

3Com U.S. Robotics®

**READ
ME
FIRST!**

PCI Faxmodem Installation Guide For Windows®

For trouble
contact tec
this Guide.

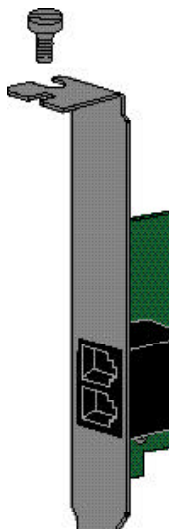
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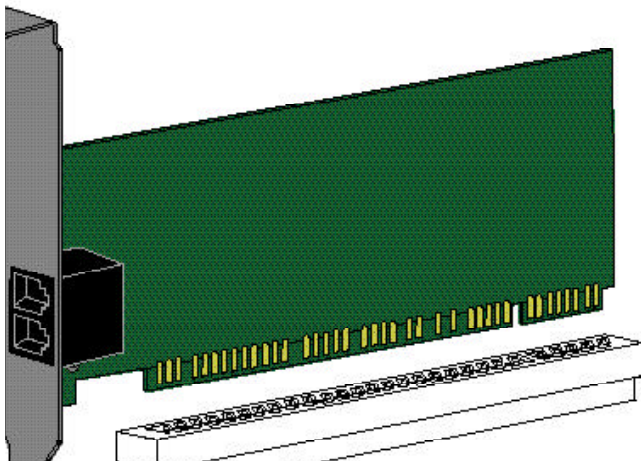
troubleshooting help or to find out how to contact technical support, see the other side of Guide.

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.



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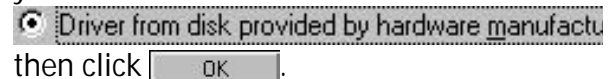

Install the modem driver


If you are running Windows 95 and you are unsure of what version you have, right-click My Computer, 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 **Settings**, and then **Control Panels**. Double-click **Modems**, and click **Add**. Follow the on-screen 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 disk into your 3.5-inch drive and choose

 then click .

Type **A:** in the box and then click . 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 Driver Wizard" screen appears, insert your drive into your 3.5-inch drive and insert your driver disk.

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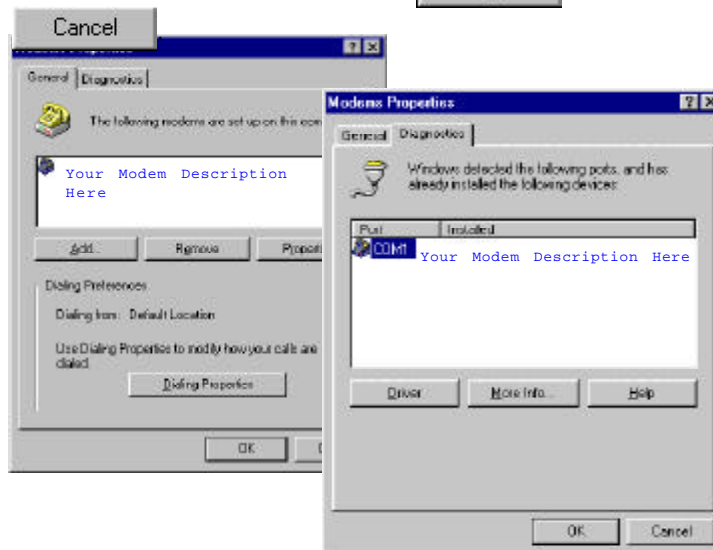
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Verify that the modem is properly installed.

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



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Prepare for installation.

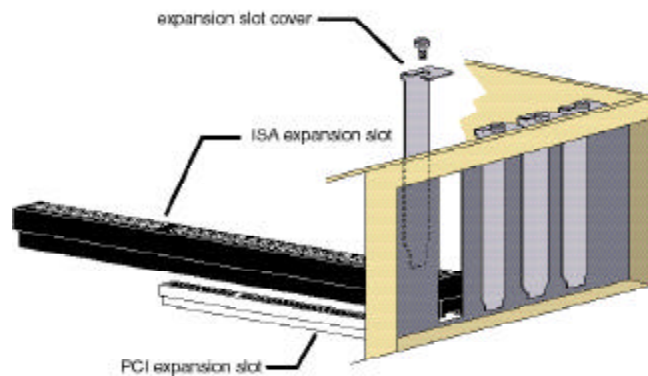
NOTE: Before you begin, we recommend you uninstall any other modems you have in your system. Click Windows **Start**, **Settings**, and then **Control Panels**. Double-click **Modems** to see if there are any previously installed modems on your system. Refer to your modem's documentation for instructions. 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.

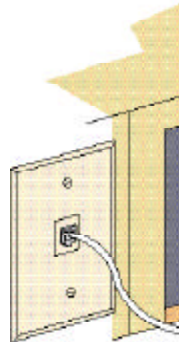


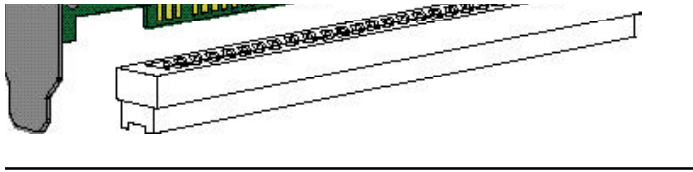
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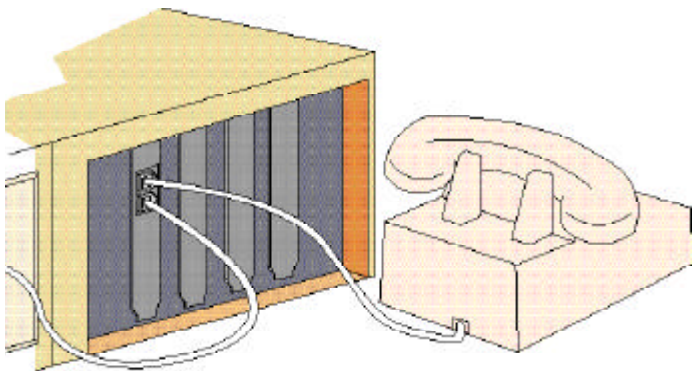





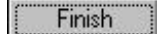
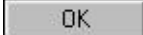

Connect the modem to an analog phone line.

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.



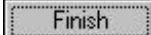
If you are not using the modem, you can use a regular phone on the modem's phone line. Plug the phone's cord into the modem's jack labeled .



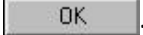
When the "Driver Wizard" screen appears, insert your drive into your 3.5-inch drive and insert your driver diskette into your 3.5-inch drive and click .

Click . When the "Insert Disk" screen appears, make sure you have the driver diskette inserted into the computer's 3.5-inch drive and click . When the "Copying Files" screen appears, type **A:** in the box and click .

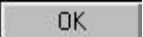
If you have Windows 98:


Turn your computer on. When the "Add New Hardware Wizard" screen appears, insert your driver diskette into your 3.5-inch drive and click . Select **Search for the best driver for your device** and click . 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 and click . You will be prompted to repeat this process for each device. Click Yes to install the voice driver files.

If you have Windows NT:

Turn your computer on. Insert your driver diskette into your 3.5-inch drive before you log in. Double-click the **Computer** icon. Double-click your **a:** drive icon. Double-click **Setup.exe**. When the "Modem Setup" screen appears, click **Install**. When you see the **Resources** tab, click the COM port that is assigned to your modem and click . When the "System Settings Change" screen appears, click Yes to restart your computer.

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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  and then click  . In the box, type **D:\setup.exe** and then click  . 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.

IMPORTANT! In accordance with the ITU-T standard for 56K transmissions, this modem is capable of receiving downloads at up to 56 Kbps and sending at up to 31.2 Kbps. Due to FCC regulations on power output, receiving speeds are limited to 53 Kbps. Actual speeds may vary. This product requires compatible analog phone line and server equipment. See www.3com.com/56k for details.

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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:

You may have plugged your modem's phone cord into a digital port. Plugging your modem's phone cord into a digital port can damage the modem. Call your phone company to verify whether or not your phone line is digital.

Possible solution :

If you have an external modem, you may be using an incorrect power adapter for your modem. Use only the power adapter supplied with your modem.

Possible solution:

Your software may not have auto answer enabled or the auto answer feature. In your communication software's initialization string, set **ATS0=1** (ATS "zero"=1) and press **ENTER** .

You need to enable auto answer before every session. Set your software's initialization string to permanently enable auto answer.

Possible solution:

If you have voice mail, your dial tone may be altered. Answer your voice mail to restore a normal dial tone.

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

Possible solution:

You may have a poor line connection. Place the modem in a different location. To verify a valid phone line, use your communication software's terminal mode and dial **ATDT18472626000** and press **ENTER** . This dial tone indicates a valid line.

If you must dial a number (such as "9") to reach a specific extension, dial that number right after ATDT .

Problem: Your 56K modem cannot achieve a 56Kbps connection.

Possible solution:

V.90 supports speeds of up to 56K. Due to phone line quality, actual speeds will vary; this does not mean you have a poor V.90 connection. Our research shows that the vast majority of telephone lines in North America support V.90 connections. Due to unusual or old telephone line configuration, your 3Com modem may not be able to take full advantage of this technology. Your 3Com modem will use its backward compatible V.42bis protocol if speed compatible with your phone line, such as V.42.

It is important to remember that your line condition affects your connection. You may be able to make faster connections if you ensure that you can use V.90 or 3Com 56K technology. Run the following tests:

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This dials the 3Com BBS.

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figurations, some users will
technology. If this is the case,
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such as V.34.

conditions may change, so
tions in the future. To make
< technology, perform the

Possible solution:

If you have a Winmodem modem, check with the software's manufac-
turer 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.

America Online

Provides resources such as file libraries,
customer support, and product announc
type **3COM**.

Are You Still Having Problems?

1. Call the Dealer Who Sold You the Mode
The dealer may be able to troubleshoot t
or may request that you bring the model
service.

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

Manufacturer's Declaration of Confor

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

declares that this product conforms to the I

Part 15:
Operation is subject to the following two co

(1) this device may not cause harmful elec

(2) this device must accept any interferenc
interference that may cause undesired

This equipment uses the following USOC ja

Caution to the User
The user is cautioned that any changes or r
approved by the party responsible for comp
authority to operate the equipment.

Part 68:
This equipment complies with FCC Rules P
of the modem is the FCC Registration Num
Number (REN). You must provide this infor
company if requested.

The REN is used to determine the number
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Support Resources



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to party lines is subject to state tariffs.

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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.

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 on and after January 1, 2000, and Customer notifies 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.

- 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**.*

you may be able to make faster connections in the future. Make sure that you can use V.90 or 3Com 56K technology. Run the following tests:

1. First, make sure your modem supports V.90. Check the Options line in the application (RapidComm™), typing **ATI7, ENTER**. If the Options line has V.90 listed, your modem supports V.90. If not, contact your ISP and ask them about V.90 availability.
2. Make sure that the number you're dialing is a 3Com 56K technology server. Some ISPs have a mixture of V.90 and non-V.90 servers. Try contacting your ISP and asking them about V.90 availability.
3. If it is a V.90 or 3Com 56K server, you may need to call a few more times. Remember, the phone number may change each call differently. For testing purposes, call into the 3Com BBS at 847 262 6000 (all servers attached to it).
4. If you are able to connect at V.90 speeds, there may be something between you and the server preventing a V.90 connection from being established. Contact your ISP and see if they have received reports from other customers.
5. If you do not make a V.90 connection to the phone line, it might not be capable of supporting 56K technology speeds. If you are experiencing problems with V.90 connections (i.e., no connection, slow speed connection, abrupt disconnection), contact 3Com Technical Support for U.S. Robot 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, you must uninstall it before installing the most recent version of the Connections CD-ROM that comes with the modem. Otherwise, system conflicts may hamper the 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.)

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most recent version (con-
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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**

This equipment may not be used on coin se
telephone company. Connection to party li

An FCC compliant telephone cord and mod
equipment, which is designed to connect to
premises wiring using a Part 68 compliant c
tion instructions for details.

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

If you have an internal modem:
UL Listing/CUL Listing
This information technology equipment is l
use with UL-Listed personal computers tha
detailing user installation of card accessori

Fax Branding

The Telephone Consumer Protection Act of
person to use a computer or other elector
machines, to send any message unless su
the margin at the top or bottom of each tra
page of the transmission, the date and tim
the business or other entity, or other indivi
and the telephone number of the sending
other entity, or individual. (The telephone n
900 number or any other number for which
distance transmission charges.)

In order to program this information into yo
RapidComm manual on the CD-ROM that sl
you are using a different communication sc
manual.

Radio and Television Interference

This equipment generates and uses radio l
installed and used properly, in strict accord
instructions, may cause interference to rad
The modem has been tested and found to
Class B computing device in accordance w
of FCC rules, which are designed to provide
against such interference in a residential in
generates, uses and can radiate radio freq
installed and used in accordance with the i
interference to radio and television commu

on coin service provided by the
to party lines is subject to state tariffs.

land and modular plug are provided with this
connect to the telephone network or
ompliant compatible jack. See installa-

ment is UL-Listed and CSA Certified for
s guide.

ipment is UL-Listed and CUL-Listed for
outers that have installation instructions
accessories.

tion Act of 1991 makes it unlawful for any
or electronic device, including fax
unless such message clearly contains in
f each transmitted page or on the first
te and time it is sent, an identification of
her individual sending the message,
; sending machine or of such business,
lephone number provided may not be a
r for which charges exceed local or long-

on into your modem, refer to the
OM that shipped with your modem. If
ication software program, refer to its

ice

ses radio frequency energy and if not
ict accordance with the manufacturer's
nce to radio and television reception.
I found to comply with the limits for a
rdance with the specifications in Part 15
to provide reasonable protection
idential installation. This equipment
radio frequency energy and, if not
with the instructions, may cause
n communications.

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

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International Sale of Goods.

