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## Dial Up Troubleshooting Page by Connectto

**If your Internet Service does not provide you with all of this information and more for \$9.99, why not sign up with us? SIGN UP FOR INTERNET SERVICE - CLICK HERE!**

### New Link for Line Noise Issues

ModemHelp.net Line Noise

### New link for MAC connection troubleshooting

ModemHelp.net OT/PPP Error Messages and Resolutions

### New web page for MOH questions

The new Modem On Hold Page is here

### Some connection/modem tricks that may help with dropped connections

If you are experiencing bad connections with things like dropped connections or general crummy connections here are some things you can try if you want.

1. Adjust modem port speed down from the maximum which is 115200 to 57600

To do that go into CONTROL PANEL, PHONE AND MODEMS, click the MODEM TAB, PROPERTIES, MODEM TAB again, change MAXIMUM PORT SPEED

Make sure you click OK and/or Apply as needed while leaving the Modem Properties.

NOTE: The instructions above are for Windows XP but steps for most operating systems should be similar.

2. Another thing to try is;

Adding 3 comma's to END of access number ,,,

This can sometimes help the modem establish a better connection and may help with dropped connection issues

**NOTE: IF YOU ARE HAVING E MAIL PROBLEMS PLEASE GO TO THE E MAIL PAGE AT:**

**<http://members.connectto.net/email.htm>**

**TIP: If you have not shut down your computer in a day or two or you have recently changed any Internet settings you may need to shut it down. The best thing to do is completely shut the computer off, wait for about 1 minute, then re start it to see if this resolves the issue.**

### Dial Up General Connectivity Problems

**Dial Up Networking Errors - DUN Errors**

**Click here for a listing in numeric order of Microsoft Dial-Up Networking**

## (DUNS) from Modem Site

### Dial Up Error 691 - Can't log in? Username and password error?

1. Please make sure you are using your ENTIRE username.

**EXAMPLE: janedoe#gct@e.56k.cc**

2. If you have "saved" your password, remove it and re enter it and please remember passwords are "case sensitive".

3. Double check your access number, occasionally the numbers change and that will cause a invalid username error. (We have no idea what numbers customers choose for thier access numbers so it is impossible for us to contact everyone when something changes)

You can find the access numbers page at:

Dial Up Access Numbers

#### OTHER FACTORS:

Is it possible that you have used 16 hours of online time in 24 hours?

If so your account will be on hold until the 24 hour peroid of time begins again.

According to the terms and conditions you agreed to when you signed up you

may not use the connection more than 16 hours in any 24 hour period of time.

(This time is less if you are on a limted network)

Was it a random problem?

Given the complexity of the Internet, its not unusual for short-lived problems to pop up somewhere in the system. Try connecting again in a minute or two. You can also shut down your computer, wait for 1 minute and then re boot and try again. If your problem mysteriously disappears and never returns, great. If it still happens, especially if you can reproduce it consistently, its worth hunting down and solving.

Are we down for maintenance?

Internet Service Providers periodically have to do maintenance or troubleshooting on their equipment, which can cause connection problems. ISPs are not perfect, nor do they know everything all the time; if youre having trouble and cant figure out why, you may wish to contact us and let us know.

You can also check the System Messages Page for what is going on with things like Email and connection issues

### When I click the X on my browser it does not disconnect me

1. Click Start, point to Settings, click Control Panel, and then double-click Internet Options.

2. Click the Connections tab.

3. Click Settings.

4. Click Advanced.

5. Click the Disconnect when connection may no longer be needed check box to select it.

6. Click OK until all screen are closed.

Note: In all cases the check box may already be selected.

If this applies, simply click the box to remove the check, click APPLY, then click again to put the check back.

Click APPLY, OK, and then OK again.

#### **For Win 95, 98, ME**

In "My Computer", Double click Dial-up Networking,

On the top line menu, click on the symbol

Highlight "Connections", then click on "settings"

On the General Tab, make sure "show an icon on taskbar" is checked

(This is under "When establishing a Dial-Up connection." )

**For XP**

Right click on My Network Places, select Properties; right click on your Internet Connection,  
(You should be able to recognize which one is the connection you use to connect to the internet,  
its name will be what you gave it when you set up your internet connection.) select Properties.

There is a box there which selects that option (show icon or something like that).

If it is unchecked, check it and click OK.

Close everything.

**NOTE:** If it is already checked, un check it, press OK and follow the steps below.

Close everything.

Redo the steps and then check it, and press OK.

In some instances it is necessary to re-boot between the un checking and the checking

**My browser does not have cookies enabled!**

"Your web browser options are currently set to disable cookies.

**RESOLUTION**

To work around this behavior, set your privacy level to low or to accept all cookies:

In Internet Explorer, click Internet Options on the Tools menu.

On the Privacy tab, move the settings slider to Low or Accept All Cookies.

Click OK.

If this does not work, check the date and time on your computer.

Make sure the correct date and time are entered then try the site again.

Also, information from Microsoft Support if the fix above does not work

**This article was previously published under Q317689****SYMPTOMS**

**When you attempt to browse to a Web site, you may receive an error**

**message similar to the following:**

Your browser is not currently set to accept cookies.

This behavior may occur even though your Web browser is configured to accept cookies.

NOTE: You may not experience this problh3 when you browse to other Web sites.

**CAUSE:**

This behavior can occur in the following situation:

You browse to a Web site that is saved in your list of Favorites.

-and-

The Favorite for the Web site is damaged.

**RESOLUTION**

To resolve this problem, remove the Web site from your list of Favorites, and then again add it the list. To do this, follow these steps:

Start Microsoft Internet Explorer.

On the Favorites menu, click Organize Favorites.

In the list of Favorites, click the Favorite for the Web site where you have the problem.

Click Delete, and then click Yes to send the ith3 to the Recycle Bin.

Click Close.

Quit and then restart Internet Explorer.

Browse to the Web site that you want to again add to your Favorites list.

On the Favorites menu, click Add to Favorites, and then click OK.  
Click here to go to the Microsoft article if you wish

### **Why won't Windows let me save my password? Save Password Check Box Is Unavailable**

This is a known issue. Please go to the Microsoft link below for the fix.  
Microsoft Knowledge Base Article - 137361

### **The access number or Log in has changed! Why wasn't I contacted before that this was going to happen?**

Sometimes it is necessary for us to make changes immediatly with no advanced warning. We do not like to do this but occasional connection "emergencies" come up and we are forced to make changes "on the fly". When something like this does happen we try to make the transition as smooth as possible.

If we have scheduled changes we make every attempt to contact our customers about the upcoming change. There are some customers that we cannot contact due to phone number changes or other reasons. It is always best to let us know of any telephone number, address or email changes so that we can contact you if we need to.

### **I am getting a no Dial Tone error**

Please check that your phone line is plugged in to your computer and that it is working

You can plug a phone into the line to make sure you are getting a dial tone.

Also, check to make sure you have the phone line plugged into the correct jack on your modem (usually on the back of the computer). The line from the wall should be plugged into the jack labeled "Line", or "Telco" or it may have a little picture of a phone jack.

Do not plug it into the one labeled "Phone", "Telephone", or with picture of a little

telephone on it. Some modems don't have a label or a picture. If that is the case, then try one, then the other.

Does windows see the modem?

If windows does not get a response from the modem, it could be really bad news

or it may just have gotten misconfigured.

Instructions on how to check your modem: [Click here](#)

### **I keep getting dropped from the connection**

This can be caused from several things:

There is a 15 minute idle disconnect which means if you are reading or composing a long e-mail you can be "dropped".

There must be data either being sent to or sent from your computer to keep the connection "live".

#### **OTHER FACTORS:**

Telephone lines used for voice can sometimes be unreliable when it comes to carrying data. Problems experienced with poor line quality can result in numerous, sometimes inconsistent results, such as inability to make connection, loss of connection and poor data transfer.

Noise on the phone line or bad phone line/cord

Phone cord damaged, not plugged in tight or plugged into a bad wall

jack

Any other equipment connected to the same phone line such as an answering machine or FAX.

Call waiting not disabled

Bad weather that could be affecting the phone lines

Modem not seated properly or correct drivers not installed

Modem is failing

You can see our "disconnects" help page here

A great modem trouble shooting resource can be found here

## Cookie Information

A cookie is a text string that is included with Hypertext Transfer Protocol (HTTP) requests and responses. Cookies are used to maintain state information as you navigate different pages on a Web site or return to the Web site at a later time.

More from Microsoft about Cookies

## I keep getting an error in Internet Explorer as soon as I open it that reads, "This Page Cannot Be Displayed".

The page you were looking for is currently not available. The address may not be correct, or there may be a temporary problem with this site. Please try one of the following options: Check the address for typing errors.

Click the Back button and try a different address.

Try this page again later.

Unfortunately the problem is with Internet Explorer, and it happens occasionally for no apparent reason. A possible fix is to open Internet Explorer, and go to "Tools" and scroll down to "Internet Options" at the bottom and click it. Go to the "Connection" tab, and move the dot from "Never Dial a Connection" to "Always Dial My Default Connection", and click "OK". Now, restart your browser, and you should be able to connect.

If you still have a problem with the browser you can go to the Microsoft site for help (if you can get your browser to get you to the Microsoft site).

Microsoft Knowledge Base Article - 241344

1) Make sure you are connected to the Internet.

2) Reset the default IE advanced options. Some options can prevent pages from being displayed properly.

a) Navigate to "Start Menu>Settings>Control Panels>Internet Options".

b) Click on the tab named "Advanced".

c) Click on "Restore Defaults".

d) Click on "Apply".

e) Click "OK".

## My connection is very slow- why?

A bad access number

You do not have a 56k or higher modem

You have your settings for your modem set to connect at a slower speed

Noise on the phone line or bad phone line/cord

Any other equipment connected to the same phone line such as an answering machine or FAX.

Bad weather that could be affecting the phone lines

Static on phone line

Modem not seated properly or correct drivers not installed

Modem is failing

A great modem trouble shooting resource can be found here

## **My Modem is V92 but I cannot get the Modem on Hold to work**

First be sure that you are connecting to a V92 access number.

You can do that by going to the access numbers lookup page found here.

Check the Modem set up instructions that came with your modem.

Make sure you have the call waiting feature from your phone company.

Check that you have the correct drivers installed for your modem, this includes

any updates you may need from the modem manufacturer.

Contact the modem manufacturer.

## **When I dial the access number I get a busy signal**

Make sure you have the correct access number.

If the access number is busy please report this to us, this is an indication of a network outage or phone line problem.

## **I occasionally get busy signals**

There may be a few different numbers you may try, depending on where you live.

We have not hardly seen anyone who has gotten a busy signal on their second try,

so we recommend trying again, and you should be able to get on with no trouble at all.

If you do get multiple busy signals, or can hear a "fast" busy signal, please contact us, so we can get it resolved.

## **When I dial the access number I get a recording**

Make sure you have the correct access number.

The access number is bad, either temporarily or permanently.

Contact us immediately so we can correct the problem and help you find another access number. (You can find an access number on your own but we would like our customers to report access number outages to us so we can resolve the issue).

## **I recently changed access numbers and I keep getting a username and password error**

You must make sure that the access number you choose is on the SAME network you are on.

You can find out what network you are on by looking at what letter is after the @ symbol in your dial up username.

EXAMPLE: janedoe#gct@e.56k.cc the e is the network

If you try to use an access number for another network you WILL get an

invalid username and/or password error.

## **Windows XP: How do I configure phone number modifiers**

Open Network Connections

Right-click the dial-up connection you want to configure, and then click Properties.

On the General tab, modify the phone number by using one or more characters from the following list.

**Character Functions:**

, (comma) Pauses briefly (two seconds for most modems) before continuing.

P Switches from touch-tone to pulse/rotary dialing.

T Switches from pulse/rotary to touch-tone dialing.

\$ Waits for a calling card prompt tone.

For example, when you dial in from a hotel room, you may have to add 9 to the number you are calling to get an outside line.

Your number may look similar to the following: 9,555-0100

The comma after the 9 gives a pause long enough to get an outside line before continuing to dial the full number.

**Note**

To open Network Connections, click Start, click Control Panel, click Network and Internet Connections, and then click Network Connections.

To configure phone number modifiers, you must be logged on as a member of the Administrators group.

By selecting the Use area code and dialing rules check box, and then clicking Rules, you can create a Location for which specific dialing rules automatically apply.

For example, if you frequently connect from home and need to disable call waiting, you can create a location for use from home that automatically dials the code to disable call waiting before the connection call is placed.

If you see unfamiliar characters being dialed before your number, check to make sure the Use area code and dialing rules check box is not selected.

If it is selected, a location may be enforcing a dialing rule that you do not need.

For example, a location may be selected that always dials 1 to accommodate long distance dialing.

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Save Password Check Box Is Unavailable**

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**Error in Internet Explorer  
"This Page Cannot Be Displayed".**

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Or you can go to the Microsoft page that addresses this issue here  
Here is another Microsoft page that may be useful to some of you.  
Understanding and Troubleshooting Unrecoverable Errors (Faults) in Internet Explorer