



This document details the process that you need to follow if you have upgraded your computer to Windows Vista. Please select the process that reflects your current set up and the operating system that you have upgraded from. Note that there is no upgrade path from Windows 98 to Windows Vista.

## My now modem

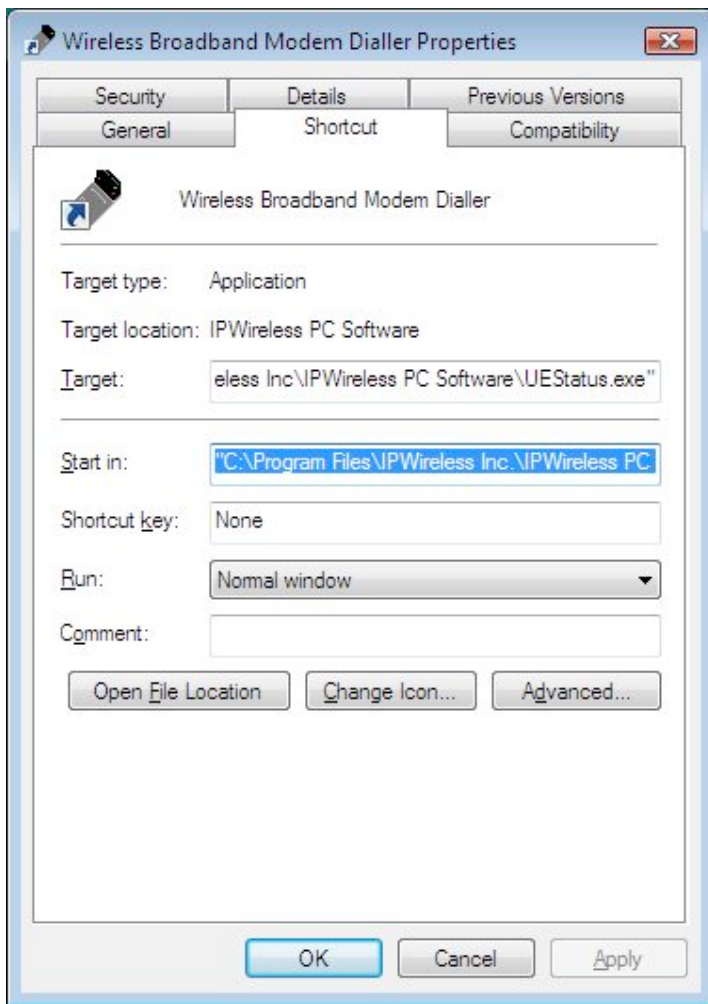


## Upgrade from Windows XP Service Pack 2 to Windows Vista

### 1. Connected using the USB cable

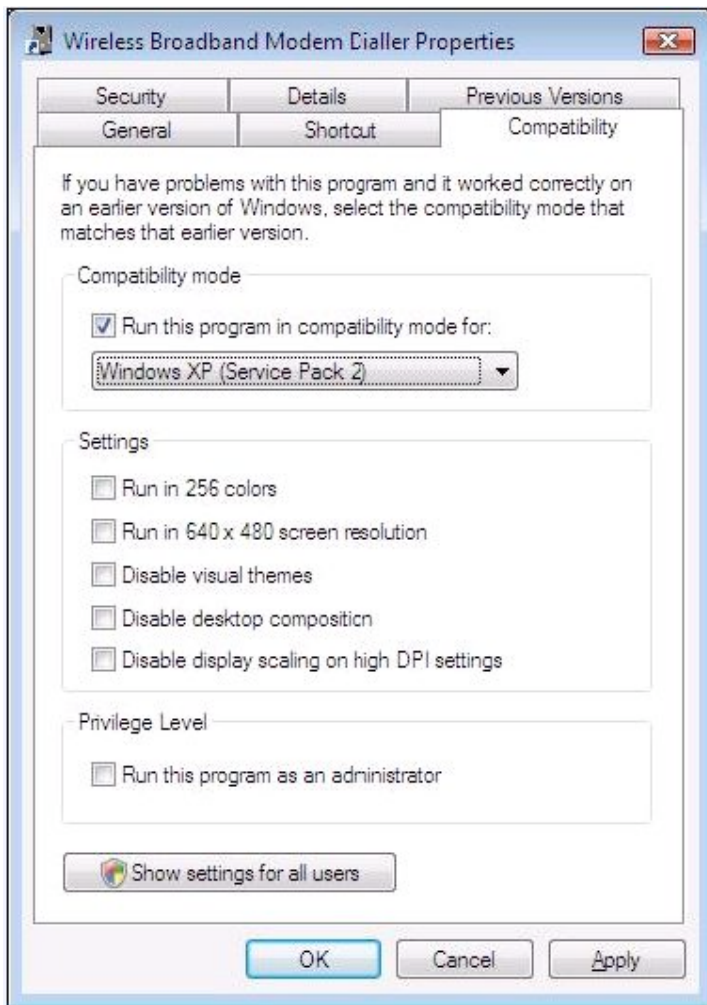
Before you connect with a Windows Vista computer please complete the following steps:

- Right click on the now card icon on your desktop
- Select Properties and the screen below will appear



In the Start In field, remove the quotation marks (") from the beginning and end of the text.

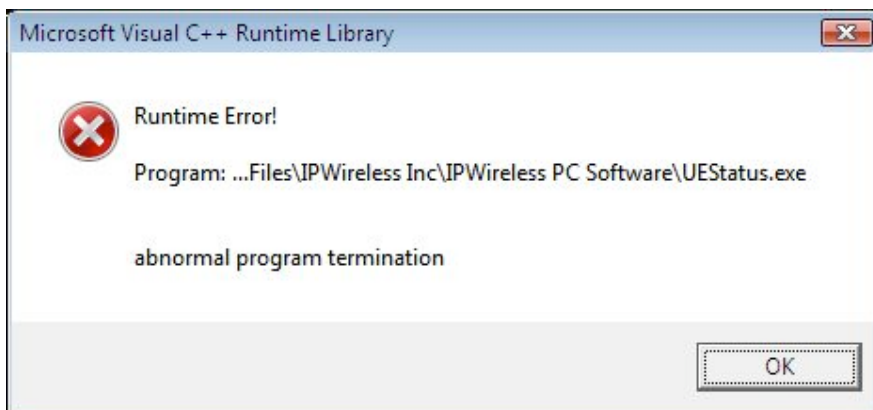
Click on the Compatibility Tab at the top of the screen. The screen below will appear



In this screen tick 'Run this program in compatibility mode for' and then ensure that Windows XP (Service Pack 2) is selected. Click Apply to save the change and then OK.

You can now get online in your normal manner.

If you try to get online by using the now dialer before making this change you are likely to see the following error screen.



When the OK button is clicked, the dialer window closes.

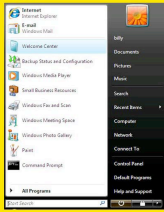
If you complete the process described above this error should disappear and you will be able to connect normally.

## 2. Connected using the Ethernet cable

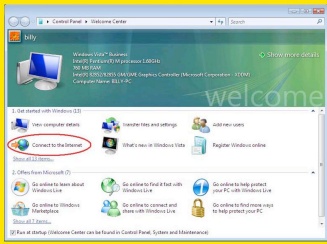
Before you try to connect for the first time please complete the steps below:

### 1 Create the connection

From the Start Menu (bottom left hand corner of your screen), open the Welcome Centre. Note that when Windows Vista is first loaded the Welcome Centre opens automatically at start up.




In the Welcome Centre, double-click the "Connect to the Internet" icon.



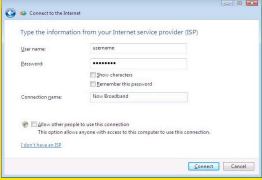
Note: You may have to choose "Show all 12 items" if the "Connect to the Internet" icon does not appear.

### 2 Create the connection

When asked how you would like to connect, select "Broadband (PPPoE)".



When prompted, enter your now username and password, and provide a name for the connection (e.g. now broadband) and then click on "Connect".



# 3 Confirmation of success

When you have successfully connected to the Internet, the following message will appear.



Click on "Browse the Internet now" to open your Internet browser. You are now connected and ready to use the Internet. Each time you want to connect to the Internet, just double click on your Internet browser and click "Connect".

## Upgrade from Windows 2000 to Windows Vista

### 1. Connected using the USB cable

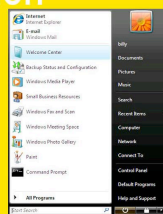
Following your upgrade to Windows Vista you will not be able to use the USB cable to connect your modem to your computer. Please use the Ethernet cable that you received when you bought the service to connect your modem to your computer.

Once you have done this please follow the steps below.

### 2. Connected using the Ethernet cable

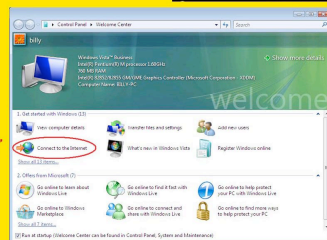
# 1 Create the connection

From the Start Menu (bottom left hand corner of your screen), open the Welcome Centre. Note that when Windows Vista is first loaded the Welcome Centre opens automatically at start up.



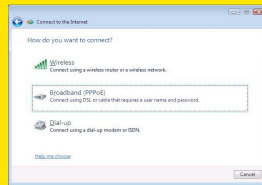
In the Welcome Centre, double-click the "Connect to the Internet" icon.

Note: You may have to choose "Show all 12 items" if the "Connect to the Internet" icon does not appear.

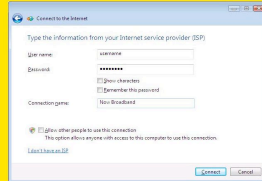


## 2 Create the connection

When asked how you would like to connect, select "Broadband (PPPoE)".

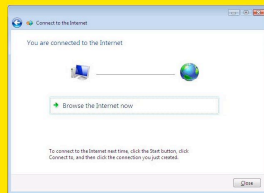


When prompted, enter your **new** username and password, and provide a name for the connection (e.g. now broadband) and then click on "Connect".



## 3 Confirmation of success

When you have successfully connected to the Internet, the following message will appear.



Click on "Browse the Internet now" to open your Internet browser. You are now connected and ready to use the Internet. Each time you want to connect to the Internet, just double click on your Internet browser and click "Connect".