

Attention!

## Special Dialing Instructions

(For The Microsoft Network  
and On-Line Product Registration for Windows 95)

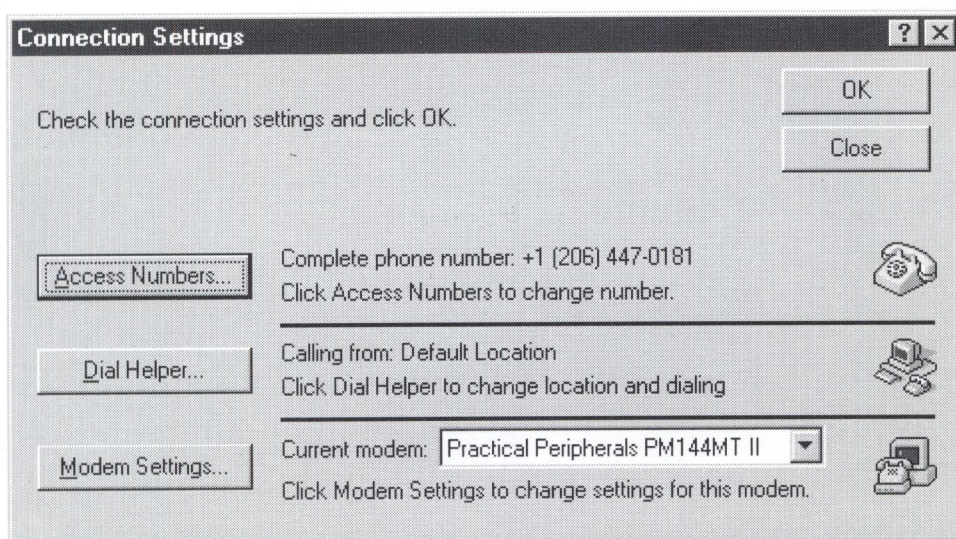
Dear Microsoft Windows 95 User,

There is a known problem with the automatic dialing feature that is used to connect you to *The Microsoft Network*. This problem also exists with *On-Line Product Registration for Windows 95*. If you experience problems connecting to *The Microsoft Network*, or using *On-Line Registration*, please follow the instructions in this letter. If you continue to have problems after following these instructions, please contact your nearest Microsoft Network Customer Service center. The MSN Customer Service center telephone numbers can be found in the MSN brochure, also included in this package.

When you sign-up for *The Microsoft Network*, or when you use *On-Line Registration*, Windows 95 will try to call a toll-free phone number in your area. If no toll-free number is in your area, you will be able to pick from a list of nearby phone numbers. If the phone call fails, it may be because the automatic dialing feature is formatting the phone-number incorrectly. When this happens, you will need to make a slight change to phone number being dialed by following the directions below:

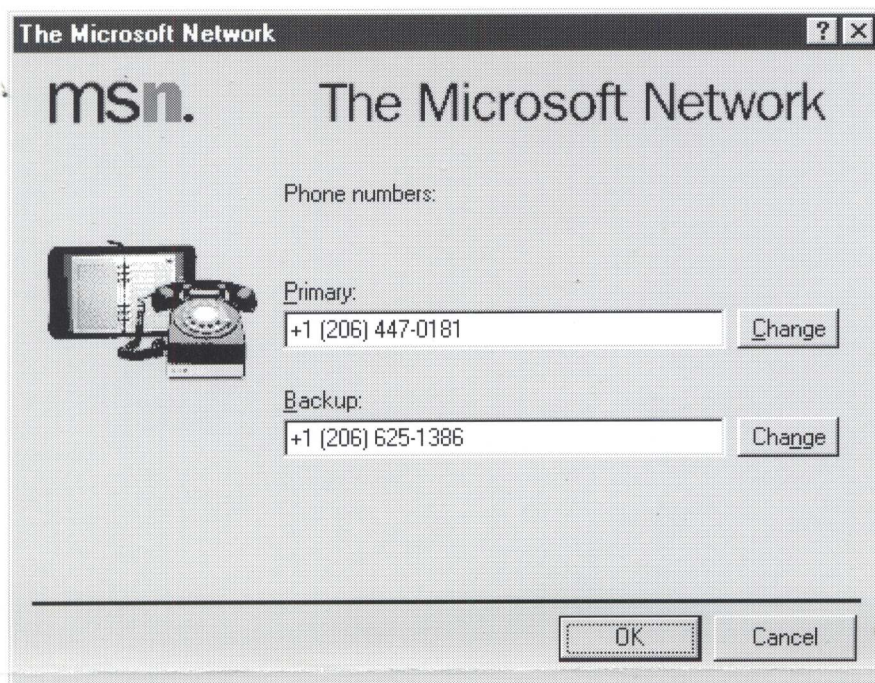
### INSTRUCTIONS

When a phone call fails, you will see the following dialog.



When you see this dialog, press the "Access Numbers..." button. The following dialog will appear:

**<Instructions Continue on Back of This Page>**



When you see this dialog, perform the following steps:

- 1) If there is no phone-number displayed in the dialog, or if you wish to select a different phone number, press the "Change" button and select a new phone number.
- 2) Remove the + symbol from the front of the phone numbers.
- 3) **Reformat the phone numbers as if you were dialing them yourself. Remember to add any prefix you need to reach an outside line.** For example, you probably do not need to dial your country code or city code if you are calling from your home or office.
- 4) Try to connect again. If you still have problems connecting, contact your nearest Microsoft Network Customer Service center.

You will probably only need to do this the first time you connect to *The Microsoft Network*. If you ever change the phone number, you may need to go through these steps again.

This problem will be fixed before final release.

Thank you,

The Microsoft Network Team