

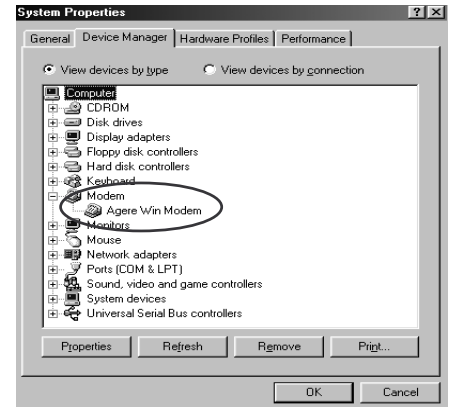
# IC56A Modem Installation Checklist

## Windows® 98/ME

☑ After installing the modem into your PC using the instructions from the included “Quick Installation Guide,” your operating system should indicate “Found New Hardware” and should list “Agere Win Modem” under “Modem” on the Device Manager tab. (You may need to click the plus sign to expand the list.)

❖ If the newly installed modem does not appear, we recommend the following action: Place the installation CD in your CD-ROM drive and browse to the following directory:  
<CDROM drive letter>\drivers\win98 (WinME).

Locate the file named “LTRemove.exe” and double-click on it to run the file. Upon successful completion, refer to the “Driver Installation” procedures in the included Quick Installation Guide.



☑ Verify that your computer has the correct driver installed by following these steps:

① Click Start, then Settings and select Control Panel

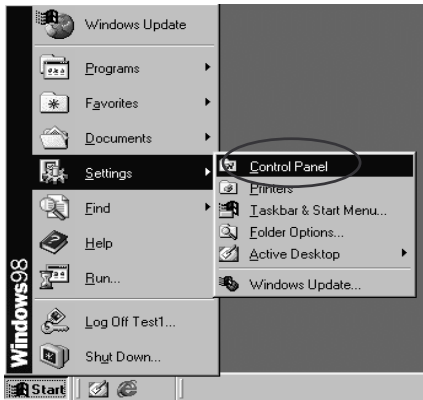


Figure 1

② Locate the “Modems” icon and double-click it.



Figure 2

③ Under the “General” tab it should list: Agere Win Modem



Figure 3

❖ If Agere Win Modem is not listed, we recommend the following action: Remove all entries and refer to the “Driver Installation” procedures in the Quick Installation Guide

☑ Test the modem using the Diagnostic tool:

- Click Start, then Settings and select Control Panel. (See Figure 1 above.)
- Locate the Modem icon and double-click it. (See Figure 2 above.)
- Select the Diagnostics tab at the top. (See Figure 3 above.)
- Select the Com port assigned to the Agere Win Modem.
- Click on the “More Info” button.
- Win98/ME will display a window saying it is communicating with the modem. (This may take a few minutes to finish.)
- A window will display the results which include all the resources assigned to the modem. The lower window will display a list of commands and responses sent to the modem by Win98/ME.
- Under the “Response” column the word “OK” should appear next to the AT12 Command. (See Figure 4.)

❖ If AT12 is showing an error, we recommend the following action: Turn the power off to your PC, wait 15-30 seconds and restart. Follow the test steps above again. If AT12 does not display “OK” after this, move the modem to a different PCI slot or try switching cards between PCI slots.

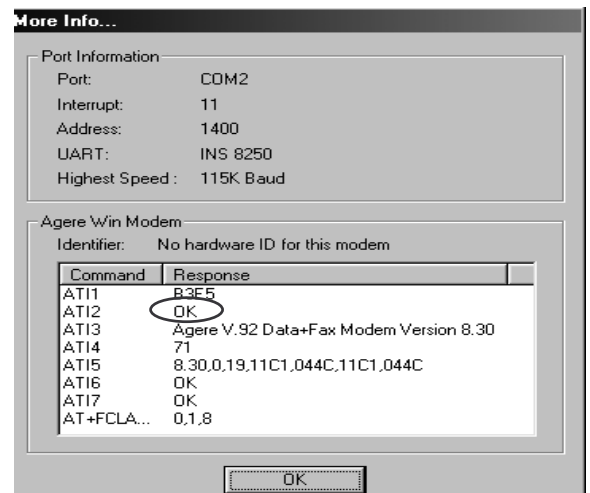


Figure 4

*If any of the items on this checklist fail, please contact the Customer Solution Center at 888.336.4418, option 1.*

# IC56A Modem Installation Checklist

## Windows® 2000/XP

- ☑ **After installing the modem using the “Quick Installation Guide”, your operating system should indicate “Found New Hardware” and should list “Agere Win Modem” under “Modem” in the Device Manager:**



To access the Device Manager:

① **Windows XP:**

Click Start, then Control Panel

**Windows 2000:**

Click Start, then Settings and select Control Panel

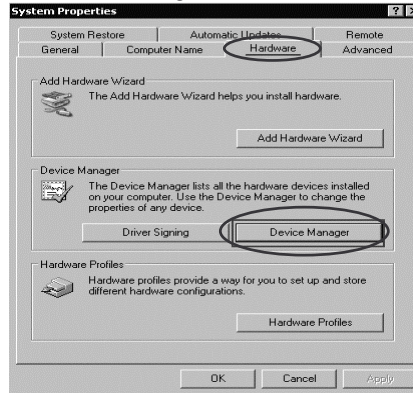
- ② Double-click the “System” icon



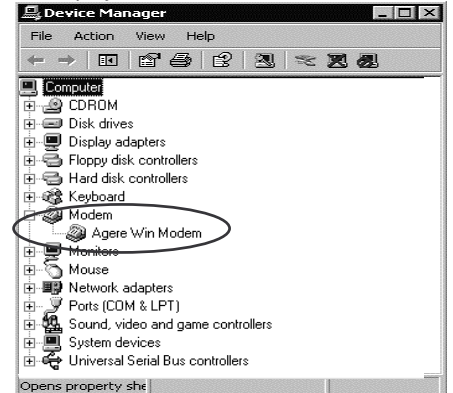
NOTE: The Windows XP Control Panel can be viewed two ways, “Category” or “Classic.” You can switch between them by using the option on the left side of the Control Panel window.

To aid in following these instructions, please switch to “Classic” view.

- ③ Select the “Hardware” tab, then click on the Device Manager button.



- ④ Click on “Modem.” Agere Win Modem should be displayed under “Modem”.



- ◆ If Agere Win Modem is not listed, we recommend the following action: Uninstall all modems listed under “Modem” in the Device Manager. Place the installation CD in your CD-ROM Drive and browse to the following directory: <CDROM drive letter>\drivers\W2KXP. Locate the file named “LTRemove.exe” and double-click it to run the file. Upon successful completion, refer to the “Driver Installation” procedures in the included Quick Installation Guide.

- ☑ **Verify that your computer has the correct driver installed by following these steps:**

① **Windows XP:**

Click Start, then Control Panel

**Windows 2000:**

Click Start, then Settings and select Control Panel

- ② Double-click the “Phone and Modem Options” icon



- ③ Click on the “Modems” tab at the top. “Agere Win Modem” should be listed as an installed modem. (See Figure 5.)

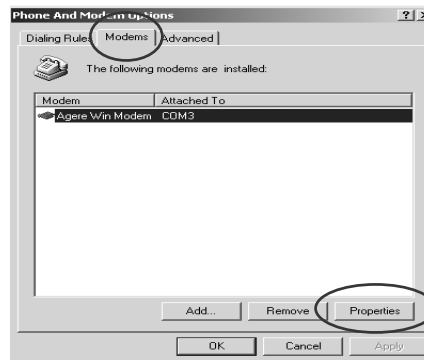


Figure 5

- ◆ If Agere Win Modem is not listed, we recommend the following action: Remove all entries and refer to the “Driver Installation” procedures in the included Quick Installation Guide.

- ☑ **Test the modem using the Diagnostic tool:**

- Click Start, then select Control Panel.
- Double-click the “Phone and Modem Options” icon.
- Select “Agere Win Modem” from the list. (See Figure 5 above.)
- Click on the “Properties” button (see Figure 5), then select “Diagnostics.” (See Figure 6.)
- Click on the “Query Modem” button. (See Figure 6 for Windows 2000 or Figure 7 for Windows XP.)
- Win2000/XP will display a window saying that it is communicating with the modem. (This may take a few minutes to finish.)
- A window will display the results. The lower section will display a list of commands and responses sent to the modem by Windows 2000/XP.
- The word “Success” or “OK” should appear next to AT12 under the “Command” column. (See Figure 6/7.)

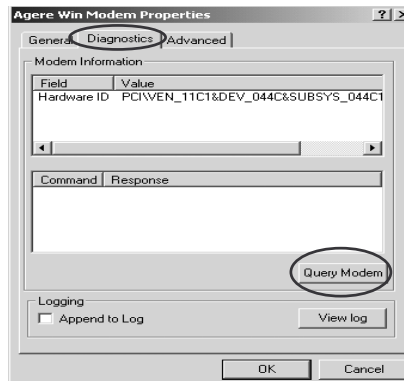
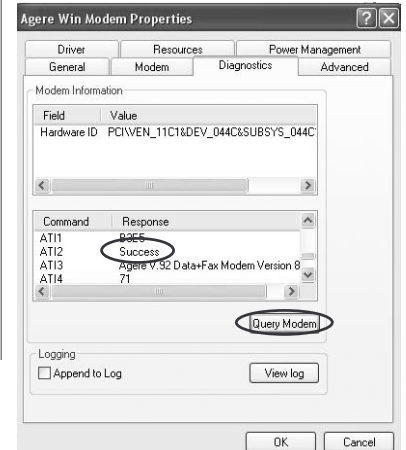


Figure 6 (Windows 2000)



- ◆ If AT12 is showing an error, we recommend the following action: Turn the power off to your PC, wait 15-30 seconds and restart. Follow the test steps above again. If AT12 does not display “Success” or “OK” after this, try moving the modem to a different PCI slot or switching cards between PCI slots.