

Cannot detect modem

Norton Connection Doctor cannot detect an installed modem. Before you use your modem for the first time, you must install the modem software, which enables your computer to communicate with the modem.

Do the following:

- 1 Ensure your modem is properly connected to the computer.
{button ,JI('nme_wiz.HLP>maintwo','Connecting_modems')} [How to ...](#)
- 2 Use the Modems control panel to install the modem software and set up the modem.
{button ,JI('nme_wiz.HLP>maintwo','Installing_modem_software')} [How to ...](#)

Note: If you think you have already installed and set up the software for your modem, run the Modem test in the Connection Doctor.

Hard disk space is low

Your available hard disk space is low. Low disk space can affect your overall system performance, including the performance of your communications program.

Do the following:

- 1 Use Norton Space Wizard to empty the Windows Recycle Bin and remove temporary files.

Click here  to open Norton Space Wizard.

- 3 Use Norton Speed Disk to optimize your hard drive.

Click here  to open Norton Speed Disk.

Hardware conflict detected

More than one hardware device on your system is trying to use the same resource (that is, they are both attempting to use the same segment of memory). To resolve this problem, use the Windows 95 Hardware Conflict Troubleshooter in the Windows 95 online help.

To open the Hardware Conflict Troubleshooter:

- 1** Click the Windows Start button and click Help. The Windows 95 online help starts.
- 2** Click the Index tab, then type "hardware conflict troubleshooter".
- 3** Double click the corresponding entry in the index. The troubleshooter starts.

Note: If the Windows 95 troubleshooter does not help you resolve the problem, contact a qualified computer technician.

Modem software not installed

You have connected a modem to your computer, but you have not installed the corresponding modem software. Before you use your modem for the first time, you must install the modem software, which enables your computer to communicate with the modem.

What type of modem are you installing?

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_and_setting_up_external_modems')}` External modem
(a separate box-like modem)

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_and_setting_up_internal_modems')}` Internal modem
(a modem card installed inside your computer)

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_and_setting_up_PCMCIA_modems')}` PC card
(PCMCIA) modem (a thin, credit-card-sized modem designed for laptops)

Modem not connected

Do the following:

- Reconnect your modem.
{button ,JI('nme_wiz.HLP>maintwo','Connecting_modems')} [How to ...](#)

Dial sequence problems

There may be a problem with your dial sequence, causing the modem to dial incorrectly.

Check the following:

{button ,JI(^nme_wiz.HLP>maintwo', `Working_with_busy_signals') } Do you hear a busy signal ("normal busy" or "fast busy")?

{button ,JI(^nme_wiz.HLP>maintwo', `Working_with_prefixes') } Are you trying to obtain an outside line (using a prefix such as "9")?

{button ,JI(^nme_wiz.HLP>maintwo', `Placing_toll_free_calls') } Are you trying to obtain an outside line to call a toll free number (1-800 or 1-888)?

{button ,JI(^nme_wiz.HLP>maintwo', `Working_with_phone_numbers') } Is the phone number entered correctly?

{button ,JI(^nme_wiz.HLP>maintwo', `Working_with_calling_cards') } If you are using a calling card, is the card number entered correctly?

{button ,JI(^nme_wiz.HLP>maintwo', `Activating_long_distance_access') } Do you need to use a special code that activates long distance dialing?

Working with busy signals

There are two types of tones that sound like a busy signal: a regular, normal busy signal and a rapid, fast busy signal. The type of signal you hear depends on where you are in the world, as different tones are used internationally than those used within North America.

If you hear a normal busy signal:

- The remote end may be taking another call. Or, there may not be enough lines on your ISP network or corporate network. Call back at another time.
- If you called recently and the call was dropped, the device on the remote end may require more time to reset itself or it may need to be reset manually. Wait briefly and then call back.

If you hear a fast busy signal:

- The call could not be dialed properly because the dial sequence was entered incorrectly. Click the Back button below and follow the instructions for modifying your dial sequence.
- There are no available phone lines to the area you are calling. Keep trying to connect, as a line will eventually become available.

Working with prefixes

Many phone systems require you to use a prefix to obtain an outside line. If you are unsure about what prefix to use, call the switchboard, the hotel front desk, or the telephone administrator for your current location. Common prefixes include "8" and "9". Typically, prefixes should be followed by a comma. A comma specifies a two-second wait period, which is normally enough time to access the outside line dial tone.

Some phone systems use a variety of prefixes for billing purposes. For example, different prefixes might be required for local calls, for long distance calls, and for toll free calls.

To resolve this issue, set up your current location in Windows to use the correct prefixes.

Do the following:

- 1 Open the Modems control panel.
{button ,Jl('nme_wiz.hlp>maintwo',`P_Open_Modems_control_panel')}} [How to ...](#)
- 2 Click the General tab.
- 3 Click Dialing Properties. The Dialing Properties dialog appears.
- 4 If you are using Windows 98, click the location you want to use from the I Am Dialing From drop-down list.
- 5 In the To Access An Outside Line fields, type the prefixes you want to use for local and long distance calls.
- 6 Add a comma after each prefix.
- 7 Try to connect again when you are finished working with your dial sequence.

Note: If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate toll free prefix to the dial sequence in the program you are using.

Placing toll free calls

Many phone systems require you to use a prefix for toll free calls (for example, 1-800 or 1-888 numbers). If you are unsure about which prefix to use, call the switchboard, the hotel front desk, or the telephone administrator for your current location. In addition, some phone systems use a variety of prefixes for billing purposes. For example, different prefixes might be required for local calls, for long distance calls, and for toll free calls.

To resolve this issue, set up your current location in Windows to use the correct prefixes.

Do the following:

- 1 Open the Modems control panel.
{button ,Jl('nme_wiz.hlp>maintwo','P_Open_Modems_control_panel')}} [How to ...](#)
- 2 Click the General tab.
- 3 Click Dialing Properties. The Dialing Properties dialog appears.
- 4 If you are using Windows 98, click the location you want to use from the I Am Dialing From drop-down list.
- 5 In the To Access An Outside Line fields, type the prefix for toll-free calls in the long distance field.
- 6 Add a comma after the prefix.
- 7 Try to connect again when you are finished working with your dial sequence.

Note: If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate toll free prefix to the dial sequence in the program you are using.

Working with commas after prefixes

After you specify a prefix, add a comma after it. A comma adds a two-second wait time, which is necessary to obtain the dial tone for the outside line. If you require a longer wait time, try using two or three commas.

To resolve this issue, set up your current location in Windows to use the correct number of commas.

Do the following (Win95):

- 1 Open the Modems control panel.
`{button ,Jl('nme_wiz.hlp>maintwo','P_Open_Modems_control_panel')}` [How to ...](#)
- 2 Click the General tab.
- 3 Click Dialing Properties. The Dialing Properties dialog appears.
- 4 If you are using Windows 98, click the location you want to use from the I Am Dialing From drop-down list.
- 5 In the To Access An Outside Line fields, type the prefix for toll-free calls in the long distance field.
- 6 Add a comma after the prefix.
- 7 Try to connect again when you are finished working with your dial sequence.

Note: If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate toll free prefix to the dial sequence in the program you are using.

Working with phone numbers

Ensure that you have specified the correct phone number, including any long distance access codes (1 for domestic long distance, 011 for international long distance) and area codes. Ensure the number is being dialed exactly as it would if you were dialing a voice call. If you are unsure, try dialing the number on the phone and write down the sequence you would use.

If the number you are calling is local but uses a different area code, make sure that the long distance prefix is not being used.

If you are using a Windows communications program that automatically detects whether a call is local or long distance, you may be able to verify the entire dial string in that program (try checking where outgoing calls are logged).

Working with calling cards

Set up your current location in Windows to use the correct calling card dial sequence.

Which version of Windows are you using?

{button ,Jl(`nme_wiz.HLP',`Working_with_calling_cards_in_Windows_95_NT')} [Windows 95/NT](#)

{button ,Jl(`nme_wiz.HLP',`Working_with_calling_cards_in_Windows_98')} [Windows 98](#)

Working with calling cards in Windows 95/NT

- 1 Open the Modems control panel.
{button ,JI('nme_wiz.hlp>maintwo','P_Open_Modems_control_panel')} [How to ...](#)
- 2 Click the General tab.
- 3 Click Dialing Properties. The Dialing Properties dialog appears.
- 4 Enable Dial Using Credit Card. If the Change Calling Card dialog does not appear, click Change. The Change Calling Card dialog appears.
- 5 Specify the calling card information you want to use.
- 6 Ensure you have enough commas in before or after the number so that the calling card number is not dialed too quickly, before the phone system is ready for the number. We recommend that you do not use a "w" to instruct your modem to "wait" for the calling card "bong", as many modems cannot detect bong tones.
- 7 Try to connect again when you are finished working with your dial sequence. If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate digits to the dial sequence in the program you are using.

Note: If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate toll free prefix to the dial sequence in the program you are using.

Working with calling cards in Windows 98

1 Open the Modems control panel.

{button ,JI('nme_wiz.hlp>maintwo',`P_Open_Modems_control_panel')} [How to ...](#)

2 Click the General tab.

3 Click Dialing Properties. The Dialing Properties dialog appears.

4 Enable For Long Distance Calls.

5 Click Calling Card. The Calling Card dialog appears.

6 In the Calling Card drop-down list, click the card you want to use.

7 Do either of the following:

- Click Long Distance Calls.
 - Click International Calls.
- The Calling Card Sequence dialog appears.

8 Specify the dial sequence you want to use.

Note: Ensure you have enough commas in before or after the number so that the calling card number is not dialed too quickly, before the phone system is ready for the number. We recommend that you do not use a "w" to instruct your modem to "wait" for the calling card "bong", as many modems cannot detect bong tones.

9 Try to connect again when you are finished working with your dial sequence. If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate digits to the dial sequence in the program you are using.

Note: If this solution did not resolve your problem, your program may not be using the standard dialing feature in Windows. Add the appropriate toll free prefix to the dial sequence in the program you are using.

Activating long distance access

Some phone systems allow administrators to easily activate and deactivate features from phone line extensions. The line you are trying to use may not permit long distance dialing at this time. Call the telephone administrator or the hotel front desk to see if this is the case.

Ask the following questions:

- Is long distance dialing active?
- Can it be activated for you?
- Does long distance need to be activated with a special access number?

Other dial sequence problems

If your dial string is correct, you may have an equipment problem.

Check the following:

- Unrecognizable busy signal.

The line may actually be busy, but your modem cannot detect the busy signal because the signal is unusual.

- Phone line may have noise on it.

Line noise can cause your connection to fail or can substantially reduce your connection speed. Try to connect again later, or try to connect again using either another phone line.

- Computer or server on remote end is down.

If the computer on the remote end is not responding, it may be "down" (that is, it needs to be restarted). Contact the administrator for the remote computer so they can resolve the problem.

- Poor electricity supply or problems with your modem/phone cable.

If your electricity supply or cables are poor, your modem may not be functioning properly. Possible causes include cords that are too long, cords that are damaged, and poor electrical outlets.

Connection was dropped

Possible problems:

- The phone line you are using has "call waiting" on the line.
To prevent call waiting from interrupting a call, add a prefix to your dial string. In most areas of North America, this prefix is "*70," (the "Star" key, followed by "70", followed by a comma).
- The phone or a phone extension was picked up during the call.
- The phone line may have noise on it.
Try to connect again later, or try to connect again using either another phone line.
- The computer on remote end is down.
Contact the administrator for the remote computer so they can resolve the problem.

Phone line has noise on it

Line noise can cause your connection to fail or can substantially reduce your connection speed.

Do any of the following:

- Try to connect again later.
- Try to connect again using another phone line.

COM port setup has changed

The communications port setup on your laptop has changed. Typically, this might happen when you undock your laptop from a docking station. Your docking station might have several ports on it, while your laptop might have only one (likely a PC card modem slot). Problems can occur if your communications programs are set up to use your modem on a specific port that is only present on your docking station. You can easily resolve this problem using the following procedure.

Do the following:

- 1** Ensure the modem you are trying to use is configured to use the correct communications port.
- 2** Set up your communications program to use the correct modem.

Checking your COM port setup

- 1** Open the Modems control panel.
- 2** In the modem list, click the modem you want to use.
- 3** Click Properties.
- 4** Click the General tab.
- 5** In the Port list, click the communications port you want to assign the modem to.

Modem setup has changed

Your modem setup has changed since the last time you ran a Connection Doctor test. For example, you have either removed modems, installed new modems, or a combination of both.

Do the following:

{button ,Jl(^nme_wiz.HLP>maintwo',`Resolving_modem_conflicts')}} [Set up your communications program to use the correct modem.](#)

Modem compatibility problem

The modem currently set up on your computer is incompatible with the modem you connected to your computer. In order to use the connected modem, you must install the corresponding modem software.

Do any of the following:

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_modem_software')} Install the software for the modem you are trying to use.

{button ,JI(^nme_wiz.HLP>maintwo',`Removing_modems')} Remove any incompatible modems (applies if you do not want to use the alternate modems again).

{button ,JI(^nme_wiz.HLP>maintwo',`Resolving_modem_conflicts')} Set up your communications program to use the correct modem (applies if you intend to use the alternate modem again).

Removing a modem

If you do not intend to use a modem again, you should remove the modem from the Modems control panel.

Do the following:

- 1 Open the Modems control panel.

{button ,JI('nme_wiz.hlp>maintwo','P_Open_Modems_control_panel')}} [How to...](#)

- 2 Remove the modem you do not intend to use again. To do this, click the modem, then click Remove.

No dial tone detected

Your modem cannot detect a dial tone. There may be a problem with the modem's connection to the phone line, the dial tone may be delayed, the dial tone may be weaker in volume or unusual, or there may be a problem with the phone line.

Check the following:

- Is the phone line properly connected to your modem and computer?
- Is the dial tone delayed or weak? Is the dial tone unusual, such as one you might hear in another country?
- Is the phone line active? Do you need to do anything to activate the line?

Working with weak or unusual dial tones

If you are traveling in another region or in another country, the dial tone may be delayed or may be weak or unusual. In this case, your modem may not be able to recognize the dial tone and may not dial properly. To solve this problem, disable the "wait for dial tone" feature in the Modems control panel.

Do the following:

- 1 Open the Modems control panel.
{button ,JI('nme_wiz.hlp>maintwo','P_Open_Modems_control_panel')} [How to ...](#)
- 2 Click your modem, and then click Properties.
- 3 Click the Connection tab.
- 4 Disable the Wait For Dial Tone Before Dialing option.
- 5 Click OK. The Modem Properties dialog reappears.
- 6 Click OK again.
- 7 Try to connect again.

If steps 2 through 6 did not resolve your problem, your program may not be using the standard dialing feature in Windows. Disable the "wait for dial tone" option in your communications program, if the program includes that feature.

Activating phone lines

Some phone systems allow administrators to easily activate and deactivate phone line extensions. The line you are trying to use may be deactivated at this time. Call the telephone administrator or the hotel front desk to see if this is the case.

Ask the following questions:

- Is the phone line active?
- Can it be activated for you?
- Does long distance access need to be activated by a special code or number?

Modem setup problem

You have installed two modems on your computer but only one modem is currently connected. If your program is trying to use the modem that is not connected, this may cause a problem.

Do the following:

- 1** Ensure that your communications program is set up to use the modem that is connected. Try to connect again.
- 2** If step 1 does not solve your problem, remove the unconnected modem from your Modems control panel (you can add it back at any time).

Resolving modem conflicts

Many programs do not allow you to specify which modem to use. Instead, they try to use the first modem set up in Windows. If the first modem in the list is not connected, the program cannot find a modem and fails. You can resolve this problem using the following procedure.

Do the following:

- 1 Open the Modems control panel.
{button ,JI('nme_wiz.hlp>maintwo',`P_Open_Modems_control_panel')} [How to ...](#)
- 2 In the modem list, remove the modem that is not connected.
- 3 Ensure the modem you want to use appears at the top of the modem list.
- 4 If your program allows you to use a specific modem, set up that program to use the modem that is connected (the modem that is now at the top of the modem list).

Removing modems

- 1** Open the Modems control panel.
- 2** Remove the modem you are no longer using. To do this, click the modem that is not connected, then click Remove.

Connecting modems

1 Identify the type of phone line you are using.

Before you connect your modem to a phone line, find out what type of phone line you are using--either analog or digital. Most residential phone lines are analog, while many corporate and hotel phone systems are digital. Most modems are analog and are seriously damaged if they are connected to a digital line--even before your computer uses the modem. To prevent damage to your analog modem, use a digital handset adapter. If your modem was not shipped with a digital handset adapter, you can purchase one separately.

2 Determine whether you need international phone/electrical adapters.

If you are traveling to another country, determine whether you require a phone line adapter in order to use the phone lines in that country or an electrical adapter. To view or order international adapters, click [View/Order Adapters](#), below.

3 Connect your modem.

{button ,JI('nme_wiz.HLP>maintwo','Connecting_modems_continued')} [How to ...](#)

Connecting modems (continued)

What type of modem are you connecting?

- {button ,JI(`nme_wiz.HLP>maintwo',`Connecting_external_modems')} External modem (a separate, box-like modem)
- {button ,JI(`nme_wiz.HLP>maintwo',`Connecting_internal_modems')} Internal modem (a modem card installed inside your computer)
- {button ,JI(`nme_wiz.HLP>maintwo',`Connecting_PCMCIA_modems')} PC card, or PCMCIA, modem (a thin, credit-card-sized modem designed for laptops)
- {button ,JI(`nme_wiz.HLP>maintwo',`Connecting_cellular_modems')} Cellular modem (any modem you are using with your cellular phone)

Connecting cellular modems

- 1 Connect the cellular modem to the computer. Be sure to use the proper modem cable.
- 2 Connect the modem to the cellular phone. Be sure to use the proper phone-to-modem cable.
- 3 Turn on the cellular phone. Ensure the phone is functioning properly.
- 4 Restart Windows. (For your computer to recognize the internal modem, you must restart Windows.)

Connecting external modems

- 1** Connect the modem to the computer. Be sure to use the proper modem cable.
- 2** Connect the modem to the phone line. Depending on the type of phone line you are using, do one of the following:

Analog phone line – Unplug the phone cable from the wall jack. Using the modem's phone cable, connect the wall jack to the jack on the back of the modem labeled "line", "telco", or "wall". Connect the phone cable to the jack on the modem labeled "phone".

Digital phone line – Unplug the phone handset from the spiral cord that connects it to the phone. Connect the modem to its digital handset adapter. Connect the adapter to the spiral cord.

- 3** Plug the modem's power adapter into an electrical outlet.
- 4** Ensure the power switch on the modem is turned on.
- 5** Reset the modem. To do so, turn the modem off, wait a few seconds, and then turn the modem on again.

Connecting internal modems

- 1 Connect the modem card to your computer (be sure to follow the modem manufacturer's instructions).
- 2 Connect the modem to the phone line.

Analog phone line – Unplug the phone cable from the wall jack. Using the modem's phone cable, connect the wall jack to the modem jack on the back of your computer labeled "line", "telco", or "wall". If your modem also has a jack labeled "phone", connect the phone's cable to that jack.

Digital phone line – Unplug the phone handset from the spiral cord that connects it to the phone. Connect the modem jack on the back of your computer labeled "line", "telco", or "wall" to the modem's digital handset adapter. Connect the adapter to the spiral cord.

- 3 Restart your computer.

Connecting PC card modems (PCMCIA)

1 Connect the modem to the computer. With the PC card modem right-side up, completely insert the modem card into the computer's modem slot. You may hear a beep when the modem is properly connected.

2 Connect the modem to the phone line.

Analog phone line – Unplug the phone cable from the wall jack. Using the modem's phone cable, connect the wall jack to your PC card modem.

Digital phone line – Unplug the handset's spiral cord from the phone. Connect the modem to its digital handset adapter. Connect the adapter to the spiral cord jack on the phone. (If your handset adapter has a jack for the spiral handset cord, plug the adapter into that jack, and connect the spiral cord to the phone.)

Installing modem software

What type of modem are you installing?

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_and_setting_up_external_modems') } External modem
(a separate box-like modem)

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_and_setting_up_internal_modems') } Internal modem
(a modem card installed inside your computer)

{button ,JI(^nme_wiz.HLP>maintwo',`Installing_and_setting_up_PCMCIA_modems') } PC card, or
PCMCIA, modem (a thin, credit-card-sized modem designed for laptops)

Installing and setting up external modems

Modem manufacturers often update the drivers for the modems they manufacture and then post them on their Web sites. Because many connection problems are caused by modem driver problems, it is very important that you obtain and install the most up-to-date driver.

Do the following:

- 1 Obtain the latest modem drivers for your modem from the modem manufacturer's web site.
- 2 Open the Modems control panel.
{button ,Jl('`,`P_Open_modems_control_panel')} [How to ...](#)
- 3 If the modem appears in the list and you are reinstalling the modem software, remove the modem (this uninstalls the modem software).
 - In the modem list, click your modem.
 - Click Remove.
- 4 Click the Add button. The Install Modem wizard starts.
- 5 Follow the instructions on your screen.
- 6 When you are prompted to select a driver from the list of drivers included with Windows you have the following three choices.
 - Click Have Disk and select the latest driver you downloaded in step 1.
 - Click Have Disk and select the driver which shipped with your modem. It is probably on a floppy disk packaged with your modem.
 - Select the driver which matches your modem from the list presented. First select the Manufacturer's name from the list on the left, then select the Model from the list on the right. If your modem does not show up on the list, select the Manufacturer [*Standard Modem Types*] and the Model which matches the speed of your modem.
(If you did not download the driver, use either the driver that shipped with your modem or the driver in the Windows list, whichever is most recent. To determine the date of the driver that appears in the Windows list, search your computer for a file with the same name as the driver shipped with your modem and compare the dates.)
- 7 On the last panel, click Finish to install the modem software. The Modems control panel reappears, and the modem appears in the list of modems set up.
- 8 Ensure the modem is set up to use the appropriate COM port and that the port is working properly.
{button ,Jl('`,`Checking_your_COM_port_setup')} [How to ...](#)

Installing and setting up internal modems

Modem manufacturers often update the drivers for the modems they manufacture and then post them on their Web sites. Because many connection problems are caused by modem driver problems, it is very important that you obtain and install the most up-to-date driver.

Do the following:

- 1 Obtain the latest modem drivers for your modem from the modem manufacturer's web site.
- 2 Open the Modems control panel.
{button ,Jl('','P_Open_modems_control_panel')} [How to...](#)
- 3 If the modem appears in the list and you are reinstalling the modem software, remove the modem (this uninstalls the modem software).
 - In the modem list, click your modem.
 - Click Remove.
- 4 Click the Add button. The Install Modem wizard starts.
- 5 Follow the instructions on your screen.
- 6 When you are prompted to select a driver from the list of drivers included with Windows you have the following three choices.
 - Click Have Disk and select the latest driver you downloaded in step 1.
 - Click Have Disk and select the driver which shipped with your modem. It is probably on a floppy disk packaged with your modem.
 - Select the driver which matches your modem from the list presented. First select the Manufacturer's name from the list on the left, then select the Model from the list on the right. If your modem does not show up on the list, select the Manufacturer [*Standard Modem Types*] and the Model which matches the speed of your modem.
(If you did not download the driver, use either the driver that shipped with your modem or the driver in the Windows list, whichever is most recent. To determine the date of the driver that appears in the Windows list, search your computer for a file with the same name as the driver shipped with your modem and compare the dates.)
- 7 On the last panel, click Finish to install the modem software. The Modems control panel reappears, and the modem appears in the list of modems set up.
- 8 Ensure the modem is set up to use the appropriate COM port and that the port is working properly.
{button ,Jl('','Checking_your_COM_port_setup')} [How to...](#)

Installing and setting up PC card modems (PCMCIA)

PC card modems (also called “PCMCIA” modems) are thin, credit card sized modems designed for laptop computers. When you purchase a laptop, the modem usually is included with the computer, and the modem software (called a “modem driver” or “driver”) is already installed.

Modem manufacturers often update the drivers for the modems they manufacture and then post them on their Web sites. Because many connection problems are caused by modem driver problems, it is very important that you obtain and install the most up-to-date driver.

Do the following:

- 1 Obtain the latest modem drivers for your modem from the modem manufacturer's web site.
- 2 Open the Modems control panel.
{button ,JI('`,`P_Open_modems_control_panel')}} [How to ...](#)
- 3 If the modem appears in the list and you are reinstalling the modem software, remove the modem (this uninstalls the modem software).
 - In the modem list, click your modem.
 - Click Remove.
- 4 Click the Add button. The Install Modem wizard starts.
- 5 Follow the instructions on your screen.
- 6 When you are prompted to select a driver from the list of drivers included with Windows you have the following three choices.
 - Click Have Disk and select the latest driver you downloaded in step 1.
 - Click Have Disk and select the driver which shipped with your modem. It is probably on a floppy disk packaged with your modem.
 - Select the driver which matches your modem from the list presented. First select the Manufacturer's name from the list on the left, then select the Model from the list on the right. If your modem does not show up on the list, select the Manufacturer [*Standard Modem Types*] and the Model which matches the speed of your modem.
(If you did not download the driver, use either the driver that shipped with your modem or the driver in the Windows list, whichever is most recent. To determine the date of the driver that appears in the Windows list, search your computer for a file with the same name as the driver shipped with your modem and compare the dates.)
- 7 On the last panel, click Finish to install the modem software. The Modems control panel reappears, and the modem appears in the list of modems set up.
- 8 Ensure the modem is set up to use the appropriate COM port and that the port is working properly.
{button ,JI('`,`Checking_your_COM_port_setup')}} [How to ...](#)

Opening the Modems control panel

- 1** Click the Windows Start button, point to Settings, and then click Control Panel. The Control Panel folder opens.
- 2** Double click the Modems icon. The Modems dialog appears.

