

# Frequently Asked Questions

*This section provides the answers to some of the commonly asked questions on your modem.*



## **How do I identify MSP3880 modem and its driver version ?**



*The model of your card is printed on the serial number label located at the rear of the modem card. To get the driver version, you can also issue an AT+I3 command using any telephony Data terminal application.*



## **What is V.92 ?**



*V.92 is a newly-adopted standard approved by the International Telecommunication Union for "56K" analog modems. It offers many advantages over the older V.90 standard. The notable advantages over V.90 include faster connection, file transfer, upload speeds and the ability to receive a voice call while online (when this service is offered by your ISP).*



## **What resources does MSP3880 use ?**



*Depending on system, the resources used is either **IRQ9**, **IRQ10** or **IRQ11** for systems that have two COM ports. If the system has only one COM port, **IRQ3** may be used.*



## **Will MSP3880 work on all motherboards?**



*Yes, if the motherboard has at least one free PCI slot and meets the minimum system requirements.*



## **What is the maximum speed that the modem supports and which solution is this card using?**



*The MSP3880 modem supports up to 56kbps. It is also backward compatible with most of the old standards.*



## What do TAPI and Non-TAPI communication applications mean?

Generally, TAPI refers to true 32-bit communication applications. They do not access the COM ports directly but through an Interface known as TAPI system of Windows (Not Windows 3.1x).

Non-TAPI applications are also referred to as 16-bit communication applications. They access the COM ports directly. Windows® 95/98 supports both TAPI and Non-TAPI communication applications.



## What games does MSP3880 support?

It can support almost all PC titles.



## Where can I get the updated driver for my modem?

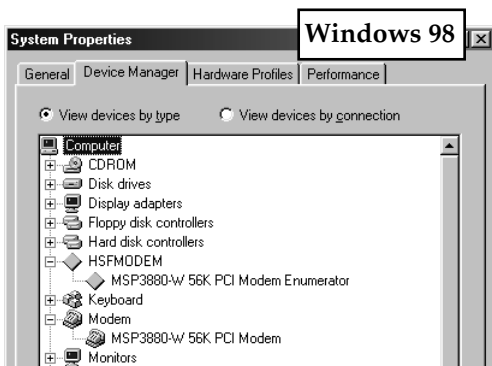
You can visit our website for any updated drivers.

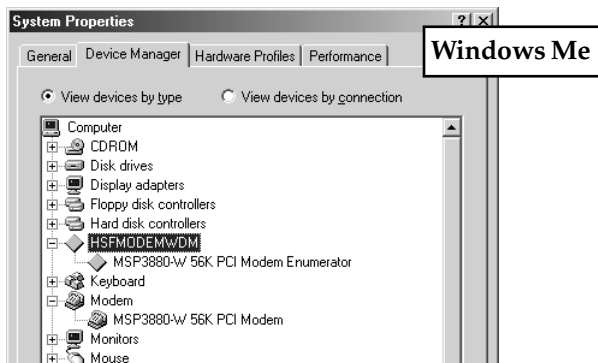


## How do I know if I have successfully installed the modem driver?

### Windows 98 / Windows Me

1. From the Windows desktop, right-click on **My Computer** icon and select **Properties**.
2. Select the **Device Manager** tab.
3. Double-click on the **Modem** device. You should see **MSP3880-W 56K PCI Modem** listed as shown.





If you see an exclamation mark at the modem device, click on the device and click **Remove**. Follow the on-screen instructions to remove the modem driver. Re-install the driver as described in **Step 3** of the **Easy Start** documentation.

If you see a **PCI Communication Device** with a question mark besides it, it means that you did not install the driver properly.

- Click on the **PCI Communication Device** and click **Remove**.
- Click **Refresh** button.

You will be prompted with a Hardware Found window. Install the driver as described in **Step 3** of the **Easy Start** documentation.

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

1. Windows 2000: From the Windows desktop, right-click on **My Computer** icon and select **Properties**.

Windows XP: From your Windows taskbar, click **Start**. Move your mouse cursor to **My Computer** option, right-click on it and select **Properties**.

2. Click the **Hardware** tab and click **Device Manager**.
3. Double-click on **Modems** device.



If you see an exclamation mark at the modem device, click on the device and click **Remove**. Follow the on-screen instructions to remove the modem driver. Re-install the driver as described in **Step 3** of the **Easy Start** documentation.

If you see a **PCI Communication Device** with a question mark besides it, it means that you did not install the driver properly.

- Right-click on the **PCI Communication Device** and click **Uninstall**.
- From the **Device Manager** menu, click **Action** and select **Scan for hardware changes**.

You will be prompted with a Hardware Found window. Install the driver as described in **Step 3** of the **Easy Start** documentation.



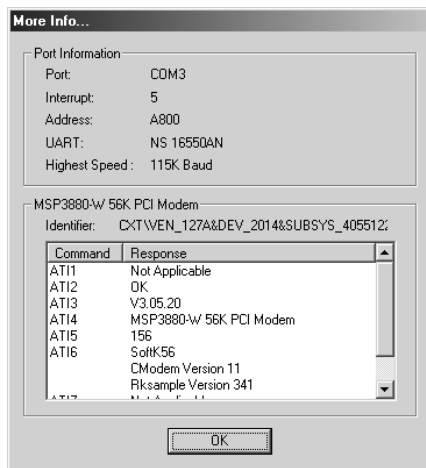
## How do I verify if the modem is functional?



### Windows 98 / Windows Me

1. From the Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click on the **Modems** icon.
3. Click the **Diagnostics** tab and select the Modem device.
4. Click on the **More Info...** button. The **More Info...** window will appear, showing a list of AT commands. This indicates that your modem is functional.

Click **OK**.



If your modem is not functional, the set of AT commands will not be listed. You may also be prompted by an error message, stating that it was unable to open the COM Port. Uninstall (remove) the driver (see 'How do I uninstall the modem driver?') and re-install (see Step 3 of the Easy Start documentation) again.

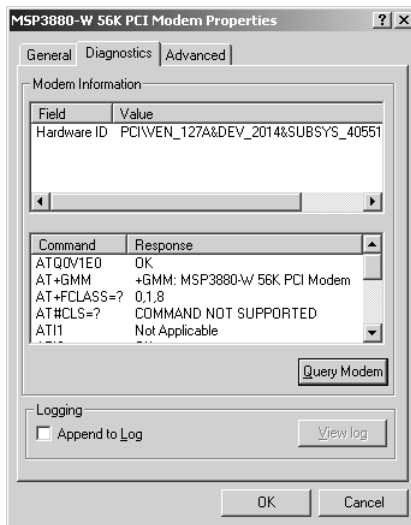
## **Windows 2000 / Windows XP**

1. Windows 2000: From the Windows desktop, click **Start > Settings > Control Panel**.

Windows XP: From your Windows taskbar, click **Start > Control Panel**.

2. Double-click on the **Phone and Modems Options** icon.
3. Click the **Modems** tab.
4. You will see the MSP3880 modem listed. Click on the modem and select **Properties**.
5. Click on the **Diagnostics** tab.
6. Click **Query Modem**. You should see a list of AT commands similar to the one illustrated. This indicates that your modem is functional.

Click **OK**.



If your modem is not functional, the set of AT commands will not be listed. You may also be prompted by an error message, stating that it was unable to open the COM Port. Uninstall (remove) the driver (see 'How do I uninstall the modem driver?') and re-install (see Step 3 of the Easy Start documentation) again.

## **Windows NT 4.0**

1. From the Windows taskbar, click **Start > Programs > Accessories > HyperTerminal Folder. > HyperTerminal**.
2. Key in the required information prompted by the dialog boxes.

3. Click **OK** after entering any telephone number in the dialogue box.
  4. At the next dialogue prompt, click **Cancel**.
  5. Type "**AT**" and press **Enter**. You should see a response, **OK**.
- This indicates that your modem is functional.



**I am using my system with the card in another country. Is there any settings that need to be changed ?**



Yes. You need to ensure that the country setting for your modem card is correct for your location. Carry out the following steps:

**Windows XP / Windows 2000 / Windows NT 4.0:**

1. From the Windows taskbar, click **Start > Settings > Control Panel** (**Start > Control Panel** for Windows® XP). Double-click on **Phone and Modems Options** icon.
2. Click the **Dialing Rules** tab. Select the country that you are currently in and click **OK**.

**Windows Me / Windows 98**

1. From the Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Telephony** icon.
2. At the dialing location, select the country that you are currently in and click **Apply**.



**How do I see the resources listings ?**



**Windows Me / Windows 98**

1. From Windows desktop, right-click **My Computer** and then **Properties**.
2. Click the **Device Manager** tab. Then double-click **Modem**.
3. Double-click your modem model, then click the **Resources** tab.

The IRQ (Interrupt) and memory range (Address) used by the modem will be listed.

**Windows NT4.0**

Not applicable.

## Windows 2000

1. From Windows desktop, right-click **My Computer** and then **Properties**.
2. Click the **Hardware** tab. Then click the **Device Manager...** button.
3. Double-click **Modems**. Then double-click your modem model from the list. Click the **Resources** tab.

The IRQ (Interrupt) and memory range (Address) used by the modem will be listed.



**Why is the default maximum speed in the Device Manager Properties for MSP3880 showing 115200 ?**



It is referring to the DTE speed which is the speed of data transfer between Computer and Modem. This however will not have any effect on the maximum speed for DCE, which is the speed of data transfer between Modem to ISP or remote party.



**I do not have any application and needs to do some faxing. How do I install fax in Windows® 98?**



If you are in the US, go to your Windows 98 CD-ROM folder:  
**Tools\oldwin95\message\us**

For other countries, go to  
**Tools\oldwin95\message\intl**

1. Run **wms.exe** under the directory to install Microsoft Messaging.
2. Next run **awfax.exe** under the same directory to install Microsoft Fax.

For further information on Microsoft Messaging and Microsoft Fax, read **wms-fax.txt** (from the same directory) in your Windows 98 CD-ROM.



**How do I uninstall (remove) the modem driver?**



1. From the Windows taskbar, click **Start > Settings > Control Panel** (for **Windows XP**: Start > Control Panel).
2. Double-click on the **Add/Remove Programs** icon. Select your newly-installed modem and then click the **Add/Remove...** button.
3. Follow any on-screen instructions to complete the uninstallation process.

# Troubleshooting Guide

*This section provides a step-by-step solutions to problems that you may encounter when using your modem.*



**This modem is set to V.92. But why am I getting slow connections to my ISP ?**



*The majority of the telephone lines and ISP are already supporting V.90 connections. However, like all data connection, the connection is sensitive to the amount of noise present in the phone line. Hence, only very "clean" phone line can get high connection rate or throughput. You may want to check with your telephone service provider.*



**The modem hangs up when an incoming call is received.**



*Disable the Call Waiting function for the Online Service, Internet Connection and/or communications software you are using.*



**When I tried to dial out, the system gave me an error message "No Dial Tone".**



*Check the Telephone Cable connection. If necessary, plug out and reconnect the Telephone Cable. You may have other telephony application running. Please use one telephony application at any one time.*



**There are incomprehensible characters appearing on the screen.**



*The data, parity and stop bit settings are incorrect. Try using the default values or check with your ISP.*





My system does not detect the modem card when I boot up for the first time.



### **Windows Me / Windows 98 / Windows 2000**

Make sure that your card is fully inserted into the PCI-Bus slot. However, if you are sure that the card has been properly installed, do the following:

1. From the Windows taskbar, click **Start > Settings > Control Panel**.
2. Double-click the **System** icon.
3. Click the **Device Manager** tab.
4. Check whether there is any yellow exclamation mark (error) on the Modem/ Sound, video and game controllers devices. If yes, select the device, click **Remove** and **OK**. Re-install the drivers.
5. If the system still cannot detect the modem, you may wish to try using a different PCI slot instead.

### **Windows XP**

Carry out the instructions as described in Step 3 of the Easy Start documentation.

### **Windows NT4.0**

Not applicable.



I have done a diagnostics test of my modem and there is nothing wrong with it. However, when I use a communications software, there seems to be an error. Why?



Try to use a different telephony application such as Microsoft Fax to fax a document. If the sending of a fax is successful, then the fax function of your modem is working fine.

Try to use Hyperterminal to dial up to a BBS. If the connection is successful, then the data function of your modem is working fine. Try exiting the communications software and running it again.

You may try to install new version of communication software that supports higher interrupts.