

3Com U.S. Robotics®

56K Voice Winmodem® Internal

User's Guide and Reference

PN 1.024.1704-00

This manual covers installation and operating instructions for the following modem:

3Com U.S. Robotics® 56K* Voice Winmodem® Internal

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* IMPORTANT! In accordance with the ITU standard for V.90 transmissions, this modem is capable of 56 Kbps downloads. However, the download speeds you experience may be lower due to varying line conditions and other factors. Uploads from users to server equipment travel at speeds up to 31.2 Kbps. An analogue phone line compatible with the ITU V.90 standard or 3Com's proprietary 56K technology, and an Internet provider or corporate host site with the ITU V.90 standard or 3Com's proprietary 56K technology are necessary for these high-speed downloads. The ITU V.90 standard was officially determined in February, 1998 and is expected to be ratified in September, 1998. See www.3com.com/56k for details.

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Table of Contents

WELCOME TO 56K* INFORMATION ACCESS	1
PRODUCT FEATURES	2
WINMODEM INSTALLATION WITH WINDOWS 95 AND WINDOWS 98	6
PLUG AND PLAY INSTALLATION	6
DETERMINING AVAILABLE RESOURCES	7
HOW TO INSERT THE MODEM INTO THE COMPUTER	7
DETERMINING YOUR VERSION OF WINDOWS 95	11
INSTALLING WINMODEM DRIVERS WITH WINDOWS 95	11
<i>Versions 950 and 950a</i>	11
INSTALLING WINMODEM DRIVERS WITH WINDOWS 95	14
<i>Version 950b</i>	14
INSTALLING WINMODEM DRIVERS WITH WINDOWS 98	16
UNINSTALLING THE WINMODEM WITH WINDOWS 95 OR WINDOWS 98	20
WINMODEM INSTALLATION WITH WINDOWS 3.X	21
HOW TO INSERT THE MODEM INTO THE COMPUTER	21
INSTALLING WINMODEM DRIVERS WITH WINDOWS 3.X	24

UNINSTALLING THE WINMODEM WITH WINDOWS 3.X	29
SOFTWARE INSTALLATION.....	30
WINDOWS 95 AND WINDOWS 98	30
WINDOWS 3.X.....	31
TYPE OF MODEM	31
INITIALISATION STRING	31
FLOW CONTROL	32
REGULATORY INFORMATION	33
CE COMPLIANCE	33
<i>Electromagnetic Compatibility</i>	33
<i>Safety (Low Voltage Directive)</i>	33
LIMITED WARRANTY	34

Welcome to 56K*Information Access



The International Telecommunications Union (ITU) decides the technical protocols that communications devices must use to operate with each other. Modems that comply with ITU standards can “talk” to other standards-compliant modems and fax machines worldwide.

The ITU has determined a worldwide standard for 56K modem technology. With a U.S. Robotics modem, you can get 56K Internet access from any service provider who offers the ITU V.90 standard or 3Com’s proprietary 56K technology. 3Com is working with providers everywhere to quickly upgrade their service to the ITU V.90 standard.

* In accordance with the ITU standard for V.90 transmissions, this modem is capable of 56 Kbps downloads. However, the download speeds you experience may be lower due to varying line conditions and other factors. Uploads from users to server equipment travel at speeds up to 31.2 Kbps. An analogue phone line compatible with the ITU V.90 standard or 3Com’s proprietary 56K technology, and an Internet provider or corporate host site with the ITU V.90 standard or 3Com’s proprietary 56K technology are necessary for these high-speed downloads. The ITU V.90 standard was officially determined in February, 1998 and is expected to be ratified in September, 1998. See www.3com.com/56k for details.

Product Features

Modulation Schemes

ITU-T V.90
x2™ technology
ITU-T V.34 (Inc 33600)
ITU-T V.32bis
ITU-T V.32
ITU-T V.22bis
ITU-T V.22
ITU-T V.23
ITU-T V.21

Error Control and Data Compression Schemes

ITU-T V.42
ITU-T V.42bis
MNP 2-5

Fax Modulation Schemes

ITU-T V.17
ITU-T V.29
ITU-T V.27ter
ITU-T V.21

Fax Standards

EIA 578 Class 1 FAX
EIA 592 Class 2.0 FAX

Front Channel Link Rates (Download Speeds)

28000, 29333, 30666, 32000, 33333, 34666, 36000,
37333, 38666, 40000, 41333, 42666, 44000, 45333,
46666, 48000, 49333, 50666, 52000, 53333, 54666,
56000, 57333

Product Features

Back Channel Link Rates (Upload Speeds)

4800, 7200, 9600, 12000, 14400, 16800, 19200,
21600, 24000, 26400, 28800, 31200

V.34 Link Rates

4800, 7200, 9600, 12000, 14400, 16800, 19200,
21600, 24000, 26400, 28800, 31200, 33600

V.32bis Link Rates

4800, 7200, 9600, 12000, 14400

Additional Link Rates

300, 1200/75 (V.23), 1200, 2400

Fax Link Rates

2400, 4800, 7200, 9600, 12000, 14400

Your Winmodem product will not operate under the MS-DOS environment. It relies on the Windows operating system to function or in an MS-DOS shell under Windows. Winmodem is designed to operate exclusively in the Windows environment with fully-compliant Windows software.

Plug and Play

Plug and Play allows a computer to configure the modem's settings automatically. Your computer sets the optimal configuration for the modem and your software applications automatically adjust to that configuration. Once your system sets the configuration, it will use this configuration every time you turn on your machine. In order to use this feature, you must have either a Plug and Play BIOS or Windows 95.

Product Features

Flash ROM Upgradable

The 56K Voice Winmodem Internal supports software downloads through flash memory. You can obtain the latest features by downloading updates quickly and easily.

Voice Functions

In order to use the voice functions, you will need an external, powered speaker and microphone. Also you will need the built-in speakerphone feature to use hands-free communication.

Personal Voice Mail

Personal Voice Mail turns your modem into a full-featured messaging system. Enjoy the convenience of professional voice mail in your home or office for a fraction of the cost. With Personal Voice Mail, you can record custom greetings, receive messages, and set up multiple voice “mailboxes”. You can even access your voice messages remotely. Your modem will automatically detect incoming fax/data/voice calls and route them appropriately

Speakerphone and Microphone

With the addition of a set of externally powered speakers, your new voice modem provides all the convenience of a full-duplex speakerphone. Unlike many half-duplex speakerphones, your modem allows you to converse normally without annoying echoes and distortion. Simply plug the speakers and microphone into the sockets on the modem identified with the appropriate icons, and you are ready to go.

Make sure that the microphone and speaker are at least 30 centimeters apart and not directly facing each other, so as to avoid acoustical coupling between the speaker output and microphone input.

Voice Applications

To use the voice functions of the modem, you must use an application designed for this type of modem. The answering machine, voice mail, differentiating Data/Fax/Voice calls, and recognition of remote telephone tones (DTMF) are the main functions used by voice applications.

Product Features

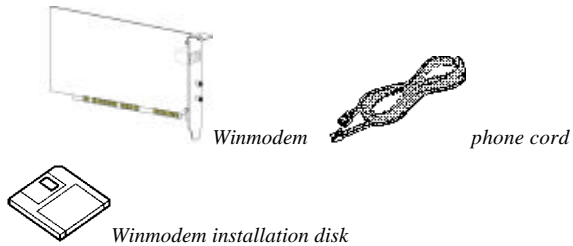
Application Settings

When installing the voice communications software in the modem settings section, you will be asked to choose the exact modem type displayed in the list of modems. If the modem is not included in the list, you can:

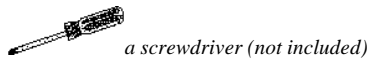
1. try a modem containing words such as 'generic' or 'voice modem',
2. contact the software manufacturer to ask for advice on choosing the driver; be sure to mention that your voice modem recognizes AT #V type commands, or
3. contact your local dealer/ reseller.

Winmodem Installation with Windows 95 and Windows 98

Before you start your installation, make sure that you have the following items:



Plus:



Speaker(s) and microphone are required for voice functions.

Plug and Play Installation

This modem's factory default setting is "Plug and Play" operation. If you are using the Windows environment, the COM port and IRQ will automatically be set to Windows as the environment. Since your new U.S. Robotics modem is a "Plug and Play" device, Windows may be able to detect your modem automatically after you plug it into your computer. The operating system should do all the work of recognising the modem for you.

Determining Available Resources

Your U.S. Robotics® 56K Voice Winmodem Internal is a Plug and Play device. However, Plug and Play will not work if you do not have resources available or if devices on your system are not reporting resource usage correctly. Your modem requires one COM port and one IRQ setting. Here is how you can verify that your system has the necessary resources before installing the modem.

1. Click the **Start** button, point to **Settings**, and then click **Control Panel**.
2. Double-click the **System** icon.
3. When the “System Properties” screen appears, click the **Device Manager** tab.

4. Double-click **Computer** and the “Computer Properties” screen appears.
5. Select option **Interrupt requests (IRQs)**. You will see the IRQs your system is currently using.

If IRQs 3,4,5,7 and 9 are being used, you need to move a device off of one of these IRQs in order to free it for use by your modem. We recommend removing other modems or disabling COM ports that may be using one of these IRQs. Read the documentation for the device that is currently using the IRQ you want to use. To learn more about the IRQ for your modem, check the computer system’s documentation.

How to Insert the Modem into the Computer

1. Before installing your modem, write down your modem's serial number. The serial number is on the white label under the bar code on the modem and on the outside of the box.

Serial Number _____

Winmodem Installation with Windows 95 and Windows 98

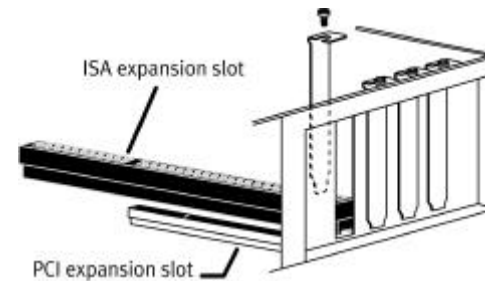
Before you unplug any cords, label them or make a sketch of how they are connected. This can be helpful when you plug them back in later.

2. Turn off your computer and unplug it from the electrical outlet.
3. Unplug any peripheral devices (printer, monitor, keyboard, mouse, etc.) from the computer.

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

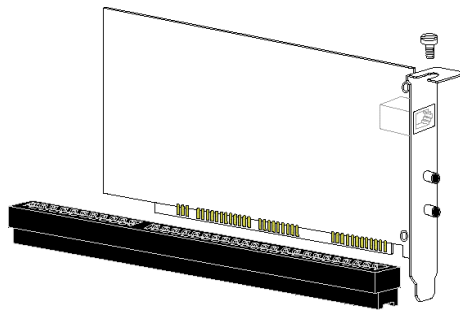
4. Remove the cover of the computer. Refer to your computer manufacturer's manual if you need instructions.

5. Find an empty ISA expansion slot that's at least as long as the gold edge of your modem. (ISA slots are dark plastic grooves lined with metal.) Unscrew and remove the expansion slot cover. It is the long narrow piece of metal that keeps dust from entering through the opening perpendicular to the slot.



Winmodem Installation with Windows 95 and Windows 98

6. Holding the modem by the two top corners, align the gold edge with the empty expansion slot. Push down gently until the modem snaps into the slot. The diagram shows horizontally aligned expansion slots. Some computers have vertically aligned slots. These instructions apply to both styles



You need to apply a little pressure to seat the modem properly. Sometimes a gentle back and forth motion helps fit the modem all the way into the slot. If you feel resistance, the modem may not be properly lined up with the slot. Do not force it into the slot. Remove the modem and try again.

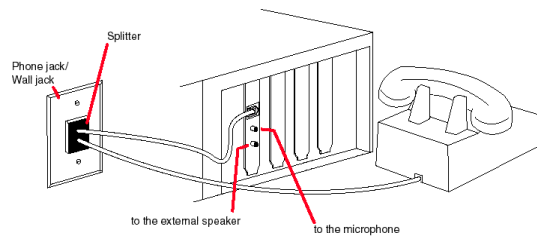
7. Once the modem is inserted, fasten it firmly into place using the screw that you removed in step 5.
8. Replace the cover of the computer.
9. Plug the end of the phone cord that came with the modem into the modem's TELCO socket.

The phone socket you use must be for an ANALOGUE phone line (the type found in most homes). Many office buildings have digital phone lines. Be sure you know which type of line you have. The modem will be damaged if you use a digital phone line.

10. Plug the other end of the phone cord into a wall socket for an analogue telephone line.
11. If you want to use a telephone on the same line, use a splitter arrangement as shown in the following diagram.
12. An external, powered speaker and microphone must be connected for speakerphone and voice mail usage. Plug a set of powered, magnetically-shielded, external speakers or a

Winmodem Installation with Windows 95 and Windows 98

headset (not included) into the 3.5 mm SPEAKER socket on the modem.



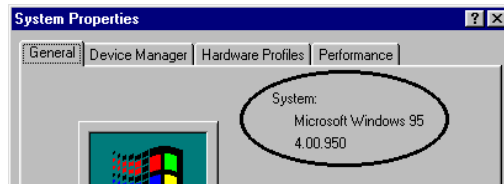
14. You cannot use the modem and a phone at the same time if they share the same telephone line.13.Plug the microphone into the MIC socket on the 56K Voice Winmodem. Place the microphone where it will pick up your voice.
15. Plug the power cords, cables, and peripherals back into the computer and turn on the computer.

16. Start your Windows operating system.
17. Next you will need to install the Winmodem's drivers.

- Windows 95 - page 11
- Windows 98 - page 16

Determining Your Version of Windows 95

1. Click the **My Computer** icon on your desktop with the right mouse button.
2. Click **Properties**.
3. In the “System Properties” screen, look at the system information under the **General** tab (circled in the following screen image). The number following the text “Microsoft Windows 95” will end with “950”, “950a”, or “950b”. This indicates your version of Windows 95.



Write down your version of Windows.

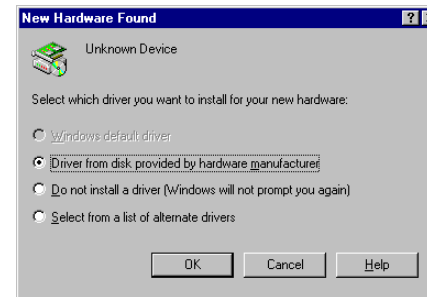
Windows 95 version _____

Click **OK**.

Installing Winmodem Drivers with Windows 95

Versions 950 and 950a

1. This screen will come up when Windows restarts. If the **Driver from disk...** option is not already selected, select it now. Click **OK** to continue.



Winmodem Installation with Windows 95 and Windows 98

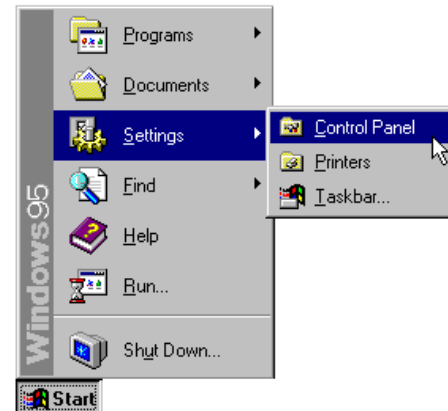
If this screen does not appear, go to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

2. When you see the **Install from Disk** screen, insert the Winmodem disk into the disk drive and type **A:**
If your disk drive is a different letter, type that letter instead of **A**.



Click **OK**. Windows will load the modem's drivers.

3. Once Windows finishes loading the information from the disk, verify that the modem installation was a success. When your desktop returns, click the Windows **Start button** and point to **Settings**. Then click **Control Panel**.



Winmodem Installation with Windows 95 and Windows 98

4. Double-click the **Modems** icon.
5. In the “Modems Properties” screen, you should see a description for your modem.



This means the installation was a success. Click **OK**.

If you do not see your modem listed, the installation was unsuccessful. Refer to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

6. Next, click the **Diagnostics** tab at the top of the “Modems Properties” screen. Write down the COM setting for your modem in the following space. You may need to know this setting when you install your communications software.

COM Port _____

7. Click **More Info....** The modem’s status screens should appear in the box. Click **OK**.

If you do not see your modem’s status screens when you click **More Info**, the installation was unsuccessful. Refer to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

Winmodem Installation with Windows 95 and Windows 98

Turn to “Software Installation” on page 30 for information about installing communications software. Also refer to the manual of the communications software for instructions on installation.

After you install your communications software, you are ready to use the Winmodem.

Installing Winmodem Drivers with Windows 95

Version 950b

1. Start Windows. Insert the Winmodem disk into your disk drive.

Click **Next**.



2. Click **Finish**. Windows will copy the files to your hard drive.

Winmodem Installation with Windows 95 and Windows 98



3. When Windows finishes copying your files, verify that the modem installation was a success.
4. Click the Windows **Start** button and point to **Settings**. Then click **Control Panel**.
5. Double-click the **Modem** icon.
6. In the “Modems Properties” screen, you should see a description of your modem. This means the installation was a success. Click **OK**.

If you do not see your modem listed, the installation was unsuccessful. Refer to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

7. Next, click the **Diagnostics** tab at the top of the “Modems Properties” screen. Write down the COM setting for your modem in the following space. You may need to know this setting when you install your communications software.

COM Port _____

8. Click **More Info....** The modem’s status screens should appear in the box. Click **OK**.

If you do not see your modem’s status screens when you click **More Info**, the installation was unsuccessful. Refer to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

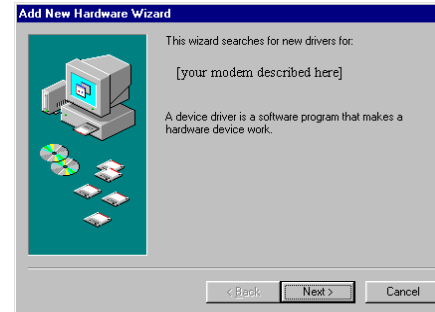
Winmodem Installation with Windows 95 and Windows 98

Turn to “Software Installation” on page 30 for information about installing communications software. Also refer to the manual of the communications software for instructions on installation.

After you install your communications software, you are ready to use the Winmodem.

Installing Winmodem Drivers with Windows 98

1. When you see this screen, Windows has detected the modem. Click **Next**.



If this screen does not appear, go to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

Winmodem Installation with Windows 95 and Windows 98

2. Make sure the **Search for the best driver for your device** option is checked. Then click **Next**.



4. The next screen tells you that Windows has found the driver for your modem. Click **Next**.



3. When you see the following screen:
 - if you have a CD-ROM that contains your modem's drivers, check CD-ROM drives option and insert the CD-ROM into your CD-ROM drive.
 - if you have a disk that contains your modem's drivers, check the **Floppy disk drives** option and insert the disk into your disk drive.

Winmodem Installation with Windows 95 and Windows 98

5. Click **Finish**.



6. When Windows is finished copying files, you should verify that the modem installation was a success. Click the Windows **Start** button and point to **Settings**. Then click **Control Panel**.
7. Double-click the **Modems** icon.

8. In the “Modems Properties” screen, you should see a description of your modem. This means the installation was a success. Click **OK**.

If you do not see your modem listed, the installation was unsuccessful. Refer to “If Plug and Play Does Not Detect Your Modem” in the “Troubleshooting and Support Resources” section of your CD-Rom.

9. Next, click the Diagnostics tab at the top of the “Modems Properties” screen. Write down the COM setting for your modem in the following space. You may need to know this setting when you install your communications software.

COM Port _____

Winmodem Installation with Windows 95 and Windows 98

Turn to “Software Installation” on page 30 for information about installing communications software. Also refer to the manual of the communications software for instructions on installation.

After you install your communications software, you are ready to use the Winmodem.

Uninstalling the Winmodem with Windows 95 or Windows 98

The process for removing your Winmodem from your computer is the same whether your operating system is Windows 95 or Windows 98.

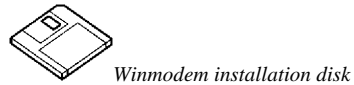
1. From the **Start** menu, point to **Settings** and then click **Control Panel**.
2. Double-click the **Modem** icon.
3. Highlight the modem you wish to remove by clicking it.
4. Click **Remove**.
5. Shut down your system by clicking **Start**. Click **Shut Down**. Click **Yes**.

6. When Windows has shut down, turn off your computer and unplug it from its electrical outlet.
7. Remove the computer's cover.
8. Unplug the phone cord (and your phone if necessary) from the modem and then remove the modem from its ISA slot.
9. Replace the computer's cover and plug it back into its electrical outlet.

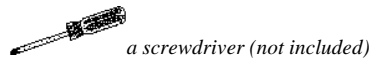
If you uninstalled your Winmodem software due to a failed installation, please reread the installation section.

Winmodem Installation with Windows 3.x

Before you start your installation, make sure that you have the following items:



Plus:



Speaker(s) and microphone are required for voice functions.

How to Insert the Modem into the Computer

1. Before installing your modem, write down your modem's serial number. The serial number is on the white label under the bar code on the modem and on the outside of the box.

Serial Number _____

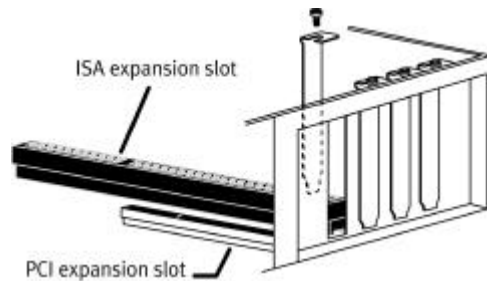
Before you unplug any cords, label them or make a sketch of how they are connected. This can be helpful when you plug them back in later.

2. Turn off your computer and unplug it from the electrical outlet.
3. Unplug any peripheral devices (printer, monitor, keyboard, mouse, etc.) from the computer.

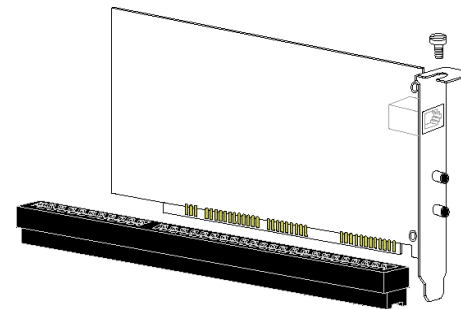
Winmodem Installation with Windows 3.x

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

4. Remove the cover of the computer. Refer to your computer manufacturer's manual if you need instructions.
5. Find an empty ISA expansion slot that is at least as long as the gold edge of your modem. (ISA slots are dark plastic grooves lined with metal.) Unscrew and remove the expansion slot cover. It is the long narrow piece of metal that keeps dust from entering through the opening perpendicular to the slot.



6. Holding the modem by each corner, align the gold edge with the empty expansion slot. Push down gently until the modem snaps into the slot. The diagram shows horizontally aligned expansion slots. Some computers have vertically aligned slots. These instructions apply to both styles.



You need to apply a little pressure to seat the modem properly. Sometimes a gentle back and forth motion helps fit the modem all the way into the slot. If you feel resistance, the modem may not be properly lined up with the slot. Do not force it into the slot. Remove the modem and try again.

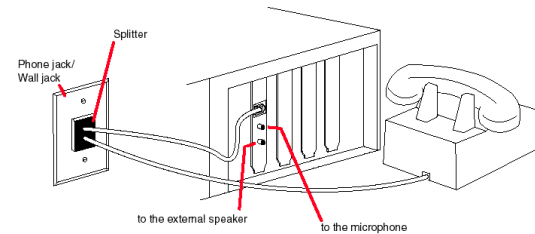
Winmodem Installation with Windows 3.x

7. Once the modem is inserted, fasten it firmly into place using the screw that you removed in step 5.
8. Replace the cover of the computer.
9. Plug the end of the phone cord that came with the modem into the modem's TELCO socket.

The phone socket you use must be for an ANALOGUE phone line (the type found in most homes). Many office buildings have digital phone lines. Be sure you know which type of line you have. The modem will be damaged if you use a digital phone line.

10. Plug the other end of the phone cord into a wall socket for an analogue telephone line.
11. If you want to use a telephone on the same line, use a splitter arrangement as shown in the following diagram.

10. An external, powered speaker and microphone must be connected for speakerphone and voice mail usage. Plug a set of powered, magnetically-shielded, external speakers or a headset (not included) into the 3.5 mm SPEAKER socket on the modem.



13. Plug the microphone into the MIC socket on the 56K Voice Winmodem. Place the microphone where it will pick up your voice.
14. Plug the power cords, cables, and peripherals back into the computer and turn on the computer.
15. Start Windows 3.x.

Winmodem Installation with Windows 3.x

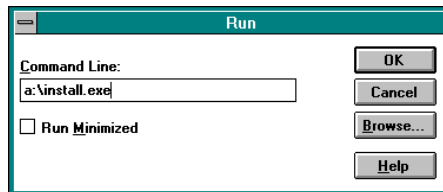
Installing Winmodem Drivers with Windows 3.x

Your 56K Voice Winmodem comes with a disk. This disk contains an installation program that helps your computer finish installing the modem.

1. Insert the installation disk into your disk drive.



2. Click **Program Manager**. Click **File** and select **Run**. In the **Command Line** text box, type **a:\install.exe**



Click **OK**.

24

3. The next screen will tell you where the Winmodem installation files will be located. Click **Continue** to copy the Winmodem files to this directory. If you wish to copy the Winmodem files to a different directory, type the path to that directory in the **Install to** text box.

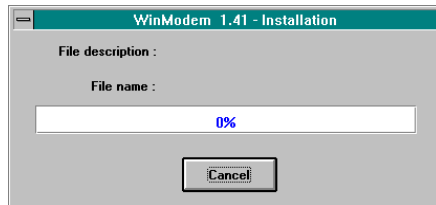


Winmodem Installation with Windows 3.x

4. This screen asks if you wish to create a new “Winmodem” directory. Click **Yes**.



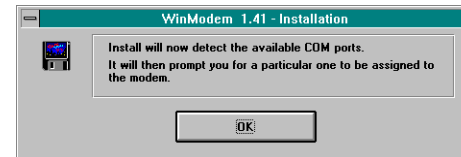
5. The next screen shows the progress of the installation software being saved to your hard drive.



6. This screen tells you that modifications have been made to your Windows system files. Click **OK**.



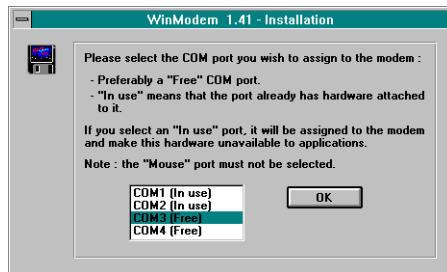
7. This screen tells you that the software will automatically detect available communications ports for the Winmodem. Click **OK**.



Winmodem Installation with Windows 3.x

- After the software detects the available COM ports, it will ask you to select one for the Winmodem. Highlight the first or lowest COM port that is free and then click **OK**. Write down the number of the free COM port. See the “Troubleshooting” section of this manual, if the software does not locate an available COM port.

COM port _____



- When you see the following screen, your Winmodem software has been successfully installed. Click **Restart Windows** to finish the process.



Winmodem Installation with Windows 3.x

10. Windows will now restart. When your desktop appears, you will see a **Configuration** screen. Choose an available I/O address and an available IRQ. Do not select **Let plug and play configure...**

- For the I/O address: Choose any from the COM column.
- For the IRQ: The COM port/IRQ combinations shown here work with most computer setups.

<u>COM</u>	<u>IRQ</u>
1	4
2	3
3	5, 7, or 9
4	5, 7, or 9

- If you have a sound card, SCSI card, or game card, it might be using IRQ 5 or 7. If you have one of these kinds of cards, do not make 5 or 7 your first choice, as it may not be available.
 - If you chose an unavailable I/O address, you will get an error message. Choose another I/O address in the **Configuration** dialog box that appears.
 - If you chose an unavailable IRQ, your communications software program may tell you that it cannot find the modem. At that point choose another IRQ in the **Configuration** dialog box. (You can find it by clicking the **Configurator** icon in the **Winmodem** program group in the **Program Manager** window.)
Once you have chosen a configuration, click **OK**.
11. The “Modem configurator” screen will show you the settings to which your modem has been assigned. Click **OK** to exit out of this screen.

Winmodem Installation with Windows 3.x

12. Click **OK** once more when Windows asks you to reboot your computer.

Turn to “Software Installation” on page 30 for information about installing communications software. Also refer to the manual of the communications software for instructions on installation.

After you install your communications software, you are ready to use the Winmodem.

Uninstalling the Winmodem with Windows 3.x

1. Double-click the **Uninstall** icon in the Win INT” program group.
2. You will be asked if you wish to remove the modem. Click **Yes**.
3. You will be asked if you wish to restart the computer. Click **No**.
4. Shut down Windows. When Windows has shut down, turn off your computer and unplug it from its electrical outlet.
5. Remove the computer’s cover.
6. Unplug the phone cord (and your phone if necessary) from the modem and then remove the modem from its ISA slot.
7. Replace the computer’s cover and plug it back into its electrical outlet.

If you uninstalled your Winmodem due to a failed installation, please reread this section.

Turn to “Software Installation” on page 30 for information about installing communications software.

Software Installation

Voice Fax, Data, and Telecommunications Software (communications software) allows sending and receiving faxes directly from your computer desktop. You can build your own fax directory, send faxes to specified groups of fax numbers, select individual cover pages when necessary, and send individual faxes without exiting your word processing program. Communications software allows you to change settings and issue commands to your modem.

Additionally, voice communications software lets you connect to Bulletin Board Systems (BBS) and other online data providers. Take advantage of this access to enter a new world of information and entertainment.

Be sure to install software after the modem is installed.

Windows 95 and Windows 98

1. Insert the communications software disk into your disk drive.
2. Go to the Windows **Start** menu and select **Run**.
3. In the **Run** dialog box, type **A:\install.exe** and press **ENTER**.
If your disk drive is a different letter, enter that letter in place of **A**.
4. Follow the on-screen instructions to install your Voice Fax, Data, and Telecommunications Software.

Software Installation

Windows 3.x

1. Insert the communications software disk into your disk drive.
2. In **Program Manager**, click **File** and select **Run**.
3. In the **Run** dialog box, type **A:\install.exe** and press **ENTER**.
If your disk drive is a different letter, type that letter instead of **A**.
4. Follow the on-screen instructions to install your Voice Fax, Data, and Telecommunications Software.

Refer to your software manual for the specific installation instructions. The software's installation program will ask you questions about the modem you are using. You may need the following information when installing a communications software package.

Type of Modem

Most voice communications software programs will ask you to select the type of modem you are using. Select a **U.S. Robotics high speed modem**. If that selection is not listed, pick **Courier Dual Standard, V.32bis**, or **V.34**.

Initialisation String

For hardware flow control, a fixed serial port rate, and full result codes, type: **AT&F1** and then press **ENTER**.

If you must use software flow control, type: **AT&F2** and then press **ENTER**.

Software Installation

Flow Control

For hardware flow control (highly recommended), select **RTS/CTS**.

For software flow control, select **XON/XOFF**.

You may need to disable the flow control (hardware or software) that you are not using.

DO NOT select a 28,800, 14,400, or 12,000 bps serial port rate, if offered. Your modem will **NOT** work correctly with any of these settings. Fix or lock the serial port (baud) rate (if it's referred to as *autobaud*, select *OFF*).

Congratulations!
**You are now ready to start using your
3Com U.S. Robotics modem.**

Regulatory Information

CE Compliance

Electromagnetic Compatibility

This device complies with the following standards in accordance with the European Directives 89/336/EEC.

- Immunity EN 50082-1 06/92
- Emission EN 55022 class B 08/87

Safety (Low Voltage Directive)

This device complies with the following standards in accordance with European Directives 91/263/EEC:

- EN 60950/A2 10/93
- EN 41003 08/93

The ports on this modem have the following safety status:

- Telephone line connector = TNV
- All other ports = SELV

These definitions are classified as per safety standard:

- EN 60950/A2 10/93
- SELV: Safety Extra Low Voltage
- TNV: Telecommunications Network Voltage, voltages in compliance with standard EN 41003 08/93 criteria.

Regulatory Information

Limited Warranty

3Com Corporation warrants to the original end-user purchaser that this product will be free from defects in materials and workmanship for the life of the modem. During the limited warranty period, and upon proof of purchase, the product will be repaired or replaced (with the same or a similar model, which may be a refurbished model) at 3Com's option, without charge for either parts or labour. This limited warranty shall not apply if the product is modified, tampered with, misused, or subjected to abnormal working conditions (including, but not limited to, lightning and water damage).

THIS LIMITED WARRANTY DOES NOT GUARANTEE YOU UNINTERRUPTED SERVICE. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE. 3COM CORPORATION SHALL IN NO EVENT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY KIND OR CHARACTER, INCLUDING, WITHOUT LIMITATION, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, LOSS OF DATA OR USE, DAMAGE TO EQUIPMENT, AND CLAIMS AGAINST THE PURCHASER BY ANY THIRD PERSON, EVEN IF 3COM CORPORATION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Regulatory Information

Disclaimer: Some countries, states, or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

To obtain service under this limited warranty, contact your local 3Com distributor/retailer.

You can register your modem via the 3Com Web site: <http://registration.usr.com>

Returning the modem

See the section “Troubleshooting and Support Resources” of the CD-Rom.