



Welcome! We're eager for you to start enjoying MSN. And we know you are too. Take heart! We're here to help you with those pesky connection problems.



[First Things First](#)



[Solving the Most Common Connection Problems](#)



[Member Support Phone Numbers](#)



[Beyond Connection Help](#)

## Having trouble getting connected to MSN?

Before we do anything else, let's check a few simple things. Okay?



Okay!

**How do you connect to the Internet?**



**I use a modem**



**I use a LAN connection through a proxy server**

**Is your computer properly set up to access the LAN? Do you have the necessary permissions to use the LAN?**



**Yes**



**I'm not sure**

**Is Internet Explorer configured to use your proxy server on the LAN?**



Yes and I am able to connect to MSN now



Yes, but I still can't access MSN



I'm not sure

## **How do I set up proxy access?**

To learn how to set up Internet Explorer for your proxy:

Start Internet Explorer.

Select "Help Topics" from its Help menu.

Click the Index tab.

Locate "accessing the Internet by using a proxy server" in the list of topics.

Highlight the topic.

Click the Display button.

Follow the instructions.

**Can you connect now?**



**Yes, I was able to connect**



**No**

## **Ask for help...**

Contact the computer support people who manage your local area network. They may be able to help you get properly set up to use it.

And we want you to know, we'll be here when you get back!

**If it's an external modem, make sure it's turned on.**

External or not, it has to be plugged into a phone jack on the wall. Is it?



Yes

## Does the phone jack work?

Take a regular phone and plug it into the phone jack.

Did you get a dial tone?



Yes



No

**You need to fix the phone jack or find one that works...**

And we want you to know, we'll be here when you get back!

**Great! But since you still can't connect, it must be a modem or software problem...**

Let's team up and try to fix it? Okay?



**Okay!**

## **Does the modem work?**

Windows 95 has a nifty modem troubleshooter in their online Help. Here's how to get to it:

Click "Start."

Click "Help."

Click the Index tab.

In the list of topics, locate "modem, troubleshooting."

Highlight the topic.

Click the Display button.

### **Did the troubleshooter help?**



**Yes, I can access MSN!**



**No, the modem is not working**



**Well, the modem is working but I still can't access MSN**

## MSN Connection Troubleshooter

You've established that your modem and phone jack work, or you're properly set up to use a LAN (local area network), but you're still having problems connecting to, or staying connected to, MSN. First, take a deep breath. Let it out completely. Next, look at the following list of symptoms and click the one that applies to you. Then try the suggested steps to fix the problem.



**I hear a busy signal**



**I get a message that the modem does not exist, is not plugged in, or is out of service**



**I get an error message from the operator**



**My modem disconnects while I'm using MSN**



**I'm having problems connecting via another Internet access provider**

**I get a message on my screen that says:**



**"The access numbers you selected are busy"**



**"Cannot Establish Network Connection"**



**"Remote Server Disconnect"**



**"Cannot Locate the MSN Data Center"**



**"Cannot Establish Modem Connection"**



**"Cannot find carrier"**



**"Modem busy" or "Modem cannot be found"**



**"Invalid Member ID or Password"**



**"Unable to find www.msn.com" or "Cannot Connect to the Internet"**



**"Error State Machines Not Started"**



## **Try the call again**

The phone line may simply be busy. This is most likely the case, particularly if you've previously been successful connecting to MSN from the same computer, location, and modem.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## **Try a different local access number for your location**

At the MSN sign-in window, click "Settings." ⇒ [Tell me how.](#)

Click "Access Numbers."

Click "Change" for your primary and backup access numbers.

Select your country and state.

Is the number you are using correct for your area?

If a different local number is available, click it.

Click "OK."

Click "OK" again.

Once more.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check your location settings

At the MSN sign-in window, click "Settings."  [Tell me how.](#)

Click "Dialing Properties."

Check the area code. Is it yours?

Check "To access an outside line." Is it right?  [How do I tell?](#)

Does your phone use tone or pulse dialing?  [How do I tell?](#)

Click "OK."

Click "OK."

Try connecting to MSN again.

### Did this fix the problem?



### Yes, I was able to connect



### No. Now what?

## **Listen for ring and modem tones**

At the MSN sign-in window, click "Settings."  [Tell me how.](#)

Find the phone number listed under "Dial number as:"

Use your telephone to dial the number exactly as it is listed.

Did the phone ring?

Did you hear a modem tone?



**I heard the phone ring and a modem tone**



**I heard the phone ring, but no modem answers**



**I heard neither the phone ring, nor the modem tone**

## Check your phone system requirements

Your telephone or organization may not allow this type of outside call, or may require an additional access code, such as a 9. Check with your local telephone company or phone system administrator.

If you need to add an access code:

At the MSN sign-in window, click "Settings."  [Tell me how.](#)

Click "Dialing Properties."

Under "How I dial from this location:" enter the code in the "To access an outside line" fields.

Click "OK."

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check error and flow control settings

At the MSN sign-in window, click "Settings."

Click "Modem Settings."

Make sure "Only connect at the speed" is NOT checked.

Click the Connection tab.

Click "Advanced."

It should look like this:

"Use error control" and "Compress data" are checked.

"Required to connect" is NOT checked.

"Use flow control" and "Hardware (RTS/CTS)" are checked.

**NOTE:** If Error and Flow Control settings are not available, call [Member Support](#).

Click "Record a log file". This file, called Modemlog.txt, will record what happens as you try to sign on and will be useful if you have to call Member Support. You can find it in your Windows folder.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Run Modem diagnostics and adjust the maximum speed

Close all programs that use the communication port currently selected by MSN.

Go to the Control Panel.  [Tell me how.](#)

Double-click "Modems."

Click the Diagnostics tab.

Click the port your modem is attached to.

Click "More info."

Check the "Highest Speed" and make a note of it.

Click the General tab.

Click "Modem."

Click the Properties button.

If "Maximum speed" is set higher than highest speed your modem can handle, select the speed you got from clicking on More Info. If the settings match, try using a lower setting for the Maximum Speed. This might be necessary if the modem or com port (in the case of external modems) is having problems handling its rated speed.

**NOTE:** Your choices here are listed in baud. The speed you got from "More info" was in k baud (thousand bits per second), so 115k equals 115200. Don't confuse this number with modem's rated speed over phone lines. This number is the speed from the computer to the modem.

Click "OK."

Click "OK" again.

Take a break—you deserve it!

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check the COM port settings

Go to the Control Panel.  [Tell me how.](#)

Double-click "System."

Click the Device Manager tab.

Double-click "Ports."

Click the COM port your modem is attached to.

Click "Properties."

Click the Port Settings tab.

Under "Bits per second," select the speed you got from "More info" during your previous attempt to connect.

Set "Flow control" to "Hardware."

Click "OK."

Click "OK" again.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check your location settings

At the MSN sign-in window, click "Settings."  [Tell me how.](#)

Click "Dialing Properties."

Check the area code. Is it yours?

Check "To access an outside line." Is it right?  [How do I tell?](#)

Does your phone use tone or pulse dialing?  [How do I tell?](#)

Click "OK."

Click "OK."

Try connecting to MSN again.

### Did this fix the problem?



### Yes, I was able to connect



### No. Now what?

## Check error and flow control settings

At the MSN sign-in window, click "Settings."

Click "Modem Settings."

Make sure "Only connect at the speed" is NOT checked.

Click the Connection tab.

Click "Advanced."

It should look like this:

"Use error control" and "Compress data" are checked.

"Required to connect" is NOT checked.

"Use flow control" and "Hardware (RTS/CTS)" are checked.

**NOTE:** If Error and Flow Control settings are not available, call [Member Support](#).

Click "Record a log file". This file, called Modemlog.txt, will record what happens as you try to sign on and will be useful if you have to call Member Support. You can find it in your Windows folder.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Run Modem diagnostics and adjust the maximum speed

Close all programs that use the communication port currently selected by MSN.

Go to the Control Panel.  [Tell me how.](#)

Double-click "Modems."

Click the Diagnostics tab.

Click the port your modem is attached to.

Click "More info."

Check the "Highest Speed" and make a note of it.

Click the General tab.

Click "Modem."

Click the Properties button.

If "Maximum speed" is set higher than highest speed your modem can handle, select the speed you got from clicking on More Info. If the settings match, try using a lower setting for the Maximum Speed. This might be necessary if the modem or com port (in the case of external modems) is having problems handling its rated speed.

**NOTE:** Your choices here are listed in baud. The speed you got from "More info" was in k baud (thousand bits per second), so 115k equals 115200. Don't confuse this number with modem's rated speed over phone lines. This number is the speed from the computer to the modem.

Click "OK."

Click "OK" again.

Take a break—you deserve it!

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check the TCP/IP settings (whatever those are)

Go to Control Panel.  [Tell me how.](#)

Double-click "Network."

Under "The following network components are installed," make sure "Dial-Up Adapter" and "TCP/IP" are listed (or "TCP/IP->Dial-Up Adapter" if you have a network card). If not installed, install them using the Internet setup wizard.  [Tell me how.](#)

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## **Do you have two network cards?**

If you don't, please contact [Member Support](#).

If you do, disable TCP/IP on one of cards (or ask your Computer Support to do it for you).

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check for conflicts in the Winsock files

**NOTE:** You need your original Windows 95 disks or CD-ROM for this step.

**ANOTHER NOTE:** Cheer up. Things could be worse.

Use the Start button's "Find" feature to look for the file "winsock.dll."  [Tell me how.](#)

Check the found files. "Winsock.dll" should be located in the Windows/System folder only.

Other versions of "Winsock.dll" in other folders may interfere. Remove these other versions of "Winsock.dll" or make sure they are not in the "Path" statement in "Autoexec.bat" (found in your root directory.)

Reinstall "Winsock.dll" from your original Windows 95 disks or CD-ROM into Windows/System folder. To do this:

Click "Start".

Click "Help."

Type "Installing Windows Components."

Click "Display."

Following the instructions, reinstall the "Communications" component.

Use the Start button's "Find" feature to look for the files "Wsock32.dll" and "Wsock.vxd."  [Tell me how.](#)

Make sure "Wsock32.dll" and "Wsock.vxd" are located in the Windows/System folder and nowhere else on your hard drive. Rename any other versions; don't delete them. They may be needed by other internet software.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check for extra Win.com files

Use the Start button's "Find" feature to look for the file "win.com."  [Tell me how.](#)  
You should have one "Win.com" file in the Windows folder. Rename any other copies.

Restart the computer.  [Tell me how.](#)

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Remove and reinstall Dial-Up Networking

**NOTE:** You need your original Windows 95 disks or CD-ROM for this step.

Go to the Control Panel.  [Tell me how.](#)

Double-click "Add/Remove Programs."

Click the Windows Setup tab.

Click "Communications."

Click "Details."

Click the check mark next to "Dial-Up Networking."

Click "Yes."

Shut down the computer to insure all previous settings are gone.

Power up the system and go back to Control Panel, Add/Remove Programs.

Click the Windows Setup tab again.

Click the box next to "Dial-Up Networking" to restore the check mark.

Click "OK."

Follow the directions to reinstall Dial-Up Networking.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check your location settings

At the MSN sign-in window, click "Settings."  [Tell me how.](#)

Click "Dialing Properties."

Check the area code. Is it yours?

Check "To access an outside line." Is it right?  [How do I tell?](#)

Does your phone use tone or pulse dialing?  [How do I tell?](#)

Click "OK."

Click "OK."

Try connecting to MSN again.

### Did this fix the problem?



### Yes, I was able to connect



### No. Now what?

## Check error and flow control settings

At the MSN sign-in window, click "Settings."

Click "Modem Settings."

Make sure "Only connect at the speed" is NOT checked.

Click the Connection tab.

Click "Advanced."

It should look like this:

"Use error control" and "Compress data" are checked.

"Required to connect" is NOT checked.

"Use flow control" and "Hardware (RTS/CTS)" are checked.

**NOTE:** If Error and Flow Control settings are not available, call [Member Support](#).

Click "Record a log file". This file, called Modemlog.txt, will record what happens as you try to sign on and will be useful if you have to call Member Support. You can find it in your Windows folder.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Run Modem diagnostics and adjust the maximum speed

Close all programs that use the communication port currently selected by MSN.

Go to the Control Panel.  [Tell me how.](#)

Double-click "Modems."

Click the Diagnostics tab.

Click the port your modem is attached to.

Click "More info."

Check the "Highest Speed" and make a note of it.

Click the General tab.

Click "Modem."

Click the Properties button.

If "Maximum speed" is set higher than highest speed your modem can handle, select the speed you got from clicking on More Info. If the settings match, try using a lower setting for the Maximum Speed. This might be necessary if the modem or com port (in the case of external modems) is having problems handling its rated speed.

**NOTE:** Your choices here are listed in baud. The speed you got from "More info" was in k baud (thousand bits per second), so 115k equals 115200. Don't confuse this number with modem's rated speed over phone lines. This number is the speed from the computer to the modem.

Click "OK."

Click "OK" again.

Take a break—you deserve it!

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check the COM port settings

Go to the Control Panel.  [Tell me how.](#)

Double-click "System."

Click the Device Manager tab.

Double-click "Ports."

Click the COM port your modem is attached to.

Click "Properties."

Click the Port Settings tab.

Under "Bits per second," select the speed you got from "More info" during your previous attempt to connect.

Set "Flow control" to "Hardware."

Click "OK."

Click "OK" again.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## **Close all programs**

Close all programs that may be using the Com (communications) port currently selected by MSN, such as fax software, voice mail, HyperTerminal, or Phone Dialer.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## **Reboot your external modem**

If you have an external modem, turn it off and back on.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Remove and install your modem driver

Go to the Control Panel.  [Tell me how.](#)

Double-click "Modems."

Click the modem you use to connect to MSN.

Click "Remove."

Shut down the computer to insure all previous settings are gone.

Power up the system and go back to Control Panel, Modems.

Click "Add," then follow the steps for installing a new modem.

**NOTE:** Make sure the modem detected by Windows 95 is the modem you are using.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Do you have hardware devices attached to both COM1 and COM3 or to both COM2 and COM4?

Go to the Control Panel.  [Tell me how.](#)

Double-click "System."

Click the Device Manager tab.

Double-click "Ports (COM & LPT)."

Look at the ports listed. Do you have hardware devices attached to both COM1 and COM3 or to both COM2 and COM4?



Yes



No. Now what?

## **You have an IRQ conflict.**

If the modem came with the computer, contact the computer maker or use their documentation to change either the port or the IRQ setting. If you purchased the modem separately, contact the modem manufacturer or use their manual to resolve the conflict.

Click "OK" to close System Properties.

After fixing this, try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Disable autostart programs

These procedures will disable programs starting automatically to determine if they could be causing the problem.

### Win.ini:

Use the Start button's "Find" feature to look for the file "Win.ini."  [Tell me how.](#)

Double-click the copy of "Win.ini" found in the Windows folder.

Insert a semi-colon (";") and a space at the beginning of the lines for "load=" and "run=".

Select Exit from the File Menu and Save the file when you are prompted to do so.

### Startup Group

Use the Start button's "Find" feature to look for the Startup folder.  [Tell me how.](#)

Double-click the copy of Startup folder found in the Windows folder.

Use the Ctrl-A key combination to select all the icons in the Startup folder.

Using your mouse, drag all the icons to the desktop for temporary storage.

Reboot the computer and try connecting to MSN again. Remember to put everything back if this doesn't work.

### Did this fix the problem?



#### Yes, I was able to connect



#### No. Now what?

## **Great! Now to narrow it down to the culprit...**

### **Win.ini**

Follow the procedure we used before to open the Win.ini.  [Tell me how.](#)

Remove the semicolons from load= and run= and save the file.

Reboot your computer and see if the problem returns.

If it does, remove the items after the equal signs (after making a note of them) and place them back in, one at a time, till you find the one causing the mischief.

### **Startup Folder**

Follow the procedure we used before to open the Startup folder.  [Tell me how.](#)

Drag back the startup icons from Desktop to the Startup folder, one at a time, rebooting each time, until you locate the icon that produces the problem.



### **I found the problem!**



### **I can't find the problem!!**

## Use HyperTerminal

Start HyperTerminal.  [Tell me how.](#)

Double-click one of the three pre-loaded connections in the HyperTerminal folder.

Click "Dial."

**Does HyperTerminal connect?**



**Yes. What do I do now?**



**No. Now what?**

## **You need to contact Windows 95 technical support**

See your Windows 95 owners manual for phone numbers.

And we want you to know, we'll be here when you get back!

## **Are you using the correct ID and password?**

Are you positive?

If so, your password list file may be damaged.

### **Create a new password list file:**

WARNING: BEFORE YOU DO ANY OF THE FOLLOWING, WRITE DOWN AND CONFIRM ALL THE PASSWORDS YOU USE ON YOUR COMPUTER. I'M NOT KIDDING.

Go to the Windows folder.  [Tell me how.](#)

Locate the file "<Username>.pwl" where <Username> is the name you use to sign on.

Okay, this is the scary part: Delete or rename the file. The file will be automatically re-created when you sign on.

Restart the computer.  [Tell me how.](#)

Try connecting to MSN again.

### **Did this fix the problem?**



### **Yes, I was able to connect**



### **No. Now what?**

**How do you connect to MSN?**



**Modem**



**LAN (local area network)**

## **Are you connected to MSN right now?**

To access the Internet and any web sites such as *www.msn.com*, you must first be connected to MSN.

You can tell if you're connected to MSN by checking the right corner of the Windows taskbar at the bottom of your screen.

Is there either an MSN icon or a modem icon?



**Yes**



**No**

## Check your location settings

At the MSN sign-in window, click "Settings."  [Tell me how.](#)

Click "Dialing Properties."

Check the area code. Is it yours?

Check "To access an outside line." Is it right?  [How do I tell?](#)

Does your phone use tone or pulse dialing?  [How do I tell?](#)

Click "OK."

Click "OK."

Try connecting to MSN again.

### Did this fix the problem?



### Yes, I was able to connect



### No. Now what?

## **Do you connect using a proxy server instead of a modem?**

A proxy server is a program that runs on a firewall host and transmits information past the firewall in both directions.

Your computer at home does not have a proxy server (unless you installed one).

Your computer at work might. Not all proxy servers can provide the access to MSN. While MSN Member Support is not able to assist you in resolving this, your computer support people may be able to help.



**Yes, I connect using a proxy server**



**No, I don't use a proxy server**

## **If you don't use a proxy server, check the properties of Internet Explorer**

Right-click the Internet Explorer icon.

Click "Properties."

Click the Connection tab.

Make sure "Connect through a proxy server" is NOT checked.

Click "OK."

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check the TCP/IP settings (whatever those are)

Go to Control Panel.  [Tell me how.](#)

Double-click "Network."

Under "The following network components are installed," make sure "Dial-Up Adapter" and "TCP/IP" are listed (or "TCP/IP->Dial-Up Adapter" if you have a network card). If not installed, install them using the Internet setup wizard.  [Tell me how.](#)

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## **Do you have two network cards?**

If you don't, please contact [Member Support](#).

If you do, disable TCP/IP on one of cards (or ask your Computer Support to do it for you).

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Check for conflicts in the Winsock files

**NOTE:** You need your original Windows 95 disks or CD-ROM for this step.

**ANOTHER NOTE:** Cheer up. Things could be worse.

Use the Start button's "Find" feature to look for the file "winsock.dll."  [Tell me how.](#)

Check the found files. "Winsock.dll" should be located in the Windows/System folder only.

Other versions of "Winsock.dll" in other folders may interfere. Remove these other versions of "Winsock.dll" or make sure they are not in the "Path" statement in "Autoexec.bat" (found in your root directory.)

Reinstall "Winsock.dll" from your original Windows 95 disks or CD-ROM into Windows/System folder. To do this:

Click "Start".

Click "Help."

Type "Installing Windows Components."

Click "Display."

Following the instructions, reinstall the "Communications" component.

Use the Start button's "Find" feature to look for the files "Wsock32.dll" and "Wsock.vxd."  [Tell me how.](#)

Make sure "Wsock32.dll" and "Wsock.vxd" are located in the Windows/System folder and nowhere else on your hard drive. Rename any other versions; don't delete them. They may be needed by other internet software.

Try connecting to MSN again.

**Did this fix the problem?**



**Yes, I was able to connect**



**No. Now what?**

## Remove and reinstall Dial-Up Networking

**NOTE:** You need your original Windows 95 disks or CD-ROM for this step.

Go to the Control Panel.  [Tell me how.](#)

Double-click "Add/Remove Programs."

Click the Windows Setup tab.

Click "Communications."

Click "Details."

Click the check mark next to "Dial-Up Networking."

Click "Yes."

Shut down the computer to insure all previous settings are gone.

Power up the system and go back to Control Panel, Add/Remove Programs.

Click the Windows Setup tab again.

Click the box next to "Dial-Up Networking" to restore the check mark.

Click "OK."

Follow the directions to reinstall Dial-Up Networking.

Try connecting to MSN again.

### **Did this fix the problem?**



#### **Yes, I was able to connect**



#### **No. Now what?**

**Have you recently added a new modem?**



**Yes**



**No**

## Adjust Dial-Up Networking

When you replace a modem, Dial-Up Networking does not automatically switch to the new modem because doing so could cause a loss of other important information.

### To adjust for the new modem:

Open the Dial-Up Networking Folder.  [Tell me how.](#)

Highlight the Dial-Up Networking connection icon named "The Microsoft Network."

From the File Menu, click "Properties."

Click the arrow button to drop down the list of modems under "Connect Using" and select the new modem.

Try connecting to MSN again.

### Did this fix the problem?



### Yes, I was able to connect



### No. Now what?

## Try using the Ping utility

Once you've connect to your Internet provider using the instructions or software they provided, try to reach MSN's web site using the Ping utility.

Click "Start."

Select "Programs."

Click "MS-DOS Prompt."

At the DOS prompt, type:

**ping www.msn.com**

If you reach the MSN web site, you will see a line that looks like this:

*Pinging machine-name IP-address with 32 bytes of data*

This line will be followed by multiple messages (usually four) that look like this:

*Reply from IP-address: bytes=32 time=17ms TTL=32*

If you are unable to connect to this site, a message with the phrase "bad IP address" may display. Contact the technical support organization for your Internet access provider. Technical support may be available from your provider via a World Wide Web site.

Once you have full TCP access to the Internet and are able to successfully "ping" the MSN web site, you are ready to sign in to MSN:

Double-click the MSN icon on your desktop.

Click "Settings."

Select "Connect using another Internet access provider."

**NOTE:** Not all Internet access providers supply standard TCP/IP networking and software that is compatible with Windows 95. Check with your provider if there is any doubt.

For more information, go to Windows 95 Help and use its index to look up "Connecting to the Internet using Dial-up Networking."

**Congratulations!**

**And have a great time on MSN!**

## Contact Member Support

Well, you made a valiant try but you're still having connection problems. Never fear! Member Support is standing by and ready to serve. Click your location to see the support phone number(s) for your country.



**United States**



**Canada**



**Europe**



**Japan and Australia**



**Other**

## **Member Support Phone Numbers—United States**

### **For help with connection problems or error messages:**

Technical Service	206-635-7019
Technical Service TDD	206-635-4948

### **For questions about billing, password resets, and access numbers:**

Customer Service	813-557-0613
Customer Service TDD	813-576-6901

## **Member Support Phone Numbers—Canada**

### **For help with connection problems or error messages:**

Technical Service (English)	206-635-7019
Technical Service (French)	206-635-7020
Technical Service TDD (English)	206-635-4948

### **For questions about billing, password resets, and access numbers:**

Customer Service (English)	813-557-0613
Customer Service (French)	813-557-0713
Customer Service TDD	813-576-6901

## **Member Support Phone Numbers—Europe**

France	05 91 72 42
Germany	0130 814479
Ireland	1800 709904
Switzerland (French)	155 4719
Switzerland (German)	155 4718
United Kingdom	0345-000-111

If the country you are calling from is not listed, you can call the following number for English-language assistance:

All Other Countries	44 181 247 9042
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## **Member Support Phone Numbers—Japan and Australia**

Japan 044 965 0196

Australia 02 9934 9000

## **Member Support Phone Numbers—Other Countries**

If the country you are calling from is not listed, you can call one of the numbers below for English-language assistance:

North and South America	1 813 557 0613
All Other Countries	44 181 247 9042

## Beyond Connection Help

Once you've successfully connected to MSN, we know you'll have a great time. And fear not! We'll still be around to help out when you need it. Look for us in the far right corner of your MSN navigation bar. You know, that question mark inside the circle (a.k.a. the Help button). Click it any time for instant information, advice, instructions, and tips on getting the most from your online time.

**Here's a quick look at what you'll find when you click the ?:**

-  [All Member Services](#)
-  [Learn How to Use MSN](#)
-  [Get Answers About MSN](#)
-  [Join the MSN Community](#)
-  [Stay Safe Online](#)
-  [Check or Change Your Account](#)
-  [Send Us Your Feedback](#)

This takes you to the MSN Member Services home page. It's a great place to start! You can browse around for just the information, help, and insight you need.

This is the place to go whether you want all the details or just some quick tips before jumping in. It's also a great place to swap experiences and opinions with other new members.

When you have specific questions about using MSN, chances are we'll have the answers. In the unlikely event we don't (rarely happens!), we'll offer you the best way to reach Member Support.

Enrich your online experience as a member of the MSN Community. Here's all the stuff you need to know to join the gang.

Practical advice for protecting your privacy online. And tips for keeping those kids in control, too!

Want to check something on your MSN account? Need to make a change (like your address, payment method, or password)? This is the place. You can even (heaven forbid!) cancel your membership.

We're eager to know what you think. Really! So share those ideas, kudos, and, well okay, even complaints. All you do is fill out our handy e-form and send it on in. Talk to us!

**To reach the MSN Sign-in window:**

Double-click the MSN icon on your desktop.

**To tell if your phone is touch-tone or pulse:**

Pick up your receiver and dial 9.

If the phone goes "beep" once, it's a touch-tone.

If the phone goes "dit-dit-dit-dit-dit-dit..." it's a pulse phone.

**Pick a local number if possible.**

If there is more than one local number available, it might be best to pick the second number, as most people will tend to pick the first.

**To go to the Control Panel:**

Click "Start"

Click "Settings"

Click "Control Panel"

### **To install TCP/IP and Dial-Up Adapter**

Click "Add."

Click "Protocol."

Click "Add."

Click "Microsoft."

Click "TCP/IP."

Click "OK."

Click "Add."

Click "Adapter."

Click "Add."

Click "Microsoft."

Click "Dial-Up Adapter."

Click "OK."

**To use "Find"**

Click "Start"

Click "Find"

Click "Files or Folders"

Enter the file name at "Named:." If you're looking for more than one file, separate the names with a comma.

Click "Find Now"

**To restart your computer:**

Click "Start"

Click "Shut Down"

Click next to "Restart the computer?"

Click "Yes"

**To go to the Windows Folder:**

Double-click the My Computer icon on your desktop.

Double-click your hard drive (usually C:).

Double-click the Windows folder.

**To start HyperTerminal:**

Click "Start"

Click "Programs"

Click "Accessories"

Click "HyperTerminal"

**To open the Dial-Up Networking Folder:**

Click "Start"

Click "Programs"

Click "Accessories"

Click "Dial-Up Networking"

**To access an outside line**

Your telephone or organization may require an additional access code, such as a 9. Check with your local telephone company or phone system administrator for details.

If you need to add an access code, enter the code in the "To access an outside line" fields under "How I dial from this location:"

**To launch the Internet Setup Wizard:**

Click "Start"

Click "Run"

Type in "Inetwiz" (without the quotes)

