

# SYSTEM HANGS UP, DISCONNECTS WHILE IN USE:

Troubles and fixes are listed in order of the most common setting errors.

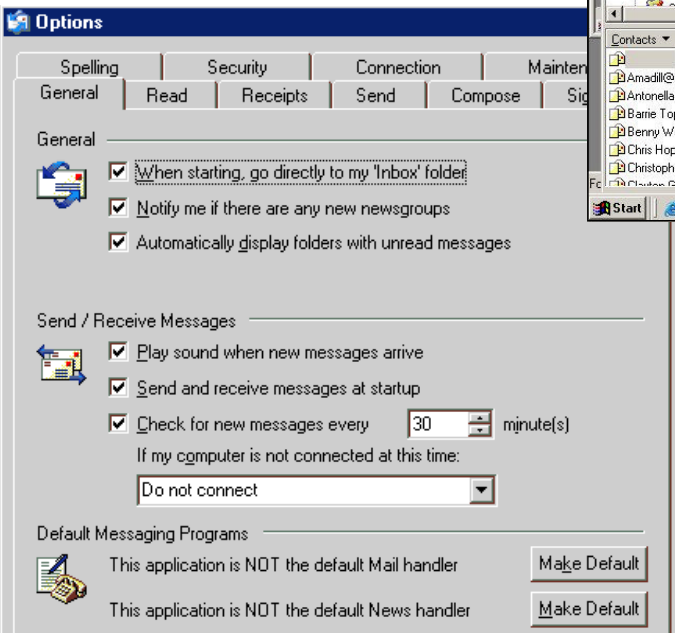
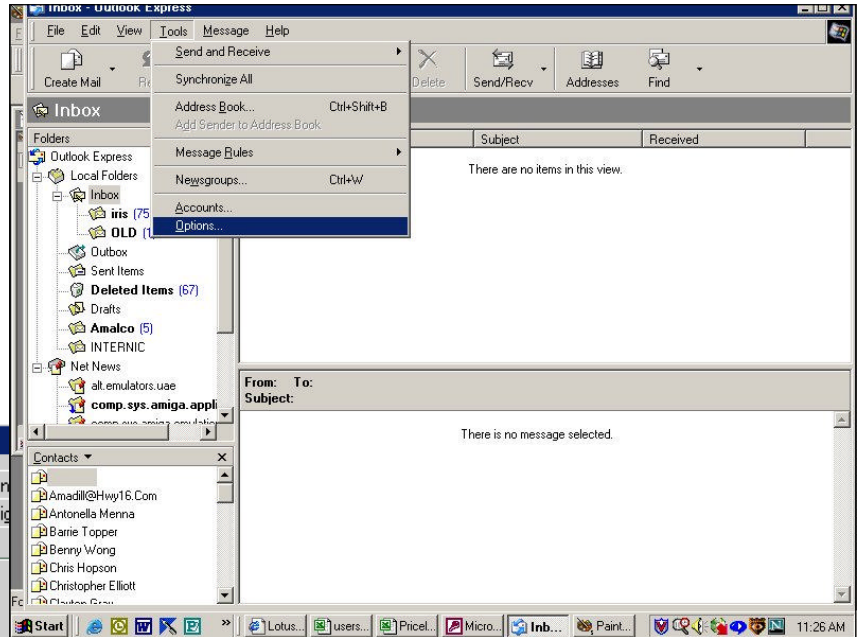
**“THE SERVER” DOES NOT HANG UP ON YOU UNLESS:** Regular dialup accounts will be disconnected after 15 minutes of inactivity. They are shared dialups, and the only fix is to buy a dedicated line.

Contact us for dedicated services.

## 1) Your Mail program is set to 'hang up after sending and receiving'.

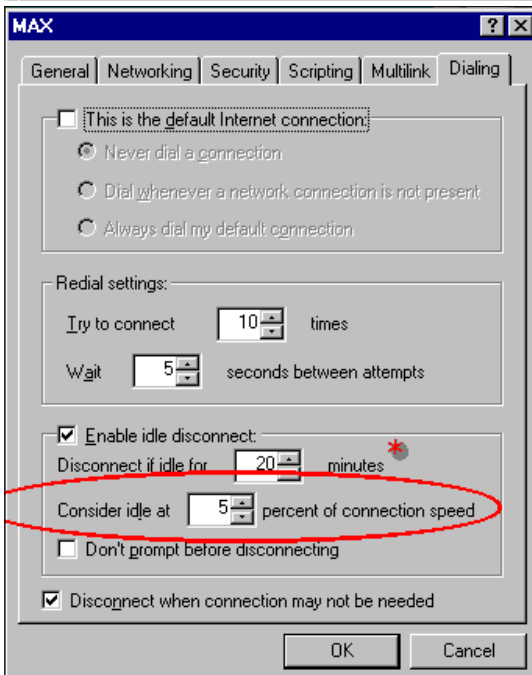
It may also be set to check at a short regular interval. Each time it does, it disconnects and needs to connect again.

Look under TOOLS - OPTIONS



The GENERAL page is where you can set it to check every so often while you're online, and to connect if it is not already connected.

If you have a check in 'hang up' it will ! You may want this set up so you can click on Outlook, download your mail and read & reply to it offline. When you finish your replies, click SEND and RECIEVE and it will dial up, send your mail, and hang up again. This is GOOD for small accounts!



**Windows Me has a new setting:** this is the default. If you leave it here, it will hang up whenever your download speed falls below 2800 bps. This can happen often downloading music or from a busy server. Remove the checkmark from 'enable disconnect' to stop this. Setting it to 0% will still make it hang up if downloading pauses.

