Frequently Asked Questions for Dynalink ISDN products
IS64PH, IS64PH-AN, IS64PPH, IS128AH

[ds/27-05-1999] rev 2.45

Question 1:
How do you change the IRQ en I/O addresses of the ISDN card?

For ISA versions you can change the settings as follows: My Computer → Control
Panel → System → Device Manager → Multifunctional Adapter → ISDN Adapter →
Properties → Resources.
Do not use the automatic settings and select 'change settings' to change the IRQ and
I/O addresses.
For PCI versions: it is not possible to change the IRQ in the software / drivers. This is
only possible when you change the IRQ settings for PCI in your BIOS.

Question 2a:
How to solve IIN100 IRQ Selftest fail in Windows 95 / Windows 98 for all ISDN
cards?
The IIN100 IRQ selftest fail means that the IRQ the cards is using is already
occupied. We suggest to check the IRQ of your ISDN card and change it (See
Question 1)

Question 2b:
How to solve IIN100 Selftest fail in Windows 95 / Windows 98 for all ISDn cards?
IIN100 selftest fail means that the I/O address of the card cannot be used. We
suggest to change the I/O address of the card.

When you encounter problems like question 2a and 2b we also suggest to check our
webpage http://www.dynalink.com to download the latest driver available.

Question 3:
How can I see the version number of the driver
Under Windows 3.1 you see the version number of the iSDN card when  you instll the
drivers. Or you can start the AT console in Windows 3.1 and start a terminal program.
Choose Com3 or Com4 and type: ATI in the terminal screen. You will see the driver
version and some other information

For Win95, Win98, and WindowsNT: we suggest to use the program: LOG32.EXE. In
the left you will find the version number. With our latest drivers you will also see the
chipset which is on your ISDN TA.

Question 4:

My system cannot find the ISDN adapter. What's wrong? (ISA / PCI explanation)

First step: when you have a PnP motherboard and you start your system, you see a PnP detecting of the ISA slots of y our system. The ISDN cards must be detected as ISDN card or Dynalink ISDN card (ISA only). When you use the PCI version of our cards your system will show the card as a PCI Network Controller as the PCI bus detection is executed.

When your card is detected by your BIOS, your system should detect new hardware (not for NT systems).

If your system does not detect new hardware it is possible that you can find the ISDN Terminal Adapter under 'Other Devices' in your Device Manager.

Please remove the item (under the Question mark) and restart the system

If your card is detected by the BIOS but not found by your Win95 or Win98 system it is possible that the PnP id is already in the registry. You have to delete the PnP key from the registry to install the card correctly

To edit your registry you have to start the editor: Sart → Run → REGEDIT

Goto Hkey_Local_Machine → Enum → ISAPNP (or PCI) and look for the following keys:

For ISA:

ASU1688

ASU1690

For PCI
PCI\VEN_0675&DEV_1700

PCI\VEN_0675&DEV_1702
PCI\VEN_1043&DEV_0675
PCI\VEN_1050&DEV_6692
PCI\VEN_1397&DEV_2BD0

When one of these keys are in your registry and your card cannot be installed: please remove this key and restart your system. Your system should detect your card again as new hardware and you can install the latest driver

Question 5:

How can I test my ISDN card and / or ISDN line?

In your driver releases you can find a program which is called: LINETEST (for NT: LT32.EXE). Execute this progam and you will be asked to enter a telephone number (directory number). You have to put here your OWN telephonenumber. Whn you press START, a 'loopback' procedure will be started.

The errors can explain you what is happening.

The 2 most common errors we see are:

ERROR 3302: Your ISDN line is not connected correctly. Check your cables

ERROR 3302: You have an ISA card and your I/O address is 0100-0103, please change the I/O address

ERROR 0000: Probably you did not connect any ISDN line to the ISDN adapter

Some other error messages for CAPI 2.0
0x3301 protocol error layer 1
0x3302 protocol error layer 2
0x3303 protocol error layer 3
0x3304 another application got that call
0x3401 unallocated number
0x3402 no route to destination
0x3406 channel unaccepted
0x3407 call awarded in channel
0x3410 normal call clearing
0x3411 user busy
0x3412 user not responding
0x3413 no answer from user
0x3415 call rejected
0x3416 number changed
0x341A user clearing
0x341B destination out of order
0x341C invalid number format
0x341D facility rejected
0x341E response to status enquire
0x341F normal
0x3422 no channel available
0x3426 network out of order
0x3429 temporary failure

Question 6:
I have an ISDN card (PCI) and I see an exclamation mark in my device manager at the ISDNcard / ISDNLink item
You have probably a 'hidden' conflict. Check your IRQ's. If you are using drivers with version number lower than 2.45 we advise you to upgrade to version 2.45 or higher. Drivers from 2.45 and higher are able to share IRQ's with other devices (for example USB devices).

Question 7:
I want to call with a configured MSN number to get a specified telephone bill (callerparty option).

From version 2.18 we do support callerparty. Ndiswan miniport is also supported with callerparty. Check in  your device manager the settings for the Dynalink network adapter. Callerparty is also explained in the manual.

To activate callerparty within the normal Unimodem environment you have to add AT commands in the extra settings dialog box for the installed modems.
My computer → Control Panel → Modems → Select the ISDN TA → Properties → Connection → Advanced → Extra settings
Enable callerparty: AT&ZO12345678
Please check your manual and release notes for more information

Question 8:
How do I make a ML-PPP connection with dialup networking?
There are a few ways to make a 128Kbps connection to your provider. We advise you to use the guidelines in our manual.
For Windows 95 use Microsoft ISDN accelerator Pack 1.1. or DUN 1.2 or DUN 1.3 You can find these programs at the site of Microsoft.
For Windows 98 DUN 1.2 is already included. For Windows NT you can use the Ndiswan miniports.

Question 9:
How can I fax with my ISDN card?
You need RVSCOM (lite). With this program you can fax to normal analogue fax machines. At this time the ISDN card cannot work with Winfax pro. You need RVSCOM (lite). RVSCOM (lite) supports Winfax pro from version 1.6x.

Question 10:
How can I access 'Girotel' with the ISDN card
To dial into 'Girotel' you need RVSCOM (lite) to emulate a 2400bps modem. We advise you follow the guidelines on the website of rvscom http://www.rvscom.nl

Question 11:
My Windows NT cannot find the ISDN card
Please use the latest drivers available from our web site. It is possible that your hardware is not supported in the driver if you are using 'old' drivers. Your bios needs also to find the Card as explained in Question 4.
Also choose the correct setting: If you have a PCI card you have to select PCI when you are being asked for it. If you have an ISA card: choose ISA. Be noticed that when you check the settings the default (ISA) is being showed.

Question 12:
I cannot install the drivers from my hard disk or CD-ROM
Please put the drivers on a blank formatted diskette. You have to place the drivers into the root of the diskette. You can install the drivers / card now.

Question 13:
Does your CAPI driver support Faxg3?
No our CAPI driver does not support FaxG3. Due to this you cannot use Winfax pro or other applications which need FaxG3 support in the CAPI driver. RVSCOM (lite) has it's own interface, so this program can work.

Question 14:
Does your cards have Linux drivers
For our ISA cards: Yes our card can work under Linux. From kernel 2.0.36 and higher
For our PCI cards: unfortunately there is still no  Winbond chipset support for Linux at this time.

Question 15:
Do you have Windows 2000 drivers available?
Yes, at this time we do beta testing with the drivers. Only a selected number of people can obtain the drivers.

Question 16:
Can I use multiple ISDN cards in one system?
For Windows 98: you can download our WDM (Windows Driver Model) drivers for Windows 98 and than you will be able to use multiple Dynalink ISDN cards in one system. It does not matter if you use 1 ISA Dynalink ISDN card and 1 PCI Dynalink ISDN card. Other brand cards cannot work together.
For Windows 95 and Windows NT 4.0 multiple ISDN cards are not supported
For Windows 2000: Multiple ISDN cards are supported

Question 17:
How can I de-install the drivers?
Fasted way you asked? (Win95 OSR2.1 – Win98)
Remove the multifunctional adapter from your device manager
Open a DOS-box go to C:\Windows\inf and delete the ISDN*.INF files
Go to C:\Windows\inf\Other and delete the Dynalink driver related to the multifunctional adapter.
Reboot and install the new drivers.
For Windows NT 4.0: remove the Dynalink network adapter en install the new drivers manually.

Question 18:
Why can't I see the ISDN ports in RAS service after I have installed the ISDN driver under Windows NT?
Please follow these steps:
1. Remove the ISDN card away from Start → Settings → Control Panel → Network, ISDN Card, Remove
2. Remove RAS, select the RAS service and remove
3. Reboot
4. Install the ISDN driver
5. Install RAS and you will see 2 ISDN ports
6. Reboot.
Please also check the manual for installation guidelines for installing the ISDN card under Windows NT

Question 19:
Why is the connection terminated after approx. 4 minutes with a ZyXEL ISDN router, even when there is traffic in the B channel?
Please take a look at the parameter settings on the routers. Find the setting names: Recv Authen, this is the password/securty option. If it is NONE, please set it to PAP. This case will not happen again.