



BT Digital Access USB Frequently Asked Questions (FAQs)

Q 1 I don't think the software installation has worked – what can I check to find out what's wrong?

A: First of all ensure that you are working with a compatible Operating System. Remember – Windows 95 is NOT supported.

- Then, check that you have installed the software and that the USB cable is plugged in. The quickest way to do this is to look at the BT Digital Access USB icon (in the bottom right of your screen). If the icon isn't present then either the software is not installed or the icon has been disabled.
- To check if the software has been installed, run the **Start->Programs>BT Digital Access USB->Display Panel** program. If you cannot locate this then the software is probably not installed. If the software has been installed, running this will display the icon.

With the icon displayed, check whether there is a red cross through it. If there is then the USB cable is likely to be unplugged or loose.

If the icon is OK (i.e. it looks like a BT Digital Access USB box and there isn't a red cross through it) then you can run a self-test:

- The simplest self-test facility is the 'Connection Test'. Please refer to the relevant User Guide on how to perform this.
- If the 'Connection Test' does not return a positive result, there are a number of possible reasons:
 - Have you typed in the correct number? (it should be the digital number – the number associated with the blue sockets);
 - Is the BT Digital Access USB service working? (check that the Service LED is lit on the BT Digital Access USB box);
 - Are you sure you are not making any other calls? (**Remember, the line must be completely free for the Connection Test to work**). If you are making or receiving a voice call (or even if a phone connected to the BT Digital Access line has been left off the hook) the test won't work.
 - If a connection cannot be established, a failure reason will be given. An explanation of this reason can be found in the Help facility in the Display Panel.
- If the Connection Test is successful it is likely that you are experiencing a problem with the application you are trying to run on the line, e.g. dialling your Internet Service Provider (ISP):
 - Access the **ISDN Display panel** (see section '**Identifying and Solving Problems**' in the User Guides). Run through the steps outlined regarding Layer I, II, and III Verification in the User Guide. This will identify whether your computer is successfully making a call. If it is, the problem could be with the configuration of your ISP dial-up. Check that you are using the correct user name and password. Contact your ISP or remote access server administrator as necessary.
 - If the **Display Panel** confirms that a call is successfully being initiated, it could be that the call is being rejected. This could be because the phone number you are dialling is incorrect, or it could be that there is congestion at the calling party you are trying to reach.

Q 2 I can't configure my ISP connection/remote access through the recommended route in the User Guide? (i.e. via Dial-Up Networking)

A: It may be that the ISP/remote access server you wish to connect to does not support standard Windows Dial-Up Networking, and uses V.120, or another method instead. You should contact your ISP/remote access server administrator to confirm if this is the case and for advice on how to configure your dial-up.

Q 3 I am having trouble connecting to my ISP – what can I do?

A: Consult the section in the relevant User Guide regarding setting up Internet connections, as this provides detailed guidelines that can assist you. In particular, ensure that you are identifying the correct access method when prompted to do so. This is particularly important if you have previously connected over an analogue modem, or if your ISP requires you to use an alternative to Dial-Up Networking (see Q2 above).

Q 4 Can I have a Terminal Adapter installed on my computer as well as BT Digital Access USB?

A: We do not recommend this as it is possible there will be conflict between some of the drivers associated with the two sets of software.

Q 5 Can I plug two computers into the USB socket?

A: The USB standard will only allow one computer connection at any one time. You can connect two computers to the BT Digital Access USB box simultaneously, but one of them will have to have an ISDN PCI card fitted/a Terminal Adapter connected and be plugged into one of the blue sockets. USB hubs are available that allow multiple USB peripheral connections, however these are to connect multiple USB devices to a computer (e.g. scanners, printers).

Q 6 Does the USB connection affect the number of items I can have connected to the BT Digital Access line (including digital extensions)?

A: When the USB cable is connected between the BT Digital Access (USB) box to the computer and the computer is switched on, the USB connection counts as one of the eight permitted ISDN terminals.

Q 7 I have loaded the USB software on my Apple Mac, but when I start up the computer I get a message, 'The software needed to use the USB device "USB ISDN modem" cannot be found...' What should I do?

A: This message can be seen for any of three reasons:

- The BT Digital Access USB software has not been installed. If you have not already done so, install the BT Digital Access USB software before connecting the USB cable.
- You may require an operating system update for your Apple Mac. Upgrading from Mac OS 9.0 to 9.1 may enable the Apple Mac to identify USB devices on start-up for instance. Please refer to your supplier or the Apple Mac web site for further details.
- You may require a firmware update for your Apple Mac. This will enable the Apple Mac to identify USB devices on start-up. Please refer to the Apple Mac web site or your supplier for USB Device Troubleshooting information. You may be able to download a firmware update to address the problem.

Q 8 Can I make a 64kbps call connected to one of the blue ports at the same time as making a 64kbps call over the USB?

A: Yes. You can make a 64kbps call over the USB at the same time as a 64kbps call via one of the blue ports or, in fact, a voice call over one of the white ports. Should you be

making/receiving two calls and you then try to make another call using the USB (which, of course you will not be able to do as both available channels would be in use), the Windows Operating Systems will display a message on your computer screen suggesting that there is no dial tone and that you should check your modem connection. This is simply because you do not have a free channel over which to make a call.

Q 9 Can I channel-bond through the USB port?

A: Yes, 128k access works in the same way that it does when connecting via the blue digital ports, provided the called party (such as your ISP) supports it. Your User Guide contains instructions on how to do this.

Q 10 Why can I see better ping rates if I use a Terminal Adapter for online gaming instead of the USB connection? My Terminal Adapter connects to the USB port on my computer, so how come they don't work the same?

A: The BT Digital Access USB functionality was developed to work reliably with all types of USB chipset that can be used in different models of computers. In order to ensure consistent reliable functioning, the USB chipset used in the BT Digital Access USB box had to be configured so that it could 'talk' to the USB chipset in the motherboard of any computer/laptop. Consequently, you may experience reduced ping rates using USB compared to using a Terminal Adapter, even if this connects to your computer via the USB. If fast ping times are important to you then you may be advised to use a separate ISDN Terminal Adapter with a fast ping time. There may be an update to your computer's USB chipset drivers available that can also help. See Q11 below for further advice.

Q 11 I am experiencing problems with the USB connection from my computer, (a slow ping rate is an example), can I do anything?

A: There may be an update to the drivers for the USB chipset contained within your computer, available. Consult your computer manufacturer for advice.

Q 12 My BT Digital Access USB junction box is in a different room to my computer. Can I still connect using USB?

A: You can purchase a USB cable up to five metres long from high street retailers and other outlets. Alternatively, you can use an Active Extension Cable Extender, also available from standard outlets.