



SPORTSTER 128K APPLICATION NOTES AND COMMON QUESTIONS

Courier I-Modem and Sportster 128K

How do I configure a Sportster 128K to I-Modem connection using Windows 95 and Windows NT 4.0?

	DIALING DEVICE (remote)	SERVER DEVICE
Modem Name	Sportster ISDN 128k	Courier I-Modem
Operating System	Windows 95	Windows NT4.0
INIT strings	NONE	AT&F1*V2=5*P=3S67=0S68=64 S69=0&W
Special Settings	Dial-Up Networking settings 1. Uncheck Use Country Code and Area Code 2. Under Server Types, uncheck everything except TCP/IP Sportster Configuration Manager settings 1. Enable Turbo PPP	RAS settings: 1. Allow Clear Text 2. Enable Multilink 3. Dial/receive calls 4. TCP/IP
Other Info	Must dial both telephone numbers as following: "DATAP2"#"VOICEP1" i.e.: 5551212#5551313	

Sportster 128K

How do I connect my Sportster 128K to my ISP with both B channels?

Windows 95

- 1 Go to **Sportster Manager | Configuration Settings**
- 2 Check **Enable Turbo-PPP**
- 3 Then go to **TURBO-PPP tab** and check **Always for Link Expansion Method**.

NT4.0

- 1 Under the **Basic tab** of your Dial-Up Networking connection, choose **Multiple Lines** in the **Dial Using** field.
- 2 Click **Configure** and check **ISDN 1** and **ISDN 2**.

- 3 Click **Phone Numbers** and enter the necessary numbers for the ISP (usually the same numbers will apply for both unless otherwise instructed by ISP).

How do I connect the Sportster on Windows 95 to another Sportster in Windows NT?

NT 4.0 host

RAS must be configured for dial-in with Multilink enabled and authentication set to allow clear text. If TCP/IP is used, a DHCP server must be configured to assign IP addresses or a static address pool specified.

WIN95 client

- 1 Create a new Dial-Up Networking connection and follow these steps.
- 2 When prompted for phone number, enter the number for the data channel.
- 3 Go to Dial-Up Networking and find the icon for your connection.
- 4 Right click on the icon and go to **Properties**.
- 5 Under **Server Types** the Dial-Up Server should be set to **PPP: Windows 95, NT, Internet**.
- 6 **Advanced Options**, should ONLY have **Log on to network** and **Enable software compression** checked.
- 7 Under **Allowed network protocols**, choose the protocol specified on the host.



*To establish a 128K connection, Go to **Sportster Manager / Configuration Settings**. Check **Disable Turbo-PPP**. Then go to **Dial-Up Networking / Properties / Settings** for Additional Devices. Click **Use Additional Devices** and select **Sportster ISDN Dial-Up 1**. Enter the second number for the voice/data channel.*

When my Sportster 128K is installed on Windows NT, what does it mean if lights L1, L2, and L3, are RED?

Make sure the card is properly seated in the slot and you have jumpered the device to an I/O Address. If you do not find any conflicts, check the status of the Sportster ISDN card LED's.

If you are familiar with the BIOS on your system, go into the BIOS and set the assigned IRQ for the Sportster to Legacy ISA or ISA.

Use the charts below for more information about each LED:

Hardware LEDs (on the back of the ISA Card)

Network Light

On	ISDN Layer 2 to the switch is up
OFF	ISDN Layer 2 to the switch is down (Software may not be running).

Line Light	
OFF	<ul style="list-style-type: none"> ■ No power is getting to the board. If there is no external power supply (an optional piece of equipment) attached to the board, and the PC is OFF, no lights will come on. ■ If the PC is ON or there is an external power supply, but the ISDN is not plugged in, the LED will be off (it may blink rapidly for a few seconds before turning off once the board is given power). ■ If the PC is ON, or if there is an attached external power supply and the ISDN line is plugged in but the physical layer to the switch is bad, the LED will be OFF (it may blink rapidly for a few seconds before turning off once the board is given power).
Fast Blink (8 times per second)	<ul style="list-style-type: none"> ■ Either the ISDN line is not plugged in to the U Interface socket (the top socket on the board) or the physical layer (layer 1) to the switch is not good. ■ If the physical layer is bad, check the cable between the BRI adapter and the ISDN service provider installed line. If the cable is good, call the ISDN service provider to report a physical layer problem.
Slow Blink (1 time per second)	The physical Layer to the switch is good, but the BRI driver is not yet running. This means that there is a resource conflict with the IRQ or I/O address.
ON (normal)	The physical layer to the switch is good and the BRI software is running.

Software LEDs in the Line Monitor

Line Light	
L1, L2, and L3 are red	There is a resource conflict. You need to select another IRQ or I/O address. Set selected IRQ to Legacy ISA in BIOS.
L1 is green. L2 and L3 are red.	There is a resource conflict. Select another IRQ and/or I/O address.
L1 and L2 are Green. L3 is red.	The ISDN information may have been entered incorrectly. Check the SPIDs, Directory numbers and switch protocol to make sure they are correct.

What types of connections and compression protocols are supported by the Sportster ISDN 128K?

Sync PPP/ML-PPP connections negotiating TCP/IP, NetBEUI, and IPX network protocols are supported. The card also supports STAC, Ascend, and Microsoft Compression types.



V.120, BONDING, and backward analog modem compatibility are not available.

What do I need to do before installing the Sportster ISDN 128K card under WIN NT 4.0?

Complete these steps before installing the Sportster ISDN.

- Find out which IRQs are available on your system. Follow the steps below.

- 1 Start in the Windows NT desktop. From the **Start menu**, select **Run**.
- 2 Type **WINMSD**, then press Enter.
- 3 Click **Resources** to see which IRQ is free on your system.

These IRQs will work for the Sportster ISDN: 5, 7, 9, 10, 11, 15.

If none of these IRQs are listed under Resources, this means that they may be available and can be used for the Sportster ISDN adapter.

- Since the Sportster is not a modem, make sure RAS is running on your system. RAS will not let you install ISDN 1 and ISDN 2, unless it is running prior to the installation of the Sportster 128K adapter.
- Make sure Service Pack III is installed on your system.



WARNING: *If you have a dual boot machine (Windows 95 and NT 4.0) and you have a sound card installed which is working under Windows 95 but not NT 4.0, DO NOT install the Sportster adapter under IRQ 5 or the IRQ the sound card is using.*

- 4 Click **I/O Port**. Scroll to the 0300 range.

These ranges will work for the Sportster ISDN: 0300, 0320, 0340. If none of these ranges are listed, this means they may be available and can be used for the Sportster ISDN adapter. Make sure there is a 20 above/below free address space between the I/O address for the Sportster and another product.

- 5 Write down the IRQ and I/O addresses you will be using as reference for the next steps.
- 6 If you already installed the Sportster ISDN card into your system, shut down your computer properly. Then remove the Sportster ISDN card.

How do I prepare my system to use a Plug and Play device for my Sportster 128K?

Windows NT 4.0 does not support Plug and Play. The Sportster 128K does not support Plug and Play.

Before installing this driver, you must turn off the Plug and Play feature in the BIOS / CMOS. Refer to your computer's manual or help system for specific information on how to get into your system's BIOS / CMOS setup and how to turn off the Plug and Play feature.

Once you determine how to access the BIOS/CMOS setup, follow this procedure:

- 1 Boot your computer and access the BIOS / CMOS setup.
- 2 Set the IRQ (interrupt request) that you will be using for this Sportster ISDN card as an ISA card. Use the IRQ address you wrote down from the previous section. DO NOT set the IRQ for AVAILABLE or PCI ISA PnP.
- 3 Save the BIOS and shut down your computer properly.

How do I add the Sportster 128k ISDN Adapter to Windows NT 4.0?

- 1 Locate jumpers JP1 and JP2 on the board. These configure the port address of the card, and must be hard set when used with Windows NT.

The adapter ships with the jumpers open in software selectable mode. If you look on the side of the board that contains all the components, you will find the jumper settings etched on the board. They are usually located near the jumpers themselves. The hard jumper settings are in the table below.

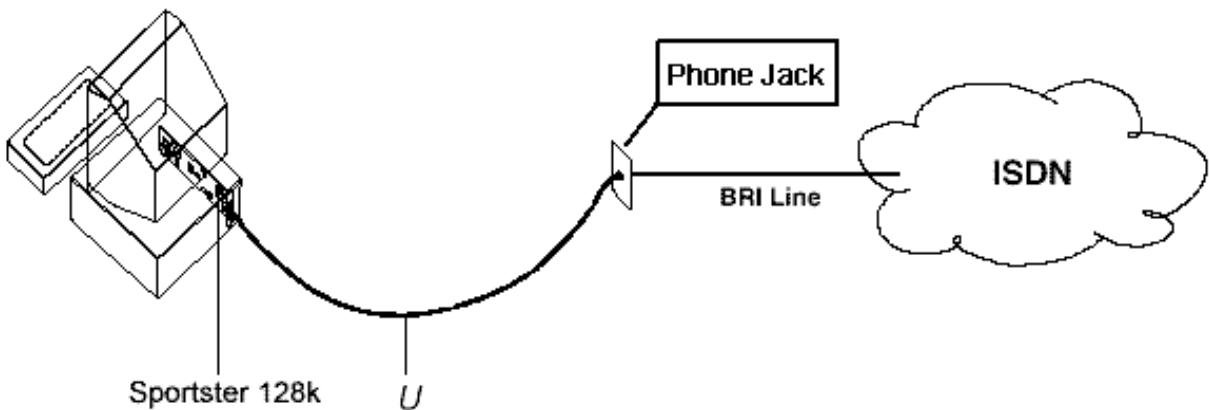
Jumper 1(JP1)	Jumper State	Jumper 2(JP2)	Jumper State		I/O Address
JP1	IN	JP2	OUT	=	320
JP1	IN	JP2	IN	=	300
JP1	OUT	JP2	IN	=	340

If the Jumper State is IN, the jumper is connecting the two pins together. The board ships with default settings- with both jumpers OUT, or removed.

You need to check all your current hardware devices to find a free I/O address. Some devices that use I/O addresses are: sound cards, network cards and SCSI devices. Consult your hardware manuals if you are not sure how to check what ports each hardware device is using.

For example, we have placed jumpers on both JP1 and JP2. This will sets the adapter to a port address, or I/O address, of 300. You should jumper yours according to what is available in your system.

- 2 Install the Adapter in your machine by using the following steps:
 - a Turn off your computer.
 - b Remove the case as described by your computer's manufacturer.
 - c Find an available 16-bit ISA Slot (one that matches the connectors on the Sportster 128k).
 - d Remove the back plate for that slot.
 - e Insert the adapter into the available slot.
 - f Use the screw that held in the blank plate to secure the Sportster 128k adapter in the case.
 - g Replace the computer's cover.

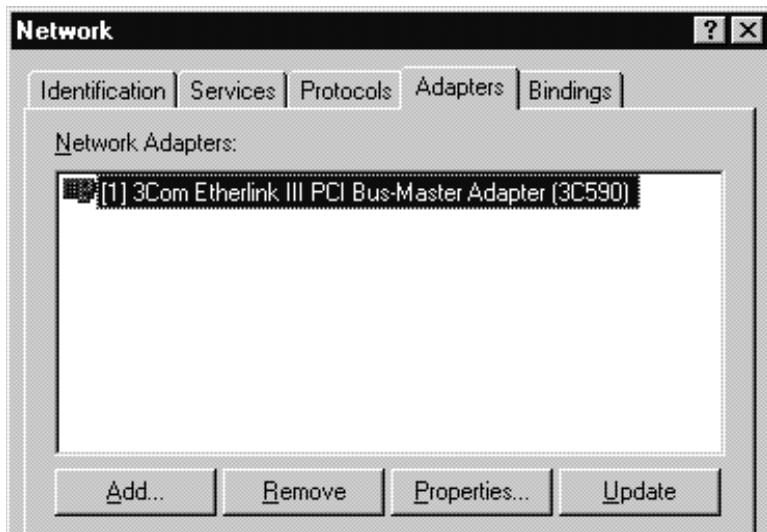


Typical Installation of a U-Interface Sportster 128K

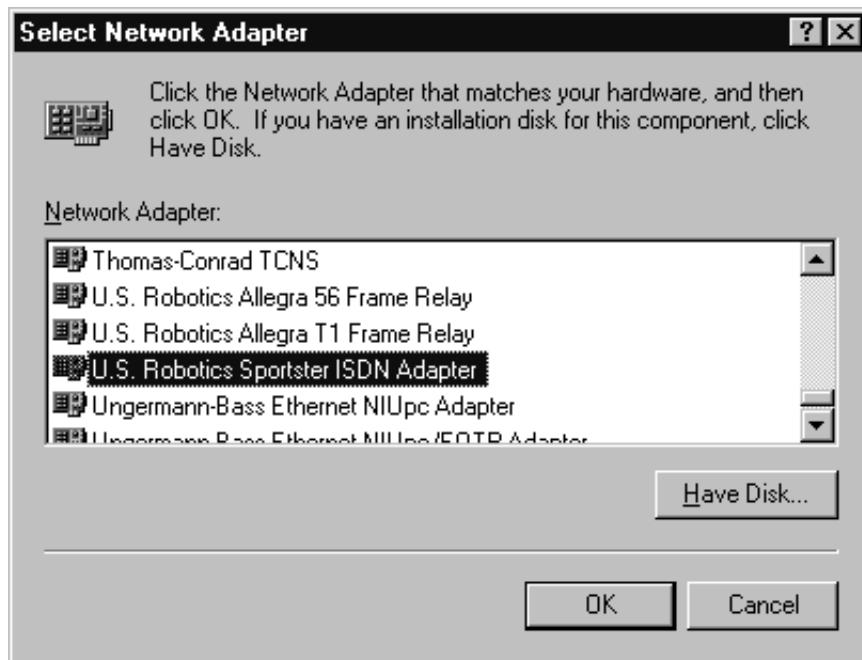
- h** Plug the phone cord into the Telco, or "U" Interface jack on the back of the modem, and the other end into the wall ISDN Jack
- i** At this point, if equipped, you can connect an analog phone to the phone jack on the back of the adapter.
- j** Restart your computer.

3 Start Windows NT 4.0 and log in. Log into Windows NT as the administrator so you are able to write to the registry. Take the following steps to install the drivers for your Sportster 128k:

- a** Right click the **Network neighborhood** icon on your Desktop.
- b** Select **Properties**

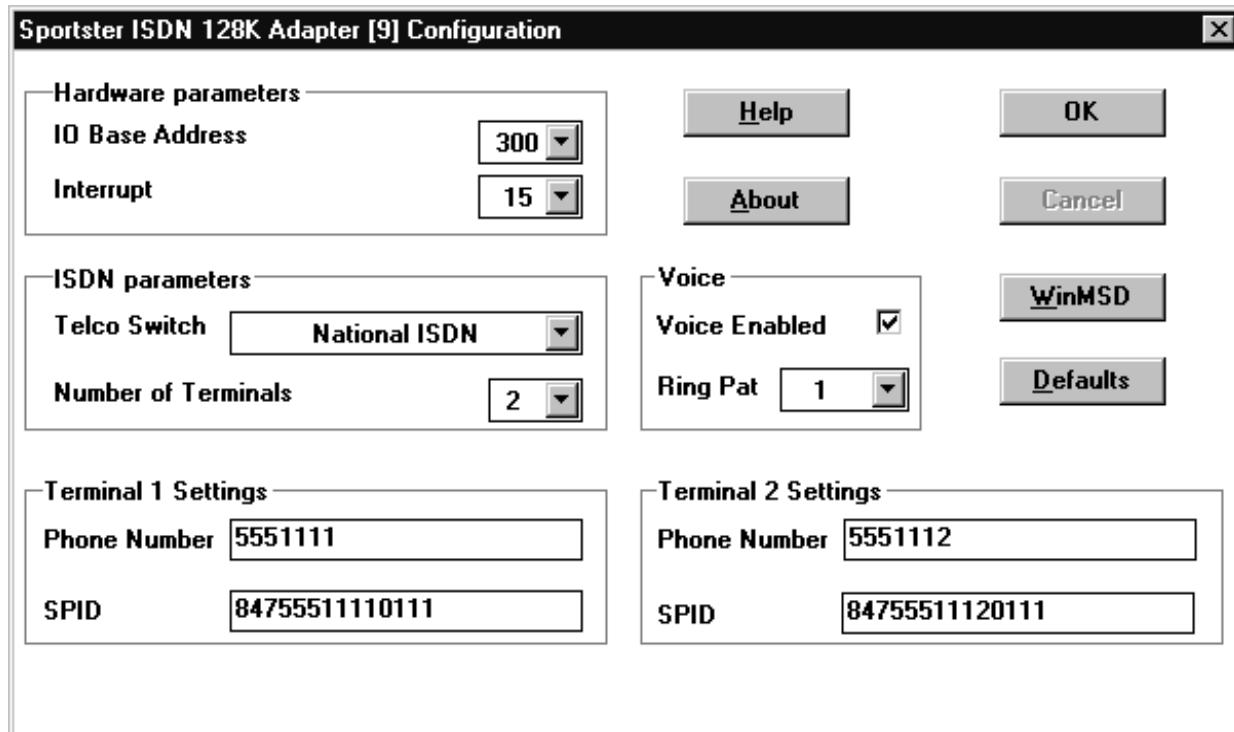


- c** Click the **Adapter** tab.
- d** Click **Add**



- e Click **Have Disk....**
- f Click **OK**
- g Enter the path CD-ROM Drive:\Sportster\drivers\Sp128Knt\sptnt544.zip
- h If you see a Bus Location dialog box, set the Bus Type to ISA and the Bus Number to 0. Click **OK**.
If you do not see a Bus Location dialog box, go to the next step.

4 The install files will be copied onto your computer.



The screen above will appear. Configure your computer as shown above, replacing the SPIDs and phone numbers with those given to you by the telephone company. Set the **Interrupt** to one that is free. Set the I/O base address to the address your Sportster is jumpered.



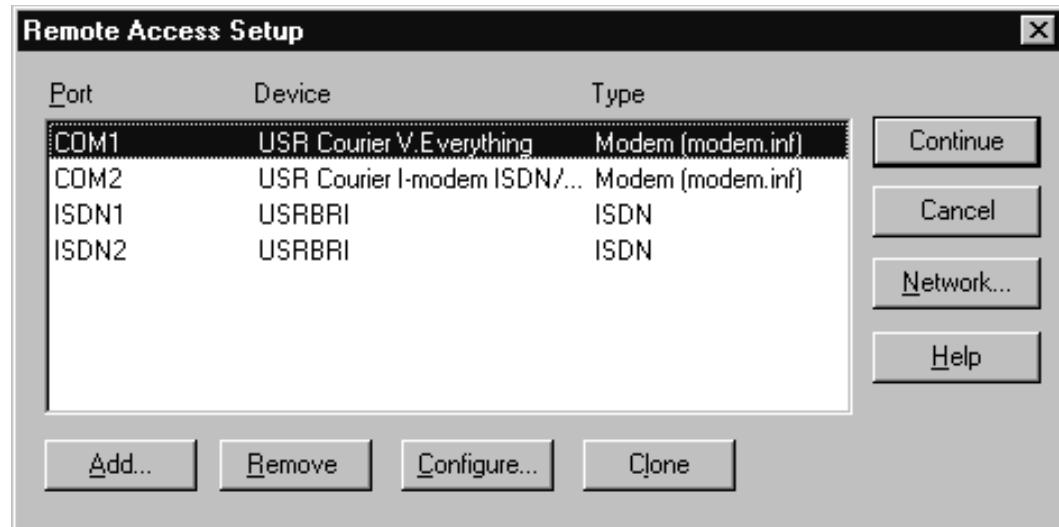
Most switch types will not accept dashes in the Terminal Settings fields. Do not place any dashes in the SPIDS or Phone Number fields.

i Click **OK**



j You will see a setup message, seen above. Click **OK**.

k The Remote Access screen should appear.



If the last two lines, seen above, are not on your screen click **Add**. Add ISDN1 USRBRI and ISDN2 USRBRI to the remote access setup.

l Highlight **ISDN1 USRBRI**

m Click **Configure** to set port usage capabilities.

n Click **OK**.

o Click **Network**.

p Select **Enable Multilink** at the bottom of the screen.



If you are using Windows NT Workstation, the Multilink option does not apply for inbound calls. NT Workstations only support one inbound connection.

q Configure the network and TCP/IP settings as required for your dial-out application. If you are dialing an internet provider, check with your provider for the correct TCP/IP settings.

r Select **Allow any authentication including clear text**, for the encryption settings.

s Click **OK**.

t Configure the ISDN 2 USRBRI port exactly as you configured ISDN1 USRBRI.

u Then, click **Continue**.

v Your network adapter screen should now have the U.S. Robotics Sportster ISDN 128k as an adapter in the **Network Adapters selection** tab.

w Click **Close**.

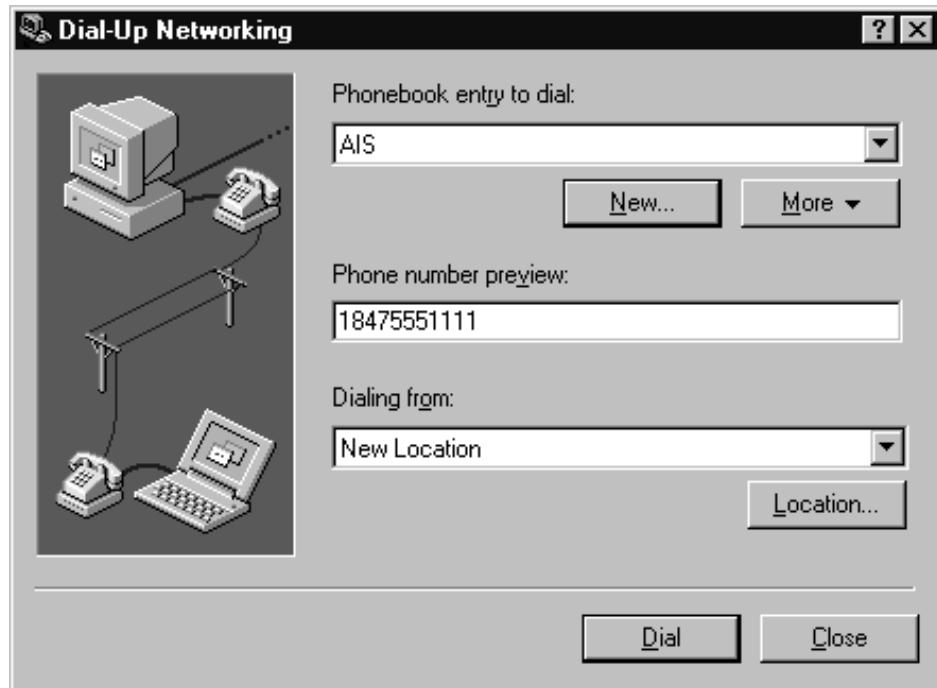
x Restart your computer.

5 You are ready to setup and use Windows NT Remote Access Service(RAS) or Dial-Up Networking. Go to **Start | Programs | Sportster ISDN 128K Tools(common) | Line Monitor**. The following screen should appear:



All three lights should be green. If not, click on the light or lights that are red. The program will inform you of the reason for failure. When all lights are green, close the window.

- 1 Follow the steps below to configure a RAS Dial-out Account:
 - a Go to **Start | Programs | Accessories | Dial-Up Networking**.
 - b Fill in your location, area code, and other information based on your area.
 - c If you have not used Dial-Up Networking before, the Dial-Up Networking setup wizard will begin. Proceed using the directions on each screen.
If the Dial Up Networking Wizard does not appear, click **Add**.
 - d Enter the name of the new Dial-Up account and click **Next >**.
 - e Enter the server types that apply. For example, if you are connecting to the internet, select **I am calling the internet**.
 - f Click **Next >**
 - g Select **USRBRI(ISDN1)** and click **Next >**.
 - h Click **Finish**. The following screen should appear.

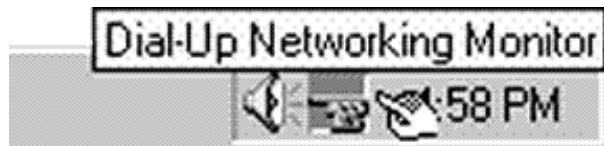


- i To make changes to server settings or dialing properties, click on the **More** button and select the item you want to change from the pull down list.

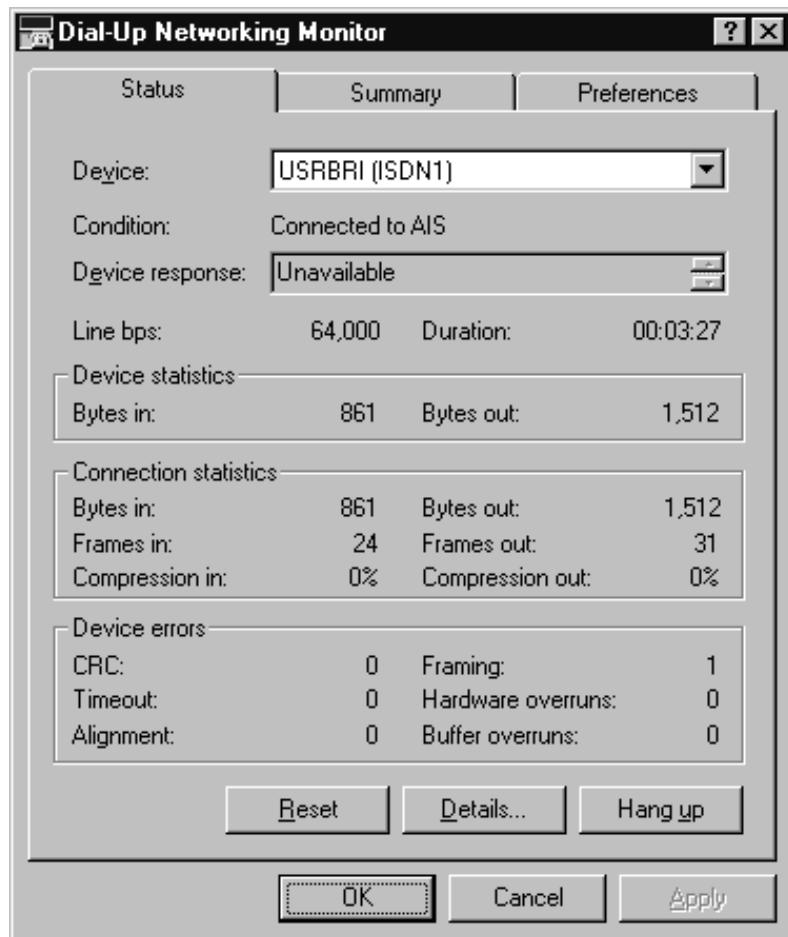
- j If you will not be making a Multilink connection, skip down to the section entitled **Dialing out using Remote Access**. If you will be making Multilink connections continue to the next section.
- 2 This section will show you how to configure your Sportster 128k ISDN adapter to dial out using Multilink PPP. Open the Dial-Up Networking screen.
 - a Click **More | Edit entry | Modem properties...**
 - b Select the **Basic tab** and set **Dial using:** to **Multiple Lines**.
 - c Click **Configure**.
 - d Check **USRBRI(ISDN1)** and **USRBRI(ISDN2)**.
 - e Highlight **USRBRI(ISDN1)** and click **Phone numbers**.
 - f Enter the first phone number and click **Add**.
 - g Click **OK**.
 - h Highlight **USRBRI(ISDN2)** and click **Phone numbers**
 - i Enter the same phone number as USRBRI(ISDN1) and click **Add**. If you find this does not allow you to establish a 128K connection, you may need to dial a different number for each channel..
 - j Click **OK** three times or until you are back to the Dial-Up Networking screen.

3 Dial out using Remote Access

- a If you followed all the steps listed above, you should now be at the main Dial-Up Networking screen. Your new entry should be the one showing on the phone book entry to dial line.
- b Click **Dial**.
- c You should now be connected at 128k, or 64k depending on how you setup the call. The system will verify your password and register you on the system.



- d To check the status of the connection, see the graphic above. Double-click on the box the finger is pointing.
- e The following screen will appear.



The Dial-Up Networking Monitor shows your connection speeds for each port. You can click **OK** to exit the Monitor.

**Notices:**

- If you find after connecting, that you do not have internet access, or can not access your network drives, go back and check your network settings and verify that everything is configured correctly.
- If you only connect on one channel, and followed all the instructions in this document, the other site may not support Multilink PPP.

If you attempt to connect to a site that does not use Multilink PPP, the Sportster 128k will attempt to combine the two channels unsuccessfully. You will be given the option to continue using one channel, or disconnect.

How do I test the Sportster ISDN Adapter?

- 1 Go to **Start | Programs | U.S.Robotics ISDN Utilities [Common] | Line Monitor.**

All three lights, L1 L2 and L3 should be GREEN.

TIP: If all lights are RED, make sure the card is properly seated in the slot and you have hard jumpered the card for an I/O address.

- If L1 is the only light that is GREEN there is an I/O address or IRQ conflict.
- If L1 and L2 are GREEN but L3 is RED, the data entered for the ISDN is incorrect. Make sure that the SPIDs, Directory numbers, and switch protocol are entered correctly. Also, ensure your line is provisioned for dynamic TEI assignment.

- 2 In the **Dial Up Networking screen**, select the connection you are using to call out and click on **More | Edit Entry | Modem Properties.**

- Uncheck **Use Telephony dialing Properties**
- Uncheck **Use Another Port if Busy**
- Set **Connect Using** to **USRBRI ISDN1** or **USRBRI ISDN2**. If you want to connect with both channels, select **MULTIPLE LINES**.

If you are using **MULTIPLE LINES**, click **Configure**. If you want to connect with both channels, check **USRBRI ISDN1** and **USRBRI ISDN2**.

- 3 Highlight the **USRBRI ISDN1** port and click **Phone Numbers**.
- 4 Type the phone number you would like it to dial and click **Add**.
- 5 Do the same for the USRBRI ISDN2 port and enter either the same phone number as USRBRI ISDN1 or a second phone number that your ISP provided.
- 6 Click **OK** when you are done. Click **OK** again to go back to the *Edit Phonebook Entry* screen.
- 7 Click the **Server** tab. Select the appropriate type of Network protocols for your Internet Service Provider (ISP) or the server you will be dialing. If you do not know the correct protocols, then check all the Network protocols.
- 8 If you are using TCP/IP and have specific IP or DNS information from your ISP or server, enter the proper information in the TCP/IP SETTINGS screen.
- 9 Go to the **Script** tab. Select NONE.
- 10 Click the **Security** tab and select **Accept any Authentication Including Clear Text**.

- 11 Click **X.25**. Set the script box to none.
- 12 Click **OK** and you will be at the Dial-Up Networking main screen.
- 13 Click **Dial** and see if you are able to connect



If you are getting an ERROR 651 or ERROR 692 when dialing out, verify you have selected the correct port in connection properties.

If you are still having problems connecting, then please call our technical support number 800-231-8770.

On system reboot, the Sportster fails to synchronize to the ISDN network and the Manager software startup sequence stops on the third light (Testing the Telco Switch) and turns red. What's wrong?

There is a hardware conflict with another device or a conflict with the motherboard's interpretation of Plug and Play or Legacy ISA support.

- Confirm the IRQ is available
- Confirm the I/O address. Make sure 20 above/below is free.
- If possible set the selected IRQ to Legacy ISA in your System Bios.
- Check the device drivers in AUTOEXEC.BAT and CONFIG.SYS, as well as the system BIOS. The **Device Manager** under **My Computer | Control Panel | System** and the Call Logger might also give clues.

How can I completely uninstall the Sportster drivers in Windows 95?

Use the UNINSTALLER that came with the Sportster driver. Go to **Start | Programs | USRobotics ISDN Utilities | Uninstall Sportster ISDN 128K**



If you are using an older driver OR you do not see an uninstaller, then use the following steps to manually remove the Sportster ISDN 128K drivers.

- 1 Go to **Start | Shut Down | Restart the Computer in MS-DOS Mode**.
- 2 Go to the root directory, C:\, by typing: **CD** and then press <ENTER>.
- 3 Type the following to delete the Sportster directory and its subdirectories:

DELTREE C:\PROGRA~1\SPORTS~1

When you are asked:

DELETE DIRECTORY 'C:\PROGRA~1\SPORTSTER ISDN' AND ALL ITS SUBDIRECTORIES? [YN]

Type **y** and press <ENTER>.

- 4 Go to the Windows' System subdirectory and look for these two files, MSVCRT40.DLL and MFC40.DLL by following steps A - C.
 - a In MS-DOS Mode, at the C:\> prompt type **CD WINDOWS\SYSTEM** and press <ENTER>.
 - b Type **DIR MSVCRT40.DLL**

If the file is found, rename it by typing the following:

REN MSVCRT40.DLL MSVCRT40.USR

If the file is not found, then continue with the next step.

c Search for the other file by typing **DIR MFC40.DLL**

- If it finds this file, rename it by typing the following:

REN MFC40.DLL MFC40.USR

- If it does not find the file then continue with the next step.

- 5 Restart your computer and go back to Windows95. If you come across some errors, just ignore them for now until the rest of these steps had been completed.
- 6 *Continue the uninstall/reinstall procedure for the Sportster for both options, using the uninstaller or manually uninstalling the Sportster drivers.*
 - a Go to **Start | Settings | Taskbar | Start Menu Programs | Advanced**
 - b Double click the **Programs** folder
 - c Double click the **Startup** folder
 - d Highlight the **Sportster Startup Manager** and press **DELETE**.
 - e Double click **Programs**, highlight the **USRobotics ISDN Utilities** and press the **DELETE**.
 - f Close the **Taskbar** screen.
- 7 Double check the Registry Editor to make sure all of the Sportster drivers had been uninstalled by following these steps:



ANY DELETIONS OTHER THAN WHAT IS STATED IN THIS DOCUMENT THAT CAUSES WINDOWS NOT TO START PROPERLY, OR NOT START AT ALL, WILL NOT BE 3COM'S RESPONSIBILITY.

- a Go to **Start | Run**
- b Type **REGEDIT** and then press <ENTER>
- c Click **Edit** and choose **Find What** type **SIBBRI**.
- d Delete the file called **SIBBRI.386** that is shown on the right hand side of your screen. Highlight the file and press the **DELETE** key on your keyboard.
If **SIBBRI.386** was not found then move to the next step.
- e Press F3 to let Windows 95 search the **SIBBRI** files again in your registry.
- f Delete the **SIBBRI** folder that shows on the left hand side of your screen. Highlight the **SIBBRI** folder and press the **DELETE** key on your keyboard.
Press F3, if you do not see another **SIBBRI** file or folder then continue on with the next step.
- 8 Go to the very top of the Registry Editor.
- 9 Double click on **HKEY_LOCAL_MACHINE, SOFTWARE**
- 10 Highlight the **U.S.Robotics** key and delete it.
- 11 Close the window.

12 Using Windows Explorer, double check the following files to see if the SIB*.* and TELEPHON.* files are gone by following these steps

- a** Go to **Start | Programs | Windows Explorer**
- b** Delete only the following SIB files that are found in these paths:

C:\Windows\Sibsetup.ini
C:\Windows\System\Sibbri.386
C:\Windows\System\Sibtapi.tsp
C:\Windows\System\Sibslmgr.dll
C:\Windows\System\Sibuinst.exe
C:\Windows\System\Sibndisv.exe
C:\Windows\System\Sibsetup.exe
C:\Program Files\Sportster ISDN 128k\Sibmon.exe
C:\Program Files\Sportster ISDN 128k\Sibspy.exe

If any of these files do not show up under the above paths then, go on to the next step.

- c** Go to **Start | Programs | Windows Explorer**
- d** Click **Tools | Find | Files or Folders**
- e** Type **TELEPHON.*** in the **Named** field and make sure that the **Look in** field has the [C:]. Click **Find Now**.
- f** Delete only the **Telephon** file that is in this directory:

C:\Windows\System\Telephon.cpl

If this file do not show up under the above path then, close the Windows Explorer and go to the next step.

13 Remove Dial-Up Networking and the Accelerator Pack by following these steps:

- a** Go to **Start | Settings | Control Panel**
- b** Double click **Add/Remove Programs**
- c** Scroll through the list.
If Dial-Up Networking Upgrade 1.2 DOES NOT appear, continue with the next step.
If Dial-Up Networking Upgrade 1.2 DOES appear then, highlight it, and hit delete on your keyboard. Continue with the next step.
- d** Click **Windows Setup**
- e** Highlight **Communications** and click **Details**
- f** Uncheck **Dial Up Networking**
- g** Uncheck **Microsoft Accelerator Pack 1.1**
- h** Click **OK**
- i** Click **Apply**
- j** DO NOT REBOOT

14 Re-install your Dial Up Networking again.

- a Go to **Start | Settings | Control Panel**
- b Double click **Add/Remove Programs**
- c Click **Windows Setup**
- d Highlight **Communications** and click **Details**
- e Check **Dial Up Networking**
- f Click **OK**
- g Click **Apply**
- h Click **OK**
- i Windows will re-install your Dial Up Networking. You will need your Windows 95 diskettes or CD-ROM disk ready and follow the installation process on the screen.
- j If the installation is unable to find some files from the Windows 95 diskettes or the CD-ROM then skip those files and continue the re-installation process.

You may encounter this type of question:

*The file you are trying to copy is older than the current file. Do you wish to keep this file? Click **No**.*

- k Once all files had been copied DO NOT restart your computer.

15 Go to your desktop.

16 Right click on **Network Neighborhood** and select **Properties**.

If you do not see Network Neighborhood on your desktop, go to **Start | Settings | Control Panel | Network**.

Make sure that you have, AT LEAST, the following listed under the **Configuration** tab before installing the Sportster driver:

- Client for Microsoft Networks
- Dial Up Adapter
- TCP/IP (or TCP/IP -> Dial Up Adapter)

If you do not have these, add them now.

If you do, then proceed to the next step.

17 Check to see if you are running the 1.2 Upgrade for Dial-Up Networking.

- a Go to **Start | Settings | Control Panel**.
- b Double click **Add/Remove Programs**.
- c Choose the **Install/Uninstall** tab. Scroll through the list for **Dial-Up Networking Upgrade 1.2**.
- d If **Dial-Up Networking Upgrade 1.2** does appear DO NOT choose to install the Microsoft ISDN Accelerator Pack 1.1 when prompted, during the next step. If **Dial-Up Networking Upgrade 1.2** does not appear CHOOSE to install the Microsoft ISDN Accelerator Pack 1.1 when prompted, during the next step. You must install the accelerator pack before installing the Sportster drivers.

18 Re-install the current Sportster ISDN 128K Drivers for Windows 95.

19 Make sure the following adapters, protocol and client are listed in Network Neighborhood's Properties under the **Configuration** tab. Follow these steps to find out:

- a** Go to **Start | Settings | Control Panel**
- b** Double click the **Network** icon
- c** Make sure you have the following items listed under the **Configuration** tab:
 - Client for Microsoft Networks
 - Sportster ISDN adapter
 - Dial Up Adapter
 - NDISWAN -> Sportster ISDN adapter
 - TCP/IP or TCP/IP -> Dial Up Adapter

If you are missing any of the components above (except for the Sportster items), and you do not know how to add them, contact Microsoft for assistance.

If you do not have the Sportster adapter or the NDISWAN -> Sportster adapter listed, then the Microsoft ISDN Accelerator Pack 1.1 was not properly installed. You must uninstall and reinstall the Sportster drivers.

If you are still experiencing the same problem, make sure you are using the latest driver included on this CD_ROM. Use this path CD-ROM drive:\Sportster\drivers\Sp128K95\s95_53.zip to find the latest drivers for Windows 95.

How do I check to make sure I'm using the latest drivers?

If you'd like to check if a new driver is available, go to the TOTALservice web site at <http://totalservice.usr.com>

Once you get to the TOTALservice Online website, click **Download Now, Latest Code** and search for the Sportster ISDN product.

Look for the S95_#.ZIP file, depending on which version is available. (Make sure you download either PKUNZIP or WINZIP utility program to be able to extract the compressed files to your hard drive.

- 1** After downloading the S95_#.ZIP, unzip this file using either PKUNZIP or WINZIP.
- 2** Once, the file has been unzipped, open Windows Explorer and go to the directory where you unzipped the latest driver. Double click the SETUP.EXE file.



Disable any virus protection programs while you install the Sportster drivers..

If the latest drivers do not correct your problem, call 800-231-8770.

How do I configure Sportster to Sportster Connection running Windows 95 on both computers?



Make sure you are running the same version drivers for the Sportster on both computers. Also, both computers should be running the same version of Windows 95 (such as version A or B) If you do not have at least version A, go to the

Microsoft's Web site and download the Windows 95 Service Pack. Make sure to first uninstall the Sportster drivers using the uninstall utility and then add the Service Pack. After installing the Service Pack, reinstall the Sportster drivers.

If you have to follow the Uninstall/Reinstall procedure stated above the following is necessary:

- *Uninstall the Sportster using the uninstall utility in **Start | Programs | USR ISDN UTILS | Uninstall SP128K***
- *Uninstall Upgrade for Dial-Up Networking 1.2 in **Add/Remove Programs** (this is only if you had it previously running on your system)*
- *Uninstall Dial-Up Networking 1.1 & Microsoft Accelerator Pack 1.1 in Add/Remove Programs*
- *Install Dial-Up Networking*
- *Upgrade to Dial-Up Networking 1.2 as well as upgrading WINSOCK if you want to use Dial-Up Networking 1.2.*
- *If you are running Dial-Up Networking 1.2, DO NOT install the Microsoft Accelerator Pack 1.1. Install the drivers for the Sportster - make sure you have NO TSR's running in the background such as a virus protection program.*

- 1 Make sure the HOST side has Dial-Up Server setup in the following manner:
 - a Go to **Dial-Up Networking**
 - b Select **Connections | Dial-Up Server**
 - c Make sure the following are set for Sportster Dial-Up 0:
 - Allow caller Access
 - Setup a password
 - d Click **Server Types**
 - Set **Types** to **PPP - Windows95**
 - Uncheck **Encrypted Password**
 - e Make sure the following are set for Sportster Dial-Up 1:
 - Allow caller Access
 - Do not setup a password
 - f Click **Server Types**
 - Set **Types** to **PPP - Windows95**
 - Uncheck **Encrypted Password**
 - g Check **Report Incoming Call to Dial-Up Networking**
- 2 For the Client or dialing computer, go to **Start | Programs | Accessories | Dial-Up Networking** and find the connection setup dialing the other Sportster. Right click on the icon and select **Properties**. Make sure the following are setup:
 - a In the **General** tab
 - Uncheck **Use country code**
 - Set **Additional Devices** to **Sportster DIAL-UP 0**
 - b In the **Server Types** tab:

- No Advanced Options
- Check **NetBeui**
- Disable **IPX** and **TCP/IP**
- c If you are using Dial-Up Networking 1.2, Configure the **Multilink** tab:
 - Set **Additional Devices** to **Sportster DIAL-UP 1**
 - Put the second phone number in DIAL-UP 1 (and 1 + area code if necessary).
- d If you are using Dial-Up Networking with the Microsoft ISDN Accelerator Pack 1.1 you must do the following:
 - Click the General Tab
 - Click Settings
 - Click Use Additional Devices
 - Click Add
 - Select Sportster ISDN 128K Dial-Up 1
 - Type the second phone number in the phone number field (include 1 and the area code if necessary).

3 Go into the **Sportster 128k Configuration Manager**

Uncheck **Turbo PPP**. Turbo PPP will not work connecting Windows 95 to Windows 95.

I am unable to connect to the ISDN network using my Sportster 128K.

- There is a IRQ or I/O address conflict in the system. Try another free IRQ and I/O address.
- Your SPIDs may not entered properly. Remove spaces, dashes or parenthesis.
- Try switching the SPIDs. You may have entered the Data SPID as Voice/Data SPID or vice versa.
- The SPIDs or the Switch Protocol are incorrect. Contact your telephone company to verify this information.
- Make sure line provisioning is setup for Package S or Bellcore SR-3840
- Your ISDN line is not active.

If you plug an analog phone in the ISDN jack in the wall you should hear white noise or a clicking. Dead silence means the line is not active. Dial tone means the line is not setup for ISDN

I am getting the error "THE SYSTEM CANNOT LOCATE THE TELEPHONE COMPANY."

- The RJ45 cable is defective. Try a different phone cable.
- The adapter is S/T interface and you are trying to plug it directly into the wall jack instead of an NT-1 box (The U interface adapter has a built in NT-1). If you have an S/T interface Sportster, you must purchase a NT-1 box.
- Your ISDN line is not active.

If you plug an analog phone in the ISDN jack in the wall you should hear white noise or a clicking. Dead silence means the line is not setup yet or may be down. Dial tone means the line is not setup for ISDN.

Does Dial-Up Networking 1.2 work with the Sportster 128K?

Yes, but the Dial-Up Networking 1.2 upgrade should be installed after the Accelerator Pack 1.1.

My Sportster 128K does not pass the Self Call test.

- Try switching the SPIDs and the directory numbers
- You may be required to include the area code to make a local call. You can disable the self call test under the General Tab of the Sportster Configuration Manager
- Some lines only support 56k. If your line only supports 56k you will fail the self-call test. It does not mean there is a problem with your Sportster.
- The ISDN line may not be properly provisioned with Package S. Call your telephone company for more information about the provisioning of your ISDN line.
- The ISDN line may only have one B channel. Call your telephone company for information about your ISDN line.

I am getting a SIBSLMGR.DLL or SLMSTART error.

Remove any additional dialing locations in Dialing Properties by following these steps:

- 1 Go to Dialing Properties.
- 2 Remove all dialing locations, except the DEFAULT LOCATION.
- 3 Restart your computer.
- 4 If the problem still occurs, call Technical Support at 800-237-8770

I cannot make an analog call with the analog port on my Sportster 128K.

- The line is not provisioned for Package S (CSV/D calls).
- Under the **Sportster Manager | Configuration Settings | General Tab** check **Dynamic Voice Override**.
- Under runtime options make sure **Accept Voice Calls As Data Calls** is disabled
- If there is dial tone, but cannot break dialtone there is a resource conflict. Try hard jumping the I/O address and make sure that there is 20 above/below free I/O address space.

For example, hard jumper to I/O 320 and make sure nothing is using I/O 330. If you still cannot break dial tone, try another IRQ and set the IRQ in the BIOS to Legacy ISA or ISA

I attached an analog telephone to my Sportster 128K through the Analog Device Port, but it's not ringing.

The Sportster is an internal card that does not have its own power supply. The ring generator can be ordered from 3Com Logistics at 800-231-8770.

You will need to attach a ring generator to the analog port on the Sportster and plug the analog phone into the ring generator.

I purchased the external ring generator for my Sportster 128K, but my analog device (phone, fax machine, modem) still does not ring or answer the call.

WIN95

- 1 Go to **Sportster Manager | Configuration Settings**.
- 2 Under the **General Tab**, change the **Voice Ringing Pattern** to **External Ringing**.

NT4.0

- 1 Go to **Control Panel | Network | Adapters**.
- 2 Highlight **Sportster BRI** and click **Properties**.
- 3 Change **Ring Pattern** to **EXT**.



Sportster drivers version 5.3 for NT does not support external ringing. Install the driver version 5.4 from the following directory on the Cd-ROM: Cd-ROM drive:\Sportster\drivers\|. Make sure to choose the correct drivers for Windows 95 or Windows NT.

When dialing a phone number with an attached handset not all digits appear in the call logger.

There may be a problem with the analog phone. Try connecting another phone and dialing the number again. If that does not solve your problem, call technical support at 800-231-8770.

How do I make a 128K call with the Sportster 128K?

- 1 From the **Sportster Manager | Configuration Settings | General**
- 2 Select **Enable Turbo PPP**.
- 3 Select the **Turbo PPP tab** and set **Link Expansion Method** to **Always**.



Since MLPPP is controlled by the adapter, Dial-Up Networking will only report a 64k connection. However, Call Logger will report a 128k connection and the Sportster Manager screen will show both B1 and B2 going out to a remote location

If the ISP does not support Turbo PPP or splits the call when attempting to use Turbo PPP then use the alternative settings for a 128k connection:

- 1 Go to **Sportster Manager | Configuration Settings | General**
- 2 Uncheck **Enable Turbo PPP**. You will notice the Turbo PPP tab will be grayed out

3 Go to **Properties | General | Dial Up Networking | Set Additional Devices** click the **Settings** button.

4 Click **Use additional devices**.

5 Click **Add**.

6 Select **Sportster ISDN Dial Up 1** and enter the phone number.

This time MLPPP is controlled by the operating system and it will report 128k connection and the Sportster Manager screen will show B1 and B2 lines.



If you use this configuration, you lose support for STAC and Ascend compression types

The remote computer is not responding to a network request.

- Place a call to another ISP to eliminate problems your provider may be experiencing.
- Try using a different long distance carrier such as 10222, 10288, 10333 or 10,10321 or forcing a 56k call.
- Configuration modifications to the **Control Panel | Network settings** can corrupt the Dial Up Adapter. You must uninstall and reinstall Dial-Up Networking and the Sportster drivers.

My Sportster 128K is unable to negotiate a compatible set of network protocols.

- Make sure the correct protocol for the server or ISP is being used and is installed in the **Network settings**. Go to **Start | Settings | Control Panel | Network settings** to configure the correct protocols.
- Try forcing a 56k call or a different long distance carrier
- Disable Turbo PPP.
- Your drivers may be corrupt. Uninstall and reinstall the Sportster.

When attempting a call in Dial-Up Networking I get ERROR 651.

Check the phone number you are dialing. It should not have dashes or spaces.

When attempting a call in Dial-Up Networking I get "YOU HAVE BEEN DISCONNECTED FROM THE COMPUTER YOU DIALED"

If you pass the diagnostics test and connect to the ISDN network, but when you try to dial out it either fails right away or waits a couple seconds before failing, you can:

- Try dialing another provider
- Force a call to a 56k connection or try another long distance carrier
- Try calling both your SPIDs – should get a "ring ring" after dialing. If you get a busy or operator message while CONNECTED to your ISDN there may be a provisioning problem with your ISDN line. Contact your telephone company.

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