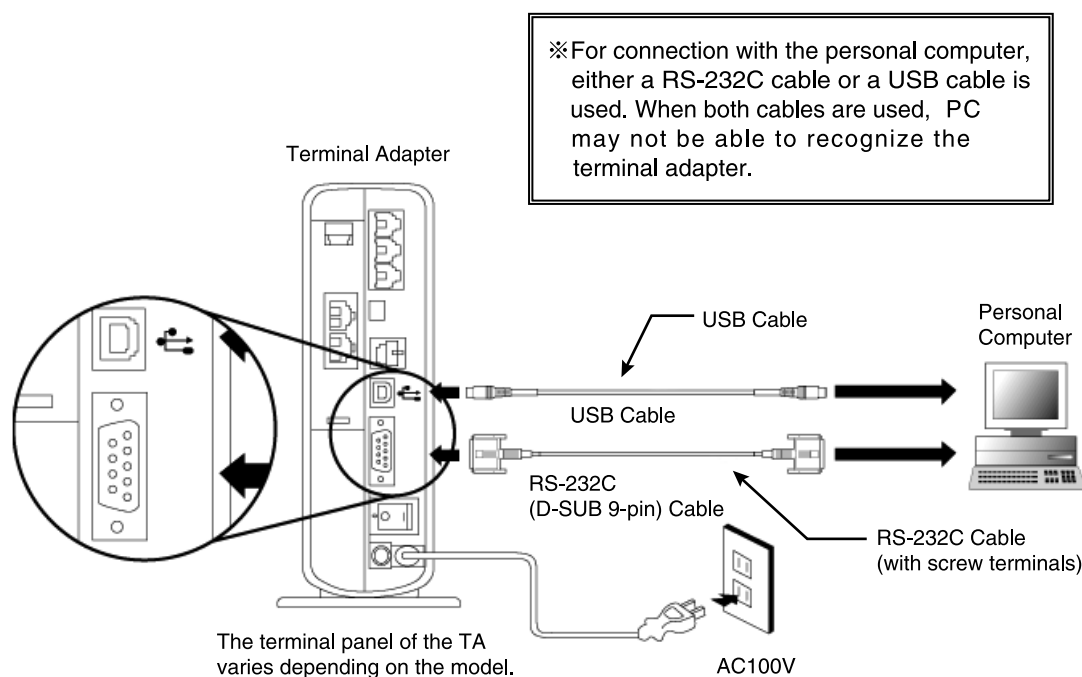


Points to check when you fail to connect to the Internet - For Connection using a TA

1 Is a "serial cable (RS-232C cable)" or a "USB cable" used to connect the terminal adapter with your personal computer?

In Flet's·ISDN, the Internet connection is implemented in "ISDN Synchronous 64 kbps" mode. Flet's·ISDN service is not available in modem communication that is made with the telephone line connected to the personal computer.



2 Does your personal computer have a [Synchronous 64 kbps]-compliant modem installed?

Check if the modem information of the TA or a modem driver has been installed. You can check it in the following ways. If it has not been installed, install it following the manual of the TA. (Refer to the section for Modem Information or Modem Driver for Windows, or to the section for Installing CCL File for Macintosh.)

For Windows

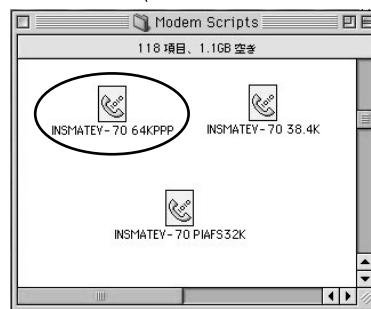


Open [マイコンピュータ](My Computer), [コントロールパネル](Control Panel) and [モデム](Modem) to see if a synchronous 64 kbps compliant driver has been installed.

An indication of "SYNC" or "64KPPP" means the compliance with synchronous 64 kbps communication. ("ASYNC" stands for "asynchronous" and it is not compliant.) ("MP" and "128K" are for bulk transfer and they are not compliant.)

Icon indication varies depending on the model of the TA.
See the manual of the TA for details.

For Macintosh (TCP/IP + Remote Access)



Open [システムフォルダ](System Folder), [機能拡張](Extended Functions) and [ModemScripts] to see if a CCL file compliant with synchronous 64 kbps has been installed as shown in the figure.

3 Has "@domainname" been additionally typed following your user ID?

Example When your user ID issued by your ISP is "tarou1234" and your ISP is ABCnet.

tarou1234@abcnet.ne.jp (The part for "@abcnet.ne.jp" is called "domain name.")

↑
This part must be additionally typed. (The characters to be typed vary depending on the ISP.)

※Refer to the separately provided "List of domain names of ISPs" for details.

※There are some ISPs that issue user IDs and passwords exclusively for Flet's・ISDN service.

Contact your ISP for further information.

4 Have you correctly typed your password?

The password is case-sensitive. Be sure to type it correctly.

5 Haven't you typed a wrong dial-up number?

Type the access number (dial-up number) presented on the Service Initiation Notice. There are some ISPs that require you to make calling user number notification. If you cannot make a connection, add "186" before the access number (dial-up number).

※Refer to the separately provided "List of domain names of ISPs" and check if your ISPs requires caller notification.

For Windows

For Macintosh (TCP/IP + Remote Access)

Some TA models require you to update their firmware for connections or for their stable operations. It is recommended to download the latest version of firmware from the website of the manufacturer of your TA to install it.

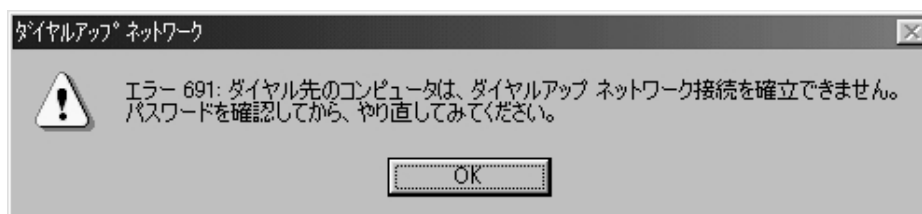
If you still cannot make a connection after the check, contact Technical Support stated on the back cover of this setup guide.

Points to check when you fail to connect to the Internet - For Connection using a TA

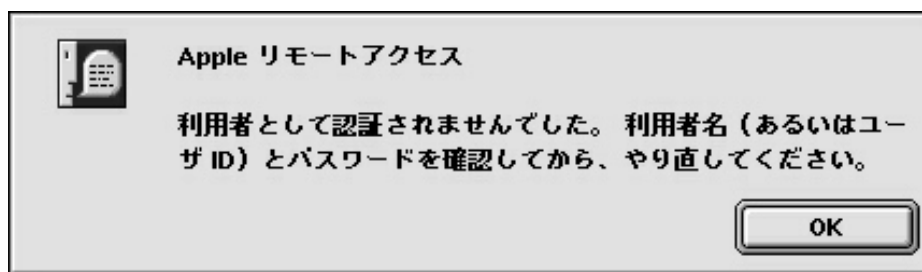
1 When an error message appears

When an error message as shown below appears

For Windows



For Macintosh



- Have you typed the domain name?

Example: When your user ID issued by your ISP is "tarou1234" and your ISP is ABCnet.

tarou1234@abcnet.ne.jp

↑ This part must be additionally typed.
 (The part for "@abcnet.ne.jp" is called "domain name.") (The characters to be typed vary depending on the ISP.)

- Have you correctly typed your user ID and the domain name?
- Have you correctly typed your password?

- Have you completed your application or registration for subscription to your ISP?

※ The necessary procedure varies depending on the ISP. Some ISPs may ask you to switch your subscription to the plan in which Flet's•ISDN is available, while others may require a registration for use of Flet's•ISDN on their websites.



See **3** **4** **5** on page 25 in this setup guide.

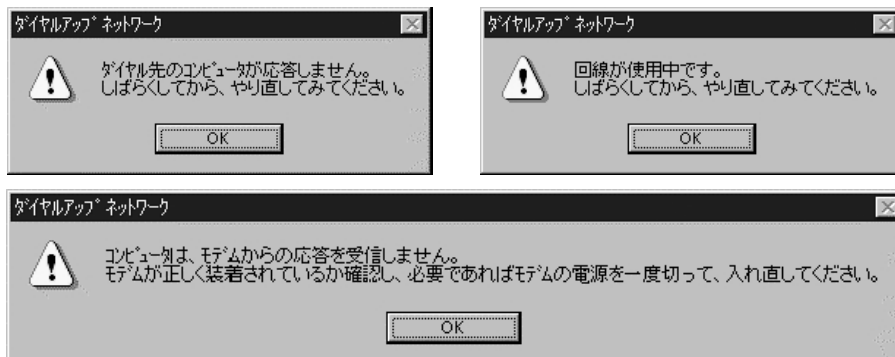
Contact your ISP for further information.



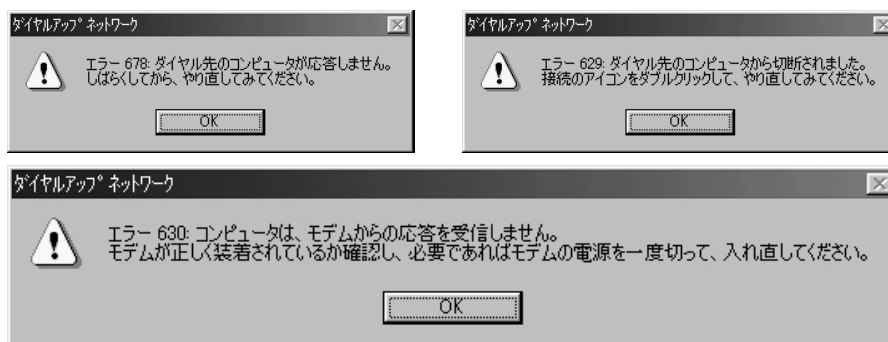
If you still cannot make a connection after the check, contact Technical Support stated on the back cover of this setup guide.

When any of the following error messages appears on the screen

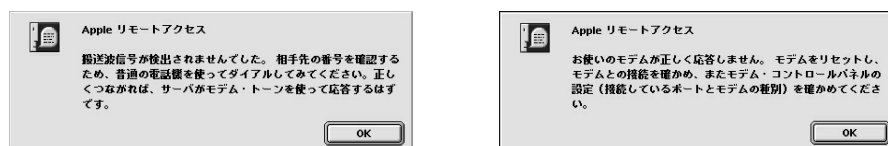
For Windows 95



For Windows 98



For Macintosh



Possible reasons for these error messages are as follows.

- ① An attempt to transfer analog signals
 - ② No signal is recognized between the TA and the personal computer.
 - ③ An error in modem definition file (data transfer from a driver for asynchronous transfer)
 - ④ Notification of the telephone number different from that of the subscriber line when dialing (such as notification of an additional number in dial-in service or in i-number service)
- ※For subscribers to dial-in or i-number service only.

For ①, ② and ③, refer to ❶ and ❷ on page 24 of this setup guide to recheck the cable connection and the modem definition file. For ④, reconfigure the setting for your TA's data port number at the telephone number of your subscriber line.

※For further details, refer to the manual of your TA or contact its manufacturer.

If you still cannot make a connection after the check, contact Technical Support stated on the back cover of this setup guide.

Points to check when you fail to connect to the Internet - For Connection using a TA

2

Attention for users of Macintosh with remote access to an ISP using PAP authentication protocols

It has been confirmed that the connection is disconnected around one minute after its establishment in the combination of Macintosh, remote access and an ISP using PAP authentication protocols. This does not occur when free software "FreePPP" is used.

※FreePPP, a free-of-charge application for communication, is available from Internet websites or CD-ROMs attached to magazines. Refer to page 21 of this setup guide when you enter information such as ISP information onto FreePPP.

※See the separately provided "List of domain names of ISPs" to see if your ISP uses PAP authentication protocols. ISPs with an indication of "PAP" in the section of "Authentication Protocols" use PAP.

Information from Apple Computer

When you connect to the Internet using Flet's•ISDN via an ISP that only supports PAP authentication, please use a "dial-up router" and set "authentication protocols" in the router settings of the dial-up router at "PAP". Currently, some of the ISPs compliant with Flet's•ISDN service support "PAP only" (without supporting CHAP). Contact the ISPs for information on the authentication protocols supported.

Memo
