

Check Chipset for Correct Modem

Application Note

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This application is to help the end-user to determine what type of modem is installed on their Desktop or Notebook.

Be advised, you will need to be familiar with your Desktop or Notebook Architecture to follow the steps below.

There are two reasons as to why you may need to identify what Conexant chipset/s (silicon devices) your modem has. First, if the List Modem Application indicates, “Check chipset for correct modem”. Second, if the List Modem Application identifies the Modem Type information to be “AC-Link HSF ...”.

Procedures:

1. Shut down your computer.
2. Unplug the power cable attached to the computer.
3. Take off the cover carefully on Desktop PCs. For Notebook users, taking apart your computer requires knowing how to identify where the modem might be. The majority of the times, the modem might be placed very close to the phone jack connector. Identify where the phone jack connector is located.
4. Unplug the modem from the Desktop or Notebook and read the part number on the Conexant chipset. If the part number on the chipset is R6795-XX on the modem (Picture 1) or both 11229-XX and RLVDL56DPF/SP R6785-XX or both 11235-XX and RHP56D/SP R6789-51 on your modem with 2 chipsets (Picture 2), then the modem is a HCF modem. If the part number on the chipset is R6793-XX or CX11252-11 or both CX11252-15 and CX20493-XX, then the modem is a HSF modem. If the part numbers on both chipsets on the modem are CX11246-XX, CX11254-XX, CX20468-XX or CX20538-XX, and CX20463-XX or CX20493-XX, then the modem is an AC-Link HSF modem.
5. After determining the type of modem put the modem back in place, put the PC cover back, plug the power cable back to the PC and ready to download the correct modem driver.



Picture 1



Picture 2