Dynalink

56K e-modem II
Quick Setup Guide

1456VQE-C2

Introduction

This Quick Setup Guide summarises the modem installation in four simple steps. Please follow each step exactly as described. Upon completion of step 4 you can be certain that your modem is correctly installed.

This Guide is intended for Windows XP/2000/98/95/ME users. There is also a full *User Manual* on this CD. To view or print the *User Manual,* return to the previous menu and click the **View User Manual** button.

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** (Australia) or **www.dynalink.co.nz** (New Zealand) to access further helpful information.

1 Connect the modem to your PC

1. Turn your PC OFF.
2. Connect the grey serial cable to both the modem and a spare COM port found on the back of the PC.
3. Connect the enclosed phone cable to the modem LINE jack and a phone wall socket.
4. Connect the Power Supply Unit to the modem and a power point.
5. Turn the modem on – the green power light should light up.

2 Install the modem drivers

1. Power ON your PC.
2. Windows "Plug & Play" will detect the modem and attempt to install the modem's drivers. If the modem is not detected, please refer to the Troubleshooting section.
3. Point Windows to this CD.
4. Please continue to follow the on-screen prompts as Windows guides you through the remainder of the modem installation.
5. After the drivers have been installed power the modem off and then on.

3 Country selection

1. Click Start – Settings – Control Panel
2. Double-click the **Modem Regional Settings** icon.
3. Wait a few moments then select your country from the drop-down menu.
4. Click **OK**. Click **OK** again when finished.

4 Check the modem can talk to the pc

Windows XP & 2000 users:

1. Click Start – Settings – Control Panel – Phone and Modem Options – Modems.
2. You will see the 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 users:

1. Click Start – Settings – Control Panel – Modems – Diagnostics.

2. You will see the 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** (Australia) or **www.dynalink.co.nz/support** (NZ). Here you can learn how to setup the BVRP PhoneTools® Software, extensive troubleshooting information, downloads and much other information.

BVRP Phonetools ® FAX/TAM Software (Optional)

Dynalink supplies the PhoneTools® software on CD. The software allows you to fax with your modem and use the modem as a Telephone Answering Machine (TAM). Contact Dynalink if you need assistance.

To install the software, insert the CD. If a menu does not load automatically, click Start – Run and enter d:\Autorun.exe (substitute d: with your CD drive letter), then click OK. Click on "Install Software Utilities" and choose PhoneTools. Follow the on-screen prompts. A full User's Manual can be found installed with the software.

The Internet

When following Step 4, the modem is not listed under "Modem Properties".

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

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

NO DIALTONE is reported.

- Check that the country selection is set to **Australia** or **New Zealand** as appropriate (see Step 3).
- 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 - the green PWR LED should be lit. If the LED does not light, check you are using the 12V 1A AC Power Supply Unit that shipped with the modem and that it 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.

Manual selection of connect rates is required.

- **AT&U1 turns modem into V.34 (33600 bps) mode**
- **AT&U returns modem into V.90 mode**

If other rates are required, refer to Chapter 5 of the manual on CDRom. The command to use is AT*I. This command should be used in conjunction with &U.

Warranty

Dynalink

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

Dynalink

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
Australia   www.dynalink.com.au/support

Contact Dynalink's Technical Support:

New Zealand	**Australia**
Phone 0800 653 962	**Phone** 1800 653 962
Fax 0800 503 962	**Fax** 1800 063 962
(Monday-Friday: 8:30am-7:30pm)	(Monday-Friday: 8:30am-5:30pm)