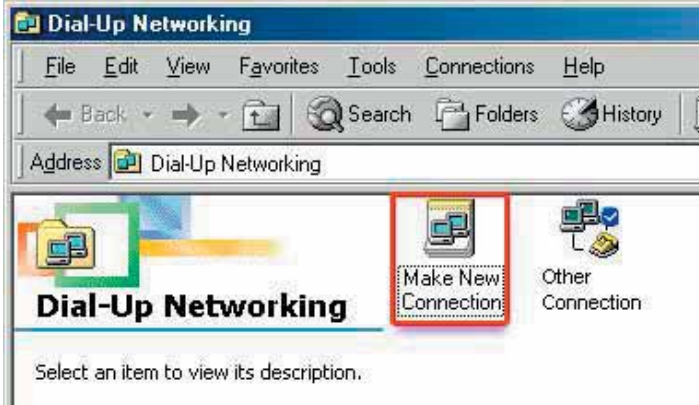


## Support: Windows ME

### Creating a New Connection for TPG:

Move your mouse arrow over the images and when it turns into a hand, click the left button to go to the next screen.

1. Open **My Computer**.
2. Open **Control Panel**.
3. Open **Dial-up Networking**.
4. Double-click on **Make New Connection**.



5. a) Enter your connection name at the top. Choose something that is easily recognizable, eg **TPG Internet**.  
b) Make sure the correct modem is selected under **Select a device** and then Click **Next**.



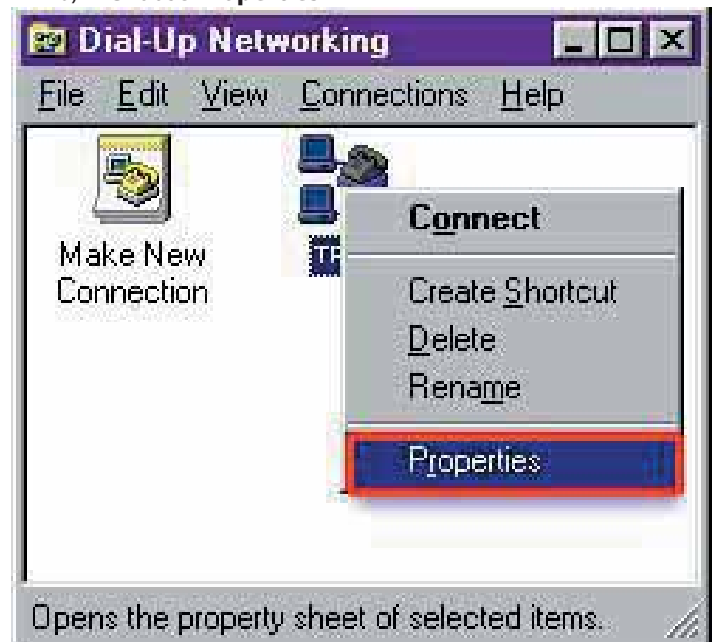
6. a) Enter the **TPG Connection access number** that is local for you. You will not require an area or country code if you are dialing a number that is local for you. You can leave these as default settings.  
b) Click **Next**.



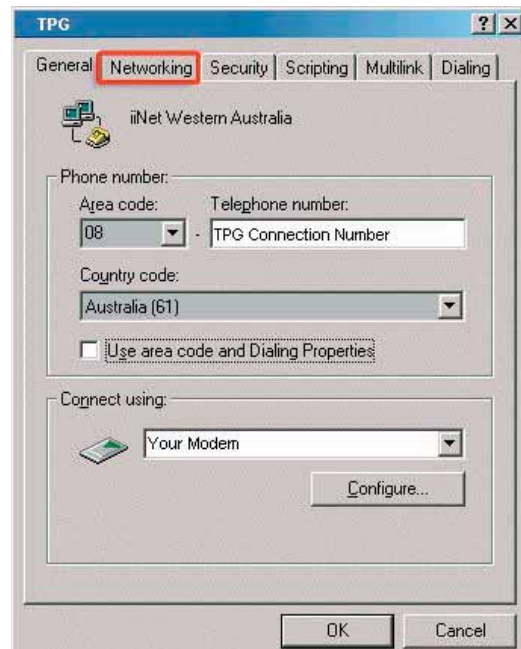
7. Click **Finish**.



8. Click **OK** to save the settings.
9. a) Right click on the **TPG Internet** connection  
b) Choose **Properties**

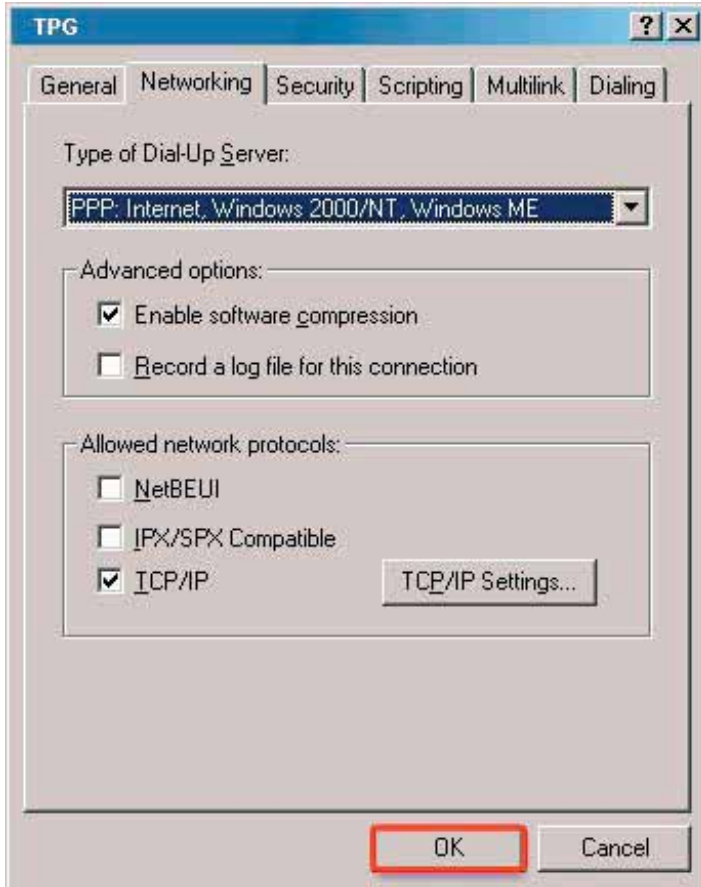


10. Remove the tick next to **Use area code and Dialing Properties**. Make sure your TPG connection number is displayed and your installed modem is chosen.



11. Click on the **Networking tab** up the top.

12. Remove all marks except for the ones next to **Enable software compression** and **TCP/IP**.



13. Click **OK**. You are now finished.

### Support Information

For any installation, configuration or billing enquiries, please call:  
**1300 360 855**  
Or you can email your queries to [helpdesk@tpg.com.au](mailto:helpdesk@tpg.com.au)  
Or visit [www.tpg.com.au/helpdesk](http://www.tpg.com.au/helpdesk) for further information.

#### The Help Desk service is available:

Monday to Friday	8:00am - Midnight
Weekends	9:00am - Midnight
Public holidays	10:00am - 4:00pm

For **modem-related problems** or suspected faulty modems please call:  
**D-Link Australia – 1800 177 100**