



Frequently Asked Questions (F.A.Q)

Please mail any submissions/corrections to :-

- Internet: support@netcomm.com.au
- NetComm BBS: +61 (02) 9878 3755

#NOTE: This FAQ only covers questions about current products.

- Main Switch: +61 (02) 9888 5533
- Telesales: 1800 269 950 or 9878 7333 from Sydney Metro
- Telesales Fax: +61 (02) 9805 0254
- Sales Fax: +61 (02) 9878 7404
- Sales Faxback: +61 (02) 9878 0300
- Support Voice: 1800 642 067 or 9878 7473 from Sydney Metro
- Support BBS: +61 (02) 9878 3755
- Support FAX: +61 (02) 9887 4274
- Support E-Mail: support@netcomm.com.au
- WWW: <http://www.netcomm.com.au>
- FTP: ftp.netcomm.com.au

Section A - General Section

Q: What customer support options does NetComm provide?

A:

1. Voice: You can call our Customer Care Centre Technicians on the numbers provided on the first page of this document between 8am and 8pm Monday to Friday (excluding public holidays)
2. FAX: You can fax us a query at any of our Fax numbers provided above.
3. E-Mail: You can e-mail us a query to support@netcomm.com.au
 - For both FAX and E-Mail, please make sure you provide all the following necessary details
 - The model name and number of the modem or communications product.
 - The identity message of the modem (ATI9 or ATI4).
 - The name and version number of the communications program or fax program being used.
 - The application for which the product is being used.
 - The speed at which the modem is being used.
 - Is this a dial up connection or a leased line connection?
 - The brand and model name of the modem or fax machine into which your modem is dialing.
 - The serial number of the modem
 - Your phone number, fax number and Internet email address

Q: How much will it cost to get my modem repaired?

A: We now have a flat fee for modem repair (Excluding Telebit products) This applies to any faulty modem out of Warranty or non Warranty damage. (E.g. Lightning Strikes, Power Surges etc.) The fee is \$250.

We will provide a letter for your insurance agency in the case of Lightning Strikes etc. (If a new modem at our "Trade-in" price is less than \$250, we will upgrade you to a new model modem and still provide a letter for your insurance).

Q: Do you have a driver for my xyz software?

A: Check the NetComm BBS (listed above) or our FTP site for the latest drivers. We have a large selection of drivers for a diverse range of software packages. All drivers and scripts that are on our FTP site and BBS are also available on the NetComm Scripts and Information Disk. This has been supplied with all NetComm products since August 1996, and is available upon request.

Q: What is a basic init string that should work with most things?

A:

For the Roadster Range: AT&F&D2&K3%E2-K0&W

For the CardModem Range: AT&F&D2&K3%E2-K0&W

For the Socket Rocket Range: AT&F&D2&K3S106=0&W

For the SmartModem Range: AT&F&D2&K3&W

For the VoiceMaster: AT&F&D2&K3&W

Make sure you have Flow Control for the PC software set to "Hardware" or "RTS/CTS".

Q: My modem hangs up after about every 5 to 15 minutes for no reason?

A: You probably have a T200 TouchPhone plugged in line with your modem. The phone is the flat white phone with touch pad numbers on the front. The problem occurs because the phone recharges its batteries (for the number memory) by drawing a charge from the line. Unfortunately this usually makes the modem hang up. There are currently 3 solutions to the problem :-

1. The inexpensive option. Un-plug the phone while using the modem.
2. The more expensive option. Buy a new phone. Apparently (although this has not been officially verified) you can get your phone repaired by Telecom so that it does not cause this problem anymore. There is a new TouchPhone, the '200R'. It is easily recognised by looking under the stored number buttons. It has "Telecom TouchPhone 200R" written here in brown/black text. This phone does not cause the problems mentioned.

Q: How do I identify what modem I have?

A: We have 3 general families of modems: Roadster, AutoModem and SmartModem. Roadsters and AutoModems are for the general end user market. People who mainly dial out with the supplied software (Cooee) only.

SmartModem products are designed for the high end corporate market: People who want to connect their modems to BBS's, Mainframes, Unix machines, MUX's and POS stations, etc.

Roadsters, AutoModems and SmartModems have 'Roadster', 'AutoModem' or 'SmartModem' written on the front cover of the modem. The PC CARD CM1710 and CM3400 are in the AutoModem range, while the CM3600 is in the SmartModem Range.

The IN3400 is also in the AutoModem range.

Q: How do I identify the code revision of my modem?

AutoModem/Roadster From any terminal program (e.g, Windows Terminal) type ATI4. (Some of the newer AutoModem products require you to type ATI9 so try both)

SmartModem From any terminal program (E.g. Windows Terminal) type ATI9.

Q: I have an Amiga computer and I can't talk to the modem.

A: Some Amiga terminal programs require the DSR (Data Set Ready) pin to be high before it will transmit any data. You can do one of two things; either switch the DSR inhibitor switch under the front flap DOWN (SmartModem - Switch 2), or set 'AT&S0' for the AutoModems or Roadsters.

Q: I can't connect to some modems in Auto-Reliable (\N3) mode.

A: Some older MNP only modems do not handle the LAPM detect phase correctly and, therefore, become confused. All you have to do is set MNP reliable mode '\N2' for SmartModems '\N5' for AutoModems \ Roadsters, and you should be able to connect to these modems.

Q: What is flow control?

A: Flow Control is a means of controlling the data movement between a PC and a serial peripheral (i.e, modem or Printer). It allows the data to be handled and processed at the speed that the device is capable of without data loss.

For example, using a Series 6 SmartModem at 28800 BPS line speed but an interface speed (between modem & computer) of 57600. The data will be sent to the modem too fast for it to process, so flow control is used to prevent the data in the modem buffer being lost.

Q: What is MNP10?

A: MNP10 is an integrated set of enhancements to achieve throughput on impaired lines. MNP10 determines the optimal link speed for the line conditions. It also determines the optimal packet size for the line conditions and over cellular links, determines the optimal transmit level.

It is continually updating all of the above during a connection. MNP10 provides, for the first time, an integrated suite of techniques to provide maximum throughput on impaired lines. It provides a means of insuring that an error correcting link will be achieved and maintained over the most severely impaired lines where previous error correcting protocols would have failed. It will negotiate capabilities with the remote modem and then monitor the performance of the line, dynamically adjusting to the optimal link rate and packet size.

Q: Why then do we need MNP10EC?

A: MNP10EC is an enhancement on the now standard MNP10. It offers the same functionality as standard MNP10, but offers a host of additional features that make it a much more secure protocol for use in cellular communications.

MNP10EC has superior handling on cellular links to combat line impairments not encountered on standard telephone lines. It is available on Rockwell based modems only, as the "EC" is a Rockwell enhancement of the Digital Signal Processor (DSP) for MNP10.

It is currently available in our Roadster Fax-Switching 288, and our CM1710E and CM3400E PC CARD products.

To enable MNP10EC, issue the command AT-SEC=1. To disable it, issue AT-SEC=0. The default is 0.

Q: I sometimes connect with V.42bis and I get garbage on the screen.

A: Some modems made by other companies have a problem in the capabilities phase of the MNP handshake, and falsely return that they support V.42bis when in fact they don't. The only thing you can do when you encounter this kind of problem is turn compression off (AT%C0). Or buy another NetComm to replace the less expensive Australian modem.

Q: What do I do if I think my modem is faulty?

A:

First. Go to the section in your manual titled "Technical Help".

Follow the simple fault finding flow charts and tables.

If you find that the fault still cannot be resolved then call the NetComm Customer Care Centre (the number is at the top of this FAQ), and a Technician will organise for the modem to be returned and repaired.

NOTE: If you do not get a Return Authorisation Number before returning the modem, you could be subject to the no fault charge if the modem is tested and found to be working correctly.

Q: I'm having trouble connecting to V.23 services.

A: On some of the modems, the V.25 calling tones adversely effects V.23 services.

On the SmartModem range you can set AT#C0 to turn it off.

On the AutoModem \ Roadster range you have to insert a caret (^) in the dialing string. (In Cooee you will need to put ^094 in the dial string)

Q: Does my modem have a limited number of &W writes?

A: If your modem is an AutoModem or Roadster modem, it has approx. 10000 writes to the NvRam before it may fail. The SmartModem uses battery backed RAM, and thus has an unlimited number of writes to the NvRam.

Q: I didn't get a Reference Manual with my modem?

A: All of our Reference manuals are now supplied on our CDROM that is bundled with all NetComm products except for the PCCard (CardModem) series.

For modems shipped without the CDROM, you can obtain a copy of the manual from our FTP site at <ftp.netcomm.com.au>

Q: FOLDS says my fax transmit level is too low?

A: Telecom provides a service referred to as a Fold Test, which enables a customer to send a facsimile transmission to a Telecom line and receive a report on the line quality. Please do not be alarmed if your NetComm modem does not 'pass' the Fold Test.

The distortion introduced to modem and fax signals is worsened at higher levels and can result in errors in the received signal. Over some lines, at maximum levels, the error rate can be unacceptable; particularly in the case of high speed data transmission. NetComm modems are, therefore specifically designed to transmit at a lower level than that specified by Austel.

Some countries already insist on a lower transmission level for data. NetComm modems are set to the lowest acceptable world-wide level, which is -13dBm maximum instead of -10dBm for Australia.

You may be assured that operating at these lower levels will not result in any reduction of performance or quality in your NetComm modem.

Q: Is V.34 better or faster than V.FC?

A: No. There is NO speed difference between V.34 and V.FC. They both perform similarly, but they are just different standards.

Q: Can I upgrade my NetComm Modem to a new speed/standard?

A: Depending on the warranty of your NetComm modem, if repairs are necessary they will be covered by that warranty. In some circumstances, however, a repair or an upgrade which is not covered by the standard modem warranty may be necessary. The prices for the most common forms of these repairs are listed below. +

Standard Non Warranty Repair	\$250.00
Lightning Strike	\$250.00
Trailblazer/Worldblazer Repair	\$599.00
Upgrade VFC to V.34	\$149.00
Upgrade 288 to 336 *	\$75.00

If you have an issue with your modem, you will need to contact our Customer Care Centre on 1800 642 067 (interstate), or (02) 9878 7473 (Sydney Metro area), and speak with one of our Technicians. They will work through the problem with you, and if they decide it is faulty, will issue you with a Return Authority (RA) number and ask you to return it.

* If the modem came with a "Free upgrade to 336" sticker on it the upgrade is at no cost.

+ Conditions and prices are subject to change without notice.

Q: Why does my modem hang up when connecting to CompuServe?

A: Due to changes in the CompuServe network, Compression must be turned off to get a successful connection (%C0) To change your existing script choose Special, Session Settings, Modem and add a %C0 to the init section. Please note that the WinCim drivers on the NetComm BBS have all ready updated.

Q: What driver do I use for my NetComm Modem with WinFax 3.0/4.0?

A:

If you have a SmartModem Series 5 use:

Model: Generic Class 2 Send/Receive Fax/Modem

Init: AT&F&K3S7=60S0=0+FDCC=,3,0,2,0\

If you have an AutoModem, Roadster, or a CardModem V32bis use:

Model: Generic Class 2 Send/Receive Fax/Modem

Init: AT&F&K3S7=60S0=0+FDCC=,3,0,2,0\

If you have a CardModem V34 use:

Model: Generic Class 1 (Hardware Flow Control)

Init: AT&F&K3S7=60S0=0\

Q: Are NetComm V34 modems VFC compatible?

A: At the time that this document was written, all NetComm V34 modems have VFC fallback except for the Socket Rocket series of PCCard modems.

Q: Class 1 or Class 2, - Does it matter?

A: Refer to <http://www.nb.rockwell.com/ref/class1vsclass2.html>

Q: What init string should I use for my modem in Trumpet Winsock?

A:

If you have a SmartModem use: AT&F&K3S0=0S7=60#C0#K0X3&C1&D2

If you have a AutoModem or Roadster 14.4 use: AT&FS0=0S7=60K0X3&C1&D2

If you have a Roadster 288 use: AT&FS0=0S7=60-K0X3&C1&D2%E2

Q: What does ARQ stand for?

A: ARQ stands for Automatic Repeat reQuest. This is a general term for error control protocols.

Q: What is V.34bis and 33.6Kbps and what does it mean for me?

A: Rockwell has designed the 33.6Kbps (V.34) upgrade around the draft ITU standard for V.34bis, (33.6Kbps). This is the fastest speed available in modems today so that you can send and receive data faster and access the Internet quicker than ever before.

Q: Can I upgrade my NetComm Modem to 33.6Kbps?

A: The following models can currently be upgraded:

- SmartModem 288
- SmartModem 288D
- VoiceMaster 288
- SmartModem M34F
- Roadster 288 (AM3450 & AM3451)
- RackModem M34F (RK3400)

Q: What is the Price of the 33.6Kbps Upgrade?

A: The SmartModem 288 and 288D are Flash ROM upgradeable, and there is no cost.

If you have purchased your Roadster 288 before 1st May 1996 or have a SmartModem M34F the upgrade will cost you \$75 (this includes return freight) and is a return to base procedure that can be fulfilled through our Customer Care on 1800-642-067.

This will take approximately 8 working days due to the modems having to be returned to NetComm.

Q: Who do I contact for the 33.6Kbps upgrade?

A: If you have the Roadster or SmartModem M34F, you will need to contact our Customer Care Centre on 1800-642-067 and obtain a Return Authorisation Number (RA Number)

If you have a SmartModem 288 or 288D, or a VoiceMaster 288, you can Flash Upgrade your modem by contacting our FTP site or BBS.

If you have a RackModem, issue Ati9 to the modem and if it has a "-R", then it is Flash Upgradeable. If not, you will need to return the modem to us for the upgrade.

Q: How do I enable my NetComm Roadster AM3451 for Distinctive Ring?

A: If your phone line has distinctive ring capabilities, to enable the distinctive ring features in your modem you will need to issue the following command:

AT-SDR=n, Where n = 0 to 7 from table below. Default is 0

Note: The correct setting for the dual-ring of Australia is 4. (-SDR=4)

Any ring detected and reported as "RING" = 0

Single ring detected and reported as "RING1" = 1

Double ring detected and reported as "RING2" = 2

Single and Double ring detected and reported as "RING1" and "RING2" = 3

Triple ring detected and reported as "RING3" = 4

Single and Triple ring detected and reported as "RING1" and "RING3" = 5

Double and triple ring detected and reported as "RING2" and "RING3" = 6

Any ring detected and reported as "RING1" or "RING2" or "RING3" = 7

Q: How do I enable my NetComm Modem for Distinctive Ring under Windows 95?

A:

Non-Voice Capable Modem

-sdr=4 added to the "Extra Settings" box in the "Connection/Advanced" section in the Modem Control Panel.

Voice Capable Modem

[1] -sdr=4 added to the "Extra Settings" box in the "Connection/Advanced" section in the Modem Control Panel.

This works fine with Microsoft Fax and Winfax 7.0, as voice calls to the "double-ring" number are ignored, and fax calls to the "triple-ring" number are answered with successful fax receive.

[2] "Distinctive Ring Services" enabled in the Modem Properties.

If using OSR2 or when Unimodem-V + has been installed, an extra Tab will be added to the modem properties entitled "Distinctive Ring Services". This works with faxes received successfully in Microsoft Fax and Winfax 7.0. This is only applicable for voice capable modems.

Note: It is not recommended to use this tab with the NetComm MemoryModem.

The following settings should be used:

Single Ring - Unspecified

Double Ring - Voice

Triple Ring - Fax

Note: If "Unspecified" is set for "double-ring", the software defaults to fax.

+ Unimodem-V is an enhancement to the TAPI capabilities of Windows 95 that incorporates many voice functions at the driver level. This is available from the Microsoft home page if required. OSR2 is supplied with this installed.

Section B - SmartModem Section

Q: Is there a HELP Screen Function in the modem?

A: Yes there is. You can access the general HELP screen by typing in command mode AT?

This will give you a list of all the modem commands and a short description of each command.

You can search by doing this : AT?<search string> This will bring up the help text for the specified string i.e./ AT?S33 is searching for S register 33.

Q: What series is my modem?

A: We have currently 2 series of SmartModem products in the marketplace.

Series 5 - 68302 16-bit processor, Max Terminal Baud 115200, all protocols, has FLASH downloadable firmware, has capability for voice hardware. Has capability for larger ROMS and RAM and for the 20MhZ 68302.

Series 6 - 68302 16-bit processor, Max Terminal Baud 230400, all protocols, has FLASH downloadable firmware, has capability for voice and DSVD hardware. Has larger ROMS and RAM, supports "super-secure" security, 8:1 compression at 28.8, enhanced diagnostics.

Model Series SM7711, SM3400 Series 5
SM3440, SM3600 Series 6

The model number is on the bottom of the modem.

Q: How come BFT (WfW) doesn't work on my SmartModem?

A: BFT (Binary File Transfer) is Windows for Workgroup's way of sending E-Mail/File attaches around between WfW systems. BFT requires Class 1 Fax. Only series 5 and 6 SmartModems have class 1 fax so these facilities are not available to series 3 and 4 SmartModems. To find out what series SmartModem you have issue ATi9 to your modem.

Q: I used the #J command and it didn't disable LAPM.

A: The #J Command doesn't really disable LAPM itself, it only disables the LAPM detection routines and switches to LAPM regardless of whether it was detected or not. This command is necessary when connecting to some modems that do not support proper LAPM detection i.e./ TR250s (Trailblazers). To disable LAPM issue AT\N7 if you have a SmartModem or AT\N5 if you have a Roadster

Q: What is the S register 33 all about?

A: The Mysteries of S33:

The value of S33 is used to determine two things: when to retrain and when to disconnect. The modem needs to issue a retrain in order to detect loss of carrier (the other end hanging up).

Setting S33 smaller (i.e. 1 or 2) will cause the modem to retrain on smaller line disturbances but will decrease the possibility of missing a disconnect event. Setting S33 larger will make the modem less sensitive to line disturbances (and thus reduce the number of unnecessary retrains), but will increase the possibility of missing a disconnect event.

Setting S33 to 0 will disable retrains completely and will prevent the modem from disconnecting if the remote modem departs. Unfortunately not all telephone lines have the same characteristics and so the value of S33 may need to be altered to suit a particular line.

It is not recommended that you change the default value of S33 unless you have a large problem with disconnects or a large number of unnecessary retrains.

Q: What do all these switches under the front cover do?

A: On the modems without the back panel dip switches, Switch one takes over the back switch 2 (Force DTR) and Switch two takes over the back switch 3 (Force DSR).

The other switches are for "Dumb Mode". Information on the "dumb mode" operation can be found in the SmartModem guide.

Q: What do I put in the command field when setting up Dial-Back security?

A: To enable Dial-Back you must enter the following details in the command field after you have entered the users name and password H S27=95 D1234567 Where H is the command to hang-up S27=95 is how long after hanging up the modem dials back to the caller i.e, 95 seconds (recommended) D is the dial command. The numbers following the D is the phone number that is to be dialed.

Q: What are the Mode Status lights for the new speeds 31.2 and 33.6?

A: The new speeds have the following status lights:

33600	LED1:	FLASHING	LED2:	FLASHING	LED3:	ON
31200	LED1:	FLASHING	LED2:	FLASHING	LED3:	OFF

Section C - AutoModem/Roadster Section

Q: My modem returns 'NO DIALTONE' when I try to dial?

A: It is perhaps because your modem doesn't detect dial-tone from your exchange. The quickest way to fix this is to turn off dial-tone detection with the 'X3' command.

Q: My modem clicks and makes noises when the speaker is off?

A: There was a limited number of older E34F model modems manufactured with a slight fault in them that caused this problem, if you have this problem give Customer Care a call to get your modem corrected.

Q: Why doesn't the B15 command work anymore?

A: The AutoModem does not use the same command set as the SmartModem range. Use F10 on the V.32bis modems instead.

Q: I can't connect to some Series 5 and/or 6 SmartModems?

A: There is a slight protocol clash with some of the AutoModems just use 'AT-K0' if you have this problem.

Q: What is a Roadster?

A: The Roadster are the new range of modems that are replacing the AutoModem range. They are distinguished by their palm size and large power indicator.

The Roadster 288/336 replaces the AutoModem E34F.

The Roadster 144 replaces the AutoModem E7F

Q: Do AutoModems or Roadsters have Flash ROM's?

A: No only the latest SmartModems have flash upgradable firmware. All updates for these SmartModems are available from the NetComm BBS or NetComm FTP site free of charge.

Q: How do I get my Roadster to give more information after connection?

A: If you wish to have the modem more information after connection, change the S95 register to 46 i.e. ATS95=46.

Q: How to I turn V25 calling tones off in my AutoModem/Roadster?

A: The dial modifier ^ (a caret) will turn off these tones.

This symbol (^) is above the number six on your keyboard, i.e. ATD^T131929.

In the 33.6 models, you can issue a #C0 to turn off calling tones.

Q: What are the applicable Fax-Switching commands for my Roadster AM3451?

A: The standard commands for fax-switching in the Roadster AM3451 are as follows:

AT*SM0 Turn Fax-Switching OFF

AT*SC=n Switch by DTMF digit. n=0-9, A-D, *, # (default=3)

AT*SM=n Fax/Data Switching mode. (default=0)
n=0 Switching Disabled. n=1 Switching Enabled.

AT*SS=n Switched Line Sound During Ringing (Default=0)
n=0 Silence During Ringing. n=1 Ringback during modem ringing.

AT*ST=n Switch Call by Tone (default=0)
n=0 Manual (DTMF set by *SC). n=1 Auto (data/fax calling tone)

Section D - PC CARD Section

Q: My modem doesn't work correctly on my Toshiba?

A: Contact Toshiba and get the Version 3 PC CARD "Card Services" drivers. Use the Version 3 drivers INSTEAD of 'initcard'.

Q: Cooee can't find the modem?

A: Put a 'FORCE=1' in cooee.ini. Also refer to the README that comes with COOEE.

Q: My laptop doesn't recognise the modem?

A: Under DOS and Windows 3.1: (see "Not detected under Win 95" section below for Windows 95)

If your notebook comes with Card and Socket Services (CSS), make sure they are installed correctly as per the Laptop's instruction manual.

If it did not come with CSS, it is recommended that you obtain a copy from your notebook provider.

Q: My PC CARD modem is not being recognised under Windows 95.

A: It may be a PC CARD setup problem.

Try this :-

1. Remove any PC CARD devices from the PCMCIA slots.
2. Go into the Control Panel, select System, and then the Device Manager tab.
3. Select "PCMCIA Socket" and then select and remove the "PCMCIA Controller"
4. Click on the Close button.
5. Open "Add New Hardware" and allow Windows to search for the hardware.
6. It will find the PCMCIA Controller.
7. Follow the prompts and allow it to set up the Controller for 32bit operation.
8. Insert your PC CARD modem into the slot.
9. If Windows 95 doesn't do it automatically, open "Modems" in the Control Panel, and allow Windows to search for a PC CARD modem.
10. When prompted, choose a Standard 14400 or Standard 28800 modem.

Please Note: It is recommended that you download our latest drivers for Windows 95 from our BBS or FTP site, as these will offer more functionality.

Q: Why can't I hear the speaker when using my NetComm PC Card modem?

A: If your modem does everything correctly except emits sound, consider the following:

1. The PC Card standard lets PCs switch off the sound function on our modems. This can be done by Win95, or Card and Socket Services (SS & CS) under the DOS or Windows 3.1 environments. You may like to check the PC Card setup in Win95 to enable the function, or run the SS setup utility to enable the function from DOS.
2. Some lap-top PCs have a "Sound Over-ride" bit in the BIOS. This actually switches off the speaker in the PC. So even if Win95 or SS have the function switched on in our modem, the PC switches it's speaker off. You can check this by running the PC's BIOS setup or checking the PC manual.
3. It is also possible to switch the speaker function off inside the modem. For example this could be done with the ATM0 command for the CM3400E. You should check the Command Card for your particular model. If this is saved in the stored profile, this will affect the modem every time it is powered up.
4. Some PC card slots or laptops do not support the speaker function. This can only be determined by reading your PC's user documentation.
5. Macintosh computers usually support the speaker function. However, upon initial insertion you will not hear the customary "Beep Beep" of a NetComm modem, because the Macintosh powers the modem off as soon as it is recognised to conserve battery power. This does not allow enough time for the modem to perform the power-on sound. Under normal use - connecting etc... you should hear the speaker function clearly. To determine if your modem is functioning fully: Install it into your Laptop or PC and dial an extension to see if it rings. If the phone rings, it means the modem is generating tones, but these are obstructed from reaching the PC speaker due to one of the above option settings.

Q: What are the power needs for the CM3400E 28.8k and CM3400E 33.6k?

A: The CM3400E 28.8k and 33.6k Enhanced have similar Operating Mode consumption. The 33.6k Enhanced model also has what is called a power down feature. The power requirements are:

- Operating Mode: 140mA (700mW) maximum
- Powerdown mode: 16mA (80mW)*
- Note: The CM3400E must have 33.6k firmware revision "V1.451-V34_LP-0.7" or later. To enable power down mode, you will need to manually set the S24 register. eg: AT S24=10&W

Q: Why does my modem disconnect before it tries to detect dialtone?

A: This is only applicable under OSR2 release of Windows 95 (Version 4.00.950 B).

Disable the PC Card modem power management feature with the following steps:

-
1. In Control Panel, double-click Power.
 2. Click the PC Card Modems tab.
 3. Click the "Turn off PC Card modems when not in use" check box to clear it.
 4. Click OK, and then restart your computer.

Q: Why does my modem not respond and/or drop connection when left unattended?

A: There are a couple of things to check to make sure the modem stays active in your laptop.

Most laptops support a variety of power saving modes to extend battery life while on the road. Unfortunately if the laptop shuts down it will leave the modem "unconfigured" when the laptop re-starts. The way to check how your laptop handles power saving modes is to read its manuals and look for references to its PC Card (or PCMCIA) slots.

It is usually always possible to switch off power saving in the laptop's CMOS setup. Also the use of "Stand-by mode" on laptops will also disrupt modem operation. When the laptop becomes active again it does not re-initialise the modem, and hence programs will not be able to communicate with it.

If this is the case and you are running Windows 95 remove the modem and re-insert it, if you are not running Windows 95 you may have to re-start the computer to initialise the modem.

This can be a problem if you are downloading a large file from the Internet or a remote site, because laptops usually only monitor the keyboard and mouse for activity, so if you leave the laptop unattended it may power off the PC Card slots and drop the modem connection.

All PC Card devices from all brands will suffer from this problem, unless the PC's operating system supports re-initialisation of PC Card devices after power saving modes.

Even then, any connection in progress will still be lost. It is safest to turn off all power saving modes when you want to get constant reliable use from your modem. When your laptop is plugged in to mains supply there is no benefit from the power saving modes.

All NetComm modems are designed for the lowest power consumption possible using the latest low power technology, yet still achieve high performance.

Section E - Cooee Section

Q: Why is it that when I view faxes through Cooee they appear black?

A: It will be because of one of three possible things.

First thing to check for is if you have a video card that uses the S3. This can be confirmed by checking your video in MSD. This particular kind of video chip has problems with many kinds of programs and unfortunately Cooee is one of them. Try setting your resolution back to standard VGA but if this does not work you will have to change your video card or get the latest version of Cooee (1.2.1.0g) that has shown to view faxes where older versions of Cooee could not.

Secondly, you may have Windows95 that will also show black faxes unless you have the latest build of Cooee (1.2.1.0g) The new version of Cooee is available from our Telesales dept. (1800 269 950)

Thirdly, if you have a VoiceMaster 288/336 or MemoryModem 336, we have updated our scripts since Cooee 1.2.1.0g to reflect some changes in the voice modem capabilities. They are available from our FTP site.

Q: Whenever I try and upload, it doesn't work?

A: Select your service, then go over to file and bring down to "Properties". Then select "Connections". At the end of the top line there will be an entry titled "Flow Control". Select "RTS/CTS" here.

Q: I get "Channel Error - Serial Port 2" (or similar)?

A: Check if you have System Sounds enabled. Cooee adds some sounds for different things during the running of Cooee. One of these is notifying the end of a file transfer. On some systems this can cause a serial port overrun, which generated the above error message. To fix, edit your win.ini with Notepad, and remove the two lines under the reference 'CYBERTRANSFER'.

Q: When I un-plug my modem and a fax is queued I can't quit Cooee?

A: Go into Control Panel, then click on Mail Manager and instead of having 'First Available Port' selected, select your Com port. You may have to delete the fax manually with "File Manager" or re-install Cooee to get rid of the queued fax. (This does not happen in Cooee 1.2 or later)

Q: My messages are being cut off before they're finished?

A: Please refer to your release notes regarding changing the VSS values. This information can be found in the "Late Breaking News" icon in the Electronic Secretary folder.

Q: My messages are intermittently not playing straight away?

A: Check whether you have Afterdark or any other screen saver or resource grabbing process, if you do, remove it. This apparently takes all the system resources which can cause problems with Cooee Voice.

Q: I'm running the Electronic Secretary, people call in data but it won't connect?

A: This is because there is no standard way of detecting that the incoming call is a voice or data call (Fax is OK). The incoming caller is going to have to either :- a) Turn on V.25 calling tones (AT#C1 for NetComm SmartModems) or b) Send a DTMF tone '3' when the secretary answers, which will flip it immediately into data mode. (For example :- ATDT028787412,,,,,,3)

Section G - Macintosh General Section

Q: What NetComm modem that will work in the Apple Powerbooks?

A: Our CM3400E will work in the Powerbook 540c and 5300.

Q: My SmartModem is not receiving a fax in MacComCenter?

A: Change the answer mode in MacComCenter from fax/data mode, to fax only.

Q: I get errors when using the FlashModem 288 for fax with MacComCenter.

A: You'll need to alter the init string in MacComCenter. Where it says S7=60, change it to say S7=50.

Q: My Avtek FlashModem 288 is not answering a call in MacComCenter.

A: Change the "Answer on Ring" setting to 2 or higher.