3 Troubleshooting Hints

Problem	Remedy
FastPro II does not respond to AT Commands.	Verify COM port settings in your software are the same as for the hardware.
AT Command does not appear on screen.	Turn `Echo Command On` by returning to default setting. Key **AT&F**, then press Enter.
No dial tone.	Make sure FastPro II is connected to the outside phone line: cord to the outside line should be plugged into the `Line` jack. If you have a pulsating dial tone, enter **ATX** command. Plug a phone into the wall jack and verify that you can make a call.
FastPro II dials remote and then hangs up.	Add **S7= 120** in the init string within modem settings screen. This extends the amount of time allowed to make the connection.
Windows 95 Modem Disconnects	Some early versions of Windows 95, may not configure the FastPro II modem properly, causing your call to disconnect. If you experience this problem, we recommend you select the standard 28.8 modem using the Windows Control *P*anel *F*unction as follows: Select -START, SETTING, CONTROL PANEL. Double click on - MODEMS Turn on "I will select" check box, then select next. When the list appears Select Standard Modem 28.8.

4 Technical Support

If you have any problems installing FastPro II, please follow these simple steps:
1. Verify that the cabling and software are properly installed.
2. Review the troubleshooting sections in this *Quick Start* and the *Technical Reference Guide.*
3. If you cannot resolve the problem, please fill in the product information below and contact your local representative whose name appears on the shipping label.

Product   -   FastPro II
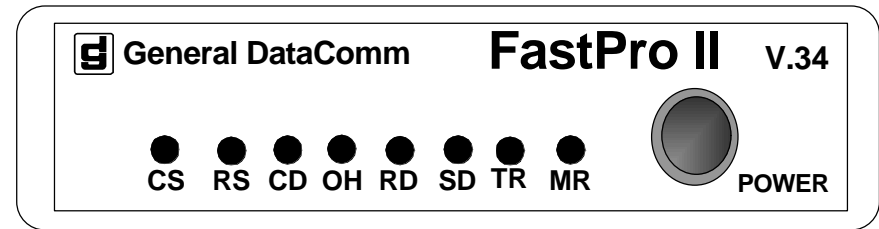Date Purchased -
Purchased From -
          Tel.# -
For additional information on General DataComm service or warranty replacements, call
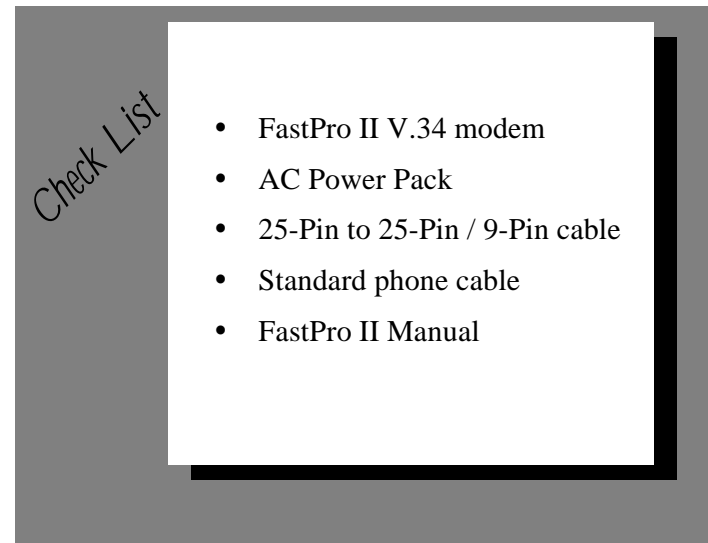 1-800-243-1030 or 203-598-7526.

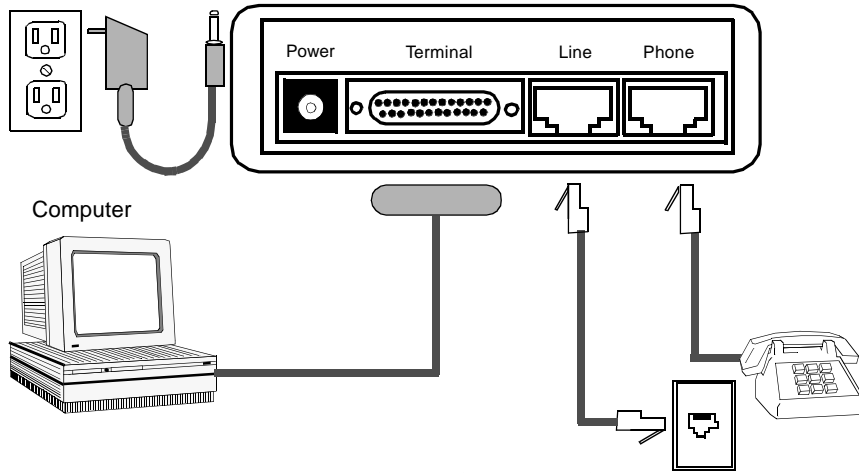# *FastPro II Quick Start Guide*

FastPro II V.34

This fold-out shows you how to hook-up your new FastPro II modem and software. For more detailed information, refer to the *FastPro II Technical Reference Guide.*

General DataComm   **FastPro II**   **V.34**

● ● ● ● ● ● ● ●
CS RS CD OH RD SD TR MR   **POWER**

Your FastPro II package includes:

Check List

- FastPro II V.34 modem
- AC Power Pack
- 25-Pin to 25-Pin / 9-Pin cable
- Standard phone cable
- FastPro II Manual

Back of FastPro II

Be sure your computer is turned off before plugging anything into it.

1 Make Connections (Refer to illustration)

PC Users:

1. Look for serial ports, usually marked SERIAL 1 (A) and SERIAL 2 (B), or COM1 and COM2, on the back of your computer. Connect the modem using the 25-pin (male)-to-25-pin/9-pin (female) cable provided.

2. Remember which port you select; the system may ask you for the port number during software installation.

Macintosh Users:

Use a standard Mac hardware-controlled modem cable (not included). Note: If you use a Mac Hayes-compatible cable, you must choose Xon/Xoff flow control for the software selection and add the \Q1 command to the software modem initialization string.

Connect FastPro II to Outside Phone Line

1. Unplug your phone from the wall jack and connect it to the opening marked PHONE on the back of FastPro II.

2. Connect the standard phone cable to the opening marked Line on the back of FastPro II; connect the other end to the wall jack.

Connect FastPro II to Power Supply

1. Connect the power supply cord to the POWER jack on the back of FastPro II and then plug the power cord into a standard electrical outlet.

2. Place FastPro II in a convenient location near the PC with the LED indicators visible.

3. Turn the FastPro II power switch ON and power up the PC. Your hardware installation is now complete.

2 Modem Installation for Windows 95 , 98, or NT 4.0 OS

Make sure modem is connected to your PC and powered on. Then power up your PC. Once your PC has booted up, make the following series of selections:

Start -> Settings -> Control Panel -> Modems -> Add

In the resulting Install New Modem window, click on Next. The PC should find your GDC modem and show model(s) to select from. Select "General DataComm V.34" if it is shown(**this is the newest and preferred INF file**). If the list shows "General DataComm FastPro" and/or "General DataComm V.F 28.8", select *"General DataComm FastPro"*. It is recommended that you have the latest GDC modem driver installed. See note below. Complete the installation by clicking Next, Finish, and OK.

NOTE: *The latest General DataComm modem INF file (gdcv34.inf) and readme file (read_inf.txt) for Windows can be obtained from GDC's web site* ***http:// www.gdc.com*** *(Service & Support, Modem/DSU Support, V.34 Modems), or by calling General DataComm and requesting P/N 080U040-301A driver disk. Also the latest Flash code and download tool is available from the web site.*

---

3 Modem Installation for DOS

Some Communications Software can auto detect the modem during installation. If software does not detect the FastPro II modem automatically, use manual selection and select one of the following types: GDCV.34, FastPro, DeskTop V.F28.8, GDC V.42, Standard 28.8 modem, AT Compatible, or Hayes Compatible. Alternatively, you can modify the initialization string.

The most common Modem Initialization string is:

AT &F &C1 &D2 \Q3 \V0 S0=0

which configures the modem for Real Carrier Detect, drop DTR to hang up, rts/cts flow-control, connect message =vf speed and protocol, auto answer off.

4 Initialization Commands

AT&F&W	Returns modem to the factory default settings and saves.
ATDT*70	Turns off call waiting. In some areas, you'll need to use ATDT1170 instead. Check with your local phone company.
AT&C0	Carrier indication is forced ON.
AT&D2	DTR must be ON to answer and loss of DTR forces a disconnect.
AT%C0	Turns off data compression.
AT\N0 or \N1	Turns off error correction and data compression.
AT\Q1	Selects Xon\Xoff flow control.
AT\Q3	Selects RTS/CTS (hardware) flow control (recommended setting).
AT S0 = 0	Auto Answer turned off.
AT S0 = 1	Auto Answer turned on (default).

For a complete listing of AT commands, consult *FastPro II Technical Reference Guide.*