

# Technical Note

**TITLE:** Reinstalling Modem drivers on 710/720 under Windows 95  
**DATE:** 05/24/96  
**PRODUCT FIELDS:** 710/720 / Tecra  
Accessory

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## INFORMATION:

Subject: Reinstalling Modem drivers on 710/720 under Win95

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The Tecra 710/720 systems use a modem that works in the normal mode as COM2, or in "controllerless" mode, which uses OS specific software drivers to provide full-duplex telephony in concert with the built-in Crystal Sound System.

This "controllerless" mode is comprised of 3 components:

- o The modem and its associated drivers
- o The TOSHIBA Modem Port and its associated drivers
- o A "wave" device (driver) for the modem

These components are interdependent and must be installed together, and all must be properly installed in order for the communications support to work properly and provide the telephony capabilities.

All 3 of these components are provided on the Toshiba Internal Modem diskette that are made with Master Disk Creat

Under Windows 95, a useful troubleshooting technique may be to remove these devices and reinstall them as outlined below:

Use Win95's Device Manager to remove both the Toshiba modem port (COM2), and the Toshiba Internal Modem. Don't restart

at this time if prompted to do so. Next, open Control Panel and double-click on Add new hardware. Then:

- Click "Next"
- Choose "NO" to the hardware scan
- Click "Next"
- Click on "Ports" for "Hardware Types" Click "Next"
- Click on Have Disk
- Insert the Toshiba Internal Modem driver diskette
- Click OK to read the diskette in A:
- Click on TOSHIBA Modem Port

Click "Next"  
Click "Next"  
(Windows 95 installs software)  
Click "Finish"

Open Windows 95 Device Manager and click on "Refresh". Win95 finds new hardware, and sets up the Modem Port. Click "Yes" to restart. On restart, Device Manager will show the TOSHIBA Modem Port (COM2). Open Control Panel and double-click on "Modems". Then:

Click on "Add"  
Click to choose "Other"  
Click "Next"  
Click in the checkbox next to "Don't detect my modem" Click "Next"  
Click "Have Disk"  
Insert the Toshiba Internal Modem driver diskette  
Click OK to read the diskette in A:  
Click on "TOSHIBA Internal Modem"  
Click "Next"  
Click on "TOSHIBA Modem Port (COM2)" Click "Next"  
(Win95 installs software from disk and finds new hardware  
(Wave device for Modem)) The display panel may go black for a couple of seconds. This is normal.  
Click "Finish"

A properly installed modem will show (in the Modem Properties) that the modem uses the TOSHIBA Modem port (COM2). The properties folder will also show tabs for "Distinctive Ring" and "Forwarding".

Also, an entry for "Wave device for Modem" will show in Device Manager under "Sound, video, and game controllers" The properties for this Wave device will only have a "General" page.

**Keywords:**

MODEM TECRA CONTROLLERLESS 710 720 AT&T WINDOWS 95 WIN95