Dynalink

56K Internal Modem
Quick Setup Guide

1456VQH-T5

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.

To install a driver, return to the previous menu and click the **MODEM DRIVERS** button if you are reading this Quick Set-Up Guide from the supplied Dynalink CD. Otherwise, load the supplied Dynalink CD, go to product page and click the **MODEM DRIVERS** button.

To view or print the User's Manual for this modem, return to the previous menu and click the **VIEW USER MANUAL** button.

Other CDs may be 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

WARNING: Dynalink modems cannot be held responsible for any damage sustained to the modem or pc during hardware installation. If you are not confident in your ability to install this PCI Modem, please contact your computer dealer.

1. Turn your PC OFF.
2. Remove the cover of your PC, leaving the power cable plugged in but switched off at the wall.
3. Earth yourself by touching the PC's metal casing.
4. Select an empty PCI slot (usually white) and remove the metal slot cover using a small screwdriver.
5. Firmly insert the modem into the spare PCI slot.
6. Fasten the modem to the PC faceplate.
7. Replace the PC's cover to complete the modem installation.
8. Plug the enclosed phone cable into the LINE jack of the modem and the wall phone jack.

2 Install the modem drivers

1. Power ON your PC
2. To install a driver, return to the previous menu and click the **MODEM DRIVERS** button if you are reading this Quick Set-Up Guide from the supplied Dynalink CD. Otherwise, load the supplied Dynalink CD, go to product page and click the **MODEM DRIVERS** button. Double click SETUP.EXE to begin driver installation
3. Windows® (except NT4.0) will report that it has detected a new device.

Windows XP:
When the **Hardware Update Wizard** appears, select **Install from a list or specific location - Next**. Select **Search for the best driver,** and then choose only the option **Include this location in the search**. **Browse** to locate the path of the driver: D**:\Driver\WinXP** (substitute D: with your CD drive letter), then **OK – Next**. If a compatibility message appears, click **Continue Anyway**. Click **Finish** to complete updating driver.

Windows 2000:
Select **Search for a suitable driver for my device-Next** then **Specify a location- Next**. **Browse** to D:**\Driver\W2K** (substitute D: with your CD drive letter), then **OK–Next**. If **Digital Signature Not Found** appears click **Yes** to continue and **Finish** to complete driver installation.

Windows ME:

System will automatically install a driver **BUT you must follow the steps here to update to the newer driver we supply**. Click **Start–Run**. Click **Browse** to **Open Setup.exe** from D:**\Driver\WinME** (substitute D: with your CD drive letter). Click **OK** to confirm.

Windows 98:

Select **Search for the best driver for your device-Next** then **Specify a location**. **Browse** to D:**\Driver\Win9x** (substitute D: with your CD drive letter). **Click OK–Next–Next-Finish**. Windows will continue to detect another device. Click **Next** and repeat the above process to complete driver installation.

Windows 95:

Click **Next** when **Update Device Driver Wizard** appears. Select **Other Locations**. Browse to D:**\Driver\Win9x** (substitute D: with your CD drive letter) **–OK-Finish**. When **Insert Disk** appears, click **OK**. **Browse** to D:**\Driver\Win9x** (substitute D: with your CD drive letter) **–OK**. Windows will continue to detect another device. Click **Next** and repeat the above process to complete driver installation.

Windows NT4.0:

Click **Start–Run**. Click **Browse** to **Open Setup.exe** from D:**\Driver\NT40** (substitute D: with your CD drive letter). Click **OK** to confirm, and then **OK** to restart.

3 *Country selection*

Windows XP/2000:

Click **Start–Settings–Control Panel–Phone and Modem Options-Modems**. Under the **Dialing Rules** tab, select the location from which you are dialing and then **Edit**. Under the **General** tab, from the **Country/region** drop down list, select your country and click **Apply-OK**.

Windows 95/98/ME/NT4.0:

Click **Start–Settings–Control Panel–Modems**. In **Modem Properties**, highlight **Agere Systems PCI Soft Modem** and click **Dialing Properties**. From the **I am in this country/region drop down list**, select your country and click **Apply-OK**.

4 *Check the modem can talk to the pc*

Windows XP/2000:

1. Click **Start–Settings–Control Panel–Phone and Modem Options**.

2. You will see **Agere Systems PCI Soft Modem** listed next to a COM Port. Note down the COM port number in this box [   ] for future reference.

3. Click **Modems**. Highlight **Agere Systems PCI Soft Modem - Properties–Diagnostics–Query Modem** and wait. If a table of ATI... responses is reported, then the modem and computer are communicating. If your modem fails to respond, or you are getting an error message, please refer to the Troubleshooting section.

Windows 95/98/ME:

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

2. You will see **Agere Systems PCI Soft Modem** listed next to a COM Port. Note down the COM port number in this box [   ] for future reference.

3. Highlight the COM port and click **More Info**. If a table of ATI... responses is reported, then the modem and computer are communicating. If your modem fails to respond, or you are getting an error message, 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.

5 *The internet*

In order to connect to the Internet you will need to establish an account with an Internet Service Provider (ISP). Once you have registered with an ISP, they will provide you with assistance connecting to the Internet and setting up an e-mail account.

On the Internet you will find further information at Dynalink Modem's web site **www.dynalink.com.au/support**. Here you can learn how to setup the BVRP Classic PhoneTools® Software, extensive troubleshooting information, downloads and other information.

6 *BVRP Classic PhoneTools®*
Fax/Tam Software (Optional)

The Classic PhoneTools® software is available on request if you wish to use the modem as a Telephone Answering Machine (TAM). For sending and receiving faxes via the modem, you may use the free software Mircosoft Fax that comes with Windows.

To request the software, please return to the previous menu and click the **FAX SOFTWARE** button if you are reading this Quick Set-Up Guide from the supplied Dynalink CD.

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Troubleshooting

NO DIALTONE is reported

⊙ Check the modem country selection is set to Australia as outlined in Step 3.

⊙ Click Start–Settings-Control Panel Modems–Properties–Connection –Advanced. Under *Extra Settings*, enter **X3**.

⊙ Check you are using the phone cable that came with the modem - not a phone cable normally used with a phone. Check the phone cable is plugged into the LINE jack of the modem, and the other end is plugged into a phone jack on the wall.

⊙ 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 firmly inserted into the motherboard.

⊙ Try inserting the modem into a different PCI slot.

When clicking the More Info button, a table of ATI commands is not reported

⊙ Check you have clicked on the COM port your modem is setup on.

⊙ Ensure no programs are using the modem, exit all programs before running *More Info*.

⊙ Check for conflicts under Device Manager (click Start-Settings-Control Panel-System-Device Manager). If a conflict does exist, it is recommended you remove the offending devices and reinstall them.

AUSTRALIAN COMPLIANCE NOTES

The following guidelines must be observed when using this modem in order to comply with relevant standards as set by the Australian Communications Authority (ACA):

The modem must make no more than 10 consecutive attempts to establish a call to a given telephone number. There must be a minimum of two seconds between each attempt. If following 10 attempts a connection has not been made, there must be a delay of 30 minutes before further attempts are made.

Warranty

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Askey Australia Pty. Ltd. warrants this product against defects in materials and workmanship for a period of 12 months from the original date of purchase. This warranty does not cover any incompatibilities due to the purchaser's computer, hardware, software or any other configuration with which the product interfaces. We will, at our discretion, repair or replace the faulty unit, free of charge, provided it is returned to us with dated proof of purchase from an authorised dealer within the warranty period. Return delivery after repair will be paid for by Askey Australia Pty. Ltd. within Australia. We reserve the right not to repair or replace goods that:
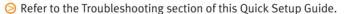
- Have been mishandled or not installed according to the guidelines as outlined in the instructions.
- Have been subjected to a power surge from other equipment, a lightning strike or other external factors.
- Have been altered or modified.

Help

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If you have difficulties installing the modem:

- Please check you have followed Steps 1-4 correctly.
- Refer to the Troubleshooting section of this Quick Setup Guide.
- Other support is available at:

Website www.dynalink.com.au/support

Phone 1800 653 962 (Monday - Friday 8:30am-5:30pm)

Fax 1800 063 962