



56SX-92 Serial Modem



Installation Guide

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56SX-92 rev2 Serial Modem

Safety Notices



- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The power cord must be connected to a properly wired and earthed (grounded) receptacle.
- Discharge static electricity from your body before you touch this product. You can do so by touching the unpainted back part of your computer chassis.



Please make sure to read all the instructions thoroughly before attempting the installation of this modem.

Package Contents

- 1 56SX-92 rev2 Modem
- 1 Installation Guide
- 1 Installation CD
- 1 AC Power Adapter
- 1 RS-232 Serial Cable
- 1 RJ-11 Telephone Cable
- 1 Warranty Card

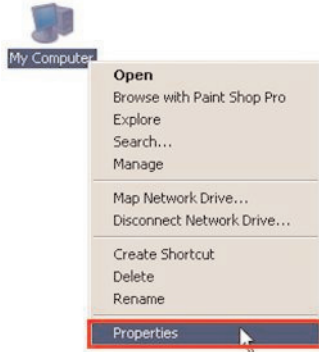
System Requirements

- 486 or higher class CPU
- Windows 95, 98, ME, 2000, XP
- Available 9-pin serial port
- CD-ROM Drive
- 32MB hard disk space (fax software)
- 1MB hard disk space (modem driver)
- 32MB RAM

56SX-92 PRE-INSTALLATION

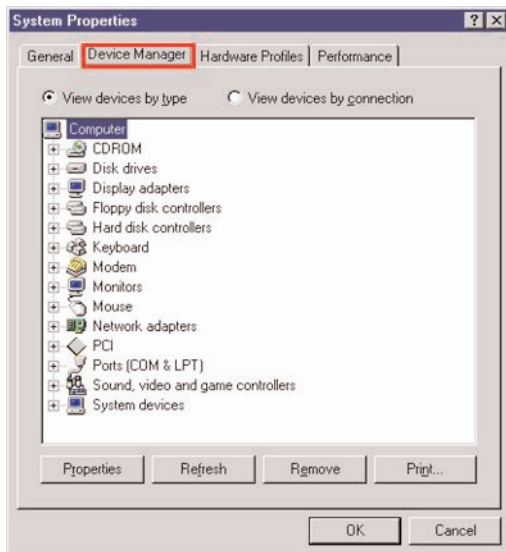
Before installing this modem it is very important to make sure that you have an available serial port on your computer. Follow through the pre-installation steps to ensure your serial port has been properly enabled.

1. Turn on the power to your computer and wait for the Windows desktop to appear.
2. *Right click* the My Computer icon and *left click* **Properties**.

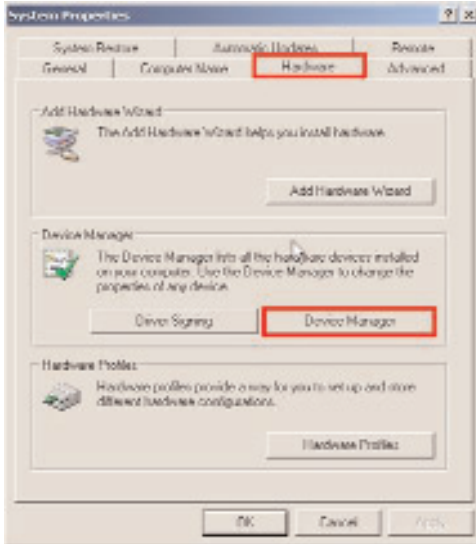


- 3a. **For Users of Windows 95/98/ME**
(If you are running Windows 2000 or XP please go to step 3b.)

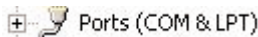
Left click the **Device Manager** tab.



- 3b. **For Users of Windows 2000/XP**
Left click the Hardware tab. *Left click* the **Device Manager** button.



4. From the Device Manager *left click* the + symbol next to Ports.



NOTE If you do not have a Ports section then you will need to enable a serial port in your system BIOS (CMOS). Please refer to the warning icon at the bottom of this page.

5. The serial port you plan to connect the modem to should be visible from within the Ports section that you opened in the previous step. The port will appear as either Communications Port (COM1) or Communications Port (COM2).



NOTE If you do not have a communications ports listed within the Ports section you will need to enable a serial port in your system CMOS. Refer to the warning icon at the bottom of this page.

Please continue to page 5 for Hardware Installation.



If you need to enter your system CMOS to enable a serial port, please refer to your system manufacturer's instructions for using their CMOS. Please refer to the next page for generic CMOS instructions to verify that your serial port is enabled.

VERIFY SERIAL PORT IS ENABLED

Note This step only needs to be performed if you had referred to the warning icon on the previous page.

The system BIOS (known as CMOS) is usually entered at the start of the boot process by pressing a key or sequence of keys to get to the system setup screens. Each system manufacturer uses different key combinations for entering the CMOS/BIOS setup. Please refer to your system documentation for specific key sequences for all of the following examples.

The key needed to be pressed to enter CMOS setup can be seen at the start of the boot process (though it does not remain on the screen for very long) on most systems.

Example: <PRESS F2 TO ENTER SETUP>

Common keys on some systems include: DEL, F1, F2, CTRL-ALT-S or ESC. Please [refer to your system manufacturers documentation](#) for exact instructions to enter the CMOS setup.

1. Turn on the power to the computer and enter your CMOS setup.
2. The serial ports will usually be listed within a Peripheral Configuration or On Board Devices section. Consult your system documentation for specifics and select the correct section for the serial ports.

Within this section the serial ports will be listed as either On Board Serial Port 1 & 2 (or A and B) or On Board UART 1 & 2 (or A and B). Refer to the examples below.

Examples: On Board Serial Port 1: 3F8h (COM1), IRQ4
On Board Serial Port 2: 2F8h (COM2), IRQ3

The serial port should not be set for *DISABLED* or *AUTO*. If the serial port is set for *DISABLED* or *AUTO* you will need to change the configuration. Please refer to your system manufacturer's documentation for the specific keys needed for this operation.

Your screen will normally show you a legend of which keys perform which actions, usually located at the bottom of the CMOS screen.

3. Navigate the cursor to the correct serial port.
4. Change or modify the value to show either:

COM1 or 3F8h or 3F8
OR
COM2 or 2F8h or 2F8
5. Look for the option to **save and exit** CMOS. This will be the **F10** key on most systems. Please consult your system documentation for specific key commands.

This concludes the CMOS setup to verify a serial port is enabled.

HARDWARE INSTALLATION

1. Locate an available serial port on the back of the computer. The serial port will have **9 pins** inside of the connector. Refer to the diagram below.



Sample Serial Port

2. Using the serial cable provided, connect the female end of the cable into the serial port that you located in step 1. Refer to the diagram below.



Serial Cable



Female Connector

3. Connect the male end of the serial cable into the female connector on the back of the modem. Refer to the diagram below.



Male Connector



Connect to Serial Port on the modem

4. Using the AC adapter provided with the modem, connect the small round connector on one end of the adapter cable to the Power socket on the back of the modem. Refer to the diagram below.



Connect power cable to the Power socket on the modem

5. Connect one end of the phone cable that was provided with the modem into the LINE connector on the back of the modem.



Continue to page 6.

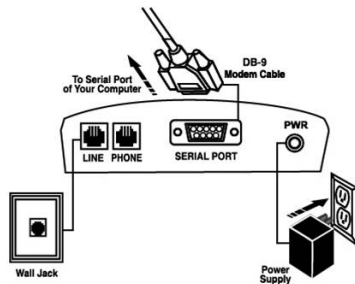
HARDWARE INSTALLATION (continued)

6. Connect the remaining end of the phone cable directly into your nearest telephone wall outlet. Refer to the illustration below.



NOTE: Please connect the phone cable directly to a wall outlet. We do not recommend connecting the phone cable into a fax machine, answering machine, splitter, or other connection. Other such devices usually can introduce noise into the phone line causing a reduced modem connection speed, poor data transfer rates, and possible frequent disconnections.

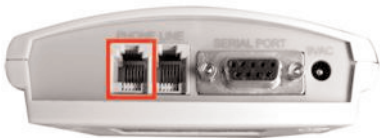
This concludes the modem hardware installation. The illustration below shows the modem with all necessary connections. Your installation should now be identical to the illustration below.



Final installation of all required connections.

Optional Telephone Installation

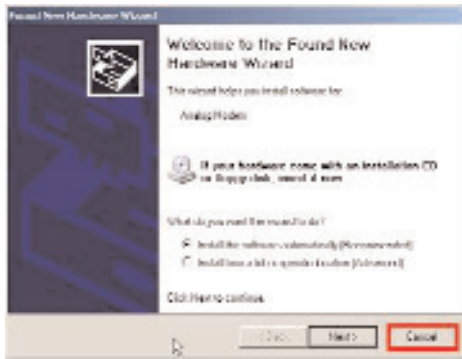
You can optionally connect a telephone to the PHONE connector on the modem. The extra phone cable required for this connection is not supplied with the modem. Any standard RJ-11 type phone cable may be used for the telephone connection.



Continue to Page 7, Driver Pre-Installation.

DRIVER PRE-INSTALLATION

1. Turn on the power to your computer and wait for Windows to load. When Windows has loaded you will be presented with a *Found New Hardware wizard*. This box may look slightly different depending on which operating system you are running.



IF THE FOUND NEW HARDWARE WIZARD DOES NOT APPEAR

If you did not receive this dialog box then you should verify that your serial port is enabled (Refer to page 4 to verify your serial port is enabled.).

2. *Left click* the **Cancel** button at the Found New Hardware wizard.

Continue to page 8 to install the modem driver.

DRIVER INSTALLATION

1. Insert the modem installation disc into your CD-ROM drive and wait for a menu to appear.



IF THE MENU DOES NOT AUTOMATICALLY APPEAR

If the menu does not automatically appear it is because the auto-run feature has been disabled on your system. If this occurs *double click* the **My Computer** icon, *double click* your **CD-ROM drive** (Should be labeled as 56SX-92 or CD-ROM Drive), *double click* **56SX-92** (or 56SX-92.EXE). *Left click* the **INSTALL MODEM DRIVER** button to install the modem driver.

IF YOUR RECEIVE AN ERROR

If you receive an error about an out of date or missing file you will need to first install a Windows update (included on the modem installation CD). *Double click* the **My Computer** icon. Use the *right* mouse button and *left click* your **CD-ROM drive** (Should be labeled as 56SX-92 or CD-ROM Drive) and *left click* **open**. *Double click* **RUNTIME.EXE**. If prompted to restart the computer you should *left click* the **NO** button. *Eject* the CD-ROM for 5 seconds and then *close* the CD-ROM door with the modem installation disc still inserted in the CD-ROM drive.

2. *Left click* the **Install Modem Driver** button.

Please continue to the operating system listed that matches the version of Windows your system is running.

Operating Systems	Page #
Windows 98/ME	9
Windows 2000	10
Windows XP	11

WINDOWS 98/ME DRIVER INSTALLATION

1. *Wait for up to 2 minutes* for Windows to auto-detect your modem. You should not be prompted for any other actions during the rest of the installation.

This concludes the Windows 98/ME modem driver installation.

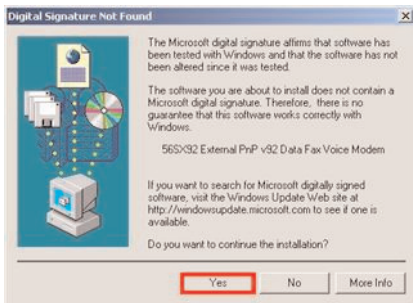
Continue to Page 12 for the optional Fax Software installation.

WINDOWS 2000 DRIVER INSTALLATION



1. *Left click* **Yes** to continue the installation.

NOTE: Please do not be concerned with the actual text within this dialog box. This modem has been tested and proved for complete compatibility within Windows 2000.



2. *Left click* **Yes** to continue the installation.

NOTE: Please do not be concerned with the actual text within this dialog box. This modem has been tested and proved for complete compatibility within Windows 2000.

This completes the modem driver installation.

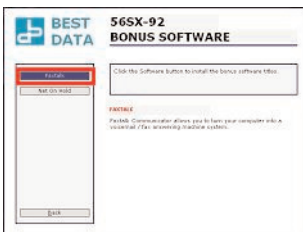
Continue to Page 12 to install the optional fax software.

Fax Software Installation for Windows 98/ME/2000/XP

1. Insert the *Installation CD* into your CD-ROM drive. An installation menu will appear.



2. From the installation menu *left click* the **Bonus Software** button.



3. *Left click* the **Faxtalk** button.



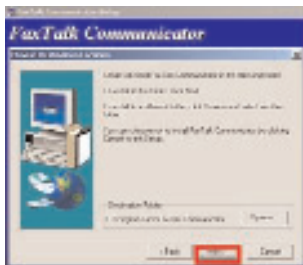
4. *Left Click* the **Next** button to begin the installation.



5. *Left click* the **Yes** button to accept the license agreement.



6. Provide your name and company name and *left click* **Next**.



7. Confirm the installation path and *left click* the **Next** button.



8. Confirm the program folder and *left click* the **Next** button.



9. Confirm the modem selected is the 56SX-92 and *left click* the **Next** button.



10. Left click the **Next** button to continue.



11. Left click the **checkbox** if you would like Faxtalk to answer all incoming voice and fax calls. Select how many rings you would like FaxTalk to answer after. Left Click **Next**.



12. Provide your user ID and fax number as instructed and left click the **Next** button.



13. Select the option to **restart your computer** and left click the **Finish** button.
This concludes the installation of FaxTalk.

Modem On Hold Software Installation

Faxtalk Net On Hold

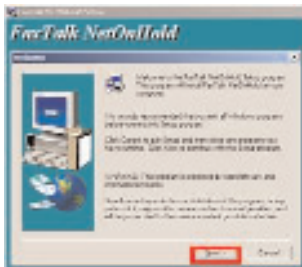
1. Insert the Installation CD into your CD-ROM drive. An installation menu will appear.



2. Left click the **Bonus Software** button.



3. Left click the **Net On Hold** button.



4. Left click the **Next** button to begin the installation.



5. Left click the **Yes** button to accept the license agreement.



6. Type your name and company name and *left click* **Next**.



7. Confirm the installation path and *left click* the **Next** button.



8. Confirm the program group and *left click* the **Next** button.



9. Select the option to **restart the computer** and *left click* the **Finish** button.

This concludes the Net On Hold software installation.

Internet Call Waiting Note

Your ISP must have support for V.92 connections and support for Internet Call Waiting (commonly referred to as MOH (modem on hold)) installed to use this feature.

When connected to the Internet you will see a phone icon in the system tray (next to the clock). *Left click* this icon to access the modem on hold features.

When an incoming call is received, you will be informed of the call with a dialog box that appears. You will have the choice to either take the incoming call or ignore the incoming call.

Each ISP sets the amount of time you can spend on the call. Typical times range from 2-4 minutes that you can spend on each call that is received through the modem on hold operation.

Please consult with your ISP to make sure modem on hold is supported with their service.

MODEM DISPLAY INDICATORS

LIGHT		DESCRIPTION
PWR	<i>Power</i>	Indicates the state of power to the modem
OH	<i>Off Hook</i>	Lights when the phone line is off hook

Troubleshooting

Insert the modem installation disc into your CD-ROM drive. An installation menu will appear if auto-run is enabled on your CD-ROM drive. From the menu click the Troubleshooting link.

If you are not able to resolve the issue we recommend contacting our technical support for further troubleshooting of the problem. Our contact information for technical support.

Product Support Information

Please have the following information available when you contact us for technical support.

1. Product Model # 56SX-92 rev2
2. Your Computer System Information
CPU Type and speed (example: Pentium3 700mhz)
Operating System version (example: Windows XP).
3. Problem Description
Please provide us with an exact description of the problem including any error messages that occur. Please let us know what steps you have already taken to troubleshoot the problem.

Best Data Technical Support Options

Hours: Mon–Fri, 8–4:30 Pacific Time

Phone: 818-773-9600
(Long distance charges may apply)

Email: Visit the online support request form at:
<http://www.bestdata.com/contact.htm>

Web: www.bestdata.com

NOTES

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