

Introduction

Purpose

This manual provides installation instructions for the M02870B005B Modem Driver. Install the Zoom® modem driver after an image restore of a PS52 or PB52 Server with one of the following recovery image versions:

- 31.7.07, 31.2.11 - Passport® V4 and V5 images
- 32.X.03 - Passport V6 and V7 images
- 32.X.04 - Passport V8 images
- 32.7.05 - Passport V8.02 - V9 images

Note: You do not need to install a modem driver after an image restore of a PS52 or PB52 Server for Passport V10, as Passport V10 automatically finds and installs the appropriate drivers.

Table of Contents

Topic	Page
Introduction	1
Installing the Modem Driver	3

Related Documents

Document Number	Title	GOLD SM Library
MDE-3816	Passport POS System Hardware Start-up and Service Manual	<ul style="list-style-type: none">• Passport• Service Manual

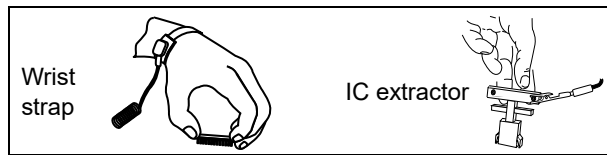
Abbreviations and Acronyms

Term	Description
ASC	Authorized Service Contractor
GOLD	Gilbarco® Online Documentation
IC	Integrated Circuit
PCA	Printed Circuit Assembly
RAS	Remote Access Server
TAC	Technical Assistance Center

Help Desk

If you need to contact the Gilbarco Veeder-Root® Help Desk, call 1-800-800-7498.

Preventing Electrostatic Discharge



Printed Circuit Assemblies (PCAs) and Integrated Circuits (ICs) are sensitive to electrostatic discharge caused by static electricity. Electrostatic discharge can damage electronic parts.

When removing PCAs or handling sensitive parts:

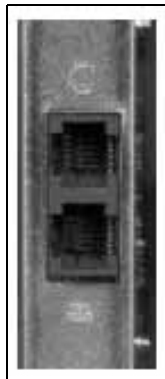
- Touch an unpainted metal surface to discharge any static electricity buildup.
- Use a wrist strap connected to a grounded metal frame or chassis.
- Place removed PCAs or ICs on a grounded antistatic mat.
- Use an IC extractor tool to remove ICs.
- Place PCAs you plan to return for credit or repair in antistatic bags.

Identifying the Zoom V.92 Modem

To identify the Zoom V.92 modem, proceed as follows:

- 1 Verify the external modem connectors on the server. If the modem is a Zoom modem, the connectors will be similar to the one shown in [Figure 1](#). However, text (Phone and Line) will be displayed instead of graphics around the connectors.

Figure 1: Modem Connectors



- 2 Open the cover and locate the modem card. The label should display the model US:FELMM01BSL2801.

Installing the Modem Driver

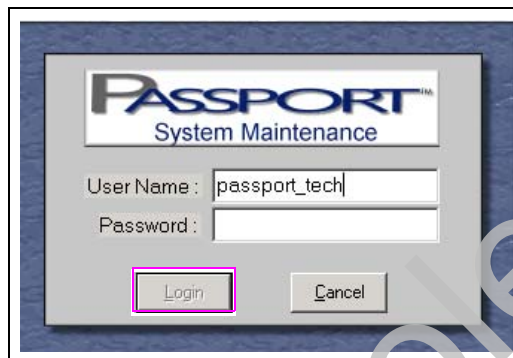
Note: Read the following procedure carefully before you begin.

Removing the Current Modem Driver

To remove the current modem driver, proceed as follows:

- 1 On the Passport system, press **CTRL+ALT+P** to access System Maintenance. The Login screen as shown in [Figure 2](#) appears.

Figure 2: System Maintenance Login



- 2 Enter the following user name to gain access:

User Name: passport_tech

A pop-up window appears (see [Figure 3](#)) with a code number and the cursor moves to the **Password** field. Call the Gilbarco Help Desk at 1-800-800-7498 and provide the number to the customer service representative. The representative will then provide you with a password to access System Maintenance. Click **OK** and enter the password given by the representative. After you enter the password, click **Login**. The System Maintenance toolbar appears.

Figure 3: Passport Code Number



*Note: The **CallCenter** user may also be used for sites with Passport system version 7 or later.*

- 3 From the System Maintenance toolbar, click **Task Mgr**.

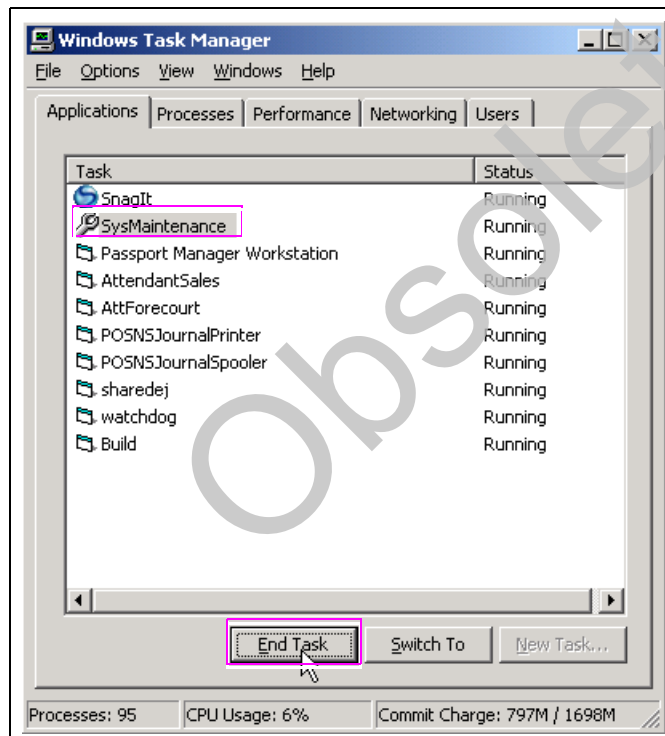
Figure 4: System Maintenance Toolbar



The Task Manager window appears.

- 4 Under the Applications tab, select the **SysMaintenance** task and click **End Task**.

Figure 5: SysMaintenance Task



- 5 Close the Task Manager window.

- 6 From the Start menu, select **Control Panel** and click **Add or Remove Programs**.

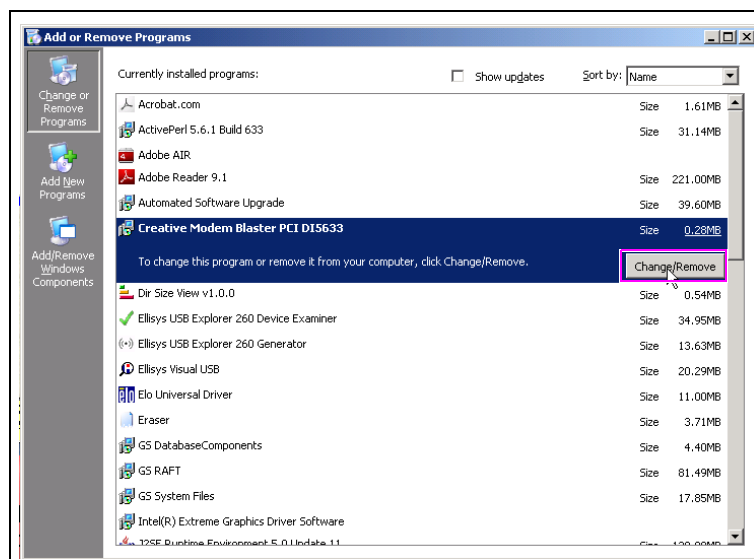
Figure 6: Add or Remove Programs



The Add or Remove Programs window appears.

- 7 Select **Creative Modem Blaster PCI DI5633** and click **Change/Remove** to uninstall the Creative modem driver.

Figure 7: Uninstalling Creative Modem Driver



- 8 After the driver is removed, close the Add or Remove Programs window.
- 9 From the Start menu, click **Shutdown** and select **Shutdown**.

Figure 8: Shutting Down the Computer



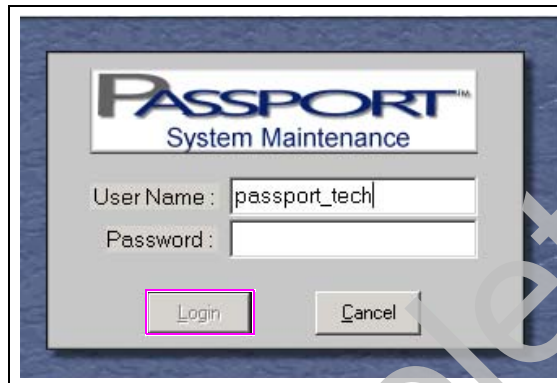
- 10 Click **OK** to shut down the computer.
- 11 After the computer is shut down, physically remove any modem connected to the PCI slots on the motherboard.
Note: The above step is very important for the modem drivers to install properly.
- 12 Restart the computer.

Installing the New Remote Access Server (RAS) Modem Driver

To install the new RAS modem driver, proceed as follows:

- 1 When the computer completely reboots, close all open windows and pop-ups.
- 2 Insert the S317-10011 or higher version CD into the CD-ROM drive.
- 3 On the Passport system, press **CTR+ALT+P** to access System Maintenance. The Login screen as shown in [Figure 9](#) appears.

Figure 9: System Maintenance Login



- 4 Enter the following user name to gain access:

User name: passport_tech

A pop-up window appears (see [Figure 10](#)) with a code number and the cursor moves to the “Password” field. Call the Gilbarco Help Desk at 1-800-800-7498 and provide the number to a customer service representative. The representative will then provide you with a password to access System Maintenance. Click **OK** and enter the password given by the representative. After you enter the password, click **Login**.

Figure 10: Passport Code Number



*Note: The **CallCenter** user may also be used for sites with Passport system version 7 or later.*

The System Maintenance toolbar appears.

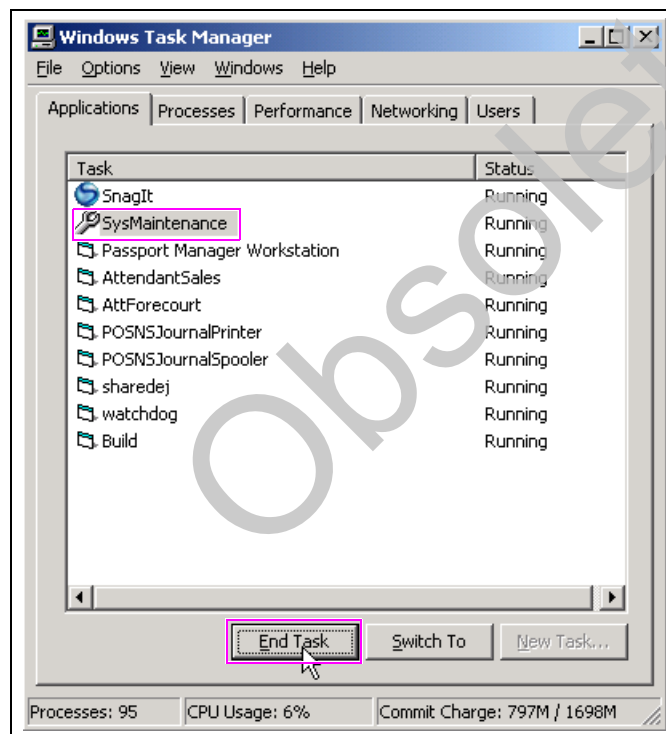
- 5 From the System Maintenance toolbar, click **Task Mgr**.

Figure 11: System Maintenance Toolbar



- 6 Under the Applications tab, select the **SysMaintenance** task and click **End Task**.

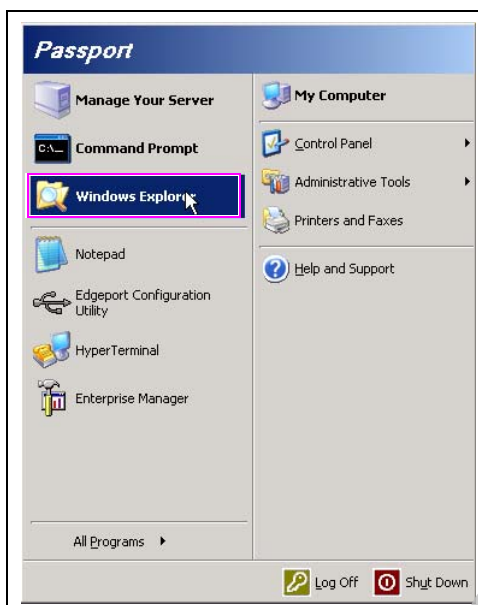
Figure 12: SysMaintenance Task



- 7 Close the Task Manager window.

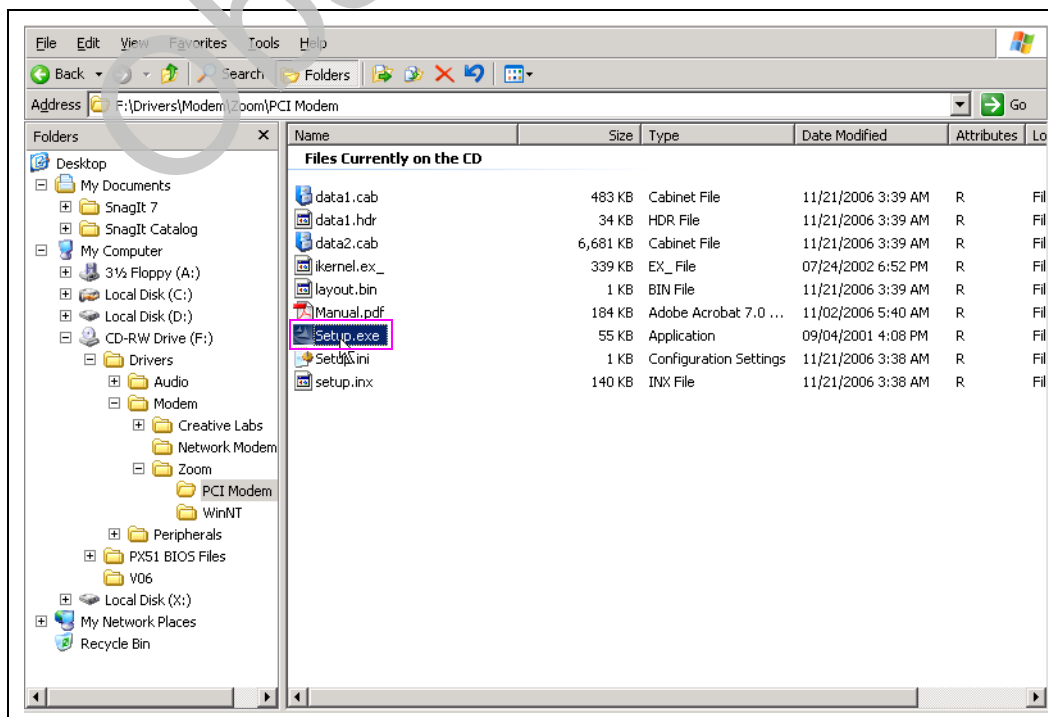
- 8 Click **Start** and select **Windows Explorer**.

Figure 13: Windows Explorer



- 9 Browse the CD-ROM drive and navigate to the path below and execute the setup.exe file:
F:\Drivers\Modem\Zoom\PCI Modem Setup.exe

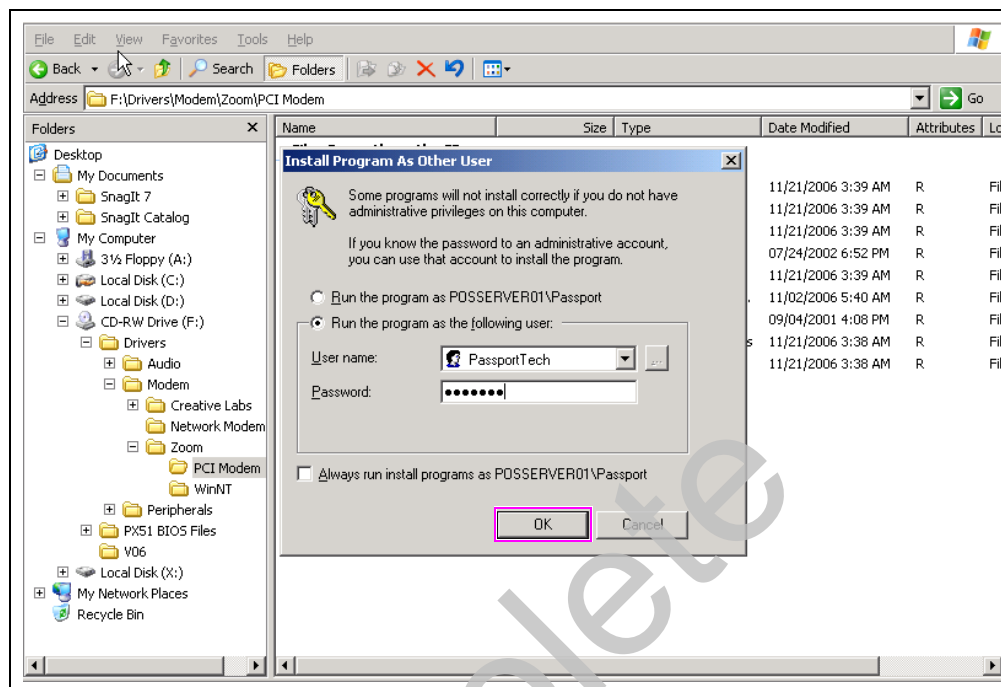
Figure 14: Executing Modem Setup File



Note: The drive letter for the CD-ROM drive may be different depending upon your setup.

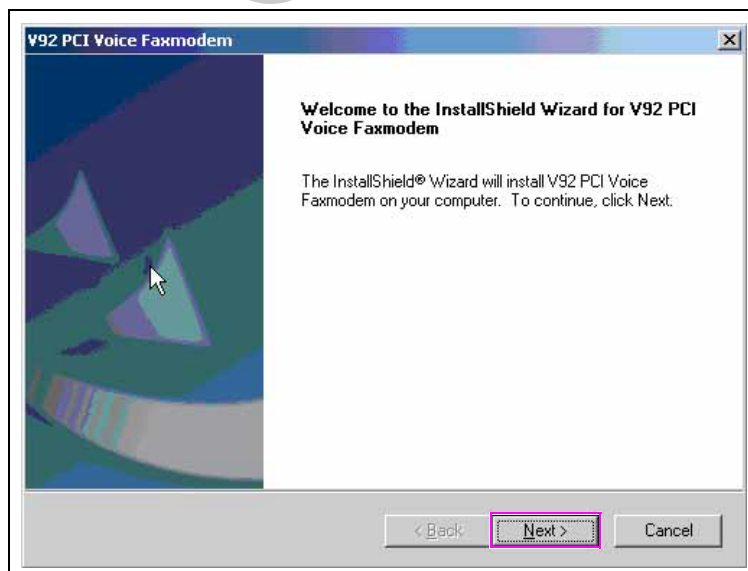
The Install Program As Other User window appears.

Figure 15: Entering Login Credentials



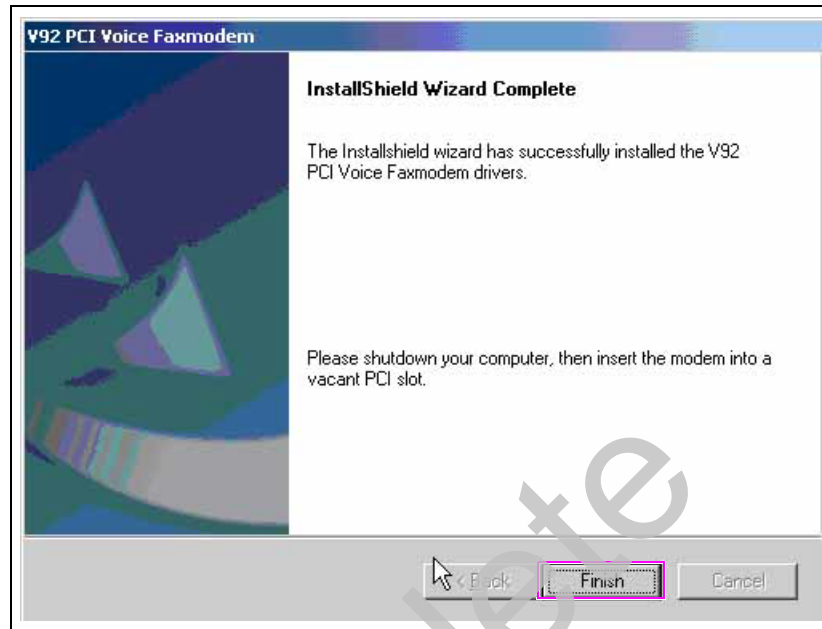
- 10 Select the “Run the program as the following user” option. Enter **PassportTech** as the user name with the associated password and click **OK** to begin the installation.
- 11 Click **Next** to begin installing the modem driver.

Figure 16: InstallShield Wizard



- 12 Click **Finish** after the modem driver has been successfully installed.

Figure 17: Completing the InstallShield Wizard



- 13 Eject the S317-10011 CD from the CD-ROM drive.
- 14 From the Start menu, click **Shutdown** and select **Shutdown**.

Figure 18: Shutting Down the Computer



- 15 Click **OK** to shut down the computer.
- 16 After the computer is shut down, physically install the modem in the top PCI slot.
- 17 Reboot the computer and wait until the Passport application appears on the Manager Workstation screen.

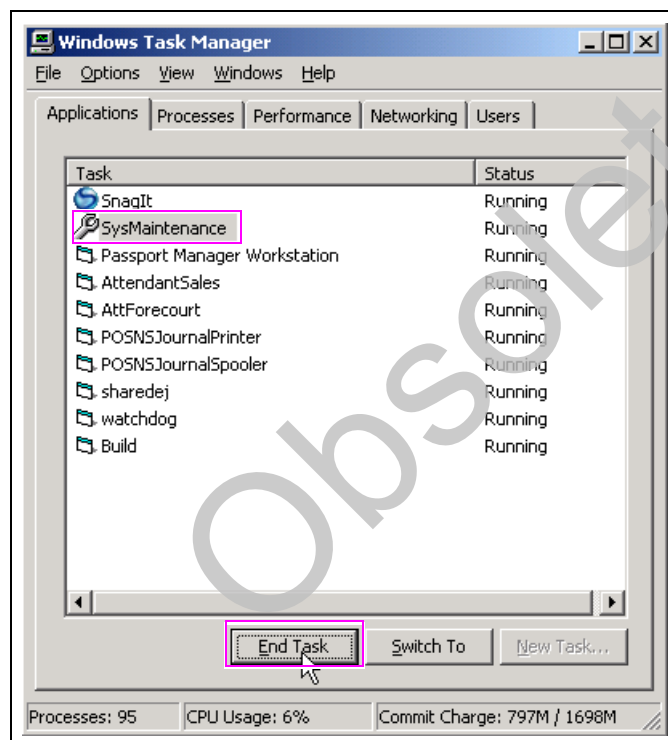
- 18 From the System Maintenance toolbar, click **Task Mgr**.

Figure 19: System Maintenance Toolbar



- 19 Under the Applications tab, select the **SysMaintenance** task and click **End Task**.

Figure 20: SysMaintenance Task



- 20 Close the Task Manager window.

- 21 Click **Start > Command Prompt**, right-click the mouse, and select **Run as** (see [Figure 21](#)). Select the “The following user:” option and enter **PassportTech** as the user name with the associated password (see [Figure 22](#)).

Figure 21: Executing from Command Prompt

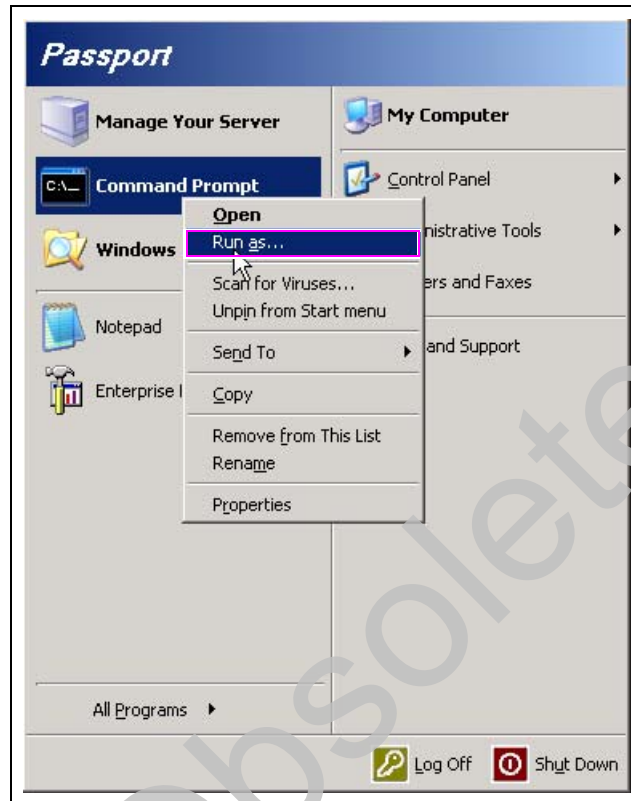
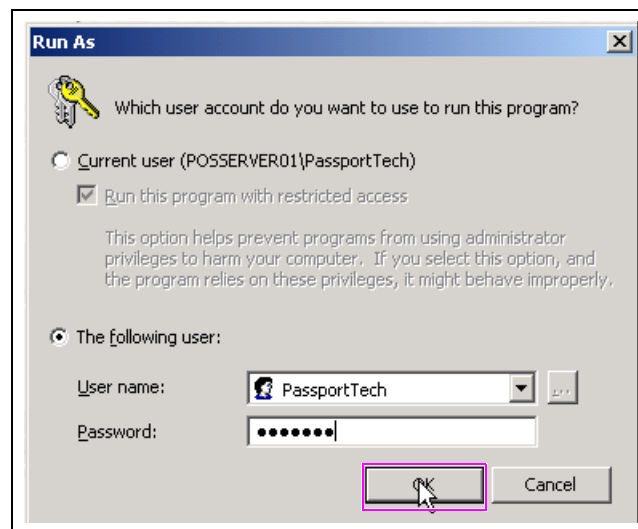
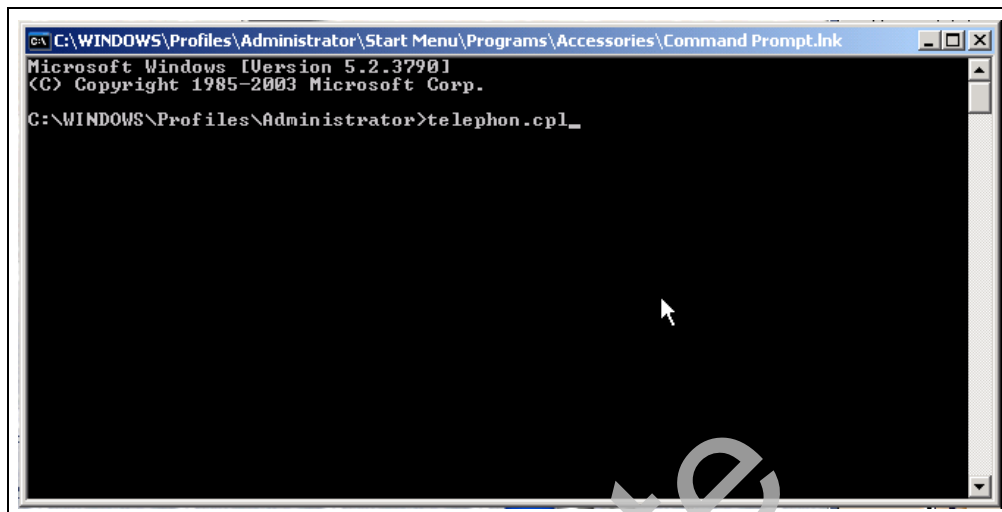


Figure 22: Entering Login Credentials



- 22 Type **telephon.cpl** and press **Enter**.

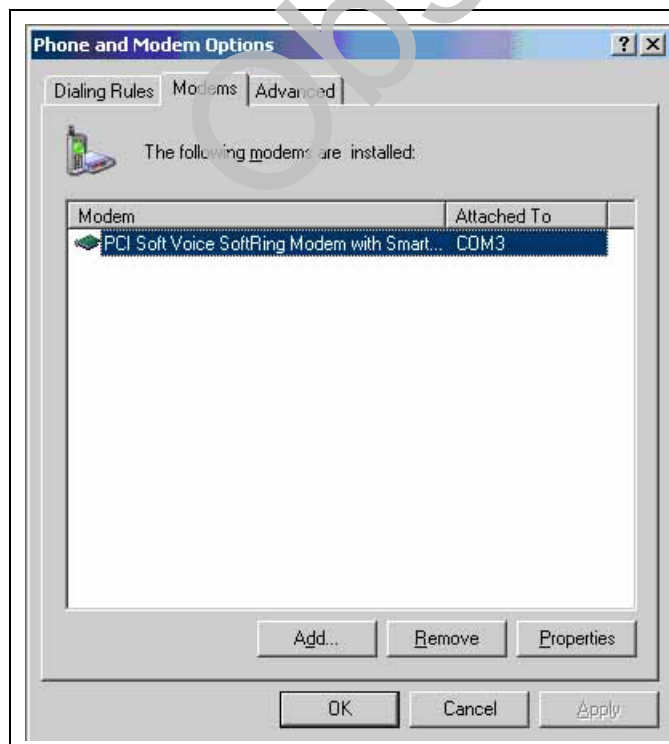
Figure 23: Executing Phone and Modem Command



The Phone and Modem Options window appears.

- 23 Select the **Modems** tab. The modem as shown in [Figure 24](#) should be listed and attached to COM3.

Figure 24: Phone and Modem Options



- 24** Restart System Maintenance, then close all open windows to complete the modem driver installation.

IMPORTANT INFORMATION
After completing the installation, the Authorized Service Contractor (ASC) must verify the RAS connection by contacting Gilbarco's Technical Assistance Center (TAC) at 1-800-743-7501, before leaving the site.

Obsolete

Obsolete

Gilbarco® is registered trademark of Gilbarco Inc. GOLDSM is a service mark of Gilbarco Inc. Internet Explorer® and Windows® are registered trademarks of Microsoft Corporation. Passport is trademark of Gilbarco Inc. Veeder-Root® is a registered trademark of Veeder-Root Company. Zoom® is a registered trademark of Zoom Telephonics Inc.



© 2021 Gilbarco Inc.
7300 West Friendly Avenue · Post Office Box 22087
Greensboro, North Carolina 27420
Phone (336) 547-5000 · <http://www.gilbarco.com> · Printed in the U.S.A.
MDE-4798C M02870B005B Modem Driver Installation Instructions · May 2021