



**Wireless Access PC Card and PCI Adapter**  
**Windows 95, 98, Me, NT, 2000, and XP**

**Companion Reference Guide**



## Wireless Access PCI Adapter Installation

**Note:** For the most recent installation information, refer to the product Web site at <http://www.usr.com/support>. You can also refer to the User Guide on the Installation CD-ROM for more detailed information.

### Software Installation

#### Step One: Prepare for installation

Turn on your desktop computer. Type your password if you are prompted to do so.

**Note:** It is important that you have your serial number written down before you install the Wireless Access PCI Adapter. If you ever need to call our Technical Support department, you will need this number to receive assistance.



**Note:** Be sure to find out what letter your CD-ROM drive uses before you begin installing your new product. You will need to know this to properly install your software.

#### Step Two: Install your software

**Note:** You will need to install this software on all of the PCs or laptops you plan to wirelessly network together.

Insert your Installation CD-ROM into your CD-ROM drive. In the Choose Setup Language window, select your preferred language and click **OK**.

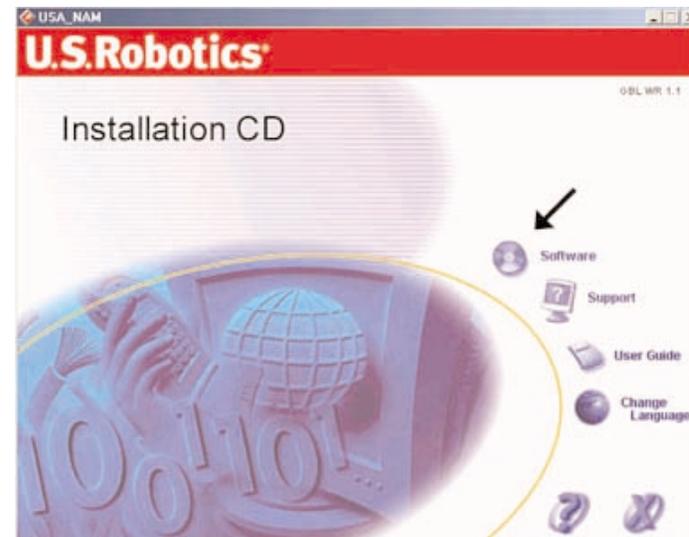


**Note:** If your CD-ROM does not automatically launch, click Windows **Start**, **Run**, and type **D:\setup** (or the appropriate letter of your CD-ROM drive) and click **OK**.

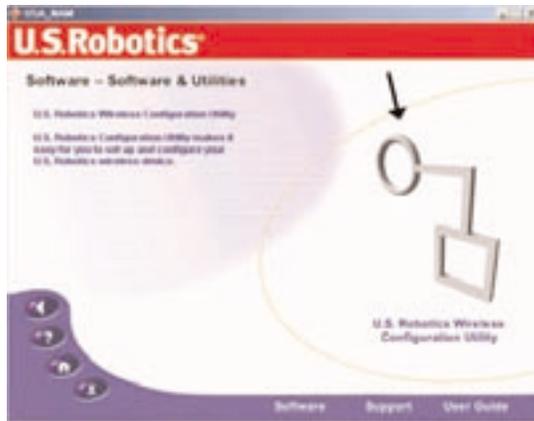
Some files will be copied to your system, and then you will be asked to read the license agreement. Read the agreement and click **Yes**.



The Installation CD-ROM Graphic User Interface (GUI) will appear on your screen. Click **Software**.



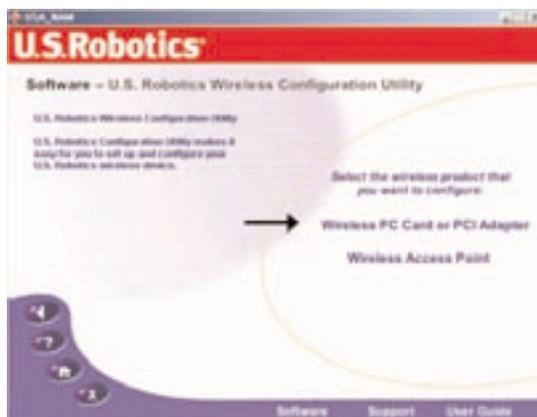
Click the icon for the U.S. Robotics Wireless Configuration Utility. Click **Wireless PC Card or PCI Adapter**.



Follow the on-screen instructions and wait for the files to be copied to your hard drive. A window will appear showing you the files that have loaded onto your system. Close this window. The program window with the Configuration Utility icons will appear. Close this window.

Your software setup is complete. Click **OK**, and prepare to install your hardware. Do not remove the U.S. Robotics Installation CD-ROM from your CD-ROM drive. Shut down your computer.

The Configuration Utility is used to change or verify the configuration information that relates to your Wireless Access PC Card or PCI Adapter. The Configuration Utility icon will also be colored to indicate the status of your wireless network: red for disconnected, yellow for connected with poor quality, and green for connected with good quality.



## Hardware and Driver Installation

### Step One: Prepare for installation

Unplug your computer and remove the computer's cover.

### Step Two: Connect the Wireless Access PCI Adapter to your computer

Locate an available PCI slot and insert the Wireless Access PCI Adapter. PCI slots are typically white plastic lined with metal and are 3.5 inches long. Use the slot cover screw to secure the Wireless Access PCI Adapter.

**Note:** It can be tricky getting the Wireless Access PCI Adapter into the PCI slot. Use firm pressure to seat the Wireless Access PCI Adapter properly.

Some computers require you to remove the PC Card from the Wireless Access PCI Adapter before you insert the Wireless Access PCI Adapter into the PCI slot. If necessary, pull the PC Card out of the Wireless Access PCI Adapter and set it aside. Insert the Wireless Access PCI Adapter into the PCI slot, pressing firmly to seat it properly. Then slide the PC Card through the slot and into the Wireless Access PCI Adapter. Inserting the PC Card into the Wireless Access PCI Adapter in this manner can be awkward, so take your time.

**Note:** If you experience any problems installing the Wireless Access PCI Adapter, try installing it in a different PCI slot.

### Step Three: Install your drivers

Replace your computer's cover and turn on your desktop computer. You may get a window saying the Configuration Agent couldn't connect to the Network Agent. If you do get this window, click **OK**. When Windows detects the new hardware, click **Next**.



If Windows does not automatically begin searching for the correct drivers, select **Search for the best driver for your device (Recommended)** and click **Next**.



Select **Specify a location**. Type **D:\drivers** (or the appropriate letter of your CD-ROM drive instead of "D") and click **Next**.



Click **Next** again.\*

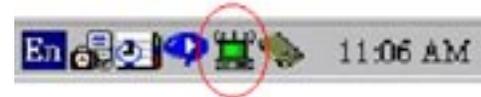
\*A Digital Signature Not Found window may appear. Click **Yes**. Windows Me and 2000 will verify that your network device is properly installed.

**Note:** If you are prompted at any time for your Windows CD-ROM, remove the U.S. Robotics Installation CD-ROM and insert your Windows CD-ROM into the CD-ROM drive. When all of the files are copied, remove the Windows CD-ROM, and reinsert the U.S. Robotics Installation CD-ROM.



When you see the U.S. Robotics Wireless Access PCI Adapter window, click **OK**. This will install the default settings. Wait for the files to be copied. If you do not receive any prompts to insert your Windows CD-ROM, simply click **Finish**.

**Congratulations!** You have finished installing your hardware and your drivers! Reboot your machine and you will now see a small icon for the Configuration Utility in the system tray by your clock.



The Configuration Utility is used to change or verify the configuration information that relates to your Wireless Access PC Card or PCI Adapter. The Configuration Utility icon will be colored to indicate the status of your wireless network: red for disconnected, yellow for connected with poor quality, and green for connected with good quality.

**Note:** Each Wireless Access PC Card or PCI Adapter you want to connect to the wireless network must be on the same channel. Access the Configuration Utility to verify and, if necessary, change the selected channel.

You must now configure each computer that has a Wireless Access PC Card or PCI Adapter in order to share Internet connectivity, files, and a printer. Refer to the "Enabling File and Print Sharing" and the "Enabling Internet Sharing" sections of this guide or refer to the User Guide on the Installation CD-ROM for this information.

**802.11b AdHoc** mode is used for peer-to-peer network configurations. **Infrastructure** mode is used to add a Wireless Access Point to the wireless network configuration. Each Wireless Access PC Card or PCI Adapter in the wireless network must have the correct mode selected within the Configuration Utility. The Wireless Access PC Cards and PCI Adapters are set to **802.11b AdHoc** by default.

## Wireless Access PC Card Installation

**Note:** For the most recent Installation information, refer to the product Web site at <http://www.usr.com/support>. You can also refer to the User Guide on the Installation CD-ROM for more detailed information.

### Software Installation

#### Step One: Prepare for installation

Turn on your laptop computer. Type your password if you are prompted to do so.

**Note:** It is important that you have your serial number written down before you install the Wireless Access PC Card. If you ever need to call our Technical Support department, you will need this number to receive assistance.



**Note:** Be sure to find out what letter your CD-ROM drive uses before you begin installing your new product. You will need to know this to properly install your software.

#### Step Two: Install your software

**Note:** You will need to install this software on all of the PCs or laptops you plan to network together.

Insert your Installation CD-ROM into your CD-ROM drive. In the Choose Setup Language window, select your preferred language and click **OK**.

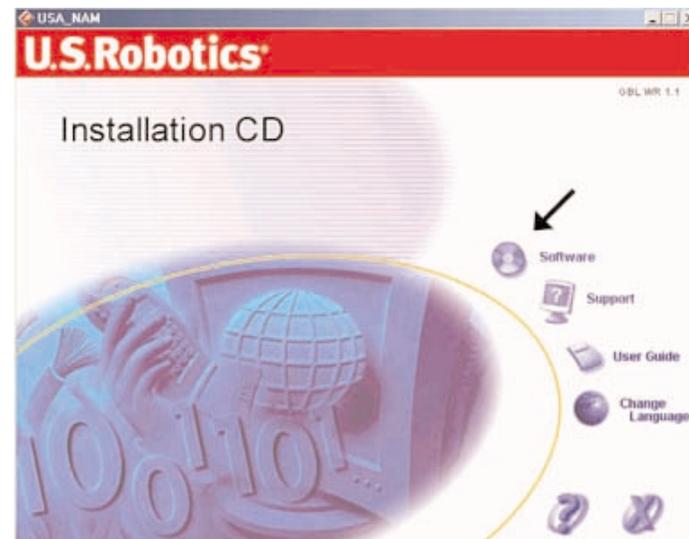


**Note:** If your CD-ROM does not automatically launch, click Windows **Start, Run**, and type **D:\** (or the appropriate letter of your CD-ROM drive) and click **OK**.

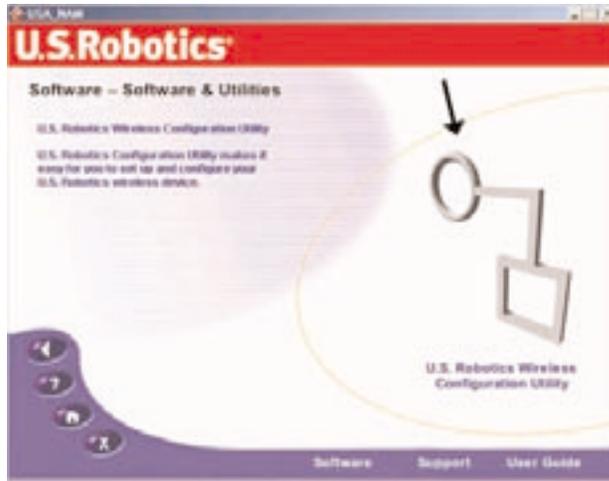
Some files will be copied to your system, and then you will be asked to read the license agreement. Read the agreement and click **Yes**.



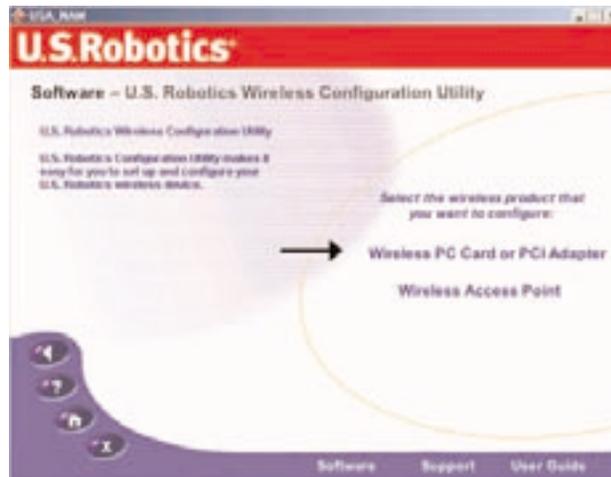
The Installation CD-ROM Graphic User Interface (GUI) will appear on your screen. Click **Software**.



Click the icon for the U.S. Robotics Wireless Configuration Utility. Click **Wireless PC Card or PCI Adapter**.



Follow the on-screen instructions and wait for some files to be copied to your hard drive. A window will appear showing you the files that have loaded onto your system. Close this window. The program window with the Configuration Utility icons will appear. Close this window.



Your software setup is complete. Click **OK**, and get ready to install your hardware. Do not remove the Installation CD-ROM from your CD-ROM drive.

## Hardware and Driver Installation

### Step One: Insert the Wireless Access PC Card into your computer

Locate an available PCMCIA slot and fully insert the Wireless Access PC Card. PCMCIA slots are typically on the side of laptops. You should hear a beep when the Wireless Access PC Card is fully inserted.

### Step Two: Install your drivers

When Windows detects the new hardware, click **Next**.



If Windows does not automatically begin searching for the correct drivers, select **Search for the best driver for your device (Recommended)** and click **Next**.



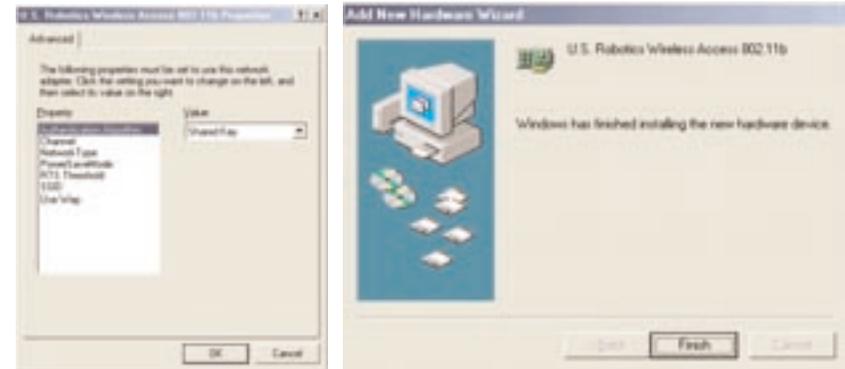
Select **Specify a location**. Type **D:\drivers** (or the appropriate letter of your CD-ROM drive instead of "D") and click **Next**.



Click **Next** again.\*

\*A Digital Signature Not Found window may appear. Click **Yes**. Windows Me and 2000 will verify that your network device is properly installed.

**Note:** If you are prompted at any time for your Windows CD-ROM, remove the U.S. Robotics Installation CD-ROM and insert your Windows CD-ROM into the CD-ROM drive. When all of the files are copied, remove the Windows CD-ROM, and reinsert the U.S. Robotics Installation CD-ROM.



When you see the U.S. Robotics Wireless Access PC Card window, click **OK**. This will install the default settings. Wait for the files to be copied. If you do not receive any prompts to insert your Windows CD-ROM, simply click **Finish**.

**Congratulations!** You have finished installing your hardware and your drivers! Reboot your machine and you will now see a small icon for the Configuration Utility in the system tray by your clock.



The Configuration Utility is used to change or verify the configuration information that relates to your Wireless Access PC Card or PCI Adapter. The Configuration Utility icon will be colored to indicate the status of your wireless network: red for disconnected, yellow for connected with poor quality, and green for connected with good quality.

**Note:** Each Wireless Access PC Card or PCI Adapter you want to connect to the wireless network must be on the same channel. Access the Configuration Utility to verify and, if necessary, change the selected channel.

You must now configure each computer that has a Wireless Access PC Card or PCI Adapter in order to share Internet connectivity, files, and a printer. Refer to the "Enabling File and Print Sharing" and the "Enabling Internet Sharing" sections of this guide or refer to the User Guide on the Installation CD-ROM for this information.

**802.11b AdHoc** mode is used for peer-to-peer network configurations. **Infrastructure** mode is used to add a Wireless Access Point to the wireless network configuration for extended range and increased number of computers that can join the network. Each Wireless Access PC Card or PCI Adapter in the wireless network must have the correct mode selected within the Configuration Utility. The Wireless Access PC Cards and PCI Adapters are set to **802.11b AdHoc** by default.

## Enabling File and Print Sharing

To enable file and print sharing over the wireless network, perform the following steps on each machine that has a Wireless Access PC Card or PCI Adapter installed.

**Windows 95/98FE/98SE/Me Users:** Click Windows **Start, Settings**, and then **Control Panel**. Double-click **Network** and then click the **File and Print Sharing** button. Select both boxes in the File and Print Sharing window and then click **OK**. File and print sharing is now enabled.

**Note:** *If your computer is connected directly to the Internet, there is a security risk if you are not using a firewall program or some form of hardware firewall.*

**Windows 2000/NT Users:**

**Note:** *After the Wireless PC Card or PCI Adapter is installed in Windows NT, you should run the Service Pack that came with Windows NT. You will then need to restart your computer.*

File and print sharing are automatically enabled in Windows NT and 2000.

## Enabling Internet Sharing

To enable Internet sharing over the wireless network, perform the following steps on each machine that has a Wireless Access PC Card or PCI Adapter installed.

**Windows 95 and 98FE Users:** Go to the following Web site to download the necessary software for Internet sharing: <http://www.usr.com/wireless>

**Windows 98SE Users:** Click Windows **Start, Settings**, and then **Control Panel**. Double-click **Add/Remove Programs** and then click the Windows **Setup** tab. Select **Internet Tools** and then click **Details**. Select **Internet Connection Sharing** and click **OK**. Click **Apply**, and the Internet Connection Sharing Wizard will launch. Click **Next**, select the Wireless Access PC Card or PCI Adapter to connect to the Internet, and click **Next**. Click **Next** to create a Client Configuration Disk, insert a blank disk into the 3.5-inch disk drive, and click **OK**. This disk will be used to configure Internet sharing in Windows 95, 98FE, and 98SE. Click **Finish** to complete the configuration of Internet sharing. You will then need to restart your computer.

**Windows 2000 Users:** There must be two Wireless PC Cards or PCI Adapters installed in order to use Internet sharing. Click Windows **Start, Settings**, and then **Network** and **Dial-up Connections**. Right-click the LAN connection used to connect to the Internet and click **Properties**. Click the **Sharing** tab. Click the box in this window to enable Internet sharing and click **Apply**. Right-click the LAN connection in the list and click **Properties**. Select **Internet Protocol** and click **Properties**. Click the **DNS** tab, write down the DNS address that is listed, and return to the Networking and Dial-up Connections window. Right-click the wireless adapter in the list

and click **Properties**. Select **Internet Protocol** and click **Properties**. Click the **DNS** tab and enter the same DNS address as the one listed under the LAN connection.

**Windows Me Users:** Click Windows **Start, Settings**, and then **Control Panel**. Double-click **Add/Remove Programs** and then click the Windows **Setup** tab. Select **Communications** and then click **Details**. Select **Internet Connection Sharing** and click **OK**. Click **Apply** and the Home Networking Wizard will launch. Click **Next** and then select **Yes this computer uses the following**. Select the direct connection to the Internet from the drop-down menu and click **Next**. When prompted, create a Home Networking Setup disk to be used for the configuration of Internet sharing in Windows 95, 98FE, 98SE, and Me. After you have created the disk, click **Next**. Click **Finish** to complete the configuration of Home Networking. You will then need to restart your computer.

## Troubleshooting

*My computer does not recognize the Wireless Access PC Card or PCI Adapter.*

### **Possible Solution:**

Laptop users, the Wireless Access PC Card may not be fully inserted into the PCMCIA slot.

Desktop users, the Wireless Access PCI Adapter may not be fully inserted into the PCI slot. The Wireless Access PC Card may not be fully inserted into the Wireless Access PCI Adapter. You can also try installing the Wireless Access PCI Adapter into a different PCI slot.

*I accidentally clicked Cancel during the Installation procedure.*

### **Possible Solution:**

If you reboot your computer, Windows will detect the new hardware and restart the Installation procedure.

*The Wireless Access PC Card or PCI Adapter does not work properly.*

### **Possible Solution:**

Laptop users, disable the PC Card and then eject it. Reboot your laptop computer and then reinsert the PC Card. Refer to your computer's documentation for the proper instructions to perform these steps.

Desktop users, disable the PCI Adapter, reboot your computer, and then re-enable the PCI Adapter. Refer to your computer's documentation for the proper instructions to perform these steps.

For Windows Me, NT, and 2000, ensure that a PCMCIA card service driver is installed in your computer. Perform the following steps to check for the service driver:

- 1) Double-click **Control Panel** and then **PC-card**. Check to see if it has the Wireless Access PC Card in one of the slots. If you find U.S. Robotics Wireless Access PC Card in one of the slots, then the card has been properly detected. If you see a yellow question mark, there are conflicting resources or the driver is not correctly installed.
- 2) Right-click **My Computer** and then click **Properties**. Select the **Device Manager** tab and double-click **Network Adapter**. If it is installed correctly, you will see U.S. Robotics Wireless Access PC Card Adapter. If you see a yellow question mark, there are conflicting resources. Click **PCMCIA Card** and then **PCMCIA Card Service**. This will show the status of the PCMCIA card. If there is a yellow question mark on the adapter or on the PCMCIA card, verify the following:

- Your notebook supports a 5V PCMCIA card.
- Your computer has a free IRQ.

If the Wireless Access PC Card or PCI Adapter does not function after attempting the above steps, remove the Wireless Access PC Card or PCI Adapter and perform the following steps:

- Click Windows **Start**, **Settings**, and **Control Panel**. Double-click **System** and uninstall the Wireless Access PC Card or PCI Adapter.

- Reinstall the Wireless Access PC Card or PCI Adapter and reinstall the correct drivers.

*The Wireless Access PC Card or PCI Adapter cannot communicate with other computers linked via Ethernet in the Infrastructure configuration.*

### **Possible Solution:**

- Ensure that each computer in the wireless network is powered on.
- Ensure that each Wireless Access PC Card or PCI Adapter is configured on the same operating radio channel. If the IDs are different, change each Wireless Access PC Card or PCI Adapter within the LAN to the new radio channel.
- Ensure that each Wireless Access PC Card or PCI Adapter is configured with the same security options.
- Ensure that you can connect to the Wireless Access Point and that the BSSID shows the MAC address of the Wireless Access Point you want to communicate with.
- Ensure that you have a valid IP address for the network you are trying to connect to.
- Ensure TCP/IP is installed. Ensure you are a part of the same domain or workgroup. Ensure that you are automatically obtaining the IP address or that you have a correct IP address and subnet mask. Reset the Wireless Access Point and restart the computer that has a connectivity issue. Ensure that you have some files available for sharing.
- If you are not using a U.S. Robotics Wireless Access Point, ensure that you can connect to the Access Point and that the preamble mode is set to **Long**.

*My computer does not recognize the Access Point after I changed the settings.*

### **Possible Solution:**

If you changed the encryption settings in the configuration of the Wireless Access Point, you must also change the encryption settings of every Wireless Access PC Card or PCI Adapter attached to the network. The settings of the Wireless Access PC Card or PCI Adapter must match the new settings of the Wireless Access Point.

*My computer is not finding the correct driver files for the Wireless Access PC Card or PCI Adapter in Windows NT.*

### **Possible Solution:**

When you are prompted for the Windows NT files for the Wireless Access PC Card or PCI Adapter, type **D:\i386** and click **Continue**. You will be prompted again for the Windows NT files. Type **D:\drivers** and click **Continue**.

*I received a message that my computer shares a name with another computer on the wireless network.*

### **Possible Solution:**

Each computer on the wireless network must have a different name. Refer to your computer's documentation to see how to change the name of your computer.

## Are You Still Having Problems?

1. Go to the Support section of the U.S Robotics Web site at [www.usr.com](http://www.usr.com).  
Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product.
2. Call the U.S. Robotics Technical Support Department.  
Technical questions about U.S. Robotics products can also be answered by technical support specialists.

Country	Voice	Online	Support Hours
United States	(801) 401-1143	<a href="http://www.usr.com/support/s-contact.asp">http://www.usr.com/support/s-contact.asp</a>	8:00 A.M. - 7:00 P.M., M-F CST
Canada	(801) 401-1145	<a href="http://www.usr.com/international.asp">http://www.usr.com/international.asp</a>	8:00 A.M. - 7:00 P.M., M-F CST
Argentina	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Brazil	AT&T Direct + (877) 487-6253	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
México	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Chile	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Colômbia	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Costa Rica	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Peru	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Puerto Rico	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST
Venezuela	AT&T Direct + (877) 643-2523	<a href="mailto:lat_modemsupport@usr.com">lat_modemsupport@usr.com</a>	9:00 A.M. - 5:00 P.M., M-F CST

To obtain the most current support information, including procedures to obtain Service Repair Orders, visit the U.S. Robotics Web site:  
<http://www.usr.com>

## Regulatory Approvals

### Federal Communications Commission Statement

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

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operation.

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, uses and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the manufacturer's instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful 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.
- Increase the separation between the equipment and receiver.
- Connect the equipment to 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 use of shielded cables for connection of the monitor to the graphics card is required to assure compliance with FCC regulations. Modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

### FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body.

### Manufacturer's Disclaimer Statement

The information in this document is subject to change without notice and does not represent a commitment on the part of the vendor. No warranty or representation, either expressed or implied, is made with respect to the quality, accuracy, or fitness for any particular purpose of this document. The manufacturer reserves the right to make changes to the content of this document and/or the products associated with it at any time without obligation to notify any person or organization of such changes. In no event will the manufacturer be liable for direct, indirect, special, incidental, or consequential damages arising out of the use or inability to use this product or documentation, even if advised of the possibility of such damages.

### UL Listing/CUL Listing or CSA Certified

This information technology equipment is UL-Listed and CUL Listed or CSA-Certified for the uses described in the users guide.

## 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.

**SOFTWARE:** U.S. Robotics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from U.S. Robotics or its authorized reseller. U.S. Robotics warrants the media containing software against failure during the warranty period. No updates are provided. U.S. Robotics' sole obligation under this express warranty shall be, at U.S. Robotics' option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable U.S. Robotics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. U.S. Robotics makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the U.S. Robotics software product

documentation or specifications as being compatible, U.S. Robotics will make reasonable efforts to provide compatibility, except where the noncompatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with U.S. Robotics's published specifications or User Guide.

THIS U.S. ROBOTICS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END-USER LICENSE AGREEMENT. THIS U.S. ROBOTICS WARRANTY DOES NOT APPLY TO SUCH THIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

**OBTAINING WARRANTY SERVICE:** Customer must contact a U.S. Robotics Corporate Service Center or an Authorized U.S. Robotics Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from U.S. Robotics or its authorized reseller may be required. Products returned to U.S. Robotics' Corporate Service Center must be pre-authorized by U.S. Robotics 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 U.S. Robotics' 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 Ln.

Walnut, CA 91789

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

**WARRANTIES EXCLUSIVE:** IF A U.S. ROBOTICS 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 U.S. ROBOTICS' 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. U.S. ROBOTICS 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.

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