USRobotics®

Troubleshooting
and
Support Resources

Troubleshooting

Read This First!

1. Click Windows **Start**, point to **Settings**, and click **Control Panel**.

2. Double-click the **Modems** icon.

3. Click the **Diagnostics** tab.

4. Click on the **COM port** that your modem is assigned to, so that it is highlighted. If you do not see your modem on this screen, you will need to shut down your computer and uninstall the modem. Reinstall the modem following the instructions in the "Installation Guide".

5. Click **More Info**. You should see a list of the modem's ATI commands. Click **OK**. If you do not, your modem is not properly installed. Shut down your computer and uninstall the modem. Reinstall the modem following the instructions in the "Installation Guide".

PROBLEM
The computer or software will not recognize the modem.

POSSIBLE SOLUTION

If you are using an external modem, make sure the modem is plugged in and turned on. Use only the power adapter included with the modem. The power switch is located on top of the external case. The CS light on the front panel should be lit. An internal modem should turn on automatically when you turn the computer on.

POSSIBLE SOLUTION

You may not be entering modem commands in the proper manner. Type using all upper case (AT) or all lower case (at).

POSSIBLE SOLUTION

You may have a COM port/IRQ conflict. If you have an internal modem and a Windows 95 system,

1. Right-click the **My Computer** icon on your desktop.

2. Click **Properties**.

3. Click the **Device Manager** tab. If you see a yellow exclamation point over your modem, you have a resource conflict, and it is probably an IRQ conflict.

4. Click the modem's name to select it.

5. Click **Remove**.

6. You will be asked if you are sure you wish to remove the device. Click **OK**.

7. When the system has removed the modem software and information, shut down and turn off your computer.

8. Unplug the computer from its electrical outlet.

9. Remove the cover of the computer, physically remove the modem from its ISA slot, and replace the cover.

10. Plug the computer back into the electrical outlet, and turn it on.

11. When Windows restarts, right-click the **My Computer** icon on your desktop.

12. Click **Properties**.

13. Click the **Device Manager** tab.

14. Double-click **Computer**.

15. Make sure the "Interrupt request (IRQ)" radio button at the top of the screen is checked. You can determine which IRQ settings are free on your system by looking for numbers that are not listed in the **Setting** column. One of the following IRQs needs to be free: 3, 4, 5, or 7 (or 9 if you have a Winmodem). If there are no IRQ settings free in this range, you need to move a device off of one of these IRQs, in order to free it for use by your modem. We recommend removing other modems or disabling COM ports that may be using one of these IRQs.

16. After you have made these changes, reinstall the modem using the instructions in the "Installation Guide". Once your modem is properly installed, make sure you have the correct COM port and IRQ settings in your software and/or in the Windows Device Manager.

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POSSIBLE SOLUTION

If you are using an external modem, the COM port may not be enabled. Refer to your computer's manual for information about enabling COM ports. This usually involves altering the bios settings, motherboard jumpers, and the operating system.

POSSIBLE SOLUTION

You may be using the wrong serial cable with your external modem. Make sure you are using an RS-232 modem cable. You will need to make sure you are using a 25-pin male to 25-pin female, if your COM port is a 25-pin port or a 25-pin male to 9-pin female, if your COM port is a 9-pin port.

PROBLEM
The modem will not go off hook to dial or does not answer the phone.

POSSIBLE SOLUTION

If you have an external modem, you may be using the wrong power adapter for your modem. Use only the power adapter that came with your modem.

POSSIBLE SOLUTION

You may have plugged your modem's phone cord into a digital line. Plugging your modem's phone cord into a digital phone line can damage the modem. Call your phone company if you are unsure whether or not your phone line is digital.

POSSIBLE SOLUTION

You may have plugged your modem's phone cord into the wrong socket on the modem. Make sure the phone cord is plugged into a socket labelled with the word TELCO (marked with a wall socket icon on externals).

POSSIBLE SOLUTION

You might have a bad phone cord connection to your modem. The phone cord should be plugged into the TELCO socket on the modem (marked with a wall socket icon on externals) and the wall phone socket. The phone cord should be no longer than 12 feet in length. Use the phone cord included with your modem if possible.

POSSIBLE SOLUTION

Your phone socket may have been wired incorrectly. Contact your telephone company. Ask them to make sure the tip and ring are on the outside pair of wires.

POSSIBLE SOLUTION

You may have devices between the modem and the wall phone socket. There should be no line splitters, fax machines, or other devices between the modem and the phone wall socket.

POSSIBLE SOLUTION

You may have a poor line connection. Place the call again. Calls are routed differently each time.

POSSIBLE SOLUTION

If you have voice mail, your dial tone may be altered because messages are waiting. Retrieve your voice mail messages to restore your normal dial tone.

POSSIBLE SOLUTION

Your software may not have auto answer enabled. Enable the auto answer feature. In your communication software's terminal mode, type **ATS0=1** and press **ENTER**.

You need to enable auto answer before every session unless you alter your software's initialization string to permanently enable auto answer.

PROBLEM

Both modems sound like they are exchanging carrier signals, but fail to establish a connection.

POSSIBLE SOLUTION

You may have a poor line connection. Place the call again. Calls are routed differently each time.

POSSIBLE SOLUTION

Your phone wall socket may have been wired incorrectly. Contact your telephone company. Ask them to make sure the tip and ring are on the outside pair of wires.

PROBLEM
Your 56K* modem cannot achieve a 56K Internet connection.

POSSIBLE SOLUTION

This modem is capable of 56 Kbps downloads. However, the download speeds you experience may be lower due to varying line conditions and other factors. Uploads from users to server equipment travel at speeds up to 31.2 Kbps. An analogue phone line compatible with the ITU V.90 standard or 3Com U.S. Robotics proprietary 56K technology, and an Internet provider or corporate host site with the ITU V.90 standard or 3Com U.S. Robotics proprietary 56K technology are necessary for these high-speed downloads. Check **http://www.3com.com/56k** for a list of ISPs that observe the ITU V.90 standard and/or offer 3Com's proprietary 56K technology.

POSSIBLE SOLUTION

The phone lines in your area may not be 56K compatible. Call your phone company to find out if your phone line is compatible with the ITU standard for 56K and/or is compatible with 3Com's proprietary 56K technology.

POSSIBLE SOLUTION

You may have devices between the modem and the phone wall socket. There should be no line splitters, fax machines, or other devices between the modem and the phone wall socket.

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PROBLEM
Errors are constantly occurring in your V.17 fax transmissions.

POSSIBLE SOLUTION

Your modem initialization string may be insufficient for fax transmissions. In terminal mode, type the following initialization string: **AT&F&H3&I2&R2S7=90** and then press **ENTER**.

POSSIBLE SOLUTION

There may be a Terminate and Stay Resident (TSR) program (such as a screen saver or virus scanner) running in the background, disrupting data communications. Disable any Terminate and Stay Resident (TSR) programs running in the background. If you have software running as a TSR, check the software's manual for information about disabling its ability to operate as a TSR.

POSSIBLE SOLUTION

Your baud rate may be set too high. In your communications software, lower the baud rate to 9600, 7200, or 4800.

POSSIBLE SOLUTION

You may be trying to fax a compressed file. Decompress the file using the application with which it was compressed. Then open it in the application with which it was created. Select your fax software as the printer and then print the file.

PROBLEM
Your communications software fails to initialize the modem.

POSSIBLE SOLUTION

Your software's port settings may be incorrect. Make sure the software's port settings match those for your modem.

POSSIBLE SOLUTION

If you are using an external modem, make sure the modem is plugged in and turned on. Use only the power adapter included with the modem. The power switch is located on the top of the external case. The CS light on the front panel should be lit. An internal modem should turn on automatically when the computer is turned on.

PROBLEM
If Plug and Play does not detect your modem. You have installed the modem and Windows has restarted, but you see only your normal desktop. You do not see any screens indicating new hardware has been detected.

POSSIBLE SOLUTION

The Plug and Play installation was not successful. Try the following:

1. Click Windows 95 **Start** and click **Shut Down**.

2. When asked if you wish to shut down your computer, click **Yes**.

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3. When Windows 95 indicates that it is safe to turn off your computer, turn it off

4. Wait 15 seconds before turning the computer back on.

5. Windows 95 may detect your modem upon this restart, even if it did not detect the modem during the initial installation.

    -   If you see screens indicating that new hardware has been detected by Windows 95, follow the on-screen instruction to install the modem.

    -   If you do not see the new hardware screens, continue with step 6.

6. Click Windows 95 **Start**

7. Point to **Settings**

8. Click **Control Panel**.

9. Double-click the **System** icon.

10. Click the **Device Manager** tab on the "System Properties" screen.

11. Look for "Other Devices" or "Unknown Devices" in the list that appears.

    -   If you do not see either of these options in the list, please contact technical support.

    -   If you do see one of these options, double-click the option and continue with step 12.

12. If the description that appears matches the modem you are trying to install, click **Remove**.

13. Click **OK** when Windows asks if you wish to remove the device.

14. Restart the computer and continue with the on-screen instructions. If the computer does not detect the modem after this second restart, please contact technical support.

PROBLEM
A software application displays a screen reading that it cannot find or initialize the modem.

POSSIBLE SOLUTION

If you have a Winmodem, check with the software's manufacturer to determine whether or not the software is fully Windows-based. Some software runs in Windows but has DOS components. Such software will not work with Winmodems.

If Plug and Play Does Not Detect Your Modem

Try the following:

1. Click Windows 95 **Start** and click **Shut Down**. When asked if you wish to shut down your computer, click **Yes**. When Windows 95 indicates that it is safe to turn off your computer, turn it off and wait 15 seconds. Then turn the computer back on. Windows 95 may detect your modem upon this restart even if it did not detect the modem during the initial installation. If you see screens indicating that new hardware has been detected by Windows 95, turn to "Installing the Modem Drivers with Windows 95". If not, continue with the next step.

2. Click Windows 95 **Start**, point to **Settings**, and click **Control Panel**. Double-click the **System** icon and then click the **Device Manager** tab on the "System Properties" screen. Look for "Other Devices" or "Unknown Devices" in the list that appears. If you do not see either of these options in the list, continue with the next section to learn about our support options. If you do see one of these options, double-click the option. If the description that appears matches the modem you are trying to install, click **Remove**. Click **OK** when Windows asks if you wish to remove the device. Next, restart the computer as described in step 1 on this page. If the computer does not detect the modem after this second restart, please refer to our support options.

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Support Resources for the UK

Are You Still Having Problems?
Should you encounter any difficulties with your modem, refer to the manual first.

Call or visit your dealer, if they are unable to assist you, contact the USRobotics Technical Support Department from Monday through to Friday, during normal office hours on;

Tel: 0870 844 4546
Web site: http://www.usr.com

Upon contacting USRobotics you will be issued with a Call Reference Number (CRN). This should be quoted when contacting the Technical Support Department in relation to your query.
Should you be advised to return your modem, USRobotics will repair or replace and return the unit for you.

IMPORTANT : If you are advised to return your modem please ship the unit packaged securely and ensure the RMA number is clearly visible on the outside of the package. Please ship the unit with all charges prepaid and insured.

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