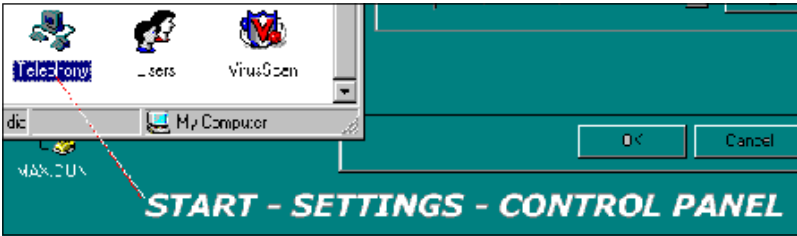


PROBLEMS WITH THE TELEPHONE LINE:

Listed by order of the most common

1) You have **CALL WAITING (CALL ALERT)** and when people call, it knocks you off the internet.



Open the TELEPHONY icon in the CONTROL PANEL

This is how to disable CALL WAITING - CALL ALERT

2) **AN EXTENSION IS BEING USED.** Someone in another room is picking up the phone and punching buttons to kick you off, so they can use the line.

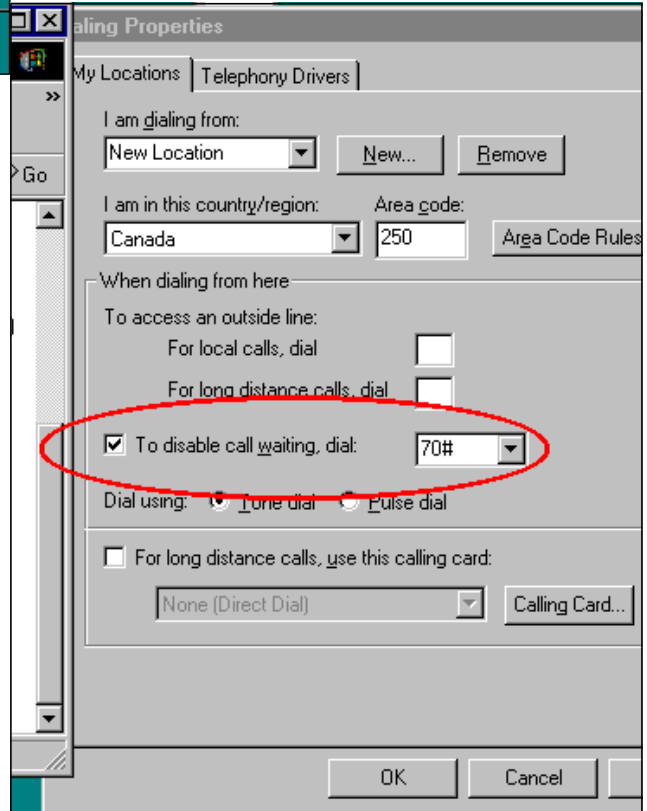
3) **YOU HAVE A NOISY (GROUNDED) PHONE LINE.**

Unplug the computer at the wall jack. Plug a REAL TELUS phone into it. Pick it up and press 1 to stop the dial tone. If there's any hiss or crackle at all, it will play havoc with your modem.

THE MAIN DIALUP BANK IS A DIGITAL CONNECTION. YOU ARE NOT REALLY CALLING A MODEM OR REGULAR PHONE LINE, BUT A VIRTUAL ONE. Digital equipment is very fussy, and it either works perfectly or not at all (*Compare with satellite TV. The big old dishes just got fuzzy when covered with snow or out of alignment, but still worked. The new small dishes are digital, a little snow, heavy rain or a slight bump and the signal goes COMPLETELY OFF*)

IS THE WEATHER CHANGING? Is it new snow, melting snow, heavy rain.

DO YOU LIVE IN A MOBILE HOME, did you used to be on a party line? The line may be getting wet, or is just not perfect. You may not even hear the noise on your line, it may require testing with special equipment (TELUS : 611)



4) **YOU LIVE MORE THAN 4 KMS FROM THE TELEPHONE OFFICE,** and your line goes through load coils or line concentrators. These slow or limit your connection speed, and can cause the line to disconnect or stop responding if you neighbour gets or makes a call. A phone line must disconnect for over 3/4s of a second to hang up, but a short 1/4 second disconnect can make it think it's in a line transfer mode. Digital connections can disconnect so fast your computer does not even know it is disconnected and just sit there doing nothing. Try calling an analog dialup bank (**996-7025**) if you normally connect at 33.6 or less.

5) **YOU HAVE A CRAPPY OR WORN OUT MODEM:** If your modem is older than it's warranty (usually 2-3 years); you're living on borrowed time. If you have a new computer, it may have a lousy modem. BRAND NAMES MEAN NOTHING, and price means everything. COMPAQ, DELL, HP, Hewitt-Rand, Packard-Bell use really, really shitty modems on their low-end systems. That's why it was so cheap! Look into CONTROL PANEL - MODEMS and see what type of modem you have. If it says 'micro' or 'mini' REPLACE IT. If it is a WINMODEM you must have at least 70% free Windows resources. Even US Robotics makes some models that are dogs!

6) **YOU HAVE AN UNBALANCED LINE.** This can only be discovered by a Telus technician coming to your house. Your line will always test "OK" if done remotely (or so it seems). Left in ground wires from the party-line days also can only be found by a field visit and can cause problems with modems.

You might actually consider paying for a data line to use your modem on. Contact TELUS for prices.