

# Frequently Asked Questions

(You may print out the entire section for your easy reference)



## How do I know the model of my modem ?



The model of your card is printed on the serial number label located at the rear of the modem card.



## What is V.90 ?



V.90 is a standard approved by the International Telecommunication Union for "56K" analog modems. It is a compromise officially reached between the two competing standards - X2 (from 3COM/USR) and K56Flex (from Rockwell/Lucent).



## What is V.92 ?



V.92 is a newly-adopted standard approved by the International Telecommunication Union for "56K" analog modems. It offers many advantages over the older V.90 standard. The notable advantages over V.90 include faster connection, file transfer, upload speeds and the ability to receive a voice call while online (when this service is offered by your ISP).



## What is the maximum speed that my modem supports?



Your 56K PCI Modem supports up to 56kbps. It is also backward compatible with most of the old standards.



## I do not have any application and needs to do some faxing. How do I install fax in Windows® 98?



If you are in the **US**, go to directory `\Tools\oldwin95\message\us` on your Windows 98 CD-ROM.

For **other countries**, go to directory `\Tools\oldwin95\message\intl` on your Windows 98 CD-ROM.

- i) From the directory, double-click **wms.exe** to install Microsoft Messaging.
- ii) From the same directory, double-click **awfax.exe** to install Microsoft Fax.

For further information on Microsoft Messaging and Microsoft Fax, read **wms-fax.txt** (from the same directory) on your Windows 98 CD-ROM.



## What do TAPI and Non-TAPI communication applications mean?



Generally, TAPI refers to true 32-bit communication applications. They do not access the COM ports directly but through an Interface known as TAPI system of Windows (Not Windows 3.1x).

Non-TAPI applications are also referred to as 16-bit communication applications. They access the COM ports directly. Windows® 95 / Windows® 98 supports both TAPI and Non-TAPI communication applications.



## How do I know if the modem driver has been installed successfully ?

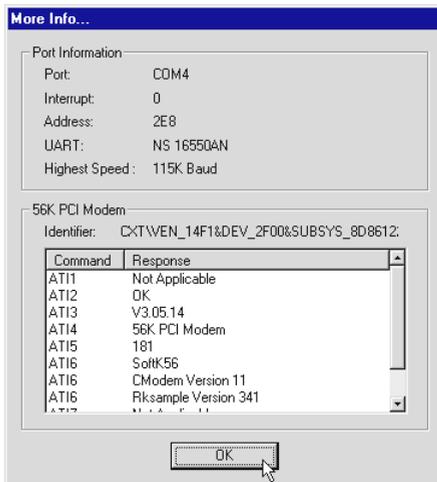


### For Windows® Me / Windows® 98 / Windows® 95

1. From your Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Modems** icon.
2. You will see the **56K PCI Modem** listed. Click on the **Diagnostics** tab.
3. Select the **COM Port** that your modem is connected to and click **More Info...**

The **More Info...** window will appear, showing a list of AT commands. This indicates a successfully-installed modem.

Click **OK**.



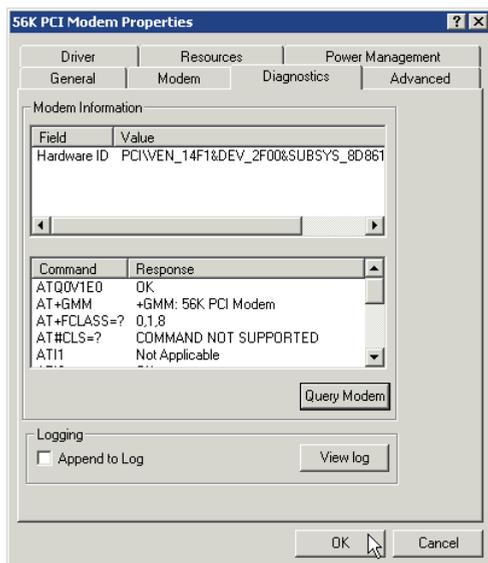
(The information shown here is only as an example. What you see on your computer may differ.)

*If your modem is not installed properly, a set of AT commands will not be listed. You may also be prompted by an error message, stating that it was unable to open the COM Port. If this happens, refer to the **Troubleshooting Guide** "While testing the modem, the system gave an error message stating that it was unable to open the COM Port." on the Installation CD (in the \manuals folder).*

## **For Windows® XP / Windows® 2000**

1. From the Windows desktop, right-click on the **My Computer** icon and select **Properties**.
2. Click the **Hardware** tab and then the **Device Manager...** button.
3. From the **Device Manager** window, double-click on **Modems**.
4. Double-click on your newly-installed modem. Click on the **Diagnostics** tab.
5. Click on the **Query Modem** button.

A list of AT commands will appear. This indicates a successfully-installed modem. Click **OK**.



(The information shown here is only as an example. What you see on your computer may differ.)

*You may also be prompted by an error message, stating that it was unable to open the COM Port. If this happens, refer to the **Troubleshooting Guide** "While testing the modem, the system gave an error message stating that it was unable to open the COM Port." on the Installation CD (in the \manuals folder).*

## **For Windows NT® 4.0**

1. From the Windows taskbar, click **Start > Programs > Accessories > HyperTerminal > HyperTerminal**.
2. Enter any name for the new connection and click **OK**.
3. Enter any phone number and ensure that this newly-installed modem is selected. Click **OK**.
4. At the next dialog prompt, click **Cancel**.
5. Type **"AT"** and press **Enter**. You should see a response, **OK**. Your modem is now ready to run.



**I am using my system with my modem in another country. Is there any settings that need to be changed ?**



Yes. You need to ensure that the country setting for your modem card is correct for your location.

**For Windows® XP / Windows® Me / Windows® 2000 / Windows® NT® 4.0:**

1. From the Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click on the **HSF Modem Region Select** icon.
3. Select the country that you are currently in and click **OK**.

**For Windows® 98 / Windows® 95:**

1. From the desktop, right-click on the **My Computer** icon and select **Properties**.
2. Click the **Device Manager** tab and double-click on **Modem**.
3. Select your product model and click **Properties**.
4. Click the **Country Select** tab. Select the country that you are currently in and click **Apply**.



**How do I uninstall my modem driver ?**



1. From your Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click **Add/Remove Programs**. Select your newly-installed modem and then click the **Add/Remove...** button.

Follow any instructions prompted to complete the uninstallation process.