QUICK
for Conexant SoftK56 PCI Modem

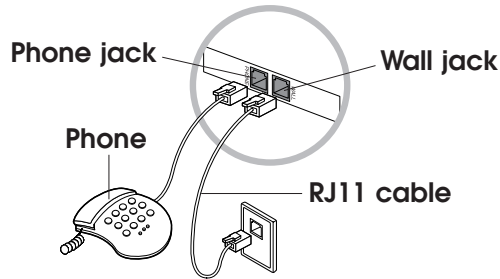# GUIDE

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Connecting the Modem Cable

Plug one end of the provided RJ11 cable into the Wall jack on the modem and plug the other end into an analog phone wall jack.

If you want to use the telephone when you are not using the modem, plug the telephone's cord into the Phone jack on the modem card.

Verifying that the Modem is Properly Installed

To verify that your modem is properly installed, follow these steps:

1 Click the Start button, point to Settings, and then click Control Panel.

2 Double-click the Modems icon.

3 If the Location Information window appears, choose and type your location information and click Close.

4 When the Modems Properties window appears, you should see a description of your modem. If your modem is not installed, this description will not appear.

5 Click the Diagnostics tab. The Modems Properties window will be displayed.

6 Click the COM port your modem is using and then click the More Info button. The "More Info" window will be displayed. If the modem displays information to the system, it is installed correctly.

Note

You may see "Interrupt 0" on this window. But it is not real value, your system only displays the "0" for the interrupt value, because your modem is the PnP modem.

You can see the real value in the Conexant SoftK56 PCI Modem[M] Properties window. To see the real interrupt value, click Start, point to Settings, click Control Panel, and then double-click System. Then click the Device Manager tab, click plus mark on the HSFMODEM, double-click Conexant PCI Modem Enumerator, and then click the Resource tab.

7 Click OK and then click OK.

Changing the IRQ & COM Port Setting

You can not change the IRQ & COM port for your modem, as it is the PnP modem.

Accessing an Outside Line

(Configuring the Modem to dial with PBX System)

- Make sure you are not connecting the modem to a Digital Line from your PBX.

- Check that you added the correct code to dial out (eg., "9,").

- If your modem can't connect, in case you use outside line, remove the check sign by clicking the small box labeled "Wait for dial tone before dialing" in the Conexant SoftK56 PCI Modem[M] Properties window. To remove the check sign, click Start, point to Settings, click Control Panel, and then double-click Modems. Then click the Properties button on the Modem Properties window. When the Conexant SoftK56 PCI Modem[M] Properties window is displayed, click the Connection tab.

Installing the Modem Driver

When you turn on the your computer, if the modem driver is not installed on your system, Windows 98 detects your modem by Plug and Play feature and starts the installation procedure.

To install the modem driver, follow these steps:

1 Start Windows 98.

2 When the "Add New Hardware Wizard" window appears, click Next.

3 If "Search for the best driver for your device." is selected at the following window, click Next.

4 Insert the Restore CD supplied into the CD-ROM drive.

5 When the following window appears, type in "D:\Drivers\Modem" and click Next.

6 Click Next.

7 Click the Finish button.
(If the "HSP Modem Country Selection" window is displayed, select your country and click OK.)
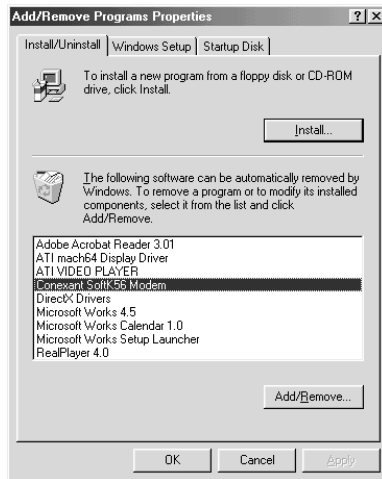
Note

To install the modem driver by using the Installation Program of the Restore CD, you must reboot the computer after the files are copied. When your system is rebooting, remove the Restore CD from the CD-ROM drive. If you don't remove the Restore CD, your system will be booted with the Restore CD. In this case, the "Microsoft Windows 98 Startup Menu" menu will appear. To continue the installation of the modem driver, remove the Restore CD and turn off and on the computer.

Uninstalling the Modem Driver

If the modem does not work properly or needs to be updated with new driver file, you need to uninstall old driver file first.

To uninstall the modem driver, follow these steps:

1 Click the Start button, point to Settings and click Control Panel.

2 Double-click the Add/Remove Programs icon. The Add/Remove Programs Properties window will be displayed.
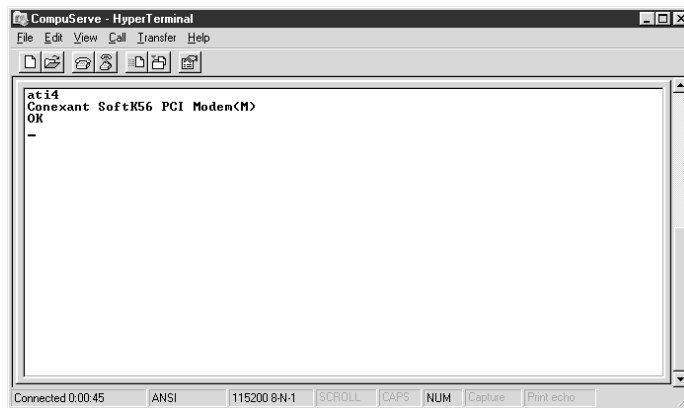

3 To uninstall the modem driver, click Conexant SoftK56 Modem of the list and click the Add/Remove button on the Install/Uninstall tab.

4 When the Confirm File Detection window appears, click Yes to remove the modem driver.

5 Click OK in the Add/Remove Programs Properties window.

If you restart Windows 98, Windows 98 detects your modem and runs the wizard to install the modem driver. To install the driver, refer to "Installing the Modem Driver."

Troubleshooting

If you have trouble with your modem, check the following instructions:

- Check the provided RJ11 jack cable is properly plugged into line jack on the modem and check phone line from telephone is properly plugged into the phone jack on the modem.

- The modem should be connected to an analog line only. If you use a non-analog phone line such as a digital line, the modem will be damaged.

- If your modem can't connect, in case you use outside line, configure your modem as described in "Accessing an Outside Line (Configuring the Modem to dial with PBX System)."

- Line noise may cause low connection speeds. If the problem persists, contact your telephone company to check for data noise and unbalanced lines.

- If your modem has no activity, open HyperTerminal from the Start menu and try to type "ati4" AT command as shown below. If your modem is properly working, the "OK" message will appear in the screen.

- If your computer isn't working properly after you add a PCI option card in the empty slot or change the slot location of your modem card, updates the hardware list in your system.

  Click the Start button, point to Settings, click Control Panel, and then double-click the System icon. When the System Properties window appears, click the Device Manager tab and click the Refresh button. This button updates the hardware list. This process may take a few minutes.

- Addition to the solutions above, you can use the Windows 98 Modem Troubleshooter. Press the F1 key at the active desktop window, click Troubleshooting on the Contents tab, click Windows 98 Troubleshooters, and click Modem.