To view a list of topics, click Help Topics.

Member Support phone numbers

To view the list of telephone numbers, insert the MSN CD into your computer. It will start automatically. When the MSN screen appears, click on the *Connection Troubleshooter* option and choose Member Support Phone Numbers.

If you do not have your CD, you can also access the list of telephone numbers from the Connection.hlp file on your hard drive. To view the list of telephone numbers from your hard drive, follow these steps:

1. Click the Start button, and then point to Find.
2. Click Files or Folders.
3. In the Named box, type Connection.hlp.
4. Click Find Now.
5. Double-click Connection.hlp to open the file.

{button ,AL("A_SignupProblems;A_DisplayingHomeWindow")} Related Topics

To view a list of topics, click Help Topics.

Frequently asked questions about signup

To see the answer to a question, click a button.

▣_____How do I read the price list after I have signed up?

▣_____How do I read the membership agreement after I have signed up?

▣_____How do I change my payment method to a different credit card type or account number?

To view the price list

1 In <u>MSN Central,</u> click the Tools menu, point to Billing, and then click Subscriptions.

2 If you want to change your subscription, click Change.

Frequently asked questions about e-mail

To see the answer to a question, click a button.

🔲   How do I send the e-mail messages that are in my Outbox?

🔲   I send e-mail messages, but people never get them. What should I do?

To send e-mail messages from your Outbox

▶   Click the Tools menu, and then click Deliver Mail Now.

Why don't people receive my e-mail messages?

The messages may be in your Outbox. To send them:
▸   Click the Tools menu, and then click Deliver Mail Now.

Frequently asked questions about shortcuts

To see the answer to a question, click a button.

[ ]_____What are shortcuts?

[ ]_____What's the difference between shortcuts and Favorite Places?

[ ]_____When should I use Favorite Places and when shortcuts?

[ ]_____How do I create a shortcut to a specific service?

[ ]_____How do I use a shortcut?

Shortcuts

A shortcut is an icon you can double-click to go directly to a specific place. For example, on MSN you can create a shortcut for a folder, bulletin board, chat session, or any other place you want to return to quickly.

You can place shortcuts anywhere on your desktop or in any folder that is not on MSN. You can also share shortcuts with other people. For example, you can send a shortcut to another MSN member through e-mail or by attaching it a bulletin board message you post.

When to use Favorite Places and shortcuts

Designate an item or service on MSN as a Favorite Place if you want to return to it often while you're connected to MSN.

Create a shortcut for an item or service on MSN if you want to return to it often from your desktop or from another Windows 95 folder, or send it to others by e-mail or in a bulletin board message.

Frequently asked questions about bulletin boards

To see the answer to a question, click a button.

■_____What is a thread?

■_____How do I create a message within a bulletin board?

■_____How do I attach a file to a bulletin board message?

■_____How do I copy (download) a file that I see in a message?

■_____Is there a way to sort or group messages?

■_____Why is the time wrong on the messages I post?

Threads

Threads (or conversations) are messages on the same subject within a bulletin board.

For example, if a member posts a request to a Chinese food bulletin board for a recipe for sweet-and-sour pork, all responses to that request will be part of a thread or conversation.

{button ,AL("A_BBSFilesWindow ")} Related Topics

The time on bulletin board messages

When you post a bulletin board message, it's stamped with the Greenwich Mean Time (GMT) that the message arrives at MSN, not the time you post it.

When you view bulletin board messages, the time shown is the time they were posted relative to your local time. It's at this step that GMT times of all messages are translated to your local time. (When you set up Windows 95, the time zone you choose gives the time as GMT+/- X hours.)

If your postings are off by an hour you may have the Adjust For Daylight Saving Time box selected in your Date/Time dialog box.

{button ,AL("A_FAQBBSTimeAdjust")} Related Topics

To clear the Adjust For Daylight Saving Time Box

1 Click the Start button on the <u>taskbar.</u> Click the Start menu, click Settings, and then click Control Panel.

2 Double-click the Date/Time icon.

3 Click the Time Zone tab.

4 Clear the Adjust For Daylight Saving Time box, and then click Apply.

To upgrade MSN

▶ When you sign in to MSN, if an upgrade is available, you will automatically be notified.

Frequently asked questions about chat

To see the answer to a question, click a button.

▣_____How do I start a new line in the Compose pane?

▣_____How do I indent a line in the Compose pane?

▣_____How do I print a chat history?

▣_____How do I convey emotions and gestures?

▣_____What common abbreviations are used in chats?

To reinstall MSN

1 Click the Start button, and then point to Settings.

2 Click Control Panel, and then double-click the Add/Remove Programs icon.

3 Click the Windows Setup tab.

4 Click The Microsoft Network to clear the check, and then click Apply.

5 Check The Microsoft Network, and then click OK.

6 Insert your Windows CD or floppy disk as prompted.

MSN Signup and Access Troubleshooter

This troubleshooter will help you identify and solve problems you may encounter when trying to sign up or connect to MSN. Just click to answer the questions, and try the suggested steps to fix the problem.

What's wrong?

I am trying to sign up and I can't connect to MSN.
I have already signed up to MSN successfully, but I cannot connect to MSN now.
My modem disconnects while I'm using MSN.
I can't find a local phone number.
I can't connect via another Internet access provider.
I can't connect via my local area network.
I can't connect via an MSN access server.

Member Support phone numbers

What kind of problem is occurring during signup?

☐   I get an error message from the operator.

☐   I get a modem busy, modem not found, or no dial tone error message.

☐   I hear a busy signal.

☐   I hear it ring, but no modem answers.

☐   The Connection Settings dialog box appears with a Try Again button.

☐   I want to connect using another Internet access provider.

☐   I want to connect using my local area network (LAN).

What kind of problem is occurring?

There is a problem connecting via modem.

There is a problem connecting via another Internet access provider.

There is a problem connecting via my local area network (LAN)..

There is a problem connecting via an MSN access server.

What kind of problem is occurring?

- I hear a busy signal.
- I get the wrong number.
- I hear it ring, but no modem answers.
- I get an error message from MSN.
- I get an error message from the operator.

Which MSN error did you receive?

- I get a "Modem busy" or "Modem cannot be found" message.
- I get a "No dial tone" message.
- I get a "Cannot find carrier" message.
- I get a "The access numbers you selected are busy" message.

What service type do you have selected?

I am using The Microsoft Network service type.

I am using the Internet and The Microsoft Network service type.

Choose an option

There may not yet be a local number for your location. There are three options:

- Use a local phone number that does not provide Internet access.
- Since new phone numbers are added regularly, you can download the latest access numbers. (You may want to try this every few months until a local number is available.)
- Choose the closest number and pay for long distance calls. Close this troubleshooter.

Choose a local number that doesn't provide Internet access

1 In the Connection Settings dialog box, click Access Numbers.

2 In the Service Type box, click The Microsoft Network.

3 Select a local number.

Did this fix the problem?

☐   Yes. Close this troubleshooter.

☐   No. There is still no local number for my location.

Get the latest access numbers

1 In the Connection Settings dialog box, click Access Numbers.

2 Click Change, and then choose the closest phone number.

3 Connect to MSN.

4 Click the Tools menu, and then click Connection Settings.

5 Click Access Numbers.

If new numbers are available, they will be downloaded automatically.

Did this fix the problem?

☐   Yes. Close this troubleshooter.

☐   No. There is still no local number for my location.

Request a local phone number

1 In the Connection Settings dialog box, click Access Numbers.

2 Click Change, and then choose the closest phone number.

3 Connect to MSN.

4 On MSN Central, click Member Assistance, and find the suggestion box.

5 Double-click the suggestion box, and request that a local phone number for your area be added.

Try checking every few months to see if a local number has been added.

Close this troubleshooter.
Go back to the beginning of this troubleshooter.

Identify your modem type

Select your modem type.

▪   I have an external modem.
▪   I have an internal modem.

Check your modem cables and configuration

1 Make sure your modem is switched on and has power.

2 Make sure your communications port and modem are connected with the correct cable.

3 Make sure all cable connections are secure.

4 Make sure the cables on your modem are connected to the correct place. "Wall" or "Line" on your modem should be connected to your telephone service jack or wall jack and "Phone" should be connected to your telephone.

5 Look at the cable ends, making sure there are no bent or broken pins, and look for cuts or crimps in the cable. Try a known good cable if available.

6 Try connecting to MSN again.

Did this fix the problem?

▣_____ Yes. Close this troubleshooter.
▣_____ No. What else could be wrong?

Try a different local access number for your location

1 In the Connection Settings dialog box, click Access Numbers.

2 Click Change for your primary and backup access numbers.

3 If there is a different local number available, click it, and try connecting to MSN again.

Did this fix the problem?

▢   Yes. Close this troubleshooter.

▢   No. What else could be wrong?

Try the call again

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

Did this fix the problem?

Yes. Close this troubleshooter.

No. What else could be wrong?

Check your cables

1 Make sure "Wall" or "Line" on your modem is connected to your telephone service jack (often referred to as wall jack) and "Phone" is connected to your telephone.

2 Make sure all cable connections are secure.

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

4 Try connecting to MSN again.

Did this fix the problem?

Yes. Close this troubleshooter.

No. What else could be wrong?

Listen for a dial and modem tone

☐ Dial the phone number that appeared in the Calling dialog box (with no + sign) from your telephone.

If you do not hear a modem tone, your organization or telephone may not allow this type of outside call, or may require an additional access code.

Contact your local telephone company or phone system administrator if you do not hear a dial tone and/or modem tone.

Did you hear a dial tone and modem tone?

☐ I heard a dial tone but no modem answers. Call Member Support.

☐ I heard a dial tone and a modem tone. What should I do next?

☐ No. Close this troubleshooter.

Close other programs

1 Close all programs that may be using the communication port currently selected by MSN, such as any fax software, Hyperterminal, or Phone Dialer.

2 Try to connect to MSN again.

Did this fix the problem?

☐   Yes. Close this 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 use to connect to MSN, and then click Remove.

3 Click Add, and then follow the steps for installing a new modem.

Did this fix the problem?

Yes. Close this troubleshooter.

No. What else could be wrong?

Check your location settings

1 In the Connection Settings dialog box, click Dialing Properties.

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

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

4 Try connecting to MSN again.

Did this fix the problem?
Yes. Close this troubleshooter.
No. What else could be wrong?

Check error and flow control settings

1 In the Connection Settings dialog box, click Modem Settings.

2 Make sure Only Connect At This Speed is disabled.

3 Click the Connection tab, and then click Advanced.

If the Error and Flow control settings are not available, click the third button below. Otherwise:

- Make sure Use Error Control and Compress Data are checked, and Required To Connect is not checked.
- Make sure Use Flow Control and Hardware (RTS/CTS) are checked.

4 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 Member Support.

Did this fix the problem?

☐   Yes. Close this 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 communication port currently selected by MSN.

  2 Click here ▣ to view Modem properties.

3   Click the Diagnostics tab.

4   Click the modem and communication port currently selected by MSN, and then click More Info.

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

5   Double-click the MSN icon on your desktop, click Settings, and then click Modem Settings.

6   Set the maximum speed to the highest speed listed in step 4.

  7 Try connecting to MSN again.

Did this fix the problem?

▢   Yes. Close this troubleshooter.

▢   No. What else could be wrong?

Try again

A busy signup number may mean that MSN is being heavily used in your area.

　　　Try the call again.

Did this fix the problem?
　　　Yes. Close this troubleshooter.
　　　No. What else could be wrong?

Next steps

You've run into a problem that the Signup and Access Troubleshooter can't help you solve.

For more information, call MSN Member Support.

Display phone numbers for MSN Member Support.
Go back to the beginning of this troubleshooter.
Go to the Windows 95 modem troubleshooter.
Close this troubleshooter.

Next steps

Connect to your Internet access provider using the instructions or software they have provided. Then try to reach MSN's web site with the Ping utility. Click Start on the taskbar, then select Programs, MS-DOS Prompt. At the DOS prompt, type **ping www.home.msn.com** to attempt to verify that you can reach the MSN web site on the World Wide Web (WWW).

If you can reach the MSN web site, you will see a line that looks like this:

   Pinging machine-name IP-address with 32 bytes of data

followed by multiple messages (usually four) that look like this:

   Reply from IP-address: bytes=32 time=17ms TTL=32

If you are unable to connect to this site, a message with the phrase "bad IP address" may be displayed. If you cannot reach MSN's web site, contact the technical support organization for your Internet access provider. Technical support may be available from your provider via a WWW site.

Once you have full TCP access to the Internet and are able to successfully "ping" the MSN web site you are ready to sign in to MSN. To connect to MSN, double-click the MSN icon on the desktop, click Settings and choose Connect using another Internet access provider.

Note:

▪   Not all Internet access providers supply standard TCP/IP networking and software that is compatible with Windows 95. Be sure to check with your provider if there is any doubt.

▪   For more information, look up Connecting to the Internet using Dial-Up Networking in the Windows 95 help index.

▪   Go back to the beginning of this troubleshooter.

▪   Close this troubleshooter.

Next steps

Try to reach MSN's web site with the Ping utility. Click Start on the taskbar, then select Programs, MS-DOS Prompt. At the DOS prompt, type **ping www.home.msn.com** to attempt to verify that you can reach   the MSN web site on the World Wide Web (WWW).

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Pinging machine-name IP-address with 32 bytes of data

followed by multiple messages (usually four) that look like this:

Reply from IP-address: bytes=32 time=17ms TTL=32

If you are unable to connect to this site, a message with the phrase "bad IP address" may be displayed. If you cannot reach MSN's web site, contact your LAN administrator for help in connecting to the Internet.

Once you have established Internet connectivity, you are ready to sign in to MSN. To connect to MSN, double-click the MSN icon on the desktop, click Settings and choose Connect using my local area network.

If you are still unable to connect to MSN, you may have a security firewall that prevents you from using MSN. Your configuration must be transparent to MSN protocols and must allow you to connect to TCP port 569. Contact your LAN administrator for more information.

▪   Go back to the beginning of this troubleshooter.
▪   Close this troubleshooter.

Next steps

You've run into a problem that the Signup and Access Troubleshooter can't help you solve. For more information, call your LAN manager or system administrator for assistance.

Go back to the beginning of this troubleshooter.
Close this troubleshooter.

Signup is via modem only

You must connect to MSN via a modem for signup.

▢_____Go back to the beginning of this troubleshooter.
▢_____Close this troubleshooter.

Signup is via modem only

You must connect to MSN via a modem for signup.

☐   <u>Go back to the beginning of this troubleshooter.</u>
☐   <u>Close this troubleshooter.</u>