

No sound from U.S. Robotics modems when attempting to connect

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Symptom

When using U.S. Robotics modems for Intelligent System Controller (ISC) communications, the modems appear to connect, as shown by the LEDs on the modems, but there is no audible indication the modems are connecting.

Resolution

To resolve this issue, follow the steps below.

- 1) On the side of supported U.S. Robotics modems, there is a small circular dial. This can be turned to either increase or decrease the volume of the modem. Ensure the dial is turned such that the modem can be heard when connecting.
- 2) If step 1 does not resolve the issue, open Windows Control Panel, then select **Phone and Modem Options**.
- 3) In the Phone and Modem Options window, click the Modems tab.
- 4) Select the U.S. Robotics modem, then click [Properties].
- 5) In the Modem Properties window, click the Modem tab.
- 6) Slide the **Speaker volume** to the right to increase the modem volume.

At this point, the modem should be audible when connecting.

Applies To

OnGuard (All versions)

Additional Information

None

