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Table of Contents

Thank you for purchasing the U.S. Robotics SureConnect™ ADSL USB Modem, Model 9000. The following instructions will walk you through the installation of the modem and the U.S. Robotics SureConnect ADSL utility. After the installation is complete, you will have installed the following items:

• U.S. Robotics SureConnect ADSL USB Modem and drivers

• U.S. Robotics SureConnect ADSL Utility

> **STOP** Before you plug the modem into the computer, you must first install the software contained on the enclosed CD-ROM.

Helpful Hint It is very important that you have your serial number written down for future reference. If you ever need to call our Technical Support department, you will need this number to receive assistance. You can find your 12-character serial number on a bar code sticker located on the bottom of the modem and also on the box.

Write your serial number in the space provided below.

Serial Number

You can also locate your serial number within the U.S. Robotics SureConnect™ ADSL utility once the modem is installed. Our Technical Support department will also need your model number, which is Model 9000, in order to provide you with the best service possible.

Installation Overview & System Requirements

What You Need to Know Before You Begin

- Who your Internet Service Provider (ISP) is

- Your User name and Password assigned by your ISP

Your ISP may provide the following values if manual configuration is required:

- VPI/VCI Values

- Encapsulation mode
  - RFC 1483 IP over ATM Bridged LLC/SNAP
  - RFC 1483 IP over ATM Bridged VCMux
  - RFC 1483 IP over ATM Routed LLC/SNAP
  - RFC 1483 IP over ATM Routed VC/Mux
  - RFC 2364 WAN-PPP over ATM LLC/SNAP
  - RFC 2364 WAN-PPP over ATM VCMux
  - RFC 2516 PPP over Ethernet LLC/SNAP
  - RFC 2516 PPP over Ethernet VCMux
  - RFC 2364 PPP over ATM LLC/SNAP
  - RFC 2364 PPP over ATM VCMux

- Modulation
  - G.dmt
  - G.lite
  - T1.413
  - Auto-Sensing

Computer Requirements
- A computer running Windows 98, 2000, Me, or XP equipped with a USB port
- 32 MB of RAM (64 MB of RAM recommended) and 10 MB of hard disk space (memory intensive applications may require more RAM)
- Pentium 200 MHz (minimum)
- A host computer that has an open Universal Serial Bus (USB) port
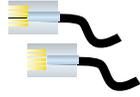
ADSL Network Requirements
ADSL service from your local telephone company, local ISP or access to an ADSL DSLAM (Digital Subscriber Line Access Multiplexer)

Power Requirements
The U.S. Robotics SureConnect ADSL USB Modem is a bus-powered device, which means a power adapter is not needed as it derives its operating power from the USB connection on your computer.

This U.S. Robotics SureConnect ADSL USB package includes the following items:

	U.S. Robotics SureConnect™ ADSL USB Modem, Model 9000
	3 ft USB cable, modem-to-computer (Type B to Type A)
	Standard 7 ft. RJ-11 telephone cable (6 ft. RJ-45 cable for Germany)
	Quick Installation Guide
	Installation CD-ROM with User Guide and drivers
	Registration Card (U.S. Resedents only)
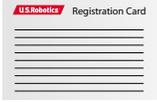
Optional Componets

	In some models there may be a microfilter(s) included in the box, or this may be supplied by your ISP. Check with your ISP to see if a microfilter is needed. If you are required to install a microfilter, the next section discusses the installation.

Step 1. Connect Microfilters (If Necessary)

If there were no microfilters included in your package and your ISP did not provide any, skip to Step 2 of these installation instructions.

If microfilters are required, install one on each telephone device (telephones, answering machines, and fax machines) that shares the same phone line (phone number) as the ADSL signal.

A microfilter is a small device used to lessen the amount of interference between ADSL signals and telephone signals. Microfilters only need to be used if the ADSL modem and a telephone device are sharing the same phone line (phone number). If microfilters are not used, background noise may be experienced on your telephone while data is being transmitted. Data transmissions may experience interruption by telephone calls if a microfilter is not used.

Connect Microfilters to Telephone Devices

To install the microfilter, plug the telephone into the microfilter, and then plug the microfilter into the telephone wall jack. Do not install a microfilter on the cable that connects your modem to the telephone wall jack.

Microfilter

Telephone wall jack
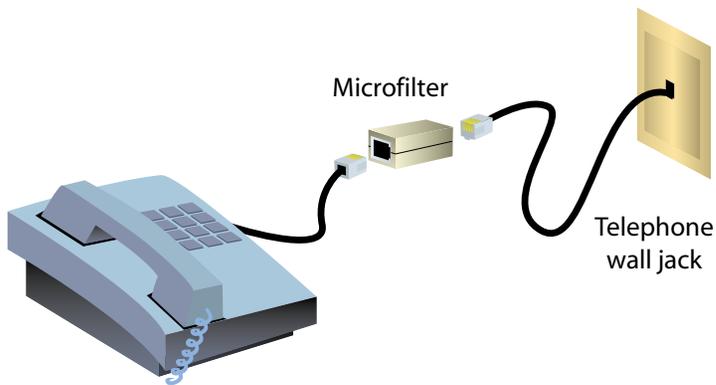
STOP Before you plug in the modem, you must first install the software. Make sure that your computer in on. You should have your operating system CD-ROM readily available.

Step 2. Insert the Installation CD-ROM

To install your new modem's software, insert the Installation CD-ROM into the CD-ROM drive of your computer. If the installation does not start automatically, go to your desktop and double-click **My Computer**, double-click the drive letter associated with your CD-ROM drive, and double-click **Setup**.

The U.S. Robotics SureConnect ADSL Modem Installer window will display; click **Next** to continue installing your ADSL USB Modem.

Read the License Agreement and click **Yes** to accept the terms. If you do not accept the terms of the agreement, click **No** and the installation will be terminated.

You will then be prompted to select a location to install the files. The default location is C:\Program Files\U.S. Robotics\SureConnect ADSL Modem. If you would like to change the default location, click the **Browse** button to select a new directory. If you accept the default location, click **Next**.

A qualification test will run to verify that your system meets the minimum requirements for installation. The **Results** screen will display those items in your configuration that passed with a green flag and the ones that failed with a red flag. If your system passed the qualification, click **Next**.

If you are notified that your system has failed the qualification test, click the **View Report** button to identify which component(s) failed. Once you have identified which component(s) failed, refer to the Troubleshooting section of this Quick Installation Guide for further instructions.

The necessary files will be copied to your system. Select your Internet Service Provider (ISP) from the list and click **Next**.

If your ISP is not listed, select the **Not Listed** option and click **Next**. You will then have to manually configure the settings to match your ISP. Refer to the Troubleshooting section of this Quick Installation Guide to assist you with the manual configuration.

Windows 2000, Me, & XP Users

Windows 2000 and Me
A Digital Signature Not Found screen may appear. Click **Yes** to continue with the rest of the installation.

Windows XP
A software installation warning will display stating that the software you are installing has not passed Windows logo testing. Click the **Continue Anyway** button.

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

Step 3. Connect the Cables

Once the files have been installed on your system, you will be prompted to plug in the telephone and USB cables.

Connect the Telephone Cable

Connect one end of the included telephone cable to the telephone port on the back of your modem labeled "ADSL" and connect the other end into the telephone jack on the wall. Click **Next**.

Connect the USB Cable

Insert the rectangular end of the included USB cable into the USB port of your computer, and the square end of the cable into the USB port of the U.S. Robotics SureConnect ADSL USB Modem. The port on the modem is labeled "USB."
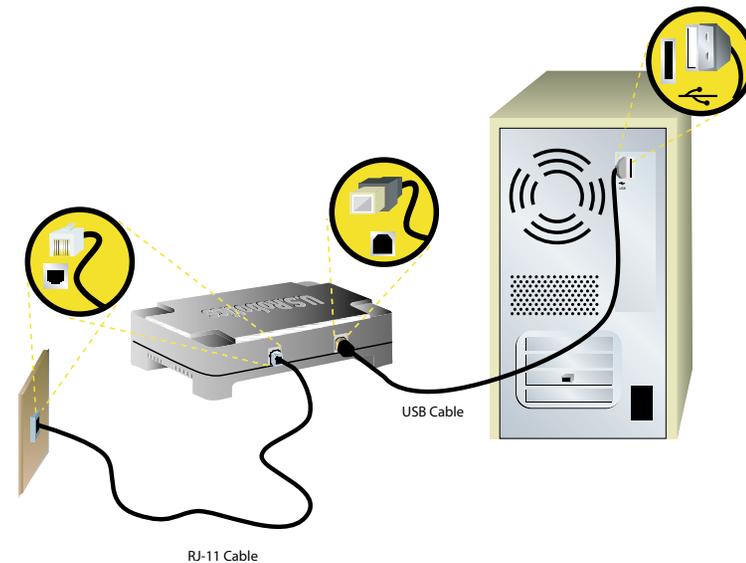
USB Cable

RJ-11 Cable

Step 4. Install the Modem and Software

Once the cables have been secured, Windows will begin installing the new hardware using the New Hardware Wizard. If the New Hardware Wizard does not display, refer to the Troubleshooting section of this Quick Installation Guide.

Windows XP Users

A Found New Hardware Wizard screen for both the Loader and the Adapter will display. Select the **Install Software Automatically** option and click **Next**.

Windows 2000, Me, & XP Users

Windows 2000 and Me
A Digital Signature Not Found screen may appear. Click **Yes** to continue with the rest of the installation.

Windows XP
A software installation warning will display stating that the software you are installing has not passed Windows logo testing. Click the **Continue Anyway** button.

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

Windows 2000 and XP Users

A screen will confirm when each device has been installed. Click **Finish** to continue to install the software required to operate the modem.

Step 5. Restart Your Computer

You will then be prompted to restart your computer. Select **Yes, I want to restart my computer now**, and click **Finish**.

After your computer restarts, you will be notified that the U.S. Robotics SureConnect ADSL USB Modem has been installed. Click **Next** to begin installing the U.S. Robotics SureConnect ADSL utility.

Setup will begin to install the U.S. Robotics SureConnect ADSL utility. This utility will help monitor the status of your modem as well as the connection.

Step 6. Install Software from ISP

If your ISP gave you software to install, do so at this time. Be sure to read and follow all of the installation instructions provided. Once the software is installed, you must establish a dial-up connection in order to access the Internet.

Step 7. Establish a Dial-up Connection

Double-click the dial-up networking icon that has just been created. It will be located on your desktop. If the networking icon is not available on your desktop follow the instructions below for your operating system.

Windows 2000	Click **Start**, select **Settings**, and then double-click **Network and Dial-up Connections**.
Windows 98 and Windows Me	Double-click **My Computer** and then double-click **Dial Up Networking.**
Windows XP	Click **Start**, click **Control Panel**, and then double-click **Network Connections**.

1. Look for your ISP's dial-up connection icon and double-click it.

2. In the **Dial-up Connection** screen, enter your **User name** and **Password**. Your ISP should have supplied your User name and Password to you. The **Save Password** option remembers your Password so you won't have to enter it every time you initiate your dial-up connection.

The characters in the **Dial** text field are the VPI/VCI values. The VPI/VCI values will automatically display and you should not need to change them unless instructed to do so by your ISP.

3. Click the **Dial** button to initiate your connection.

Congratulations! The installation of the U.S. Robotics SureConnect ADSL USB Modem is complete. Remove the CD-ROM from the CD-ROM drive of your computer and test your connection. You can test your connection by registering your modem. Click **Yes** to register your modem, and you will be brought to the U.S. Robotics Web site.

If the Registration screen does not display, go to the Troubleshooting section of this Quick Installation Guide and review the Troubleshooting Checklist.

U.S. Robotics SureConnect ADSL Utility

The U.S. Robotics SureConnect ADSL utility displays information regarding the ADSL connection and will assist in troubleshooting if there is a problem with the modem or the connection.

To display the U.S. Robotics SureConnect ADSL utility, click the U.S. Robotics SureConnect ADSL utility icon located on the Task Bar in the lower, right-hand corner of your screen.

Run A Test

To run a test on the modem, open the U.S. Robotics SureConnect ADSL utility and go to the **Test** tab. Click the **Test** button and the utility will verify the status of the modem. It will also verify the connection to the telephone company and to the Internet. If one of these tests fails, follow the on-screen instructions to help identify and solve the problem.

More information about the U.S. Robotics SureConnect ADSL utility is available by clicking the **Help** button located within the utility as well as in the User Guide located on the included CD-ROM.
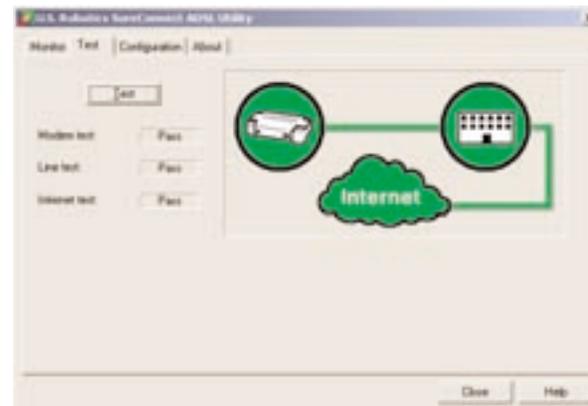
Troubleshooting

Troubleshooting Checklist

To help diagnose the problem, use the checklist below to help troubleshoot.

❏ Confirm that you have secured the telephone cable to the telephone wall jack and to the modem.

❏ Confirm that you have secured the USB cable to the USB port on the computer and to the modem.

❏ Have you contacted your Internet Service Provider to order ADSL service to your home? If you have yet to contact your ISP, you must do so as the modem will be inoperable without acquiring proper service from an ISP.

❏ Verify that you are installing your ADSL equipment AFTER the "Service Completion Date" given to you when you ordered your ADSL Internet Service. If you have yet to contact your ISP, you must do so as the modem will be inoperable without acquiring proper service from an ISP.

❏ Confirm you do not have a microfilter connected to the same telephone cable that your ADSL modem is connected to. If you do, remove it.

❏ Are your VPI/VCI, Encapsulation Mode, and Modulation correct for your ISP? If your ISP was not listed in the choices during the installation or if you selected the wrong ISP, you may need to manually configure your modem. Go to the instructions located in the Manual Configuration section of this Quick Installation Guide.

❏ If you were given software by your ISP to install, you need to install it.

❏ If your ISP did not give you any software, you will need to connect using the dial-up connection on the desktop.

❏ Run a test using the U.S. Robotics SureConnect ADSL utility to identify any possible problems. For more information about how to run a test refer to the U.S. Robotics SureConnect section of this Quick Installation Guide.

Status LEDs

The U.S. Robotics SureConnect ADSL USB Modem contains three LEDs on the front of the modem. The first from the left is the "PWR" LED, the second is the data transfer "USB" LED, and the third is the "ADSL" LED. The operational status of the modem is indicated by the LED conditions listed below.

LED	Status	Description
PWR	On Green	Indicates that power is detected from the host computer (USB bus).
	Off Green	No power is detected or the modem is not installed.
USB	Flashing Green	Data traffic is flowing.
	Off Green	No data traffic is flowing through the USB link.
ADSL	On Green	Indicates that a DSL link has been established.
	Flashing Green	Indicates that a DSL link is being negotiated.
	Off Green	The DSL link has failed.

Manual Configuration

In order to manually configure your U.S. Robotics SureConnect ADSL USB Modem either during installation or after installation you need to contact your ISP to obtain the following information:

• VPI/VCI Values
• Encapsulation mode
  – RFC 1483 IP over ATM Bridged LLC/SNAP
  – RFC 1483 IP over ATM Bridged VCMux
  – RFC 1483 IP over ATM Routed LLC/SNAP
  – RFC 1483 IP over ATM Routed VC/Mux
  – RFC 2364 WAN-PPP over ATM LLC/SNAP
  – RFC 2364 WAN-PPP over ATM VCMux
  – RFC 2516 PPP over Ethernet LLC/SNAP
  – RFC 2516 PPP over Ethernet VCMux
  – RFC 2364 PPP over ATM LLC/SNAP
  – RFC 2364 PPP over ATM VCMux
• Modulation
  – G.dmt
  – G.lite
  – T1.413
  – Auto-Sensing

You can confirm your VPI/VCI settings with your ISP by going to the **Configuration** tab of the U.S. Robotics SureConnect ADSL utility.

During the Installation

If your ISP is not listed, select the **Not Listed** option and click **Next**.

- The Manual Configuration screen displays, which will allow you to set the ISP's VPI/VCI settings, Encapsulation Mode, and Modulation.

- Once you have entered the correct settings, click **Next**.

A screen will display the settings you entered. If the settings are correct click **Next**. If they are still incorrect, click the **Modify Settings** button to return to the Manual Configuration screen.


After the Installation

If you have already installed your modem and find that you need to alter the Internet Service Provider settings, you will need to modify your installation.

Windows 98, 2000, and Me

1. Click the **Start** button, select **Settings,** and then click **Control Panel**.

2. From the Control Panel, double-click **Add/Remove Programs**.

3. The Add/Remove Programs screen will display all the programs you currently have installed. Locate and select the **U.S. Robotics SureConnect ADSL Modem**.

4. Click the **Add/Remove** button. In Windows 2000 click the **Change/Remove** button.

5. The Modify, Reinstall or Uninstall screen will display. Click the **Modify** option and then click **Next**.
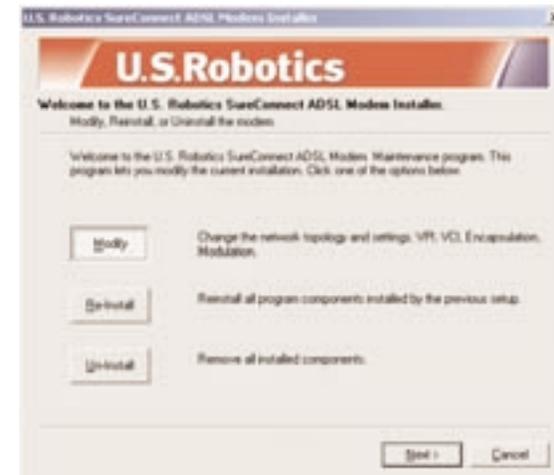
6. You will return to the Internet Service Provider Selection screen. Select one of the listed ISPs or choose the **Not Listed** option to manually configure your ISP's settings. Follow the on-screen instructions to complete the modification of the ISP settings.

Windows XP

1. Click the **Start** button and then click **Control Panel**.

2. From the Control Panel, double-click **Add/Remove Programs**.

3. The Add/Remove Programs screen will display all the programs you currently have installed. Locate and select the **U.S. Robotics SureConnect ADSL Modem**.

4. Click the **Change/Remove** button.

5. The Modify, Reinstall or Uninstall screen will display. Click the **Modify** option and then click **Next**.

6. You will return to the Internet Service Provider Selection screen. Select one of the listed ISPs or choose the **Not Listed** option to manually configure your ISP's settings. Follow the on-screen instructions to complete the modification of the ISP settings.

Troubleshooting Tips

My computer failed the system qualification test.

The setup verifies that your computer has the minimum system requirements for several resources including hard drive space, RAM, operating system level, and processor speed.

If any of these resources are under the required value, the Results screen will identify which resources did not meet the requirement.

In a case of a resource being under the required value, update your computer to the recommended resource level.

When I plugged in my modem the New Hardware Wizard did not display.

- Review the Troubleshooting Checklist at the beginning of this section.
- If a second USB port is available on your computer, try connecting the USB cable into that USB port.
- If the USB device is not recognized, check the computer manufacturer's documentation.
- If applicable, confirm that the USB cable is plugged into a powered USB port. Powered USB ports are normally located directly on the back panel of the computer and not on the keyboard.

I ran a test using the U.S. Robotics SureConnect ADSL utility and the Modem test failed.

The Modem test will fail if the computer is unable to communicate with the modem or if the modem does not successfully complete the self-test. Take the following steps to ensure your computer can communicate with the modem:

- Confirm that the USB cable is securely attached to a USB port on the computer and to the USB port on the modem.
- Unplug the USB cable from your modem and then plug it in again.
- Plug the USB cable into another available USB port on the computer, as the current port may not be a powered USB port.
- Uninstall and reinstall the device drivers. Refer to the instructions for uninstalling the modem located in the Troubleshooting Tips section this Quick Installation Guide.
- If the Modem test still fails, contact your ISP to verify the operational status of the modem.

I ran a test using the U.S. Robotics SureConnect ADSL utility and the Line test failed.

Either the modem is unable to communicate with the telephone company or the router located at the central office of the telephone company is unable to communicate with the ISP.   In technical terms, the modem was not able to confirm a physical connection to the Digital Subscriber Line Access Multiplexer (DSLAM) located in the telephone company's central office or the DSLAM is receiving data but the router is unable to forward it.

- Confirm that the telephone cable is securely plugged into the modem and to an active telephone wall jack.
- If there is a microfilter on the same telephone cable that the modem is attached to, remove it.
- Reset the telephone line by unplugging all devices that share that phone number from their respective telephone wall jacks. Once they are all unplugged, plug them back in.
- Contact the telephone company and have them inspect the external telephone wiring.

I ran a test using the U.S. Robotics SureConnect ADSL utility, and the Internet Connection Test failed.

The modem was able to connect to the telephone company but was unable to reach the Internet Service Provider (ISP). There may be a problem connecting to the Domain Name Service (DNS) maintained by the Internet Service Provider. Try disconnecting the dial-up connection and dialing it again. If the test still fails, call your ISP for assistance.

The installation failed – How to uninstall the modem.

You will need to uninstall the failed installation.

- Click **Windows Start**, select **Settings** and click **Control Panel**.
- Click **Add/Remove Programs**.
- Locate and select the U.S. Robotics ADSL USB Modem. You may have to scroll down to locate this program.
- Click **Add/Remove** or **Change/Remove** in Windows 2000.

- When the setup is launched, click **Uninstall** and select **Yes** if asked to confirm the uninstall.

- Unplug the USB cable when the drivers are completely removed. Then try to reinstall the modem.

When I complete my installation the Test tab of the U.S. Robotics SureConnect ADSL utility displays and I can't surf the Internet.

Click the **Test** button in the Test tab to initiate a test on the modem. The cause of the failure will be identified in the lower half of the screen.

While trying to surf the Internet, I received a "Page Not Found" or similar error.

Your computer may not have acquired an IP address from your provider's DHCP server when you established the dial-up connection. Disconnect your dial-up connection, and then reconnect it to force a new request.

The drivers are installed, the PWR LED is on, the phone line is connected, but the ADSL LED is off or keeps flashing.

- Review the Troubleshooting Checklist at the beginning of this section.

- Unplug the USB cable from the modem for two to three minutes, but leave the phone line connected. Plug the USB cable back into the modem. This should cause the modem to reconnect.

- Open up the U.S. Robotics SureConnect ADSL utility by clicking the icon on the Task Bar. Go to the Monitor tab and press the **Reset** button once. The modem will re-establish the connection; this may take a moment.

- Open up the U.S. Robotics SureConnect ADSL utility by clicking the icon on the Task Bar. Go to the Test tab and run a test on the modem in order to identify the cause of failure.

- Call the ISP.

I can't connect to the Internet.

- Review the Troubleshooting Checklist at the beginning of this section.

- Open up the U.S. Robotics SureConnect ADSL utility by clicking the icon on the Task Bar. Go to the Test tab and run a test on the modem in order to identify the cause of failure.

- Call your ISP's help desk for further information on Internet Service Provider connection and registration.

Technical Support

- Go to the Support section of the U.S. Robotics Web site at **www.usr.com/support**. Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product.

- If you can't connect to the Internet, contact your ISP for assistance.

- If your ISP is unable to help you and you still can't connect to the Internet, call the U.S. Robotics Technical Support Department. Technical questions about U.S. Robotics products can be answered by technical support specialists. Refer to the User Guide located in the Manuals folder on the Installation CD-ROM to obtain the telephone number for the Technical Support Department in your area.

For current support contact information, go to the following Web site: **http://www.usr.com/support**

Regulatory Information

Manufacturer's Declarations of Conformity

FCC Declaration of Conformity

We declare under our sole responsibility that the U.S. Robotics SureConnect ADSL USB Modem to which this declaration relates, is in conformity with the following standards or other normative documents:

ANSI C63.4-1992 Methods of measurement

Federal Communications Commission 47 CFR Part 15, subpart B

1) 15.107 (e) Class B Conducted Limits

2) 15.109 (g) Class B Radiated Emissions Limits

FCC Class B Statement
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

this device may not cause harmful electromagnetic interference, and

this device must accept any interference received including interference that may cause undesired operations.

Radio and Television Interference
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and, if not installed and used in accordance with the instructions, may cause interference to radio communi-cations. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna or cable input device.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

The user may find the following information prepared by the Federal Communications Commission helpful:

Telephone Interference Bulletin.
This document is available on the Internet through the FCC Consumer Information Bureau Home Page at http://www.fcc.gov/cib. Under Consumer Information Directory→Telephone→Miscellaneous Telephone Information, select Interference to Telephones.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

In order to maintain compliance with the limits of a Class B digital device, US Robotics requires that you use a quality interface cable when connecting to this device. Suggested cable type is 90-ohm USB cable for the USB port, and standard telephone cable for the RJ-11 port, 26AWG.

UL Listing/C-UL Listing
This information technology equipment is UL Listed and C-UL Listed for both the US and Canadian markets respectively.

FCC Part 68 Registration
This equipment complies with Part 68 of the FCC rules. This unit bears a label, which contains the FCC registration number and ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

This equipment uses the following standard jack types for network connection: RJ11-6.

This equipment contains an FCC compliant modular jack. It is designed to be connected to the telephone network or premises wiring using compatible modular plugs and cabling which comply with the requirements of FCC Part 68 rules.

In the unlikely event that this equipment causes harm to the telephone network, the telephone company can temporarily disconnect your service. The telephone company will try to warn you in advance of any such disconnection, but if advance notice isn't practical, it may disconnect the service first and notify you as soon as possible afterwards. In the event such as disconnection is deemed necessary, you will be advised of your right to file a complaint with the FCC.

From time to time, the telephone company may make changes in its facilities, equipment, or operations, which could affect the operation of this equipment. If this occurs, the telephone company is required to provide you with advance notices so you can make the modifications necessary to maintain uninterrupted service.

If you experience difficulties, check your connection and software configurations.

There are no user repairs that can be done on the unit.

For Canadian Modem Users
Utilisateurs de modems au Canada
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.

Le présent appareil numérique n'émet pas de bruits radio-électriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dens le Règlement sur le brouillage radioélectrique édicté par l'Industrie. NMB-003

AVIS : Le nombre équivalent de sonneries (REN) affecté à chaque terminal indique le nombre maximal de terminaux qui peuvent être branchés à une interface télé-phonique. L'équipement terminal d'une interface peut comporter toute combinaison d'appareils, à la condition unique que le nombre équivalent total des sonneries de tous les appareils ne dépasse pas 5. Le nombre équivalent des sonneries se trouve sur la base du modem.

AVIS : L'étiquette d'Industrie Canada (IC) permet d'identifier le matériel homologué. Cette homologation signifie que le matériel est conforme à certaines normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents qui portent sur les exigences techniques relatives à l'équipement terminal. Cependant, le Ministère ne garantit pas que l'appareil 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 selon une méthode de raccordement autorisée. Dans certains cas, le câblage intérieur de la compagnie étant associé à une ligne individuelle, le service individuel peut être étendu au moyen d'un connecteur certifié (rallonge téléphonique). L'abonné ne doit pas oublier que la conformité aux conditions

susmentionnées n'empêchera peut-être pas la dégradation du service dans certains cas. À l'heure actuelle, les compagnies de téléphone n'autorisent pas les utilisateurs à raccorder leur appareil au jack sauf dans des circonstances précises énoncées dans les contrats et tarifs de ces compagnies.

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 d'un mauvais fonctionnement de l'appareil.

AVIS : 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 ci-dessus 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 mauvais fonctonnement.Canadian Modem Users, your warranty and repair centre is:

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

CE Declaration of Conformity
We, U.S. Robotics Corporation of 935 National Parkway, Schaumburg, Illinois, 60173-5157, USA, declare under our sole responsibility that the U.S. Robotics SureConnect ADSL USB Modem, to which this declaration relates, is in conformity with the following standards and/or other normative documents.

EN 60950: 1992 Incl Amdt 1-4
EN 55022: 1998
EN 55024: 1998

We hereby declare that the above named product is in conformity with 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.

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Product Specifications for ADSL USB Modem:
Standard Conformance

Basic ADSL: ANSI T1.413 Issue 2 (full rate ADSL), ITU G.992.1 (G.dmt), ITU G.992.2 (G.lite), and G.994.1 (G.hs)

Transport Protocols: RFC 1483 (IP/ATM) Now known as RFC 2684, RFC 2364 (PPP/ATM), and RFC 2516 (PPP/Ethernet)

ATM Attributes: ATM Transmission Convergence, ATM Framing (with traffic shaping), ATM SAR/AAL5, ATM Forum UNI3.1 signaling, ATM UBR Service Class

ADSL Service
Service Type: Full rate Discrete Multi-Tone ADSL (G.dmt), and Splitterless ADSL (G.lite)

Data Rate: G.dmt: 8Mbps (downstream), 800 Kbps (upstream) G.lite: 1.5Mbps (downstream), 512Kbps (upstream)

Media Type: Simultaneous data/voice (can coexist with HPNA)

Service Provider: Digital Subscriber Line Access Multiplexer (DSLAM)

Media Connection: USB cable connection to computer-90-ohm shielded USB cable, max length 5 m (16ft) RJ-11 phone wire connection to ADSL provider

Computer Requirements

Host Interface: USB Specification 1.1 or up

System Requirements:
A computer running Windows 98, Me, 2000 or XP, 32 MB of RAM (64 MB of RAM recommended) and 10 MB of hard disk space (memory extensive applications may require more RAM) and Pentium 200 MHz (minimum)

Physical Characteristics
Port: Upstream: 1 USB Type B, USB spec. 1.1 differential and bi-directional, 12 Mbps (high-speed device)

Downstream: RJ-11 Phone wire connection to ADSL service provider

LEDs: PWR (Power), USB and ADSL

Dimensions: Width = 7.1 in., Depth = 4.3 in., Height = 1.7 in.

Weight: 7.6 oz

Input: +5VDC, 500mA (maximum) (bus powered from USB host controller or hub)

Power
Consumption: 2.5 watt maximum (bus powered/USB powered)

Environmental
Operating Temperature: 0 to 50 degrees Celsius

Non-Operating Storage Temperature: -20 to 70 degrees Celsius

Operating Humidity: 0% to 95% non-condensing

Non-Operating Humidity: 0% to 95% non-condensing

U.S. Robotics Corporation Limited Warranty

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' sole obligation under this express warranty shall be, at U.S. Robotics 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.

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expense, not later than thirty (30) days after U.S. Robotics receives the defective product. Return the product to:

In The United States:
USR-Walnut
528 Spanish Lane
Walnut, CA 91789

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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.
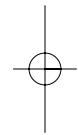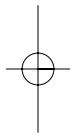
U.S.Robotics

SureConnect ™

ADSL USB Modem

Quick Installation Guide

Windows Installation Guide

Model #9000