-Click on the new icon, and select “Properties” (see Window H)

**Window H**

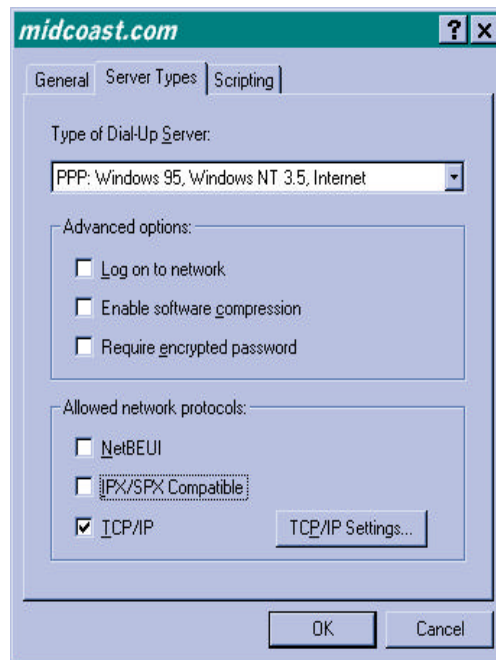


- De-Select the “Use country code and area code” check box (see Window I)

**Window I**



**Window J**



- Click the “Server type” button (see Window J)

- Under “Type of Dial-Up server,” be sure it begins with the letters “PPP.” It may say Windows 95 or 98 after it, due to the operating system you may be using. (see Window J)

- Uncheck everything except for TCP/IP. (TCP/IP should be the **only one** checked.) Click ok. (see Window J)

- You have now successfully configured your Dial-Up connection for Midcoast Internet Solutions.

- Left click (only once) on the midcoast.com icon you’ve created. Click on “file,” then “create shortcut.” The program will tell you “Windows cannot create a shortcut here. Do you want it placed on the desktop instead ?” Click yes.

#### (4) Installing the Software

*(You may not need to install these programs if you have Windows 98 and plan to use Internet Explorer and Outlook Express)*

Check your computer to see if you already have a web browser, such as Microsoft Internet Explorer or Netscape Navigator. Be sure all programs are closed before proceeding.

Insert The Midcoast Internet Solutions CD and follow the on screen instructions

If the install program does not start automatically when you insert the CD

Go to the Start menu.

In the Start menu choose run.

In the run window type d:\setup.exe

*\*note\* d:\ represents the CDROM drive.*

When you get to the list of programs available to install: (see Window K)

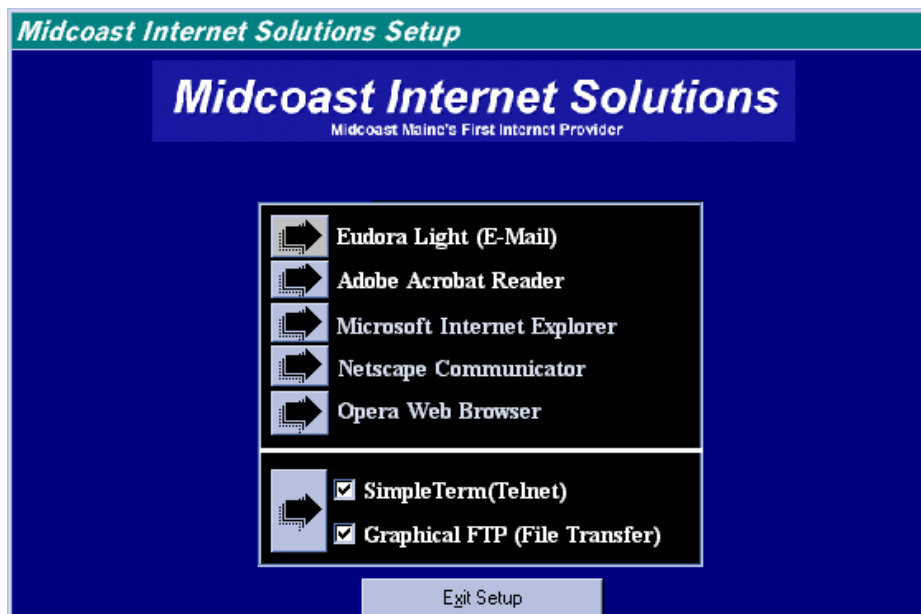
- 1) Install Eudora by clicking on the appropriate arrow and following the instructions.
- 2) Install Acrobat Reader by clicking on the appropriate arrow and follow the instructions (Not needed, but it is useful for reading special forms on the Internet).
- 3) **If you do not already have a web browser**, install Microsoft Internet Explorer or Netscape Navigator by clicking on the appropriate arrow and follow the instructions (Do not restart the computer when prompted.) *\*note\* Internet Explorer is already installed in Windows 98.*
- 4) **Optional** Install Simple Term & Graphical FTP by clicking on the appropriate arrow and follow the instructions. These programs are for transferring files and remotely logging into other computers.

When finished installing the programs, click on Exit CD Setup

\*Now restart your computer

Now **personalize the programs you have installed** (see step 5).

Window K



## (5) Personalizing the software

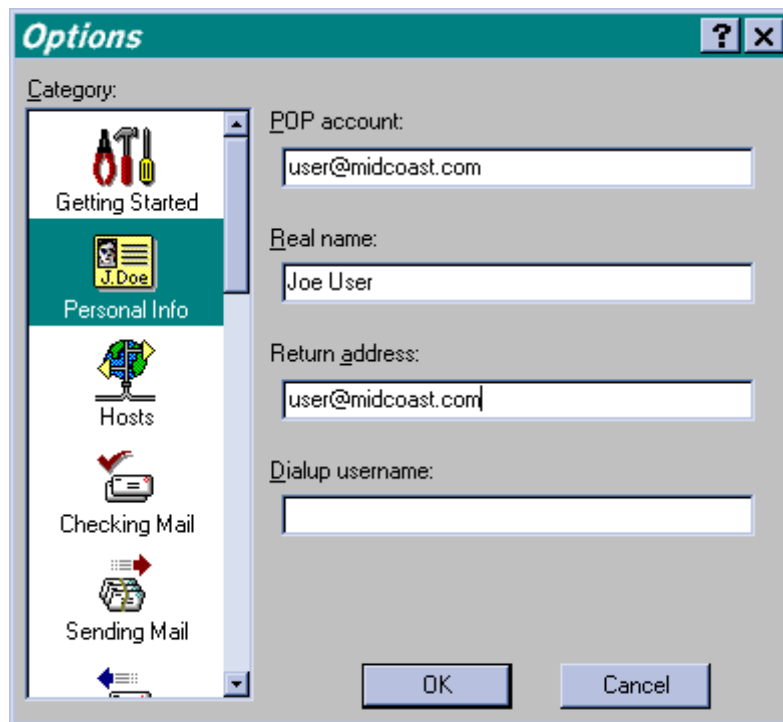
# Eudora Light (PC Email Software)

Eudora Light is a very nice program for composing electronic mail, sending mail, and replying to mail.

## Personalizing Eudora

There are a couple of things you must do to personalize Eudora before you begin writing letters.

- 1.) Start Eudora Light
- 2.) In Eudora Light choose **Options** from the **Tools** menu.
- 3.) In the *Options* window choose **Personal Info**.
- 4.) In **Personal Info** put your email address in the field labeled **POP account** and **return address**. (*Your e-mail address is your username@midcoast.com example : carrots@midcoast.com*)
- \*note\* Be sure that you use lower case letters in your POP account and return address fields.
- 5.) In the **Real Name** field put your real name.
- 6.) Choose **Hosts** in the *Options* window
- 7.) In the field labeled **SMTP** put *midcoast.com*
- 8.) Click **OK**



You are done configuring Eudora Light.

\*note\* you cannot send or receive mail unless you have made a connection to Midcoast Internet Solutions

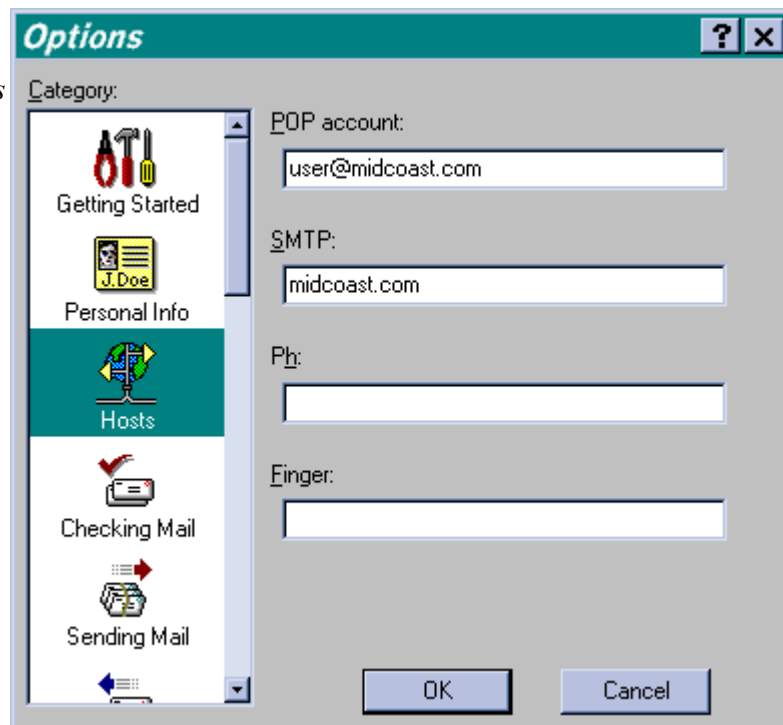
## Using Eudora

To get any new mail waiting on our server, connect to the internet, open Eudora, and select **Check Mail** from the **File Menu**. After putting in your password, it will connect to the server and fetch any waiting mail.

Messages already retrieved from the sever will show up in the **in box**. You can get to the **in box** by selecting **in box** from the **Mailboxes menu**.

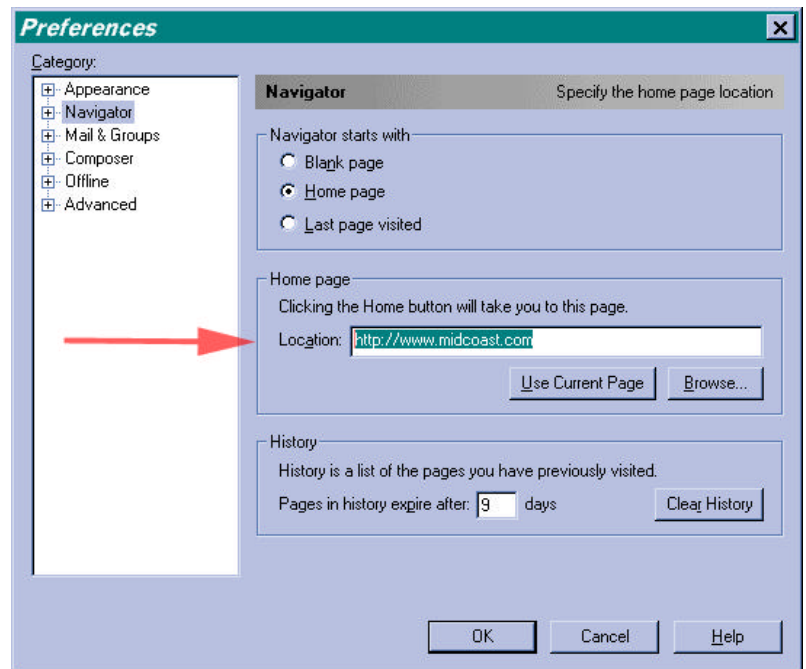
To send a new message, choose **New message** from the **Message menu**.

Eudora is a very powerful program with many features. To learn how to use some of these features, you can download a manual, or go to Eudora's web site <http://www.eudora.com/>



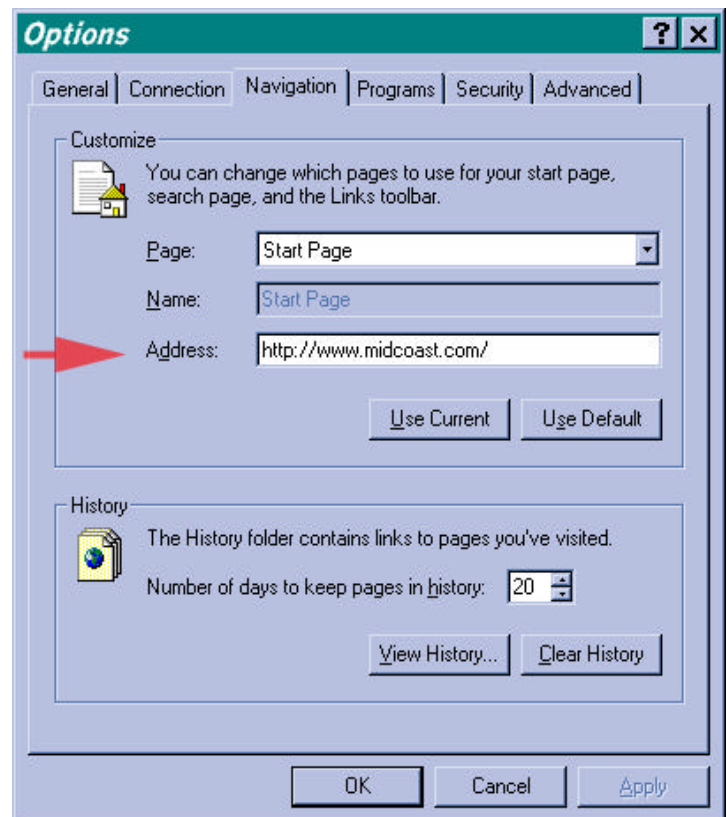
# Personalizing Netscape Communicator

- 1.) Start Netscape Communicator
  - 2.) Go to **Preferences** in the **Edit Menu**.
  - 3.) Select *Navigator*
  - 4.) Put *http://www.midcoast.com* in the **location** field, In the area labeled *Home page*.
  - 5.) Click OK
- You are done.



# Personalizing Internet Explorer

- 1.) Start Internet Explorer
  - 2.) Choose **Options** from the **View menu**
  - 3.) Choose the Navigation tab
  - 4.) In the **Address** field put *http://www.midcoast.com*
  - 5.) Click Ok
- You are done.



## Keep this sheet handy

### (6) Connecting to Midcoast Internet Solutions

- Double click the new Dial-Up networking icon (midcoast.com) you have created
- Type in your username (*all lower case*) as *username@midcoast.com* Hit the tab key and type your password.
- Click the “Connect” button
- It will then dial, and connect to Midcoast Internet Solutions

**Your connection should now be established.**

**To try out your connection, load up any of your Internet applications such as Internet Explorer or Eudora.  
Good Luck!!!**

If this does not work, double check your name, password, and the settings you've made in the last few pages, restart your computer and try again.

### **Troubleshooting:**

**Q: When I try to dial, the computer says, “Modem is in use by another application” or something to that effect.**

**A:** If you have a call center, fax, or voicemail software, this may be hogging the modem and not allowing Dial-Up Networking to use it. You should disable or turn off the call center, fax, or voicemail answering program and continue. If you do not know how to turn this off, you may have to contact the manufacturer.

**Q: The computer dials, but gets a message stating that “You have been disconnected from the computer you are dialing”**

**A:** Make sure that the name and password are entered in the main screen of your Dial-Up Networking program. There should be no spaces, and all letters should be lowercase. The username and password will be just as you put them on the registration form.

**Q: The computer dials, but gets a message stating that “Dial-Up Networking was unable to establish a set of network protocols” or something similar.**

**A:** First, make sure the name and password are correct as above. Then restart the computer and try again. If this does not help, make sure the appropriate boxes are checked/unchecked in section 3 of these instructions.

**Q: The modem disconnects me from the internet rather frequently when it shouldn't.**

**A:** There are many reasons for this, but disabling call waiting and changing the modem init string seem to help. To disable call waiting, put a \*70, (star seven zero comma) in front of the phone number. For example: 555-1212 would change to \*70,555-1212. Also, if another person in the house picks up the phone while you're using it for internet, they could cause you to lose the connection.

Also, changing the modem init string to make it less sensitive to line noise can help. To do this, double click on “My Computer”, then “Control Panels”, then “Modems”. Click on your modem, and then properties. The click on the “Connection” tab, and then the advanced button. Add “s10=100” (s ten equals one hundred, without the quotes) in the “extra setting” field.

### **Midcoast Internet Solutions**

Technical Support: 594-8277 or help@midcoast.com  
fax machine 596-7248