U.S.Robotics®

56K Message Modem

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

U.S. Robotics

U.S. Robotics Corporation
935 National Parkway
Schaumburg, Illinois
60173-5157
USA

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English

Installation for All Operating Systems:

Before You Begin: Prepare for installation.

Before you begin, we recommend you uninstall any other modems you have in your system. Refer to your previous modem's documentation for instructions.

Write down your new U.S. Robotics modem's serial number, which is located on the white bar code sticker on the modem and on the modem's box, in the box below. If you ever need to call our Technical Support department, you will need this number and your model number, which is 5668, to receive assistance.

Product ID	Serial Number
USR995668B	

Step 1: Connect the modem to the computer.

Shut down your computer and connect the serial cable to the modem and the computer. To find the serial port on the back of your computer, look for COM, MODEM, RS-232, lolol, or SERIAL. Do not use the AUX, GAME, LPT, or PARALLEL ports.

Step 2: Connect the modem to an analogue phone line and plug in the modem's power supply.

Plug one end of the provided phone cord into the jack on the modem and plug the other end into an analogue phone wall jack. If you would like to attach a phone to your modem and your model has two phone jacks, plug your phone into the jack on the modem.

The wall outlet you use must be for an analogue phone line. Most office phones are wired through DIGITAL lines. Be sure you know what type of line you have. The modem will be damaged if you use a digital phone line.

Plug the power supply into the jack on the modem and the other end into an electrical outlet. Plug your headset into the jack on the modem. Turn on the modem. The power button is located on the side of the modem.

If the CS light is not on, the modem may not be turned on or plugged in properly. Make sure the modem is turned on and that the power supply is connected between the modem and the electrical outlet.

> If a speaker is attached to the modem, the ferrite clamp must be installed around the speaker cable as closely as possible to the modem. Place the speaker cable inside the ferrite clamp and squeeze the ends together until both latches snap into place.
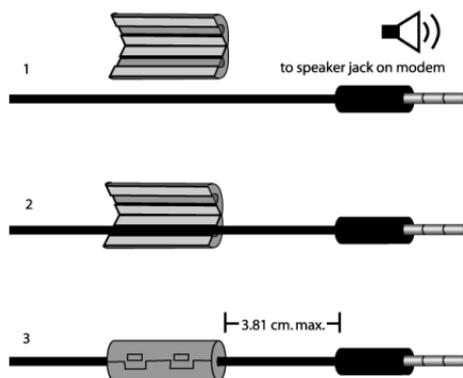
Step 3: Install the modem drivers.

If you have Windows 95/98 operating systems:

Turn your computer on. After the New Hardware Wizard detects your modem, insert the Installation CD-ROM into your CD-ROM drive. If the CD-ROM autolaunches and the setup program appears, click **Cancel** or **Close** to exit. Follow the on-screen prompts to complete the installation. If you are asked for the location of your CD-ROM drive, type the letter of your CD-ROM drive and a colon (D: if your CD-ROM drive letter is D).

If you have Windows Me:

Turn your computer on. After you see a message that your new modem has been detected and installed, insert your Installation CD-ROM into your CD-ROM drive. If the CD-ROM autolaunches and the setup program appears, click **Cancel** or **Close** to exit. Click **Start**, select **Settings**, then click **Control Panel**. Click **View all Control Panel Options** in the upper-left corner of your screen. Double-click the **System** icon. Click **Device Manager**. Expand **Modems** by clicking **+**. Double-click the description of your new modem, then click the Driver tab. Click **Update Driver**. Select **Specify the location of the driver (Advanced)**. Click **Next**. Select **Removable media**. Click **Next**. Click **Next**. Click **Finish** to complete the installation.

If you have Windows NT:

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

Turn your computer on. Insert your Installation CD-ROM into your CD-ROM drive before you log in. If the CD-ROM autolaunches and the setup program appears, click **Cancel** or **Close** to exit. Click **Start,** point to **Settings,** and click **Control Panel**. Double-click **Modems**. When the Install New Modem screen appears, click **Next** to have Windows detect your new modem. When your modem is detected, click **Change**. Click **Have Disk**. Make sure the location of your CD-ROM drive is selected. Click **OK**. Select **U.S. Robotics**. Select **U.S. Robotics 56K Message V.92 (non-PnP)**. Click **OK** and then **Next**. Click **Finish**. The Modems Properties tab will display the COM port that is assigned to your modem. Click **Close**. If the System Settings Change window appears, click **Yes** to restart your computer.

If you have Windows 2000:

Windows 2000 users must be in administrator mode to properly add any new hardware. Your modem will be automatically installed. Follow the update driver procedure below.

Turn your computer on. After you see a message that your new modem has been installed, insert your Installation CD-ROM into your CD-ROM drive. If the CD-ROM autolaunches and the setup program appears, click **Cancel** or **Close** to exit. Click **Start,** select **Settings,** then click **Control Panel**. Double-click the **System** icon. Click the Hardware tab. Click **Device Manager**. Expand **Modems** by clicking **+**. Double-click the description of your new modem or **Standard Modem** if there is no specific description, then click the Driver tab. Click **Update Driver**. Click **Next**. Select **Search for a suitable driver for my device**. Click **Next**. Select **CD-ROM drive**. Click **Next**. Select **Install one of the other drivers,** then click **Next**. Select **U.S. Robotics 56K Message V.92**. Click **Next**. A Digital Signature Not Found message will appear*. Click **Yes**. Click **Finish** to complete the installation.

If you have Windows XP:

Windows XP users must be in administrator mode to properly add any new hardware. Your modem will be automatically installed. Follow the update driver procedure below.

Turn your computer on. Insert your Installation CD-ROM into your CD-ROM drive. If the CD-ROM autolaunches and the setup program appears, click **Cancel** or **Close** to exit. Click **Start** then click **Control Panel.** If you are not in Classic View, switch to Classic View now by clicking the selection in the upper-left corner of your screen. Double-click the **System** icon. Click the Hardware tab. Click **Device Manager**. Expand **Modems** by clicking **+**. Double-click the description of your new modem or **Standard Modem** if there is no specific description, then click the Driver tab. Click **Update Driver**. Select **Install from a Specific Location (Advanced)**. Click **Next**. Select **Don't search. I will choose the driver to install**.

Click **Next**. Click **Have Disk**. Type the letter of your CD-ROM drive and a colon (D: if your CD-ROM drive letter is D). Click **OK.** Select **U.S. Robotics 56K Message V.92,** then click **Next**. If you see a warning telling you that this modem has not passed logo testing, click **Continue Anyway***. Click **Finish**.

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

Software Installation for All Windows Operating Systems:

V.92 Features

Would you like to install the ControlCenter software?

The ControlCenter software allows you to configure your V.92 modem settings and automatically notifies you of any updates to your modem's code.

- To install the ControlCenter software, eject and reinsert the Installation CD-ROM into your CD-ROM drive. If the Installation CD-ROM interface does not run automatically, click **Start** and then click **Run**. In the Run dialogue box, type D:\setup.exe. If your CD-ROM drive uses a different letter, type that letter in place of D.

- Choose the **Software** option, select **U.S. Robotics ControlCenter,** and then follow the on-screen instructions to install the ControlCenter software.

Would you like to install the Internet Call Notification software?

Internet Call Notification lets you take an incoming voice call without dropping your Internet connection.

- To install the Internet Call Notification software, eject and reinsert the Installation CD-ROM into your CD-ROM drive. If the Installation CD-ROM interface does not run automatically, click **Start** and then click **Run**. In the Run dialogue box, type D:\setup.exe. If your CD-ROM drive uses a different letter, type that letter in place of D.

- Choose the **Software** option, select **U.S. Robotics Internet Call Notification,** and follow the on-screen instructions to install the Internet Call Notification software.

Independent Mode Features

Install the PhoneTools software

The PhoneTools software allows you to use all the voice functionality of your new V.92 modem.

To install the PhoneTools software, eject and reinsert the Installation CD-ROM into your CD-ROM drive. If the Installation CD-ROM interface does not run automatically, click **Start** and then click **Run**. In the Run dialogue box, type D:\setup.exe. If your CD-ROM drive uses a different letter, type that letter in place of D. Choose the **Software** option, select **PhoneTools**, and then follow the on-screen instructions to install PhoneTools software.

Register your modem.

- At the Installation CD-ROM interface, click the **Support** link. Follow the on-screen instructions to register your modem. If the Installation CD-ROM interface does not run automatically, click **Start** and then click **Run**. In the Run dialogue box, type D:\setup.exe. If your CD-ROM drive uses a different letter, type that letter in place of D. You can also register online at:
http://www.usr.com/productreg

Troubleshooting

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

Windows Me, 98, 95

- Click **Start**, **Settings**, and then **Control Panel**.

- Double-click the **Modems** icon. In the Modems Properties screen, you should see a description for your new U.S. Robotics modem. If you do not see a description of your modem, see the Note at the end of this section.

- Click the Diagnostics tab. Make sure that the correct COM port (modem) is selected.

- Click the **More Info** button. You should see a series of commands and responses from the modem. This means that the installation was a success. If you do not see commands and responses, shut down and restart your computer. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this Guide.

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

- Click **Start**, **Settings**, and then **Control Panel**.

- Double-click the **Modems** icon. In the Modems Properties screen, you should see a description for your new U.S. Robotics modem. If you do

not see your modem listed, shut down and restart your computer. To determine if your modem is functioning properly, try reinstalling your modem. If your modem is still not working, refer to the additional troubleshooting in this Guide.

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

- Click **Start**, **Settings**, and then **Control Panel**.

- Double-click the **Phone and Modem Options** icon. Click the Modems tab. Make sure that your new U.S. Robotics modem is selected. If you do not see a description of your modem, see the Note at the end of this section.

- Click the **Properties** button.

- Click the Diagnostics tab.

- Click the **Query Modem** button. You should see a series of commands and responses from the modem. This means that the installation was a success. If you do not see commands and responses, shut down and restart your computer. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this Guide.

Windows XP
Windows XP users must be in administrator mode to properly add any new hardware.

- Click **Start** and then click **Control Panel**.

- Click **Phone and Modem Options** and then click the Modems tab. You should see a description of your new U.S. Robotics modem and a COM port setting. If you do not see a description of your modem, see the Note at the end of this section.

- Click **Modem**, highlight the description of your new modem, and click **Properties**.

- Click the Diagnostics tab.

- Click the **Query Modem** button. You should see a series of commands and responses from the modem. This means that the installation was a success. If you do not see commands and responses, shut down and restart your computer. To determine if your modem is functioning properly, repeat the steps above. If your modem is still not working, refer to the additional troubleshooting in this Guide.

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

For additional troubleshooting help, review these common issues:

My computer isn't recognizing my modem.

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

Windows XP, 2000
Make sure your COM port is not already in use by another modem. Click **Start**, **Settings** (for Windows 2000 only), and **Control Panel**, and then double-click **Phone and Modem Options**. Click the Modems tab. Look for a listed modem and check which COM port it is using. If a previous modem is already using the available COM port, you can either use another COM port or uninstall the modem that was installed previously. See your previous modem's manual for uninstallation instructions. Next, make sure that your COM ports are configured correctly. Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Hardware tab. In the Device Manager section, click the **Device Manager** button. Look under **Ports (COM and LPT)**. If the Communications ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case, you may need to contact your computer manufacturer. It is also possible that you may be plugging your external modem's cable into a disabled serial port. Refer to your computer's manual for information about enabling COM ports. This usually involves altering the BIOS settings and possibly the operating system. You may need to call your computer's manufacturer to change your BIOS settings if they are incorrect.

Windows Me, 98, 95
Make sure your COM port is not already in use by another modem. Click **Start**, **Settings**, and **Control Panel**, and then double-click **Modems**. If you have Windows Me and you do not see this icon, be sure to select **View All Control Panel Options**. Look for another modem listed and if another modem is listed, click the Diagnostics tab to find out which COM port it is using. If a previous modem is already using the available COM port, you can either use another COM port or uninstall the previously installed modem. See your previous modem's

manual for uninstallation instructions. Next, make sure that your COM ports are configured correctly. Right-click the **My Computer** icon on your desktop. Click **Properties**. Click the Device Manager tab. Look under **Ports (COM and LPT)**. If the COM ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case and you are not sure how to properly configure your COM ports, contact your computer manufacturer.

It is also possible that you may be plugging your RS-232 modem cable into a disabled serial port. Refer to your computer's manual for information about enabling COM ports. This usually involves altering the BIOS settings and possibly the operating system. You may need to call your computer's manufacturer to change your BIOS settings if they are incorrect.

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

My software isn't recognizing my modem.

Possible solution:
Your communications software may not function properly if you have more than one version of the software installed or if you are using an older version. We highly recommend using the communications software provided with your modem on the Installation CD-ROM.

Possible solution:
Make sure the modem is plugged in and turned on. If it is, check the outlet with another electric device (like a lamp) to be sure that you are getting power. Also, you must use the power supply that came with your modem; other similar-looking power supplies may be of different voltages and could damage your modem. When your modem is properly connected to an electrical outlet, a wall outlet, or a surge protector and is turned on, the CS light on the front panel will be illuminated.

Possible solution:
Windows XP, 2000
You may not have the correct modem type selected in your software or in Windows. Click **Start**, **Settings** (Windows 2000 only), and then **Control Panel**. When Control Panel opens, click **Phone and Modem Options**. Click the Modems tab. Here you will see a list of installed modems. You can also add, remove, or view the properties of modems from this window. The U.S. Robotics modem you have installed should be present in the list of installed modems. If none of the modem descriptions in the list matches your U.S. Robotics modem or no

modems are listed, your modem is not properly installed. Try reinstalling your modem using the instructions on this Guide for your operating system.

Windows Me, 98, 95, NT
You may not have the correct modem type selected in your software or in Windows. Click **Start, Settings,** and then **Control Panel.** When Control Panel opens, double-click **Modems**. Here you will see a list of installed modems. You can also add, remove, or view the properties of modems from this window. The U.S. Robotics modem you have installed should be present in the list of installed modems. If none of the modem descriptions in the list matches your U.S. Robotics modem or no modems are listed, your modem is not properly installed. Try reinstalling your modem using the instructions in this Guide for your operating system.

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

Windows 2000
If you are using Dial-Up Networking, it may not be configured correctly. Check your configuration and make sure you have the correct port selected. Click **Start,** point to **Settings,** and click **Network and Dial-up Connections**. Make sure that the description in the Connect Using box (under the General tab) matches the description of the modem you are using. If it doesn't match, select the proper modem description.

Windows Me, 98, 95, NT
If you are using Dial-Up Networking, it may not be installed or configured correctly. Check your configuration and make sure you have the correct port selected. Double-click **My Computer**. If you are using Windows Me, click **Start,** point to **Settings,** then double-click **Control Panel**. All operating systems should then double-click **Dial-Up Networking,** right-click the connection you are trying to use, and select **Properties**. Make sure that the description in the modem box matches the description of the modem you are using. If it doesn't match, select the proper modem description.

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

For both dialing and answering problems:
Possible solution:
Make sure that you are using the power supply that came with your modem;

other similar-looking power supplies may be of different voltages and could damage your modem.

Possible solution:
You might have a bad phone cord connected to your modem, or your phone cord may be plugged into the wrong jack. The phone cord should be plugged into the jack labelled 🔲 on the modem and directly into the telephone wall jack. Use the phone cord included in your modem's box, if possible.

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

Office Users
Possible solution:
You may have plugged your modem's phone cord into a digital line, which can damage your modem. Contact your phone system administrator if you are unsure whether or not your phone line is digital. If your phone system requires dialing "9" to access an outside line, be sure to add "9" before the number you are dialing.

Dialing Problems for Voice Mail Users
Possible solution:
If you have voice mail provided by your local phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore your normal dial tone.

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

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

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

Possible solution:
Our research has shown that the vast majority of telephone lines can and do support V.90/V.92 connections. The V.90/V.92 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/V.92 technology at this time. In order to achieve a V.90/V.92 connection:

1. The server you are dialing into must support and provide a digital V.90/ V.92 signal. Your ISP (Internet Service Provider) can provide you with a list of dial-up connections and information on what those connections currently support.

2. The telephone line between your ISP and your modem must be capable of supporting a 56K connection and contain only one analogue-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-analogue signal conversion so that your modem can receive the data. There must be no more than one analogue-to-digital signal conversion in the path from your ISP to your modem. If more than one analogue-to-digital conversion occurs, your connection speeds will default to V.34+ (33.6 Kbps). There may also be impairments on the local lines between your ISP and your modem. These impairments can prevent or limit connection speeds. All telephone calls are routed differently, so you should try making your 56K connection several times. One way to test this is to dial into a long distance location. Long distance lines are often much clearer than local lines. It is important to note that telephone companies are constantly upgrading their systems. Lines that do not support 56K today may support 56K in the near future.

3. For a V.90 connection, your modem must be connecting to a V.90/56K server. A pair of 56K modems will not connect to each other at V.90/56K speeds.

4. For a V.92 connection, your modem must be connecting to a V.92 server. A pair of 56K modems will not connect to each other at V.92/56K 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:

1. Visit the U.S. Robotics Web site
    Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product. Your product number is USR995668B. You may need to know this to obtain information on the U.S. Robotics Web site. Go to: http://www.usr.com/support

2. Contact the U.S. Robotics Technical Support Department
    Technical questions about U.S. Robotics modems can also be answered by technical support specialists.

Country	Telephone	Online	Hours
Middle East (English)	+44 870 844 4546	me_modemsupport@usr.com	8:00 A.M.– 5:00 P.M. GMT Monday – Friday

Regulatory Information and Limited Warranty

CE Compliance

We, U.S. Robotics Corporation of 935 National Parkway, Schaumburg, Illinois, 60173-5157 USA, declare under our sole responsibility that the product, 56K Message Modem, Model 5668, to which this declaration relates, is in conformity with the following standards and/or other normative documents.

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

We hereby declare that the above named product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10(3) and detailed in Annex II of Directive 1999/5/EC has been followed.

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

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

Please contact our support center for an RMA number before sending your product to the repair address. Product sent to the repair address without an RMA number will be returned unopened.

FRS Europe BV.
Draaibrugweg 2
1332 AC Almere
The Netherlands

U.S. Robotics Corporation Limited Warranty

1.0   GENERAL TERMS:
1.1   This Limited Warranty is extended only to the original end-user purchaser (CUSTOMER) and is not transferable.
1.2   No agent, reseller, or business partner of U.S. Robotics Corporation (U.S. ROBOTICS) is authorised to modify the terms of this Limited Warranty on behalf of U.S. ROBOTICS.
1.3   This Limited Warranty expressly excludes any product that has not been purchased as new from U.S. ROBOTICS or its authorised reseller.
1.4   This Limited Warranty is only applicable in the country or territory where the product is intended for use (As indicated by the Product Model Number and any local telecommunication approval stickers affixed to the product).
1.5   U.S. ROBOTICS warrants to the CUSTOMER that this product will be free from defects in workmanship and materials, under normal use and service, for TWO (2) YEARS from the date of purchase from U.S. ROBOTICS or from its authorised reseller.
1.6   U.S. ROBOTICS sole obligation under this warranty shall be, at U.S. ROBOTICS sole discretion, to repair the defective product or part with new or reconditioned parts; or to exchange the defective product or part with a new or reconditioned product or part that is the same or similar; or if neither of the two foregoing options is reasonably available, U.S. ROBOTICS may, at its sole discretion, provide a refund to the CUSTOMER not to exceed the latest published U.S. ROBOTICS recommended retail purchase price of the product, less any applicable service fees. All products or parts that are exchanged for replacement will become the property of U.S. ROBOTICS.
1.7   U.S. ROBOTICS warrants any replacement product or part for NINETY (90) DAYS from the date the product or part

is shipped to Customer.

1.8 U.S. ROBOTICS makes no warranty or representation that this product will meet CUSTOMER requirements or work in combination with any hardware or software products provided by third parties.

1.9 U.S. ROBOTICS makes no warranty or representation that the operation of the software products provided with this product will be uninterrupted or error free, or that all defects in software products will be corrected.

1.10 U.S. ROBOTICS shall not be responsible for any software or other CUSTOMER data or information contained in or stored on this product.

2.0 CUSTOMER OBLIGATIONS

2.1 CUSTOMER assumes full responsibility that this product meets CUSTOMER specifications and requirements.

2.2 CUSTOMER is specifically advised to make a backup copy of all software provided with this product.

2.3 CUSTOMER assumes full responsibility to properly install and configure this product and to ensure proper installation, configuration, operation and compatibility with the operating environment in which this product is to function.

2.4 CUSTOMER must furnish U.S. ROBOTICS a dated Proof of Purchase (copy of original purchase receipt from U.S. ROBOTICS or its authorised reseller) for any warranty claims to be authorised.

3.0 OBTAINING WARRANTY SERVICE:

3.1 CUSTOMER must contact U.S. ROBOTICS Technical Support or an authorised U.S. ROBOTICS Service Centre within the applicable warranty period to obtain warranty service authorisation.

3.2 Customer must provide Product Model Number, Product Serial Number and dated Proof of Purchase (copy of original purchase receipt from U.S. ROBOTICS or its authorised reseller) to obtain warranty service authorisation.

3.3 For information on how to contact U.S. ROBOTICS Technical Support or an authorised U.S. ROBOTICS Service Centre, please see the U.S ROBOTICS corporate Web site at: www.usr.com

3.4 CUSTOMER should have the following information / items readily available when contacting U.S. ROBOTICS Technical Support:
Product Model Number
Product Serial Number
Dated Proof of Purchase
CUSTOMER contact name & telephone number
CUSTOMER Computer Operating System version
U.S. ROBOTICS Installation CD-ROM
U.S. ROBOTICS Installation Guide

4.0 WARRANTY REPLACEMENT:

4.1 In the event U.S. ROBOTICS Technical Support or its authorised U.S. ROBOTICS Service Centre determines the product or part has a malfunction or failure attributable directly to faulty workmanship and/or materials; and the product is within the TWO (2) YEAR warranty term; and the CUSTOMER will include a copy of the dated Proof of Purchase (original purchase receipt from U.S. ROBOTICS or its authorised reseller) with the product or part with the returned product or part, then U.S. ROBOTICS will issue CUSTOMER a Return Material Authorisation (RMA) and instructions for the return of the product to the authorized U.S. ROBOTICS Drop Zone.

4.2 Any product or part returned to U.S. ROBOTICS without an RMA issued by U.S. ROBOTICS or its authorised U.S. ROBOTICS Service Centre will be returned.

4.3 CUSTOMER agrees to pay shipping charges to return the product or part to the authorised U.S. ROBOTICS Return Centre; to insure the product or assume the risk of loss or damage which may occur in transit; and to use a shipping container equivalent to the original packaging.

4.4 Responsibility for loss or damage does not transfer to U.S. ROBOTICS until the returned product or part is received as an authorised return at an authorised U.S. ROBOTICS Return Centre.

4.5 Authorised CUSTOMER returns will be unpacked, visually inspected, and matched to the Product Model Number and Product Serial Number for which the RMA was authorised. The enclosed Proof of Purchase will be inspected for date of purchase and place of purchase. U.S. ROBOTICS may deny warranty service if visual inspection of the returned product or part does not match the CUSTOMER supplied information for which the RMA was issued.

4.6 Once a CUSTOMER return has been unpacked, visually inspected, and tested U.S. ROBOTICS will, at its sole discretion, repair or replace, using new or reconditioned product or parts, to whatever extent it deems necessary to restore the product or part to operating condition.

4.7 U.S. ROBOTICS will make reasonable effort to ship repaired or replaced product or part to CUSTOMER, at U.S. ROBOTICS expense, not later than TWENTY ONE (21) DAYS after U.S. ROBOTICS receives the authorized CUSTOMER return at an authorised U.S. ROBOTICS Return Centre.

4.8 U.S. ROBOTICS shall not be liable for any damages caused by delay in delivering or furnishing repaired or replaced product or part.

5.0 LIMITATIONS

5.1 THIRD-PARTY SOFTWARE: This U.S. ROBOTICS product may include or be bundled with third-party software, the use of which is governed by separate end-user license agreements provided by third-party software vendors. This U.S. ROBOTICS Limited Warranty does not apply to such third-party software. For the applicable warranty refer to the end-user license agreement governing the use of such software.

5.2 DAMAGE DUE TO MISUSE, NEGLECT, NON-COMPLIANCE, IMPROPER INSTALLATION, AND/OR ENVIRONMENTAL FACTORS: To the extent permitted by applicable law, this U.S. ROBOTICS Limited Warranty does not apply to normal wear and tear; damage or loss of data due to interoperability with current and/or future versions of operat-

ing system or other current and/or future software and hardware; alterations (by persons other than U.S. ROBOTICS or authorized U.S. ROBOTICS Service Centres); damage caused by operator error or non-compliance with instructions as set out in the user documentation or other accompanying documentation; damage caused by acts of nature such as lightning, storms, floods, fires, and earthquakes, etc. Products evidencing the product serial number has been tampered with or removed; misuse, neglect, and improper handling; damage caused by undue physical, temperature, or electrical stress; counterfeit products; damage or loss of data caused by a computer virus, worm, Trojan horse, or memory content corruption; failures of the product which result from accident, abuse, misuse (including but not limited to improper installation, connection to incorrect voltages, and power points); failures caused by products not supplied by U.S. ROBOTICS; damage cause by moisture, corrosive environments, high voltage surges, shipping, abnormal working conditions; or the use of the product outside the borders of the country or territory intended for use (As indicated by the Product Model Number and any local telecommunication approval stickers affixed to the product).

5.3   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 AUTHORISES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, WARRANTY, OR USE OF ITS PRODUCTS.

5.4   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 AUTHORISED 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.

6.0   DISCLAIMER: Some countries, states, territories 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, so the above limitations and exclusions may be limited in their application to CUSTOMER. When the implied warranties are not allowed by law to be excluded in their entirety, they will be limited to the TWO (2) YEAR duration of this written warranty. This warranty gives CUSTOMER specific legal rights, which may vary depending on local law.

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

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