Incredible Live Internet Connection Manager

Getting Started with Internet Explorer

User Guide

Version 1.00

powered by
**branded
internet**

Support Contact Details

Setting up your Incredible Live connection

For support with setting up or creating your Incredible Live Internet connection please call our 24 hour registration & information line:

08611 iLive (08611 45483)

Connecting, Email or Browsing problems

For support with any Dialling/Connecting, Email or Web Browsing problems, please call our 24 hour helpdesk:

08611 iLive (08611 45483)

Getting Started with Internet Explorer

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Internet Connection Manager Software: © Branded Internet cc


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Introduction to the Internet

Introducing the Microsoft Internet Explorer web browser

The Internet is a collection of computer networks that connects millions of computers around the world. **Microsoft Internet Explorer** enables you to connect to the Internet to gain access to the vast stores of information on these computers. Whether you're searching for information or having it delivered to your computer, take a look at some of the features that make it easy to browse the Internet.
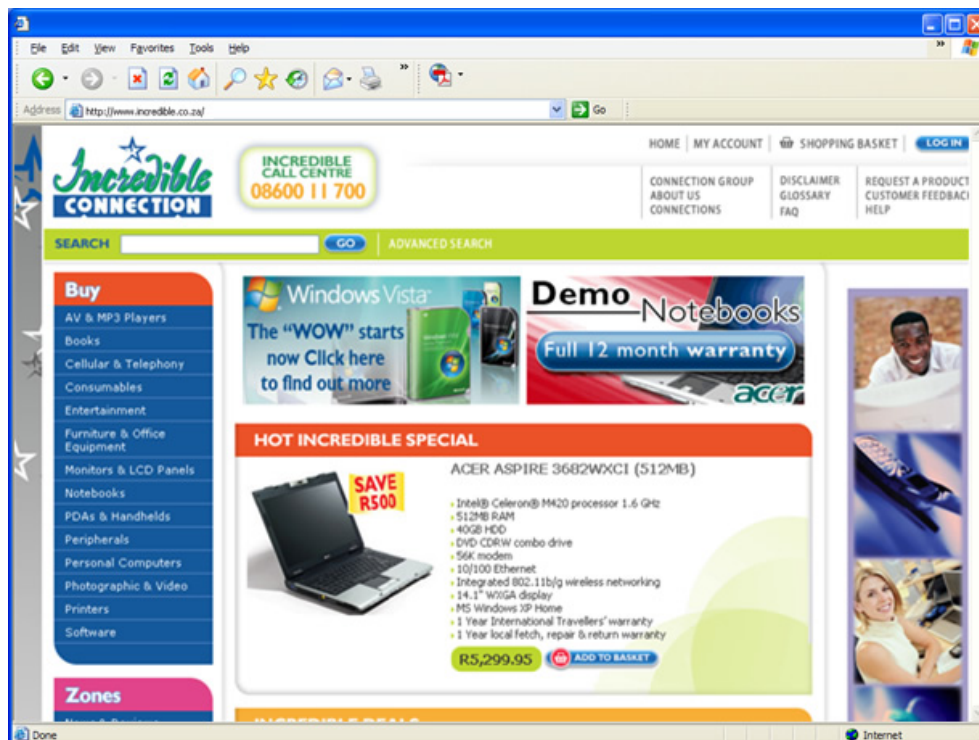
Internet Explorer web browser keyboard shortcuts

You can use shortcut keys to choose commands and view documents.

To do this	Press this
Go to next page	ALT+RIGHT ARROW
Go to previous page	ALT+LEFT ARROW
Display a shortcut menu for a link	SHIFT+F10
Move forward between frames	CTRL+TAB
Move back between frames	SHIFT+CTRL+TAB
Scroll toward the beginning of a document	UP ARROW
Scroll toward the end of a document	DOWN ARROW
Scroll toward the beginning of a document in larger increments	PAGE UP
Scroll toward the end of a document in larger increments	PAGE DOWN
Move to the beginning of a document	HOME
Move to the end of a document	END
Refresh the current page	F5
Stop downloading a page	ESC
Go to a new location	CTRL+O
Open a new window	CTRL+N
Save the current page	CTRL+S
Print the current page or active frame	CTRL+P
Activate a selected link	ENTER

The standard toolbar

The Microsoft Internet Explorer standard Toolbar comprises of the various icons that help you maneuver around the Internet.

| Back | Forward | Stop | Refresh | Home | Search | Favorites | Media | History | Mail | Print | Edit | Discuss |
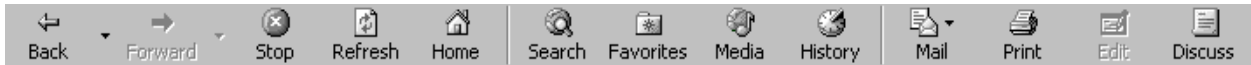
Back button

If you want to go back to the previous page, click the **Back** button on the toolbar. To go more than one page back, you can click the small down arrow next to the button and then click a Web page on the list.

Forward button

If you want to go forward to the next page (provided you have viewed it just previously), click the **Forward** button on the toolbar. To go more than one page forward, you can click the small down arrow next to the button and then click a Web page on the list.

Stop button

If a page you are trying to load is taking too long to display, you can cancel it by clicking the **Stop** button on the toolbar.

Refresh button

If you get a message that a Web page cannot be displayed, or you want to make sure you have the latest version of the page, click the **Refresh** button

Home button

By clicking the **Home** button on the toolbar, you will go to the page that appears when you start Internet Explorer.

Search button

Select the **Search** button to search for specific data that you want information on. When you select this button, the Explorer bar appears. Type the word or phrase you're looking for, and then click **Search**.   In the list of search results, click a link to display the Web page in the right side of the browser window.

Favorite button

Select this option to view a list of your most frequently accessed web sites / pages.

Media button

The Media bar in Internet Explorer makes it easy for you to play music, video, or multimedia files. You can use the Media bar to listen to your favorite Internet radio station while you use your computer.

History button

On the toolbar, click the **History** button to re-visit recently viewed web pages. A list of folders appears, containing links for Web sites visited in previous days and weeks. Click a folder or page to display the Web page.

| *Mail button*	Select this option to launch the Mail program that is linked to Internet Explorer. In most instances your Mail program will be Microsoft Outlook Express.
Print button	Select the **Print** button to print the current web page.

To change the appearance of the toolbar

Customise the toolbar icons

You can add or remove standard toolbar buttons, use smaller toolbar buttons like the ones used in Microsoft Office, and change the order they are displayed on the toolbar.

1. Just right-click the toolbar, and then click **Customize.**
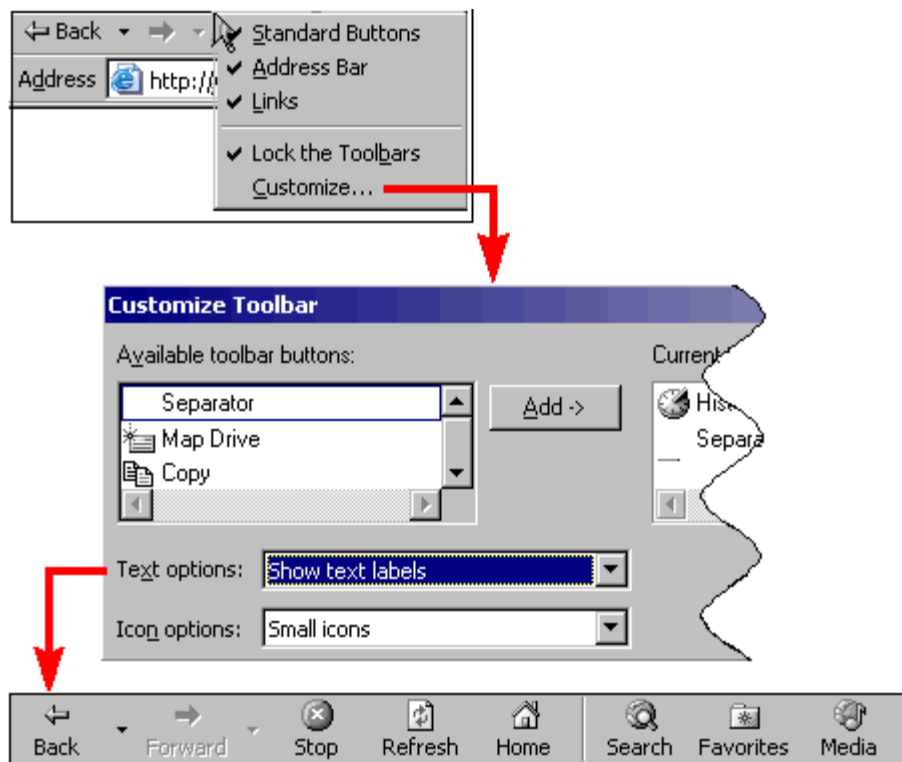
Resize the toolbar	You can move or resize the Address bar and Links bar by dragging them up, down, left, or right. You can even move them into the menu bar.
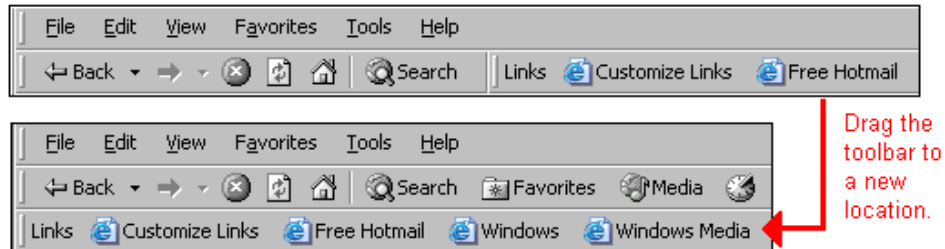
Hide the toolbars	You can hide the Address bar or Links bar by right-clicking the toolbar, and then clearing the check mark for each item you want to hide.
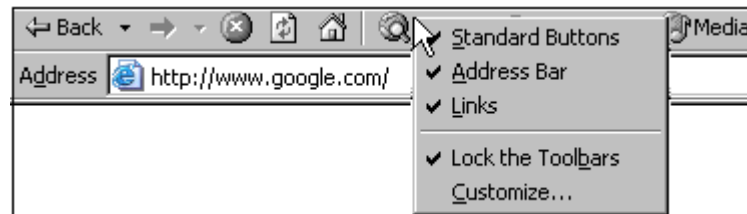
The address bar

An **Address bar** is a space to type and display the address for a Web page. You don't even need to type the entire Web site address to go to that page. Just start typing, and the AutoComplete feature suggests a match based on Web sites you visited previously.

What is an Internet address?

An Internet address (sometimes called a URL, or Uniform Resource Locator) typically starts with a protocol name, followed by the name of the organisation that maintains the site; the suffix identifies the kind of organisation it is. (A protocol is a set of rules and standards that enable computers to exchange information.)

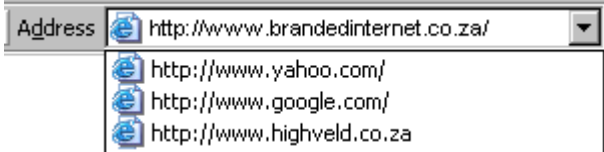For example, the address **http://www.cnn.com/** provides the following information:

http:	This Web server uses the http: protocol.
www	This site is on the World Wide Web.
cnn	The Web server is at CNN.
.com	This is a commercial site.

Generally, South African **commercial site addresses** end with **.co.za** .

If the address points to a specific page, additional information—such as a port name, the directory in which the page is located, and the name of the page file—is included. Web pages authored by using HTML (Hypertext Markup Language) often end with an .htm or .html extension.

When you are viewing a Web page, the page's address appears in the Address bar in the browser.

To enter a web address

Step	Procedure
1	In the **Address Bar**, start typing the address you want to go to. *Note*: If you've visited the Web site before, the new AutoComplete feature suggests a match as you type. The suggested match is highlighted in the Address bar.
2	After you finish typing the Web address, or when AutoComplete finds a match, press **ENTER**.
3	To view other matches, press the **DOWN ARROW** key to the right of the **Address Bar** and select a different address.

Notes: If you type a partial address and then press **CTRL+ENTER**, Internet Explorer attempts to go to the exact URL that you typed, filling in only the protocol, such as http:, and the extension, if needed. For example, if you type **mi** and then press **CTRL+ENTER**, Internet Explorer attempts to open a Web site named **http://www.mi.com/.**

What is the explorer bar?

The **Explorer bar** is a way to browse through a list of links, such as your History, while displaying the pages those links open in the right side of the browser window. For example, if you click the **Search** button on the toolbar, the Explorer bar opens and you can use it to search for the Web site you want.

You can display your Favorites list, History list, or Search by clicking the toolbar. In addition, you can gain access to these items by clicking the **View** menu, and then pointing to **Explorer bar**.
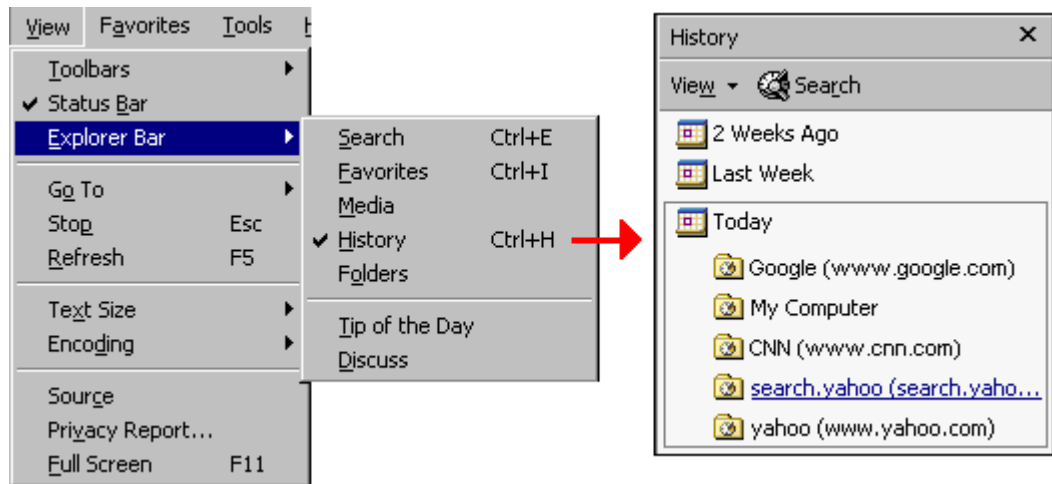
Searching the web

You can find information on the Web in a variety of ways. When you click the **Search** button on the toolbar, the Explorer bar appears at the left of the window. It provides access to a number of search services that offer different kinds of searching capabilities. Try out the different search services to see what kinds of information they provide.

Then, after you go to a Web page, you can search for specific text on that page.
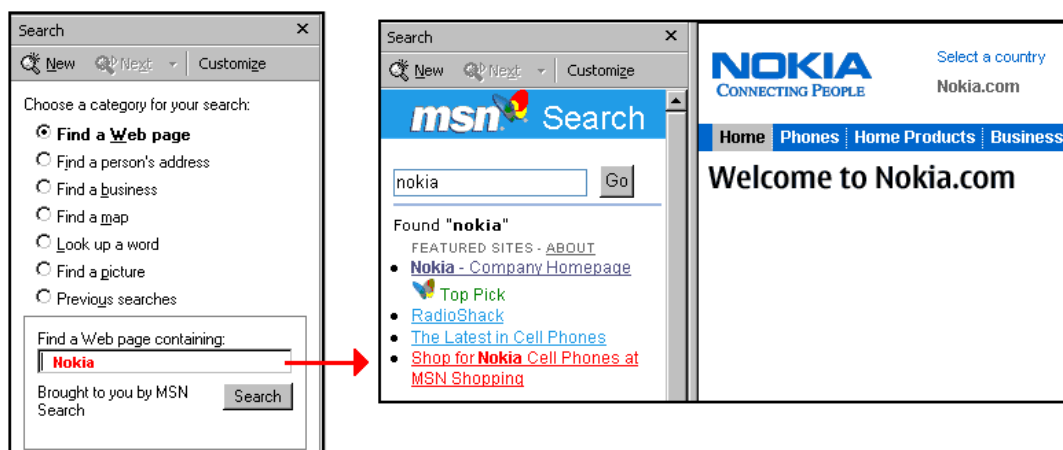
Effective use of web search engines

Search engines allow you to enter words or phrases that are matched against a database usually created automatically. Based on criteria established by your search query and the search engine, the search engine retrieves documents (WWW, gopher, FTP, UseNet, email, etc.) that match your query.

Factors that influence results include the size of the database, frequency of updating, the search capabilities and options of a given search engine. Search engines also differ what they index, their speed, the design of their user/search interface, how they display results, and the amount of help they offer.

Some popular search engines include:

- Google – http://www.google.com

- Ananzi – http://www.ananzi.com

- Yahoo – http://www.yahoo.com

- Alexa – http://www.alexa.com

A review of common sense searching tips

Think before you start! A basic search strategy includes the following steps:
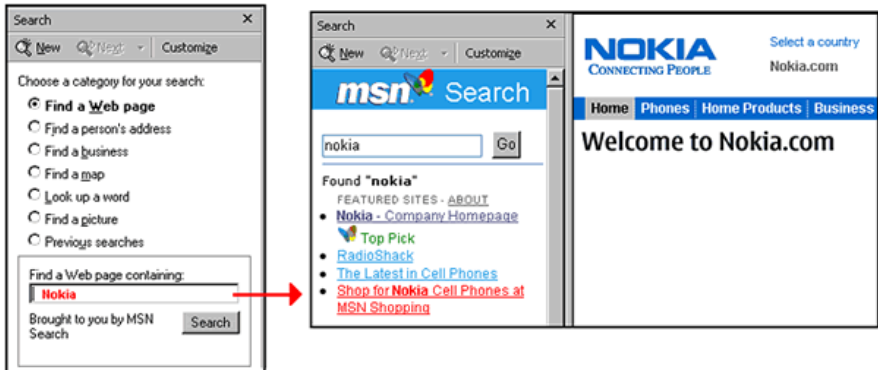
- Identify the important concepts of your search.

- Identify search terms (keywords) to describe those concepts.

- Consider synonyms, related words, and variations of the terms such as plurals.

- Read the instructions on the search engine home page.

    - help pages

    - advanced search documentation

    - frequently asked questions

- Prepare the search logic.

- Learn simple Boolean search logic.

- Refine the search.

- Make it broader -- OR, synonyms

- Make it narrower -- AND, Proximity Operators, Precise Keywords

- Try more than one search engine.

Searching the web using a search engine

Use more than one word: Search for ideas and concepts, instead of just keywords, by using more than one word in your search.

- Use descriptive, specific words: For example, a search for "Ferrari" will return much more specific results than a search for "sports cars".

- Use "More like This" link: If you find that one of the many returned results better describes what you are searching for, click "More like This" next to the URL. Netscape Search will then use that document as an example in a new search, finding more sites similar to the one you liked.
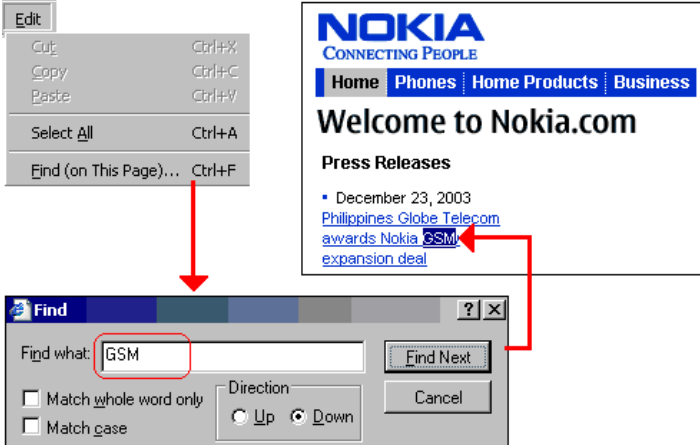
- Select words to add to your search: At the bottom of your Search results page, you will find a listing of search terms that can help you refine your search. Click on the boxes to select the terms you'd like to add to your search, then click Search Again to run a new search using the additional terms.

- Try an advanced search. Use the "+" (plus) sign for words that your results MUST contain. Or use the "-" (minus) sign in your search to tell the search engine that your results should NOT contain a certain word. When using these options, do not leave any space between the sign and the word.

- Quotation marks: Sometimes you can add characters to your words or phrases to more closely define your intentions for the search engine. For example, enclosing a multi-word phrase in quotation marks tells the search engine to list only sites that contain those words in that exact order.

- Boolean operators: Boolean operators include AND, OR, AND NOT, and parentheses. To work, these operators must appear in ALL CAPS and with a space on each side.

    - AND - Similar to the plus sign, AND indicates that the documents found must contain all the words joined by the AND operator. For example, to find documents that contain the words wizard, oz, and movie, enter wizard AND oz AND movie.

    - OR - Documents found must contain at least one of the words joined by OR. For example, to find documents that contain the word dog or the word puppy, enter dog OR puppy.

    - AND NOT - Similar to the minus sign, using AND NOT indicates that the documents found cannot contain the word that follows the term AND NOT. For example, to find documents that contain the word pets but not the word dogs, enter pets AND NOT dogs.

- Parentheses - Parentheses are used to group portions of Boolean queries together for more complicated queries. For example, to find documents that contain the word fruit and either the word banana or the word apple, enter fruit AND (banana OR apple).

- Title search - This feature enables you to restrict searches to the title portion of web documents. For example, typing title:Mars or t:Mars will retrieve all documents that have the word Mars in their title.

To search the Internet

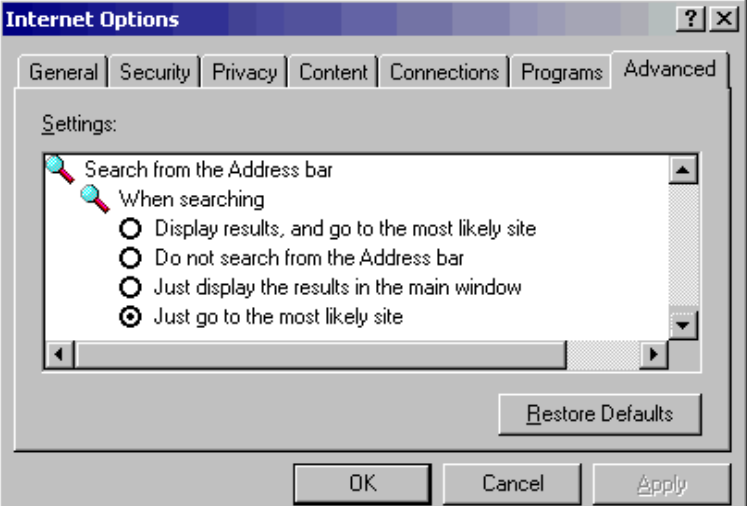| Step	Procedure
1	On the toolbar, click the **Search** button.
2	In the Explorer bar that appears, type the word or phrase you're looking for, and then click **Search**.
3	In the list of search results, click a link to display the Web page in the right side of the browser window.

Note: You can hide the Explorer bar by clicking the **Search** button on the toolbar again.

To search for text on the current web page

Step	Procedure
1	On the **Edit** menu in the browser, click **Find (on this page)**.
2	Type the text you want to find.
3	Change any settings as needed.
4	Click **Find Next**.

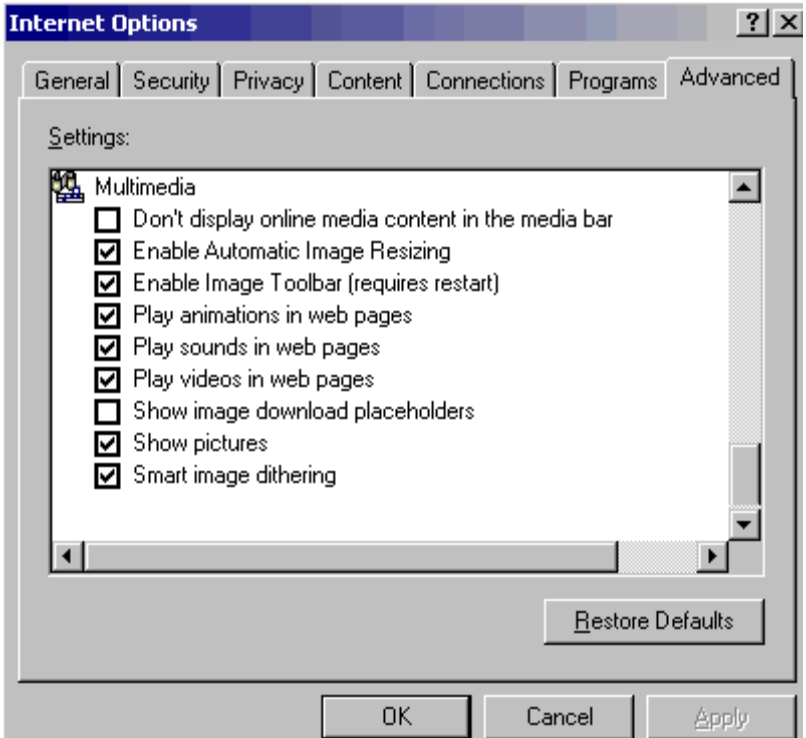# To find a web site when a web address doesn't work

If the Web address (URL) you type in the Address bar or click on a Web page doesn't work and you get a message that the site could not be found, Internet Explorer can automatically use a search service to search for Web addresses containing the name or word you type. For example, you might type **website**, and Internet Explorer would try to go to a Web site named **www.website.com**. But if Internet Explorer cannot find a site with that name, it can search for sites that contain that name in the Web address, and either suggest possible matches or automatically go to the first match.

Step	Procedure
1	On the **Tools** menu in the browser, click **Internet Options**.
2	Click the **Advanced** tab.
3	Under **Search from the Address bar**, select one of the following: • To view a list of likely matches in the Search bar, and display the most likely Web page in the main window, select **Display the results, and go to the most likely site**. • To view a list of likely matches in the main window so that you can choose which Web page to display, select **Just display the results in the main window**. • To view only the most likely Web page, select **Just go to the most likely site.** • To turn off searching from the Address bar, select **Do not search from the Address bar.**

Notes

• When you search from the Address bar, Internet Explorer can automatically display the Web page that most likely matches what you are searching for and list other likely sites as well. Just type common names or words in the Address bar, and then click **Go**.

• No matter which option you choose, you can still search for Web sites by clicking the **Search** button on the toolbar.

To display all web pages faster

Step	Procedure
1	On the **Tools** menu in the browser, click **Internet Options**.
2	Click the **Advanced** tab
3	In the **Multimedia** area, clear one or more of the **Show pictures**, **Play animations**, **Play videos**, or **Play sounds** check boxes.

Tips

- If the **Show pictures** or **Play videos** check box is cleared, you can still display an individual picture or animation on a Web page by right-clicking its icon and then clicking **Show Picture**.

- If the pictures on the current page are still visible after you clear the **Show pictures** check box, you can hide them by clicking the **View** menu and then clicking **Refresh**.
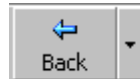
To return to a web page you've already seen

Last page

To return to the last page you viewed, you can click the **Back** button on the toolbar, or press the **BACKSPACE** key.

Last few

pages

To see a list of the last few pages you visited, click the small down arrow beside the **Back** or **Forward** button. Then click the page you want.

Last five

pages

If you want to view one of the last five pages you visited in this session, click the **File** menu, and then on the list, click the page that you want to go to. This list is started fresh every time you start Internet Explorer.

View pages
from previous
sessions
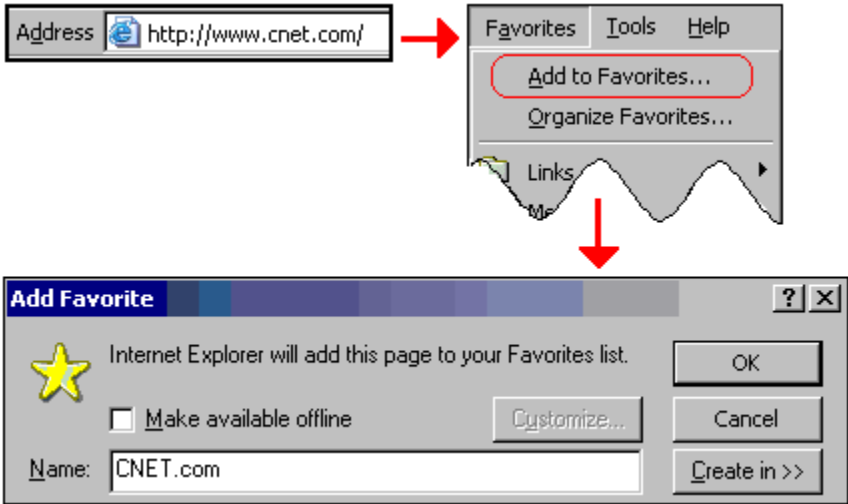
To view more pages, including pages you visited in previous sessions, click the **History** button on the toolbar, and then click the appropriate folder.
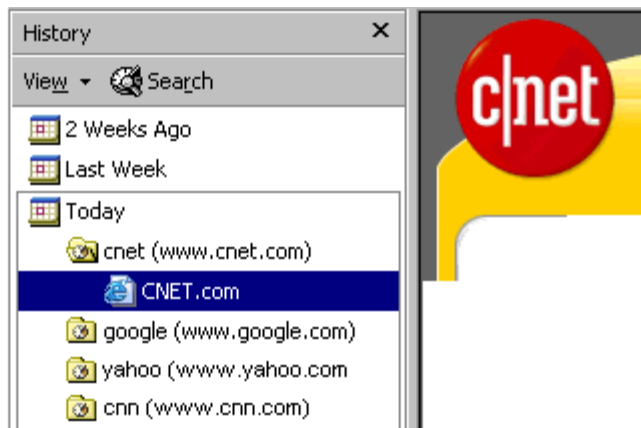
Organising your links to web pages for easier access

There are many ways you can make it easier to return to Web pages you've previously viewed.
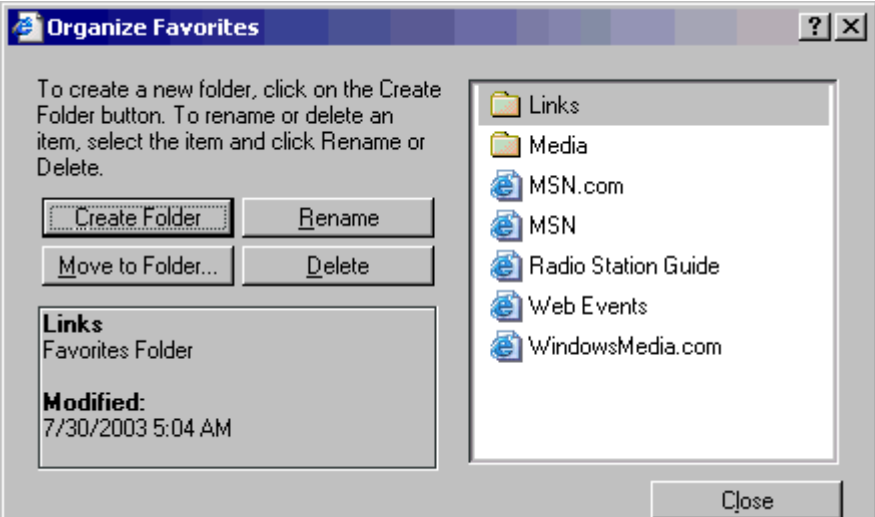
To add a page to your collection of favourite pages

Step	Procedure
1	Go to the page you want to add to your collection of favorite pages.
2	On the **Favorites** menu, click **Add to Favorites**.
3	Type a new name for the page if you want to.
4	Click the **OK** button.

Tips

- To open one of your favourite pages, click the **Favorites** button on the toolbar, and then click the page you want to open.

- To keep track of your favourite pages, you can organise them into folders. Click the **Create In** button in the Add to Favorites dialog box.

To organise your favourite pages into folders

Step	Procedure
1	On the **Favorites** menu, click **Organize Favorites**.
2	Click the **Create Folder** icon, type a name for the folder, and then press **ENTER**.
3	Drag the shortcuts in the list to the appropriate folders.

Tips

- You might want to organise your pages by topic. For example, you could create a folder named Art for storing information about art exhibits and reviews.

- If the number of shortcuts or folders makes dragging impractical, you can use the **Move** button instead.

Printing a web page

When you print a Web page, you can print the page as you see it on the screen, or you can print selected parts of it, such as a frame. In addition, you can specify that you want to print additional information in the headers and footers, such as the window title, page address, date, time, and page numbers.
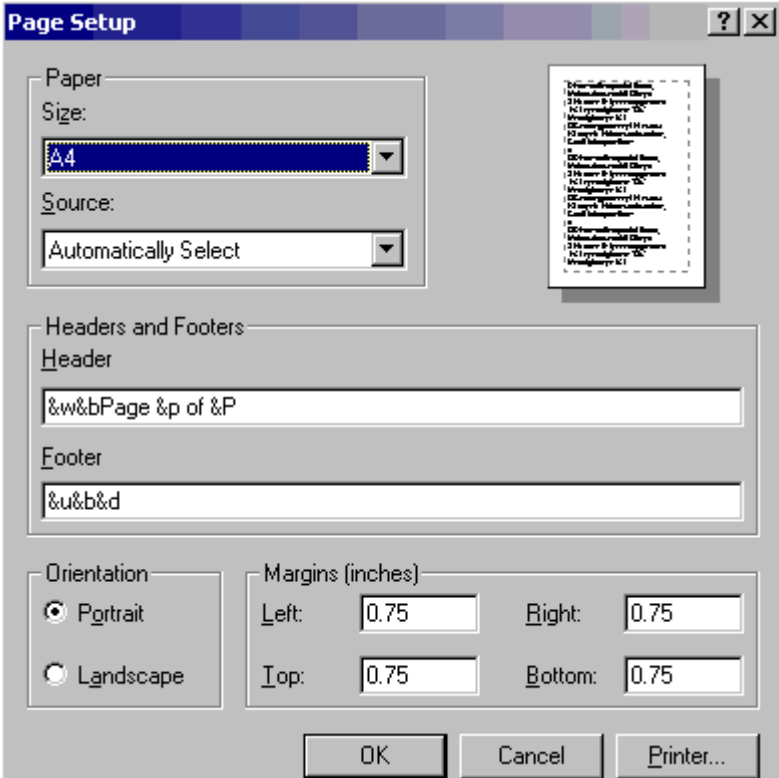
To print the contents of the current window

Step	Procedure
1	On the **File** menu, click **Print**.
2	Set the printing options you want.3
3	Click the **PRINT** button.

To print the contents of a frame

Step	Procedure
1	Right-click in the frame.
2	On the menu that appears, click **Print**.
3	Set the printing options you want.
4	Click the **PRINT** button.

To change how a page looks when it prints

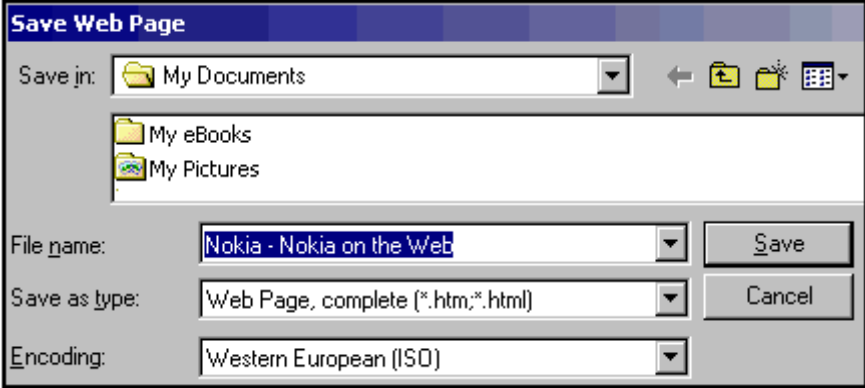| Step	Procedure
1	On the **File** menu, click **Page Setup**.
2	In the **Margins** boxes, type the margin measurements in inches.
3	In the **Orientation** area, select either **Portrait** or **Landscape** to specify whether you want the page printed vertically or horizontally.
4	Click **Headers**.
5	In each **Headers** and **Footers** box, specify the information to be printed by using the following variables. Variables can be combined with text (for example, Page &p of &P).

Keyboard shortcuts

To print this	Type this
Window title	&w
Page address (URL)	&u
Date in short format (as specified by Regional Settings in Control Panel)	&d
Date in long format (as specified by Regional Settings in Control Panel)	&D
Time in the format specified by Regional Settings in Control Panel	&t
Time in 24-hour format	&T
Current page number	&p
Total number of pages	&P
Centered text (following &b)	&b
Right-aligned text (following &b&b)	&b&b
A single ampersand (&)	&&

Note: If you want to set margins in centimeters instead of inches, you must change the Regional Settings in Control Panel.
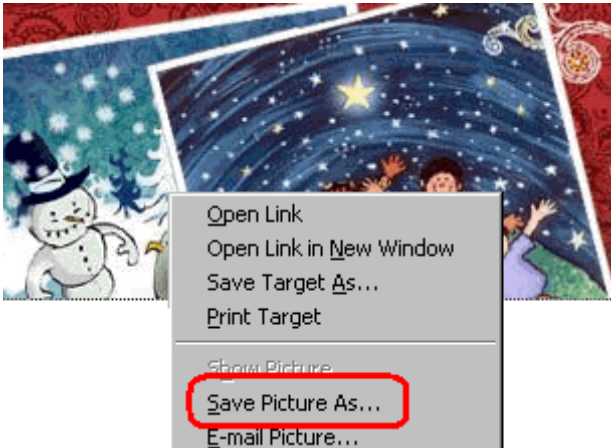
Saving information from a web page

As you view pages on the Web, you'll find information that you'd like to save for future reference, view without going to a Web site, or share with other people. You can save the entire Web page or any part of it—text, graphics, or links. After you save the information, you can use it in other documents or display it on your computer as wallpaper. You can also share information by sending the Web page or a link to it in e-mail to people who have access to the Web. For those who don't have access to the Web or a computer, you can print Web pages.

To save the current page on your computer

Step	Procedure
1	On the **File** menu, click **Save As**.
2	Double-click the folder you want to save the page in.
3	In the **File Name** box, type a name for the page, and then click **Save**.

To save a page or picture without opening it

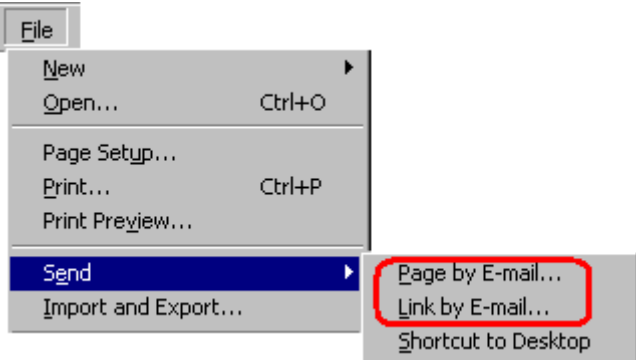| Step	Procedure
1	Right-click the link for the item you want.
2	Click **Save Target As**.
3	In the **File Name** box, type a name for the item, and then click **Save**.

Notes

- Internet Explorer saves a copy of the page or picture rather than a shortcut to it.

- You can use this method to download a copy of an item without opening it.

- To save a copy of the link instead, just drag the link to the location you want, such as to your desktop. A shortcut to the Web page will appear.

To copy information from a web page into a document

Step	Procedure
1	Select the information you want to copy.
2	To copy the text of an entire page, click the **Edit** menu, and then click **Select All**.
3	On the **Edit** menu, click **Copy**.
4	In the document where you want the information to appear, click the location where you want to place it.
5	On the **Edit** menu in that document, click **Paste**.

Tip: You cannot copy information from one Web page into another.

To send a web page in e-mail

Step	Procedure
1	Go to the page you want to send.
2	On the **File** menu, point to **Send**, and then click **Page By Email**.
3	Type the address you want to send the Web page to, and then click the **Send** button on the toolbar.

To send a web link via e-mail

Step	Procedure
1	Go to the page you want to send.
2	On the **File** menu, point to **Send**, and then click **Link By Email**. Your mail program will open
3	In the *To* field type in the address of the person you are sending the email to and then click on the **Send** button.

Customising how web pages are displayed

Web pages are designed to display their text in specific sizes, typefaces, and colours. In most cases, you can override the settings on the Web page with your own preferences. While these changes might affect the layout and change the design intended by the Web site author, they enable you to view text in a size, font, or colour that might be easier for you to read.
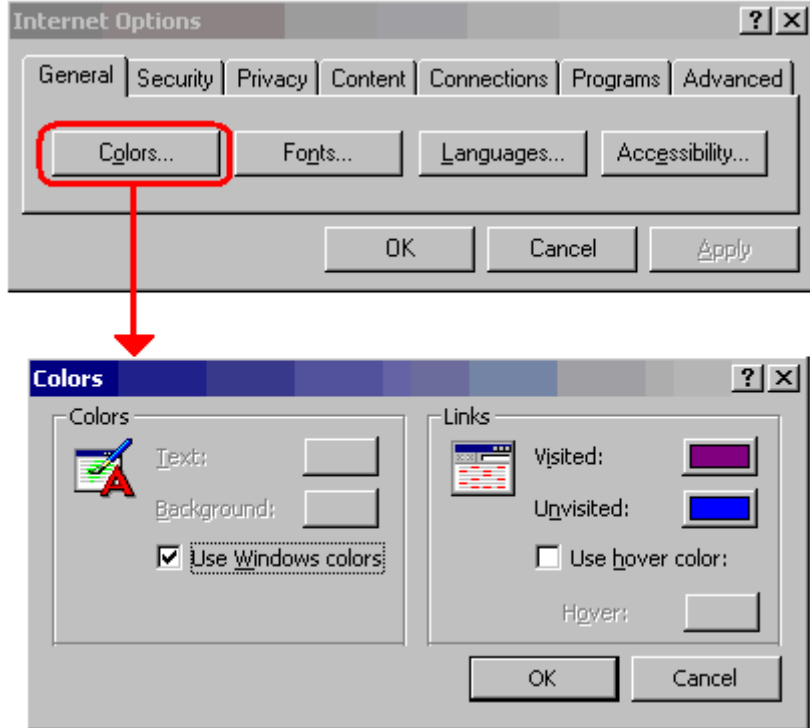
In addition, if you frequently view Web pages that were written in languages other than the default language on your computer, you might want to add the ability to display Web pages in different languages.

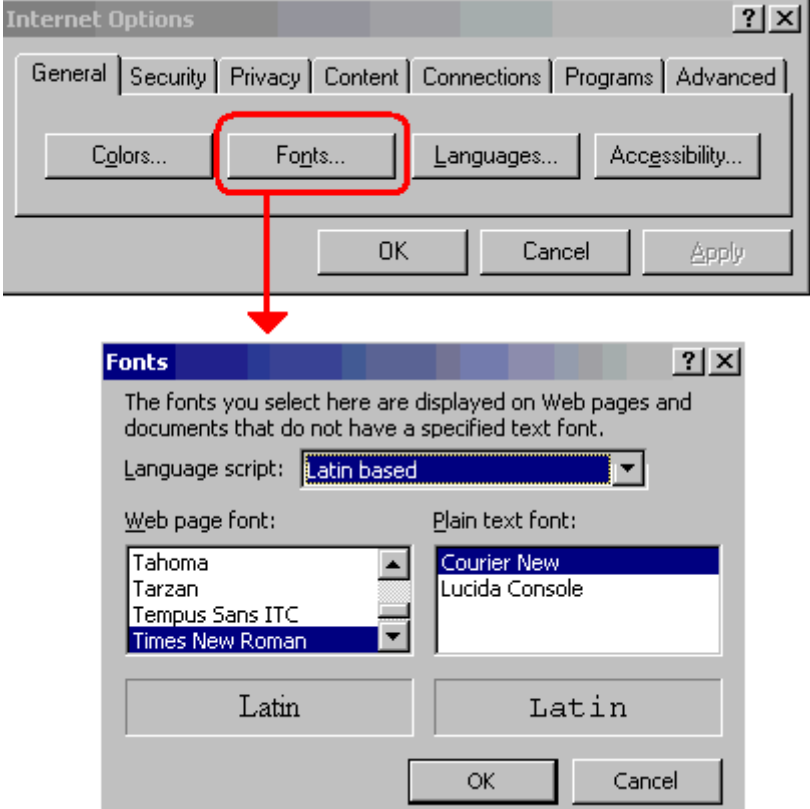# Controlling how fonts and background colours are displayed

When Web authors and designers create Web pages, they often specify particular font colours and sizes, typefaces, and background colours. These settings are specified for each item, or in a "style sheet," which is a type of template for specifying how different styles should appear throughout a Web page or site.

You can override any or all of these settings, which is useful if you have limited or low vision. You can specify your font and colour preferences, so that Internet Explorer uses your preferences for all pages that do not use style sheets. Then you can specify whether you want to use any or all of your preferences on pages that use style sheets.
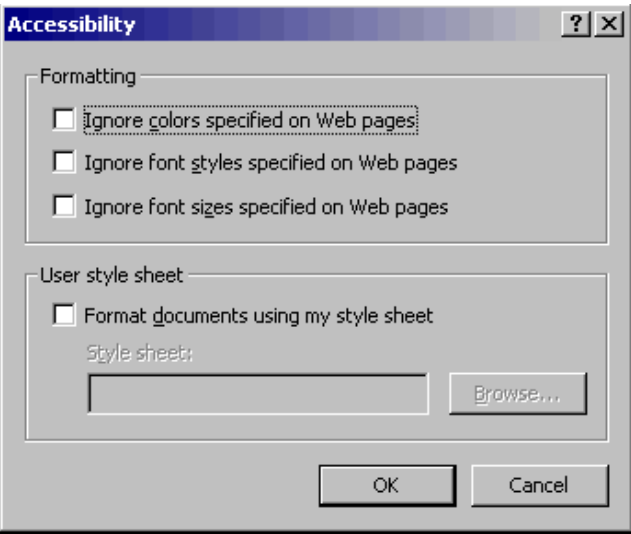
To change how page colours are displayed

Step	Procedure
1	On the **Tools** menu in the browser, click **Internet Options**.
2	On the **General** tab, click **Colors**.
3	Change the settings as needed.
4	Click the **OK** button.

To display text in a different font
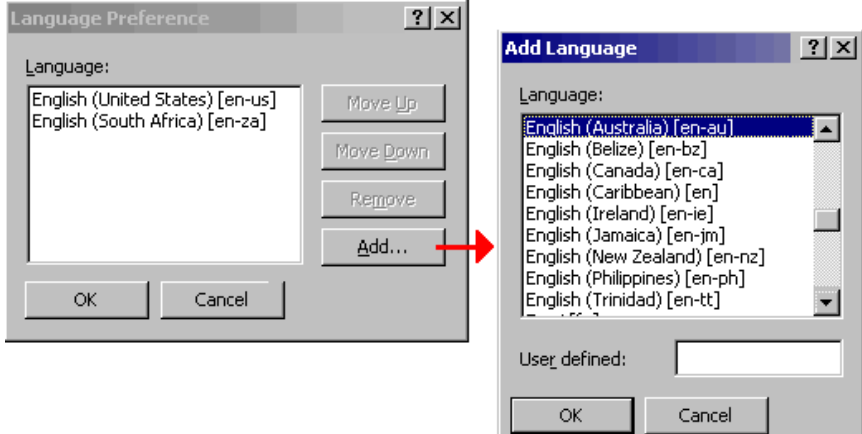
Step	Procedure
1	On the **Tools** menu in the browser, click **Internet Options**.
2	On the **General** tab, click **Fonts**.
3	In the **Proportional** and **Fixed-width** font lists, click the fonts you want.
4	Click the **OK** button.

To specify which font and colour settings to always use

Step	Procedure
1	On the **Tools** menu in the browser, click **Internet Options**.
2	On the **General** tab, click **Accessibility**.
3	Change the settings as needed.
4	Click the **OK** button.

To view Web pages written in a different language

Some Web sites offer their content in several different languages. You can add languages to your list of languages in Internet Explorer, so that you can view these sites in your preferred language.

Step	Procedure
1	On the **Tools** menu in the browser, click **Internet Options**.
2	On the **General** tab, click **Languages**.
3	Click **Add**.
4	Select the language you want to add and click the **OK** button.

Notes

- If you speak several languages, you can arrange them in order of priority. If a Web site offers multiple languages, it will supply content in the language with the highest priority.

- Adding languages does not guarantee that you have a font that can display Web pages in your preferred languages. You may need to download a Multi-language support pack to display pages in this language.

What is offline browsing?

With "offline browsing," you can view Web pages without being connected to the Internet. This is handy if you don't always have access to the Web when you want to browse Web pages. You might be using your laptop computer at a location that does not provide any network or modem access. Or you might be at home and not want to tie up your only phone line.

Make the most of offline browsing by using channels and subscriptions to get the latest content downloaded to your computer when you are connected and online. Then view the Web pages offline when you want, where you want.

Subscribing to a web site

Microsoft Internet Explorer introduces new ways to view Web content. You can use these features to have Internet Explorer check your favourite Web sites for new content, according to the schedule you specify. Then you can choose to either be notified that there is new content available or have the updated content automatically downloaded to your hard disk (for example, at night or when your computer is idle) so you can view the pages at your convenience. This is also called "subscribing" to a Web site.

Subscribing to a site does not require paying fees to the site.

You can schedule daily, weekly, or monthly updates for all of the Web sites you subscribe to or for individual sites.

After you've set up your subscriptions, you can view your favourite Web sites offline at your leisure.

Step	Procedure
1	Open the Web page you want to subscribe to.
2	On the **Favorites** menu, click **Add to Favorites**.
3	Select the **Make available offline** check box.
4	To specify a schedule for updating that page, and how much content to download, click **Customize**.
5	Follow the instructions on your screen.

Note: Before you go offline, make sure you have the latest version of your pages by clicking the **Tools** menu and then clicking **Synchronise**.

Glossary of Terms

ActiveX

Microsoft's programming language that downloads and runs programs on your computer's own hard drive. ActiveX technology is used with Microsoft Internet Explorer to make interactive Web pages that look and behave like computer programs, rather than static pages. With ActiveX, users can ask or answer questions, use push buttons, and interact in other ways with the Web page.

Attachment

A file which is included with an email message.

Bandwidth

This refers to the amount of data that can be sent through a given communications circuit in a given amount of time. In general, greater bandwidth means faster transfer of data from one point to another on the Internet.

Bookmarks

The name given to Web sites which are 'marked' for future reference in Netscape Navigator. Also known as "Favorites" in Internet Explorer.

Cookie

Data that a Web server gives to a browser the first time the user visits the site. This is then updated with each return visit. The server saves the information the cookie contains about the user. The user's browser does the same - as a text file stored in the Netscape or Explorer system folder. Cookies store information such as user name and password and what parts of the site were visited. This information can be updated with each visit. The browser only shares each cookie with the server that originated it; other servers can only read their own cookies.

DNS

Domain Name Server or Domain Name System. This converts an address such as www.brandedinternet.co.za into an IP (Internet Protocol) number such as 194.72.242.3.

Email

Electronic mail. A way of sending messages and files from one computer to another via a network.

Flame

Abusive messages sent by email or posted to a newsgroup in response to daft comments or elementary questions.

Frames

Frames are used to break up Web pages so that one part of a Web page stays the same while other parts change.

FTP

File Transfer Protocol. The method which is usually used for transferring files across the Internet. There are separate FTP programs although much of it is now done over the web.

GIF

Graphics Interchange Format. A format for saving images so they can be seen by a web browser. GIF was developed in 1987 by giant US service provider CompuServe.

Hard Disk

The part of your computer which permanently stores programs and files. It can be read from and written to. Its size is measured in Megabytes (Mb) and Gigabytes (Gb).

HTML

HyperText Markup Language. The universal language of the Web in which all pages are written. Official versions of HTML are defined by the W3 Consortium which is at http://www.w3.org.

HTTP

HyperText Transfer Protocol. This is the protocol used to carry traffic between a Web browser's computer and the Web site.

Intelligent Agent

A software routine that uses 'intelligence' to perform an assigned task. For example, searching through the web for pages that match your personal tastes.

Intranet

A (usually) private network which is only accessible by authorised users. For example, a company could connect its Johannesburg, Pretoria and Cape Town offices with its own private intranet.

IRC

Internet Relay Chat. A multi-user chat system. This is a feature of the net which allows you to hold 'live' text conversations with other people on the same 'channel'.

ISDN

Integrated Services Digital Network. A digital alternative to current analogue phone lines. ISDN modems are already available, enabling much faster connection speeds.

ISP

Internet Service Provider. A company which sells connections to the Net. Compare with online service providers (OSPs) which provide an internet connection in addition to their own members-only services.

JAVA

A programming language developed by Sun Microsystems that enables a programmer to include multimedia effects and increased inter-activity within web pages.

JPEG

Joint Photographic Experts Group. JPEG is another file format that can be viewed on the web. The image is compressed thus reducing the file size, for faster loading.

KBPS

Kiobits per second. This represents your modem speed - high is better with 56k modems now commonplace.

Leased Line

A permanent phone line between two points on the internet.

Links

A link, or hyperlink, acts as a bridge between two separate web pages. By clicking on a link, you are taken to another web page.

MMX

Multimedia extensions. An improvement to Intel's pentium processor which processes graphics, sound and other data at high speeds.

Modem

Modulator/demodulator. A piece of equipment that connects computers to each other for sending communications via telephone lines. The modem coverts the digital data of computers into analogue signals to send over the telephones liens, then changes it back into digital signals to be read by the computer on the other end. Modems are used for sending and receiving electronic mail and surfing the net.

MUD

Multi-User Dungeon. An adventure game where many people around the world can play simultaneously and communicate within the confines of the game.

Newsgroups

Discussion groups which are held over the web. Also known as the Usernet.

Newsreader

The software that enables you to read messages (or 'postings') that people have sent to newsgroups. Built into popular web browsers.

News (NNTP) Server

The hardware that holds all the newsgroups you can access, usually based at your internet service provider. If you've used DejaNews or HotBot to find a newsgroup but can't find it when you look through your news server's list, you may find it on a 'public access' server.

Offline

When your computer is not connected to the internet.

Offline Browser

Software which downloads the content of Web pages onto your hard drive so whole sites can be viewed offline at your convenience.

Online Service Provider

A company offering internet access combined with its own interface and 'members only' services.

Plug-ins

In the context of the web, these are 'extensions' to your browser which enhance its functionality. Plug-ins enable you to play sound files or animations, for example.

POPS

Point of Presence. These are the modems which you dial into to connect to the internet.

POP3

Post Office Protocol 3. The most recent version of a standard protocol for receiving email. POP3 is a client-server protocol in which email is received and held for you by your internet server. Periodically, you check your mailbox on the server and download any new mail.

Posting

To 'post' a message onto a newsgroup for others to read.

PPP

Point to Point Protocol. The protocol that lets your computer connect to the internet via a modem.

Processor

The 'brains' of your computer.

MHZ

MegaHertz. The speed at which your computer's processor works.

RAM

Random Access Memory. Your computer uses RAM for storing data temporarily. 'Random Access' refers to the fact that any area of RAM can be accessed directly and immediately, in contrast to other media such as a floppy disk where the computer must scan through it to find the data. The more RAM you have, the more applications you can have open at once and the faster they will run.

Search Engine

Web sites which contain powerful search facilities for finding other pages on a certain subject.

Smileys and Emoticons

Icons attached to email or newsgroup messages to convey emotions. They are viewed sideways; therefore the smiling icon is :-).

SMTP

Simple Mail Transfer Protocol. A common protocol for sending email across the internet, gradually being placed by POP3.

TCP/IP

Transmission Control Protocol/Internet Protocol. The common language that all computers connected to the internet use in order to communicate with each other. No TCP/IP no internet.

Telnet

The Telnet protocol allows you to use the internet to type to another user's computer much as if you were sitting in front of it. This is known as 'terminal emulation'. Examples of Telnet services include searchable databass, bulletin boards and real-time chatlines.

URL

Uniform Resource Locator. A sequence of characters that specify the address of a resource on the web, for example, a web page (in the form http://) or an FTP site (in the form ftp://).

VRML

Virtual Reality Modelling Language. A programming language which is used to create the illusion of 3D objects for on-screen virtual reality environments. The computer shows an apparently three-dimensional object from a certain position, and then creates the illusion of movement by gradually changing the viewpoint.

Web Browser

A program installed in your computer's memory that reads, or 'browses' web pages. A full internet connection is needed for them to browse the web. Internet Explorer and Netscape

Navigator are the most popular web browsers, now available in 'suites' along with other essential internet programs.

Web Site

A specific address on the world wide web, comprising separate 'pages'.

WYSIWIG

What you see is what you get. In web terms, it means that the preview of a web page in an HTML editor will be the same as when the HTML code is read by the browser. The term was borrowed from the early days of desktop publishing.