Technical Note

TITLE: "Modem in use" error on 500/710/720

DATE: 06/28/96

PRODUCT FIELDS: Operating Systems / Other
           Other

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INFORMATION:

This technote applies to both WfWG and Win95, and may also apply to the Tecra
500, and Portegé 650CT

Problem:
When you attempt to connect with Win95's Dialup Networking, or another communications application, or attempt to start Multimedia Connect, an error message is displayed stating that the modem is in use by another application or Dialup connection.

Information:
This message often indicates that the modem actually is in use. Be certain
that no other application is using the modem (waiting to receive faxes). If Multimedia Connect is open,
it is waiting to receive faxes and owns the modem. Check to be sure that no other communications application
 is open before proceeding.

This error message can also appear when no other communications application is running. If this is the case, then it is
likely that the customer has installed an application or device whose driver is interfering with the operation of the
controllerless modem and its drivers.

Solution:
In SYSTEM.INI, the line:

comm.drv=comm.drv

is necessary for the modem to work in controllerless mode (which allows the telephony features to work).
Some applications, like the FaxWorks that ships with Noteworthy PCMCIA modems like to install their own comm drive
(FaxWorks installs comm.drv=FXCOMM.DRV). If comm.drv= anything other than comm.drv, comment out the
offending line, and insert a new line with:

comm.drv=comm.drv

Another common offender is the very popular PaperPort Vx scanner. The device driver for this scanner interferes with
the

operation of the controllerless modem. If you want to fix this problem, you must choose between having the modem o having the scanner, and comment out the line:

paprport=paprport.drv

in SYSTEM.INI.

A more permanent resolution to the PaperPort conflict is under investigation. Owners of this device should contact Visioneer for help with this device.

Keywords:

COMM COM PORT IRQ MODEM