Click Help Topics for a list of topics.

Using the Internet Connection Wizard

The Internet Connection Wizard helps you set up your computer to use the <u>Internet</u>.

▶   Click here
to start the Internet Connection Wizard.

Tips

- You can start the Internet Connection Wizard at any time from its location on the **Start** menu.

- For an overview of the Internet Connection Wizard, click Related Topics below.

{button ,AL("ICW_OVERVIEW")} <u>Related Topics</u>

Overview of the Internet Connection Wizard

The Internet Connection Wizard provides you with an easy way to get connected to the Internet. Whether you've never explored the Internet before or have spent many hours online, the Internet Connection Wizard can help you set up a connection.

For new Internet users, the Internet Connection Wizard creates an Internet connection for you, and then displays a list of Internet service providers (ISPs) and information about their services. When you've decided on an ISP, you can sign up for a new account by clicking in the list.

If you already have an account with an ISP and want to create an Internet connection to your account, the Internet Connection Wizard collects all of the necessary information from you and then creates a connection directly to your account.

For additional information, click Related Topics, and then click a topic title. For Help on specific wizard screens, go to the screen, and then click the **Help** button.

{button ,AL("ICW_TRB;ICW_SETUP_OPTIONS;ICW_SETUP_MAIL;ICW_SETUP_NEWS")} Related Topics

Choosing a setup option

The Internet Connection Wizard offers three setup options that you can choose from, depending on the task you want the wizard to perform. For more information about an option, click it below.

{button ,JI(`>proc4',`ICW_SETUP_AUTOMATIC')} **I want to sign up and configure my computer for a new Internet account.**

   Click this option if you have a modem and want to get connected to the <u>Internet</u>, but you do not have an account with an <u>Internet service provider</u> (ISP) yet.

{button ,JI(`>proc4',`ICW_SETUP_MANUAL')} **I have an existing Internet account through my phone line or a local area network (LAN). Help me set up my computer to connect to this Internet account.**

   Click this option if you already have an account with an ISP and need to set up your connection or if you want to connect to the Internet through your (LAN).

{button ,JI(`>proc4',`ICW_USE_EXISTING')} **My computer is already set up for the Internet. Do not show this wizard again.**

   Click this option if you have an account with an ISP and your computer is already set up to connect to the Internet and your account.

{button ,AL("ICW_TRB;ICW_USE_EXISTING;ICW_SETUP_AUTOMATIC;ICW_SETUP_MANUAL;ICW_SETUP_MAIL;ICW_SETUP_NEWS")} <u>Related Topics</u>

Using an existing Internet connection

Choose this option if:

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

Choosing this option bypasses the Internet Connection Wizard and starts Microsoft Internet Explorer the next time you click the Internet icon on your desktop. In the Use an Existing Internet Connection screen, click **Finish** to close the wizard and complete this task. To choose a different option, click **Back**.

You can start the Internet Connection Wizard at any time from its location on the **Start** menu.

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

Setting up a new Internet account

Create a connection to the <u>Internet</u> and select and sign up with an <u>Internet service provider</u> (ISP).   The Internet Connection Wizard performs the following steps to prepare you to use the Internet. For more information about a particular step, click it below:

{button ,JI(`>proc4',`ICW_SETUP_COMPUTER')} <u> Set up your computer to connect to the Internet.</u>

{button ,JI(`>proc4',`ICW_ACCOUNT')} <u> Sign up for an Internet account.</u>

{button ,JI(`>proc4',`ICW_SETUP_SOFTWARE')} <u> Set up the software required to use your Internet account.</u>

Note

- Have your Windows Setup compact disc or floppy disks handy. The wizard might need to install some Windows files in order to set up your Internet connection.

{button ,AL("ICW_TRB;ICW_SETUP_COMPUTER;ICW_ACCOUNT;ICW_SETUP_SOFTWARE;ICW_LOCATION_INFO;ICW_CONNECTING")} <u>Related Topics</u>

Setting up your computer

To set up an <u>Internet</u> connection on your computer, the Internet Connection Wizard does the following:

- Checks that your modem is set up properly. If it's not, the wizard runs the Install New Modem Wizard so that you can configure your modem. Just follow the instructions on your screen.
- Checks that you have set up the dialing options for your modem. If you have not, the wizard displays the **Dialing Properties** dialog box.
- Sets up the TCP/IP protocol. This is the protocol that computers use to communicate on the Internet.
- Sets up Dial-Up Networking and then creates a Dial-Up Networking connection so that you can create an Internet account.

Note

- If you are using a telephone system within a company, make sure you provide the number you need to dial first to access an outside line. For example, you might need to dial 9 to access a phone line outside of your company.

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_ACCOUNT;ICW_SETUP_SOFTWARE")} <u>Related Topics</u>

Signing up for an Internet account

If you started the Internet Connection Wizard by clicking a service provider's icon on your desktop, after the wizard has set up your computer to connect to the <u>Internet</u> it runs Microsoft Internet Explorer and displays the sign-up page for the service provider.

If you started the wizard by clicking the Internet icon on your desktop or by clicking **Connection Wizard** on the **Start** menu, the wizard runs Internet Explorer and connects you to the <u>Internet Referral Service</u> so that you can choose a provider.

To create an Internet account

1 If you are presented with a list of <u>Internet service providers</u> (ISPs), choose the provider with which you want to create an account.

2 Complete the sign-up process for the provider.

Notes

- The sign-up process varies depending on the provider you use. The sign-up pages for your provider should include instructions that guide you through the sign-up process. Make sure you follow these instructions carefully.

- If you encounter a problem while signing up, contact the ISP.

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_SETUP_COMPUTER;ICW_SETUP_SOFTWARE")} <u>Related Topics</u>

Setting up your Internet software

After you have signed up for an <u>Internet</u> account, if your service provider requires <u>Internet software</u> other than Microsoft Internet Explorer or Outlook Express, the Internet Connection Wizard may start a Setup program to install and configure the software.

To set up the Internet software correctly, follow the instructions on the Setup screen. After your software has been set up, you can begin exploring the Internet.

Note

- If you encounter a problem while setting up the Internet software, contact your <u>Internet service provider</u> (ISP).

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_SETUP_COMPUTER;ICW_ACCOUNT")} <u>Related Topics</u>

Specifying your location information

Use the Location Information screen to provide the wizard with information about the location from which you are dialing the Internet. The wizard uses this information to compile a list of Internet service providers (ISPs) available in your area, whether you are traveling or dialing from work or home. Do the following:

- Type the area code you are dialing from.

- Type the first three digits of the telephone number you are dialing from.

- Verify the country/region you are dialing from. To change it, do the following:

1 Click here to go to Modem Properties.
2   Click **Dialing Properties**.
3   In the **I am in** box, select your country/region from the list.
4   Click **OK**, and then click **Close**.
5   In the Internet Connection Wizard, click **Cancel** to exit the wizard.
6   Run the wizard again.

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_CONNECTING")} Related Topics

Choosing a phone number

Use the Internet Sign-up Phone Numbers screen to select a number the wizard can use to dial and connect to the <u>Internet Referral Service</u>. All of the numbers listed connect to the same location. However, if you are consistently having trouble dialing one of the numbers, try another.

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_LOCATION_INFO;ICW_CONNECTING")} <u>Related Topics</u>

Connecting to the Internet Referral Service

The Connecting screen indicates that the wizard is connecting you to the <u>Internet Referral Service</u>. If you are having trouble connecting, click Related Topics below, and then click "Troubleshooting."

The Internet Referral Service provides a list of <u>Internet service providers</u> (ISPs). The list contains only service providers that offer Internet access in your area, in your language, and for your operating system. The list contains information about each service provider. Once you have selected a service provider, you can sign up for an Internet account right then and there.

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_LOCATION_INFO")} <u>Related Topics</u>

Setting up a new Internet connection

Choose this option to create a connection to the <u>Internet</u> using your phone line or your local area network (LAN). The information you need to provide to the wizard depends on which type of connection you are creating. Use the Set Up Your Internet Connection screen to specify the type of connection you want to create. For more information about a connection type, click it in the list below:

{button ,JI(`>proc4',`ICW_SETUP_PHONE')}_____**Connect using my phone line**

   Click this option if you already have an account with an <u>Internet service provider</u> (ISP) and want to create a connection to that account using your modem and phone line.

{button ,JI(`>proc4',`ICW_SETUP_LAN')}_____**Connect using my local area network (LAN)**

   Click this option if you want to connect to the Internet using a proxy server on your LAN or if your LAN is directly connected to the Internet.

{button ,AL("ICW_SETUP_PHONE;ICW_SETUP_LAN;ICW_SETUP_MAIL;ICW_SETUP_NEWS")} <u>Related Topics</u>

Using your phone line to connect

You can set up your phone line and modem to connect to an <u>Internet service provider</u> (ISP) with which you already have an account. The wizard asks for the following information, which you must obtain from your provider before you can complete the wizard. For more information, click an item below:

{button ,JI(`>proc4',`ICW_DIALUP_CONNECTION')} <u>The dial-up connection you want to use</u>

{button ,JI(`>proc4',`ICW_DIALUP_NAME')} <u>A name for your dial-up connection</u>

{button ,JI(`>proc4',`ICW_PHONE_NUMBER')} <u>The phone number you dial to connect to the Internet</u>

{button ,JI(`>proc4',`ICW_NAME_PASSWORD')} <u>The user name, or account name, and password you use to log in to your ISP</u>

{button ,JI(`>proc4',`ICW_ADVANCED')} <u>Advanced settings, if necessary</u>

   Advanced settings include connection type, logon procedure, IP (Internet Protocol) address, DNS (Domain Name System) server address, and, for the Windows NT operating system, LCP extensions.

{button ,AL("ICW_TRB;ICW_SETUP_MANUAL;ICW_DIALUP_CONNECTION;ICW_DIALUP_NAME;ICW_PHONE_NUMBER;ICW_NAME_PASSWORD;ICW_DIALUP_SETTINGS;ICW_ADVANCED")} <u>Related Topics</u>

Using your local area network (LAN) to connect

If your LAN is connected to the <u>Internet</u>, you can create a connection to the Internet by using your network. The wizard asks if your LAN uses a proxy server to connect to the Internet. If you're not sure, contact your system administrator.

For more information, click Related Topics, and then click "Specifying The Type Of Local Area Network (LAN) Connection."

{button ,AL("ICW_TRB;ICW_SETUP_MANUAL;ICW_USE_PROXY;ICW_PROXY_SERVERS;ICW_PROXY_EXCEPTIONS")}
    <u>Related Topics</u>

Specifying a dial-up connection

A dial-up connection contains the settings your computer uses to connect to the Internet. The Internet Connection Wizard has detected that you already have a dial-up connection on your computer. Use the Dial-Up Connection screen to specify whether you want to create a new dial-up connection or use an existing one. Do one of the following:

- If you are creating a new connection to your Internet service provider (ISP) or you aren't sure which connection to use, click **Create a new dial-up connection**, and then click **Next**.
- If you already have a dial-up connection to your ISP and want to use it or change its settings, click the connection name in the list, and then click **Next**.

If you choose to create a new dial-up connection or change an existing one, you need to provide the wizard with the following information:

- The phone number you use to dial your ISP
- The user name and password you use to connect to your ISP
- Advanced settings, if required by your ISP

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_DIALUP_NAME;ICW_PHONE_NUMBER;ICW_NAME_PASSWORD;ICW_DIALUP_SETTINGS;ICW_ADVANCED")} Related Topics

Naming a dial-up connection

A dial-up connection contains the settings your computer uses to connect to the Internet. Use the Dial-Up Connection Name screen to provide the wizard with a label to use for the dial-up connection settings you are creating. Do the following:

- Type a dial-up connection name. This name can be up to 255 characters in length and can contain blank spaces. You can use the name of your Internet service provider (ISP) or any other name you want.

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_DIALUP_CONNECTION;ICW_PHONE_NUMBER;ICW_NAME_PASSWORD;ICW_DIALUP_SETTINGS;ICW_ADVANCED")} Related Topics

Specifying your phone number

Use the Phone Number screen to provide the wizard with information on how you connect to your <u>Internet service provider</u> (ISP). Do the following:

- Type the area code and telephone number your computer uses to dial in to your ISP. If you're not sure what this number is, contact your ISP.
- Select the country/region you dial to connect to your ISP. The number in parentheses after the country/region name is the phone country/region code assigned to that country/region.

Note

- If the number you type is long distance, the long distance charges will appear on your telephone bill in addition to any charges made by your ISP.

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_DIALUP_CONNECTION;ICW_DIALUP_NAME;ICW_NAME_PASSWORD;ICW_DIALUP_SETTINGS;ICW_ADVANCED")} <u>Related Topics</u>

Providing your name and password

Use the User Name and Password screen to provide the wizard with information about your <u>Internet</u> account. Do the following:

- Type your user name. This is the name you use to connect to your <u>Internet service provider</u> (ISP). Your service may also refer to it as your Member ID, User ID, or Logon Name. If you're not sure what yours is, contact your ISP.
- Type your password. This is the password you use to log on to your ISP and is associated with your user name. When you type your password, it appears as a series of asterisks (*).

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_DIALUP_CONNECTION;ICW_DIALUP_NAME;ICW_PHONE_NUMBER;ICW_ DIALUP_SETTINGS;ICW_ADVANCED")} <u>Related Topics</u>

Changing the dial-up connection settings

Use the Dial-Up Connection Settings screen to specify whether you want to change the settings for the dial-up connection you have selected. Do one of the following:

- If you want to change settings for the dial-up connection you selected, click **Yes**, and then click **Next**. You can change the following information:

- The phone number you use to dial your <u>Internet service provider</u> (ISP)

- The user name and password you use to connect to your ISP

- Advanced settings, if required by your ISP

- If you want to use the dial-up connection you selected without changing any of its settings, click **No**, and then click **Next**.

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_DIALUP_CONNECTION;ICW_DIALUP_NAME;ICW_PHONE_NUMBER;CIW_ NAME_PASSWORD;ICW_ADVANCED")} <u>Related Topics</u>

Changing advanced settings

Use the Advanced Settings screen to specify whether you want to change the settings below. Most <u>Internet service providers</u> (ISPs) use the default settings and you can click **No** to accept these settings. To change advanced settings, you need to provide the wizard with the following information. To find out more about a setting, click it in the list.

{button ,JI(`>proc4',`ICW_CONNECTION_TYPE')} <u>Connection type</u>

{button ,JI(`>proc4',`ICW_LCP_EXTENSIONS')} <u>   LCP extensions (Windows NT operating system only)</u>

{button ,JI(`>proc4',`ICW_LOGON_PROCEDURE')} <u>   Logon procedure</u>

{button ,JI(`>proc4',`ICW_IP_ADDRESS')} <u>   IP address</u>

{button ,JI(`>proc4',`ICW_DNS_ADDRESS')} <u>   DNS primary and alternate server addresses</u>

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_DIALUP_CONNECTION;ICW_DIALUP_NAME;ICW_PHONE_NUMBER;ICW_ NAME_PASSWORD;ICW_DIALUP_SETTINGS;ICW_CONNECTION_TYPE;ICW_LOGON_PORCEDURE;ICW_IP_ADDRESS;IC W_DNS_ADDRESS;ICW_LCP_EXTENSIONS")} <u>Related Topics</u>

Specifying the connection type

Use the Connection Type screen to specify the type of server connection you use to connect to your <u>Internet service provider</u> (ISP). The most common connection type is PPP (Point to Point Protocol). If you're not sure what connection type to use, contact your ISP. Click one of the following connection types:

- **PPP (Point to Point Protocol)**
- **SLIP (Serial Line Internet Protocol)**
- **C-SLIP (Compressed Serial Line Internet Protocol)** (Available on the Windows NT platform only)

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_ADVANCED;ICW_LOGON_PROCEDURE;ICW_IP_ADDRESS;ICW_DNS_ADDRESS;ICW_LCP_EXTENSIONS")} <u>Related Topics</u>

Specifying the logon procedure

Use the Logon Procedure screen to specify whether your <u>Internet service provider</u> (ISP) requires a logon script and, if so, whether you need to log on manually. If you're not sure whether you need to provide a logon script, contact your ISP. Click one of the following options:

- **I don't need to type anything when logging on**. Click this option if your ISP does not require you to provide a logon script.

- **I need to log on manually**. Click this option if your ISP requires you to run a logon script but you must run the script manually.

- **Use this logon script**. Click this option if your ISP requires you to run a logon script but does not require you to run the script manually. Then, type or select the path and file name for the logon script.

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_ADVANCED;ICW_CONNECTION_TYPE;ICW_IP_ADDRESS;ICW_DNS_ADDRESS;ICW_LCP_EXTENSIONS")} <u>Related Topics</u>

Specifying the IP (Internet Protocol) address

Use the IP Address screen to provide the wizard with information about your IP (Internet Protocol) address. Your Internet service provider (ISP) uses this address to identify your computer on the Internet. Usually, your ISP automatically assigns one to you when you log on. Do one of the following:

- If your ISP automatically assigns you an IP address or if you're not sure, click **My Internet service provider automatically assigns me one**.
- If your ISP does not automatically assign you an IP address or has provided you with an IP address to use, click **Always use the following**, and then type the address (for example, 138.57.7.27). This can be useful if you have more than one Internet account and you want to use different IP addresses for different connections.

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_ADVANCED;ICW_CONNECTION_TYPE;ICW_LOGON_PROCEDURE;ICW_DNS_ADDRESS;ICW_LCP_EXTENSIONS")} Related Topics

Specifying the DNS (Domain Name System) server address

Use the DNS Server Address screen to provide the wizard with information about your primary and backup DNS (Domain Name System) server address. Your <u>Internet service provider</u> (ISP) uses the DNS addresses to identify your computer on the <u>Internet</u>. Usually, your ISP assigns them to you when you log on. Do one of the following:

- If your ISP automatically assigns you DNS server addresses or if you're not sure, click **My Internet service provider automatically sets this when I sign in**.
- If your ISP does not automatically set your DNS server addresses, click **Always use the following**, and then type the address (for example, 255.255.255.255).

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_ADVANCED;ICW_CONNECTION_TYPE;ICW_LOGON_PROCEDURE;ICW_IP_ADDRESS;ICW_LCP_EXTENSIONS")} <u>Related Topics</u>

Disabling LCP extensions (Windows NT operating system only)

Use the LCP Extensions screen to specify whether your <u>Internet service provider</u> (ISP) requires you to disable LCP extensions for the PPP protocol. To disable LCP extensions, click **Yes**, and then click **Next**.

{button ,AL("ICW_TRB;ICW_SETUP_PHONE;ICW_ADVANCED;ICW_CONNECTION_TYPE;ICW_LOGON_PROCEDURE;ICW_IP_ADDRESS;ICW_DNS_ADDRESS")} <u>Related Topics</u>

Specifying the type of LAN (Local Area Network) connection

Use the Proxy Server screen to specify whether your LAN uses a proxy server to connect to the <u>Internet</u>. A proxy server is another computer on your LAN that connects to the Internet without compromising the security of your network. If you're not sure how your LAN connects to the Internet, contact your system administrator. Do one of the following:

- If your LAN uses a proxy server to connect to the Internet, click **Yes**, and then click **Next**. If you choose this option, you need to provide the wizard with the following information:
  - Names and ports of the proxy servers your LAN uses to connect to the Internet.
  - Internet addresses you want to connect to without using a proxy server. For example, you may not want to use the proxy server to contact other computers on your LAN.
- If your LAN does not use a proxy server and is directly connected to the Internet, click **No**, and then click **Next**.

{button ,AL("ICW_TRB;ICW_SETUP_MANUAL;ICW_PROXY_SERVERS;ICW_PROXY_EXCEPTIONS")} <u>Related Topics</u>

Specifying proxy server names

Use the Proxy Server Name screen to provide the wizard with the names of the proxy servers your LAN uses to connect to the Internet. Depending on how proxy servers are used on your LAN, you can specify different proxy servers for different connection types or one proxy server for all connection types. Usually, the same proxy server is used for all types of connections. If you're not sure, contact your system administrator. Do one of the following:

- If your LAN uses the same proxy server for all connection types, type the name of the proxy server in the HTTP **Proxy to use** box, and make sure the check box is selected. The name you type is usually letters, such as "lanproxy," and the port number is usually 80.

- If your LAN uses different proxy servers for different connection types, clear the check box, and type the proxy server names and ports next to the appropriate connection types.

{button ,AL("ICW_TRB;ICW_SETUP_LAN;ICW_USE_PROXY;ICW_PROXY_EXCEPTIONS")} Related Topics

Specifying proxy server exceptions

Use the Proxy Server Exceptions screen to specify addresses for which you do not want to use the proxy server. For example, you might use the proxy server to contact HTTP addresses on the World Wide Web but not want to go through the proxy server to connect to some Web sites on your own network (intranet). You can do the following:

- Type addresses for which you do not want to use the proxy server. You can type partial or whole addresses ─ for example, "www.microsoft.com" or "www.*.com". Separate each address by a semicolon.

- If you do not want to use the proxy server to connect to any addresses on your own network, select the **Do not use the proxy server for local (intranet) addresses** check box.

{button ,AL("ICW_TRB;ICW_SETUP_LAN;ICW_PROXY_SERVERS;ICW_USE_PROXY")} Related Topics

Completing your configuration

The Internet Connection Wizard has finished gathering information and is ready to complete the configuration you requested. To complete the configuration and close the wizard, click **Finish**.

If you want to create additional configurations, you can start the Internet Connection Wizard at any time from its location on the **Start** menu.

{button ,AL("ICW_TRB")} <u>Related Topics</u>

Choosing a modem

The Internet Connection Wizard has detected that more than one modem is configured on your computer. Use the Choose Modem screen to select the modem you want to use to connect to the Internet. If you are having problems setting up your modem correctly, you can get troubleshooting help by clicking Related Topics below and then clicking "Troubleshooting."

{button ,AL("ICW_TRB;ICW_SETUP_AUTOMATIC;ICW_LOCATION_INFO;ICW_CHOOSE_NUMBER;ICW_CONNECTING")}
   Related Topics

After you are connected to the Internet and have an Internet account, you might need special software to use the features available on the Internet. Examples of Internet software are:

- A browser for viewing the World Wide Web
- A newsreader for reading and posting news on newsgroups or bulletin boards
- Chat software for participating in online conversations
- An e-mail program for sending and receiving electronic mail

An Internet service provider (ISP) maintains a server that is directly connected to the Internet. To connect your computer to the Internet, you use a modem to dial into this server. In exchange for this service, a provider charges you for the time you spend using the Internet.

The Internet is a collection of computer networks that connects millions of computers around the world, including the one on your desktop. It is also a vast source of information that is constantly changing and expanding. Since its creation in the 1970s, it has grown exponentially and is now used by millions of people, from those in commercial and educational institutions to individual consumers.

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

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

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

Internet Connection Wizard Troubleshooter

This troubleshooter will help you solve the problem that the Internet Connection Wizard encountered while connecting to the Internet Referral Service or your Internet service provider (ISP).

Just click to answer the questions, and try the suggested steps to fix the problem.

What's wrong?

{button ,JI(`>proc4',`ICW_TRB_NUMMODEMS')} The Internet Connection Wizard could not detect or access my modem.

{button ,JI(`>proc4',`ICW_TRB_CHKCABLES')}   The Internet Connection Wizard could not detect a dial tone.

{button ,JI(`>proc4',`ICW_TRB_REDIAL')}   I hear a busy signal.

{button ,JI(`>proc4',`ICW_TRB_OPERMSG')}   I hear a message from the operator.

{button ,JI(`>proc4',`ICW_TRB_DIALINGPROP')} I hear a ring, but there is no answer or a person answers.

{button ,JI(`>proc4',`ICW_TRB_PHONE_PICKUP_CARRIER')}   A modem answers, but the Internet Connection Wizard cannot establish a connection.

{button ,JI(`>proc4',`ICW_TRB_PHONE_PICKUP_DIS')}   My modem disconnects while I'm signing up or using the Internet Referral Service.

{button ,JI(`>proc4',`ICW_TRB_CHANGE_NUMBER')}   My modem is fine, but I still can't connect.

Are you using more than one modem?

{button ,JI(`>proc4',`ICW_TRB_CLOSEPROGS')}   No.

{button ,JI(`>proc4',`ICW_TRB_MULTMODEMS')} Yes, at least two modems are installed on my computer.

Select a different modem

1 In the dialing error screen, select a different modem in the **Current modem** list.

2 Click **Next.**

Did this fix the problem?

{button ,CW("proc4")}_____Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CLOSEPROGS')}__No. What else could be wrong?

Close other programs

1 Close all programs that might be using the same communications port as your modem, such as any fax software, HyperTerminal, or Phone Dialer.

2 In the dialing error screen, click **Next.**

Did this fix the problem?

{button ,CW("proc4")}_____Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_MODEM_ONOFF')}_____No. What else could be wrong?

Check the power to your modem

1   While your computer is running, turn off your modem, and then turn it on again.

2   In the dialing error screen, click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_OS2')}   No. What else could be wrong?

Which operating system are you running?

{button ,JI(`>proc4',`ICW_TRB_REINSTALL_MODEM')}_____Windows 95 (or later).

{button ,JI(`>proc4',`ICW_TRB_REMOVE_RAS')}__Windows NT Server or Windows NT Workstation.

Uninstall and reinstall your modem

1 In the dialing error screen, click **Cancel.**

2 Click here to view Modem properties.

3   Select the modem you are trying to use to set up your Internet connection, and then click **Remove.**

4   Click **Add,** and then follow the steps for installing a modem to reinstall your modem.

5   Restart your computer.

6   Restart the Internet Connection Wizard.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHKCABLES')}   No. What else could be wrong?

Uninstall and reinstall your modem

To uninstall and reinstall your modem, you must uninstall the Remote Access Server (RAS) as well. The Internet Connection Wizard will automatically reinstall RAS. However, you will need to supply your Windows NT disks or compact discs. You will also be required to restart your computer, so you may want to print this Help topic. To print this topic, click the **Options** button, and then click **Print Topic**.

To uninstall and reinstall your modem

1 In the dialing error screen, click **Cancel.**

2 On the Windows desktop, right-click the **Network Neighborhood** icon, and then click **Properties.**

3 Click the **Services** tab.

4 In the **Network services** box, click **Remote Access Service,** and then click **Remove.**

5 Follow the instructions on your screen.

6 After you have finished removing Remote Access Service, uninstall your modem by clicking the **Start** button, pointing to **Settings**, and then clicking **Control Panel.**

7 Double-click the **Modems** icon.

8 Select the modem you are trying to use to set up your Internet connection, click **Remove,** and then follow the instructions on your screen.

9 Restart the Internet Connection Wizard.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHKCABLES')}   No. What else could be wrong?

Check your cables

1 If you are using an internal or external modem, make sure the "wall" or "line" end of your modem cable is connected to a telephone service jack in the wall (often called a "wall jack").

2 If you are using an external modem, make sure the "phone" end of your modem cable is plugged into your telephone.

3 Make sure all cable connections are secure.

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

5 In the dialing error screen, click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_TONE_LISTEN')} No. What else could be wrong?

Listen for a dial tone

1   Click here to view Modem properties.
2   Select the modem you are using, and then click **Properties.**
3   If the **Speaker volume** option is available, make sure it is not set to **Low.**
4   Click **OK**, and then click **Close.**
5   In the dialing error screen, click **Next.**

Did you hear a dial tone?

{button ,JI(`>proc4',`ICW_TRB_TONEPULSE')}   Yes. What should I do next?

{button ,JI(`>proc4',`ICW_TRB_NODIALTONE')}   No. What else could be wrong?

Check the tone/pulse dialing setting

1 In the dialing error screen, click **Dialing Properties.**

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

3 Click **OK**, and then click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_BADMODEM')}   No. What else could be wrong?

You might have an incompatible modem

Your modem might be incompatible with your telephone system.

▸   For more information, see the documentation that comes with your modem. You can also try contacting your telephone company or your phone system administrator.

{button ,JI(`>proc4',`ICW_TRB')}   Go back to the beginning of the troubleshooter.

{button ,CW("proc4")}   Close the troubleshooter.

Contact your telephone company or phone-system administrator

If you don't hear a dial tone, your organization or telephone might not support this type of outside call, or might require an additional access code.

▸ Contact your local telephone company or phone system administrator.

{button ,JI(`>proc4',`ICW_TRB')}   Go back to the beginning of the troubleshooter.

{button ,CW("proc4")}   Close the troubleshooter.

Redial the current phone number

▸ In the dialing error screen, click **Next** to retry the current phone number.

Did this fix the problem?

{button ,CW("proc4")}　　　　Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHANGE_NUMBER')}　　　No. What else could be wrong?

Try a different phone number

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

Select a different phone number in the phone book

1 In the dialing error screen, click **Phone Book.**

2 In the **Phone number** list, click a new phone number.

   If there is not a toll-free number in the list, you might need to make a long-distance call. After you have signed up, your Internet service provider will give you a local access number to access the Internet, if one is available.

3 Click **OK,** and then click **Next.**

Type a different phone number in the dialing error screen

1 In the **Number to be dialed** box, type a new phone number.

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

2 Click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_GIVEUP')}   No. What else could be wrong?

What message do you get?

{button ,JI(`>proc4',`ICW_TRB_LONGDISTANCE')}_____"You must first dial 1 and then the area code."

{button ,JI(`>proc4',`ICW_TRB_GIVEUP')}_____I get a different message.

Specify the call as long distance

1 In the dialing error screen, click **Dialing Properties.**

2 If the **Dial as long distance** check box is available, make sure it is selected.

3 If the **Area Code Rules** button is available, click it, and make sure the settings are correct.

4 Click **OK,** and then click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHANGE_NUMBER')}   No. What else could be wrong?

Check the dialing settings for your location

1 In the dialing error screen, click **Dialing Properties.**

2 Make sure the settings under **To access an outside line** are correct for your telephone system.

   For example, if you are using a telephone system within a company, you might need to dial 9 (or some other number) first to dial outside of your company.

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

4 Click **OK,** and then click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHANGE_NUMBER')}   No. What else could be wrong?

Check the call waiting setting

1 In the dialing error screen, click **Dialing Properties.**

2 If your telephone system has call waiting, it should be turned off while you are dialing from your computer. You can turn it off by clicking the appropriate value for your telephone system in the **To disable call waiting, dial** list.

   For example, for many phone systems you should click ***70** in the list to turn off call waiting. If you are not sure which value to use, contact your telephone company or your phone system administrator.

3 Click **OK,** and then click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHANGE_NUMBER')}   No. What else could be wrong?

Check error and flow control settings

1 Click here to view Modem properties.
2   Click **Properties.**
3   Make sure the **Only connect at this speed** check box is clear.
4   If the **Speaker volume** option is available, make sure the volume is not set to **Low.**
        Listening to the modem speaker can help you troubleshoot problems with your modem.
5   On the **Connection** tab, click **Advanced.**

- If the **Use error control** and **Compress data** settings are available, make sure that they are selected, and that **Required to connect** is not selected.

- If the **Use flow control** and **Hardware (RTS/CTS)** settings are available, make sure they are selected.

6 If the **Record a log file** or **Append to log** check box is available, click it to create or add to a log file in your Windows folder. This will be useful if you have to call Customer Support.

7 Click **OK,** and then click **Close.**

8 In the dialing error screen, click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_OS')}   No. What else could be wrong?

{button ,JI(`>proc4',`ICW_TRB_GIVEUP')}   Error and flow control settings are not available.

Which operating system are you running?

{button ,JI(`>proc4',`ICW_TRB_MODEM_DIAG')} Windows 95 (or later).

{button ,JI(`>proc4',`ICW_TRB_ADJUST_SPEED')} Windows NT Server or Windows NT Workstation.

Run modem diagnostics and adjust maximum speed

1   Close all programs that use the same communications port as your modem.

2   Click here to view Modem properties.

3   Click the **Diagnostics** tab.

4   Click the communications port you are using, and then click **More Info.**

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

5   Click **OK.**

6   On the **General** tab, click **Properties.**

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

8   Click **OK,** and then click **Close.**

9   In the dialing error screen, click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_GIVEUP')}   No. What else could be wrong?

Adjust maximum speed

1 Click here ▶ to view Modem properties.

2 Click **Properties.**

3 In the **Maximum speed** box, make sure the selected speed is equal to or a little lower than your modem's maximum speed.

4 Click **OK,** and then click **Close.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_GIVEUP')}   No. What else could be wrong?

Check whether someone else is trying to use the same phone line

▸   If someone else has picked up a telephone that uses the same phone line as your modem, your connection will be interrupted. After the other person has hung up, in the dialing error screen, click **Next** to re-establish your connection.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_SETCALLWAIT')} No. What else could be wrong?

Redial the current phone number

▸ In the dialing error screen, click **Next** to retry the current phone number.

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_CHANGE_NUMBER2')}   No. What else could be wrong?

Try a different phone number

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

Select a different phone number in the phone book

1   In the dialing error screen, click **Phone Book.**

2   In the **Phone number** list, click a new phone number.

   If there is not a toll-free number in the list, you might need to make a long-distance call. After you have signed up, your Internet service provider will give you a local access number to access the Internet, if one is available.

3   Click **OK,** and then click **Next.**

Type a different phone number in the dialing error screen

1   In the **Number to be dialed** box, type a new phone number.

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

2   Click **Next.**

Did this fix the problem?

{button ,CW("proc4")}   Yes. Close the troubleshooter.

{button ,JI(`>proc4',`ICW_TRB_MODEM_SET')}   No. What else could be wrong?

Next steps

You've run into a problem that the Internet Connection Wizard Troubleshooter can't help you solve. The network or the server you are trying to connect to might be down for updates or repairs. Try waiting a while and then running the Internet Connection Wizard again.

If you still encounter problems and are trying to connect to the Internet Referral Server, read the Support.txt file, located in the Internet Explorer directory, for product support phone numbers. If you are trying to connect to the sign-up page for an Internet service provider, contact the service provider's customer support.

{button ,JI(`>proc4',`ICW_TRB')}   Go back to the beginning of this troubleshooter.

{button ,CW("proc4")}   Close this troubleshooter.

Next steps

You've run into a problem that the Internet Connection Wizard Troubleshooter can't help you solve. The network or the server you are trying to connect to might be down for updates or repairs. Try waiting a while and then running the Internet Connection Wizard again.

If you still encounter problems and are trying to connect to the sign-up page for an Internet service provider or download software from your Internet service provider, contact the service provider's customer support.

{button ,JI(`>proc4',`ICW_TRB')}   Go back to the beginning of this troubleshooter.

{button ,CW("proc4")}   Close this troubleshooter.