



## **Windows driver update for Sasatel Fixed Wireless Phone Internet**

### **Windows XP**

#### **Background:**

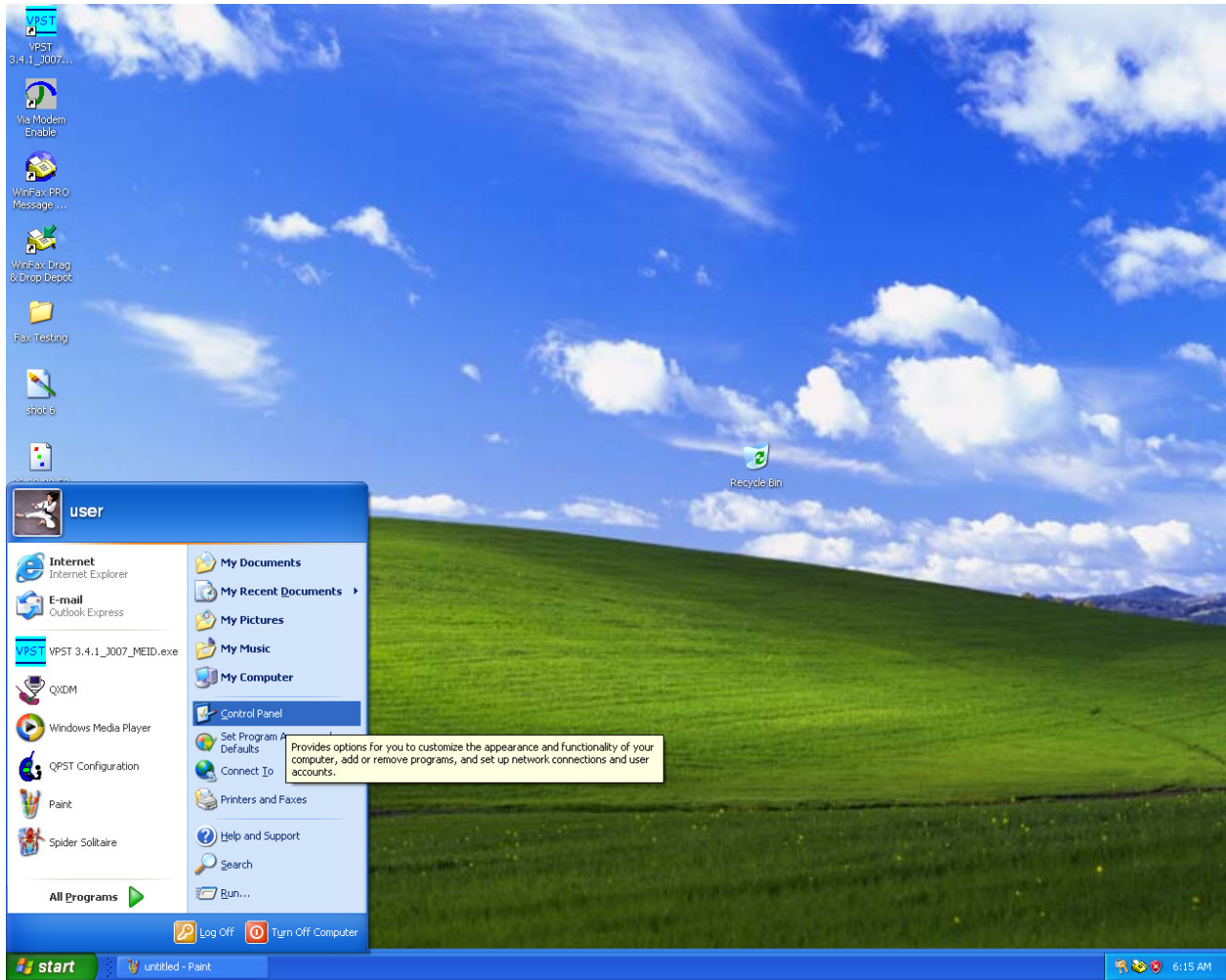
When trying to connect to Internet, the phone is not connecting to Internet on first attempt. The customer has to try several times to have successful Internet connection.

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

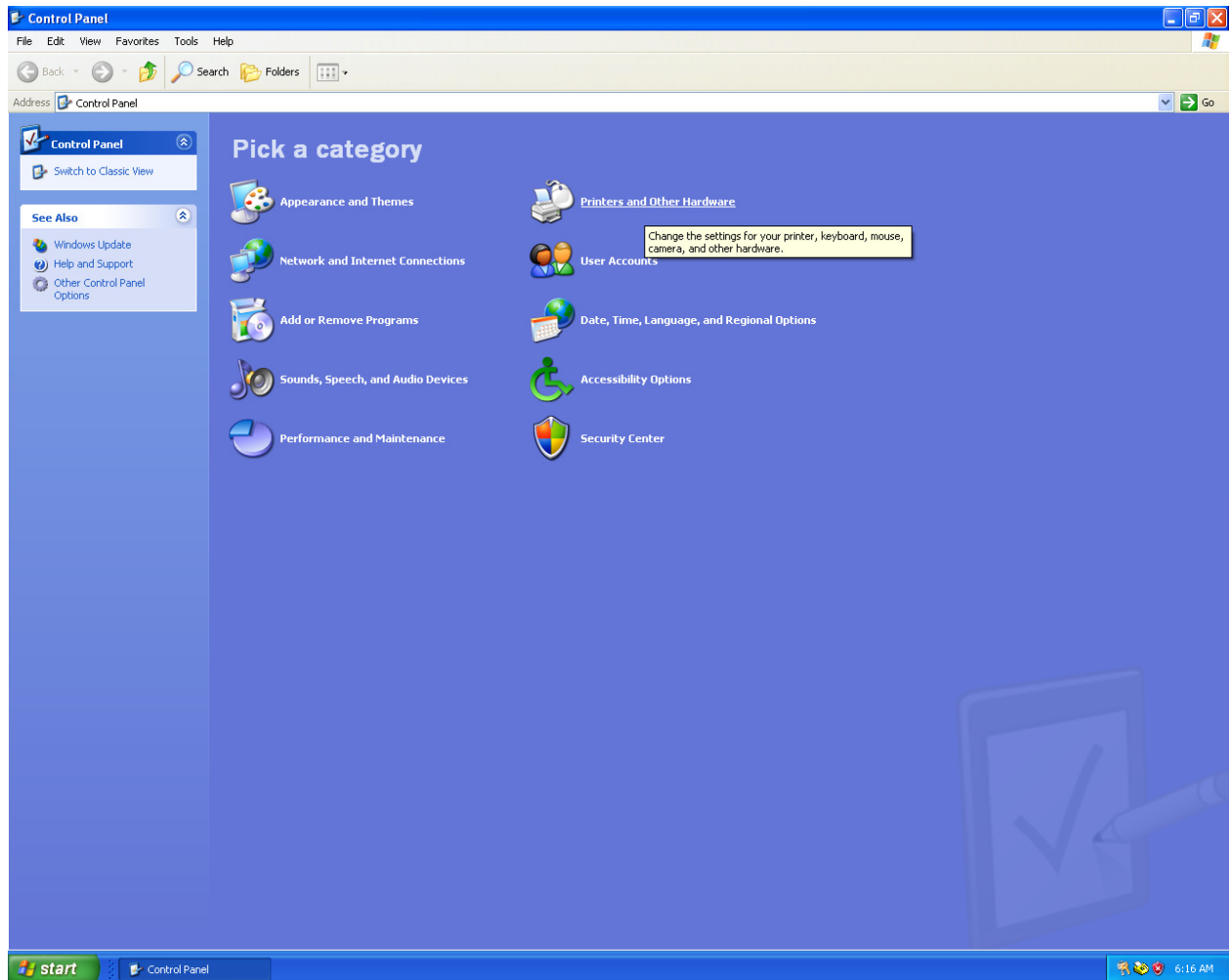
#### **Updating the Windows driver is the solution to the problem**

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

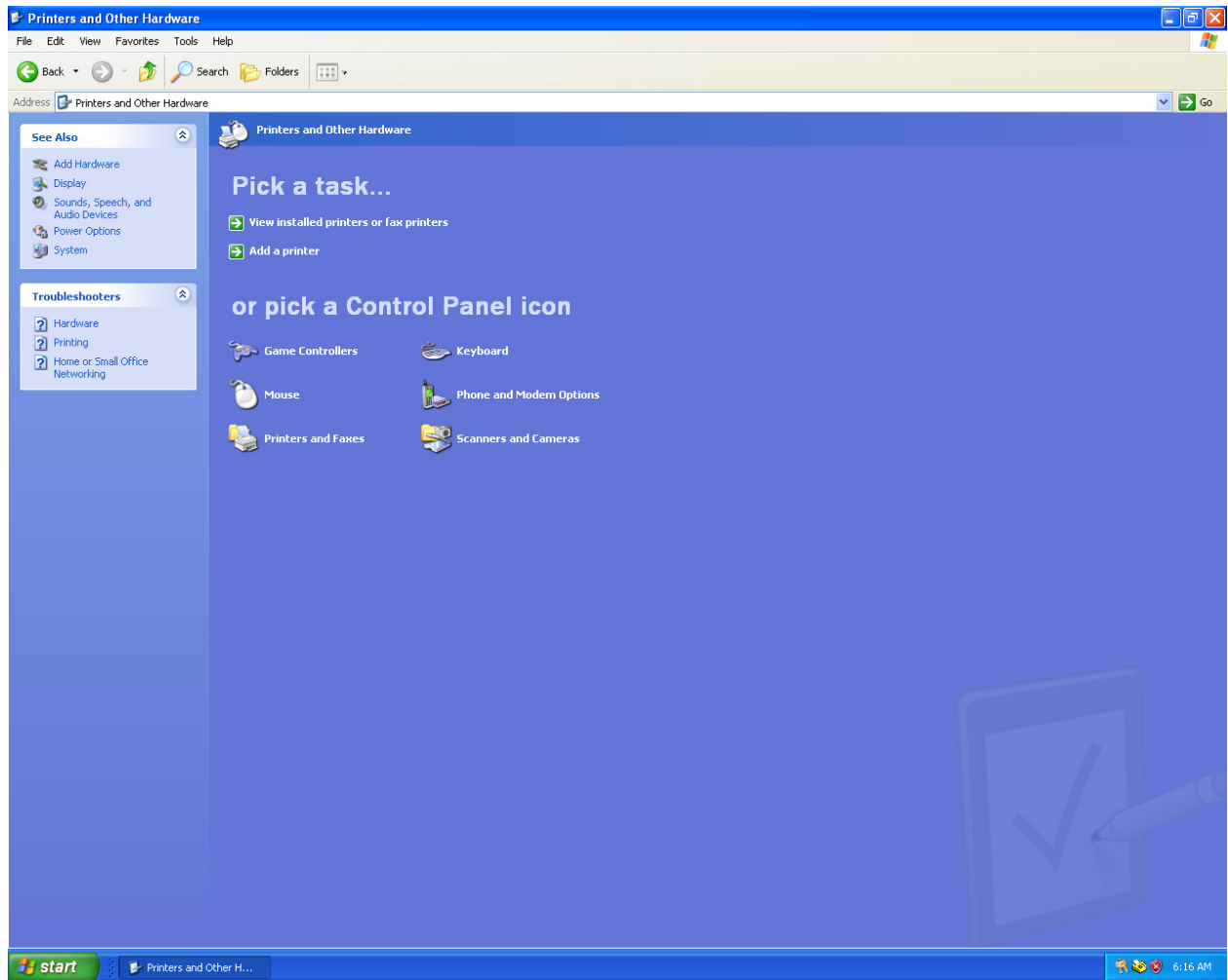
## Go to Control Panel



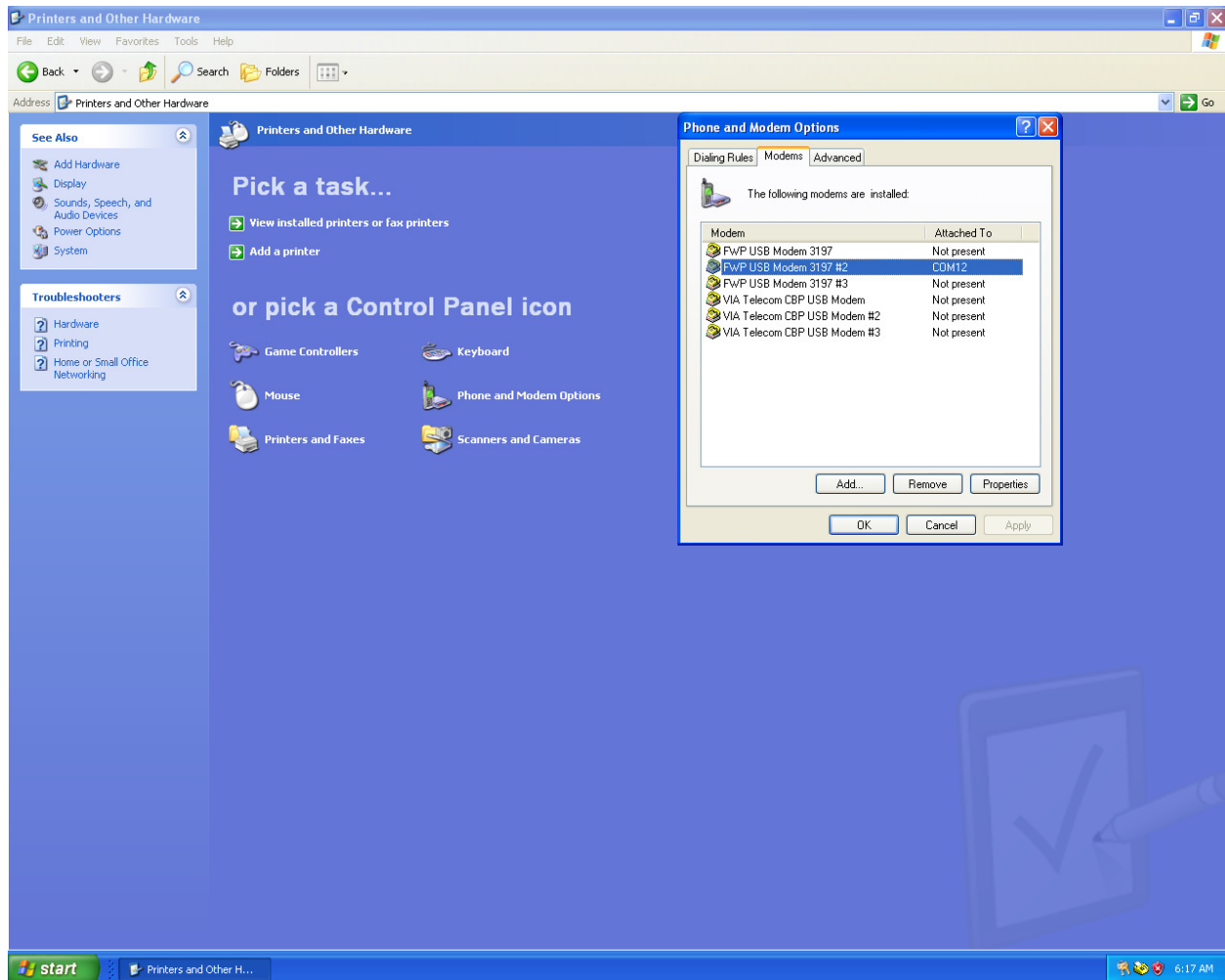
## Select Printers and other hardware



## Select Phones and Modems



## Select Modems



Select FWP Modem 3197 then click button **Remove**. Do this until all FWP Modem 3197 are removed. Usually it's only one.

Remove the FWP USB cable from the computer and then connect it again.

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 you Windows version (Windows 2k, WINXP and WinVista). Click ok and continue the installation process until it completes.

You are now able to connect to Sasatel Internet successfully.