

# Troubleshooting Guide

(You may print out the entire section for your easy reference)



## **This modem is set to V.90, but why am I getting slow connections to my ISP ?**



The majority of telephone lines and ISPs 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 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 your Telephone Cable connection. If necessary, plug out the Telephone Cable and reconnect the cable.

To check if it is due to a faulty telephone extension cable that you are using, connect the cable to a Telephone set. Listen to the handset dial-tone. If there is no dial-tone, there is most probably some problem with your telephone extension cable.



## **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 when I first connect it to my computer.**



Make sure that your modem is properly connected to your computer. However, if you are sure that the modem has been properly connected, do the following:

1. From the Windows taskbar, click **Start > Settings > Control Panel**. (**Start > Control Panel** for Windows® XP). Double-click on the **System** icon.
2. Click on the **Hardware** tab (**for Windows® XP and 2000 only**). Click the **Device Manager**. Check whether there is any yellow exclamation mark (error) on the Modem devices. If yes, select the device, click **Remove** and **OK**. Re-install the driver.



**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 like **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.



**While testing the modem, the system gave an error message stating that it was unable to open the COM Port.**



Make sure that you have closed all communication software (e.g. Hyperterminal, Dial-up Networking, etc.) when you are doing the diagnostics test.

However, if there is no communications software running, do the following:

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1. From the Windows taskbar, click **Start > Settings > Control Panel**. (**Start > Control Panel** for Windows® XP). Double-click on the **System** icon.
2. Click on the **Hardware** tab (**for Windows® XP and Windows® 2000 only**). Click the **Device Manager**. Check whether there is any yellow exclamation mark on the modem device. If yes, remove the modem device and re-install the modem driver.