

**READ ME FIRST!**

## 56K\* PCI Software Modem

Installation Guide For Windows 95, 98, Me, 2000, and NT 4.0 Operating Systems

part number NR24,0001.00

### Before You Begin

**CAUTION:** To avoid the risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged. Disconnect all telephone cables from any existing modems before opening the PC cover.

This product is not for use with digital phone systems.

Touch an unpainted metal area of your computer's case to ground yourself, which protects your equipment from electrostatic discharge.

\* Capable of receiving at up to 56 Kbps and sending at up to 33.6 Kbps. However, download speeds may be lower due to varying line conditions. Download speeds in the U.S. and Canada are limited to 53.3 Kbps. Requires compatible phone line and server equipment. See [www.usr.com](http://www.usr.com) for details.

### 1 Prepare for installation.

Write the modem's serial number in the box below. The serial number is located on the white bar code sticker on the inside of the modem bracket 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 the Technical Support department, you will need this number to receive assistance.

**CAUTION:** To avoid the risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged. Disconnect all telephone cables from the modem before opening the PC cover.

Turn off your computer and all peripheral devices. Unplug your computer and remove the computer's cover.

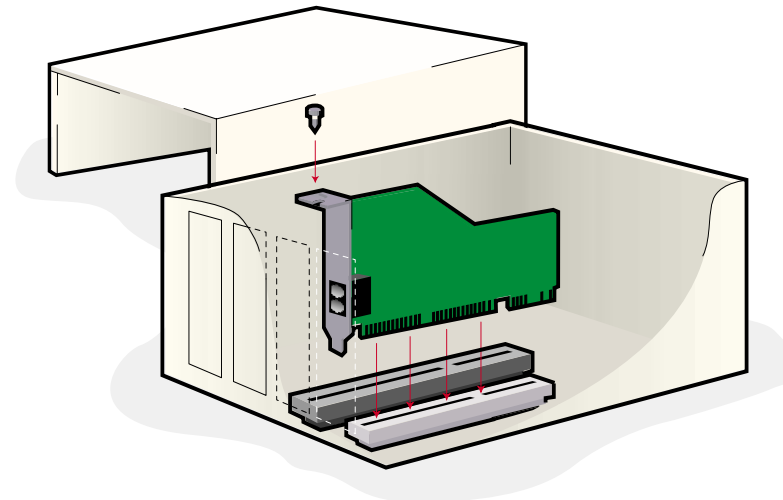
### 2 Locate an empty PCI slot.

Remove the expansion slot cover at the back of an empty PCI expansion slot. PCI slots are usually white in color. The slot cover is on the back of your computer and covers an opening on your computer's case. Most slot covers are held in place with a screw.

### 3 Install the modem.

Insert the modem into the PCI slot. You may need to rock the modem back and forth while pressing down firmly to properly seat the modem in the PCI slot.

The modem's metal bracket will cover the opening on the back of the computer. Secure the modem with the screw you removed in step two, if applicable. Replace the computer's cover.



### 6 Install the PhoneTools application software (optional).

This software will allow you to send and receive faxes.

From the main screen of the Installation CD, click **Software**. Click **PhoneTools**. Click **Install**.

### 4 Connect the modem to an analog phone line.

Plug one end of the provided phone cord into the jack on the modem labeled **LINE** and plug the other end into an analog phone wall jack.

**IMPORTANT:** Connect to an analog line only. Using a non-analog line (e.g., digital, PBX, Multi-line) will damage the modem.

### 5 Turn on your computer.

#### Windows 95 Users

The Update Device Driver Wizard will appear. Insert the Installation CD into your CD-ROM drive. Click **Next**. Windows will search for the drivers. Click **Finish**. Click **OK**. The Copying Files dialog box will appear. Select **Browse**. The Open dialog box will appear. In the Drives drop-down box, select the corresponding drive letter for your CD-ROM. Make sure **hcfmp.vxd** is highlighted in the File Name box. If not, be sure to select this. Click **OK**. The Copying Files window will appear. Click **OK**.

#### Windows 98 Users

The Add New Hardware Wizard will appear. Insert the Installation CD into the CD-ROM drive. What do you want windows to do? will appear. Select **Search for the best driver for your device (recommended)**. Click **Next**. Select **CD-ROM** making sure that ONLY the CD-ROM field is checked. Click **Next**. The wizard will find the PCI Modem Enumerator. Click **Next**. Click **Finish**.

#### Windows Me Users

The Add New Hardware Wizard will appear. Insert the Installation CD into the CD-ROM drive. Select **Automatic search for a better driver (recommended)**. Click **Next**. The Select Other Driver window will appear. Select **PCI Modem Enumerator** and click **OK**. Click **Finish**.

#### Windows 2000 Users

The Welcome to the Found New Hardware Wizard will appear. Insert the Installation CD into the CD-ROM drive. Click **Next**. The Install Hardware Device Drivers dialog box will appear. Select **Search for a suitable driver for my device (recommended)**. Click **Next**. The Locate Driver Files dialog box will appear. Select **CD-ROM** making sure that ONLY the CD-ROM field is checked. Click **Next**. The Driver Files Search Results dialog box may appear. If so, click **Next**. The Digital Signature Not Found dialog box will appear. Click **Yes**. The Completing the Found New Hardware Wizard will appear. Click **Finish**.

**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/Me drivers:** D:\  
**Windows 2000 drivers:** D:\Win\_2k

#### Windows NT 4.0 Users

Download the support drivers at [www.usr.com/support](http://www.usr.com/support). The model number is 5600.

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

## 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 modem's line jack and the wall jack. Use the phone cord included with your modem, if possible.
2. Make sure that your internal modem is physically installed correctly in your computer. You will need to press the modem in firmly so that it is seated properly in its slot. When the modem is installed correctly, you will no longer see any part of the gold edge. See the front of this guide for complete instructions. If your modem still does not work, turn off your computer, remove the modem, and reinstall it in another PCI slot.

### PROBLEM: My computer isn't recognizing my modem.

**Windows 95/98/2000/Me**  
If Plug and Play fails to find the modem as new hardware, you need to check the following:

- Confirm that the modem is firmly seated in the PCI slot. The modem should sit evenly in the slot with no part of the gold edge showing.
- Try installing the modem in another PCI slot.
- Check your computer manual to make sure that the PCI slot is configured properly.

**Windows NT 4.0**  
You will need to run a setup program for Windows NT 4.0. Download the support drivers at [www.usr.com/support.com](http://www.usr.com/support.com).

### PROBLEM: My modem seemed to install correctly but won't work.

**Possible solution:**  
An IRQ may need to be properly assigned to your modem.

**Windows 95/98/2000/Me**  
Right-click the **My Computer** icon on your desktop. Click **Properties**, and then click the **Device Manager** tab. In the list of devices, locate the Modem category. Look for your modem's description. If a yellow exclamation point appears over the modem's description, your modem is in conflict with another device.

- Try installing the modem in another PCI slot.
- Check your computer manual to make sure that the PCI slot is configured properly.
- If an available IRQ does not exist, you may need to remove, disable, or relocate another device. Refer to that device's documentation for more information about removing, disabling, or relocating it.

**Windows NT 4.0**  
Turn off your computer and physically remove the modem. Restart your computer, and check for an available IRQ by clicking **Windows Start, Programs, Administrative Tools, and Windows NT Diagnostics**. Click the **Resources** tab and select **IRQ**. Take note of an available IRQ that your modem can use. If there are no IRQs available, you may have to remove, disable, or relocate another device in order to free an IRQ for use by your modem. Refer to that device's documentation for more information about removing, disabling, or relocating it. If you do have an available IRQ, but it isn't being assigned to the modem, you may need to try the modem in another PCI slot, or check with your computer manufacturer to ensure your PCI slots are configured correctly.

### PROBLEM: My modem appeared to install correctly, but seems to be performing erratically.

**Possible solution:**  
Although PCI slots can share IRQs, there are devices on the market which do not share IRQs properly. If the modem has been assigned to an IRQ with one of these devices, the modem may perform erratically.

**Windows 95/98/Me**  
Right-click the **My Computer** icon on your desktop. Click **Properties**, and then the **Device Manager** tab. Double-click the **Computer** icon at the top of the device list. You will see a listing of your system's IRQs and the devices to which they are assigned. Locate your modem and the IRQ which it is assigned. If this IRQ is being used by any other devices, it may be causing the modem not to work properly. Either your modem or the device which shares an IRQ with your modem will have to be reassigned to another IRQ in order to resolve your conflict. You may want to try installing the modem in another PCI slot, or refer to the sharing device's documentation for more information about removing, disabling, or relocating it.

**Windows 2000/NT 4.0**  
This issue should not apply to Windows 2000 or Windows NT 4.0.

### PROBLEM: My software isn't recognizing my modem.

**Possible solution:**  
Your communications software may not be installed properly if you have more than one version of the software functioned, 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 Installation CD-ROM.

**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 select **Properties**. Check your communication software's documentation for instructions on adjusting the port settings in your software.

**Possible solution:**  
If you are using software which uses Windows' modem description and you had a previous modem installed, you may need to update your software's setting to reflect the use of the U.S. Robotics 56K PCI Software Modem.

**Possible solution:**  
If you are using Windows-based software which has its own list of modems to select from, you may need to update the software for use with this modem. For best operation, please select **Standard Modem** or **Hayes Compatible** from the list of manufacturers. You may also need to select the modem's COM port. Select the COM port which corresponds to the COM port assigned to the modem in the **Control Panel**, under the **Modems** icon in the **Diagnostics** tab. Click on **Windows Start, Settings, and Control Panel**. When **Control Panel** opens, click **Modems**. You will see a list of installed modems.

**Possible solution:**  
If you are using Dial-Up Networking, Dial-Up Networking may not be configured correctly. Check your configuration and make sure you have the correct modem selected. 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 reads U.S. Robotics. If not, please select this modem.

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

#### FOR BOTH DIALING AND ANSWERING PROBLEMS:

**Possible solution:**  
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 LINE jack on the modem and into the 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 wall jack.

**OFFICE USERS:**  
**Possible solution:**  
You may have plugged your modem's phone cord into a digital line. This will cause permanent damage to your modem. Contact the department 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.

### PROBLEM: My modem isn't achieving a 56K Internet connection.

**Note:** Due to current FCC regulations, maximum download speed is limited to 53,333 bps.

Our research has shown that the vast majority of telephone lines in North America can and do support V.90 connections. The V.90 protocol allows for connection speeds 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:

- The server you're dialing in to 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.
- 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 V.90 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.
- 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.

## Uninstalling Your Modem

Should you need to perform an uninstall of your modem, refer to the following steps:

#### Windows 95/98/Me/NT 4.0

- Select **Start**.
- Select **Settings**.
- Select **Control Panel**.
- Double-click **Add/Remove Programs**.
- Select **U.S. Robotics 56K PCI Software Modem**.
- Click **Add/Remove**.
- Click **Yes**.
- Click **OK** to close.

#### Windows 2000

- Select **Start**.
- Select **Settings**.
- Select **Control Panel**.
- Double-click **System**.
- Select the **Hardware** tab.
- Click **Device Manager**.
- Select **U.S. Robotics 56K PCI Software Modem**.
- Left-click and select **Uninstall**.

## Support Resources

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

#### 1. Refer to the User's Manual on the Installation CD-ROM

#### 2. World Wide Web

Contains useful product information, documents, and manuals. Log on to:

<http://www.usr.com/support/>

#### 3. 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.

#### 4. Call the U.S. Robotics Technical Support Department

Technical questions about U.S. Robotics modems can also be answered by technical support specialists. Be sure to have your serial number and your model number readily available. Your model number is 5600.

**In the United States:**  
(801)401-1141  
8:00 AM. – 7:00 PM. CST Monday-Friday

U.S. Robotics also staffs its own fee-based 900 number for immediate assistance. These lines are staffed from:

**No-Hold line** (900) 555-USR1

8:00 AM. – 7:00 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. only)

**Canada:**  
(801)401-1145  
8:00 AM. – 7:00 PM. CST Monday-Friday

## Manufacturer's Declaration of Conformity

We declare under our sole responsibility that the U.S. Robotics 56K PCI Software Modem, in which the declaration relates, is in conformity with the following standards or other normative documents:

Emmission: (U.S.) FCC Part 15 Class B, (Canada) ICES-003  
Safety: (U.S.) UL 1950, 3rd Edition, (Canada) C22.2 950  
Telecom: (U.S.) FCC Part 68, (Canada) Canada CS-03

#### FCC Class B Certification

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

1. This device may not cause harmful interference, and
  2. 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 and, if not installed and used in accordance with the instructions, 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 a 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 distance between the equipment and receiver.
  - Connect the equipment into an outlet on a circuit different from the one which the receiver is connected to.
  - Consult the dealer or an experienced radio/TV technician for help.
- You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Attach standard telephone cable to the RJ-11 port.

**Note:** In order to maintain compliance with the limits of a Class B digital device, US Robotics requires that you use a quality interface cable when connecting to this device. Changes or modifications not expressly approved by US Robotics could void the user's authority to operate this equipment. Suggested cable type is 30-inch USB cable for the USB port, and standard telephone cable for the RJ-11 port.

## 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. This document contains materials protected by copyright. All rights are reserved. No part of this manual may be reproduced or transmitted in any form, by any means or for any purpose without expressed written consent of its authors. Product names appearing in this document are mentioned for identification purposes only. All trademarks, product names or brand names appearing in this document are the property of their respective owners.

#### Canadian Notice

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of Industry Canada. ICES-003 Le présent appareil numérique n'émet pas de bruits radio-électriques dépassant les limites applicables aux appareils numériques de classe B prescrites dans le Règlement sur le brouillage radioélectrique édicté par l'Industrie. NMB-003

To ensure that certified equipment is attached correctly and only to the networks of participating carriers, the following statement shall accompany each unit of certified equipment offered for sale. This statement must be included conspicuously in written or electronic form, at or near the front of each copy of the operating manual or accompany other technical information, or be included as a separate sheet. The required statement is:

**NOTE:** The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protection, 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. The customer should be aware that compliance with the above conditions might not prevent degradation of service in some situations.

Repairs to certified equipment should be conducted 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.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

An explanatory note on Ringier Equivalence Numbers (see Section 10.0) and their use must be provided for the terminal equipment user in the information accompanying the terminal equipment. A notice similar to the following would be suitable:

**NOTE:** The Ringier 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 ringier equivalence Numbers of all the devices does not exceed 5.

Canadian Modem Users, your warranty and repair center is:

U.S. Robotics Corporation  
Unit – 100, 13751 Mayfield  
Richmond, B.C. Canada V6V 2S9

#### 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:

Twelve (12) months

U.S. Robotics sole obligation under this express warranty shall be, as U.S. Robotics option or 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 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 its 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, as 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" defined in the third party's product or from use of the software product not in accordance with U.S. Robotics published specifications of User Guide. THIS U.S. ROBOTICS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE. THE USE OF WHICH IS GOVERNED BY THE USE OF WHICH IS GOVERNED BY THE SOFTWARE 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. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

An explanatory note on Ringier Equivalence Numbers (see Section 10.0) and their use must be provided for the terminal equipment user in the information accompanying the terminal equipment. A notice similar to the following would be suitable:

**NOTE:** The Ringier 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 ringier equivalence Numbers of all the devices does not exceed 5.

Canadian Modem Users, your warranty and repair center is:

U.S. Robotics Corporation  
Unit – 100, 13751 Mayfield  
Richmond, B.C. Canada V6V 2S9

#### AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE

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.

**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-Warranty  
528 Spanish Lane  
Wauwatosa, WI 53198

**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. U.S. ROBOTICS 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 CAUSED BY CUSTOMER'S OR ANY THIRD PARTY'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING. U.S. ROBOTICS ATTEMPTS TO OPEN, REPAIR OR MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF NATURE.

**LIMITATION OF LIABILITY:** TO THE FULL EXTENT ALLOWED BY LAW, U.S. ROBOTICS ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, 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 U.S. ROBOTICS OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT U.S. ROBOTICS OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

**DISCLAIMER:** Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury or death. These 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 may vary depending on local law.

**GOVERNING LAW:** This Limited Warranty shall be governed by the laws of the State of Illinois, U.S. including its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.