

Q&A for ISDN T/A 128 PC Internal Adapter IA128 / IA128P

Q1 : How to change the IRQ and IO of ISDN board manually in Win95 and Win31?

A : In Win95, You may modify IRQ of ISDN card to another IRQ or IO by Start → Settings → Control Panel → System → Device Management → Multifunction, ISDN Adapter, Property → Resource, do not select 'Use automatic settings' and select 'change setting' to change the IRQ and IO.

In Win31, download the ICU file from <http://www.us.dell.com/filelib/245e.htm> to change the IRQ and IO if you have a Non-PnP BIOS mainboard.

Q2 : How to solve IRQ selftest fail in Win95 and Win31?

A : In Win95, the IRQ and IO are assigned by Windows system, therefore we need to check following things.

First step. In Win95, go to the Device manager of System of Control Panel to check the IRQ value of ISDN card. You can check this by Start → Settings → Control Panel → System → Device Management, My computer, Property.

Second step. In Win95, make sure all of other cards do not conflict with our ISDN card. If you find conflict, please remove the conflicted card away or assigned another IRQ to this board, then reboot computer. Usually, this conflicted card is a non-PnP board. Another alternative solution, you may modify IRQ of our ISDN card to another IRQ, as the answer of Q1. You can change IO address also.

General description. In Win95 and Win31, if you do not find conflict, please update your non-BIOS to a BIOS with PnP feature. If you have a PnP BIOS, please change the IRQ manually as above for Win95. If it is not working after changing the IRQ manually, please check the PCI assignment in BIOS. Is there any PCI cards be assigned with the same IRQ as ISDN card? If yes, reassign it. Is there any cards which do not need IRQ such as VGA card, but BIOS assigns a IRQ to it automatically? If yes, change the setting to N/A. Is there any free PCI slots assigned an IRQ? If yes, change the setting to N/A. And then **reboot computer again**.

Q3 : Get a display message, System is unstable please run it later, in Window 3.1. How to solve it?

A : This message is shown when driver tries to allocate some memory but refused

by the system. Basically, there is running programs limitation. We recommend to enlarge the RAM size and reduce the running programs in Windows 3.1. Or you can run ISDN driver first and then others.

Q4 : How to get the driver version number?

A : In Win31, you can get the version number when you install ISDN driver. In the welcome window, you can see the version number which you install. Or you may enter the Win31 system and run the AT CONSOLE first and a terminal program later. To set the com port of terminal to COM3 or COM4, you can enter ATI to get the version number.

In Win95, you just run the HyperTerminal bundling with our virtual modem connected with ISDNCom1 or 2, enter the ATI to get the version number. Or you can run the LOG.EXE to see the version number in the message bar (this function is provided in Version 2.21 or later).

Q5 : How to make a connection with ISP through Trumpet's Winsock?

A : Basically, you have to modify the script file, login.cmd, to fix the characteristic of ISDN. In a simple way, you can login to ISP manually, select the 'manual login' and then enter ATZ, ATB4, and ATD#####. You can get a connection with ISP now, but you have to prepare the username and password before you execute 'manual login'. If you want to login automatically, please contact us for reference script file.

Q6 : Before the first time installation, why can't my system find the ISDN card when PC enters Win95 system?

A : **The first step**, please check PnP prompt when PC power on. If you have a PnP BIOS, those PnP cards in the PC will be reported. If you do not see ISDN card in the PnP card list, please make sure the ISDN card is inserted well.

The second step, if you have a non-PnP BIOS and Win95 can not find ISDN card, please make sure the ISDN is inserted well also.

The third step, you may check the registry tree also. You can check ASU1688 entries in the registry tree by clicking Start → Run, input "regedit", and OK, it is located at

```
HKEY_LOCAL_MACHINE
  Enum
    ISAPNP
      ASU1688
  MF
    CHILD001
      ISAPNP&ASU1688
    CHILD002
      ISAPNP&ASU1688
```

CHILD003
ISAPNP&ASU1688

If you find ASU1688 entry in the registry tree, it means you install ASU1688 ISDN card before. Please delete it and its related entries and then reboot your system. After driver version 2.22 or later, we provide a tool (IINCLEAN) to clear the related files and system INF file when you want to remove the ISDN driver away, please refer Installation Manual for detailed information.

Q7 : How to make a ML-PPP connection through Dial-Up Networking with virtual modems (Universal-1 and Universal-2 modems) ?

A : If you want to update dial-up networking with Microsoft's ISDN Accelerator Pack, below shows full detail of process.

- a. Go to <http://www.microsoft.com/windows/getisdn> and download Ver 1.1 of accelerator pack (MSISDN11.EXE). WE ALSO PROVIDE THIS PROGRAM IN OUR INSTALLATION DISK FOR WIN95.
- b. Then run this program to install new software for Dial-Up Networking with ISDN access. After software has installed PC reboots.
- c. Then go to Dial-Up Networking and Make New Connection.
- d. On New Connection screen enter a name for the computer/connection (e.g. MLP Test). Then select the first Modem related to the first ISDN COM port such as ISDN Universal-1 modem. Use Configure → Advanced → Extra Setting to add the ATB41 command.
- e. Click on <Next>
- f. On next screen enter area code and phone number to use for first connection/channel with ISP.
- g. Click on <Next>
- h. Click on <Finish>
- i. There is now a new connection icon on the Dial-Up Networking group (e.g. MLP Test). Click on right mouse button to access Properties.
- j. On the Properties/General screen for the new connection make sure that Primary Device is set to the first Modem related to first ISDN COM port.
- k. Then click on "Set additional device → Setting" and select the "Use additional device" option. Then click on Add .. so that you can select the second Modem related to second ISDN COM port such as ISDN Universal-2 modem under the "Device name:" list. Then enter the phone number to use for second connection/channel. Select OK.
- l. Next go to the Properties → Server Type screen and select "PPP:Windows 95, Windows NT 3.5, Internet" for the "Type of Dial-Up Service".
- m. Then under TCP/IP Setting make sure you enter IP Address of user and DNS address.

n. Setup for new, MLP connection is now down.

If you click on right mouse button then can select the Connect menu item then show the "Connect To" dialog. On the screen enter User name and Password and click on Connect. System then dials and connects on first channel and then dials and connects on second channel. After connections are made you can start Internet Explorer to access Internet.

Please also refer the Q20 for [using NDISWAN mini-port interface to make a MLPPP \(128Kbps\) connection](#). This interface is suggested by Microsoft to access ISDN through Dial-Up Networking.

Q8: Why can't I use the HyperTerminal to dial?

A : [The first](#), please make sure the HyperTerminal configured with a virtual modem related with a ISDNCom port. If you do not have virtual modem with ISDNCom port, please add two virtual modems by Start → Settings → Control Panel → Modems to add two virtual modems from modem sub-directory of our installation disk. Please refer the Installation Manual.

[The second](#), please make sure the same protocol is using in both sides. You can refer the ATBn command to setup up the correct protocol used in B channel and ATI to display the current settings.

Q9 : Why can't I make a data connection through HyperTerminal?

A : This is happened when client and remote sides are using the different protocol to make a data connection. Therefore, you should check the transmission protocol in B channel and then set the selected protocol for transmission by entering ATBn. Please refer AT command set in the Installation Manual. You also can enter an ATI to see some information including S/W version number, protocol in B channel, connection speed, packet size, current MSN and current outgoing phone number for billing.

Q10 :What are the DN1 and DN2 used for?

A : Basically, they are the local ISDN telephone number. Be noticed that if you enter numbers in DN1 or DN2, ISDN driver will compare Called Party Number of incoming call. ISDN driver will accept this call and inform upper application to make a decision to accept or not. If you do not enter any numbers in DN1 and DN2, ISDN driver will inform any incoming call to upper application. These two fields are deleted in V2.22 or later.

Q11: Where can I get the latest ISDN driver?

A : You can get the latest ISDN T/A 128 drivers through our homepage, <ftp://www.planet.com.tw>. After you reinstall the new driver, please check the

settings of **switch type** and **A_Law/u_Law** in configuration. Because we may support more countries in the future, these fields may be changed.

Q12 :How can I diagnose the ISDN line and make sure the ISDN card and line are well installed?

A : When the system boot up and invoke our ISDN driver, our ISDN driver will initialize ISDN card and make a self-test for IRQ, IO, and chipsets. If you do not see any error messages shown, the ISDN card and driver are well installed. Then please run the LINETEST.EXE to do the line test. It will ask you to input your ISDN telephone number and make a call to this one. **You should enter your ISDN phone number when 2 B-channels are free**, then doing the loop-back test from your site to ISDN switch to ensure D and B channels are working well. If you get error messages as 3301, 3302, these messages are trying to tell you that ISDN line is not installed well. Please check the ISDN line.

Q13 :How can I enable the display Caller ID function in HyperTerminal?

A : The driver will not display the Caller ID as default. If you want to see the Caller ID, please enter the command, AT#C1 to enable the Caller ID and AT#C0 to disable Caller ID. To enter AT#C? to get the current status of Caller ID mode. This function is provided in Version 2.13 and later.

Q14 :How can I add proprietary modems to link with ISDN comport and do not need to input ATB3 or ATB4 in the extra setting field?

A : We will provide a mdmasu.inf file in the installation disk after Version 2.2. You can add proprietary modems by Start → Settings → Control Panel → Modems → Add → Select “do not detect my modem, I will select it from a list”, Next → Select “Standard Modem Types”, Have Disk → Input the directory which has the mdmasu.inf, OK → Select a proprietary modem you want to install → link this modem to our ISDN comport. These modems will automatically issue the protocol command to ISDN driver when you select it to make a connection.

The current names of the proprietary modem are as follows. The Async to Sync PPP modem is for Internet Access, X.75 Transparent modem is for BBS Access and file transfer, and so on.

Q15 :Does driver support RAS in Windows 95?

A : The driver supporting RAS from Version 2.13 or later. You can download the latest drivers from our homepage, <ftp://ftp.planet.com.tw>.

Q16 :How can I upgrade ISDN driver to a new version?

A : Please download the latest ISDN T/A 128 PC Adapter drivers from our homepage, <ftp://ftp.planet.com.tw>. In Windows 3.1, you uninstall the ISDN driver by clicking the uninstall icon and install the new version again. In Windows 95, you just run the upgrade.exe to upgrade to new version of driver automatically and reboot again to activate the new driver. Please make sure you select the right switch type and codec, it is very important ! In Windows NT, please remove the ISDN driver away, reboot and install it again.

Q17 :Why does the Internet connection not work when I upgrade to V2.13 or later?

A : When you upgrade to V2.13, please remove the virtual modems away at that same time. After you upgrade to new driver and reboot computer to activate new driver, you should add virtual modems which attaching to ISDN Comports. If you forget to remove virtual modems away, you may get an error when connect to Internet. At this time, you can remove virtual modems away and add these again. You can add virtual modem as following steps.

1. Start → Settings → Control Panel → Modem → Add → Select “Don’t detected my modem, I will select it from a list”, Next → Select “Standard Modem Type”, Have Disk → input the directory which contains the mdmasu.inf file, OK → select the ISDN Universal-1 Modem, Next → Link this modem to ISDNComport 1 to install the first virtual modem.
2. As the same step above, select the ISDN Universal-2 Modem → Link this modem to ISDNComport 2 to install the second virtual modem.
3. We also provide two more modems for your selections, Async to Sync PPP modem and X.75 transparent modem. It is more convenience to use, because it has a clear name that tells you what is its purpose. This file will be released from Version 2.14 in the modem sub-directory of installation disk.

We recommend to use this mdmasu.inf file to install modem attached with ISDN Comports. It is more easy-to-use with a specific modem name and more reliable.

Q18 :Why can I not see the correct characters in the HyperTerminal screen when I get a connection with remote site?

A : **Firstly**, please check the protocol in B channel. Is it the same between both sites? If not, please correct it.

Secondly, if it is the same, please check the character is 8-bit ASCII or 7-bit ASCII. You can disable the first bit of 8-bit ASCII to 7-bit ASCII as follows. Open the propriety of the HyperTerminal → settings → setting the terminal type to VT100, click the ASCII Setup → select "Force incoming data to 7-bits ASCII" in the ASCII receiving section and click OK.

Q19 :Why do I get a disconnection immediately after connecting to Internet when I use the upgrade tool to upgrade my ISDN driver?

A : After you upgrade to a new version of ISDN driver, please also remove the virtual modems away and then re-add these virtual modems back again.

Q20 :How can I upgrade to the driver and use the MSISDN 1.1 (Microsoft ISDN pack) to connect to ISP with 128Kbps?

A : The driver for MSISDN 1.1 is beta released from Version 2.17 and supported in later version, so that please follow the steps below.

1. Use the upgrade tool to upgrade ISDN driver to V2.17 or later.
2. Run the MSISDN11.EXE to install a Microsoft ISDN tool for Win95. You may get this file from <http://www.microsoft.com/windows/getisdn> and download Ver 1.1 of accelerator pack (MSISDN11.EXE). WE ALSO PROVIDE THIS PROGRAM IN OUR INSTALLATION DISK FOR WIN95.
3. Add NDIS WAN mini-port driver. Start → settings → control panel → network → add → adapter, add → have disk → specify the iinwan95.inf directory, OK. And then you will get a IINWan95-ISDN adapter and a NDISWAN protocol bindings to this ISDN adapter.
4. When you use the dial-up networking, you can select the IINWan95 in the connect using field. Therefore, you can select the IINWan95 device (such as IINWan95-line1) for first device and second device to IINWan95-line2. Then you get the 128Kbps transmission rate if you make a connection with ISP.

More detailed information is described in Installation Manual.

Q21: How to make a call with subaddress in Win95?

A: This subaddress function is released in Version 2.18 and later. If you would like to input a subaddress, you can input a format like this, 7706043*1. The 7706043 is the called (remote) telephone number and 1 is the subaddress. They are separated by “*”.

Q22 :How can I make a call with specific caller party number (local telephone number) through virtual modem in Win95?

A : This caller party number function is released in Version 2.18 and later. You can issue an AT command, at&zon*m. The “n” is the caller party number (local telephone number). The “*” is a sub-address separator and “m” is the sub-address. And then the switch will count your bill based on this caller party number during the connection.

Q23 :How can I accept an incoming call with specific called party number (local telephone number) through virtual modem in Win95?

A : This MSN function is released from Version 2.22 or later. You can issue an AT command, at&zin*m. The “n” is the called party number (local telephone number). The “*” is a sub-address separator and “m” is the sub-address. And then the ISDN driver will only pass the incoming call with the right called party number and sub-address to upper layer application such as HyperTerminal. Otherwise, the ISDN driver will pass all of incoming call to upper layer applications.

Q24 :Why can't I see the ISDN ports in RAS service after install ISDN driver in WinNT?

A : Please follow these steps.

1. Remove the ISDN card away from the Start → Settings → Control Panel → Network, ISDN card, Remove.
2. Remove the RAS, select the RAS service and Remove.
3. Reboot.
4. Install the ISDN driver.
5. Install the RAS and you will see two ISDN port here.
6. Reboot.

Please also refer the manual for install ISDN driver in WinNT.

Q25 :How can I set the phone number for outgoing call and MSN checking for incoming call in NDISWAN interface in Win95 and WinNT?

A : In Win95, you can set MSN1, MSN2, calling party 1, and calling party 2 for two NDISWAN ports by Start → Settings → Control Panel → System → Device management → Network Adapter → PLANET IINWan95 ISDN Adapter → Property → Setting. You may also set the sub-address if ISDN switch provides these function to your ISDN line. Otherwise, leave these fields blank.

In WinNT, you can set MSN1, MSN2, calling party 1, and calling party 2 for two NDISWAN ports too by Start → Settings → Control Panel → Network -> PLANET IINWanNT ISDN Adapter, Property → NDISWAN setting. You may also set the sub-address if ISDN switch provides these function to your ISDN line. Otherwise, leave these fields blank.

The MSN1 and outgoing party 1 are used for ISDN port1 and MSN2 and outgoing party 2 are used for ISDN port2.

For most counties, the phone number for outgoing call is used for billing, because customer wants to know how much she/he spent in this phone number. And the MSN is used for screening the incoming call and also accept the incoming call he wants.

Q26 : Does ISDN driver support Dial-Up Networking 1.2 (DUN 1.2) which includes ISDN 1.2 Accelerator pack?

A : Yes, we do support this new Dial-Up Networking application, you can get this package from <http://www.microsoft.com/ntserver/info/pptpdownload.htm>, the following description is a short note from this package.

The Windows95 Dial-Up Networking 1.2 upgrade provides client support for a single PPTP connection, support for internal ISDN adapters, connection-time scripting to automate non-standard logins, and several bug fixes. All fixes included in the OSR2 release of Windows95 and the ISDN1.2 Accelerator Pack have been included in this package.

This Dial-Up Networking 1.2 package can be applied to the existing Window95 systems, including the retail release and OEM Service Release 2 (OSR2). This package **cannot** be used to upgrade a Memphis Developer's Release or future beta releases. (Note that the features provided by this Dial-Up Networking Upgrade are already present in the Memphis Developer Release.)

The Windows95 Dial-Up Networking 1.2 upgrade replaces all of the Dial-Up Networking components, and installs new versions of the TCP/IP stack and the NDIS layer.

Q27: Where to get the MSISDN11.EXE in other languages?

A: Please visit the <http://207.68.156.73/windows/software/localize/localize.htm> to check the existing MSISDN11.EXE. The English version is included in our installation disk after V2.20.

Q28 : How to map the result string and result code of ISDN Com driver in Win95?

A : After Version 2.23 or later, we change and/or add some result string and code in our driver, therefore please refer the following Result Code List.

Result Code	Result String	ATX0	ATX1, 2, 3
0	OK	o	o
1	CONNECT	o	x
3	NO CARRIER	o	o
4	ERROR	o	o
7	BUSY	o	o
82	CONNECT 56000/V120 ASYNC.	x	o
83	CONNECT 56000/V120 SYNC.	x	o

84	CONNECT 56000/X.75 TRANS.	X	0
85	CONNECT 56000/X.75 T.70NL	X	0
86	CONNECT 56000/X.75 EuroFT.	X	0
87	CONNECT 56000/HDLC	X	0
88	CONNECT 56000/Async. to Sync. PPP	X	0
89	CONNECT 56000/Async. to Sync. MLPPP	X	0
92	CONNECT 64000/V120 ASYNC.	X	0
93	CONNECT 64000/V120 SYNC.	X	0
94	CONNECT 64000/X.75 TRANS.	X	0
95	CONNECT 64000/X.75 T.70NL	X	0
96	CONNECT 64000/X.75 EuroFT.	X	0
97	CONNECT 64000/HDLC	X	0
98	CONNECT 64000/Async. to Sync. PPP	X	0
99	CONNECT 64000/Async. to Sync. MLPPP	X	0

Q29 :What is the difference between AT&Z and AT&F in ISDN Com driver in Win95?

A : AT&Z and AT&F will set the default value back to all registers when the connection is IDLE, if connection is ACTIVE, AT&F and ATZ will set the default value back to all registers, but AT&F will not change the setting values about current connection speed, window size, and packet size. The following values are stored back to AT command:

ATB0	HDLC in B channel
ATE1	echo on
ATQ0	return the result code
ATS0=0	disable the auto-answer mode
ATS2=43	escape code =” +”
ATS3=13	carriage return
ATS4=10	line feed
ATS5=8	back space
ATS7=30	wait for carries after dial
ATS12=50	escape code guard time
ATS25=5	delay to DTR
ATS38=7	window size of HDLC
ATS39=2048	packet size of HDLC
ATS40=7	window size of V.120
ATS41=256	packet size of V.120
ATS44=2	window size of X.75 transparent
ATS45=1024	packet size of X.75 transparent
ATS46=2	window size of X.75 T.70NL
ATS47=130	packet size of X.75 T.70NL
ATS50=2	window size of X.75 ISO8208
ATS51=1024	packet size of X.75 ISO8208
ATV1	return word result code
ATX1	enable extended result code

AT&C0	keep always the DCD line ON
AT&E0	64Kbps in B channel
AT&S0	keep DSR always ON

Q30 : Why does the Windows NT detect our ISDN card and request to install its drivers when starts the Windows NT?

A : Basically, the Windows NT is not a PnP operation system. If Windows NT can detect a PnP card while start up, it means that Windows NT has installed ISAPNP system function before. For example, if you had installed the sound card (SB16 or AWE32), it will request you to install ISAPNP. When the Windows NT requests you to install driver for ISDN card, please just check the "Do not install a driver [Windows NT will not prompt you again]" and then there is no prompt anymore while boot up. And then you follow the installation procedure in manual to install our Windows NT driver.

Q31 : Why can not the RAS of Windows NT detect our ISDN driver?

A : Usually, if you do not install RAS in WinNT and install ISDN driver first, the ISDN driver will prompt a message to inform you to install RAS later. Please install RAS immediately, **NOT** reboot first and install RAS later. If you install ISDN driver, reboot, and then install RAS, the RAS may not detect our ISDN driver. Therefore, if you encounter this situation, please remove the ISDN driver away, reboot, and then install ISDN driver again, it should work. If not, please remove RAS and ISDN driver away, reboot, and then install ISDN driver and RAS as above description.

Q32 : Is it possible to build up an end-to-end videophone system connection based on ISDN card?

A : Yes, it is possible to setup an end-to-end videophone system connection after ISDN driver V2.24 in Windows 95. You may request more detailed information from our sales department. **First of all**, you need to have the following device,

- ISDN card
- Sound card with speaker and microphone
- Video capture card
- Camera
- CPU: P-133
- RAM: 32M
- VDOPhone software

Secondly, you need to add a virtual modem (ISDN videophone adapter). This modem runs HDLC, 512 bytes per-packet, which equal to ATB0S39=512. You may also add this string into the extra setting field of ISDN Universal-1 or 2, if you do not have new MDMASU.INF file.

Thirdly, configure the VDOPhone application.

In the SETUP -> MODEM

Please select the virtual modem in step 2.

In the SETUP -> Advanced

Check "Use non H.324 compliant modem"

Regarding other fields, please refer the requirements of your H/W equipment.

Now you have the videophone system for end-to-end communication.

Q33 :After install ISDN driver and RVS-COM 1.22, why encounter blue screen about COM5 and COM6 are assigned to a DOS application?

A : Please follow this way to solve the problem.

1. Run "regedit"
2. Click HKEY_LOCAL_MACHINE
3. Click System
4. Click CurrentControlSet
5. Click Services
6. Click Class
7. Click Ports
8. Click each port one by one and delete the "contention" item if it is ISDNComPort1 or ISDNComPort2

You may also delete this item in the installation file, isdnport.inf. This line is as HKR,Contention,0,*vcd. This problem is solved after Version 2.26 driver.

Q34 :Can the Windows 95 driver be installed in Windows 98 and work fine?

A : Yes, Windows 95 driver can be installed in Windows 98 and work fine. But windows 98 has included the NDISWAN miniport interface, you do not have to install the ISDN pack (MSISDN11.EXE) from Microsoft. You can directly install our NDISWAN driver from installation disk. It is the difference between Windows 95 and Windows98.

We also provide a new installation disk for Windows 98. This installation program can install ISDN driver, virtual COM port, and NDISWAN miniport driver at that same time. If you can not find it from the driver directory, please send email to support@planet.com.tw for such request.

Q35 :I would like to use G3FAX, voice answering machine, and telephony with my ISDN card in Windows environment. Can it?

A : Yes, but first of all you have to install the application software, RVS-COM light. RVS-COM light implement the Soft-G3FAX module and interface with MS-

Exchange. RVS-COM light is an option bundle software of our package, please contact our local distributor for RVS-COM light. As for the further detailed applications of RVS-COM, you may reference <http://www.rvscom.com>. If you have any further technical questions, please directly contact with E-mail Address(es): pls@rvscom.com.

Q36 :I would like to use ISDN T/A 128 card in dual processors in Windows NT4.0 system. Can it?

A : Yes, you can install ISDN T/A 128 adapter in the multi-processors of Windows NT platform after Version 2.30 or latter.

Q37 :Where can I get an ISDN Caller ID tool to see who is calling to me and record the Caller ID information in database?

A : We find one freeware which is provided by Mr. Andreas Lachenmann. Please check this homepage, <http://members.aol.com/displcall/english/index.html> to get the detailed information and application software.

Q38 :Why do the connection be terminated after approx. 4 minutes with ZyXEL ISDN router, even there is traffic in the B channel?

A : Please take a look at the parameter settings on the routers, and found a setting named, Recv Authen, which is a password/security option. If it is NONE, please set it to PAP. Then this case will not happen again.