



NUSNET Dialup Setup Guide

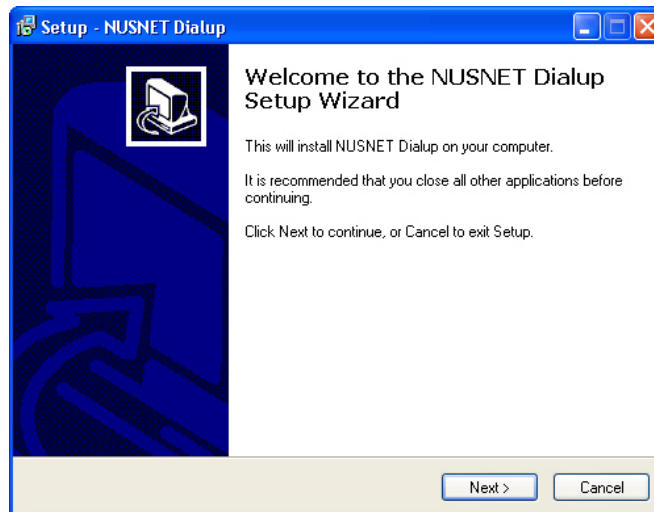
1. Introduction

The document shows you how to use the NUSNET Dialup utility to setup remote access to NUSNET using a dialup modem.

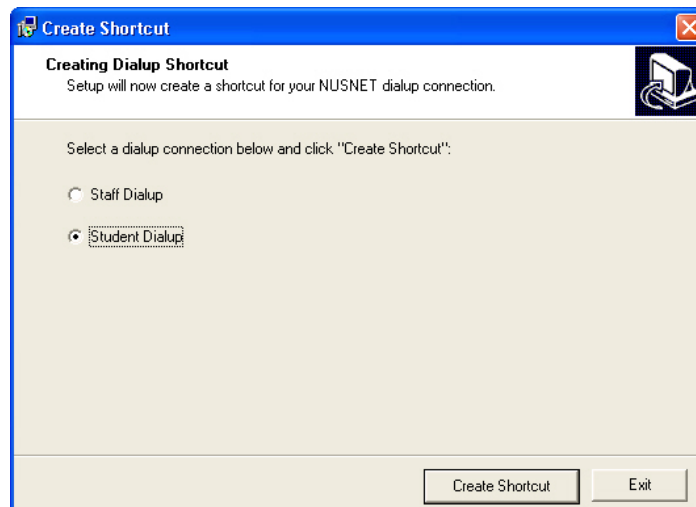
2. Creating Dialup Shortcut

Step 1 Download the file from <https://network.nus.edu.sg/starterkit/downloads/nus/nusdialup.exe>

Step 2 Double click **nusdialup.exe** to launch the setup program. Click **Next** to start.



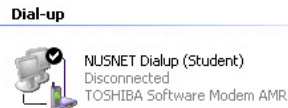
Step 3 Select a dialup connection for staff or student, and then click **Create Shortcut**.



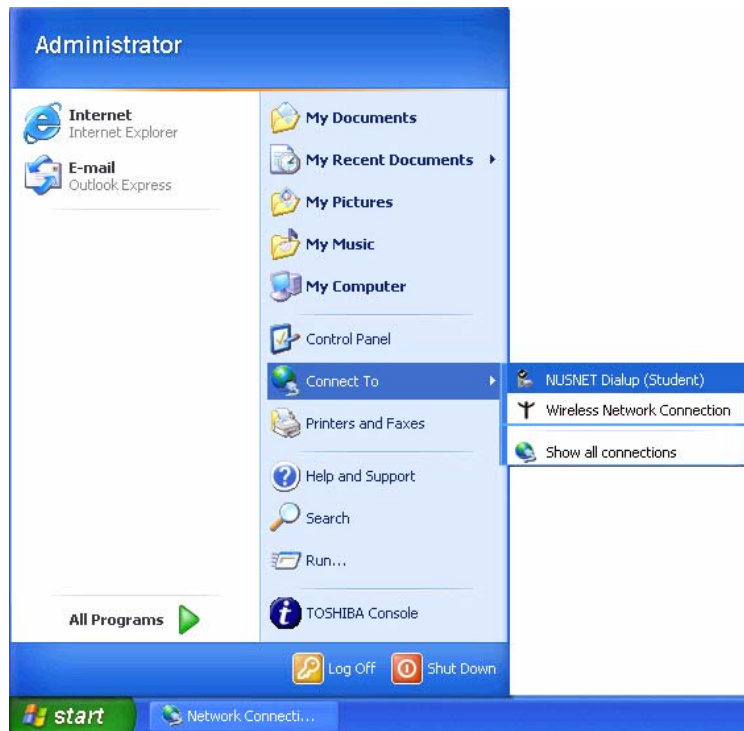
Step 4 Click **OK** at the screen below.



Step 5 Setup will create a shortcut for the dialup connection.



Step 6 The installation is completed. You will be able to activate the shortcut as shown.



3. FAQ (Frequently Asked Question)

- Q1:** Why do I get an "engaged" tone when I try to dial in to the NUS network via remote access?
- Ans:** NUS Computer Centre maintains a large number of modems in order to receive incoming connections. However, the NUS staff and student population is very large, and at certain peak periods, all of the modems may be engaged. You can attempt to call in while avoiding peak periods (generally week days near midnight), or sign up for an account with a commercial ISP. You can also help the situation by not staying connected on a "semi-permanent" basis, and use a commercial ISP for non-essential connections, for example, dialing in only for school-related requirements (e.g. module allocation, tutorial registration).
- Q2:** While I am online, the web browser will stop loading a page while the "loading" indicator cycles, after which I get a notice that I have been disconnected from the NUS dialup network. Why is this happening?
- Ans:** There can be several reasons for this:
- If you are holding a student account, upon reaching 2 hours on that connection you will be automatically disconnected. This is in order to prevent users from hogging the limited lines. You are not prevented from dialing in again, to re-negotiate a new session, which will be limited to 2 hours as well.
 - Your modem is not functioning properly. Refer to your modem's manual on how to diagnose any problems, and send it back for repairs if necessary.
 - If you have call-waiting on that particular line you are using, you could get disconnected when someone else calls in. You can use #430 before dialing out in order to temporarily disable call-waiting. If you have multiple connections on the phone jack at home, you could get disconnected when a family member picks up the handset to try to dial out while you are online.
- Q3:** What number can I dial if I am a staff?
- Ans:** Please launch the dialup shortcut, change the number from 65571070 to 65571090 and click save when prompted if you want to save the changes.
- Q4:** I get the error 734: The PPP link control protocol terminated when I tried dialing to NUS.
- Ans:** You will get this error if you are using win2000.
Please go to "Control Panel" -> "Network connections".
Right click the NUS dialup and click properties.
Click on "Networking" tab, click on "Settings" button.
Untick the box for "Negotiate multi-link for single link connections"
Click ok to close all and try dialing again.
- Q5:** I am having problems with dialup, where can I get help?
- Ans:** For further support, please email NUS IT Care at ITCare@nus.edu.sg.