

Thank you for contacting PayPal.

I've sent you some information for your users:

If you are using Microsoft Internet Explorer on a Macintosh computer, you may encounter some problems using PayPal's Website Payment Buttons on your website. Unfortunately, the combination of Macintosh and Explorer changes some of the symbols in the payment button HTML code when you paste it into your site. Simply follow the revised Website Payment button directions below to successfully use payment buttons under this circumstance.

How to create a Website Payment button for your website (using Internet Explorer and a Macintosh computer):

1. Click <https://www.paypal.com/WEBMC> or copy and paste the entire link into the address bar
2. Click 'Buy Now Buttons'
3. Fill out the form with the details of your item, and select the Buy Now button you want to use
4. Click 'Submit'
5. Copy and paste the HTML code into your website
6. Read the text that you have pasted in, and make these modifications:
  - \* In every place that you see the symbols &lt;; delete the &lt;; and replace it with the < symbol
  - \* In every place that you see the symbols &#gt;; delete the &gt;; and replace it with the > symbol
  - \* In every place that you see the symbols &quot;; delete the &quot;; and replace it with the " symbol
7. Save the changes to your website. The Buy Now button will now contain the correct information for your product

We have received reports from other AOL users experiencing similar difficulties. The error message 'page cannot be displayed' can be attributed to the AOL browser's security level being set too low.

To determine if the error is occurring in an AOL browser, follow these steps:

1. Connect to AOL and then minimize the AOL browser
2. Once the AOL browser is minimized, open an alternate browser (one should already be loaded on the computer), either Microsoft's Internet Explorer or Netscape's Navigator or Communicator browsers
3. Try to access the PayPal account using the alternate browser
4. If problems continue, please review the Help or About information for the version and cipher strength of the browser

If the website is timing out at 39% or receiving the 'page cannot be displayed' error message, upgrade the browser to 128 bit encryption strength. You may need to upgrade your AOL to 6.0 or above.

For Internet Explorer:

Simply click 'Help' and 'About' to review the amount of encryption currently installed on your browser. This is generally termed in this screen as Cipher Strength. If the level is less than 128-bit encryption, click 'Update Information' within the Help window and you will be taken to the upgrade page. This upgrade will only take a few minutes.

You will also need to check your browser settings:

1. Click Start->Settings->Control Panel and open 'Internet Options'
2. Click the 'Advanced' tab, scroll to the bottom of the scroll window
3. Ensure that 'Use SSL 2.0', 'Use SSL 3.0' and 'Use TLS 1.0' are checked enabled. If these are not enabled, place a 'check' in the checkbox next to each of these options

Please let me know if you need further assistance.

Sincerely,  
Ilona  
PayPal Global Services  
PayPal, an eBay Company