

AOL Doesn't Connect Using Broadband

When AOL won't connect, you need to always go to Internet Explorer and see if it will connect. If it does connect, then you most likely have an AOL problem...but if Internet Explorer won't connect either then the problem is not with AOL but with your connection to your DSL. This could be a setting, if you've changed anything or it could be that DSL is down.

First thing to do is be sure that your DSL modem is assigning your computer the IP Address. This is called power-cycling the modem.

1. Turn off the computer.
2. Turn off or unplug the power cable of the DSL modem. Wait 3-5 minutes.
3. Turn on or plug back in the DSL modem. Wait for all lights on the modem to come on.
4. Power up the computer and wait until it fully loads.
5. Go to Internet Explorer....your home page should come up. IF you do not have a home page set in IE, then type into the address bar a web site, such as www.hp.com and click the GO button. IF you get the message that it cannot display the page...you're still not connected.

Next go to control panel and click network connections. This brings up your LAN connections which DSL uses for broadband. IF there is an X in the local area connection, your ethernet cable may not be attached to either the DSL modem or to the computer. Make sure both ends are securely plugged in.

Next, Click the TCP/IP near the bottom of that list and select Properties. IT should bring up this page with the dot in Obtain.....for both settings. See pic below.

If you still can't connect, call Embarq Service.

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