



## Problems Connecting??

### Here are some of the most frequent login problems:

- Forgot to restart computer. If you installed the software you have to restart the computer, otherwise it won't work.
- Check for wrong password, wrong username, no username, misspelled username, mis-capitalized username or password. Maybe your caps lock key is active. Make sure that your username and password is all lowercass and no spaces inbetween. If your modem dials and you hear it connect but you can't do anything, this is likely the problem. These are the most frequent reasons for people calling technical support!
- Wrong telephone number (you don't need 310 if you are in the 310 area code) Try dialing the telephone number using a standard telephone. Does a computer answer? If not, you may have a wrong number. [Click here for a listing of all the L.A. Bridge numbers.](#)
- You may need 9 to dial out if you are in an office. Again, you can test this by using a telephone and dialing the same number your computer is trying to dial. Usually you can add this by adding a 9 and then a comma to the phone number. (ie. 9, 8730286)
- Do you have call waiting? This will cause problems by interrupting your connection. You can temporarily disable your call waiting by adding \*70, befor your dialup number, but your phone line has to support turning off call waiting (ie. \*70, 8730286). If not, you can call your local phone company and request for this service. Or you can get a second phone line specificy for your modem and fax.
- Wrong modem port selected. Make sure everything is cabled up and working. Use another program to test the modem. Make sure you know which port it is connected to. Make sure the software knows too.
- Check the password again, you'll feel awful dumb if you call for tech support and this is the problem.
- You may have some other modem software that has taken over the modem and won't let go. This kind of problem is hard to figure out. The best thing to do is to look and see if you have other programs that use the modem, and make sure they are deactivated. Fax managers and unneeded internet dialers are the most common culprits. If you have two

internet dialers you are sure to get conflicts. You **\*MUST\*** delete one of them! If you have two copies of the dialer software your internet connection **WILL NOT WORK!** This is a very frequent problem. If you see too much Internet Software delete it all and start over.

- You may have a computer or modem that isn't working correctly. See if the modem can call anyone else besides L.A. Bridge. Try AOL or a regular phone number and see if it works.
- Sometimes it is worth checking the modem initialization string. This is a command to put your modem into "ready" mode. With the new microsoft system it is unusual to have to play with this. If you really want to, you can access this by going into the properties and perhaps try one of the following:

at&f1

or check with your modem manufacturer and see what they suggest.

- If you only have 4 MB of ram, it isn't enough. You at least 8 to 16 MB. If you don't have enough memory, the Internet programs will sort of work but they will flake out and crash all the time. It will be unusable. You absolutely **\*must\*** have at least 8 MB of ram. Note also that if you have utility programs running in the background or even things like Microsoft Word or Photoshop running they may tie up memory. Close all programs that you don't need to free up the memory and see if this helps.
- If you receive an error message stating that your computer could not negotiate a compatible set of network protocols, refer back to the set of instructions under the section ["Configuring a New Connection."](#) Follow the instructions once more to make sure that your computer is configured properly.
- The dialer does not always tell you if you are logged off. If you suspect that your connection has died, try closing it, then open the connection again.
- If you are having trouble, often turning things off and restarting the computer can work wonders.

...a community Internet Service Provider

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