

**To view received files**

- ▶ Click Received Files.

**Tips**

- You can have the Received Files folder open automatically when a new file is received. To do this, click the File menu, click Options, and then make sure Open Folder When Files Are Received is checked.
- Some VoiceView-enabled programs can have the files they send open automatically when the file is received. To have File Transfer prompt you before opening the file, make sure Ask For Confirmation Before Opening Files is checked.

**To receive files**

- ▶ When File Transfer prompts you, click Yes.

**Tip**

- You can also receive files without being prompted. To do this, click the File menu, click Options, and then make sure Ask For Confirmation Before Receiving Files is not checked.

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{button ,AL("a-read-received")} [Related Topics](#)

**To send a file**

- 1 Click Send Files.
- 2 Click the files you want to send, and then click Open.

**Tips**

- You can also send files by dragging them onto File Transfer.
- To use File Transfer to send files, you must have a VoiceView-enabled modem.

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{button ,AL("a-receive-file")} [Related Topics](#)

Click [Help Topics](#) to return to the list of topics.

## File Transfer Troubleshooter

This troubleshooter will help you identify and solve problems with File Transfer. Just click to answer the questions, and then try the suggested steps to fix the problem.

### What's wrong?

- I can't send a file.
- I can't receive a file.
- File Transfer says I received the files, but I can't find them.

**Make sure File Transfer is running on the remote computer**

- ▶ Make sure File Transfer is running on the computer you are trying to send the file to.

**Did that fix the problem?**

- Yes. Close the troubleshooter.
- No. What else could be wrong?
- It is not installed on the remote computer.

**Have the person on the phone install File Transfer**

▶ Tell the person on the phone to double-click the Add/Remove Programs icon in Control Panel, and then follow the instructions on the screen.



[Click here to close the troubleshooter.](#)

**Make sure the files are not hidden**

- 1 Click Received Files.
- 2 On the View menu, click Options.
- 3 Click the View tab, and then click Show All Files.

**Tip**

- For Help on an item, click  at the top of the dialog box, and then click the item.

**Did that fix the problem?**



Yes. Close the troubleshooter.



No. What else could be wrong?

**What problem occurred?**

- There is not enough disk space for the file.
- There was a problem with the modem.

**Make sure your modem is working correctly**

- 1 Click here  to display Modem properties.
- 2 If your modem is not listed, you need to reinstall it. To start the Install New Modem wizard, click the Add button.

**Did that fix the problem?**

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

### **Run the Modem Troubleshooter**

The Modem Troubleshooter helps you identify and solve modem problems.

- Start the Modem Troubleshooter.
- Return to the beginning of the File Transfer Troubleshooter.
- Close the File Transfer Troubleshooter.

**Delete some files**

- Delete some files you don't need, and then try again.

**Did that fix the problem?**

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

### **Run the Disk Space Troubleshooter**

The Disk Space Troubleshooter helps you free up disk space.

- Start the Disk Space Troubleshooter.
- Return to the beginning of the File Transfer Troubleshooter.
- Close the File Transfer Troubleshooter.

### Next steps

You've encountered a networking problem that the File Transfer Troubleshooter can't help you solve.

- [Return to the beginning of the troubleshooter.](#)
- [Close the troubleshooter.](#)

