Provides a space for you to type the name you use to connect to the service. This is the name that uniquely identifies you to the service and that is associated with your password.

Provides a space for you to type your password. The text you type appears as asterisks (*) so that your password can be kept confidential.

Click this to specify a new password.

Provides a space for you to type the name of the domain on your private network to which you want to log on, if necessary.

Specifies whether to dial automatically whenever you start your service. When this option is checked, you don't need to click **Connect** to dial in to the service.

No Help topic is associated with this item.

Displays the status of the connection and any additional information you need to provide in order to connect to the service.

Click this to dial and connect to the service.

After you connect, the **Sign-In** dialog box closes and an icon appears in the status area of the taskbar. To view connection status, double-click the icon. To disconnect, right-click the icon, and then click **Disconnect**.

Click this to hide the Sign-In dialog box from view. An icon appears in the status area of the taskbar. To view connection status, double-click the icon. To disconnect, right-click the icon, and then click **Disconnect**.

Click this to exit the **Sign-In** dialog box without dialing.

Click this to disconnect from the service.

Click this to change dialing information, modem settings, and other connection information used to dial in to the service.

Displays the first number that your computer dials to connect to the service.

If your computer can't connect to the service using this phone number, it automatically tries to connect by dialing the backup number, if you've provided one. If you need to change a phone number, click **Phone Book**.

Note

- The number entered here is displayed exactly as the computer dials it. To change dialing settings, click **Dialing Properties**. However, if you type a number in the **Phone number** box instead of selecting a number in the phone book, the dialing settings you select in the **Dialing Properties** dialog box are not applied. You can manually type these properties in the **Phone number** box as part of the phone number.

Displays the number your computer dials if it can't connect to the service by using the primary number.

If you need to pick or change the backup number, click **Phone Book**.

Note

- The number entered here is displayed exactly as the computer dials it. To change dialing settings, click **Dialing Properties**. However, if you type a number in the **Backup number** box instead of selecting a number in the phone book, the dialing settings you select in the **Dialing Properties** dialog box are not applied. You can manually type these properties in the **Backup number** box as part of the phone number.

Click this to display the phone book so that you can select the phone number your computer will use from now on to dial and connect to the service. You can change this phone number at any time.

Click this to specify the location you are dialing from and other dialing options.

Note

- If you type a number into the **Phone number** or **Backup number** box instead of selecting a number in the phone book, the dialing settings you select in the **Dialing Properties** dialog box are not applied. You can manually type these properties in the **Phone number** or **Backup number** box as part of the phone number.

Specifies whether the phone number displayed above is dialed as a long-distance number. To change other dialing options, click **Dialing Properties**.

Displays the modem you are currently using to dial in to the service. If more than one modem is installed on your computer, you can use a different modem by selecting it from the list.

Specifies that the user name and password you use to log on to the Internet using a secure connection is the same as the user name and password you have specified in the **Sign-In** dialog box to log on to the private network.

Specifies that to log on to the Internet using a secure connection, you use a user name and password different from the one you specified in the **Sign-In** dialog box to log on to your private network . Type your Internet user name and password.

Provides a space for you to type the name you use to connect to the Internet using a secure connection. This name is different from the name you use to connect to your private network.

Provides a space for you to type the password that is associated with the user name you use to connect to the Internet using a secure connection. The text you type appears as asterisks (*) so that your password can be kept confidential.

Specifies whether your user name and password are filled in automatically each time you connect to the Internet using a secure connection.

Note

- If you select this check box, other people with access to this computer may be able to access your private network using your user name and password.

Specifies whether the program cancels the call if no activity occurs within the specified number of minutes.

Specifies whether the program cancels the call if it is not completed within the specified number of tries.

Specifies whether this service is used as the default service whenever you connect. If you select another service as the default after you have specified this one, that service replaces this one as the default for your computer. If this option is selected, the **Sign-In** dialog box appears if you attempt to access information on the Internet before you have connected to it. You can then sign in to the service and connect to the Internet.

Lists the service types (for example, Modem or ISDN) supported by the service. Each service type has its own set of access numbers. The phone numbers that appear in the **Access numbers** list are numbers that support the selected service type.

Lists the countries that have phone numbers you can use to access your service. To view the list of phone numbers for your location, click the country you are currently dialing from. Phone numbers for your location are displayed in the **Access numbers** list.

Lists the states or regions that have phone numbers you can use to access your service. To view the list of phone numbers for your area, click the country you are currently dialing from. Phone numbers for your area are displayed in the **Access numbers** list.

Lists the phone numbers that you can use to dial in to your service. To view the phone numbers available in your area, specify your current location in the **Country** and **State or region** boxes. New numbers may be added periodically, so even if you don't see a local number now, one may become available later.

Click this to see a list of additional phone numbers that you can use to dial in to your service. Use this option if you can't find any numbers in your area. If you use a phone number from the list, you may be charged an additional fee.

Lists more phone numbers that you can use to dial in to your service. Select one of these numbers if you can't find any other numbers in your area. If you use one of these phone numbers, you may be charged an additional fee.

No Help topic is available for this item.

Provides a space for you to type the user name and password you use to connect to the Internet using a secure connection. This name is different from the name you use to connect to your private network.

Provides a space for you to type the password that is associated with the user name you use to connect to the Internet using a secure connection. The text you type appears as asterisks (*) so that your password can be kept confidential.

Specifies whether your user name and password are filled in automatically each time you connect to the Internet using a secure connection.

Note

- If you select this check box, other people with access to this computer may be able to access your private network using your user name and password.

Click this to start a troubleshooter that may help resolve problems you are having with connecting to the service.

Click this to save the information you changed, close the dialog box, and continue.

Click this to close the dialog box without saving the information you changed.

Help for signing in to your service

This is the troubleshooting Help file for signing in to your service. For information about the options on the **Sign-In** dialog boxes, right-click the item you want information about, and then click **What's This** on the popup menu.

{button ,JI(`>proc4',`ICM_TRB')}　Troubleshooting.

{button ,CW("proc4")}　　Close this window now.

Sign-In Troubleshooter

This troubleshooter will help you solve problems that you may encounter while signing in to your service.

Just click to answer the questions, and try the suggested steps to fix the problem.

What's wrong?

{button ,JI(`>proc4',`ICM_TRB_ERRMSG')} The **Connection status** area shows an error message.

{button ,JI(`>proc4',`ICM_TRB_REDIAL')}   I hear a busy signal.

{button ,JI(`>proc4',`ICM_TRB_OPERMSG')}   I hear a message from the operator.

{button ,JI(`>proc4',`ICM_TRB_DIALINGPROP')}   I hear a ring, but either there is no answer or a person answers.

{button ,JI(`>proc4',`ICM_TRB_PHONE_PICKUP_DIS')}   My modem disconnects while I'm signing in to or using the service.

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER')} My modem is fine, but I still can't connect.

{button ,JI(`>proc4',`ICM_TRB_OS2')}   I can connect to the service, but I can't use e-mail, read newsgroups, or connect to a Web site.

{button ,JI(`>proc4',`ICM_TRB_LOGON')}   I cannot save my user name and password.

{button ,JI(`>proc4',`ICM_TRB_PHONE_BOOK')}   There is a problem with the phone book.

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

What is the error message?

{button ,JI(`>proc4',`ICM_TRB_NAMEPWD')}_____ You must type your user name, password, or domain name before you can connect.

{button ,JI(`>proc4',`ICM_TRB_PHONENUM')}_____ You must provide a valid phone number before you can connect.

{button ,JI(`>proc4',`ICM_TRB_CHKIDPWD')}_____ The password is incorrect.

{button ,JI(`>proc4',`ICM_TRB_REINSTALL_MODEM')}_____ The modem is not configured correctly.

{button ,JI(`>proc4',`ICM_TRB_CHKCABLES2')}_____ The modem is not responding.

{button ,JI(`>proc4',`ICM_TRB_CLOSEPROGS')}_____ Another application is using the modem.

{button ,JI(`>proc4',`ICM_TRB_CHKCABLES')}_____ The modem could not detect a dial tone.

{button ,JI(`>proc4',`ICM_TRB_REDIAL')}__ There was a busy signal or no answer.

{button ,JI(`>proc4',`ICM_TRB_PHONE_PICKUP_CARRIER')}___ Cannot establish a connection.

Type your user name, password, and domain name

1 In the **Sign-In** dialog box, type the name you use to identify yourself to the service in the **User name** box and your password in the **Password** box.

2 If necessary, type your domain name in the **Domain** box.

3 Click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_NAMEPWD2')}   No. I can't remember my user name or password.

{button ,JI(`>proc4',`ICM_TRB_ERRMSG')} No. I get another message in the **Connection status** area.

{button ,JI(`>proc4',`ICM_TRB')}   No. There's another problem. Go back to the beginning of this troubleshooter.

Contact customer support for your service

If you've forgotten the name and password you use to sign into the service, you will need to contact customer support to get a new name and password.

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}_____Contact customer support

Select a phone number from the Phone Book

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click **Phone Book** next to the **Phone number** box.

3 Change the **Service type**, **Country**, and **State or region** settings as needed.

4 In the **Access numbers** list, click the phone number you want.

5 Click **OK** twice, and then click **Connect**.

Notes

- You can also assign a backup number to dial in case the first phone number is busy.
- If the **Phone Book** button is unavailable, contact customer support for your service to get alternate phone numbers.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_ERRMSG')} No. I get another message in the **Connection status** area.

{button ,JI(`>proc4',`ICM_TRB_NUMMODEMS')}   No. What else could be wrong?

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

Are you using more than one modem?

{button ,JI(`>proc4',`ICM_TRB_MULTMODEMS')}_____ Yes, at least two modems are installed on my computer.

{button ,JI(`>proc4',`ICM_TRB_REINSTALL_MODEM')}_____ No.

Select a different modem

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click the modem you want to use in the **Connect using** list.

3 Click **OK** and then click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_REINSTALL_MODEM')}   No. What else could be wrong?

Close other programs

1 Close all programs that might be using the same communications port as your modem, such as any fax software, HyperTerminal, or Phone Dialer.

2 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_MODEM_ONOFF')}   No. What else could be wrong?

Check your cables

1 If you are using an internal or external modem, make sure the "Wall" or "Line" end of your modem cable is connected to a telephone service jack in the wall (often called a "wall jack").

2 Make sure all cable connections are secure.

3 Verify that your phone cable is working by trying it with your telephone or replacing it with a cable that you know works.

4 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_MODEM_ONOFF')}   No. What else could be wrong?

Check the power to your modem

1 While your computer is running, turn off your modem, and then turn it on again.

2 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_REINSTALL_MODEM')}   No. What else could be wrong?

Uninstall and reinstall your modem

1 Click here to go to **Modems Properties**.

2 Select the modem you are trying to use to sign in to the service, and then click **Remove**.

3 Click **Add**, and then reinstall your modem by following the steps for installing a modem.

4 Try signing in to the service again.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   No. What else could be wrong?

Check your cables

1 If you are using an internal or external modem, make sure the "Wall" or "Line" end of your modem cable is connected to a telephone service jack in the wall (often called a "wall jack").

2 Make sure all cable connections are secure.

3 Verify that your phone cable is working by trying it with your telephone or replacing it with a cable that you know works.

4 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_TONE_LISTEN')}   No. What else could be wrong?

Listen for a dial tone

1 Click here ![icon] to view **Modems Properties**.
2   Select the modem you are using, and then click **Properties**.
3   If the **Speaker volume** option is available, make sure it is not set to **Low** or **Off**.
4   Click **OK**, and then in the **Modems Properties** dialog box, click **Close**.
5   In the **Sign-In** dialog box, click **Connect**.

Did you hear a dial tone?

{button ,JI(`>proc4',`ICM_TRB_TONEPULSE')}   Yes, What should I do next?

{button ,JI(`>proc4',`ICM_TRB_NODIALTONE')}   No. What else could be wrong?

Check the tone/pulse dialing setting

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click **Dialing Properties**.

3 Make sure the **Tone dialing** or **Pulse dialing** setting is correct for your telephone system.

4 Click **OK** twice, and then in the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_BADMODEM')}   No. What else could be wrong?

You might have an incompatible modem

Your modem might be incompatible with your telephone system.

▶   For more information, see the documentation that comes with your modem. You can also try contacting your telephone company or your phone-system administrator.

{button ,JI(`>proc4',`ICM_TRB')} Go back to the beginning of the troubleshooter.

{button ,CW("proc4")}   Close the troubleshooter.

Contact your telephone company or telephone-system administrator

If you don't hear a dial tone, your organization or telephone might not support this type of outside call, or you might require an additional access code.

▶ Contact your local telephone company or phone system.

{button ,JI(`>proc4',`ICM_TRB')} Go back to the beginning of the troubleshooter.

{button ,CW("proc4")}   Close the troubleshooter.

Try the call again

▶   If you have successfully connected to the service from this computer before and you are at the same location, using the same modem, the phone line may simply be busy. Try again later.

Did this fix the problem?

{button ,CW("proc4")} <u>   Yes. Close the troubleshooter.</u>

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER')} <u>No. What else could be wrong?</u>

Try a different phone number

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click **Phone Book** next to the **Phone number** box.

3 In the **Access numbers** list, click a new phone number.

   If you don't see a number that you can use, click **More** to see a list of additional access numbers. If you use one of these numbers, you may be charged an additional fee.

4 Click **OK** twice, and then in the **Sign-In** dialog box, click **Connect**.

Note

• If the **Phone Book** button is unavailable, contact customer support for your service to get alternate phone numbers.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   No. What else could be wrong?

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

What message do you get?

{button ,JI(`>proc4',`ICM_TRB_LONGDISTANCE')}   "You must first dial 1 and then the area code."

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   I get a different message.

Specify the call as long distance

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, select **Dial as long distance** under the **Phone number** or **Backup number** box.

3 Click **OK**, and then click **Connect**.

Note

• If you type a phone number into the **Phone number** or **Backup number** box instead of selecting a phone number in the phone book, the long-distance dialing settings you select in the **Dialing Properties** dialog box are not applied. You must manually type the long distance codes in the **Phone number** or **Backup number** box as part of the phone number.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER')} No. What else could be wrong?

Check the dialing settings for your location

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click **Dialing Properties**.

3 Make sure the settings in **To access an outside line** are correct for your telephone system.

For example, if you are using a telephone system within a company, you might need to dial 9 (or some other number) first to dial outside your company.

4 Make sure the **Tone dialing** or **Pulse dialing** setting is correct for your telephone system.

5 Click **OK** twice, and then in the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER')} No. What else could be wrong?

Check the call waiting setting

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click **Dialing Properties**.

3 If your telephone system has call waiting, it should be turned off while you are dialing from your computer. You can turn it off by clicking the appropriate value for your telephone system in the **To disable it, dial** list.

For example, on many phone systems you can click *70 in the list to turn off call waiting. If you are not sure which value to use, contact your telephone company or your telephone-system administrator.

4 Click **OK** twice, and then in the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_MODEM_DIAG')}   No. What else could be wrong?

Check error and flow control settings

1 Click here to view **Modems Properties.**
2   Select the modem you are using, and then click **Properties**.
3   Make sure the **Only connect at this speed** check box is clear.
4   If the **Speaker volume** option is available, make sure the volume is not set to **Low**.
          Listening to the modem speaker can help you troubleshoot problems with your modem.
5   On the **Connection** tab, click **Advanced**.

- If the **Use error control** and **Compress data** settings are available, make sure that they are selected, and that **Required to connect** is not selected.

- If the **Use flow control** and **Hardware (RTS/CTS)** settings are available, make sure they are selected.

6 Click **Record a log file** to create a log file named Modemlog.txt in your Windows folder. A log file is useful if you have to call customer support for your service.

7 Click **OK** twice, and then in the **Modems Properties** dialog box, click **Close**.

8 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_OS')}   No. What else could be wrong?

{button ,JI(`>proc4',`ICM_TRB_RESTART')} Error and flow control settings are not available.

Which operating system are you running?

{button ,JI(`>proc4',`ICM_TRB_MODEM_DIAG')}   Windows 95.

{button ,JI(`>proc4',`ICM_TRB_RESTART')} Windows NT Server or Windows NT Workstation.

Run modem diagnostics and adjust maximum speed

1 Close all programs that use the communications port currently selected.

2 Click here ▶ to view **Modems Properties.**
3   Click the **Diagnostics** tab.
4   Click the communications port you are using, and then click **More Info**.
         The port information section contains the highest speed your UART (Universal Asynchronous Receiver
Transmitter) can support.
5   Click **OK**.
6   On the **General** tab, click **Properties**.
7   Set the maximum speed to the highest speed listed in step 4.

8 Click **OK**, and then in the **Modems Properties** dialog box, click **Close**.

9 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_RESTART')} No. What else could be wrong?

Restart your computer

1 Close all programs that are currently running on your computer.

2 Shut down and restart your computer.

3 Run the service and try again.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_REINSTALL_CM')}   No. What else could be wrong?

Uninstall and reinstall the service

1 In the **Sign-In** dialog box, click **Cancel**.
2 Click **Start**, point to **Settings**, and then click **Control Panel**.
3 Double-click **Add/Remove Programs**.
4 In the list, click your service, click **Add/Remove**, and then follow the instructions on your screen for removing the service.
5 Reinstall the service and try again.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   No. What else could be wrong?

Delete the Dial-Up Networking connection

1 In the **Sign-In** dialog box, click **Cancel**.

2 On the desktop, double-click **My Computer**.

3 Double-click **Dial-Up Networking**.

4 In the **Phonebook entry to dial** box, select the connection you are using (usually the name of the service).

5 Click the **More** button, and then click **Delete Entry**.

6 Restart the service and try again.

Did this fix the problem?

{button ,CW("proc4")}　　Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}　　No. What else could be wrong?

Check your user name and password

▶   Make sure you typed your user name and password correctly.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   No. What else could be wrong?

Check whether someone else is trying to use the same phone line

▶   If someone else has picked up a telephone that uses the same phone line as your modem, your connection will be interrupted. After the other person has hung up, click **Connect** in the **Sign-In** dialog box to re-establish your connection.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_SETCALLWAIT')}   No. What else could be wrong?

Redial the current phone number

▶ In the **Sign-In** dialog box, click **Connect** a few times to try signing into the service with the current phone number.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER2')}   No. What else could be wrong?

Try a different phone number

1 In the **Sign-In** dialog box, click **Settings**.

2 On the **Dialing** tab, click **Phone Book** next to the **Phone number** box.

3 In the **Access numbers** list, click a new phone number.

   If you don't see a number that you can use, click **More** to see a list of additional access numbers. If you use one of these numbers, you may be charged an additional fee. See your customer agreement for more information.

4 Click **OK** twice, and then click **Connect**.

Note

- If the **Phone Book** button is unavailable, contact customer support for your service to get alternate phone numbers.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_MODEM_SET')}   No. What else could be wrong?

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

Which operating system are you running?

{button ,JI(`>proc4',`ICM_TRB_CHG_DIALUPSET95')}_____Windows 95.

{button ,JI(`>proc4',`ICM_TRB_CHG_DIALUPSETNT')}_____Windows NT Server or Windows NT Workstation.

Change the Dial-Up Networking settings for this connection

1 On the desktop, double-click **My Computer**.

2 Double-click **Dial-Up Networking**.

3 Right-click the connection you are using (usually the name of the service), and then click **Properties** on the menu.

4 On the **General** tab, click **Configure**.

5 Click the **Server Types** tab, and then click the **TCP/IP Settings** button.

6 Obtain the proper server and network settings (IP and DNS addresses) from your service. For more information, contact customer support for your service.

7 Change the settings as needed, and then click **OK**.

8 In the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   No. What else could be wrong?

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

Change the Dial-Up Networking settings for this connection

1 On the desktop, double-click **My Computer**.

2 Double-click **Dial-Up Networking**.

3 In the **Phonebook entry to dial** box, select the connection you are using (usually the name of the service).

4 Click the **More** button, and then click **Edit Entry and Modems Properties**.

5 Click the **Server** tab, and then click **TCP/IP Settings**.

6 Obtain the proper server and network settings (IP and DNS addresses) from your service. For more information, contact customer support for your service.

7 Change the settings as needed.

8 Click **OK** three times, and then in the **Sign-In** dialog box, click **Connect**.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP')}   No. What else could be wrong?

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

Log on to Windows

1 Click the **Start** button, and then click **Shut Down**.

2 Click **Close all programs and log on as a different user**.

3 Click **Yes**.

4 Follow the instructions on the screen for logging on to Windows.

5 When prompted, enter your user name and password.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB')}   No. Go back to the beginning of this troubleshooter.

Try clearing the error

▶ Click **Settings**. This will clear some unexpected errors related to your modem or the phone book.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER2')}   No. What else could be wrong?

Next steps

You've run into a problem that this troubleshooter can't help you solve. The network or the server to which you are trying to connect might be shut down for updates or repairs. Try waiting a while, and then try signing in again.

If you still encounter problems, contact customer support for your service.

{button ,JI(`>proc4',`ICM_TRB')} Go back to the beginning of this troubleshooter.

{button ,CW("proc4")}   Close this troubleshooter.

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

What's wrong?

{button ,JI(`>proc4',`ICM_TRB_NO_NUMBERS')}   No phone numbers appear in the **Access numbers** list.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP_PHONE')}   The **Service type** box is unavailable, and the other boxes are blank.

Click the More button

▶ If the **More** button is available, click it.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICM_TRB_GIVEUP_PHONE')}   No. What else could be wrong?

Next steps

You've run into a problem that this troubleshooter can't help you solve. Your phone book file may be damaged, or there may a problem with the access numbers in your area.

For more information, contact customer support for your service.

{button ,JI(`>proc4',`ICM_TRB')} Go back to the beginning of this troubleshooter.

{button ,CW("proc4")}   Close this troubleshooter.

{button ,JI(`>moreinfo',`ICM_TRB_CUSTSUP_NUMS')}   Contact customer support

Contact customer support

Contact customer support for your service using the telephone numbers provided in your service documentation or sign-up information.