

# A2502 UPDATES

## Troubleshooting Information for Windows

### SETUP ERRORS

1. During the process of loading CD2 (Connection Manager) an ERROR dialog box may appear which lists a wireless card which is installed on your computer. This error indicates there may be a conflict with the installed card. To fix this error, we recommend the following:
  - a) Go to Control Panel/System/Hardware/Device Manager  
Look under Modems to view your installed cards  
Right click on the card(s) which are causing the conflict(s) and disable the installed device(s). You can enable the device(s) after the completion of the rental.
  - b) Locate the A2502 modem and delete the device
  - c) Go to Control Panel/Add or Remove Programs  
Uninstall all A2502 Software
  
2. Start over with the loading of both CDs. You should no longer see the conflict error when installing the Connection Manager (CD2). If it should appear again – select the No tab (on the right).

### E-mail SMTP Error

- Clients with errors sending mail through their provider's mail server may need to change port setting from 25 to 587 or 465.
- We recommend contacting your IT or service provider prior to visiting Japan for correct settings.

Up to date information  
available on the web

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