

# stay connected

A step by step troubleshooting manual



# Top 10 connection tips

Recommended for the optimal broadband connection

- Tip 1** You should connect your computer via a DSL filter and your broadband modem to a phone socket in your home. AOL recommend that for the best broadband connection you should use the master phone socket.
- Tip 2** You must plug a DSL filter into every phone socket in your home where you are using a phone, a fax or a 56Kbps dial-up modem.
- Tip 3** Make sure you do not have more than four phone sockets with filters in your home, otherwise your broadband service will be affected.
- Tip 4** If you need an extension cable to connect your computer to the master phone socket do not use one more than 10 metres long and make sure that it has a RJ11 connector at each end (see Figure 1, page 5).
- Tip 5** Make sure you update your virus definitions regularly by visiting AOL Keyword: Anti-virus. This will help provide your PC with the maximum protection possible.
- Tip 6** Don't remove your original 56Kbps modem when you upgrade from dial-up. You can continue to access AOL Keyword: Broadband Help on dial-up if you have broadband connection problems\*.
- Tip 7** Download the McAfee Personal Firewall Plus that is available at no extra cost with your Broadband account, to protect your computer from hackers. Go to AOL Keyword: Firewall.
- Tip 8** Run AOL's spyware protection software frequently to help protect your computer from spyware. Go to AOL Keyword: Spyware.
- Tip 9** Run AOL Computer Check-Up every week to ensure that your computer gets a regular "housekeeping" check-up to allow it to run more smoothly. Go to AOL Keyword: Computer Check-Up.
- Tip 10** Make sure that you run Microsoft Windows Update regularly by visiting [www.microsoft.com](http://www.microsoft.com), to enhance the security and performance of your Windows operating system.

# Introduction

Our aim is to make connection as simple as possible - this troubleshooting manual is designed to help if you hit a problem.

Keep this step by step manual by your computer for reference, and reach for it first if you have any problems connecting to the Internet. With any luck you won't need it, and your AOL Broadband experience will be smooth, fast and uninterrupted.

If you need help with any of the more technical terms used in this manual, please refer to the Glossary at the back (page 11).

## **There's plenty of other support available as well.**



For installation problems, you should find all the advice and help you need on the Easy-Install CD that's in your Easy-Install Pack. Hang on to it for future reference.

If you can't find the solutions in this manual, there's also a comprehensive Broadband Help area on AOL, which you can access through your dial-up connection if Broadband is unavailable\*. Just type AOL Keyword: Broadband Help. To access any AOL Keyword, just type it into the browser address bar at the top of your AOL desktop.



The steps in this manual should help you to connect to AOL Broadband. If you are still having problems, call Member Services for additional help on Freephone 0800 376 4406.

\*Unless you are on a price plan that includes dial-up connection, 0845 call charges will apply.

# Physical connection

## Likely error messages / issues

- 1 No light on the modem, in particular, no Power
- 1 Lose connection / bumped offline
- 1 **Error:** Init packet not acknowledged
- 1 Red arrows in your system tray
- 1 Link light on the modem is flashing
- 1 Phone line problems after installing DSL filters

## Your physical connection

Failure to connect might be caused by something as simple as a loose connection to the modem or a filter not plugged in properly. Follow the steps below for the optimum physical connection.

## Set up

1. Begin by unplugging everything from every BT telephone point in the house.
2. **Locate your master phone socket** (other sockets can be used, but AOL recommend that for the best broadband connection you should use the master phone socket) –
  - 1 If this isn't obvious, go outside the house and find the BT junction box. Follow path of cable to determine where it enters the house – possibly through a door frame, window frame or through the wall
  - 1 The master phone socket is the first BT phone socket after the cable enters the house. You should plug a filter into every wall socket where you have either a telephone, fax or dial-up modem connected
3. Plug the **Broadband filter directly** into the master phone socket.
  - 1 The filter is split into 2 sides
  - 1 One is marked 'DSL / HPN' – this is the digital side
  - 1 The other is marked 'Phone' – this is the analogue side

4. The **yellow line cable** plugs directly into the DSL/HPN side. The other end plugs into the modem itself.
  - 1 If the yellow line cable is too short, extension cables can be purchased (go to AOL Keyword: Broadband Extras)
  - 1 Ensure that the extension cable has an RJ11 connector at each end, and is not more than 10 metres long
  - 1 For optimal Broadband performance, use the original yellow line cable supplied in the Easy-Install Pack, connected to the master phone socket
5. Your phone, fax, double adaptor (any analogue telephony device) plugs into the 'Phone' side.

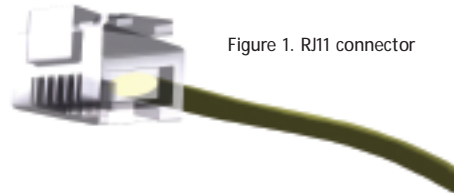
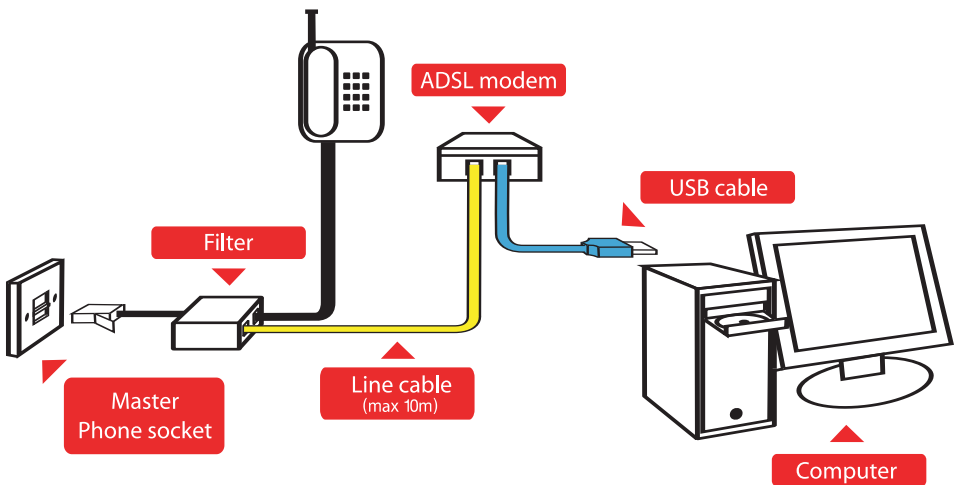


Figure 1. RJ11 connector

Figure 2. Ideal layout for your broadband connection



# Dial-Up Networking test

## Likely error messages / issues

- 1 **Error:** Remote computer is not responding
- 1 **Error:** Dial-up Networking server is not responding
- 1 **Error:** User authentication failed
- 1 **Error:** Invalid username/password on domain
- 1 Unable to connect

## 1 Run a Dial-Up Networking (DUN) Test


These tests will help AOL to identify at what stage your connection breaks down. You can then follow the steps to re-establish your connection. You might need to insert your original Windows installation CD, if you have to delete and reinstall DUN. If you haven't retained it, contact your computer supplier for a duplicate.

### If your modem is a BT Voyager 50 or 100

1. Restart your computer.
2. Click on **Start**.
3. Click on **Programs** (Called **All Programs** in Windows XP).
4. Click on **BT Voyager ADSL Modem** (for 50) or **BT Voyager ADSL Modem 100** (for 100).
5. Click on **Configure**.
6. Click on **Connect**.
7. When you get the Sign On screen In the Username box, type:  
ISUR\_AOLDL@americaonline.aol.com  
(this is case sensitive)
8. In the Password box, type: roughalien  
(this is case sensitive).
9. Click Connect.

### If your modem is a BT Voyager 105

1. Restart your computer.
2. Click on **Start**.
3. Click on **Programs** (Called **All Programs** in Windows XP).
4. Click on **BT Voyager 105 ADSL Modem**.
5. Click on **Configure**.
6. Click on **AOL Test 1**.

If the DUN test fails to connect you, go to  Remove and reinstall your Broadband modem.

## 2 Remove and reinstall your broadband modem

Ensure that you have the most recent version of the modem software (this can be found on your Easy-Install CD and at AOL Keyword: Broadband Help).

### If you have a BT Voyager USB ADSL modem you should:

1. Go to **Start, Programs**, open the **BT Voyager** and click on **Uninstall BT Voyager**.
2. Unplug the modem from the **USB port** when prompted.
3. When the process has completed, restart your computer.

If you are unable to uninstall the modem drivers following the procedure above, try the following:

**Option 1** – using the CD that came with your Easy-Install Pack

1. Place the CD into your CD-ROM drive.
2. Once the CD launches, close the installer and open **My Computer** and **Explore** the CD-ROM drive.
3. Double-click on the file name called either Doctor.exe, Doctor100.exe or Doctor105.exe depending on which modem you have.
4. Restart your computer.
5. To reinstall your modem, reinsert your CD into your CD-ROM.
6. When the CD launches follow the on-screen instructions until the drivers are fully installed.
7. Once this is complete, you will be prompted to plug the modem into the USB port to complete the installation.

**Option 2** – if you don't have your Easy-Install CD

1. Go to AOL Keyword: Broadband Drivers.
2. Click on **Download Now** labelled with the model of modem you have.
3. Click on **Save**.
4. Once the file is downloaded, click on **Open File**.
5. Navigate to and locate the file beginning with **Doctor** and ending in **.exe** and double-click on it.
6. You may be presented with an explanation of what the file does.
7. Read this, click **Accept**, which will continue the process of reinstalling your broadband modems drivers.
8. Double-click on the **setup.exe** file to begin installation.
9. During the installation you will be prompted to plug the modem into the USB port.

If you are still unable to connect and are NOT running Windows 98(SE) or ME, please go through the Physical Connection section (page 4&5) to ensure that there are no loose connections.

If you are still unable to connect and are running Windows 98(SE) or ME, go to **3**

## **3** Only if you are running Windows 98 (SE) or ME - Remove & reinstall Dial-Up Networking

Broadband uses Dial-Up Networking (DUN) to connect to AOL. Sometimes the DUN settings become corrupted and will need to be deleted and reinstalled.

**IMPORTANT:** To find out which Windows version you are using, click on **Start**, click on **Run**, type **Winver**, click **OK**.

**IMPORTANT:** Ensure that you have Windows Installation CD to hand before deleting and reinstalling DUN.

### Removing Dial-Up Networking

1. Click **Start, Settings** and select **Control Panel**.
2. In **Control Panel**, double-click **Add/Remove Programs**.
3. Click on the **Windows Setup** tab.
4. Click on **Communications** to highlight it, click the **Details** button.
5. **Remove** the tick from Dial-Up Networking. This may prompt a dialog box saying that it will remove other components, click **Yes**.
6. When Dial-Up Networking is unticked, click **OK**. Click **OK** again.
7. Windows will update itself. You will be asked to reboot, click **Yes** and let the computer reboot.

### Reinstalling Dial-Up Networking

1. Once you have rebooted your computer, launch AOL. Dial-Up Networking will automatically reinstall.
2. Restart your computer when prompted.

If you are still unable to connect after going through all these instructions, please contact Member Services on 0800 376 4406.

# Firewall

## Likely error messages / issues

- 1 Unable to connect
- 1 **Error:** The host look up failed
- 1 **Error:** Connection to the host timed out
- 1 **Error:** Requesting network attention
- 1 **Error:** Init package not acknowledged
- 1 Bumped offline / lost connection

## Check Firewall

It's possible that your firewall software is preventing a successful connection. Try the following modification steps to allow AOL Broadband to work with your chosen firewall software\*. To find out which Firewall you are using, click on **Start**, click on **Settings**, click on **Control Panel**, double-click on **Add/Remove Programs**. Please make sure that you do not uninstall the firewall software. \*Please note that by changing your Firewall settings you may marginally reduce the effectiveness of your firewall. Check with your vendor for full details.

List of firewall software covered here:

Norton    ZoneAlarm    BlackICE    McAfee®    PC-Cillin

### NORTON

1. Click **Start** on the left corner of the taskbar, then click **Programs**.
2. In the Programs window select Norton Personal Firewall folder, and then click **Norton Personal Firewall**.
3. In the Norton System Status window, double click **Personal Firewall link**, or click the **Configure** on the right.
4. In the Personal Firewall window click the **Program Control tab**.
5. In the Program Control window, under Manual Program Control, change the Internet Access settings of the following files to **Permit All**:

If all of the files below do not appear automatically in the list, please manually add them by clicking on **Add** on the Program Control window (use the copy in **Red** to locate the file).

If you are using AOL 9

- i) waol.exe – **This file is under ProgramFiles/AOL9.0/**
- ii) aoltpspd.exe – **This file is under Program Files/Common Files/AOL/**
- iii) AOLacsd.exe – **This file is under Program Files/Common Files/AOL/ACS**
- iv) AOLDial.exe – **This file is under Program Files/Common Files/AOL/ACS**

This will enable (i) the AOL® client software; (ii) AOL® TopSpeed™ Technology; (iii) AOL® Connectivity Service and (iv) the AOL® Dialler.

If you are using AOL 8

- i) waol.exe – **This file is under Program Files/AOL8.0/**
6. When finished adding these files, click **OK** to exit Norton Program control window.
7. Close the Norton System Status window.
8. Restart your computer.
9. Click **Sign On** to try to connect again.

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## ZONEALARM

1. Click **Start** on the left corner of the taskbar, then click **Programs**.
2. In the Programs window select Zone Labs folder, and then click **Zone Labs Security**.
3. In the Zone Alarm window, click on **Program Control**.
4. In the Program Control window click on the **Programs** tab.
5. In the Program Control window, under Programs, change the **Access** settings of the following files to Allow by left-clicking the **icon in the Access column**:

If all of the files below do not appear automatically in the list, please manually add them by clicking on **Add** on the Program Control window (use the copy in **Red** to locate the file).

### If you are using AOL 9

- i) waol.exe – **This file is under Program Files/AOL9.0/**
- ii) aoltpspd.exe – **This file is under Program Files/Common Files/AOL/**
- iii) AOLacsd.exe – **This file is under Program Files/Common Files/AOL/ACS**
- iv) AOLDial.exe – **This file is under Program Files/Common Files/AOL/ACS**

This will enable (i) the AOL® client software; (ii) AOL® TopSpeed™ Technology; (iii) AOL® Connectivity Service and (iv) the AOL® Dialler.

### If you are using AOL 8

- i) waol.exe – **This file is under Program Files/AOL8.0/**
6. Restart your computer.
  7. Click **Sign On** to try to connect again.

## BLACKICE

1. Click **Start** on the left corner of the taskbar, then click **Programs**.
2. In the Programs window select ISS folder, and then click **BlackICE PC Protection**.
3. In the BlackICE PC Protection window, click on **Tools** and then **Advanced Application Protection Settings**.
4. In the Advanced Application Protection Settings window, under Known Applications, change the Application Control and Communication Control settings of the following files to **null (blank)**:

If all of the files below do not appear automatically in the list, please manually add them by clicking on **Add** on the Program Control window (use the copy in **Red** to locate the file).

### If you are using AOL 9

- i) waol.exe – **This file is under Program Files/AOL9.0/**
- ii) aoltpspd.exe – **This file is under Program Files/Common Files/AOL/**
- iii) AOLacsd.exe – **This file is under Program Files/Common Files/AOL/ACS**
- iv) AOLDial.exe – **This file is under Program Files/Common Files/AOL/ACS**

This will enable (i) the AOL® client software; (ii) AOL® TopSpeed™ Technology; (iii) AOL® Connectivity Service and (iv) the AOL® Dialler.

### If you are using AOL 8

- i) waol.exe – **This file is under Program Files/AOL8.0/**
5. When finished adding these files, close and exit Advanced Application Protection Settings window.
  6. Restart your computer.
  7. Click **Sign On** to try to connect again.

# Firewall

## MCAFEE

1. Click **Start** on the left corner of the taskbar, then click **Programs**.
2. In the Programs window select McAfee folder, and then click McAfee Personal Firewall Express folder, and then click **McAfee Personal Firewall Express**.
3. In the McAfee Personal Firewall Express window, click on **Internet Applications tab**.
4. In the Internet Applications window, under Application Name, change the Permissions settings of the following files to **Allow Full Access**.

If all of the files below do not appear automatically in the list, please manually add them by clicking on the **Add** button on the Program Control window (use the copy in **Red** to locate the file).

### If you are using AOL 9

- i) waol.exe – **This file is under ProgramFiles/AOL9.0/**
- ii) aoltpspd.exe – **This file is under Program Files/Common Files/AOL/**
- iii) AOLacsd.exe – **This file is under Program Files/Common Files/AOL/ACS**
- iv) AOLDial.exe – **This file is under Program Files/Common Files/AOL/ACS**

This will enable (i) the AOL® client software; (ii) AOL® TopSpeed™ Technology; (iii) AOL® Connectivity Service and (iv) the AOL® Dialler.

### If you are using AOL 8

- i) waol.exe – **This file is under Program Files/AOL8.0/**
5. When finished adding these files, close and exit McAfee Personal Firewall Express window.
  6. Restart your computer.
  7. Click **Sign On** to try to connect again.

## PC-CILLIN

1. Click **Start** on the left corner of the taskbar, then click **Programs**.
2. In the Programs window select Tren Micro PC-Cillin folder, then **click PC-Cillin**.
3. In the PC-Cillin main window navigate to the Advanced Tab and select the Internet Traffic Control option in the left menu.
4. Check to make sure the **Halt Internet Traffic** button is **NOT** active.
5. In the PC-Cillin main window click **Settings**.
6. In the PC-Cillin settings window, click on **Personal Firewall**.
7. Click on the Security Level option and make sure the Security Level is **NOT** set to **High** as it will block incoming and outgoing traffic.
8. In the Exceptions List under the Description column look for **AOL Connection**.
9. AOL Connection can be **selected** as a trusted application. Add a '**check-mark**' to the AOL Connection box.
10. When finished adding the 'check-mark', close and exit Settings window.
11. Restart your computer.
11. Click **Sign On** to try to connect again.

\* Please note that by changing your Firewall settings you may marginally reduce the effectiveness of your firewall. Check with your vendor for full details.

# Glossary

**56Kbps modem:** A connection device that uses analogue signals rather than digital ones, used for dial-up internet connection to send and receive data. Most new computers will have a 56Kbps modem installed.

**Analogue:** Analogue is an older method of transmitting voice, video and data using signals, most commonly used by 56Kbps modems.

**Anti-virus software:** A program that protects and scans your computer for viruses.  
AOL Keyword: AntiVirus.

**Arrows:** The arrows are positioned in your system tray. They allow you to see the status of your modem, and help in diagnosing problems.



**Dial-Up:** This is the connection method used when referring to a 56Kbps modem for narrowband.

**Dial-Up Networking:** Dial-Up Networking (DUN) is a remote connection to a modem. Your computer uses DUN to communicate to the remote server to establish and maintain a connection.

**DSL:** Digital Subscriber Line is a specific type of broadband connection.

**DSL Filter:** A DSL Filter is a small device that splits out your normal telephone line to allow you to surf the internet on DSL and use your telephone at the same time.

**Firewall Software:** A program that prevents unwanted access to your computer. AOL recommends McAfee Personal Firewall, which can be downloaded free at AOL Keyword: Firewall.

**Hacking / Hacker:** This is where an unauthorised outside agency or person accesses, or attempts to access, the files and data on your computer.

**Modem Lights:** The lights on the modem also help in diagnosing problems. In most cases you will have three lights on your modem: – Power, DSL and Data.

**Modem Model:** You can find out which modem you have by looking for the name on the front next to the lights or on the bottom of the modem.

**Master phone socket:** The initial telephone socket that is installed in your home, with a connection directly from the outside of the house. AOL recommend that for the best broadband connection you should use the master phone socket.

**Offline:** This is the term given to your connection when you are not connected to AOL. It means there is no internet connection established on your computer.

**Physical Connection:** The ideal way to set up the components supplied in the Easy Install Pack (filters, cables, DSL modem) to give you the best broadband connection.

**RJ11 Connector:** The phone connector on the cable, used to connect your DSL Modem to your DSL Filter.



**Spyware:** Spyware is a generic term describing a variety of different software applications that “snoop” on a internet users’ activities. This software can cause performance issues on your computer.

**Virus:** A virus is a piece of programming code, usually disguised, that causes unexpected and undesirable events – for example, mass distribution of unauthorised emails to the addresses in your address book.

**Virus definitions:** A virus definition file holds the details of all the latest virus attacks. It is important to update your Anti-Virus software frequently in order to give you the maximum protection possible.

**Windows Update:** Windows Update is a Microsoft website that analyses the computer and recommends the latest updates that are needed. AOL recommends installing all critical updates. Visit [www.microsoft.com](http://www.microsoft.com)

## Having problems connecting to AOL Broadband?

If you are having problems installing or connecting your AOL Broadband, we recommend that you use AOL Broadband Check-Up to help fix the problem.

AOL Broadband Check-up is another free support service, designed to improve your AOL experience. It makes it easy to run tests on your PC and fix problems that affect your AOL Broadband service. AOL Broadband Check-Up also makes it easier for Member Services staff to identify and resolve complex problems more quickly.

If AOL Broadband Check-Up is unable to solve your problem directly, it will collect key technical information from your PC about how your PC is set up and encode it into a 16-digit number (your AOL SmartCode). AOL SmartCode will speed up the assistance that Member Services can provide you with when you call them to fix your problem. You will be prompted to call Member Services and pass your AOL SmartCode on to them.

### How to install and use AOL Broadband Check-Up

When you insert your Easy-Install CD (from your AOL Broadband pack), AOL Broadband Check-Up will download onto your PC. Double-click the **Click here to install AOL Broadband Check-Up** icon that you'll find on your desktop.



If you'd like to share your thoughts, tips and advice about this manual, please email us at: [Ukfeedback@aol.com](mailto:Ukfeedback@aol.com)