

Dialing Into Dartmouth with Windows 2000 Professional

Who needs this document?

Any member of the Dartmouth community who wants to gain access to Dartmouth's network resources, such as electronic mail and the Internet, from a remote location using a computer running *Windows 2000 Professional*. This handout explains how to set up your computer so you can dial into Dartmouth's network. It also explains how to be sure your hardware is working properly.

What do I need to get started?

You must have a Dartmouth Name Directory (DND) name and password — the same name and password you use to access *BlitzMail* and other services while on campus.

You must have a user name and password for the Wilson file server if you are going to use public printers or KeyServed software. To request a Wilson account, send an e-mail message to **wilson.account@dartmouth.edu**.

Windows 2000 Professional must be installed and properly configured on your computer. You should have your installation CD-ROM or disks handy in case you are prompted for files that are not on your hard drive.

And you'll need a properly installed modem that supports at least 9,600 baud and is recognized by *Windows 2000 Professional*.

How do I make sure my modem is set up correctly?

Many common dial-up problems are caused by an improperly installed modem. You can follow these directions to make sure your modem is installed properly.

1. Click the **Start** button, move to **Settings**, and click **Control Panel**. Double-click the **System** icon.
 2. Click the **Hardware** tab, then the **Device Manager** button. Double-click the **Modem** entry if your modem is not already displayed below it. Make sure that your modem is correctly identified, is not flagged with an error (a yellow exclamation point or a red X), and is listed only once.
 3. Double-click the name of your modem to open its Properties window. On the **General** tab, make sure that its status is listed as **This device is working properly**. Any errors must be corrected by following the directions supplied by the modem manufacturer before proceeding. Click **OK** to close the window, then close the Control Panels windows.
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How do I configure my computer to use the Internet and the Web?

1. Click **Start**, move to **Settings**, double-click **Network and Dial-up Connections**, then double-click **Make New Connection**.
2. The first time you set up a dial-in connection, a Location Information window will appear. (If the Network Connection Wizard window appears, skip to step 3 below.) Enter the country and area code you will be calling from. If you need to dial a number to access an outside line (for example, 9), enter that in the appropriate field, then select whether the phone line you will be using is **tone** or **pulse** (most are tone). Click **OK**. A default **My Location** is created. Click **Edit**. In the **Location Name** field, type **Dartmouth** or **Home** or whatever is appropriate, then click **OK** twice.
3. After you click **OK** in the Location Information window, or if it never appeared, click **Next** twice. If given a choice to select a device, make sure your modem is checked. Then click **Next**.
4. Dartmouth provides three different pools of modems. You can use any of these modem pools.

For express service where you only need to be connected for 30 minutes or less, and Hanover, NH is a local call, enter the following information on the next window:

Area code: **603**
Telephone number: **643-0102**
Country code: **United States**

For connections that need to be longer than 30 minutes, and Hanover, NH is a local call, enter the following information on the next window:

Area code: **603**
Telephone number: **653-5250**
Country code: **United States**

For connections that need to be longer than 30 minutes, and Hanover, NH is not a local call, but White River Junction, VT is, enter the following information on the next window.

Area code: **802**
Telephone number: **299-1111**
Country code: **United States**

For connections that need to be longer than 30 minutes, and Bradford, VT is a local call, enter the following information on the next window:

Area code: **802**
Telephone number: **449-1111**
Country code: **United States**

If neither Hanover, NH nor White River Junction or Bradford, VT are local calls, select the Hanover modem pool that corresponds to the length of time you will need a connection.

Click **Next**, then **Finish**.

5. In the **Type the name you want to use for this connection** box, type **Dartmouth**. If you want a shortcut for this connection to appear on your desktop, click **Add a shortcut to my desktop**. Click **Finish**.

How can I be sure my remote connection to Dartmouth is working?

1. Click **Start**, then **Settings**, then **Network and Dial-up Connections**, then **Dartmouth**. Or, if you created a shortcut on your desktop, double-click the **Dartmouth** icon on your desktop. Enter your DND account name and password (the same as you use for *BlitzMail*). Make sure the correct phone number appears. (The phone number with area code will appear if you checked **use country code and area code** in your dial-up connection and your **dial properties** indicate you are calling from outside the 603 or 802 area code.)
2. Click **Dial**. An informational window will tell you that it is dialing, connecting, and verifying your user name and password.
3. Once you have a connection, click **Start**, then **Run**. In the **Open** box, type **cmd** and press **[Enter]**. At the prompt, type **ping www.dartmouth.edu** (in lower-case letters) and press **[Enter]**. After a moment, you should receive a reply from the Dartmouth computer. If you see one or more lines that begin **Reply from 129.170.16.79**, then you have successfully set up your remote connection. Type **exit** and press **[Enter]** at the prompt to close the cmd window.
4. To end your session and hang up, right-click the **connection** icon in the **System Tray** (located in the lower-right corner of your screen) and click **Disconnect**.

If you can successfully ping **www.dartmouth.edu**, you should be able to run *BlitzMail*, *Netscape Navigator*, *Internet Explorer*, or any other Windows applications that use TCP/IP.

How do I configure my computer if I want to be able to use an Ethernet connection sometimes and dial in sometimes?

1. Set up your computer using the instructions in the "Setting Up Windows 2000/XP Professional on the Dartmouth Network" handout.
2. Create the Dartmouth connection icon (connectoid) as outlined in this handout under the section "How do I configure my computer to use the Internet and the Web?".

If you have questions or need synchronizing assistance, call the Computing Help Desk at 646-2999 and select from the options provided, send electronic mail to **Help@dartmouth.edu**, or call your division's computing support office.

If we know of problems with the Dartmouth dial-up services, we will post them in the BlitzMail Bulletin topic "Computer - Outages."