

## **Internal Modem Blocked**

**Q. Each time I try to sign onto dialup using my internal modem, I get the message “modem is blocked.”**

**A. This could be that the firewall is not set to ALLOW use of the program attempting to go to the internet using dialup. However usually the message “modem blocked” indicates a problem with the modem itself. Try this:**

- 1. Rightclick My Computer on the desktop and select Properties.**
- 2. Click Hardware...Device Manager and scroll down to the modem and click the +**
- 3. The name of the internal modem will be listed below Modem. Rightclick it and select Delete or Remove.**
- 4. Close the screen and restart your computer. You should get a message that “New Hardware has been found”. Wait and your computer should recognize the modem and reinstall it. When this has been completed, you will get a message stating that the “new hardware has been installed and is ready for use”.**
- 5. Now attempt to sign onto your dialup ISP. You should hear the modem dialing.**

**Revised 4/6/2009 JMM**