

AOL Doesn't Connect Using Broadband

When AOL won't connect, you need to always go to Internet Explorer and see if IE will connect to a website. 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 broadband service connection to the internet. This could be a setting in your computer, if you've changed anything or it could be that the broadband service is down in your area. A call to their service and support will answer this question for you.

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

1. Turn off the computer.
2. Unplug the power cable to the Router, if you're using a router.
3. Turn off or unplug the power cable of the broadband modem. (Do not press the Reset)
4. Wait 3-5 minutes.
5. Turn on or plug back in the broadband modem. Wait for all lights on the modem to come on.
6. Plug in the power to the Router, if you're using a router.
7. Power up the computer and wait until it fully loads.
8. 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. IF there is an X in the local area connection, your ethernet cable may not be attached to either the modem or to the computer. Make sure both ends are securely plugged in. (This applies only if you're hard wired via an Ethernet cable, not if you're connecting using wireless)

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

If you still can't connect, call your broadband service provider.

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