

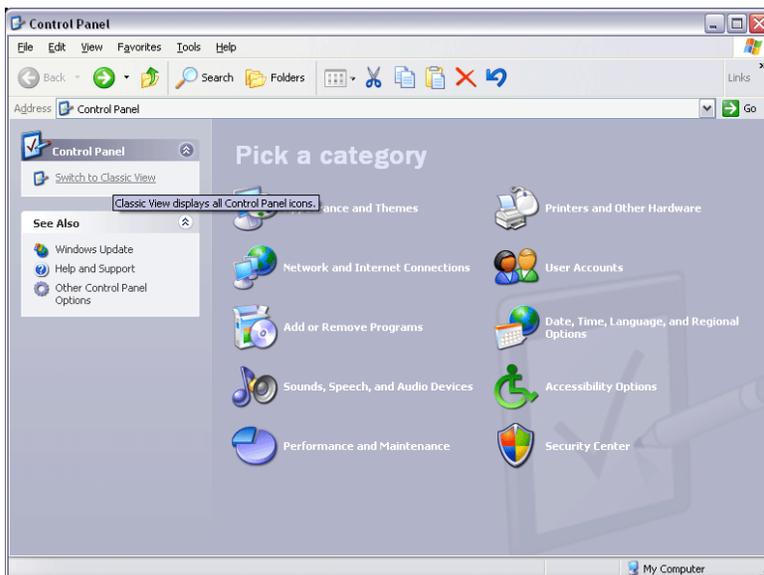
**How to determine if your computer's
Agere Lucent Modem is defective or has
improper drivers and how to fix it.**

Here are tips on what to try first:

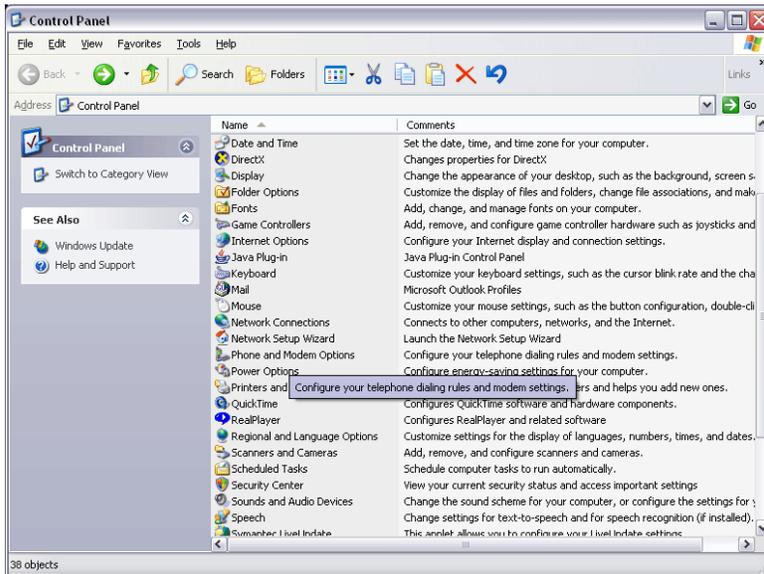
Click on start  and go to **Control Panel**



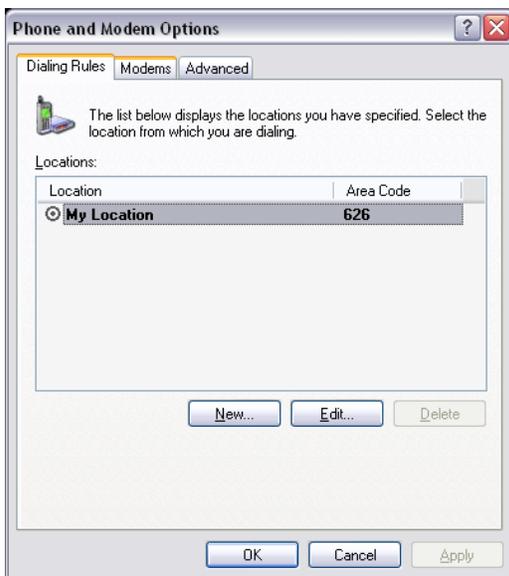
Control Panel window will open and click on **Switch to Classic View**



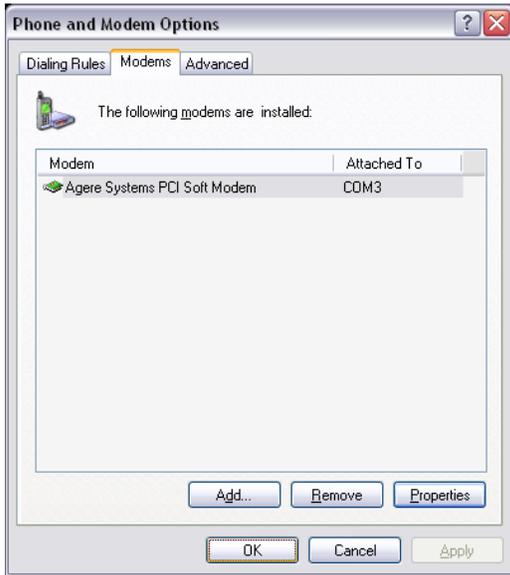
Your **Control Panel** will switch into a different view and look for **Phone and Modem Options**



The **Phone and Modem Options** window will open



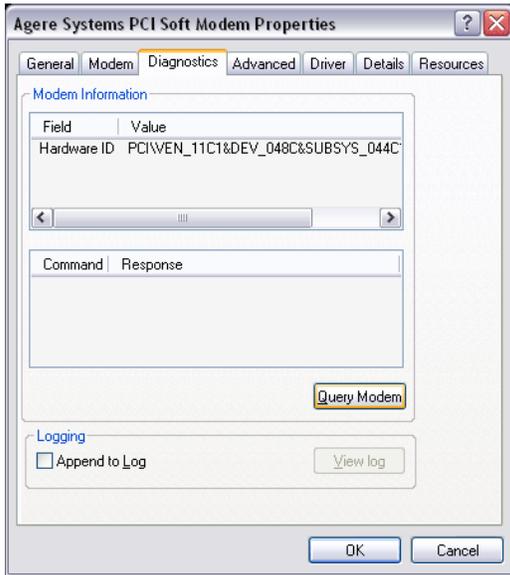
Click on **Modems** and it will show the modems installed in your computer



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



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**



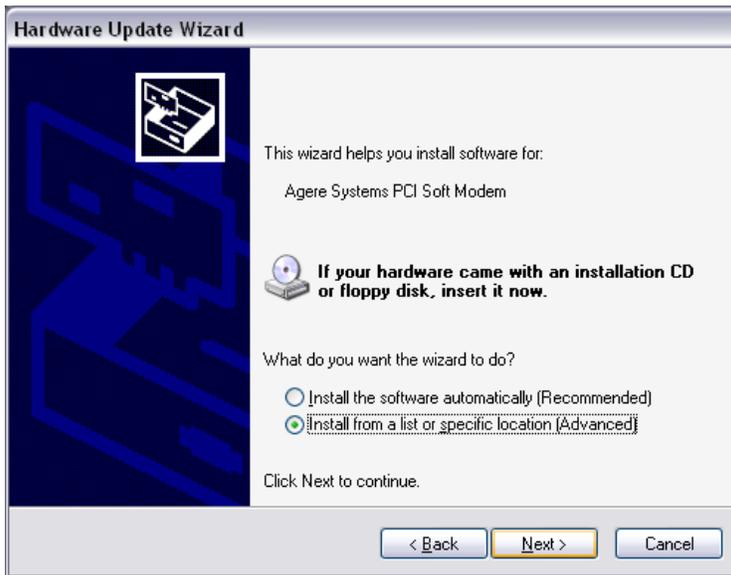
Click on **Driver** tab and click on **Update Driver...**



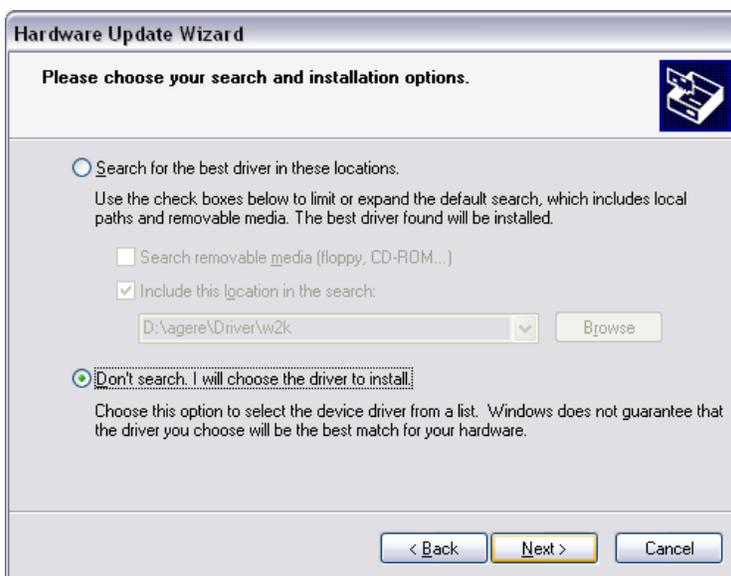
The **Hardware Update Wizard** should pop up, select **No, not this time** and click **Next**



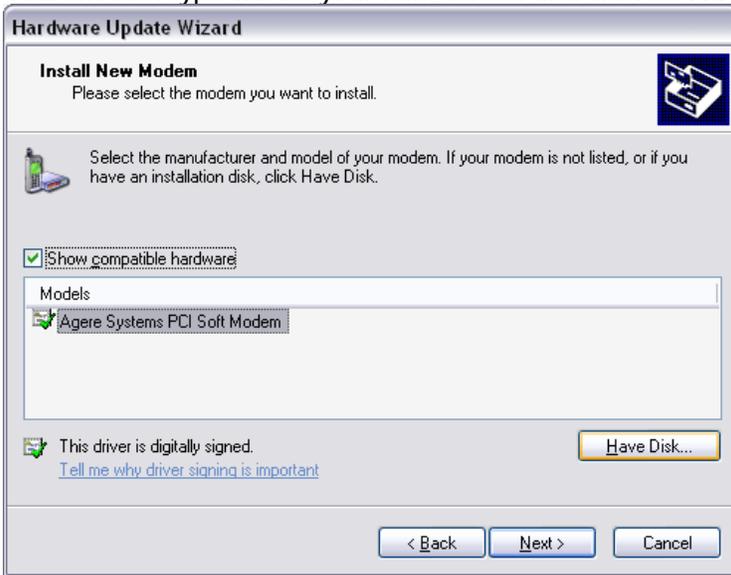
Select **Install from a list or specific location (Advanced)** and click **Next**



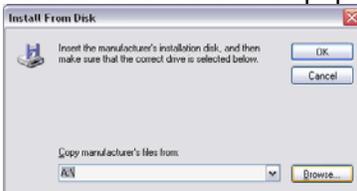
Select **Don't search. I will choose the driver to install.** and click **Next**



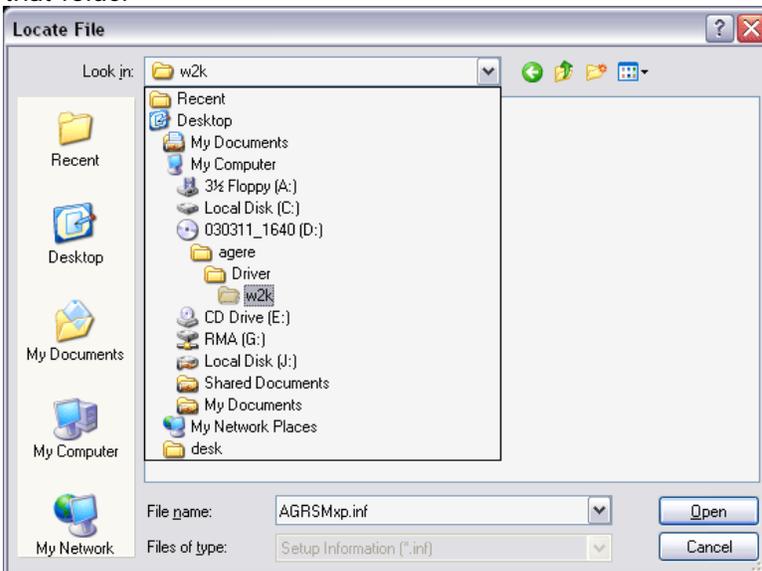
Your modem type will be your next screen and click on **Have Disk...**



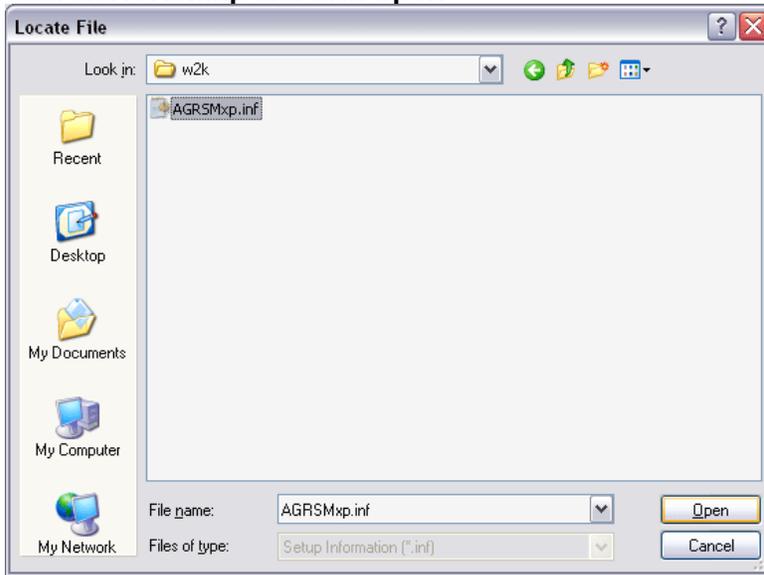
This should be the next window that pops up insert your modem driver cd, close any autorun or installer that pops up after you have inserted the cd and just click on **Browse...**



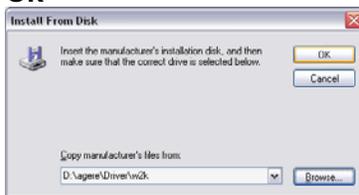
Depending on what driver cd you have received, all you need to do is click on the drop-down menu and find the cd drive where your modem driver cd is located. If you have a folder for winxp and win2k, select the win2k folder. If you have a folder for both win2kxp, then select that folder



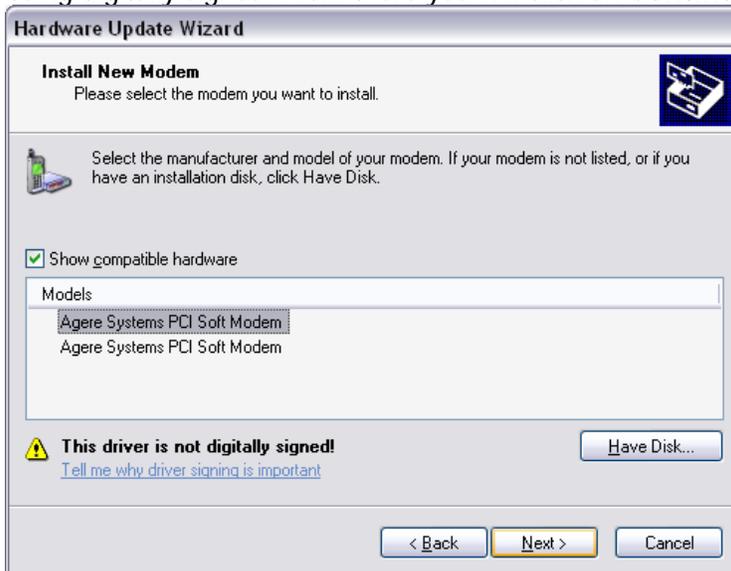
Click on **AGRSMxp** and click **Open**



You will return to the previous screen with the path you have chosen for your modem, click **OK**



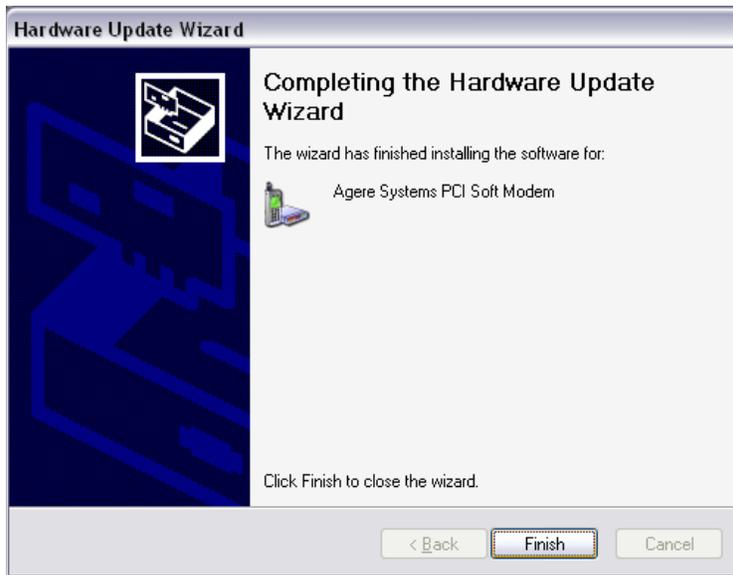
You will then be brought back to the **Hardware Update Wizard**. Notice that the driver is not digitally signed, there may be a pop-up window that will warn you about the driver not being digitally signed. From there you will click on **Continue Anyway...**



Your modem driver will start to install



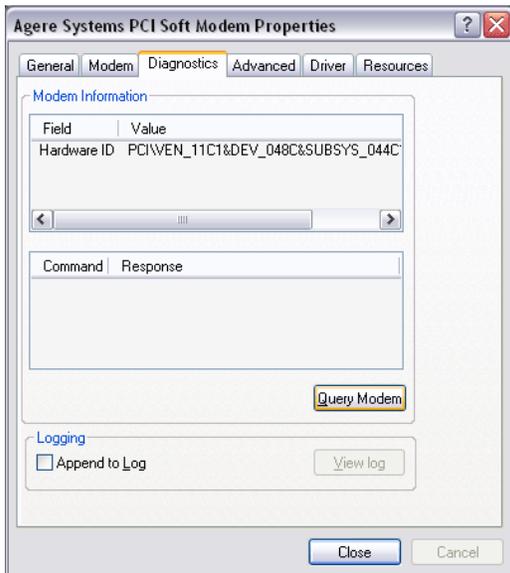
After the **Hardware Update Wizard** completes the installation, click on **Finish** to close the **Hardware Update Wizard**



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



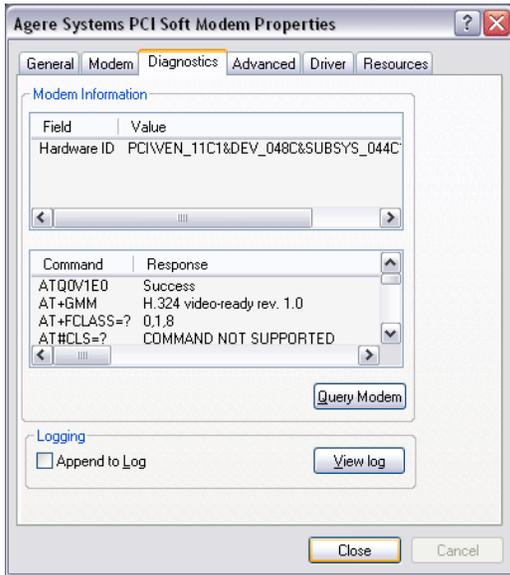
Click on **Query Modem** again



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.



Congratulations! You have installed your modem drivers properly.