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1 What is CityLink Plus?

CityLink Plus is a dial-up networking service of the City University of Hong Kong (CityU). With CityLink Plus, you can dial up to the remote access servers of the CityU and connect directly to the Internet for accessing the World Wide Web, sending electronic mail, and reaching out to numerous Telnet and FTP sites with up to 56K connection speed. This user’s guide provides a step-by-step installation procedure and the guidelines for using CityLink Plus under MS Windows 95/98, Windows NT and Windows 2000 environment. A CD-ROM coming along with this user’s guide contains useful application software, such as web browser and e-mail software, for you to surf the Internet. You may also download software in the CD-ROM from the following URL:


2 Recommended Hardware and Software

To use the CityLink Plus you need at least the following hardware and software:

- A 486 PC with at least 16M RAM
- Windows 95, 98, 2000, Me, or NT
- A CD-ROM drive
- About 50M free hard disk space to install software in the CityLink CD-ROM
- A 33.6Kbps modem or better (the CityLink Plus supports V.90 and K56Flex standards)

3 Dial-up Password

All staff and students of the University can use the UNIX username/password pair given by the CSC to connect to the CityLink Plus service. For students, the UNIX account username is simply the student identification number, whereas the password is the initial password given to the student when registered at the University. Students who have forgotten the initial password may approach the CSC Service Counter to check the initial password out personally.
UNIX account of staff is opened at the same time when a staff member applies for a personal electronic mail account. Unless you otherwise specified, the username is equal to the e-mail account, such as cctim. The password is sent via internal dispatch. Staff who has lost the password needs to raise a written request for getting a new password for the account.

4 Changing Dial-up Password

Changing your dial-up password actually changes your CSC UNIX account password.

The procedure below shows you how to change your UNIX account password. After changing your password, do remember to use the new password when you invoke the dial-up software from your local PC.

When you change your account password, remember that a valid password should be at least 6 characters long, including at least two alphabets and one digit. Note that only the first eight characters are significant. Besides, uppercase letters differ from lowercase letters in passwords (i.e. case-sensitive).

To change your CSC UNIX account password, follow the steps below:

Connecting to the UNIX server, moscow.cityu.edu.hk

a) After connecting your PC to the Internet, click the "Start" on the menu bar and then the "Run" menu option.

b) Type "telnet moscow.cityu.edu.hk" and click the "OK" button.

c) Enter your UNIX account username at the Login prompt and your UNIX account password at the password prompt.
d) After successful login, enter "passwd" to change password. The prompt "Enter login(NIS+) password:" asks for your old password. After entering your old password, you will be prompted to enter your new password. Then, re-type it for confirmation.

e) When the password is successfully changed, you will see two lines of information similar to those shown below:

\[
\text{NIS+ password information changed for } \text{<username>}
\]

\[
\text{NIS+ credential information changed for } \text{<username>}
\]

f) It may take a while for the new password to be effective. After changing your password, type "exit" and press <Enter> to exit. You may then close the Telnet program.

**Below is a sample session for changing password:**

```
UNIX(r) System V Release 4.0 (domain1)
login: cctmchan
Password:
moscow% passwd
passwd: Changing password for cctmchan
Enter login(NIS+) password:
New password:
Re-enter new password:
    NIS+ password information changed for cctmchan
    NIS+ credential information changed for cctmchan
moscow% exit
```

5 Dialling with MS Connection Manager in Windows 95/98/NT

An automatic dialling system using Microsoft Connection Manager has been configured and made available on the CityLink Plus CD-ROM and the dial-up web site, [http://www.cityu.edu.hk/csc/dialup/](http://www.cityu.edu.hk/csc/dialup/). This system automates the set-up procedure for dial-up networking. In addition, it has a re-dialling feature.
After inserting the CD ROM into the CD ROM drive, say d:, click the "Start" on the task bar and select the "Run".

a) At the Open field, type "d:\CityUCLP\CityUCLP.exe" and click the "OK" button.

b) Follow instructions given to install the connection manager.

c) After successful installation, a new icon, CityU CLP, will be shown on the desktop.

d) Copy the phone book, d:\CityUCLP\CityUCLP.pbk to the installation directory, such as C:\WINDOWS\SYSTEM\CITYUCLP.

e) Double-click the "CityU CLP" icon on the Desktop, and "CityU CLP" window appears.

f) Type your CSC UNIX username, such as your student ID or staff e-mail username, and password on the "User name" box and "Password" box, respectively. You may also check "Save password" to save the password for future connections.

g) Click the "Properties" to select a dial-up number from the phone book.

h) Click the "Phone book" button for the "Phone number" and "Backup number" and pick a dial-up number from the list. Click the "OK" button to exit.
i) Click the "Connect" to dial. For successful connection, a small "CityU CLP" icon will be shown at the lower right corner of the Desktop.

j) When you double-click the small CityU CLP icon as shown, a small pop-up window will appear counting the duration of your connection.

To improve the security measures, users have to allow display of their calling numbers when dialing to the CityLink Plus. If you have disabled the display of your phone numbers, you have to simply add a release code "1357", in front of the CityU dial-up numbers to deactivate the blocking on per call basis.

k) To disconnect the CityLink Plus service, simply click the "Disconnect" button on the pop-up window.
6 Manual Setting up and Dialling to CityLink Plus under Windows 95/98

This section will guide you through the procedure of setting up and connecting to the CityLink Plus under Windows 95/98. The procedure includes three steps:

1. Installing modem and setting up of communication protocols.
2. Creating an icon for the CityLink Plus service.
3. Using the new icon to dial to the CityLink Plus.

6.1 Installing Modem and Setting up of Communication Protocol

6.1.1 Installing Modem

Firstly, properly connect your modem to your computer and make sure that a telephone line from the wall jack is plugged into the modem. Secondly, perform the steps below to install the modem in Windows.

a) Click the "Start" on task bar, followed by clicking "Settings" and "Control Panel".

b) Double-click the "Modems". If you have installed your modem and the name of the modem is listed in the Modem Properties window, proceed to step d.
c) Perform these steps to install a new modem:

1. Power on your modem. Let the option "Don’t detect my modem, I will select it from a list" remain de-selected. Click the *Next* button.

2. Windows starts detecting the properties of your modem and displays the findings for you to verify.

3. On the Verify Modem window, if the modem type is incorrect, click the *Change* button and then select from the list provided and click the *OK*.
4. Click "Next" to finish installing modem.

5. Click "Finish" to exit the wizard. The Modems Properties window now shows the modem just installed.
d) To specify properties of your modem:

1. To install additional modem, click the "Add" button, and follow the procedure in c) above to proceed.

2. To change properties of modem already installed, first highlight the modem then click the "Properties" button. Change the parameters as desired. Then click the "OK" button.

3. Click the "Close" button to exit.

6.1.2 Setting up of Communication Protocol

a) Double-click the "My Computer" on desktop.

b) Double-click the "Control Panel".

c) Double-click the "Network". If there is an item "Dial-Up Adapter" under "The following network components are installed" list, go to step e.
d) Installation of "Dial-Up Adapter"

1. Click the "Add" button.

2. Double-click the "Adapter".

3. On the "Select Network adapters" window, select the "Microsoft" from the Manufacturers list and select the "Dial-Up Adapter" from the Network Adapters list.
4. Click the "OK" button. You may be asked for your Windows system disk. After successful installation, click "OK" to return to the Network window.

e) Installation of TCP/IP protocol: (If the TCP/IP protocol is installed, highlight it and click the "Properties" button, go through steps 5-6 below to make sure that the required parameters are correctly set.)

1. On the Network window, click the "Add" button.

2. Double-click the "Protocol".
3. On the "Select Network Protocol" window, select the "Microsoft" as the Manufacturer and "TCP/IP" as the Network Protocol.

4. Click "OK". You will need your Windows system disk. After successful installation, click "OK" to return to the Network window.

5. Highlight the newly added TCP/IP protocol, and click the "Properties" button.

6. Click the "IP Address" tab and select the "Obtain an IP address automatically".
6.2 Creating the CityLink Plus Icon

6.2.1 Creating the Dial-Up Networking folder

The CityLink Plus icon has to be created within the Dial-Up Networking folder. You may double-click the "My Computer" icon to see if the Dial-Up Networking folder exits. If yes, go to 5.2.2. Otherwise, do the following to create it.
a) Double-click the "My Computer" icon on the desktop.

b) Double-click the "Control Panel" icon.

c) Double-click the "Add/Remove Program" icon.

d) Click the "Windows Setup" tab.
e) In the Components list, check "Communication" and click the "Details" button. On the pop-up Communication window, check "Dial-Up Networking" followed by clicking "OK".

f) When the installation is completed, you will be suggested to re-start Windows for the changes to take effect.

6.2.2 Creating CityLink Plus icon

If you use CityLink Plus and service from other Internet Service Provider (ISP) on a single PC, you should create individual connection icon for each service to store settings of DNS, dial-up number, etc.

a) On the desktop, double-click the "My Computer" icon and the "Dial-Up Networking" folder.

b) Double-click the "Make New Connection" icon and a wizard will start.

c) Type "CityLink Plus" in the "Type a name for the computer you are dialling" box.
d) If you have more than one modem installed, select one from the modem list, and click the "Next" button.

e) Enter a dial-up number (see Appendix I for a listing of all dial-up numbers) in the Telephone number field and choose Hong Kong as the Country Code. Click the "Next" button.

f) Click the "Finish" button and a new icon will be created within the Dial-Up Networking folder.
6.2.3 Changing CityLink Plus icon properties

a) Right-click the newly created CityLink Plus icon inside the Dial-Up Networking group to select it.

b) On the pop-up menu, select the "Properties".

c) De-select (empty the box) "Use country code and area code" to disable them and then click the "Configure" button. Enter "1357" in front of the dial-up number if you have applied blocking of display of your telephone number.
d) Click the "Server Type" button. In the pop-up Server Types Dialogue window, select "PPP: Windows 95, Windows NT 3.5, Internet" as the Type of Dial-Up Server. For advanced options, only select the "Enable software compression". Select the "TCP/IP" for "Allowed network protocols" while de-selecting the "NetBEUI" and "IPX/SPX Compatible".
e) Click the "TCP/IP Settings" button. In the TCP/IP Settings screen, select the "Server assigned IP address". Then click the "Specify name server addresses", and enter 144.214.2.32 (or 144.214.2.34) as the primary DNS and 144.214.2.34 (or 144.214.2.32) as the secondary DNS. Check both "Use IP header compression" and "Use default gateway on remote network" options. Finally click the "OK" button to return to the Server Types dialogue window.

![TCP/IP Settings](image)

f) Click "OK" to return to General properties screen as shown in step c.

g) Click "OK" to exit.

As each dial-up number is associated with a different time-out scheme, you may create an icon for each dial-up number so that you can switch between the numbers easily.

### 6.3 Dialling up to CityLink Plus

a) Double-click the "My Computer" icon on Windows desktop.

b) Double-click the "Dial-Up Networking" folder.

c) Double-click the icon created for the CityLink Plus service.
d) Use your CSC UNIX username in the "User name" box and the corresponding password in the Password box. You may also check "Save password" to apply the same password in your future connections.

![Connect To dialog box]

e) Examine whether the Phone number is a valid CityU dial-up number (refer to Appendix I).

f) Click the "Connect" button to initiate dialling and the following window will appear.

![Connecting to CityLink Plus dialog box]

h) For successful connection, a window counting the duration of your connection appears.

![Connected to CityLink Plus dialog box]
i) If connection is unsuccessful because of busy line, try again with other dial-up numbers. For authentication failure, check whether the username/password used is your CSC UNIX account username/password and configuration of dial-up icon. Students may encounter login denial when their monthly connection budget is used up (refer to Appendix III).

To improve the security measures, users have to allow display of their calling numbers when dialing to the CityLink Plus. If you have disabled the display of your phone numbers, you have to simply add a release code "1357", in front of the CityU dial-up numbers to de-activate the blocking on per call basis.

j) After a successful connection, you may start using the Internet tools installed on your Windows. For instance, you may use the Netscape Communicator to browse the World Wide Web, FTP and Telnet program in the Windows sub-directory to connect to hosts.

k) To disconnect the CityLink Plus service, simply click the "Disconnect" button on the duration counting window.

To provide more opportunities for every one to use the service, a time-out policy has been implemented on all dial-up numbers (refer to Appendix I for details).

7 Setting Up and Dialling to CityLink Plus in Windows 98/2000

This section will guide you through the procedure of setting up and connecting to the CityLink Plus under Windows 2000. The procedure includes three steps:

1. Installing modem (refer to section 6.1.1 Installing Modem)
2. Creating the CityLink Plus connection icon
3. Dialling to the CityLink Plus
7.1 Creating the CityLink Plus Icon

a) In **Windows 98**, click "Start" on the task bar, followed by "Programs", "Accessories", "Internet Tools" and then "Internet Connection Wizard". Proceed to step e.

b) In **Windows 2000**, click "Start" on the task bar, followed by "Settings" and "Network and Dial-up Connections". Double-click the "Make New Connection" icon.

c) The Network Connection Wizard appears. Click "Next" to continue.

d) Click the "Dial-up to the Internet" option, and then click "Next". The "Internet Connection Wizard" will be invoked.
e) Choose "I want to set up my Internet connection manually, or I want to connect through local area network (LAN)", and click the "Next" button.

f) Choose "I connect through a phone line and a modem", and click the "Next" button.

g) Enter a CityLink Plus dial-up number (24704400, or 24704401) in the Telephone number field and choose the "Hong Kong SAR, PRC (852)" as the Country Code. Click the "Advanced..." button to set up your TCP/IP settings.
h) On the Advanced Connection Properties, click the "Addresses" Tab. On the "IP Address" option, choose "Internet service provider automatically provides one". On the options for the "DNS server address", choose "Always use the following" and type either two of the IP addresses: 144.214.2.32, 144.214.2.33, or 144.214.2.34, into the box for the "Primary DNS server" and the "Alternate DNS server". Then, click "OK" to exit the Advanced Connection Properties, and return to Internet Connection Wizard. On the Internet Connection Wizard, click "Next" to continue the wizard.
i) Type your CSC UNIX username in the "User name" box and the corresponding password in the Password box. Note that the password is case-sensitive.

![Internet Connection Wizard](image)

j) Type "CityLink Plus" in the box for "Connection name".

![Internet Connection Wizard](image)

k) Choose "No" to finish the setup without creating an Internet mail account, or "Yes" to set up an Internet mail account now. Click "Next".
1) If you have chosen "Yes", the Internet Connection Wizard guides you to set up your Internet Mail Account.

m) On the box for "Display name", type the name you would like to appear on the email. Then, click "Next".
n) On the "E-mail address" box, type your email address, <student id>@student.cityu.edu.hk (for staff: <email name or email alias>@cityu.edu.hk). Then, click "Next".

o) On the "My incoming mail server" selection box, choose the "IMAP" server. In the "Incoming mail (POP2, IMAP or HTTP) server" box, type "stdmail.cityu.edu.hk" (for staff: "mail.cityu.edu.hk"). In the "Outgoing mail (SMTP) server" box, type "stdsmtp.cityu.edu.hk" (for staff: "smtp.cityu.edu.hk"). Then, click "Next".

p) In the "Account name" box, type your email username. In the "Password" box, type your email password. Leave the check box (Log on using Secure Password Authentication (SPA)) unchecked. Then, click "Next".
q) Click the box "To connect to the internet immediately", if you want to dial to the CityLink Plus immediately. Leave it unchecked if you just want to finish the setup immediately. Click "Finish".
7.2  Dialling to CityLink Plus

a) Click "Start" on the task bar, followed by "Settings" and "Network and Dial-up Connections". Then, double-click the "CityLink Plus" icon.

b) A pop-up window will appear. Use your CSC UNIX username in the box for "User name" and the corresponding password in the box for "Password". You may also check "Save password" to apply the same password in your future connections. Click the "Dial" button and the following windows will appear.
c) For successful connection, an icon showing two computers connected will appear on the bottom right hand corner of the windows task bar. Move the mouse on it to show the connection speed. When you double-click the icon, the CityLink Plus Status window appears. After connecting to the CityLink Plus, you may start using the Internet tools installed on your Windows.

![CityLink Plus Status Window](image)


d) To disconnect the CityLink Plus, simply click the "Disconnect" button on the status window.

8 CityU Dial-up Web Site
CSC has maintained a Web site to provide announcement, user’s guide, troubleshooting tips, related information on CityU dial-up service and useful software. The URL is http://www.cityu.edu.hk/csc/dialup/student.htm (or http://www.cityu.edu.hk/csc/dialup/staff.htm for staff).
### APPENDIX I  Dial-up Numbers and Time-out Scheme

<table>
<thead>
<tr>
<th>Dial-up Number</th>
<th>Time-out Scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>2470 4400</td>
<td></td>
</tr>
<tr>
<td>From 02:00 to 08:00</td>
<td>No time-out for all numbers</td>
</tr>
<tr>
<td>From 08:00 to 02:00</td>
<td>2-hour time-out</td>
</tr>
<tr>
<td>2470 4401</td>
<td></td>
</tr>
<tr>
<td>From 02:00 to 08:00</td>
<td>No time-out for all numbers</td>
</tr>
<tr>
<td>From 08:00 to 18:00</td>
<td>2-hour time-out</td>
</tr>
<tr>
<td>From 18:00 to 02:00</td>
<td>$\frac{1}{2}$ hour time-out</td>
</tr>
</tbody>
</table>

The time-out scheme is applicable daily including Sunday and public holidays.
APPENDIX II  
City University Server Name & Useful Information

**DNS**  
144.214.2.32 OR 144.214.2.33 OR 144.214.2.34

**Electronic Mail**

POP3/IMAP server
- For staff: mail.cityu.edu.hk
- For student: stdmail.cityu.edu.hk

SMTP server
- For staff: smtp.cityu.edu.hk
- For student: stdsmtp.cityu.edu.hk

Return E-mail Address
- For staff: <username>@cityu.edu.hk or <e-mail-alias>@cityu.edu.hk
- For student: <username>@student.cityu.edu.hk or <e-mail-alias>@student.cityu.edu.hk

**Web Server**
www.cityu.edu.hk

**Proxy Server**
http://proxy.cityu.edu.hk/proxy/proxy.pac

Note that if the proxy setting is not set, CityU transparent proxy will be used by default.

**Telnet Address**
moscow: moscow.cityu.edu.hk (for changing password)

**Web Information**
Dial-up: http://www.cityu.edu.hk/csc/dialup/
APPENDIX III Monthly Connection Budget

Under the budget system, each student has a maximum of 30 budget hours per month. Further connection to CityLink Plus will be denied when the budget is used up, while unused budget will be cleared at the end of each month. Students can enquire their own monthly budget balance with a web-based enquiry system namely, CityLink Plus Budget Enquiry System at


In order to ease the heavy traffic, a bonus system has been introduced to encourage users to use the facility during non-peak hours. The bonus system offers discount rates in calculating your monthly connection usage based on the access time zone(s):

- From 02:00 to 08:00: 80% off
- From 08:00 to 20:00: 50% off
- From 20:00 to 02:00: No Discount

The discount rates are applicable daily including Sunday and public holidays.
APPENDIX IV  Troubleshooting Tips

You may encounter problems when using the CityLink Plus. The following frequently asked questions and their solutions may be useful for you. If you still cannot resolve your problem after going through this section, you are also welcomed to contact us by e-mail (cc@plink.cityu.edu.hk) or come to CSC Service Counter for further assistance.

Question 1. : It said my password was invalid.

Answer:

Possible causes are:

- Incorrect password: Make sure you enter correct password of your UNIX account, but not your e-mail password. If you have not changed the password, it should be the initial password we gave you. Note that your username and the password are case-sensitive. E.g., ABC and abc are different. If you do not know the password, please refer to the next Question.

- Use of monthly budget (student only): To check the monthly budget on hand with a web-based enquiry system, click the "CityLink Plus Budget Enquiry System" on http://www.cityu.edu.hk/csc/dialup/alumni.htm and enter your student id and Email password.

- Multiple login.

- No display of your telephone number: To activate the display of your telephone number on a per-call basis, insert "1357" in front of the dial-up number.

- Since the local telephone companies cannot provide the caller telephone number of an IDD / overseas call, therefore, connection request from aboard will be denied.

- Improper dialup configuration: Login denial may be due to incorrect configuration for dial-up. Therefore, the password checking cannot proceed properly. You may refer to the City Link Plus User’s guide to configure network protocols and dial-up connection icon.

- Modem / line quality problem: please refer to Question 10.

Question 2. : I forgot my password. What should I do?
**CityLink Plus User's Guide**

**Answer:**

Come to CSC Service Counter in person to restore your password to the initial password.

**Question 3. :** My modem is a US Robotics Sportster modem. When I try to connect, the line is cut.

**Answer:**

The factory settings of some modems may not be compatible with the CityLink Plus. You should configure your modem as below:

1. Select your connection icon and click right-mouse button
2. Select the "Properties" from the pop-up menu
3. Press the "Configure" and select the "Connection"
4. Press the "Advanced" button
5. At the extra string prompt, type `atx1`
6. Press the "OK" button to exit

**Question 4. :** I cannot use the service in Monday morning.

**Answer:**

Every Monday morning, preventive maintenance has been scheduled from 6:45 a.m. to 8:30 and user cannot use the service during this period.

**Question 5. :** After I have installed an Internet service provided from an external Internet Service Provider, I cannot use the CityLink Plus.

**Answer:**

Some TCP/IP settings of your PC are altered when you install the service provided by other external Internet Service Providers.

You should create separate connection icons for CityLink Plus and other ISP services.

Make sure these options in TCP/IP settings of the CityLink Plus icon are set properly:
• The option "Server assigned IP Address" is selected.

• Name server addresses are specified. Primary DNS = 144.214.2.32 and secondary DNS = 144.214.2.33

• The option "Use default gateway on remote network" is selected.

Question 6. : The connection is cut suddenly when my PC is connecting to the Internet.

Answer:

Possible reasons:

• Poor telephone line quality.

• If you are using Call Waiting I service provided by your telephone company, your connection will be interrupted by an incoming call.

• Every Monday morning, preventive maintenance has been scheduled from 6:45 a.m. to 8:30 and user cannot use the service during this period.

• During 8:00 a.m. - 2:00 a.m. of the next day, there is a time-out scheme. When the connection time exceeds the time-out duration, the system will cut the connection and let other users use the line. Some lines have ½ hour time-out while other lines have 2-hour time-out.

• There is an idle time-out arrangement. When the connection is idle for 30 minutes, i.e., no traffic passes through your modem, the system will cut the connection and let other users use the line. When you are reading a long Web page, you may load a Web page to make some traffic through your modem (e.g., press the "Reload" button in Netscape Communicator).

• You have enabled an option in your modem to disconnect the call when it is idle for a specific duration, normally 30 minutes. Follow these steps to check whether the option has been turned on.

   1. Select your connection icon and click the right-mouse button

   2. Select the "Properties" from the pop-up menu

   3. Press the "Configure" button and select the "Connection"
4. Check whether the option "Disconnect a call if idle more than 30 mins" has been checked. You may empty the checkbox to turn off the option.

5. Press the "OK" button to exit.

**Question 7. : When I am reading a Web page that consists of many texts, the connection is cut.**

**Answer:**

Possible reasons:

- There is an idle time-out arrangement. When the connection is idle for 30 minutes, i.e., no traffic passes through your modem, the system will cut the connection and let other users use the line. When you are reading a long Web page, you may load a Web page to make some traffic through your modem (e.g., press the "Reload" button in Netscape Communicator).

- You have enabled an option in your modem to disconnect the call when it is idle for a specific duration, normally 30 minutes. Follow these steps to check whether the option has been turned on.

1. Select your connection icon and click the right-mouse button
2. Select the "Properties" from the pop-up menu
3. Press the "Configure" button and select the "Connection"
4. Check whether the option "Disconnect a call if idle more than 30 mins" is checked. You may empty the checkbox to turn off the option
5. Press the "OK" button to exit

**Question 8. : I cannot browse Web pages on the Internet.**

**Answer:**

Possible reason is incorrect TCP/IP settings of your connection icon.

1. Select your connection icon and click the right-mouse button
2. Select the "Properties" from the pop-up menu
3. Select the "Server Type" and press the "TCP/IP Settings" button

4. Select the option "Specify Name Server Addresses"

5. Enter 144.214.2.32 as Primary DNS and 144.214.2.33 as Secondary DNS

6. Check the check-box of the option "Use default gateway on remote network"

7. Press the "OK" button to exit

**Question 9. : I would like to upgrade my modem. Which 56K modem should I buy?**

**Answer:**

You should buy a modem that supports K56Flex and V.90 standards. However, some internal modem cards are not compatible with the CityLink Plus server and are not able to get connected. Incompatibility may be caused by different interpretation of the standards. You may obtain a full list of modems supported at [http://www.cityu.edu.hk/csc/dialup/](http://www.cityu.edu.hk/csc/dialup/).

If your modem supports the x2 standard, the connection speed will be up to 33.6K.

**Question 10. : My modem is a HSP modem or a software modem. When I try to connect, the line is cut.**

**Answer:**

When you dial to our server, the noisy line affects the protocol negotiation between your modem and our server. To solve this, you can put an extra command string in "Advanced Setting" in Modem Properties to resolve this problem most of the time. You can put ATN0S37=14 for V.90; ATN0S37=13 for K56Flex; ATN0S37=12 for V.34 in your "Extra Setting" box of Modem Properties of your dial-up connection icon.

1. Select your connection icon and click the right-mouse button

2. Select the "Properties" from the pop-up menu

3. Press the "Configure" and select the "Connection"

4. Press the "Advanced" button

5. At the extra string prompt, type atn0s37=14 for V.90 modem; or type atn0s37=13 for K56Flex modem; or type atn0s37=12 for 33.6K modem

6. Press the "OK" button to exit
Tips: The command required depends on model of modem you use. You may visit http://www.aspi.net/links.htm or web sites of the manufacturer to check out more information about your modem.

**Question 11. : When I try to connect, the line is cut.**

**Answer:**

When you dial to our server, a noisy line affects the protocol negotiation between your modem and our server. To solve this, you can put an extra command string in "Advanced Setting" in Modem Properties to resolve this problem most of the time. The extra command you need depends on the brand name and model of modem you use. Note that CityLink Plus server supports V.90 and K56Flex for 56K connection.

<table>
<thead>
<tr>
<th>Modem</th>
<th>56K 0 - V.90</th>
<th>56K - K56Flex</th>
<th>33.6K</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC Tel HSP</td>
<td>n0s37=14</td>
<td>n0s37=13</td>
<td>n0s37=12</td>
</tr>
<tr>
<td>Rockwell Dual e.g., Hayes Accura 56K modem</td>
<td>+MS=12</td>
<td>+MS=56</td>
<td>+MS=11</td>
</tr>
<tr>
<td>Rockwell HCF &amp; Soft56 e.g., RockWell 56K PCI Modem</td>
<td>+MS=V90,0</td>
<td>+MS=K56,0</td>
<td>+MS=V34</td>
</tr>
<tr>
<td>Sportster/USR</td>
<td>S32=34</td>
<td>Not support K56Flex</td>
<td>S32=98</td>
</tr>
<tr>
<td>Courier</td>
<td>S58=1</td>
<td>Not support K56Flex</td>
<td>S58=33</td>
</tr>
<tr>
<td>Lucent-LT</td>
<td>s38=0</td>
<td>-V90=0</td>
<td>s38=0-V90=0</td>
</tr>
<tr>
<td>Lucent-Venus</td>
<td>s109=2</td>
<td>s109=0</td>
<td>s38=0</td>
</tr>
</tbody>
</table>

**Note: Information is extracted from http://808hi.com/56/trouble2.htm**

1. Select your connection icon and click the right-mouse button
2. Select "Properties" from the pop-up menu
3. Press "Configure" and select "Connection"
4. Press the "Advanced" button
5. At the extra string prompt, type `at` and the extra command from the table above for your modem, e.g., type `at+MS=V.90,0` for Filand M56PCI-R PCI modem.

6. Press the "OK" button to exit.

Tips: For more information about your modem, you may visit http://www.aspi.net/links.htm or Web sites of the manufacturer to check out more information about your modem.

**Question 12.** I cannot receive UNIX e-mail.

**Answer:**

The most common cause is use up of disk quota. You have 5 M disk on our UNIX server. To free space for new mails, you have to delete some files or remove un-wanted e-mail messages from the server when loading e-mail messages to your PC.

**Question 13.** I am using Windows 98.

**Answer:**

The installation procedure for Windows 98 and Windows 95 is the same. There are some extra options found in Windows 98 and you may leave them as default settings.

**Question 14.** I am using Windows NT.

**Answer:**

To install CityLink Plus on Windows NT, you should download the auto-dialling software at http://www.cityu.edu.hk/csc/dialup/student.htm (for student) or http://www.cityu.edu.hk/csc/dialup/staff.htm (for staff).
Question 15. : (For student only) How can I check monthly dial-up budget left?

**Answer:**

Each student has 30 budget hours for using CityLink Plus at home. When they are used up, you cannot use the CityLink Plus until the first day of next month. Un-used budget hours will be cleared by the end of the month and will not be carried forward. Using the Internet within CityU campus does not count into this budget. To know how much budget is left,

2. Click on the Budget Enquiry System
3. Click the Continue on the Welcoming page
4. Enter your username (student id no.)
5. Enter email password in lowercase
6. Press the Logon button
7. Monthly usages in the current academic year will be shown. The last column named "Budget Left" of the current month is the remaining of budget
8. Close the monthly usage window to exit

You can enjoy more than 30 or even up to 150 connection hours a month provided that you use the CityLink Plus during non-peak hours from 2:00 a.m. to 8:00 p.m.

<table>
<thead>
<tr>
<th>Time</th>
<th>Discount</th>
<th>Budget Hour Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>From 02:00 to 08:00</td>
<td>80% Off</td>
<td>1 hour = 5 hours</td>
</tr>
<tr>
<td>From 08:00 to 20:00</td>
<td>50% Off</td>
<td>1 hour = 2 hours</td>
</tr>
<tr>
<td>From 20:00 to 02:00</td>
<td>No discount</td>
<td>1 hour = 1 hour</td>
</tr>
</tbody>
</table>