

Omni 56K Plus Series

V.92 Data/Fax Modem

Quick Start Guide

Version 1.0.0
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1 Introduction

Models included in this guide at the time of writing are the Omni 56K USB Plus and the Omni 56K COM Plus. This manual may refer to the Omni 56K USB Plus modem as the USB Plus and the Omni 56K COM Plus modem as the COM Plus.

2 Installation Requirements

2.1 USB Plus

To install the USB Plus you will need the following minimum system requirements:

- Microsoft Windows 98 SE (Second Edition)/Me (Millennium Edition)/2000/XP.
- 20MB of free disk space for the driver and software.
- A USB-equipped computer with a functioning USB controller.

2.2 COM Plus

To install the COM Plus you will need the following minimum system requirements:

- Microsoft Windows 95/98 SE (Second Edition)/Me (Millennium Edition)/2000/XP.
- 20MB of free disk space for the driver and software.
- A computer with COM (Communication) ports.

3 Hardware Installation

3.1 USB Plus

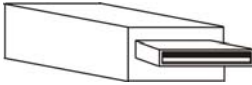
The Front Panel LEDs



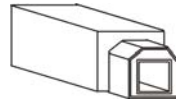
| LED | FUNCTION | STATUS | DESCRIPTION |
|------|-------------------|--------|--|
| USB | USB Indicator | ON | The USB link is on. |
| | | OFF | The USB link is off. |
| OH | Hook Status | ON | The phone is in off-hook status (the telephone line is busy). |
| | | OFF | The phone is in on-hook status (the telephone line is available) |
| DATA | Data transmission | ON | There is data transmission. |
| | | OFF | There is no data transmission. |
| CD | Carrier Detect | ON | The carrier is detected. |
| | | OFF | The carrier is not detected. |

Making USB Connections

1. Connect your USB Plus to your analog phone or fax.
2. Use the included phone cord to connect to a phone jack on the wall.
3. Turn on your computer and insert the included CD. Connect one end of your USB cable to your USB Plus and the other end to your computer's USB port.



**Figure 1 USB Cable
(Type A) Computer End**



**Figure 2 USB Cable
(Type B) Device End**

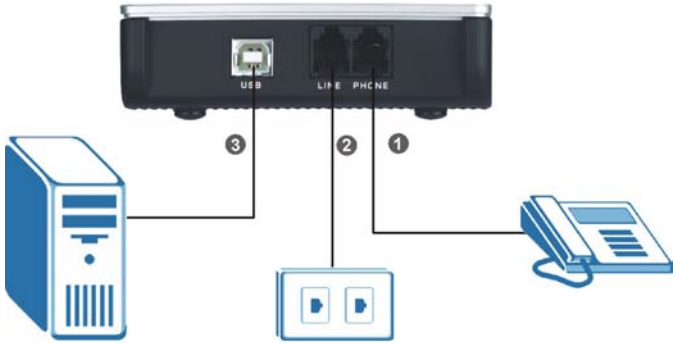


Figure 3 Rear Panel Connections

3.2 COM Plus

The Front Panel LEDs



| LED | FUNCTION | STATUS | DESCRIPTION |
|-----|------------|--------|---------------------------------------|
| HS | V.92 Ready | ON | A V.92 modem link is established. |
| | | OFF | A V.92 modem link is not established. |

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| LED | FUNCTION | STATUS | DESCRIPTION |
|------|--------------|--------|--|
| OH | Hook Status | ON | The phone is in off-hook status (the telephone line is busy). |
| | | OFF | The phone is in on-hook status (the telephone line is available) |
| DATA | RS232 Status | ON | There is data transmission. |
| | | OFF | There is no data transmission. |
| MR | Modem Ready | ON | The modem is ready. |
| | | OFF | The modem is not ready. |

Making RS-232 Connections

1. Connect your COM Plus to your analog phone or fax.
2. Use the phone cord included to connect to the phone jack on the wall.
3. Connect the included power adaptor (use only this adaptor) to the power socket and connect the power adaptor to a power supply (outlet). Push in the power button to turn on the COM Plus.

If you use a power adaptor not appropriate for the ZyXEL Omni 56K COM Plus modem, your modem could be damaged.

4. Turn on your computer and insert the included CD. Connect one end of your RS-232 cable to your COM Plus and the other end to your computer's serial port.

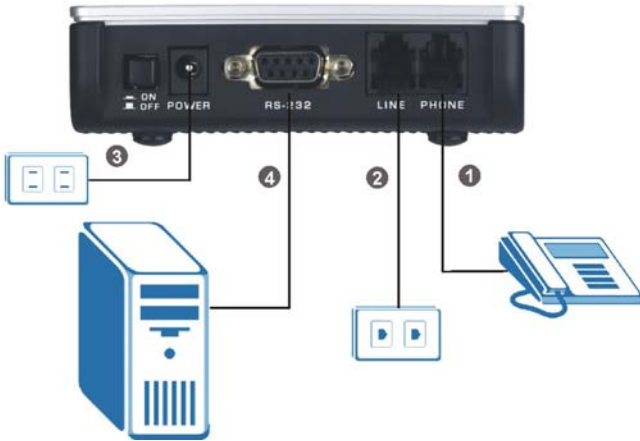


Figure 4 Rear Panel Connections

4 Software Installation

4.1 USB Plus

Follow the steps below to install your USB driver.

Be sure your PC is already turned on before connecting the USB cable from your USB Plus to your PC. The plug and play function of Windows detects your new device and shows an installation wizard as shown on the left.

If no installation wizard starts, you may go to the manual installation section to install your driver manually or unplug the USB cable and plug it in again. If this does not work, unplug the USB cable and restart your computer, then plug the USB cable back in.

Plug and Play Installation

Screens for Windows 2000 are shown here. Other Windows screens are similar.

1. Windows 98 SE/Me/2000:

Click **Next** to continue.

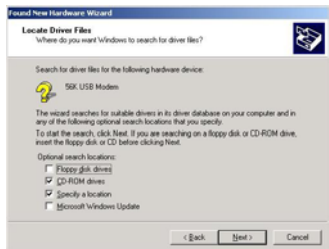


2. Allow Windows to search for the best driver (default selection), then click **Next**.



3. **Windows 98 SE/Me/2000:** If you insert the included CD into your CD-ROM drive, select **CD-ROM drives** and then click **Next**.

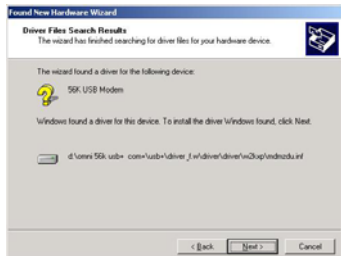
If you have the driver stored on your computer, select **Specify a location**, (click **Next**.) **Browse** to find the INF file you want to install and then click **OK** (or **Next**). Remember that you must decompress compressed (.zip) files before you can install them.



4. **Windows 98 SE/Me:** Select **The updated driver (Recommended)** and click **Next** to continue.



5. **Windows 98 SE/Me/2000:** The installation wizard has found the location of your USB driver. Click **Next** to continue and Windows will copy the driver files into your system as well as build the driver information database.



6. After the ZyXEL Omni 56K USB Plus modem has been installed successfully, click **Finish** to complete the driver installation.



Manual Installation

Screens for Windows 2000 are shown here.

1. Be sure your modem is turned on.
2. Click **Start**, select **Settings** to enter **Control Panel**. Double-click on the **Phone and Modem Options** icon (or the **Modems** icon) as shown, click the **Modems** tab and the **Add** button.



Phone and
Modem
Options

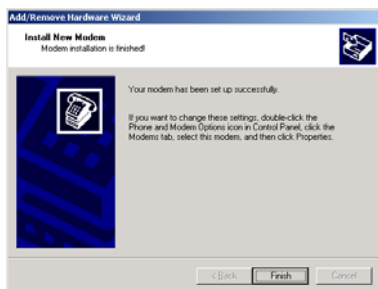
3. Click **Next** to continue.



4. Windows XP: Please wait for few minutes while Windows detects the modem.



5. Follow the procedures of Plug and Play installation to finish the driver installation.
6. After the ZyXEL Omni 56K USB Plus modem has been installed successfully, click **Finish**.



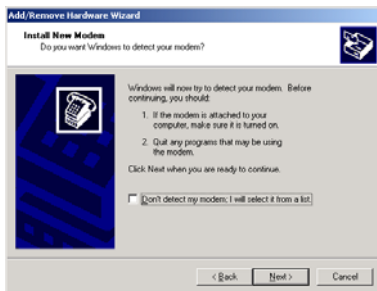
4.2 COM Plus

Follow the steps below to install your COM Plus modem driver. Screens for Windows 2000 are shown here. Other Windows screens are similar.

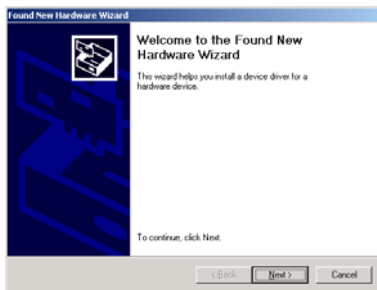
1. Be sure your COM Plus is turned on.
2. Click **Start**, select **Settings** to enter **Control Panel**. Double-click on the **Phone and Modem Options** icon (or the **Modems** icon) as shown, click the **Modems** tab and the **Add** button.
3. Click **Next** to continue.



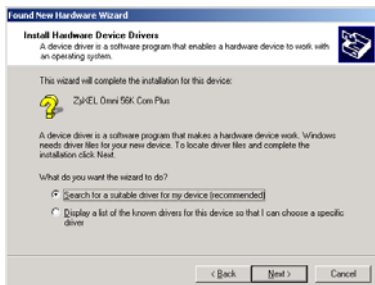
4. Please wait while Windows detects the modem.



5. Click **Next** to continue. You see this screen if Windows successfully detects your modem. If it doesn't, you may unplug the RS-232 cable and plug it in again. If this does not work, unplug the cable and restart your computer, then plug the cable back in.



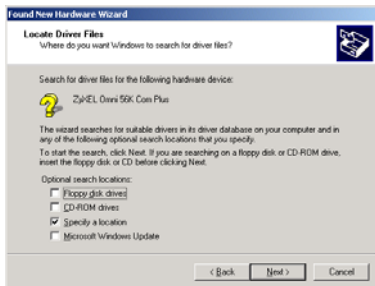
6. Click **Next** to accept the default selection.



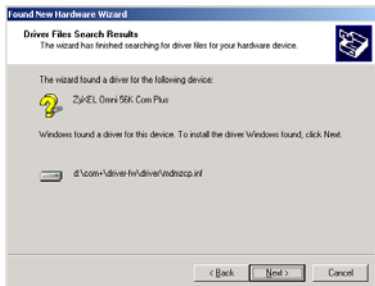
7. **Windows 95/98 SE/Me/2000:** If you insert the CD included into your CD-ROM drive, select **CD-ROM drives** and then click **Next**.

If you have the driver stored on your computer, select **Specify a location**, click **Next**, **Browse** to find the INF file you want to upload and then click **OK**.

Remember that you must decompress compressed (.zip) files before you can upload them.



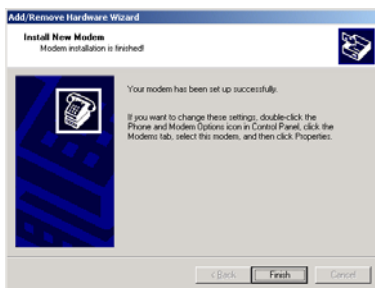
8. **Windows 95/98 SE/Me/2000:** The installation wizard has found the location of your driver. Click **Next** to continue and Windows will copy the driver files into your system as well as build the driver information database.



- Click **Finish** to finish installing the software.



- After the ZyXEL Omni 56K COM Plus modem has been installed successfully, click **Finish**.



5 Dial-up Networking

Use the connection wizard to setup your dial-up networking connection. Use the information from your ISP to fill in the wizard screens. Windows creates an icon for your dial-up connection after you finish. Double-click the icon to connect to your ISP. Enter the user name and password that your ISP gave you.

Screens for Windows 2000 are shown here.

- Windows 98SE/Me: Click **Start, Programs, Accessories, Communications, Dial-up Networking**, double-click **Make New Connection**.

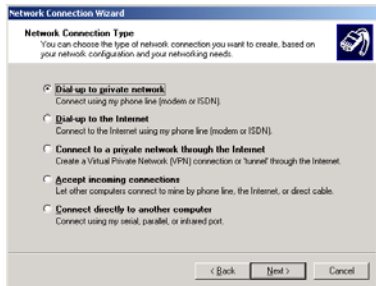
Windows 2000: Click **Start, Settings, Network and Dial-up Connections, Make New Connection**.

Windows XP: Click **Start, Programs, Accessories, Communications, New Connection Wizard**.

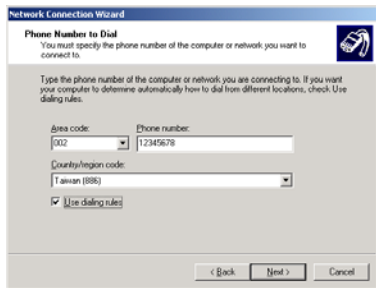
2. Click **Next** to continue.



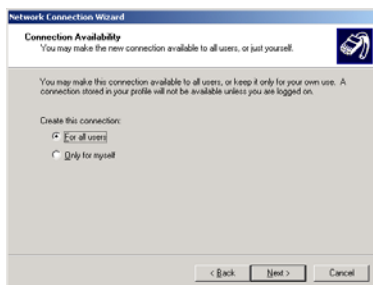
3. Select **Dial-up to private network** and click **Next**.



4. Fill in the phone number of your ISP. Select **Use dialing rules** and choose your country code from the drop-down box and enter your area code if you want to have your computer automatically determine how to dial from different locations. Click **Next**.



5. Select **For all users** if you want to share the connection with all users. Otherwise, select **Only for myself**. Click **Next** to continue.



6. Give a name for your dial-up connection and select **Add a shortcut to my desktop** if you want. Click **Finish** to complete the setup.



6 Installing Bitware

Bitware is a communication program. You can use Bitware for firmware upgrade.

1. Insert the included CD. Use your Windows to select the CD-ROM and double-click **Msetup.exe** as shown.



2. The following screen appears. Select the Bitware program from the **Product** list box and your Windows system and language on the right side. Then click **Install**.



3. Follow the wizard to complete the installation.

7 Uninstalling your driver

You must log on as the administrator when using Windows 2000 or XP, to be able to remove programs.

4. **Windows 98SE/Me/2000:** Click **Start, Settings, Control Panel**, double-click **Add/Remove Programs** and select **ZyXEL OMNI 56K USB Plus Modem** (or **ZyXEL OMNI 56K COM Plus Modem**). Click **Remove**.

Windows XP: Click **Start, Settings, Control Panel, Add or Remove Programs**, select **ZyXEL OMNI 56K USB Plus** (or **ZyXEL OMNI 56K COM Plus Modem**). Click **Change/Remove**, then **Remove**.

5. A window displays prompting you to confirm removing the driver. Enter **“Yes”** to continue.
6. Restart your computer if prompted.

8 Troubleshooting

8.1 USB Plus

| PROBLEM | CORRECTIVE ACTION |
|---|--|
| None of the LEDs are on. | <p>Make sure your computer is turned on.</p> <p>Check the USB cable connections between the modem and your computer.</p> <p>Check the USB cable (see if the USB cable works with a different USB device or try using a different USB cable).</p> <p>Carefully follow the instructions to uninstall and reinstall the software driver.</p> <p>If the error persists, you may have a hardware problem. In this case, you should contact your local vendor.</p> |
| I cannot connect to the Internet. | <p>Click Start, Control Panel, double-click Phone and Modem Options (or Modems). If ZyXEL OMNI 56K USB Plus is not present, install the modem driver.</p> <p>Make sure the Line port is properly connected to the phone jack with a telephone wire.</p> <p>Plug a phone into the Phone port and see if you get a dial tone.</p> <p>Check the telephone wire (use it to plug the phone directly into the wall jack for a dial tone or try using a different one).</p> <p>Carefully follow the instructions to uninstall and reinstall the software driver.</p> <p>Restart your computer.</p> |
| Windows does not auto-detect the USB connection to the modem. | <p>Make sure the modem is turned on and connected to the USB port on the computer.</p> <p>Perform a hardware scan by clicking Start, Settings, Control Panel and double-clicking Add/Remove Hardware. (Steps may vary depending on the version of Windows).</p> <p>Follow the on-screen instructions to search for the modem and install the driver.</p> <p>Check for possible hardware conflicts. In Windows, click Start, Settings, Control Panel, System, Hardware and then click Device Manager. Verify the status of the modem under Network Adapters. (Steps may vary depending on the version of Windows).</p> <p>Connect the modem to another computer. If the error persists, you may have a hardware problem. In this case, you should contact your local vendor.</p> |

8.2 COM Plus

| PROBLEM | CORRECTIVE ACTION |
|-----------------------------------|---|
| None of the LEDs are on. | <p>Make sure your computer and the modem power switch are turned on.</p> <p>Make sure that the modem's power adaptor is connected to the modem and plugged in to an appropriate power source. Use only the supplied power adaptor. Check that the modem is receiving sufficient power.</p> <p>Check the RS-232 cable connections between the modem and your computer.</p> <p>Check the RS-232 cable (see if the RS-232 cable works with a different device with COM ports or try using a different RS-232 cable).</p> <p>Turn the modem off and on.</p> <p>Carefully follow the instructions to uninstall and reinstall the software driver.</p> <p>If the error persists, you may have a hardware problem. In this case, you should contact your local vendor.</p> |
| I cannot connect to the Internet. | <p>Click Start, Control Panel, double-click Phone and Modem Options (or Modems). If ZyXEL OMNI 56K COM Plus is not present, install the modem driver.</p> <p>Make sure the Line port is properly connected to the phone jack with a telephone wire.</p> <p>Plug a phone into the Phone port and see if you get a dial tone.</p> <p>Check the telephone wire (use it to plug the phone directly into the wall jack for a dial tone or try using a different one).</p> <p>Carefully follow the instructions to uninstall and reinstall the software driver.</p> <p>Restart your computer.</p> |