

**CM4 CM6 and LtM 33**

**CT 8**

**CT 15 and CT 42**

**CT 16 and CT 25**

**CT 17**

**CT 18**

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**CT 29 and CT 46**

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## **CM 4 CM 6 AND LTM 33 Errors**

The connection between the PC and PRODIGY's local site was lost.

Check in Setup that you have the correct Network Symbol for the telephone number you are calling.

Please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression. Use Assist to add the proper command to your Setup.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

There may be excessive noise on the line. Try dialing another nearby PRODIGY phone number.

## **CT 8 Errors**

The modem's response to the dial command was not valid. The modem initialization string that the PRODIGY software has selected does not appear to be working with your modem.

Please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

## **CT 15 and CT 42 Errors**

Modem response to the ATE0 command was not valid.

If you have an external modem, exit the PRODIGY software, turn the modem off and on, and restart PRODIGY.

Your modem may not support the modem speed you specified in the Set-up window of the PRODIGY software. Choose a lower modem speed and try dialing the PRODIGY service again.

There may be a communications port or IRQ conflict. Use the option to check Com Ports in Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

If you have set your modem speed to 14,400 bps, be sure that High Speed Modem Support is enabled in your Setup.

The PRODIGY software may be attempting to communicate with your modem at a DTE rate not supported by your modem.

## **CT 16 and CT 25 Errors**

The modem dialed and returned "No Carrier".

If you have been able to connect to the PRODIGY service before, then the number you are dialing may be busy or having technical difficulties. Try using your alternate phone number or try the service again later.

Make sure you are not dialing your own phone number.

Check to make sure that your telephone line is plugged in and working properly.

Check to see that you are not dialing an invalid prefix such as 1 , 1170, \*70 or your area code when it is not needed. If you are calling from an office you may need a 9 to get an outside line.

You may have selected the wrong Modem Speed. Please refer to your modem manual to ensure that your modem supports the speed you have selected in Setup.

Check to see if you have the type of phone service set to the correct setting (i.e., PULSE if you have a rotary dial phone or TONE if you have a touch tone phone).

Please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

If you are running a fax program in the background, try disabling it before running the PRODIGY software.

## **CT 17 Errors**

The modem was unable to detect a dial tone.

Check to make sure that your telephone line from the modem to the wall jack is plugged in and working properly. For example, plug a telephone cable into your wall jack, then plug the other end of the cable into your modem where it says "Line", "Wall", or "Telco".

## **CT 18**

The modem has detected a busy signal

Make sure you are not dialing your own phone number or an incorrect number. A simple test is to pick up the phone and dial the number you entered for the PRODIGY service. If you hear a high pitch tone when the other phone answers then the number is valid. If not, check the number again and repeat the test until you get the high pitch tone.

Try dialing your alternate phone number or look up another number close to you in the PRODIGY Phone Directory.

Try again later.

## **CT 20 and CT 24 Errors**

The PRODIGY Software cannot communicate with your modem.

Use the Com Ports utility included with Assist to determine the Com Port of your modem.

Check your Setup to insure that the Com Port is set to the setting of your modem.

Open the Main group. Click on Control Panel. Click on Ports. Click on the Com Port that your modem is on. Be sure that the address and IRQ match the configuration of your modem.

There may be a communications port or IRQ conflict. Use the Com Ports utility included with Assist to help locate the problem. If a conflict is detected, please consult your modem manual for instructions on changing the modem's setup.

Try changing your Modem Type to "1" in your Setup.

If you have set your modem speed to 14,400 bps, be sure that High Speed Modem Support is enabled in your Setup.

## **CT 29 and CT 46 Errors**

The modem connected to the PRODIGY network but was unable to logon to the PRODIGY service.

The PRODIGY phone number that you dialed may be having technical problems. Please try again later.

Check your Setup to make sure that you are using the correct Network Symbol for the number you are dialing.

Please refer to your modem manual for the proper modem commands that will disable MNP Error Correction, Software (XON/XOFF) Flow Control and/or Data Compression.

Try using the Network Symbol "R" for the number you are dialing.

## **CT 21 Errors**

The PRODIGY software file MODM002.TXT cannot be found.

Reinstall the PRODIGY software

## **CT 35 and CT 45 Errors**

The PRODIGY software file, SCRIPT.Y or SCRIPT.R, is missing or corrupted.

Reinstall the PRODIGY software from the original Installation disk.

## **CT 36 Errors**

The modem did not respond correctly to the ATD command.

Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.

An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory and add the following line:

```
modem type=1
```

## **CT 39 Errors**

The modem did not respond correctly to the initialization commands.

You may have appended an invalid custom modem command using ASSIST. Try removing it or appending another modem command.

Use the ASSIST Utility located in your PRODIGY directory to determine if you have a Com Port conflict. If you do, contact your computer dealer for details on how to fix it.

An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: ASSIST 1

## **CT 41 Errors**

The modem does not support the S registers contained in the modem initialization string.

Use the ASSIST Utility located in your PRODIGY directory to help locate the problem.

An alternate method is to use ASSIST to edit the PRODIGY.INI file in your PRODIGY directory. At the DOS prompt, type: ASSIST 1

## **OE 6 Errors and Graphics Problems**

The PRODIGY software has encountered a Windows (TM) general protection fault. This is more than likely due to compatibility issues with your current video drivers.

Launch ASSIST and select Expert Mode. Select Compatibility and then select Graphics Drivers. From here, change your video decoder by selecting Yes. This will only effect your PRODIGY sessions, and has no bearing on any other application.

If, after trying the more compatible video decoder, you still experience OE6 errors, or "garbled" characters on your screen, please contact your video card manufacturer for an updated video driver.

## Using WinAssist

WinAssist is a collection of utilities that help isolate potential problems and display information about your system.

Double-click the WinAssist icon to use this utility. You can use the link below to access the WinAssist help file.

[WinAssist Help](#)

Troubleshooting Help was compiled by M. Lamuniere and R. Kuss. 1995

# Troubleshooting

Select an error code from the list below:

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[CT 20 and CT24](#)

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