

## **Windows® ME – Dial-Up Support**

### **How to Troubleshoot Dial-up Error Codes**

**Error 678:       There is no answer.**

- Check for dial tone.
- Check to see if the phone line is plugged into the correct ports on modem and jack.
- Confirm your telephone line is working properly.

**Error 680:       There is no dial tone**

- Check Intel Diagnostic for "Device is busy" error.
- Restart PC and immediately go to dialer before any other applications run.
- Check to see if you have the same error another dialer or program is attempting to use the modem. Find the other application that is trying to use the dialer and close the application.

**Error 691:       Access denied**

- Verify the user name and password is correct.
- Make sure that "logon to network" is not checked in the properties of the dialer. Then reboot the computer and try again.
- Delete all of the pwl files and reboot.

**Error 720:       No PPP control protocols configured.**

- Delete and recreate dialer.
- Uninstall and reinstall Dial-up Networking.

**Error Message:   Couldn't negotiate a compatible set of network protocols**

- The full error message is:

Dial-Up Networking could not negotiate a compatible set of network protocols you specified in the Server Type settings. Check your network configuration in the Control Panel then try the connection again.

- Check all of the user's settings.
- Make sure the dialer's settings are correct (maybe even delete and recreate the dialer).
- Make sure that the network settings look good.
- Reinstall Dial-Up Networking.



### **Additional Resources**

If the error code isn't listed here, visit these sites for additional help.

- [www.modemhelp.net](http://www.modemhelp.net)
- [www.modemhelp.org](http://www.modemhelp.org)