

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

1. Insert the Modem Installation disc into your CD-ROM drive and wait for the menu to appear.
NOTE: If auto-run is not enabled for your CD-ROM drive you can **double click** the **My Computer** icon on your desktop, **double click** the icon representing your CD-ROM drive, and **double click** the **56USBSL.EXE** icon.
2. From the installation menu click on the **Supervoice** link.
3. The installer for Supervoice will appear. **Confirm** the installation path and **click Proceed**.
4. Fill in the fields providing your personal information. These fields will be used later on fax cover pages when you are sending a fax. The serial number is not required for installation. please leave this field blank. Click the proceed button when you are finished completing the form.
5. You will be informed that the installation requires files from the Windows CD. Please insert your Windows CD and click **OK**.
NOTE: Some systems are shipped from the factory with windows pre-installed and are not provided with a Windows CD. Please refer to your system documentation for the location of these files if your system did not come with a Windows CD.
6. You will be informed that the PIC Fax Printer is added to your system successfully. Click **OK** to continue.
7. **Click OK** to complete the installation.

Internet Call Waiting

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

The Internet Call Waiting software is built into the 56USBSL modem driver. When connected to the Internet you will see a modem icon in the system tray (next to the clock). Click this icon to access the outgoing call feature. 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. Please consult with your ISP to make sure these features are supported with their service.

Troubleshooting

1. Insert the Best Data Installation disc into your CD-ROM drive. An installation menu will appear if auto-run is enabled on your CD-ROM drive.

NOTE: If auto-run is not enabled you can **double click** the

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My Computer icon on your desktop, double click the icon representing your CD-ROM drive, and **double click** the **56USBSL.EXE** icon.

2. From the installation menu select the Troubleshooting link. We have provided answers and/or solutions for most common problems that users experience with analog modems. If you are not able to resolve the issue we recommend contacting our technical support for further troubleshooting of the problem. Our product support and contact information is provided below.

Product Support Information

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

1. Product Model #: Your Best Data Modem is model 56USBSL.
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

Option 1

TechXpress

Telephone: 800-587-8167

24hrs/7 days a week

\$7.00 flat fee per incident

Option 2

Best Data Free Support

Telephone: 818-773-9600

Mon – Fri, 8 – 4:30 PST

Email: tech@bestdata.com

www.bestdata.com/tech/tech.htm



QuickStart Guide

56K V.92 USB Modem

Model # 56USBSL



Model#56USBSL
BD BEST DATA
P/N 25850

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Quick Start Guide

56USBSL V.92 USB Modem

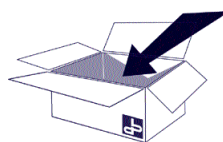


To avoid a shock hazard:

- Do not connect or disconnect any cables connected to this product during an electrical storm.
- The power cord must be connected to a properly wired and earthed receptacle.

To Prevent Static Discharge

Discharge static-electricity from your body before you touch the product. You can discharge static electricity by touching the unpainted back part of the computer chassis.



Before You Begin

Have the following items available and be sure you meet the minimum system requirements before you install this modem.

Package Contents

- 56USBSL V.92 USB Modem
- USB Cable
- Quick Start Guide
- Warranty Card & FCC Notice
- RJ-11 Telephone Cable
- Modem Installation CD
- AOL Installation CD

Minimum System Requirements

- PC Compatible with an available USB port
- Intel Pentium 266mhz or equivalent CPU
- Microsoft® Windows® 98/ME/2000/XP
- CD-ROM Drive
- 20MB Hard Disk Space Available
- 32MB RAM
- Call Waiting telephone service required for Internet ON Hold feature.

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Modem Hardware Installation

Before connecting the 56USBSL modem we recommend removing any previous modem drivers, hardware, and software from your system.

1. **Turn on the power** to your computer and wait for the desktop to appear.
2. Connect one end of the supplied USB cable into an available USB port on your system. (Note: A USB hub can also be used. The USB hub must be a powered USB hub.)
3. Connect the remaining end of the USB cable into the USB port on the 56USBSL modem.
4. You will be notified that Windows found new hardware. Continue to the next step only if the found new hardware wizard appears. Do **not** continue if the wizard does not appear. Instead you may want to try a different USB port to see if that may resolve the problem.
5. **Click the CANCEL** button when the wizard appears.

Connect the Telephone Cable

Insert one end of the supplied telephone cable into the telephone line wall outlet and insert the opposite end of the cable into the connector marked RJ-11 on the back of the modem.

Modem Driver Installation for Windows 98/ME/2000/XP

1. Insert the Best Data Installation disc into your CD-ROM drive. An installation menu will appear if auto-run is enabled on your CD-ROM drive.

NOTICE 1: If auto-run is not enabled you can **double click** the **My Computer** icon on your desktop, **double click** the icon representing your **CD-ROM** drive, and double click the **56USBSL.EXE** icon.

NOTICE 2: If you receive an error about a missing file or out of date file you should first **double click** the **RUNTIME.EXE** icon on the CD and then repeat step 1 when complete.
2. From the Installation menu **single click** the **install modem driver link**. While the driver is being installed you will see a progress bar indicator. When the bar disappears the driver installation is complete.

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NOTICE 1: Windows 2000 may inform you that the driver is not digitally signed. You must **click YES** to install the driver.

NOTICE 2: Windows XP may inform you that the driver has not passed Windows logo testing. You must **click Continue Anyway** to install the driver.

NOTICE 3: If you have Windows 2000 or Windows XP installed and receive either of the above posted notices please do not be concerned with the actual text of the message. The message only implies that Microsoft has not personally tested the drivers and approved them for use. However, Best Data has thoroughly tested the drivers prior to the release of the product. The product uses a Smartlink chipset. Smartlink has also verified full functionality in these operating systems.

3. Some versions of Windows may prompt you to restart the computer. Click **yes** to restart if you are prompted. This concludes the modem driver installation.

Modem Driver Installation for Linux

Please refer to the README files on the Installation CD, located in /drivers/linux/sldm-2.7.14