

# pcAnywhere™ Installation & Operation

NOTE: Please read this instruction before using the enclosed parts.

NOTE: First install the external USB modem, then install the pcAnywhere software.

## INSTALLING THE MODEM

To install the V90 USB Modem for the first time

1. Exit the Intellex application.
2. Plug an analog telephone line into the modem's line jack.
3. Plug the USB Modem into a free USB port.
4. Windows will detect the USB modem and start the driver installation.
5. The computer will automatically load the proper driver for this modem. If the proper driver is not found, proceed to step #6.
6. When requested, select the USB Modem CD in the CD-ROM drive (e.g., "D:\PCAMHost").
7. Choose the appropriate drivers' directory:
  - a. under Windows 98: "win98\driver"
  - b. under Windows 2000: "win2000\driver"
8. The MultiTech MT 5634ZBA USB Modem drivers will be installed.
9. Modem installation may require Dialing Rules, such as an Area Code, to be entered.

How to verify installation

To verify that MultiTech MT 5634ZBA USB Modem is installed correctly, follow these steps:

Under Windows 98

1. From the Windows taskbar, click on **Start, Settings, Control Panel**.

2. Double-click on the **Modems** icon. You will see the “MultiTech MT 5634ZBA USB 56K Modem” listed.
3. Click on the **Diagnostics** tab.
4. Select the COM Port that your modem is connected to. Click on **More Info...**
5. The **More Info...** window will appear, showing a list of AT commands. This indicates that your modem is correctly installed.

Under Windows 2000

1. From the Windows taskbar, click on **Start, Settings, Control Panel**.
2. Double-click on the **Phone and Modems Options** icon, and click on the **Modems** tab.
3. You will see the “MultiTech MT 5634ZBA USB 56K Modem” listed.
4. Select MultiTech modem and click on **Properties**.
5. Click on **Query Modem**.
6. The **Query Modem** window will appear, showing a list of AT commands. This indicates that your modem is correctly installed.
7. Close all the Control Panel windows and return to the desktop.

## Uninstall Procedure

Under Windows 98

1. Go to **Control Panel, Modems**.
2. Select “MultiTech MT 5634ZBA USB 56K Modem”.
3. Click on the **Remove** button.
4. The USB Modem drivers will be uninstalled.
5. Disconnect the modem’s USB cable from the Intellex unit.
6. Restart the Intellex unit or choose to automatically restart after uninstallation.

Under Windows 2000

1. Go to **Control Panel, Phone and Modem Options**, and click on the **Modems** tab.
2. Select "MultiTech MT 5634ZBA USB 56K Modem".
3. Click on the **Remove** button.
4. A confirmation window appears. Click **YES** to proceed.
5. The USB Modem drivers will be uninstalled.
6. Disconnect the modem's USB cable from the intellex unit.

NOTE: Unplugging the modem from the port is not enough to ensure proper removal of drivers. You must restart the unit, in order to prevent damage to your Intellex.

### Update Procedure

To update your USB Modem drivers, uninstall previous drivers (see Uninstall Procedure above) and RESTART the Intellex unit.

NOTE: Unplugging and plugging the modem back in is not sufficient — doing so may damage your system!

When the system detects the modem and asks for the disk, see the install instructions above.

New USB Modem drivers will then be installed.

### Modem Troubleshooting

The modem is not detected when I start the Intellex unit for the first time

Ensure that your modem is connected to one of the USB ports.

If you are not sure your modem is properly installed, do the following:

1. From the Windows taskbar, click **Start, Settings, Control Panel**.
2. Double-click the **System** icon. Click the Device Manager tab.
3. Check to see if there is a yellow exclamation mark (!) on the modem devices. This indicates an error. If there is an exclamation mark, remove the modem devices that show an exclamation mark (select a device and click **Remove**, one device at a time), restart the unit, then reinstall the modem drivers.

## INSTALLING PCANYWHERE HOST

**NOTE:** For ease of installation, you may disable running the Intellex application software in the **Startup** folder. Be sure to re-enable it after installation.

1. Insert the customized CD (PCAhost) into the CD-ROM drive.
2. Go to Windows Explorer and double-click on the file PCAhost.exe on the CD;  
Or click **Run**, then **Browse**, and then the file PCAhost.exe on the CD, and click **Open** in the Browse dialog.

**NOTE:** You may not install or use pcAnywhere unless you agree to the terms of the license agreement.

3. Follow the instructions for the installation, that is, click **Next**, read and accept the license agreement, click **Next**, and click **Finish** when done.
4. Click **YES** to restart when the installation is complete.
5. Double-click the Symantec pcAnywhere icon on the Desktop.
6. Right-click the IntellexHost icon, then click on Properties.
7. If there is a modem connected to the unit, select both TCP/IP and modem.
8. Click on the Callers tab.
9. Click on the New Item icon in the Caller list.
10. Enter a Login name and Password for this host computer (the Intellex unit), then click **OK** to exit this menu. The default loginame and password are "Intellex".
11. Click **OK** again to exit this IntellexHost setup.
12. For easy access, drag "IntellexHost" onto the Desktop. A message will appear asking if you wish to create a shortcut; select **YES**. You may create a shortcut directly by right-clicking on "IntellexHost" and selecting **Create Shortcut**.

## Running the pcAnywhere Host

If previously disabled, the Intellex can now be enabled again in **Startup**.

1. Double-click on the “IntellexHost” icon. The customized host PCA is now ready and waiting for a connection.
2. Run the Intellex application and this unit is now ready to host a remote computer calling in.
3. PCA hosting can be turned off by double-clicking on the PCA icon in the lower right-hand menu bar and then clicking **Cancel**.



## NOTES

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