

Frequently Asked Questions



How do I remove (uninstall) the modem driver?

Windows 98 / 98 SE / Windows Me

1. From the Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click on the **Add/Remove Programs** icon.
3. Select **Agere Systems PCI Soft Modem** and click **Add/Remove**.
4. Follow the on-screen instruction to complete the removal of driver/file.

Windows 2000 / Windows XP

1. **Windows 2000:** From the Windows taskbar, click **Start > Settings > Control Panel**.
Windows XP: Click **Start > Control Panel**.
2. Double-click on the **Add/Remove Programs** icon.
3. Select **Agere Systems PCI Soft Modem** and click **Change/Remove**.
4. Follow the on-screen instruction to complete the removal of driver.



How do I see the resources listings ?

Windows 98 / 98 SE / Windows Me

1. From the Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click the **Modems** icon.
3. Click the **Diagnostics** tab. Select your product model and click **More Info...** option.

The IRQ (Interrupt) and memory range (Address) used by the modem will be listed.

Windows 2000 / Windows XP

1. **Windows 2000:** From the Windows taskbar, click **Start > Settings > Control Panel**.
Windows XP: Click **Start > Control Panel**.
2. Double-click the **Phone and Modems Options** icon.
3. Click on the **Modems** tab. Click **Properties**.
4. Click on the **Diagnostics** tab and click **Query Modem**.

The IRQ (Interrupt) and memory range (Address) used by the modem will be listed.



I am using my system and the modem card 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. Carry out the following steps:

Windows 98 / 98 SE

1. From the Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Modems** icon.
2. Click **Dialing Properties**. From the field **I am in**, click on the drop-down list to select the country that you are currently in and click **OK**.

Alternatively, you may go to the **Control Panel** and double-click on the **Telephony** icon.

Windows Me

1. From the Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Modems** icon.
2. From the **General** tab, click **Dialing Properties**. At the **I am in this country/region** drop-down list, select the country that you are currently in and click **OK**.

Alternatively, you may go to the **Control Panel** and double-click on the **Telephony** icon. At **My Location** tab, select the country that you are currently in from the **I am in this country/region** drop-down list and click **Apply** followed by **OK**.

Windows 2000

1. From your Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click on **Phone and Modems Options** icon.
3. Click the **Dialing Rules** tab. Click **Edit** button. At the **Country/region** drop-down list, select the country that you are currently in and click **OK**.

Windows XP

1. Click **Start**. Right-click on **My Computer** icon and select **Properties**.
2. Select **Hardware** tab and click **Device Manager** button.
3. Double-click on the **Modems** device. Right-click on **Agere Systems PCI Soft Modem** and select **Properties**.
4. Select the **Advanced** tab. From the field **Country/Region Select**, click on the drop-down list to select the country that you are currently in and click **OK**.



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

Make sure your modem is fully inserted into the PCI Bus slot.



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.



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

If the problem still persist, try re-installing the modem driver. See '**How do I remove (uninstall) my modem driver**' and refer to the Easy Start documentation on how to install the driver again.



While testing the modem, the system gave an error message saying 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:

Windows 98 / 98 SE / Windows Me

1. From your Windows taskbar, click **Start** > **Settings** > **Control Panel**. Double-click the **System** icon.
2. Click the **Device Manager** tab. Double-click on the **Modem** device.
3. Check whether there is any yellow exclamation mark (error) on your newly-installed modem. If yes, select the device and click **Remove** to remove the modem. Click **Refresh**. Refer to the Easy Start documentation and re-install the modem driver.

Windows 2000 / Windows XP

1. **Windows 2000:** From the Windows taskbar, right-click on **My Computer** icon and select **Properties**.
Windows XP: Click **Start**. Right-click on **My Computer** icon and select **Properties**.
2. Select the **Hardware** tab and click **Device Manager** button.
3. Double-click on the **Modem** device. Check whether there is any yellow exclamation mark (error) on your newly-installed modem. If yes, right-click on the device and select **Uninstall**. Click **Action** > **Scan** for hardware changes. Refer to the Easy Start documentation and re-install the modem driver.