

Acer Modem 56 Surf PCI

Quick Start Guide

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Congratulations on your purchase of this Data/Fax/Voice modem. This modem's features include the latest innovation in high-speed modem design and making electronic communication faster and easier. This Quick Start Guide will show you how to install and use of this modem properly in order to take full advantage of its features.

Package Contents

Carefully unpack and remove the contents, contact your dealer immediately if any of the following is missing or damaged:

Modem card

Telephone cable

Quick start guide

CD-Title with Application Software and manual

Hardware Installation

Please follow the instructions below to install your V.92 Modem card.

Installing the modem card:

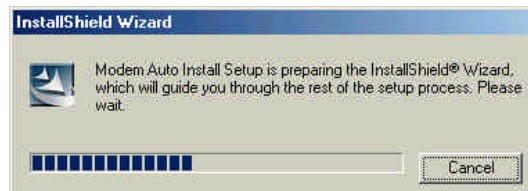
1. Turn off the system and unplug your system from the power supply.
2. Remove the system cover. (Refer to your PC manufacture' s manual for instructions.)
3. Unscrew the "slot cover bracket" from an unused PCI slot.
4. Gently and evenly insert the PCI Modem card into your empty PCI slot.
5. Make sure the card is firmly seated, and then secure the card with the bracket screw.
6. Replace the cover of your computer system.
7. Plug the telephone cable into the **LINE** jack and plug the other end of the telephone cable into a telephone line jack.
8. Connect a telephone to the modem:
 - a. Plug the telephone set to the modem **PHONE** jack.
 - b. Lift the handset and listen for a dial tone to check for a working connection.
9. Turn on your computer.

Setting Up Your Modem for Windows 98

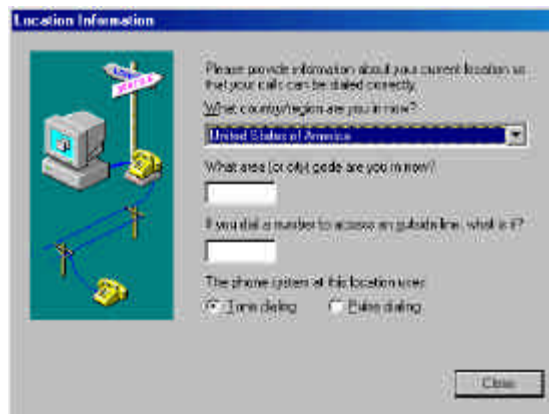
1. Please plug the Modem Card into the PCI slot when the power is off.
2. Turn on your computer. As the Windows 98 operating system boots up, it will display a “**Found New Hardware Wizard**” dialog box as shown below, then click on “**Cancel**” to close the dialog box.



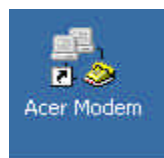
3. Please insert the Driver CD into the CD-ROM device, then wait a moment. The software driver will automatically install into your computer.



4. “**Location Information**” dialog box will display as shown below. Please enter your area code. The outside line section is not needed to fill in if you do not have any. Tone dialing is the default.



5. When the installation is complete, a dial-up shortcut icon can be found on your Desktop. Please double-click on the icon.



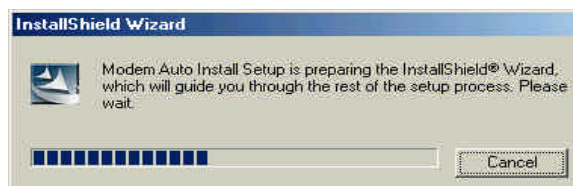
6. After the installation is complete, restart the computer.

Setting Up Your Modem for Windows ME

1. Please plug the Modem Card into the PCI slot when the power is off.
2. Turn on your computer. As the Windows Millennium operating system boots up, it will display a “**Found New Hardware Wizard**” dialog box as shown below, then click on “**Cancel**” to close the dialog box.



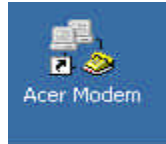
3. Please insert the Driver CD into the CD-ROM device, then wait a moment. The software driver will automatically install into your computer.



4. It will display a “**Location Information**” dialog box and please select the area code you are in. The outside line section does not need to fill in if there is not any. The “Tone Dialing” is the default set.



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5. When the installation is complete, a dial-up shortcut icon can be found on the desktop.



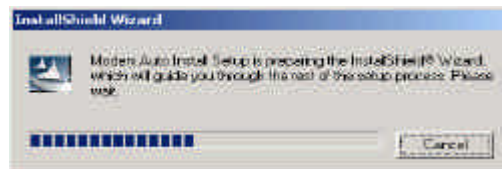
6. After the installation is complete, restart the computer.

Setting Up your Modem for Windows 2000

1. Please plug the Modem Card into the PCI slot when the power is off.
2. Turn on your computer. As Windows 2000 operating system boots up, it will display a “**Found New Hardware Wizard**” dialog box as shown below, click “**Cancel**” to close the dialog box.



3. Insert the Driver CD into the CD-ROM device, then wait a moment.
The software driver will automatically install into your hard disk.



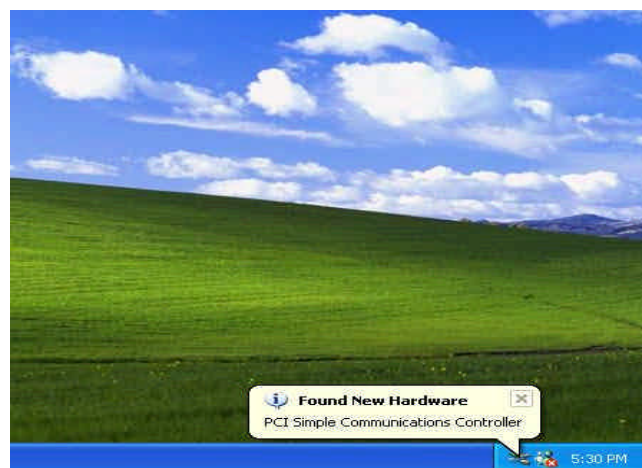
4. When the installation is complete, a dial-up shortcut icon as shown below can be found on the desktop.



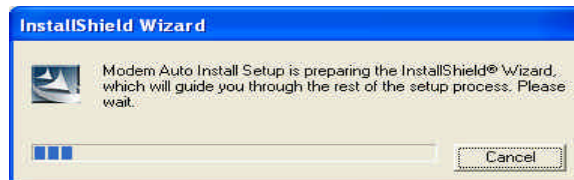
5. After the installation is complete, restart the computer.

Setting Up Your Modem for Windows XP

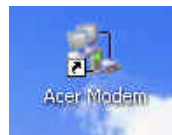
1. Please plug the Modem Card into the PCI slot when the power is off.
2. Turn on your computer. As the Windows XP operating system boots up, it will display a “**Found New Hardware Wizard**” dialog box shown below.



3. Insert the Driver CD into the CD-ROM device and the software driver will automatically install into your hard disk.



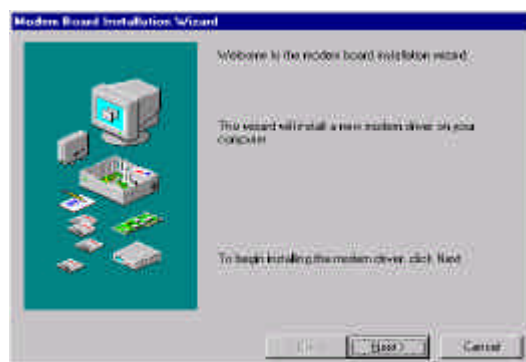
4. The short-cut icon can be found on the desktop after the installation is complete.



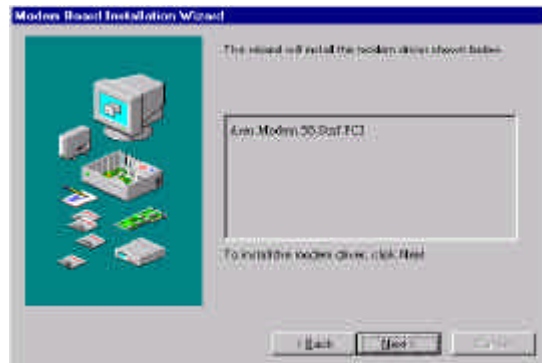
5. After the installation is complete, restart the computer.

Setting Up Your Modem for Windows NT

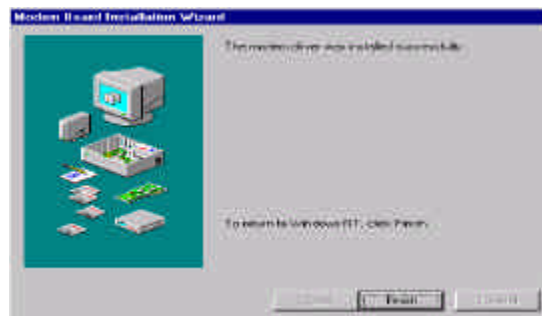
1. Please plug the Modem Card into the PCI slot when the power is off.
2. Please insert the Driver CD into the CD-ROM device. It will display a **"Modem Board Installation Wizard"** dialog box and click on **"Next"**.



3. The driver will automatically detect the device then click “**Next**”.



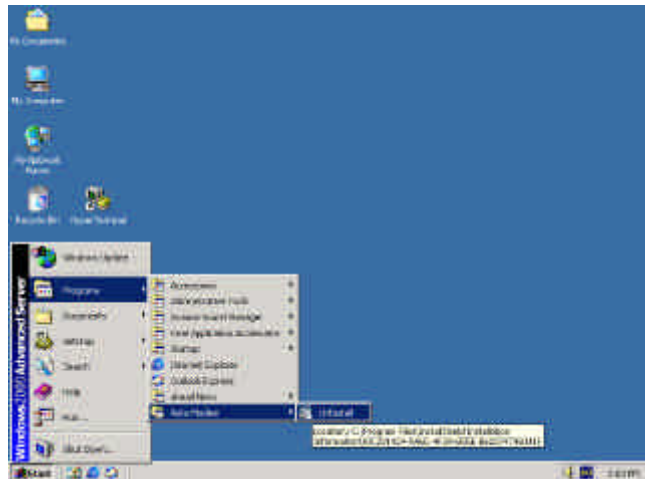
4. Click on “**Finish**” to complete the installation.



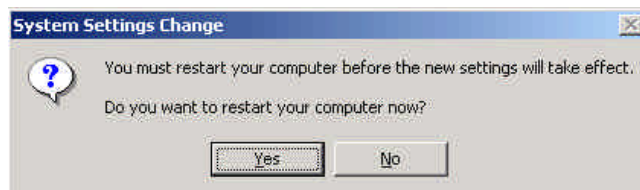
5. After the installation is complete, restart the computer.

Uninstallation

1. If you want to uninstall this driver, please run “**Start/ Programs/ Auto Modem/ Uninstall**”.



2. Click “**Yes**” to restart your computer.



Testing Your Modem Installation

Test if you have installed the modem properly:

1. When running under Hyper Terminal Program in Windows9x, a cursor appears on the screen which allows you sending the “**AT**” commands directly to the modem.
2. To check if your system and modem are functioning properly. Type: AT&F<Enter>. The modem should respond “OK”. If this does not happen, please refer to **Section 10** for more information.

Installing the Communications Software

This modem package comes with a communications software CD. To install this communications software, simply insert the CD into the appropriate drive. The “Readme” file in this CD will guide you how to install this Communications software.

Common Problems and Solutions

This section contains some useful information that will help to solve some of the common problems you might encounter while using this modem. For further assistance, please contact your dealer directly.

Modem does not respond to AT commands

- There may be a COM port/IRQ conflict. Reconfigure the modem COM port IRQ setting.

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- Make sure that you have set the right COM port and IRQ in the communications software.
 - Make sure your system is under the Terminal mode of your communications software.
 - Reset the modem to its factory defaults by typing AT&F.
 - **Double characters display on your monitor**
 - Both your modem and software local echoes are set **“ON”**. Turn off your modem local echo by typing the ATE0 command.
 - **Modem cannot dial and “NO DIALTONE” message appears on the monitor**
 - Check the phone cord connection. Make sure the jack on the modem labeled *“LINE”* is connected to an analog phone wall jack.
 - The modem cannot recognize the dial tone. This is typical in some corporate PBXs. Use the ATX1 command in your setup string to enable the *“Blind Dial”* function.
 - **Both modems are exchanging carrier signals but fail to establish a connection.**
 - Place the call again. The telephone company routes every call differently each time you call.
 - Try calling a different modem to check if your modem is working.
 - **The modem does not answer an incoming call.**
 - The auto-answer function is being disabled. Enabling the function through the software program or by sending the ATS0=1 command to your modem under Terminal mode.

The modem disconnects while online

- This may be caused by line interference. Retry the connection by dialing the numbers again.
- An incoming call may broke the connection if the call-waiting feature is enabled. Disable the call-waiting function and try again.
- **Garbage characters display on the monitor**

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- Set your modem to the same word length, parity, and stop bits as the remote modem.
 - Make sure your software and modem flow control settings are the same.
 - The software may not set to the right terminal emulation. Re-configure the software to the right type. ANSI terminal emulation is the most commonly used.
 - Type AT&F1 command to enable hardware flow control as well as other optimal settings.

Need More Information

If you need more information about this modem, refer to the user manual in the CD-Title.