

Frequently Asked Questions

This section provides the answers to some of the commonly asked questions on your modem.



What is USB ?



USB stands for Universal Serial Bus. It is a new peripheral bus standard developed by PC and Telecom leaders. It allows connection for low to medium speed computer peripherals. USB features high throughput I/O transfer rate of 12Mbit/sec and support up to 127 devices.



What is V.90 ?



V.90 is a new 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).



How do I see the resource listings ?



For Windows 98 Second Edition / Windows Me:

- i. From your Windows desktop, right-click on **My Computer** and select **Properties**.
- ii. Click on the **Device Manager** tab.
- iii. Double-click **Modems**. Select **SmartUSB56 Vocie Modem**. Right-click on it and select **Properties**.
- iv. Click on the **Resources** tab. The resources used by the modem will be listed.

For Windows 2000 / Windows XP:

- i. Windows 2000: From the Windows desktop, right-click **My Computer**. Select **Properties**.
Windows XP: From the Windows taskbar, click **Start**. Right-click **My Computer**. Select **Properties**.
- ii. From **System Properties** dialog box, select **Hardware** tab and click **Device Manager...** button.
- iii. Double-click **Modems**. Select **SmartUSB56 Voice Modem**. From **Device Manager** toolbar, click **View > Resources by type**. The resources used by the modem will be listed.



How do I set my Country profile for my modem?



Windows 98 Second Edition / Windows Me / Windows 2000

- i. From your Windows taskbar, click **Start** > **Settings** > **Control Panel**. Double-click **Modem Settings**.
- ii. From the **Configuration** tab, select the Country that you are presently in or the one most appropriate and click **Apply**, followed by **OK**. The Country Profile will be updated.

Windows XP

- i. From your Windows taskbar, click **Start** > **Control Panel**. Double-click **Modem Settings**.
- ii. From the **Configuration** tab, select the Country that you are presently in or the one most appropriate and click **Apply**, followed by **OK**. The Country Profile will be updated.



What do TAPI and Non-TAPI communication applications mean? (For Windows® 98)



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® 95/98 supports both TAPI and Non-TAPI communication applications.



How do I check if my driver is installed successfully?



For Windows 98 Second Edition / Windows Me

- i. From the Windows taskbar, click **Start** > **Settings** > **Control Panel**.
- ii. Double-click the **Modems** icon.
- iii. You will see your new USB modem **SmartUSB56 Voice Modem** listed.
- iv. Click on the **Diagnostics** tab.
- v. Select the **COM Port** that is attached to your modem and click **More Info...**
- vi. The **More Info...** window will appear, showing a list of AT commands. This indicates a successfully installed modem. Click **OK**.

If your modem is not installed properly, the 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.”

Windows 2000 / Windows XP

- i. Windows 2000: From the Windows taskbar, click **Start > Settings > Control Panel**.
Windows XP: From the Windows taskbar, click **Start > Control Panel**.
- ii. Double-click the **Phone and Modems Options** icon.
- iii. Click the **Modems** tab.
- iv. You will see **SmartUSB56 Voice Modem** listed.
- v. Click on the modem and select **Properties**.
- vi. Click on the **Diagnostics** tab.
- vii. Click **Query Modem**.
- viii. You will see a list of AT commands. This indicates a successfully installed modem. Click **OK**.

If your modem is not installed properly, the 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.”**



How do I remove (uninstall) the modem driver from my system?

For Windows 98 Second Edition / Windows Me

- i. From the Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Add/Remove Programs** icon.
- ii. From the **Add/Remove Program Properties**, select **SmartUSB56 Voice Modem** and click **Add/Remove...**

Follow any on-screen instructions to remove the modem driver.

For Windows 2000 / Windows XP

- i. Windows 2000: From the Windows taskbar, click **Start > Settings > Control Panel**.
Windows XP: From the Windows taskbar, click **Start > Control Panel**.
- ii. Double-click on the **Add/Remove Programs** icon.
- iii. Select the **SmartUSB56 Voice Modem** and click **Change/Remove**.
- iv. Windows will prompt that it will remove all MODIO drivers. Click **OK**.
- v. When the device is removed from the **Add/Remove Programs** window, click **Close**.