

READ ME FIRST!

56K* Performance Pro Modem

Installation Guide for Windows®

95, 98, 2000, and NT

part number R24,0004,00

Before You Begin

Windows 95 and 98 Users

Insert the Installation CD included with your modem into your CD-ROM drive. It should run automatically. If it does not, click Windows **Start** and then click **Run**. In the "Run" dialog box, type **D:\setup.exe**. If your CD-ROM drive uses a different letter, type that letter in place of "D."

Follow the onscreen instructions. When you see the prompt to shut down your computer, eject your CD, and refer to Step One of this Guide to continue the installation process.

Windows NT and 2000 Users

Insert the Installation CD included with your modem into your CD-ROM drive. Follow the onscreen instructions. Shut down and leave the Installation CD in your CD-ROM drive. Refer to Step One of this Guide to begin 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 that your computer is shut down. Turn off your computer and all peripheral devices. Unplug your computer and remove the computer's cover. If you currently have an internal modem in your computer, remove the telephone cord from the modem before removing your computer's cover.

2 Remove the expansion slot cover.

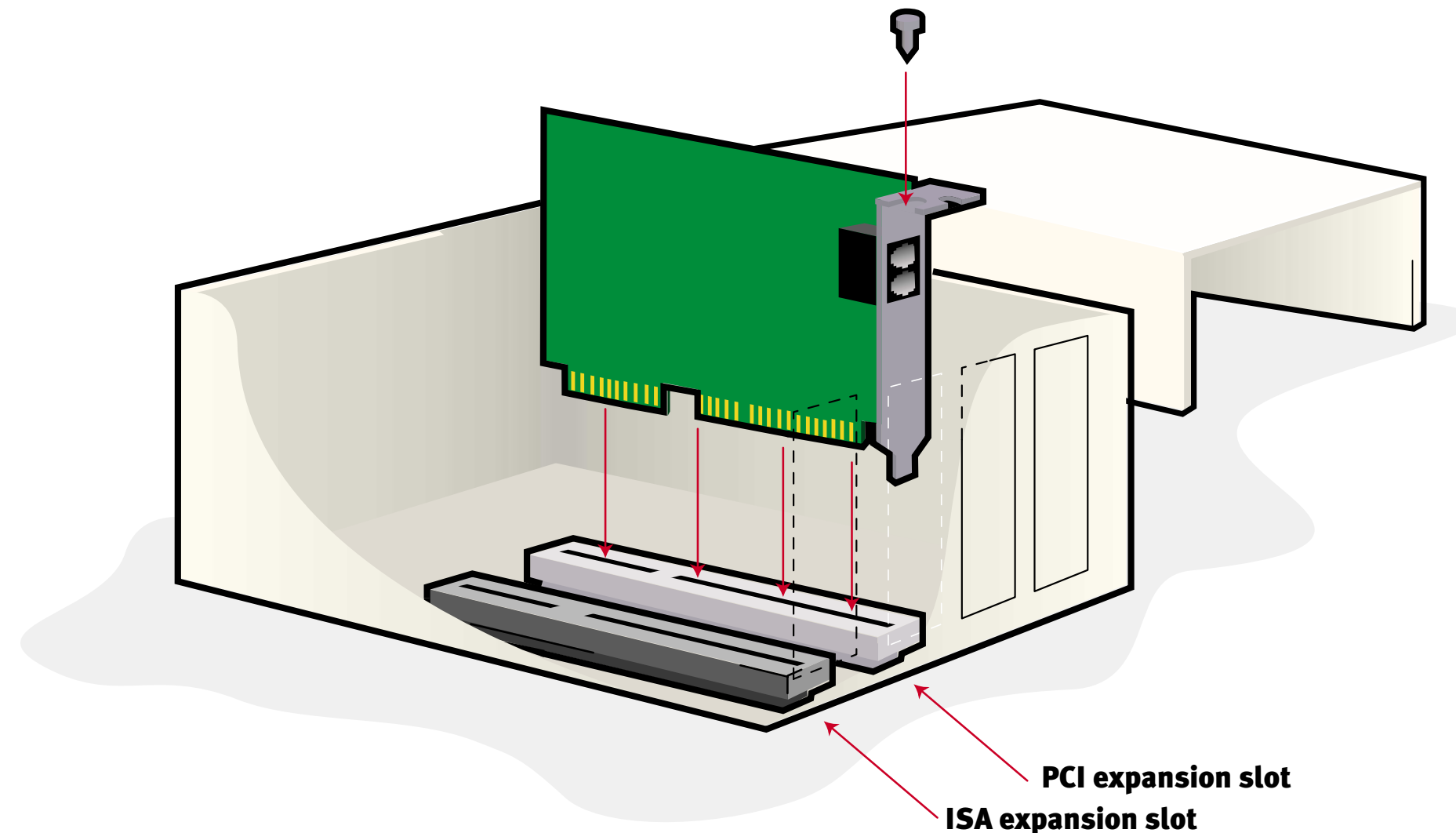
CAUTION: To avoid the risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged.

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 lined with metal.

3 Insert the modem into an empty PCI expansion slot.

CAUTION: To avoid risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged from electrical outlets. Disconnect any phone cords from the wall jack.

Insert the modem, gold edge first, into the slot. The modem should fit snugly into the slot. The modem's metal bracket will cover the opening on the back of the computer. Secure the modem with the screw you removed. Replace the computer's cover. Reconnect and turn on all peripherals.



6 Register your modem and install the Connections CD.

When your desktop returns, register your modem. At the Installation CD interface, click the **Support** link. Follow the onscreen instructions to register your modem and to view the warranty information. (If the Installation CD interface does not run automatically, click Windows **Start** and then click **Run**. In the "Run" dialog box, type **D:\setup.exe**. If your CD-ROM drive uses a different letter, type that letter in place of "D.")

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

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

Windows 95/98 drivers: D:\Win9x

Windows 2000 drivers: D:\Win2000

Windows NT drivers: D:\WinNT4

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

5 Windows installs the drivers and installation is verified.

Windows 95 and 98 Users

Turn your PC on. Windows will detect your modem and install its drivers. Reinsert your Installation CD and follow the onscreen instructions.

Windows NT Users

Turn your PC on. Double-click the **My Computer** icon. Right-click the **D:** drive icon and select **Explore**. If your CD-ROM drive uses a different letter, type that letter in place of "D." Double-click the **WinNT4** folder. Double-click the **5610** folder. Double-click **setup.exe**. This will start the Modem Setup Wizard. You can also start the Modem Setup Wizard by clicking Windows **Start**, and pointing to **Run**. In the **Open** field, type **D:\WinNT4\5610\setup.exe** and click **OK**.

When the "Modem Setup" screen appears, click **Install**. The "Install Complete" message appears. Click **OK** and restart your computer.

Windows 2000 Users

Turn your PC on. A "Digital Signature Not Found" screen will appear. Click **Yes**. When the "Found New Hardware Wizard" screen appears, click **Next**. Follow the onscreen instructions.

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

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.


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

*IMPORTANT! In accordance with the ITU-T standard for 56K transmissions (V.90), this modem is capable of 56 Kbps downloads. However, the download speeds you experience may lower due to varying line conditions and other factors. Uploads from users to server equipment travel at speeds up to 31.2 Kbps. An analog phone line compatible with the V.90 standard, and an Internet provider or corporate host site compatible with the V.90 standard is necessary for these high-speed downloads.

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Troubleshooting

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

1. Make sure that your phone cord is properly connected. Remove the phone cord from the modem and wall jacks. Clean any dirt or corrosion from the cord and jacks. Reinsert the cord securely in the wall jack and the modem's  jack. Use the phone cord included with your modem, if possible.

2. Make sure that your 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.

Windows 95/98

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

This version of Microsoft windows doesn't support Plug and Play. The modem will not be found as new hardware.

PROBLEM:

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

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 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 U.S. Robotics 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. 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.

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 or may not have the correct modem type selected.

Windows 95/98

The U.S. Robotics 56K Fax PCI modem will install on COM 5 only in Windows 95 and Windows 98 and cannot be moved to another COM port. To confirm that the modem installed on COM 5, 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.

Windows-based non-TAPI Compliant Software:

Some older software programs require you to select a COM port manually. This software may not recognize COM 5, which is the only COM port that this modem can be installed on. To reconcile this discrepancy, when the modem is installed, DOS Box Support is also installed automatically. As long as the non-TAPI software is configured to COM 4, DOS Box Support will automatically enable the software to find the modem on COM 5.

AOL 3.0 and above:

If you are using AOL 3.0 or above, click **Setup** then **Add** and change the modem device. The AOL software will take a few minutes to go through the process of identifying which port the modem is located on and DOS Box Support will direct AOL automatically to COM 4 . While AOL is going through this process, a message "searching for a way for you to connect" will be displayed.

Dial-Up Networking:


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 icon for 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. You can select your new modem by selecting the **General** tab and highlighting your new modem in the **Connect using** box. Click **OK**.

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. Also, try a different access number, if possible.

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://www.usr.com/

Click **Support**.

Knowledgebase

A Web-based troubleshooting tool that will help you solve problems you may be having with your modem. Go to:
http://www.usr.com/kb
When the page loads, click the **Modems** graphic. Then follow the onscreen directions.

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 U.S. Robotics's Technical Support Department

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

In the United States:

(847) 262-5151

8:00 A.M. - 6:00 P.M. CST Monday - Friday.

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

8:00 A.M. - 10:00 P.M. CST Monday - Friday

9:00 A.M. - 5:00 P.M. 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

Manufacturer's Declaration of Conformity

U.S. Robotics Corporation
3800 Golf Road
Rolling Meadows, IL 60008
U.S.A.

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

Part 15:

Operation is subject to the following two conditions:

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

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

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 (5.0). You should contact your telephone company to determine the maximum REN for your calling area.

This equipment uses the following USOC jacks: RJ11C.

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

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

If you have an external modem:

UL Listing/CSA Certified

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

If you have an internal modem:

UL Listing/CUL Listing or CSA Certified

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

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 (BVRP PhoneTools or Winphone) manual on the Installation 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 and uses radio frequency energy and if not installed and used properly, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. 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. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause interference to radio and television communications.

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 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. 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 affect the telecommunications company cause to request the user to disconnect the equipment.

AVIS: 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 mauvais fonctionnement.

Centre de garantie et de service après-vente:

Keating Technologies

25 Royal Crest Court, Suite 120

Markham, ONT L3R 9X4

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:

Five (5) years

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 noncompatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with U.S. Robotics's published specifications or User Guide.

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

YEAR 2000 WARRANTY: In addition to the Warranty stated above, U.S. Robotics warrants that each product sold or licensed to Customer on and after January 1, 1998 that is date sensitive will continue performing properly with regard to such date data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the U.S. Robotics product.

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's Corporate Service Center must be pre-authorized by U.S. Robotics with a User Service Order (USO) 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's expense, not later than thirty (30) days after U.S. Robotics receives the defective product. Return the product to:

In The United States:
U.S. Robotics
SRO# _____
Attn. Dock 15 PCD
1800 W. Central Ave.
Mt. Prospect, IL 60056
In Canada:
Keating Technologies
25 Royal Crest Court, Suite 120
Markham, ONT L3R 9X4

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.

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