How to determine if your computer's Agere Lucent Modem is defective or has improper drivers and how to fix it.

© 2005 Cyberpower, Inc. All Rights Reserved by: gret tiangco v1.02 Here are tips on what to try first:



Control Panel window will open and click on Switch to Classic View



Your **Control Panel** will switch into a different view and look for **Phone and Modem Options** 



The Phone and Modem Options window will open

hone and Modem	Options ?
Dialing Rules Moder	ns Advanced
The list belo location fror	w displays the locations you have specified. Select the n which you are dialing.
Location	Area Code
My Location	626
	New Edit Delete
	OK Cancel Apply

Click on **Modems** and it will show the modems installed in your computer

Phone and Modem Options	? 🔀
Dialing Rules Modems Advanced	
The following modems are installed:	
Modem	Attached To
Agere Systems PCI Soft Modem	COM3
Add	lemove <u>P</u> roperties
ОК	Cancel Apply

Click on Properties and Agere Systems PCI Soft Modem Properties should pop up

Agere Systems PCI Soft Modem Properties 🛛 🔹 👔						
General	Modem Diagn	ostics	Advanced	Driver	Resources	
	Agere Systems	PCI So	oft Modem			
	Device type:	м	odems			
	Manufacturer:	Ag	gere			
	Location:	P	CI Slot 4 (PCI	bus 0, d	evice 11, fun	ction 0)
This If you start	Device status This device is working properly. If you are having problems with this device, click Troubleshoot to start the troubleshooter.					
Device	usage: is device (enable)				oubleshoot	
Osedi						
					к	Cancel

## Click on **Diagnostics**



Click on Query Modem and a small window should appear



If your modem fails the diagnostic, you will receive this message, click **OK** 



Click on **Driver** tab and click on **Update Driver**...

Agere Systems PCI Soft Modem Properties	? 🛛
General Modem Diagnostics Advanced Driver	Details Resources
Agere Systems PCI Soft Modem	
Driver Provider: Agere	
Driver Date: 2/14/2003	
Driver Version: 2.1.25.0	
Digital Signer: Not digitally signed	
Driver Details To view details about the dr	iver files.
Update Driver To update the driver for this	device.
<u>Roll Back Driver</u> <u>If the device fails after upda</u> back to the previously instal	ting the driver, roll led driver.
Uninstall To uninstall the driver (Adva	inced).
	Cancel

The Hardware Update Wizard should pop up, select No, not this time and click Next

Hardware Update Wizard			
	Welcome to the Hardware Update Wizard		
	Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission). <u>Read our privacy policy</u>		
	Can Windows connect to Windows Update to search for software?		
	○ Yes, this time only		
	Yes, now and every time I connect a device		
	O No, not this time		
	Click Next to continue.		
	< <u>Back</u> Next > Cancel		



Select Install from a list or specific location (Advanced) and click Next

Select Don't search. I will choose the driver to install. and click Next



Your modem type will be your next screen and click on Have Disk...

Hardware Update Wizard
Install New Modem Please select the modem you want to install.
Select the manufacturer and model of your modem. If your modem is not listed, or if you have an installation disk, click Have Disk.
Show compatible hardware
Models
Agere Systems PCI Soft Modem
This driver is digitally signed.       Have Disk         Tell me why driver signing is important
< <u>B</u> ack <u>N</u> ext > Cancel

This should be the next window that pops up insert your modem driver cd, close any autorun or installer that pops up after you have inserted the cd and just click on **Browse**...



Depending on what driver cd you have received, all you need to do is click on the drop-down menu and find the cd drive where your modem driver cd is located. If you have a folder for winxp and win2k, select the win2k folder. If you have a folder for both win2kxp, then select that folder



Click on AGRSMxp and click Open

Locate File						? 🗙
Look jn:	🚞 w2k		~	G 🤌	<del>ب 🔝</del> 👏	
0 Recent	AGRSMxp.inf					
Desktop						
My Documents						
My Computer						
<b></b>	File <u>n</u> ame:	AGRSMxp.inf			~	<u>O</u> pen
My Network	Files of type:	Setup Information (*.inf)			~	Cancel

You will return to the previous screen with the path you have chosen for your modem, click  $\ensuremath{\textbf{Ok}}$ 



You will then be brought back to the **Hardware Update Wizard**. Notice that the driver is not digitally signed, there may be a pop-up window that will warn you about the driver not being digitally signed. From there you will click on **Continue Anyway...** 

Hardware Update Wizard	
Install New Modem Please select the modem you want to insta	al. 🐼
Select the manufacturer and model of y have an installation disk, click Have Dis	our modem. If your modem is not listed, or if you ik.
✓ Show compatible hardware	
Models	
Agere Systems PCI Soft Modem Agere Systems PCI Soft Modem	
This driver is not digitally signed! Tell me why driver signing is important	Have Disk
	< <u>B</u> ack <u>Next</u> Cancel

Your modem driver will start to install

Hardware Update Wizard	
Please wait while the wizard installs the	e software
Agere Systems PCI Soft Modem	
agrsmdel.exe To C:\WINDOWS	
(************	
	< <u>B</u> ack <u>N</u> ext > Cancel

After the Hardware Update Wizard completes the installation, click on Finish to close the Hardware Update Wizard

Hardware Update Wizard			
	Completing the Hardware Update Wizard		
	The wizard has finished installing the software for:		
	Agere Systems PCI Soft Modem		
	Click Finish to close the wizard.		
	< Back Finish Cancel		

Now back to your **Agere Systems PCI Soft Modem Properties** window, you will go back to the **Diagnostics** tab

Agere Systems PCI Soft Modem Properties 🛛 👔 🔯				
General Modem Diagn	ostics Advanced Driver Details Resources			
Agere Systems	PCI Soft Modern			
Driver Provider:	Agere			
Driver Date:	2/14/2003			
Driver Version:	2.1.25.0			
Digital Signer:	Not digitally signed			
Driver Details	To view details about the driver files.			
Update Driver	To update the driver for this device.			
<u>Roll Back Driver</u>	If the device fails after updating the driver, roll back to the previously installed driver.			
<u>U</u> ninstall	To uninstall the driver (Advanced).			
	Close			

Click on Query Modem again

Agere Systems PCI Soft Modem Prope	erties	? 🔀
General Modem Diagnostics Advanced	Driver Resources	
- Modem Information		
Field Value		
Hardware ID PCI/VEN_11C1&DEV_0480	%SUBSYS_044C	
< ]	>	
Command Bassansa		
Commanu Response	I	
	Query Modem	
Logging		
Append to Log	<u>V</u> iew log	
L	]	
	Close	Cancel

Windows will communicate with the modem again



If you have followed the instructions correctly, you will see something similar to this window below. Then click **Close** to exit and close all existing windows.

Agere Systems PCI Soft Modem Properties 🛛 🔹 👔					
General Modem	Diagnostics	Advanced	Driver	Resources	
- Modem Information	on				
Field	/alue				
Hardware ID F	CIWEN_11C1	&DEV_048C	SUBS'	/S_044C <sup>-</sup>	
<				>	
Command	Response				
ATQ0V1E0	Success	andurou 1 (			
AT+FCLASS=?	0,1,8	eauyiev. i.u			
AT#CLS=?	COMMAND N	IOT SUPPOR	RTED	>	
			Que	y Modem	
Logging					
Append to Lo	g		<u> </u>	ew log	
				lose	Cancel

Congratulations! You have installed your modem drivers properly.