

## **EarthLink Network, Inc. EarthLink Dialer**



The EarthLink Dialer is a new interface for Windows 95 Dial-Up Networking. It supports multiple accounts, locations dialing, and numbers, making connecting to EarthLink an easy and quick process. The configuration section contains an easy to use screen for access number updates and changes as well as an event log that will provide information regarding your calls.

### **About EarthLink Dialer**

### **Contacting EarthLinkIDH\_TADIAL\_CONTACT**

### **Technical Assistance**

### **Main Connection Screen**

### **Configure Screen**

#### **Phone Numbers**

#### **Dial-Up Networking**

#### **Event Log**

### **How To...**

#### **Change Account Information**

#### **Change Password**

#### **Change Username**

#### **Manually Add Phone Number**

### **Helpful Information**

#### **Basic Configuration**

#### **Frequently Asked Questions**

#### **General**

### **Troubleshooting**

#### **Basic Configuration**

#### **Dialer Error Messages**

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## **EarthLink Dialer**

In the configure section of the Dialer you can adjust various information related to the selected connection. It is useful if you want to change the access number used in connecting, adjust auto-dial and redialing options, and view your event log.

### **Configure Screen**

**Phone Numbers Tab**

**Dial-Up Networking Tab**

**Event Log Tab**

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# EarthLink Dialer

## Connection Screen

The EarthLink Dialer is your gateway to the Internet. From here you can decide what Dial-Up Networking connections you want to use, select alternate access numbers to connect to, or even different dialing locations.



[See Picture of the connection screen](#)

If you are having problems connecting to EarthLink check our [troubleshooting](#) section for some common error messages and solutions.

Use the following account	Shows the name of the account used when establishing a connection to EarthLink.
User name	Type your EarthLink username.
Password	Type your EarthLink password. If you don't want to type your password each time you connect, click Save Password.
Save password	Specifies whether the computer remembers your password or if you must type it each time you connect. The password will only be saved for this connection icon and this username. You must establish a successful connection before the password will be saved.
Phone number	Displays the access number to connect to EarthLink. The number displayed is the one you entered when you created the connection. To change the number temporarily, you can modify it here. To change the number permanently, click the Configure button. If you modify the number directly, information in the Dial Properties dialog box is ignored. If you want to use a calling card, or if you have changed your dialing location, click Dial Properties.
Dialing from	Specifies where you are calling from. To change information about a location or define a new location, click Dial Properties. To change to a different location, select one from the list.
Dial Properties	Specify how the call will be dialed. This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dial-prefix, country code, or area code automatically.
Connect	Dials the specified access number to connect to EarthLink.
Configure	Adjust connection settings related to the selected account. This is useful if you want to change the access number used in connecting, adjust auto-dial and redialing options, and view your event log.
Cancel	Quits the EarthLink Dialer.

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# EarthLink Dialer

## Phone Numbers

The phone numbers tab allows you to adjust all the access numbers used to connect to EarthLink. From here you update to the latest list of access numbers, adjust what numbers you will call and even the order they call in. You may also configure different access number for different locations if your one of those people who move your computer around.



See Picture of the Phone Numbers tab

Location	Specifies where you are calling from. To change information about a location or define a new location, click Dial Properties. To change to a different location, select one from the list.
Dial Properties	Specify how the call will be dialed. This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dial-prefix, country code, or area code automatically.
Country	Displays your current country code.
State	Displays your current state code.
Arrow Left	Adds the selected access number to the selected locations dialing list. If redial is turned on, these numbers will be called in sequence until a connection is established.
Arrow Right	Removes the selected access number from the selected locations dialing list.
Arrow Up	Moves the selected access number up one place towards the top of the redialing list.
Arrow Down	Moves the selected access number down one place from the top of the redialing list.
Phone numbers to dial for current location	Displays a list of access numbers that will be dialed until a connection is established.
Back	Back up to the Update Information screen.
OK	Completes updating your account information.
Cancel	Quit without updating your account information.

**Note:** Before using your EarthLink access number, please check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.

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# EarthLink Dialer

## Dial-Up Networking

The Dial-Up Networking tab gives you the ability to determine what Dial-Up Networking connect to use if AutoConnect is enabled. AutoConnect is the ability to bypass the manual dialing procedure. When you start a program that requires a connection to the Internet, Windows will automatically launch the Dial-Up Networking connection specified and connect for you.



See Picture of the Dial-Up Networking tab

Connect to the Internet as needed	Connects you to the Internet using the Dial-Up Networking connection you specify in the Settings list. When this option is checked, a prompt is displayed if you try to view something on the Internet but have not yet established a connection. You can then connect to the Internet immediately from the prompt.
Use the following Dial-Up Networking connection	Lists the Dial-Up Networking connections that you have set up. Select the connection you want to use to connect to the Internet.
Prompt for information before dialing	If checked, displays selected account information before dialing. If not checked, dialer will automatically dial connection.
Launch browser when connected	If checked, the default browser will load after the dialer finishes establishing a connection. If not checked, a browser must be launched manually to browse the Internet.
Redial	Specifies whether Windows will redial the connection if the line is busy or doesn't answer, or if the connection is disrupted.
Retry Times	Specifies how many times Windows will redial a connection after failing to connect.
Wait Mins/Secs	Specifies the interval, in minutes and seconds, between each redial attempt.
OK	Closes the EarthLink Dialer Configuration and saves any changes you have made.
Cancel	Quit the EarthLink Dialer Configuration without saving any changes you have made.

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# EarthLink Dialer

## Event Log

The Event log is designed to show information regarding each connection you make to EarthLink. This information can be very helpful when having connection problems by providing the error messages reported by the dialer during the connection phase. If you are talking to an EarthLink Technical Support Representative, it is very likely they will go here and look at the logs to see the types of problems you have had connecting.



[See Picture of the Event Log tab](#)

If you are having problems connecting to EarthLink check our [troubleshooting](#) section for some common error messages and solutions.

Event log entries	Displays a list of message received from the dialer during the connection phase. This is useful if you are having connection problems and want a list of error messages reported by the dialer. The information shows the date, time, description of message, and phone number dialed.
Clear	Clears the Event Log. If the Event Log start to get too long, click this and it will remove the previous entries.
OK	Closes the EarthLink Dialer Configuration and saves any changes you have made.
Cancel	Quit the EarthLink Dialer Configuration without saving any changes you have made.

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3100 New York Drive  
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(626) 296-2400

<http://www.earthlink.net>

Member Support: (800) 395-8410

<http://help.earthlink.net>

<http://www.earthlink.net/assistance/techsupport>

<http://www.earthlink.net/assistance/billing/>

BBS: (800) 304-8765

Sales: (800) 395-8425

[sales@earthlink.net](mailto:sales@earthlink.net)

Business Sales (800) 511-2044

## **Username**

Your username will uniquely define your identity at EarthLink. While your username can be anything you wish, it is most common to use a combination of your first and last names. For example, if your name is Bob Smith you may want to consider the username "bsmith" or "bobs". However, another EarthLink user may have already taken a common username so you may need to be creative in your choice. Your username can be up to 12 characters long. It can consist of any combination of lowercase letters and numbers, however, cannot begin with a number or contain any punctuation and special characters.

Your Internet e-mail address will be your username followed by "**@earthlink.net**". Therefore your full Internet e-mail address might be "**bsmith@earthlink.net**".

To connect to EarthLink you must add **ELN/** (in uppercase) to your username. Therefore your username might be "**ELN/bsmith**".

**Remember:** Usernames and passwords are case sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

**Password**

Your password must be between 6 and 8 characters long. It can consist of any combination of letters and numbers. However, your password cannot contain any punctuation or special characters. For security reasons, avoid using your username or the word “**password**” as your password.

**Remember:** Usernames and passwords are case-sensitive, so all of the letters in your username and password should be lowercase. If you decide to use upper case letters make note so that you do not forget.

## **Helpful Information**

EarthLink understands that sometimes the Internet can be very confusing to a new user. With a little time and effort all problems and questions can be answered. Here you can find some answers to the most frequently asked questions our members ask. We also have provided the basic settings for connecting to the Internet and EarthLink. If you are having problems connecting, try the Troubleshooting section to find troubleshooting questions and answers to get you online. If you are online and have questions or need technical support information, feel free to look at our online help pages at:

<http://help.earthlink.net>

### **Basic Configuration Information**

### **Frequently Asked Questions**

### **Troubleshooting**

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## Basic Configuration Information

Regardless of which computer or operating system you are using, the basic configuration of your connection will be the same. Here are most of the settings you may need.

### **DNS Settings**

Primary DNS: 206.85.92.79  
Secondary DNS: 206.85.92.2  
Alternate DNS: 206.85.92.60  
Domain Name: earthlink.net

### **Mail Settings**

Outgoing Mail (SMTP) server: mail.earthlink.net  
Incoming Mail (POP3) server: mail.earthlink.net  
POP3 username: your EarthLink username without the ELN/  
POP Password: your password

### **News Settings**

News (NNTP) Settings: news.earthlink.net

### **Other Settings**

World Wide Web Setting: <http://www.earthlink.net>  
Your Free Homepage URL: <http://home.earthlink.net/~username>

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## EarthLink Network Support

Our EarthLink Network staff is dedicated to making your experience with the Internet an enjoyable and satisfying adventure. To assist you, we have developed several forms of support.

Billing inquiries:	<a href="http://www.earthlink.net/assistance/billing">http://www.earthlink.net/assistance/billing</a>
Web page support:	<a href="mailto:webmaster@earthlink.net">webmaster@earthlink.net</a>
Corporate web page support	<a href="mailto:websupport@earthlink.net">websupport@earthlink.net</a>
Customer service support:	<a href="http://www.earthlink.net/assistance/billing">http://www.earthlink.net/assistance/billing</a>
Comments and suggestions:	<a href="mailto:elnweb@earthlink.net">elnweb@earthlink.net</a>
Sales:	<a href="mailto:sales@earthlink.net">sales@earthlink.net</a>
Technical Support:	<a href="http://www.earthlink.net/assistance/techsupport">http://www.earthlink.net/assistance/techsupport</a>

Technical Support information may also be retrieved via:

<http://help.earthlink.net>

**Technical Support** (800) 395-8410

24 hours, 365 days a year.

When contacting Technical Support be ready to provide the following information

Additional important information:

**BBS** (800) 304-8765

24 hours, 365 days a year,

1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

System Status: <http://www.earthlink.net/assistance/status/status.html>

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1. The type of computer you have.
2. The type and version of operating system you are using  
(Windows 3.1, Windows 95, Macintosh 7.5.3, etc.)
3. The make and model of your modem.
4. The exact error message you are getting.
5. The access number you are using to connect to EarthLink.
6. The version of TotalAccess software you are using to connect  
to EarthLink, or information about other software you are using to connect.

## **EarthLink Network, Inc. About EarthLink Dialer**



The EarthLink Dialer is a new interface for Windows 95 Dial-Up Networking. It supports multiple accounts, locations dialing, and numbers, making connecting to EarthLink an easy and quick process. The configuration section contains an easy to use screen for access number updates and changes as well as an event log that will provide information regarding your calls if you are having connection problems.

### **About EarthLink Network**

#### **Updates**

#### **Bug Reports**

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EarthLink Network ([ELNK](#): NASDAQ), a publicly held, nationwide Internet access provider (IAP), is dedicated to making the Internet a relevant and useful communications tool by coupling fast and easy Internet access with content-rich products and services for individuals and businesses. Combining state-of-the-art technology, quality and user-friendly software, customer-oriented products, and unparalleled customer service, EarthLink has quickly established itself as an industry leader.

EarthLink's motto, "It's your Internet," truly speaks to the company's corporate philosophy; and through its actions, products and services, EarthLink has been recognized for - and continues to prove - its commitment to making the Internet a relevant, entertaining and personal tool for its members.

Software Updates for TotalAccess 2.0 will be made available for downloading from:

[http://www.earthlink.net/assistance/ta\\_update.html](http://www.earthlink.net/assistance/ta_update.html)

**BBS** (800) 304-8765

24 hours, 365 days a year,

1200 bps to 33,600 bps, 8 bits, no parity, 1 stop bit

Please send bug reports to <http://www.earthlink.net/assistance/support.html> Include your PC model, modem type, and any other pertinent information. If the bug is reproducible please describe the steps required to produce the error.

Stockholders, financial analysts and brokers seeking information about the company's financial affairs may contact:

Investor Relations Department

Tel: (626) 296-2438

Fax: (626) 296-4130

Email: [investors@earthlink.net](mailto:investors@earthlink.net)

**Domain Name Server (DNS)**

A computer that converts Internet names, such as `www.earthlink.net` or `news.earthlink.net` to their corresponding IP numbers, such as `206.250.94.20` or `206.250.94.20`.

**Usenet**

A world-wide system of discussion groups, with comments passed among hundreds of thousands of machines. Not all Usenet machines are on the Internet, maybe half. Usenet is completely decentralized, with over 10,000 discussion areas, called newsgroups.

**Email**

(Electronic mail) Messages, usually text, sent from one person to another across a computer network.

## Frequently Asked Questions

### A. How can I change my dialup number?

You can use the [Phone Numbers section](#) portion of your TotalAccess Dialer to change your dialup number.

### B. How can I check to see if there are any new EarthLink access numbers?

You can use the [Phone Numbers section](#) portion of your TotalAccess Dialer to find new access numbers.

Or go to:

<http://www.earthlink.net/company/iaccess.html>

### C. Can I give the software to a friend?

Yes. You may loan your TotalAccess software to anyone. However, they must establish their own account.

### D. How can I get a free month of access by referring a friend to EarthLink?

During the TotalAccess installation, the software will prompt your friend for the username of the person who referred him/her to EarthLink. Have your friend input your username. You will automatically be credited one free month for every friend you have sign up with EarthLink.

### E. How can I update my version of TotalAccess?

TotalAccess updates can be obtained from our World Wide Web page:

[http://www.earthlink.net/assistance/ta\\_update.html](http://www.earthlink.net/assistance/ta_update.html)

### F. How can I change my username or password?

You may update your account information at any time, without any charge. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your account information.

Or you can change the account information online, please use the form at:

<http://www.earthlink.net/assistance/billing>

To change your username or password please use the form at:

<http://www.earthlink.net/assistance/billing>

You will know your request has been completed when you are no longer able to log in with your old account information.

### G. How can I change my billing information?

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your account information.

Please allow 24 hours for your request to be processed.

### H. How can I contact EarthLink?

To find all contact information use the [EarthLink Network Support](#) page.


### I. What are EarthLink's hours of operation?

EarthLink technical support is open 24 hours a day, 7 days a week including all holidays.

EarthLink business hours are 9am to 5pm, Pacific Time.

## EarthLink Dialer

### Main Screen



The screenshot shows the 'Connect To EarthLink' dialog box. It has a blue title bar with a globe icon, a question mark, and a close button. The main area is light gray. At the top, it says 'Use the following account:' next to a globe icon. Below this is a dropdown menu showing 'EarthLink username'. A horizontal line separates this from the login fields. There are two text boxes: 'User name:' containing 'ELN/username' and 'Password:' containing 'xxxxxxx'. Below the password box is a checked checkbox labeled 'Save password'. Another horizontal line follows. There are two more dropdown menus: 'Phone number:' showing '999-9999' and 'Dialing from:' showing 'Default Location'. To the right of the 'Dialing from:' dropdown is a button labeled 'Dial Properties...'. At the bottom, there are four buttons: 'Connect' (with a dashed border), 'Configure...', 'Cancel', and 'Help'.

Connect To EarthLink

Use the following account:

EarthLink username

User name: ELN/username

Password: xxxxxxx

☒ Save password

Phone number: 999-9999

Dialing from: Default Location

Dial Properties...

Connect Configure... Cancel Help

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## EarthLink Dialer

### Phone Numbers

**Dialer Properties**

Phone Numbers | Dial-Up Networking | Event Log

Location: Default Location [v] [Dial Properties...]

Available EarthLink phone numbers:

Country: United States of America [v]

State/Province: CA [v]

Phone Number	City	Services
209-291-0167	Clovis	V.34,ISC
209-342-0103	Modesto	V.34,ISC
209-463-8859	Stockton	V.34,ISC
209-495-1007	Fresno	V.34,ISC
209-497-0200	Fresno	V.34,ISC
209-524-0197	Modesto	V.34
209-734-9606	Visalia	V.34,ISC
213-206-0100	Los Angeles	V.34,ISC

Phone numbers to dial for current location:

	Phone Number	City
1	626-639-0630	Pasadena

Please ensure that the phone number selected is a local number. You will be responsible for any charges incurred as a result of dialing a phone number that is not local to you.

OK Cancel Apply Help

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## EarthLink Dialer

### Dial-Up Networking

The screenshot shows the 'Dialer Properties' dialog box with the 'Dial-Up Networking' tab selected. The 'Phone Numbers' tab is also visible. The 'Dial-Up Connection' section contains a checkbox for 'Connect to the Internet as needed' (unchecked), a dropdown menu for 'Use the following Dial-Up Networking connection:' (set to 'EarthLink username'), and buttons for 'Add...' and 'Properties'. Below this are checkboxes for 'Prompt for information before dialing' (checked) and 'Launch browser when connected' (unchecked). The 'Redial' section has a checked checkbox, a 'Before giving up, retry:' spinner set to 10 times, and a 'Between tries, wait:' spinner set to 0 mins and 5 secs. At the bottom are 'OK', 'Cancel', 'Apply', and 'Help' buttons.

**Dialer Properties**

Phone Numbers | **Dial-Up Networking** | Event Log

**Dial-Up Connection**

☐ Connect to the Internet as needed

Use the following Dial-Up Networking connection:

EarthLink username

Add... Properties

☒ Prompt for information before dialing

☐ Launch browser when connected

☒ Redial

Before giving up, retry: 10 times

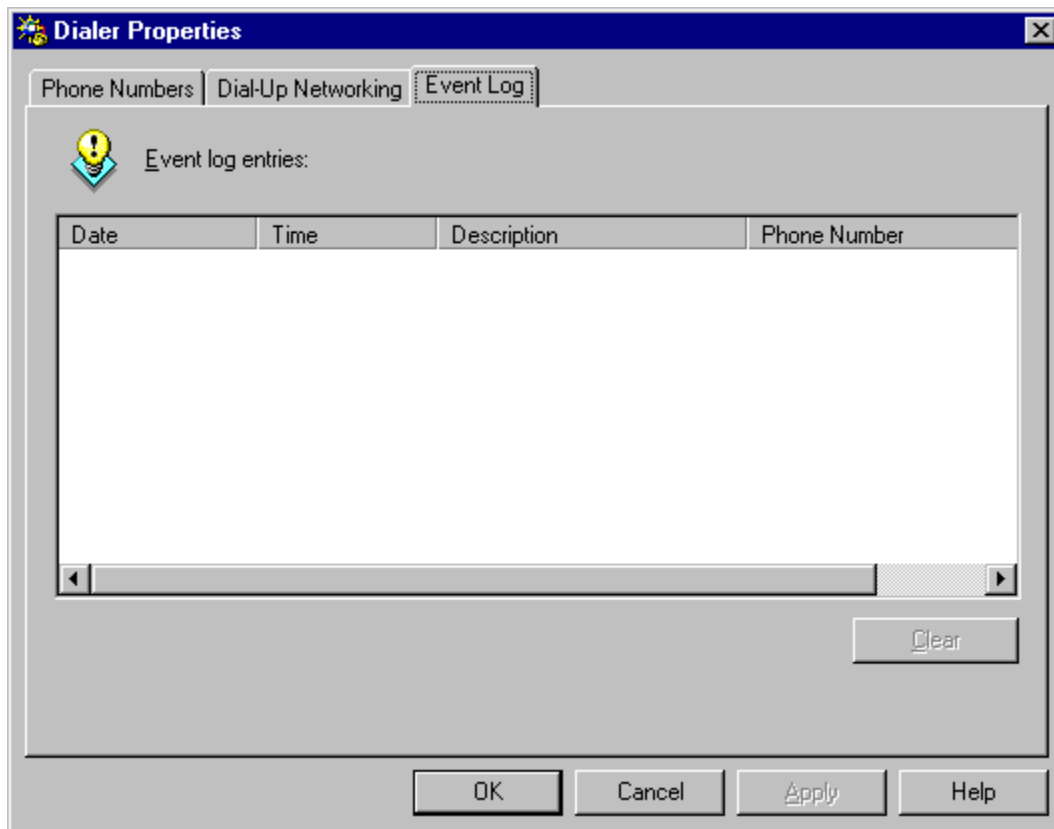
Between tries, wait: 0 mins, 5 secs.

OK Cancel Apply Help

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## EarthLink Dialer

### Event Log



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## **How To...**

### **Change Account Information**

At some point during your use of EarthLink it may become necessary for you to update some aspect of your account. This option is for users who already have an EarthLink account and need to update information regarding their account (credit card, billing information, password, etc.) EarthLink allows you to update your account information at any time, 24 hours a day, 365 days a year.

### **Change Password**

Changing your password regularly is a good security precaution. A password should always be something that is hard to figure out but easy to remember.

### **Change Username**

Your username is your Internet identity and part of your email address. It should be changed only if absolutely necessary.

### **Manually Add Phone Number**

It might be necessary to add an EarthLink access number to the Dialer that is not on the list. Here you will find the steps to help you add this number.

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## How To Change Account Information

You can use the TotalAccess 2.0 software under the **Update Account section** to change your account information. (i.e. address, credit card number, expiration date.)

Or you can change the account information online, use the form at:

<http://www.earthlink.net/assistance/billing>

Please allow 24 hours for you request to be processed.

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## How To Change Password

You may update your password at any time. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the **Update Account section** to change your password.

Or you can change the password online, use the form at:

<http://www.earthlink.net/assistance/billing>

This form will reset both your Login Password and Email Password.

### **Helpful Tips:**

- Never give your password to anyone, with one exception. EarthLink Technical/Customer Support will ask for it when you call EarthLink Network.
- Make your Password hard to guess and easy to remember.
- Your Password must be between 6 and 12 lower case characters, the first of which must be a letter.
- Password changes normally take 5 minutes but, on rare occasions, may take longer.
- Once your new Password takes effect, your old one will be completely useless.

Here are some things that you should consider when your password has been changed.

- Complete the form above and submit it. If the change is successful then disconnect, wait approximately 3 to 5 minutes, and then proceed with the remaining steps. You might want to print this page so you'll have the list of steps available to you.
- Change your password as configured in your dialup networking software.
- Change your password as configured in your email software.
- Change your username as configured in any other software you use such as 'chat' packages, Internet phone packages, etc.

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## How To Change Username

Your Username is your Internet identity and it is also your email address. You may update your username at any time. There are a few ways you can do this.

You can use the TotalAccess 2.0 software under the [Update Account section](#) to change your username.

Or you can change the username online, use the form at:

<http://www.earthlink.net/assistance/billing>

### **Helpful Tips:**

- Your Username can be from 6 to 12 lowercase letters and digits, the first of which must be a letter.
- No two EarthLink Network users can have exactly the same username.
- If your choice is already taken, you will be told immediately and given the opportunity to make another selection.
- Your Username should be effective within 5 minutes but, on rare occasions, may take longer.
- Your Username has been configured into your Internet access software in several places.

Here are some things that you should consider before your username has been changed. If you wish to proceed there are a number of things you will need to do:

- Send messages to all automatic mailing lists to delete you from their list. In general you MUST do this BEFORE you change your username, otherwise your request won't be processed.
- Complete the form above and submit it. If the change is successful then disconnect, wait approximately 3 to 5 minutes, and then proceed with the remaining steps. You might want to print this page so you'll have the list of steps available to you.
- Change your username as configured in your dialup networking software.
- Change your username as configured in your web browser software.
- Change your username as configured in your email software.
- Change your 'Reply-to' username as configured in your email and web browsing software.
- Change your username as configured in your news group software.
- Change your username as configured in any other software you use such as 'chat' packages, Internet phone packages, etc.
- If you use PGP you will need to generate a new public/private key-pair since your current key is tagged with your old email address.

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## How to manually add a new phone number to the to dial phone listing.

EarthLink provides many phone numbers in the phone numbers tab, but at some point it might be necessary to add a number manually to this list. Below you will find the steps to adjust the phones.txt file manually.

A. Open the Phones.txt file for editing.

1. Double-click the **My Computer** icon.
2. Double-click the **C:** drive.
3. Double-click the **Program Files** directory.
4. Double-click the **EarthLink** directory.
5. Double-click the **Phones.txt** file.
6. This will start your notepad program so you can edit the file.

B. Edit the Phones.txt file with the new number.

1. Scroll down through the file till you find your state.
2. The city entries are in alphabetical order. Find the city that is just after the one you are going to enter.
3. Put the cursor at the beginning of the line of that city and press the **Enter** key. This will create a new blank line.
4. The Phones.txt file follows a specific format. A pipe follows each entry in a line. The pipe key (i.e. |) is the one above the backslash key on your keyboard between the plus/equals and the backspace key. Hold down the **Shift** key and hit the **backslash** key to create a pipe.
5. The Phones.txt follows this type of format:  
**1|CA|Pasadena|626|639|0630|V.34|Active|UUNet-DA|**
6. On the new line type in a **number one** followed by a **pipe** then your **state abbreviation**.
7. Type another **pipe** then the **name of the city** where the phone number is located.
8. Enter in another **pipe**, then the **area code**, a **pipe**, **exchange (prefix)**, a **pipe**, and **last four digits (extension)** of the new dial up number.
9. Enter another **pipe** then the **type of dialup the number** is. (i.e. V.34, ISDN, X2, K56)
10. Next enter a **pipe**, followed by **Active**, another **pipe**, **ELN**, and finally one more **pipe**.
11. Click the **File** menu.
12. Select the **Save** option.
13. Click the **File** menu.
14. Select the **Exit** option.
15. Start the **EarthLink Dialer** and click the **Configure** button.
16. From the **Available EarthLink phone numbers** section find the newly added number.
17. Click the **Right Arrow** button in the middle of the window to add it to your **Phone Numbers to dial** section.
18. Click the **Up arrow** until the newly added number is on the top of the calling order of the to dial phone numbers.
19. Click the **OK** button.
20. Click the **Connect** button to connect to EarthLink.


## Troubleshooting

Having a technical problem is not a big issue if you have the correct answer right at your fingertips. In a few minutes you can be back online and even forget there were any problems. Below we have provided information and solutions on some common errors you will receive when trying to connect to the Internet. Most of these solutions are easy and can fix your system with little trouble at all. They are provided here so that you may get online again as fast as possible. If you are not secure in doing a solution alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

If you are online and have questions or need technical support information, feel free to look at our online help pages at:

<http://help.earthlink.net>

Or Email our technical support at: <http://www.earthlink.net/assistance/techsupport>

You can fix these errors manually by clicking the error message below and following the instructions, or you can use the EarthLink Support Wizard to check and fix most connection settings and errors.  [Start the EarthLink Support Wizard.](#)

### **Basic Configuration Settings**

### **Error Messages**

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## Dialer Error Messages

There are many different type of errors you can get when connecting. Below you have provided a list with explanations and a possible quick fix on some of the most common ones. If you are not secure in doing a solution alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

If you are online and have questions or need technical support information, feel free to look at our online help pages at:

<http://help.earthlink.net>

Or Email our technical support at: <http://www.earthlink.net/assistance/techsupport>

You can fix these errors manually by clicking the error message below and following the instructions, or you can use the EarthLink Support Wizard to check and fix most connection settings and errors.  [Start the EarthLink Support Wizard.](#)

- [The port was disconnected due to hardware failure](#)
- [The port was disconnected by the remote machine \(computer\)](#)
- [Save Password box is grey or password does not save](#)
- [Another Dial-Up Networking connection is active](#)
- [The port is already open](#)
- [The port is already in use or is not configured for Dial-Up Networking dial out](#)
- [The line is busy](#)
- [There is no answer](#)
- [The protocol is not configured](#)
- [Timed out waiting for a valid response from the remote PPP peer](#)
- [Cannot detect carrier](#)
- [There is no dial tone](#)
- [The connection dropped](#)
- [Your modem \(or other connecting device\) is not functioning](#)
- [The port is not configured for Remote Access](#)
- [The request has timed out](#)
- [The port is disconnected](#)
- [The port is not open](#)
- [The port was not found](#)
- [The device does not exist](#)
- [Cannot negotiate a compatible set of network protocols](#)
- [The server does not have a DNS entry](#)
- [Request timed out. Unable to locate server](#)
- [No response from the modem](#)
- [The modem does not exist, is not plugged in, or is out of service](#)
- [You have been disconnected by the computer you dialed](#)
- [The computer you are dialing cannot establish a Dial-Up Networking connection](#)

## Error Messages

### Save Password box is grey or password does not save.

This error usually happens when there is a corrupt password file, you have not logged into the computer correctly, or the correct protocols are not installed.

Check to see if Client for Microsoft Networks is installed.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only and must have:
  - **Client for Microsoft Networks**
  - **Dial-Up Adapter**
  - **TCP/IP**

Delete your password file and relog back into your computer.

1. Click the **Start Menu, Find, Files and Folders**.
2. In the **Named** field type **\*.pwl**
3. Click the **Find Now** button.
4. Highlight all the **.pwl** files and press the **delete** key.
5. Click the **Start Menu**.
6. Select **Shutdown**.
7. Select the **Close all programs and log on as different user** radio button and click the **Yes** button.
8. In the **User name** field type your username.
9. Leave the **Password** field empty.
10. Click the **OK** button.
11. When Windows asks to verify the password, leave all the fields empty.
13. Click the **OK** button.
13. After Windows is finished starting up try to connect to EarthLink.

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## Error Messages

### The device does not exist.

This error is usually caused when there is no modem installed on your system or it is not functioning correctly.

Verify that your modem is connected to the computer correctly, plugged in, and turned on.

Go to the modem control panel and check to see if the correct modem is installed and working.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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## Error Messages

### The port was not found.

This error could be the result of not having the communications port the modem needs installed.

Determine what communications port your modem is on.

Go to the system control panel under the device manager tab and see if you have the communications port installed under the ports section.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **System** control panel icon.
4. Select the **Device Manager** tab.
5. Double-click the **Ports (COM & LPT)** listing.
6. Make sure the correct **communications port** the modem is on is listed and has no error marks beside it (red or yellow).
7. Click the **OK** button.

Check the Dial-Up Networking connection and verify that the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

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## Error Messages

### The port is not open.

This error can be caused because there is another software package using the modem or communications port.

Check to see if other programs are running that may use the modem.

1. Hold down the **Ctrl – Alt – Delete** keys to bring up the Windows Task Manager.
2. Verify what programs are installed and if they interact at all with the modem. If they do, highlight the program and click **End Task**.
3. Click the **Start Menu, Programs, StartUp** to see what programs run when Windows starts. Remove any that may conflict with the modem.

Verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

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## Error Messages

### The port is disconnected.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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## Error Messages

### The request has timed out.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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## Error Messages

### The port is not configured for Remote Access.

This error is usually caused when there is no modem installed on your system or it is not functioning correctly.

Verify that your modem is connected to the computer correctly, plugged in and turned on.

Go to the modem control panel and run a diagnostic on your modem.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection and verify that the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

## Error Messages

### Your modem (or other connecting device) is not functioning.

This error is usually caused when there is no modem installed on your system or it is not functioning correctly.

Verify that your modem is connected to the computer correctly, plugged in and turned on.

Go to the modem control panel and run a diagnostic on your modem.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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## Error Messages

### The connection dropped.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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## Error Messages

### Cannot detect carrier.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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## Error Messages

### There is no dial tone.

This error is usually the result the telephone cord not being connected to your modem. Or the phone cord is in the wrong jack of the modem, try the other jack.

You may also want to hook a phone up to your modem and check to see if you hear a dial tone.

If the modem is defective it can cause this error message.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

## Error Messages

### Timed out waiting for a valid response from the remote PPP peer.

This error is usually related to bad negotiations between your modem and the phone number you are dialing.

Go to the modem control panel and run a diagnostic on your modem. Also verify that the port speed is set to a value close to the actual modem speed not a higher setting.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

This error can also happen if the phone number you are calling is having problems. You may want to try another EarthLink phone number.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

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## Error Messages

### The protocol is not configured.

This error is usually the result of not having the correct network components installed.

Go to the network control panel and verify that you have these components installed:

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
  - **Client for Microsoft Networks**
  - **Dial-Up Adapter**
  - **TCP/IP**

Check the Add/Remove Programs control panel under the windows setup tab and make sure that Dial-up Networking is installed in the communications section.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panel** icon.
3. Double-click the **Add/Remove Programs** control panel.
4. Select the **Windows Setup** tab.
5. Check to see if there is a check mark in the **Communications** check box.
7. Click the **OK** button.

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## Error Messages

### The port was disconnected due to hardware failure.

This error commonly means that the software was not able to make a connection to the installed modem. Steps to resolve this problem would be to check to make sure that your modem is operating correctly and connected to the computer.

Verify that the modem is turned on, plugged in, and that it is properly connected to computer.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

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## Error Messages

### The port was disconnected by the remote machine (computer).

This error usually happens toward the end of the connection phase or after you connected completely. It is a confusing error message because it can be the result of many different problems from hardware to software.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check your Networking Control Panel to see if correct protocols are installed.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
  - **Client for Microsoft Networks**
  - **Dial-Up Adapter**
  - **TCP/IP**

Check the Dial-Up Networking connection to see if the correct protocols are selected.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. Click the **Server Type** button.
7. In the **Advanced options** section only **Enable software compression** should be checked.
8. In the **Allowed network protocols** section only **TCP/IP** should be checked.
9. Click the **TCP/IP Settings** button.
10. Server assigned **IP address** should be checked.
11. **Specify name server addresses** should be checked with:
  - Primary DNS of 206.85.92.79
  - Secondary DNS of 206.85.92.2
12. **Primary WINS** and **Secondary WINS** should have zeros in them.
13. **Use IP header compression** should be checked.
14. **Use default gateway on remote network** should be checked.
15. Click the **OK** button.
16. Click the **OK** button.
17. Click the **OK** button again and use the EarthLink Dialer and try to reconnect.

## Error Messages

**Another Dial-Up Networking connection is active. Disconnect from the other connection and try again.**

This error message may be the result of a corrupt Dial-Up Networking component or even incorrect modem settings.

Check to see if other programs are running that may use the modem.

1. Hold down the **Ctrl – Alt – Delete** keys to bring up the Windows Task Manager.
2. If you see **Rnaapp** highlight it and click **End Task**.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection to see if the correct modem and communications port are set.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct **modem** is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the **Port** drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

If the problem persists reinstall the Communications components. Make sure you have your Windows 95 software with you.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panel** icon.
3. Double-click the **Add/Remove Programs** control panel.
4. Select the **Windows Setup** tab.
5. **Remove the check mark** from the **Communications** check box.
6. Click the **Apply** button.
7. Click the **OK** button.
8. Select the **Windows Setup** tab.
9. **Put a check mark** in the **Communications** check box.
10. Click the **Apply** button.
11. Click the **OK** button.

## Error Messages

### The port is already open.

This error message is usually the result of incorrect modem settings.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection to see if the correct modem and communications port are set.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct modem is selected.
7. Click the **Configure** button.
8. Verify the correct **Communications Port** is selected in the Port drop down box.
9. Click the **OK** button.
10. Click the **OK** button and try connecting again.

## Error Messages

### The port is already in use or is not configured for Dial-Up Networking dial out.

When the modem is not installed correctly or the Dial-Up Networking connection has the wrong modem you may get this error.

Check to see if modem is operating correctly and the computer can send signals to it.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel.
4. Highlight your **modem** and click the **Properties** button.  
(If no modem is installed, click the Add button and install a modem.)
5. Verify that the correct **Communications Port** is selected in the **Port** drop down box.
6. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
7. Click the **OK** button.
8. Select the **Diagnostics** tab.
9. Select the **Com Port** your modem is on.
10. Click the **More Info** button.
11. Windows should successfully connect to your modem. If it fails that means that the modem is not installed correctly or is having a hardware problem. Check with your modem manufacturer or its documentation to get it modem working correctly.

Check the Dial-Up Networking connection to see if the correct modem and communications port are set.

1. Double-click the **My Computer** icon.
2. Double-click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. In the **Connect using** drop down box make sure the correct modem is selected.
7. Click the **OK** button and try connecting again.

## Error Messages

### The line is busy.

The line busy error doesn't always mean that the access number you are calling is having problems. Sometimes it can be the result of incorrect settings in the Dialer.

If you are in an office it is very likely you need to dial a number like 9 to get an outside line. Or if at home check to see if there is a 9 present that might be causing the problem.

1. Start the **EarthLink Dialer**.
2. Click the **Dial Properties** button.
3. In the **To access an outside line** boxes add 9, if you need it to get an outside line, or remove it if you do not.
4. Click the **OK** button.
5. Click the **Connect** button and try to reconnect to EarthLink.

If the problem persists, the access number you are dialing might be having temporary problems so you need to add another local number to your dialing list.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

**Note:** Before using your EarthLink access number, check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.

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## Error Messages

### There is no answer.

This error can be the result of a bad connection or that the access number you are connecting to is having difficulties. First check to see if your modem is configured correctly before trying another access number.

Verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

If the problem persists try selecting another access number in the phone numbers tab.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

**Note:** Before using your EarthLink access number, check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.

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## Error Messages

### Cannot negotiate a compatible set of network protocols.

This error message is one of the few errors that Windows reports that can be the result of many different problems. Some of the most common problems that cause this error message are related to your modem and the installed network components on your system.

The first step in solving this problem is to try to connect again a few times. Sometimes a reboot of the computer helps.

If the problem persists, verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

Try connecting again to EarthLink. If you still get the same error you need to check your installed network protocols.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
  - **Client for Microsoft Networks**
  - **Dial-Up Adapter**
  - **TCP/IP**

If you have other components installed besides these, that might be the reason of your connection problems. Don't remove any until you are sure you have your Windows 95 install software with you. Next you need to determine whether those other protocols are there for a reason. If you are part of a LAN or have another ISP or network they might be installed for that reason, check with your Network Administrator.

If you don't have any other components besides the base ones, you might need to reinstall the components. First make sure you have your Windows 95 install software and then remove and reinstall the components. If you are not secure in doing these steps alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. Highlight **Client for Microsoft Networks** and click the **Remove** button.
5. Highlight **Dial-Up Adapter** and click the **Remove** button.
6. Highlight **TCP/IP** and click the **Remove** button.
7. Click the **Add** button.
8. Double-click on **Client**.
9. Highlight **Microsoft** and click the **OK** button.
10. Click the **Add** button.
11. Double-click on **Adapter**.
12. Highlight **Microsoft** and click the **OK** button.
13. Click the **Add** button.
14. Double-click on **Protocol**.
15. Highlight **Microsoft**, select **TCP/IP** and click the **OK** button.
16. Click the **OK** button.
17. If Windows asks to restart your computer click **Yes**
18. Once your computer restarts try to connect to EarthLink.

## Error Messages

### The server does not have a DNS entry. Check the server name in the Location (URL) and try again.

This error is most commonly caused when your Internet connection has been lost. Before executing your Internet program, you must first log onto EarthLink. To do so, execute the dialer program in your EarthLink folder or on the desktop. Once connected, you can start any of your Internet software.

It is possible that your connection has been lost even if your modem appears to be connected. A simple check to see if your connection is still active is to try our web page: <http://www.earthlink.net> or send a test email message to yourself. If you cannot get to our web page or successfully send an email message addressed to yourself your connection has most likely been lost. If this happens, reconnect to EarthLink and try again.

You can also verify that your Network control panel settings are correct.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Network** control panel icon.
4. In the box labeled, "**The following network components are installed**" you should only have:
  - **Client for Microsoft Networks**
  - **Dial-Up Adapter**
  - **TCP/IP**
5. Highlight **TCP/IP** and click the **Properties** button.
6. **Obtain an IP address automatically** should be checked in the **IP Address** tab.
7. Select the **WINS Configuration** tab and make sure there is a check in **Disable WINS Resolution**.
8. Select the **Gateway** tab and verify there are no gateway numbers.
9. Select the **Bindings** tab and make sure there is a check in **Client for Microsoft Networks**.
10. Select the **DNS Configuration** tab and make sure **Disable DNS** is checked.
11. Click the **OK** button.
12. Click the **OK** button and try to reconnect to EarthLink.

## **Error Messages**

### **Request timed out. Unable to locate server.**

This error is most commonly caused when your Internet connection has been lost. Before executing your Internet program, you must first log on to EarthLink. To do so, execute the dialer program in your EarthLink folder or on the desktop. Once connected, you can start any of your Internet software.

It is possible that your connection has been lost even if your modem appears to be connected. A simple check to see if your connection is still active is to try our web page: <http://www.earthlink.net> or send a test email message to yourself. If you cannot get to our web page or successfully send an email message addressed to yourself your connection has most likely been lost. If this happens, reconnect to EarthLink and try again.

The Internet is made up of many servers hooked up together. Sometimes the connection between you and the server you are trying to connect to is temporarily broken. This can be another reason you received this error message. Try connecting to another server you know works to verify that your connection is still active, like <http://www.earthlink.net>. If successful try the first server again.

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## Error Messages

### No response from modem.

This error can be caused when you have specified the incorrect communications port for your modem. It is also the result of another application like fax software has been loaded and still has control over your modem.

Check to see if other programs are running that may use the modem.

1. Hold down the **Ctrl – Alt – Delete** keys to bring up the Windows Task Manager.
2. Verify what programs are installed and if they interact at all with the modem. If they do, highlight the program and click **End Task**.
3. Click the **Start Menu, Programs, StartUp** to see what programs run when Windows starts. Remove any that may conflict with the modem.

Verify modem is installed correctly.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panels** icon.
3. Double-click the **Modems** control panel icon.
4. Verify there is only one instance of the correct modem installed.
5. Highlight the **modem** and click the **Properties** button.
6. Make sure the correct **communications port** is selected in the **Port** drop down box.
7. Set your max speed to 38400 for a 28800 modem, 19200 for a 14400, and 57600 for a 56000 modem.
8. Click the **OK** button.
9. Click the **Close** button.

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## Error Messages

### The modem does not exist, is not plugged in, or is out of service.

The modem type specified in the Modems control panel does not match the modem specified in the Dial-Up Networking Connection. This is a simple error that can be fixed quickly. We just need to make sure the correct modem is selected.

1. Double-click the **My Computer** icon.
2. Double click the **Dial-Up Networking** icon.
3. Highlight the **EarthLink** icon.
4. Click the **File** menu.
5. Choose **Properties**.
6. Select the **correct modem** from the **Connect using** drop down box.
7. Click the **OK** button.

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## Error Messages

**You have been disconnected by the computer you dialed. Double-click the connection to try again.**

If you were recently connected to EarthLink with no problem, try connecting again. Sometimes a reboot of the computer may be needed before you can reconnect. You may wish to add another local number to your dialing list.

1. Start the **EarthLink Dialer**.
2. Click the **Configure** button.
3. In the **Available EarthLink phone numbers** section find another local access number.
4. Click the **Right arrow** to add it to your Dial-Up list.
5. You can change the dialing order by using the up and down arrows.
6. Click the **OK** button when you have the access numbers you want to dial.
7. Click the **Connect** button and try to reconnect to EarthLink.

**Note:** Before using your EarthLink access number, check with your local phone company to ensure that the number you select is a local toll free call for you, it is **your responsibility**. EarthLink makes every attempt to provide local toll free access numbers in most US cities. However, EarthLink assumes no responsibility for phone company toll charges incurred by EarthLink subscribers.

If the problem persists, this error has been known to occur when Dial-Up Networking becomes corrupt. This is usually the case when the user tries to logon to the pop and it doesn't even get to the authentication phase of the logon process. Try uninstalling and reinstalling Dial-Up Networking. First make sure you have your Windows 95 install software and then remove and reinstall the components. If you are not secure in doing these steps alone, please call our 24-hour, 365 day Technical Support at (800) 395-8410 and one of our Technical Support Representatives will be glad to help you.

1. Double-click the **My Computer** icon.
2. Double-click the **Control Panel** icon.
3. Double-click the **Add/Remove Programs** control panel.
4. Select the **Windows Setup** tab.
5. **Remove the check mark** from the **Communications** check box.
6. Click the **Apply** button.
7. Click the **OK** button.
8. Select the **Windows Setup** tab.
9. **Put a check mark** in the **Communications** check box.
10. Click the **Apply** button.
11. Click the **OK** button.

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## Error Messages

**The computer you are dialing cannot establish a Dial-Up Networking connection. Please check your password and try again.**

This error usually is the result of incorrect information in your **username** or **password** fields for your connection.

Verify that the username field has an **ELN/** before your username. (i.e. ELN/username )

In the password field, clear all the characters in it and carefully retype your password.

Remember usernames and passwords are case-sensitive. Make sure the **Caps Lock** key is not on and that you are using the correct case.

If the problem persists, call our Technical Support at (800) 395-8410 so that we can verify your account.

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## **EarthLink Network, Inc.**

3100 New York Drive  
Pasadena, California 91107  
(626) 296-2400

<http://www.earthlink.net>

Member Support: (800) 395-8410

Technical Support is open 24 hours a day, 7 days a week including all holidays.

<http://help.earthlink.net>

<http://www.earthlink.net/assistance/techsupport>

<http://www.earthlink.net/assistance/billing/>

BBS: (800) 304-8765

Sales: (800) 395-8425

[sales@earthlink.net](mailto:sales@earthlink.net)

Business Sales (800) 511-2044

EarthLink business hours are 9am to 5pm, Pacific Time.

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Specifies where you are calling from.

To change information about a location or define a new location, click Dial Properties.  
To change to a different location, select one from the list.

Specify how the call will be dialed.

This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dial-prefix, country code, or area code automatically.

Displays your current country code.

Displays your current state code.

Displays a list of access numbers that will be dialed until a connection is established.

Displays a list of access numbers available.

Allows you to update your access numbers to the latest list from EarthLink.

Displays a list of message received from the dialer during the connection phase.

This is useful if you are having connection problems and want a list of error messages reported by the dialer. The information shows the date, time, description of message, and phone number dialed.

Clears the Event Log.

Shows the name of the account used when establishing a connection to EarthLink.

Type your EarthLink username.

Type your EarthLink password.

If you don't want to type your password each time you connect, click Save Password.

Specifies whether the computer remembers your password or if you must type it each time you connect.

The password will only be saved for this connection icon and this user name.

You must establish a successful connection before the password will be saved.

Displays the access number to connect to EarthLink.

The number displayed is the one you entered when you created the connection. To change the number temporarily, you can modify it here. To change the number permanently, click the Configure button.

If you modify the number directly, information in the Dial Properties dialog box is ignored.

If you want to use a calling card, or if you have changed your dialing location, click Dial Properties.

Specifies where you are calling from.

To change information about a location or define a new location, click Dial Properties.  
To change to a different location, select one from the list.

Specify how the call will be dialed.

This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dial-prefix, country code, or area code automatically.

Dials the specified access number to connect to EarthLink.

Adjust connection settings related to the selected account.

This is useful if you want to change the access numbers used in connecting, adjust auto-dial and redialing options, and view your event log.

Connects you to the Internet using the Dial-Up Networking connection you specify in the Settings list.

When this option is checked, a prompt is displayed if you try to view something on the Internet but have not yet established a connection. You can then connect to the Internet immediately from the prompt.

Lists the Dial-Up Networking connections that you have set up. Select the connection you want to use to connect to the Internet.

If checked, displays selected account information before dialing.  
If not checked, dialer will automatically dial connection.

If checked, the default browser will load after the dialer finishes establishing a connection.  
If not checked, a browser must be launched manually to browse the Internet.

Specifies whether Windows will redial the connection if the line is busy or doesn't answer, or if the connection is disrupted.

Specifies how many times Windows will redial a connection after failing to connect.

Specifies the interval, in minutes, between each redial attempt.

Specifies the interval, in seconds, between each redial attempt.

Allows you to create a new Dial-Up Networking connection.

Shows the properties of the selected Dial-Up Networking connection so you may edit it.



