

# AST COMPUTER

## Modem Upgrade Kit



**AST**  
COMPUTER

# Introduction

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This booklet provides detailed instructions for installing the modem and software included in the modem upgrade kit. Although great care has been taken to ensure that all steps are clear and easy to follow, it is assumed that the user has a working knowledge of Windows<sup>®</sup> 95.

Please take care to discharge any buildup of static electricity to any metal object before handling any of the hardware components. Static electricity can damage any of the electrical components.

The instructions are divided into the following sections, which should be followed in the order presented:

1. Removing Existing Modem Software
2. Changing the Modem Hardware
3. Installing the New Modem Software
4. Installing Syncro Office Connect version 2.0
5. Installing TalkShop.

The last section, “Troubleshooting the Installation,” contains a few troubleshooting tips. Should you need additional assistance, contact AST Technical Support as described in your computer’s user manual.

## 1. Removing Existing Modem Software

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The first step in the upgrade procedure is to remove the existing modem software. Follow the steps below.

1. Turn on your computer and start Windows 95.
2. Click “Start,” then “Settings,” then “Control Panel.”
3. Double-click the “System” icon.
4. Select the “Device Manager” tab.
5. Click the “+” box next to “Modem.”

6. Highlight the modem that is listed and click “Remove.”
7. Click “OK” to confirm the removal.
8. Click the “+” box next to “Ports.”
9. Highlight “Communications Port (COM 2)” or “Modem Port (COM 2).”
10. Click “Remove.”
11. Click “OK” to confirm the removal.
12. If no “(COM 2)” exists, no port removal is necessary.
13. Click “Close” to close the “System Properties” utility.
14. Click “Start” and select “Shut Down ...”
15. Choose “Shut down the computer?” and click “Yes.”
16. Wait for Windows 95 to properly shut down and then turn the system off.
17. Proceed to the next step titled “Changing the Modem Hardware.”

## 2. Changing the Modem Hardware

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Please use caution completing these steps, and take proper steps to ensure that static discharge to electronic equipment is avoided. You will need a Phillip’s screwdriver to remove the modem.

1. Ensure that the computer is turned OFF and all peripherals (mouse, keyboard, phone line) are disconnected.
2. Remove the cover of the computer according to the directions in the user’s manual that accompanied the computer.
3. Position the system so that the screw that holds the modem into place is easily accessed, and carefully remove the mounting screw.
4. Remove the audio cable from the modem.

5. Remove the modem from the slot by gently rocking it front to back.
6. Replace the modem with the new modem contained in this kit by applying pressure in a rocking motion from front to back until the modem is firmly seated into the slot.
7. Replace the audio cable according to the drawings included in the kit.
8. Replace the screw that holds the modem securely in place.
9. Replace the cover of the computer according to the steps detailed in the user's manual that accompanied the computer.
10. Reconnect all peripherals.
11. Proceed to the next step titled "Installing the New Modem Software."

### **3. Installing the New Modem Software**

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With the new modem now installed, you can install the new software. Follow the steps below.

1. Ensure that all the peripherals are re-attached and that the phone line is properly connected to the modem.
2. Power on the computer and allow it to boot properly to Windows 95.
3. Windows 95 will detect the new modem and ask for the drivers to be installed.
4. Select driver from disk provided by hardware manufacturer and click "OK."
5. Insert the CD containing the "Upgrade Kit" into the CD-ROM drive.
6. Windows 95 will ask for the location of the drivers. Type "D:\Modem" into the text box, (substitute "D" with the drive letter for your CD-ROM drive) and click "OK."
7. Select the "Default" modem and click "Next."

8. Windows 95 may ask for additional files located on a disk labeled "disk 19." If this occurs simply type "C:\windows\options\cabs" into the text box and click "OK."
9. Allow the system to complete the boot process as normal.
10. To test the modem installation, click "Start" and select "Settings."
11. Click "Control Panel," then double-click the "Modems" icon.
12. Highlight the modem listed and choose the "Diagnostics" tab.
13. Highlight the port on "COM 2" and click "More Info..."

A diagnostic is performed on the modem. If the response is "Cannot open COM port" or the modem is not listed, please ensure that no communications software such as Multimedia Connect is running. If the failure continues, physically re-install the modem by following the steps detailed in the instructions titled "Changing the Modem Hardware" and repeat the steps detailed in this document.

Any response identifying the modem and command responses is a successful installation.

1. Click "OK" to clear the test and "OK" to return to "Control Panel."
2. Click "Start" and select "Shut Down."
3. Select "Restart the Computer?" and click "Yes."
4. Allow the computer to boot normally and proceed to the instructions titled "Installation of Syncro Office Connect version 2.0."

## **4. Installing Syncro Office Connect 2.0**

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Once successful modem installation has been determined, you are now ready to install additional software.

1. Double-click the “My Computer” icon on the Windows 95 desktop.
2. Double-click the icon that represents the CD-ROM drive.
3. Double-click the icon titled “Install1.”

This utility will pause allowing you to abort the removal by pressing the keys “Ctrl” and “C” at the same time. Any other key will prompt the utility to remove Multimedia Connect version 1.8 from the system and install Syncro Office Connect 2.0.

1. Choose all default choices provided during the setup of “Syncro Office Connect 2.0.”
2. If AST Works II asks if you would like to add Syncro Office Connect 2.0 to a quadrant, choose “No.”
3. Choose “Yes” to restart the system at the end of the setup wizard.

Allow the system to boot normally and proceed to the next step titled “Installation of TalkShop.”

## 5. Installing TalkShop

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With your system re-booted, you are now ready to install TalkShop.

1. Double-click the “My Computer” icon on the Windows 95 desktop.
2. Double-click the icon that represents the CD-ROM drive.
3. Double-click the icon titled “Install2.”

This utility will pause allowing you to abort the removal by pressing the keys “Ctrl” and “C” at the same time. Any other key will prompt the utility to reinstall the proper version of TalkShop on the system.

1. Accept all default options and answer any prompts during TalkShop installation.
2. If AST Works II asks to update a quadrant click “No.”
3. Click “Start” and select “Shut Down.”

4. Select “Restart the computer” and click “Yes.”

Allow the system to boot normally. At this point the modem and all necessary software should be installed. If further problems develop, please contact AST Technical Support according to your system documentation.

# Troubleshooting the Installation

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This section will help you correct problems you might encounter while setting up or using your modem. For any other issues please contact AST Advantage Technical Support according to the documentation included with your computer.

## ***Modem not on COM 2***

This could happen due to the computer's "Setup" allocating "COM 2" to an on-board serial port. To eliminate this issue exit Windows 95 properly and power system off. Power the system back on and enter the "System Setup" according to the steps detailed in the system's user's manual. Set the serial ports to "COM 1 and COM 3" or "COM 1 and Disable." Exit system setup and allow the computer to boot properly.

## ***Modem not recognized by Windows 95***

This could be caused by several reasons. The most common is that the modem is not seated into the slot properly. Exit Windows 95 and power the system off. Re-seat the modem if you suspect the modem may not be completely seated.

Windows 95 Plug-N-Play operating system may have been busy configuring other devices when the modem was initialized. Simply exit Windows 95 properly and power system off. Allow 10 seconds then power system back on. Allow the computer to boot normally so that it detects the modem.

## ***Windows 95 asks for a "Voice driver"***

Your system was using a voice driver that was not compatible with the new modem. Simply insert the "Upgrade" CD and type "D:\modem" (Substitute "D" with your CD-ROM drive letter) in the text box and click "OK."

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