

Description: Guide to detect if you have a voice modem
OS Requirement: Win 2000, XP Pro, Server 2003, Vista, Server 2008, Windows 7
General Requirement: Installation of AlarmWorX32 Multimedia with dial in and dial out agents.

Introduction

ICONICS has some powerful made enhancements to AlarmWorX32 Multimedia in version 9. One of these improvements includes dial-in and dial-out function using a normal modem. This function was not available in previous version as you needed to have a Dialogic Card to dial-in and -out with previous versions.

To use this new functionality, your modem must be voice compatible. Modems on the market can be classified as data/Fax, data/fax/voice, and data/fax, voice/speakerphone. Any modem with the voice capability will work.

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

Detecting a Voice Modem

1. Go to Start → Settings → Control Panel → System. In the Hardware tab, click on the “Device Manager” button.



Figure 1 - System Properties

2. In the Device Manager window, expand Modems. A list of modem your computer uses will appear under the tree. This

could include information for the type of modem you are using.

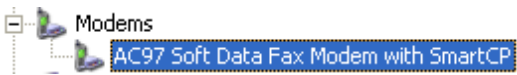


Figure 2 - Device Manager: Data/Fax Modem

3. In other cases, it could just simply show you the name of the modem.

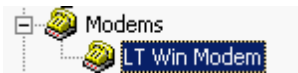


Figure 3: Device Manager: Modem with Name Only

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 types of the modem.

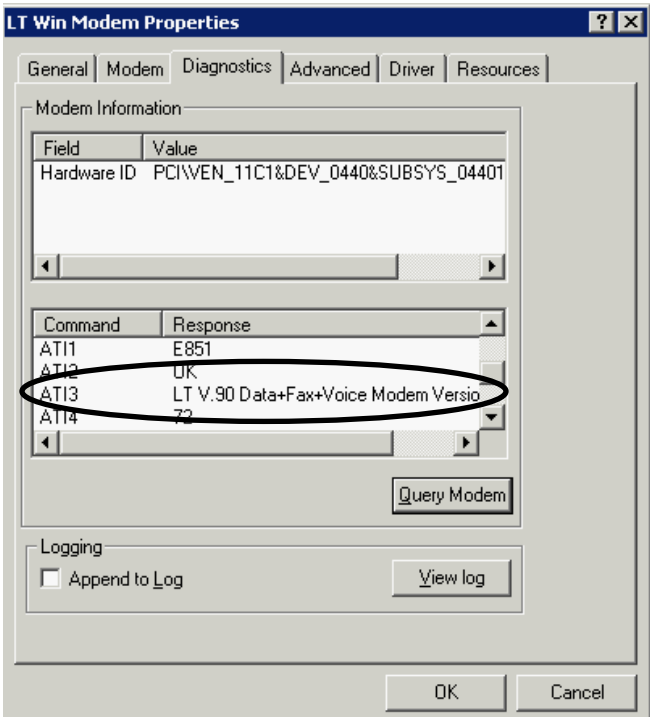


Figure 4 - Modem Diagnostics