

Mtida

Help Pages

Connection Trouble Shooting Guide, most common errors

Dial up

691 Error, Invalid Username and Password: Retype your password in the dial up box to reset it prior to attempting another connection. This error also appears when payment has not been made to your account for 2 months.

678 Error, No Dial Tone

You are dialing the wrong number, check the phone number in the dial up box. There should be no 1 or area code in the dial up number.

There is a problem in the telephone jack or line. Check for dial tone with a phone plugged into the same jack. If no dial tone, call you phone service provider. Clicking and static in the line can cause modems to disconnect also. This is another call to your phone service provider.

Your modem is unable to handshake with remote modem before allotted time, this could mean your modem is bad due to power surge, lightning strike, or end of life. Modem will need to be replaced.

Also, after an electric storm, your home's electrical system could be holding a static charge that keeps you from connecting. Unplug the phone cable from the computer and the wall for 1 minute and allow the static charge to drain. Re-plug in the phone cord.

Trend Micro Internet Security is your antivirus software and you've recently "halted Internet traffic". The blue/white pill icon in the lower right screen will have turned to a round globe like icon. Right mouse click this icon and remove check mark in front off "Halt Internet Traffic".

DSL

Unable to connect to the internet, reset the external DSL modem by pushing in the button in the back, thus turning it off, for 3 minutes, then push button in to start.

Static charges can affect external modems as well. Unplug power supply to modem as well as phone cord for 1 minute, then re-plug them in.

Check LAN by going to start>control panel>network connections. Right mouse click the LAN or Local Area Network and enable the network.

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Wireless

Reboot radio, router and computer as per your special wireless trouble shooting guide.

Check LAN by going to start>control panel>network connections. Right mouse click the LAN or Local Area Network and enable the network.

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