

# 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 a label at the bottom of the modem.



## 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 the maximum speed that my modem supports?



Your 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

1. Make sure your modem is switched on.
2. From your Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Modems** icon.
3. You will see the **UM9800 V.90 USB Modem** listed. Click on the **Diagnostics** tab.
4. 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**.



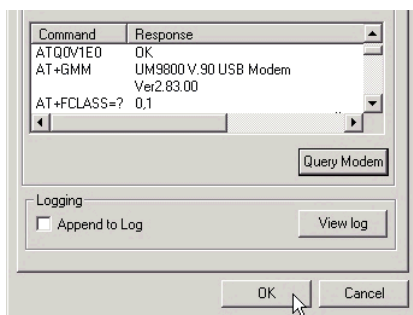
(The information shown here is only as an example. What you see on your computer may differ.)

*If your modem is not installed properly, 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,*

- i) *make sure that there is no communication software (e.g. HyperTerminal, Dial-Up Networking, etc) running.*
- ii) *from the Windows desktop, right-click **My Computer**. Select **Properties**. Click on **Device Manager** tab. Check whether there is any yellow exclamation mark on the **Modem** device. If yes, remove and re-install the modem device.*

### For Windows® XP / Windows® 2000

1. Make sure your modem is switched on.
2. From the Windows taskbar, click **Start > Settings > Control Panel** (**Start > Control Panel** for Windows® XP). Double-click on the **Phone and Modem Options** icon
3. Click the **Modems** tab and select **UM9800 V.90 USB Modem**. Click **Properties**.
4. Select the **Diagnostics** tab. Click **Query Modem**.



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

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

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,

- i) make sure that there is no communication software (e.g. HyperTerminal, Dial-Up Networking, etc) running.
- ii) Windows® XP: From the Windows taskbar, click **Start**. Right-click on **My Computer** and select **Properties**.

Windows® 2000: From the Windows desktop, right-click on **My Computer**. Select **Properties**.

Select the **Hardware** tab and click **Device Manager**. Check whether there is any yellow exclamation mark on the **Modem** device. If yes, remove and re-install the modem device.



**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.

If you did not set the country when prompted to do so during the installation of the driver, or you wish to change the current setting, click **Start > Setting > Control Panel (Start > Control Panel for Windows® XP)**. Double-click on **Modem Country Selection** icon. From the **Configuration** tab, select the country that you are currently in.



## How do I remove the modem driver from my system ?



1. From your Windows taskbar, click **Start > Settings > Control Panel (Start > Control Panel** for Windows® XP). Double-on **Add/Remove Programs** icon.
2. Select your modem and click the **Add/Remove...** button. Follow the instructions to remove the modem driver.



## How do I maintain my modem ?



1. Switch off your modem and adapter when the modem is not in use.
2. During times of lightning strike/thunderstorm, do not use the modem.
3. Keep the modem away from direct sunlight and heat. Do not spill fluid on the modem.
4. Do not introduce any foreign material to the modem through the ventilation slits, for example, by dropping foreign items into it or by poking it.