56K PCI DATA/FAX Modem

User Manual

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1. Package Contents

Carefully unpack and remove the contents and contact your dealer immediately if any of the following item is missing or damaged :

- 56K PCI Analog Modem
- ☑ Telephone cable
- Quick Start Guide
- CD-Title with Windows' driver and user manual

2. Minimum System Requirement

- PC-based computer with Pentium III and above processor.
- ☑ One free PCI Bus slot.
- 64MB RAM or more.
- 20MB hard disk space (System files and modem drivers only).
- ☑ CD-ROM drive.
- ☑ Windows 98SE/ME/XP/2000 Operating System

3. Panel Descriptions

Back Panel :



LINE	RJ-11 jack connecting to Telephone Line.
PHONE	RJ-11 jack connecting to Telephone set.

4. Hardware Installation

- 1. Turn off your computer.
- 2. Open the case of your PC and plug the 56K PCI Modem card into a free PCI slot on your motherboard.
- 3. Fix the 56K PCI Modem card onto your case and then close your computer case.
- 4. Unplug the telephone line from the wall socket, then plug the telephone line into the socket on the back of the modem marked **PHONE**.
- 5. Plug the phone cord supplied into the socket on the back of the modem marked **LINE** then Plug the other end of the cord into the wall socket.
- 6. Power on your computer.
- 7. This completes the setting up of your modem hardware. Please proceed to the next section for information on **installing the modem drivers** in Windows 98SE/ME/XP/2000.

NOTE : You need to have an account from an Internet service provider in order to connect to Internet.

5. Installing The Modem Drivers

A. Windows 98:

Driver Installation :

 Power on your computer to start Windows 98. Windows 98 will detect the newly-installed modem and a "Add New Hardware Wizard" window will appear. Click "Cancel" to close the hardware wizard, then place your Driver CD into the CD-ROM drive.



2. Windows system will automatically install the device driver and copy all the necessary files to your system. An "**Under Installation, please wait ..**" icon will appear indicates the files copying process.



3. A "Location Information" wizard will pop-up. Fill in your location information then click "Close" to continue.



4. A **"Make New Connection"** wizard will pop-up during the driver installation process. Manually enter a name for the computer you are going to dial then click **"Next"** to continue.

Make New Connection		×
	Type a name for the computer you are dialing: 56K PCI Modem Connection Select a device: Image: PCI SoftV92 Modem Image: Device De	_
	< <u>B</u> ack <u>N</u> ext > Cancel	

5. Manually enter the phone number to dial then click "**Next**" to continue. Check your ISP for the correct phone number and setting.

Make New Connection		C
	Type the phone number for the computer you want to call: Area code:elephone number: 02 40508888 Country or region code: Taiwan (886)	
	< <u>B</u> ack <u>N</u> ext > Cancel	

6. The Setup Wizard will ask you to review your settings before it starts to copy necessary files to your system. Click "**Finish**" if you are confirmed with your setting, or click "**Back**" to make any necessary changes.



7. An "Install Finish !!" wizard will pop-up. Click "OK" to complete the Auto Installation process.



8. Move your cursor as following sequence: "Start" → "Settings" → "Control Panel" and double click on the "Modem" icon.

Control Panel							- 5
<u>File Edit View Go</u> Favorites	<u>H</u> elp						
Black Forward Up	Sa Dopy Cut Copy	Paste	와) X Undo Dele	te Properties	Views +		_
Address 🞯 Control Panel							1
Control Panel	Accessibility Options	Add New Hardware	Add/Remove Programs	Date/Time	Display	Fonts	Game Controllers
Modems Installs a new modem and changes modem properties.	Internet Options	Keyboard	Modems	S Mouse	Multimedia	Network	ODBC Data Sources (32bit)
Microsoft Home Technical Support	Passwords	Power Management	Printers	Regional Settings	Sounds	System	Telephony
	Users						
	Installs a new	modem and cha	nges modem pro	perties.	E Mj	Computer	
🖁 Start 🛛 🏈 😂 🗐 🐼 Contro	Panel	📳 untitled - F	Paint	ſ			1:09 At

9. The following window will pop-up. Click the "**Diagnostics**" tab and select the "**PCI SoftV92 Modem**" from the list then click "**More Info..**".

Modems Properti	es	? ×
General Diagno	stics	
J Windo	ows detected the following ports, and has ly installed the following devices:	
Port	Installed	
🖏 сом1	No Modem Installed.	
Сом2	No Modem Installed.	- 11
	PUI SoftV92 Modem	
<u>D</u> river	<u>M</u> ore Info <u>H</u> elp	
	Close	rcel

10. The following window will pop-up. The PCI modem will responding to AT command set if the driver is properly installed and functioning correctly. Click "**OK**" to close the diagnostic process.

More Info	
- Port Information	
Port:	СОМЗ
Interrupt:	0
Address:	3E8
UART:	NS 16550AN
Highest Speed	d: 115K Baud
PCI SoftV92 Mo	dem
Identifier: 0	XT/VEN_14F1&DEV_2F00&SUBSYS_200714F
Command	Response
ATI1	255
ATI2	ОК
ATI3	SoftK56V_B2.1_V7.20.00
ATI4	PCI SoftV92 Modem
ATI5	256
ATI6	SoftK56
ATI6	CModem Version 12
ATI6	Rksample Version 342

Making sure of Internet connection

Move your cursor as following sequence: "Start" → "Programs" → "Accessories" → "Communications" → "Dial-Up Networking". The following window will pop-up. Double click on the "56K PCI Modem Connection" icon.



2. The following window will pop-up. Manually enter your "**User name**" and "**Password**" which provided by your ISP, then click "**Connect**".

🛃 Connect To		? ×
	< PCI Modem C	
<u>U</u> ser name:	88	
Password:	××	
	Save password	
Phone <u>n</u> umber:	40508888	
Dialing from:	New Location	roperties
	Connect	Cancel

3. The following connection and authentication icon will pop-up.



4. Launch your web browser, and enter the Google Web Address: "www.google.com" in the address field then press "Enter". The following Google website index page will display on your screen. This shows your 56K Modem connection is correctly set and access to the Internet is now available.

<u>File Edit View Favorites</u>	Iools Help	
Hack Forward Stop	Refresh Home Search Favorites History Mail Print	
Address 🙋 http://www.google.co	- m/	∂Go Links »
	Web Images Groups News Frongle Local News more xe Coogle Search I'm Feeling Lucky Managed Search Advertising Programs - About Google - Go to Google Taiwan Make Google Your Homepagel Advertising Brograms - About Google - Go to Google Taiwan	
		R
A COMPANY OF A COM		

5. Once you have successful connected to the Internet, a connected icon will automatically appears in you Window System task bar. This icon will lit when receiving or transmitting data from or to the Internet. Double click the connection icon and the following window will be shown. Click "Disconnect" tab to end up the Internet connection.



Uninstalling the Driver

 To uninstall the 56K Modem form your system, click "Start" → "Settings" → "Control Panel" and double click on the "Modems" icon. The following window will pop-up. Click "Remove" tab. The uninstall wizard will guides you and remove all the necessary files from your system.

Modems Properties
General Diagnostics
The following modems are set up on this computer:
PCI SoftV92 Modem
Add Remove Properties
Dialing preferences
Dialing from: New Location
Click Dialing Properties to modify how your calls are dialed.
<u>D</u> ialing Properties
OK Cancel

B. Windows ME:

Driver Installation :

 Power on your computer to start Windows ME. Windows ME will detect the newly-installed modem and a "Add New Hardware Wizard" window will appear. Click "Cancel" to close the hardware wizard, then place your Driver CD into the CD-ROM drive.

Add New Hardware Wizard				
	Windows has found the following new hardware: PCI Communication Device Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next. What would you like to do? Matematic search for a better driver (Recommended) Specify the location of the driver (Advanced)			
	< Back Next > Cancel			

2. Windows system will automatically install the device driver and copy all the necessary files to your system. An "**Under Installation, please wait ..**" icon will appear indicates the files copying process.



3. A "Location Information" wizard will pop-up. Fill in your location information then click "Close" to continue.

Location Information	
	Please provide information about your current location so that your calls can be dialed correctly. What country/region are you in now? Taiwan What area (or city) gode are you in now? 02 If you dial a number to access an gutside line, what is it? The phone system at this location uses: • Ione dialing • Pulse dialing
	Close

4. A **"Make New Connection"** wizard will pop-up during the driver installation process. Manually enter a name for the computer you are going to dial then click **"Next"** to continue.

Make New Connection		X
	Type a name for the computer you are dialing: 56K PCI Modem Connection Select a device: Image: PCI SoftV92 Modem Image: Device De	- -
	< <u>B</u> ack <u>N</u> ext > Cancel	

5. Manually enter the phone number to dial then click "**Next**" to continue. Check your ISP for the correct phone number and setting.

Make New Connection	×
	Type the phone number for the computer you want to call: Area code: Ielephone number: 02 • 40508888 Country or region code: Taiwan (886) •
	< <u>B</u> ack <u>N</u> ext > Cancel

6. The Setup Wizard will ask you to review your settings before it starts to copy necessary files to your system. Click "**Finish**" if you are confirmed with your setting, or click "**Back**" to make any necessary changes.



7. An "Install Finish !!" wizard will pop-up. Click "OK" to complete the Auto Installation process.



8. Move your cursor as following sequence: "Start" → "Settings" → "Control Panel" and double click on the "Modem" icon.

🗟 Control Panel								_ 8 ×
	ols <u>H</u> elp							
← Back - → - 🖻 🔕 Search 🗳 Folders 🤇 History 📲 🕾 🗙 ທ 📾 -								
Address 🐼 Control Panel								• 🔗 Go
Control Panel	Accessibility Options	Add New Hardware	Add/Remove Programs	Automatic Updates	Date/Time	Dial-Up Networking	Display	
Modems Installs a new modem and changes modem properties.	Folder Options	Fonts	Gaming Options	Internet Options	Keyboard	ی Modems	Mouse	
Windows Update Technical Support	P Network	ODBC Data Sources (32bit)	Passwords	V Power Options	Printers	Regional Settings	Scanners and Cameras	
	Scheduled Tasks	Sound Effect Manager	Sounds and Multimedia	System	Taskbar and Start Menu	No. Telephony	U sers	
Installs a new modem and changes moder	m properties.						June 2000 My Computer	
🏽 Start 🛛 🚮 🏉 🗊 🕨 🖓	untitled - Paint	6	Control Par	nel			 ™	4:52 PM

9. The following window will pop-up. Click the "**Diagnostics**" tab and select the "**PCI SoftV92 Modem**" from the list then click "**More Info..**".

h	lodems F	Properti	es	<u>?</u> ×
	General	Diagno	stics	
	Ĵ	Wind alread	ows detected the following ports, and has ly installed the following devices:	
	Port		Installed	
	_ <_ CO	M1	No Modem Installed.	
	<u></u> 200	M2	No Modem Installed.	
		MO	PCI SoftV32 Modem	
	<u>[</u>	<u>D</u> river	<u>M</u> ore Info <u>H</u> elp	
			OK Can	cel

10. The following window will pop-up. The PCI modem will responding to AT command set if the driver is properly installed and functioning correctly. Click "**OK**" to close the diagnostic process.

М	ore Info	
	- Port Information	
	Port	COM3
	Interrupt:	10
	Address:	1000
	UART:	NS 16550AN
	Highest Spee	d: 115K Baud
	- PCI SoftV92 Mo	dem
	Identifier: (CXT\VEN_14F1&DEV_2F00&SUBSYS_200714F
	Command	Response
	ATI1	255
	ATI2	
	ATIA	SoftK56V_B2.1_V7.20.00
	ATIE	PUI SORV32 Modem
	ATIS	204 Soft/EC
	Ano	CModem Version 12
		Bksample Version 342
	1.4717	
ОК		

Making sure of Internet connection

 Move your cursor as following sequence: "Start" → "Programs" → "Accessories" → "Communications" → "Dial-Up Networking". The following window will pop-up. Double click on the "56K PCI Modem Connection" icon.



2. The following window will pop-up. Manually enter your "**User name**" and "**Password**" which provided by your ISP, then click "**Connect**".

🐴 Connect To	? ×
in L⊘	56K PCI Modem Connection
<u>U</u> ser name: <u>P</u> assword:	\$\$ **
	Save password Connect <u>a</u> utomatically
Phone <u>n</u> umber:	40508888
Dialing <u>f</u> rom:	New Location
	Connect Properties Cancel

3. The following connection and authentication icon will pop-up.



4. Launch your web browser, and enter the Google Web Address: "www.google.com" in the address field then press "Enter". The following Google website index page will display on your screen. This shows your 56K Modem connection is correctly set and access to the Internet is now available.

🚈 Google - Microsoft Internet Explorer	_ <u>8</u> ×
<u>File Edit View Favorites Tools H</u> elp	19 <u>1</u>
🖕 Back 🔹 🔿 🗸 🙆 🚰 🥘 Search 📾 Favorites 🕉 History 🖏 🖓 🚑 🤮	
Agdress a http://www.google.com/	▼ 🖉 Go 🛛 Links ≫
Web Images Groups News Froagle Local ^{Newd} I Google Search I'm Feeling Lucky	Advanced Search Preferances Language Tools
Autoritising Hogranis - Autor Obligie - do to Obligie - a	iwan
Make Google Your Homepage!	
@2005 Google - Searching 8,058,044,851 web pages	
	V
é) ,	🜍 Internet
😹 Start 🛛 🔗 😂 関 🕼 Google - Microsoft Int	104632 bytes received 9335 bytes sent @ 44000 bps

5. Once you have successful connected to the Internet, a connected icon will automatically appears in you Window System task bar. This icon will lit when receiving or transmitting data from or to the Internet. Double click the connection icon and the following window will be shown. Click "Disconnect" tab to end up the Internet connection.



Uninstalling the Driver

 To uninstall the 56K Modem form your system, click "Start" → "Settings" → "Control Panel" and double click on the "Modems" icon. The following window will pop-up. Click "Remove" tab. The uninstall wizard will guides you and remove all the necessary files from your system.

Modems Properties	×
General Diagnostics	Help
The following modems are set up on this computer:	
PCI SoftV92 Modem	
Add Remove Properties	1
Dialing preferences	
Dialing from: New Location	
Click Dialing Properties to modify how your calls are dialed.	
Dialing Properties	
OK Cancel	

C. Windows XP :

Driver Installation :

 Power on your computer to start Windows XP. Windows XP will detect the newly-installed modem and a **"Found New Hardware Wizard"** window will appear. Click **"Cancel"** to close the hardware wizard, then place your Driver CD into the CD-ROM drive.



2. Windows system will automatically install the device driver and copy all the necessary files to your system. An "**Under Installation, please wait ..**" icon will appear indicates the files copying process.



3. A "Location Information" window will pop-up. Follow the instruction and manually fill in all the necessary items then click "OK" to continue.

Location Information	? 🗙
	Before you can make any phone or modem connections, Windows needs the following information about your current location. What country/region are you in now? Taiwan What area code (or city code) are you in now? 02 If you need to specify a carrier code, what is it? If you dial a number to access an outside line, what is it? The phone system at this location uses: Tone dialing Pulse dialing
	OK Cancel

4. A "New Connection Wizard" will pop-up during the driver installation process. Click "Dial-up to private network" then click "Next" to continue.

New Connection Wizard		
Type of Connection Select the type of the connection.		
Dial-up to private network. Connect using my phone line (modem or ISDN).		
Connect to a private network through the Internet. Create a Virtual Private Network (VPN) connection or tunnel through the internet.		
Connect directly to another computer. Connect using my serial, parallel, or infrared port.		
Connect to the network via broadband Connect through my broadband connection.		
< Back Next > Cancel		

5. Manually enter the phone number to dial then click "**Next**" to continue. Check your ISP for the correct phone number and setting.

New Connection Wizard	
Phone Number to Dial What is the phone number you will use to make this connection?	P
Type the phone number below. Phone number:	
40508888	
You might need to include a "1" or the area code, or both. If you are not sure you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct.	
< Back Next > C	ancel

6. Type a name you want for this connection then click "Finish".

New Connection Wizard	×
Finished The wizard is ready to create your connection.	
Type a name you want for this connection: 56K PCI Modem Connection	
Click Finish to save it in the Network Connections folder. To edit this connection later, select it, click the File menu, and then click Properties.	-
< Back	Finish Cancel

7. An "Install Finish !!" wizard will pop-up. Click "OK" to complete the Auto Installation process.



8. Move your cursor as following sequence: "Start" → "Settings" → "Control Panel" and click "Phone and Modem Options".



9. The following window will pop-up. Click the "Modems" tab and select "PCI SoftV92 Modem" from the list then click "Properties".

Phone and Modem Options	?×
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem Attached To	
PCI SoftV92 Modem COM3	
Add Remove Prope	rties
OK Cancel A	Apply

The following window will pop-up. Click the "Diagnostics" tab then click "Query Modem". The PCI modem will responding to AT command set if the driver is properly installed and functioning correctly. Click "OK" to close the diagnostic process.

PCI SoftV92 Mo	dem Propertie	es			? 🗙
Driver General	Resourc Modem	es Diagno	Power stics	Manag Ad	ement vanced
Field N Hardware ID	on /alue /CI/VEN_14F1&D	EV_2F30&SI	JBSYS_20	0511	
<	Ш	landan an an an an	Section to the too	>	
Command ATQ0V1E0 AT+GMM AT+FCLASS=? AT#CLS=?	Response Success +GMM: PCI Sof 0,1,8,80 COMMAND NO	tV92 Modem T SUPPORT	ED 🔉	~	
			Query Mo	dem	
Logging Append to Lo	og		View lo	g	
		(OK		Cancel

Making sure of Internet connection

 Move your cursor as following sequence: "Start" → "Settings" → "Network Connections" then click on "56K PCI Modem Connection".



2. The following window will pop-up. Manually enter your "User name" and "Password" which provided by your ISP, then click "Dial".

Connect 56K P	Cl Modem Connection 🛛 💽 🔀
User name:	\$\$
Password:	••
Save this use Me only Anyone w	er name and password for the following users: who uses this computer
Dial:	40508888
Dial	Cancel Properties Help

3. The following connection and authentication icon will pop-up.



4. Launch your web browser, and enter the Google Web Address: "www.google.com" in the address field then press "Enter". The following Google website index page will display on your screen. This shows your 56K Modem connection is correctly set and access to the Internet is now available.



5. Once you have successful connected to the Internet, a connected icon will automatically appears in you Window System task bar. This icon will lit when receiving or transmitting data from or to the Internet. Double click the connection icon and the following window will be shown. Click "Disconnect" tab to end up the Internet connection.

56K PCI Modem Connection	n Status 🛛 🛛 🛛 🔀
General Details	
Connection	
Status:	Connected
Duration:	00:00:29
Speed:	37.2 Kbps
Activity	-
Sent —	- Received
Bytes: 8,931	23,550
Compression: 6%	2%
Errors: 0	0
Properties Disconnect	
	Close

Uninstalling the Driver

 To uninstall the 56K Modem form your system, click "Start" → "Settings" → "Control Panel" → "Phone and Modem Options". The following window will pop-up. Click "Modems" tab and select the modem type from the list then click "Remove". The uninstall wizard will guides you and remove all the necessary files from your system.

Phone and Modem Options	?×
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem Attached To	
PCI SoftV92 Modem COM3	
	51
	12
OK Cancel App	oly

D. Windows 2000 :

Driver Installation :

 Power on your computer to start Windows 2000. Windows 2000 will detect the newly-installed modem and a "Found New Hardware Wizard" window will appear. Click "Cancel" to close the hardware wizard, then place your Driver CD into the CD-ROM drive.



2. Windows system will automatically install the device driver and copy all the necessary files to your system. An "**Under Installation, please wait ..**" icon will appear indicates the files copying process.



3. A "Network Connection Wizard" will pop-up during the driver installation process. Click "Dial-up to private network" then click "Next" to continue.

Network Connection Wizard	×
Type of Connection Select the type of the connection.	P
 Dial-up to private network. Connect using my phone line (modem or ISDN). 	
Connect to a private network through the Internet. Create a Virtual Private Network (VPN) connection or tunnel through the in	iternet.
C Connect directly to another computer. Connect using my serial, parallel, or infrared port.	
< Back Next >	Cancel

4. Manually enter the phone number to dial then click "**Next**" to continue. Check your ISP for the correct phone number and setting.

Phone Number to Dial You must specify the p connect to.	hone number of the computer or network you want to	<u>م</u>
Type the phone number your computer to deter dialing rules.	er of the computer or network you are connecting to. If yo mine automatically how to dial from different locations, ch	ou want eck Use
Area code:	Phone number:	
Country/region cod	e;	
🔲 Use dialing rule	S	
	< Back Next >	Cancel

You may make this connection available for all users, or keep it only for your own use. Select "For all users" or "Only for myself" then click "Next" to continue.

Network Connection Wizard
Connection Availability You may make the new connection available to all users, or just yourself.
You may make this connection available to all users, or keep it only for your own use. A connection stored in your profile will not be available unless you are logged on.
Create this connection:
C For all users
Only for myself
< Back Next > Cancel

6. Type a name you want for this connection then click "Finish".

Network Connection Wizard	
The wizard is ready to create your connection.	
Type a name you want for this connection:	1
Citle Finite to serve it is the Maturale Comparison folder	
To edit this connection later, select it, click the File menu, and then click Properties.	
< Back	Finish Cancel

7. An "Install Finish !!" wizard will pop-up. Click "OK" to complete the Auto Installation process.



8. Move your cursor as following sequence: "Start" → "Settings" → "Control Panel" and click "Phone and Modem Options".



9. The following window will pop-up. Click the "Modems" tab and select "PCI SoftV92 Modem" from the list then click "Properties".

Phone And Modem Option	15	<u>? ×</u>
Dialing Rules Modems ,	Advanced	
The following m	nodems are installed:	
Modem	Attached To	
PCI SoftV92 Modem	СОМЗ	
		_
	Add Remove Propertie	25
	OK Cancel Ap	oly

The following window will pop-up. Click the "Diagnostics" tab then click "Query Modem". The PCI modem will responding to AT command set if the driver is properly installed and functioning correctly. Click "OK" to close the diagnostic process.

PCI Soft¥92 Modem Properties
General Diagnostics Advanced
- Modem Information
Field Value Hardware ID PCI\VEN_14F1&DEV_2F30&SUBSYS_20511
Command Response ATQ0V1E0 OK AT+GMM +GMM: PCI SoftV92 Modem AT+FCLASS=? 0,1,8,80 AT#CLS=? COMMAND NOT SUPPORTED ATI1 255
Query Modern
Logging Append to Log
OK Cancel

Making sure of Internet connection

1. Move your cursor as following sequence: "Start" → "Settings" → "Network and Dial-up Connections" then click on "56K PCI Modem Connection".



2. The following window will pop-up. Manually enter your "**User name**" and "**Password**" which provided by your ISP, then click "**Dial**".

Connect 56K P	CI Modem Connection
User name:	88
Password:	XX
	Save password
Dial:	40508888
Dial	Cancel Properties Help

3. The following connection and authentication icon will pop-up.



4. Launch your web browser, and enter the Google Web Address: "www.google.com" in the address field then press "Enter". The following Google website index page will display on your screen. This shows your 56K Modem connection is correctly set and access to the Internet is now available.

🚰 Google - Microsoft Internet Explorer			_ 8 ×
File Edit View Favorites Tools Help			
j ← Back → → → 🙆 👔 🚮 😡 Search 💿 Favorites 🕉 History 🖏 - 🎒			
Address Attp://www.google.com/		→ ⁽²⁾ Go	Links »
Google			A
Web Images Groups News Froogle Local ^{Newd} mor Google Search I'm Feeling Lucky I'm Feeling Lucky	<u>e »</u> Advanced Search Preferences Language Tools		
Advertising Programs - About Google - Go to Google Taiwa	<u>n</u>		
Make Google Your Homepagel			
@2005 Google - Searching 8,058,044,651 web pages			
			×
é	r 🌒 🗌 🗐	internet	
🚓 Start 🛛 🙆 🏟 📄 🖃 Removable Disk (G:) 🖉 Google - Microsoft Intern	S.	4 5#	2:09 AM

5. Once you have successful connected to the Internet, a connected icon will automatically appears in you Window System task bar. This icon will lit when receiving or transmitting data from or to the Internet. Double click the connection icon and the following window will be shown. Click "Disconnect" tab to end up the Internet connection.

6K PCI Modem Con	nection Status	<u>? ×</u>
General Details		
Connection		
Status:		Connected
Duration:		00:00:32
Speed:		37.2 Kbps
Bytes:	Sent — 📳 5,926	
Compression:	4 %	2%
Errors:	0	0
Properties	Disconnect	
		Close

Uninstalling the Driver

 To uninstall the 56K Modem form your system, click "Start" → "Settings" → "Control Panel" → "Phone and Modem Options". The following window will pop-up. Click "Modems" tab and select the modem type from the list then click "Remove". The uninstall wizard will guides you and remove all the necessary files from your system.

Phone And Modem Option	ns	<u>?</u> ×
Dialing Rules Modems ,	Advanced	
😂 The following n	nodems are installed:	
Modem	Attached To	
PCI SoftV92 Modem	СОМЗ	
	Add Remove Properti	es
	OK Cancel Ap	ply

6. Troubleshooting :

☑ Windows doesn't detect Modem

- 1. Check whether the Modem is plug into a proper extension slot.
- 2. Check whether the PCI slot is enable in the BIOS. Consult on the manual of the motherboard.
- 3. Check the manual of your motherboard and plug the modem into a universal 33MHz PCI slot.

☑ There is no dial tone

- 1. Ensure that the telephone cable is securely connected at both ends.
- 2. Ensure the telephone cable is plugged into the correct jack on the modem.
- 3. Unplug the telephone line cable from the computer, and connect it directly to a telephone from the wall outlet. Check for a dial tone. If there is none, the problem is in the telephone line or system. Call the service provider.
- 4. Check whether the Modem driver is properly installed.

Modem is calling, but no connection is established

- 1. Call again later.
- 2. Try the direct outgoing line to ensure proper telephone service.
- 3. Check the number you are dialing is correct.
- 4. Your ISP is busy. Try to call again later.

☑ Error report of "No Dial-tone"

- 1. Wait until the telephone line is free.
- 2. Test the telephone line with an ordinary phone set to ensure the line is in service.

☑ The modem disconnects during a connection

- 1. Ensure that the telephone cable is securely connected at both ends.
- 2. Ensure that call-waiting is disabled.
- 3. Another phone extension in the house might have been picked up.

☑ Data is not transmitted or received for unusually long periods of time

- 1. Re-dial the call. (The telephone line connection may be poor.)
- 2. Try another ISP number, the server could be busy.