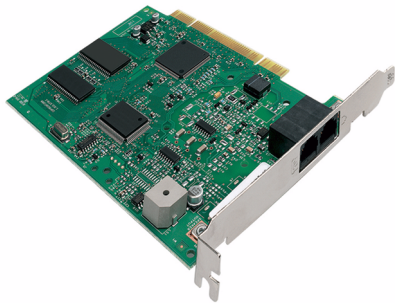


USRobotics®

56K Performance Pro Modem



Quick Installation Guide



R24.0683.00
rev 1.17/07

Introduction

Package Contents

- USRobotics 56K Performance Pro Modem
- USRobotics Installation CD-ROM
- Telephone cable
- Quick Installation Guide

Physical Features

Item	Function
	Connects the modem to your telephone.
	Connects the modem to your telephone line.



System Requirements

Operating System:

- Windows Vista™, Windows® XP, 2000, Me, 98, 95 OSR2, or Windows NT® 4.0 SP4
- Linux® (Kernel 2.3 and higher)

Other:

- CD-ROM drive
- Available PCI slot
- 56K Compatible analogue telephone line

Installation

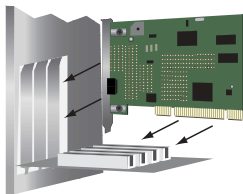
Step One: Prepare for Installation

1. Uninstall all other modems that are installed on your computer. For instructions, refer to the documentation for your previous modems.
2. Shut down your computer and power it off.
3. Unplug all telephone and power cords connected to your previous modems.

Step Two: Install the Modem Hardware



Warning: To avoid the risk of electric shock, make sure your computer and all peripheral devices are turned off and unplugged.

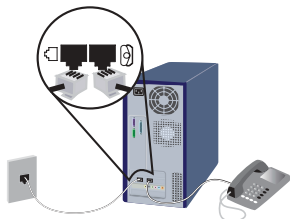
1. Remove the computer's case.
2. Remove the screw and metal filler bracket from an available PCI slot in your computer.
3. Hold the modem by its edges. Do not touch the contacts on the connector or the corners of the modem.
4. Rock the modem back and forth while pressing down firmly to seat it in the connector.
5. Secure the modem with the screw from the metal filler bracket.
6. Replace the computer case.



Step Three: Connect the Modem to an Analogue Telephone Line

Caution: The 56K Performance Pro Modem must be plugged in to an analogue phone line only. Plugging your 56K Performance Pro Modem in to a digital phone line may damage the modem. Most office phones are wired through digital lines. Be sure you know what type of line you have.

1. Plug one end of the telephone cord into the  jack on the modem.
2. Plug the other end into an analogue phone wall jack.
3. To connect a telephone through the modem, plug the telephone's cord into the modem's  jack.
4. Plug your computer in and turn it on.

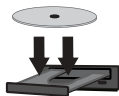


Step Four: Install the Modem Drivers

Windows Vista

You must be logged in as an administrator in order to properly install the new modem. When you turn your computer on, Windows Vista automatically detects the modem and installs a generic driver. You will need to update it with the USRobotics driver to support full V.92 features and the additional software tools for your modem.

1. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
If the CD doesn't start automatically, click Windows **Start** > **Computer** and double-click the CD drive.
2. If the Auto Play window appears, click **Run autorun.exe**. If prompted by User Account Control, click **Continue**.
3. If prompted, enter the password of an administrative user and press ENTER.
4. Select your preferred language and accept the End User License Agreement.
5. Click **Install Modem** and follow the on-screen instructions to install the driver for the modem.
6. If prompted by Windows Security, click **Install**.¹
7. Click **Finish** to complete the installation.

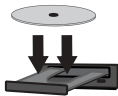


Windows XP

You must be logged in as an administrator in order to properly install the new modem. When you turn your computer on, Windows XP automatically detects the modem and installs a generic driver. You will need to update it with the USRobotics driver to support full V.92 features and the additional software tools for your modem.

¹ USRobotics has thoroughly tested this driver in conjunction with the supported hardware and has verified its compatibility with Windows Vista.

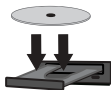
1. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
If the CD doesn't start automatically, click Windows **Start > My Computer** and double-click the CD drive.
2. Select your preferred language and accept the End User License Agreement.
3. Click **Install Modem** and follow the on-screen instructions to install the driver for the modem.
4. If a Hardware Installation warning appears, click **Install this driver software anyway.**²
5. Click **Finish** to complete the installation.



Windows 2000

You must be logged in as an administrator in order to properly install the new modem.

1. After the Found New Hardware Wizard detects the modem, insert the USRobotics Installation CD-ROM into your CD-ROM drive.
2. Click **Next**.
3. Select **Search for a suitable driver for my device (recommended)** and click **Next**.
4. Make sure that **CD-ROM drives** is selected and click **Next**.
5. Click **Next**. The **U.S. Robotics V92 Fax PCI** driver will install.
6. If a Digital Signature Not Found window appears, click **Continue Anyway.**³
7. Click **Finish** to complete the installation.

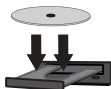


2 USRobotics has thoroughly tested this driver in conjunction with the supported hardware and has verified its compatibility with Windows XP.

3 USRobotics has thoroughly tested this driver in conjunction with the supported hardware and has verified its compatibility with Windows 2000.

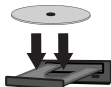
Windows Me

1. After the Add New Hardware Wizard detects the modem, insert the USRobotics Installation CD-ROM into your CD-ROM drive.
2. Select **Automatic search for a better driver (Recommended)** and click **Next**. The **U.S. Robotics V92 Fax PCI** driver will install.
3. Click **Finish** to complete the installation.



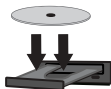
Windows 98

1. After the Add New Hardware Wizard detects the modem, insert the USRobotics Installation CD-ROM into your CD-ROM drive.
2. Click **Next**.
3. Select **Search for best driver for your device (Recommended)** and click **Next**.
4. Make sure that **CD-ROM drive** is selected and click **Next**.
5. Click **Next**. The **U.S. Robotics V92 Fax PCI** driver will install.
6. Click **Finish** to complete the installation.



Windows 95

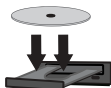
1. After the Update Device Driver Wizard or Add New Hardware Wizard detects the modem, insert the USRobotics Installation CD-ROM into your CD-ROM drive.
2. Click **Next**. The **U.S. Robotics V92 Fax PCI** driver will install.
3. If prompted, click **Finish** to complete the installation.



Windows NT

You must be logged in as an administrator in order to properly install the new modem.

1. Insert the USRobotics Installation CD-ROM into your CD-ROM drive.
2. If prompted, select your language and accept the End User License Agreement. You can close or minimize the CD-ROM window.
3. Double-click **My Computer**.
4. Right-click the icon for your CD-ROM drive and select **Open**.
5. Double-click the **WinNT4** folder.



6. Double-click **NT4Driver**.
7. In the Modem Setup window, click **Install**.
8. Click **Yes** to restart your computer and complete the installation.

Linux Users

All 2.3 and higher Linux kernels contain the USRobotics Linux modem drivers. Installation of the modem under these kernels is fully automatic provided your kernel has the Plug and Play module enabled (default).

Congratulations. You have successfully completed the installation procedure. Please register your 56K Performance Pro Modem at www.usr.com/productreg/.

Additional Software Tools (optional)

For your convenience, the USRobotics Installation CD-ROM provides additional optional software tools that complements your modem, including the following:

- **Instant Update** automatically notifies you of any available updates for your modem's firmware.
- **Internet Call Notification** enables the V.92 feature “Modem On Hold”, which suspends your Internet connection when the modem detects an inbound telephone call.⁴ For more information on using Internet Call Notification, see the *User Guide* on the USRobotics Installation CD-ROM.
- **PhoneTools** software lets you send and receive faxes.

To see the additional software tools for your modem, select **Software** on the USRobotics Installation CD-ROM.

⁴ In order to use the “Modem On Hold” feature, you must subscribe to Call Waiting service with your telephone service provider.

Troubleshooting

General

This procedure addresses a number of symptoms that you might experience with your modem:

1. Verify that the cables are connected correctly. This includes all cables connecting the telephone line, the modem, and your computer.
2. If possible, test your modem with a different phone cord and wall jack.
3. If you still have trouble with the modem, follow these steps to determine whether it was installed correctly:

Windows Vista

1. Click Windows **Start** > **Control Panel**.
2. Click **Hardware and Sound**.
3. Click **Phone and Modem Options** and then click the **Modems** tab.
You should see **U.S. Robotics V92 Fax PCI** and a COM port setting. If you do not, repeat the installation procedure on page 4.
4. On the Modems tab, select the description of your new modem and click **Properties**.
5. Click the **Diagnostics** tab and then click the **Query Modem** button.

If you see a series of commands and responses from the modem, the installation was successful.

If you do not see a series of commands and responses, the installation was not successful; repeat the installation procedure on page 4.

Windows XP

1. Click Windows **Start** > **Control Panel**.
2. Click **Phone and Modem Options** and then click the **Modems** tab.
You should see **U.S. Robotics V92 Fax PCI** and a COM port setting. If you do not see a description of your modem, repeat the installation procedure on page 4.

3. Select the description of your new modem, and click **Properties**.
4. Click the **Diagnostics** tab and then click the **Query Modem** button.
If you see a series of commands and responses from the modem, the installation was successful.
If you do not see series of commands and responses, the installation was not successful; repeat the installation procedure on page 4.

Windows 2000

1. Click Windows **Start > Settings > Control Panel**.
2. Double-click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.
Make sure that **U.S. Robotics V92 Fax PCI** is selected. If you do not see a description of your modem, repeat the installation procedure on page 5.
4. Click the **Properties** button.
5. Click the **Diagnostics** tab.
6. Click the **Query Modem** button.
If you see a series of commands and responses from the modem, the installation was successful.
If you do not see a series of commands and responses, the installation was not successful; repeat the installation procedure on page 5.

Windows Me, 98, and 95

1. Click Windows **Start > Settings > Control Panel**.
2. Double-click **Modems**.
In the **Modems Properties** tab, you should see **U.S. Robotics V92 Fax PCI**. If you do not see a description of your modem, repeat the installation procedure on page 6.
3. Click the **Diagnostics** tab. Make sure that the correct COM port (modem) is selected. By default, the 56K Performance Pro Modem uses COM port 5.
4. Click **More Info**.
If you see a series of commands and responses from the modem, the installation was successful.

If you do not see a series of commands and responses, the installation was not successful; repeat the installation procedure on page 6 or page 6.

Windows NT

1. Click Windows **Start > Programs > Accessories > HyperTerminal > HyperTerminal**.
2. Enter a name for the connection and click **OK**.
3. Click **File > Properties** and verify that **U.S. Robotics V92 Fax PCI** is selected. Click **Cancel**.
4. In the HyperTerminal window, type **AT** and press ENTER.
If **AT** is displayed in the HyperTerminal window as you type and **OK** is displayed after you press ENTER, the installation was successful.
If **AT** is not displayed as you type or **OK** is not displayed after you press ENTER, the installation was not successful; repeat the installation procedure page 6.

Linux

1. Reboot the computer and verify that a serial port (`/dev/ttySX`) is listed along with the name **U.S. Robotics V92 Fax PCI**, indicating the modem is present. Write down the serial port information for the modem (`ttySX`).
2. Log in to the system.
3. Check that the modem is communicating properly:
 - o If working in a shell environment, start a Minicom terminal session from the terminal prompt:
 - a) Launch a terminal (shell) session.
 - b) Create a symbolic link for the modem using the following commands:
cd /dev and press ENTER.
rm modem and press ENTER.
ln -s ttySX, where `ttySX` is the serial port for your modem, and press ENTER.
 - c) Type **Minicom** and press ENTER.
 - d) If the modem initializes under Minicom, type **AT** and press ENTER.

If **AT** is displayed in the Minicom window as you type and **OK** is displayed after you press **ENTER**, the installation was successful.

If **AT** is not displayed as you type and **OK** is not displayed after you press **ENTER**, the installation was not successful; repeat the installation procedure.

- o If using X Windows, use Minicom through a shell window or use the dial-up program (Kppp or equivalent).
 - a) Execute the Kppp program (or other dial-up program) from the Internet sub-menu.
 - b) Within the Kppp program, click the **Setup** button, then the **Device** tab, and then select **U.S. Robotics V92 Fax PCI** from the pull-down menu.
 - c) Click the **Modem** tab, then click the **Query Modem** button. About 15 seconds later a window should appear with I-screen information from the modem, indicating a successful installation.
If no information is displayed, the installation was not successful; repeat the installation procedure.

My computer isn't recognizing the modem.

Solution 1:

Ensure you have seated the modem completely into the PCI slot. The modem should be perpendicular to the system board and flush against the rear of the case.

Solution 2:

1. Turn off the computer.
2. Physically remove the modem from the computer.
3. Follow "Step Two: Install the Modem Hardware" using a different PCI slot inside your computer and repeat rest of the installation procedure.

My communications software does not recognize the modem.

Solution 1:

Your communications software may not function properly if any of the following are true:

- More than one version of the software is installed on your computer.
- You are using an older version of the software.
- More than one communication software package is installed on your computer.

USRobotics highly recommends using the communications software provided with your operating system.

Solution 2:

Make sure that your Windows Dial-Up Networking connection is using the correct modem.

Windows Vista

1. Click Windows **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Manage network connections**.
2. Right-click the dial-up networking connection, and select **Properties**.
3. Make sure that your new modem is selected.

Windows XP

1. Click Windows **Start** > **Control Panel**, and double-click **Network Connections**.
2. Double-click the dial-up networking connection, and select **Properties**.
3. Make sure that your new modem is selected.

Windows 2000

1. Click Windows **Start** > **Settings** > **Network and Dial-up Connections**.
2. Double-click the dial-up networking connection, and select **Properties**.
3. Make sure that your new modem is selected.

Windows Me, 98, 95 and Windows NT


1. Double-click **My Computer**.
2. Double-click **Dial-Up Networking**.
3. Right-click the dial-up networking connection, and select **Properties**.
4. Make sure that your new modem is selected.

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

Solution 1:

You may have a bad phone cord connection to the modem. Try connecting your modem to the telephone wall jack with another telephone cord.

Solution 2:

Your phone cord may be plugged in to the wrong jack. The phone cord should be plugged into the  jack on the modem and into the telephone wall jack.

Solution 3:

You may have devices between the modem and the phone jack. There should be no line splitters, fax machines, or other devices between the modem and the telephone wall jack.

Solution 4:

You may have plugged the modem's phone cord in to a digital line. Contact the department responsible for your phone system if you are unsure whether your phone line is analogue or digital.

Solution 5:

If your phone system requires an access code to access an outside line, be sure to include the code in the number that you are dialling.

Solution 6:

If your voice mail alters your dial tone when messages are waiting, restore the normal dial tone by retrieving your messages before using the modem to dial out.

My modem sounds as if it is connecting to another modem, but the connection fails.

Solution:

You may have a poor connection. Try placing the call again.

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

Solution 1:

Contact your ISP to verify that the number you are dialling supports V.90/V.92 speeds.

Solution 2:

Contact your telephone company to verify that the telephone line for your modem supports V.90/V.92 speeds.

Solution 3:

Line interference or the routing of the telephone call to your ISP may be causing a slower connection speed. Try placing the call again.

Additional Information

For regulatory and warranty information, see the *User Guide* on the USRobotics Installation CD-ROM.

For operation and configuration information, see the *User Guide* on the USRobotics Installation CD-ROM. The User Guide contains detailed information on the use and configuration of your modem.

For expanded troubleshooting and additional information:

1. See the User Guide on the USRobotics Installation CD-ROM.
2. Go to the Support section of the USRobotics Web site at www.usr.com/support/.

Many of the most common difficulties that customers experience have been addressed in the FAQ and Troubleshooting Web pages for your modem. The support pages also contain information on the latest drivers and may contain documentation updates.

3. Submit your technical support question using an online form, or contact the USRobotics Technical Support Department.

Support

You can contact the USRobotics Technical Support Department. To receive assistance, you need your serial number.

Model Number	Serial Number
5610B	



www.usr.com/emailsupport



(888) 428-9450