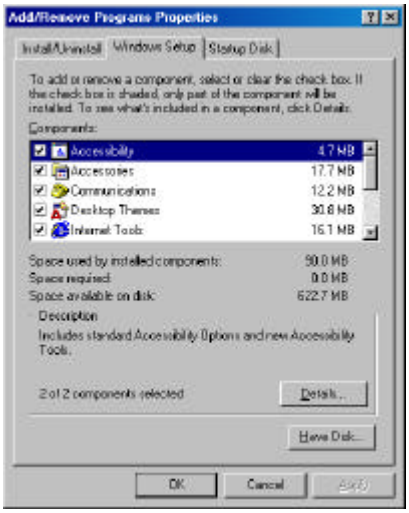
Modem works, but still errors:

Double click on My Computer and double click on Control Panel. Double click on Network. You should see a screen similar to the one to the left. On most computers, running a single modem, you should have three entries, one for a client, one an adapter, and one a protocol. We recommend the following client: Microsoft Client for Networks. If you are not using this client, and are having problems, then we recommend changing. You should also show a dial up adapter, and TCP-IP. On Windows 95 you sometimes need to install the TCP-IP protocol. To do this go to add and protocol, choose Microsoft and TCP/IP. Click OK, and apply. You will probably need to restart windows, and may be prompted for your Windows 95 (or 98) CD ROM. If you are having problems navigating (can't go anywhere) once connected, this could be due to DNS numbers permanently set in the TCP/IP Network Settings. Find TCP/IP in the list, highlight, and click properties. Under DNS, be sure it is disabled.



Or, there may be a corrupted file. To correct this problems you'll need to reinstall Windows communication components. You may need your Windows 95/98 disk. To do this go to My Computer, Control Panel, and Add/Remove Programs. Go to Windows Setup. You should see a box similar to the one to the left. Uncheck the box by Communications. Now click on apply. Once the changes have been completed, restart windows. Once windows has restarted, again go to add/remove programs and windows setup. Put a check mark back in front of Communications, and click on apply. If prompted whether to keep a newer file always say **NO.**
By saying no you are getting the original file that came with windows. Once the process is completed, then restart the computer and try connecting again.

If you have tried all the above steps and are still having problems, then write down the specific error, and call us. We will try to determin the problems and the steps needed to correct them. Remember, there is no charge for any service call dealing with internet connection problems.