Dynalink

56K USB Pro Modem
Quick Setup Guide

56USBPRO

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 prepare for installation follow the instructions to decompress the drivers to your hard disk as described in Step 1 of this Guide. There are two floppy disks:
1. Modem driver files for Windows® 98, ME, 2000 and XP (compressed).
2. A full modem users manual that contains installation & uninstallation instructions.

The *Computer Associates*® CD that you received with your modem contains:
• BitWare software, which can be used for sending and receiving faxes with your PC and Dynalink modem.
• Other complimentary software.

To access all software just insert the CD and a menu will load automatically. If not, click Start – Run and enter d:\msetup.exe (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** (Australia) or **www.dynalink.co.nz** (New Zealand) to access further helpful information.

1 Before you start

You must first decompress the modem drivers from the floppy disk supplied into your hard disk.

1. Insert the floppy disk labeled "V.90/K56Flex FAX/MODEM Driver" into your floppy driver.

2. Go to **Start-Run**. Browse to **My Computer–Floppy (A:)**. Highlight the file **UFM560.exe**, click **Open-OK.**

3. Click **OK** to start the WinZip Self-Extractor. When asked **Unzip to folder,** either enter C:\DynalinkUSB, or enter a new folder of your choice, and then click the **Unzip** button. The driver files will be copied to your hard disk in the folder DynalinkUSB, or the folder you have chosen.

2 Connect the modem to your PC

Connect the enclosed phone cable to the LINE jack of the modem and a wall phone jack, then connect the enclosed USB plug to both the modem and a USB port on your PC. Once the modem has been connected to your PC a prompt will load – please proceed to Step 3.

USB Hub Users: If you intend on using the modem via a USB Hub, the Hub must be self-powered. The modem consumes more power than a bus-powered port can normally supply. Self-powered USB Hubs, which overcome this issue, are available from Dynalink.

3 Install the modem drivers

System will report that it has detected a new device Atlas Modem Board.

Windows XP:
Click **Next**. Select **Install from a list or specific location - Next**. **Browse** to the folder C:\DynalinkUSB\winxp, or the folder you have chosen in Step 1 (3). Click **Next**. System will report **Found USB V.90 56k FAX MODEM**. If a compatibility message appears, click **Continue Anyway**. Click Finish to complete driver installation.

Windows 2000:
Click **Next**. Select **Search for a suitable driver for my device – Next**. Click **Specify a location**. **Browse** to the folder C:\DynalinkUSB\win2k, or the folder you have chosen in Step 1 (3). Click **Next-Next**. If **Digital Signature Not Found** appears click **Yes** to continue and **Finish** to complete driver installation.

Windows ME:

Click **Next**. Select **Specify the location of the driver – Next**. Click **Specify a location**. **Browse** to the folder C:\DynalinkUSB\winme, or the folder you have chosen in Step 1 (3). Click **Next-Finish**. Windows will continue to detect another device. Click **Next** and repeat the above process to complete driver installation.

Windows 98:

Click **Next**. Select **Search for the best driver for your device – Next**. Click **Specify a location**. **Browse** to the folder C:\DynalinkUSB\win98, or the folder you have chosen in Step 1 (3). Click **Next-Finish**. Windows will continue to detect another device. Click **Next** and repeat the above process to complete driver installation.

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 **USB V.90 56K FAX MODEM** listed next to a COM Port. Note down the COM port number in this box [   ] for future reference.

3. Click **Modems**.
   Highlight **USB V.90 56K FAX MODEM-Properties–Diagnostics–Query Modem** and wait. If a table of ATI...'85 responses is reported, then the modem and computer are communicating. If your modem fails to respond, or you are getting an error message such as CANNOT OPEN PORT, please refer to the Troubleshooting section.

Windows 98/ME:

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

2. You will see **USB V.90 56k FAX 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...'85 responses is reported, then the modem and computer are communicating. If your modem fails to respond, or you are getting 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.

5 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 Bitware software for fax, extensive troubleshooting information, downloads and much more information.

6 Fax Software (optional)

The Bitware Fax software provided with your modem on the enclosed Computer Associates CD allows you to fax with your modem.

To install Bitware, insert the Computer Associates CD. If a menu does not load automatically, click Start – Run and enter d:\msetup.exe (subs titute d: with your CD drive letter), then click OK. Select the BitWare option, then click Install and follow the on-screen prompts. There is also an online User's Manual on the CD. To read this manual you will need Acrobat Reader, which can be installed by running msetup.exe again.

7 Troubleshooting

NO DIALTONE is reported

- 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's USB cable is connected to both your modem and USB port of your PC.

⊘ Verify your PC is USB ready. A program which can do this for you is available for download from our website (www.dynalink.co.nz).

⊘ Verify your PC's BIOS has USB IRQ enabled. This is an advanced procedure, so please contact your computer dealer or check your PC's manual for instructions.

When clicking the More Info (or Query modem) button, an error is reported.

⊘ Check you have clicked on the COM port your modem is attached to.

⊘ Ensure no other programmes are using the modem - exit all programmes before running More Info.

A list of ATI responses are reported, but some of them report ERROR.

⊘ This is normal - not all AT commands are supported by all modems.

ERROR is reported after typing at&f

⊘ Check you are typing at&f - it is normal not to see these characters when first entered. Try quitting out of Hyperterminal and starting again.

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)