

Internal Modem Problem

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.**

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