



# Rural Modem II

## Quick Setup Guide

U90E-RURALII



## Introduction

This Quick Setup Guide summarises the modem installation in three simple steps. Please follow each step exactly as described. Upon completion you can be certain that your modem is correctly installed.

On the enclosed manufacturer's CD there is a U-90E User's Guide that contains installation & operation instructions, a modem AT command manual and various information about the modem. This Quick Setup Guide is intended mainly for Windows users. Users of other operating systems should also refer to the U-90E User's Guide for further information and hints. To read or print the User's Guide, insert CD and select ZyXEL U90E User's Guide from the main menu, or browse to \U90e\_doc\U9rG\ug90eug.pdf

The Manufacturer's CD that you received with your modem contains:

- ZyXEL U-90E User's Guide.
- ZyXEL U-90E driver for Windows® 95, 98, ME, 2000 & NT. Windows® XP comes with a built in driver for this modem.
- Bitware for Windows Fax/Data/Voice software, which can be used for sending and receiving faxes, or turning your modem into a Telephone Answering Machine for taking voice messages.
- Other complimentary software.

The floppy disk that you received with your modem contains the Windows 95/98/NT driver. It is intended for computers that do not have a CDROM drive.

To access all software just insert the CD and a menu will load automatically. Otherwise, click Start – Run and enter d:\msetup (substitute d: with your CD drive letter), then click OK. Other CDs are supplied by Internet Service Providers (ISPs) to enable you to establish an Internet connection. Some fees may be payable – please check the ISP's CD for more information. Once on the Internet you can visit Dynalink Modems' web site at **[www.dynalink.com.au](http://www.dynalink.com.au)** (Australia) or **[www.dynalink.co.nz](http://www.dynalink.co.nz)** (New Zealand) to access further helpful information.

## 1 *Connect the modem to your PC*

1. Turn your computer OFF. Connect the serial cable to both the modem and a spare COM port found on the back of the computer.
2. Connect the enclosed phone cable to the modem LINE jack and a phone wall socket.
3. Connect the Power Supply Unit to the modem and a power point.
4. On the front panel there are two buttons marked A/O & D/V. The A/O switch should be in "A" (released) position. Turn the modem on. The HS, DSR & CTS lights are normally on. OH shall be off. Press the D/V button once to turn off OH if this light is on. Otherwise DO NOT press these buttons.

## 2 *Install the modem drivers*

1. Power ON your PC.
2. Insert the manufacturer's CD.
3. Windows "Plug & Play" will detect **ZyXEL UgoE** modem and attempt to install the modem driver. If the modem is not detected, please refer to the Troubleshooting section.

### **Windows XP:**

Windows will install the driver automatically.

### **Windows 2000:**

Select "Search for a suitable driver for my device" - Next. Select CDROM drive - Next. Windows will look for the driver. Click Yes to "Digital Signature Not Found".

### **Windows 98/95:**

Select "Search for the best driver for your device" - Next.  
Select CDROM drive - Next.

### **Windows ME:**

Select "Automatic search for a better driver"> Next.  
Windows will look for the driver automatically.

4. Please continue to follow the on-screen prompts as Windows guides you through the remainder of the modem installation. The modem is installed as **ZyXEL U-90E(V.90)+Fax, Plug&Play**.

# 3

### *Check the modem can talk to the PC*

#### **Windows XP/2000:**

1. Click Start – Settings – Control Panel – Phone and Modem Options – Modems.
2. You will see the **ZyXEL U-90E(V.90)+Fax, Plug&Play** modem listed next to a COM Port. Note down the COM port number in this box [                      ].
3. Click Properties – Diagnostics – Query Modem. If a table of ATI responses is reported, then the modem and computer are communicating. If a table is not reported, but instead an error message such as CANNOT OPEN PORT, please refer to the Troubleshooting section.

#### **Windows 95/98/ME:**

1. Click Start – Settings – Control Panel – Modems – Diagnostics.
2. You will see the **ZyXEL U-90E(V.90)+Fax, Plug&Play** modem listed next to a COM Port. Note down the COM port number in this box [                      ].
3. Click on your modem's COM port and click More Info. If a table of ATI responses is reported, then the modem and computer are communicating. If a table is not reported, but instead an error message such as CANNOT OPEN PORT, please refer to the Troubleshooting section.

The modem has been installed successfully and passed all our tests. Any problems that arise when the modem is used by other applications are not related to the installation of the modem, but to the setup of the software using the modem. We suggest that you now proceed to the next section, as the Internet will give you access to our website support area. If you have problems during this step you can be confident that the problem is not a basic modem installation problem, but rather the setup of the Internet software.

## The Internet

In order to connect to the Internet you will need to establish an account with an Internet Service Provider (ISP). Enclosed with your modem is a CD containing an introductory offer from an ISP. Once you have registered with an ISP, they will provide you with assistance regarding connecting to the Internet and setting up an e-mail account.

Once you are connected to the Internet, you will find further information on Dynalink Modem's World Wide Web site at [www.dynalink.com.au/support](http://www.dynalink.com.au/support) (Australia) or [www.dynalink.co.nz/support](http://www.dynalink.co.nz/support) (New Zealand).

## Bitware

### FAX/DATA/TAM Software (Optional)

The **Bitware 3.30.20 for Windows** software on the enclosed manufacturer's CD allows you to you to fax with your modem and use the modem as a Telephone Answering Machine (TAM).

To install the software, insert the CD. If a menu does not load automatically, click Start – Run and enter d:\msetup (substitute d: with your CD drive letter), then click OK. Select **Bitware 3.30.20 for Windows**. Follow the on-screen prompts. A full online manual can be viewed before installation of the software.

## Front Panel Switches

On the front panel there are two switches marked A/O & D/V. The A/O button should be in "A" (released) position for normal operation.

**A/O:** Pressing this button will set the modem in originate mode and releasing it sets modem in answer mode. This switch only determines modem operation if the modem is made to go off-hook manually. Otherwise the **ATD** or **ATA** command will automatically determine the mode.

**D/V:** Switches the modem into "data" mode or "voice" mode. Modem should be in "data" mode for normal operation.

Warning: If the A/O switch is pressed while the modem is being turned on, the modem will jump into a special kernel program that allows you to upload new firmware into the modem from a computer. If this is not what you intended, turn off the modem and then turn it on again to return to normal operation.

## Troubleshooting



### *When following Step 3, the modem is not listed under “Modem Properties”.*

This error can occur when the drivers have not been installed correctly.

1. Click Start – Settings - Control Panel – System – Device Manager
2. Check under **Other Devices**. If there is a reference to a modem, highlight it then click **Remove**.
3. Click **Refresh**. Windows should re-detect the modem and ask for the drivers.

### *NO DIALTONE is reported*

- ⊗ Click Start – Settings - Control Panel – Modems – Properties – Advanced. Under Extra Settings, enter **X3**.
- ⊗ Eliminate any cables or devices between the phone cable and the wall jack, such as fax switches or extension phone cables.

### *Windows does not detect the modem*

- ⊗ Check the modem is powered ON – some lights on the front panel should be lit. If no lights are lit, check that the AC Power Supply Unit is plugged into an active power point.
- ⊗ Check the serial cable is firmly attached to your PC and modem.
- ⊗ Verify the modem's COM port is enabled in the BIOS - if you are not familiar with your PC's BIOS, contact your PC dealer.

### *When clicking the More Info button, an error is reported*

- ⊗ Check you have clicked on the COM port your modem is attached to.
  - ⊗ Check the serial cable is firmly attached to your PC and modem and is turned on.
- Ensure no other programmes are using the modem - exit all programmes before running More Info.

## Warranty



Dynalink warrants this product against defects in materials and workmanship for a period of twelve months from the original date of purchase. We will, at our discretion, repair or replace the faulty unit, free of charge, provided it is returned to us with proof of purchase from an authorised dealer within the warranty period. Return delivery after repair will be paid for by Dynalink. We reserve the right not to repair or replace goods that:

- ⊕ have been mishandled, abused or not installed according to the guidelines as outlined in the instructions.
- ⊕ have been subjected to a power surge from other equipment or other external factors.
- ⊕ have been altered or modified.

## Help



Always check that your hardware is installed correctly. Check our web site for the latest information and troubleshooting guide. If you have difficulties, contact Dynalink Technical Support for issues relating to installation and operation.

If possible, visit Dynalink's on-line support area at:

**New Zealand** [www.dynalink.co.nz/support](http://www.dynalink.co.nz/support)

**Australia** [www.dynalink.com.au/support](http://www.dynalink.com.au/support)



Contact Dynalink's Technical Support:

**New Zealand**

**Phone** 0800 653 962

**Fax** 0800 503 962

(Monday-Friday: 8:30am-7:30pm)

**Australia**

**Phone** 1800 653 962

**Fax** 1800 063 962

(Monday-Friday: 8:30am-5:30pm)

