

# 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  
Vioneer for help with this device.

**Keywords:**

COMM COM PORT IRQ MODEM