

For information on SPRY Dialer choose one of the categories listed below. To learn how to use Help, press F1.



[Getting started](#)

[Using SPRY Dialer](#)

[SPRY Dialer command reference](#)

[SPRY Dialer technical reference](#)

[What is the Dialer?](#)

[How do I set up the Dialer?](#)

The Dialer is a program that connects you to the Internet or a remote TCP/IP network over a phone line. The Dialer can connect to a SLIP or PPP account on a remote [terminal server](#).

Show Me

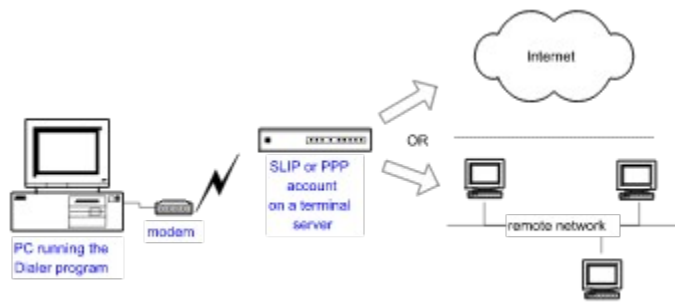
You can connect to the Internet by manually running the Dialer, or you can configure the Dialer to [dial-on-demand](#) whenever a program needs to access the Internet. If you are using dial-on-demand, and try to access something on the Internet but have not yet established a connection, the Dialer will automatically open and connect to the Internet. The Dialer also enables you to set up an automatic login script to automatically send login commands when you connect.

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**See Also**

[How do I set up the Dialer?](#)

[Using dial-on-demand](#)



If you chose to create an Internet account when you ran the Setup program, you do not have to do anything further to configure the Dialer; you can immediately begin using your Internet programs.

Otherwise, you will need to make sure that you have set up all of the information listed below. (There are additional options you can configure, but only the information below is required in order to use the Dialer.)

Be sure you have specified:

- Your [modem](#) type and speed.
- Your [communications port](#).
- The phone number to access the remote account.
- Whether your account is [SLIP](#) or [PPP](#), and any necessary SLIP or PPP settings.
- The [IP address](#) of one or more Name Servers.

For instructions on how and where to configure this information, click [manually configuring the Dialer](#).

[Setting up the Dialer](#)

[Connecting the Dialer](#)

[Disconnecting the Dialer](#)

[Using profiles](#)

[Manually configuring the Dialer](#)

[Creating a custom modem](#)

[Using an automatic login script](#)

If you did not configure the Dialer during the Setup program, you can configure it manually as described below. If you created an Internet account during Setup, you will not have to configure the Dialer.

The Dialer is configured in several different dialog boxes, as described below.

**To configure the Dialer:**

1. Click [Setup](#) on the Modem menu, and specify your [modem](#) type.  
If your modem is not listed, you may need to click [Custom](#) on the Modem menu to create a custom modem.
2. Click [Port Setup](#) on the Modem menu, and specify your [communications port](#) type and speed.
3. Click [Dialer Setup](#) on the Network menu, and fill out the phone number for your account and the address for a [Name Server](#). This information is required; contact your account administrator if you do not know this information.
4. If you will be connecting to a [SLIP](#) account, click [Interface](#) on the Network menu, and specify **SLIP**. (The default account type is **PPP**.)

You should now be able to use the Dialer to make a connection. You may want to create an automatic login script to simplify your login procedure.

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**See Also**

[Connecting the Dialer](#)

[Creating a custom modem](#)

[Creating an automatic login script](#)

You can create a custom modem for use with the Dialer if none of the modems listed in the Modem Setup dialog box appear to work with the Dialer. Creating a custom modem may require some familiarity with modem initialization strings; you will probably need to have a copy of your modem documentation in order to create a custom modem.

It is strongly recommended that you try to use one or more of the modems listed in the Modem Setup dialog box before creating a custom modem. Try to find a modem that is compatible with your modem; most modems will work with one of the following selections: **GVC Technologies V32bis**, **Mercury Technologies 9600/14400**, **Hayes Optima 144** or **Hayes compatible**.

**To create a custom modem:**

1. Click Custom on the Modem menu. The Custom Modem Settings dialog box appears.
2. Choose a modem from the **Initial Modem Settings** list. This step is recommended, since it will fill out the dialog box with settings for that modem, which you can then change to suit your modem. Try to choose a modem that is similar to your modem; if you are unsure, try **Hayes compatible** or **Hayes Optima**.
3. Type a name for the modem in the **Save Settings As** box.
4. Type the default initialization string for your modem in the **Initialization** box. This information should be provided in your modem documentation. You may have to add a **^M** (carriage return) at the end of your initialization string.

Specific modem commands are required for your custom modem to work with the Dialer. See [required modem commands](#) to view the minimum command configuration for the Dialer.

**NOTE** The initialization string is the most critical part of configuring your modem. Make sure you properly configure your initialization string, or your custom modem may not work.

5. Specify the settings for the various **Command Strings** and **Reply Strings**. Many of these settings are identical for most modems; if you specified a modem in the **Initial Mode Settings** box you will probably not need to change any of the listed settings.

The modem you have created will now automatically be used by the Dialer and will appear at the bottom of the modem list in the Modem Setup dialog box.

You can test the new modem by clicking the Initialize command on the Modem menu. If it initializes possibly, you will see the message **OK**. If you see an error message, the custom modem setting is probably not yet correct.



[Overview of automatic login scripts](#)

[Creating an automatic login script](#)

[Creating a login event](#)

You can automate your login and connection to a remote network by creating a login script that waits for prompts from the remote network and automatically supplies responses. An automatic login script can greatly simplify your connection process.

Most remote accounts prompt you for the following information:

- A login name or username.
- A password.
- A command to start the connection.

Show Me

Before you create an automatic login script, you should log into your remote account a few times and note down the exact text of the prompts you are provided with, and what you type as a response. If you are not sure what you need to type in order to connect, contact the remote account administrator.

**See Also**

[Creating an automatic login script](#)

[Creating a login event](#)

**Username: mozart**

**Password: \*\*\*\*\***

**cicdg1-cs> ppp**

You can create an automatic login script that automatically sends the commands to log into and connect to a remote account.

**To create an automatic login script:**

1. Click Login Setup on the Network menu. The [Login Setup](#) dialog box appears.  
You may want to type your username and password in the **Username** and **Password** boxes so they can be used in your automatic login script.
2. Under Login Method, select **Auto** and click the **Edit** button; the [Automatic Login Setup](#) dialog box appears.
3. If you need to send carriage returns or other text when you first connect to the [terminal server](#) (before any prompts are displayed), type that text in the **Initial String** box. (A carriage return is specified as **^M**.) You can also specify how long to wait for each prompt before timing out in the **Timeout** box and how many attempts the Dialer should make to login to the remote server.
4. [Create a login event](#) for each prompt that you will receive on the server.
5. When you have added all of the login events to the script, click **OK** to save the script.

The login script you have defined will be used the next time you log in or connect to your account. To disable the automatic login script, choose another login method in the Login Setup dialog box.

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**See Also**

[Overview of automatic login scripts](#)

[Creating a login event](#)

You need to create a login event for each prompt from the remote network.

**To create a login event:**

1. Click the **New** button to add an event to the Auto Login. The [Auto Login Event](#) dialog box appears.
2. In the **Wait For** box, type the text of the prompt from the [terminal server](#) (for example, **Username:** or **Login:**).  
**TIP** You do not need to supply all of the text in the prompt. For instance, if the prompt changes each time you log in, you can specify only the part of the prompt that is unique. For instance, if the prompt is either **vci-345>** or **bav-345>**, you could specify just **345>**. Be careful when doing this, as each prompt in your login script needs to be unique.
3. If you need to pause before sending a response to the prompt, type the number of seconds you want to pause in the **Pause \_\_ seconds before** box. A brief pause may be necessary, to allow the terminal server time to receive the response.
4. Under **Responding with**, specify how you want to respond to the prompt:  
  
If you filled out your username and/or password in the [Login Setup](#) dialog box, you can respond with your username or password by clicking the **My Username** or **My Password** options.  
  
Otherwise, type the text you want to respond with in the **This Text** box. For instance, you might be required to type **PPP** at a prompt in order to complete your connection. You can type control characters, if desired (for instance, you could type **^M** if you needed to specify an additional carriage return).  
  
You can specify how the text you type in the **This Text** box is sent; to send it automatically, click **Send response, do not prompt**. If you wish to have a dialog box appear during the connection process asking you for confirmation before sending the text, click **Prompt with response shown**; click **Prompt with response encrypted** if you don't want the text to appear in the dialog box (it will appear as **\*\*\*\*\***).  
  
If you choose the second or third option, you have the option of providing a **Brief prompt for this response**. For example, if you want to be prompted for your password on screen, you might type **Enter your Password Now**. This will make any displayed portion of your automatic login easier to understand.
5. If this is the last event in your login script, you may need to send a packet mode command to the terminal server in order to connect. If this is the case, check the **Start Packet Mode** box, and specify the number of seconds you want to wait before starting packet mode. If you are connecting to a SLIP account, you will probably need to use this option.  
  
Note that this option should **only** be used in the last event in your auto login script.
6. Click **OK** to add the new event.

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**See Also**

[Overview of automatic login scripts](#)  
[Creating an automatic login script](#)

Before you can use the Dialer, make sure you have set up your [modem](#) and [communications port](#), and filled out the [Dialer Setup](#) dialog box with your account information. You may have already done this during the Setup program. See [manually configuring the Dialer](#) for more information.

## Starting the Dialer

You can start the Dialer by running an Internet programs that is set up to be [dial-on-demand](#) or by running the Dialer program and clicking the **Dial** command on the Modem menu.

If the modem initializes correctly, the Dialer will begin dialing the number you specified and will display the Connection Status screen. Once you connect, an acknowledgment will appear.

## What happens next?

At this point, the Dialer will do one of several things:

### If you are set up to use an [automatic login script](#)

The Dialer will complete the connection and automatically log you into the remote account.

### If you need to log into the remote account

The Dialer will open on the desktop, prompting you to log into the remote account. The login information will vary according to the account you are connecting to.

- In most cases, you will be prompted for a [login name](#) and [password](#). Type the requested information at the prompts that appear on your Dialer screen. At this point, your connection may automatically be started.
- If another prompt appears after you enter your login name and password, you may have to provide an additional command to connect (check with the account administrator if you are unsure about the command to use).

If you are using PPP, you will usually type **PPP** and press ENTER. If nothing happens after you type the command to start your connection, you may have to click Start Packet Mode on the Network menu to start PPP.

If you are using SLIP, you will usually type **SLIP** and press ENTER. You will usually then have to send a Packet Mode command: click Start Packet Mode on the Network menu.

**NOTE** To exit Packet Mode and return to the login prompt, click Start Packet Mode again.

## Once you are connected

You will see a **Connected!** message, and you can now run your Internet programs over your connection. Your connection will be active until you disconnect the Dialer or close all of your open Internet programs.

**TIP** You can automate these login and connection steps by using the automatic login feature. You should try using the programs manually at least a few times before trying to configure automatic login.

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### See Also

[Using an automatic login script](#)

[Disconnecting the Dialer](#)

You can disconnect the Dialer manually, or set up the Dialer to disconnect automatically using the [Timers](#) feature (click Timers on the Options menu to configure Timer options).

**To disconnect the Dialer manually:**

- Click the Hangup button on the toolbar, or click Hangup on the Modem menu.  
-OR-
- Right-click the minimized Dialer icon, and click Close.

**To disconnect the Dialer automatically:**

- When you have closed all of your programs or been inactive for the amount of time specified using the Timers option, a Notification screen will appear. If you want to disconnect the Dialer, click the **Hangup** button or wait. To resume using your programs, click Continue.

**NOTE** If the Dialer is disconnected and you try to access additional information in an Internet program (for instance, by connecting to a Web page in a Web browser) the Dialer will automatically try to reconnect you (you can change this option using the Timers feature). If a program has trouble accessing information after the Dialer reconnects, close the program and re-open it.

[Overview of profiles](#)

[Creating a profile](#)

[Selecting a profile](#)

[Deleting a profile](#)

A profile stores various settings used by the Dialer, including:

- Your [communications port](#).
- Your [modem](#) type and speed.
- The access phone number for your account.
- The [Name Server](#), domain name, and other settings for your account.
- The [SLIP](#) or [PPP](#) settings for your account.
- Your login method and any [automatic login scripts](#) you have created.
- Your timer settings.

You can use profiles to easily change the Dialer settings to suit different dialup environments. Some situations in which profiles might be useful:

- Several different people use the Dialer to access different accounts.
- You need to have access to several different accounts; perhaps you access the network at your office but also have an account with an Internet Service Provider.
- You use a laptop to access an account from both home and work, and need to dial a prefix (such as 9) in order to dial out from your office (but not your home).
- You travel and need to use a calling card when traveling.
- You travel and need to change the phone number you use to access the remote account.

The Dialer contains a default profile (named **default**) containing the settings you specified during installation. The default profile cannot be deleted.

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#### **See Also**

[Creating a profile](#)

[Selecting a profile](#)

[Deleting a profile](#)



You can create a Dialer profile to store settings for different Dialer environments.

**To create a new profile:**

1. Click New Profile on the File menu.
2. Type a name for the profile in the **New Profile Name** box.

If you want to base the new profile on the settings in an existing profile, check the **Copy Settings From** box, and select an existing profile from the list. (For instance, you might want to use the **default** profile you created during installation as a basis for the new profile.)

The following dialog boxes appear asking you to provide information about the new profile. Click on the dialog box name for more information on filling out that dialog box.

1. [Communications Port Setup](#)
  2. [Modem Setup](#)
  3. [Dialer Setup](#)
  4. [Login Setup](#)
3. Once you've completed all of these dialog boxes, the profile will be created.

The Dialer will automatically use the settings in the new profile you defined. The name of the new profile will appear in the title bar of the Dialer window, and any changes you make to Dialer settings will be saved to that profile.

You can create as many profiles as you like.

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**See Also**

[Overview of profiles](#)

[Selecting a profile](#)

[Deleting a profile](#)

You can change the profile that the Dialer is using at any time. The Dialer's title bar will indicate which profile is currently being used.

**To select a profile:**

1. Click Open Profile on the File menu.
2. Choose a profile from the **Profile** list.

The Dialer will now use the settings in the profile you selected. The name of the selected profile will appear in the Dialer's title bar, and any changes you now make to Dialer settings will be saved to that profile.

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**See Also**

[Overview of profiles](#)

[Creating a profile](#)

[Deleting a profile](#)

You can remove a profile from the profile list. Be careful when doing this as you will not be able to easily restore the profile information.

**To delete a profile:**

1. Click Delete Profile on the File menu.
2. Choose a profile from the **Profile** list.
3. Click **Yes** to confirm that you want to delete the profile.

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**See Also**


[Overview of profiles](#)

[Creating a profile](#)


[Selecting a profile](#)

The following topics provide a brief description of the SPRY Dialer menu commands.


 **File Menu**

 **Edit Menu**

 **View Menu**

 **Modem Menu**

 **Network Menu**

 **Options Menu**

The following topics provide a brief description of the SPRY Dialer menu commands.

 **File Menu**

[New Profile](#)

[Open Profile](#)

[Delete Profile](#)

[Capture Session](#)

[Exit](#)

 **Edit Menu**

 **View Menu**

 **Modem Menu**

 **Network Menu**

 **Options Menu**

Specifies the name for the new profile, and, if desired, allows you to specify an existing profile to use for the profile. After specifying this information, a series of dialog boxes will appear allowing you to provide information about the new profile.

**New Profile Name** Specifies the name for the new profile.

**Copy Settings From** Specifies an existing profile that you want to use as the basis for the new profile. You will be able to modify the profile you specify.

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**See Also**

[Overview of profiles](#)

[Creating a profile](#)

[Selecting a profile](#)

[Deleting a profile](#)

Opens a profile, replacing the current Dialer settings with the settings defined in that profile.

**Profile** Specifies the name of the profile that you want to open.

**NOTE** Any changes you make to the Dialer after opening the profile will affect the new profile.

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**See Also**

[Overview of profiles](#)

[Creating a profile](#)

[Selecting a profile](#)

[Deleting a profile](#)

Removes a profile from the profile list. Be careful when using this option as you will not be able to restore the profile once it is deleted.

**Profile** Specifies the profile that you want to delete.

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**See Also**

[Overview of profiles](#)

[Creating a profile](#)

[Selecting a profile](#)

[Deleting a profile](#)



Captures all of the activity on your Dialer screen to the file AIRDIAL.LOG in the Dialer's \DATA directory. This file is overwritten for each new session.

Closes the Dialer. If you are currently connected, your session will be ended (this is equivalent to using the Hangup command).

The following topics provide a brief description of the SPRY Dialer menu commands.

 **File Menu**

 **Edit Menu**

[Clear Window](#)

\_\_\_\_\_ **View Menu**

\_\_\_\_\_ **Modem Menu**

\_\_\_\_\_ **Network Menu**

\_\_\_\_\_ **Options Menu**

Clears all of the text in the Dialer window.

The following topics provide a brief description of the SPRY Dialer menu commands.

<u>File Menu</u>
<u>Edit Menu</u>
<u>View Menu</u>
<u>Toolbar/Status Bar</u>
<u>Modem Menu</u>
<u>Network Menu</u>
<u>Options Menu</u>

Displays or hides the Dialer's toolbar and/or status bar. The toolbar is located beneath the Dialer menu bar, and displays buttons for frequently used Dialer functions.

The status bar is located at the bottom of the Dialer screen and displays information about Dialer events. If you select a menu command, the status bar will display text describing what that menu command will do.

The following topics provide a brief description of the SPRY Dialer menu commands.

<hr/>	<b><u>File Menu</u></b>
<hr/>	<b><u>Edit Menu</u></b>
<hr/>	<b><u>View Menu</u></b>
<hr/>	<b><u>Modem Menu</u></b>
	<a href="#"><u>Setup</u></a>
	<a href="#"><u>Custom</u></a>
	<a href="#"><u>Initialize</u></a>
	<a href="#"><u>Dial</u></a>
	<a href="#"><u>Hangup</u></a>
	<a href="#"><u>Port Setup</u></a>
<hr/>	<b><u>Network Menu</u></b>
<hr/>	<b><u>Options Menu</u></b>

Specifies information about your [modem](#). Be sure to consult your modem documentation if you are unsure about the proper settings to use for your modem.

**Modem Type**

Lists a wide variety of popular modems; choose your modem make and model from this list.

If your modem is **not** specifically listed, choose a modem that is compatible with your modem (check your modem documentation for information). The modem types listed below are compatible with many modems:

- **GVC Technologies V32bis**
- **Mercury Technologies 9600/14400**
- **Hayes Optima 144**
- **Hayes compatible**

If none of these modem types work correctly, you can configure a custom modem in the [Custom Modem Settings](#) dialog box.

**Phone Line Type**

Specifies whether you have a touch-tone phone (**Tone**) or a pulse-dial phone (**Pulse**).

**Advanced**

Displays the [Advanced Modem Options](#) dialog box, allowing you to configure advanced modem options.

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**See Also**

[Creating a custom modem](#)



Specifies advanced modem options. Although the default settings will work for most users, you may need to configure these options if you have problems connecting to your account, or if your account has special requirements. It is recommended that you check with your account administrator before changing any of these options.

**Auto Baud** Specifies whether your modem rate is adjusted to match the speed of the remote modem. If **Auto Baud** is **On** (the default), your modem rate will be adjusted. If you see garbage on the Dialer screen when you connect, you may need to change **Auto Baud** to **Off**.

**Hangup Method** Specifies the method the Dialer uses to hang up the modem.

**Hardware** uses the Windows communications driver to send a signal to the modem's hardware telling it to hang up. If this method does not work for your modem, try the **Software** option.

**Software** sends a standard hangup string (such as **+++**) to the modem. The Dialer will use the hangup string defined in the modem definition; you can check that your modem hangup string is correct by examining the [Custom Modem Settings](#) dialog box. If this method does not work for your modem, try the **Hardware** option.

**Both** will try both methods to hang up the modem. This is the default; change it only if your modem does not seem to be hanging up correctly.

**CTS Control/Ignore  
Clear to Send Signal**

Specifies whether or not to wait for a CTS (Clear to Send) signal from the remote modem. The Dialer waits for this signal before sending information, so that no information is lost in transmission.

Normally, you should not change this option; however, if you are using a network modem (in other words, the modem you're using is not physically attached to your machine, but is accessed over a network), you should check this option to ignore the Clear to Send signal.

Creates a custom modem for use with the Dialer. You can configure initialization, command, and reply strings.

**Initial Modem Settings** Specifies a modem to use as a basis for the custom modem. When you select a modem in this list, the settings for the modem you select will automatically be displayed in the other boxes of this dialog box.

**Save New Settings As** Specifies a name for this custom modem.

**Initialization String** Specifies an initialization string for the modem. You may need to consult your modem documentation for information on what initialization string to use.

Specific modem commands are required for your custom modem to work with the Dialer. See [required modem commands](#) to view the minimum command configuration for the Dialer.

### Command strings

**Prefix** Specifies the command prefix that the modem recognizes, usually called the "attention" command. (Default: "AT")

**Suffix** Specifies the command termination string, usually a carriage return <CR>. (Default: "^M")

**Tone** Specifies the tone dialing command string. (Default: "DT")

**Pulse** Specifies the reset string used to perform a soft reset of the modem. (Default: "Z")

**Hangup** Specifies the hang-up command string that will return the modem to ON-HOOK state. (Default: "H")

**Escape** Specifies the escape string used to interrupt the modem when it is not in command mode. (Default: "+++")

**CommandAck** Specifies the acknowledgment string that the modem returns when successful. (Default: "OK")

### Reply strings

**CommandErr** Specifies the error string returned by the modem when error conditions arise. (Default: "ERROR")

**Connect** Specifies the DTE (the error string returned by the modem when connecting). (Default: "CONNECT")

**NoCarrier** Specifies the string that the modem returns when no connection can be established. (Default: "NO CARRIER")

**NoAnswer** Specifies the string returned by the modem when the remote system does not answer. (Default: "NO ANSWER")

**NoDialTone** Specifies what string is returned from the modem when no dial tone is detected. (Default: "NO DIAL")

**Busy** Specifies the string that is returned when the remote system's phone connection is in use. (Default: "BUSY")

**Voice** Specifies the string returned by the modem when a human voice is detected when connecting. (Default: "VOICE")

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**See Also**

## Creating a custom modem

Initializes the modem, using the initialization string associated with the modem you have set up in the [Modem Setup](#) dialog box.

Dials the modem, using the phone number configured in the [Dialer Setup](#) dialog box.

Hangs up the modem. If no Internet programs are open when this command is executed, the Dialer will close.

Configures your [communications port](#).

- Port** Specifies the communications port your modem uses (COM1, COM2, COM3, or COM4). If you have an internal modem, this is set on the modem itself. For external modems, this is the port on your computer that your modem is connected to.
- When you select a COM port, the **Port Status** text will indicate whether the port is available. If this text says "unavailable," try selecting another COM port. (Note: the **Port Status** will not indicate the presence of a network modem.)
- Speed** Specifies the speed at which your modem transmits data. This speed is usually specified in your modem documentation or on your modem itself (it is often part of the modem model number). If you are unsure of the speed, choose 9600.
- Selecting 14,400 and 28,800 will actually transmit data at speeds of 19,200 and 38,400; these options are provided in order to ease the setup process.
- NOTE** If you are creating an online Internet account with the Dialer, you may want to set the speed to 9600 bps to ensure a smooth account creation process; once your Internet programs are working correctly, you can increase the communications port speed to the highest setting for your modem.
- Advanced** Displays the [Advanced Communications Port Setup](#) dialog box, allowing you to configure advanced modem options.

Specifies advanced communications port options. Although the default settings will work for most users, you may need to configure the advanced communications port options if you have problems connecting, or if your account has special requirements. You should not change any of the first three settings (Data Bits, Parity, or Stop Bits) unless specifically directed to by the remote account administrator.

- |                     |  |
|---------------------|--|
| <b>Data Bits</b>    | Specifies the number of data bits in each packet of information.   |
| <b>Parity</b>       | Specifies the error-checking method used.  |
| <b>Stop Bits</b>    | Specifies the number of stop bits in each packet of information  |
| <b>Flow Control</b> | Specifies the method used to control the transmission (or flow) of data. The <b>Hardware</b> setting should always be used if your modem supports it. Check your modem documentation to find out what flow control method your modem uses. |



The following topics provide a brief description of the SPRY Dialer menu commands.

<hr/>	<b><u>File Menu</u></b>
<hr/>	<b><u>Edit Menu</u></b>
<hr/>	<b><u>View Menu</u></b>
<hr/>	<b><u>Modem Menu</u></b>
<hr/>	<b><u>Network Menu</u></b>
	<a href="#"><u>Dialer Setup</u></a>
	<a href="#"><u>Login Setup</u></a>
	<a href="#"><u>Interface</u></a>
	<a href="#"><u>Trace</u></a>
	<a href="#"><u>Start Packet Mode</u></a>
<hr/>	<b><u>Options Menu</u></b>

Specifies the phone number and other information you will need to connect to the remote account and use the Dialer. You must fill out this dialog box in order to connect to your remote SLIP/PPP account.

**Dial Before/Dial After** Specifies any numbers or codes that should be dialed before or after the phone number. You might want to specify this information if you need to dial a code to get an outside phone line (as with a PBX phone system), if you want to disable call waiting, or if you want to dial using a calling card.

You can add a pause (delay) to a field by adding a comma (,) to the number. For example, if your phone system requires you to dial 9 and then wait a few seconds for a dial tone, you might specify **9**, and then the number: **9,555-9292**. Add as many commas as needed.

**Phone Number** Specifies the number that you dial to connect to your SLIP/PPP account. Be sure to include complete dialing information. Dashes are permitted.

**Your IP Address** Specifies the [IP address](#) for your SLIP/PPP account. This value is optional; ask your account administrator if you need to supply an IP address.

If you use a dynamic IP address (you are assigned a different IP address each time you login), type **0.0.0.0** in this box.

**Name Server1 and 2** Specifies the addresses of one or more [Name Servers](#). Specify a Name Server address in the **Name Server 1** box. **Name Server 2** is optional; use this only if a second Name Server is available.

**Netmask** Specify the [netmask](#) for the network you are connecting to.

**Your Host Name** Specifies a name that will be used to identify your PC on the remote network. If the account administrator supplied you with a host name, type it here. Otherwise, choose any name you like (perhaps your first name or login ID).

**Domain Name** Specifies the name for the network you are attaching to. A sample domain name is **bakerstreet.com**.

The account administrator should supply you with a domain name. If you use a domain name, you can contact hosts within your domain by using only the first part of their fully qualified domain name (for example, you could send mail to user **sholmes**, rather than **sholmes@bakerstreet.com**).

**Configure using BOOTP**

Specifies that the Dialer should use BOOTP to obtain your IP address "on demand" from the [terminal server](#) that supplies your connection. Most terminal servers do not use BOOTP; they instead use a fixed IP address or dynamically assign you an IP address. Contact the account administrator to find out whether you should use BOOTP.

**Timers button** Opens the [Connection Timer Settings](#) dialog box, enabling you to set options for redialing, timing out, and disconnecting.

Specifies how you want to login and connect to your SLIP/PPP account.

### Authentication

**Username** Specifies the username or login name used to access your account. You can use this value in an automatic login script.

**Password** Specifies the password used to access your account. You can use this value in an automatic login script.

### Login Method

**None** Specifies that you do not need to log into the remote [terminal server](#). You might use this option if your account uses an authentication protocol like PAP.

**Manual** Specifies that you want to manually log into the terminal server, typing in your login information at the terminal server prompts in the Dialer window. This is the default login method.

**Auto** Specifies that you want the Dialer to automatically log into the remote account. You must create an [automatic login script](#) in order to login automatically. Click the **Edit** button to set up an automatic login script.

**CompuServe** Specifies that you are logging into a CompuServe Internet account; choose this option to access CompuServe's Internet service directly or through any of the third party network providers. You can choose a network provider from the list supplied (the default is CompuServe).

---

### See Also

[Using an automatic login script](#)

Specifies an [automatic login script](#) that can automatically log you into a remote account. This dialog box lists events that occur during login, and your responses to those events.

Events in your automatic login are displayed on separate lines in this dialog box. You can easily edit any event you create by double-clicking on the event.

<b>Initial String</b>	Specifies characters that you want to send to the <a href="#">terminal server</a> when you first connect. For example, you might need to send a few carriage returns in order to start your connection; you could do this by typing <b>^M^M</b> (the ^ symbol stands for the CTRL key) in this box.
<b>Timeout</b>	Specifies how long (in seconds) the login script will wait for all of the events to occur before disconnecting. The default is 30 seconds.
<b>Attempts</b>	Specifies how many attempts the login script will make to connect to the terminal server. The default is three attempts.
<b>New</b>	Adds a new event to the login script. The <a href="#">Auto Login Event</a> dialog box appears, allowing you to add information about the new event.
<b>Edit</b>	Edits the currently selected event. The Auto Login Event dialog box appears, allowing you to change the current event.
<b>Delete</b>	Deletes the currently selected event.

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**See Also**

[Using an automatic login script](#)

Adds an event to your automatic login script.

<b>Wait For</b>	Specifies the exact text of the prompt that you want to respond to (for example, <b>Username:</b> or <b>Login:</b> ).
	<b>TIP</b> You do not always need to supply all of the text in the prompt. For instance, if the prompt changes each time you log in, you could specify only the part of the prompt that is unique. For instance, if the prompt is either <b>vci-345&gt;</b> or <b>bav-345&gt;</b> , you could type <b>345&gt;</b> . Be careful when doing this, as each prompt in your auto login script needs to be unique.
<b>Pause __ seconds before...</b>	Specifies the amount of time you want to wait before sending a response.
<b>Responding with:</b>	Specifies what to type at the prompt:
<b>My Username</b>	Types the username you specified in the Login Setup dialog box.
<b>My Password</b>	Types the password you specified in the Login Setup dialog box.
<b>This Text</b>	Types the text you specify in this box. For instance, you might be required to type <b>PPP</b> at a prompt in order to complete your connection. You can also type control characters such as <b>^M</b> (which types a carriage return).  You can specify how the text you type in <b>This Text</b> box is sent:  <b>Send response, do not prompt (NONE)</b> Sends the text immediately.  <b>Prompt with response shown (SHOW)</b> Shows you a dialog box containing the text you specified, and asks you to confirm that you want to send the text.  <b>Prompt with response encrypted (ENCRYPT)</b> Similar to <b>(SHOW)</b> , above, but the text will appear in the dialog box as *****.  If you chose either of the <b>Prompt</b> options above, you can specify a title for the dialog box containing the response in the <b>Brief prompt for this response</b> box.
<b>Start Packet Mode...</b>	Starts packet mode during this event, after waiting the amount of time you specify. You may need to use this command if the <a href="#">SLIP</a> or <a href="#">PPP</a> server you are connecting to requires it. If you are using SLIP, you will probably need to use this option.  Be sure to specify the number of seconds to wait before starting packet mode. (By default, packet mode will be started immediately after the "Event" occurs.)  This option should only be used in the last event in your auto login script.

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**See Also**

[Using an automatic login script](#)

Specifies whether to use [SLIP](#) or [PPP](#) to connect to the remote account. You can also configure SLIP and PPP settings using this dialog box.

- PPP** Specifies that you will connect using PPP. Most accounts are PPP.
- SLIP** Specifies that you will connect using SLIP.
- Settings** Configures settings for the interface type you have chosen. Clicking this button produces either the [PPP Settings](#) or [SLIP Settings](#) dialog box.

Configures settings for **SLIP**. These settings should generally not be changed unless you are having difficulty making your SLIP connection or you are instructed to change them by the remote account administrator.

**Address Acquisition** Specifies whether your **IP address** is **Static** (the default) or **Dynamic**. Dynamic addressing assigns a new IP address each time you start a SLIP session; a static address uses one IP address that never changes. The remote account administrator will be able to tell you which method you will use.

**TIP** If you are assigned a specific IP address for your account, such as **165.121.6.6**, then you are using static addressing.

If you choose **Static**, the IP address you provide in the Dialer Setup dialog box will be used as your IP address.

If you choose **Dynamic**, the address you should use will be sent back from the SLIP server, and the Dialer will extract or "parse" it from the Dialer screen each session. Often, it is the first address that is sent back from the Dialer. In some cases, however, the SLIP server will send back several addresses. If so, you need to specify which address should be used as your IP address by selecting a number from the **Parse the \_\_\_ IP Address sent from the remote host** list.

**Compression** If your SLIP account supports CSLIP (Compressed SLIP), click **Enable VJ CSLIP**. This will result in better performance of the Dialer when connecting to that account.

**Maximum Transmission Unit** Represents the size in bytes of data sent in SLIP packets. Change this value only if directed to by the remote account administrator. The default MTU used for SLIP is **1006**.

**Defaults** Restores these settings to their default values.

Configures settings for [PPP](#). These settings should generally not be changed unless you are having difficulty making your PPP connection or you are instructed to change them by the remote account administrator.

**NOTE** Some PPP accounts use authentication methods like PAP or CHAP to verify that you are a valid user of an account. You do not need to specify this in the Dialer; the Dialer will automatically detect whether the account requires an authentication protocol and configure itself accordingly.

**PPP Start** Specifies the method the Dialer uses to start PPP. Most PPP servers are **Active Open** (the server initiates the PPP connection). If you are connecting to a server which is passive open (the server waits for the Dialer to initiate the connection), choose **Passive Open**.

**Compression** Specifies whether the Dialer should use any compression methods when transmitting data. The three options—**PFC**, **ACFC**, and **VJ**—specify which parts of a PPP packet are compressed. Check with the remote account administrator to see which compression methods are recognized by the PPP account.

**General** **MRU** (or Maximum Receive Units) indicates the size in bytes of data that is received in PPP packets. The allowable range is 128-1500. The default value for this option is 296.

In cases where you are doing batch file transfers or other operations involving large throughput, you may want to increase the size of the MRU to improve performance and increase speed. However, increasing this value will slow down interactive operations (like reading news articles or accessing Web pages).

**ACCM** indicates whether PPP will use the Asynchronous Control Character Map, and indicates a value to be used.

**Magic Number Negotiation** allows the PPP server to use a unique (or "magic") number to identify you. This option is on by default.

**Defaults** Restores these settings to their default values.



Runs the **Trace** program, which can be used to obtain detailed statistical information about your current connection. See the online help in the **Trace** program for more information.

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**See Also**

[Help for Trace](#)

Starts packet mode. Packet mode is a command that notifies the [terminal server](#) that you are ready to connect. Packet mode is often required to initiate a session with [SLIP](#) accounts, but is not usually required for [PPP](#) accounts.

The Start Packet Mode command is equivalent to invoking **Start Packet Mode** in your automatic login script or clicking the **Pkt Mode** button on the toolbar.

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**See Also**

[Using an automatic login script](#)

The following topics provide a brief description of the SPRY Dialer menu commands.

**File Menu**  
**Edit Menu**  
**View Menu**  
**Modem Menu**  
**Network Menu**  
**Options Menu**

[Toolbar Style](#)

[Timers](#)

[Dialing Status](#)

[Icon Always On Top](#)

[Dashboard Icon](#)

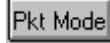
[Save Settings on Exit](#)

Changes the style of the toolbar buttons.

**Picture and Text**



**Picture Only**



**Text Only**



Determines how long the Dialer waits before redialing, how many times it redials, and how long it waits after your Internet programs are closed or inactive before disconnecting.

**Attempt to redial: \_\_\_ times** Specifies how many times the Dialer should attempt to redial when the remote modem is busy or not available.

**Timeout after: \_\_\_ seconds** Specifies how long to wait for a connection when dialing.

**Redial after: \_\_\_ seconds** Specifies how long to wait, after a busy signal or no answer, before redialing.

**Never Disconnect** Specifies that the Dialer should never disconnect, regardless of whether Internet programs are idle or closed.

**Prompt before reconnecting** Specifies whether the Dialer displays a prompt before it tries to reconnect you to your account.

**When any dialup application is open but inactive, hang up after: \_\_\_** Specifies that if all of your current programs are **inactive** (not in use), the Dialer will hang up after the amount of time you specify.

Note that this may occur even if you are viewing information from the program; for a program to be considered **active**, you must be actively searching for or receiving information.

**Prompt on hangup** Indicates whether a dialog box will appear when you hang up, telling you that you are about to be disconnected from your remote account, and giving you a chance to continue your connection.

**Inbound Activity** If checked, the Timer will consider programs active when they are downloading, returning results of searches, receiving data.

**Outbound Activity** If checked, the Timer will consider

programs active when they are sending or requesting information.

**When all dialup applications are closed, hang up after:**

Specifies how long the Dialer will wait to disconnect you after all of your programs are closed.

—

**Prompt on hangup**

Specifies whether you will be notified before being disconnected.

Specifies where the Dialer status information will be displayed.

If this command is checked, it will be displayed in a Connection Status dialog box, which appears in the middle of your screen on top of any other programs.

If this command is unchecked, status information will appear in the status bar (if the Dialer is open), or will be indicated by changes to the Dialer icon (if the Dialer is minimized).

Specifies whether or not to display the Dialer icon on top of your other Windows programs. Check this command to keep the Dialer icon visible at all times.

Specifies whether or not the Dialer uses a Dashboard icon. If this command is checked you will see a special dashboard icon instead of the normal Dialer icon when you minimize the Dialer. The dashboard icon gives you information about your current session, including modem status, transfer rate, and connection status.







Click on the dashboard icon below for information about the different parts of the dashboard.



**TIP** You can click on the Dialer icon to view a menu of selected Dialer commands; click the icon once in Windows 3.x or right-click the icon in Windows 95.

### Connection Status icon

The Connection Status icon (at the left hand of the Dashboard) will change to reflect the current status of the Dialer.

Symbol	Indicates
	On hook (modem line is hung up)
	Initializing modem or disconnecting
	Modem is dialing or connected
	Authenticating
	Negotiating
	Connected

### Dialer Status indicator lights

The four lights on the Dashboard indicate the status of your modem.

Indicator light	Indicates
RX	Receiving data
TX	Transmitting data
CD	Carrier detect (indicates a proper connection has been achieved)
CTS	Clear to send (indicates the modem is ready to send information)  If the CTS indicator is not lit up, it indicates something is wrong with your modem hookup. If you are using an internal modem, no CTS light means your modem is probably not configured properly (most likely the wrong communications port has been selected).

A clock displaying the length of time that you have been connected is displayed above the indicator lights. This may help you track your connect time if you are paying for your connection.

### Throughput Indicators

The **Bytes/S** indicator indicates the current data throughput rate (sending and receiving data); this can range from 0-8192K.

The two status bars represent the send and receive throughput rates, as a percentage of the total possible throughput. Colors will appear in the top status bar when data is being sent, and in the bottom status bar when data is being received. When the throughput is 90% or



higher, the bars will turn red.

Saves any changes you have made to Dialer settings when you exit the Dialer.

[Required modem commands](#)

[Using dial-on-demand](#)

[Troubleshooting Dialer problems](#)

The table below lists the modem commands required by the Dialer. Remember that your modem may use different commands than the ones shown.

<u>Mode</u>	<u>Recommended setting</u>	<u>Usual command</u>
Auto Answer	OFF	S0=0
Result Codes	ON	Q0
Result Code Type	Strings/Verbose	V1
Result Messages	Include BUSY, NO DIALTONE	X4
DCD Control	Follow Carrier	&C1
DTR Control	Hang up/Disconnect	&D2
Flow Control	Hardware (CTS/RTS) ON	&K3
	XON/XOFF	OFF
Data Compression	OFF	%C0

For example, if your modem documentation showed the commands listed in the third column above, you would add the following commands to your initialization string: **S0=0 Q0V1X4&C1&D2&K3%C0**

You can connect to the Internet by manually running the Dialer, or you can configure it to "dial-on-demand" whenever a program needs to access the Internet.

If you are using dial-on-demand, the Dialer will automatically start if you try to access something on the Internet but have not yet established a connection. You can then login to the remote account to complete the connection.

SPRY programs will automatically dial-on-demand whenever you try to access the Internet.

### **Setting up dial-on-demand for Internet programs from other vendors**

Some Winsock-compatible Internet programs from other vendors may automatically dial-on-demand using the Dialer. If they do not, search your hard disk for a file named WINSOCK.DLL (the Winsock transport used by Internet programs) and follow the instructions below.

#### **If you only have one WINSOCK.DLL file on your system...**

Other programs should automatically use the Dialer if the directory containing the Dialer (and the Dialer's WINSOCK.DLL file) is in your DOS path. Make sure this directory is listed in the PATH statement in your AUTOEXEC.BAT file.

#### **If you have several WINSOCK.DLL files on your system...**

Make sure that the Dialer's WINSOCK.DLL is in your DOS path as described above. You must then rename all of the other versions of the WINSOCK.DLL file on your system (for instance, you might rename them to WINSOCK.BAK).

Alternately, you can move the programs you want to dial-on-demand into the same directory as the Dialer. Be careful when doing this, as this can confuse some programs.

#### **See Also**

[What is the Dialer?](#)

[How do I set up the Dialer?](#)

This topic contains troubleshooting information to help you fix common problems that may occur when you are trying to use the Dialer.

[If your modem does not initialize](#)

[If your modem won't dial or connect](#)

[If you get no answer or a busy signal when dialing](#)

[If you cannot login to the remote network](#)

[If you can login to the remote network, but cannot complete the connection](#)

[If your programs disconnect when you don't want them to](#)

[If your programs do not work after you are connected](#)

### **Specific error messages**

["Dialer Communications Error: Your Modem Reports Errors when Using the Current Modem Settings"](#)

["Dialer Communications Error: The Communications Port and/or Modem Is Not Ready for Use"](#)

["Failed DNS Lookup" or "Get Remote Host Information Failure"](#)

["Unable to Initialize WINSOCK.DLL" or "Wrong WINSOCK.DLL"](#)

### Did you specify the correct modem type?

- You can change the modem type in the [Modem Setup](#) dialog box (click Setup on the Modem menu). After you select a modem type, click Initialize on the Modem menu to see if this modem type correctly initializes your modem.
- If your modem is not listed, select a compatible modem in the modem list. If you are not sure which modems are compatible with your modem, consult the documentation for your modem or contact the modem manufacturer.

If you are unsure, try using one of the following modem types, which are compatible with most modems. (It is recommended that you try them in the order listed).

- **GVC Technologies V32bis**
  - **Mercury Technologies 9600/14400**
  - **Hayes Optima 144**
  - **Hayes compatible**
- If you cannot get any of the listed modems to initialize with your modem, you may have to [create a custom modem](#).

### Did you specify the correct communications port?

- Check whether the [communications port](#) is correct. The communications port is specified in the [Communications Port Setup](#) dialog box (click Port Setup on the Modem menu).

Some guidelines for determining your communications port:

- The **Port Status** area in the Communications Port Setup dialog box may help you narrow down which port your modem uses. When you select a port, the Dialer will signify whether the port you selected is **Available** or **Unavailable**. If the port is **Unavailable**, select another
- If you have an external modem, the communications port is the port on the back of your computer that your modem is connected to; this is most often **COM1** or **COM2**. Look on the back of your computer to see if the port you have the modem plugged into is labeled.
- If you have an internal modem, the communications port is set on the modem itself. If you are not sure which port was used you may need to ask the person who installed the modem.

## Dialup troubleshooting

Topics

Close

- Is the modem connected to a phone line?
- Is the phone line plugged into the correct port on the modem?
- If the modem is external, is the power on? Is it properly connected to your PC?
- Is the phone line available?
- Did you choose the correct communications port (COM port) and speed for the modem?
- Do you need to dial a special code before the phone number (for example, dialing **9** before a call)?

You can specify numbers to dial before and after the phone number in the [Dialer Setup](#) dialog box (click Dialer Setup on the Network menu).

- Is the modem still connected to any previous modem calls?

Click Hangup on the Modem menu to hang up the modem.

- Does the modem work with other telecommunications programs (such as Windows Terminal, Windows 95 Hyperterminal, or Procomm Plus)?

Change the Dialer's modem and communications port settings (in the [Modem Setup](#) and [Communications Port Setup](#) dialog boxes (click Setup and Port Setup on the Modem menu) to match those in the telecommunications program.

**NOTE:** If you're using Windows 95 Hyperterminal, your modem and communications port settings are defined in the Modems section of the Windows 95 Control Panel.

## Dialing troubleshooting

Topics

Close

**Are you using the correct phone number for the remote network? (Only required if you did not create an Internet account when you installed the Dialer).**

**Are you dialing any necessary codes before or after the phone number (such as a long distance area code, a required prefix to access an outside line, or a code to disable call waiting)?**

- You can specify numbers to dial before and after the phone number in the [Dialer Setup](#) dialog box (click Dialer Setup on the Network menu).
- If you are disabling call waiting before you dial, be sure that you specify a comma after the call waiting code. Do not send the code to disable call waiting unless you have the call waiting service! If you do, you may have problems dialing.

**Have you tried to connect to the remote network more than once?**

- Some networks may have temporary outages or busy periods; you may want to try re-connecting at a later time.



## Login troubleshooting

Topics

Close

If you used the account creation option to create an Internet account on installation, you should contact technical support to get help with login problems. You should not change any of the settings in your login script. If you are logging in manually or created your own login script, you should see the troubleshooting steps below.

### If you are logging in manually...

- Are you using the correct login name and password?
- Do you need to type additional commands in order to connect?

Check with your account administrator if you are not sure exactly what you are supposed to type in order to connect.

- Do you need to send a packet mode command in order to connect?

You may need to send a packet mode command (after logging in) in order to start your connection; you can do this by clicking Start Packet Mode on the Network menu (or clicking the **Pkt Mode** button on the toolbar).

Check with your account administrator if you are not sure whether you need to send a packet mode command.

- Do you need to send carriage returns or other characters before you login?

Some remote accounts require you to press the ENTER key (send a carriage return) or press other keys before they will allow you to login

### If you are using an automatic login script...

Before relying on an automatic login script, you should always log in several times manually to make sure you are familiar with the sequence of login events. This will also help you determine whether the problem is with your script or the steps you are using to log in.

#### To change from automatic to manual login:

1. Click Login Setup on the Network menu. The [Login Setup](#) dialog box appears.
2. Select **Manual** to change to manual login.

If the manual login process works, check the troubleshooting options listed in the manual login section above.

#### Otherwise, check the following:

- Did you supply enough of a delay before sending responses to prompts on the remote network?

Sometimes it is helpful to add delays before sending responses; even though you see a prompt the Dialer may send the response to the remote network more quickly than the remote network can handle. You should add a delay to the **wait for** box in the [Auto Login Event](#) dialog box.

- If sending a packet mode command, did you send the packet mode command as the last event in your automatic login script?

The packet command needs to be the last command that is executed before you connect; once the packet command is sent you will be unable to send additional commands to the remote network.

- Do you need to send initial carriage returns or characters before the login prompt displays?

Try logging in manually to ensure that you do not need to press ENTER or other commands before logging in.

**Do you need to send a packet mode command in order to connect?**

- You may need to send a packet mode command (after logging in) in order to start your connection; you can do this by clicking Start Packet Mode on the Network menu (or clicking the **Pkt Mode** button on the toolbar). Check with your account administrator if you are not sure whether or not you need to send a packet mode command.

**Did you provide the correct network settings for the remote network?**

- In the [Dialer Setup](#) dialog box (accessed by clicking Dialer Setup on the Network menu) be sure you have the correct values for the network you are connecting to.

**Also check the following:**

- Is your modem set up to use Auto Baud?

By default, the Dialer's Auto Baud setting is turned on. This setting controls whether your modem rate is automatically adjusted to match the speed of the modem on the remote network. In some cases, Dialer may not be able to adequately coordinate your modem and the remote modem, resulting in "garbage" (random characters) on your screen and failure to connect to the remote account. You should try setting **Auto Baud** to **Off** to see if that solves your problem. You can change the Auto Baud command in the [Advanced Modem Options](#) dialog box (click the **Advanced** button in the Modem Setup dialog box).

- Do you need to specify advanced modem settings such as data bits, stop bits, or parity?

Your account administrator should be able to tell you what settings you need to use for data bits, stop bits, and parity. In most cases, the default settings should work. You can change these options in the [Advanced Communications Port Setup](#) dialog box (click the **Advanced** button in the Communications Port Setup dialog box).

- Are you using the correct communications driver?

The standard Windows communications driver, COMM.DRV, is recommended. Open the SYSTEM.INI file (found in the WINDOWS directory) and make sure that the **comm.driv** line in the [boot] section reads **comm.driv=comm.driv**. (Be sure to back up your SYSTEM.INI before making any changes.)

- Is Windows set up to use flow control?

You may need to set Windows flow control to hardware in order for the Dialer to work properly.

**Setting flow control in Windows 3.x or Windows NT:**

1. In the Control Panel (found in the Accessories program group) click the **Ports** icon.
2. Click the **Settings** button.
3. Set **Flow Control** to Hardware.

**Setting flow control in Windows 95:**

1. In the Control Panel (under Settings on the Start menu), click **Modems**.
2. Click the **Properties** button.
3. Select the Connection tab.
4. Click the **Advanced** button.
5. Check the **Use Flow Control** option and click **Hardware**.

You may also need to be sure that flow control is set to **Hardware** in the Dialer (the default is hardware). You

can change the flow control setting in the [Advanced Communications Port Setup](#) dialog box (click the **Advanced** button in the Communications Port Setup dialog box).

## Disconnection troubleshooting

Topics

Close

### If you are being disconnected by the Dialer...

- Click Timers on the Options menu to change the time that the Dialer waits before disconnecting.

### If you are being disconnected unexpectedly...

- Be sure that you are not being disconnected by call waiting. You can disable call waiting by adding a special code to the **Dial Before** field in the [Dialer Setup](#) dialog box (click Dialer Setup on the Network menu). Typically this code is **\*70**, for touch-tone or **1170**, for pulse dial (this may differ according to your local telephone company).
- Some phone lines tend to have a lot of line noise (crackling or whining sounds) that can also cause you to disconnect. If you hear loud or frequent noise on your regular phone connection, this may be the source of disconnections; contact your local telephone company to find out whether the problem can be fixed. Sometimes slowing your connection to 9600 bps can help filter the line noise.
- Some older PBX telephone systems (used mainly in businesses) may inadvertently disconnect the Dialer due to the switching mechanisms they use. If you are using a PBX system and have disconnection problems that are not traceable to line noise or call waiting, you may want to request a dedicated line for modem use.

## Network troubleshooting

Topics

Close

- Did you type the correct address for the host?
- Can you connect to another host with the program you are using? The problem may only be with a particular host.
- Is the problem only with the program you are using? Try using another Internet program to narrow down the problem.
- If you cannot connect to any of your hosts, you may want to use a PING program to test whether your connection is active.

If you have the SPRY Ping program, you can use it to test your connection; see the online help in SPRY Ping for more information. You can use any Winsock PING program to test your connection.

- If you are not able to connect to a host using the host's Fully Qualified Domain Name (for example, **aslan.narnia.com**), there may be a problem with your [Name Server](#). You can test this by trying to connect to the same machine using its numeric [IP address](#) (for example, **165.121.6.96**). If you can connect to the host using the numeric IP address, you know that you are having trouble with the Name Server you are using. If you are not sure that you are using the correct Name Server, confirm it with your remote account administrator. You may also want to check whether the Name Server is active (you can do this by using a PING program).

## WINSOCK.DLL problems

Topics

Close

The Dialer ships with a WINSOCK.DLL file. When Winsock compatible programs (such as the SPRY programs) try to access information, they look for a WINSOCK.DLL file to determine how to make the connection.

- If the Dialer does not automatically start when you start an Internet program, make sure that the WINSOCK.DLL file for the Dialer is located in the same directory as the program you are trying to use or is currently in your DOS path.
- If you have more than one WINSOCK.DLL file on your system, you may have problems using the Dialer. It is recommended that you search for and rename any other WINSOCK.DLL files on your system so that the Dialer can be started correctly. Click [Using dial-on-demand](#) for additional information about using the Dialer with multiple WINSOCK.DLL files on your system.

**TIP** If you cannot get the Dialer to start automatically, you can always start the Dialer manually (by using the Dial command on the Modem menu) and then run your programs once the dialup connection is complete.

## **Glossary of terms**

### automatic login script

A method used to automatically send login information (such as your username and password and other required information) to a remote [terminal server](#).

### call waiting

Call waiting is a service available on many telephone systems that allows you to switch to another call without hanging up your current call. Call waiting often disconnects modem connections.

In order to disable call waiting so that incoming calls do not disconnect your Dialer sessions, type the code that disables call waiting in the **Dial Before** box. You can usually find this code listed in the front of your telephone book; for most phone systems in the U.S.A. you type **\*70**, (for touch tone phones) or **1170**, (for pulse dial phones). (The comma pauses temporarily before continuing to dial.)

### communications port

The connection between your modem and your computer.

If you use an external modem, it is plugged into the communications port on the back of your computer; this will usually be **COM1** or **COM2** (look on the back of your computer to see if the port is labeled).

If you have an internal modem, the communications port is set on the modem itself; this will be either **COM1**, **COM2**, **COM3**, or **COM4**. If you are not sure which port is being used you can run a diagnostic utility or ask the person who installed the modem.

### dial-on-demand

A feature that instructs the Dialer to start automatically whenever an Internet program tries to make a connection.

### login name

The SLIP/PPP account login name assigned to you by your network administrator (if you are connecting to a remote network) or Internet Service Provider (if you are connecting to the Internet using an Internet Service Provider). This is also called login ID, account ID, or username.

### netmask

Also known as a subnet mask. A netmask is a number based on your IP address that identifies what type of network you are on. Your account administrator will be able to tell you which subnet mask to use.

If you know the first three digits of your IP address, you can try the subnet masks in the table below.

**If your IP address starts with...      Your netmask setting is:**

1-126

255.0.0.0



128-191

255.255.0.0

192-223

255.255.255.0

If you have a dynamic IP address (your address is assigned to you by the remote [terminal server](#) each time you connect), you should specify a subnet mask of **255.255.0.0**.

#### **password**

The password associated with your SLIP/PPP account login name.

#### **terminal server**

A machine that is set up to allow dial-in access to a remote network or the Internet.

#### **Work Space--DO NOT TRANSLATE**

From dial-on-demand:

**TIP** SPRY's Winsock Switcher program enables you to easily switch between a dial-up connection and a direct network connection without having to rename or copy the WINSOCK.DLL file.

In WINSOCK.DLL problems:

If you have the SPRY Winsock Switcher program (shipped with Internet Office) you can use it to designate which WINSOCK.DLL file should be used.

