

## Re: No Modem Options in Internet Connection Wizard.

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2004-06/1565.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2004-06/1565.html)

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**From:** Jeff (*anonymous\_at\_discussions.microsoft.com*)

**Date:** 06/09/04

Date: Wed, 9 Jun 2004 11:03:39 -0700

Thanks for the response. Please clarify. Where do I need to type "modem unavailable"?

Jeff

>-----Original Message-----

>Typing

>modem unavailable

>in help while online will tell you.

>

>--

>-----  
><http://home.comcast.net/~wizardofwhimsy/index.html>

>"Jeff" <eljefe1965@yahoo.com> wrote in message  
news:1a23301c44e3f\$c9863ae0\$a301280a@phx.gbl...

>> Thanks for the reply Mr. Frisch.

>> The device manager shows that my modem is functioning  
>> properly.

>> I have gone to Creative.com website and downloaded and

>> installed the most resent driver for my 'Creative Modem

>> Blaster V.92 PCI DI5633' modem. Creating a connection

is

>> still grayed out in the internet connection wizard.

>> Any other suggestions?

>> To me this doesn't appear to be a modem problem it  
seems

>> to be an XP problem. The modem was function perfectly  
in

>> my Win2K Pro system and it is only since the upgrade to  
XP

>> that I am getting a problem. I have the correct XP  
modem

>> drivers installed. I am able to fax via the modem.

>> Jeff

>> >-----Original Message-----

>> >Visit the support website of the manufacturer of your

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>> computer
>> >or modem, search for Windows XP compatible drivers,
>> download
>> >and install them.
>> >
>> >Resources for Troubleshooting Modem Problems in
Windows XP
>> >http://support.microsoft.com/default.aspx?scid=kb:en-
us;308022&Product=winxp
>> >
>> >Also, try the following:
>> >
>> >Open your Control Panel and click on the "Add
Hardware"
>> icon.
>> >The "Add Hardware Wizard" will appear.
>> >
>> >1. Click on Next and place a dot next to "Yes, I have
>> already connected the hardware".
>> >2. Click Next and scroll all the way down to "Add a
new
>> hardware device".
>> >3. Click once to highlight it and click Next.
>> >4. Place a dot next to "Install the hardware that I
>> manually select from a list (Advanced)".
>> >5. Click Next and scroll down to "Modems", click once
to
>> highlight and click Next.
>> >
>> >--
>> >Carey Frisch
>> >Microsoft MVP
>> >Windows XP – Shell/User
>> >
>> >Be Smart! Protect your PC!
>> >http://www.microsoft.com/security/protect/
>> >
>> >-----

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>> -----
>> >
>> >"Jeff" <eljefe1965@yahoo.com> wrote in message:
>> > news:1a71301c44e37$6628bc50$a001280a@phx.gbl...
>> >
>> >| NO Modem Options IN WIN XP PRO!!!
>> >|
>> >| I have just upgraded a pc from Win2K Pro, with win
XP
>> >| pro
>> >| and the latest service pack 1. Everything works fine
>> >| Except the modem wouldn't work properly. I
reinstalled
>> >| the modem with no affect. Something is wrong with
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microsoft.public.windowsxp.perform\_maintain: Re: No Modem Options in Internet Connection Wizard.

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the
>> >| Internet connection wizard. I tried to hook up the
>> modem
>> >| to the internet via the Internet Connnection Wizard.
>> >| The problem is when I get to the screen that asks:
>> >| How do you want to connect to the Internet?
>> >| I found that the options
>> >| - Connect using a dialup modem
>> >| and
>> >| - Connect using a broadband connection that requires
a
>> >| username and password
>> >| are faded out, basically that are not an option any
>> more.
>> >| The only one that is not faded out is
>> >| - Connect using a broardband connection theat is
always
>> on.
>> >| and that is not the one I'm after.
>> >| I found a possible fix that didn't work for me at
>> >| Microsoft.com article # Q320558.
>> >| I followed the directions from Q320558 and 315341.
>> >| Does anyone have better suggestion for fixing this
>> problem?
>> >| Thanks in advance.
>> >| Jeff
>> >|
>> >.
>> >
>.
>
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