

Troubleshooting Guide

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



This modem is set to V.90, but why am I getting slow connections to my ISP ?



The majority of telephone lines and ISPs are already supporting V.90 connections. However, like all data connection, the connection is sensitive to the amount of noise present in the phone line. Hence, only very “clean” phone line can get high connection rate or throughput. You may want to check with your telephone provider.



The modem hangs up when an incoming call is received.



Disable the Call Waiting function for the Online Service, Internet Connection and/or communications software you are using.



When I tried to dial out, the system gave me an error message “No Dial Tone”.



Check your Telephone Cable connection. If necessary, plug out the Telephone Cable and reconnect the cable.

To check if it is due to a faulty telephone extension cable that you are using, connect the cable to a Telephone set. Listen to the handset dial-tone. If there is no dial-tone, there is most probably some problem with your telephone extension cable.



There are incomprehensible characters appearing on the screen.



The data, parity and stop bit settings are incorrect. Try using the default values or check with your ISP.



My system does not detect the modem card when I boot up for the first time.



For Windows® XP / Windows® Me / Windows® 98 / Windows® 95 / Windows® 2000

Make sure that your card is fully inserted into the PCI-Bus slot. However, if you are sure that the card has been properly installed, do the following:

1. From the Windows taskbar, click **Start** > **Settings** > **Control Panel**. Double-click on the **System** icon.
2. Click on the **Hardware** tab (*for Windows® XP and 2000 only*). Click the **Device Manager** tab. Check whether there is any yellow exclamation mark (error) on the Modem devices. If yes, select the device, click **Remove** and **OK**. Re-install the driver.

3. If the system still cannot detect the modem, you may wish to try using a different PCI-Bus slot instead.

For Windows NT® 4.0

Not applicable.



The Modem Board Installation Wizard says “the driver could not be installed”.



For Windows® Me / Windows® 98 / Windows® 95 / Windows® XP / Windows® 2000 /

Not applicable.

For Windows NT® 4.0

Make sure that your modem card is fully inserted into the PCI-Bus Slot and install the modem driver again.



I have done a diagnostics test of my modem and there is nothing wrong with it. However, when I use a communications software, there seems to be an error. Why?



Try to use a different telephony application like **Microsoft Fax** to fax a document. If the sending of a fax is successful, then the fax function of your modem is working fine.

Try to use **Hyperterminal** to dial up to a BBS. If the connection is successful, then the data function of your modem is working fine.

Try exiting the communications software and running it again.



While testing the modem, the system gave an error message stating that it was unable to open the COM Port.



Make sure that you have closed all communication software (e.g. Hyperterminal, Dial-up Networking, etc.) when you are doing the diagnostics test.

However, if there is no communications software running, do the following:

For Windows® XP / Windows® Me / Windows® 98 / Windows® 95 / Windows® 2000

Make sure that you have closed all communication software (e.g. Hyperterminal, Dial-up Networking, etc.) when you are doing the diagnostics test.

However, if there is no communications software running, do the following:

1. From the Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **System** icon.

2. Click on the **Hardware** tab (*for Windows® XP and 2000 only*). Click on the **Device Manager** tab. Check whether there is any yellow exclamation mark on the modem device. If yes, remove the modem device and re-install the modem drivers.

For Windows NT® 4.0

Not applicable.