

DSI

— WITH **VOICE** —

V.92 PCI
FAX
MODEM

VOICEMAIL



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Getting Started

User's Manual

Broadxent DSI V.92 PCI DI3631

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Introduction

Introduction

Before You Begin

This section contains information you should know about before using this manual. Read the information carefully before proceeding further.

Recording Model and Serial Numbers

Your modem card has a model number and a serial number. After removing the modem card from its packaging, write down its model and serial numbers for future reference. You will need to quote these numbers when contacting our Technical Support office.

Checking System Requirements

The following are the minimum system requirements:

- Available PCI 2.1 compliant slot
- 133 MHz or faster Pentium® IBM® compatible PC or AMD® K series, or higher
- 25 MB of free hard disk space
- 16 MB RAM on motherboard (32 MB recommended)
- Microsoft® Windows® 95, Windows 98, Windows 98 Second Edition (SE), Windows 2000, Windows Millennium Edition (Me) or Windows XP
- CD-ROM drive for modem and communication software installation
- An audio card for video conferencing.

Document Conventions

This manual uses the following conventions to help you locate and identify the information that you need.

Table i: Document conventions

Text Element	Use
	This notepad icon indicates information that is of particular importance and should be considered before continuing.
	This alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.
	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.



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1

About Your Modem

About Your Modem

This chapter helps you locate and identify the components of your modem.

Jacks



- Place the modem in front of you as you go through this chapter. This will help you identify the various components on your card.
- If you encounter a hardware conflict while connecting a Plug and Play device, refer to Table A-1 on page A-1 for a list of available Plug and Play resources.

Jacks are one-hole connecting interfaces on your modem card. They allow you to attach other devices to your card. The jacks on your modem card can be seen in Figure 1-1.

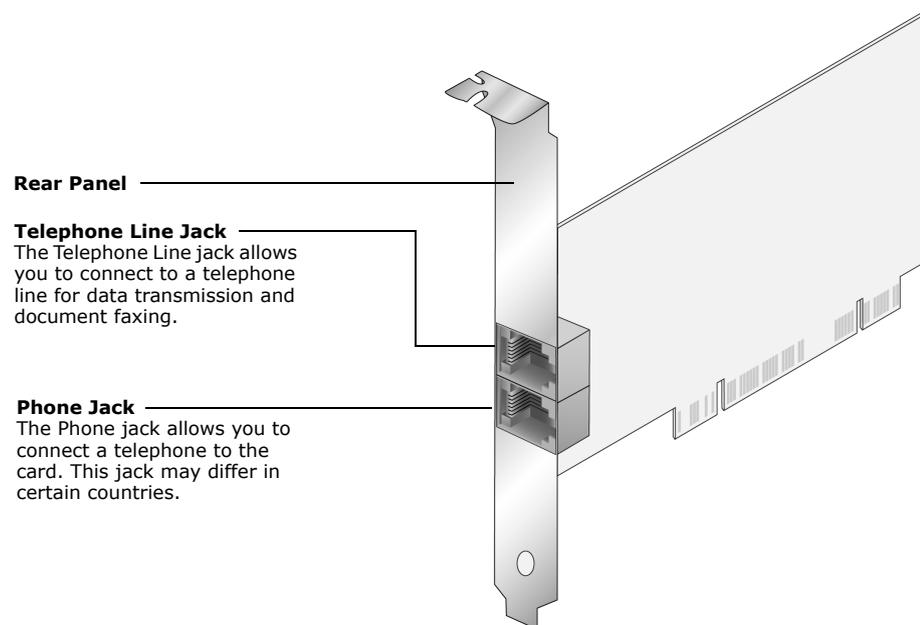


Figure 1-1 The jacks on your modem card.



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2

Installing Hardware

Installing Hardware

Installation Steps

Step I: Prepare your computer



Turn off the main power supply and disconnect your computer's power cord. Systems using an ATX power supply unit with soft power off may still be powering the PCI slot. This can damage your modem card when it is inserted into the slot.

1. Turn off your computer and all peripheral devices.
2. Touch a metal plate on your computer to ground yourself and to discharge any static electricity, and then unplug the power cord from the wall outlet.
3. Remove your computer casing.
4. Remove the metal bracket from an unused PCI slot as shown in Figure 2-1. Put the screw aside for use later.

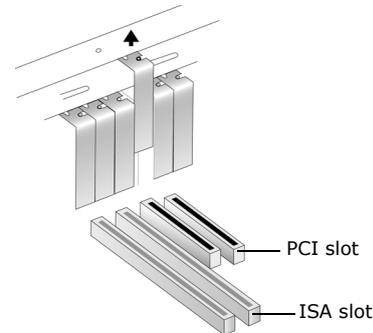


Figure 2-1 Removing a metal plate

Step 2: Insert the modem card



Do not force the modem card into the slot. Make sure that the gold finger PCI connector on the modem card is aligned with the PCI bus connector on the motherboard before you insert the card into the PCI expansion slot. If it does not fit properly, gently remove it and try again.

1. Align the modem card with the PCI slot and press the card gently but firmly into the slot as shown in Figure 2-2.

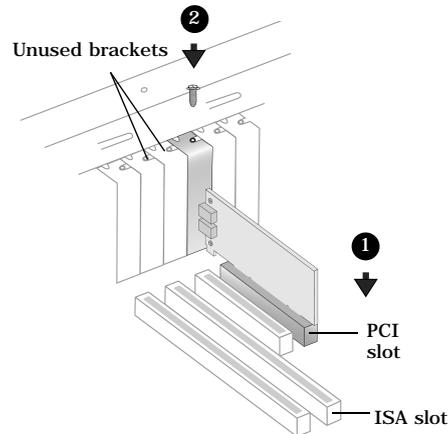


Figure 2-2 Aligning the card against the slot.

2. Secure the modem card with the screw you had placed aside earlier.
 1. Replace the computer casing.
 2. Plug the power cord back into the wall outlet, and then turn on the computer.
- To install drivers, refer to “Installing and Testing Modem Drivers” on page 3-1.

Step 3: Connect to power supply

Step 4: Connect to the telephone line

1. Locate the most convenient telephone wall outlet.
2. If a phone is already connected to it, unplug the telephone cable from the wall outlet.
3. Connect the telephone cable from the telephone to the Phone jack of the modem.

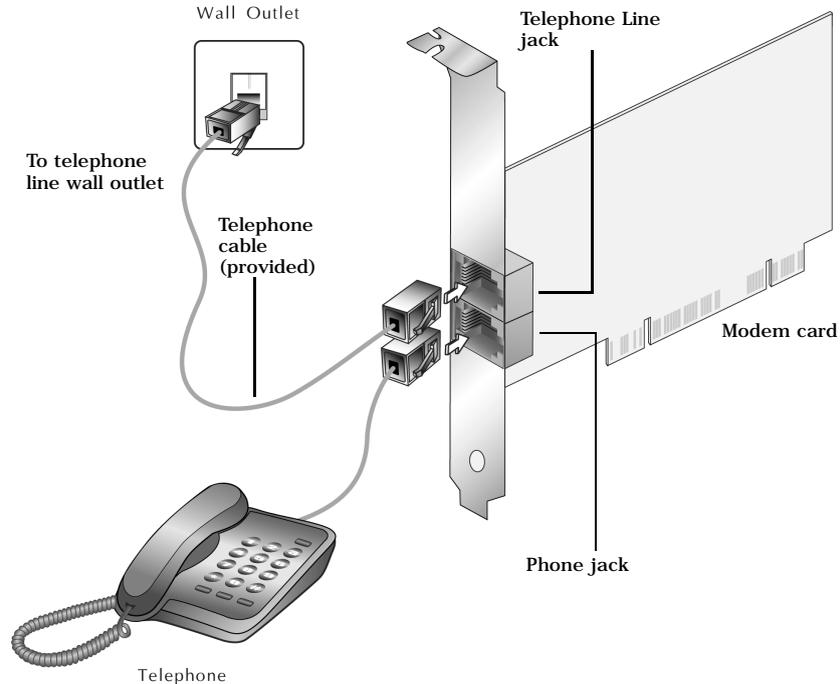


Figure 2-3 Connecting the telephone line to your modem.

4. Connect one end of the telephone cable (provided) to the wall outlet and the other end to the Telephone Line jack of the modem.

Notes on Telephone Lines

To ensure that the modem works properly, know that:

- ❑ Your modem cannot be used on “party lines”, nor can it be used on toll or coin-operated lines.
Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
- ❑ This modem is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This modem cannot be connected directly to a digital telephone line, such as those commonly found in businesses.
Either obtain an analog line or an analog converter compatible with the telephone line you are using.



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3

Installing and Testing Modem Drivers

Installing and Testing Modem Drivers

This chapter is organized as follows:

- ❑ Installing the Modem Driver in Windows 95
- ❑ Testing the Installation in Windows 95
- ❑ Installing the Modem Driver in Windows 98/98SE
- ❑ Testing the Installation in Windows 98/98SE
- ❑ Installing the Modem Driver in Windows 2000
- ❑ Testing the Installation in Windows 2000
- ❑ Installing the Modem Driver in Windows Me
- ❑ Testing the Installation in Windows Me
- ❑ Installing the Modem Driver in Windows XP
- ❑ Testing the Installation in Windows XP

Installing the Modem Driver in Windows 95

1. Turn on your computer to allow the operating system to detect the modem.
2. When the dialog box similar to Figure 3-1 appears, insert the Installation CD into your CD-ROM drive and then click the **Next** button.



Figure 3-1

3. When the dialog box similar to Figure 3-2 appears, click the **Other Locations** button.



Figure 3-2

4. When the dialog box similar to Figure 3-3 appears, click the **Browse** button to locate the driver files in **E:\Drivers\Win95** (where E: represents your CD-ROM drive).
5. Click the **OK** button.

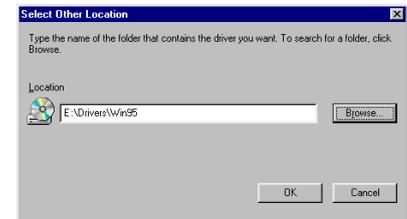


Figure 3-3

6. When the dialog box similar to Figure 3-4 appears, click the **Finish** button.



Figure 3-4

7. When the dialog box similar to Figure 3-5 appears, click the **OK** button.



Figure 3-5

8. When the dialog similar to Figure 3-6 appears, click the **Browse** button to locate the driver files in **E:\Drivers\Win95** (where E: represents your CD-ROM drive), and then click the **OK** button.
9. Restart your computer to let the new settings take place.

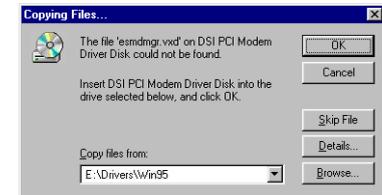


Figure 3-6



After you have set up your modem, run a test to ensure that your card has been installed properly (see "Testing the Installation in Windows 95" on page 3-5).

Testing the Installation in Windows 95

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Modems** icon.
3. When the **Modems Properties** dialog box similar to Figure 3-7 appears, click the **Diagnostics** tab.
4. Select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

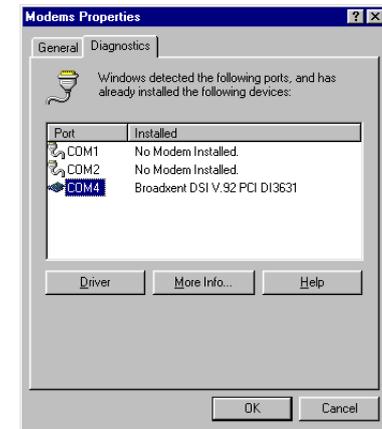


Figure 3-7 : Modem Properties dialog box.

Installing the Modem Driver in Windows 98/98SE

1. Turn on your computer to allow the operating system to detect the modem.
2. When the dialog box similar to Figure 3-8 appears, insert the Installation CD into your CD-ROM drive and then click the **Next** button.
3. When the dialog box similar to Figure 3-9 appears, click the **Search for the best driver for your device (Recommended)** option and click the **Next** button.



Figure 3-8



Figure 3-9

4. When the dialog box similar to Figure 3-10 appears, click the Specify a location check box, and click the Browse button to locate the driver files in E:\Drivers\Win98 (where E: represents your CD-ROM drive).
5. Click the Next button.
6. When Windows prompts you with the message Windows has found an updated driver for this device, and also some other drivers that should work with this device, click the The updated driver (Recommended) option and then click the Next button.
7. When the dialog box similar to Figure 3-11 appears, click the Next button.
8. Follow the remaining onscreen steps to install the rest of the drivers and to complete your modem installation.
9. Restart your computer to let the new settings take place.



Figure 3-10



Figure 3-11



After you have set up your modem, run a test to ensure that your card has been installed properly (see "Testing the Installation in Windows 98/98SE" on page 3-8).

Testing the Installation in Windows 98/98SE

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Modems** icon.
3. When the **Modems Properties** dialog box similar to Figure 3-12 appears, click the **Diagnostics** tab.
4. Select the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

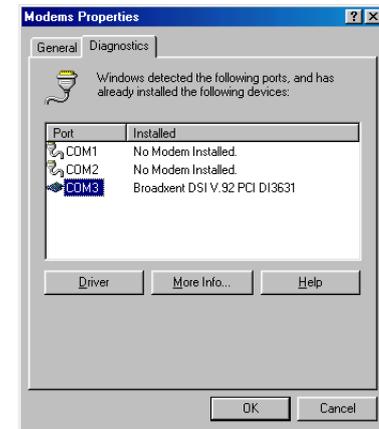


Figure 3-12 : Modem Properties dialog box.

Installing the Modem Driver in Windows 2000

1. Turn on your computer to allow the operating system to detect the modem.
2. When the **Found New Hardware Wizard** dialog box appears, click the **Search for a suitable driver for my device (recommended)** option, and then click the **Next** button.
3. When the dialog box similar to Figure 3-13 appears, insert the Installation CD into your CD-ROM drive.
4. Click the **Specify a location** check box, and then click the **Next** button.
5. When the dialog box similar to Figure 3-14 appears, click the **Browse** button to locate the driver files in **E:\Drivers\Win2K** (where E: represents your CD-ROM Drive), and then click the **OK** button.

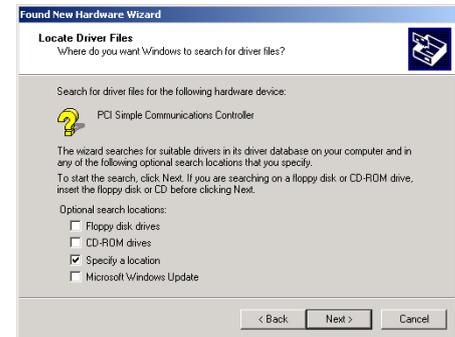


Figure 3-13



Figure 3-14

6. When the dialog box similar to Figure 3-15 appears, click the Next button.
7. Click the Yes button.



Figure 3-15

8. When the dialog box similar to Figure 3-16 appears, click the Finish button.
9. Restart your computer to let the new settings take place.



Figure 3-16

Testing the Installation in Windows 2000

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Phone and Modems** icon.
3. In the **Broadxent DSI V.92 PCI DI3631 WIN2K Properties** dialog box, click the **Diagnostics** tab.
4. Click the **Query Modem** button to display the response status of your modem.
If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

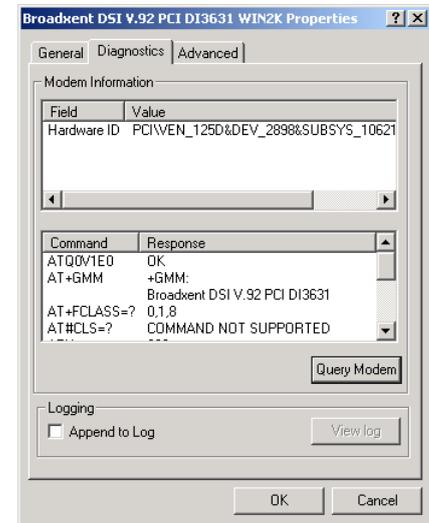


Figure 3-17 : Broadxent DSI V.92 PCI DI3631 Properties dialog box.

Installing the Modem Driver in Windows Me

1. Turn on your computer to allow the operating system to detect the modem.
2. Insert the Installation CD into your CD-ROM drive.
3. When the Add New Hardware Wizard dialog box similar to Figure 3-18 appears, click the Specify the location of the driver (Advanced) option and click the Next button.



Figure 3-18

4. When the dialog box similar to Figure 3-19 appears, click the Specify a location check box to select it. Make sure that the Removable Media (Floppy, CD-ROM...) check box is not selected.
5. Click the Browse button to locate the driver files in E:\Drivers\WinMe (where E: represents your CD-ROM drive).
6. Click the Next button.



Figure 3-19



After you have set up your modem, run a test to ensure that your card has been installed properly (see "Testing the Installation in Windows Me" on page 3-14).

7. When Windows prompts you with the message **Windows driver file search for the device: DSI WDM MODEM ENUMERATOR**, click the **Next** button.
8. When the dialog box similar to Figure 3-20 appears, click the **Finish** button.
9. Follow the remaining onscreen steps to install the rest of the drivers and to complete your modem installation.
10. Restart your computer to let the new settings take place.



Figure 3-20

Testing the Installation in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon.
3. When the **Modems Properties** dialog box similar to Figure 3-21 appears, click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

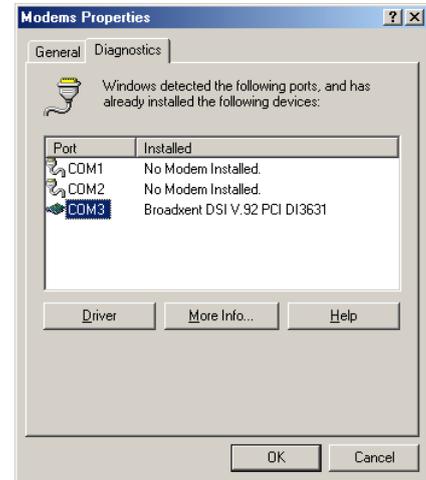


Figure 3-21 : Modem Properties dialog box.

Installing the Modem Driver in Windows XP

1. Turn on your computer to allow the operating system to detect the modem. Windows XP will automatically install a default driver. You will, however, need to replace this default driver with the driver on the Installation CD.
2. Click **Start** -> **Control Panel**.
3. Double-click the **Systems** icon.
4. In the **System Properties** dialog box, double click the **Hardware** tab.
5. Click the **Device Manager** button.
6. Double-click the **Modems** icon.
7. Right-click **Broadxent DSI V.92 PCI DI3631**.
8. In the menu that appears, select the **Update Drivers** option and insert the Installation CD into your CD-ROM drive.
9. When the **Hardware Update Wizard** dialog box similar to Figure 3-22 appears, click the **Don't search. I will choose the driver to install** option, and then click the **Next** button.



Figure 3-22



After you have set up your modem, run a test to ensure that your card has been installed properly (see “Testing the Installation in Windows XP” on page 3-18).

10. When the dialog box similar to Figure 3-23 appears, click the **Show compatible hardware** option to select it, and then click **ESS ES56T-PI Data Fax Modem** in the **Models** box.

11. Click the **Have Disk** button.

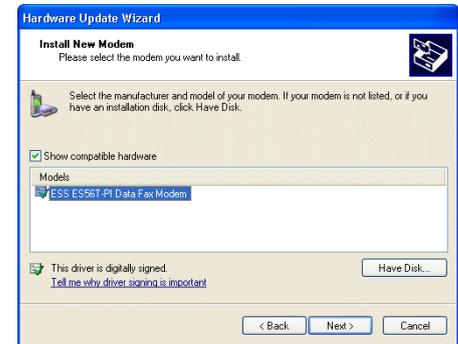


Figure 3-23

12. When the dialog box similar to Figure 3-24 appears, click the **Browse** button to locate the driver files in **E:\Drivers\WinXP** (where E: represents your CD-ROM Drive), and then click the **OK** button.

13. In the **Hardware** dialog box that appears, click the **Show compatible hardware** option to select it, and then click **Broadxent DSI V.92 PCI DI3631** in the **Models** box.

14. Click the **Next** button.

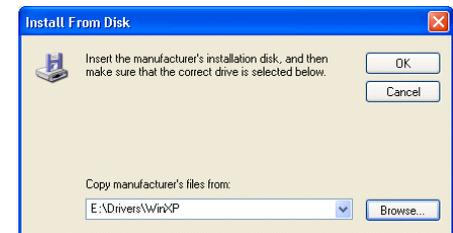


Figure 3-24



At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to Figure 3-25 appears.

You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. **Broadxent** has tested this driver or update on Windows XP, and it does not impair or destabilize your computer. If you need more XP-related information, go to the product web site's Help.

15. When the dialog box similar to Figure 3-25 appears, click the **Continue Anyway** button.
16. Click the **Finish** button.
17. Restart your computer to let the new settings take place.



Figure 3-25

Testing the Installation in Windows XP

1. Click **Start -> Control Panel**.
2. Click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.
4. In the **Modems** tabbed page, click **Broadxent DSI V.92 PCI DI3631** and then click the **Properties** button.
5. When the dialog box similar to Figure 3-26 appears, click the **Diagnostics** tab.
6. Click the **Query Modem** button to display the response status of your modem.
 If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see "Resolving Hardware Conflicts" on page B-4).

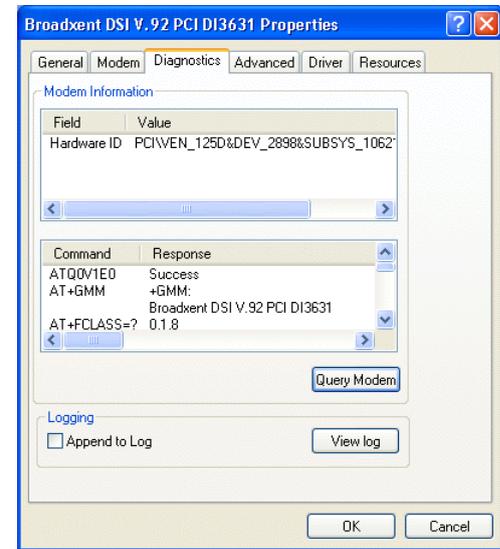


Figure 3-26 : Broadxent DSI V.92 PCI DI3631 Properties dialog box.



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4

Uninstalling Modem Drivers

Uninstalling Modem Drivers

This chapter is organized as follows:

- ❑ Uninstalling the Modem in Windows 95
- ❑ Uninstalling the Modem in Windows 98/98SE
- ❑ Uninstalling the Modem in Windows 2000
- ❑ Uninstalling the Modem in Windows Me
- ❑ Uninstalling the Modem in Windows XP

Uninstalling the Modem in Windows 95

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-1 appears, click **Uninstall Broadxent DSI Modem**.
4. Click the **Add/Remove** button.
5. When Windows prompts you to remove the modem, click the **Yes** button.
6. Click the **OK** button.
7. Turn off your computer and remove the modem card from your system.

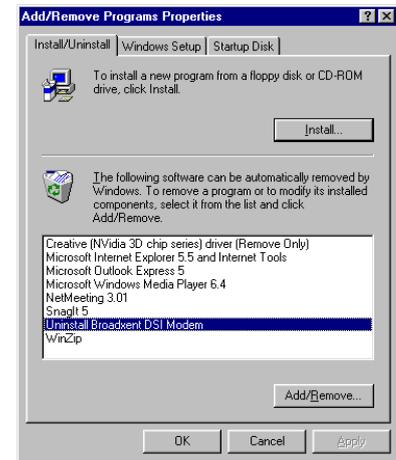


Figure 4-1 : Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows 98/98SE

1. Click the **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-2 appears, click **Uninstall Broadxent DSI V.92 PCI DI3631**.
4. Click the **Add/Remove** button.
5. When Windows prompts you to remove the modem, click the **Yes** button.
6. Click the **OK** button.
7. Turn off your computer and remove the modem card from your system.

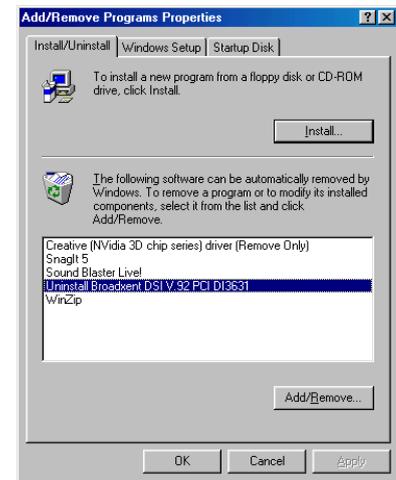


Figure 4-2: Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows 2000

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. In the **Add/Remove Programs** dialog box similar to Figure 4-3, click **Uninstall Broadxent DSI Modem**, and then click the **Change/Remove** button.

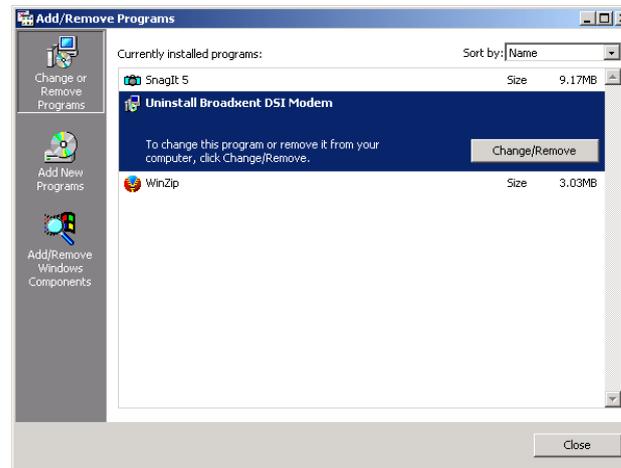


Figure 4-3: Add/Remove Programs dialog box.

4. When Windows 2000 prompts you to remove the selected modem, click the **Yes** button to complete the uninstallation.
5. Turn off your computer and remove the modem card from your system.

Uninstalling the Modem in Windows Me

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When the **Add/Remove Programs Properties** dialog box similar to Figure 4-4 appears, click the **Install/Uninstall** tab.
4. Click **Uninstall Broadxent DSI Modem** from the list and then click the **Add/Remove** button.
5. When Windows prompts you to remove the modem, click the **Yes** button.
6. Click the **OK** button.
7. Turn off your computer and remove the modem card from your system.

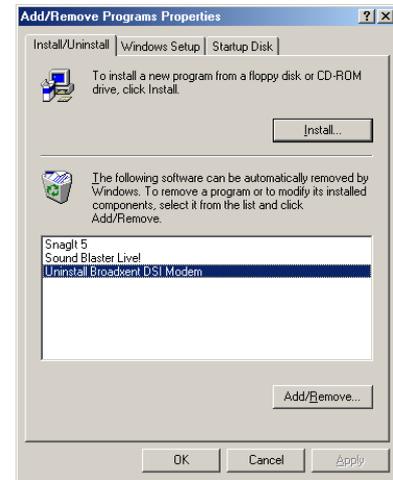


Figure 4-4 : Add/Remove Programs Properties dialog box.

Uninstalling the Modem in Windows XP

1. Click **Start** -> **Control Panel**.
2. Click the **Add or Remove Programs** icon.
3. In the **Add or Remove Programs** dialog box similar to Figure 4-5, click the **Change/Remove** button.
4. When Windows prompts you to remove the modem, click the **Yes** button.
5. Click the **Close** button.

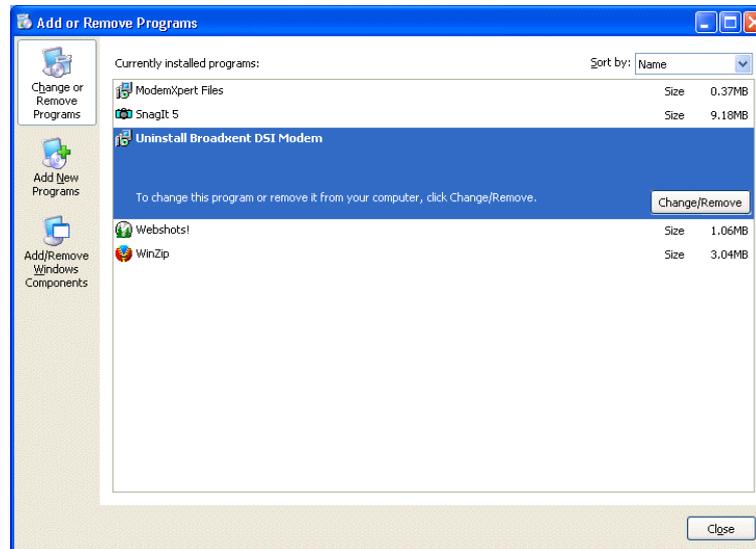


Figure 4-5 : Add or Remove Programs dialog box.

6. Turn off your computer and remove the modem card from your system.



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5

Modem Features

Modem Features

Broadxent DSI V.92 PCI DI3631 allows you to fax documents, transfer data and access online information easily from your computer. Some features of your Broadxent DSI V.92 PCI DI3631 are:

Plug and Play



This feature allows you to install your Broadxent DSI V.92 PCI DI3631 easily, as the device is automatically configured.

Faxes



Use your Broadxent DSI V.92 PCI DI3631 to send and receive fax documents. This feature also allows you to configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access



Broadxent DSI V.92 PCI DI3631 allows you to access computer bulletin boards and to browse the Internet at speeds of up to 56 Kbps.

Answering Machine



Broadxent DSI V.92 PCI DI3631 functions as an answering machine with multiple mail boxes. Remote users can leave messages in your mail box, and you can play back these messages at any time. Broadxent DSI V.92 PCI DI3631 even pages you to notify you of new messages!

Video Conferencing



Your Broadxent DSI V.92 PCI DI3631 comes complete with V.92 standard support, for use with H.32x video conferencing systems.

QuickConnect



This feature drastically reduces the amount of time it takes for your Broadxent DSI V.92 PCI DI3631 to establish a connection with your Internet Service Provider. The characteristics of the last call are saved in your computer, and retrieved for subsequent calls, resulting in a shorter connection time.

PCM Upstream



This feature enhances your Broadxent DSI V.92 PCI DI3631's data upload speed from 33.6 Kbps to a maximum of 48 Kbps.

V.44 Data Compression



Your Broadxent DSI V.92 PCI DI3631 incorporates the new V.92 standard. This new standard offers V.44 Data Compression technology that allows you to browse the Internet at higher speeds than existing data compression standards.

Modem-on-Hold



This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider to ascertain that this feature is supported in your area.

Modem-on-Hold suspends the data connection between your modem and the ISP so that you can pick up your phone and receive an incoming call in the usual way, while surfing the Internet. When your call is complete, the modem reconnects you to the Internet. For more information on Modem-on-Hold, visit <http://www.v92.com>.

Using Modem-on-Hold



Your phone line needs to be Caller ID and Call Waiting enabled to support Modem-on-Hold.

1. If a call comes in while you are on the Internet, a dialog box similar to Figure 5-1 appears, asking you if you want to answer the call. Click the **Yes** button.

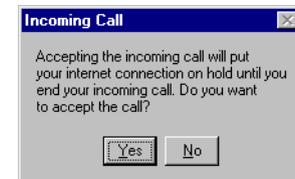


Figure 5-1

2. A dialog box similar to Figure 5-2 appears, telling you that you only have two minutes to complete your call. The call is automatically cut off after two minutes. After completing your call, click the **OK** button. The modem will reconnect to the Internet.



Figure 5-2



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A

General Specifications

General Specifications

This appendix lists the general specifications of your modem.

Plug and Play

- PCI specification compliant.
- Plug and Play resources.

Table A-1: Plug and Play Resource Information.

Dependent functions	Resource Information
Choice 1 COM 3	I/O Port: 3E8 to 3EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 2 COM 4	I/O Port: 2E8 to 2EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 3 COM 2	I/O Port: 2F8 to 2FF IRQ: 3
Choice 4 COM 1	I/O Port: 3F8 to 3FF IRQ: 4
Choice 5 Free-For-All	I/O Port: 2A0 to 2A7, 2A8 to 2AF, ... 2D8 to 2DF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15

Data Features



Due to line conditions and FCC regulations, your data rate may be lower. Current FCC regulations limit download to 53Kbps max.

- ❑ Integrated data, fax, and voice mail modem.
- ❑ 56,000/54,000/52,000/50,000/48,000/46,000/ 44,000/42,000/40,000/38,000/36,000/34,000
- ❑ 33,600/28,800/26,400/24,000/21,600/19,200/16,800/14,400/ 12,000/9,600/7,200/4,800/2,400/1,200/300 bps data speeds.
- ❑ Compatibility with the following data modem standards:
 - V.92, V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22A/B, and V.21; Bell 212A and 103J.
 - V.42 LAPM and MNP2-4 error correction.
 - V.44, V.42bis and MNP5 data compression.
- ❑ Compression, line control, and error control are implemented in hardware. Therefore, no special drivers or libraries are needed to take advantage of the higher speeds and data reliability.
- ❑ Automatic dial and answer capabilities.

Fax Features

- Supports Class 1 fax commands.
- Fax speeds up to 14,400 bps for send and receive.
- Compatibility with the following fax modem transmission standards:
 - V.17 (14400 bps)
 - V.21 Channel 2 (300 bps)
 - V.27ter (7200 bps)
 - V.29 (9600 bps)

Voice Features

- Able to record and play voice messages over the telephone line.
- Multiple mailboxes using Included Communications software.

Video Conferencing Support

- Supports ITU V.92 standard to allow high performance video conferencing over standard phone lines and the internet. Video Conferencing standards are H.324 and H.323.



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B

Troubleshooting

Troubleshooting

This appendix provides tips and solutions for resolving some of the problems you might encounter with Broadxent DSI V.92 PCI DI3631 either during installation or normal use.

Problems with Your Modem

The modem fails to accept commands to dial or answer a call.

There may be an improper telephone line connection.

Check the following:

- Make sure the telephone cable is attached to the Telephone Line jack.
- Check that all devices are turned on.

There is interference on the telephone line that is connected to the modem.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The modem cannot connect to the Internet at 56,000 bps.

This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or computer cable.

The modem or communications software fails to detect that the remote user has hung up.

The modem or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up.

This detection may fail due to one of the following reasons:

- Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
- The silent period for the modem or communications software to detect that the remote user has hung up is not long enough.
- The modem or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

To solve this problem:

Prompt the remote user to respond. This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, modify the following settings:

- Voice message recording time.
- Number of prompts.
- Time to wait for a response after prompting.

Poor sound quality when using communications software.

Some 32-bit sound and communications software require a Unimodem V file. Windows 95 normally installs this file. However, in some installations, the file is missing.

Follow these steps to install the Unimodem V file:

1. Go to www.modemblaster.com.
2. Locate the **Download Drivers** section.
3. Select your region and operating system.
4. Download the Unimodem V file.
5. Start Windows Explorer.
6. Copy the file **UNIMODV.EXE** to your Windows\System directory.
7. Locate and double-click the file **UNIMODV.EXE** to run it.
8. Restart your computer.

No dial tone when using the modem.

The IRQ of the modem is either in conflict with another device or is mis-reported in Windows.

To solve this problem:

Many chipsets have IRQ routing drivers for Windows. If you have an internal modem, and these drivers do not work or do not exist on your system, changing the slot of the modem card may help.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

To resolve conflicts in Windows 95, Windows 98/98SE, Windows 2000, Windows Me or Windows XP, change the resource settings of your modem or the conflicting peripheral device using Device Manager.

Resolving Conflicts in Windows 95/98/98SE/ME



If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button. The **Properties** dialog box of the modem appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows 95/98/98SE to reassign resources to your modem and/or the conflicting peripheral device.

Resolving Conflicts in Windows 2000/ XP

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Click the name of your modem.
7. Right-click the name of your modem.
A menu appears.
8. Select the **Properties** option.
9. Click the **Resources** tab.
10. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
11. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/or the conflicting peripheral device.

Problems with installing Broadxent drivers

A Hardware Installation error message appears on a Windows XP operating system when a driver is being installed.

At the time of this product's release, Microsoft strongly encouraged companies to submit their hardware solutions for certification. If a hardware device driver is not submitted, or does not qualify, for Microsoft certification, a warning message similar to the one below appears.



You may see this message when installing this driver or update. If you do, you may choose to click the **Continue Anyway** button. Broadxent has tested this driver on Windows XP, and it does not impair or destabilize your computer.

If you need more XP-related information, go to the product web site's Help.



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C

Service and Warranty Information

Service and Warranty Information

Visit our online help website for help with installation, answers to frequently asked questions, or troubleshooting tips. Our website hold a wealth of information as well as up-to-the-minute software and driver upgrades.

www.americas.creative.com/support

Product Return



Retain your purchase receipt, as well as all packaging and contents, until all product components are functioning to your satisfaction. They are required in the unlikely event you need to return the product to Creative.

To return a Creative product for a factory service, contact the Creative Technical Support office. Once the staff has verified the product is defective, you will be given a Return Merchandise Authorization (RMA) number.

When returning a product for factory service:

- Shipment to Creative is at your expense and you assume all risk. Ship the package through a carrier that provides proof of delivery; insure the shipment at full product value.
- Place the RMA number on the outside of the package.
- Use proper materials for packing the product for shipment.
- For free repair or replacement, you must include a copy of a dated proof of purchase (store receipt), proving that the product is still under Warranty

Creative may replace or repair the product with new or reconditioned parts, and the faulty parts or product will become the property of Creative.

Tech Support

BEFORE YOU CONTACT US

Please fill out the following information and be seated at your computer.

- Model #: _____ Serial # _____ (both found on the back of the device)

- Error message on the screen and how it came about:

- Information on the adapter card that conflicts with the product (if applicable):

- Hardware configuration information:

- IRQ line: (if applicable):

- DMA channel used (if applicable):

- Computer type and speed:

- Type and version of your operating system; Windows 95/98/Me/2000/XP:

For comments or questions regarding our technical support, you can also contact us at the following address: Creative Labs, Inc., Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075.

Warranty Information

CREATIVE (“the manufacturer”) warrants that equipment furnished will be free from defects in material and workmanship for a period of one (1) year from the confirmed date of purchase of the product new from the retail location. Upon written notice of any such defect, the manufacturer will, at its option, repair or replace the defective item under the terms of this warranty, subject to the provisions and specific exclusions listed herein.

This warranty shall not apply to equipment that has been previously repaired or altered outside our plant in any way. Nor will it apply if the equipment has been used in a manner exceeding its specifications or if the serial number has been removed.

We do not assume any liability for consequential damages as a result from our products use, and in any event our liability shall not exceed the original selling price of the equipment.

The equipment warranty of Creative Technology Ltd., shall constitute the sole and exclusive remedy of any buyer of the manufacturer’s equipment and the sole and exclusive liability of the manufacturer, its successors or assignees, in connection with equipment purchase and in lieu of all other warranties expressed, implied or statutory, including, but not limited to, any implied warranty of merchantability or fitness and all other obligations or liabilities of the manufacturer, its successors or assignees.

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