TABLE OF CONTENT

1. Contents of Package

2. Comprehensive Modem Installation Instructions

2.1 System Requirements.....2
2.2 Hardware Installation.....3
2.3 System Setup.....4
2.3.1 Setup Instructions for Windows 98.....4
2.3.2 Uninstall Modem in Windows 98.....6
2.3.3 Setup Instructions for Windows Me.....8
2.3.4 Uninstall Modem in Windows Me.....10
2.3.5 Setup Instructions for Windows 2000.....12
2.3.6 Uninstall Modem in Windows 2000.....15
2.3.7 Setup Instructions for Windows NT4.0.....16
2.3.8 Uninstall Modem in Windows NT4.0.....18
2.4 Testing your modem.....19
2.5 Install Communication Software.....19

3. Troubleshooting..... 20

Appendix 1: Modem Specifications.....22
Appendix 2: Government Compliance.....22

Section 1 Contents of Package

- One V.90 PCI bus window modem
- One telephone cable
- One CD-ROM disk comprises Communication software, Modem Driver & User's Manual
- Quick installation guide

Please contact the place of purchase if any of the above listed items are missing.

Section 2 Comprehensive Modem Installation Instructions

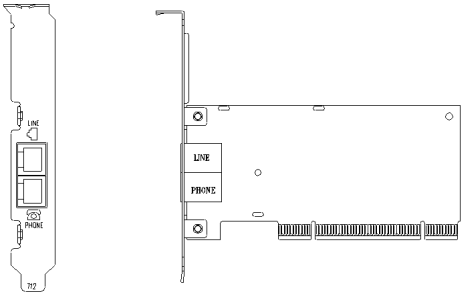
Section 2.1 System Requirements

The modem operates on a personal computer equipped with the following:

- Windows 95 or Windows 98 operating system
- Pentium(r) MMX or faster CPU (200 MHz, recommended for V.90 operation)
- 8 MB hard disk space
- 16 MB RAM
- One vacant 32-bit PCI slot
- One available IRQ: 3 through 15

Section 2.2 Hardware Installation

Please refer to Fig. 2 - 1 and proceed to following steps for how to insert your modem into the computer and connect telephone wire and audio accessories.



Model: I102

FIGURE 2-1 Internal modem diagram

1. Turn off and unplug your computer from the AC outlet.
2. Unplug any peripheral devices (keyboard, monitor, etc.) from your computer to avoid the risk of electric shock.
3. Take the cover off your computer, review computer's manual if you need further instructions.
4. Find an empty PCI slot.
5. Unscrew the PCI slot bracket and save the screw, then remove the bracket.
6. Plug the modem into the PCI slot carefully until the modem is properly seated.
7. Fasten the modem bracket firmly with the screw saved in step 5.
8. Reassemble your computer cover and re-plug cables for peripheral.
9. Plug one end of telephone cord into the **"LINE"** jack at the modem's bracket. Plug another end of the telephone cord into the telephone wall jack
10. Some models may comprise a phone jack for an optional telephone. If you wish to use a phone through the same telephone wall jack when the modem is not in use, plug the telephone cord of the phone into **"PHONE"** jack at the modem's bracket now. Lift the handset and listen for a dial tone to check for a properly connection.
11. Plug the power cord into the computer and turn the computer on.
12. Up to now, the hardware installation has been finished. If you have not encountered any problems, you can go to **Section 2.3 System Setup**. If you are having problems, see **Section 3 Troubleshooting.**

NOTE : The telephone wall jack you use must be for an ANALOG phone line (the type found in most homes). Many offices are equipped with digital phone lines. Please be sure you know which type of line you have. The modem will be damaged if you use a digital phone line.

Section 2.3 System Setup

Section 2.3.1 Setup instructions for Windows 98

STEP 1. After you complete the modem hardware installation and turn on your PC, Windows system will automatically detect your new added devices. Windows system will then prompt you with a Add New Hardware Wizard screen as shown in figure.

Then click on **Next**.

STEP 2. A prompt screen will ask you to select **Search for the best driver for your device** or display a list of all the drivers in a specific location, so you can select the driver you want. Please select the recommended one as shown in figure.

Then click on **Next**

STEP 3. And then, a prompt screen will ask you to indicate where your driver is located, floppy disk drives, CD-ROM drive, Microsoft Windows Update or **specify a location**:. Please select **Specify a location** as shown in figure.

Insert the **Modem Driver** CD-ROM disk attached with your modem into the CD-ROM drive device then click on **Next**.

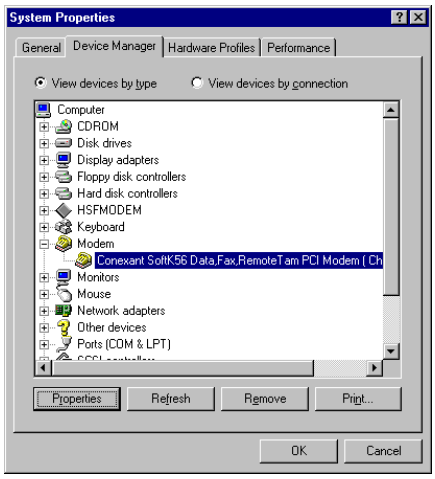
STEP 4. Then, a prompt screen indicates Windows has found the best driver for your modem as shown in figure.

Please make sure the source of your driver is correct then click on **Next**.

STEP 5. Click on **Finish** to complete the modem installation.

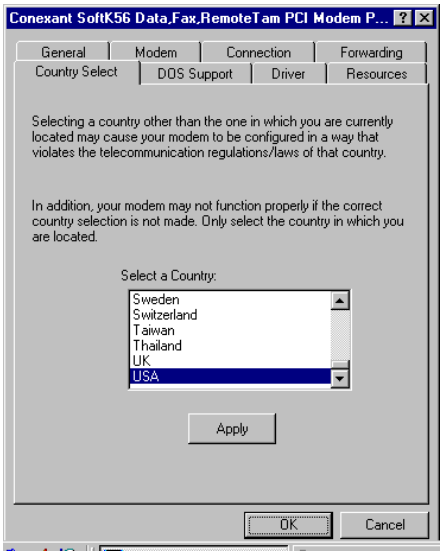
STEP 6. You must be to select the correct country setting of modem for the best performance and compatible.

Open **System Properties** windows and choose **Device Manager** tab. To expense **Modem** item and select **Conexant SoftK56 Data,Fax,RemoteTam PCI Modem (Chipset Default)**.



Click on **Properties**

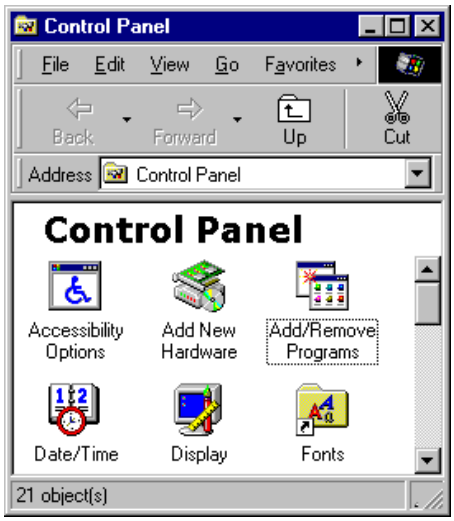
STEP 7. Choose **Country Select** tab, then select a country in which this modem will be used.



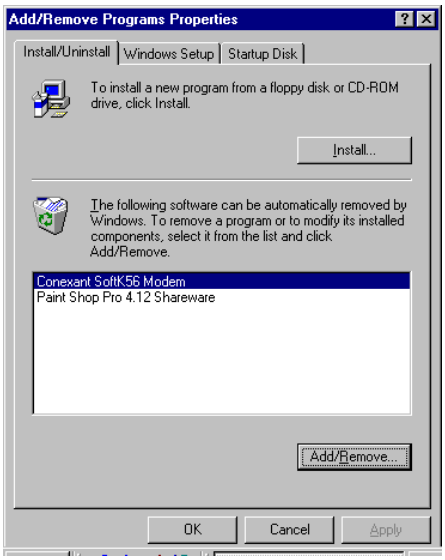
Then, click on **OK** .

Section 2.3.2 Uninstall Modem for Windows 98

STEP 1. Open **Control Panel** windows, then click **Add/Remove Programs** icon .

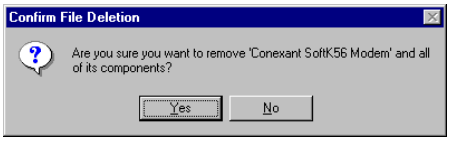


STEP 2. Choose **Install/Uninstall** tab, then select **Conexant SoftK56 Modem.**



Click on **Add/Remove…** .

STEP 3. Click on **Yes** to remove the modem installation.



Section 2.3.3 Setup instructions for Windows Me

STEP 1. After you complete the modem hardware installation and turn on your PC. Windows system will automatically detect your new added devices. A prompt screen will ask you to select **Specify the location of the driver** or Automatic search for a better driver, so you can select the driver you want. Please select the "**Specify the location of the driver**" as shown in figure.

Please insert the **Modem Driver** CD-ROM disk into your CD-ROM drive device, then click on the **Next**.

STEP 2. And then, a prompt screen will ask you to indicate where your driver is located, Removable Media (Floppy,CD-ROM…) or specify a location:. Please select **Specify a Location** as shown in figure.

Please browse the CD-ROM disk directory at **<CD-ROM letter>:\Drivers\WinMe .**
Then click on **OK**.

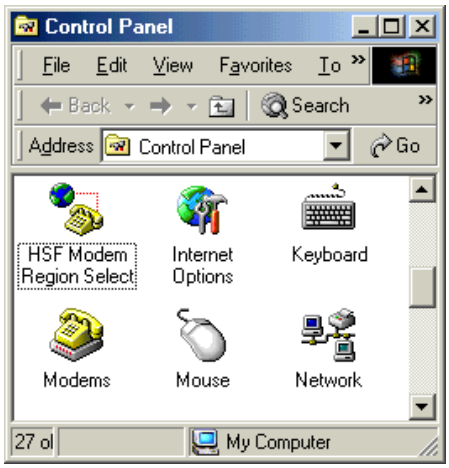
STEP 3. Then, a prompt screen will advise you and confirm the modem's driver has been found, as shown in figure.

Then click on **Next**.

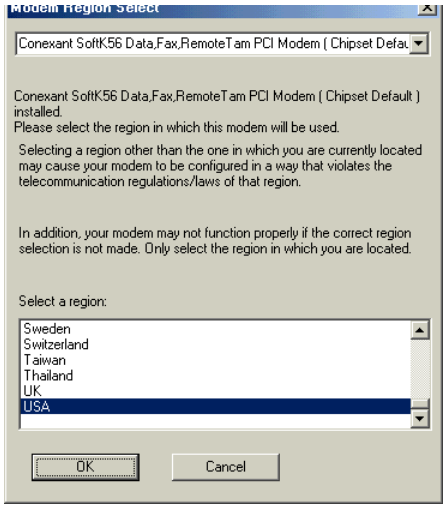
STEP 4. Click on **Finish** to complete the modem installation.

STEP 5. You must be to select the correct country setting of modem for the best performance and compatible.

Open **Control Panel** and click on **HSF Modem Region Select** icon.



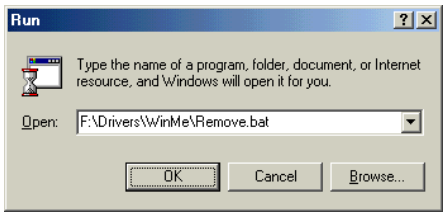
STEP 6. Then, a prompt screen will ask you to select a region in which this modem will be used.



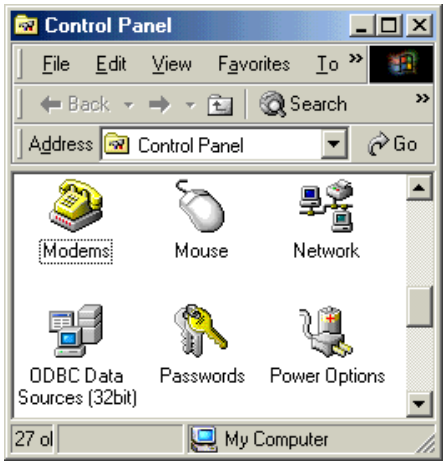
Select the correct region, then click **OK**.

Section 2.3.4 Uninstall Modem for Windows Me

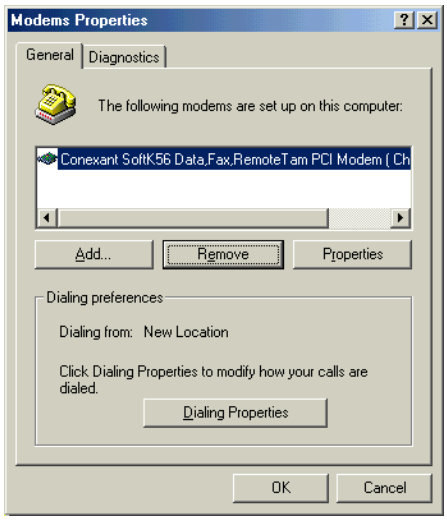
STEP 1. Run **<CD-ROM letter>:\Drivers\WinMe\Remove.bat** as shown in figure.



STEP 2. Open **Control Panel** window, then click **Modems** icon.

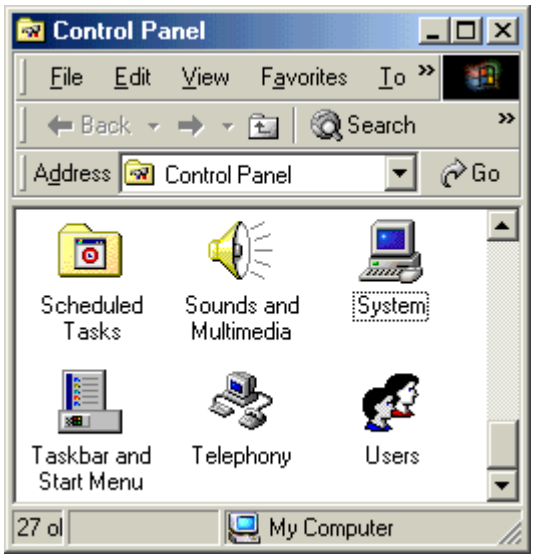


STEP 3. Choose **Conexant SoftK56 Data,Fax,RemoteTam PCI Modem(Chipset Default)** item as shown in figure.

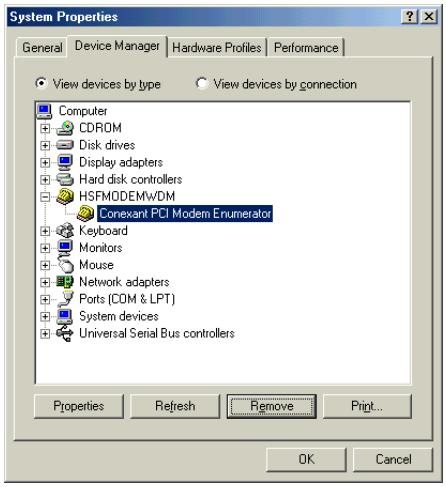


Then click **Remove**.

STEP 4. Open **Control Panel** window, then click **System** icon.



STEP 5. Select **Device Manager** tab, then unfold **HSFMODEMWDM** item.



Choose **Conexant PCI Modem Enumerator** item, then click **Remove**.

STEP 6. Click on **OK** to remove the modem installation.

STEP 7. Reboot your system.

Section 2.3.5 Setup instructions for Windows 2000

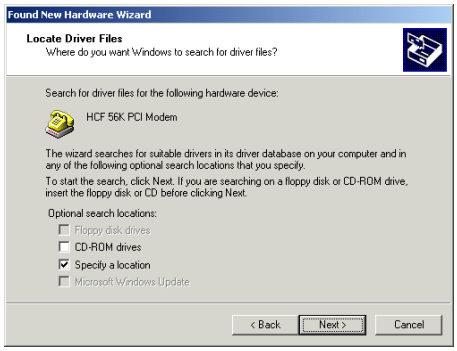
STEP 1. After you complete the modem hardware installation and turn on your PC. Windows system will automatically detect your new added devices. Windows system will then prompt you with an **Found New Hardware Wizard** screen, as shown in figure.

Please insert the **Modem Driver** CD-ROM disk into your CD-ROM drive device , then click on the **Next**.

STEP 2. A prompt screen will ask you to select **Search for a suitable driver for my device** or display a list of all the drivers in a specific location, so you can select the driver you want. Please select the recommended one as shown in figure.

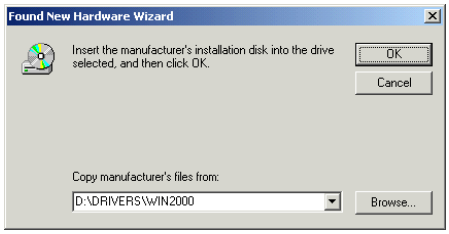
` Click on **Next**.

STEP 3. And then, a prompt screen will ask you to indicate where your driver is located, floppy disk drives, CD-ROM drive, Microsoft Windows Update or specify a location:. Please select **Specify a location** as shown in figure.



Insert the **Modem Driver** CD-ROM disk attached with your modem into the CD-ROM drive device, then click on **Next**.

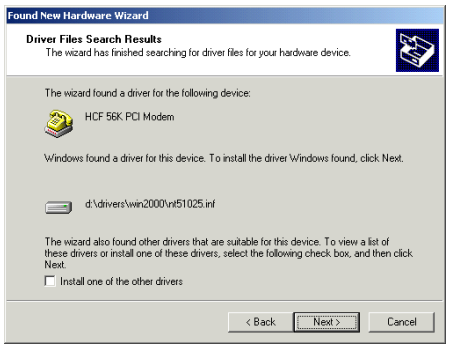
STEP 4. Then a prompt screen will ask you to locate the driver for your modem as shown in figure.



Please browse the CD-ROM disk directory at **<CD-ROM letter>:\drivers\win2000 .**

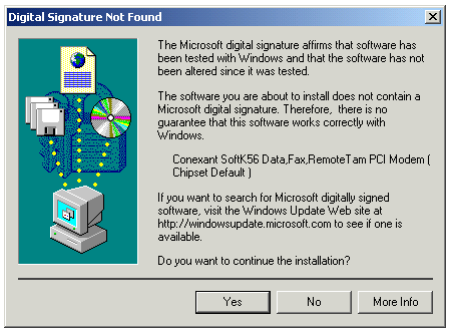
Then click on **OK**.

STEP 5. Then, a prompt screen will advise you and confirm the modem's driver has been found, as shown in figure.

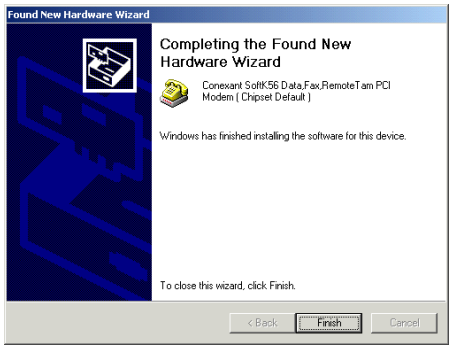


Then click on **Next**.

STEP 6. The installation wizard shows following prompt window, and click **Yes**.

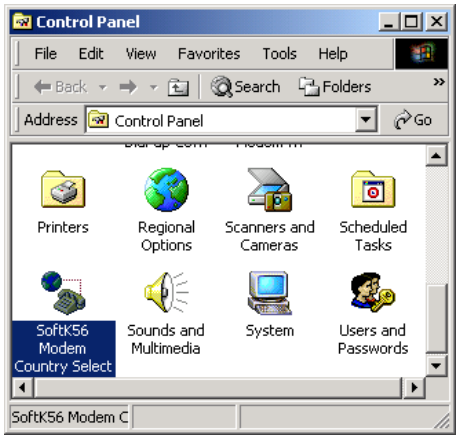


STEP 7. Click on **Finish** to complete the modem installation.

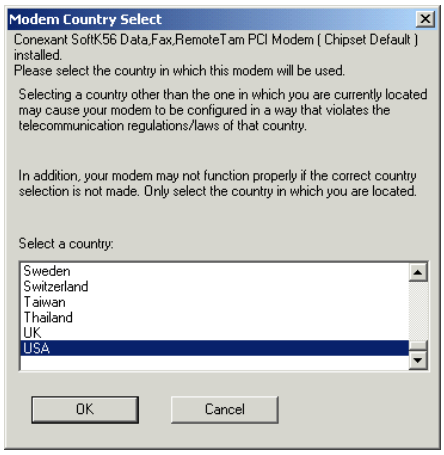


STEP 8. You must be to select the correct country setting of modem for the best performance and compatible.

Open **Control Panel** and click on **SoftK56 Modem Country Select** icon.



STEP 9. Then, a prompt screen will ask you to select a country in which this modem will be used.

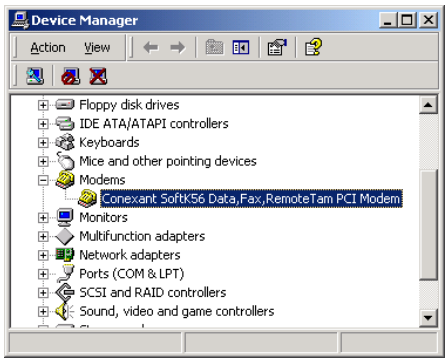


Select the correct country , then click **OK**.

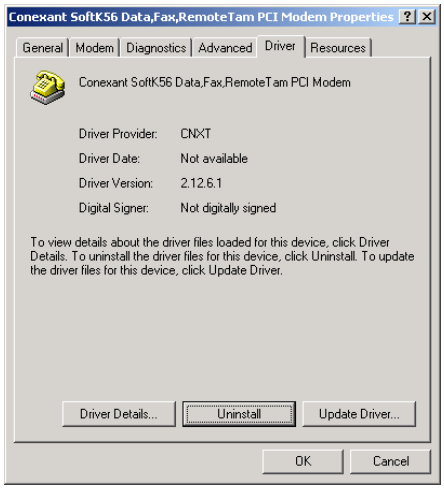
Section 2.3.6 Uninstall Modem for Windows 2000

STEP 1. Open **Device Manager** windows and expense **Modems** item.

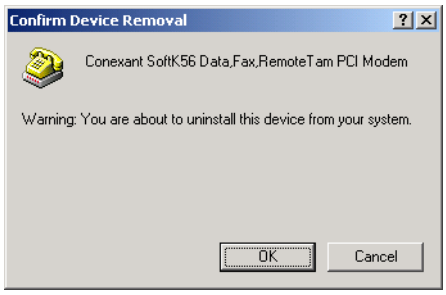
Double click on **Conexant SoftK56 Data,Fax,RemoteTam PCI Modem (Chipset Default) .**



STEP 2. Select **Driver** tab, then click **Uninstall** .

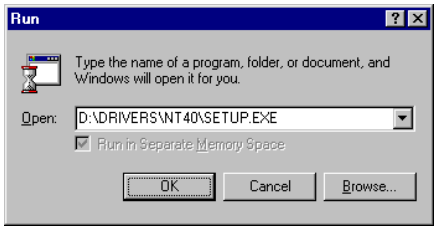


STEP 3. Click on **OK** to remove the modem installation.

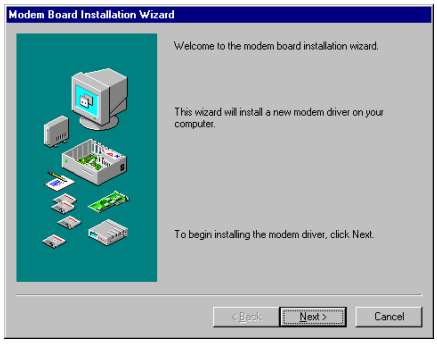


Section 2.3.7 Setup instructions for Windows NT4.0

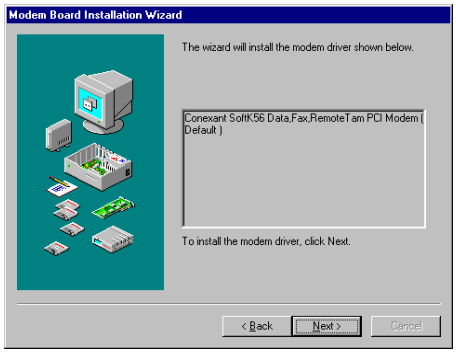
STEP 1. Run **<CD-ROM letter>:\drivers\NT40\Setup.exe** as shown in figure.



STEP 2. Click **NEXT** for next step.

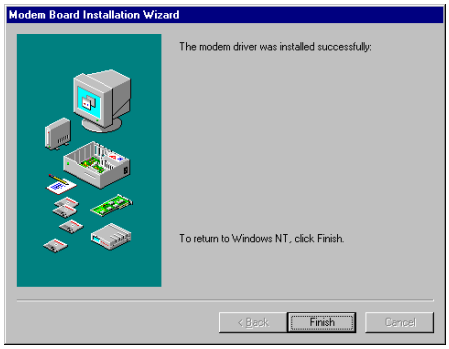


STEP 3. The installation wizard found the modem.



Click **NEXT** for installation.

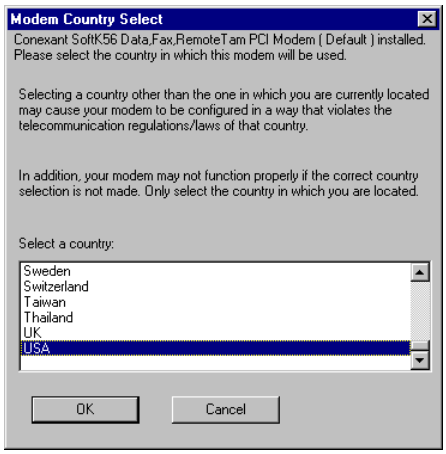
STEP 4. Click on **Finish** to complete the modem installation.



STEP 5. You must be to select the correct country setting of modem for the best performance and compatible.

Open **Control Panel** and click on **SoftK56 Modem Country Select** icon.

STEP 6. Then, a prompt screen will ask you to select a country in which this modem will be used.

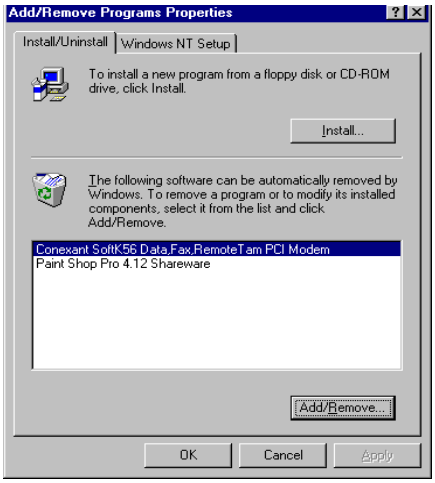


Select the correct country , then click **OK**.

Section 2.3.8 Uninstall Modem for Windows NT4.0

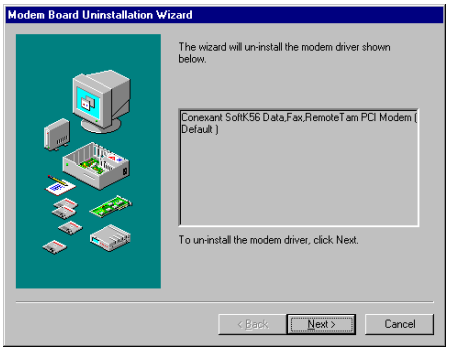
STEP 1. Open **Control Panel** windows, then click **Add/Remove Programs** icon.

STEP 2. Choose **Install/Uninstall** tab, then select **Conexant SoftK56 Data,Fax,RemoteTam PCI Modem (Chipset Default).**

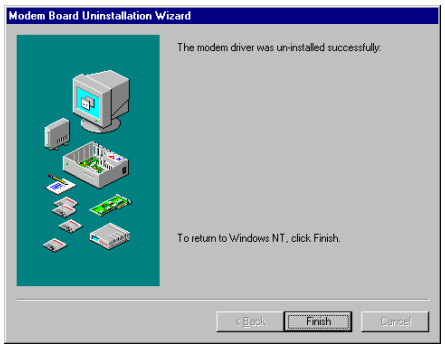


Click on **Add/Remove…**

STEP 3. Click on **NEXT** for next step.



STEP 4. Click on **Finish** to complete the remove modem .



Section 2.4 Testing Your Modem

Before you set up your software, start with a quick test to check that your modem is working. Once you have determined that your modem is setup properly, go on to **Section 2.5 Install Communication Software** to install your communications software. If you are having problems, see **Section 3 Troubleshooting**.

Click on **Start** and point to **Setting**. Then click on **Control Panel**. When the **Control Panel** window opens. Scroll down to the **Modem** icon and double click on it. Click on the **Diagnostics** tab and highlight the COM port for your modem. Then click on **More Info**, your computer will automatically communicate with your new modem using AT commands and receiving responses from your modem. A list of response means the modem is setup properly.

Section 2.5 Install Communication Software

You can install the communication software from the CD-ROM disc attached with your new modem. Please consult the software manual in the CD-ROM disc for the detail of software installation.

You do not have to use the communication software attached with your new modem. The modem was designed for and tested using a wide range of communications software packages. Many communication applications identify the modem automatically and configure themselves for the correct operating settings. Some of the communication applications will ask you to select the type of modem you are using. Select a **Generic Fax class 1 modem** will let you use basic communication and fax functions.

Section 3 Troubleshooting

Your modem is designed to provide reliable and trouble-free functionality, however, should you experience any
difficulty, the information contained in this section will assist you in determining and resolving the source of the problem.

Problem: Modem does not respond to AT commands

Possible solutions:

1. Make sure the modem is not configured with a conflicting COM port and IRQ setting. Make sure the communication software is configured with the correct COM and IRQ settings (the same COM port and IRQ as the modem). Your communications software will not be able to send or receive any data if it is not configured to match the COM port and IRQ settings for the modem.

DOS based communication program is not working with this modem neither can you operate the modem in MS-DOS prompt screen.

2. Make sure the modem is properly initialized using the driver software. The software may improperly Initialize your modem because you have selected an incorrect modem type. You may also be prompted to enter an initialization string by the software. Use AT&F as your initialization string.

Problem: Modem dials but does not connect

Possible solutions:

1. Be sure the IRQ setting is identical on the modem and the software.

2. Make sure that the phone line is working properly. A noisy line will prevent proper modem operation.

Problem: Modem makes a connection but no data appears on screen

Possible solutions:

3. Make sure all communication parameters (baud rate, data, stop, and parity bits) are properly configured and are identical on both sides. Be certain hardware flow control (RTS/CTS - default) is enabled in both the modem and the communication software.

4. Press the ENTER key several times. The remote system may be waiting to receive your data before it begins.

5. Make sure the correct terminal emulation mode is being used in the software (refer to software manual).

Problem: Modem displays errors while on-line with a remote modem

Possible solutions:

6. Make sure Call Waiting is turned off.

7. Make sure RTS/CTS hardware flow control is enabled (do not use XON/XOFF software flow control

when
transferring binary files).

8. Make sure the data speed is not faster than your computer capability. Operating too many applications at the same time may cause communication problem. Close unnecessary application in your system.

Problem: Modem exhibits poor voice recording or playback

Possible solutions:

9. Make sure the correct modem type is selected in the Voice/FAX software. Volume adjustment is available in control panel.

10. Make sure your computer is fast enough to handle voice operations (38.4 Kbps). Voice operations are CPU intensive and require a better CPU sharing when running under Windows.

Problem: No dial tone

Possible solutions:

11. Ensure that the telephone cord it securely connected at both modem and wall outlet.

12. Unplug the telephone cord from the computer and connect it directly to a telephone from the wall outlet. Check for a dial tone. If there is none, the problem is in the telephone cord or system. Call your telephone
service provider.

13. Double-check your country setting. Different country setting will cause different modem performance. Please select the correct country as you located.

14. Check modem performance with a direct line from your telephone company. Some PBXs may cause the telephone line condition change and affect modem performance.

Problem: The modem does not answer incoming calls

Possible solutions:

15. Ensure that the automatic answer parameter is set to one of the enabled options, using the ATS0 command (ATS0=1 to answer after one ring, and so on).

16. Ensure that no other devices, such as fax or answering machines, are answering calls before the modem
does.

If you can not resolve your situation after reading this section, contact your dealer or vendor for assistance.

Appendix 1 Specifications

Modulation standard	: V.90, K56 flex, V.34+, V.34, V.32bis, V.32, V.29, V.27ter, V.22bis, V.23,V.22, V.21, V.17, Bell212/103
Compression	: V.42bis, MNP Class 5
Error Correction	: V.42, MNP Class 2-4
Host Interface	: PCI bus
FAX Group	: Group III
FAX Command	: EIA/TIA 578 class 1
Transmit level	: -10 dBm +/- 1 dB
Sensitivity	: -43 dBm
Power	: 0.75 W max
Temperature	: 0 to 55 degrees C, operating; -20 to 80 degrees C, non-operating

Appendix 2 Government compliance notices

FCC compliance

This equipment complies with Part 68 of the FCC Rules. On this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

If your telephone equipment causes harm to the telephone network, the Telephone Company may discontinue your service temporarily. If possible, they will notify in advance. But, if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect proper operation of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.
The FCC prohibits this equipment to be connected to party lines or coin-telephone service.

In the event that this equipment should fail to operate properly, disconnect the equipment from the phone line to determine if it is causing the problem. If the problem is with the equipment, discontinue use and contact your dealer or vendor.

FCC Class B statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following
measures:

Reorient or relocate the receiving antenna.
Increase the separation between the equipment and the receiver.
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
Consult the dealer or an experienced radio/TV technician for help.

Notice: 1) Shielded cables, if any, must be used in order to comply with the emission limits.
2) Any change or modification not expressly approved by the Grantee of the equipment authorization could void the user□s authority to operate the equipment.

DOC compliance information

NOTICE: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.
Before installing this equipment, users ensure that it is permissible to be connected to the facilities of the local Telecommunications Company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.
NOTICE: The Load Number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the Load Numbers of all the devices does not exceed 100.

European CTR 21 compliance

The equipment has been approved in accordance with Council Decision 98/482/EC for pan-European single terminal connection to the public switched telephone network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problem, you should contact your equipment supplier in the first instance.
Note: The manufacturer should ensure that the vendor and user of the equipment is clearly informed of the above information by means of package and /or user manuals of the forms of user instructions.