

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

- ▶ In the Microsoft Internet Explorer group, double-click Connection Wizard.

For an overview of the Internet Connection Wizard, click [Overview](#).

 [Overview](#)

Overview of the Internet Connection Wizard

Depending on the task you are performing, the Internet Connection Wizard offers one of the following sets of options that you can choose from to connect your computer to the [Internet](#). For more information, click a button below. If you encounter problems while setting up an Internet connection, click Troubleshooting.

If you are setting up an Internet account

- [Automatic](#)
- [Manual](#)

If you are setting up an Internet Mail or Internet News account

- [Connect using my phone line](#)
- [Connect using my Local Area Network](#)
- [I will establish my Internet connection manually](#)

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- [Troubleshooting](#)

Automatic setup

Choose this option if you want to connect to the [Internet](#) but haven't signed up for an account with an [Internet service provider](#) (ISP). The Internet Connection Wizard performs the following tasks to prepare you to use the Internet.

For more information about a particular task below, click it.

- [Sign up for an Internet account.](#)
 - [Set up the software required to use your Internet account.](#)
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- [Go back to the Overview.](#)

Signing up for an Internet account

When you sign up for an Internet account, the Internet Connection Wizard asks you to provide information about your location, such as your area or city code and the first three digits of your phone number. The wizard uses this information to connect you to either the Microsoft [Internet Referral Service](#) or the sign-up page for a specific Internet service provider so that you can sign up for an Internet account.

To create an Internet account

- 1 If you are presented with a list of Internet service providers, choose the provider with which you want to create an account.
- 2 Complete the sign-up process for the provider.

Notes

- If you are using a telephone system within a company, make sure you first dial the number that you need to access an outside line. For example, you might need to dial 9.
- The sign-up process varies, 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 the Internet service provider.

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-  [Go to the next task, Setting Up Your Internet Software.](#)
 -  [Go back to Automatic Setup.](#)
 -  [Go back to the Overview.](#)

Setting up your Internet software

After you have signed up for an Internet account, if your service provider requires [Internet software](#) other than Microsoft Internet Explorer, the Internet Connection Wizard may start a setup program to install and configure the software.

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.



[I'm finished. Close Help.](#)



[Go back to Automatic Setup.](#)



[Go back to the Overview .](#)

Manual setup using your phone line

The Internet Setup wizard makes it easy for you to manually set up a connection to the [Internet](#). You will need the following information from your Internet service provider to complete the Manual setup:

- The name of your Internet service provider
- Your user name and password
- The phone number you dial to connect to the Internet
- If necessary, the area and country code for the phone number that you dial to connect to the Internet
- Whether or not your service provider requires you to enter a specific Internet protocol (IP) address
- The Domain Name Server (DNS) address used by your service provider

Once you have obtained this information, you are ready to set up your Internet connection.

Note

- With the Manual option, you can set up your computer to connect to the Internet, but you will need to install any additional [Internet software](#) required by your service provider yourself. For more information, contact your service provider.

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- [I'm finished. Close Help.](#)
 - [Go back to the Overview .](#)

Connect using your Local Area Network

Select this option if you want to connect to the Internet using a proxy server on your Local Area Network (LAN) or if your LAN is directly connected to the Internet. If you're not sure how to configure your computer to access the Internet over your LAN, contact your network administrator.

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- [I'm finished. Close Help.](#)
 - [Go back to the Overview.](#)

I will establish my Internet connection manually

Choose this option if:

- Your computer is already set up to connect to the Internet.
- You already have an account with an Internet service provider (ISP).
- The Internet software required by your ISP is set up on your computer.
- You don't want to change your Internet settings.

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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 might 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.

Once you're connected to the Internet, you can access a wealth of information, including pages on the World Wide Web, newsgroups (BBS), news and weather information, software, and games.

The Internet Referral Service maintains a list of Internet service providers and describes the services and fees they offer. You can use this service to find out details about different service providers and then sign up with the one you want.

The Internet Referral Service is constantly expanding, adding new service providers to its list worldwide.

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 follow the suggested steps to fix the problem.

What's wrong?

- No modems appear in the Current Modems list.
- 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.

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, terminal, or dialing software.
- 2 In the Could Not Connect screen, 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 In the Could Not Connect screen, click Redial.

Did this fix the problem?

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

Reinstall your modem

- 1 In the Microsoft Internet Explorer group, double-click the connection that the Internet Connection Wizard created for you.
- 2 In the Connect To dialog box, click Properties.
- 3 On the Modem tab, click Change Modem, and then follow the instructions to reinstall your modem.
- 4 When you are finished installing your modem, click OK, and then click Close.
- 5 Double-click Connection Wizard to restart the Internet Connection Wizard.

Did this fix the problem?

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

Check your cables

- 1 If you are using an internal or external modem, make sure the "Wall" or "Line" end of your modem cable is connected to a telephone service jack in the wall (often called a "wall jack").
- 2 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 works.
- 5 In the Could Not Connect screen, click Redial.

Did this fix the problem?

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

Listen for a dial tone

- 1 If your modem has a volume control, make sure it is turned all the way up.
- 2 In the Could Not Connect screen, 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 Settings.
- 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 administrator.
- Go back to the beginning of the troubleshooter.
- Close the troubleshooter.

Redial the current phone number

- In the Could Not Connect screen, click Redial a few times to retry the current phone number.

Did this fix the problem?

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

Try a different phone number

The phone number you are dialing might not be working. Try one of the following:

Select a different phone number in the phone book

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

If there is not a toll-free number in the list, 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.

Type a different phone number in the Could Not Connect screen

- 1 In the The Current Number Will Be Dialed As box, type a new phone number.

You must type the phone number exactly as it will be dialed. If necessary, you may need to add a number (for example, 9) to access an outside line, a country code, an area code, or dial 1 if you are dialing long distance.

- 2 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 Settings.
- 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 Settings.
- 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 first dial 9 (or some other number) 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 Settings.
- 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 list titled To Disable It, Dial.
For example, when you click *70, it 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 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, in the Could Not Connect screen, click Redial to reestablish your connection.

Did this fix the problem?

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

Redial the current phone number

- In the Could Not Connect screen, click Redial again to retry the 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 may 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 awhile and then running the Internet Connection Wizard again.

If you still encounter problems and are trying to connect to the Internet Referral Server, contact product support. 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.

