


Click [Help Topics](#) for a list of topics.

Using the Internet Connection Wizard

The Internet Connection Wizard helps you set up your computer to use the Internet.

- ▶ To start the Internet Connection wizard, click Get Connected To The Internet on your desktop.

For an overview of the Internet Connection wizard, click Overview.

 [Overview](#)

Overview of the Internet Connection Wizard

The Internet Connection wizard takes you through three steps to set up your Internet connection. After completing each step, the wizard saves Internet connection information to your computer.

For more information about a particular step, click it. If you encounter problems, click Troubleshooting.

- [Step 1: Set up your computer to connect to the Internet.](#)
- [Step 2: Help you sign up for an Internet account.](#)
- [Step 3: Set up the software required to use your Internet account.](#)
- [Troubleshooting](#)

Note

- Have your Windows 95 Setup disks handy. The wizard might need to install some Windows 95 files in order to set up your Internet connection.


Step 1: Setting up your computer

During this step, the Internet Connection wizard does the following:

- Checks that your modem is set up properly. If it's not, the wizard runs the Modem Setup wizard so that you can configure your modem. Just follow the instructions on your screen.
- Checks that your dialing settings are set up properly. If not, the wizard displays the Dialing Properties dialog box.
- Sets up the TCP/IP protocol. This is the protocol that computers use to communicate on the Internet.
- Sets up Dial-Up Networking, and then creates a Dial-Up Networking connection so that you can create an Internet account.

Note

- If you are using a telephone system within a company, make sure you provide the number you need to dial first to access an outside line. For example, you might need to dial 9 to access a phone line outside your company.

 [Go to Step 2: Signing up for an Internet account.](#)

 [Go back to the Overview.](#)

Step 2: Signing up for an Internet account

After the Internet Connection wizard has completed step 1, it runs Microsoft Internet Explorer and displays either the sign-up page for the Internet service provider (ISP) that comes with your computer or a list of providers for you to choose from.

To create an Internet account

1. Choose an Internet service provider, if one is not included with your computer.
2. Complete the sign-up process for the provider.

Notes

- The sign-up process will vary, depending on the provider you use. The sign-up pages for your provider should include instructions that guide you through the sign-up process. Make sure you follow these instructions carefully.
 - If you encounter a problem while signing up, contact your Internet service provider.
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- [Go to Step 3: Setting up your Internet software.](#)
 - [Go back to the Overview.](#)

Step 3: Setting up your Internet software

After you have signed up for an Internet account, the Internet Connection wizard will start a Setup program to install and configure the Internet software required by your service provider.

To set up the Internet software correctly, follow the instructions on the Setup screen. After your software has been set up, you can begin exploring the Internet.

Note

- If you encounter a problem while setting up the Internet software, contact your Internet service provider.

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- I'm finished. Close Help.
 - Go back to the Overview.

After you are connected to the Internet and have an Internet account, you need special software to use the features available on the Internet. Examples of Internet software are:

- A browser for viewing the World Wide Web
- A newsreader for reading and posting news on newsgroups or bulletin boards
- Chat software for participating in online conversations
- An e-mail program for sending and receiving electronic mail

An Internet service provider maintains a server that is directly connected to the Internet. To connect your computer to the Internet, you use a modem to dial into this server. In exchange for this service, a provider charges you for the time you spend using the Internet.

The Internet is a collection of computer networks that connects millions of computers around the world, including the one on your desktop. It is also a vast source of information that is constantly changing and expanding. Since its creation in the 1970s, it has grown exponentially and is now used by millions of people, from those in commercial and educational institutions to individual consumers.

Internet Connection Wizard Troubleshooter

This troubleshooter will help you solve the problem that the Internet Connection wizard encountered while connecting to the Internet Referral Service or the sign-up service for your Internet service provider.

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

What's wrong?

- [The Internet Connection wizard could not detect or access my modem.](#)
- [The Internet Connection wizard could not detect a dial tone.](#)
- [I hear a busy signal.](#)
- [I hear a message from the operator.](#)
- [I hear a ring, but there is no answer or a person answers.](#)
- [A modem answers, but the Internet Connection wizard cannot establish a connection.](#)
- [My modem disconnects while I'm signing up or using the Internet Referral Service.](#)
- [My modem is fine, but I still can't connect.](#)
- [I have signed up for an Internet account, but can't set up the Internet software.](#)

Are you using more than one modem?

- No.
- Yes, at least two modems are installed on my computer.

Select a different modem

- 1 In the Could Not Connect screen, select a different modem in the Current Modem list.
- 2 Click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Close other programs

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

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?


Check the power to your modem

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

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Uninstall and reinstall your modem

- 1 Click here  to go to Modem properties.
- 2 Select the modem you are trying to use to set up your Internet connection, and then click Remove.
- 3 Click Add, and then follow the steps for installing a modem to reinstall your modem.
- 4 In the Could Not Connect screen, click Cancel.
- 5 On the desktop, click Get Connected To The Internet to restart the Internet Connection wizard.


Check your cables

- 1 If you are using an internal or external modem, make sure the "Wall" or "Line" end of your modem cable is connected to a telephone service jack in the wall (often referred to as a wall jack).
- 2 If you are using an external modem, make sure the "Phone" end of your modem cable is plugged into your telephone.
- 3 Make sure all cable connections are secure.
- 4 Verify that your phone cable is working by trying it with your telephone or replacing it with a cable that you know works.
- 5 Click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Listen for a dial tone

- 1 Click here  to view Modem properties.
- 2 If the Speaker Volume option is available, make sure it is not set to Low.
- 3 Click OK, and then click Redial.

Did you hear a dial tone?

- Yes. What should I do next?
- No. What else could be wrong?

Check the tone/pulse dialing setting

- 1 In the Could Not Connect screen, click Dialing Properties.
- 2 Make sure the Tone or Pulse setting is correct for your telephone system.
- 3 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

You might have an incompatible modem

Your modem might be incompatible with your telephone system.

- For more information, see the documentation that comes with your modem. You can also try contacting your telephone company or your phone-system administrator.
- Go back to the beginning of the troubleshooter.
- Close the troubleshooter.

Contact your telephone company or phone-system administrator

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

- Contact your local telephone company or phone system.
- Go back to the beginning of the troubleshooter.
- Close the troubleshooter.

Redial the current phone number

- Click Redial a few times to try redialing the current phone number.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Try a different phone number

- 1 In the Could Not Connect screen, click Phone Book.
- 2 In the Phone Number list, click a new phone number.

There might be a toll-free number you can use to sign up for Internet access. If not, you might need to make a long-distance call. After you have signed up, your Internet service provider will give you a local access number to access the Internet, if one is available.

- 3 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

What message do you get?

- "You must first dial 1 and then the area code."
- I get a different message.

Specify the call as long distance

- 1 In the Could Not Connect screen, Click Dialing Properties.
- 2 Make sure the Dial As Long Distance check box is selected.
- 3 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Check the dialing settings for your location

1 In the Could Not Connect screen, click Dialing Properties.

2 Make sure the settings in To Access An Outside Line are correct for your telephone system.

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

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

4 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?


Check the call waiting setting

- 1 In the Could Not Connect screen, click Dialing Properties.
- 2 If your telephone system has call waiting, it should be turned off while you are dialing from your computer. You can turn it off by clicking the appropriate value for your telephone system in the To Disable It, Dial list.
For example, clicking *70 turns off call waiting on many phone systems. If you are not sure which value to use, contact your telephone company or your phone-system administrator.
- 3 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?


Check error and flow control settings

- 1 Click here  to view Modem properties.
- 2 Click Properties.
- 3 Make sure the Only Connect At This Speed check box is clear.
- 4 If the Speaker Volume option is available, make sure the volume is not set to Low. Listening to the modem speaker can help you troubleshoot problems with your modem.
- 5 On the Connection tab, click Advanced.
 - If the Use Error Control and Compress Data settings are available, make sure that they are selected, and that Required To Connect is not selected.
 - If the Use Flow Control and Hardware (RTS/CTS) settings are available, make sure they are selected.
- 6 Click Record A Log File to create a log file named Modemlog.txt in your Windows folder. This will be useful if you have to call Customer Support.
- 7 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?
- Error and flow control settings are not available.

Run modem diagnostics and adjust maximum speed

- 1 Close all programs that use the communications port currently selected by MSN.
- 2 Click here  to view Modem properties.
- 3 Click the Diagnostics tab.
- 4 Click the communications port you are using, and then click More Info.
The port information section contains the highest speed your UART (Universal Asynchronous Receiver Transmitter) can support.
- 5 On the General tab, click Properties.
- 6 Set the maximum speed to the highest speed listed in step 4.
- 7 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Check your ID and Password

When you signed up for an Internet account, you chose a member ID and password. Make sure you typed your ID and password correctly.

Did this fix the problem?

Yes. Close the troubleshooter.

No. What else could be wrong?

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

If someone else has picked up a telephone that uses the same phone line as your modem, your connection will be interrupted. After the other person has hung up, click Redial to re-establish your connection.

Did this fix the problem?

Yes. Close the troubleshooter.

No. What else could be wrong?

Redial the current phone number

Click Redial a few times to try redialing the current phone number.

Did this fix the problem?

Yes. Close the troubleshooter.

No. What else could be wrong?

Try a different phone number

- 1 In the Could Not Connect screen, click Phone Book.
- 2 In the Phone Number list, click a new phone number.

There might be a toll-free number you can use to sign-up for Internet access. If not, you might need to make a long-distance call. After you have signed up, your Internet service provider will give you a local access number to access the Internet, if one is available.

- 3 Click OK, and then click Redial.

Did this fix the problem?

- Yes. Close the troubleshooter.
- No. What else could be wrong?

Next steps

You've run into a problem that the Internet Connection Wizard Troubleshooter can't help you solve. The network or the server you are trying to connect to might be down for updates or repairs. Try waiting a while and then running the Internet Connection wizard again.

If you still encounter problems and are trying to connect to the Internet Referral Server, see the SUPPORT.TXT Readme for product support phone numbers. If you are trying to connect to the sign-up page for an Internet service provider, contact the service provider's customer support.

[Go back to the beginning of this troubleshooter.](#)

[Close this troubleshooter.](#)

