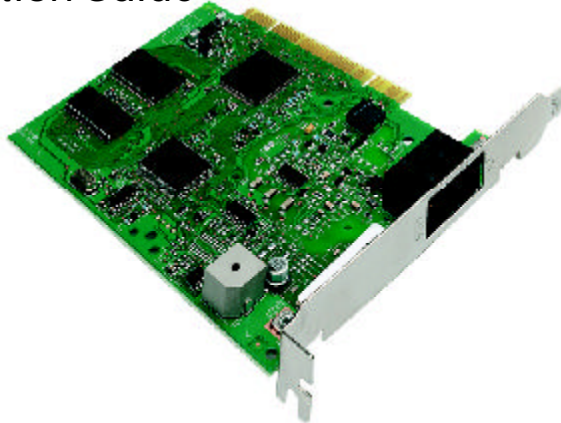


U.S. Robotics®

56K* Performance Pro Modem Installation Guide



Windows XP, 2000, NT, Me, 98, 95, and Linux
Operating Systems

part number R24.0208.00

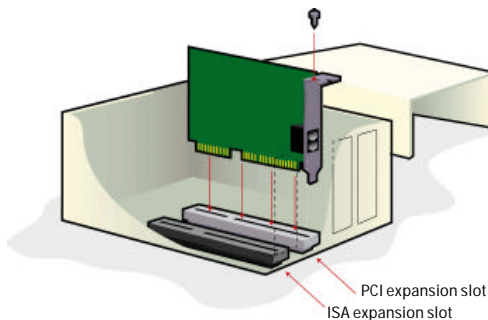
Before You Begin

Before you begin, we recommend you uninstall any other modems you have in your system and unplug all telephone lines connected to these modems.

Refer to your old modem's documentation for instructions. If you have an older U.S. Robotics modem, see the "Uninstalling a U.S. Robotics Modem" chapter in the manual that came with your older modem.

Write the new U.S. Robotics 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.



Step 1

Insert the modem into the empty PCI expansion slot.

Turn off and unplug your computer and all peripherals. Remove the computer's cover. (If you do not know how to do this, refer to your computer's documentation.)

CAUTION: To avoid risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged from electrical outlets and that any telephone cables have been removed from existing modems and their wall jacks.

Remove the expansion slot cover at the back of an empty PCI expansion slot. PCI slots are 3.5 inches long and are usually white plastic lined with metal. The slot cover is on the back of the computer and covers an opening on the computer's case. Most slot covers are held in place with a screw. Insert the modem, gold edge first, into the slot. 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. 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.

Step 2

Install the modem drivers.

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 (assuming D: is your CD-ROM drive).

Windows XP/2000/Me/98/95 drivers: D:\Drivers
Windows NT4 drivers: D:\Drivers\WinNT4

NOTE: Windows XP/2000/NT/Me users must be logged in using an account with administrative privileges before attempting to install the modem drivers. Windows XP home users have administrative privileges by default.

Windows XP Users: Control Panel: Category View
Turn on your computer. Insert your Installation CD into your CD-ROM drive before you log in or Windows opens. Click Windows Start, Control Panel, Network and Internet Connections. Click Phone and Modem Options. Select the Modems tab. Click Properties. Select Driver tab. Click Update Driver. Select Install from a list or specific location (Advanced) and click Next. Select Don't search. I will choose the driver to install and click Next. Select HaveDisk. Click Browse and select your CD drive. Double-click Drivers and select the driver most appropriate to your modem. Click Next. Click Finish to complete the installation.

Control Panel: Classic View

Turn on your computer. Insert your Installation CD into your CD-ROM drive before you log in. Click Windows Start, Control Panel. Double-click Phone and Modem Options. Select Modems tab. Click Properties. Select Driver tab. Click Update Driver.

Windows 2000 Users

Turn on your computer. Insert your Installation CD into your CD-ROM drive before you log in. When the Found New Hardware screen appears, click Next. Select Search for a suitable driver for my device (recommended). Click Next. Select CD-ROM drives. Click Next. A Digital Signature Not Found message may appear. * Click Yes. Click Finish to complete the installation.



driver available.

Windows NT Users

Turn on your computer. Insert your Installation CD into your CD-ROM drive before you log in. Double-click the My Computer icon. Right-click on the icon for your CD-ROM drive and select Explore. Double-click the Drivers\WinNT4 folder. Double-click Setup. This will start the Modem Setup Wizard. When the Modem Setup screen appears, click Install. When the installation is complete, you will be asked if you want to restart your computer. Click Yes.

Windows Me Users

Turn on your computer. Insert your Installation CD into your CD-ROM drive before Windows opens. When the Add New Hardware Wizard appears, select Automatic search for a better driver (Recommended), and click Next. Click Finish to complete the installation.

Windows 98 Users

Turn on your computer. Insert your Installation CD into your CD-ROM drive before Windows opens. When the Add New Hardware Wizard appears, click Next. Select Search for the best driver for your device (Recommended), and click Next. Select Specify a

location and click Browse. Double-click your CD-ROM drive and select Drivers. Click OK. Click Next. When the driver is found, click Next. Click Finish to complete the installation.

Windows 95 Users


Turn on your computer. Insert your Installation CD into your CD-ROM drive before Windows opens. When the Add New Hardware Wizard appears, click Next. If the Wizard is unable to locate the driver, click Other Locations. Click Browse and select your CD drive. Select Drivers and click OK. Click OK on the Select Other Location window. Click Finish. At this point you may get an Insert Disk notice. Click OK. The Copying Files screen will open. Click Browse and select your CD-ROM drive. Double-click Drivers. Click OK. The Copying Files screen will appear again. Click OK to complete the installation.


Linux 2.3 and Higher Users

NOTE: All 2.3 and higher Linux kernels contain the U.S. Robotics Linux modem drivers. Installation of the modem under this kernel is fully automatic provided your kernel has the Plug and Play module enabled (default).

Step 3

Connect the modem to an analog phone line.

Plug one end of the phone cord into the jack on the modem labeled , 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.

Step 4

Verify that the modem is properly installed.

If you have Windows XP

Category View: Click Windows Start, and click Control Panel. Click Network and Internet Connections, Phone and Modem Options, and then click the Modems tab. You should see a description of your modem and a COM port setting. 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 your modem is not listed and/or you do not see a series of commands and responses, make sure that your internal modem is physically installed correctly in your computer. With power off, 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. If your modem still does not work, you may need to remove it and reinstall it in another available PCI slot. Shut down and restart your PC. Check your modem again using Control Panel as described previously.

Classic View: Click Windows Start, and click Control Panel. Click Network and Internet Connections, Phone and Modem Options, and then click the Modems tab. You should see a description of your modem and a COM port setting. 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 your modem is not listed and/or you do not see a series of commands and responses, make sure that your internal modem is physically installed correctly in your computer. With power off, 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. If your modem still does not work, you may need to remove it and reinstall it in another available PCI slot. Shut down and restart your PC. Check your modem again using Control Panel as described previously.

If you have 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 the correct modem is highlighted. 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 your modem is not listed and/or you do not see a series of commands and responses, make sure that your internal modem is physically installed correctly in your computer. With power off, 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. If your modem still does not work, you may need to remove it and reinstall it in another available PCI slot. Shut down and restart your PC. Check your modem again using Control Panel as described previously.

5.

If you have 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 modem. If your modem is not listed, make sure that your internal modem is physically installed correctly in your computer. With power off, 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. If your modem still does not work, you may need to remove it and reinstall it in another available PCI slot. Shut down and restart your PC. Check your modem again using Control Panel as described previously. Check for hardware conflicts by clicking Windows Start, Programs, Administrative Tools (Common), Windows NT Diagnostics. Select the Resourcestab.

If you have 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 modem. Click the Diagnostics tab. Make sure that the correct COM Port (modem) is highlighted. Click the MoreInfo button. You should see a series of commands and responses from the modem. This means that the installation was a success. If your modem is not listed and/or you do not see a series of commands and responses, make sure that your internal modem is physically installed correctly in your computer. With power off, 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. If your modem still does not work, you may need to remove it and reinstall it in another available slot. Shut down and restart your PC. Check your modem again using the Control Panel as described previously.

If you have Linux

Reboot the PC and note that another serial port is listed along with the device name (/dev/ttyX), indicating the modem is present. Log in to the system. Check that the modem is communicating properly. If working in a shell environment, start a Minicom terminal session from the terminal prompt. If using X Windows, use Minicom through a shell window or use the dial-up program (Kppp or equivalent). Make sure that your internal modem is physically installed correctly in your computer. With power off, 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. If your modem still does not work, you may need to remove it and reinstall it in another available PCI slot. Shut down and restart your PC.

Using Kppp in X Windows:

- 1) Execute the Kppp program (or other dial-up program) from the Internet submenu.
- 2) Within the Kppp program, click the Setup button, then the Device tab, and then select the device name of the modem from the pull-down menu.
- 3) Click the Modem tab, then click the Query Modem button. About 15 seconds later a window should appear with I-screen information from the modem, indicating a successful installation.

Using Minicom:

- 1) Launch a terminal (shell) session.
- 2) Create a symbolic link for the modem using the following commands:

```
cd /dev <enter>
rm modem <enter>
ln -s ttySX <enter>
```
- 3) Type Minicom <enter> to start Minicom.
- 4) If the modem initializes under Minicom, type "AT" <enter>. If you receive "OK," your modem has installed successfully.

6.

Step 5

Install software and register your modem.

Re-insert the Installation CD. The CD's installation utility should start automatically. The Setup Wizard on the CD guides you through installing the program group (including Internet Call Notification, ControlCenter, and optional faxmodem software) and registering your modem.


NOTE: 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."


OPTIONAL: Enabling the Gaming Mode Feature

Your modem includes the Gaming Mode feature for enhanced online gaming performance. Turn on for faster response times in online games; turn off for Web browsing, e-mail, and downloading files.

Go to the D:\Drivers\Gaming directory on the Installation CD and double-click the gmtray.exe file. (If your CD-ROM drive uses a different letter, go to that letter in place of "D.") This will automatically install the Gaming Mode feature to your system.

Using the Gaming Mode Feature

1) Once you have enabled the Gaming Mode feature, you will see a modem icon  on the toolbar of your Windows desktop. This icon is used to enable the Gaming Mode feature on your modem.

2) To enable the Gaming Mode feature, simply right-click the  icon when you are NOT online and select Gaming Mode Enabled.

3) In order to disable Gaming Mode for normal Web browsing, right-click the  icon when you are NOT online and select Gaming Mode Disabled.

NOTE TO LINUX USERS: This systray icon was not designed for use with Linux. You will have to issue AT commands to the modem to control Gaming Mode.

- To enable Gaming Mode: AT&FG
- To disable Gaming Mode: AT&F1

Troubleshooting

Having problems with your modem? Try these basic troubleshooting steps first.

1) **Is your phone cord properly connected?** 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.

2) **Is your modem properly installed in your computer?**

Possible solution: Refer to the "Verify that the modem is properly installed" section of this Installation Guide for possible solutions based on your particular operating system.

Problems

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 software package installed on your system. We highly recommend using the communications software provided with your modem on the Installation CD.

Possible solution: Your software's COM port settings may be incorrect or may not have the correct modem type selected.

Windows 98/95: 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, DOS Box Support must also be installed. Right-click the My Computer icon and then click Open. Double-click your CD-ROM drive and then double-click the Drivers folder. Right-click the dosbox.inf file and then left-click Install. This will automatically install DOS Box functionality on your system. Restart your computer to enable DOS Box functionality. As long as the software is configured to COM 4, DOS Box Support will automatically enable the software to find the modem on COM 5.

Possible solution: If you are using software that uses a 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 Performance Pro Modem.

Windows Me/98/95: The U.S. Robotics 56K Performance Pro Modem will install on COM 5 only in Windows Me, 98, and 95 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 XP/2000/NT: Check your communication software's documentation for instructions on adjusting the port settings in your software and use the next available port.

8.

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.

My computer isn't recognizing my modem.

Windows XP/2000/Me/98/95: 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. This program is located on your Installation CD at D:\Drivers\WinNT4.

My modem appeared to install correctly but seems to be performing erratically.

Possible solution: Although PCI devices can share IRQs, there are devices on the market that 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 Me/98/95: 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 to work improperly. 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 XP/2000/NT 4.0: This issue should not apply to Windows XP, Windows 2000, or Windows NT 4.0.

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 **L** 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. This can damage your modem. Contact the department responsible for your phone system if you are unsure whether or not your phone line is digital.

Possible solution: 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.

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

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

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

The V.92 and V.90 protocols allow for download speeds of up to 56K and the V.92 protocol adds upload speeds of up to 48K, 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.92 or V.90 technology at this time. In order to achieve a V.92 or V.90 connection:

- The server you're dialing in to must support and provide a digital V.92, V.90, or 56K 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.92 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.92, V.90, or 56K server. A pair of 33.6K modems will not connect to each other at 56K speeds.

Uninstalling Your Modem

Uninstalling the modem drivers.

NOTE: Read through this section in its entirety before attempting to uninstall the modem drivers as portions of this procedure apply only to specific versions of Windows operating systems.

Click Windows Start, Settings, Control Panel. Double-click Modems (or Phone and Modem for Windows 2000 and Windows XP). Select the Modems tab (applicable to Windows XP only). Select the modem you want to uninstall and click Remove. Click Yes and OK or Close, depending on your operating system.

NOTE: Windows 98/95 require the removal of the U.S. Robotics 56K Fax PCI DOS Box Support file. To remove this file, click Windows Start, Settings, Control Panel. Double-click Add/Remove Programs. Select the Install/Uninstall tab (applicable to Windows 95 only). Select U.S. Robotics 56K Fax PCI DOS Box Support file. Click Add/Remove. Click Yes to reboot your computer.

Physically disconnect the modem from the computer.

Turn off and unplug your computer and all peripherals.

CAUTION: To avoid risk of electrical shock, make sure your computer and all peripheral devices are turned off and unplugged from electrical outlets and that any telephone cables have been removed from the modem and from the wall jack.

Remove the computer's cover. (If you do not know how to do this, refer to your computer's documentation.) Locate the modem inside the computer and remove the screw that attaches the modem's metal bracket to the computer. Remove the modem from its slot. Replace the computer's cover.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Equivalence Number is located on the bottom of the modem.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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:

Two (2) years

U.S. Robotics' sole obligation under this express warranty shall be, at U.S. Robotics' 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

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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-Walnut
528 Spanish Lane
Walnut, CA 91789

In Canada:

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

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