

V300 – What if Emails/Some Websites are not Working with Windows Vista or 7?

You may find that when using the V300 on some Windows Vista computers, you cannot send or receive any emails through programs such as Windows Mail or Outlook, and you may not be able to browse to any secure websites, such as Hotmail, ANZ Web-banking, etc.

If the above issues are occurring, you may be able to resolve them by disabling a feature in Windows Vista called "Auto Tuning". The steps to disable Auto Tuning in Windows Vista are below:

1. Open the Start Menu on your Windows Vista computer, and click in the white search box at the bottom. Type the following:
cmd
You should see a "Command Prompt" result appear at the top of the Start Menu. Right-click on it, and then select "Run as Administrator". You may need to enter your computer Administrator password to continue. This password is your own password, and NetComm is not able to assist you with your Administrator password.
2. In the new black window that appears, type the following:
netsh interface tcp set global autotuning=disabled
Ensure that you have typed the sentence above accurately. After doing so, press Enter. In a few seconds, a message should appear under what you have typed saying "Ok." Close the window.

Please Note: The above changes made to Windows Vista do not carry over through Restarts of the computer. If you have followed the above instructions to disable Auto Tuning, and then restart the computer, Auto Tuning will be enabled again once the computer starts back up. You will need to follow the above steps again in order to disable Auto Tuning after restarting the computer.