

Infoway Setup - Troubleshooting 3/6/2001

For Windows 95/98 and Window ME

Before proceeding with these instructions, use the appropriate Connection Instructions and re-check all settings. The following list addresses additional settings which may need to be changed in your computer.

Problem 1: Cannot Change DNS entries (TCP/IP Protocol)

Problem 2: Computer Attempts to Dial a Long Distance Number

Problem 3: Call Waiting

Problem 4: Computer Dials but Cuts off Before Connecting

Problem 1: Cannot Change DNS entries (Configure TCP/IP Protocol)

Most likely your computer was configured so that other Internet providers were pre-programmed, which is why you cannot change the DNS entries at this point in your setup.

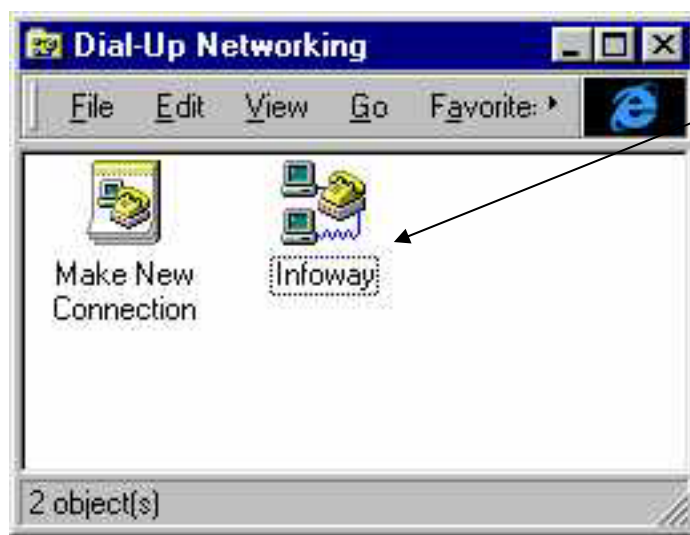
Using your Connection Instructions, skip ahead to the step “Set up the Connection Icon” and follow the instructions. (Do NOT proceed with the step “Getting Connected.”)

Choose the appropriate version of Windows below, and use the following instructions for proceeding with the TCP/IP Protocol and DNS entry settings.

For Windows 95/98:

Double-click **My Computer** (icon on the desktop)

Double-click **Dial-Up Networking**. You will see this Window:



Right-click the Infoway icon and select **Properties** from the pop-up menu.

Proceed with the section “Configure TCP/IP Protocol” of your Connection Instructions.

For Windows ME (Millennium Edition):

Click the **Start** Button.

Select **Settings** (from pop-up menu)

Select **Dial-Up Networking**. You will see this Window:

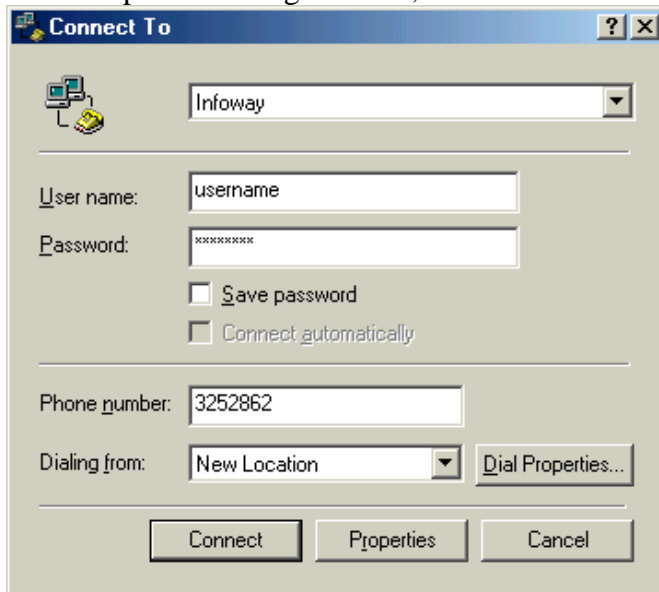


Right-click the Infoway icon and select **Properties** from the pop-up menu.

Proceed with the section “Configure TCP/IP Protocol” of your Connection Instructions.

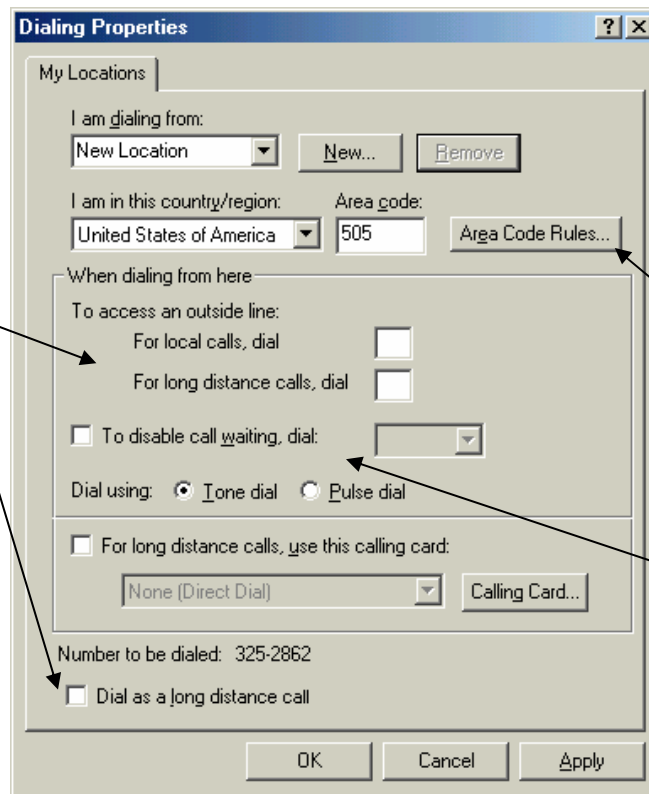
Problem 2: Computer Attempts to Dial a Long Distance Number Problem 3: Call Waiting

From the Dial-Up Networking window, double-click the Infoway icon, to open “Connect To”



Click on Dial Properties.

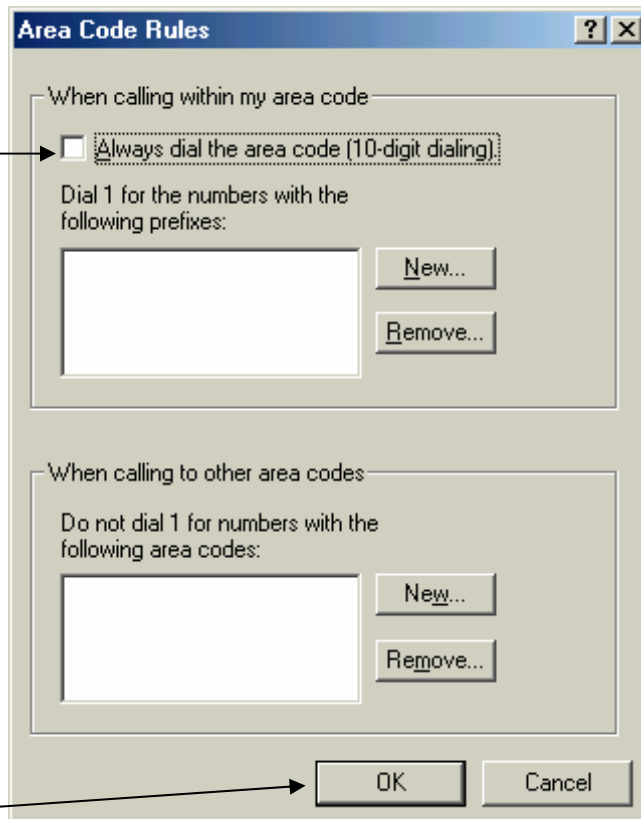
Verify that these settings are correct, and that they are not attempting to dial a long distance call.



After verifying the settings here, click on Area Code Rules

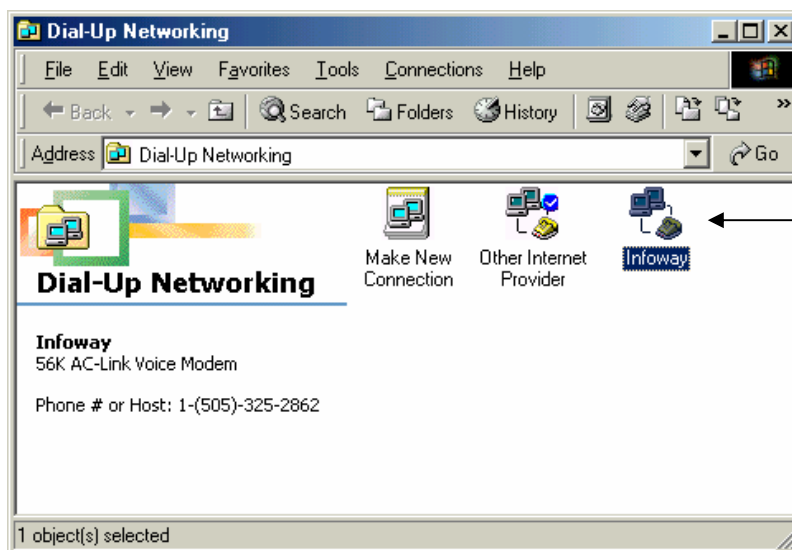
Adjust these settings if your phone line has call waiting

Make sure this box is NOT checked (to remove a check, click inside the box).

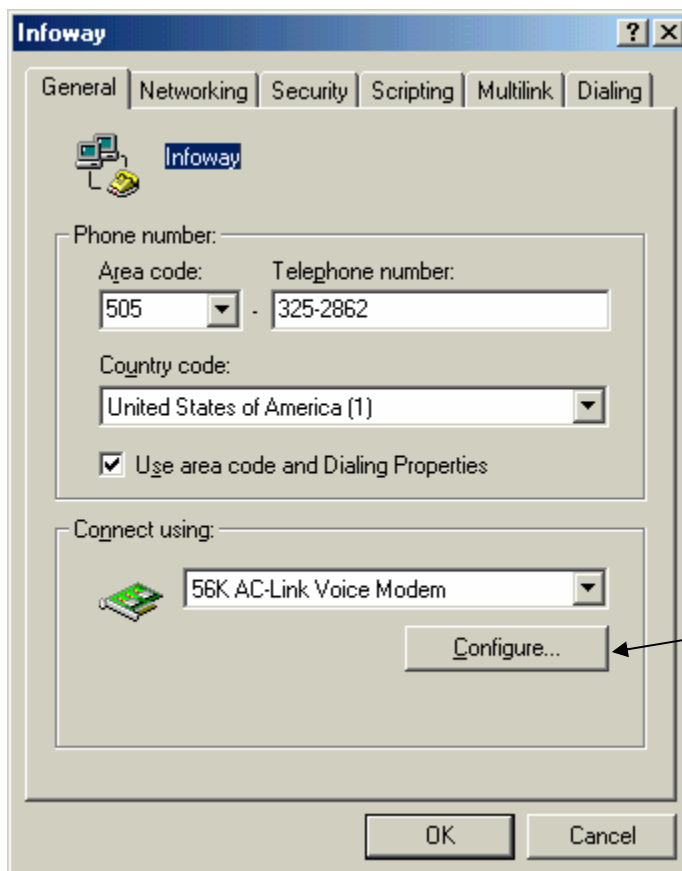


Click **OK** in each of the windows that are open.

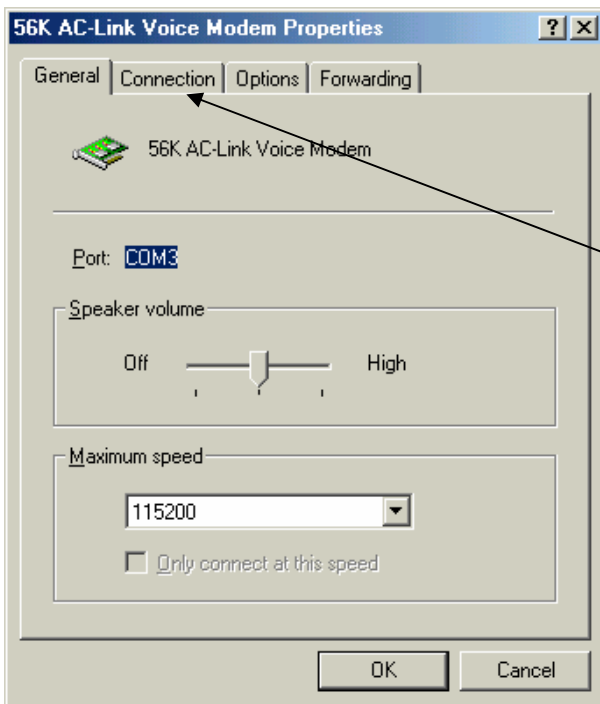
Problem 4: Computer Dials but Cuts off Before Connecting



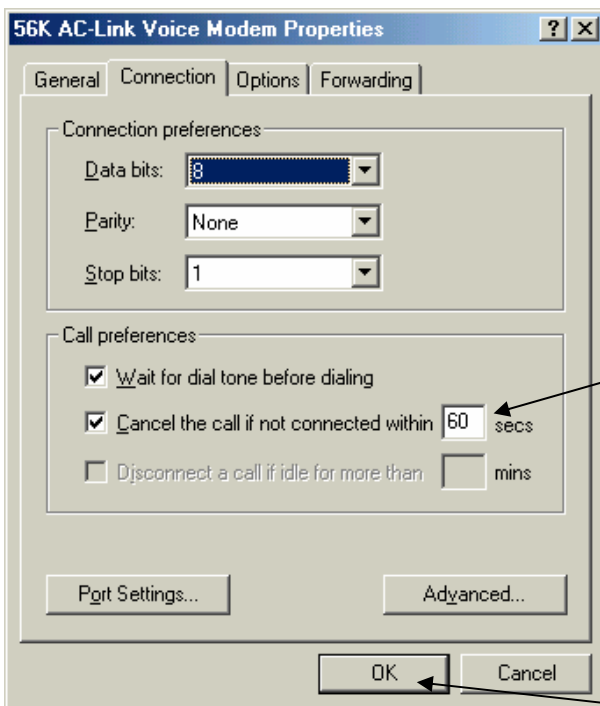
Right-click the Infoway icon and select **Properties** from the pop-up menu.



Click on Configure



Click on the Connection tab



Reset to 60. If you continue losing your dial-up before being connected, re-set to 90 or, if necessary, 120.

Click **OK** in each of the windows that are open.

Reminder: Each Infoway account is allotted one hour of use each day. Your connection will be cut off once the hour has been reached.

Getting cut off may also be caused by the quality of the telephone lines running between patron's house and the library's server. Voice phone lines are not always a high enough quality to support Internet connection. This is a phone company problem, beyond the library's control.