U.S. Robotics 56K PC Card Winmodem with XJACK® Connector

Quick Installation Guide for
Windows 95, 98, Me, 2000, and XP
Operating Systems

Model 3056

Installation Guide

Package contents

Your U.S. Robotics 56K PC Card Winmodem with XJACK® Connector package contains the following items:

- U.S. Robotics 56K PC Card Winmodem with XJACK Connector
- RJ-11 phone cord
- Quick Installation Guide
- Installation CD-ROM, which contains software and a User Guide for use with your new modem

What will you need

You will need the following items to install your U.S. Robotics 56K PC Card Winmodem with XJACK Connector:

- Notebook computer with an empty PC card slot
- Analog telephone line

Caution: The U.S. Robotics 56K PC Card Winmodem with XJACK Connector requires a standard analog telephone line. Do not connect your modem to a digital telephone line. Digital lines are commonly used in office buildings and hotels. If you are unsure whether your line is analog or digital, ask your network administrator, building management, or your local telephone company.

Before You Begin: Preparing for installation

Note: U.S. Robotics recommends uninstalling any other modems that are installed in your system and unplugging all telephone cords connected to these modems. Refer to your previous modem's documentation for instructions.

Write down your new modem's serial number, which is located on the white bar code sticker on the modem and on the modem's box, in the space below. If you ever need to call our Technical Support department, you will need the serial number and the model number to receive assistance. If you need to get assistance or download drivers from the Web site, you will need the product ID.

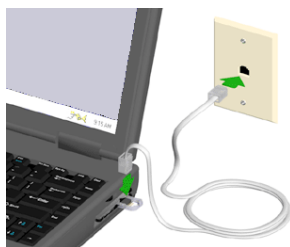| Model Number	Product ID	Serial Number
3056	USR3056	

Installing the U.S. Robotics 56K PC Card Winmodem with XJACK® Connector

Step One: Install the modem.

Turn off your computer. Insert the modem into the PC card slot in your computer. The top of the modem has an arrow indicating which end should be inserted into the computer. Make sure that the modem is firmly seated in the PC card slot.

Step Two: Connect the phone cord.

Push in on the XJACK connector to pop it out of the PC card. Connect one end of a standard RJ-11 phone cord to the XJACK connector and the other end to an analog telephone wall jack. Refer to this illustration:

Step Three: Install the drivers.

Note: If at any time during the installation you are prompted to select the location of your installation drivers, select the CD-ROM drive where the Installation CD-ROM is loaded (**D:** for example). For Windows 2000 and XP users, also select the 2000_XP folder on the Installation CD-ROM (**D:\2000_XP** for example).

Note: Windows 2000 and XP users must be logged in using an account with administrative privileges before attempting to install the modem drivers. Windows XP Home Edition users have administrative privileges by default.

Windows XP

Turn on your computer. When the Found New Hardware Wizard detects your modem, insert the Installation CD-ROM into your CD-ROM drive. Windows should automatically find the driver for your modem. (If not, select **Install the software automatically (recommended)** and click **Next**.) If a Hardware Installation message box appears, click **Continue Anyway***. Click **Finish** to complete the installation.

* U.S. Robotics has thoroughly tested this driver in conjunction with the supported hardware and has verified compatibility with Windows XP.

Windows 2000

Turn on your computer and log in. Insert the Installation CD-ROM into your CD-ROM drive. If the License Agreement window appears, click **No**. When the Found New Hardware Wizard detects your modem, click **Next**. Select **Search for a suitable driver for my device (recommended)** and click **Next**. Select **Specify a location** and click **Next**. Type **D:\2000_XP** in the dialog box. (If your CD-ROM drive uses a different letter, type that letter in place of **D**.) Click **OK**. Click **Next**. A Digital Signature Not Found message may appear**. If it does, click **Yes**. Click **Finish** to complete the installation.

** U.S. Robotics has thoroughly tested this driver in conjunction with the supported hardware and has verified compatibility with Windows 2000.

Windows Me

Turn on your computer. When the Add New Hardware Wizard appears, insert the Installation CD-ROM into your CD-ROM. Select **Automatically search for a better driver (Recommended)** and click **Next**. Click **Finish** to complete the installation.

Windows 98

Turn on your computer. When the Add New Hardware Wizard appears, insert the Installation CD-ROM into your CD-ROM drive and click **Next**. Select **Search for the best driver for your device (Recommended)** and click **Next**. Select **CD-ROM drive** and click **Next**. When the driver is found, click **Next**. Click **Finish** to complete the installation.

Windows 95

Turn on your computer. When the Update Device Driver Wizard detects your modem, insert the Installation CD-ROM into your CD-ROM drive and click **Next**. Windows will find the installation file on your CD-ROM. Click **Finish**. If an Insert Disk window appears, click **OK**. In the Copying Files window, type the letter of your CD-ROM drive and click **OK**.

Congratulations! You have completed the installation of your U.S. Robotics 56K PC Card Winmodem with XJACK® Connector. Now register your modem.

1. Insert the Installation CD-ROM into your CD-ROM drive. The Installation CD window should automatically appear.

   If the Installation CD window does not appear, click Windows **Start** and then **Run**. Type D:\setup.exe in the "Run" dialog box. (If your CD-ROM drive uses a different letter, type that letter in place of D.)

2. Select **Support, Registration & Warranty** and then click the URL under Registration. Follow the on-screen instructions to complete the registration of your modem. You may also register online at www.usr.com/productreg

Would you like to install the Classic PhoneTools software?

Classic PhoneTools software allows your computer to perform the functions of a fax machine, answering machine, and speakerphone all in one application. (Answering machine and speakerphone capabilities are only available with voice modems.) You can also use Classic PhoneTools to connect to another computer, electronic bulletin board service (BBS), or office network using terminal emulation.

1. Insert the Installation CD-ROM into your CD-ROM drive. The Installation CD window should automatically appear.

   If the Installation CD window does not appear, click Windows **Start** and then **Run**. Type D:\setup.exe in the "Run" dialog box. (If your CD-ROM drive uses a different letter, type that letter in place of D.)

2. Select **Software, PhoneTools,** and then **Install**. Follow the on-screen instructions to complete the installation of the Classic PhoneTools software.

> **Note:** Additional software may also be included on the Installation CD-ROM. You can install this software in the same manner that is described above.

Troubleshooting

Having trouble with your modem? Try these basic troubleshooting steps first!

Verify that the phone cord is installed correctly.

The phone cord should be plugged into the XJACK connector on the modem and into the telephone wall jack. Use the phone cord included in your modem's box, if possible.

Verify that the modem was installed correctly.

Make sure that your modem is physically installed correctly in your computer. You must press the modem in firmly so that it is seated properly in the PC card slot.

Next, make sure that the modem's drivers have been installed correctly. Follow the instructions for your operating system.

Windows XP (Classic View): Click Windows **Start** and then **Control Panel**. Double-click the **Phone and Modem Options** icon.

Windows XP (Category View): Click Windows **Start, Control Panel, Network and Internet Connections,** and then **Phone and Modem Options**.

Windows 2000: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Phone and Modem Options** icon.

Click the Modems tab. You should see a description of your new U.S. Robotics modem and a COM port setting. If you do not see a description of your modem, see the Note at the end of this section.

Make sure that your new U.S. Robotics modem is selected and click **Properties**. Click the Diagnostics tab. Click **Query Modem**. You should see a series of commands and responses from the modem. This means that the installation was successful.

If you do not see commands and responses, shut down and restart your computer. To determine whether your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting steps in this guide.

Windows Me, 98, and 95: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Modems** icon. In the Modems Properties screen, you should see a description for your new U.S. Robotics modem. If you do not see a description of your modem, see the Note at the end of this section.

Click the Diagnostics tab. Make sure that the correct COM port (modem) is selected. Click the **More Info** button. You should see a series of commands and responses from the modem. This means that the installation was successful.

If you do not see commands and responses, shut down and restart your computer. To determine whether your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting steps in this guide.

Note: If your modem is not listed and/or you do not see a series of commands and responses, refer to the additional troubleshooting steps of this guide. Shut down and restart your computer. To verify that your modem is functioning properly, repeat the steps listed for your operating system.

For more troubleshooting help, review these common issues:

My computer isn't recognizing my modem.

Possible solution:
You may be using an IRQ that is already in use. To function properly, your modem needs to be assigned to a free IRQ.

The Plug and Play function of Windows should locate a free IRQ (if one exists) for your modem. If Plug and Play fails to install the modem, you need to determine IRQ availability.

Windows XP and 2000: Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Hardware tab and then click **Device Manager**. Click **View**. Select **Resources by type** or **Resources by connection**. Expand the Interrupt request (IRQ) key by clicking **+** or double-clicking the Interrupt request (IRQ) key.

Windows Me, 98, and 95: Right-click the **My Computer** icon on your desktop. Click **Properties** and then the Device Manager tab. Double-click the **Computer** icon at the top of the device list.

You will see a listing of your system's IRQs and the devices to which they are assigned. If an IRQ is not present in this list, it indicates that Windows is not currently using it and the IRQ is considered available.

Locate your modem in the list of devices. If a yellow exclamation point appears over the modem's description, your modem is in conflict with another device. Either your modem or the other device will have to be reinstalled to another IRQ in order to resolve your conflict.

If a usable, free IRQ does not exist, you may need to remove, disable, or relocate another device. Refer to that device's documentation for more information about removing, disabling, or relocating it.

If Windows still fails to recognize your modem and it does not have a yellow exclamation point next to its IRQ, or if your modem does not appear in the list, your modem may not be installed properly. Try reinstalling your modem.

Possible solution:
You may be using a COM port that is either already in use or not configured correctly. To work properly, this modem must be assigned to a free COM port. Make sure that your COM port is not already in use by another device.

Windows XP (Classic View): Click Windows **Start** and then **Control Panel**. Double-click the **Phone and Modem Options** icon and then click the

Modems tab. Look for another modem already installed in your computer. The COM port that it is using is listed to the right of the modem description.

Windows XP (Category View): Click Windows **Start, Control Panel, Network and Internet Connections,** and then **Phone and Modem Options**. Click the Modems tab. Look for another modem already installed in your computer. The COM port that it is using is listed to the right of the modem description.

Windows 2000: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Phone and Modem Options** icon and then click the Modems tab. Look for another modem already installed in your computer. The COM port that it is using is listed to the right of the modem description.

Windows Me, 98, and 95: Click Windows **Start, Settings, Control Panel,** and then double-click **Modems**. Look for another modem already installed in your computer. If there is another modem installed, click the Diagnostics tab to find out which COM port it is using.

If a previously installed modem is already using the available COM port, you should uninstall that modem. See your previous modem's manual for uninstallation instructions.

Next, make sure that your COM ports are configured correctly:

Windows XP and 2000: Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Hardware tab and then click **Device Manager**. Expand the Ports (COM & LPT) key by clicking **+** or double-clicking the Ports (COM & LPT) key.

Windows Me, 98, and 95: Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Device Manager tab. Expand the Ports (COM & LPT) key by clicking **+** or double-clicking the Ports (COM & LPT) key.

If the COM ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case, you may need to contact your computer manufacturer.

My software isn't recognizing my modem.

Possible solution:
You may not have the correct modem selected in your software or in Windows. To check which modem you are using, follow the instructions for your operating system:

Windows XP (Classic View): Click Windows **Start** and then **Control Panel**.

Double-click the **Phone and Modem Options** icon and then click the Modems tab. You will see a list of installed modems.

Windows XP (Category View): Click Windows **Start, Control Panel, Network and Internet Connections,** and **Phone and Modem Options**. Click the Modems tab. You will see a list of installed modems.

Windows 2000: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Phone and Modem Options** icon and then click the Modems tab. You will see a list of installed modems.

Windows Me, 98, and 95: Click Windows **Start, Settings,** and **Control Panel**. When Control Panel opens, double-click the **Modems** icon. You will see a list of installed modems.

You can also add, remove, or view the properties of modems from this window. The U.S. Robotics modem you have installed should be present in the list of installed modems. If none of the modem descriptions in the list matches your U.S. Robotics modem or if no modems are listed, your modem is not installed properly. Try reinstalling your modem.

Possible solution:
If you are using Dial-up Networking, it may not be configured correctly. Check your configuration and make sure that the correct port is selected.

Windows XP and 2000: Click Windows **Start, Control Panel** (or **Settings** in Windows 2000), and **Network and Dial-up Connections**. Right-click the connection you are trying to use, and then click **Properties**. Make sure that the description in the "Connect Using" box (under the General tab) matches the description of the modem you are using. If it does not match, select the proper modem description.

Windows Me, 98, and 95: Double-click the My Computer icon on your desktop, and then double-click **Dial-up Networking**. Right-click the connection you are trying to use, and then click **Properties**. Make sure that the description in the modem box matches the description of the modem you are using. If it does not match, select the proper modem description.

Possible solution:
Your communications software may not function properly if you have more than one version of the software installed, you are using an older version, or you have more than one communications application installed on your system. We highly recommend using the communications software provided with your modem on the Installation CD-ROM.

My modem is responding but is reporting a No Dial Tone message.

Possible solution:
Your phone cord may not be plugged into the modem's XJACK connector. Also make sure the other end of the phone cord is plugged into a working telephone wall jack.

Possible solution:
You may have devices between the modem and telephone wall jack that affect the quality of your phone line. Do not connect other devices between the telephone wall jack and your modem.

Possible solution:
You may have plugged your modem's phone cord into a digital line, which can damage your modem. If you are unsure whether your line is analog or digital, ask your network administrator, building management, or your local telephone company.

Possible solution:
If your phone system requires dialing a digit such as "9" in order to access an outside line, be sure to add the digit and a comma (9,) before the number you want to dial.

Possible solution:
If you have voice mail provided by your phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore a normal dial tone.

Note: If you are unable to retrieve the messages, you may want to add five commas to the beginning of the number to be dialed. Each comma represents two seconds. Therefore, adding five commas will delay the modem connection attempt by 10 seconds. Since each ISP connection may vary, you should insert as many commas as necessary to meet your specific needs. Commas may be necessary if voice mail messages have not been deleted before attempting to establish an Internet connection.

Possible solution:
You may have a bad phone cord. Try a different phone cord. We recommend using the phone cord included with the modem, if possible.

Possible solution:
You may have a non-standard dial tone. Do the following to check for a non-standard dial tone:

1. Open a terminal program, such as HyperTerminal, in Windows. To open the Terminal window, select **Cancel** at the new connection dialog box.

2. Type ATE1 and press ENTER. You may not see the letters, which is fine.

3. Type ATX3DT and the phone number of a local ISP (Internet Service Provider) or BBS number. Press ENTER.

4. If the modem dials out and connects, either have your phone line checked or try adding X3 to the Extra Settings field in your modem's Properties window.

5. If the modem doesn't attempt to connect and it comes back with a No Carrier message, the issue may not be phone line related.

6. To end your HyperTerminal session, click **File** and select **Exit**. Select **Yes** when the **Are you sure you want to disconnect?** message appears. Select **No** when the **Do you want to save this session?** message appears.

My modem won't dial out or doesn't answer incoming calls.

Possible solution:
Your phone cord may not be plugged into the modem. Also make sure the other end of the phone cord is plugged into a working telephone wall jack.

Possible solution:
You may have a bad phone cord. Try a different phone cord. We recommend using the phone cord included with the modem, if possible.

Possible solution:
You may have devices between the modem and telephone wall jack that affect the quality of your phone line. Do not connect other devices between the telephone wall jack and your modem.

Office Users
Possible solution:
You may have plugged your modem's phone cord into a digital line, which can damage your modem. If you are unsure whether your line is analog or digital, ask your network administrator, building management, or your local telephone company.

Possible solution:
If your phone system requires dialing a digit such as "9" in order to access an outside line, be sure to add the digit and a comma (9,) before the number you want to dial.

Voice Mail Users
Possible solution:

If you have voice mail provided by your phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore a normal dial tone.

> **Note:** If you are unable to retrieve the messages, you may want to add five commas to the beginning of the number to be dialed. Each comma represents two seconds. Therefore, adding five commas will delay the modem connection attempt by 10 seconds. Since each ISP connection may vary, you should insert as many commas as necessary to meet your specific needs. Commas may be necessary if voice mail messages have not been deleted before attempting to establish an Internet connection.

My modem sounds like it's trying to connect to another modem but fails.

Possible solution:
You may have a poor connection. All calls are routed differently, so try placing the call again.

My modem isn't achieving a 56K Internet connection.

Possible solution:
Our research has shown that the vast majority of telephone lines can and do support V.90 connections. The V.90 protocol allows for connection speeds of up to 56K, but line conditions may affect the actual speeds during a given connection. Due to unusual telephone line configurations, some users will not be able to take full advantage of V.90 technology at this time. To achieve a V.90 connection, the following conditions must be met:

- The server you are dialing into must support and provide a digital V.90 signal. Your ISP can provide you with a list of dial-up connections and information on what those connections currently support.

- The telephone line between your ISP and your modem must be capable of supporting a 56K connection and contain only one analog-to-digital conversion. The 56K signal from your ISP begins as a digital signal. Somewhere between the ISP and your modem, there will be a digital-to-analog signal conversion so that your modem can receive the data. There must be no more than one analog-to-digital signal conversion in the path from your ISP to your modem. If more than one such conversion occurs, your connection speeds will default to V.34+ or below. There may also be impairments on the local lines between your ISP and your modem. These impairments can prevent or limit connection speeds. All telephone calls are routed differently, so you should try making your 56K connection several times. One way to test this is to dial into a long distance location. Long distance lines are often much clearer than local lines. It is important to note that telephone companies are constantly upgrading their systems. Lines that do not support 56K today may support 56K in the near future.

- For a V.90 connection, your modem must be connecting to a V.90/56K server. A pair of 56K modems will not connect to each other at V.90/56K speeds.

Support Resources

If you have not fixed your problem after trying the suggestions in the Troubleshooting section of this guide, you can receive additional help via one of these convenient resources:

1. Support section of the U.S. Robotics Web site at **www.usr.com**

   Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product. You may need to know your product ID to obtain information on the U.S. Robotics Web site.

2. U.S. Robotics Technical Support Department

   Technical questions about U.S. Robotics modems can also be answered by technical support specialists.

   ### In the United States and Canada:
   Telephone: (801) 401-1144
   Online: www.usr.com/emailsupport
   Hours: 9:00 A.M.– 5:00 P.M. CST, Monday – Friday

Manufacturer's Declaration of Conformity

U.S. Robotics Corporation
935 National Parkway
Schaumburg, IL 60173-5157
U.S.A.

declares that this product conforms to the FCC's specifications:

Part 15, Class B:
Operation is subject to the following conditions:
1) this device may not cause harmful electromagnetic interference, and
2) this device must accept any interference received including interference that may cause undesired operations.

This equipment complies with Part 15 for Home and Office use.

Caution to the User: The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Part 68 Registration:
Customer Information
This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord modular plug is provided with this product. It is designed to be connected to a

compatible modular jack that is also compliant. See this document for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment, U.S. Robotics 56K PC Card Winmodem with XJACK® Connector, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact:

USR - Walnut
528 Spanish Lane
Walnut, CA 91789

There are no serviceable parts in this equipment.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

An FCC compliant telephone cord and modular plug are provided with this equipment, which is designed to connect to the telephone network or premises wiring using a Part 68 compliant compatible jack. See installation instructions for details. This equipment uses the following Universal Service Order Code (USOC) jacks: RJ-11C. The modem needs to be connected with a minimum 26AWG phone cord.

UL Listing/CUL Listing:
This information technology equipment is UL-Listed and CUL-Listed for both the U.S. and Canadian markets respectively, for uses described in this guide.

Fax Branding:
The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in the margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business or other entity, or other individual sending the message, and the telephone number of the sending machine or of such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your modem, refer to the software on the CD-ROM that shipped with your modem. If you are using a different communication software program, refer to its manual.

Radio and Television Interference:
This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the manufacturer's instructions, it may cause interference to radio and television communications. The modem has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation.

For Canadian Modem Users

Industry Canada (IC):
This digital apparatus does not exceed the Class B limits for radio noise emissions from digital

apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5. The Ringer Equivalence Number is located on the bottom of the modem.

NOTICE: The Industry Canada (IC) label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Currently, telecommunication companies do not allow users to connect their equipment to jacks except in precise situations that are spelled out in tariffing arrangements with those companies. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

«AVIS: Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par l'Industrie Canada.

L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées cidessus n'empêche pas la dégradation du service dans certaines situations. Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvaisfonctionnement. Centre de guarantie et de service après-vente:

U.S. Robotics
Unit-100, 13751 Mayfield Pl.
Richmond, B.C. Canada V6V 2G9

U.S. Robotics Corporation Limited Manufacturer's Warranty

U.S. Robotics 56K PC Card Winmodem with XJACK® Connector

HARDWARE: U.S. Robotics warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from U.S. Robotics or its authorized reseller:

Two (2) Years

U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to

replace the defective item, or if neither of the two foregoing options is reasonably available, U.S. Robotics may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of U.S. Robotics. Replacement products may be new or reconditioned. U.S. Robotics warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

SOFTWARE: U.S. Robotics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from U.S. Robotics or its authorized reseller. U.S. Robotics warrants the media containing software against failure during the warranty period. No updates are provided. U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicord U.S. Robotics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. U.S. Robotics makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the U.S. Robotics software product documentation or specifications as being compatible, U.S. Robotics will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with U.S. Robotics published specifications or user manual.

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GOVERNING LAW: This Limited Warranty shall be governed by the laws of the State of Illinois, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.

U.S. Robotics Corporation
935 National Parkway
Schaumburg, Illinois, 60173
U.S.A.

Installation Guide

Package contents

Your U.S. Robotics 56K PC Card Winmodem with XJACK® Connector package contains the following items:

- U.S. Robotics 56K PC Card Winmodem with XJACK Connector
- RJ-11 phone cord
- Quick Installation Guide
- Installation CD-ROM, which contains software and a User Guide for use with your new modem

What will you need

You will need the following items to install your U.S. Robotics 56K PC Card Winmodem with XJACK Connector:

- Notebook computer with an empty PC card slot
- Analog telephone line

Caution: The U.S. Robotics 56K PC Card Winmodem with XJACK Connector requires a standard analog telephone line. Do not connect your modem to a digital telephone line. Digital lines are commonly used in office buildings and hotels. If you are unsure whether your line is analog or digital, ask your network administrator, building management, or your local telephone company.

Before You Begin: Preparing for installation

Note: U.S. Robotics recommends uninstalling any other modems that are installed in your system and unplugging all telephone cords connected to these modems. Refer to your previous modem's documentation for instructions.

Write down your new modem's serial number, which is located on the white bar code sticker on the modem and on the modem's box, in the space below. If you ever need to call our Technical Support department, you will need the serial number and the model number to receive assistance. If you need to get assistance or download drivers from the Web site, you will need the product ID.

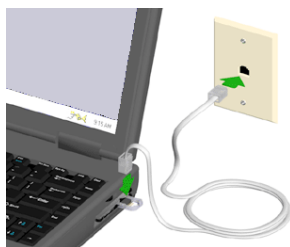| Model Number	Product ID	Serial Number
3056	USR3056	

Installing the U.S. Robotics 56K PC Card Winmodem with XJACK® Connector

Step One: Install the modem.

Turn off your computer. Insert the modem into the PC card slot in your computer. The top of the modem has an arrow indicating which end should be inserted into the computer. Make sure that the modem is firmly seated in the PC card slot.

Step Two: Connect the phone cord.

Push in on the XJACK connector to pop it out of the PC card. Connect one end of a standard RJ-11 phone cord to the XJACK connector and the other end to an analog telephone wall jack. Refer to this illustration:

Step Three: Install the drivers.

Note: If at any time during the installation you are prompted to select the location of your installation drivers, select the CD-ROM drive where the Installation CD-ROM is loaded (**D:** for example). For Windows 2000 and XP users, also select the 2000_XP folder on the Installation CD-ROM (**D:\2000_XP** for example).

Note: Windows 2000 and XP users must be logged in using an account with administrative privileges before attempting to install the modem drivers. Windows XP Home Edition users have administrative privileges by default.

Windows XP

Turn on your computer. When the Found New Hardware Wizard detects your modem, insert the Installation CD-ROM into your CD-ROM drive. Windows should automatically find the driver for your modem. (If not, select **Install the software automatically (recommended)** and click **Next**.) If a Hardware Installation message box appears, click **Continue Anyway***. Click **Finish** to complete the installation.

* U.S. Robotics has thoroughly tested this driver in conjunction with the supported hardware and has verified compatibility with Windows XP.

Windows 2000

Turn on your computer and log in. Insert the Installation CD-ROM into your CD-ROM drive. If the License Agreement window appears, click **No**. When the Found New Hardware Wizard detects your modem, click **Next**. Select **Search for a suitable driver for my device (recommended)** and click **Next**. Select **Specify a location** and click **Next**. Type **D:\2000_XP** in the dialog box. (If your CD-ROM drive uses a different letter, type that letter in place of **D**.) Click **OK**. Click **Next**. A Digital Signature Not Found message may appear**. If it does, click **Yes**. Click **Finish** to complete the installation.

** U.S. Robotics has thoroughly tested this driver in conjunction with the supported hardware and has verified compatibility with Windows 2000.

Windows Me

Turn on your computer. When the Add New Hardware Wizard appears, insert the Installation CD-ROM into your CD-ROM. Select **Automatically search for a better driver (Recommended)** and click **Next**. Click **Finish** to complete the installation.

Windows 98

Turn on your computer. When the Add New Hardware Wizard appears, insert the Installation CD-ROM into your CD-ROM drive and click **Next**. Select **Search for the best driver for your device (Recommended)** and click **Next**. Select **CD-ROM drive** and click **Next**. When the driver is found, click **Next**. Click **Finish** to complete the installation.

Windows 95

Turn on your computer. When the Update Device Driver Wizard detects your modem, insert the Installation CD-ROM into your CD-ROM drive and click **Next**. Windows will find the installation file on your CD-ROM. Click **Finish**. If an Insert Disk window appears, click **OK**. In the Copying Files window, type the letter of your CD-ROM drive and click **OK**.

Congratulations! You have completed the installation of your U.S. Robotics 56K PC Card Winmodem with XJACK® Connector. Now register your modem.

1. Insert the Installation CD-ROM into your CD-ROM drive. The Installation CD window should automatically appear.

    If the Installation CD window does not appear, click Windows **Start** and then **Run**. Type D:\setup.exe in the "Run" dialog box. (If your CD-ROM drive uses a different letter, type that letter in place of D.)

2. Select **Support, Registration & Warranty** and then click the URL under Registration. Follow the on-screen instructions to complete the registration of your modem. You may also register online at www.usr.com/productreg

Would you like to install the Classic PhoneTools software?

Classic PhoneTools software allows your computer to perform the functions of a fax machine, answering machine, and speakerphone all in one application. (Answering machine and speakerphone capabilities are only available with voice modems.) You can also use Classic PhoneTools to connect to another computer, electronic bulletin board service (BBS), or office network using terminal emulation.

1. Insert the Installation CD-ROM into your CD-ROM drive. The Installation CD window should automatically appear.

   If the Installation CD window does not appear, click Windows **Start** and then **Run**. Type D:\setup.exe in the "Run" dialog box. (If your CD-ROM drive uses a different letter, type that letter in place of D.)

2. Select **Software, PhoneTools,** and then **Install**. Follow the on-screen instructions to complete the installation of the Classic PhoneTools software.

> **Note:** Additional software may also be included on the Installation CD-ROM. You can install this software in the same manner that is described above.

Troubleshooting

Having trouble with your modem? Try these basic troubleshooting steps first!

Verify that the phone cord is installed correctly.

The phone cord should be plugged into the XJACK connector on the modem and into the telephone wall jack. Use the phone cord included in your modem's box, if possible.

Verify that the modem was installed correctly.

Make sure that your modem is physically installed correctly in your computer. You must press the modem in firmly so that it is seated properly in the PC card slot.

Next, make sure that the modem's drivers have been installed correctly. Follow the instructions for your operating system.

Windows XP (Classic View): Click Windows **Start** and then **Control Panel**. Double-click the **Phone and Modem Options** icon.

Windows XP (Category View): Click Windows **Start, Control Panel, Network and Internet Connections,** and then **Phone and Modem Options**.

Windows 2000: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Phone and Modem Options** icon.

Click the Modems tab. You should see a description of your new U.S. Robotics modem and a COM port setting. If you do not see a description of your modem, see the Note at the end of this section.

Make sure that your new U.S. Robotics modem is selected and click **Properties**. Click the Diagnostics tab. Click **Query Modem**. You should see a series of commands and responses from the modem. This means that the installation was successful.

If you do not see commands and responses, shut down and restart your computer. To determine whether your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting steps in this guide.

Windows Me, 98, and 95: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Modems** icon. In the Modems Properties screen, you should see a description for your new U.S. Robotics modem. If you do not see a description of your modem, see the Note at the end of this section.

Click the Diagnostics tab. Make sure that the correct COM port (modem) is selected. Click the **More Info** button. You should see a series of commands and responses from the modem. This means that the installation was successful.

If you do not see commands and responses, shut down and restart your computer. To determine whether your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting steps in this guide.

Note: If your modem is not listed and/or you do not see a series of commands and responses, refer to the additional troubleshooting steps of this guide. Shut down and restart your computer. To verify that your modem is functioning properly, repeat the steps listed for your operating system.

For more troubleshooting help, review these common issues:

My computer isn't recognizing my modem.

Possible solution:
You may be using an IRQ that is already in use. To function properly, your modem needs to be assigned to a free IRQ.

The Plug and Play function of Windows should locate a free IRQ (if one exists) for your modem. If Plug and Play fails to install the modem, you need to determine IRQ availability.

Windows XP and 2000: Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Hardware tab and then click **Device Manager**. Click **View**. Select **Resources by type** or **Resources by connection**. Expand the Interrupt request (IRQ) key by clicking **+** or double-clicking the Interrupt request (IRQ) key.

Windows Me, 98, and 95: Right-click the **My Computer** icon on your desktop. Click **Properties** and then the Device Manager tab. Double-click the **Computer** icon at the top of the device list.

You will see a listing of your system's IRQs and the devices to which they are assigned. If an IRQ is not present in this list, it indicates that Windows is not currently using it and the IRQ is considered available.

Locate your modem in the list of devices. If a yellow exclamation point appears over the modem's description, your modem is in conflict with another device. Either your modem or the other device will have to be reinstalled to another IRQ in order to resolve your conflict.

If a usable, free IRQ does not exist, you may need to remove, disable, or relocate another device. Refer to that device's documentation for more information about removing, disabling, or relocating it.

If Windows still fails to recognize your modem and it does not have a yellow exclamation point next to its IRQ, or if your modem does not appear in the list, your modem may not be installed properly. Try reinstalling your modem.

Possible solution:
You may be using a COM port that is either already in use or not configured correctly. To work properly, this modem must be assigned to a free COM port. Make sure that your COM port is not already in use by another device.

Windows XP (Classic View): Click Windows **Start** and then **Control Panel**. Double-click the **Phone and Modem Options** icon and then click the

Modems tab. Look for another modem already installed in your computer. The COM port that it is using is listed to the right of the modem description.

Windows XP (Category View): Click Windows **Start, Control Panel, Network and Internet Connections,** and then **Phone and Modem Options**. Click the Modems tab. Look for another modem already installed in your computer. The COM port that it is using is listed to the right of the modem description.

Windows 2000: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Phone and Modem Options** icon and then click the Modems tab. Look for another modem already installed in your computer. The COM port that it is using is listed to the right of the modem description.

Windows Me, 98, and 95: Click Windows **Start, Settings, Control Panel,** and then double-click **Modems**. Look for another modem already installed in your computer. If there is another modem installed, click the Diagnostics tab to find out which COM port it is using.

If a previously installed modem is already using the available COM port, you should uninstall that modem. See your previous modem's manual for uninstallation instructions.

Next, make sure that your COM ports are configured correctly:

Windows XP and 2000: Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Hardware tab and then click **Device Manager**. Expand the Ports (COM & LPT) key by clicking **+** or double-clicking the Ports (COM & LPT) key.

Windows Me, 98, and 95: Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Device Manager tab. Expand the Ports (COM & LPT) key by clicking **+** or double-clicking the Ports (COM & LPT) key.

If the COM ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case, you may need to contact your computer manufacturer.

My software isn't recognizing my modem.

Possible solution:
You may not have the correct modem selected in your software or in Windows. To check which modem you are using, follow the instructions for your operating system:

Windows XP (Classic View): Click Windows **Start** and then **Control Panel**.

Double-click the **Phone and Modem Options** icon and then click the Modems tab. You will see a list of installed modems.

Windows XP (Category View): Click Windows **Start, Control Panel, Network and Internet Connections,** and **Phone and Modem Options**. Click the Modems tab. You will see a list of installed modems.

Windows 2000: Click Windows **Start, Settings,** and then **Control Panel**. Double-click the **Phone and Modem Options** icon and then click the Modems tab. You will see a list of installed modems.

Windows Me, 98, and 95: Click Windows **Start, Settings,** and **Control Panel**. When Control Panel opens, double-click the **Modems** icon. You will see a list of installed modems.

You can also add, remove, or view the properties of modems from this window. The U.S. Robotics modem you have installed should be present in the list of installed modems. If none of the modem descriptions in the list matches your U.S. Robotics modem or if no modems are listed, your modem is not installed properly. Try reinstalling your modem.

Possible solution:
If you are using Dial-up Networking, it may not be configured correctly. Check your configuration and make sure that the correct port is selected.

Windows XP and 2000: Click Windows **Start, Control Panel** (or **Settings** in Windows 2000), and **Network and Dial-up Connections**. Right-click the connection you are trying to use, and then click **Properties**. Make sure that the description in the "Connect Using" box (under the General tab) matches the description of the modem you are using. If it does not match, select the proper modem description.

Windows Me, 98, and 95: Double-click the My Computer icon on your desktop, and then double-click **Dial-up Networking**. Right-click the connection you are trying to use, and then click **Properties**. Make sure that the description in the modem box matches the description of the modem you are using. If it does not match, select the proper modem description.

Possible solution:
Your communications software may not function properly if you have more than one version of the software installed, you are using an older version, or you have more than one communications application installed on your system. We highly recommend using the communications software provided with your modem on the Installation CD-ROM.

My modem is responding but is reporting a No Dial Tone message.

Possible solution:
Your phone cord may not be plugged into the modem's XJACK connector. Also make sure the other end of the phone cord is plugged into a working telephone wall jack.

Possible solution:
You may have devices between the modem and telephone wall jack that affect the quality of your phone line. Do not connect other devices between the telephone wall jack and your modem.

Possible solution:
You may have plugged your modem's phone cord into a digital line, which can damage your modem. If you are unsure whether your line is analog or digital, ask your network administrator, building management, or your local telephone company.

Possible solution:
If your phone system requires dialing a digit such as "9" in order to access an outside line, be sure to add the digit and a comma (9,) before the number you want to dial.

Possible solution:
If you have voice mail provided by your phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore a normal dial tone.

Note: If you are unable to retrieve the messages, you may want to add five commas to the beginning of the number to be dialed. Each comma represents two seconds. Therefore, adding five commas will delay the modem connection attempt by 10 seconds. Since each ISP connection may vary, you should insert as many commas as necessary to meet your specific needs. Commas may be necessary if voice mail messages have not been deleted before attempting to establish an Internet connection.

Possible solution:
You may have a bad phone cord. Try a different phone cord. We recommend using the phone cord included with the modem, if possible.

Possible solution:
You may have a non-standard dial tone. Do the following to check for a non-standard dial tone:

1. Open a terminal program, such as HyperTerminal, in Windows. To open the Terminal window, select **Cancel** at the new connection dialog box.

2. Type ATE1 and press ENTER. You may not see the letters, which is fine.

3. Type ATX3DT and the phone number of a local ISP (Internet Service Provider) or BBS number. Press ENTER.

4. If the modem dials out and connects, either have your phone line checked or try adding X3 to the Extra Settings field in your modem's Properties window.

5. If the modem doesn't attempt to connect and it comes back with a No Carrier message, the issue may not be phone line related.

6. To end your HyperTerminal session, click **File** and select **Exit**. Select **Yes** when the **Are you sure you want to disconnect?** message appears. Select **No** when the **Do you want to save this session?** message appears.

My modem won't dial out or doesn't answer incoming calls.

Possible solution:
Your phone cord may not be plugged into the modem. Also make sure the other end of the phone cord is plugged into a working telephone wall jack.

Possible solution:
You may have a bad phone cord. Try a different phone cord. We recommend using the phone cord included with the modem, if possible.

Possible solution:
You may have devices between the modem and telephone wall jack that affect the quality of your phone line. Do not connect other devices between the telephone wall jack and your modem.

Office Users
Possible solution:
You may have plugged your modem's phone cord into a digital line, which can damage your modem. If you are unsure whether your line is analog or digital, ask your network administrator, building management, or your local telephone company.

Possible solution:
If your phone system requires dialing a digit such as "9" in order to access an outside line, be sure to add the digit and a comma (9,) before the number you want to dial.

Voice Mail Users
Possible solution:

If you have voice mail provided by your phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore a normal dial tone.

> **Note:** If you are unable to retrieve the messages, you may want to add five commas to the beginning of the number to be dialed. Each comma represents two seconds. Therefore, adding five commas will delay the modem connection attempt by 10 seconds. Since each ISP connection may vary, you should insert as many commas as necessary to meet your specific needs. Commas may be necessary if voice mail messages have not been deleted before attempting to establish an Internet connection.

My modem sounds like it's trying to connect to another modem but fails.

Possible solution:
You may have a poor connection. All calls are routed differently, so try placing the call again.

My modem isn't achieving a 56K Internet connection.

Possible solution:
Our research has shown that the vast majority of telephone lines can and do support V.90 connections. The V.90 protocol allows for connection speeds of up to 56K, but line conditions may affect the actual speeds during a given connection. Due to unusual telephone line configurations, some users will not be able to take full advantage of V.90 technology at this time. To achieve a V.90 connection, the following conditions must be met:

- The server you are dialing into must support and provide a digital V.90 signal. Your ISP can provide you with a list of dial-up connections and information on what those connections currently support.

- The telephone line between your ISP and your modem must be capable of supporting a 56K connection and contain only one analog-to-digital conversion. The 56K signal from your ISP begins as a digital signal. Somewhere between the ISP and your modem, there will be a digital-to-analog signal conversion so that your modem can receive the data. There must be no more than one analog-to-digital signal conversion in the path from your ISP to your modem. If more than one such conversion occurs, your connection speeds will default to V.34+ or below. There may also be impairments on the local lines between your ISP and your modem. These impairments can prevent or limit connection speeds. All telephone calls are routed differently, so you should try making your 56K connection several times. One way to test this is to dial into a long distance location. Long distance lines are often much clearer than local lines. It is important to note that telephone companies are constantly upgrading their systems. Lines that do not support 56K today may support 56K in the near future.

- For a V.90 connection, your modem must be connecting to a V.90/56K server. A pair of 56K modems will not connect to each other at V.90/56K speeds.

Support Resources

If you have not fixed your problem after trying the suggestions in the Troubleshooting section of this guide, you can receive additional help via one of these convenient resources:

1. Support section of the U.S. Robotics Web site at **www.usr.com**

   Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product. You may need to know your product ID to obtain information on the U.S. Robotics Web site.

2. U.S. Robotics Technical Support Department

   Technical questions about U.S. Robotics modems can also be answered by technical support specialists.

   ### In the United States and Canada:
   Telephone: (801) 401-1144
   Online: www.usr.com/emailsupport
   Hours: 9:00 A.M.– 5:00 P.M. CST, Monday – Friday

Manufacturer's Declaration of Conformity

U.S. Robotics Corporation
935 National Parkway
Schaumburg, IL 60173-5157
U.S.A.

declares that this product conforms to the FCC's specifications:

Part 15, Class B:
Operation is subject to the following conditions:
1) this device may not cause harmful electromagnetic interference, and
2) this device must accept any interference received including interference that may cause undesired operations.

This equipment complies with Part 15 for Home and Office use.

Caution to the User: The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Part 68 Registration:
Customer Information
This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord modular plug is provided with this product. It is designed to be connected to a

compatible modular jack that is also compliant. See this document for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US: AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment, U.S. Robotics 56K PC Card Winmodem with XJACK® Connector, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact:

USR - Walnut
528 Spanish Lane
Walnut, CA 91789

There are no serviceable parts in this equipment.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

An FCC compliant telephone cord and modular plug are provided with this equipment, which is designed to connect to the telephone network or premises wiring using a Part 68 compliant compatible jack. See installation instructions for details. This equipment uses the following Universal Service Order Code (USOC) jacks: RJ-11C. The modem needs to be connected with a minimum 26AWG phone cord.

UL Listing/CUL Listing:
This information technology equipment is UL-Listed and CUL-Listed for both the U.S. and Canadian markets respectively, for uses described in this guide.

Fax Branding:
The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in the margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business or other entity, or other individual sending the message, and the telephone number of the sending machine or of such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.) In order to program this information into your modem, refer to the software on the CD-ROM that shipped with your modem. If you are using a different communication software program, refer to its manual.

Radio and Television Interference:
This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the manufacturer's instructions, it may cause interference to radio and television communications. The modem has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation.

For Canadian Modem Users

Industry Canada (IC):
This digital apparatus does not exceed the Class B limits for radio noise emissions from digital

apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5. The Ringer Equivalence Number is located on the bottom of the modem.

NOTICE: The Industry Canada (IC) label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Currently, telecommunication companies do not allow users to connect their equipment to jacks except in precise situations that are spelled out in tariffing arrangements with those companies. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

«AVIS: Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par l'Industrie Canada.

L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées cidessus n'empêche pas la dégradation du service dans certaines situations. Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvaisfonctionnement. Centre de guarantie et de service après-vente:

U.S. Robotics
Unit-100, 13751 Mayfield Pl.
Richmond, B.C. Canada V6V 2G9

CE Compliance

We, U.S. Robotics Corporation of 935 National Parkway, Schaumburg, Illinois, 60173-5157 USA, declare under our sole responsibility that the product, U.S. Robotics 56K PC Card Winmodem with XJACK® Connector, to which this declaration relates, is in compliance with the following standards and/or other normative documents:

EN60950
EN55022
EN55024

We hereby declare that the above named product is in compliance with all the essential requirements and other relevant provisions of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10(3) and detailed in Annex II of Directive 1999/5/EC has been followed.

Network Compatibility Declaration:
This equipment is designed to work satisfactorily on all European Union PSTN networks.

This equipment is supplied with a suitable PSTN connector for the country in which it was supplied. If it is required to use this equipment on a different network to the one for which it was supplied, the user is advised to contact the vendor for guidance regarding connection.

U.S. Robotics Corporation
935 National Parkway
Schaumburg, Illinois, 60173
U.S.A

U.S. Robotics Corporation Limited Manufacturer's Warranty

U.S. Robotics 56K PC Card Winmodem with XJACK® Connector

HARDWARE: U.S. Robotics warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from U.S. Robotics or its authorized reseller:

Two (2) Years

U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, U.S. Robotics may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of U.S. Robotics. Replacement products may be new or reconditioned. U.S. Robotics warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

SOFTWARE: U.S. Robotics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from U.S. Robotics or its authorized reseller. U.S. Robotics warrants the media containing software against failure during the warranty period. No updates are provided.
U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicord U.S. Robotics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. U.S. Robotics makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the U.S. Robotics software product documentation or specifications as being compatible, U.S. Robotics will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with U.S. Robotics published specifications or user manual.

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received by U.S. Robotics. The repaired or replaced item will be shipped to Customer, at U.S. Robotics's expense, not later than thirty (30) days after U.S. Robotics receives the defective product.

U.S. Robotics shall not be responsible for any software, firmware, information, or memory data of Customer contained in, stored on, or integrated with any products returned to U.S. Robotics for repair, whether under warranty or not.

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GOVERNING LAW: This Limited Warranty shall be governed by the laws of the State of Illinois, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.

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