

Technical Note

TITLE: 200/205CDS PC Card Modem Problem, "Another program is using this telephony device."
DATE: 01/13/97
PRODUCT FIELDS: 200CDS / Satellite
Accessory

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INFORMATION:

SUBJECT: 200/205 CDS PC card modem problem, "Another program is using this telephony device"

Problem:

When customer installs a PC card modem into a new 200/205CDS running Windows 95, system recognizes the modem on COM 2 port but will not dial out. Under Hyperterminal, an error message "Another program is using this telephony device" is shown.

Solution:

1. Boot up system and go into Windows 95.
2. Go to My Computer/Control Panel/System/Device Manager, click on "Modem".(Windows 95 should display a list of modems installed)
3. Highlight the non-functioning modem, click "Remove" to remove the modem from device manager list.
4. Go to Start menu, select "Shutdown", then select "Restart the machine in MS-DOS mode".
5. When you get to a C prompt, type "CD\WINDOWS\INF"
6. Then type "DIR/W S*.INF". (this will display all starting with letter S and ending with .INF extension)
7. Delete all files that include names resemble a PC card modem, such as SMOTO.INF (Motorola modem INF file) or SS_MHZ.INF (Megahertz modem INF file). The following files should NOT be deleted:

SCSI.INF SETUPC.INF SETUP.INF SHELL.INF
SHELL3.INF SERWAVE.INF

** Deleting the wrong file may cause other problems, so if you are not sure whether certain files should be deleted, make a backup copy first.

8. Rename CONFIG.SYS to CONFIG.OLD. (If you need original CONFIG.SYS for DOS applications, you may rename this file back once the modem is up and running)
9. Reboot the machine. Windows 95 PnP should automatically detect the modem and install necessary drivers. If it prompts for driver disk supplied by the modem manufacturer, insert the necessary disk and proceed with the installation.
10. When finished, reboot machine and go back to Windows 95.
11. Modem should be working at this point.

Cause:

200/205CDS ships with SystemSoft CardWizard preinstalled. CardWizard detects the PC card modem first and creates an INF file which prevents Windows 95 from taking control of the modem configuration. Removing this file should allow Windows 95 PnP to detect the card properly. This may apply to other newer models that ship with CardWizard as well.

Keywords:

200 200CDS 205 205CDS Systemsoft cardwizard pc card pcmcia windows 95 modem telephony motorola megahertz mhz