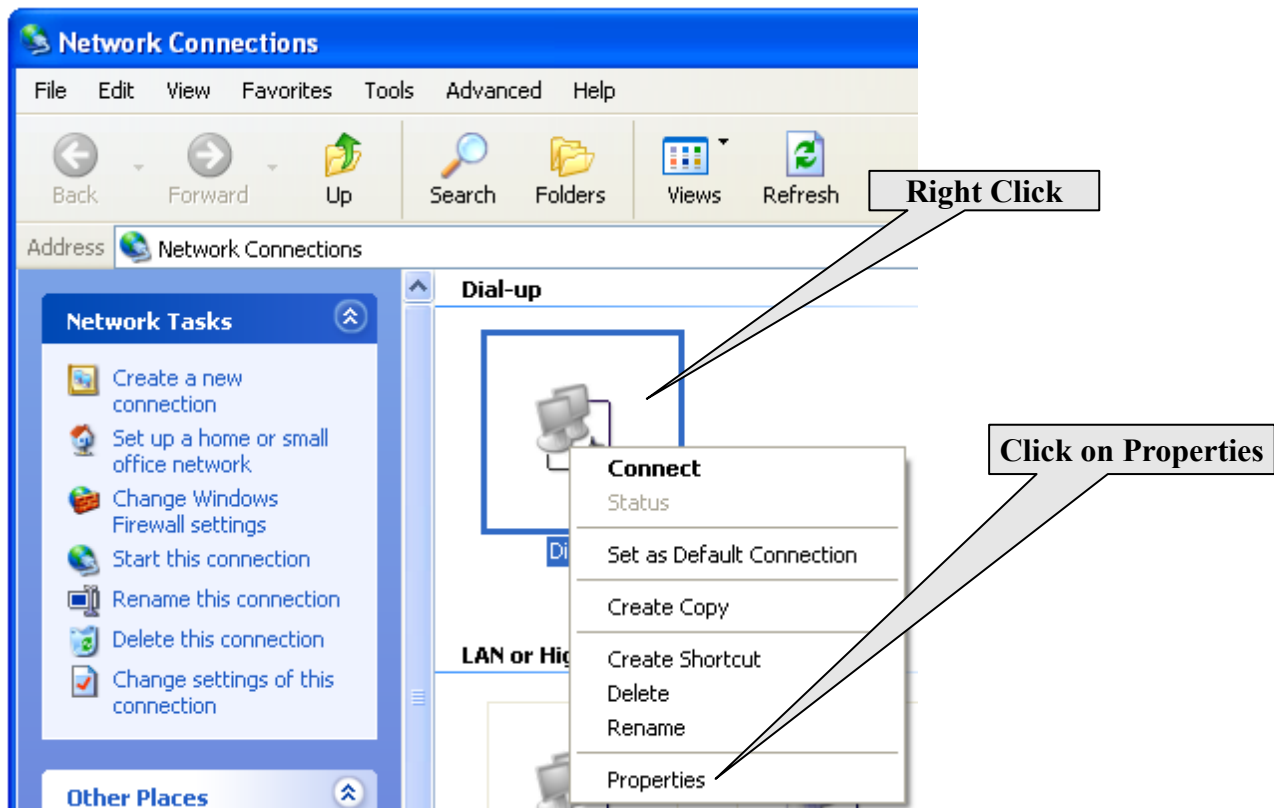


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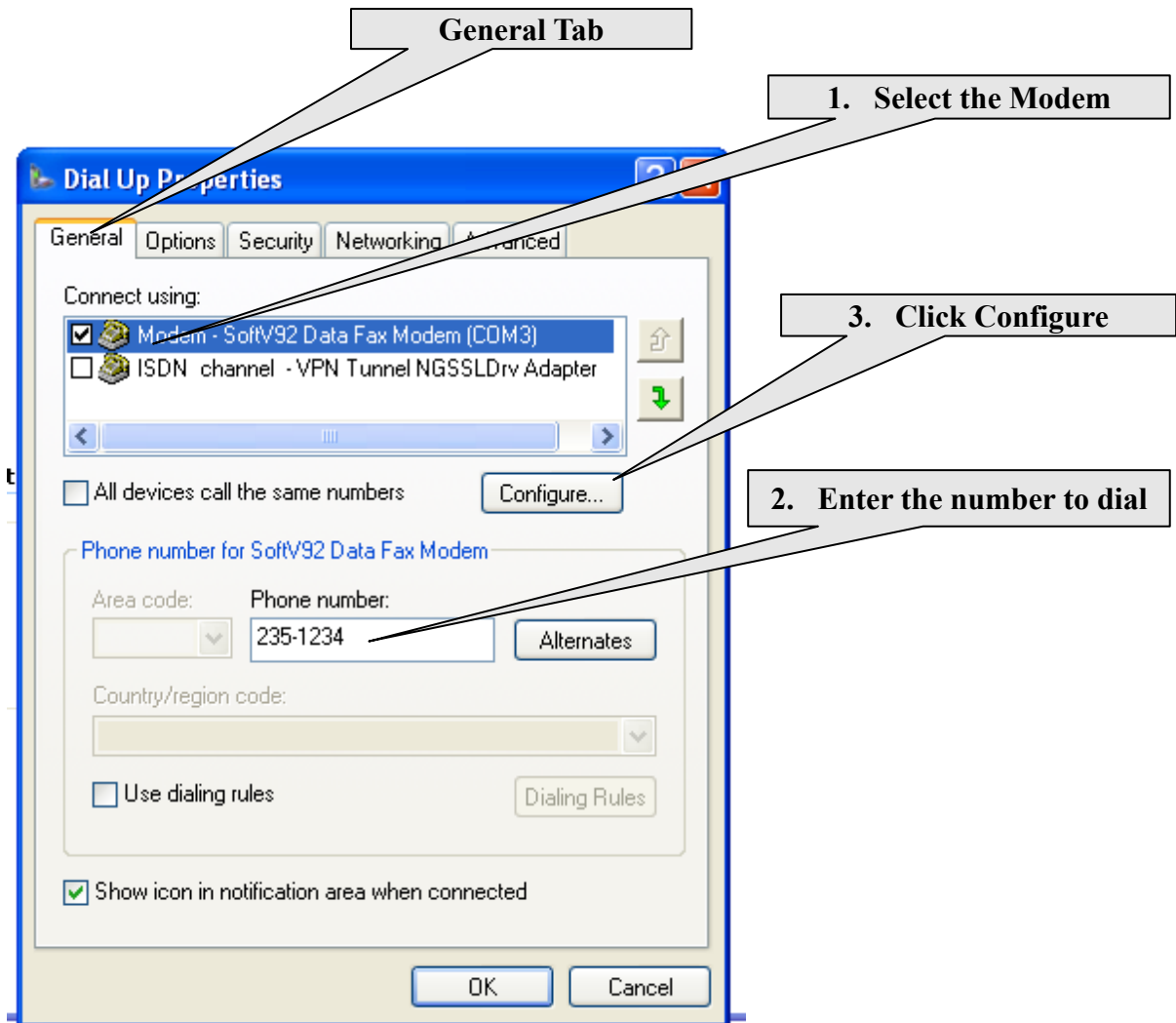
### Setting Up Your XP Computer for Modem Connection

#### Telquest Tech Support



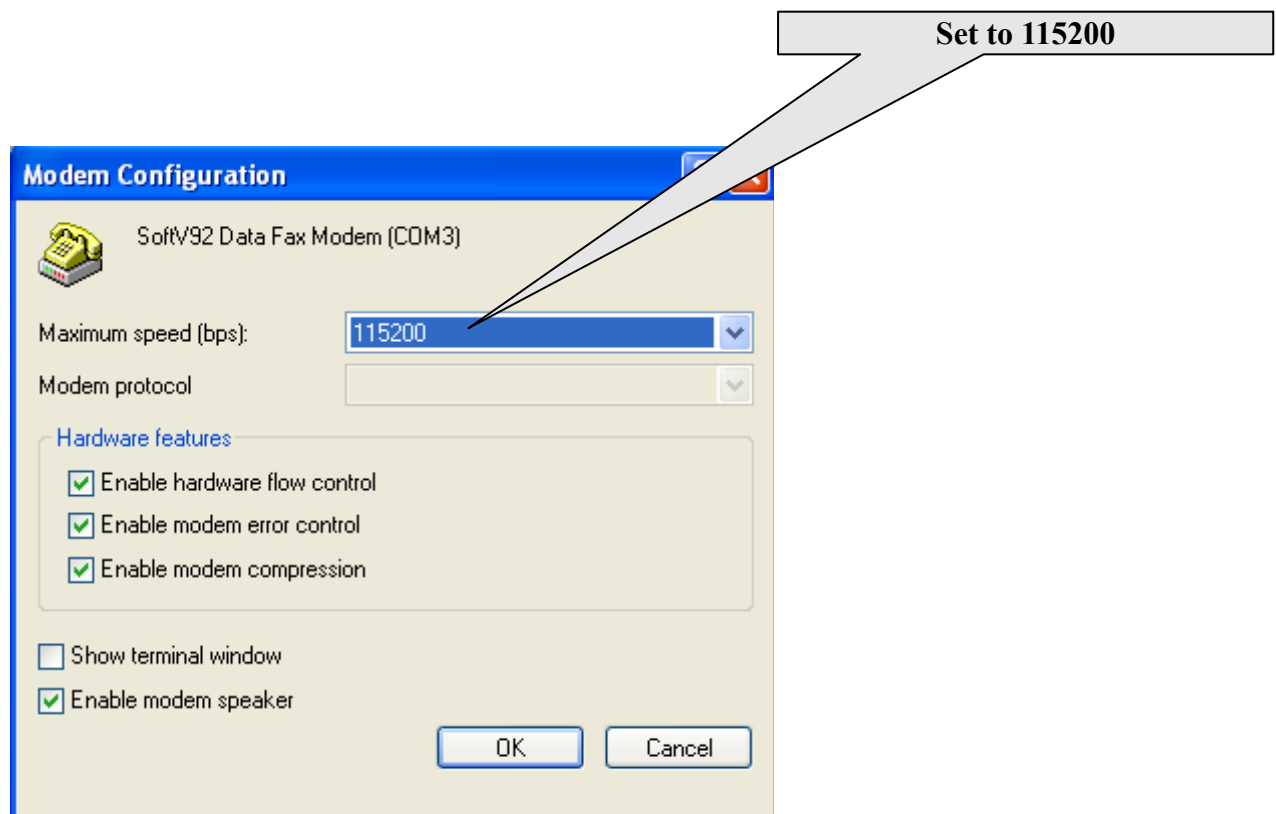
## Avaya IPO Partner Version 6.1.5

### Setting Up Your XP Computer for Modem Connection



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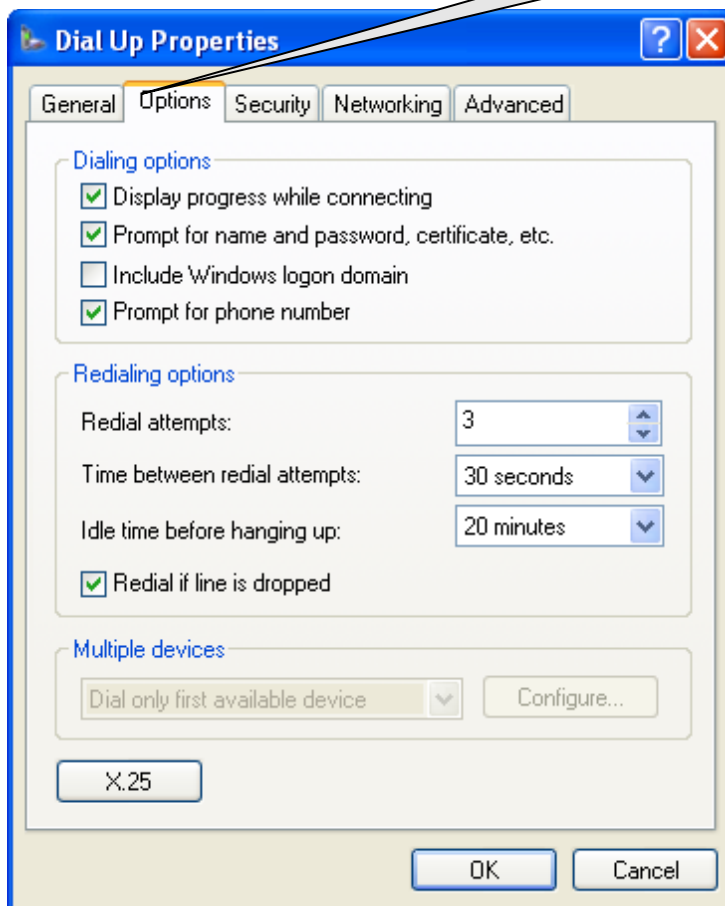
### Setting Up Your XP Computer for Modem Connection



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### Setting Up Your XP Computer for Modem Connection

Click the Options Tab  
and use these settings



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### Setting Up Your XP Computer for Modem Connection

Additional Info:

**Error 50 - The request is not supported.**

**Windows XP -**

**When you attempt to go online, you may get a message:**

**All devices connected. Error 50: The request is not supported.**

**This error may be caused by the WINDOWS FIREWALL being set to prevent incoming and/or outgoing communications on the dial-up connection.**

**To test if this is the case:**

**Go to CONTROL PANEL -> Windows Firewall; turn the firewall OFF and see if the error disappears.**

**If the error disappears, turn the Windows Firewall back ON, and check the settings in the *Exceptions* tab, and the *Advanced* tab -> for the dial-up connection. If you cannot locate the bad entry, you can try the 'Restore Defaults' button in the advanced tab (which may produce other undesirable problems depending upon your configuration and software you've added). You could also consider replacing the Windows Firewall with another product as it is dangerous to operate with no firewall.**

**Error 691:** Access denied because username and/or password is invalid on the domain.

**Resolution:**

- 1) Verify the logon ID and password are correct.
- 2) Make sure the **Include Windows logon domain** check box is unchecked in the **Options** tab of the dial-up connection's **Properties** dialog box.
- 3) Make sure the dial-up connection's security option is correctly configured to use the **Require secured password** setting.
- 4) Delete all of the \*.pwl files and reboot if you are using win9x.
- 5) Try another logon ID or create a new Logon ID because the profile may be damaged.

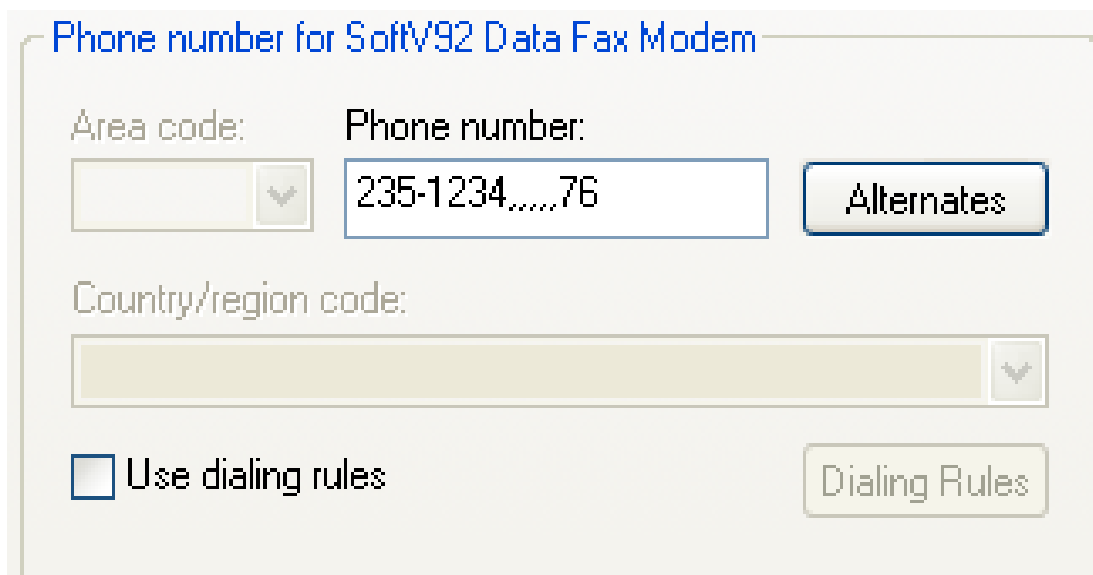
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### Setting Up Your XP Computer for Modem Connection

The built in Modem is on Extension 76.

If your customer has an Auto Attendant answering all calls, then add 4 or 5 commas to the dial string followed by 76.

Example:



The screenshot shows a dialog box titled "Phone number for SoftV92 Data Fax Modem". It contains the following fields and controls:

- Area code:** A dropdown menu.
- Phone number:** A text box containing "235-1234,.,.,.,76".
- Alternates:** A button.
- Country/region code:** A dropdown menu.
- ☐ **Use dialing rules**
- Dialing Rules:** A button.

If the calls are answered manually, then you must ask to be transferred to extension 76.