

Cardinal

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REVISION HISTORY

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Chapter 1

Cardinal

1.1 Cardinal MVP288IV & MVP288XV Modems FAQ

Cardinal MVP288IV & MVP288XV Modems FAQ

Cardinal MVP288IV & MVP288XV Fax Modems with Voicemail FAQ
Answers to common questions and problems are provided in this document.

Question:Do the MVP288IV and the MVP288XV modems have a flash ROM?

Answer: Yes. All of Cardinal's current production modems (except the MVP144i and the MVP144XF) have a flash ROM. This allows fast and simple firmware updates. If an update is released, you can download a file from our BBS (717-293-3074, 8N1) or our FTP site and install the latest firmware immediately.

Question:Does the Version 1.4 Flash ROM Update apply to my MVP288IV (or MVP288XV) modem?

Answer: NO! That flash update only applies to the MVP288i and the MVP288XF modems. If you flash your modem with that update it will not work properly and the modem will have to be returned to Cardinal for repair - at your expense.

Question:How does Windows 95 configure a Plug-N-Play modem?

Answer: Plug and play modems in WIN95 DO NOT have an associated com port shown in device manager in ports. You can change the setting of the modem in device manager by highlighting the modem definition (ex. MVP144IV2, MVP288IV ...) and choosing properties/resources. You will have to deselect "Use automatic settings" and manually change the com port address and IRQ to the setting you desire. Select Basic Configuration 0002 This one will let you make all the changes.

We have found that on systems with a PNP hardware bios (or on systems where you can disable com ports from the keyboard in CMOS) WIN95 will occasionally detect the com port even though it is disabled. This is because the address still appears allocated to WIN95.

To install a modem on one of these addresses you must remove that com port from ports in device manager, then reconfigure the modem for that address and IRQ, then restart windows (power off). When WIN95 restarts it will put the modem on the comport and configure the other comport as an unconfigured, other device. This is because the resources this port needs are not available.

Question:Can I use the MVP288IV (or the MVP288XV) modem as a speakerphone?.

Answer: No. The modem was never designed to be used as a speakerphone and cannot be used as such..

Question:What are good initialization strings for America Online, Compuserve, internet access, etc....?

Answer: These are suggested initialization strings. They are not guaranteed to work in all situations.

Recommended generic init string: AT&F&C1&D2 Compuserve:
AT&F&C1&D2&Q6^M AOL: AT&F&C1&D2\N5^M Most Games: AT&F&Q6&K0S37=9
(locked 9600 bps) AT&F&Q6&K0S37=11 (locked 14400 bps) These
Strings Set:

No Data Compression

No Error Correction

No Flow Control

Locked Baud Rate Internet: AT&F&C1&D2 ATQ0V1E0M1L2 If the
ISP is using US Robotics modems try:

AT&F&C1&D2+MS=74,1,300,28800

(set time out to 60 seconds)

If the Internet init strings don't work contact your ISP and get the brand name and connection parameters of their modems. (ex. error correction, data compression, flow control, echo result codes, and any other info they feel is important.)

If you continue to have connection problems get the brand name and connection parameters of the other modem. (ex. error correction, data compression, flow control, echo result codes, and any other info that may be important.) This will help us resolve connection problems.

Question:I am running Windows NT. Do you have Windows NT drivers for the MVP288IV (or MVP288XV)?

Answer: Unfortunately we are unable to provide support for Windows NT Applications at this time.

Problem 1: When installing the modem under Windows 95 I get the error- file can not be found when asked to insert Windows 95 CD or DISK1.

Solution: If you are using the Windows 95 CD-ROM you must point to the WIN95 path on the CD-ROM. When you get this error you will be given the option to enter a path. Type in X :\WIN95 (where x = the drive letter of your CD Rom. If you are using the floppy disk

version of Windows 95 these files are not included. Microsoft did not include the Voice View files on the floppy disk version of Windows 95. You must choose to SKIP these files. DO NOT CANCEL as this will cancel the modem installation. It will prompt you for DISK 12 and at this point it will find the needed files and continue with the installation. This WILL NOT hinder the performance of your modem in any way. For questions on obtaining these files, you must contact Microsoft.

Problem 2:When installing ICU software under Windows 3.1x I get a SHARE violation error.

Solution: Some programs (such as WordPerfect) use the DOS share command. This command sometimes sets parameters that are not compatible with the ICU software. In this case you should not try to use the ICU software. The following steps will require a basic knowledge of the IRQs and Com ports being used in your system, as you will be responsible for choosing the comport and IRQ the modem will be using. The PLUGPLAY lines should be removed from your CONFIG.SYS file and the [386Enh] section of your SYSTEM.INI. On the MODEM INSTALLATION DISK#4 there is a hidden file called PNPSET.EXE. For complete instructions on this programs use please order document # 1300 from the Faxback service.

Problem 3:Windows 95 installs the modem but Windows 95 is unable to communicate with it.

Solution: The first thing that should be looked for is conflicts. In your DEVICE MANAGER there should be a section for MODEMS. Look here to see if your modem is being found. Also, make sure that the only device(s) listed here match what you have installed in your system. If there is an (!) or (?) in front of the modem then that indicates a setup problem or conflict. You should check that the comport address and IRQ does not conflict with any other devices in your system. If you do see a conflict the modems settings can be changed under PROPERTES/RESOURCES to a setting which is not in use by another device.

If the modem is not found look for a section under your DEVICE MANAGER called OTHER. Often, if Windows can not find or identify your modem it will place it in this section. If the modem is found here, it is probably due to the fact that Windows 95 was unable to find a valid location for it. Check to make sure that an IRQ of 3,4,5,6 or 7 is available on your system. Also, this problem can be caused when Windows doesn.t load the driver for the modem. You can access the DRIVERS section of the OTHER DEVICES and choose CHANGE DRIVER. Then select HAVE DISK and use the driver on DISK #1 of your modem installation software.

Question: Windows 95 recognizes the modem but my 16 bit applications will not see it. (ie. Faxworks or Talkshop)

Solution: Windows 95 does not always modify your SYSTEM.INI file to include the changes for your comport settings. In other words- the software may not be looking in the right place for the modem. Your Comports base address and IRQs are defined in the [386Enh] section of your SYSTEM.INI file. You should check these settings

to make sure that they match your modems settings. The following lines need to be added to your SYSTEM.INI file in the [386enh] section:

```
com1irq=4
```

```
com1base=03f8
```

```
com2irq=3
```

```
com2base=02f8
```

```
com3irq=4
```

```
com3base=03e8
```

```
com4irq=3
```

```
com4base=02e8
```

The ... base= ... address for each com port will not change, but the IRQ will vary depending on how you have your system configured. ex. if your modem is on com3/irq5 the line should read: com3irq=5 . Also if you do not have a com installed leave the info after the = sign blank. ex. com4irq= com4base=

Question: Faxworks hangs up during the recording or retrieval of voice messages.

Solution: This problem can be caused in some cases by the phone system in your area. It can often be corrected by adding #CEXT=0 to the initialization string box in Fax Setup. The new string should read: AT&K3#CEXT=0

If this does not fix the problem you should uninstall it and reinstall the latest version of Faxworks which can be found on the Cardinal BBS at (717) 293-3074. The files are found in the VOICEMDM file library. All files are listed with a description which should enable you to find the new files quickly and easily. Due to copywrite laws these files may require a password in order to uncompress them. This password can be obtained from Technical Support or the BBS sysop after proper product ownership has been established.

There is also an uninstaller available on the BBS. Its filename is FWUNINST.EXE. It is also self extracting but does not contain a password encryption. For more information on uninstalling Faxworks please order document number 1310 from the Cardinal Faxback service.

Question: After I installed the modem I don't hear a dial tone, or hear the modem dialing, or hear the connection sounds.

Solution: The following is the fix we have come up with: Using the Windows Explorer, click on the (+) at Windows directory. Then click on: [-]Windows to highlight and expand files within. Locate the file: REGEDIT.EXE on the right side and click on it..

Select `Edit` and then Find

Type `dialsuffix` (There are no spaces in it.).

Delete the `");` (Leave the Parenthesis "()" there.).

Click on `OK`

Close `REGEDIT.EXE`.

Once Windows 95 is restarted, the changes will take effect and you will hear the modem dial and negotiations sounds..

Question: I know my modem supports caller ID, but the Modem Reference Manual doesn't mention how to use it.

Solution: Here is the caller ID info you need.

Caller ID Commands

#CID=0 Disables Caller ID. (Default.)

#CID=1 Enables Caller ID with formatted presentation to the DTE.

The modem will present the data items in

a Tag-Value pair format. The expected pairs are

data, time, caller code

(telephone number), and name.

#CID=2 Enables Caller ID with unformatted presentation to

the DTE. The modem will present the entire packet

of information, excluding the leading U's, in ASCII

printable hex numbers.

#CID=? Returns the mode capabilities of the modem in a

list with each element separated by commas. A

complete caller ID document is available from our

Faxback service at 717-399-2308. Request

document #1320 Question: Will the MVP288IV or the MVP288XV work with Delrina Comm Suite?

Answer: The following modems have been approved for use with WinFax Pro7 and TalkWorks:

Cardinal - Cardinal 14.4 MVP144IV2**

Cardinal - Cardinal 28.8 MVP288IV**

Cardinal - Cardinal 28.8 MVP288XV**

** - Win95 modem detection will automatically select correct name, TalkWorks install will automatically install correct settings, no user selection required.

Question: I have an MVP288XV modem and I can not fax anything with WinFax Pro 7.0.

Solution: WinFax PRO 7.0 has the ability to control the DTE speed (ie: baud rate) of the fax modem serial port. Typically the DTE speed is set to 19200 bits/sec. In the case of four Cardinal modem models (MVP288IV, MVP288XV, MVP288IS, and MVP288XS), and ONLY these modems, this parameter was incorrectly set to 38,400bps in the modem database that was shipped with the TalkWorks release.

While many fax modems will operate correctly with a DTE speed of 38,400bps, these two Cardinal modems will not.

There are several solutions available for this problem:

Select the correct faxing parameters for either of the two Cardinal modems as follows:

Within WinFax, select Modem from the Setup menu

Highlight the Cardinal modem entry, then hold down the

SHIFT key and click on the Properties button.

Click Yes on the next panel.

Hold down the SHIFT key and click Next

When the modem interrogation completes, hold down the SHIFT key and click Next

Select the entry Rockwell Fax/Voice , then click Next , then click Finish .

Your Cardinal MVP288IS or MVP288XS modem should now work properly with WinFax.

Use the DelTest utility that is shipped with WinFax (use the Edit the Registry function) to adjust the CommSuite_Settings/Modem_x/FaxDTEspeed parameter from 38,400bps to 19,200bps.

Download an updated DCCMODEM.DAT file, which will have the Cardinal modem parameters corrected. This file will be made available in the near future from Symantec's BBS. (By end of February)

Question: I have installed ICU (Windows 3.1 Plug-N-Play software) and it will not let me configure the modem on Com1 or 2 or it is causing other problems in my machine.

Solution: We have seen occasional problems with ICU that don't allow you to install the modem properly. We recommend you remove the ICU program and install the file PNPSET.EXE . The following instructions will help you complete this.

Removing The ISA Configuration utility (ICU)

In the root directory on c:\ you must delete the file ESCD.RF .

In the CONFIG.SYS you must delete the line that says, DEVICE=C:\PLUGPLAY\... then save your changes.

In the SYSTEM.INI , in the [386Enh] section, delete the lines that start with DEVICE=C:\PLUGPLAY ... then save your changes.

In the WIN.INI file under the [windows] section, RUN= should have no reference to ICU or PLUGPLAY after the equals sign. Save your changes if any were made.

Delete the directories C:\PLUGPLAY and C:\ICU

Exit windows and reboot your system.

Installing PNPSET

You must first determine which COM port and IRQ is available in your machine that will accept the modem without conflict. We recommend

you run Microsoft Diagnostics (MSD) from a DOS prompt (do not shell out to DOS from Windows). The com port addresses are as follows:
com1:03f8, com2:02f8, com3:03e8, com4:02e8

Exit Windows and get to the root directory DOS prompt (C:\)

Put Disk 4 of 4 in the floppy drive and change to that drive. A:
(ENTER)

Type ATTRIB -H (ENTER) (unhide all hidden files)

Type COPY PNPSET.EXE C:\ (ENTER) (copy the file to your root directory)

Change back to your C drive. C: (ENTER)

Type EDIT AUTOEXEC.BAT (ENTER)

Add this line to the autoexec.bat: PNPSET /RESET COM IRQ (Where COM is the number of the com port where you want the modem and IRQ is the number of the interrupt where you want the modem. ex: PNPSET /RESET 2 3 - the modem will be configured for COM2 IRQ3) This line should be added at the beginning of the AUTOEXEC.BAT file. Save your changes.

Exit EDIT and reboot your system.

PNPSET is now installed on your system and the modem will now appear to the system as a non Plug & Play modem.

Problem 10:When I installed the modem, Windows 95 detected it and asked for Manufacturers Disk 1. Then it asked for the Windows 95 upgrade diskette 1. It couldn't find FILEXFER.CNT or FILEXFER.HLP or FILEXFER.EXE.....

Solution: Files Not Included on Windows 95 Upgrade Diskettes

These files are required for direct operation of VoiceView by Windows 95. They do not affect the operation of the modem, FaxWorks, Talk Shop, or other communications software.

FTE.DLL

VVEXE32.EXE

WSVV.VXD

WINSOCK.DLL

WSOCK32.DLL

WSOCK.VXD

VTDI.386

FILEXFER.EXE

FILEXFER.HLP

FILEXFER.CNT

These files are included on the Windows 95 CDrom upgrade but not on the Windows 95 diskette upgrade and the Windows 95 OEM CDrom (with cabinets - diskettes on CDrom). These files may exist on the full version (CDrom and Diskette) of WIN95 but this has not been confirmed. Cardinal Technologies, Inc. is unable to supply these files. Microsoft will not allow distribution of these files due to licensing. At this time we only have information on a few of the missing files which are listed below. It is recommended you contact Microsoft for further guidance.

To install the files when you receive them, reload the modem driver in control panel/device manager/modem/properties/driver. Select "Change Driver" and follow the prompts, substituting the floppy with the voice view files for the WIN95 diskettes. .

The VoiceView setup files are available via FTP at the following address.

<ftp.microsoft.com/softlib/MSLfiles/vvsetup.exe> .

This self extracting file contains:.

FTE.DLL

VVEXE32.DLL

WSVV.VXD

FILEXFER.EXE

FILEXFER.HLP

FILEXFER.CNT

Unfortunately, this doesn't have the winsock files. This file should also be available via MicroSoft BBS and CompuServe with the same name..

Problem 11:When I play voice mail messages through my sound card I get garbled sound or I do not hear any sound. Why?

Solution: :If you are connecting the modem to a sound card and your speakers are also connected to the sound card you will not be able to hear messages replayed. The user's manual getting started guide is incorrect in stating/diagraming a connection to a sound card. The output from the modem is NOT compatible with the input of sound cards. The only way you can play your messages through speakers is to connect them directly to the modem. We recommend you use an unamplified speaker. This also applies to microphone options..

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