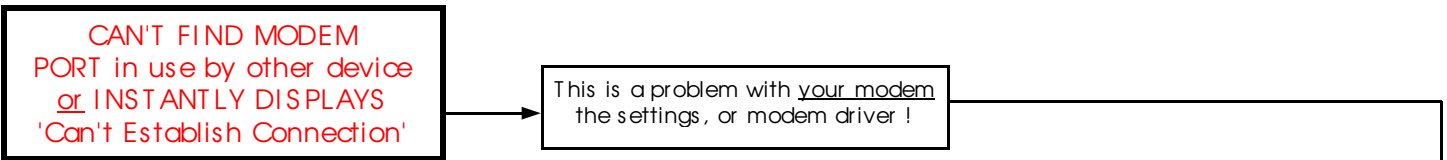


# TROUBLE LOGGING IN? Here's some solutions...

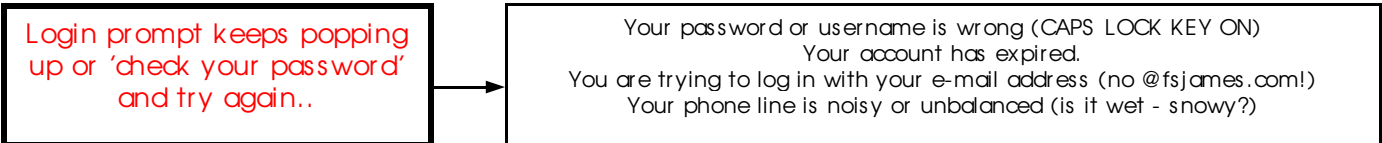
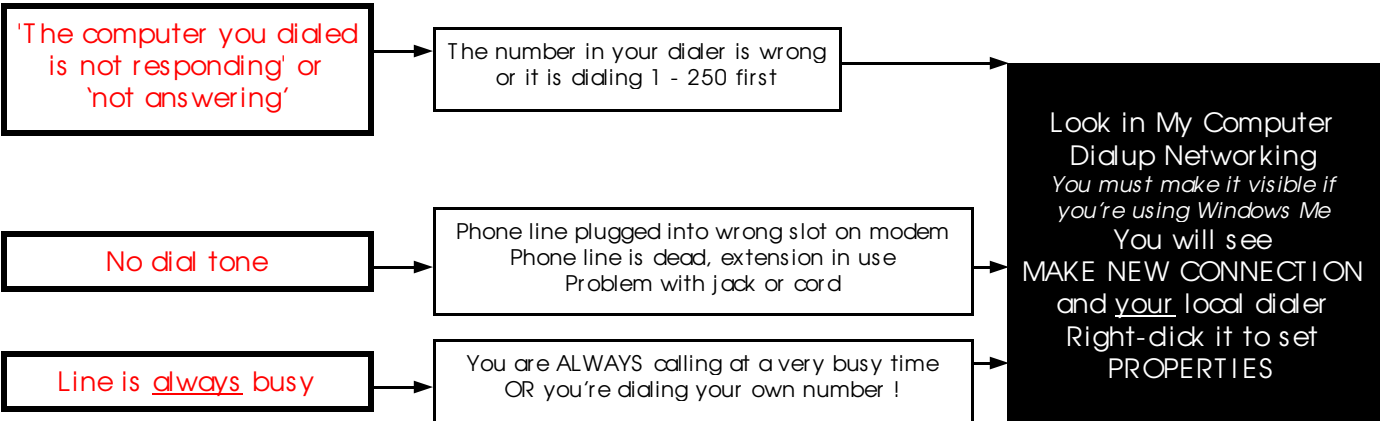
Troubles before you get to the log on prompt: (dialer doesn't even come up)

## IF THE ERROR MESSAGE YOU GET IS:

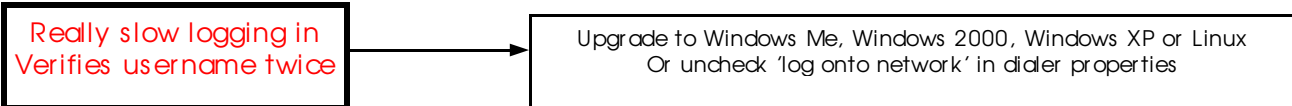
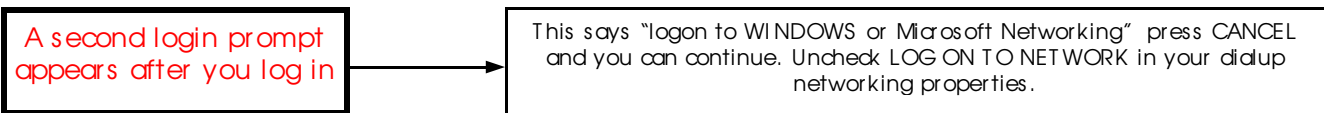


Troubles after you get to the log on prompt:

## IF THE ERROR MESSAGE YOU GET IS:



On very rare occasions a packet loss problem can cause errors. It can be the result of a bad phone line or jack, or a bad network. Check your line with a real Telus phone for noise. If it seems fine, call in. Severe weather, storms, freezing or melting temperatures or system maintenance can cause network problems.



Make sure your dialer is pointed to the right modem in dialer properties. To test the modem itself go to CONTROL PANEL - MODEMS. There should only be ONE modem in the list. Click on the DIAGNOSTICS page tab. Highlight the COM port for your modem and dick MORE INFO. It should come back with a window showing a lot of stats about your modem (HINT: if there's more than one modem in your list, this is how to find the right one.) If you only get an error message, you will need to either re-install your modem or get a new one. Most will only work with exactly the right driver. You will probably find it much easier to bring your tower in for service.

There are more settings in Windows that can make your modem hang-up while working and can speed up connections and configure for oddball phone systems. Look in your dialer properties and control panel telephony settings for some of them. Newer versions of Windows are much better for Internet use.