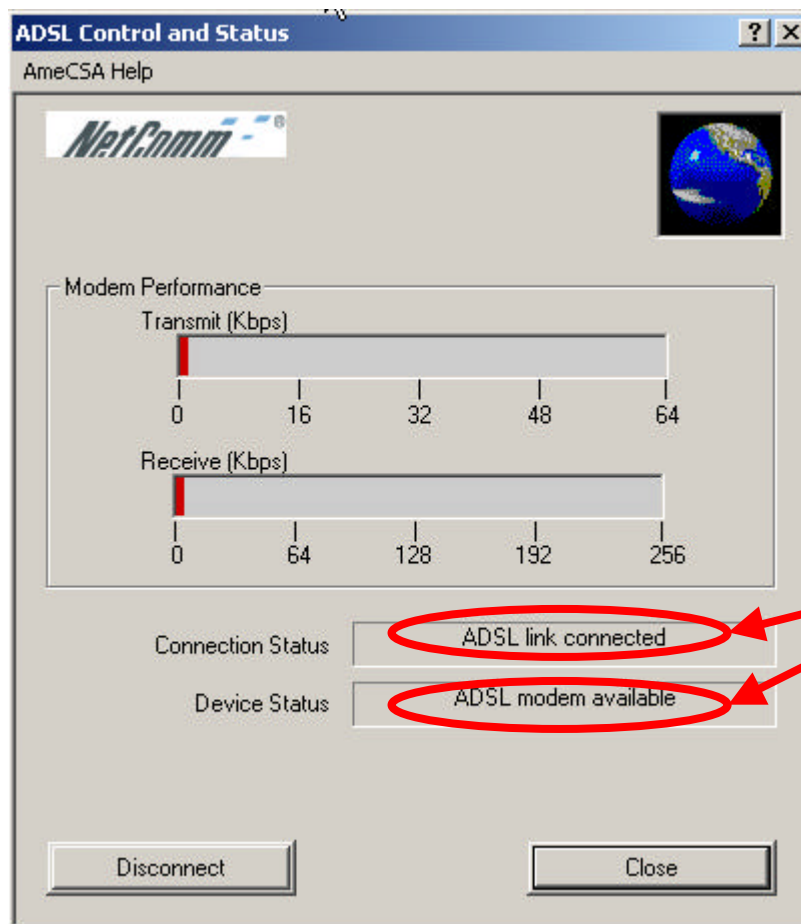# NB1200 Connection Fix

This document will discuss how to fix an error that occasionally occurs when attempting to connect to ADSL using the NB1200.

In some cases, the NB1200 may not be able to connect to your ADSL provider, it will usually report either Error 630: The computer you are dialing into is not responding (98,2K, ME) or Error 721: The remote computer is not responding (XP).

To remedy this, double click the DSL icon which is in your system tray, as shown below:

Double click the "**DSL**" icon.
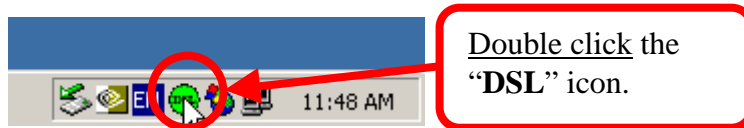
The ADSL Control and Status window should appear after a few moments, as shown below:
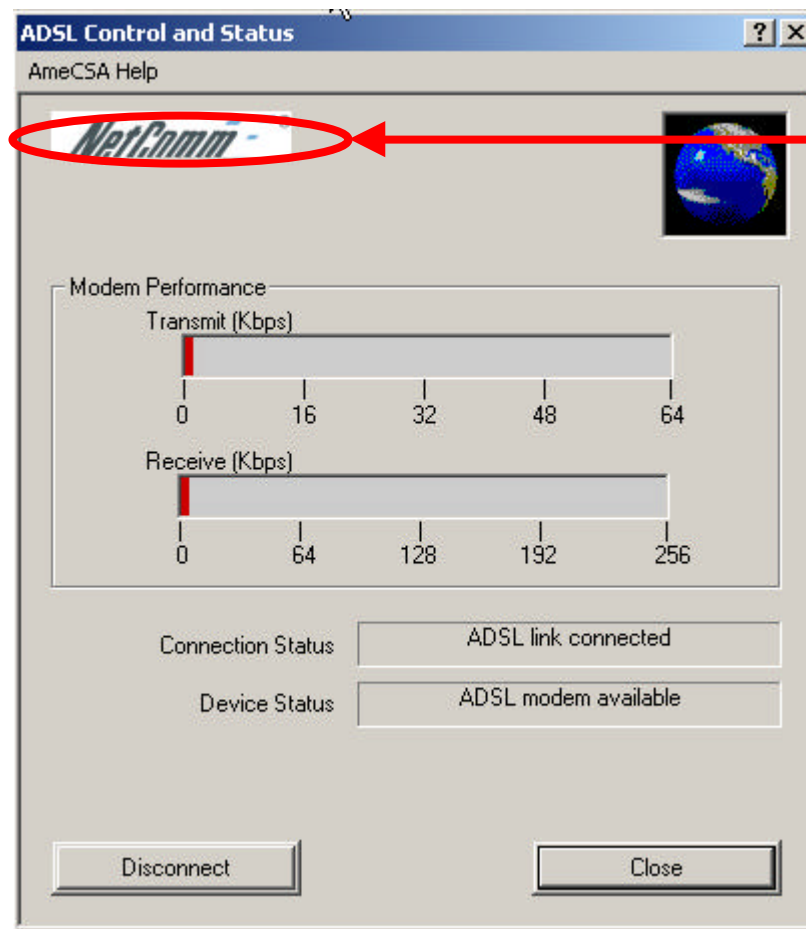

Check that your status window matches what is shown in the screenshot on the left.

When the window has loaded, verify that the both *Connection Status* and *Device Status* show the same as above.
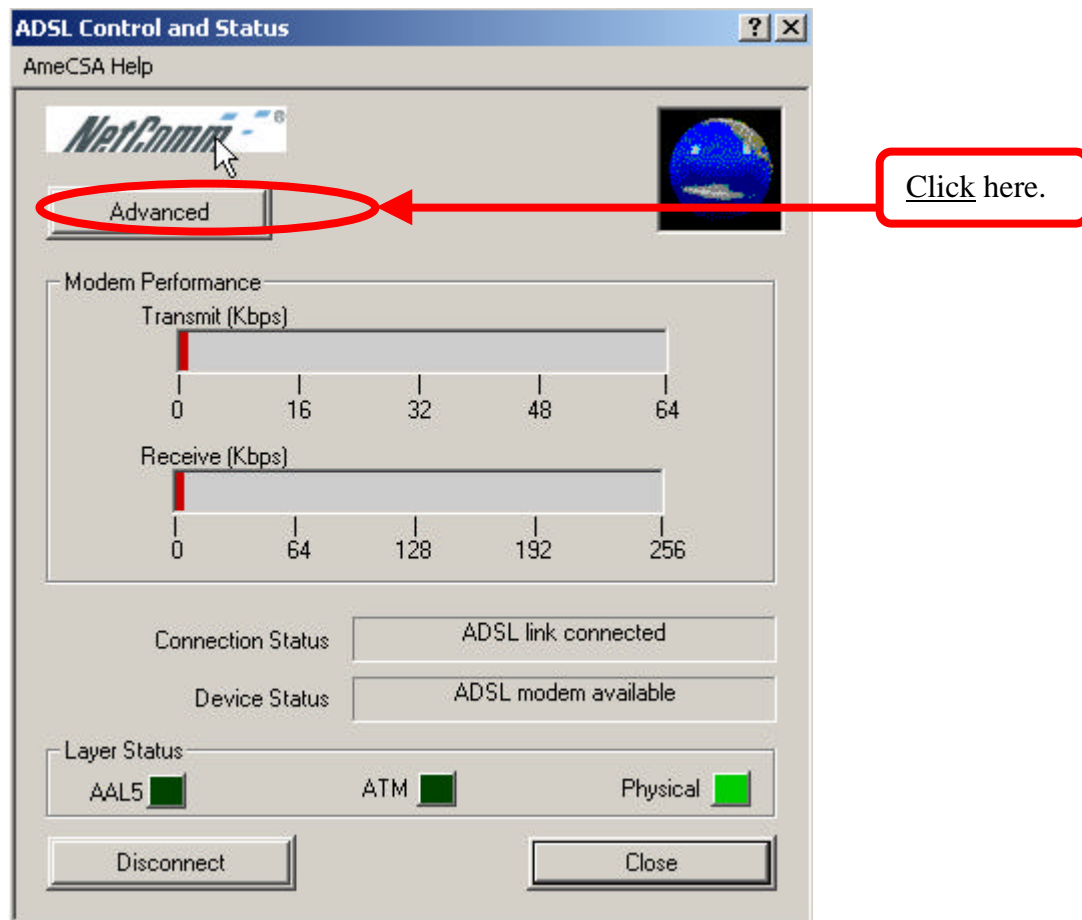
Now, hold down the **Control** and **Shift** keys together, and click on the *NetComm* logo at the top of the *ADSL Control and Status* window.

Click here while holding down the **Control** and **Shift** keys.
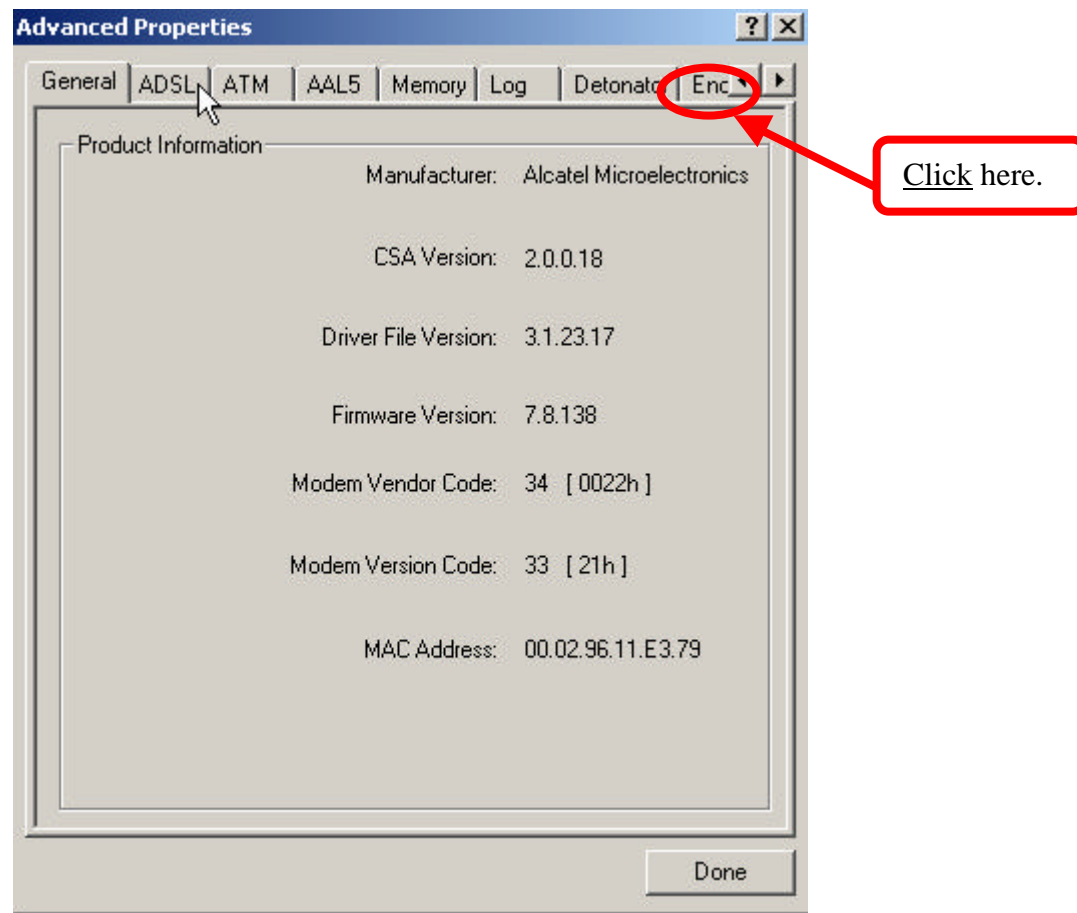
NB1200 Connection Fix

If you've done this correctly, the window below should be displayed on your screen:

Click on the **Advanced** button that is now displayed in the *ADSL Control and Status* window.

A menu will be shown after pressing the **Advanced** button, <u>click</u> in the heading marked **Encap**, as shown below:

This will launch the *Encap* tab – Under *PVC Settings*, change from **PPPoA (LLC) to PPPoA (VC Mux)**, then <u>click</u> **Save.** Leave all the other settings unchanged.
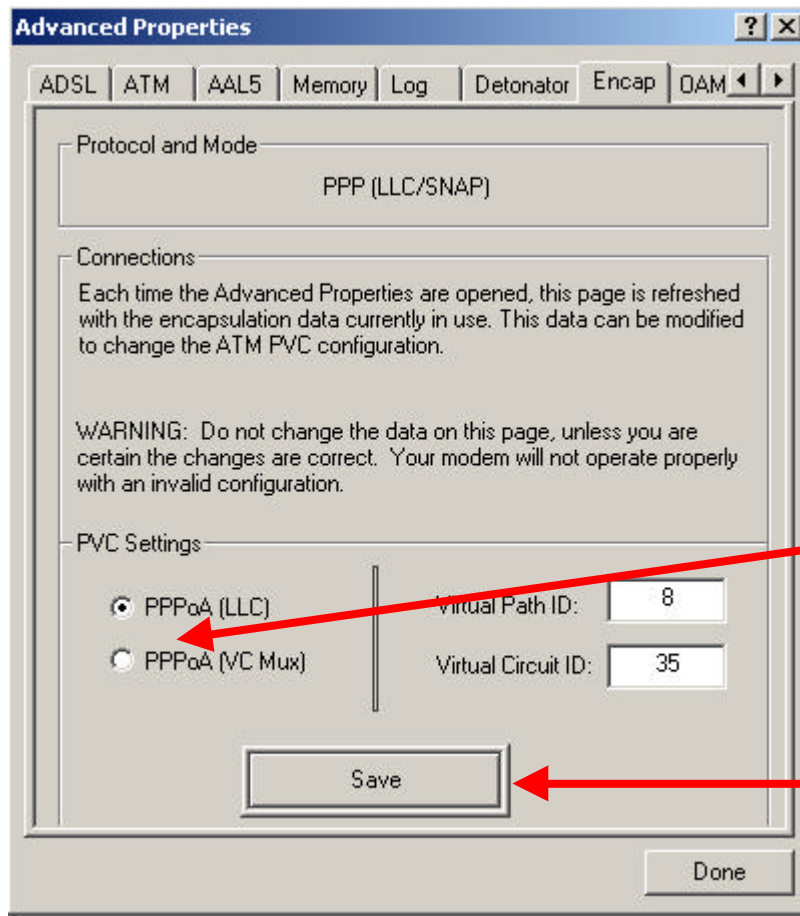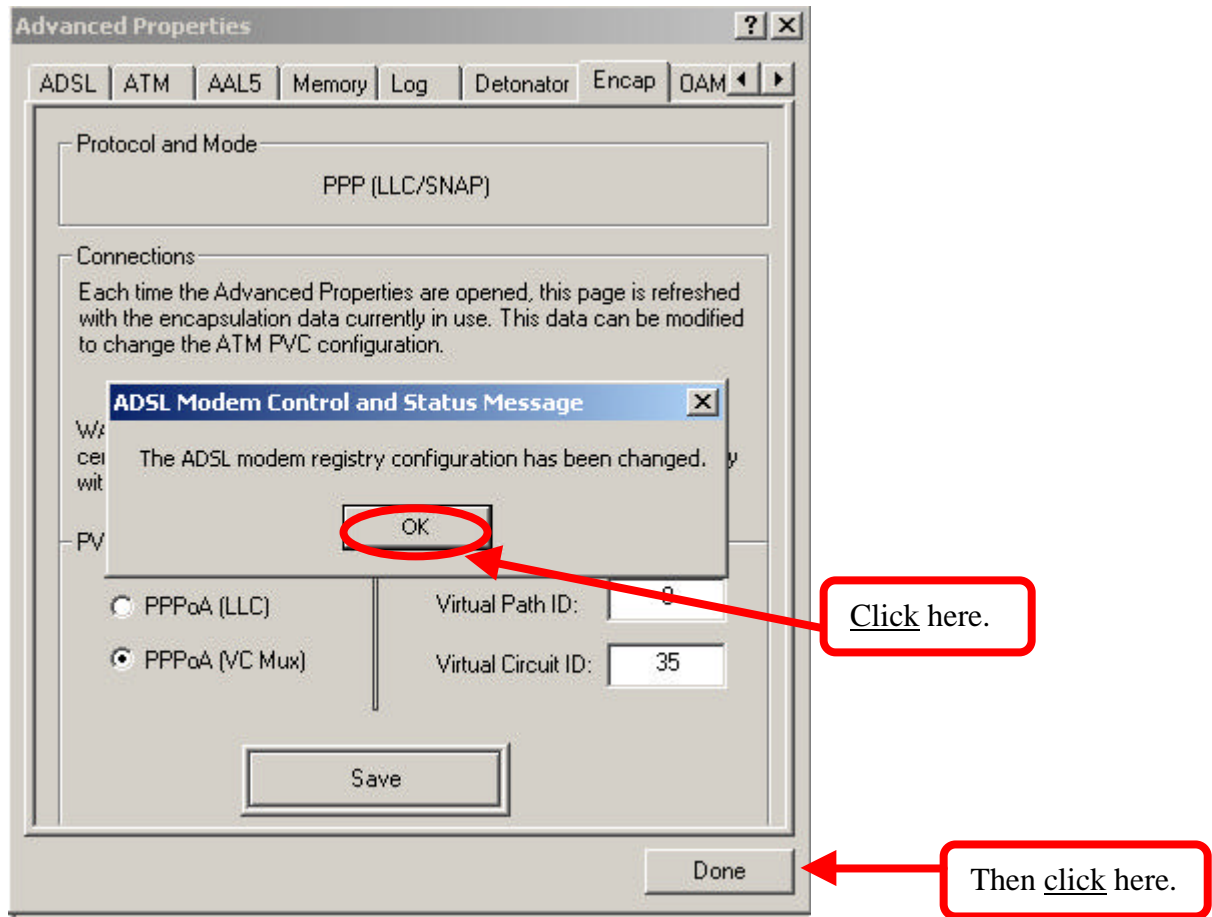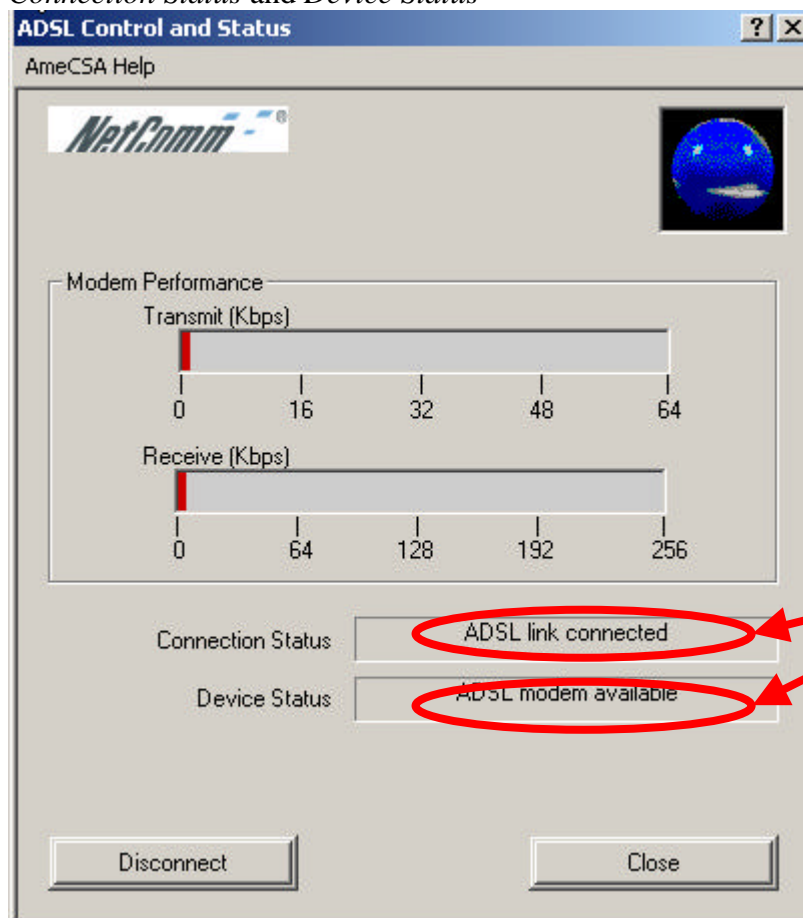
NB1200 Connection Fix

After pressing save, wait a few moments, then you will see this message on your screen:

Click **OK.** Then click **Done** to close the *Advanced Properties* window.

Click here.

Then click here.

You will be returned to the basic *ADSL Control and Status* window. Verify that your *Connection Status* and *Device Status*

Check that your status window matches what is shown in the screenshot on the left.

You should now be able to connect to your ADSL provider, using the *NetComm ADSL* dialup connection.