

## Staying Online

**This site will tell you proven methods that will keep you from losing your internet connection.**

**But the principles taught here also apply to any internet provider.**

### Reasons why you are getting bumped offline:

This site is designed to help people getting bumped offline for no apparent reason. If you are receiving a strange error message or "ILLEGAL OPERATION" when you lose your connection, please call your Technical Support line. If you are randomly losing your connection and have a hard time staying online more than a few minutes, then this site will most likely SOLVE YOUR PROBLEM!

### You get bumped offline primarily for one of three reasons:

1. You have a lower quality modem (very common in newer computers)
2. You have excessive noise on your phone lines
3. Your call waiting "beep" is interrupting you. (incoming calls)

**Notice that I didn't say that dialup service provider was the problem. That's because it is probably not!** I know that may upset some people, but if you get bumped off AOL a lot, you will probably get bumped offline with any Internet provider. The NUMBER ONE REASON why you get bumped offline is your modem. I know what your thinking... "but I paid \$2000 for this top of the line machine". Well... guess what? You got a bottom of the line modem in that fancy machine. This site will help you customize the settings of your modem and will help even a low quality modem stay online!

It's easy to find out whether line noise is the problem. Simply call your phone company and ask them to check for line noise. They do this for free, and if that's the problem and it's outside your home, they will fix it for free! If you're paying for in-home line maintenance, they'll also fix the inside line problem without further charge.

For the majority of us, it's our modems. There are literally thousands of different kinds of modems, but out of the thousands of modems out there, you are probably getting bumped offline because you have one of a handful of generic brands, or you have an HSP or Winmodem. How do you find out what kind of modem you have?

If using AOL, click on the Expert Setup button in the bottom left corner. Now click on the Devices tab up top.

Underneath the devices tab, it will tell you what kind of modem you have. I can almost bet you money that it says one of the following:

- \* Rockwell HCF (or HSF)
- \* Rockwell Generic 56K
- \* Lucent (Generic) V90
- \* SupraMax 56i
- \* US Robotics WinModem (or Sportster)
- \* Motorola SM 56
- \* PCtel (Generic)
- \* HSP Micromodem

Now.. if your modem is not one of those, it still might be. Sometimes AOL says you have a Hayes Compatible or NovaFax, especially if you have ever called tech support. If this is the case, call your computer manufacturer and find out what you really have. The rest of us have one of these modems.

Click on the EDIT button in the bottom right corner of your screen.

Now click on the EDIT COMMANDS button in the bottom middle

Now, look at the line where it says SETUP MODEM STRING.

We need to insert a special code right before the carrot symbol on the end of this line. The carrot symbol looks like this ^

It is very important that you only insert what I tell you to type here, don't delete anything already there. BUT DONT WORRY! If you make a mistake, you can always click on the RESTORE DEFAULT SETTINGS button at the bottom to try again. Look at the table below and add the code **right before the carrot symbol** that matches your modem type.

Rockwell HCF and HSF	+MS=V34
Rockwell Generic 56K	+MS=11,1
Lucent Generic V90	-V90=0S38=0
Lucent Generic 56K	S38=0
Motorola SM 56	*MM12
SupraMax 56i	+MS=V34
US Robotics	S32=32

Notice that I left out PCTel and HSP modems. On these modems, click OK one time and then change the PORT SPEED to 14400. Thats all you do with these.

After you are done, the finished line should look something like this:

Notice that the carrot symbol and the **M** are still the last two characters.

Now, click OK, then click OK, then click CLOSE in the bottom left corners. This will take you back to your sign on screen. Now we need to do one more thing inside of windows 98/Me that will help your connection.

NOTE:This only applies to Windows 98 and Windows Me, so if you still have windows 95 you are FINISHED! See the end of this document for one final important note!

Click on your START button in windows (opposite side of your TIME, usually in the lower left corner of your screen. Then click on where it says RUN.  
Now, inside this RUN box, erase anything in it and type in **MSCONFIG**

Now click OK and you will get the System Configuration Editor. Under the General Tab (which it is already on) Put the dot where it says SELECTIVE STARTUP. Click the Startup tab and UNCHECK the boxes except those for your anti-virus and anti-spyware programs, your mouse and keyboard. Now click OK and then click YES when it asks you to restart your computer.

#### **What does this MSCONFIG thing do?**

Well, when you start up your computer, several programs are set to start up automatically with it. With all these extra program running it causes your computer to run slow. Even if you dont think you are running anything extra other than AOL, I can almost guarantee you that you are running several hidden programs at all times. Why run 10 to 20 programs at once when you aren't using them all? Not only will this probably speed up your computer, it will help you stay online!

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