U.S. Robotics®

READ ME FIRST!

56K* Faxmodem
Installation Guide
for Windows®
95 and 98

part number 1.024.2417

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. It will copy the necessary files for your modem to your computer, check for the system resources that your modem needs, help you free system resources if none are available, and give you step-by-step instructions or 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 automatically. If it does not, click Windows **Start** and then click **Run**. In the "Run" dialog box, type **D:\connect.exe**. If your CD-ROM drive uses a different letter, type that letter in place of "D."

The Modem Installation Assistant will then go to work. Follow the onscreen instructions to use the Assistant. When the Assistant tells you to shut down your computer, refer to Step One of this Guide to continue the installation process.

---

1 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 the 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 and remove its cover.

---

2 Remove the expansion slot cover.

CAUTION: To avoid the risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged.

Remove the screw and expansion slot cover at the back of an empty PCI expansion slot. You will need this screw later to hold the modem in place. The slot cover is located on the back of the computer and covers an opening on the computer case. The opening lines up with the PCI slot inside the computer, which is 3.5 inches long and usually made of white plastic.
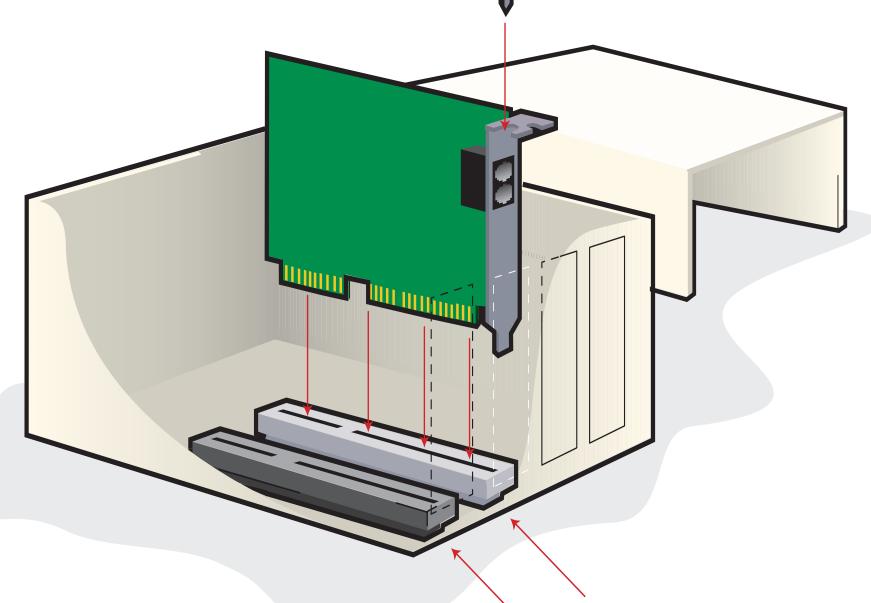
---

3 Insert the modem into an empty PCI expansion slot.

Touch an unpainted metal area of your computer's case to ground yourself, which protects your equipment from electrostatic discharge. Insert the modem, gold edge first, into the slot. The modem should fit snugly.

The modem's metal bracket will cover the opening on the back of the computer, and you will no longer see any of the modem's gold edge when it is properly installed.

Secure the modem with the screw you removed in Step Two. Replace the computer's cover, and plug it back into the electrical outlet.

---

4 Connect the modem to an analog phone line.

Plug one end of the provided phone cord into the modem's ☐ jack and plug the other end into an analog phone wall jack.

When you are not using the modem, you can use a telephone by plugging the telephone's cord into the modem's ☎ jack.

---

5 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 drivers.

The Modem Installation Assistant will restart and verify that the modem is properly installed.

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.

The Installation CD includes the electronic User's Guide & Reference for your modem. The *Connections* CD contains a selection of Internet browsers, ISP offers and other valuable software.

---

6 Install the *Connections* CD and register your modem.

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 and registering your modem. If it does not start automatically, click Windows **Start** and then click **Run**. In the "Run" dialog box, type **D:\connect.exe**. If your CD-ROM drive uses a different letter, type that letter in place of "D."

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

Troubleshooting

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 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, you may need to remove it and reinstall it in another available slot.

PROBLEM:
My computer isn't recognizing my modem.

Possible solution:
You may be using an IRQ that is already in use. To work properly, your modem needs to be assigned to a free IRQ.

Windows 95/98
If you set your modem's jumpers to Plug-and-Play mode, Windows should locate a free IRQ, if one exists, for your use by your modem. See the "Installing Your New Modem with Windows NT" insert for more information, as the installation using jumper shunts is similar for Windows NT, 95, and 98.

If Plug-and-Play fails to install the modem, you need to determine IRQ availability. 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. If an IRQ is not present in this list, it indicates that Windows is not currently using it, and the IRQ is considered available.

Locate your modem in the list of devices. If a yellow exclamation point appears over the modem's description, your modem is in conflict with another device. Either your modem or the other device will have to be reinstalled to another IRQ in order to resolve your conflict.

If a usable, free 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.

If Windows still fails to recognize your modem and it does not have a yellow exclamation point next to its IRQ, or if your modem doesn't appear in the list, another problem exists. You may need to call 3Com Technical Support.

Windows NT
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. Your modem should be jumpered to one of these IRQs (see the "Installing Your New Modem with Windows NT" insert for more information). 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.

Possible solution:
You may be using a COM port address that is either already in use or not configured correctly. To work properly, this modem needs to be assigned to a free COM port.

Windows 95/98
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 uninstallation instructions.

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
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 in this list.

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 *Connections*™ 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:
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, click **Modems**. You will see a list of installed modems. You can also add, remove, or view the properties of modems from this window. The 3Com 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 match your 3Com U.S. Robotics modem or no modems are listed, your modem is not installed properly. Try reinstalling your modem.

Possible solution:
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. 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 description.

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 ⌐ jack on the modem and into the wall phone 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. 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 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:

• 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.

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. Log on to:
http://consumer.3com.com/support/index.html

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
consumerftp.3com.com

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 3Com modems can also be

answered by technical support specialists.

In the United States:
847 262 5151
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
No-Hold line   900 555 USR1

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.)

In Canada:
Keating Technologies
905 479 0231
8:00 am - 8:00 pm EST Monday - Friday