U.S.Robotics[®]



56K* Faxmodem

Installation Guide For Windows[®] 95, 98, 2000, and NT **Operating Systems**

Prepare for installation.

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

Write the modem's serial number in the box below. The serial number is located on the bottom of the modem and on the modem's box.

NOTE: It is very important that you have your serial number written down for future reference. If you ever need to call our Technical Support department, you will need this number to receive assistance.

Make sure that your computer is shut down. Turn off your computer and all peripheral devices. Unplug your computer.



computer's serial port.

part number R24.0015.00

Before You Begin

Windows 95 and 98 Users

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

Lallation process.

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

Windows 95/98 drivers: D:\ Windows 2000 drivers: D:\Win 2000\5686 Windows NT drivers: D:\NT4\5686

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

Note: In accordance with the ITU-T standard for 56K transmissions (V.90), this modem is capable of 56 Kbps downloads. Due to current IC/FCC regulations on power output, maximum download speed is limited to 53,333 bps. 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 analog phone line compatible with the V.90 standard, and an Internet provider or corporate le with the V.90 standard is necessary for these high-speed downloads.

*U.S. Robotics has thoroughly tested this driver in conjunction with the supported hardware and has verified compatibility with Windows 2000. Because U.S. Robotics wants its customers to take full advantage of the modem's functionality, we made the driver available.

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Remove the Installation CD and insert the Connections CD. The Connections CD will start automatically once you have successfully installed your modem. It will guide you through installing the Connections program group. The Connections CD contains a selection of Internet browsers, ISP offers, and other valuable software. If it does not start automatically, click Windows Start and then click Run. In the "Run" dialog box, type D:\setup.exe. If your CD-ROM drive uses a different letter, type that letter in place of "D."

Connect the modem to the computer.

Connect one end of the RS-232 serial cable (not included) to the modem and the other to your

NOTE: To find the serial port label on the back of your computer, look for COM, MODEM, RS-

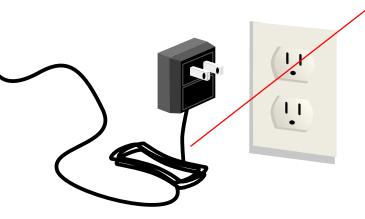
232, **OO**, or SERIAL. Do not use AUX, GAME, LPT, or PARALLEL



Connect the modem to an analog phone line.

Plug one end of the included phone cord into the TELCO jack on the modem (labeled 🔄 on the modem's underside) and plug the other end into an analog phone jack.

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



Plug in the modem's power supply.

Plug the power supply into the modem's power jack (labeled

Q on the modem's underside) and into a surge protector or

electrical outlet. Make sure to use the power supply that came with your modem, as others may be of different voltages and could damage your modem. Turn on the modem. The CS light should illuminate.

NOTE: If the CS light does not illuminate or other lights illuminate, make sure that only DIP switches 3, 5, and 8 are in the down position. (The DIP switches are located next to the phone jacks on the back of the modem.)



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Windows installs the drivers and the installation is verified.

Turn on the PC.

Windows 95/98 Users

Windows will detect your modem and install its drivers.

Windows 2000 Users

Insert your Installation CD into your CD-ROM drive before you log in. Double-click the My Computer icon. Right-click the D:\ drive icon and select Explore. If your CD-ROM drive uses a different letter, use that letter in place of "D," Double-click the Win2000 folder and then double-click the **5686** folder.

A "Digital Signature Not Found" screen may appear.* Click Yes. Windows 2000 will verify that your modem is properly installed.

Windows NT Users

Insert your Installation CD into your CD-ROM drive before you log in. Double-click the My Computer icon. Right-click the D:\ drive icon and select Explore. If your CD-ROM drive uses a different letter, use that letter in place of "D." Double-click the WinNT4 folder. Double-click setup.exe. This will start the Modem Setup Wizard.

All Users

When the "Modem Setup" screen appears, click Install. Follow the on-screen instructions until the "File Needed" screen appears. Click Browse. Click Open. The "Install Complete" message appears. Click **OK** and restart your computer.

The Installation CD includes the electronic User's Guide and Reference for your modem. For further troubleshooting information and information on contacting technical support, see the other side of this Guide.

Register your modem and install the *Connections™* CD.

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

Troubleshooting

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

- Is your modem turned on? When your modem is properly connected to power and is turned on, the CS light on the front panel will be illuminated.
- 2. Is your power supply connected properly to both your modem and an electrical outlet? If it is, check the outlet with another electric device (like a lamp) to be sure that you are getting power. Also, use the power supply that came with your modem; other similar-looking power supplies may be of different voltages and could damage your modem.
- Are you using the proper cable to connect your modem to your computer? Make sure you are using an RS-232 modem cable. Check the packaging of the cable you bought. There are many computer cables that look similar to an RS-232, such as a Null Modem cable, that will not work correctly with this modem. Depending on whether you have a 9-pin or 25-pin serial port on your computer, you will need either a DB9/DB25 or a DB25/DB25 serial cable. See the diagrams below.





RS-232 serial cable

Make sure the DIP switches on the back of your modem are set correctly. DIP switches 3, 5, and 8 should be in the down position. See the diagram below for the proper settings.



Is your phone cord properly connected? The phone cord should 5.

be plugged into the En jack on the modem and into the wall phone jack. Use the phone cord included in your modem's box if possible.

PROBLEM: *My* computer isn't recognizing my modem.

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 power and is turned on, the CS light on the front panel will be illuminated.

Possible solution:

Make sure you are using the proper cable. This modern requires an RS-232 serial cable. Check the packaging of the cable you bought. There are many computer cables that look similar to an RS-232, such as a Null Modem cable, that will not work correctly with this modern.

Possible solution:

You may be using a COM port that is either already in use or not configured correctly. To work properly, this modern needs to be plugged into an enabled serial port that is assigned to a free COM port. Typically, most computers have two serial ports assigned to COM 1 & 2 respectively.

Windows 2000 Users: Make sure your COM port is not already in use by another modem, Click Windows Start, Settings, and Control Panel, and then doubleclick Phone and Modem Options. Click the Modems tab. Look for another modem already in the machine. If there is another modem listed, 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 previously installed modem. See your previous modem's manual for the instructions to uninstall that modem.

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 & 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, you may need to contact your computer manufacturer.

It is also possible that you may be plugging an 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 95/98 Users: Make sure your COM port is not already in use by another device. Click Windows Start, Settings, and Control Panel, and then double-click Modems. Look for another modem already installed in your computer. If there is the wall jack. another modem installed, click the Diagnostics tab to find out which COM port it is using. If a previously installed modem is already using the available COM port, OFFICE AND HOME USERS: you should uninstall that modem. See your previous modem's manual for the instructions to uninstall that modem

Right-click the My Computer icon on your desktop. Click Properties. Click the Device Manager tab. Double-click Ports. If the Communications Ports have yellow exclamation points or red Xs over them, your COM ports may be configured If your phone system requires dialing "9" to access an outside line, be sure to incorrectly. If this is the case, you may need to contact your computer manufacturer.

Windows NT Users: Turn off your computer and remove your modem. Restart VOICE MAIL USERS: and click Windows Start, Settings, and then Control Panel. Double-click the Ports Possible solution: icon. Your modem must be set to a COM port setting that does not appear in this

PROBLEM:

My software isn't recognizing my modem.

Possible solution:

Your communications software may not function properly if you have more than one version of the software installed, you are using an older version, or you have more than one communications application installed on your system. We highly recommend using the communications software provided with your modem on the *Connections*[™]CD-ROM.

Possible solution:

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 power and is turned on, the **My modem isn't achieving a 56K Internet** CS light on the front panel will be on.

Possible solution:

Your software's COM port settings may be incorrect. There should be a place in the Setup section of your software that addresses port settings. Make sure the for connection speeds of up to 56K, but line conditions may affect the actual software's port settings match those for your modern. To check which COM port your modem is using, click Windows Start, Settings, and Control Panel. Doubleclick Modems, select your modem, and click Properties.

Check your communication software's documentation for instructions on adjusting • The server you're dialing in to must support and provide a digital V.90 the port settings in your software.

Possible solution

You may not have the correct modern type selected in your software or in Windows

Windows 2000 Users: Click Windows Start, Settings, and Control Panel. When Control Panel opens, click Phone and Modem Options. Click the Modems tab.

Windows 95/98 Users: Click Windows Start, Settings, and Control Panel. When Control Panel opens, 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

Possible solution

If you are using Dial-Up Networking, it may not be configured correctly. Check your configuration and make sure you have the correct modem selected.

Windows 2000 Users: Click Start, point to Settings and click Network and Dialup Connections. 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.

Windows 95/98 Users: Double-click My Computer, double-click Dial-Up **Networking**, right-click the connection you are trying to use, and click **Properties**. Make sure that the description in the modem box matches the description of the modem you are using. If it doesn't match, select the proper modem description.

PROBLEM:

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

FOR BOTH DIALING AND ANSWERING PROBLEMS:

Possible solution:

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 vour modem.

Possible solution:

You may have a bad phone cord connection to your modem, or your phone cord may be plugged into the wrong jack. The phone cord should be plugged into the

jack on the modem and into the wall phone jack. Use the phone cord included in your modem's box if possible.

Possible solution

You may have devices between the modem and the phone jack. There should be no line splitters, fax machines, or other devices between the modem and

Possible solution

You may have plugged your modem's phone cord into a digital line. Contact the department or agency responsible for your phone system if you are unsure whether or not your phone line is digital.

add "9" before the number you are dialing.

If you have voice mail provided by your local phone company, your dial tone may be altered when messages are waiting. Retrieve your voice mail to restore your normal dial tone.

PROBLEM:

My modem sounds like it's trying to connect to 8:00 A.M. - 8:00 P.M. EST Monday - Friday another modem but fails.

Possible solution:

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

Possible solution:

Make sure the DIP switches on the back of your modern are set correctly. DIP switches 3, 5, and 8 should be in the down position. See the diagram in the basic troubleshooting section for the proper settings.

PROBLEM:

connection.

lote: Our research has shown that the vast majority of telephone lines in Robotics will make reasonable efforts to provide compatibility, except where the noncompatibility is caused by a "bug" or defect in the North America can and do support V.90 connections. The V.90 protocol allows **Caution to the User** third party's product or from use of the software product not in accordance with U.S. Robotics/s published specifications or User The user is cautioned that any changes or modifications not expressly approved by THIS U.S. ROBOTICS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE. THE USE OF WHICH IS the party responsible for compliance could void the user's authority to operate the GOVERNED BY A SEPARATE END-USER LICENSE AGREEMENT. THIS U.S. ROBOTICS WARRANTY DOES NOT APPLY TO SUCH THIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE speeds during a given connection. Due to unusual telephone line equipment. configurations, some users will not be able to take full advantage of V.90 AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE Part 68 technology at this time. In order to achieve a V.90 connection:

- 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-toanalog signal conversion so that your modem can receive the data. There must be no more than one analog-to-digital signal conversion in the path from your ISP to your modem. If more than one analog-to-digital conversion occurs, your connect speeds will default to V.34 (33.6 Kbps). There may also be impairments on the local lines between your ISP and your modem. These impairments can prevent or limit V.90 connection speeds. All telephone calls are routed differently, so you should try making your 56K connection several times. One way to test this is to dial into a long distance location. Long distance lines are often much clearer than local lines. It is important to note that telephone companies are constantly upgrading their systems. Lines that do not support 56K today may support 56K in the near future.
- Your modem must be connecting to a V.90/56K server. A pair of 56K modems will not connect to each other at V.90/56K speeds.

Note: Current IC/FCC regulations limiting power may limit maximum download speeds to 53,333 bps.

Support Resources

If you have not fixed your problem after trying the suggestions in the "Troubleshooting" section, you can receive additional help via one of these convenient resources:

World Wide Web

Contains useful product information, documents, and manuals. Log on to

http://www.usr.com/support

Internet FTP ftp://ftp.usr.com

Are You Still Having Problems? 1. Call the Dealer Who Sold You the Modem

The dealer may be able to troubleshoot the problem over the phone or may request that you bring the modem back to the store for service.

2. Call U.S. Robotics' Technical Support Department

In the United States:

(847) 262-5151 8:00 A.M. - 6:00 P.M. CST Monday - Friday Automated service is available 24 hours a day, 7 days a week.

answered by technical support specialists.

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

Technical questions about U.S. Robotics modems can also be

8:00 A.M. - 10:00 P.M. CST Monday - Friday 9:00 A.M. - 5:00 P.M. CST Saturday - Sunday No-Hold line (900) 555-USR1

For a no-hold call, a \$2.50 per minute charge (price subject to change without notice) will appear on your local phone bill. You must be 18 or older or have parental permission. (Service available in the U.S. only.)

In Canada:

Keating Technologies (905) 479-0231

Manufacturer's Declaration of Conformity

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

U.S.A.

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

Part 15:

Operation is subject to the following two conditions:

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

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

This equipment complies with FCC Rules Part 68. Located on the bottom of the modem is the FCC Registration Number and Ringer Equivalence Number (REN). You must provide this information to the telephone company if requested.

The REN is used to determine the number of devices you may legally connect to your telephone line. In most areas, the sum of the REN of all devices connected to one line must not exceed five (5.0). You should contact your telephone company to ermine the maximum REN for your calling area.

This equipment uses the following USOC jacks: RJ11C.

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

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

If you have an external moden

UL Listing/CUL Listing or CSA Certified

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

If you have an internal modem:

UL Listing/CUL Listing

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

Fax Branding

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in the margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business or othe entity, or other individual sending the message, and the telephone number of the sending machine or of such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

In order to program this information into your modem, refer to the BVRP software on the CD-ROM that shipped with your modem. If you are using a different communication software program, refer to its manual.

Radio and Television Interference

This equipment generates, uses, and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the manufacturer's instructions, it may cause interference to radio and television communications. The modem has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation.

For Canadian Modem Users Industry Canada (IC)

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the Interferenceausing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada. NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all devices does

not exceed 5. The Ringer Equivalence Number is located on the bottom of the modem

OTICE: The Industry Canada (IC) label identifies certified equipment. This certification means the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single-line, individual service may be extended by means of a certified connector assembly (telephone extension cord.) The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Currently, telecommunication companies do not allow users to connect their equipment to jacks except in precise situations that are spelled out in tariffing arrangements with those companies. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alter-

ations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

AVIS : L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de téléco aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur

Avant d'installer ce matériel, l'utilisateur doit : assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées cidessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunications peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais foncti

Centre de guarantie et de service après-vente

Keating Technologies 25 Royal Crest Court, Suite 120

Markham, ONT L3R 9X4

U.S. Robotics Corporation Limited Warranty

HARDWARE: U.S. Robotics warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from U.S. Robotics or its authorized reseller

Five (5) years

U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available. U.S. Robotics may, in its sole discretion, refund to Customer the purchase price paid for the defective oduct. All products that are replaced will become the property of U.S. Robotics. Replacement products may be new or reconditioned. U.S. Robotics warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer

SOFTWARE: U.S. Robotics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from U.S. Robotics or its authorized reseller. U.S. Robotics warrants the media containing software against failure during the warranty period. No updates are provided. U.S. Robotics's sole obligation under this express warranty shall be, at U.S. Robotics's option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable U.S. Robotics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. U.S. Robotics makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any bardware or applications software products provided by third parties, that For any third-party products listed in the U.S. Robotics software product documentation or specifications as being compatible, U.S.

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

OBTAINING WARRANTY SERVICE: Customer must contact a U.S. Robotics Corporate Service Center or an Authorized U.S. Robotics Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from U.S. Robotics or its authorized reseller may be required. Products returned to U.S. Robotics's Corporate Service Center must be pre-authorized by U.S. Robotics with a 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. Robotic's expense, not later than thirty (30) days after U.S. Robotics receives the defective product. Return the product

> In The United States U.S. Robotics

SRO#_____ Attn. Dock 15 PCD 1800 W. Central Ave Mt. Prospect, IL 60056

In Canada: Keating Technologies 25 Royal Crest Court, Suite 120 Markham, ONT L3R 9X4

U.S. Robotics shall not be responsible for any software, firmware, information, or memory data of Customer contained in, stored on, or integrated with any products returned to U.S. Robotics for repair, whether under warranty or not.

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