Specifies the name you use to log on to the service. This is the name that uniquely identifies you to the service and that is associated with your password.

Specifies the password required to log on to your service. The text you type appears as asterisks (*) to protect the confidentiality of your password.

Click to specify a new password.

Specifies whether your password is automatically filled in each time you connect to the service.

If you select this check box, other people with access to this computer might be able to access your Internet service account using your user name and password.

Specifies, if necessary, the name of the domain on your private network that you want to log on to.

Specifies whether to connect automatically when you start your service. If you select this check box, you do not need to click **Connect** to access the service. This option takes effect after you select the option and close the logon dialog box.

Displays support information if available.

Displays information on the status of the connection and prompts you for information you must provide to connect to the service.

Initiates a connection to your service.

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

Closes the logon dialog box without dialing. If the call is in progress, click to cancel the call.

Displays the **Properties** dialog box, which you can use to change the connection information for your service, including dialing information and modem settings, where required.

Disconnects you from the service.

Specifies that you have a direct connection (such as LAN, ADSL, or cable) established on your computer.

Specifies that you will use a dial-up connection to access your service.

Specifies the first phone number that your computer dials to access the service.

If your computer cannot connect to the service using this access number, it automatically dials the number specified in **Backup number**, if you have provided one. You can use **Phone Book** if you want to specify a new access number.

You can type a number instead of selecting an access number from **Phone Book**. However, you must type any dialing codes (such as 1 for long distance, 9 to access an outside line, or *70 to disable call waiting) as part of the number. If you have trouble dialing, especially in areas that use 10-digit dialing, try typing the number, exactly as it should be dialed.

Specifies the phone number your computer dials if it cannot connect to the service by using the access number specified in **Phone number**. You can use **Phone Book** to specify a new access number.

You can type a number instead of selecting an access number from **Phone Book**. However, you must type any dialing codes (such as 1 for long distance, 9 to access an outside line, or *70 to disable call waiting) as part of the number. If you have trouble dialing, especially in areas that use 10-digit dialing, try typing the number, exactly as it should be dialed.

Click to view or change the access numbers available as your primary access number.

Click to view or change the access numbers available as your backup access number.

Click to view or change the information about the location from which you are dialing and the dialing options for this location, including any dialing codes required to access local or long-distance lines.

These dialing rules apply only to access numbers selected using **Phone Book**. If you type a number in **Phone number** or **Backup number** instead of selecting a number from the phone book, you must type the dialing codes (such as 1 for long distance, 9 to access an outside line, or *70 to disable call waiting) as part of the number.

Specifies whether to use the rules configured in the **Dialing Properties** dialog box when dialing the primary phone number last selected from the phone book. To set up or change rules so that they are appropriate for your current location, click **Dialing Rules**.

If the number you are dialing has the same area code as your current location, but is a long-distance number, you may need to clear this check box and type the complete number in **Phone number**, including the access codes required to dial long-distance calls. If you clear this check box and type the phone number, you must type all information required to complete the call. This includes all of the dialing information, such as any credit card number and numbers required to access an outside line, that would have been taken from the **Dialing Properties** dialog box if **Use dialing rules** were selected.

Specifies whether to use the rules configured in the **Dialing Properties** dialog box when dialing the backup phone numbers last selected from the phone book. To set up or change rules so that they are appropriate for your current location, click **Dialing Rules**.

If the number you are dialing has the same area code as your current location but is a long-distance number, you may need to clear this check box and type the complete number in **Backup number**, including the access codes required to dial long-distance calls. If you clear this check box and type the phone number, you must type all information required to complete the call. This includes all of the dialing information, such as any credit card number and numbers required to access an outside line, that would have been taken from the **Dialing Properties** dialog box if **Use dialing rules** were selected.

Displays the modem used to connect to your service. If more than one modem is installed on your computer, you can use a different modem by selecting it in this list.

Specifies the name you use to connect to the Internet using a secure connection. This name might be different from the name you use to connect to your private network.

Specifies 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 (*) to protect the confidentiality of your password.

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

If you select this check box, other people with access to this computer might be able to access your Internet service account using your user name and password.

Specifies the maximum number of minutes the connection can remain inactive before the call is automatically cancelled.

Specifies the maximum number of times the number is redialed (without successfully connecting) before the call is automatically cancelled.

Lists the service types (such as modem or ISDN) that your service supports. Each service type has its own set of access numbers. Only phone numbers that support the selected service type appear in **Access numbers**.

Lists the countries and regions with phone numbers you can use to access your service. Each country or region has its own set of access numbers. Only phone numbers for the selected country or region appear in **Access numbers**.

Lists the states or provinces with phone numbers you can use to access your service. Each state or province has its own set of access numbers. Only phone numbers for the selected area appear in **Access numbers**.

Lists the phone numbers available for accessing your service. The available access numbers include only those numbers that are supported by the service type, country or region, and state or province that you have selected.

The service provider can periodically add new numbers for one or more service types or service areas.

Lists additional phone numbers that you can use to access your service. If you use one of these phone numbers, you might be charged an additional fee. For more information, see your customer service agreement.

Displays support information if available.

Starts a troubleshooter that can help resolve problems with connecting to the service.

Displays more information about this connection.

Closes the dialog box, but maintains the connection.

Help for logging on to your service

This is the troubleshooter for logging on to your service. For information about any item in the logon dialog boxes, right-click the item, and then click **What's This?**.

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

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

Logon troubleshooter

This troubleshooter can help you solve problems that you encounter while logging on to your service. Click to answer the questions, and try the suggested steps to solve the problem.

What is wrong?

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

{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 am logging on or using the service.

{button ,JI(`>proc4',`ICM_TRB_CHANGE_NUMBER')} My modem is working properly, but I still cannot connect.

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

{button ,JI(`>proc4',`ICM_TRB_TUNNEL_OS')} I cannot connect to my private network using a VPN connection.

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

{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')}   I cannot establish a connection.

{button ,JI(`>proc4',`ICM_TRB_REDIAL')} There is an error other than those listed above.

Type your user name, password, and domain name

When you start Connection Manager, the logon dialog box appears. You must enter the following information to connect to your service.

1 In **User name**, type the name you use to identify yourself to the service.

2 In **Password**, type your password.

3 In **Logon Domain**, type your domain name, if necessary.

   Logon Domain appears in the logon dialog box only if your service requires it.

4 Click **Connect**.

Did this fix the problem?

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

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

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

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

Contact customer support for your service

If you have forgotten the name and password you use to log on to the service, contact customer support to get a new user name and password.

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

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

Select a phone number from Phone Book

1 In the logon dialog box, click **Properties**.

2 In the **Properties** dialog box, next to **Phone number**, click **Phone Book**.

3 Change the settings in **Service type**, **Country or Region**, and **State or Province**, as needed.

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

5 Click **OK** in two places, as prompted.

6 In the logon dialog box, click **Connect**.

  Notes
- You can also assign a backup number to dial (in case the first phone number is busy), or you can type a number instead of selecting one from **Phone Book**. If you type a number, you must include any dialing rules (such as numbers required to access external or long-distance lines) because Connection Manager dialing rules are automatically applied only to numbers selected from **Phone Book**.
- If **Phone Book** is unavailable, contact customer support for your service and ask for 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 **Connection status**.

{button ,JI(`>proc4',`ICM_TRB_NUMMODEMS')}__No. What else could be wrong?

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

Is there more than one connection device available?

1 In the logon dialog box, click **Properties**.

2 In the **Properties** dialog box, click the arrow in **Connect using** to list the available connection devices.

3 Are there two or more connection devices listed?

{button ,JI(`>proc4',`ICM_TRB_MULTMODEMS')} Yes, at least two connection devices are available on my computer.

{button ,JI(`>proc4',`ICM_TRB_REINSTALL_MODEM')} No, there is only one connection device listed.

Select a different modem

1 In the logon dialog box, click **Properties**.

2 In the **Properties** dialog box, in **Connect using**, click the modem you want to use.

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 communication port as your modem, such as any fax software, HyperTerminal, or Phone Dialer.

2 In the logon 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 Make sure the *Wall* or *Line* end of your telephone cable is connected to a telephone service jack in the wall and that the modem cable is connected both to your modem and to your computer.

2 If you are using an external modem, make sure that it is turned on.

3 Make sure all cables are securely connected.

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

5 In the logon 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?

Reset power to the external modem

1 If you are using an external modem, leave your computer turned on while you turn your modem off and then on.

2 In the logon 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 Do one of the following:

- If you are running Windows 95, Windows 98, or Windows NT 4.0, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Modems**.
- If you are running Windows 2000, click **Start**, point to **Settings**, click **Control Panel**, double-click **Phone and Modem Options**, and then click the **Modems** tab.

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

3 Click **Add**, and then reinstall the modem.

4 Try logging on to the service again.

Did this fix the problem?

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

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

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

Check your cables

1 Make sure the *Wall* or *Line* end of your telephone cable is connected to a telephone service jack and that the modem cable is connected both to your modem and to your computer.

2 If you are using an external modem, make sure that it is turned on.

3 Make sure all cables are securely connected.

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

5 In the logon 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 Do one of the following:

- If you are running Windows 95, Windows 98, or Windows NT 4.0, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Modems**.

- If you are running Windows 2000, click **Start**, point to **Settings**, click **Control Panel**, double-click **Phone and Modem Options**, and then click the **Modems** tab.

2 Select the modem you are using, and then click **Properties**.

3 If **Speaker volume** is available, make sure it is not set to **Low** or **Off**, and then click **OK**.

4 In the **Modems Properties** dialog box, click **Close**.

5 In the logon 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 logon dialog box, click **Properties**.

2 In the **Properties** dialog box, click **Dialing Rules**.

3 Under **When dialing from here**, make sure the selection for **Tone dialing** or **Pulse dialing** is correct for your telephone system.

4 Click **OK** in two places, as prompted.

5 In the logon 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 telephone 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 do not hear a dial tone, your organization or telephone might not support this type of outside call, or you might need to dial an additional access code.

▶ Contact your local telephone company or telephone system administrator.

{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 using the same modem at the same location, the telephone line might be busy. Try again later.

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?

Try a different phone number

1 In the logon dialog box, click **Properties**.

2 In the **Properties** dialog box, next to **Phone number**, click **Phone Book**.

3 Verify the **Country or Region** and **State or Province** selections, and then, in **Access numbers**, select a new phone number.

4 Click **OK** in two places, as prompted.

5 In the logon dialog box, click **Connect**.

Note
▪   If **Phone Book** is unavailable, contact customer support for your service and ask for the 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 operator message do you get?

{button ,JI(`>proc4',`ICM_TRB_LONGDISTANCE')}_____ I get a message indicating that this call must be dialed as a long-distance call.

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

Specify the call as long distance

1 In the logon dialog box, click **Properties**.

2 In the **Properties** dialog box, click **Dialing Rules**.

3. In **The area code is**, enter **000** so that Connection Manager will treat this as a long-distance number. This is necessary to correctly dial long-distance numbers that have the same area code as the number from which you are dialing.

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

Note
- If you type a phone number into **Phone number** or **Backup number** instead of selecting a phone number in **Phone Book**, the dialing rules you select in the **Dialing Rules** dialog box are not applied. If you edit a number from **Phone Book**, the dialing rules are not applied.

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 logon dialog box, click **Properties**.

2 In the **Properties** dialog box, click **Dialing Rules**.

3 Under **How I dial from this location**, make sure the settings are correct for your telephone system.

   For example, some company telephone systems require you to dial 9 to make a local call outside of the company.

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

5 Click **OK** in two places, as prompted.

6 In the logon dialog box, click **Connect**.

Note
▪   If you type a phone number into **Phone number** or **Backup number** instead of selecting a phone number in **Phone Book**, the dialing rules you select in the **Dialing Rules** dialog box are not applied. You must type the dialing codes in **Phone number** or **Backup number** as part of any phone number that is not taken from **Phone Book**. If you edit a number from **Phone Book**, the dialing rules are not applied.

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 logon dialog box, click **Properties**.

2 In the **Properties** dialog box, click **Dialing Rules**.

3 If your telephone system has call waiting, turn it off using the procedure defined by your telephone system.

   For example, for many telephone systems, *70 temporarily turns off call waiting. The appropriate procedure can usually be found in the front of the phone book provided for your telephone system. If you are not sure what value to use, contact your telephone company or your telephone system administrator.

4 Click **OK** in two places, as prompted.

5 In the logon 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 Do one of the following:

- If you are running Windows 95, Windows 98, or Windows NT 4.0, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Modems**.

- If you are running Windows 2000, click **Start**, point to **Settings**, click **Control Panel**, double-click **Phone and Modem Options**, and then click the **Modems** tab.

2 Select the modem you are using, click **Properties**, and make sure the **Only connect at this speed** check box is cleared (not selected).

3 If **Speaker volume** is available, make sure the volume is not set to **Low** or **Off**.

   Listening to the modem speaker can help you troubleshoot problems with your modem.

4 On the **Connection** tab of the **Properties** dialog box, click **Advanced**, and confirm the following settings:
- If the **Use error control** and **Compress data** check boxes are available, make sure that they are selected, and that the **Required to connect** check box is cleared (not selected).
- If the **Use flow control** and **Hardware (RTS/CTS)** check boxes are available, make sure they are selected.

5 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.

6 Click **OK** in two places, as prompted, and then, in the **Modems Properties** dialog box, click **Close**.

7 In the logon dialog box, click **Connect**.

Did this fix the problem?

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

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

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

Which operating system are you running?

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

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

Run modem diagnostics and adjust maximum speed

1 Close all programs that use the communication port that is currently selected.

2 Do one of the following:

- If you are running Windows 95, Windows 98, or Windows NT 4.0, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Modems**.

- If you are running Windows 2000, click **Start**, point to **Settings**, click **Control Panel**, double-click **Phone and Modem Options**, and then click the **Modems** tab.

3 If the **Diagnostics** tab appears, click the communication port you are using. (If the **Diagnostics** tab is unavailable, skip the remainder of this procedure and click **No. What else could be wrong?** to continue with the troubleshooter.)

4 Click **More Info**, note the highest speed, and then click **OK**.

The port information section contains the highest speed your UART (Universal Asynchronous Receiver Transmitter) can support.

5 On the **General** tab, click **Properties**, and then set the maximum speed to the highest speed listed in Step 4.

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

7 In the logon 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 Start 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 On the desktop, right-click the icon for your service.

2 On the shortcut menu, click **Delete.**

3 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?

Check your user name and password

▸   Make sure you typed your user name and password correctly. Passwords are case sensitive. Before entering your password, be sure CAPS LOCK is not on.

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 telephone line

▶ If someone else picks up a telephone that uses the same telephone line as your modem, this interrupts your connection. After the other person hangs up the telephone, click **Connect** in the logon dialog box to reconnect.

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 logon dialog box, click **Connect** to try logging on to the service with the current phone number. If necessary, click **Connect** again a few times.

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 logon dialog box, click **Properties**.

2 In the **Properties** dialog box, next to **Phone number**, click **Phone Book**.

3 Verify the **Country or Region** and **State or Province** selections, and then, in **Access numbers**, select a new phone number.

4 Click **OK** in two places, as prompted, and then click **Connect**.

Note
▪ If **Phone Book** is unavailable, contact customer support for your service and ask for 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

Log on to Windows

1 Close all open programs.

2 Click **Start**, and then click **Log Off** *username*.

3 If asked to confirm the action, click **Yes**.

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

5 When prompted, enter your user name and password.

6 Start Connection Manager, enter your **User name** and **Password**, and then select the **Save Password** check box.

Note
▪　　　If your computer is not configured to show **Log Off** *username* on the **Start** menu, click **Start**, click **Shut Down**, click the arrow, click **Log Off** *username*, and then continue to step 3.

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 have a problem that this troubleshooter cannot help you solve. The network or the server to which you are trying to connect might be offline for updates or repairs. Wait for a while, and then try connecting again. If necessary, try dialing a different number.

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

Next steps

You have a problem that this troubleshooter cannot help you solve. Your phone book file might be damaged, or there might 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

Next steps

You have a problem that this troubleshooter cannot help you solve. Your modem might be damaged, or there might a problem with your system configuration.

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

Which operating system are you running?

{button ,JI(`>proc4',`ICM_TRB_TUNNEL')} Windows 95 or later.

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

Check your VPN adapter settings

If you are using Windows NT Workstation or Windows NT Server and a VPN adapter:

1 Click here to open the **Network** dialog box.

2 On the **Services** tab, click **Remote Access Service**, and then click **Properties**.

3 In the **Remote Access Setup** dialog box, select your VPN adapter (device RASPPTPM), and then click **Configure**. If the list does not contain the VPN adapter, click **Add**, select the adapter from **RAS Capable Devices**, and then click **OK**.

4 In the **Configure Port Usage** dialog box, click **Dial out only**, and then click **OK**.

5 Click **Network**.

6 In the **Network Configuration** dialog box, ensure that **TCP/IP** is selected, and then click **OK**.

7 Click **Continue**, click **Close**, and then click **Yes** when prompted, to restart your computer.

Did this fix the problem?

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

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

Contact your network administrator

You might be missing some software required for connecting to your private network using a VPN connection. For information about obtaining this software, contact your network administrator.

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?

Contact customer support

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