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Modem Troubleshooting

You're having trouble connecting to EarthLink and you've tried the steps to Verify Modem Installation. There may be something wrong with how you modem is installed.

What type of computer do you have?   Click on image that most resembles your computer.

Desktop   Tower   Notebook

Desktop Computer

What type of modem does your computer have?   Click one.

Notebook Computer

Your notebook computer probably has a PCMCIA card modem that looks something like this:

1. Make sure the PCMCIA card is fully inserted.   The best way to check if the card is fully insert is to eject and reinsert the card.

    -- Press the eject button (the small gray or black square button that sticks out from the PCMCIA card.   The card pops out.

    -- Gently push the card back into your computer. An audible sound indicates that the card is fully inserted.

2. Make sure jack on the telephone cable is securely inserted into the port on the modem and that the other end is connected to the telephone wall outlet.

3. Test your modem.

Internal Modem

You have an internal modem.

1. Check that the telephone connector (jack) plugged in to the back of your computer is plugged into the correct port and secure.

2. Test your modem.

External Modem

1. Check that the telephone connector (jack) plugged in to the back of your modem is plugged into the correct port and secure.

2. Most external modems have a power adapter.   Make sure the power adapter is securely connected to the modem and that it is plugged into a wall outlet or functioning power strip.

3. Most external modems have an ON/OFF switch.   Make sure the modem is turned on.   If on, one or more of the lights on the front panel of the modem will be on.

4. Test your modem.

Connecting the modem to your telephone line

There are usually two ports on the back of your modem that look like this.

One port has an image of a telephone and the other an image of a wall outlet or port.

1.   Plug one end of the telephone cable in the port with the wall outlet image and the other end of the cable into the actual telephone wall outlet.

If you want to, you can connect a standard telephone to the port with the telephone image. This is useful for checking that you have a dial tone or to make standard telephone calls when you're not connected to EarthLink.

2.   Test your modem.

Win 95 Verify Modem Installation

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 Panel** folder icon.

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

4. Highlight your modem and click the **Properties** button.   (If there is no modem listed, click the **Add** button and install a modem before continuing with the remainder of these steps.)

5. In the Port drop down box verify that the correct Communications Port is selected.

    In the **Maximum Speed** drop down box, verify that the correct speed is set for your modem.
    -- for a 14400 modem, the maximum speed should be **19200**
    -- for a 28800 modem, the maximum speed should be **38400**
    -- for a 56000 modem, the maximum speed should be **57600**

6. Click **OK** to return to the Modem Properties window.

7. Click the **Diagnostics** tab.

8. Highlight the Port your modem is installed on then click the **More Info…** button.

    Windows tests the modem connection and should successfully connect to your modem. If the test fails, either the modem is:
    -- not installed correctly.
    -- having a hardware problem. Check your modem documentation or
      contact the modem manufacturer to get the modem working correctly.

Win 95 **Verify Modem Selection**

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.   In the **Port** drop down box verify the correct **Communications Port** is selected.

9.   Click the **OK** button.

10.   Click the **OK** button and try connecting again.

Check for Modem Conflicts

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 Protocol Installation

Check your Network Control Panel Configuration to see if the correct protocols are installed.

1. Double-click the **My Computer** icon.

2. Double-click the **Control Panel** icon.

3. Double-click the **Network** icon.

4. Under **The following network components are installed** the following items should be listed:
   -- Client for Microsoft Networks
   -- Dial-Up Adapter
   -- TCP/IP

   If you don't have these network components installed, follow the instructions to Reinstall Network Components .

   NOTE: You may have other network components installed if your computer is connected to a LAN or if you use or have used another Internet Service Provider.

5. Use the EarthLink Dialer to try to reconnect.

 Verify Protocol Selection

Check the Dial-Up Networking connection properties to see if the correct protocol 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 and choose **Properties**.

5. Click the **Server Type** button.

    ▪ In the **Advanced options** section - only Enable software compression should be checked.
    ▪ In the **Allowed network protocols** section - only TCP/IP should be checked.

6. Click the **TCP/IP Settings** button.

    ▪ **Server assigned IP address** should be selected.
    ▪ **Specify name server addresses** should be selected.
    ▪ **Use IP header compression** should be checked.
    ▪ **Use default gateway on remote network** should be checked.

7. Click the **OK** button until you close the EarthLink Connection Properties dialog.

8. Use the EarthLink Dialer to try to reconnect.

Verify Communications Port Installation

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 Panel** 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 **communications port** your modem is on is listed and has no error marks beside it (red or yellow).
7. Click the **OK** button.

 Verify Dial-Up Networking Installation

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. Is there a check mark in the **Communications** check box?

   If there is no check mark, Reinstall Dial-Up Networking .

   If there is a check, click the **Details** button to see if Dial-Up Networking is installed.   Is there a check mark in the Dial-up Networking check box?   If there is no check mark, Reinstall Dial-Up Networking .

6. Click the **OK** button.

Reinstall Dial-Up Networking Communications

If the problem persists reinstall the Communications components. Make sure you have your Windows 95 installation software (CD or diskettes).   You will need the installation media in order to reinstall the communications components.

First, remove the Communications components:

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.   Click the **Communications** check box to REMOVE the check mark.

6.   Click the **Apply** button.

Windows removes the communications components.

Then, reinstall the Communications components:

1.   Click the **Communications** check box to put a CHECK MARK in the box.

2.   Click the **Apply** button.

Windows copies the communications components from the Windows 95 installation media.

3.   Click the **OK** button in response to the Dial-Up Networking Setup prompt.

You will need to restart your computer before the new settings will take effect.   Click the **Yes** button to restart your computer immediately.   Click the **No** button to restart your computer later.

Win 95 Reinstall Network Components

The Networking components required to connect to EarthLink are:
- Client for Microsoft Networks
- Dial-Up Adapter
- TCP/IP

If these components are installed but you are still unable to connect, one or more of the components may be corrupt. Reinstalling the components can correct this problem.

You need your Windows 95 installation software to remove and reinstall the components using the procedure described below.

First remove the network components:

1. Double-click the **My Computer** icon.

2. Double-click the **Control Panel** 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.

   This should also remove **TCP/IP** from the list.

Then reinstall the network components as follows:

1. Click the **Add** button.

2. Double-click **Protocol**.

3. Double-click **Microsoft** then highlight **TCP/IP**.

4. Click the **OK** button.

   This adds TCP/IP, IPX/SPX compatible protocol, Dial-Up Adapter, Client for NetWare Networks, and Client for Microsoft Networks to the list.

   You can remove IPX/SPX compatible protocol and Client for NetWare Networks if you don't need them for a local area network.

5. Click the **OK** button to accept your changes to Network Configuration.

   If Windows asks to restart your computer, click **Yes**.

Verify TCP/IP Settings

1. Highlight **TCP/IP** on the **Network** Control Panel **Configuration** tab and click the **Properties** button.

2. Select the **IP Address** tab and make sure **Obtain an IP address automatically** is checked.

3. Select the **WINS Configuration** tab and make sure **Disable WINS Resolution** is checked.

4. Select the **Gateway** tab and verify there are no gateway numbers listed.

5. Select the **Bindings** tab and make sure **Client for Microsoft Networks** is checked.

6. Select the **DNS Configuration** tab and make sure **Disable DNS** is checked.

7. Click the **OK** button to accept your changes to TCP/IP Properties.

8. Click the **OK** button to accept your changes to Network Configuration.

 Change Dial Properties

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. Select the desired location from the **I am dialing from** list box.   This is usually **Default Location** unless you have define a new location .

3. In the **To access an outside line** boxes, do one of the following:
   -- add **9,** if you normally dial a 9 to access an outside line (the , puts a slight paus between dialing the 9 and dialing the access number to ensure that there is a dial tone)
   -- remove the **9,** is you do not need to dial a 9 to access an outside line.

4. Click the **OK** button.

Select Another Access Phone Number

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.

Define a New Location

1. On the **Dialing Properties** dialog, click **New…** to create a new location.
2. Enter a name for the new location, such as Home or Office or On the Road, then click the **OK** button.
3. Set the area code for this new location.
4. Make any changes to the **How I dial from this location**.
5. Click the **OK** button.

Delete your Password File

Delete your password file and relog back into your computer:

1. Click the **Start Menu**, select **Find,** select **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.
12. Click the **OK** button.
13. After Windows is finished starting up try to connect to EarthLink.

 Create a dial-up connection

To create a dial-up connection:

1.   Double-click the **My Computer** icon.

2.   Double-click the **Dial-Up Networking** folder.

3.   Double-click the **Make new connection** icon.

4.   Enter a name for this connection – such as EarthLink Sprint.

5.   Select a modem, if the modem displayed is not your modem, then click **Next**.

6.   Enter the phone number you want your computer to dial then click **Next**.

7.   Click **Finish**.

Install a browser

1. Load the TotalAccess CD.

2. Select **Additional Software** from the TotalAccess main screen.

3. Select a browser from the list – depending on the version of the TotalAccess CD that you have, this will be either Netscape Navigator or Internet Explorer.

4. Follow the instructions on the screen.