
QUICK START



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Before You Begin, Check That You Have Received the Following:

- Your faxmodem (referred to in this manual as a “modem” or “faxmodem”)
- Phone cord
- External speaker
- Microphone with stand
- A CD-ROM containing voice/fax/data software and other software, documentation, and customer support information.
- Voice/fax/data software is on floppy disks, in case you don’t have a CD-ROM drive. These floppies also contain some helpful installation utilities for non-Plug and Play systems.
- Packet of free and reduced-price online service offers.



Installation

CAUTION!

Do not handle any internal modem card when the phone line is plugged into it. The voltages present when the line is ringing are potentially harmful.

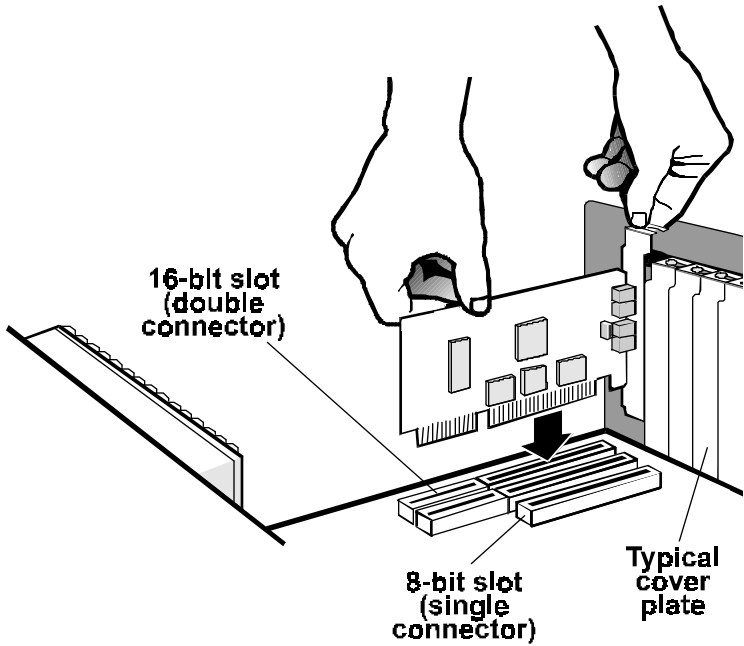
If you need to remove the card for any reason, simply remove the phone line from the internal card before handling it.

To Install your Faxmodem:

- 1** Before you start the hardware installation, turn your computer off and unplug it. Don't plug it back in or turn it on until you complete the faxmodem hardware installation. Remember, your computer should be located near a phone jack.
- 2** Take the cover off your computer. This is a little different for every computer. If you are not familiar with the procedure, consult your computer's manual for more detailed instructions.
- 3** Locate an available 16-bit slot (see the illustration on the next page).

Note that the faxmodem has two sections of gold connecting fingers. A 16-bit slot has double connectors to match the fingers.
- 4** Unscrew and remove the metal cover plate on the rear of the computer that lines up with the 16-bit slot. This plate is similar to the bracket on the faxmodem.

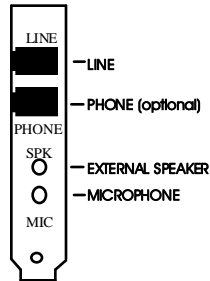
Put the plate and screw aside.
- 5** Plug the faxmodem firmly into the 16-bit slot. Be sure that the bracket is lined up properly, then screw the bracket into the computer with the screw you removed with the cover plate.



6 Replace the computer cover.

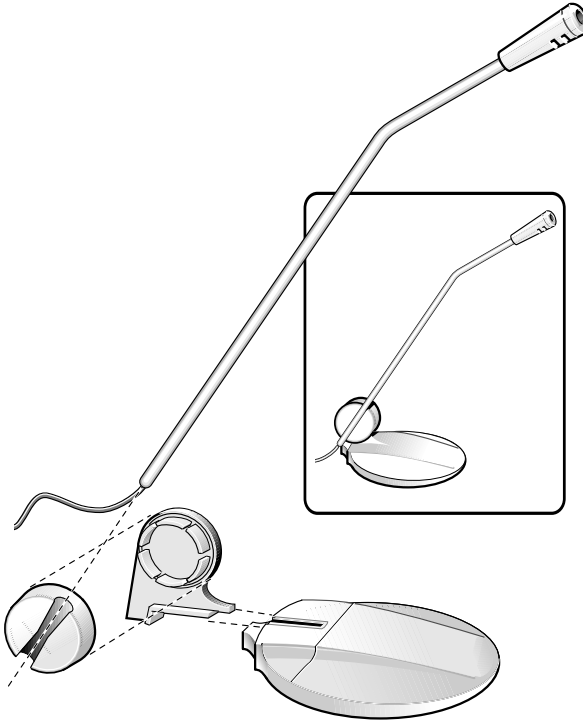
7 Connect the telephone cord. Plug one end of the phone cord into the jack marked **LINE**. Plug the other end into a phone jack (where you would normally connect a phone).

You can also plug a regular telephone into the jack marked **PHONE**. The telephone shares the phone line with the faxmodem and works as a normal telephone when the faxmodem is not in use.



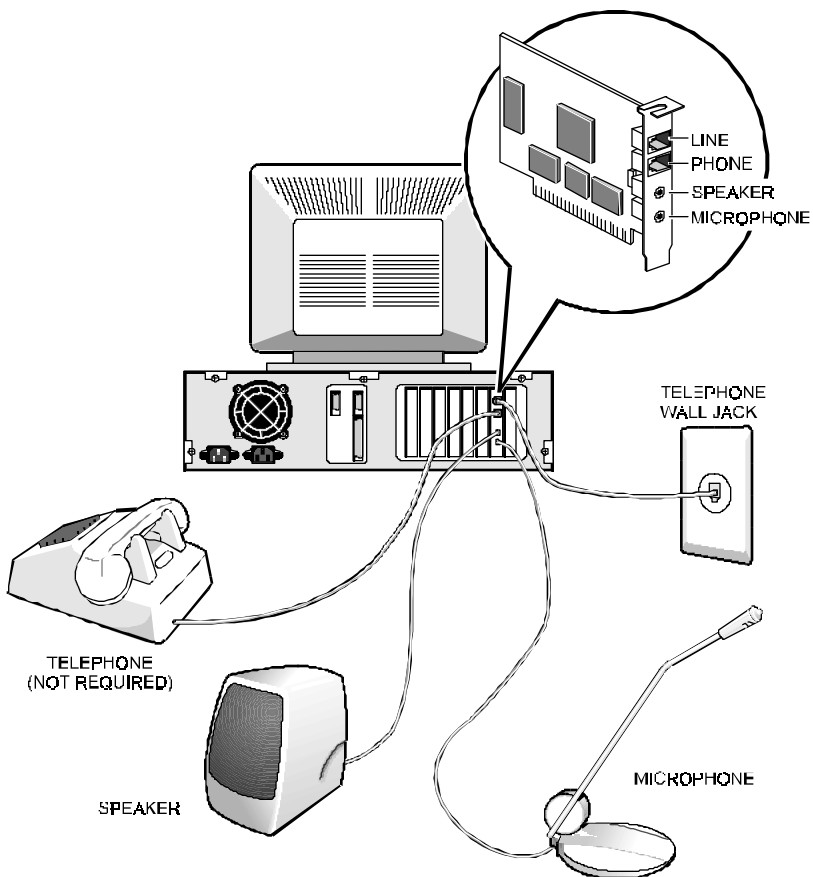
8

Assemble the microphone. Put the two halves of the microphone holder together, and then slide the holder into the slot on the microphone stand. Finally, slide the microphone stem into the groove on the microphone stand. Refer to the assembly drawing on the next page.



9

Insert the microphone plug into the jack marked **MIC** and then insert the external speaker plug into the jack marked **SPK**. The diagram on the next page shows the connections.



10 Plug in your computer and turn it **ON**.

11 If you are running Windows 3.1 or 3.11, proceed to **Setting Up Your Faxmodem with Windows 3.1 or 3.11** on page 9. If you are running the Windows 95 operating system, proceed to the next section.

Setting Up Your Faxmodem for Windows 95

If you are running Windows 95, your faxmodem is automatically detected by the Plug and Play feature of the Windows 95 operating system. Follow the procedure below to complete your faxmodem setup.

- 1** Restart your computer. As the Windows 95 operating system boots up, it displays a **New Hardware Found** dialog box on your screen for a few seconds with the identifier name (**336/Spkr** or something similar) of your faxmodem.
- 2** In the **New Hardware Found** dialog box, you have three choices for installing a “driver.” The default choice is for the driver to be installed from a disk provided by the hardware manufacturer. Highlight this selection if it’s not already highlighted and click **OK**.
- 3** An **Install from Disk** box appears. It lists **A:** as the default drive.

If you are installing from the CD-ROM, type:

D:\unimodem

and click **OK**. (this assumes that your CD-ROM drive is the D: drive. If it isn’t, substitute the correct drive letter for D:)

If you are installing from a floppy disk, make sure that correct drive is designated in the **Install From Disk** dialog box (A: is probably correct). Insert the **BitWare Disk 1** in the drive and click **OK**.

Windows 95 auto-detects the correct files and copies them.

Since you are installing from a floppy disk, you cannot install Unimodem V at this time. You don’t need Unimodem V to use the software on the floppies. You only need it for use with TAPI-compliant applications. (TAPI is Microsoft’s Telephony Applications Program Interface). If you would like Unimodem V, you can locate and download this enhancement from Microsoft and other sites on the Internet or World Wide Web. See the Technical Support flyer, or if you have access to a computer with

a CD-ROM drive, check the Customer Support section on the CD-ROM.

- 4 Windows 95 continues its startup procedure. Once the system is completely booted up, you should determine what COM port your faxmodem is set to. To do this, double-click the **My Computer** icon. When the **My Computer** window opens, double-click the **Control Panel** icon. Inside the **Control Panel** window, double-click the **Modems** icon. In the **Modems Properties** dialog box, select this product, which should be listed as a modem found by the system. Then click **Properties**. Your faxmodem's properties are listed in a **Properties** dialog box. In the **Port** box, it lists your **Communications Port** and then, in parentheses, the COM number. Make a note of this port setting and write it in the **Important Information** table on page 20 (or in some other easy-to-find place). The COM port information is important because you will be asked to set the COM port when you configure your software applications.



Setting Up Your Faxmodem with Windows 3.1 or 3.11

If you are running Windows 3.1 or 3.11, you need to run the SETPORT utility from your DOS prompt.

- 1 If your computer has a CD-ROM drive, insert the disc that came with your faxmodem. Otherwise, Insert the disk labeled BitWare Disk 2 in your floppy drive.
- 2 From the DOS prompt, type **D:** (or the drive letter of the correct drive) and press **Enter**. At the **D:** (or **A:**) prompt, type **cd setport** and press **Enter**. This opens the SETPORT directory.
This directory contains utilities that help you configure your faxmodem's COM port and IRQ settings.
- 3 Type **setport 3** and press **Enter**. The program tries to set up the faxmodem on COM 3. In almost all circumstances, **setport 3** successfully sets the modem to COM3 and a free IRQ, usually 12 or 11.

Once the program finds a free IRQ, it tries to communicate with the faxmodem using these settings. If successful, the program asks if you want it to automatically modify your AUTOEXEC.BAT and SYSTEM.INI files.

We strongly recommend that you answer **Yes** to these prompts.

If unsuccessful, PORTWIZ checks more IRQs until it finds one that works. PORTWIZ checks the following IRQs in order: 12, 11, 15, 10, 7, and 5.

If you don't get an error message at this point and your computer does not start behaving erratically, skip to step 5; your faxmodem hardware is installed.

If you do have a problem, continue below.

4 Repeating step 3, but use COM 4 (i.e., type **setport 4** and press **Enter**). If COM 4 results in an error message, try COM 1 and then COM 2.

Even if SETPORT is successful, you may still run into a conflict with another peripheral, such as a mouse, a video card, or a sound card. This happens because SETPORT is unable to tell that a particular IRQ setting is already assigned to another device if that device is not being used at the time. If you get erratic behavior, such as inconsistent modem performance or a piece of hardware that stops working even though it worked before, there are some advanced setup instruction in the Owner's Manual on the CD-ROM. If you don't have a CD-ROM drive but have access to one through a friend or at work, you can print the whole manual or the appropriate pages from the manual.

5 Write down the COM port and IRQ setting of your faxmodem in the Important Information form on page 20, or some other easy-to-find place. The information is important because you may need to use it in setting up your software applications.

Your faxmodem hardware is installed!



Installing Software from the CD-ROM

If you have a CD-ROM drive, you can install the software using an easy point-and-click interface.

For Windows 95

Insert the disc in your CD-ROM drive. It starts automatically. Follow the instructions on the screen.

For Windows 3.1 or 3.11

Insert the disc in your CD-ROM drive. Choose **Run** from the **Start** menu, type **D:\setup** (use the correct drive letter if it isn't D:), and press **Enter**. Follow the instructions on the screen.



Installing BitWare from Floppy Disks

If you don't have a CD-ROM drive, the BitWare Voice/Fax/Data (F/D/V) installation program copies files from two 3.5" disks onto your system's hard disk and updates Windows system files. Below are the basic instructions for installing BitWare. **The instructions below assume your 3.5" floppy drive is A:.**

1 Start Windows and place the **BitWare Disk 1** in drive A:.

2 **For Windows 3.1 or 3.11:**

Choose **Run** from the **File** menu. Type **D:\BITWARE\SETUP** and click **OK**. If you are installing from a floppy, type **A:\SETUP** and click **OK**. After a few moments, the **Cheyenne BitWare** install dialog box appears.

For Windows 95:

Double-click the **My Computer** icon. When the **My Computer** window appears, double-click the **Control Panel** icon. When the **Control Panel** window appears, double-click the **Add/Remove Programs** icon. When the **Add/Remove Programs Properties** box appears, click **Install**. When the **Install Program From Floppy Disk or CD-ROM** box appears, click **Next**. Windows 95 detects the BitWare setup program in your floppy drive. The line **D:\BITWARE\SETUP** (or **A:\SETUP.EXE**) appears in the **Command line for installation program** box. Click **Finish** to proceed with the installation. After a few moments, the **Cheyenne BitWare** install dialog box appears.

3 Follow the prompts on the screen.

4 A **Group Name** box appears and asks you to name the BitWare group window that you want to appear in your Program Manager. Choose the default name, **Cheyenne BitWare**, by clicking **OK**, or type another name in the space and click **OK**.

5 A **Cheyenne BitWare Setup** dialog box appears and informs you that it can create independent Program icons that provide easy drag-and-drop use in Windows. Click **OK** if you want this option.

6 A **Group Name** dialog box appears again, this time asking you to name the second group window for the BitWare program icons. Choose the default name, **BitWare Icons**, by clicking **OK**, or typing another group name in the space and then clicking **OK**.

7 A dialog box appears and asks if you want to select BitWare as your default printer. If you want to select BitWare automatically to fax when you print from all of your Windows applications, click **Yes**. If you use a standard printer more often than you use BitWare, click **No**. You can always select BitWare as your printer when you want to send your fax.

8 A **Copying Application Macros** dialog box appears. BitWare includes macros for various desktop applications, such as Microsoft Word for Windows. BitWare copies its Send fax macros for any of these applications it detects in your system to the appropriate directories. Click **Copy** if you want the macros copied.

9 If your faxmodem is installed, the BitWare installation program automatically tries to determine the type of faxmodem and the COM port to which it is connected. When prompted, click **YES** to start detection

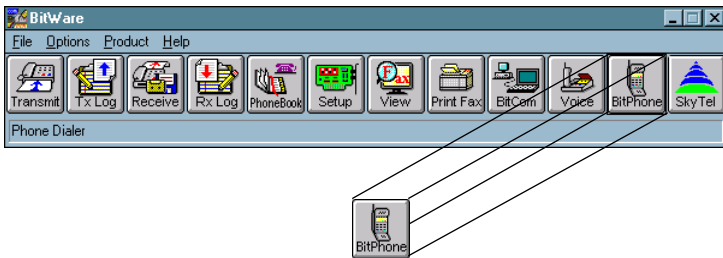
10 If BitWare is successful, a **Modem Information** box appears showing the modem class and the modem's fax send and receive speeds. Click **Close** to proceed.

Using the Speakerphone Feature with BitWare

BitWare F/D/V software has a speakerphone support feature called BitPhone. With this feature you can conveniently dial out and receive calls, hands-free, using the microphone and speaker.

Dialing Out:

1 Start BitWare F/D/V. When the task bar appears on your screen, click the BitPhone icon.



- 2 The BitPhone appears on your screen and the green **PwrOn** light comes on. Click the numbers on the touch tone keypad to dial the phone number you want (making sure to include a **1** and an area code for a long distance call, if necessary.) When you have entered the phone number, click the green **Send** button. The green **InUse** light comes on when you dial the number and an **In-Use** message appears in the white box above the number you are calling. When the party that you are calling answers your call, you should hear him or her through the speaker, and you can talk through the microphone.



- 3 When you finish your call, click the red **End** button to terminate the call. To hang up the phone, click the red and black **On/Off** button.

Receiving a Call:

- 1 Start BitWare F/D/V. When the task bar appears on your screen, click the BitPhone icon.
- 2 The BitPhone appears on your screen and the green **PwrOn** light comes on. When someone calls you, BitPhone displays a flashing bell icon. Click the green **Send** button. The green **InUse** light comes on when you answer the incoming call, and BitPhone displays an **In-Use**. When you answer the incoming call, speak into the microphone. You can hear the caller through the speaker.
- 3 When you are finished, click **End** to terminate the call. To hang up the phone, click **On/Off**.

BitWare F/D/V Online Help

For more information about using BitPhone and the speakerphone feature, highlight the BitWare F/D/V icon bar and press **F**, or choose **BitWare** from the **Help** menu.

Using the SVD Feature with BitWare

Your faxmodem incorporates AudioSpan™ simultaneous voice and data (SVD) capability. This means that you can be communicating data between your PC and someone else's while talking to that person. AudioSpan is a particular type of SVD. For you to use AudioSpan in BitWare (or in any other application), the person with whom you are communicating also must have a faxmodem with the AudioSpan feature.

BitWare supports AudioSpan directly in its BitCom module, using a simple point-and-click method.

Using the SVD Feature with Other Software

More and more software packages support AudioSpan in a direct and user-friendly way. These software packages include FarSite Lite and Wacky Wheels. For software that doesn't directly support AudioSpan, you can still use the feature by employing certain AT commands in your modem's initialization string.

These AT commands turn AudioSpan on and off and select the hardware settings you use to speak with and listen to another user.

The general form of the commands is:

\$\$ASn=ON to turn AudioSpan on, and

\$\$ASn=OFF to turn AudioSpan off

Where n is a number from 1 to 6. The following chart describes the use of the numbers:

Voice Device	Moderate Voice Quality with Faster Data	Best Voice Quality with Slower Data
Speakerphone	\$\$AS5 (recommended)	\$\$AS6
Telephone	\$\$AS3	\$\$AS4
Headset/Headphone	\$\$AS1	\$\$AS2

For example, to turn on AudioSpan using speakerphone hardware and faster data, include the following in the initialization string:

\$\$AS5=ON

You may later call an AudioSpan modem when you do not want AudioSpan on—because you want privacy or a higher data rate, for instance. In that case, simply change the word ON to OFF in the initialization string:

\$\$AS5=OFF

You can see that it is easy to toggle the AudioSpan feature ON or OFF.

The online Owner's Manual on the CD-ROM contains more information on the use of AT commands in initialization strings.



Testing Your Faxmodem

Logging on to an online service or Internet Service Provider (ISP) gives you an opportunity to test your faxmodem. You also have a chance to enjoy the online services' free offers.

If you have a CD-ROM drive, launch the easy point-and-click interface. Go to the Online Services menu and select one of the services (such as America Online or CompuServe).

If you don't have a CD-ROM drive, locate the America Online or other package included with this product. Instructions for installing the software are included with the services' diskettes. After installation, double-click the online service icon when it appears on your screen. After that, step by step instructions from the software guide you all the way through the logon and registration process.

Sending a Fax in BitWare

To test your fax software you can send a fax from one of your windows applications.

- 1** Open a word processing program, such as Word for Windows, and then proceed.
- 2** In your application, open or create a document. When you have a document ready, choose **Print** from the **File** menu. Select **BitWare** as your printer, if you have not already selected it as your default printer during installation. Then select the pages to fax and click **OK**.
- 3** At the **Dial Fax** box, type the name and fax phone number you want to call. (You also can select **Add to Phonebook** and **Cover Page**, if desired.) Then select **Start/Fax**. The **Status** box shows when your modem connects and its progress. (When the box disappears, the fax transmission is complete.)

You can check the status of the fax by clicking the **Transmit Log** icon in the **BitWare Icons** box. For further details about sending and receiving faxes, refer to the BitWare User's Guide.

Common Problems and Solutions

The following problems and solutions are common when using modems.

Problem: **The faxmodem disconnects while communicating with a remote system.**

Solution: The telephone line disrupted your call. If your telephone service includes Call Waiting, turn it off if possible before making modem calls. Ask your telephone company if you can temporarily disable Call Waiting by pressing ***70**, or another code. If so, include ***70**, (or other code) as a prefix with the telephone numbers in the software's dialing directory. Or you can add ***70**, or the correct code to the

initialization string. (Be sure to include the comma). Note that this helps with outgoing but not incoming calls.

Problem: Your software says it can't find your faxmodem.

Solution: Make sure that you have set your communications software to the proper COM port, the one where your faxmodem is installed. If you did not record the faxmodem's COM port setting earlier, you need to find it now. See the Installation section of this Quick Start.

Problem: You connected using BitWare, but got garbled data on the screen.

Solution: Change the settings for Data Bits, Parity, Stop Bits, and/or Term(inal) to match the modem or bulletin board service you are calling. A common setting is Data Bits: 8, Parity: None, Stop Bits: 1 (often abbreviated as 8N1). Many bulletin boards use ANSI terminal emulation.

Problem: The maximum volume of your speaker is too low.

Solution: Install or move the jumpers on the faxmodem. This procedure is described in Appendix B of the electronic Owner's Manual.

Problem: You can't receive faxes.

Solution: Make sure that Automatic Reception is enabled in the fax software and that the fax software is running. Make sure that no other communications software is running.

Problem: Your faxmodem goes off hook and seizes the telephone line when there is an incoming voice call that you want to take on your telephone.

Solution: The faxmodem is configured for auto-answer. Turn off auto-answer in your software.

Problem: You encounter other communications problems with your faxmodem.

Solution: Check that your communications software is properly set up. Recheck the initialization string and dial string specified in your software manual. Remember that commands in the initialization string are sent to the modem each time you start your software and override the settings stored in the modem's nonvolatile memory.

Problem: The faxmodem does not automatically dial a call when you use your software to dial a number.

Solution: Make sure the modem speaker is turned on and the volume setting is turned up in your software so that you can hear dialing sounds. Also make sure that the phone line is plugged in. If you are using tone dialing on a line that requires pulse dialing, the line may not be able to accept tone-dialed calls. Select pulse dialing in your software.

For more troubleshooting tips, refer to your Owner's Manual.

Important Information

In the event you need technical support or customer service, you will need the information below.

We recommend that you take a few moments to fill in the following information for your future reference.

Faxmodem Model _____

(located on the FCC label and on the end of the box)

Serial Number _____

(located on the bracket)

COM Port _____ **IRQ** *(if known)* _____

Date of Purchase _____

Store or Dealer _____

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