# 56K PCI DATA/FAX Modem

# User Manual

# Contents

# 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.
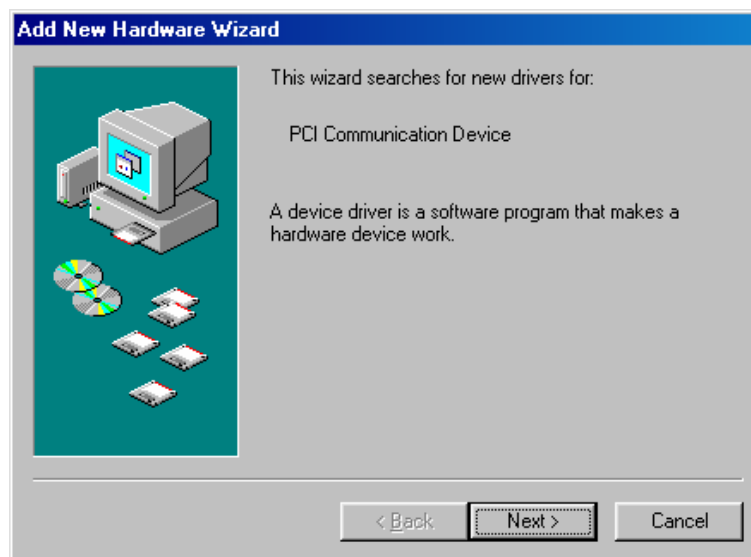
*NOTE :  You need to have an account from an Internet service provider in order to connect to Internet.*
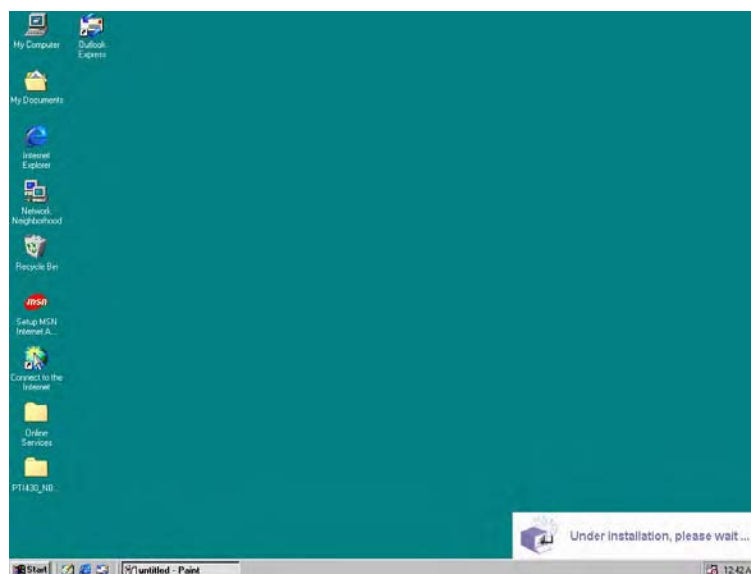
# 5. Installing The Modem Drivers
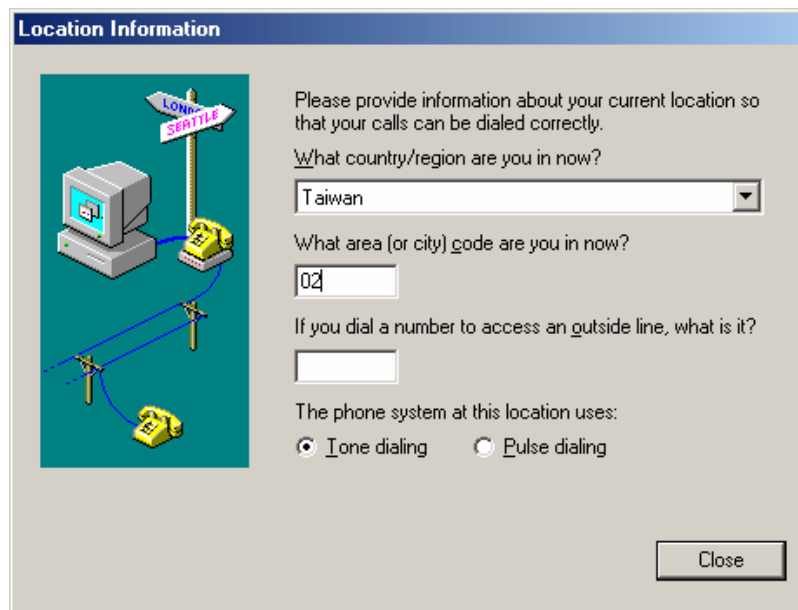
## A. Windows 98:

### ■ Driver Installation :

1.  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.
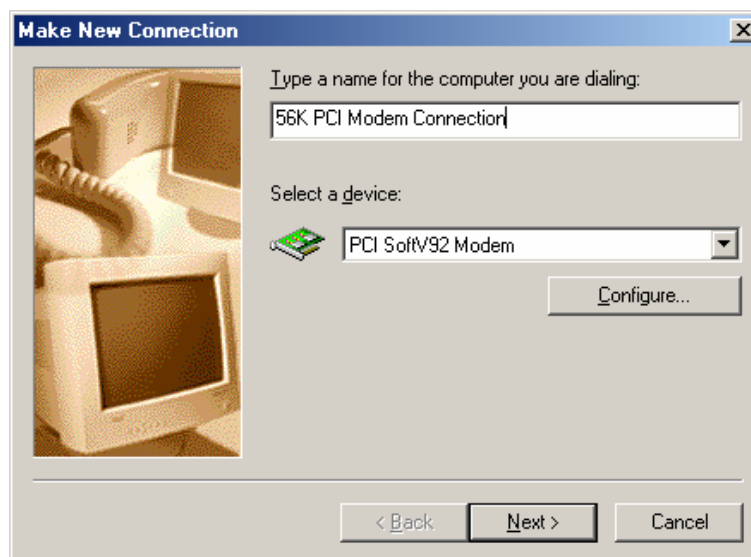


2.  Windows system will automatically install the device driver and copy all the necessary files to your system. An **"Under Installation, please wait .."** icon will appear indicates the files copying process.
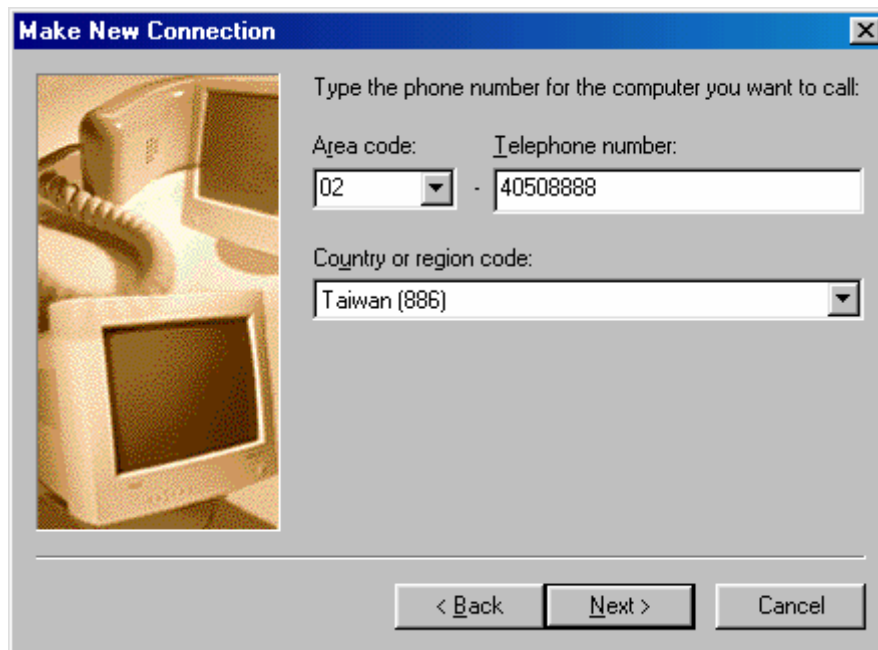


---

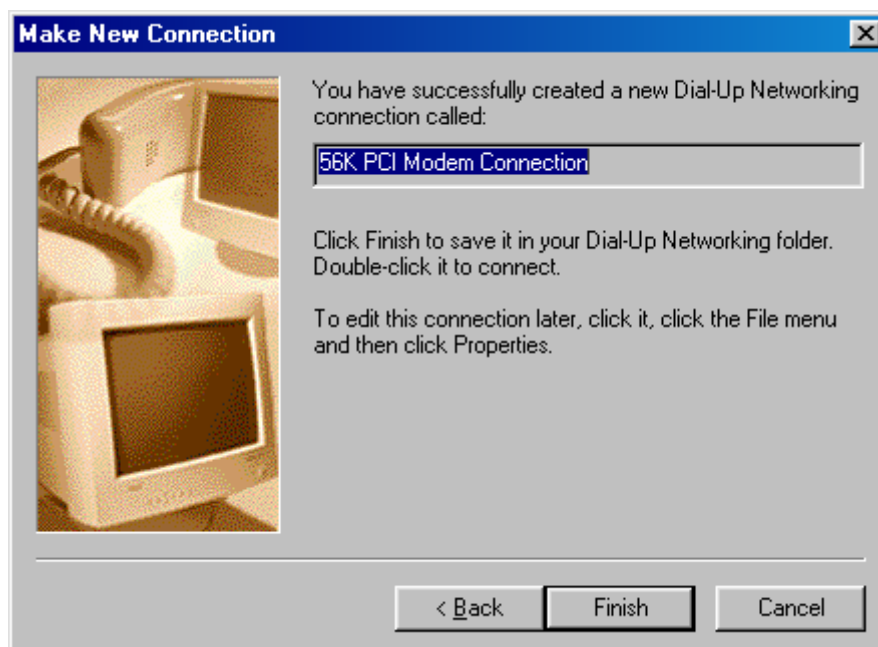3. A **"Location Information"** wizard will pop-up. Fill in your location information then click **"Close"** to continue.



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.

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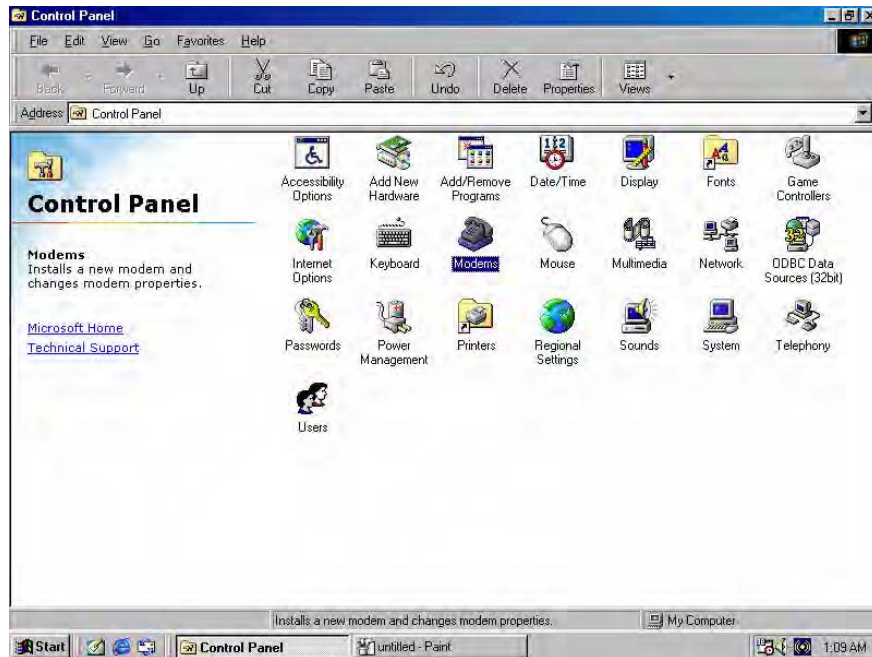


6.    The Setup Wizard will ask you to review your settings before it starts to copy necessary files to your system. Click **"Finish"** if you are confirmed with your setting, or click **"Back"** to make any necessary changes.
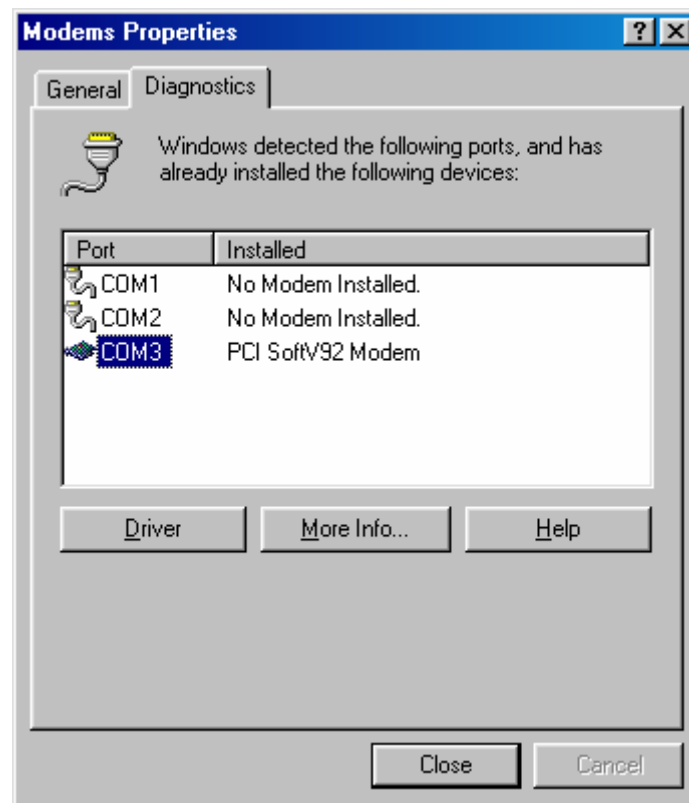
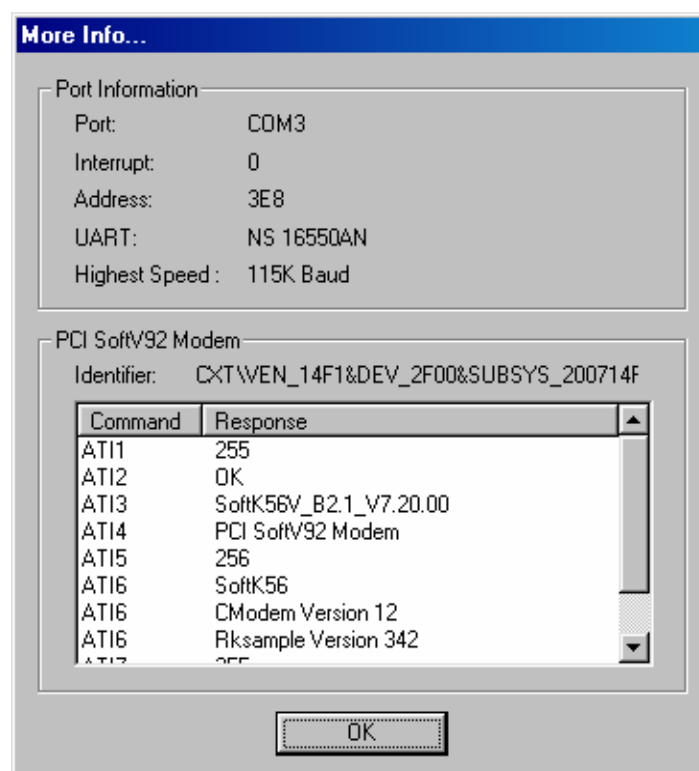7.    An **"Install Finish !!"** wizard will pop-up. Click **"OK"** to complete the Auto Installation process.



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

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 Properties                                    ? X

  General   Diagnostics

         Windows detected the following ports, and has
         already installed the following devices:

    Port          Installed
    COM1          No Modem Installed.
    COM2          No Modem Installed.
    COM3          PCI SoftV92 Modem

         Driver          More Info...          Help

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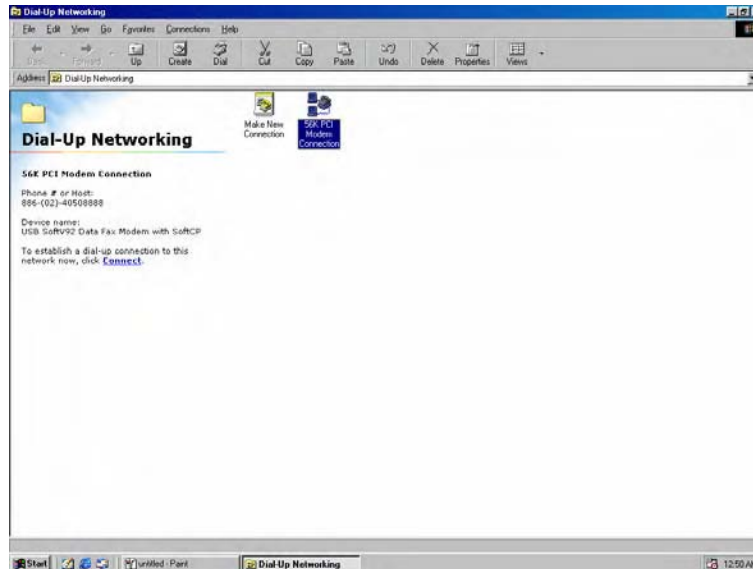
10. The following window will pop-up. The PCI modem will responding to AT command set if the driver is properly installed and functioning correctly. Click **"OK"** to close the diagnostic process.
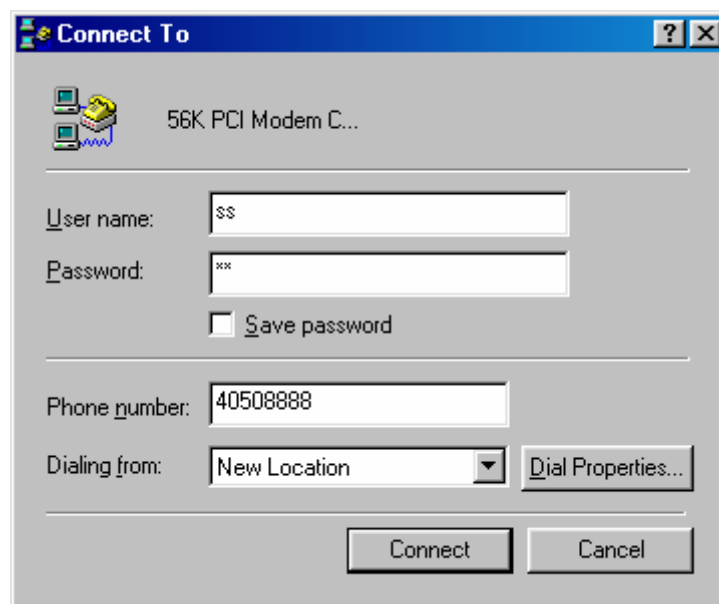
```
More Info...

  Port Information
    Port:            COM3
    Interrupt:       0
    Address:         3E8
    UART:            NS 16550AN
    Highest Speed :  115K Baud

  PCI SoftV92 Modem
    Identifier:    CXT\VEN_14F1&DEV_2F00&SUBSYS_200714F

    Command   Response
    ATI1      255
    ATI2      OK
    ATI3      SoftK56V_B2.1_V7.20.00
    ATI4      PCI SoftV92 Modem
    ATI5      256
    ATI6      SoftK56
    ATI6      CModem Version 12
    ATI6      Rksample Version 342

                      OK
```
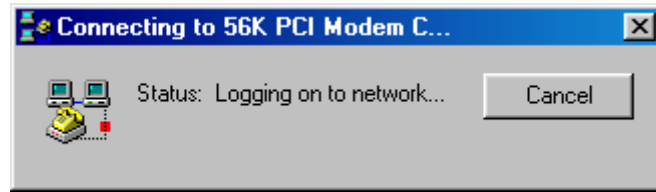
## ■ Making sure of Internet connection

1. 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"**.
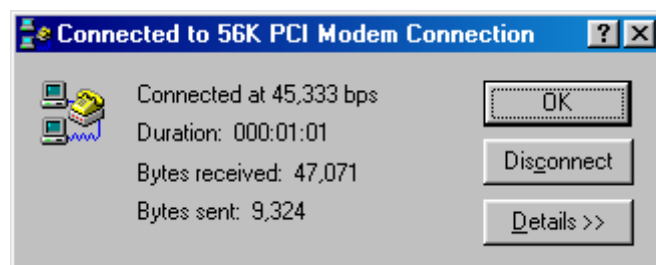
3.    The following connection and authentication icon will pop-up.



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.

# ■ Uninstalling the Driver

1. 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.
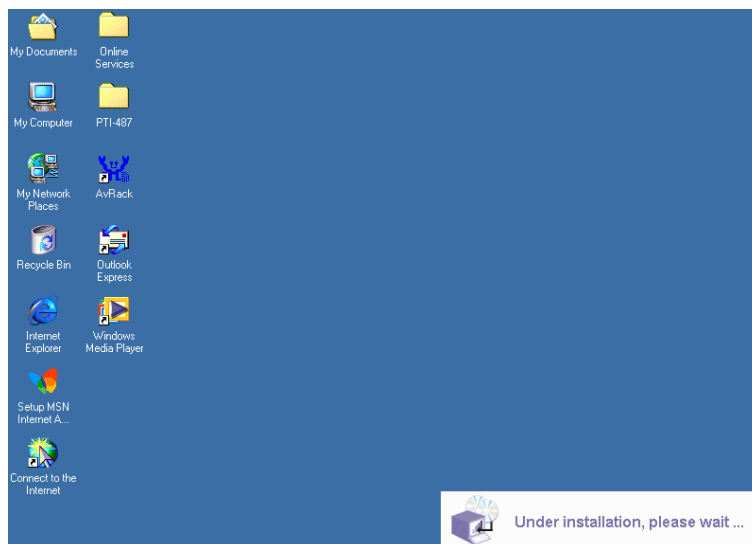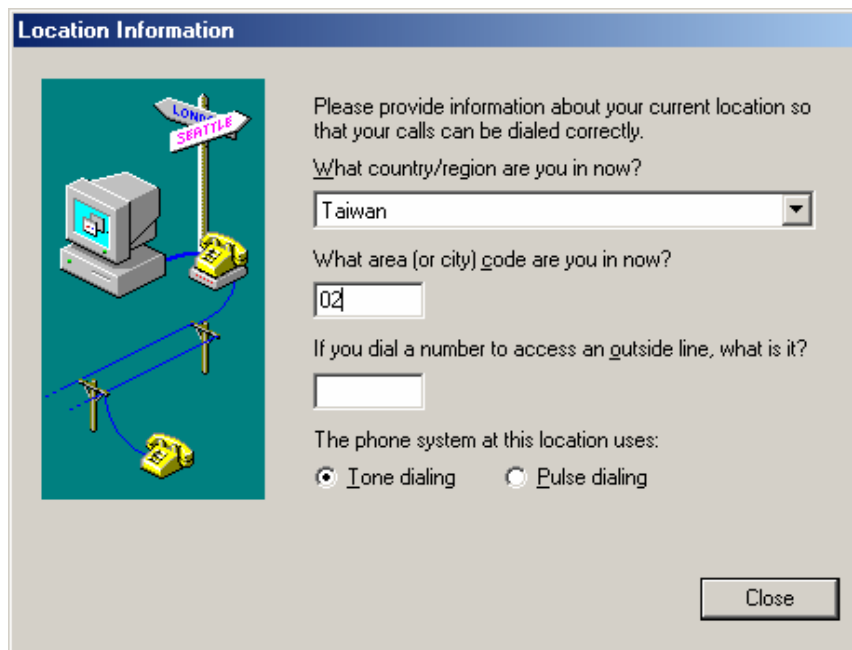
# B. Windows ME:

## ■ Driver Installation :

1. 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.



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.

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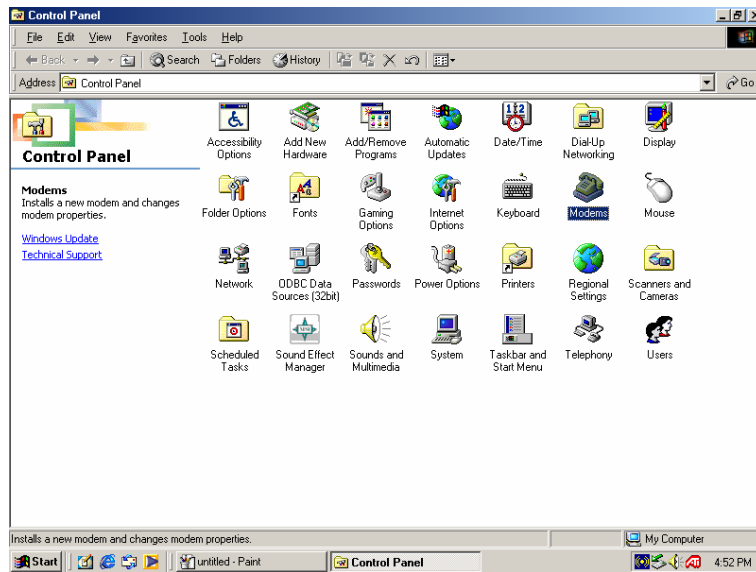


6. The Setup Wizard will ask you to review your settings before it starts to copy necessary files to your system. Click **"Finish"** if you are confirmed with your setting, or click **"Back"** to make any necessary changes.

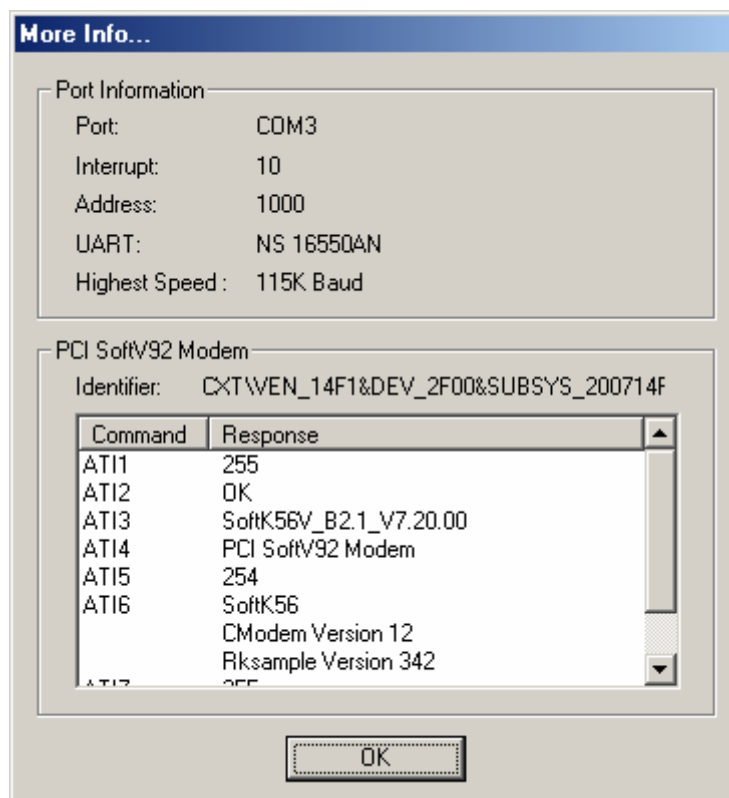7. An **"Install Finish !!"** wizard will pop-up. Click **"OK"** to complete the Auto Installation process.



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

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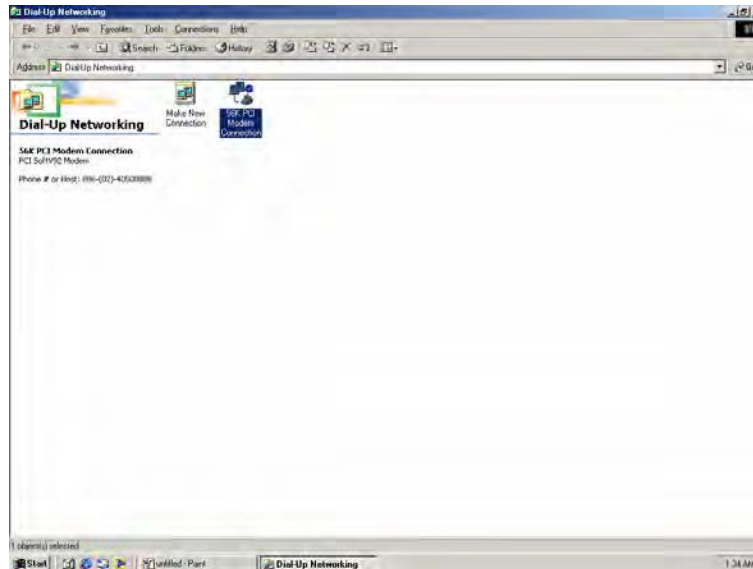
```
Modems Properties                               ? X

 General  Diagnostics

        Windows detected the following ports, and has
        already installed the following devices:

    Port        Installed
    COM1        No Modem Installed.
    COM2        No Modem Installed.
    COM3        PCI SoftV92 Modem



       Driver          More Info...          Help


                               OK          Cancel
```

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:           COM3
    Interrupt:      10
    Address:        1000
    UART:           NS 16550AN
    Highest Speed : 115K Baud

 PCI SoftV92 Modem
    Identifier:   CXT\VEN_14F1&DEV_2F00&SUBSYS_200714F

    Command   Response
    ATI1      255
    ATI2      OK
    ATI3      SoftK56V_B2.1_V7.20.00
    ATI4      PCI SoftV92 Modem
    ATI5      254
    ATI6      SoftK56
              CModem Version 12
              Rksample Version 342

                        OK
```

# ■ Making sure of Internet connection

1.  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.
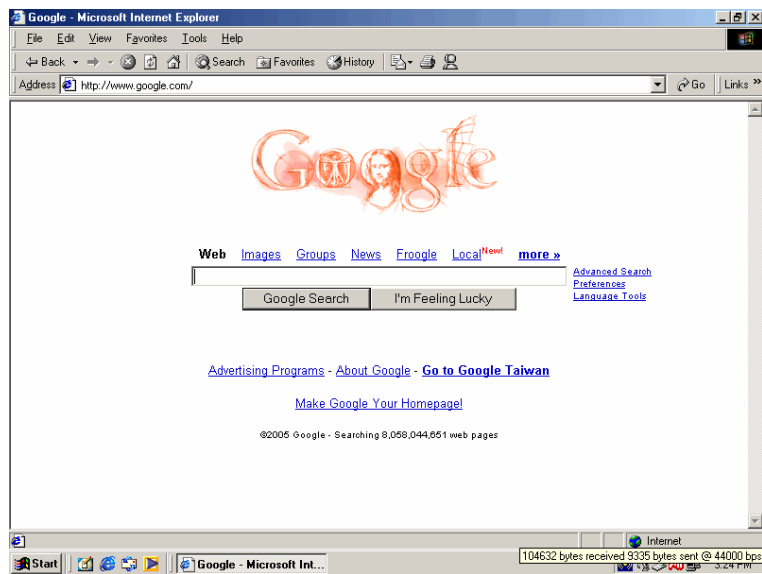


2.  The following window will pop-up. Manually enter your **"User name"** and **"Password"** which provided by your ISP, then click **"Connect"**.
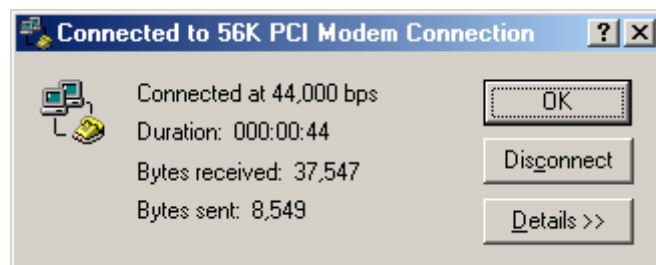
3.  The following connection and authentication icon will pop-up.



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.

# ■ Uninstalling the Driver

1. 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.

# C. Windows XP :

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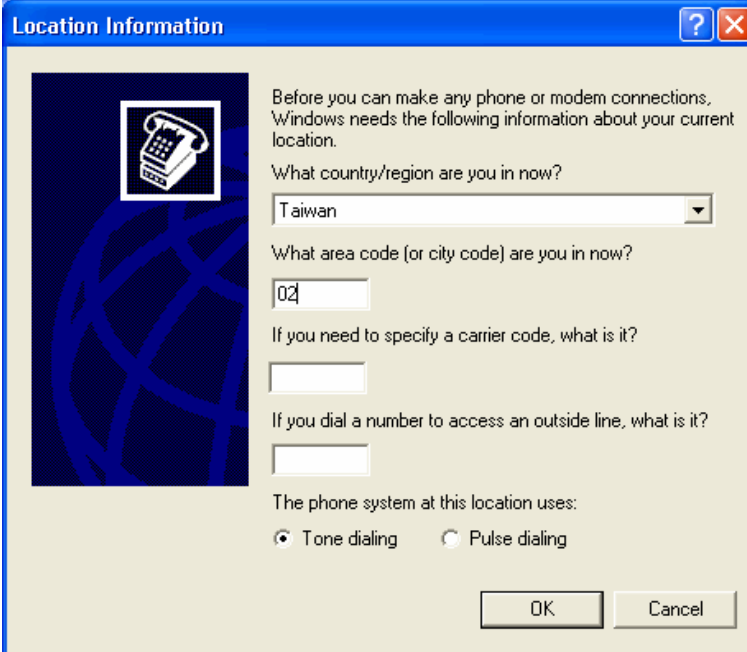
1. Power on your computer to start Windows XP. Windows XP will detect the newly-installed modem and a **"Found New Hardware Wizard"** window will appear. Click **"Cancel"** to close the hardware wizard, then place your Driver CD into the CD-ROM drive.



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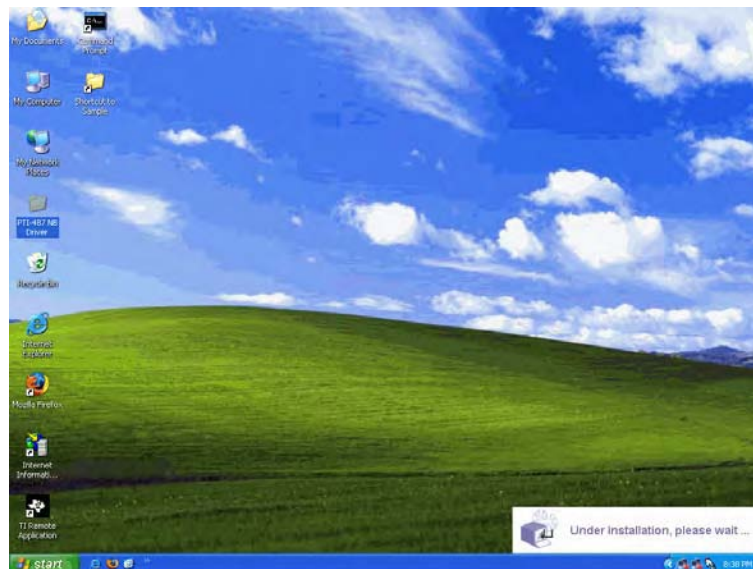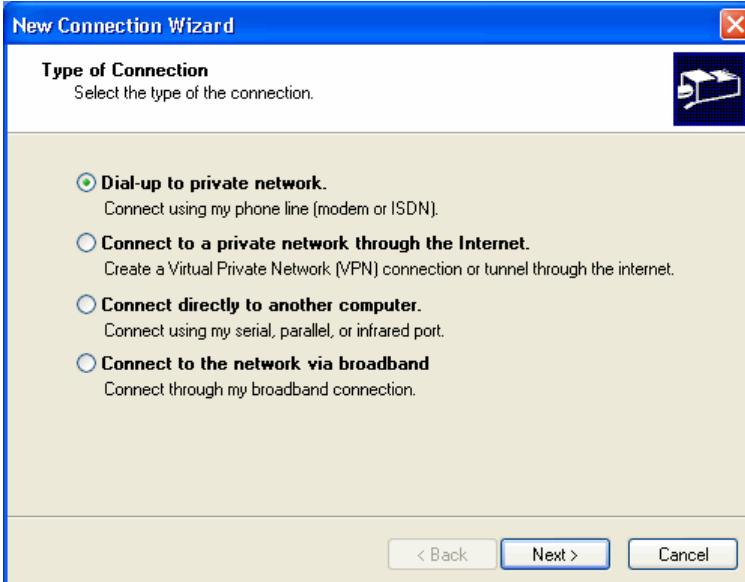
3. A **"Location Information"** window will pop-up. Follow the instruction and manually fill in all the necessary items then click **"OK"** to continue.



4. A **"New Connection Wizard"** will pop-up during the driver installation process. Click **"Dial-up to private network"** then click **"Next"** to continue.
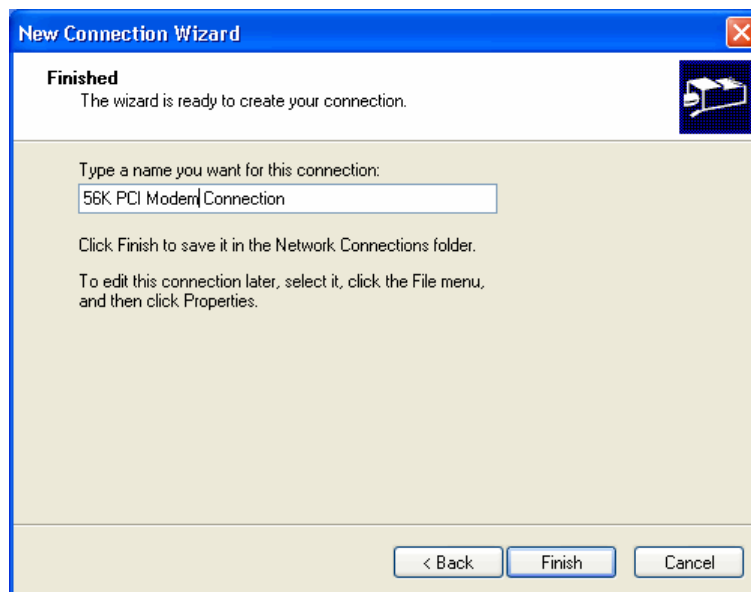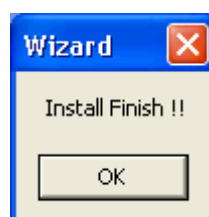
5.  Manually enter the phone number to dial then click **"Next"** to continue. Check your ISP for the correct phone number and setting.
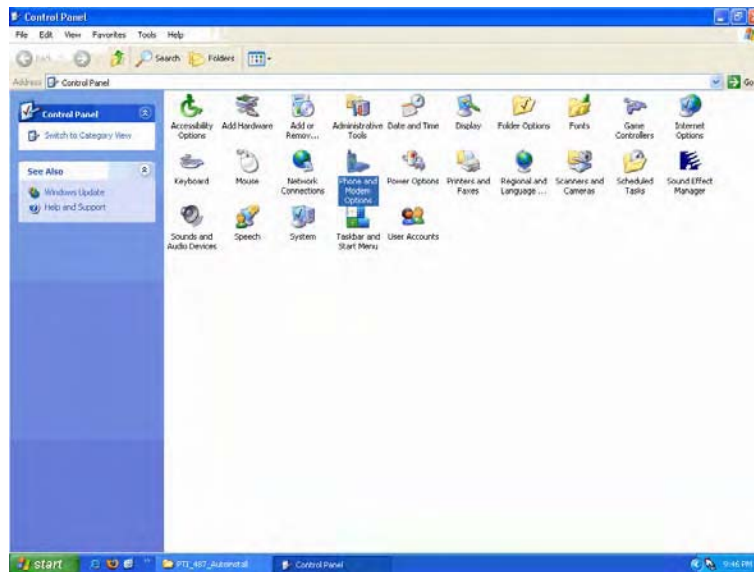
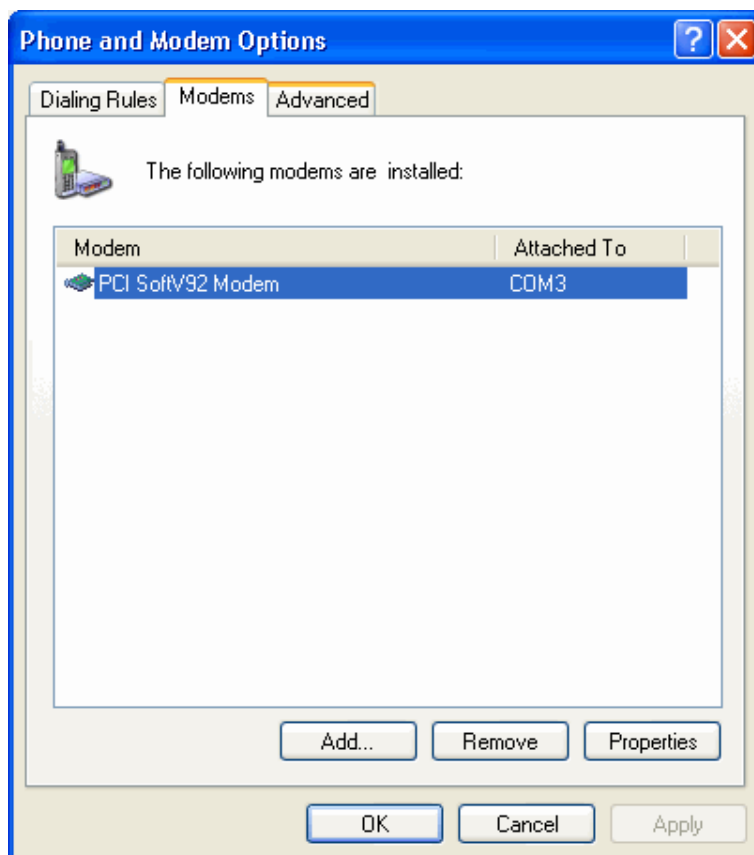6.  Type a name you want for this connection then click **"Finish"**.

7.  An **"Install Finish !!"** wizard will pop-up. Click **"OK"** to complete the Auto Installation process.
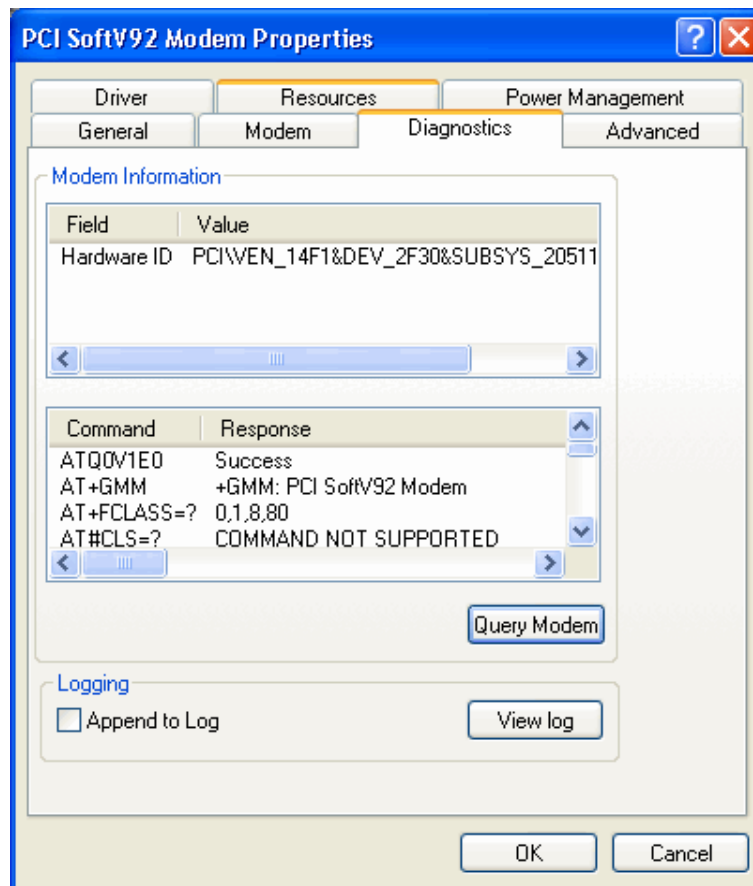
8.  Move your cursor as following sequence: **"Start"** ➔ **"Settings"** ➔ **"Control Panel"** and click **"Phone and Modem Options"**.



9.  The following window will pop-up. Click the **"Modems"** tab and select **"PCI SoftV92 Modem"** from the list then click **"Properties"**.
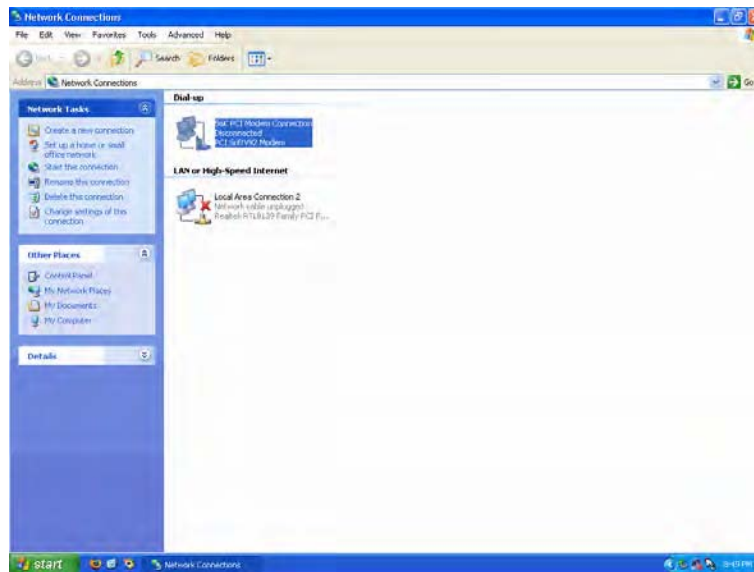
10. The following window will pop-up. Click the **"Diagnostics"** tab then click **"Query Modem"**. The PCI modem will responding to AT command set if the driver is properly installed and functioning correctly. Click **"OK"** to close the diagnostic process.
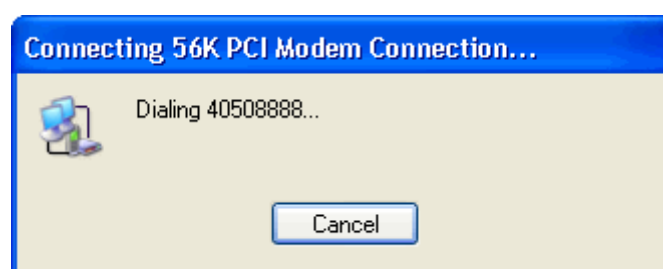
# ■ Making sure of Internet connection

1. 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"**.
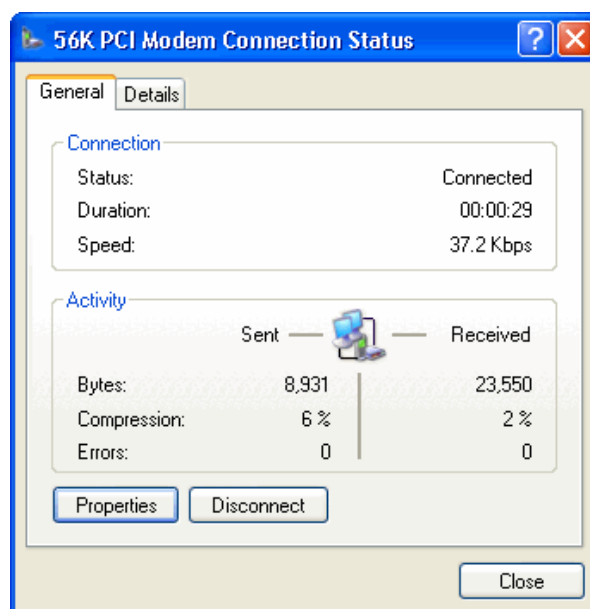


3.   The following connection and authentication icon will pop-up.

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.
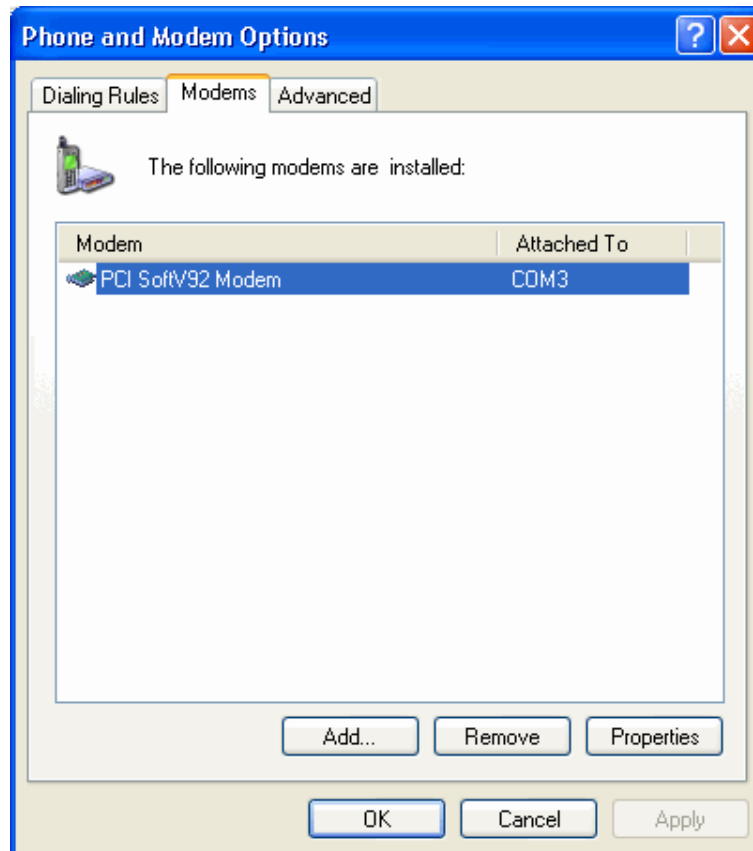


5.  Once you have successful connected to the Internet, a connected icon will automatically appears in you Window System task bar. This icon will lit when receiving or transmitting data from or to the Internet. Double click the connection icon and the following window will be shown. Click **"Disconnect"**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

# ■ Uninstalling the Driver

1. 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.

# D. Windows 2000 :

## ■ Driver Installation :

1. 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.
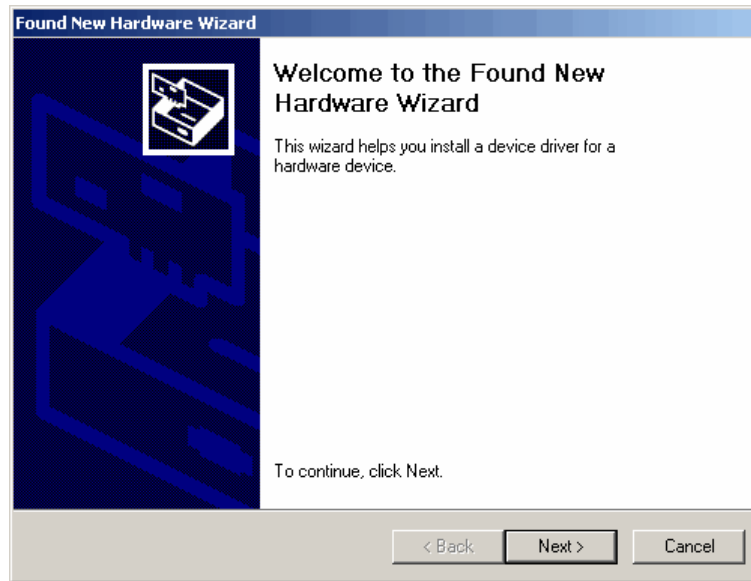


2. Windows system will automatically install the device driver and copy all the necessary files to your system. An **"Under Installation, please wait .."** icon will appear indicates the files copying process.
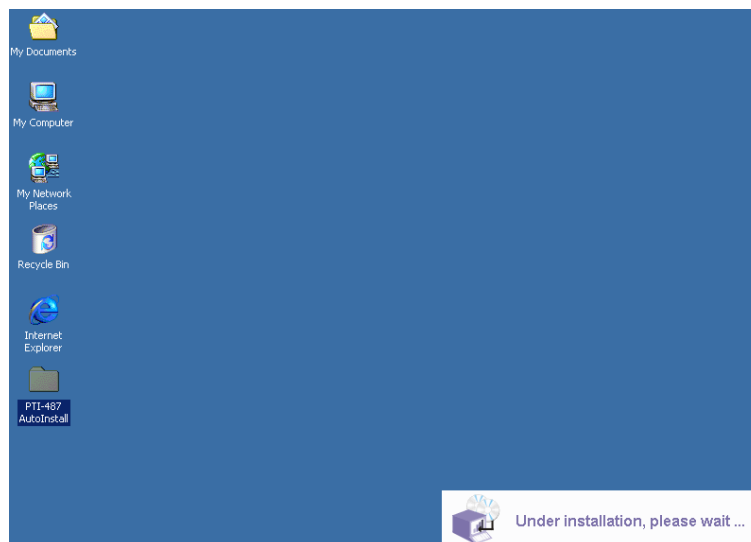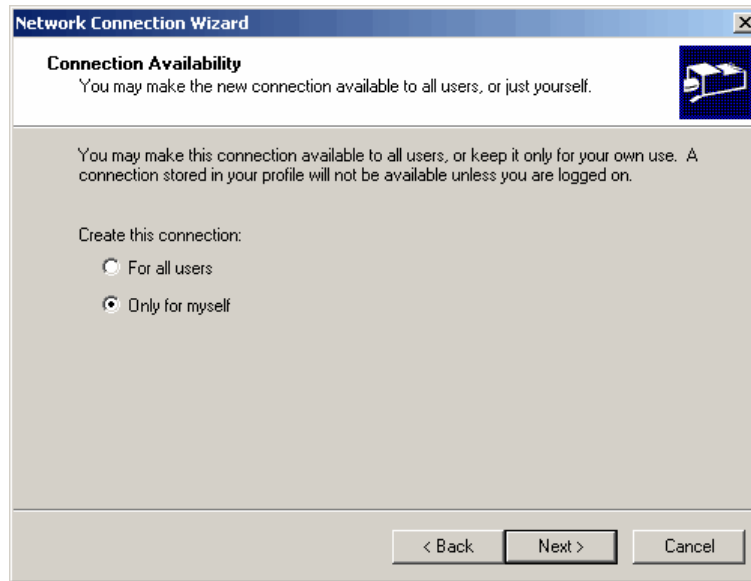
3. A **"Network Connection Wizard"** will pop-up during the driver installation process. Click **"Dial-up to private network"** then click **"Next"** to continue.
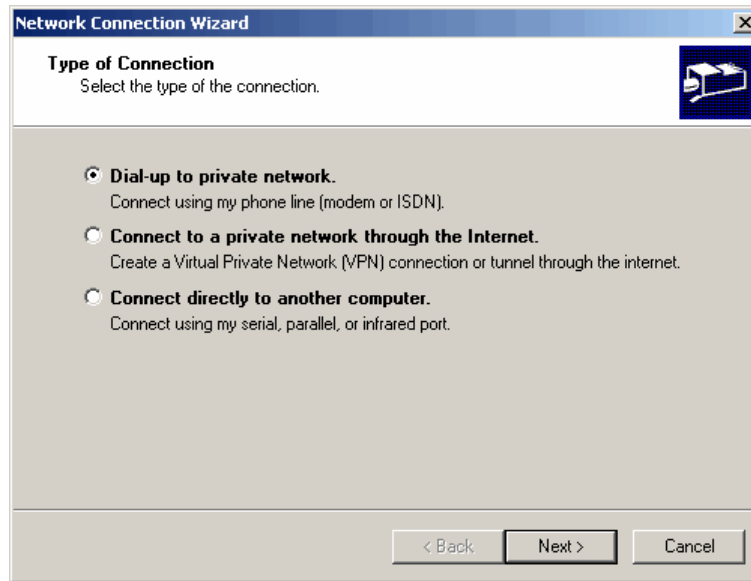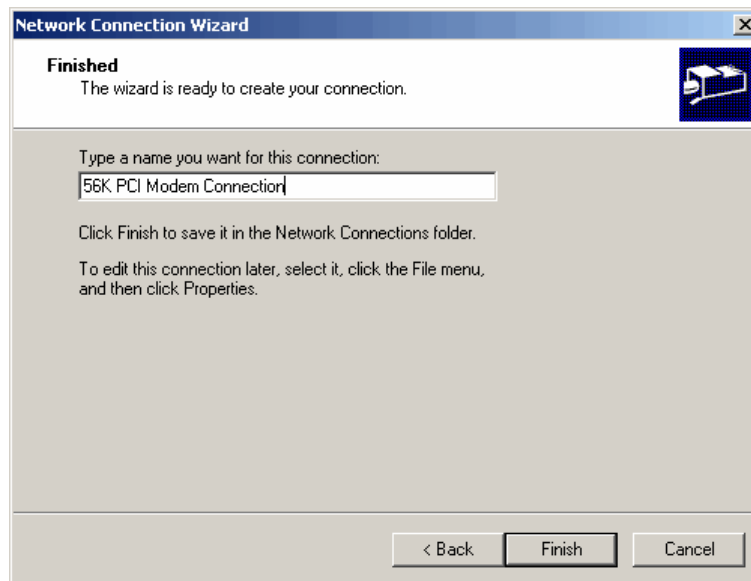


4. Manually enter the phone number to dial then click **"Next"** to continue. Check your ISP for the correct phone number and setting.
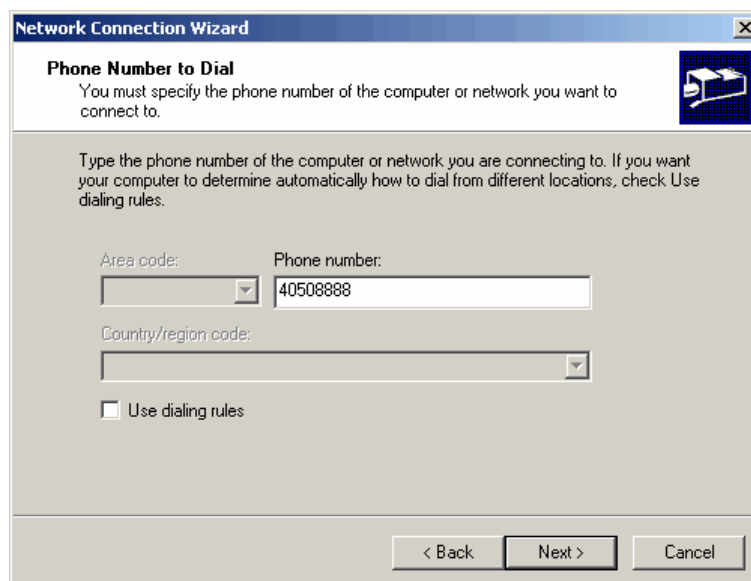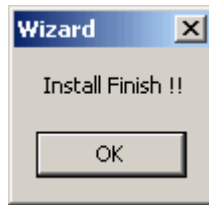
5.   You may make this connection available for all users, or keep it only for your own use. Select **"For all users"** or **"Only for myself"** then click **"Next"** to continue.
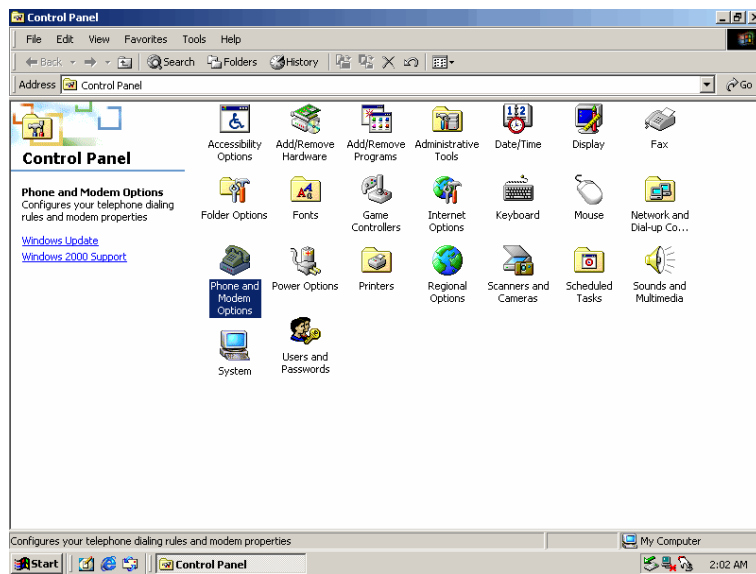


6.   Type a name you want for this connection then click **"Finish"**.
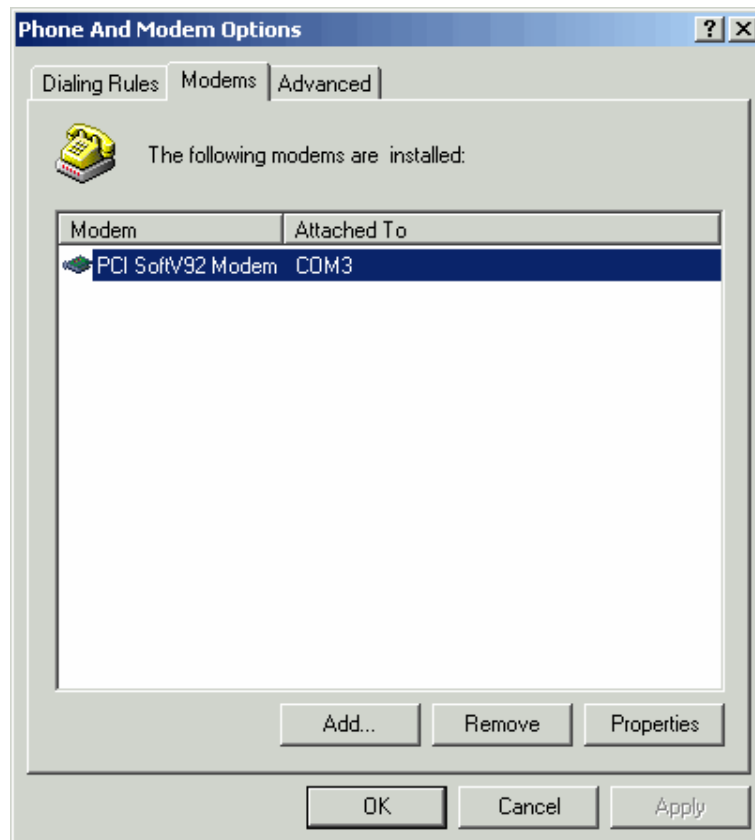
7. An **"Install Finish !!"** wizard will pop-up. Click **"OK"** to complete the Auto Installation process.



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"**.

10.  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.
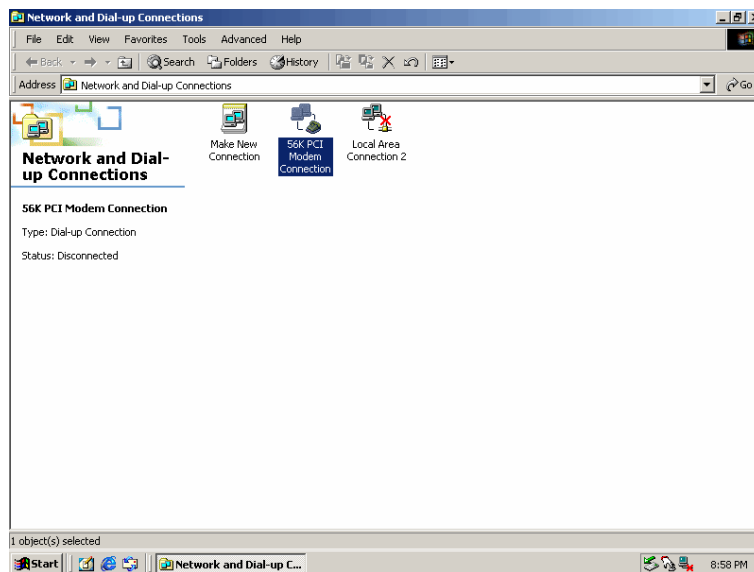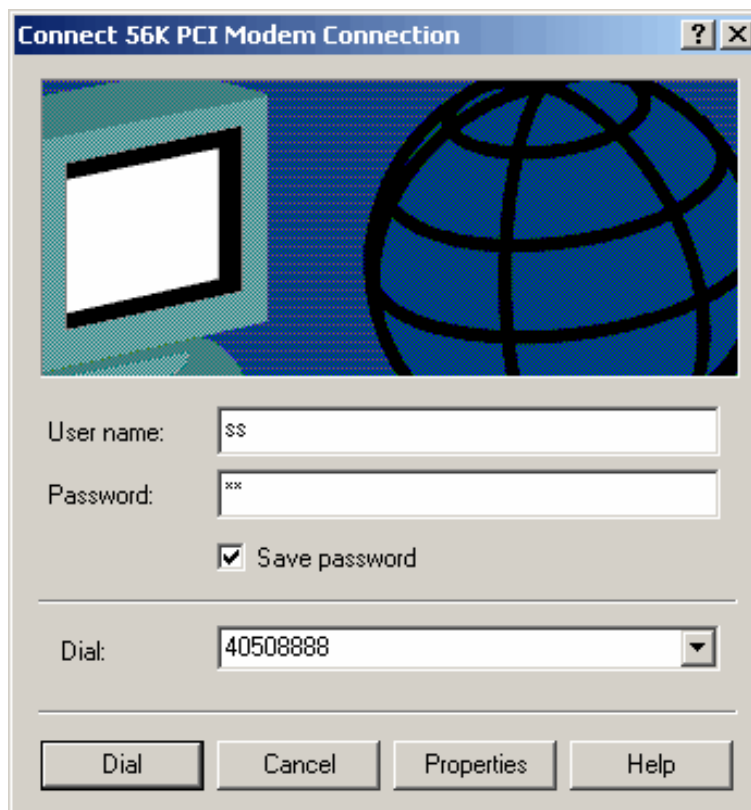
# ■ Making sure of Internet connection

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"**.

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 t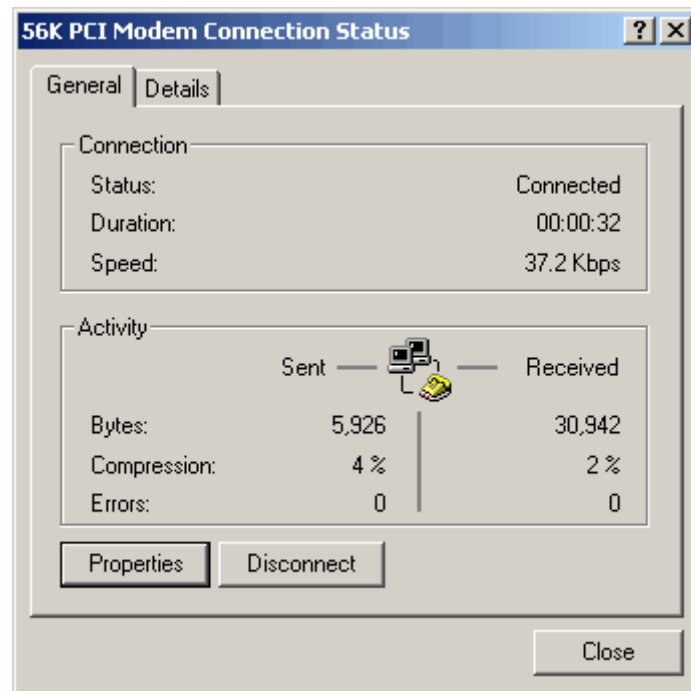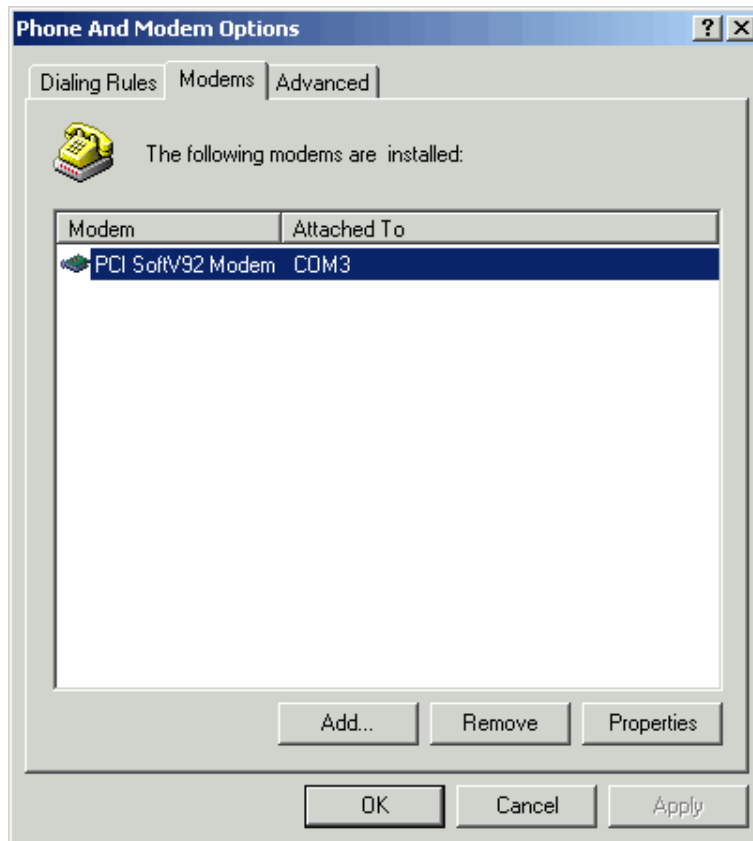ask bar. This icon will lit when receiving or transmitting data from or to the Internet. Double click the connection icon and the following window will be shown. Click **"Disconnect"** tab to end up the Internet connection.

# ■ Uninstalling the Driver

1. 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.

# 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.