

Dialup Modem Fixes

You've just gotten into writing an important email message when BINGO! you get dumped! And it's happening frequently enough that you're thinking about the sledge hammer in the garage. Try this:

1. Click **START...SETTINGS...CONTROL PANEL....doubleclick MODEMS.**
2. Click your modem listed there once to highlight and select **PROPERTIES.**
3. Reduce the modem speed listed one notch.
4. Now click the **CONNECTION** tab. Select Port Settings.
5. Move the two sliders back one notch each. Click **Apply.** See if this helps.
6. A phone line longer than 10 feet can reduce performance. The longer the phone, the weaker the signal.
7. You are offered several access numbers in most locations. Try changing the access phone number you're using. One of the others may work better for you. IF it does, then drag it to the top of your access number list so it will be the one used first each time you dial up.

Hyper Terminal Modem Check

1. Click **START...Programs...Accessories...HyperTerminal...hyperterminal.**
2. When the New Connection Wizard is displayed, click **CANCEL.**
3. On File menu, click Properties, then click the modem you want to test to select it in the connect using list.
4. Click Configure, verify that your modem is set to use the correct port and click **OK.**
5. Type **"AT"** (without quotations) in the HyperTerminal window, press **ENTER.**
6. If **"AT"** (without quotes) is displayed in the HyperTerminal window as you type it and **"OK"** (without quotes) is displayed after you press **ENTER,** the HyperTerminal recognizes the modem properly. If **"AT"** is not displayed as you type it or if **OK** is not displayed after you press **ENTER,** verify that your modem is installed properly.
7. Verify that your modem can dial out using HyperTerminal. On the File menu, click **NEW CONNECTION** and follow instructions on screen.

Click Dial. If the modem's speaker is enabled, you should hear a dial tone and the sound of the modem dialing the phone number.

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