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MultiModem® ZBA

MT9234ZBA-USB-CDC

User Guide



Systems

MultiModem ZBA User Guide
MT9234ZBA-USB-CDC
S000473A Revision A

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Record of Revisions

<i>Revision</i>	<i>Date</i>	<i>Description</i>
A	03/04/10	Initial release of MT9234ZBA-USB-CDC.

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Patents

This device is covered by one or more of the following patents: 6,031,867; 6,012,113; 6,009,082; 5,905,794; 5,864,560; 5,815,567; 5,815,503; 5,812,534; 5,809,068; 5,790,532; 5,764,628; 5,764,627; 5,754,589; D394,250; 5,724,356; 5,673,268; 5,673,257; 5,644,594; 5,628,030; 5,619,508; 5,617,423; 5,600,649; 5,592,586; 5,577,041; 5,574,725; D374,222; 5,559,793; 5,546,448; 5,546,395; 5,535,204; 5,500,859; 5,471,470; 5,463,616; 5,453,986; 5,452,289; 5,450,425; D361,764; D355,658; D355,653; D353,598; D353,144; 5,355,365; 5,309,562; 5,301,274; 7082106; 7082141; 7092406 . Other patents pending.

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Online Support Portal: <https://support.multitech.com>

In order to better serve our customers, manage support requests and shorten resolution times, we have created the online web portal allowing you to submit questions regarding Multi-Tech products directly to our technical support team. Get answers to your most complex questions, ranging from implementation, troubleshooting, product configuration, firmware upgrades and much more.

To create an account and submit a Support Case on the Portal, visit <https://support.multitech.com>.

Knowledge Base and Support Services: www.multitech.com/support.go

The Knowledge Base provides immediate answers to your questions and gives you access to support resolutions for all Multi-Tech products. Visit our support area on the website for other support services.

Technical Support

U.S. office hours are 9am – 5pm, CST

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U.S., Canada, all others:	support@multitech.com	(800) 972-2439 or (763) 717-5863

Warranty

Warranty information can be found at: <http://www.multitech.com/warranty.go>

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Chapter 1 – Description and Specification

Congratulations on your purchase of the MultiModem ZBA-USB modem. Your MultiModem product data/fax modem supports remote configuration and dial-up connections. It offers V.34/33.6K fax and Error Correction Mode that reduces fax transmission time by more than half when compared to traditional fax modems. In addition, they are globally approved for use in many countries around the world. This means one model can ship virtually anywhere.

This User Guide will help you install, configure, test, and use your modem.

Check the Multi-Tech's Web site for current versions of our product documentation.

Features include:

- V.92/56K download speeds and 48K upload speeds when connecting with V.92 servers
- V.44 compression improves data throughput rates
- Class 1.0 and Class 2.1 faxing at speeds to V.34/33.6K bps (Super G3)
- Error Correction Mode (ECM) provides fast and reliable fax transmissions
- Windows Plug-and-Play operation
- Linux compatible
- U.S. Caller ID reporting
- Remote configuration for centralized setup and control
- Globally approved models for use in many countries worldwide
- Small footprint and stackable design
- Self-resetting lightning protection
- Flash memory for easy updates
- USB cable included
- Two-year warranty

Universal Serial Bus (USB)

Universal Serial Bus (USB), defined by a consortium of industry leaders, permits connection of multiple low-speed and medium speed computer peripheral devices such as telephones, modems, printers, keyboards, mice, and scanners; all from a single personal computer port. The specification, based on an open architecture is quickly becoming a standard feature in new desktop and notebook computers.

Package Contents

The MultiModem USB package contains:

- A MultiModem data/fax modem
- A set of four self-adhesive plastic feet
- One Product CD
- One USB cable
- One modular telephone cable

AT Commands Info

The AT Commands for the MultiModem are published in a separate Reference Guide included on your product CD and posted on the Multi-Tech web site.

Technical Specifications

Your MultiModem ZBA-USB-CDC modem meets the following specifications:

Trade Name	MultiModem® ZBA		
Model Number	MT9234ZBA-USB		
Server-to-Client Data Rates	V.90 speeds when accessing a V.90 or V.92 server (actual speed depends on server capabilities and line conditions)		
Client-to-Server Data Rates	Up to 50Kbps when accessing a V.92 server (actual speed depends on server capabilities and line conditions); otherwise, the same as client-to client data lines.		
Client-to-Client Data Rates	33600, 31200, 28800, 26400, 24000, 21600, 19200, 16800, 14400, 12000, 9600, 7200, 4800, 2400, 1200, 0-300 bps		
Fax Data Rates	33600, 31200, 28800, 26400, 24000, 21600, 19200, 16800, 14400, 12000, 9600, 7200, 4800, 2400, 1200, 0-300 bps		
Modem Compatibility	ITU-T V.92, V.90, V.34 enhanced, V.34, V.34bis, V.32, V.32bis, V.22; Bell 212A and 103; ITU-T V.21, V.42, V.42bis, V.44		
Fax Compatibility	ITU-T "Super" Group 3, Class 1.0, 2.0, 2.1, T.4, T.30, V.21, V.27ter, V.29, V.34, V.17; TIA/EIA 578 Class 1, 2, TR29.2		
Error Correction	ITU-T V.42		
Data Compression	ITU-T V.44 (4:1 throughput), V.42bis (4:1 throughput), MNP 5 (2:1 throughput)		
Flow Control	XON/XOFF (software), RTS/CTS (hardware)		
Intelligent Features	Plug and play; fully AT command compatible; autodial, redial, repeat dial; pulse or tone dial; dial pauses; auto answer; caller ID; EIA extended automode; adaptive line probing; automatic symbol and carrier frequency during start-up, retrain, and rate renegotiation; DTMF detection; call status display, auto-parity and data rate selections; keyboard-controlled modem options; non-volatile memory; on-screen displays for modem option parameters; command lines of up to 40 characters each; remote configuration		
Command Buffer	40 characters		
Transmit Level	-12 dBm (Euro/NAM) – varies by country/region setting		
Frequency Stability	±0.01%		
Receiver Sensitivity	-43 dBm under worst-case conditions		
AGC Dynamic Range	43 dB		
Connectors	USB connector; two RJ-11 phone jacks		
Cables	One RJ11 phone cable One USB cable Note: Any cables connected to the computer should be shielded to reduce interference.		
Diagnostics	Power-on self test, local analog loop, local digital loop, remote digital loop.		
Environmental	Temperature range 0°– 50° C (32°–120° F); humidity range 20–90% (non-condensing)		
Dimensions	10.9 cm wide x 14.5 cm long x 2.5 cm high (4.3" x 5.7" x 1.10")		
Weight	227 g (8 oz)		
Power		<u>Typical</u>	<u>Maximum</u>
	Measured Volts	4.96	4.94
	Current (AMPS)	0.136	0.176
	Watts	0.675	0.869
Limited Warranty	2 year		

Chapter 2 – Installation

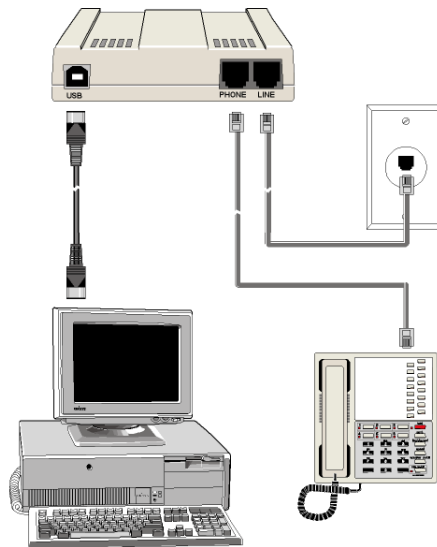
This chapter shows you step-by-step how to set up your Multi-Tech MultiModem product.

Safety Warning Telecom

- Use this product only with UL and cUL listed computers.
- To reduce the risk of fire, use only 26 AWG (.41 mm) or larger telephone wiring.
- Never install telephone wiring during a lightning storm.
- Never install a telephone jack in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Avoid using a telephone during an electrical storm. There is a risk of electrical shock from lightning.
- Do not use a telephone in the vicinity of a gas leak.
- This product must be disconnected from the telephone network interface when servicing.

Connect the Modem to Your PC

Placing the modem in a convenient location, connect it to your computer's USB port, to the telephone line, and, optionally, to your telephone.



USB Connection

Plug one end of the USB cable into the USB connector on the modem, and the other end into a USB port connector on your computer.

Line Connection

Plug one end of the phone cable into the modem's LINE jack and the other end into a phone line wall jack.

Note: The LINE jack is not interchangeable with the PHONE jack. Do not plug the phone into the LINE jack or the line cable into the PHONE jack.

Note: The Federal Communications Commission (FCC), and Industry Canada impose certain restrictions on equipment connected to public telephone systems. See [Appendix A](#) for more information. .

Phone Connection

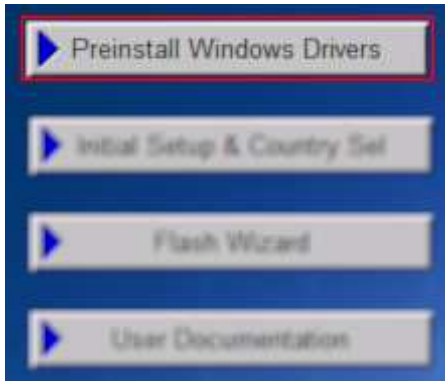
For voice-only calls, you can optionally plug a telephone into the modem's PHONE jack.

Install the Modem Driver

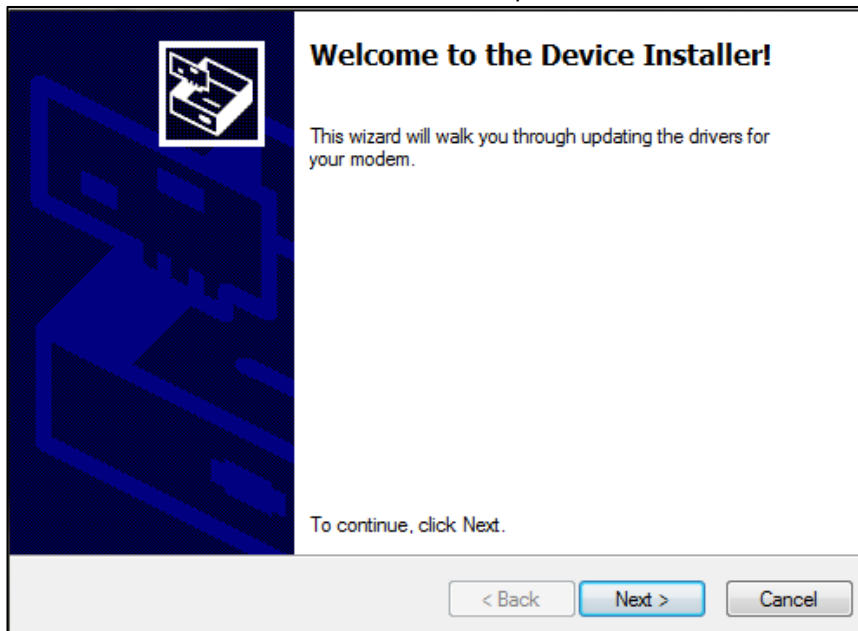
Windows Installer

Your product CD contains an installer program for current Windows operating systems (Windows XP and newer only) that should be used **before** plugging in your USB modem. Should you happen to connect your USB modem before using the installer program, please follow the directions in the following sections for your particular version of Windows.

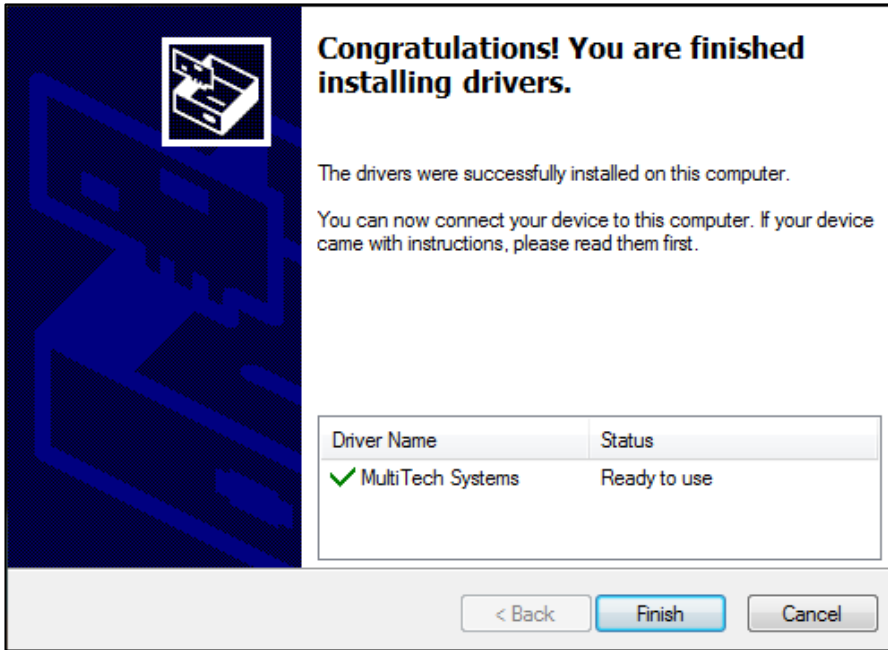
1. Insert the product CD into a compatible drive. Do **not** connect your modem yet.
2. Click on the **Preinstall Windows Drivers** button from the main splash screen of the CD.



3. Click the button that matches your operating system [32-bit or 64-bit]. You can see what type of system you are using from the *Control Panel | System* screen.
 - a. Windows may pop-up a User Account Control window. Select the YES button to continue with the driver installation.
4. Click on the next button to start the driver pre-installation.



5. There will be a transitory screen, then the process will complete. Click on the **Finish** button.



6. Connect your USB modem to an available port and Windows will detect and install the modem.
7. Your installation is complete.

After the installation has been completed, you should test the operation of your new MT9234ZBA-USB by registering it. Key in the URL given below and follow the on-line instructions:

http://www.multitech.com/en_US/TOOLS/Forms/register/warranty.asp

Manually Installing the MT9234ZBA-USB-CDC in Windows 7

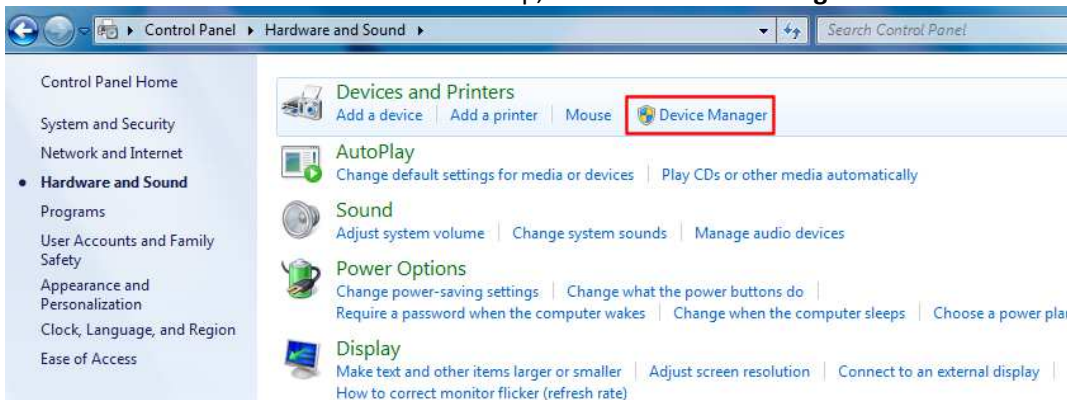
If you did not use the pre-installer for Windows, this is the process for installing your modem.

After connecting your MT9234ZBA-USB-CDC to an available USB port, Windows 7 will report that the driver software was not successfully installed; Windows 7 no longer uses the new device wizard for installations. Pointing Windows 7 to the drivers needed is a simple process as shown below.

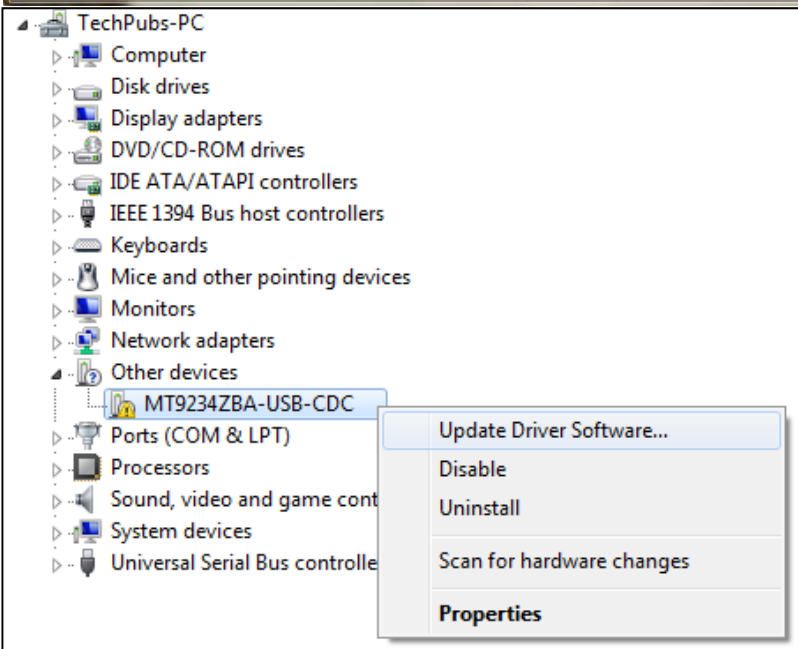
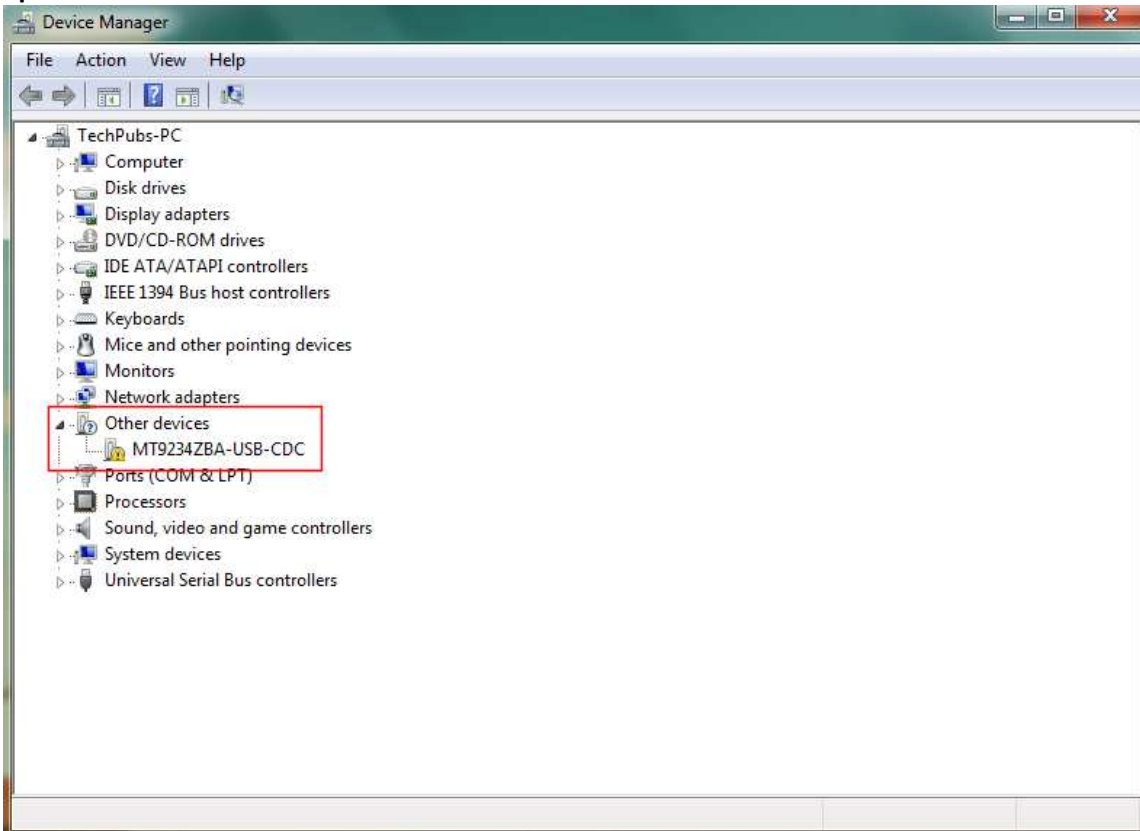
1. Insert your MT9234ZBA-USB-CDC product CD into an available drive. You can ignore or close the CD Start Menu for now.
2. Click the Windows Start button and select **Control Panel** from the options in the right-hand pane.
3. Left-click the Hardware and Sound link.



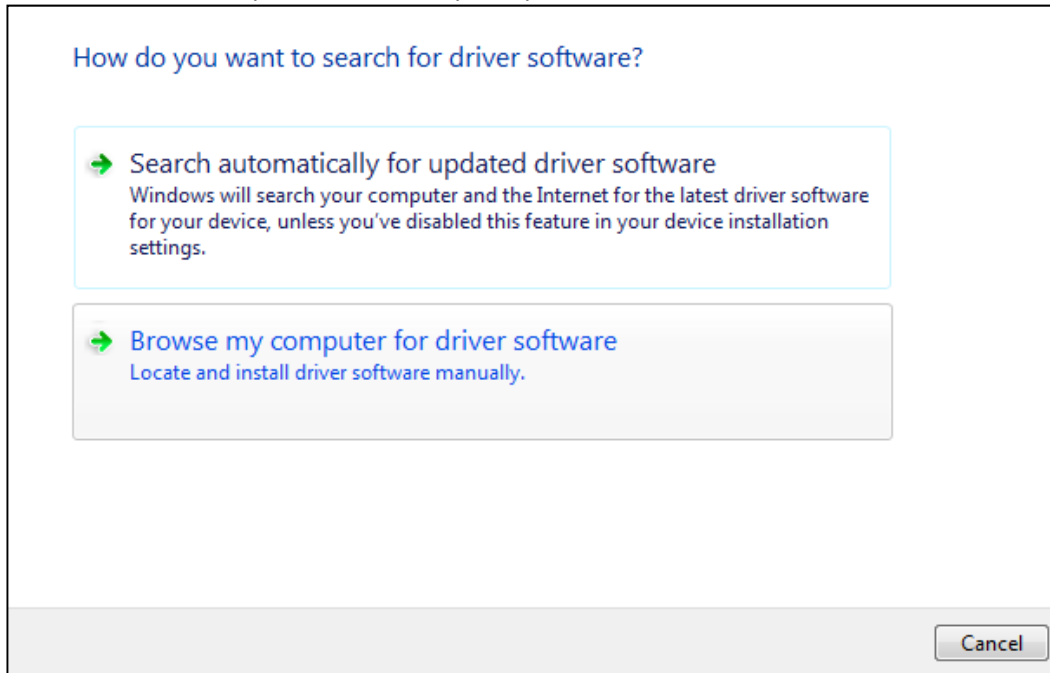
4. In the Devices and Printers section at the top, click the **Device Manager** link at the end.



5. In the list of devices, you will see an item called **MT9234ZBA-USB-CDC**. Right-click on this item and select **Update Driver Software**.



- Choose the second option “Browse my computer for driver software” and left-click on it.



- Click on the Browse button and navigate to the drive containing the MT9234ZBA-USB-CDC CD and double click to open that.
- Select the folder containing the appropriate drivers for your install (either 34-bit or 64-bit) and click OK.



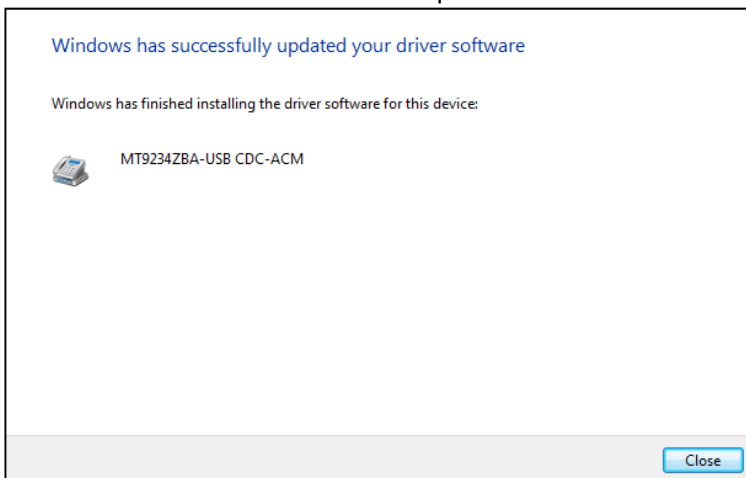
- Click the Next button at the bottom of the Update Driver Software window to continue the installation.



- At this point you may see a Windows Security window stating that the publisher cannot be verified – click **Install this driver software anyway**.



- There will be a transitory screen as the installation completes.
- Click **Close** on the last screen to complete the installation.



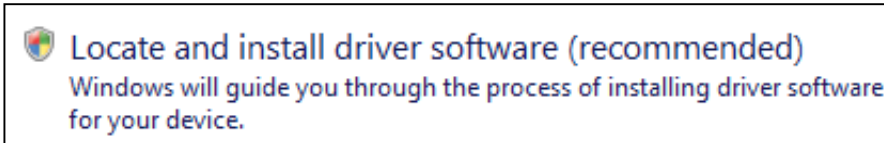
- Your modem is now installed and ready to use.

After the installation has been completed, you should test the operation of your new MT9234ZBA-USB by registering it. Key in the URL given below and follow the on-line instructions:
http://www.multitech.com/en_US/TOOLS/Forms/register/warranty.asp

Installing the Modem in Windows Vista

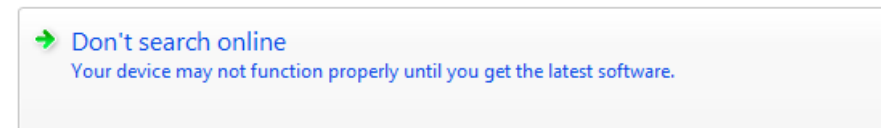
If you did not use the pre-installer for Windows, this is the process for installing your modem.

1. Power up your computer.
2. If you have not already done so, connect the modem's USB cable to a USB port on the computer and connect the phone line between the modem and a telephone wall jack.
3. Windows will detect that the new modem is present and start the New Hardware wizard. Select the '**Locate and install driver software (recommended)**' option.



Note: Throughout the installation, you may be prompted by the Vista 'User Account Control' (hereafter referred to as the UAC). When prompted, please click the **Continue** button to proceed with the installation.

4. The New Hardware wizard will now ask if you want to search online for drivers, select '**Don't search online.**'



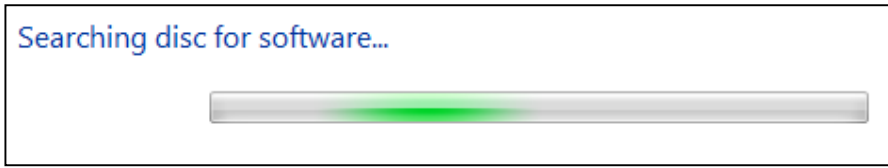
5. Windows will now direct you to insert the disc that came with your device – if you have not already done so, put the MT9234ZBA-CDC disc into your optical drive.

Note: The CD for the MT9234ZBA-CDC utilizes the Autorun feature. You should exit the CD menu if it appears during the install process.



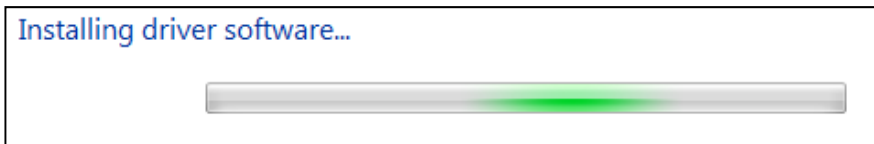
Click the **Next** button.

6. After searching the CD and finding the necessary file, a pop-up window for Windows Security will ask if you want to install the device software from Multi-Tech Systems Incorporated.

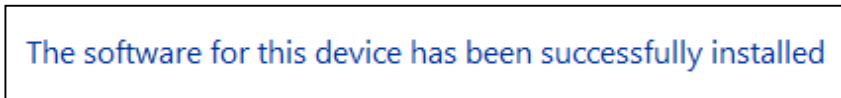


Click the **Install** button.

7. Windows will now finalize the installation.



8. When the software for this device has been successfully installed screen appears with Windows has finished installing the driver software for this device: MultiMobile MT9234ZBA-CDC.



Click **Close**.

After installation has been completed and you have Internet access setup, you should test the operation of your new MT9234ZBA-CDC by registering it. Key in the URL given below and follow the on-line instructions: http://www.multitech.com/en_US/TOOLS/Forms/register/warranty.asp

Installing the Modem in Windows Server 2008, 2003 and XP

If you did not use the pre-installer for Windows, this is the process for installing your modem.

This installation assumes a Windows Server 2008, XP, or 2003 operating system. The procedure below was completed with Windows XP; the other operating systems listed will have a similar sequence and screens.

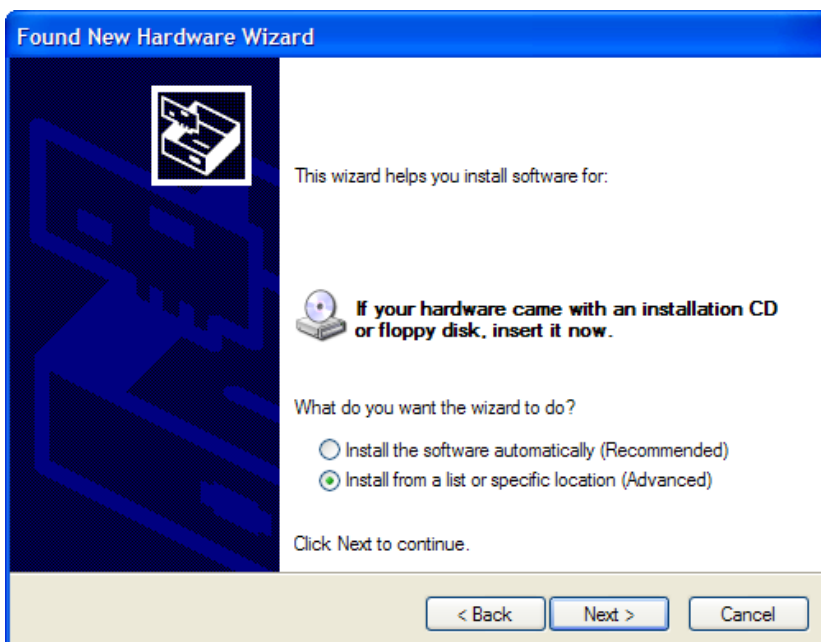
1. Connect the USB cable between the MultiModem and the PC.
2. Insert the MultiMobile MT9234ZBA-CDC CD into your CD-ROM drive. The CD uses the Autorun feature, and after a brief delay, the *MultiMobile MT9234ZBA-CDC Setup – Welcome* screen appears. Close the *Welcome* screen.

In some situations, the operating system will display a *Found New Hardware Wizard* screen and asks you: *Can Windows connect to Windows Update to search for software?*



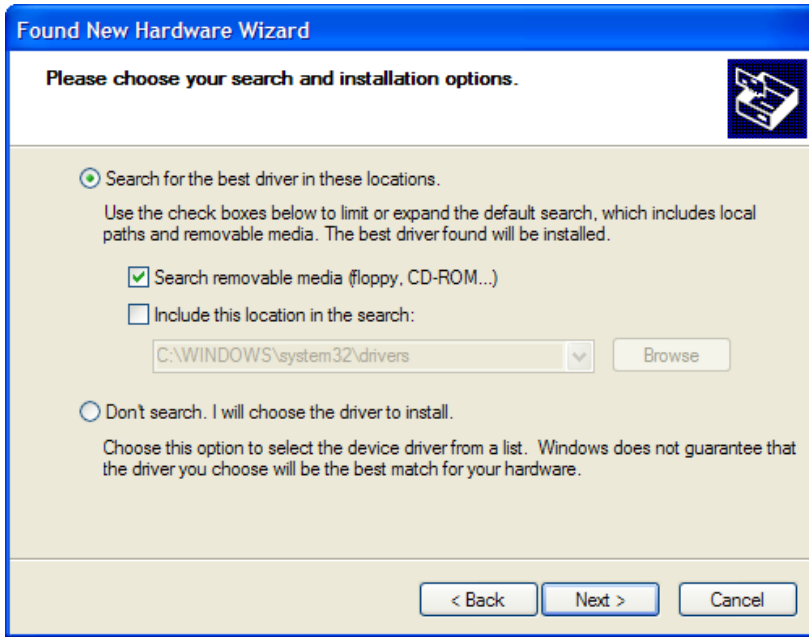
Select **No, not this time**. Then click **Next**.

3. The *Found New Hardware Wizard* screen helps you install the software for the MT9234ZBA-CDC.



Click **Install from a list or specific location (Advanced)**, and then click **Next**.

4. The next screen is the **Please choose your search and installation options.**

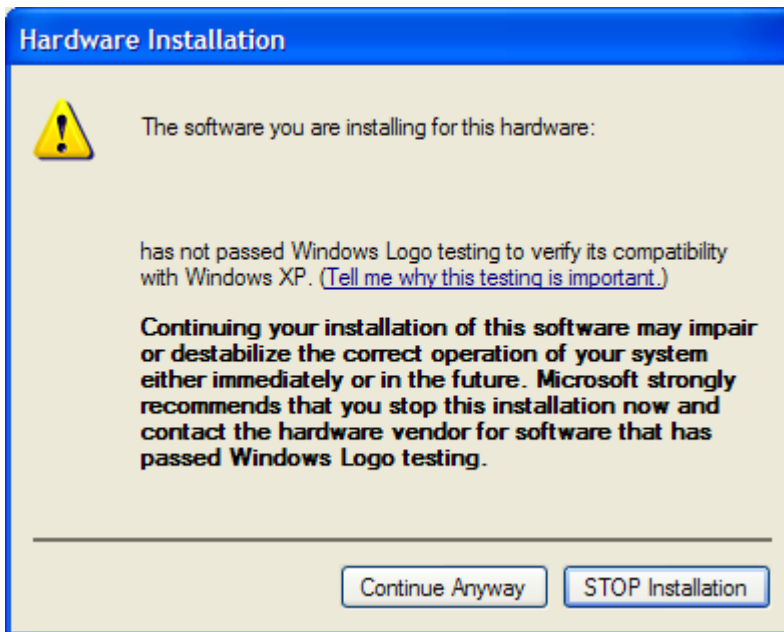


Select only **Search removable media (floppy, CD-ROM...)**.
Click **Next**.

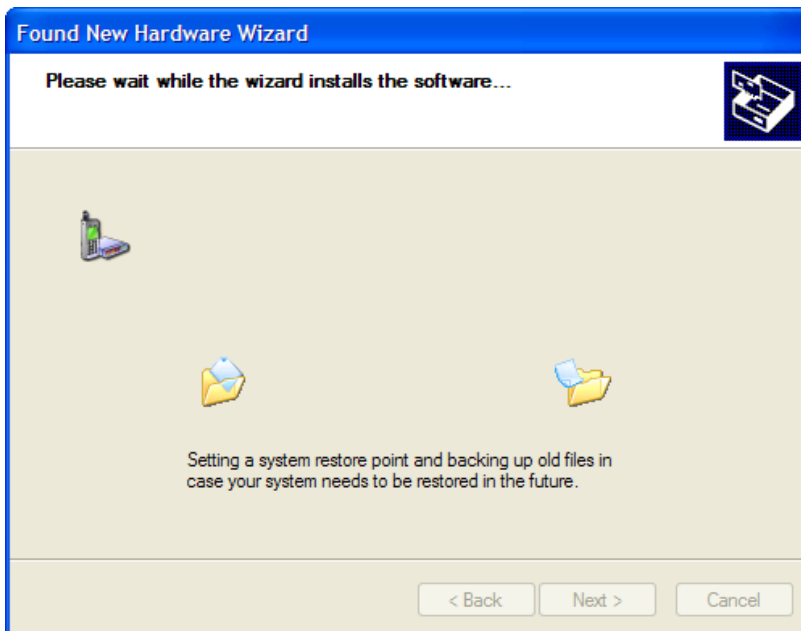
5. Please wait while the wizard searches for the MT9234ZBA-CDC.



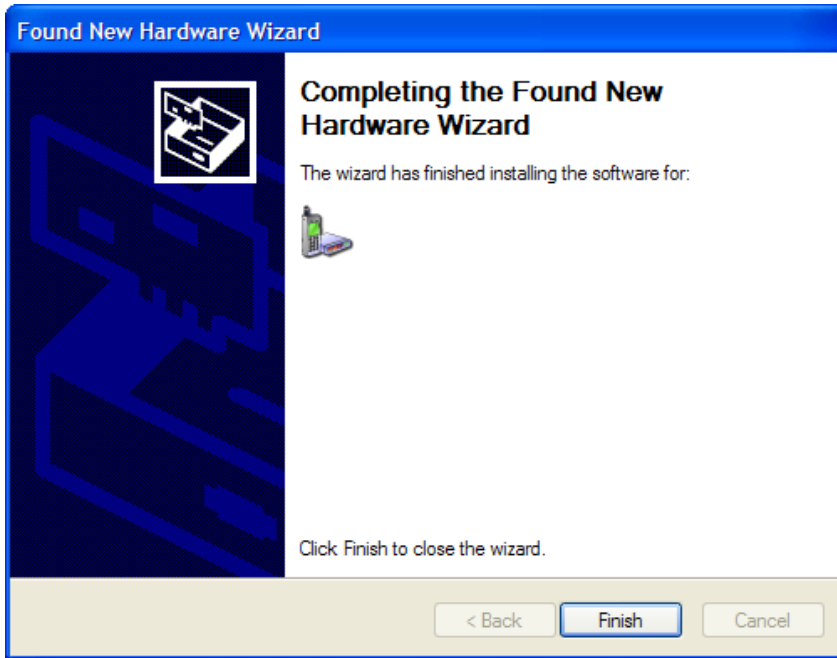
- You may be prompted by the Windows Logo check. It is safe to continue (select to **Continue Anyway**) as the installation file has passed certification testing for Windows Vista (all other operating systems may display a certification warning).



- Please wait while the wizard installs the software.



8. At the 'Completing the Found New Hardware Wizard' screen for the MultiMobile MT9234ZBA-CDC click **Finish**.



Installation is now complete.

After the installation has been completed and you have Internet access setup, you should test the operation of your new MT9234ZBA-CDC by registering it. Key in the URL given below and follow the on-line instructions: http://www.multitech.com/en_US/TOOLS/Forms/register/warranty.asp

Country Configuration with Global Wizard

Different countries have different requirements for how modems must function. Therefore, before you use your modem, you must configure it to match the defaults of the country in which you are using it. You can use one of two configuration methods:

- Using the Global Wizard to Configure Your Modem
- Using AT Commands to Configure Your Modem

Using the Global Wizard to Configure Your Modem

The Global Wizard configuration utility is recommended for computers running Windows Server 2008, Vista, XP, and 2003. The Global Wizard can configure your modem for a specific country with just a few mouse clicks.

1. Insert the Product CD into the CD-ROM drive. The **Autorun** dialog box appears.
2. Click **Initial Setup and Country Selection**.
3. Choose either:
 - **Run Global Wizard from CD**. This will not load the wizard onto your hard drive, or
 - **Install Global Wizard on the HD**. This will install the wizard onto your hard drive for future use.
4. The **Global Wizard** dialog box appears. Click **Next**.
5. The Global Wizard searches for your modem and identifies it. Click **Next**.
6. Select the country in which the modem will be used and then click **Next**.
7. Review your choice of country. If it is correct, click **Next** to configure the modem.
8. When Global Wizard announces that the parameters have been set, click **Finish** to exit.

Using AT Commands to Configure Your Modem

Non-Windows users can configure the modem using AT commands. You must enter these commands in your communication program's terminal window.

1. Run your favorite communication program and open the program's terminal window.
2. To configure the modem for a specific country, type **AT%T19,0,nn**, where **nn** is the country code in hexadecimal format, and then press ENTER. The message **OK** displays.
3. To verify the change, type **AT19**, and then press ENTER.

The country/region code displays:

Example	Country/Region	AT command (hexadecimal)	Country code (decimal)
	Euro/NAM	AT%T19,0,34 (default)	52

The complete list of country/region codes can be found on the Multi-Tech Web site at

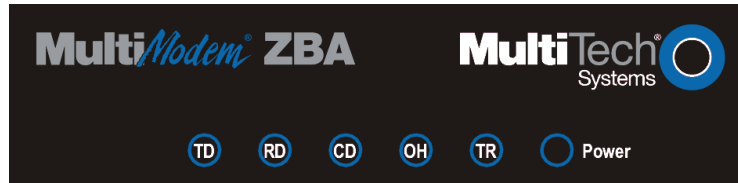
http://www.multitech.com/en_US/PRODUCTS/Categories/Device_Networking/global_modems/configuration.asp

The Global Modem Country Approvals page displays. On this page you can view approvals, configuration strings and responses by country and product.

Chapter 3 – Operation

Front Panel

The MultiModem product has 6 LED indicators on the front panel that indicate status, configuration, and activity.



Transmit Data. The TD LED flashes when the modem is transmitting data to another modem.



Receive Data. The RD LED flashes when the modem is receiving data from another modem.



Carrier Detect. The CD LED lights when the modem detects a valid carrier signal from another modem. It is on when the modem is communicating with the other modem and off when the link is broken.



Off-Hook. The OH LED lights when the modem is off-hook, which occurs when the modem is dialing, online, or answering a call. The LED flashes when the modem pulse-dials.



Terminal Ready. The TR LED lights when a communications program is using the modem. It means the modem is ready for an outgoing or incoming call. It goes off when the communications program disconnects. When it goes off, a connected modem will also disconnect.



Power. The PWR led lights when the modem is installed in Windows.

Connecting to the Internet

Your Multi-Tech modem is your gateway to the Internet and the World Wide Web. To access the Internet and Web via your modem, you must establish a dial-up account with an Internet service provider (ISP). To locate an ISP near you, look in a local directory or computer publication. Your ISP should provide you with the following information:

- User name (also called user ID)
- Password
- Access number (the number you call to connect to the server)
- Host name and/or domain name
- Domain Name Server (DNS) server address

If, besides the Web, you use the Internet for e-mail and newsgroups, your ISP should also provide you with the following information: E-mail or POP mail address; POP server address; Mail or SMTP address

Internet Connection

Before you can connect to the Internet, you must set up a remote-node client program on your computer. Most, if not all, Windows browsers can automatically open this connection. For instructions on how to set up this connection, consult your ISP or your operating system's online help or printed documentation. Many ISPs include with their service a program that will install and configure this connection automatically for you.

Chapter 4 – Remote Configuration

Remote configuration is a network management tool that allows you to configure modems anywhere in your network from one location. With password protected remote configuration, you can issue AT commands to a remote MultiModem product for maintenance or troubleshooting as if you were on site.

Basic Procedure

The following steps are valid regardless of whether the connection is established by the local or the remote Multi-Tech modem.

1. Establish a data connection with a remote MultiModem product.
2. Send three remote configuration escape characters followed by **AT** and the setup password, and press ENTER. Example: **%%%ATMTSMODEM**. You have four tries to enter the correct password before being disconnected. If the password is correct, the remote modem responds with **OK**.
3. You can now send AT commands to configure the remote modem.
4. When you have finished configuring the remote modem, save the new configuration by typing **AT&W0**, and pressing **Enter**.
5. Type **ATO** and press **Enter** to exit remote configuration. You can then break the connection in the normal way.

CAUTION: If you hang-up/disconnect while you are in remote configuration mode, it may lock up the remote modem.

Setup

Multi-Tech modems are shipped with a default setup password (MTSMODEM). Because anyone who has an owner's manual knows the default setup password, for security you should change the password and possibly also the remote configuration escape character.

Changing the Setup Password

1. Open a data communications program such as Phone Tools or HyperTerminal.
2. To change the password, type **AT#S=xxxxxxx**, where xxxxxxxx stands for the password, and press ENTER. The password can include any keyboard character, and must be one to eight characters long. The modem responds with **OK**.
3. The new password is saved automatically. You can now either enter more AT commands or exit the data communications program. The next time you remotely configure the modem you must use the new setup password.

Note: You can only change the setup password locally; you cannot do it remotely. Also, passwords are case sensitive. The next time you enter the password, it must be in the same case as you set it up.

Changing the Remote Escape Character

To increase security, you can change a remote modem's remote configuration escape character. The remote configuration escape character is stored in register **S9**. The factory default is 37, which is the ASCII code for the percent character (%). For ASCII code characters, refer to Appendix E. Setting **S9** to 0 (zero) disables remote configuration entirely—but if you do this remotely, you won't be able to change it back remotely!

1. Establish a remote configuration link with the remote modem as described in "Basic Procedure."
2. Type **ATS9=n**, where *n* is the ASCII code for the new remote configuration escape character, then press ENTER.
3. Save the new value by typing **AT&W** and pressing ENTER.
4. Type **ATO<CR>** to exit remote configuration.

Chapter 5 – Troubleshooting

Your modem was thoroughly tested at the factory before it was shipped. If you are unable to make a successful connection, or if you experience data loss or garbled characters during your connection, it is possible that the modem is defective. However, it is more likely that the source of your problem lies elsewhere. The following symptoms are typical of problems you might encounter:

- None of the LEDs light when the modem is on.
- The modem does not respond to commands.
- The modem dials but is unable to make a connection.
- The modem disconnects while online.
- The modem cannot connect when answering.
- Data is being lost.
- There are garbage characters on the monitor.
- The modem doesn't work with Caller ID.
- Fax and data software can't run at the same time.

None of the Indicators Light

When you plug in the modem, the operating system detects and configures the modem, and the TR LED should come on.

If the TR LED does not come on, check to see that the driver from the product CD has been installed, refer to Chapter 2 on installing the modem driver.

The Modem Does Not Respond to Commands

- Make sure you are issuing the modem commands from data communication software, either manually in terminal mode or automatically by configuring the software. (You cannot send commands to the modem from the DOS prompt.)
- Make sure you are in terminal mode in your data communication program, then type AT and press ENTER. If you get an OK response from your modem, your connections are good and the problem likely is in the connection setup in your communication software.
- Try resetting your modem by unplugging the USB cable from the modem, and then plugging it back in.
- Try rebooting the computer.
- The modem might have a problem beyond the scope of this user guide. If you have another Multi-Tech modem, try swapping modems. If the problem goes away, the first modem is possibly defective.

The Modem Cannot Connect When Answering

- Autoanswer might be disabled. Turn on autoanswer in your data communications program or send the command **ATS0=1** (**ATS0=2** if you have Caller ID service) to make sure your modem in terminal mode.

The Modem Doesn't Work with Caller ID

- Caller ID information is transmitted between the first and second rings, so if autoanswer is turned off (**S0=0**) or if the modem is set to answer after only one ring (**S0=1**), the modem will not receive Caller ID information. Check your initialization string, and if necessary change it to set the modem to answer after the second ring (**S0=2**).
- Make sure that you have Caller ID service from your telephone company.

Fax and Data Software Can't Run at the Same Time

- Communications devices can be accessed by only one application at a time. In Windows 2003 and higher, you can have data and fax communication applications open at the same time, but they cannot use the same modem at the same time.

The Modem Dials But Cannot Connect

There can be several reasons the ZBA fails to make a connection. Possibilities include:

- lack of a physical connection to the telephone line.
- a wrong dial tone.
- a busy signal.
- a wrong number.
- no modem at the other end.
- a faulty modem, computer, or software at the other end.
- incompatibility between modems.

You can narrow the list of possibilities by using extended result codes. Extended result codes are enabled by default. If they have been disabled, enter **ATV1X4** and press ENTER while in terminal mode, or include **V1X4** in the modem's initialization string. When you dial again, the modem will report the call's progress.

- If the modem reports *NO DIALTONE*, check that the modem's telephone line cable is connected to both the modem's LINE jack (not the PHONE jack) and the telephone wall jack. If the cable looks secure, try replacing it. If that doesn't work, the problem might be in your building's telephone installation. To test the building installation, plug a telephone into your modem's telephone wall jack and listen for a dial tone. If you hear a dial tone, your modem might be installed behind a company phone system (PBX) with an internal dial tone that sounds different from the normal dial tone. In that case, the modem might not recognize the dial tone and might treat it as an error. Check your PBX manual to see if you can change the internal dial tone; if you can't, change your modem's initialization string to replace **X4** with **X3**, which will cause the modem to ignore dial tones (note, however, that **X3** is not allowed in some countries, such as France and Spain).
- If the modem reports *BUSY*, the other number might be busy, in which case you should try again later, or it might indicate that you have failed to add a **9**, prefix to the phone number if you must dial 9 for an outside line.
- If you must dial 9 to get an outside line, the easiest way to dial it automatically is to include it in the modem's dial prefix, e.g., **ATDT9**,. Note the comma, which inserts a pause before the number is dialed. By inserting **9**, into the dial prefix, you do not have to include it in each directory entry.
- To change the dial prefix in Windows 98 HyperTerminal, select **Call** from the **Call** menu, click **Dialing Properties**, and type **9** in the local and long distance boxes in **How I dial from this location**.
- If the modem reports *NO ANSWER*, the other system has failed to go off-hook, or you might have dialed a wrong number. Check the number.
- If the modem reports *NO CARRIER*, the phone was answered at the other end, but no connection was made. You might have dialed a wrong number, and a person answered instead of a computer, or you might have dialed the correct number, but the other computer or software was turned off or faulty. Check the number and try again, or try calling another system to make sure your modem is working. Also, try calling the number on your telephone. If you hear harsh sounds, then another modem is answering the call, and the modems might be having problems negotiating because of modem incompatibilities or line noise. Try connecting at a lower speed.

The Modem Disconnects While Online

- If you have Call Waiting on the same phone line as your modem, it can interrupt your connection when someone tries to call you. If you have Call Waiting, disable it before each call. In most telephone areas in North America, you can disable Call Waiting by preceding the telephone number with ***70** (check with your local telephone company).
- You can automatically disable Call Waiting by including the disabling code in the modem's dial prefix (e.g., **ATDT*70**,—note the comma, which inserts a pause before the number is dialed). To change the dial prefix in Windows 98 HyperTerminal, select **Call** from the **Call** menu, click **Dialing Properties**, check **This location has Call Waiting**, and select the correct code for your phone service.
- If you have extension phones on the same line as your modem, you or someone else can interrupt the connection by picking up another phone. If this is a frequent problem, disconnect the extension phones before using the modem, or install another phone line especially for the modem.
- Check for loose connections between the modem and the computer and the telephone jack.
- You might have had a poor connection because of line conditions or the problem might have originated on the other end of the line. Try again.
- If you were online with an online service, it might have hung up on you because of lack of activity on your part or because you exceeded your time limit for the day. Try again.

Appendix A – Regulatory Compliance

FCC Part 68 Telecom

1. This equipment complies with part 68 of the Federal Communications Commission Rules. On the outside surface of this equipment is a label that contains, among other information, the FCC registration number. This information must be provided to the telephone company.
2. The suitable USOC jack (Universal Service Order Code connecting arrangement) for this equipment is shown below. If applicable, the facility interface codes (FIC) and service order codes (SOC) are shown.
3. An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant. See installation instructions for details.
4. The ringer equivalence number (REN) is used to determine the number of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the device not ringing in response to an incoming call. In most, but not all, areas the sum of the RENs should not exceed 5.0. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the local telephone company.
5. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
6. The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications in order to maintain uninterrupted service.
7. If trouble is experienced with this equipment (the model of which is indicated below) please contact Multi-Tech Systems, Inc. at the address shown below for details of how to have repairs made. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.
8. No repairs are to be made by you. Repairs are to be made only by Multi-Tech Systems or its licensees. Unauthorized repairs void registration and warranty.
9. This equipment should not be used on party lines or coin lines.
10. If so required, this equipment is hearing aid compatible.
11. This product is labeled with the following information:

Manufacturer:	MultiTech Systems, Inc.
Trade Name:	MultiModem [®] ZBA
Model Number:	MT9234ZBA-USB
FCC Registration Number:	US:AU7MM01BMT9234SMI
Ren:	0.1B
Modular Jack (USOC):	RJ11
Service Center in USA:	Multi-Tech Systems, Inc. 2205 Woodale Drive Mounds View, MN 55112 (763) 785-3500 Fax (763) 785-9874