**3Com U.S. Robotics®**

**READ ME FIRST!**

# PCI Faxmodem
## Installation Guide
## For Windows®

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## ① Prepare for installation.

**NOTE:** Before you begin, we recommend you uninstall any other modems you have in your system. Click Windows **Start**, **Settings**, and then **Control Panels**, Double-click **Modems** to see if there are any previously installed modems on your system. Refer to your modem's documentation for instructions. If you have an older U.S. Robotics modem, see the "Uninstalling a U.S. Robotics Modem" chapter in your manual.

Write the modem's serial number in the box below. The serial number is located on the white bar code sticker on the modem and on the modem's box.

Shut down Windows. Turn off your computer and all peripherals. Unplug your computer, and remove the computer's cover.

**CAUTION:** To avoid risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged from electrical outlets.

Unscrew and remove the expansion slot cover at the back of an empty PCI expansion slot. The slot cover is located on the back of the computer and covers an opening on the computer case. The opening lines up with the slot (inside the computer), which is usually white plastic lined with metal.
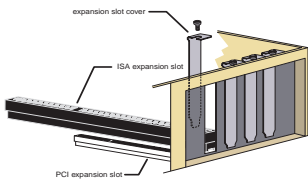
expansion slot cover

ISA expansion slot

PCI expansion slot

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## ② Insert the modem into the empty PCI expansion slot.

Insert the modem, gold edge first, into the slot. The modem will fit snugly. You may need to rock the modem back and forth firmly to properly seat it into the slot.

**NOTE:** Properly seating this modem in the slot can be difficult, because it requires more force than some other internal modems. Use firm downward pressure. When the modem is properly installed, you will **no longer see any part of the gold edge**.

The modem's metal bracket will cover the opening on the back of the computer. Secure the modem with the screw you removed in step 1. Replace the computer's cover.
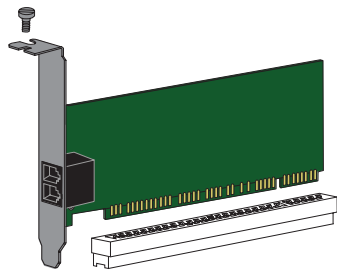
## ③ Connect the modem to an analog phone line.

Plug one end of the provided phone cord into the jack on the modem labeled and plug the other end into an analog phone wall jack.

When you are not using the modem, you can use a telephone on the modem's phone line. Plug the telephone's cord into the modem's jack labeled.

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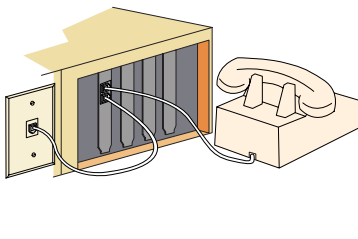
## ④ Install the modem drivers.

If you are running Windows 95 and you are unsure what version you have, right-click **My Computer**, and select **Properties**, and click **General**. Your operating system is listed under "System."

**NOTE:** If your computer does not immediately detect new hardware, shut down Windows and restart your computer. If it still does not detect new hardware, you will need to complete this step manually. Click **Start**, **Settings**, and then **Control Panels**. Double-click **Modems**, and click **Add**. Follow the onscreen instructions for a manual installation.

### If you have Windows 95 Version A:
Turn your computer on. When the "New Hardware Found" screen appears, insert your driver diskette into your 3.5-inch drive and choose
☉ Driver from disk provided by hardware manufacturer and then click OK.
Type **A:\** in the box and then click OK. If your 3.5-inch drive uses a different letter, type that letter in place of "A."

### If you have Windows 95 Version B:
Turn your computer on. When the "Update Device Driver Wizard" screen appears, insert your driver diskette into your 3.5-inch drive and insert your driver diskette into your 3.5-inch drive and click Next >.
Click Finish. When the "Insert Disk" screen appears, make sure you have the driver diskette inserted into the computer's 3.5-inch drive. Click OK. When the "Copying Files" screen appears, type **A:\** in the box and click OK.

### If you have Windows 98:
Turn your computer on. When the "Add New Hardware Wizard" screen appears, insert your driver diskette into your 3.5-inch drive and click Next >. Select **Search for the best driver for your device** and click Next >. Select **Floppy disk drives**. If the location of your 3.5-inch drive is not A:\ change it on the bottom section of this screen. Click Finish. You will be prompted to repeat this process to install the voice driver files.

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## ⑤ Verify that the modem is properly installed.

When your desktop returns, verify that your modem is properly installed. Click Start, point to Settings, and click Control Panel. Double-click the **Modems** icon. When the "Modems Properties" screen appears, you should see a description of your modem. Windows NT users will also see a COM port setting. If you have Windows 95 or 98, click the Diagnostics tab, and then click the COM port next to the description of your modem. Write down the COM port to which your modem is assigned (for example, COM1 ) in the box below.

**COM Port:** [        ]

Click More Info... . When the modem's command set appears in the box, you will have confirmation that your modem is functioning properly. If you do not see the command set, see the Troubleshooting section on the back of this Guide. Click OK then click Cancel.

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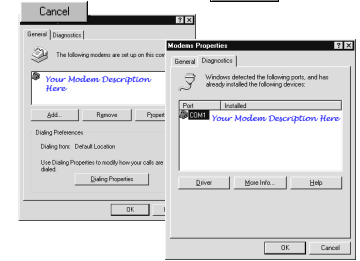
## ⑥ Install the *Connections*™ CD and register your modem.

Insert the *Connections* CD into your CD-ROM drive. The CD's installation utility should start automatically. If it does not, click Start and then click Run... . In the box, type **D:\setup.exe** and then click OK. If your CD-ROM drive uses a different letter, type that letter in place of "D."
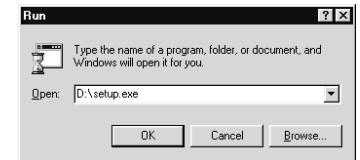
The Setup Wizard on the CD guides you through installing the *Connections* program group and registering your modem.

For instructions on how to install software from the CD, see the "Software Installation" chapter in the electronic *User's Guide & Reference* on the CD.

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**If you install the enclosed Microsoft® products (Age of Empires™, Money 99™, or Encarta 99®), they will be located in the Start menu in the Programs group. For customer support on these products, call 888 410 2291 between the hours of 9:00 am - 6:00 pm Central Standard Time.**

# Troubleshooting

## Windows® 95 Users Read This First!

1. Click Windows **Start**, point to **Settings**, and click **Control Panel**.
2. Double-click the **Modems** icon.
3. Click the **Diagnostics** tab.
4. Click the COM port that your modem is assigned to so that it is highlighted.

*If you do not see your modem on this screen, you need to exit the "Modems Properties" screen by clicking **Cancel**. Click **Start**, **Shut Down**, select the **Shut down the computer?** option, and then click **Yes**. When your computer has shut down, turn it off and unplug it from its power outlet. Uninstall the modem from the computer. If it is an external, unplug its serial cable from the computer's COM port. If it is an internal, unplug the phone line and your telephone from the modem's PHONE and TELCO jacks. Then remove the computer's case and remove the modem from its slot. Reinstall the modem using the instructions in the electronic Installation Guide on the included CD, this time using a different slot for your internal modem or a different COM port for your external modem.*

5. Click **More Info**. You should see a list of the modem's ATI commands. Click **OK** and exit all open screens.

*If the ATI commands do not appear, continue reading to troubleshoot your modem.*

### Problem: The computer or software will not recognize the modem.

**Possible solution:**
You may have an IRQ conflict. If you have an internal modem installed in an ISA slot on a Windows 95 system:
1. Right-click the **My Computer** icon on your desktop.
2. Click **Properties**.
3. Click the **Device Manager** tab.
   - If you see a yellow exclamation point over your modem, you have a resource conflict, and it is probably an IRQ conflict.
   - If you do not see a yellow exclamation point, you may still have an IRQ conflict. Continue with the next "Possible solution:" in this section. If the remaining "Possible solutions:" do not solve your problem, continue with step 4 below.
4. Click the modem's name to select it.
5. Click **Remove**.
6. You will be asked if you are sure you want to remove the device. Click **OK**.
7. When the "Confirm Device Removal" screen disappears, shut down Windows and turn off your computer.
8. Unplug the computer from its electrical outlet.
9. Remove the computer's cover, and physically remove the modem from its slot.
10. Reinstall the modem using the Installation Guide instructions. Use a different slot from the one used in the initial installation.

**Possible solution:**
If you are using an external modem, make sure the modem is plugged in and turned on. Use only the power adapter included with the modem. The CS light on the front panel should be illuminated. (An internal modem should turn on automatically when the computer is turned on.)

**Possible solution:**
You may not be entering modem commands in the proper manner. Type in all upper case (AT) or all lower case (at).

**Possible solution:**
If you are using an external modem, the COM port may not be enabled. Refer to your computer's manual for information about enabling COM ports (usually involves altering the BIOS settings, motherboard jumpers, and the operating system).

**Possible solution:**
You may be using the wrong serial cable with your external faxmodem. Make sure you are using an RS-232 modem cable. You will need to make sure you are using a 25-pin male to 25-pin female if your COM port is a 25-pin port or a 25-pin male to 9-pin female if your COM port is a 9-pin port.

### Problem: The modem won't go off hook to dial or doesn't answer the phone.

**Possible solution:**
You may have plugged your modem's phone cord into the wrong jack on the modem. Make sure the phone cord is plugged into a jack labeled with the word TELCO (marked with ⌐ on the underside of external modems).

**Possible solution:**
You might have a bad phone cord connection to your modem. The phone cord should be plugged into the TELCO jack on the modem (marked with ⌐ on externals) and the wall phone jack. The phone cord should be no longer than 12 feet in length. Use the phone cord included in your modem's box if possible.

**Possible solution:**
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 wall jack. You may have a poor line connection. Place the call again. Calls are routed differently each time. To verify a valid phone connection, enter your communication software's terminal mode and type **ATDT18472626000** and press **ENTER**. This dials the 3Com BBS.

*If you must dial a number (such as "9") to reach an outside line, type that number right after **ATDT**.*

**Possible solution:**
You may have plugged your modem's phone cord into a digital line. Plugging your modem's phone cord into a digital phone line can damage the modem. Call your phone company if you are unsure whether or not your phone line is digital.

**Possible solution:**
If you have an external modem, you may be using the wrong power adapter for your modem. Use only the power adapter that came with your modem.

**Possible solution:**
Your software may not have auto answer enabled. Enable the auto answer feature. In your communication software's terminal mode, type **ATS0=1** (ATS "zero"=1) and press **ENTER**.

*You need to enable auto answer before every session unless you alter your software's initialization string to permanently enable auto answer.*

**Possible solution:**
If you have voice mail, your dial tone may be altered because messages are waiting. Answer your voice mail to restore your normal dial tone.

### Problem: Both modems sound like they are exchanging tones, but they fail to establish a connection.

**Possible solution:**
You may have a poor line connection. Place the call again. Calls are routed differently each time. To verify a valid phone connection, enter your communication software's terminal mode and type **ATDT18472626000** and press **ENTER**. This dials the 3Com BBS.

*If you must dial a number (such as "9") to reach an outside line, type that number right after **ATDT**.*

### Problem: Your 56K modem cannot achieve a 56K Internet connection.

**Possible solution:**
V.90 supports speeds of up to 56K. Due to phone line restrictions, actual speeds will vary; this does not mean you have not achieved a V.90 connection. Our research shows that the vast majority of telephone lines in North America support V.90 connections. However, due to unusual or old telephone line configurations, some users will not be able to take full advantage of this technology. If this is the case, your 3Com modem will use its backward compatibility to negotiate a speed compatible with your phone line, such as V.34.

It is important to remember that your line conditions may change, so you may be able to make faster connections in the future. To make sure that you can use V.90 or 3Com 56K technology, perform the following tests:
1. First, make sure your modem supports V.90. You can verify that your modem supports V.90 by opening a terminal application (RapidComm™), typing **ati7**, and pressing **ENTER**. If the Options line has V.90 listed, then your modem supports V.90 and 3Com 56K technology.
2. Make sure that the number you're dialing is an actual V.90 or 3Com 56K technology server. Some ISPs may have a mixture of V.90 and non-V.90 servers. You can check this by contacting your ISP and asking them about 56K technology or V.90 availability.
3. If it is a V.90 or 3Com 56K server, you may want to try calling it a few more times. Remember, the phone company routes each call differently. For testing purposes, you may want to call into the 3Com BBS at 847 262 6000, which has V.90 servers attached to it.
4. If you are able to connect at V.90 speeds on the 3Com BBS, there may be something between you and your ISP that is preventing a V.90 connection from being negotiated. Contact your ISP and see if they have received similar reports from other customers.
5. If you do not make a V.90 connection to our BBS, your phone line might not be capable of supporting V.90 or 3Com 56K technology speeds. If you are experiencing consistent problems with V.90 connections (i.e., not making a high speed connection, abrupt disconnections, etc.), you can call 3Com Technical Support for U.S. Robotics modems at 847 262 5151.

### Problem: Your communications software fails to initialize the modem.

**Possible solution:**
Your software's port settings may be incorrect. Make sure the software's port settings match those for your modem.

*If you have an older version of RapidComm software on your system, you must uninstall it before installing the most recent version (contained on the Connections CD-ROM that comes with your new modem). Otherwise, system conflicts may hamper the RapidComm software's ability to work properly.*

**Possible solution:**
If you are using an external modem, make sure the modem is plugged in and turned on. Use only the power adapter included with the modem. The CS light on the front panel should be illuminated. (An internal modem should turn on automatically when the computer is turned on.)

**Possible solution:**
If you have a Winmodem modem, check with the software's manufacturer to determine whether or not the software is fully Windows-based. Some software runs in Windows but has DOS components. Such software will not work with a Winmodem modem.

### Problem: Plug and Play does not detect your modem. You've installed the modem and Windows has restarted, but you see only your normal desktop. You do not see any screens indicating new hardware has been detected.

**Possible solution:**
The Plug and Play installation was not successful. Try the following:
1. Click Windows **Start** and click **Shut Down**.
2. When asked if you wish to shut down your computer, click **Yes**.
3. When Windows indicates that it is safe to turn off your computer, turn it off.
4. **Wait 15 seconds** before turning the computer back on.
5. Windows may detect your modem upon this restart even if it did not detect the modem during the initial installation.
   - If you see screens indicating Windows had detected new hardware, follow the on-screen instruction to install the modem.
   - If you do not see the new hardware screens, continue with step 6.
6. Click Windows **Start**.
7. Point to **Settings**.
8. Click **Control Panel**.
9. Double-click the **System** icon.
10. Click the **Device Manager** tab on the "System Properties" screen.
11. Look for "Other Devices" or "Unknown Devices" in the list that appears:
    - If you do not see either of these options in the list, please see the "Support Resources" section below.
    - If you do see one of these options, double-click the option and continue with step 12.
12. If the description that appears matches the modem you are trying to install, click the **Remove** button. If it does not, please see the "Support Resources" section below.
13. Click **OK** when Windows asks if you want to remove the device.
14. Restart the computer and continue with the on-screen instructions. If the computer does not detect the modem after this second restart, please see the "Support Resources" section below for additional help.

## Support Resources

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

### World Wide Web
Provides the same information as the Internet on Demand listing. Log on to **www.usr.com/home/online**

### Internet on Demand
Provides automatic technical support through a library containing product information, quick reference cards, and installation help.
- To obtain an index of available documents, send a blank e-mail to **support@usr.com**.
- To have a document e-mailed to you, send the document's number as the subject.

### Internet FTP
Provides a free library containing the same files as the BBS site. FTP to **ftp.usr.com**.

### The 3Com BBS
Gives you access to customer and technical support documents and hundreds of files and tips to help simplify using your modem. To connect to the 3Com Bulletin Board System, follow these steps:
1. Start your fax/data communications software. The software settings for the BBS are:
   - ANSI terminal emulation
   - Data Bits: 8
   - Parity: None
   - Stop Bits: 1
2. Put the software in terminal mode.
3. Type **ATDT18472626000** and press **ENTER**. This dials the 3Com BBS.

*If you must dial a number (such as "9") to reach an outside line, type that number right after **ATDT**.*

If this is your first time connecting to our BBS, you will be asked to enter your name, create a password of your choice, and fill out a questionnaire.

When you are ready to leave the BBS, type **G** (for "good-bye") from the main menu.

### CompuServe
Provides resources such as file libraries, message boards, online customer support, and product announcements.
- Go to this address: **GO THREECOM**
- Address private messages to **76711,707**

### America Online
Provides resources such as file libraries, message boards, online customer support, and product announcements. In the Keyword field, type **3COM**.

### Are You Still Having Problems?

**1. Call the Dealer Who Sold You the Modem**
The dealer may be able to troubleshoot the problem over the phone or may request that you bring the modem back to the store for service.

**2. Call 3Com's Technical Support Department**
847 262 5151
8:00 - 6:00 CST M-F

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### Manufacturer's Declaration of Conformity

3Com Corporation
3800 Golf Road
Rolling Meadows, IL 60008
U.S.A.

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

**Part 15:**
Operation is subject to the following two 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 uses the following USOC jacks: RJ-11C.

**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.

**Part 68:**
This equipment complies with FCC Rules Part 68. Located on the bottom of the modem is the FCC Registration Number and Ringer Equivalence Number (REN). You must provide this information to the telephone company if requested.

The REN is used to determine the number of devices you may legally connect to your telephone line. In most areas, the sum of the REN of all devices connected to one line must not exceed five (5.0). You should contact your telephone company to determine the maximum REN for your calling area.

This equipment uses the following USOC jacks: RJ11C.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

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 jack. See installation instructions for details.

If you have an external modem:
UL Listing/CSA Certified
This information technology equipment is UL-Listed and CSA Certified for the uses described in the users guide.

If you have an internal modem:
UL Listing/CUL Listing
This information technology equipment is UL-Listed and CUL-Listed for use with UL-Listed personal computers that have installation instructions detailing user installation of card accessories.

**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 RapidComm manual 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 and uses radio frequency energy and if not installed and used properly, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. 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. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause interference to radio and television communications.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause interference to radio or television reception, which you can determine by monitoring reception when the modem is installed and when it is removed from the computer, try to correct the problem with one or more of the following measures:
- Reorient the receiving antenna (for televisions with antenna reception only) or cable input device.
- Relocate the computer with respect to the receiver.
- Relocate the computer and/or the receiver so that they are on separate branch circuits.

If necessary, consult your dealer or an experienced radio/television technician for additional suggestions. You may find the following booklet, prepared by the Federal Communications Commission, helpful:

*How to Identify and Resolve Radio-TV Interference Problems*
Stock No. 004-000-0345-4
U.S. Government Printing Office
Washington, DC 20402
In accordance with Part 15 of the FCC rules, the user is cautioned that any changes or modifications to the equipment described in this manual that are not expressly approved by 3Com could void the user's authority to operate the equipment.

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### 3Com Corporation Limited Warranty

3Com warrants this hardware product to be free from defects in workmanship and materials, under normal use and service, for the lifetime of the product from the date of purchase from 3Com or its authorized reseller. 3Com's sole obligation under this express warranty shall be, at 3Com'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, 3Com 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 3Com. Replacement products may be new or reconditioned. 3Com 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.

**YEAR 2000 WARRANTY:** In addition to the Warranty stated above, 3Com warrants that each product sold or licensed to Customer on and after January 1, 1998 that is date sensitive will continue performing properly with regard to such date data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the 3Com product, including hardware, software, and firmware, accurately exchange date data with the 3Com product, with the exception of those products identified at 3Com's Web site,

**http://www.3com.com/products/yr2000.html**

as not meeting this standard. If it appears that any product that is stated to meet this standard does not perform properly with regard to such date data and you notify 3Com before the later of April 1, 2000, or ninety (90) days after purchase of the product from 3Com or its authorized reseller, 3Com shall, at its option and expense, provide a software update which would effect the proper performance of such product, repair such product, deliver to Customer an equivalent product to replace such product, or if none of the foregoing is feasible, refund to Customer the purchase price paid for such product.

Any software update or replaced or repaired product will carry a Year 2000 Warranty for ninety (90) days after purchase or until April 1, 2000, whichever is later.

**OBTAINING WARRANTY SERVICE:** Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from 3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a Service Repair Order (SRO) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product. Return the product to:

3Com
SRO#_____
Attn. Dock 15 PCD
1800 W. Central Ave.
Mt. Prospect, IL 60056

3Com 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 3Com for repair, whether under warranty or not.

**WARRANTIES EXCLUSIVE:** IF A 3COM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT 3COM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. 3COM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

3COM SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLECT, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO OPEN, REPAIR OR MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF GOD.

**LIMITATION OF LIABILITY.** TO THE FULL EXTENT ALLOWED BY LAW, 3COM ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF 3COM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT 3COM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

**DISCLAIMER:** Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

**GOVERNING LAW:** This Limited Warranty shall be governed by the laws of the State of California, 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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**If you install the enclosed Microsoft® products (Age of Empires™, Money 99™, or Encarta 99®), they will be located in the Start menu in the Programs group. For customer support on these products, call 888 410 2291 between the hours of 9:00 am - 6:00 pm Central Standard Time.**