USRobotics®

56K Faxmodem

Quick Installation Guide

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Introduction

Package Contents

- USRobotics 56K Faxmodem
- Telephone cable
- Quick Installation Guide
- USRobotics Installation CD-ROM
- Power adapter

Physical Features

Power switch   LEDs

Line to wall jack | Line to telephone | DIP switches | Serial Port | Power jack

Volume dial

LEDs

For more detail on the LEDs, see the *User Guide* on the USRobotics Installation CD-ROM.

LED	Name	State	Condition
AA	Auto Answer	On	Answering a call
		Blinking	Incoming call
CD	Carrier Detect	On	Receiving carrier signal from remote modem
RD	Received Data	Blinking	Sending or passing data with remote modem
SD	Send Data	On	Receiving a DTR signal from computer
TR	Terminal Ready	On	DTR override is on
CS	Clear to Send	On	Modem is on and ready to send data
ARQ/ FAX	Error Control	On	Successfully established an error control connection
		Blinking	Transmitting data to remote modem

System Requirements

- Windows Vista™, Windows®XP, 2000, Me, 98, 95B or NT 4.0
- 500 MHz Processor or higher
- 56K Compatible analogue telephone line
- CD-ROM drive
- 128 MB RAM
- RS-232 Serial modem cable

Installation

Step One: Prepare for Installation

1. Uninstall all other modems that are installed on your computer. For instructions, refer to the documentation for your previous modem.
2. Unplug all telephone and power cords connected to your previous modem(s).
3. Shut down your computer and power it off.
4. Locate the serial port on the back of your computer. To find the serial port, look for a port labeled COM, MODEM, RS-232, |O|O|, or SERIAL. **Do not use the AUX, GAME, LPT, or PARALLEL ports.**

Step Two: Connect the Modem to the Computer

Connect one end of the serial modem cable to modem and the other end to your computer's serial port.

Step Three: Connect the Modem to an Analogue Telephone Line

> **Caution:** The 56K Faxmodem must be plugged in to an analogue phone line only. Plugging your 56K Faxmodem in to a digital phone line may damage the modem.
>
> Most office phones are wired through digital lines. Be sure you know what type of line you have.
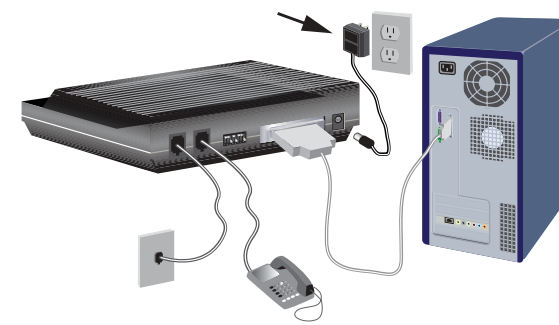
1. Plug one end of the telephone cord into the 🔲 jack on the modem.
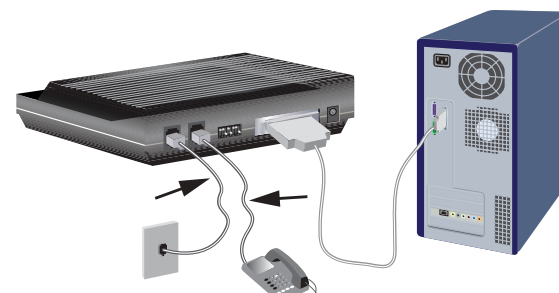
2. Plug the other end into an analogue telephone wall jack.
3. To connect a telephone through the modem, plug the telephone's cord into the modem's ☎ jack.

Step Four: Power Up the Modem

1. Plug the power adapter into the 🔌 jack on the modem and the other end into an electrical outlet.
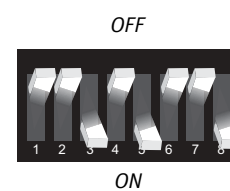
> **Note:** This product is intended to have power supplied by a Listed Direct Plug-in Power Adapter marked Class 2 and rated 9V AC, 1000 mA.

2. Turn on the modem using the power switch on the front of the modem. The **CS** LED should light.
   If the **CS** LED does not light or other LEDs light, make sure that only DIP switches **3**, **5**, and **8** are in the on (down) position.
3. Turn on your computer.

OFF / ON

Step Five: Install the Modem Drivers
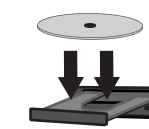
Windows Vista, XP and 2000

You must be logged in as an administrator in order to properly install the new modem.

When you turn your computer on, Windows automatically detects the modem and installs a generic driver. You will need to update it with the USRobotics driver to support full V.92 features and the additional software tools for your modem.

1. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
   If the CD doesn't start automatically, start it manually as follows:
   A. **Windows Vista**: Click Windows **Start** > **Computer**.
      Windows XP: Click Windows **Start** > **My Computer**.
      Windows 2000: On the desktop, double-click **My Computer**.
   B. Double-click the CD drive.
2. If the Auto Play window appears, click **Run autorun.exe**. If prompted by User Account Control, click **Continue**.
3. If prompted, select your preferred language. If asked to read the license agreement, read the agreement and click **Yes**.
4. Click **Install Modem**, and follow the on-screen instructions to install the driver for the modem. If prompted, click **OK**.
   - **Windows Vista:** If prompted by Windows Security, click **Install**.[1]
   - **Windows XP**: If a Software or Hardware Installation warning appears, click **Continue Anyway**.[1]
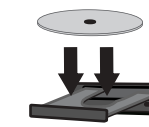   - **Windows 2000**: If a Digital Signature Not Found window appears, click **Yes**.[1]

Congratulations. You have successfully completed the installation procedure. Please register your 56K Faxmodem at www.usr.com/productreg/.

Windows Me

You must be logged in as an administrator in order to properly install the new modem.

When you turn your computer on, Windows automatically detects the modem and installs a generic driver. You will need to update it with the USRobotics driver to support full V.92 features and the additional software tools for your modem.

1. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
2. If prompted, select your preferred language. If asked to read the license agreement, read the agreement and click **Yes**.
3. Click Windows **Start** > **Settings** > **Control Panel**.
4. Double-click **System**.
5. On the **Device Manager** tab, double click **Modem** to expand the entry.
6. Double-click the **Sportster V.90 56K Faxmodem**.
7. On the **Driver** tab, click **Update Driver**.
8. Select **Automatic search for a better driver (Recommended)** and click **Next**.
9. Click **Finish** to complete the installation.

Congratulations. You have successfully completed the installation procedure. Please register your 56K Faxmodem at www.usr.com/productreg/.
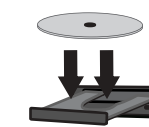
Windows 98

1. Turn on your computer. The Found New Hardware Wizard will detect your modem.
2. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
3. In the Found New Hardware Wizard, click **Next**.
4. Select **Search for best driver for your device (Recommended)** and click **Next**.
5. Select **CD-ROM drive** and click **Next**.
6. Click **Next**, then click **Finish** to complete the installation.
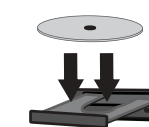
Congratulations. You have successfully completed the installation procedure. Please register your 56K Faxmodem at www.usr.com/productreg/.

Windows 95B

1. Turn on your computer. The Update Device Driver Wizard or Found New Hardware Wizard will detect your modem.
2. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
3. In the Update Device Driver Wizard or Found New Hardware Wizard, click **Next** and follow the on-screen instructions.
   If the Update Device Driver Wizard or New Hardware Found window does not immediately detect the correct modem, perform the following steps:
   A. Select **Driver from disk provided by manufacturer** and click **OK**.
   B. Type `D:\` and click **OK**, where *D* is the drive letter assigned to your CD-ROM drive.
   C. Click **OK** to continue the installation.
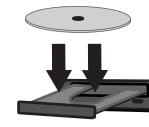   D. If prompted, click **Finish** to complete the installation.

Congratulations. You have successfully completed the installation procedure.
Please register your 56K Faxmodem at www.usr.com/productreg/.

Windows NT 4.0

You must be logged in as an administrator in order to properly install the new modem.

When you turn your computer on, Windows automatically detects the modem and installs a generic driver. You will need to update it with the USRobotics driver to support full V.92 features and the additional software tools for your modem.

1. Insert the USRobotics Installation CD-ROM to install the USRobotics driver.
2. If prompted, select your preferred language. If asked to read the license agreement, read the agreement and click **Yes**.
3. Click Windows **Start** > **Settings** > **Control Panel**.
4. Double-click **Modems**.
5. Click **Add**. When the **Install New Modem** screen appears, click **Next** to have Windows detect a standard modem.
6. Click **Change**.
7. Click **Have Disk**. Type `D:\` and click **OK**, where *D* is the drive letter assigned to your CD-ROM drive.
8. Select **U.S. Robotics 56K FAX EXT** and click **OK**.
9. Click **Next**.
10. Click **Finish** to complete the installation. When you see the **Modems Properties** tab, you will see the COM port that is assigned to your modem.
11. Click **Close**. If the **System Settings Change** window appears, click **Yes** to restart your computer.

Congratulations. You have successfully completed the installation procedure. Please register your 56K Faxmodem at www.usr.com/productreg/.

Additional Software Tools (optional)

For your convenience, the USRobotics Installation CD-ROM provides additional optional software tools that complements your modem, including the following:

- **Instant Update** automatically notifies you of any available updates for your modem's firmware.
- **Internet Call Notification** enables the V.92 feature "Modem On Hold", which suspends your Internet connection when the modem detects an inbound telephone call.[2] For more information on using Internet Call Notification, see the User Guide on the USRobotics Installation CD-ROM.
- **PhoneTools** software lets you send and receive faxes.

To see the additional software tools for your modem, select **Software** on the USRobotics Installation CD-ROM.

Troubleshooting

General

This procedure addresses a number of symptoms that you might experience with your modem:

1. Verify that the cables are connected correctly. This includes all cables connecting the telephone line, the modem, and your computer.
2. Refer to the LED descriptions and then check the LEDs on the modem to make sure you are receiving power and that are no errors.
3. If possible, test your modem with a different phone cord and/or wall jack. .
4. Make sure you are not using a Null Modem cable or adapter.
5. Make sure the DIP switches on the back of your modem are set correctly. DIP switches **3**, **5**, and **8** should be in the on (down) position.

OFF / ON
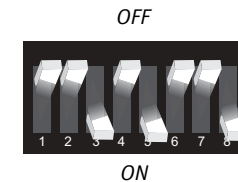
6. Shut down and restart your computer.
7. If you still have trouble with the modem, follow these steps to determine whether it was installed correctly:
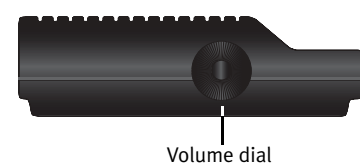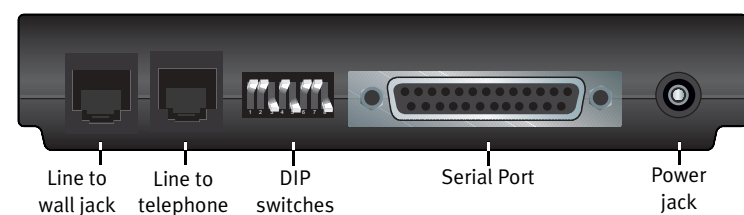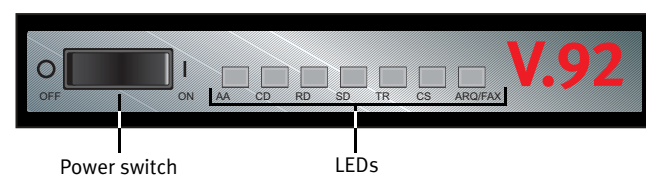
Windows Vista
1. Click Windows **Start** > **Control Panel**.
2. Click **Hardware and Sound**.
3. Click **Phone and Modem Options** and then click the **Modems** tab.
   You should see **U.S. Robotics 56K FAX EXT PnP** and a COM port setting. If you do not see a description of your modem, repeat the installation procedure.
4. On the Modems tab, select the description of your new modem and click **Properties**.
5. Click the **Diagnostics** tab and then click the **Query Modem** button.
   If you see a series of commands and responses from the modem, the installation was successful.
   If you do not see a description of your modem the installation was not successful; repeat the installation procedure.

Windows XP

1. Click Windows **Start** > **Control Panel**.
2. Click **Phone and Modem Options** and then click the **Modems** tab.

   You should see **U.S. Robotics 56K FAX EXT PnP** and a COM port setting. If you do not see a description of your modem, repeat the installation procedure.
3. Highlight the description of your new modem, and click **Properties**.
4. Click the **Diagnostics** tab and then click the **Query Modem** button.

   If you see a series of commands and responses from the modem, the installation was successful.

   If you do not see a description of your modem the installation was not successful; repeat the installation procedure.

Windows 2000

1. Click Windows **Start** > **Settings** > **Control Panel**.
2. Double-click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.

   Make sure that **U.S. Robotics 56K FAX EXT** is selected. If you do not see a description of your modem, repeat the installation procedure.
4. Click the **Properties** button.
5. Click the **Diagnostics** tab.
6. Click the **Query Modem** button.

   If you see a series of commands and responses from the modem, the installation was successful.

   If you do not see a description of your modem the installation was not successful; repeat the installation procedure.

Windows Me, 98, 95B

1. Click Windows **Start** > **Settings** > **Control Panel**.
2. Double-click the **Modems** icon.

   In the **Modems Properties** screen, you should see **U.S. Robotics 56K FAX EXT**. If you do not see a description of your modem, repeat the installation procedure.

   Click the **Diagnostics** tab. Make sure that the correct COM port (modem) is selected.
3. Click the **More Info** button.

   If you see a series of commands and responses from the modem, the installation was successful.

   If you do not see a description of your modem the installation was not successful; repeat the installation procedure.

Windows NT 4.0:

1. Click Windows **Start** > **Programs** > **Accessories** > **HyperTerminal**.
2. Click **Cancel** in the New Connection Wizard.
3. Click **File** > **Properties** and very that **U.S. Robotics 56K FAX EXT** selected.
4. In the HyperTerminal window, type **AT** and press ENTER.

   If AT is displayed in the HyperTerminal window as you type and OK is displayed after you press ENTER, the installation was successful.

   If AT is not displayed as you type and OK is not displayed after you press ENTER, the installation was not successful; repeat the installation procedure.

My computer isn't recognizing the modem.

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 Vista:

1. Click Windows **Start** > **Control Panel** > **Hardware and Sound**.
2. Double-click **Phone and Modem Options** and 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, use another COM port or uninstall the modem that was installed previously. See your previous modem's manual for uninstallation instructions.
3. Click Windows **Start** > **Control Panel** > **System and Maintenance** > **Device Manager**.
4. Look under **Ports (COM and LPT)**.

   If the COM port that your modem is using has yellow exclamation points or red "A" over it, your COM ports may not be configured correctly or you may be plugging your modem in to a disabled serial port. If this is the case, you may need to contact your computer manufacturer for information on enabling and correctly configuring your COM ports.

Windows XP

1. Click Windows **Start** > **Control Panel**.
2. Double-click **Phone and Modem Options** and 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, use another COM port or uninstall the modem that was installed previously. See your previous modem's manual for uninstallation instructions.
3. Click Windows **Start** > **Control Panel**.
4. Double-click **System** and select the **Hardware** tab.
5. Click the **Device Manager** button.
6. Look under **Ports (COM and LPT)**.

If the COM port that your modem is using has yellow exclamation points or red "A" over it, your COM ports may not be configured correctly or you may be plugging your modem in to a disabled serial port. If this is the case, you may need to contact your computer manufacturer for information on enabling and correctly configuring your COM ports.

Windows 2000:

1. Click Windows **Start** > **Settings** > **Control Panel**.
2. Double-click **Phone and Modem Options** and 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, use another COM port or uninstall the modem that was installed previously. See your previous modem's manual for uninstallation instructions.
3. Click Windows **Start** > **Settings** > **Control Panel**.
4. Double-click **System** and select the **Hardware** tab.
5. Click the **Device Manager** button.
6. Look under **Ports (COM and LPT)**.

   If the COM port that your modem is using has yellow exclamation points or red "A" over it, your COM ports may not be configured correctly or you may be plugging your modem in to a disabled serial port. If this is the case, you may need to contact your computer manufacturer for information on enabling and correctly configuring your COM ports.

Windows Me, 98 and 95B:

1. Click Windows **Start** > **Settings** > **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**.
2. Look for a listed modem and click the **Diagnostics** tab to find out which COM port it is using.

   If a previous modem is already using the available COM port, use another COM port or uninstall the modem that was installed previously. See your previous modem's manual for uninstallation instructions.
3. Click Windows **Start** > **Settings** > **Control Panel**.
4. Double-click **System** and select the **Device Manager** tab.
5. Expand **Ports (COM and LPT)**.

   If the COM port that your modem is using has yellow exclamation points or red "A" over it, your COM ports may not be configured correctly or you may be plugging your modem in to a disabled serial port. If this is the case, you may need to contact your computer manufacturer for information on enabling and correctly configuring your COM ports.

Windows NT 4.0:

1. Click Windows **Start** > **Settings** > **Control Panel**. Double-click **Ports**.
2. 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 4.0 manual for information about adding ports. After you add or enable the port, follow the instructions in this guide for your operating system.

My communications software does not recognize the modem.

Solution 1:

Your communications software may not function properly if any of the following are true:

- More than one version of the software installed on your computer.
- You are using an older version of the software.
- More than one communication software package is installed on your computer.

USRobotics highly recommends using the communications software provided with your modem on the USRobotics Installation CD-ROM.

Solution 2:

Your software's COM port settings may be incorrect. In the setup section of your software, ensure that the software's port settings match those for the modem. For instructions on adjusting the port settings in your software, refer to your communication software's documentation.

Solution 3:

Make sure that your Windows Dial-Up Networking connection is using the correct modem.

Windows Vista

1. Click Windows **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Manage network connections**.
2. Right-click the description of the dial-up networking connection, and select **Properties**.
3. Make sure that your new modem is selected.

Windows XP:

1. Click Windows **Start** > **Control Panel**, and double-click **Network Connections**.
2. Double-click the description of the dial-up networking connection, and select **Properties**.
3. Make sure that your new modem is selected.

Windows 2000:

1. Click Windows **Start** > **Settings** > **Network and Dial-up Connections**.
2. Double-click the description of the dial-up networking connection, and select **Properties**.
3. Make sure that your new modem is selected.

Windows Me, 98, 95B and NT 4.0:

1. Double-click **My Computer.**
2. Double-click **Dial-Up Networking**.
3. Right-click the connection you are trying to use, and select **Properties**.
4. Make sure that your new modem is selected.

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

Solution 1:

You may have a bad phone cord connection to the modem. Try connecting your modem to your the telephone wall jack with another telephone cord.

Solution 2:

Your phone cord may be plugged in to the wrong jack. The phone cord should be plugged into the ▽ jack on the modem and into the telephone wall jack.

Solution 3:

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

Solution 4:

You may have plugged the modem's phone cord in to a digital line. Contact the department responsible for your phone system if you are unsure whether your phone line is analogue or digital.

Solution 5:

If you phone system requires as access code to access and outside line, be sure to include the code in the number that you are dialing.

Solution 6:

If your voice mail alters your dial tone when messages are waiting, restore the normal dial tone by retrieving your messages before using the modem to dial out.

My modem sounds as if it is connecting to another modem, but the connection fails.

Solution:

You may have a poor connection. Try placing the call again.

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

Solution 1:

Contact your ISP to verify that the number you are dialing supports V.90/V.92 speeds.

Solution 2:

Contact your telephone company to verify that the telephone line for your modem supports V.90/V.92 speeds.

Solution 3:

Line interference or the routing of the telephone call to your ISP may be causing a slower connection speed. Try placing the call again.

Additional Information

For regulatory and warranty information, see the *User Guide* on the USRobotics Installation CD-ROM.

For operation and configuration information, see the *User Guide* on the USRobotics Installation CD-ROM. The User Guide contains detailed information on the use and configuration of your modem.

For expanded troubleshooting and additional information:

1. See the *User Guide* on the USRobotics Installation CD-ROM.
2. Go to the Support section of the USRobotics Web site at www.usr.com/support/.

   Many of the most common difficulties that customers experience have been addressed in the FAQ and Troubleshooting Web pages for your modem. The Support pages also contain information on the latest firmware and may contain documentation updates.

   Submit your technical support question using an online form, or contact the USRobotics Technical Support Department.

Support

You can contact the USRobotics Technical Support Department. To receive assistance, you need your serial number.

Model Number	Serial Number
5686E	

✉ www.usr.com/emailsupport   ☎ (888) 428-9450