



AlarmWorX64 Multimedia

Detecting a Voice Modem



APPLICATION NOTE

September 2013

Description: Guide to detect if you have a voice modem

OS Requirement: Vista x64/ Windows 7 x64/ Windows 8 x64/ Windows Server 2008 x64/ Windows Server 2008 R2 x64/ Windows Server 2012

General Requirement: Installation of AlarmWorX64 Multimedia with dial-in and dial-out agents.

Introduction:

AlarmWorX64 Multimedia allows for dial-out action when an alarm occurs using a voice modem. To use this functionality, your modem must be voice compatible. Modems on the market can be classified as data/Fax, data/fax/voice, data/fax and voice/speakerphone. Any modem with the voice capability will work.

For the purpose of writing this Application note we used the following hardware, which has been tested, however, this is not a recommendation or endorsement of any product:

- **Multitech MT9234ZPX-UPCI** TAPI Modem.

This document will walk you through the steps to make sure that you have a compatible modem for the call-out agent.

Detecting a Voice Modem:

1. Go to Start → Control Panel → Device Manager .



Figure 1 - Device Manager

NOTE: Depending on your Operating System, the steps to get to your Device Manager may be different. The steps detailed in this Application Note are for Windows Server 2008 R2.

2. In the Device Manager window, expand Modems. A list of modems that you have installed on your computer will appear under the tree. This could include information for the type of modem you are using.

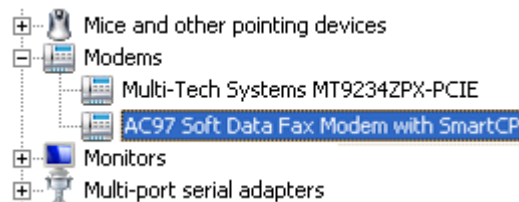


Figure 2 - Device Manager: Data/Fax Modem

3. In other cases, it could just simply show you the name of the modem like the Multi-Tech one shown in Figure 2.
4. Whichever modem options your Device Manager displays, double-click on the modem to bring up the properties window.
5. Select the Diagnostic tab and click on "Query Modem".
6. When the querying is done, you will see a list of information in the bottom window. In the line that begins with AT13, it will mention the type of the modem.

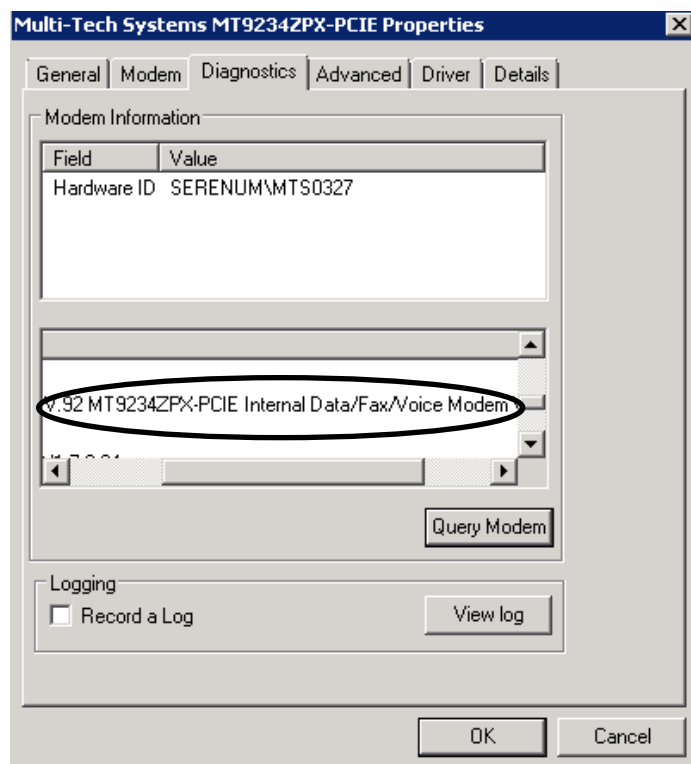


Figure 3 - Modem Diagnostics