U.S. Robotics®



56K* Voice Faxmodem Pro

Installation Guide For Windows 95, 98, and 2000 **Operating Systems**

part number 10031194

Before You Begin

Use the Modem Installation Assistant! The Modem Installation Assistant is a new software tool that will make the installation of your modem even easier for Windows 95, 98, and 2000 operating systems. In addition, Windows 95 and 98 users can also view a video presentation on installing your modem.

To use the Modem Installation Assistant, insert the Installation CD included with your modem into your CD-ROM drive. The Modem Installation Assistant should run

Prepare for installation.

NOTE: Before you begin, we recommend you uninstall any other modems you have in your system. Refer to your old modem's documentation for instructions.

Write your new 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.

NOTE: 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.

Make sure you have run the Modem Installation Assistant. For information on the Assistant, see the "Before You Begin" section of this Guide. Once you have run the Assistant, make sure that your computer is shut down. Turn off your computer and all peripheral devices. Unplug your computer.

Connect the modem to the computer.



If you are installing this modem as a serial device:

Connect one end of the RS-232 serial cable to the modem and the other to your computer's serial port.

NOTE: To find the serial port label on the back of your computer, look for COM, MODEM, RS-232, OO , or SERIAL. Do not use AUX, GAME, LPT, PRINTER, or PARALLEL

•

power supply

If you are installing this modem as a USB device:

NOTE: You must be running Windows 98 to use this modem as a

Connect one end of the USB cable to the modem and the other to your computer's USB port. If your computer has more than one USB port, you can use either one.

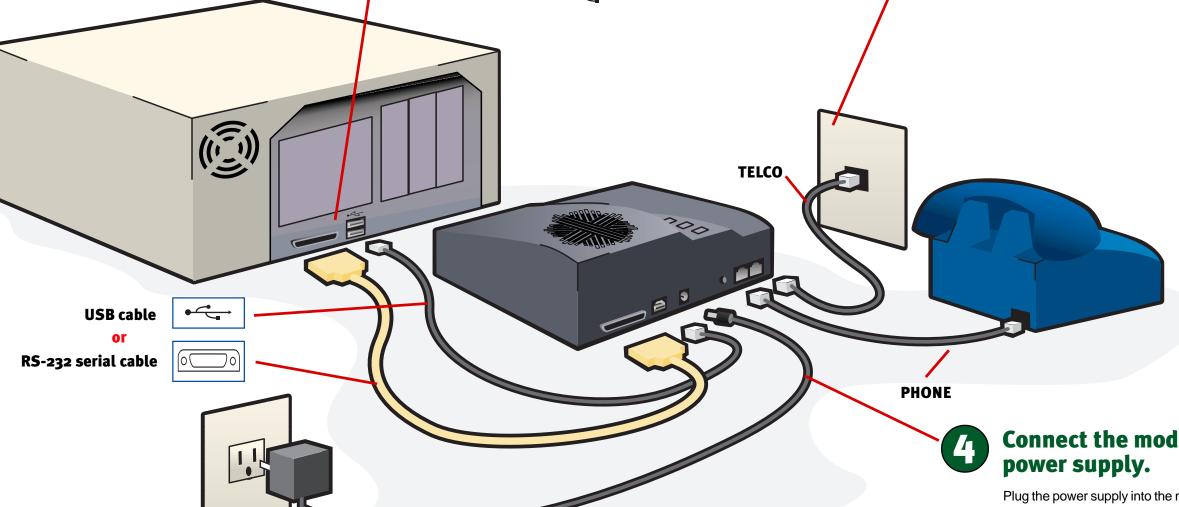
NOTE: To find the USB port on the back of your computer, look for



Connect the modem to an analog phone line.

Plug one end of the included phone cord into the jack (labeled on the modem's underside) and plug the other end into an analog phone jack.

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



Register your modem and install the Connections CD.

When your desktop returns, register your modem. At the Installation CD interface, click on the 3Com Support link. Follow the onscreen instructions to register your modem and to view the warranty infor-

Remove the Installation CD and insert the *Connections™* CD. The Connections CD will start automatically once you have successfully installed your modem. It will guide you through installing the Connections program group. The Connections CD contains a selection of Internet browsers, ISP offers, and other valuable software. If it does not start automatically, click Windows Start and then click Run. In the "Run" dialog box, type **D:\setup.exe**. If your CD-ROM drive uses a different letter, type that letter in place of "D."

Note: If at any time during the installation you are prompted to select the location of your installation drivers, the following are the correct locations on the Installation CD (assumes D: is your CD-ROM drive).

Windows 95/98 drivers: D:\

Windows 2000 drivers: D:\Win_2000

Windows NT drivers: Refer to the "Installing Your New

Modem in Windows NT" document

Windows installs the drivers and the Modem Installation Assistant verifies the installation.

Make sure that the Installation CD is still in your CD-ROM drive, then turn on your computer. Windows will detect your modem and install its

Windows 95/98 Users

The Modem Installation Assistant will restart and verify that the modem

If the Assistant detects problems with your modem's installation, it will automatically provide troubleshooting advice. For further troubleshooting information and information on contacting technical support, see the other side of this Guide.

Windows 2000 and NT Users

A "Digital Signature Not Found" screen will appear.* Click Yes. Windows 2000 will verify that your modem is properly installed.

For further troubleshooting information and information on contacting technical support, see the other side of this Guide.

The Installation CD includes the electronic User's Guide and Reference for your modem.

Connect the modem to the

Plug the power supply into the modem's power jack (labeled $\frac{|\bigcirc|}{p_{DWER}}$ on the modem's underside) and into a surge protector or electrical outlet. Make sure to use the power supply that came with your modem, as others may be of different voltages and could damage your modem.

Turn on the modem. The power switch is located on the back of the modem next to the modem's phone jacks (labeled O on the modem's underside).

NOTE: If the power light does not illuminate or other lights illuminate, you may be using the wrong power supply, the modem may not be turned on, or you may be using the wrong serial cable. See the basic troubleshooting section on the back of this Installation Guide for more information.

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

MPORTANT! In accordance with the ITU-T standard for 56K transmissions (V.90), this modem is capable of 56 Kbps downloads. Due to current IC/FCC regulations on power output, maximum download speed is limited to 53,333 bps. However, the download speeds you experience may be lower due to varying line conditions and other factors. Uploads from users to server equipment travel at speeds up to 31.2 Kbps. An analog phone line compatible with the V.90 standard, and an Internet provider or corporate host site compatible with the V.90 standard is necessary for these high-speed dov

*3Com has thoroughly tested this driver in conjunction with the supported hardware and has verified compatibility with Windows 2000. Because 3Com wants its customers to take full advantage of the modem's functionality, we made the driver available.

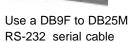
 $Copyright \, @2000\,3 Com \, Corporation. \,\, All \, rights \, reserved. \,\, U.S. \,\, Robotics \,\, and \,\, the \,\, U.S. \,\, Robotics \,\, logo \,\, are \,\, registered \,\, trademarks \,\, and \,\, Rapid Comm \,\, is \,\, a \,\, trademark \,\, of \,\, U.S. \,\, Robotics \,\, Corporation. \,\, 3 Com \,\, is \,\, a \,\, registered \,\, trademark \,\, and \,\, Connections \,\, is \,\, a \,\, trademark \,\, and \,\, Connections \,\, is \,\, a \,\, trademark \,\, and \,\, Connections \,\, is \,\, a \,\, trademark \,\, and \,\, Connections \,\, is \,\, a \,\, trademark \,\, and \,\, Connections \,\, is \,\, a \,\, trademark \,\, and \,\, Connections \,\, and \,\, Connecti$ of 3Com Corporation. All other company and product names may be trademarks of their respective companies. All specifications

Troubleshooting

Having trouble with your modem? Try these basic troubleshooting steps first!

- **1.** Make sure that your phone cord is properly connected. Remove the phone cord from the modem and wall jacks. Clean any dirt or corrosion from the cord and jacks. Reinsert the cord securely in the wall jack and the modem's 🛄 jack. Use the phone cord included with your modem, if possible.
- 2. Make sure that your modem is turned on. The Power light on the front panel will be on when your modem is on.
- 3. Make sure your power supply is connected properly to both your modem and an electrical outlet. If it is, check the outlet with another electric device (like a lamp) to be sure that you are getting power. Also, use the power supply that came with your modem; other similar-looking power supplies may be of different voltages and could damage vour modem.
- 4. Make sure that you are using the proper cable. If you are using your modem as a USB device, you will to need to purchase a USB A to B cable. If you are using your modem as a serial device, you will need to purchase an RS-232 serial/modem cable. Check the packaging of the cable you bought. There are many computer cables that look similar to an RS-232, such as a Null Modem cable, that will not work correctly with this modem. Depending on whether you have a 9-pin or 25-pin serial port on your computer, you will need either a DB9/ DB25 or a DB25/DB25 serial cable. See the diagrams below.





Use a DB25F to DB25M RS-232 serial cable



Use a USB A to B cable

Note: You should NOT attempt to connect or use your modem with both the USB and serial cable connected at the same time. Your modem may fail to respond. If this occurs, you must turn off your computer, disconnect the cable you are not using, and restart your

My computer isn't recognizing my modem.

Possible solution:

Make sure the modem is plugged in and turned on. If it is, check the outlet with another electric device (like a lamp) to be sure that you are getting power. Also, you must use the power supply that came with your modem; other similar-looking power supplies may be of different voltages and could damage your modem. When your modem is properly connected to power and is turned on, the power light on the front panel will be on.

Make sure you are using the proper cable. This modem requires an RS-232 serial cable or a USB cable. Check the packaging of the cable you bought. There are many computer cables that look similar to an RS-232 or a USB cable, such as a Null Modem cable, that will not work correctly with this modem.

Possible solution:

You may be using a COM port that is either already in use or not configured correctly. To work properly when a serial connection is being used, this modem needs to be plugged into an enabled serial port that is assigned to a free COM port. Typically, most computers have two serial ports assigned to COM 1 & 2 respectively.

Windows 2000 Users: Make sure your COM port is not already in use by another modem. Click Windows Start, Settings, and Control Panel, and then doubleclick **Phone and Modem Options**. Click the **Modems** tab. Look for another modem already in the machine. If there is another modem listed, check which COM port it is using. If a previous modem is already using the available COM port, you can either use another COM port or uninstall the previously installed modem. See your previous modem's manual for the instructions to uninstall that modem.

Next make sure that your COM Ports are configured correctly. Right-click the My Computer icon on your desktop. Click Properties. Click the Hardware tab. In the "Device Manager" section, click the **Device Manager** button. Look under Ports (COM & LPT). If the COM Ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case, you may need to contact your computer manufacturer.

It is also possible that you may be plugging an external modem's cable into a disabled serial port. Refer to your computer's manual for information about enabling COM ports. This usually involves altering the BIOS settings and possibly the operating system. You may need to call your computer's manufacturer to change your BIOS settings if they are incorrect.

Windows 95/98 Users: Make sure your COM port is not already in use by another device. Click Windows Start. Settings, and Control Panel, and then double-click **Modems**. Look for another modem already installed in your computer. If there is another modem installed, click the Diagnostics tab to find out which COM port it is using. If a previously installed modem is already using the available COM port, you should uninstall that modem. See your previous modem's manual for the instructions to uninstall that modem.

Right-click the My Computer icon on your desktop. Click Properties. Click the **Device Manager** tab. Double-click **Ports**. If the Communications Ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case, you may need to contact your computer manufacturer.

Windows NT Users: Turn off your computer and remove your modem. Restart and click Windows Start, Settings, and then Control Panel. Double-click the **Ports** icon. Your modem must be set to a COM port setting that does not appear

PROBLEM:

My software isn't recognizing my modem.

Possible solution:

Your communications software may not function properly if you have more than one version of the software installed, you are using an older version, or you have more than one communications application installed on your system. We highly recommend using the communications software provided with your modem on the $\textit{Connections}^{\text{\tiny{TM}}} \, \text{CD-ROM}.$

Possible solution:

Make sure the modem is plugged in and turned on. If it is, check the outlet with another electric device (like a lamp) to be sure that you are getting power. Also, you must use the power supply that came with your modem; other similarlooking power supplies may be of different voltages and could damage your modem

When your modem is properly connected to power and is turned on, the power light on the front panel will be on.

Possible solution

Your software's COM port settings may be incorrect. There should be a place in the Setup section of your software that addresses port settings. Make sure the software's port settings match those for your modem. To check which COM port your modem is using, click Windows Start, Settings, and Control Panel. Double-click Modems, select your modem, and click Properties. Check your communication software's documentation for instructions on ad-

Possible solution

justing the port settings in your software.

You may not have the correct modern type selected in your software or in

Windows 2000 Users: Click Windows Start, Settings, and Control Panel. When Control Panel opens, click Phone and Modem Options. Click the

Windows 95/98 Users: Click Windows Start, Settings, and Control Panel. When Control Panel opens, click Modems

Here you will see a list of installed modems. You can also add, remove, or view the properties of modems from this window. The U.S. Robotics modem you have installed should be present in the list of installed modems. If none of the modern descriptions in the list matches your U.S. Robotics modern or no modems are listed, your modem is not properly installed. Try reinstalling

If you are using Dial-Up Networking, it may not be configured correctly. Check your configuration and make sure you have the correct modem selected.

Windows 2000 Users: Click Start, point to Settings and click Network and Dial**up Connections**. Make sure that the description in the modem box matches proper modem description.

Windows 95/98 Users: Double-click My Computer, double-click Dial-Up Networking, right-click the connection you are trying to use, and click Properties.

Make sure that the description in the modem box matches the description of the modem you are using. If it doesn't match, select the proper modem de-

PROBLEM:

My modem won't dial out or doesn't answer incom- http://consumer.3com.com/support/index.html ing calls.

FOR BOTH DIALING AND ANSWERING PROBLEMS:

Make sure that you are using the power supply that came with your modem; other similar-looking power supplies may be of different voltages and could damage your modem.

You may have a bad phone cord connection to your modem, or your phone cord may be plugged into the wrong jack. The phone cord should be plugged

into the jack on the modem and into the wall phone jack. Use the phone cord included in your modem's box if possible.

Possible solutions

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.

OFFICE AND HOME USERS:

Possible solution:

You may have plugged your modem's phone cord into a digital line. Contact the department or agency responsible for your phone system if you are unsure whether or not your phone line is digital.

If your phone system requires dialing "9" to access an outside line, be sure to add "9" before the number you are dialing.

VOICE MAIL USERS: Possible solution:

If you have voice mail provided by your local phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore your normal dial tone.

PROBLEM:

My modem sounds like it's trying to connect to another modem but fails.

Possible solution:

You may have a poor connection. All calls are routed differently, so try placing the call again.

My modem isn't achieving a 56K Internet con-

Our research has shown that the vast majority of telephone lines in North America can and do support V.90/V.92 connections. The V.90/ V.92 protocol allows for connection speeds of up to 56K, but line conditions may affect the actual speeds during a given connection. Due to unusual telephone line configurations, some users will not be able to take full advantage of V.90/V.92 technology at this time. In order to achieve a V.90/V.92 connection:

- The server you're dialing into must support and provide a digital V.90/V.92 signal. Your ISP can provide you with a list of dial-up connections and information on what those connections currently
- The telephone line between your ISP and your modem must be capable of supporting a 56K connection and contain only one analog-to-digital conversion. The 56K signal from your ISP begins as a digital signal. Somewhere between the ISP and your modem, there will be a digital-to-analog signal conversion so that your modem can receive the data. There must be no more than one analog-to-digital signal conversion in the path from your ISP to your modem. If more than one analog-to-digital conversion occurs, your connect speeds will default to V.34 (33.6 Kbps). There may also be impairments on the local lines between your ISP and your modem. These impairments can prevent or limit connection speeds. All telephone calls are routed differently, so you should try making your 56K connection several times. One way to test this is to dial into a long distance location. Long distance lines are often much clearer than local lines. It is important to note that telephone companies are constantly upgrading their systems. Lines that do not support 56K today may support 56K in the near future. For a V.90 connection, your modem must be connecting to a V.90/
- 56K server. A pair of 56K modems will not connect to each other at
- For a V.92 connection, your modem must be connecting to a V.92 server or a receiving modem with a digital connection, such as an ISDN modem or a modem with a T1 connection.

Note: Current IC/FCC regulations limiting power may limit maximum download speeds to 53,333 bps.

Support Resources

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

World Wide Web

Contains useful product information, documents, and manuals.

3Com Knowledgebase

A Web-based troubleshooting tool that will help you solve problems you may be having with your modem. Go to:

http://knowledgebase.3com.com

When the page loads, click the **Modems** graphic. Then follow the onscreen directions.

Internet FTP

http://consumerftp.3com.com

3Com BBS 847 262 6000

Fax on Demand

A 24 hour a day automated fax system that supplies user information. Dial 847 545 0859 to have an index of documents faxed

Are You Still Having Problems?

1. Call the Dealer Who Sold You the Modem

The dealer may be able to troubleshoot the problem over the phone or may request that you bring the modem back to the store for service.

2. Call 3Com's Technical Support Department

Technical questions about U.S. Robotics modems can also be answered by technical support specialists.

In the United States:

8:00 am - 6:00 pm CST Monday - Friday. Automated service is available 24 hours a day, 7 days a week.

3Com also staffs its own fee-based 900 number for immediate assistance. These lines are staffed from: 8:00 am - 10:00 pm CST Monday - Friday 9:00 am- 5:00 pm CST Saturday - Sunday

For a no-hold call, a \$2.50 per minute charge (price subject to change without notice) will appear on your local phone bill. You must be 18 or older or have parental permission. (Service available in the U.S.

In Canada:

Keating Technologies

No-Hold line: 900 555 USR1

8:00 am - 8:00 pm EST Monday - Friday

Manufacturer's Declaration of Conformity

3Com Corporation

Rolling Meadows, IL 60008

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

Operation is subject to the following two conditions:

(1) this device may not cause harmful electromagnetic interference, and (2) this device must accept any interference received including interference that may cause undesired operations.

This equipment uses the following USOC jacks: RJ-11C.

The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

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

This equipment uses the following USOC jacks: RJ11C.

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

An FCC compliant telephone cord and modular plug are provided with this equipment, which is designed to connect to the telephone network or premises wiring using a Part 68 compliant compatible jack. See installation

If you have an external modem **UL Listing/CUL Listing or CSA Certified**

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

If you have an internal modem

UL Listing/CUL Listing

This information technology equipment is UL-Listed and CUL-Listed for use with UL-Listed personal computers that have installation instructions detailing user installation of card accessories

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in the margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business or other entity, or other individual sending the message, and the telephone number of the sending machine or of such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or longdistance transmission charges.)

In order to program this information into your modem, refer to the RapidComm manual on the CD-ROM that shipped with your modem. If you are using a different communication software program, refer to its manual.

Radio and Television Interference

This equipment generates, 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 interference to radio and television communications. The modem has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installa-

For Canadian Modem Users

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.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of ninals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does not exceed 5. The Ringer Equivalence Number is located on the bottom of the modem

NOTICE: The Industry Canada (IC) label identifies certified equipment. This certification means the equipment meets certain telecom-nunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not quarantee the equipment will operate to the user's satisfaction. Refore installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring

associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situation Currently, telecommunication companies do not allow users to connect their equipment to jacks except in precise situations that are spelled out in tariffing arrangements with those companies.

equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect AVIS: L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux norme

de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant le 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 cidessus n'empêche pas la dégradation du service dans certain 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 fonctionnement.

Centre de guarantie et de service après-vente: Keating Technologies 25 Royal Crest Court, Suite 120

3Com Corporation Limited Warranty

HARDWARE: 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 produc 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

software product, or to replace any defective media with software which substantially conforms to applicable 3Com published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated references. materials. 3Com 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 3Com software product documentation or specifications as being compatible, 3Com will make reasonable efforts to

GOVERNED BY A SEPARATE END-USER LICENSE AGREEMENT. THIS 3COM WARRANTY DOES NOT APPLY TO SUCH HIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE

FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF GOD

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/yr2ooo.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 Custom 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

OBTAINING WARRANTY SERVICE: Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Cente 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 Repa Order (SRO) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is ecommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be hipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product. Return the product

In The United States

Attn. Dock 15 PCD

Mt. Prospect, IL 60056 Keating Technologies 25 Royal Crest Court, Suite 120

Markham, ONT L3R 9X4 3Com shall not be responsible for any software, firmware, information, or memory data of Customer contained in, stored on, or integrated

WARRANTIES EXCLUSIVE: IF A 3COM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REM EDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID AT 3COM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER II MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DE SCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. 3COM NEITHER ASSUMES NOI UTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTAL

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

LIMITATION OF LIABILITY: TO THE FULL EXTENT ALLOWED BY LAW, 3COM ALSO EXCLUDES FOR ITSELF AND ITS SUP PLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CON SEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF 3COM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR REPLACEMENT OR REFLIND OF THE PURCHASE PRICE PAID AT 3COM'S OPTION

THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAI OF ITS ESSENTIAL PURPOSE. **DISCLAIMER:** Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which

GOVERNING LAW: This Limited Warranty shall be governed by the laws of the State of California, U.S.A. excluding its conflicts of laws

ciples and excluding the United Nations Convention on Contracts for the International Sale of Goods

acement products may be new or reconditioned. 3Com warrants any replaced or repaired product or part for ninety (90) days from the remainder of the initial warranty period, whichever is longer. SOFTWARE: 3Com 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 3Com or its authorized reseller. 3Com warrants the media containing software against failure during the warranty period. No updates are provided. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to refund the purchase price paid by Customer for any defective

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 3Com's published specifications or User Guide.

THIS 3COM PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS

AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE. YEAR 2000 WARRANTY: In addition to the Warranty stated above, 3Com warrants that each product sold or licensed to Customer o