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U.S. Robotics®

Courier™ 56K Corporate Modem

Quick Installation Guide for
Windows 95, 98, NT, 2000, Me, XP Operating
Systems

Model 3453

Part Number R24.0331.00

U.S. Robotics®

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English

Related Documentation

You will find more detailed technical information on the Installation CD-ROM that came with your modem.

Product Features

V. Everything Technology

The modem supports all key ITU analog communications protocols and many proprietary ones to provide you with ultimate compatibility. The modem also supports V.25bis synchronous mode using bisync and HDLC protocols and 2-wire leased line operations for compatibility with many legacy systems.

V. Everywhere Technology

The V. Everywhere technology in this modem allows this modem hardware and firmware to be used anywhere in the world. A simple setup to configure the modem for the country of operation is all that is required.

Remote Flash

You can easily upgrade your modems in the field from the convenience of your local office by enabling the remote “flash” capability of the modem. See the “Upgrading” chapter of the Command Reference included on the Installation CD-ROM.

Dial and Dialback Security

The modem provides you with a robust mechanism for providing dial and dialback security for your network. See the “Dial Security” chapter of the Command Reference included in the Installation CD-ROM.

Remote Manageability

The modem can be remotely configured and monitored for the convenience of your local office. See the Accessing and Configuring Remotely chapter of the Command Reference included in the Installation CD-ROM.

Additional Features

For additional features supported by this modem, refer to the Command Reference included in the Installation CD-ROM.

Before You Begin: Prepare for installation.



NOTE: Before you begin, we recommend you uninstall any other modems you have in your system and unplug all telephone cords connected to these modems. Refer to your previous modem's documentation for instructions.

Write down your new U.S. Robotics modem's serial number, which is located on

the white bar code sticker on the modem and on the modem's box, in the space below. If you ever need to call our Technical Support department, you will need this number plus your model number, which is 3453, to receive assistance. If you need to get assistance or download drivers from the Web site, you will need your product ID number. Your Product ID Number is below; the "xx" indicates your country code. You can find your complete Product ID Number on your modem's box.

Product ID Number	Serial Number
USRxx3453	

What you need

You need the following to install your Courier 56K Corporate Modem:

- Computer or terminal with a serial port (16650 UART recommended)
- analog telephone line
- Power outlet



CAUTION: The Courier 56K Corporate Modem requires a standard analog telephone line. Do not connect your Courier 56K Corporate Modem to a digital telephone line. Digital lines are commonly used in office buildings and hotels. If you are unsure whether your line is analog or digital, ask your network administrator or your local telephone company.

Package contents

Your Courier 56K Corporate Modem package contains the following items:

- U.S. Robotics Courier 56K Corporate Modem
- RJ-11 phone cord
- Universal power adapter
- RS-232 serial cable
- Ferrite clamp
- This Quick Installation Guide
- Quick Reference Card
- The Installation CD-ROM, which contains valuable software for use with your new modem

Installing the Courier 56K Corporate Modem

To install your Courier 56K Corporate Modem, do the following three simple steps:

1. Configure your Courier 56K Corporate Modem with DIP (dual in-line package) switches
2. Connect the cables
3. Install the drivers

Step One: Configuring with DIP Switches

Depending on how you plan to use your modem, you may need to change your DIP switch settings. See the “Configuring your Modem with DIP Switches” section of this guide for more information. The DIP switches 3, 5, and 8 are in the on (down) position. (The DIP switches are located next to the phone jacks on the bottom of the modem.)

Step Two: Connecting the Cables



NOTE: If you plan to connect your Courier 56K Corporate Modem to a mainframe computer or use your modem to dial in to a mainframe computer, you will find more technical information on the Installation CD-ROM that comes with your new modem.

1. Make sure that your computer is turned off before you begin installing your new modem. Connect the RS-232 modem cable to the back of the modem and to your computer’s serial port. Clip the ferrite clamp around the end of the RS-232 cable that is connected to the modem.

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

2. Plug one end of the included phone cord into the  jack on the back of the modem and plug the other end into an analog telephone wall jack. If there is another phone jack on your modem, you can use a telephone by plugging the telephone’s cord into the modem’s  jack. Plug the power adapter into the modem’s  jack and into a surge protector or electrical outlet. Make sure to use the power adapter that came with your modem, as others may be of different voltages and could damage your modem. Turn on the modem by pressing the button on the back of the modem. The CTS and MR lights should illuminate.
3. If the CTS and MR lights do not illuminate or other lights illuminate, make sure that only DIP switches 3, 5, and 8 are in the on (down) position. (The

DIP switches are located on the bottom of the modem.)

Step Three: Installing the Drivers

Windows 95

Turn on your computer. When the Update Driver Wizard appears, insert your Installation CD-ROM into your CD-ROM drive and click **Next**. When the driver is found, click **Finish** to complete your installation.

Windows 98

Turn on your computer. When the Add New Hardware Wizard appears, insert your Installation CD-ROM into your CD-ROM drive and click **Next**. Select **Search for the best driver for your device (Recommended)** and click **Next**. Select **CD-ROM drive** and click **Next**. When the driver is located, click **Next**. Click **Finish** to complete your installation.

Windows 2000



NOTE: Windows 2000 users must be in administrator mode to properly add any new hardware.

Turn on your computer and log in. Windows will detect your new modem and automatically install it, then you must update the driver. Insert the Installation CD-ROM into your CD-ROM drive. Click **Cancel** to close the Setup Language screen. Click Windows **Start** and **Control Panel**. Double-click **System**, click the **Hardware** tab, and click the **Device Manager** button. Click to expand **Modems**, and double-click **Standard Modem**. Click the **Driver** tab and click the **Update Driver** button. When the Upgrade Device Driver window appears, click **Next**. Select **Search for a suitable driver for my device (recommended)** and click **Next**. Select **Specify a location** and click **Next**. Insert your Installation CD-ROM into your CD-ROM drive. Click **Cancel** to close the Setup Language screen. Type the letter of your CD-ROM drive and click **OK**. Click **Next**. A Digital Signature Not Found warning may appear. If it does, click **Yes***. Click **Finish** to complete the installation.

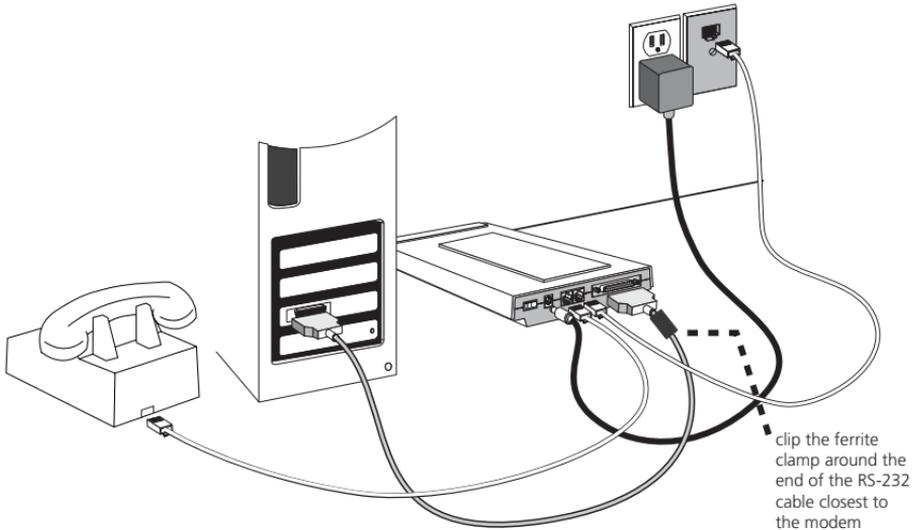
Windows NT



NOTE: Windows NT users must be in administrator mode to properly add any new hardware.

Turn on your computer and log in. Click Windows **Start**, point to **Settings**, and then click **Control Panel**. Double-click **Modems**. When the Install New Modem screen appears, click **Next** to have Windows detect a standard modem. Click **Change**. Click **Have Disk**. Insert the Installation CD-ROM into your CD-ROM drive

and click **Cancel** to close the Setup Language screen. Type D:\ and click **OK**. If your CD-ROM drive uses a different letter, type that letter in place of “D”. Select **U.S. Robotics Courier V. Everything EXT** and click **OK**. Click **Next**. Click **Finish** to complete the installation. When you see the Modems Properties tab, you will see the COM port that is assigned to your modem. Click **Close**. If the System Settings Change window appears, click **Yes** to restart your computer. When the installation is complete, you may close any open windows.



Windows Me

Turn on your computer and log in. Windows will detect your new modem and automatically install it, then you must update the driver. Insert the Installation CD-ROM into your CD-ROM drive. Click **Cancel** to close the Setup Language screen. Click **Windows Start**, point to **Settings**, and click **Control Panel**. Double-click **System**. Click the Device Manager tab. Click **Modem**, highlight **U.S. Robotics Courier V. Everything EXT PnP**. Click the **Properties** button. Click the Driver tab and click the **Update Driver** button. Select **Specify the location of the driver (Advanced)** and click **Next**. Select **Search for a better driver than the one your device is using now (Recommended)**. Select **Specify a location** and type the letter of your CD-ROM drive. Insert the Installation CD-ROM into your CD-ROM drive and click **Next**. When Windows finds the driver, click **Next**. Click **Finish** to complete the installation.

Windows XP

Turn on your computer. Windows will detect your new modem and automatically install it, then you must update the driver. Insert the Installation CD-ROM into your CD-ROM drive. Click **Cancel** to close the Setup Language screen. Click **Windows Start** and **Control Panel**. Make sure you are in Classic View, and double-click **Phone and Modem Options**. Click the Modems tab and click the

Properties button. Click the Driver tab and click the **Update Driver** button. When the Hardware Update Wizard appears, select **Install from a list or specific location (Advanced)** and click **Next**. Select **Don't search. I will choose the driver to install**. Click **Next**. Click **Have Disk**. Insert the Installation CD-ROM into your CD-ROM drive, type the letter of your CD-ROM drive, and click **OK**. Click to select **U.S. Robotics Courier V. Everything EXT PnP**. Click **Next**. A Hardware Installation warning may appear. Click **Continue Anyway** if it does*. Click **Finish** to complete the installation.

All Other Operating Systems

Beyond full support of the Windows Operating Systems described in this manual, the Courier 56K Corporate Modem will function in any operating system that supports an RS-232 COM port, such as DOS, Linux, or UNIX. Standard COM port settings are: bits per second: 115,200; data bits: 8; parity: none; stop bits: 1; flow control: hardware. Assign your terminal application to utilize the COM port to which you connect the modem's serial cable. Additional setup information can be found in the 3453 FAQ section at <http://www.usr.com/support>

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

Register your modem.

- At the Installation CD-ROM interface, click the **Support** link.
- Follow the on-screen instructions to register your modem and to view the warranty information. Click Windows **Start** and then click **Run**. In the "Run" dialogue box, type D:\setup.exe. If your CD-ROM drive uses a different letter, type that letter in place of "D".

Configuring V. Everything



NOTE: The modem needs to be installed and communicating with the computer before the country setting can be changed.

Start a terminal program (e.g., Hyperterminal). Follow these three steps:

1. Type the AT command AT~C? and then press ENTER. A screen displaying the list of countries supported by the modem appears as shown in the following list.
2. Select the country in which you plan to operate the modem and enter the AT command ATC10=XX. For example, to set the country of operation to

Italy, issue the AT command ATC10=03 and then press ENTER.

00:US/Canada	01:UK
02:Germany	03:Italy
04:France	05:Russia
06:Japan	07:Australia
08:CTR21	09:Brazil
10:China	11:Czech Rep
12:Hong Kong	13:Hungary
14:Indonesia	15:Korea
16:Malaysia	17:Mexico
18:New Zealand	19:Poland
20:Romania	21:Singapore
22:South Africa	23:Taiwan
24:Argentina	25:India
26:Bulgaria	27:CTR21

Special Notes

- CTR21 country setting covers: Austria, Belgium, Cyprus, Denmark, Finland, Greece, Iceland, Ireland, Israel, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, Malta.
- If the desired country is not included in this list, try country setting CTR21 or US/Canada.
- For LATIN AMERICAN countries: Brazil and Mexico have unique settings. For other Latin American countries, select US/Canada as the country setting.

3. Type the AT command AT17 and then press ENTER to verify the country setting for the modem. A response similar to the following appears:

Product type	US/Canada External
Product ID	00345301
Options	HST,V32bis,Terbo,VFC,V34+,V90,V92
Fax Options	Class 1,Class 2.0
Clock Freq	25 Mhz
Flash ROM	1024k

Product type	US/Canada External
RAM	256k
Supervisor date	10/10/02
DSP date	09/19/02
Supervisor rev	1.1.11
DSP rev	1.3.1
DAA rev	0012
Serial Number	xxxxxxxxxxx

The “Product type” field shows the current country setting of the modem. Repeat the above steps to select a different country of operation.

Viewing LEDs

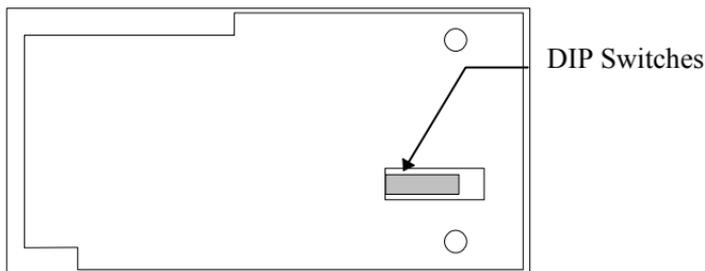
This LED	Status	Means your Courier 56K Corporate Modem
HS	On	Has made a 4800 bps or faster connection. Once this light is on, it remains on until reset. This can be configured with S69 (see the Command Reference on the Installation CD-ROM for S-Register information).
	Off	Has not made a 4800 bps or faster connection since last reset
AA	On	Is ready to accept calls
	Blinking	Has detected an incoming call
	Off	Is not ready to accept calls
CD	On	Has detected a carrier from a remote device or carrier detect has been forced on (using DIP switch 6)
	Off	Has not detected a carrier
OH	On	Has control of the line
	Off	Does not have control of the line
RD	Flashing	Is sending data to your computer
	Off	Is idle
SD	Flashing	Is receiving data from your computer
	Off	Is idle
DTR	On	Has received a Data Terminal Ready (DTR) signal from your computer, or DTR is forced on (using DIP switch 1)
	Off	Has not detected DTR

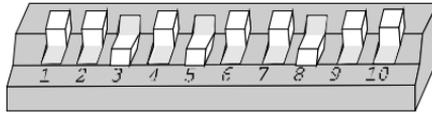
This LED	Status	Means your Courier 56K Corporate Modem
MR	On	Is powered on
	Flashing	Is retraining with a remote device or is in Test mode
	Off	Is powered off
RTS	On	Has detected the Ready to Send (RTS) signal from your computer
	Off	Has not detected the RTS signal from your computer
CTS	On	Is sending your computer the Clear to Send (CTS) signal
	Off	Is not sending your computer the CTS signal
SYN	On	Is in synchronous mode
	Blinking	Has activated Dial Security
	Off	Is not in synchronous mode/Dial Security not active
ARQ/FAX	On	Is using V.42 bis error correction
	Flashing	Is retransmitting data to the remote modem
	Blinking	Is in fax mode
	Off	Is not using error control, not retransmitting data, and not faxing

Configuring the Courier 56K Corporate Modem with DIP Switches

Locating DIP Switches

On the Courier 56K Corporate Modem, the DIP switches are on the bottom of the unit. The default setting is DIP switches 3, 5, and 8 are ON (in the down position).





Using DIP Switches to Configure your Courier V.Everything Modem

To do this	Set DIP Switch	To this setting
Set DTR to Normal	1	OFF (Default)
Ignore DTR	1	ON
Set verbal result code display	2	OFF (Default)
Set numeric result code display	2	ON
Disable result codes	3	OFF
Enable result codes	3	ON (Default)
Enable the echo in offline commands	4	OFF (Default)
Disable the echo in offline commands	4	ON
Enable auto answer	5	OFF
Disable auto answer	5	ON (Default)
Normal Carrier Detect	6	OFF (Default)
Carrier Detect always on	6	ON
Display result codes In ALL modes	7	OFF (Default)
Display result codes in originate mode only	7	ON
Disable AT commands	8	OFF
Enable AT commands	8	ON (Default)
Disconnect on escape (+++)	9	OFF (Default)
Online command mode on escape (+++)	9	ON
Load the configuration that is stored in non-volatile memory (NVRAM)	10	OFF (Default)
Load the &Fo configuration from read-only memory (ROM)	10	ON

Troubleshooting

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

1. Is your modem turned on? When your modem is properly connected to an electrical outlet, a wall outlet, or a surge protector and is turned on, the CTS and MR lights on the front panel will be illuminated.
2. Is your power supply 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 your modem.
3. Are you using the proper cable to connect your modem to your computer? Make sure you are using an RS-232 modem cable, preferably the one that came with your modem. There are many computer cables that look similar to an RS-232 that will not work correctly with this modem. For example, a Null Modem cable will not work with your 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.
4. For standard usage, make sure the DIP switches on the bottom of your modem are set correctly. DIP switches 3, 5, and 8 should be in the on (down) position. See the diagram in the DIP Switch section in this manual for the proper settings.
5. Is your phone cord properly connected? The phone cord should be plugged into the  jack on the modem and into the telephone wall jack. Use the phone cord included in your modem's box, if possible.

If you have any difficulty with your modem, first make sure that it was installed correctly.

Windows XP

- Click Windows **Start** and then click **Control Panel**.
- Click **Phone and Modem Options** and then click the Modems tab. You should see a description of your new U.S. Robotics modem and a COM port setting. If you do not see a description of your modem, see the Note at the end of this section.
- Click **Modem**, highlight the description of your new modem, and click **Properties**.
- Click the Diagnostics tab.
- Click the **Query Modem** button. You should see a series of commands and responses from the modem. This means that the installation was

a success. If you do not see commands and responses, shut down and restart your computer. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this guide.

Windows 2000

- Click Windows **Start, Settings**, and then **Control Panel**.
- Double-click the **Phone and Modem Options** icon.
- Click the Modems tab. Make sure that your new U.S. Robotics modem is selected. If you do not see a description of your modem, see the Note at the end of this section.
- Click the **Properties** button.
- Click the Diagnostics tab.
- Click the **Query Modem** button. You should see a series of commands and responses from the modem. This means that the installation was a success. If you do not see commands and responses, shut down and restart your PC. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this guide.

Windows Me, 98, 95

- Click Windows **Start, Settings**, and then **Control Panel**.
- Double-click the **Modems** icon. In the Modems Properties screen, you should see a description for your new U.S. Robotics modem. If you do not see a description of your modem, see the Note at the end of this section.
- Click the Diagnostics tab. Make sure that the correct COM port (modem) is selected.
- Click the **More Info** button. You should see a series of commands and responses from the modem. This means that the installation was a success. If you do not see commands and responses, shut down and restart your PC. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this guide.

Windows NT

- Click Windows **Start, Settings**, and then **Control Panel**.
- Double-click the **Modems** icon. In the Modems Properties screen, you should see a description for your new U.S. Robotics modem. If you do not see commands and responses, shut down and restart your PC. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this guide.



NOTE: If your modem is not listed and/or you do not see a series of commands and responses, make sure that your cables are attached correctly to your computer. If your modem still does not work, refer to the additional troubleshooting section of this guide. Shut down and restart your computer. To verify that your modem is functioning properly, repeat the steps listed for your operating system.

For additional troubleshooting help, review these common issues:

My computer isn't recognizing my modem.

Possible solution: You may be using a COM port that is either already in use or not configured correctly. For the modem to work properly, it must be plugged into an enabled serial port which is assigned to a free COM port. Most computers have two serial ports assigned to COM 1 and COM 2 respectively.

Windows XP, 2000

Make sure your COM port is not already in use by another modem. Click Windows **Start**, **Settings** (for Windows 2000 only), and **Control Panel**, and then double-click **Phone and Modem Options**. Click the **Modems** tab. Look for a listed modem and 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 modem that was installed previously. See your previous modem's manual for uninstallation instructions. 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 and LPT)**. 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. It is also possible that you may be plugging your 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 Me, 98, 95

Make sure your COM port is not already in use by another modem. Click Windows **Start**, **Settings**, and **Control Panel**, and then double-click **Modems**. If you have Windows Me and you do not see this icon, be sure to select **View All Control Panel Options**. Look for another modem listed and if another modem is listed, click the **Diagnostics** tab to find out 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 uninstallation instructions. Next, make sure that your COM ports are configured correctly. Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Device Manager tab. Look under **Ports (COM and 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 and you are not sure how to properly configure your COM ports, contact your computer manufacturer.

It is also possible that you may be plugging your RS-232 modem 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 NT

Click Windows **Start, Settings**, and then **Control Panel**. Double-click **Ports**. Make sure the port you are plugging the modem into appears in the list. If it does not, the port needs to be added, and possibly enabled in the BIOS. Consult your Windows NT manual for information about adding ports. After you add or enable the port, follow the instructions in this guide for your operating system.

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 or if you are using an older version. We highly recommend using the communications software provided with your modem on the Installation 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 similar-looking power supplies may be of different voltages and could damage your modem. When your modem is properly connected to an electrical outlet, a wall outlet, or a surge protector and is turned on, the CTS and MR lights on the front panel will be illuminated.

Windows XP, 2000

You may not have the correct modem type selected in your software or in Windows. Click Windows **Start, Settings** (Windows 2000 only), and then **Control Panel**. When Control Panel opens, click **Phone and Modem Options**. Click the Modems tab. 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 modem descriptions in the list matches your U.S. Robotics modem or no modems are listed, your modem is not properly installed. Try reinstalling your modem using the instructions on this guide for your operating system.

Windows Me, 98, 95, NT

You may not have the correct modem type selected in your software or in Windows. Click Windows **Start**, **Settings**, and **Control Panel**. When Control Panel opens, double-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 modem descriptions in the list matches your U.S. Robotics modem or no modems are listed, your modem is not properly installed. Try reinstalling your modem using the instructions in this guide for your operating system.

Windows XP

If you are using Dial-Up Networking, it may not be configured correctly. Check your configuration and make sure you have the correct port selected. Click Windows **Start**, **Control Panel**, and double-click **Network Connections**. Double-click the description of the dial-up networking connection, and select **Properties**. Make sure that the description in the “Connect Using” box (under the General tab) matches the description of the modem you are using. If it doesn’t match, select the proper modem description.

Windows 2000

If you are using Dial-Up Networking, it may not be configured correctly. Check your configuration and make sure you have the correct port selected. Click Windows **Start**, point to **Settings**, and click Network and Dial-up Connections. Make sure that the description in the “Connect Using” box (under the General tab) matches the description of the modem you are using. If it doesn’t match, select the proper modem description.

Windows Me, 98, 95, NT

If you are using Dial-Up Networking, it may not be installed or configured correctly. Check your configuration and make sure you have the correct port selected. Double-click **My Computer**, double-click **Dial-Up Networking**, right-click the connection you are trying to use, and select **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 description.

My modem is responding but is reporting a No Dial Tone message.

Possible Solution: 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 in addition to possibly causing damage to the modem, they may not allow the modem to dial out.

Possible Solution: Your phone cord may not be plugged in or may be plugged into the wrong jack on the modem.

Possible Solution: Make sure the other end of the phone cord is plugged into a working analog phone jack in your home or office.

Possible Solution: You may have devices between the modem and wall jack that affect the quality of your phone line. If you need to connect other devices to your phone line and want to ensure the best quality line for your modem, connect the phone cord directly from the wall to your modem.

Possible Solution: Make sure the phone line you are using is not a digital line. Digital phone lines can damage your modem. If you are unsure which type of line you are using, you may want to call your local phone company. In an office environment, you may need to contact the person in charge of your phone system to find out which type of phone line you have.

Possible Solution: If your phone system requires dialing a digit such as “9” in order to access an outside line, be sure to add the digit and a comma (9,) before the number you want to dial.

Possible Solution: If you have voice mail provided by your phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore a normal dial tone. If you are unable to retrieve the messages, you may want to add five commas to the beginning of the number to be dialed.



NOTE: Each comma represents two seconds. Therefore, adding five commas will delay the modem connection attempt by 10 seconds. Since each ISP connection may vary, you should insert as many commas as necessary to meet your specific needs. Commas may be necessary if voice mail messages have not been deleted before attempting to establish an Internet connection.

Possible Solution: Be sure you have the correct country code selected for your modem. See the “Configuring V.Everything” section of this guide for instructions.

Possible Solution: You may have a bad phone cord connection to the modem. Try the modem with a different phone cord. We recommend that you use the phone cord included with the modem, if possible.

How to Check for a Non-standard Dial Tone

1. Open a terminal program, such as HyperTerminal, in Windows.
2. Select **Cancel** at the new connection dialogue box to open the Terminal window.
3. Type AT and press ENTER. You may not see the letters, which is fine.
4. The modem should respond with an OK message. If you did not see the letters A and T as you typed them, type ATE1 and press ENTER. You should now see the AT commands as you type them, in addition to the responses.
5. Type ATDT and press ENTER.
6. If the modem comes back with a No Dial Tone message, type the phone number of a local ISP (Internet Service Provider) or BBS number and press ENTER.



NOTE: The number in the command code is the actual number to be dialled.

7. If the modem dials out instead of coming back with a No Dial Tone message, you have a non-standard dial tone. At this point you should either have your phone line checked or try adding X3 to the Extra Settings field. Access Extra Settings for help locating the Extra Settings field specific to your operating system.
8. If the modem doesn't attempt to connect and it comes back with a No Carrier message, the issue may not be phone line related.

Closing the window to end your HyperTerminal session.

- Select **No** when the **Are you sure you want to disconnect?** message appears. Select **Yes** when the **Are you sure you want to save this session?** message appears.

My modem won't dial out or doesn't answer incoming calls.

Possible solution: 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.

Possible solution: You might have a bad phone cord connected to your modem, or your phone cord may be plugged into the wrong jack. The phone

cord should be plugged into the jack labelled  on the modem and into the telephone wall jack. Use the phone cord included in your modem's box, if possible.

Possible solution: You may have devices between the modem and the phone jack. There should be no line splitters, fax machines, or other devices between the modem and the telephone wall jack.

Office Users

Possible solution: You may have plugged your modem's phone cord into a digital line, which can damage your modem. Contact your phone system administrator 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.

Dialing Problems for 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.

[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.

Possible solution: Make sure that the DIP switches on the bottom of your modem are set correctly. DIP switches 3, 5, and 8 should be in the on (down) position. See the diagram in the "Configuring the Courier 56K Corporate Modem with DIP Switches" section in this guide for the correct settings.

[My modem isn't achieving a 56K Internet connection.](#)

Possible solution: Our research has shown that the vast majority of telephone lines can and do support V.90 connections. The V.90 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

technology at this time. In order to achieve a V.90 connection:

1. The server you are dialing into must support and provide a digital V.90 signal. Your ISP can provide you with a list of dial-up connections and information on what those connections currently support.
2. 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 connection 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.
3. 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 V.90/56K speeds.

Support Resources

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

1. Visit the U.S. Robotics Web site
Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product. Your product ID is USRxx3453. You may need to know this to obtain information on the U.S. Robotics Web site. Go to:
<http://www.usr.com/support>
2. Contact the U.S. Robotics Technical Support Department
Technical questions about U.S. Robotics modems can also be answered by technical support specialists.

United States	(888) 326-6099	http://www.usr.com/emailsupport	9:00 A.M. – 5:00 P.M. CST Monday – Friday
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For regions not listed or for the most current support contact information, visit <http://www.usr.com/international.asp>

Manufacturer's Declaration of Conformity

U.S. Robotics Corporation
935 National Parkway
Schaumburg, IL 60173-5157
U.S.A.

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

Part 15, Class B:

Operation is subject to the following 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 complies with Part 15 for Home and Office use.

Caution to the User:

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

Part 68:

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

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

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

UL Listing/CUL Listing

This information technology equipment is UL-Listed and CUL-Listed for both the U.S. and Canadian markets respectively, for uses described in this guide.

Fax Branding:

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

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 terminals 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 telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before 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 situations. 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. Repairs to certified 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 the equipment.

«AVIS: Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par l'Industrie Canada.

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 cidessus 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 mauvaisfonctionnement. Centre de garantie et de service après-vente:

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

CE Compliance

We, U.S. Robotics Corporation of 935 National Parkway, Schaumburg, Illinois, 60173-5157 USA, declare under our sole responsibility that the product, Courier 56K Corporate Modem, to which this declaration relates, is in conformity with the following standards and/or other normative documents.

EN60950
EN55022
EN55024
EN61000-3-2
EN61000-3-3

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

Network Compatibility Declaration

This equipment is designed to work satisfactorily on all European Union PSTN networks.

This equipment is supplied with a suitable PSTN connector for the country in which it was supplied. If it is required to use this equipment on a different network to the one for which it was supplied, the user is advised to contact the vendor for guidance regarding connection.

U.S. Robotics Corporation
935 National Parkway
Schaumburg, Illinois, 60173
U.S.A

U.S. Robotics Corporation Limited Manufacturer's Warranty

Courier 56K Corporate Modem

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:

Limited Lifetime

U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 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's sole obligation under this express warranty shall be, at U.S. Robotics's 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 non-compatibility 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 published specifications or user manual.

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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.

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