

**EXPERT**<sup>Level 1</sup>  
SOFTWARE

# Internet Tutorial

Online User's Guide

# Internet Tutorial

## Credits

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This chapter provides you with a brief overview of Internet Tutorial's interface.



## Program Overview

### Welcome to Internet Tutorial!

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Don't be intimidated by technology. With Internet Tutorial, you can be cruising on the information superhighway faster than shifting gears. Internet Tutorial introduces you to the Internet, tells the history, and explains the how-tos of the communication mode of the future that is here today.

Don't get left on the roadside as the rest of the world speedily researches data, shares information, and even makes new friends while traveling to all of the diverse, interesting sites and chat rooms available on the Internet.

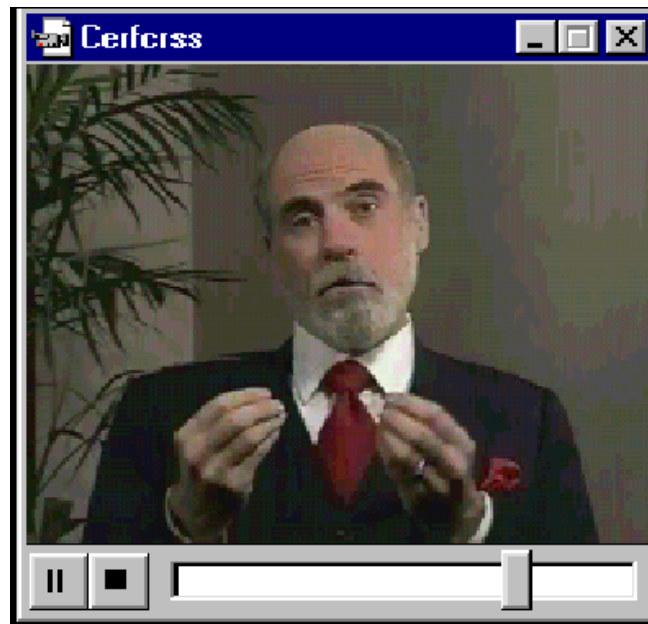
So, get on your computer and let's go!

# Great Features

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Internet Tutorial is loaded with special features to have you up and on your way in no time:

- Easy-to-use interface offering quick tours of information regarding the Internet.
- Walk through of how to configure software.
- A list of interesting sites for home or business use.
- A glossary for browsing topics offering definitions and hyperlinks to related topics.
- Tips and Shortcuts regarding the program.
- Special dialog boxes with space for you to leave notes and comments on various sites.
- Bubblehelp displaying the name and information on the program's tools.
- Hyperlink text offering you the chance of "jumping" to more information on particular topics.
- Videos that provide detailed information from the experts.



# Main Interface

This is the **Main Interface**, called the **Home Page**, of Internet Tutorial:

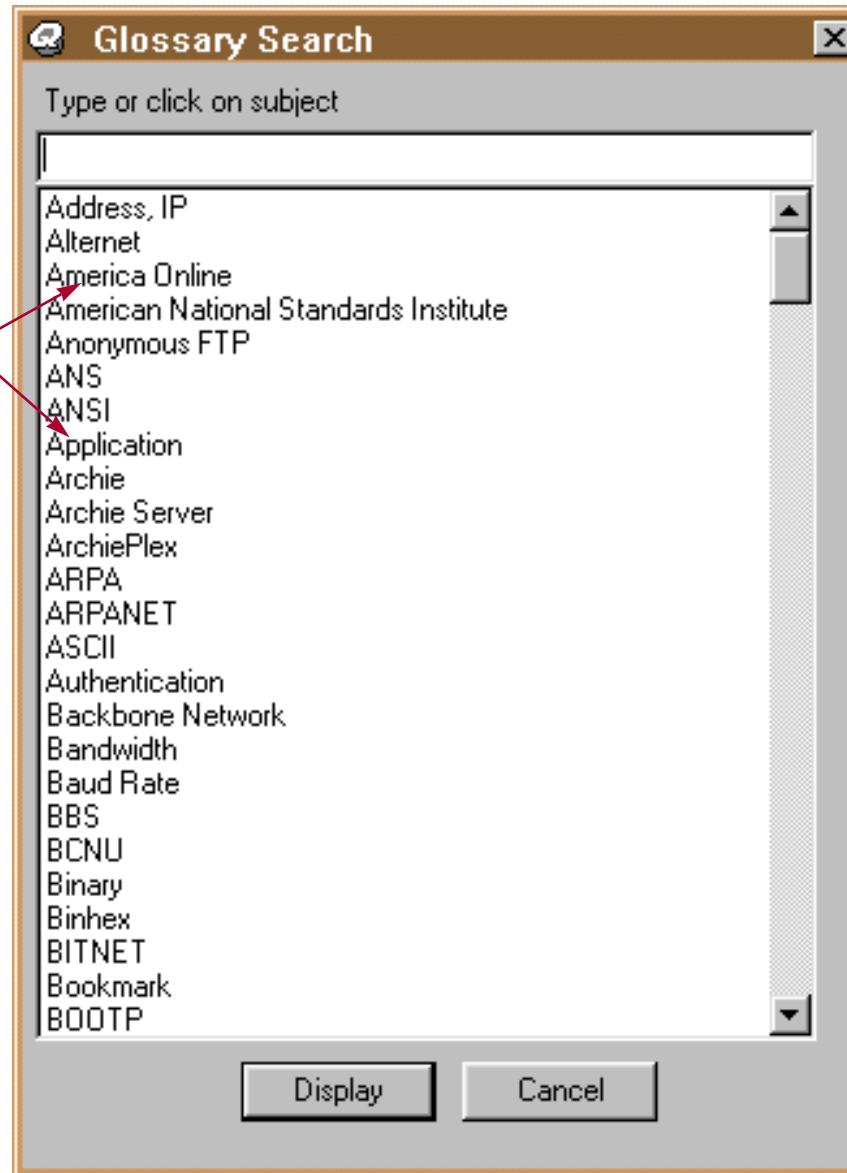


You'll start your trip on the **Home Page** where you'll find:

1. **Title Bar** - This area displays the name of the program.
2. **Menubar** - Click on the menus to access menu options.
3. **Glossary** - Use this convenient reference (or click on the **Glossary** button) when cyberlanguage baffles you.



Double-click on the term for more information on this topic.

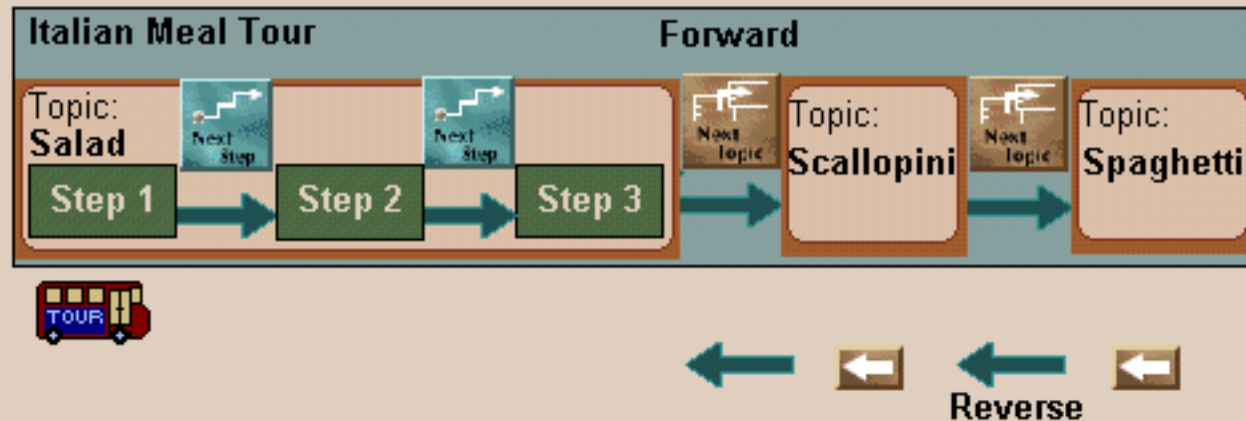





**4. Tours** - Take a tour of a particular subject you've always wanted to know more about.



You are about to begin a tour. This tour will lead you sequentially through several related topics.



The Forward button  enables you to move to the next topic, skipping any remaining steps in the current topic. You can leave the tour at any time to go browsing and return to the tour later. If you press the Home button, your tour is cancelled.

**This screen will not display again. Select Preferences from the Customize menu to disable or reset initial tips.**

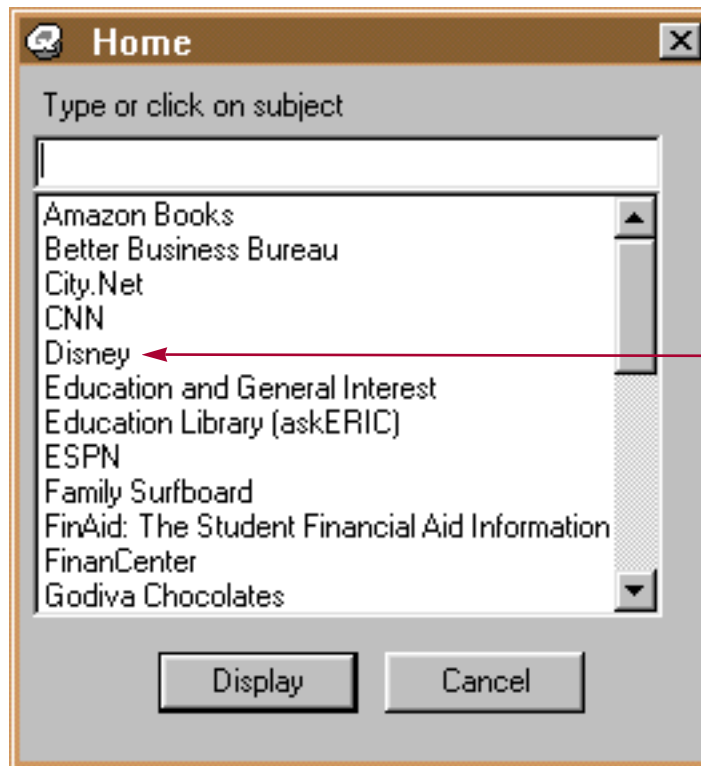
Continue



**5. Sites of Interest** - Click on this area to access a convenient list of sites we found interesting. You have the option of finding interesting sites for the home or for business:



This dialog box appears after you make your selection of available sites:



Double-click on the site of interest for more information and the site's address. Click on this area to go directly to the Web page site.



**Click here to view an illustration of the Disney Web Page as it appears after you click on the URL.**



**6. Browse the Table of Contents** - Travel through topics, stopping to explore when you're curious. This can also be accessed by clicking on the **Contents** button.

Red underlined text identifies a hyperlink to a topic that you have already seen.

**Table of Contents**

1 2 3 4 all [back] [forward] [search] [print]

- Welcome
- Home**
- Section I: Introduction to the Internet
  - What is the Internet?
    - The Information Highway
    - Introducing AT&T WorldNet Dial-up Service
    - Who Runs the Internet?
    - What You Can Do on the Internet
  - Proper Use of the Internet
    - Netiquette
    - Smileys and Abbreviations
    - Flaming
    - Security
    - Trends in Internet Development
- Section II: Doing Business on the Internet
  - Business Opportunities on the Net
    - Business Information Sources
  - Business Communication on the Net
    - Business Transactions on the Net

Blue underlined text identifies a hyperlink to a topic that you have not yet seen.

**7. Frequently Asked Questions** - Clicking on this area brings up all the things you always wanted to know about the Internet but were afraid to ask.



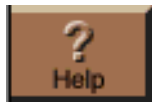
**8. Home button** - Click on this button to return to the **Home Page** of the program.



**9. Back button** - This button takes you one level up.



**10. History button** - Access the history of the Internet by clicking on this button.



**11. Help button** - For in depth help, take the Help Tour. Click on the **Help** button, or choose **Help menu—Quick Tutorial**.



**12. Next Topic button** - Click on this button, or use the left and right arrows, to advance to the next topic.



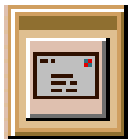
**13. Description Area** - Displays a brief description of the object over which your cursor is positioned, including buttons, icons, and graphics. The description area identifies the type of information the hotspot displays.

**14. Notes** - Leave yourself notes on certain sites. When you click on this button, a small empty dialog box appears prompting you to type in your notes.

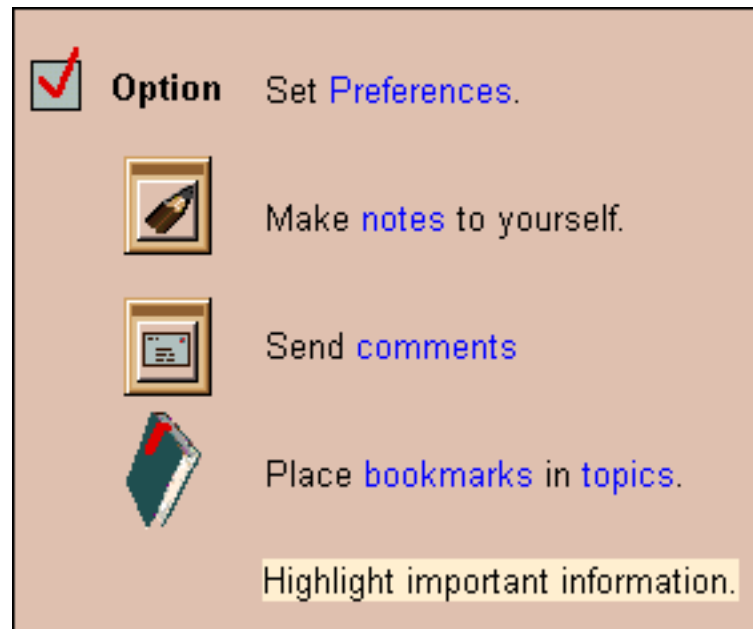


You can delete notes, emphasize key words by highlighting text, or bookmark notes for quick access.

To delete these notes, choose **File menu—Delete Notes**. To add emphasis to the text you type in the **Notes** dialog box, choose **Customize menu—Apply Highlight**. To add bookmarks to your notes, choose **Customize menu—Bookmark**, to delete previously bookmarked notes, choose **File menu—Delete Bookmark**.



The above steps also apply for any comments you have created.



## Terms and Definitions

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The **cursor** is the arrow that shows you where you have placed your mouse. In this program, the cursor changes shapes when placed over a hotspot.

The **cursor** or mouse pointer marks the area of a screen where you can take some kind of action. You position the cursor using your mouse. The cursor changes shapes to indicate what action you can take.



**Pointer**



**Hand**



**I-Beam**



**Book**



**Help**



**Resize**

*Click on any cursor for more information*

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*Related Help*

[Creating Comments](#)  
[Help Button](#)

[Hotspots](#)  
[Notes](#)

A **hotspot** is a link to a popup window that contains an explanation or animation. Hotspots are items on the screen that you can click to bring about an action. They include buttons, hyperlinks, keywords, and other screen elements such as graphics and text.

A **button** is usually a link to a popup window. Most buttons open popup windows. Some bring you to a different topic. A few cause the information on the screen to change.

A **keyword** is a link to a glossary definition.

The **Glossary** button is used to search for keywords.

A **hyperlink** is a link to another topic. Blue underlined text identifies a hyperlink to a topic that you have not yet seen. Red underlined text identifies a hyperlink to a topic that you have already seen.

To move forward through a topic press the **Next Step** button.



This chapter provides you with a full listing of the topics provided in the program.



## Topic Overview

The following is a list of all of the topics that you can access in the program. To access the entire listing, click on **Contents** button. To only access specific sections, click on the **Browse the Table of Contents** area on the **Home Page**.

### Home Page Areas

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#### Tours

- Introduction to the Internet Tour
- Browsing the World Wide Web Tour
- Communicating on the Internet Tour
- Business Opportunities Tour

#### Glossary

#### Sites of Interest

- Home Related Sites
- Business Related Sites

#### Browse the Table of Contents

#### Software Configuration

#### FAQ's (Frequently Asked Questions)



# Table of Contents

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Welcome

Home

## Section I: Introduction to the Internet

What is the Internet?

The Information Highway

Introducing AT&T WorldNet Dial-Up Service

Who Runs the Internet?

What can I do on the Internet?

Proper Use of the Internet

Netiquette

Security

Smileys and Abbreviations

Flaming

Trends in Internet Development

## Section II: Doing Business on the Internet

Business Opportunities on the Net

Business Information Sources

Business Communication on the Net

Business Transactions on the Net

Establishing a Business Presence

Providing Customer Support

Advertising Goods and Services

Marketing Creatively on the Net

Growth of Business on the Net

Planning an Internet Connection for a Business

Defining Business Requirements

Costs of an Internet Connection for a Business

Connection Fees

Determining Bandwidth Requirements

Per User Costs

Publishing Costs

### **Section III: Using the Internet at Home**

- Shopping on the Internet
- Parenting and the Internet
- Kids and Parents on the Web
- Finding a Job Using the Internet
- The Effect of the Internet on Everyday Life

### **Section IV: Browsing the World Wide Web**

- Introduction to the World Wide Web
- Uses of the World Wide Web
- Navigating the World Wide Web
  - Understanding URLs
  - World Wide Web Hyperlinks
  - Using World Wide Web Forms
  - World Wide Web Home Pages
- Features of Browsers
  - Netscape Navigator
  - Microsoft's Internet Explorer
- Searching the World Wide Web
- World Wide Web Tips

### **Section V: Communicating on the Internet**

- Introduction to Email
  - Why Use Email?
  - How Email Works
  - Questions About Email
  - Parts of the Email Message
- Sending Email
  - Links between Internet Mail and Other Systems
  - Ways to Simplify Sending Email
  - Sending Files with Email Messages
- Receiving Mail
  - Handling Inbox Messages
  - Receiving Files in Email Messages

Introduction to Newsgroups  
How Newsgroups Work  
How Newsgroups are Organized  
Selecting Newsgroups  
Reading and Posting Newsgroup Articles

## **Section VI: Internet Technology**

Overview of Internet Technology  
Internet Naming and Addressing  
Understanding Domain Names  
Introduction to File Types  
File Types

## **Help Tour: Introduction**

Help Tour: Viewing Topics  
Help Tour: Screen Overview  
Help Tour: Browsing  
Help Tour: Touring  
Help Tour: Hotspots, Hyperlinks, and Keywords  
Help Tour: Launching Applications  
Help Tour: Popup Windows  
Help Tour: Glossary  
Help Tour: Customizing  
Help Tour: Viewing Additional Help

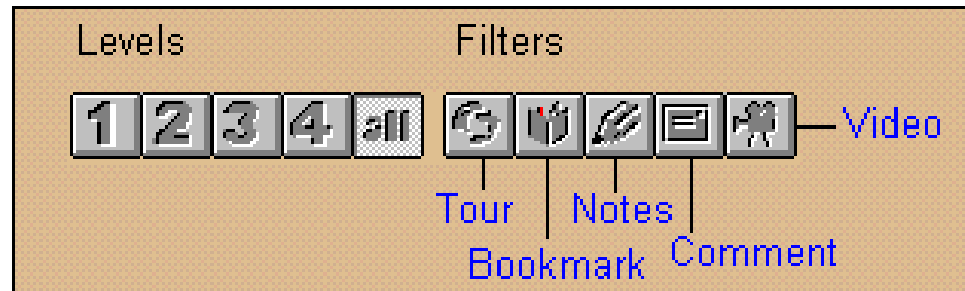
This section acquaints you with a new method of presenting complex information in tours, topics, and steps.

## Tutorial

### Quickstart

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Your learning experience will be enhanced if you fully understand the features of this program. This help tour acquaints you with some of the unique features of this product.





To see the **Table of Contents**, press the **Contents** button on the top of the **Button Bar**. To view a topic, click its entry in the **Table of Contents**.

You can also browse by hyperlinking from topic to topic.

## Help Tour Overview

The **Help Tour** is a guide to the features of the Internet Tutorial. It will acquaint you with a new method of presenting complex information in tours, topics, and steps. This method gives you control over the breadth and depth of information in your Internet Tutorial. On this tour you will learn how to navigate and customize your Internet Tutorial.

The Internet Tutorial divides a complex subject into self-contained units of information, called topics. You can choose a topic from the **Table of Contents** or select a tour of related topics. Within a topic, use the **Next Step** button to move forward. To dive more deeply into a subject, click on hot text or hot images on a topic screen.



Navigate in the Internet Tutorial by pressing the buttons on the left. They give you access to frequently-used features, such as the **Table of Contents** or the **Home** topic. Use the **Next Step** or **Next Topic** button to continue. The controls at the bottom of the screen enable you to pause, review, or skip steps in a sequence. Use the **Menu Bar** across the top of the screen to access advanced features. You can click now on the various parts of this sample screen to learn more about the functions of each area.



You can always browse in the Internet Tutorial by using the convenient **Table of Contents** feature or by selecting hyperlinks within the topics. If you are on a tour, selecting a topic from the **Table of Contents** takes you temporarily off the tour.

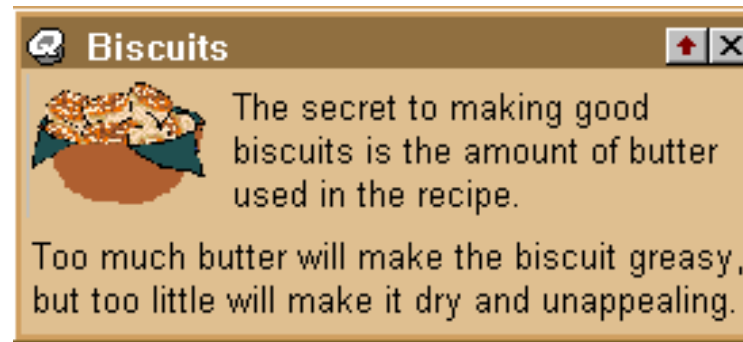
Tours combine several topics from the **Table of Contents**, grouped by focus or area of interest. Tours provide an overview of a subject, while leaving the details for future browsing. You can select a tour by clicking on the **Tours** area of the Home Topic.

Topics in the Internet Tutorial contain links to additional information. As you move your mouse over the parts of the screen that contain links, the shape of the pointer changes. The link is activated when you click on the object or text.

Occasionally on your Internet Tutorial, you will have the opportunity to branch to another program. Launching another program does not end the Internet Tutorial. The other program executes in a separate window. You can close or minimize the other program's window and return to your Internet Tutorial at any time.

### **Popup Windows**

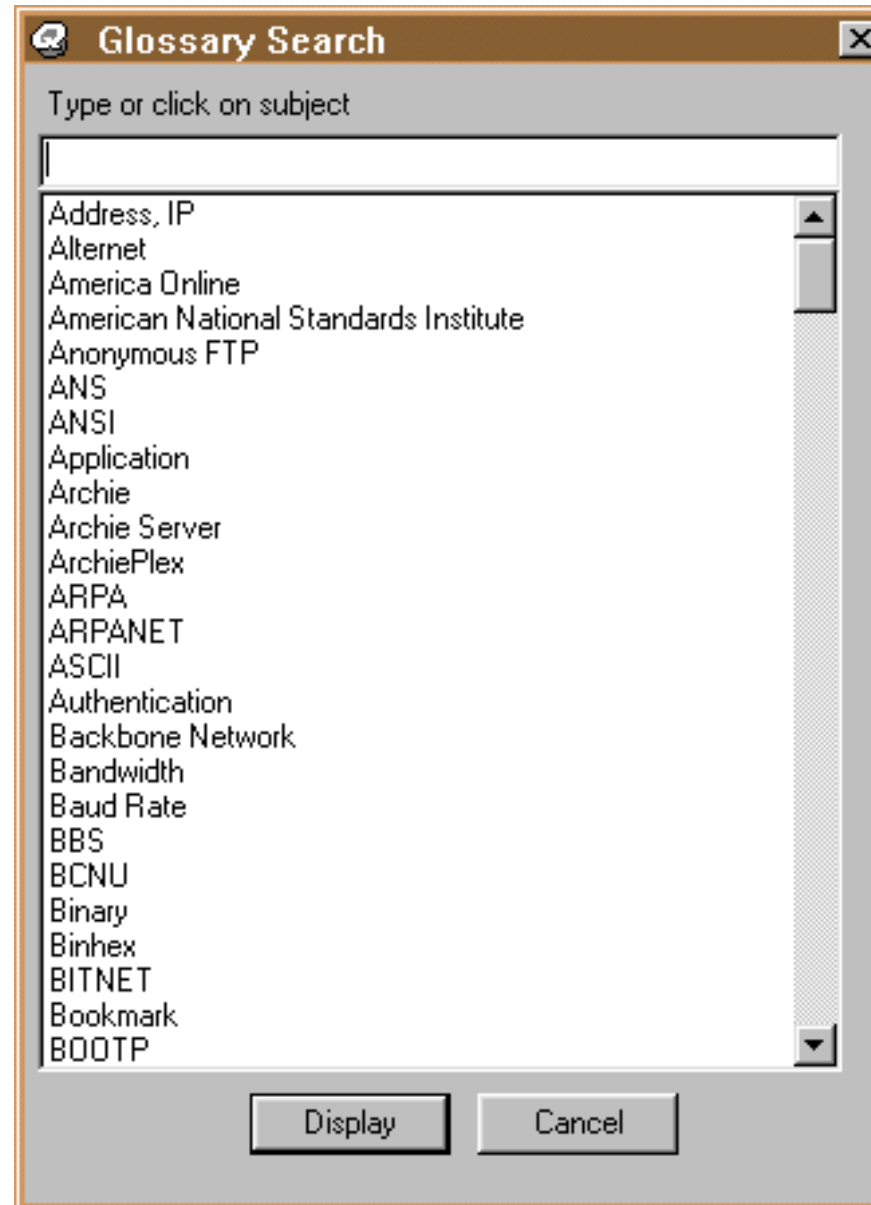
Popup windows display over a main topic screen to add to the information presented there. Popup windows open when you click a hotspot or keyword. Many buttons also open popup windows. You can move popup windows anywhere on the screen, or close them any time you wish. To reduce screen clutter, you can resize or roll up popups. This is an example of a popup window:



## The Glossary

abcde  
Glossary

The **Glossary** is a collection of definitions associated with the topics in the Internet Tutorial. To access a definition, either select its blue keyword within a topic or click on the **Glossary** button located on the button bar. The **Glossary** button displays the keyword search window shown here.



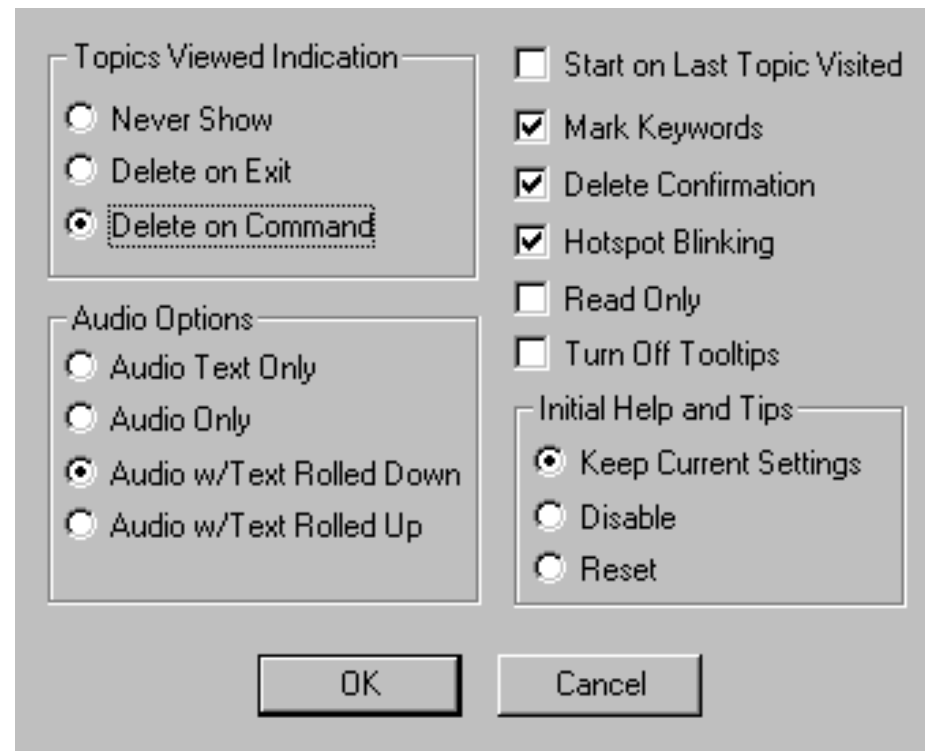


## Notes and Preferences

You can leave notes on the topics in your Internet Tutorial, or create comments, and highlight important information. Click on the **Notes** button to display the **Notes** dialog box:

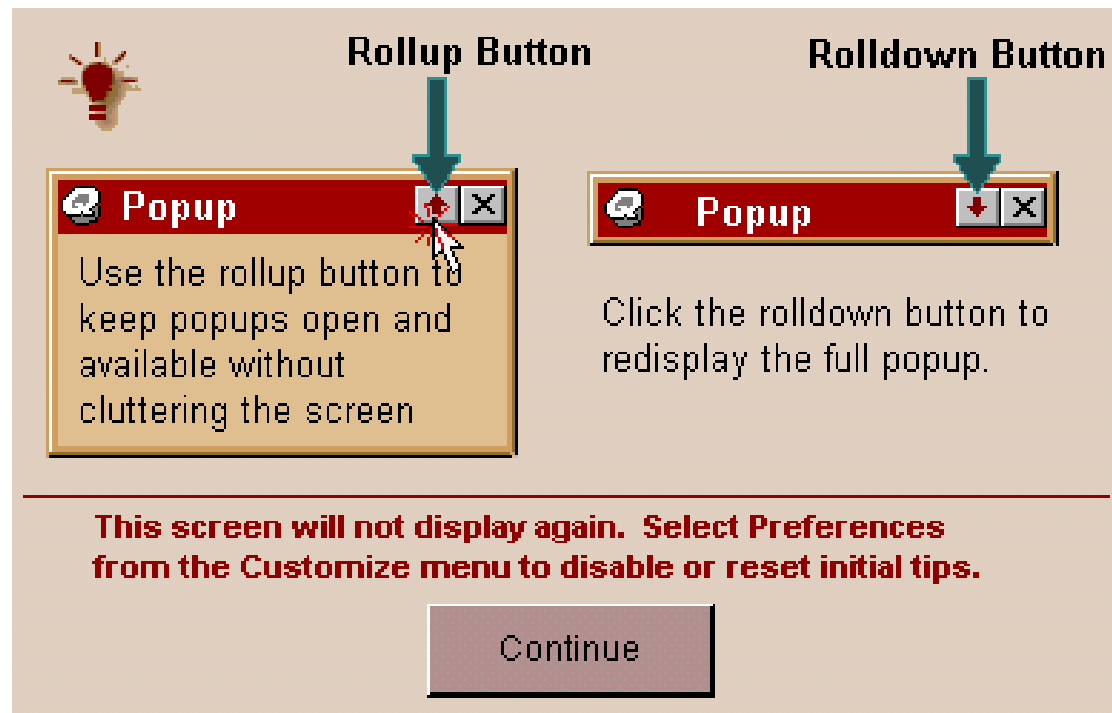


You can also customize the program to function according to your preferences. Choose **Customize menu—Preferences**. The **Preferences** dialog box appears:



## Help

If you need additional information while in the Internet Tutorial, help is just a mouse click away. The **Help** menu enables you to search for help on a subject and to review this tutorial. For an explanation of any screen item, click the right mouse button while pointing to the item. Quick tips appear automatically to assist you. This is an example of a Quick Tip:



Learn how to access various Internet Sites and how to configure software.



## Accessing Internet Sites

### Overview

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This chapter provides instructions on how to access Internet Sites, using AT&T as the example. It also provides you with information regarding configuring software.

### Configuring Software to Dial Out

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You can launch a program to dial out and connect to the Internet while you are using this product. You must, however, indicate the file name and location of the connection software previously installed on your computer.

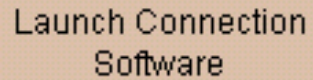
Click on the **Select Connection Software** button to select the connection software that you previously installed on your computer.

Select Connection Software

**Note:** To change this configuration in the future, click on the software hotspot on the Home topic.

## Launch Connection Software

---

A rectangular button with a light beige background and a thin black border. The text "Launch Connection Software" is centered on the button in a dark grey font, with "Launch Connection" on the top line and "Software" on the bottom line.

Launch Connection  
Software

Press the **Launch Connection Software** button to start your Internet connection software. If you have not yet configured this product to locate this software, pressing the button will prompt you for the required configuration information.

## Launch World Wide Web Browser

---

A rectangular button with a light beige background and a thin black border. The text "Launch Browser" is centered on the button in a dark grey font.

Launch Browser

Press the **Launch Browser** button to start your World Wide Web browser. If you have not yet configured this product to locate this software, pressing the button will prompt you for the required configuration information.

# Configure World Wide Web Browser

There are two ways to configure your connection software: from the **Home Page Software** link, or from the **Home Page Site** link.

To configure your connection software using the **Software** link from the **Home Page**, start your World Wide Web browser automatically and connect directly to a URL. For this to work, you must first indicate the file name and location of a browser previously installed on your computer.

## Configure Software Using Home Page Software Link

To configure a World Wide Web browser, choose one of the following options:



Click on the **Configure World Wide Web Browser** button to select a browser that you have previously installed on your computer.

The **Select Web Browser** screen appears after clicking the **Configure World Wide Web Browser** button:

You can start your [World Wide Web browser](#) automatically and connect directly to a [URL](#) while using this product. For this to work, you must first indicate the file name and location of a [browser](#) previously installed on your computer.

To configure a [World Wide Web browser](#), choose one of the following options:

Press this button to select a [browser](#) that you previously installed on your computer.

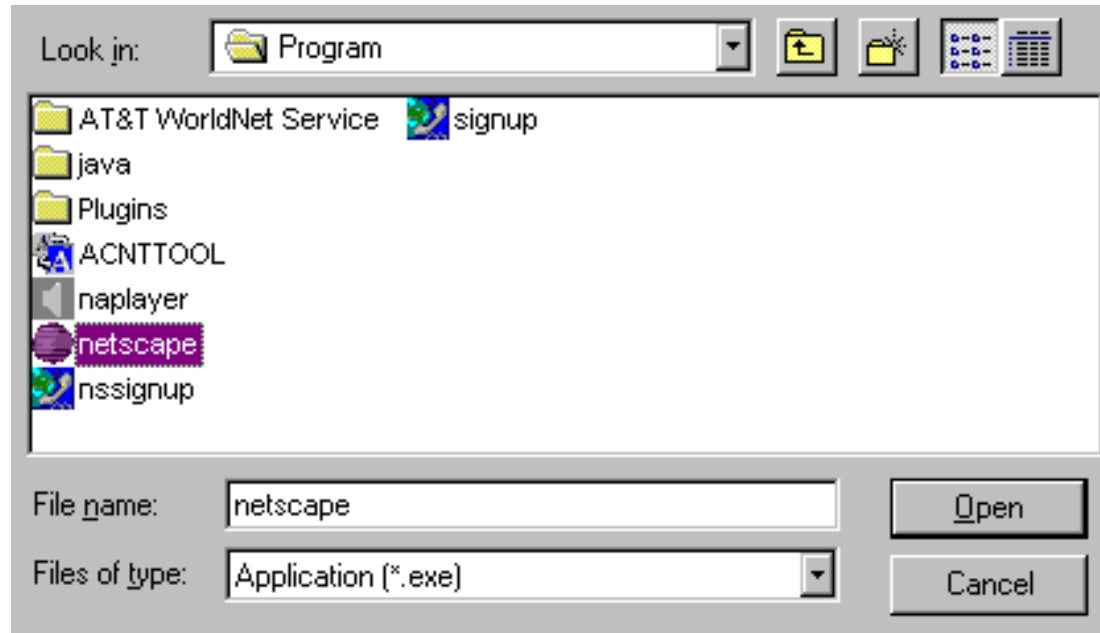
Check this box if you want to disable launching a [browser](#) from within this product.

*To change this configuration in the future, click on the software hotspot on the Home topic.*

**Note:** For help on configuring your software, click on the **Help** button. **[Click here for more information.](#)**

Click on the **Select Web Browser** button.

This screen appears next:



Highlight and double-click on your software connection, or highlight and click on the **Open** button.

**Note:** Your software connection login and password should be separately configured outside of this application.



When you click on the **Help** button in the **Select Web Browser** screen, the following screen appears:

You will recognize the places where you can automatically launch your **World Wide Web browser** when you see a **URL** like the one below.

[www.expertsoftware.com](http://www.expertsoftware.com)

When this program attempts to start your **World Wide Web browser**, it will pass it a **URL** as a command line parameter. Most **browsers** support this option.

In addition, this program always copies the **URL** to the clipboard when you click on the **URL**, even if you have disabled automatic launching of the **browser**. You can then paste the **URL** into the **URL** selection window on your **browser**, and press <ENTER> to connect to the specified site.

Starting your **browser** may not automatically establish your connection to the Internet. You may have to establish this connection manually.

To change this configuration in the future, click on the software hotspot on the Home topic.

## Connect to the WWW Browser Using Home Page Site Link

To connect to a World Wide Web browser, click on the **Sites of Interest** area on the **Home Page**. (**See Sites of Interest**.) Click on either the **Home** or **Business** button to bring up the **Home** dialog box. After selecting your site of interest, this dialog box appears:



Click on the URL address to launch the site of interest's Home Page.

**Note:** *If you have not configured your connection software, the **Select Web Browser** screen appears.*

This is an example of Disney's Home Page.



This chapter provides you with tips and shortcuts.



## Tips and Shortcuts

### Tips

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#### Tips About Comments

When you move between computers, you can keep your comments by exporting them to a text file and printing them out.

Or, you can compress them and copy them onto a disk so that you can take them with you. To do this:

1. Go into Windows® Explorer.
2. Locate the user directory under the name of the title you are viewing. Your comments are in this directory, usually C:\Program Files\Expert Software\Internet Tutorial.
3. Use a compression program, like WINZIP or PKZIP to compress the files in this directory.
4. Copy the compressed file onto a disk.
5. Copy the compressed file from the disk onto the new computer. You should copy it into the user directory of the title you are viewing.
6. Decompress the file.

## Tips on the Table of Contents

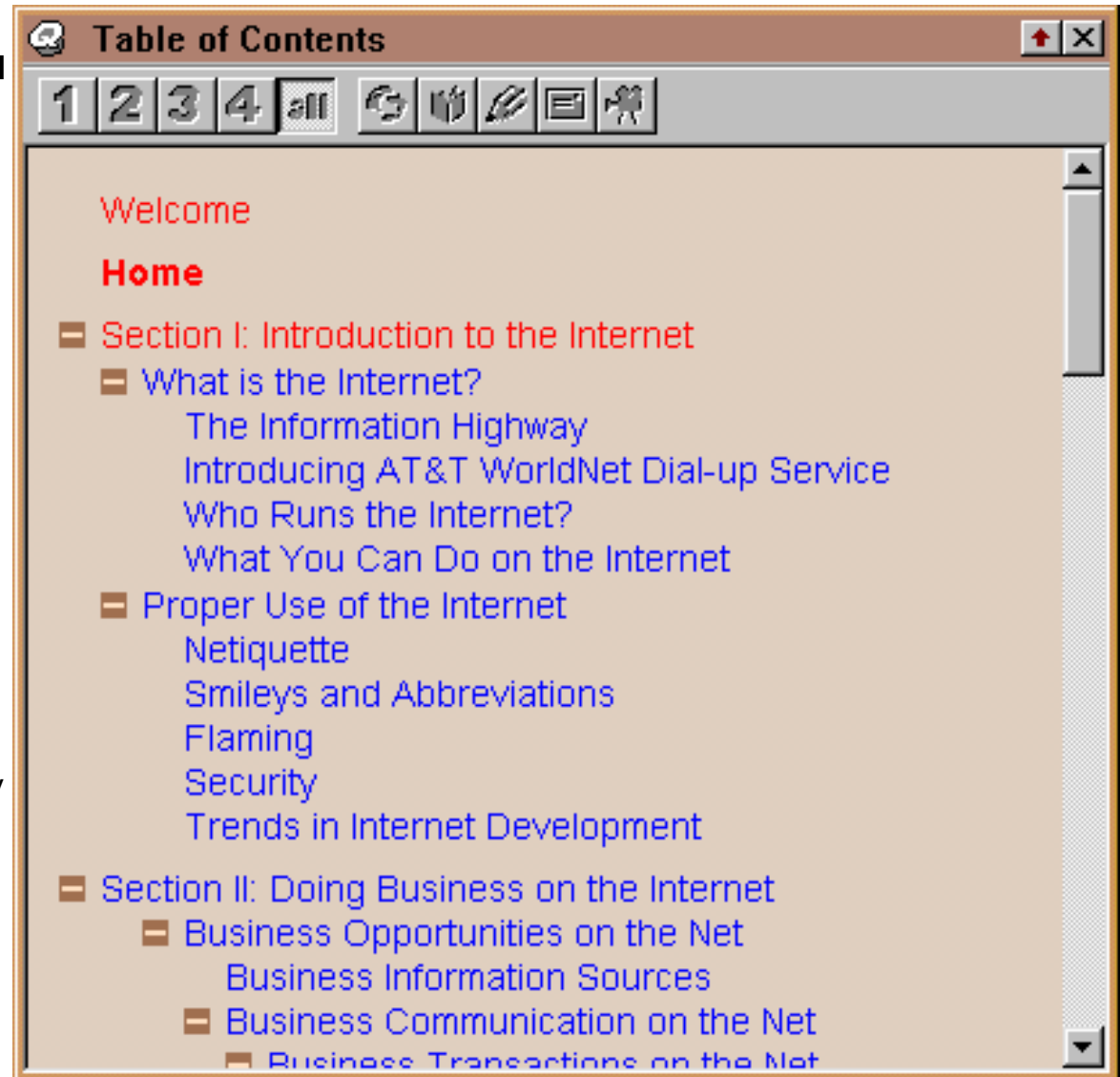
At the top of the **Table of Contents**, you see buttons that control how many topics display in the **Table of Contents**. The buttons on the left determine how many levels display. The picture buttons on the right are filters that show you only the topics on the current tour, those with bookmarks, notes, comments, and video. You can select the **First**, **Second**, **Third**, **Fourth**, or **All Level** buttons in conjunction with any, all, or none of the filter buttons.

For example, click on the **Second Level** button, then click on the **Bookmark** button to display first and second level topic headings that contain bookmarks.

Note that the **Table of Contents** always opens with all levels displayed.

The **Plus** icon next to a topic heading indicates that there is another level of headings under this topic that are not currently displayed. To view the hidden level, click the **Plus** icon.

The **Minus** icon next to a topic heading indicates that the headings at the next level are currently displayed. To hide all lower level topics, click the **Minus** icon.




- If you want to display only **First Level** topic headings in the **Table of Contents**, press **1**.
- If you want to display only **First** and **Second Level** topic headings in the **Table of Contents**, press **2**.
- If you want to display only **First** and **Third Level** topic headings in the **Table of Contents**, press **3**.
- If you want to display only **First** and **Fourth Level** topic headings in the **Table of Contents**, press **4**.
- If you want to display **All Levels** of topic headings in the **Table of Contents**, press **All**.
- Press the **Comment** button to list only topics that contain comments.
- A topic heading that is blue indicates a topic you have not previously viewed.
- A topic heading that is red indicates a topic you have previously viewed. If you want to clear these indicators, you can select the **Delete** command on the **File Menu** and delete the **Topics Viewed Indication**.

### Tips on Hotspots


To locate hotspots, press the <Ctrl> key. An outline displays around all hot objects.

This item is a hotspot. A **hotspot** reveals additional information or causes some sort of action when you point to it and click the left mouse.

You can identify **hotspots** by pressing and holding down the CTRL key.



*Click on the hotspot above for an example of what a hotspot might do for you*



This is a sample auxillary **popup** with text and animation.

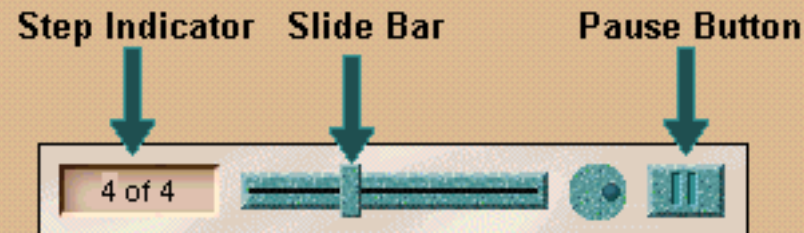
## Tips on Topics

A topic has one or more steps. Topic screens contain hotspots you can click for additional information.

Some [topics](#) display a sequence of events in the form of **steps**. You can move through the steps at your own pace to ensure that you understand them.



You can control your progress through a sequence of steps using the [Next Step button](#), as well as the [Step Indicator](#), [Slide Bar](#), and [Pause Button](#).



## Tips on Tours



If you go to the **Table of Contents** while on a tour, you can view all of the topics that are part of the tour. Press the **Tour Filter** button at the top of the **Table of Contents** to filter out topics that are not part of the tour.




The **Tour Filter** button on the **Table of Contents** hides all topics that are not part of the tour you have selected. When you click this button, only the topics on the current tour display. You can then select a particular topic to view.

Note that the **Tour Filter** button works only if you have selected a tour.



You are about to begin a tour. This tour will lead you sequentially through several related topics.



The Forward button  enables you to move to the next topic, skipping any remaining steps in the current topic. You can leave the tour at any time to go browsing and return to the tour later. If you press the Home button, your tour is cancelled.

**This screen will not display again. Select Preferences from the Customize menu to disable or reset initial tips.**

Continue



To browse for information while on a tour, select a topic from the **Table of Contents**, or click a hyperlink. When you are ready to return to the tour, press the **Return to Tour** button. It allows you to continue your tour from where you left it. You see the **Return to Tour** button only when you have interrupted the tour itinerary to explore a different topic.



To select a tour, press the **Home** button and then click the tours area of the **Home Topic** screen.

If you are on a tour, press the **Home** button to cancel it. You then return to the **Home Topic**.

### **Tips on Tour Filter**

Once you have selected a tour, you can view a list of topics included in the tour. Go to the **Table of Contents** and press the **Tour Filter** button.

This filter hides all topics from view except those that are part of the tour. To jump into the middle of a tour, select a topic from the displayed list of tour topics.

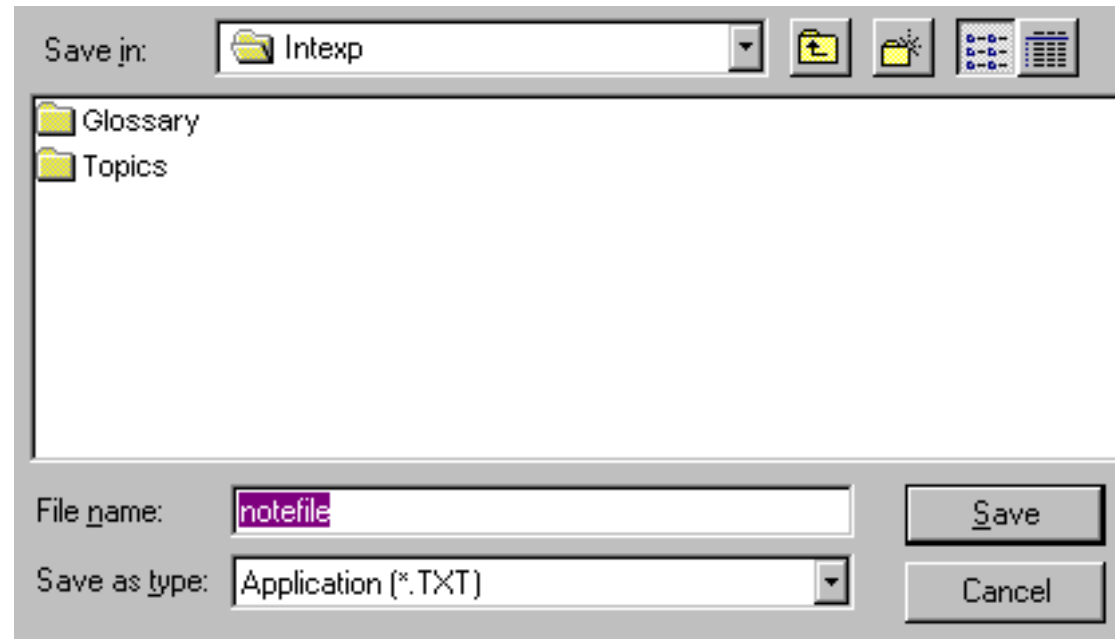
### **Tips on Title Bars**

The **Title Bar** is a Windows convention that displays the title of a topic or popup window, so you'll always know what title you're viewing.

You can click and drag the title bar to move popup windows.

## Tips on Exporting Text

You can export any note or comment text by choosing **File menu—Export Note** or **File menu—Export Comment**.



# Shortcuts

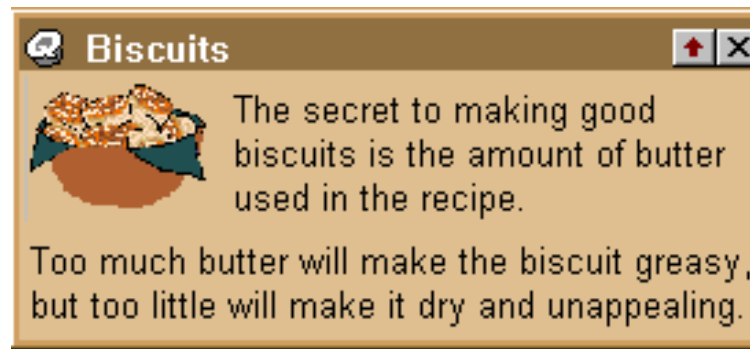
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A topic heading that is blue indicates a topic you have not previously viewed.

A topic heading that is red indicates a topic you have previously viewed. If you want to clear these indicators, you can select the **Delete** command on the **File** menu and delete the **Topics Viewed Indication**.

## Shortcut on How to Reposition a Popup Window

You can reposition a popup window anywhere on the screen. This is an example of a popup window:



To reposition a popup window:

1. Click in the title bar.
2. Drag the popup window to the desired location.
3. Release the mouse button.

## Shortcuts on Note Icons

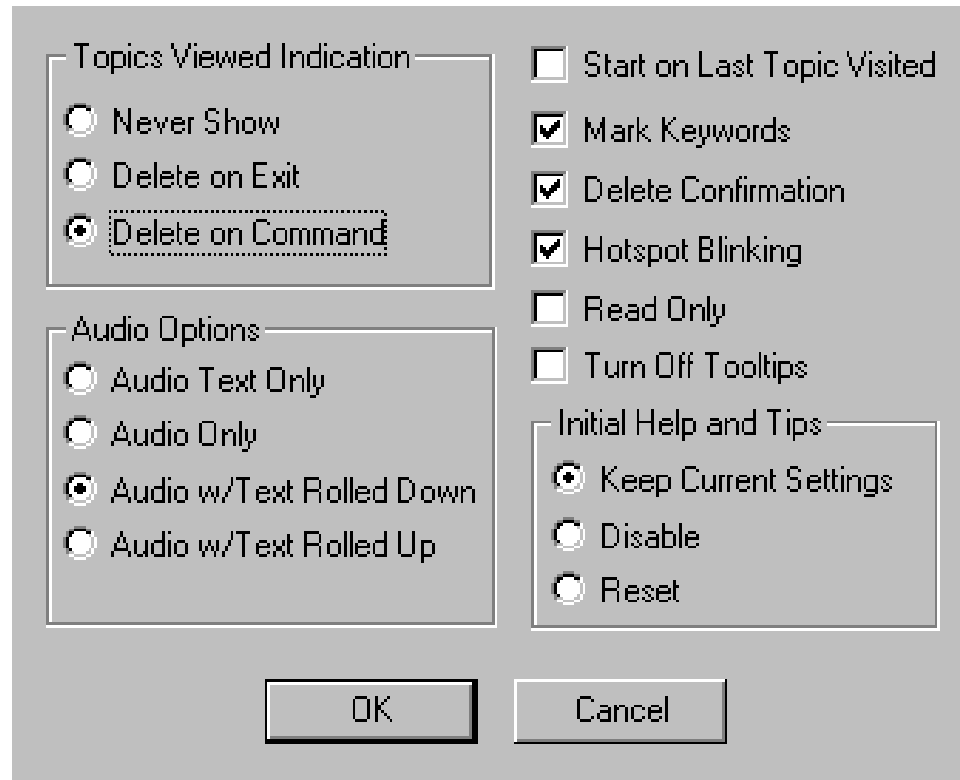


Notes that have already been created appear as a **Note** icon.

Reposition these **Note** icons by clicking and dragging them from the bar at the top of the icon. Delete a note by clicking on the bar at the top of the icon and pressing the <Del> key.

## Preferences

The **Preferences** dialog box allows you to customize certain aspects of this product to suit your viewing preferences. Choose **Customize menu—Preferences** to access this dialog.

A screenshot of a Preferences dialog box with a light gray background. It contains several sections of settings. The 'Topics Viewed Indication' section has three radio buttons: 'Never Show', 'Delete on Exit', and 'Delete on Command' (which is selected and has a dashed border). The 'Audio Options' section has four radio buttons: 'Audio Text Only', 'Audio Only', 'Audio w/Text Rolled Down' (selected), and 'Audio w/Text Rolled Up'. The right side of the dialog has several checkboxes: 'Start on Last Topic Visited' (unchecked), 'Mark Keywords' (checked), 'Delete Confirmation' (checked), 'Hotspot Blinking' (checked), 'Read Only' (unchecked), and 'Turn Off Tooltips' (unchecked). At the bottom right, there is an 'Initial Help and Tips' section with three radio buttons: 'Keep Current Settings' (selected), 'Disable', and 'Reset'. At the bottom center, there are two buttons: 'OK' and 'Cancel'.

Have a question? Read this chapter for answers to users' frequently asked questions.



## Frequently Asked Questions

### Q/A

---



**Q: Are Commercial Online Services the same as the Internet?**

*A: The commercial online services (America Online, Prodigy, CompuServe, etc.) have traditionally been in the business of providing information, for a fee, exclusively to their subscribers. Recently, these services have developed gateways to the Internet which allow their subscribers to also access the vast information resources scattered throughout the Internet. These services are evolving into communities of interest connected to the Internet.*



**Q: Can I Advertise on the Internet?**

*A: Yes, but you need to respect the rights of other Internet users. In general, proactive advertising is NOT acceptable. You should not send your advertising information to anyone who hasn't specifically asked for that information. This especially applies to Usenet newsgroups, mailing lists and personal Email addresses. Internet users respect their culture, and if you break this rule of netiquette, the offended Internet users will retaliate.*

*What is allowed? Passive advertising and re-active advertising. It is perfectly acceptable to make your advertising information available to the Internet where potential customers can view it as they wish (such as on a World Wide Web server). You may also send information to potential users in response to their requests.*

### **Q: Can People Access My Computer If I Am on the Internet?**



*A: It depends. Many computers are deliberately configured with server software which enables other people to access them from the Internet. Even if you do not want someone gaining access to your computer, there is the chance that a clever hacker may be able to gain unauthorized access. For people using dial-in access to the Internet, this risk is relatively low since your computer will not be connected to the Internet most of the time. In a LAN environment, your network administrator should take the appropriate precautions, such as installing a firewall. If your computer has sensitive information (i.e. the company's finances and research data), you may want to involve a network security consultant to make sure that your information is secure.*

### **Q: How Can I Fit into the Internet Culture?**



*A: The Internet has a rich culture that is generated by the users of the Internet. As with any location with a distinct culture, it is recommended that you take the time to learn about the culture and traditions of the Internet when you visit. Even though it may appear that the Internet is computers communicating with computers, it is really people communicating with people. Observing common courtesies when using the Internet will make this community a more enjoyable and productive place for all users.*

### **Q: How Can My Personal Computer Be Used for Internet Access?**



*A: Almost any kind of computer can be used to access the Internet. All that is required is the communication hardware (i.e. modem, or LAN interface card) and software. Even the oldest computers can be used for terminal emulation. Some of the more advanced features of today's Internet applications (graphics, sound, video) will run better on a more powerful personal computer.*

### **Q: How Do I Find Something on the Internet?**



*A: There are many different approaches to finding information on the Internet. In general, there are Internet resources which can be used to identify the location of the information you want. These resources take the form of subject-trees and searchable indexes. One of the most effective ways to find something, is to check with a related Usenet newsgroup - the people there (your fellow Internet users) can almost always point you in the right direction.*

### **Q: How Do I Get Onto the Internet?**



*A: There are many ways to access the Internet. Over 50,000 networks are interconnected to form the Internet, and you can gain access through any one of these networks. For example, your employer's network may be connected, in which case the network administrator may give you access to the Internet (if company policies permit). There are also Internet Access Providers who are in the business of selling access to their network (which is inter-connected with the Internet). Commercial Online Services and Bulletin Board Systems may also provide access to the Internet.*

### **Q: How Do Internet Applications Work?**



*A: Internet applications are based on a client - server model. This means that the software to run an application is distributed between two computers, a host computer (server) and your computer (client). Software at each computer passes information back and forth using an agreed upon format. The Internet provides the pathway for the client/server computers to communicate with each other.*

### **Q: How Does the Internet Work?**



*A: The technical answer is... the Internet is comprised of over 50,000 individual networks. The Internet works because each network knows how to communicate with other networks and exchange information using a standard set of protocols. Educational institutions, governments, companies, individuals, and other organizations allow others to access their information resources via the Internet.*

*But the real answer is...*

*The Internet works thanks to the hard work of individuals and organizations, many of them volunteers, who maintain their portions of the network and the computers which host the Internet's information. The Internet also works thanks to its millions of users who respect the rights of other members of this electronic community.*

### **Q: Is There a Large Risk of Catching Computer Viruses?**



*A: Whenever computers are networked together or software is loaded into a computer, there is the remote chance that a virus may be transmitted. The risk from the Internet is relatively low. Many computers have communicated with the Internet for years without ever catching a virus. To minimize the risk you should download software from reputable archive sites and also use anti-virus software (also available from the Internet).*

### **Q: What is the Information Super Highway?**



*A: The Information Super Highway is a slang term used to refer to the network of the future. The information super highway is envisioned as having increased capability to support applications such as hundreds of video-on-demand channels and interactive video sessions. The path of evolution from today's Internet to the network of the future remains unclear at best. There are many commercial organizations (from a wide variety of industries) all racing to bring you the network of tomorrow, and governments are also gearing up to help.*

### **Q: What is the Internet?**



*A: The Internet is the world's largest data communication network. The word Internet is commonly used to refer to a large collection of networks (over 50,000) that are physically inter-connected and speak the same communications protocol (TCP-IP). There are several million computers and many millions of users who are able to access and exchange information throughout this vast network of networks.*

### **Q: What Types of Information are on the Internet?**



*A: You name it-it's probably there somewhere. There are over 5 million computers connected to the Internet. This question can be more accurately stated: What types of information are there in these 5 million computers, and can I locate and access this information? A general answer is: if the information can exist in an electronic format, there is a reasonable chance that the information is somehow accessible via the Internet. If the unique information is not there yet, YOU can take the initiative and begin to put that information on the Internet, and hundreds of other people with the same interest will contribute their information for this new topic.*

### **Q: Who Pays for the Internet and My Use of the Internet?**



*A: Payment for Internet services is an area of rapid change. The Internet backbones are no longer subsidized by the United States government. Instead, Internet service providers run the major backbones and provide access pay for their networks using the connection fees collected from their customers.*

*When you access the Internet using your employer's or school's network, these organizations are paying the access fees.*

### **Q: Will I have to learn UNIX to use the Internet?**



*A: No, but...although you do not need to know UNIX to access the World Wide Web or send simple Email, many of the computers that make up the Internet use the UNIX operating system. A general understanding of basic UNIX commands will make your Internet experience less frustrating, especially if you use services such as Telnet, or if you access the Internet via Terminal Emulation (Shell account).*



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Welcome to Internet Tutorial

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### **Mailing Address**

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 Contact a friendly Expert Product Support Specialist Monday through Friday, 9:00AM to 5:00PM EST (Eastern Standard Time).

- ◆ Telephone (305) 567-9996
- ◆ Fax (305) 569-1350.

**If you call**, you should be at your computer. Be ready to give the Product Support Specialist the 10-digit program version number from the front of your program disk or back of the CD jewel case, as well as the following information:

- ◆ If you have a Macintosh®-compatible computer:
  - ◆ Please have the model, system software version and amount of memory available.
- ◆ If you have a Windows®- or MS-DOS®-compatible computer:
  - ◆ The version of DOS that is installed on your computer. (You can determine the version by typing VER at the DOS prompt.)
  - ◆ The version of Windows® installed on your computer.
  - ◆ The type of hardware you are using:
  - ◆ The brand of computer you own,
  - ◆ CPU type (80386, 80486, Pentium®),
  - ◆ Video type (EGA, VGA, Super VGA),
  - ◆ Model and type of video card, and
  - ◆ Model and type of printer.
  - ◆ The exact wording of any messages that appeared on the screen.
  - ◆ What happened and what you were doing when the problem occurred.
  - ◆ We encourage Windows® 3.x (or MS-DOS 6.x) users who need product support to print an MSD report. Have it available for the Product Support Specialist who answers your call. You will find the MSD (Microsoft Diagnostics) program in either the Windows or the DOS directory.