

TROUBLESHOOTING (continued)

Your modem does not connect.

Answer: Some office telephone systems may require a special character(s), such as 9, in order to get an outside line. In this case, the character must be added to your dialing string followed by a comma.

Example: 9,555-5555

You are being disconnected from the Internet.

Answer: There could be several reasons for this. You may have Call Waiting. The Call Waiting signal can disrupt or disconnect your connection. In most cases you will need to enter *70 before the telephone number. This will disable Call Waiting.

Example: *70,,555-5555

Please contact your local telephone company if you are not sure how to disable Call Waiting.

Answer: Another reason for losing connection may be that your Internet Service Provider (ISP) is disconnecting you.

Example: If you are connected to the Internet and leave your computer unattended, and there is no data being exchanged on the network, the ISP may disconnect you after a certain period of time.

TECHNICAL SUPPORT

Before calling for support, please have your system up and running, communications program installed and be ready with the following information:

- The nature of the problem and any messages you may have encountered.
- What actions you have taken so far to resolve it.

Option 2:

Free Technical Support

Technicians are available 8:00 a.m. - 4:30 p.m., Pacific Time, Monday-Friday. You may send a fax or email us at any time (be sure to include all the information mentioned above).

PHONE: (818) 773-9600 FAX: (818) 717-1721

INTERNET: <http://www.bestdata.com>

EMAIL: tech@bestdata.com

For missing items or non-technical questions:



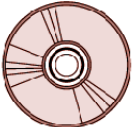
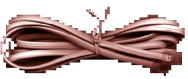

EMAIL: service@bestdata.com

Register your product at www.bestdata.com



WHAT YOU GET

The box for your 56USB-MAC/56USBSP-MAC modem should contain the following:

USB Modem	
This Installation Guide	
Drivers & Script Software	
Telephone Cable	
USB Cable	

*Graphics are for reference only. They are not actual.

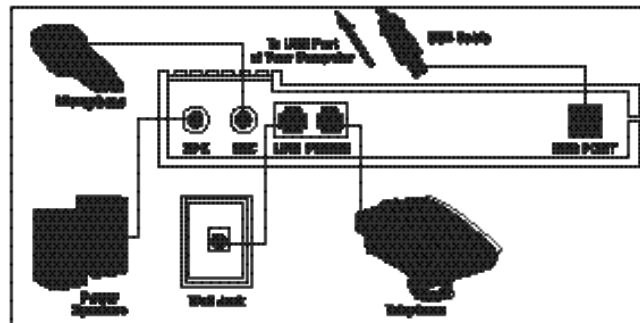
GETTING STARTED

Before physically installing your modem, perform the following:

1. Turn **ON** your computer.
2. Insert the **CD-ROM** into the CD-ROM drive.
3. Double click on the **CD Icon** titled “STF Technologies, Inc.” located on the **Desktop**.
4. Double click on the “Faxstf BE Installer” **Icon** and follow the instructions.

1. MODEM PHYSICAL INSTALLATION

Figure 1: Microphone and speaker jacks are only available on speakerphone models.



Note: Do not plug the modem into the keyboard. The keyboard does not supply enough power.

2. CONFIGURING YOUR MODEM

1. Click on the **Apple** icon located on your menu bar.
2. Scroll down to **Control Panels** and then to **Modem**.
3. Under **Setup**, select the model number that corresponds to your modem.

3. TESTING THE MODEM

1. If you already have an Internet account, the simplest way to test your modem is to try logging on to the Internet.
2. If the modem does not connect successfully, please review the suggestions in the troubleshooting section of this guide.

TROUBLESHOOTING

After connecting your modem to the computer you receive a message, “The software needed for the USB device cannot be located”.

Answer: Most likely the driver needed for this modem is not located in the system folder. Please go back and make sure you have completed the steps in the **GETTING STARTED** section of this guide.

Your new 56USB or 56USBSP is not located on the modem list of your communications software.

Answer: Your modem is not properly configured. Go back and make sure you have completed the steps in sections: **GETTING STARTED** and **CONFIGURING YOUR MODEM**.

Your communications software cannot initialize your modem.

Answer: Make sure your port settings of your communications software reflect your newly installed modem.

Your modem is reporting no Dial Tone.

Answer: Make sure you have connected your modem as shown in Figure 1. You can test for a dial tone by connecting a telephone to the modem jack labeled **Phone**. By lifting the receiver and listening for a dial tone is the easiest way to test for a dial tone.