

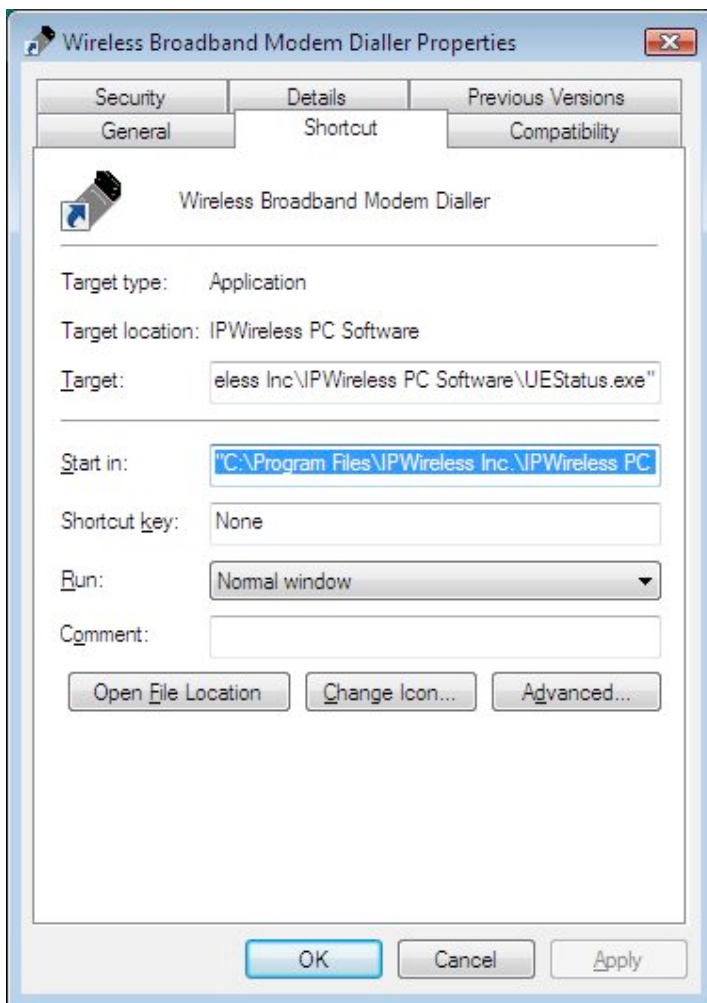


For now card customers

This document details the process that you need to follow if you have upgraded your computer from Windows XP (Service Pack 2) to Windows Vista. Note that there is no upgrade path from Windows 98 or Windows 2000 to Windows Vista.

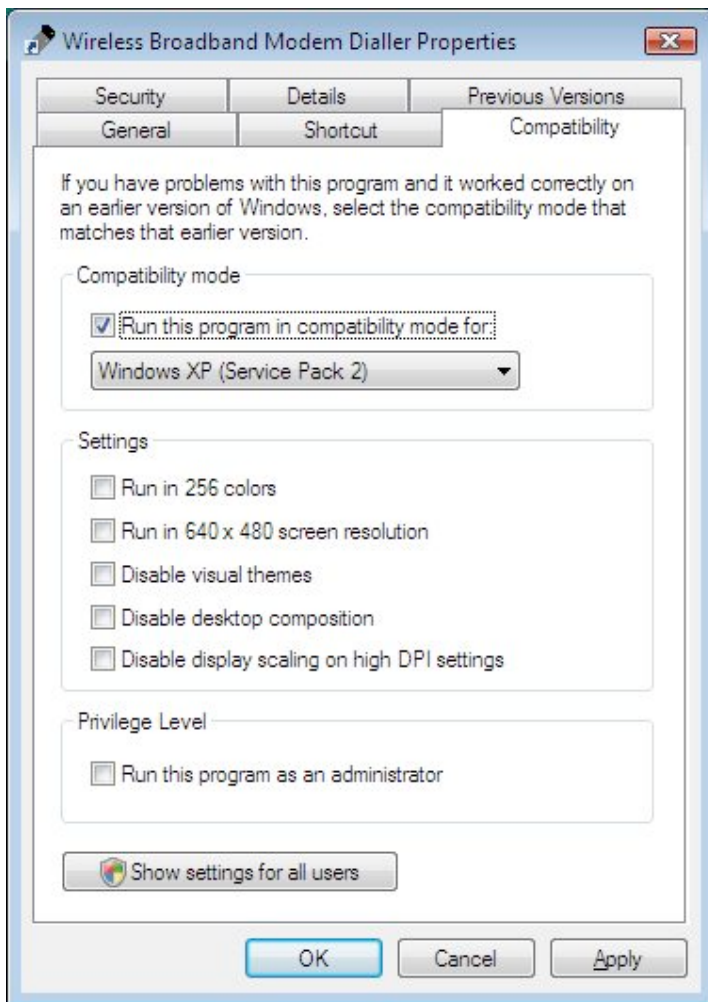
Before you try to connect with a Windows Vista computer please complete the following steps

- 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.

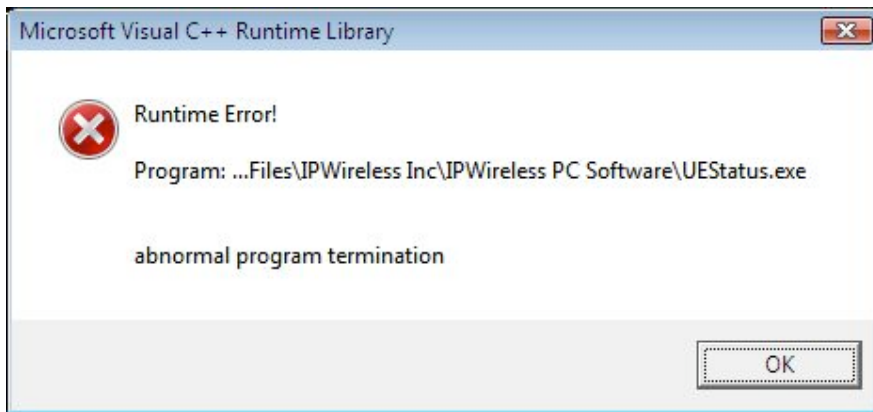
Click on the Compatibility Tab at the top of the screen. The screen below will appear



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 do not perform the above process before trying to connect your Windows Vista computer for the first time, you may see an error message. This message is likely to look like the screen below.



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