

## **Disconnection Problems FAQ**

Disconnected as soon as username & password is verified

- Check WINS configuration is disabled.
- Check number dialled. If you are using a non-K56 modem on a K56 line, this may be the reason.

Disconnected within fixed period of time (i.e., 20 mins)

- Check for time-outs set in browser
- Check for time-outs set in modem properties
- Check number dialled and make/speed of modem and ensure compatibility.
- If you have call waiting enabled on your line, ensure that it is disabled before connecting to us. The "bleep" on the line when a second call comes through will disconnect your modem.

Password is not being accepted and is requested again and again

- Check for CAPS lock being on
- Check for capital letters in username and/or password
- Check for @localdial.com in username and delete @localdial.com if present
- Check that, if you use a Windows logon, the box is not asking you for this logon rather than your Localdial.Com logon.

Unable to negotiate dial-in connection (failed) (Win 3.x)

- Check installed modem is correct.
- If standard modem, try changing init string to AT&F in modems2.ini file
- Check for length of telephone extension cable (long cables can result in deterioration of signal)
- Check for line noise and quality Cannot find any sites with browser
- Has the "connect to" box appeared?
- Have you heard the modem connecting?
- Check to ensure that the DNS settings are correct in TCP/IP properties. See [our page for setting up Dial Up Networking](#) for information on how to get to these settings.
- Check for IP address set in either TCP/IP or DUN properties Call to undefined Dynalink
- Microsoft Office Toolbar running when Internet Explorer installed

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