



Windows driver update for Sasatel Fixed Wireless Phone Internet

Windows VISTA

Background:

When trying to connect to Internet, the phone is not connecting to Internet on first attempt. The customer has to try several times to have successful Internet connection.

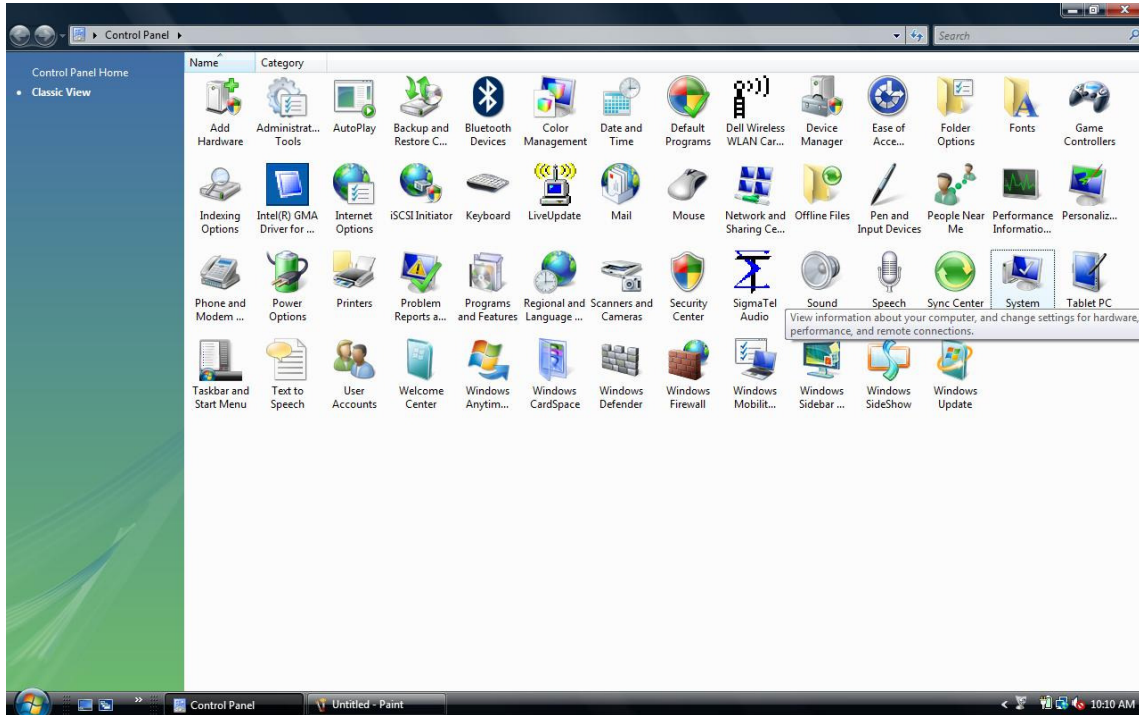
During the connection process in Dial-up Network, the PC is reporting the following:
Error 721 Remote computer is not responding or similar error messages.

Updating the Windows driver is the solution to the problem

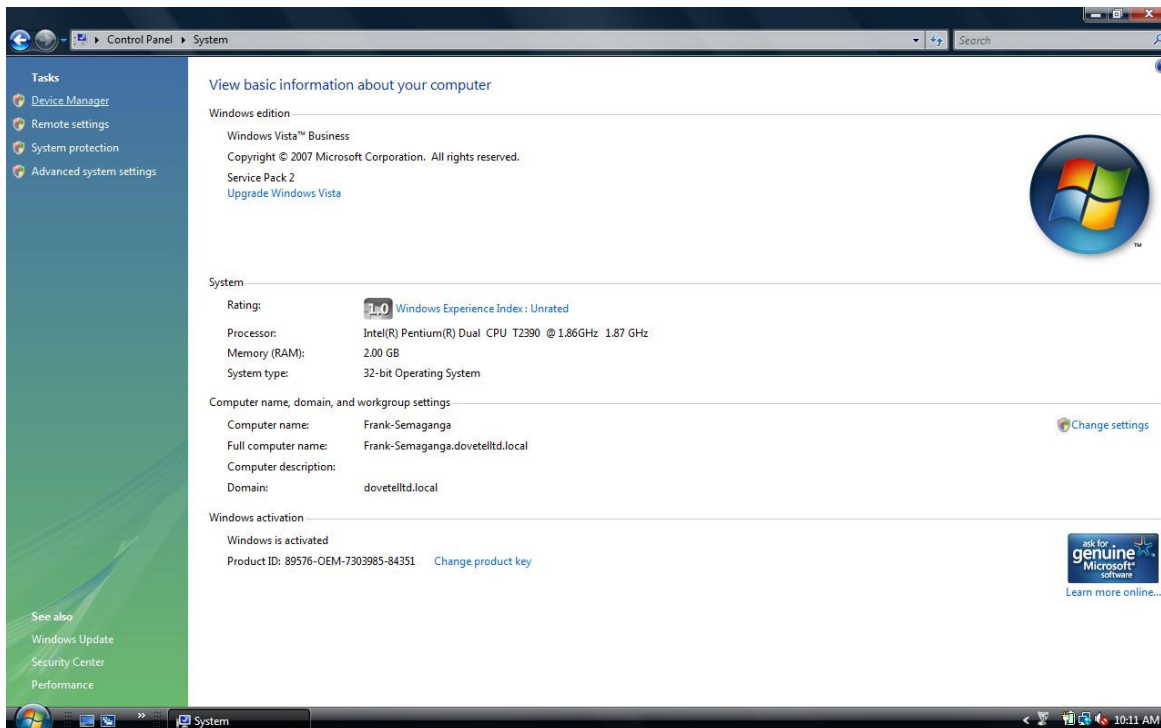
Make sure the Sasatel FWP is connected to your USB port and that the phone is turned on before you start this procedure.

Click on the **Windows icon** in the bottom left corner on your Taskbar and select **Control Panel**. Click on **Classic View** on the top left corner.

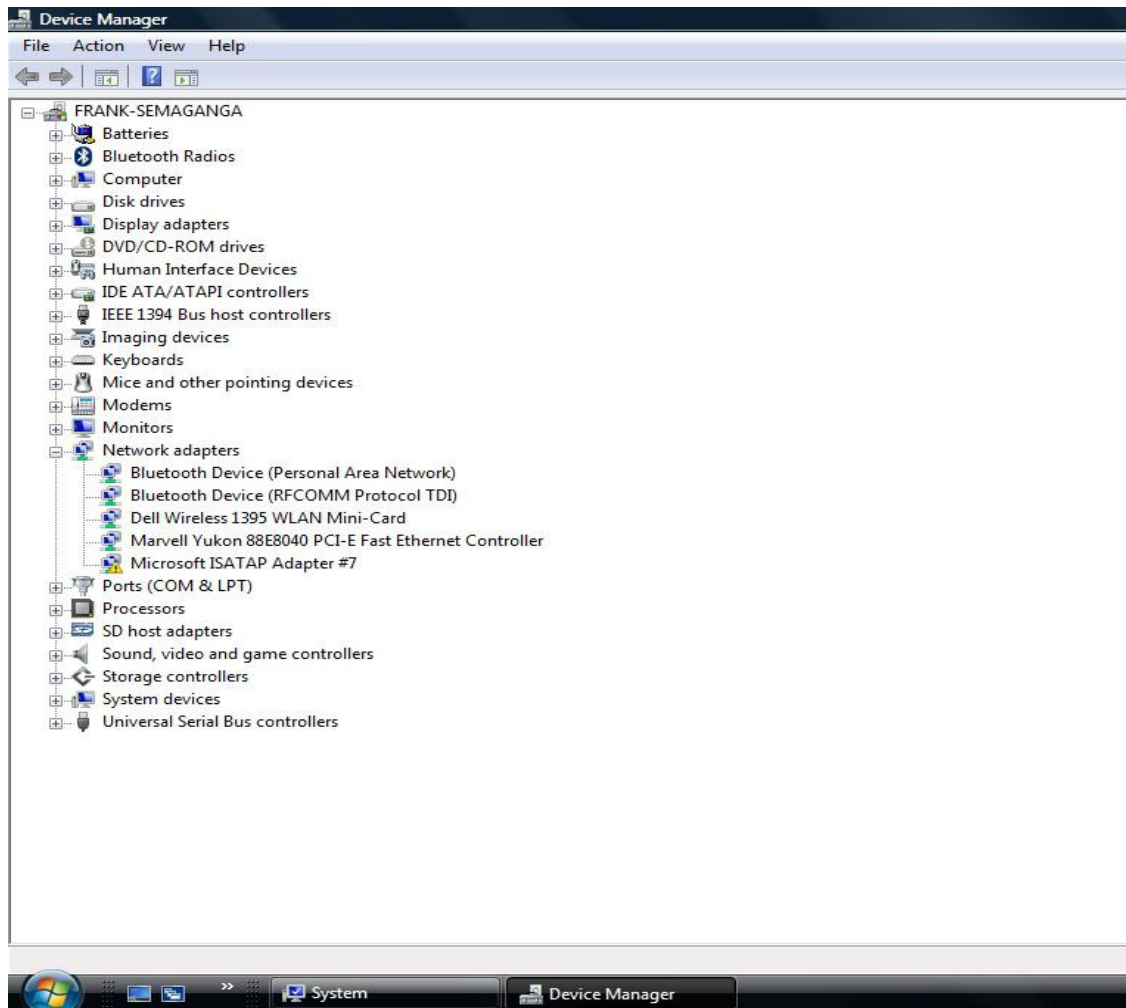
Double click on the icon named **System**



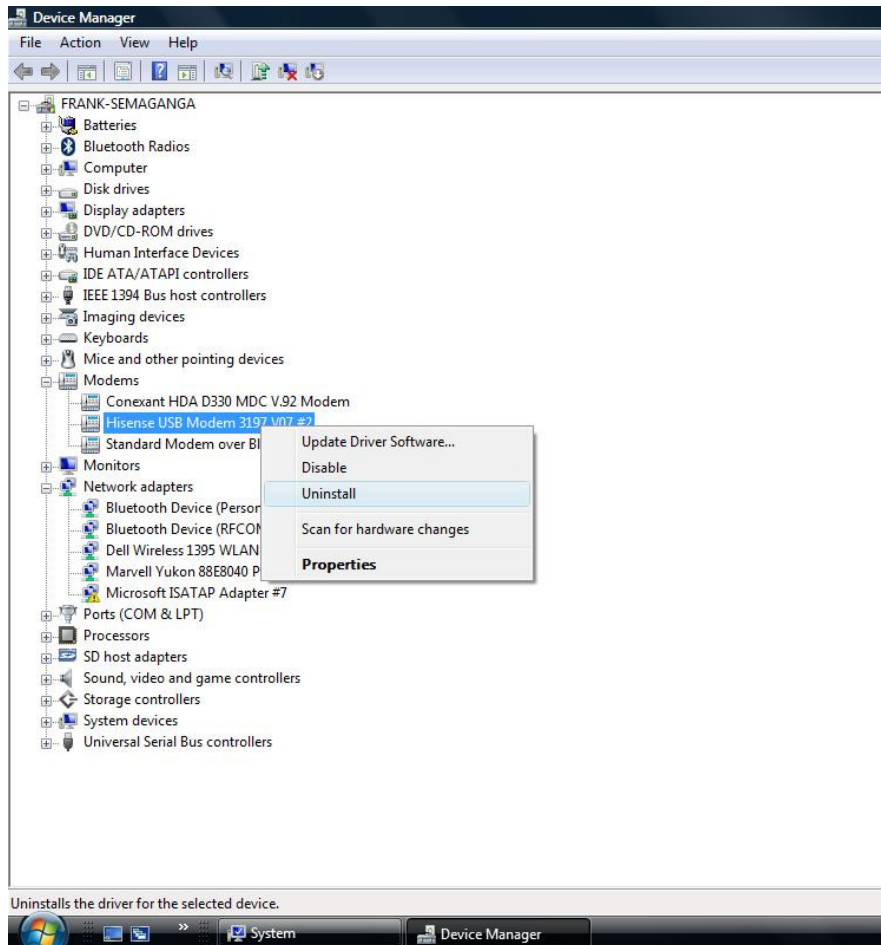
Click on **Device Manager** in top left corner



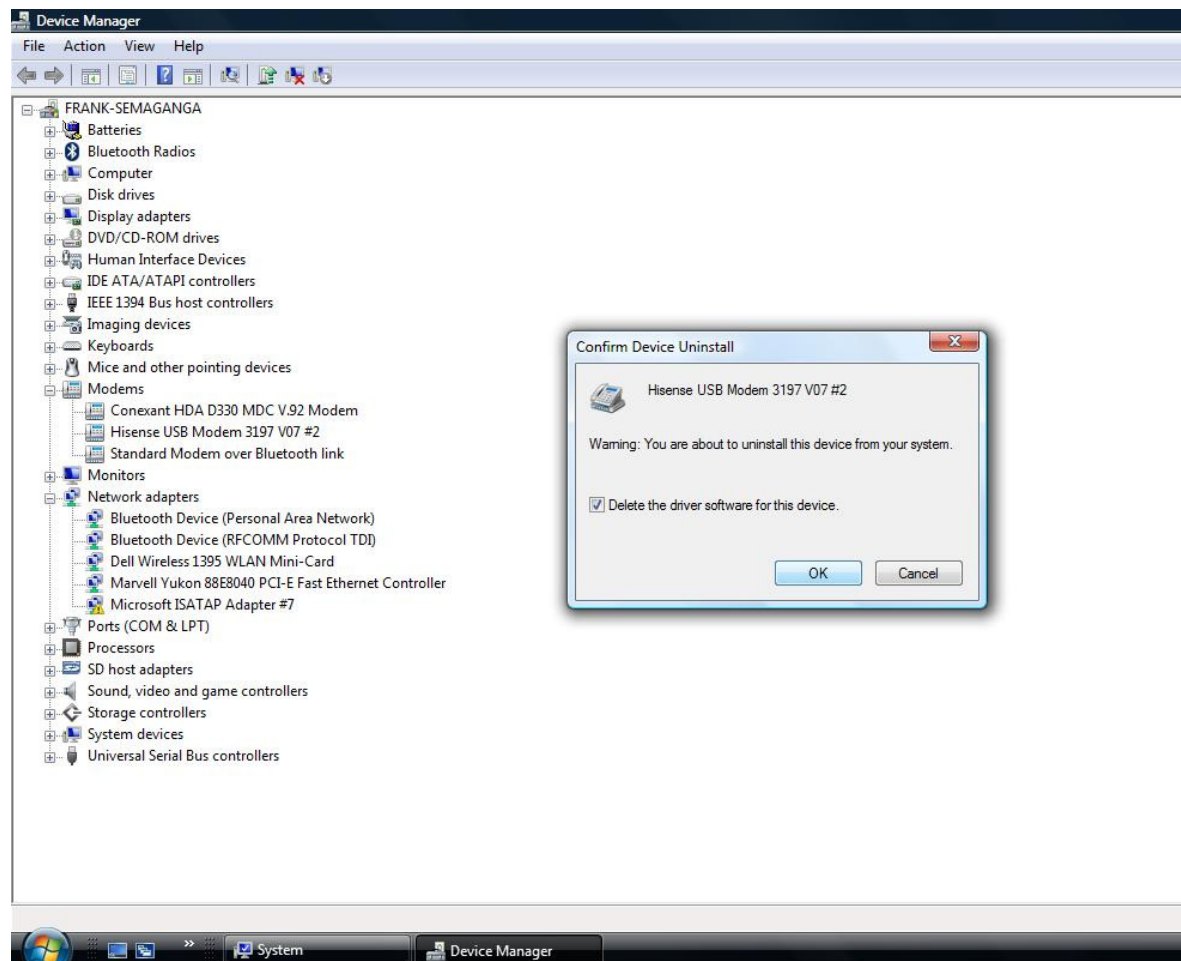
Click on the + sign next to **Modems**



Place the mouse pointer on the **Hisense USB modem 3197**, click the right mouse button and select **Uninstall**.

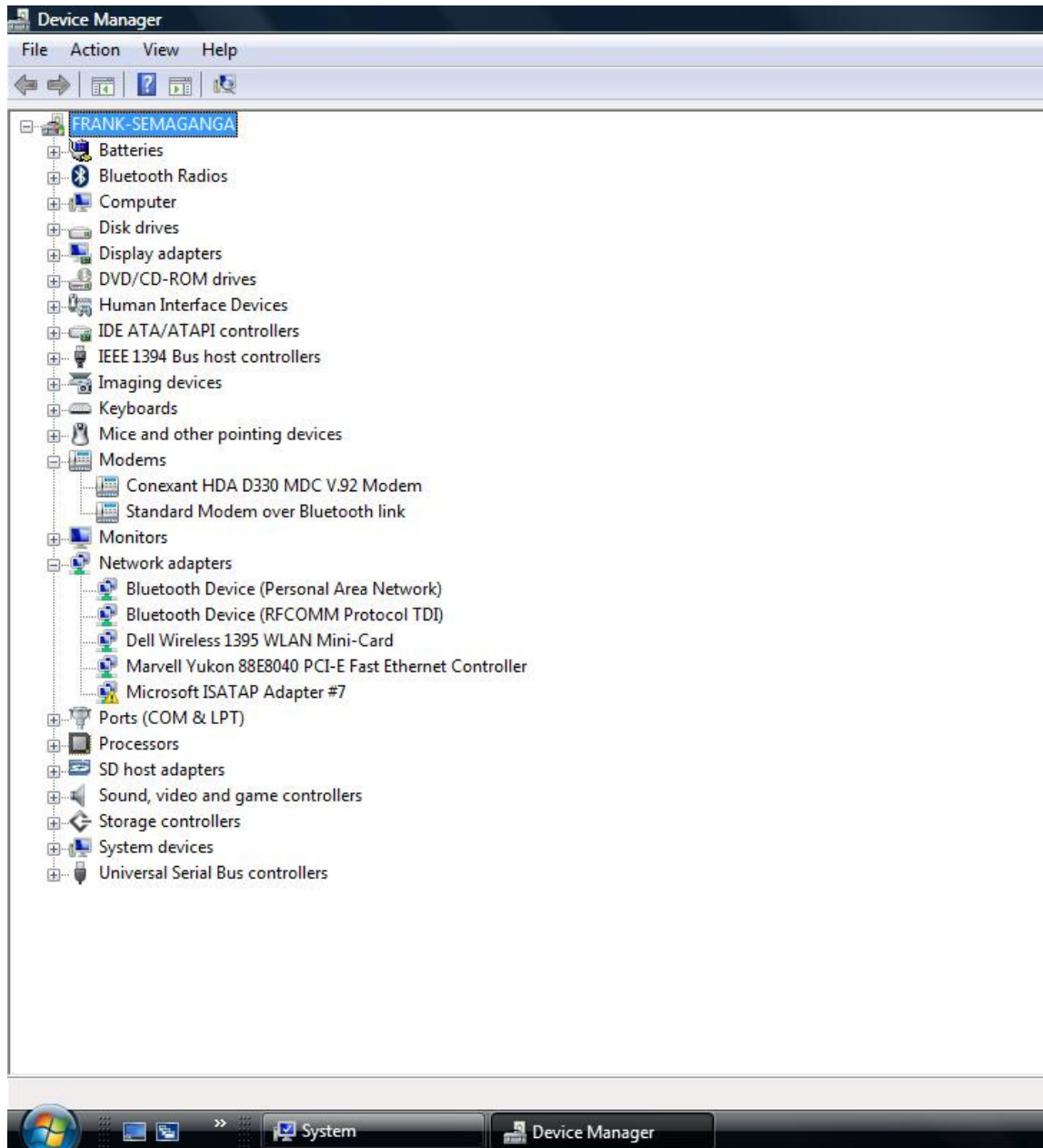


In the new window you **click to select** the small box next to “Delete the driver software for this device”.
Click the **OK button**.



The window will now refresh without the Hisense USB modem 3197 modem in the Modems hierarchy.

You can now install the Sasatel Fixed Wireless Phone using the NEW DRIVERS.



Go through a new installation procedure as shown in the User Guide.

When selecting the location for the drivers, make sure you select the location where you have the **NEW drivers**. Select the folder that corresponds to your Windows version (Windows 2k, WINXP and WinVista).

You are now able to connect to Sasatel Internet successfully.