

**READ
ME
FIRST!**

PCI Faxmodem for Windows®

Installation Guide
For Windows
95, 98, and 2000
Operating Systems
(models 3CP5699A and
3CP325699A)

part number 10031167

Before You Begin

Use the Modem Installation Assistant! The Modem Installation Assistant is a new software tool that will make the installation of your modem even easier in Windows 95, 98, and 2000. In addition, Windows 95 and 98 users can view a video presentation on installing the modem. In Windows 95 and 98, it will check for the system resources that your modem needs, help you free system resources if none are available, and give you step-by-step instructions or a video presentation on installing your modem.

To use the Modem Installation Assistant, insert the Installation CD included with your modem into your CD-ROM drive. The Modem Installation Assistant 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, type that letter in place of "D."

The Modem Installation Assistant will then go to work. Follow the onscreen instructions to use the Assistant. When the Assistant tells you to shut down your computer, refer to Step One of this Guide to continue the installation process.

1 Prepare for installation.

Write the modem's serial number in the box below. The serial number is located on the white bar code sticker on the modem and on the modem's box.

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

Make sure you have run the Modem Installation Assistant. For information on the Assistant, see the "Before You Begin" section of this Guide. Once you have run the Assistant, make sure that your computer is shut down. Turn off your computer and all peripheral devices. Unplug your computer and remove the computer's cover.

2 Remove the expansion slot cover.

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

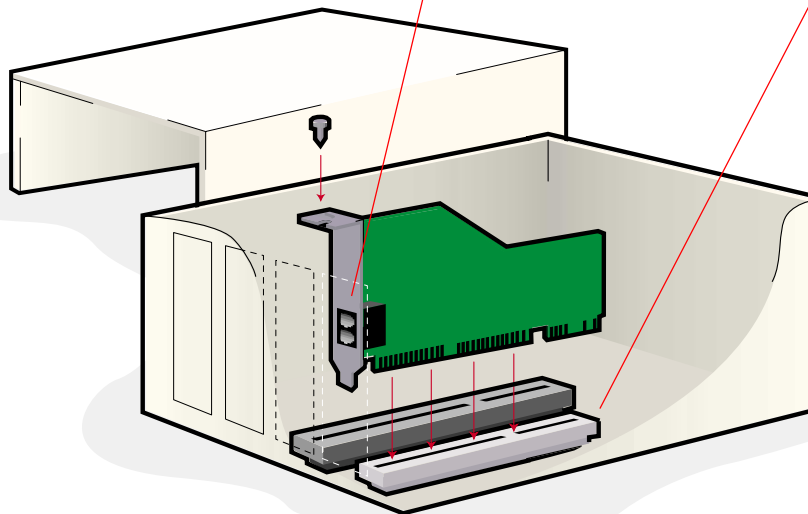
Unscrew and remove the expansion slot cover at the back of an empty PCI expansion slot. The slot cover is on the back of your computer and covers an opening on your computer's case. The opening lines up with the expansion slot inside the computer, which is 3.5 inches long and usually white plastic lined with metal.

3 Insert the modem into the empty PCI expansion slot.

Insert the modem, black edge first, into the slot. The modem will fit snugly. You may need to rock the modem back and forth firmly to properly seat it in the slot.

NOTE: Properly seating this modem in the slot can be difficult, because it requires more force than some other internal modems. Use firm downward pressure. When the modem is properly installed, you will no longer see any part of the black edge.

The modem's metal bracket will cover the opening on the back of the computer. Secure the modem with the screw you removed in step two. Replace the computer's cover.



6 Install the Connections CD and register your modem.

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 and registering your modem. 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."

***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

Windows NT drivers: Refer to "Installing Your New Modem in Windows NT" document included with your modem.

5 Windows installs the drivers and the Modem Installation Assistant verifies the installation.

Make sure that the Installation CD is still in your CD-ROM drive, then turn on your computer. Windows will detect your modem and install its drivers.

Windows 95 and 98 Users

The Modem Installation Assistant will restart and verify that the modem is properly installed.

If the Assistant detects problems with your modem's installation, it will automatically provide troubleshooting advice. For further troubleshooting information and information on contacting technical support, see the other side of this Guide.


Windows 2000 Users


Windows 2000 should verify that your modem is properly installed.

For further troubleshooting information and information on contacting technical support, see the other side of this Guide.

The Installation CD includes the electronic User's Guide and Reference for your modem. The *Connections*™ CD contains a selection of Internet browsers, ISP offers, and other valuable software.

4 Connect the modem to an analog phone line.

Plug one end of the provided phone cord into the jack on the modem labeled  and plug the other end into an analog phone wall jack.

When you are not using the modem, you can use a telephone on the modem's phone line. Plug the telephone's cord into the modem's jack labeled .

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

*IMPORTANT! In accordance with the ITU-T standard for 56K transmissions (V.90), this modem is capable of 56 Kbps downloads. However, the download speeds you experience may 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 host site compatible with the V.90 standard is necessary for these high-speed downloads.

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Troubleshooting

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

1. Make sure that your phone cord is properly connected. Remove the phone cord from the modem and wall jacks. Clean any dirt or corrosion from the cord and jacks. Reinsert the cord securely in the wall jack and the modem's jack. Use the phone cord included with your modem, if possible.
2. Make sure that your internal modem is physically installed correctly in your computer. You will need to press the modem in firmly so that it is seated properly in its slot. When the modem is installed correctly, you will no longer see any part of the black edge. See the front of this guide for complete instructions. If your modem still does not work, with your computer off, remove the modem and reinstall it in another slot if possible.

PROBLEM:

My computer isn't recognizing my modem.

Possible solution: You may be using an IRQ that is already in use. To work properly, your modem needs to be assigned to a free IRQ.

Windows 2000

If you set your modem's jumpers to Plug-and-Play mode, Windows should locate a free IRQ, if one exists, for your use by your modem.

If Plug-and-Play fails to install the modem, you need to determine IRQ availability. Right-click the **My Computer** icon on your desktop. Click **Properties**, and then the **Hardware** tab. In the **Device Manager** section, click **Device Manager**. From the **View** menu, select **Resources by type**. Click **Interrupt Request (IRQ)**. You will now see a listing of your system's IRQs and the devices to which they are assigned. If an IRQ is not present in this list, it indicates that Windows is not currently using it and the IRQ is considered available.

Locate your modem in the list of devices. If a yellow exclamation point appears over the modem's description, your modem is in conflict with another device. Either your modem or the other device will have to be reinstalled to another IRQ in order to resolve your conflict.

If a usable, free IRQ does not exist, you may need to remove, disable, or relocate another device. Refer to that device's documentation for more information about removing, disabling, or relocating it.

If Windows still fails to recognize your modem and it does not have a yellow exclamation point next to its IRQ, or if your modem doesn't appear in the list, another problem exists, and you may need to call 3Com Technical Support.

Windows 95/98

If Plug-and-Play fails to install the modem, you need to determine IRQ availability. Right-click the **My Computer** icon on your desktop. Click **Properties**, and then the **Device Manager** tab. Double-click the **Computer** icon at the top of the device list. You will now see a listing of your system's IRQs and the devices to which they are assigned. If an IRQ is not present in this list, it indicates that Windows is not currently using it, and the IRQ is considered available.

Locate your modem in the list of devices. If a yellow exclamation point appears over the modem's description, your modem is in conflict with another device. Either your modem or the other device will have to be reinstalled to another IRQ in order to resolve your conflict.

If a usable, free IRQ does not exist, you may need to remove, disable, or relocate another device. Refer to that device's documentation for more information about removing, disabling, or relocating it.

If Windows still fails to recognize your modem and it does not have a yellow exclamation point next to its IRQ, or if your modem doesn't appear in the list, another problem exists, and you may need to call 3Com Technical Support.

Windows NT

Turn off your computer and physically remove the modem. Restart your computer, and check for an available IRQ by clicking **Windows Start, Programs, Administrative Tools, and Windows NT Diagnostics**. Click the **Resources** tab and select **IRQ**. Take note of an available IRQ that your modem can use. If there are no IRQs available, you may have to remove, disable, or relocate another device in order to free an IRQ for use by your modem. Refer to that device's documentation for more information about removing, disabling, or relocating it.

Possible solution:

You may be using a COM port address that is either already in use or not configured correctly. Try changing this modem needs to be assigned to a free COM port.

Windows 2000

Make sure your COM port is not already in use by another modem. Click **Windows Start, Settings, and Control Panel**, and then double-click **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 uninstallation instructions.

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 Communications Ports have yellow exclamation points or red Xs over them, your COM ports may be configured incorrectly. If this is the case, you may need to contact your computer manufacturer.

It is also possible that you may be plugging 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

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 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, you should uninstall that modem. See your previous modem's manual for uninstallation instructions.

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 incorrectly. If this is the case, you may need to contact your computer manufacturer.

Windows NT

Turn off your computer and remove your modem. Restart and click **Windows Start, Settings, and Control Panel**. Double-click the **Ports** icon. Your modem must be set to a COM port setting that does not appear in this list.

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 installation CD-ROM.

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 software's port settings match those for your modem. To check which COM port your modem is using, click **Windows Start, Settings, and Control Panel**. Double-click **Modems**, select your modem, and select **Properties**. Check your communication software's documentation for instructions on adjusting the port settings in your software.

Possible solution:

You may not have the correct modem type selected in your software or in Windows. Click on **Windows Start, Settings, and Control Panel**. When **Control Panel** opens, click **Modems**. You will see a list of installed modems. You can also add, remove, or view the properties of modems from this window. The 3Com 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 match your 3Com U.S. Robotics modem or no modems are listed, your modem is not installed properly. 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. 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:

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 the wall jack.

OFFICE USERS:

Possible solution:

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

If your phone system requires dialing "9" to access an outside line, be sure to add "9" before the number you are dialing.

VOICE MAIL USERS:

Possible solution:

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

PROBLEM:

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

Possible solution:

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

PROBLEM:

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

Note: Due to current FCC regulations, maximum download speed is limited to 53,333 bps.

Our research has shown that the vast majority of telephone lines in North America can and do support V.90 connections. The V.90 protocol allows for connection speeds of up to 56K, but line conditions may affect the actual speeds during a given connection. Due to unusual telephone line configurations, some users will not be able to take full advantage of V.90 technology at this time. In order to achieve a V.90 connection:

- The server you're dialing in to must support and provide a digital V.90 signal. Your ISP can provide you with a list of dial-up connections and information on what those connections currently support.
- The telephone line between your ISP and your modem must be capable of supporting a 56K connection and contain only one analog-to-digital conversion. The 56K signal from your ISP begins as a digital signal. Somewhere between the ISP and your modem, there will be a digital-to-analog signal conversion so that your modem can receive the data. There must be no more than one analog-to-digital signal conversion in the path from your ISP to your modem. If more than one analog-to-digital conversion occurs, your connection speeds will default to V.34 (33.6 Kbps). There may also be impairments on the local lines between your ISP and your modem. These impairments can prevent or limit 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.

Support Resources

If you have not fixed a 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://consumer.3com.com/support/index.html>

3Com Knowledgebase

A Web-based troubleshooting tool that will help you solve problems you may be having with your modem. Go to <http://knowledgebase.3com.com>

When the page loads, click the **Modems** graphic. Then follow the onscreen directions.

Internet FTP

consumerftp.3com.com

Fax-on-Demand

A 24-hour a day automated fax system that supplies user information. Dial **847.545.0859** to have an index of documents faxed to you.

Are You Still Having Problems?

1. Call the Dealer Who Sold You the Modem

This dealer should 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 3Com's Technical Support Department

Technical questions about 3Com modems can also be answered by technical support specialists.

In the United States:

847.262.5151

8:00 am - 6:00 pm CST Monday - Friday.

Automated service is available 24 hours a day, 7 days a week.

3Com also staffs its own fee-based 900 number for immediate assistance. These lines are staffed from:
8:00 am - 10:00 pm CST Monday - Friday
9:00 am - 5:00 pm CST Saturday - Sunday
No-hold line - 300.723.3333

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

8:00 am - 8:00 pm EST Monday - Friday

Manufacturer's Declaration of Conformity

3Com Corporation

3000 Corporate

Building Meadows, 16008

U.S.A.

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

Part 9: Operation subject to the following two conditions:

(1) This device may 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-11/C.

Cautions to the User:

The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Part 68:

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

The FCC has used a method to determine the number of devices you legally connect to your telephone line. In most cases, the sum of the RFN of all devices connected to the line must not exceed 150. You should contact your telephone company to determine the maximum RFN for your calling area.

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

This equipment may not be used on a service provided by the telephone company. Connection to party lines is subject to carrier's terms.

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 modem:

UL Listing/CSA Certified

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

If you have an internal modem:

UL Listing/CSA Certified

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

Fed. Reading:

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, for the purpose of sending unsolicited messages, including those for promotional purposes, to a telephone number.

Radio and Television Interference

This equipment generates and uses radio frequency energy and it may interfere with radio and television reception. If you experience such interference, you may need to take certain steps to eliminate the interference. You may also need to take certain steps to eliminate the interference. You may also need to take certain steps to eliminate the interference. You may also need to take certain steps to eliminate the interference.

Industry Canada (IC)

This equipment does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.

NOTICE: The Régulation des télécommunications (RTC) du Québec interdit l'utilisation de cet appareil sans message clairement contenu en français.

The number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject to the requirement that the sum of the Ringing Equivalence Number of all devices does not exceed 5.

The Ringing Equivalence Number is located on the bottom of the modem.

NOTICE: The Industry Canada (IC) label identifies certified equipment. This certification means the equipment meets certain telecommunication network performance, operational, and safety requirements as prescribed in the applicable technical specifications (technical specifications documents). The Department does not guarantee the equipment will operate to the user's satisfaction.

The equipment must be used in accordance with the technical specifications documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

It is the user's responsibility to ensure that it is permissible to connect the facilities of the local telecommunication system to the equipment. This equipment must be installed using an acceptable method of connection, which does not allow users to connect their equipment to jacks except in those situations that are specifically spelled out in tariff arrangements with those companies.

Repairs to certified equipment should be performed by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment modifications, may give the telecommunications company cause to refuse service to the user.

AVIS: L'équipement d'Industrie Canada identifie le matériel homologué. Cette désignation signifie que le matériel est conforme aux exigences techniques et opérationnelles de la réglementation canadienne des télécommunications, comme le prescrivent les documents techniques concernant les exigences techniques relatives au matériel terminal. Le Ministère fédéral ne garantit pas le bon fonctionnement de l'équipement.

Avant d'installer ou modifier l'équipement, l'utilisateur doit s'assurer qu'il est permis de le relier aux installations de l'entreprise de télécommunication. Le matériel doit être installé en suivant une méthode acceptable de raccordement. L'utilisateur ne doit pas modifier ou rajouter ce qui est conforme aux conditions énoncées dans les documents techniques de spécification de service ou dans les arrangements tarifaires.

Les réparations au matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. Les modifications effectuées par l'utilisateur au matériel peuvent entraîner un refus de service ou une interruption de service.

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3Com Corporation Limited Warranty

HARDWARE: 3Com 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 3Com or its authorized reseller:

Five (5) years

3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to repair the defective product or part, deliver to Customer an equivalent part or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 3Com may, in its sole discretion, reimburse to Customer the purchase price of the defective product. All products that are replaced will become the property of 3Com. Replacement products may be new or reconditioned. 3Com 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: 3Com 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 3Com or its authorized reseller. 3Com warrants the media containing software against failure during the warranty period. No updates are provided. 3Com's sole obligation under this express warranty shall be, at 3Com'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 3Com published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. 3Com makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the 3Com software product documentation or specifications for which compatible, 3Com will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with 3Com's published specifications or User Guide.

THIS 3COM PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE. THE USE OF WHICH IS GOVERNED BY SEPARATE LICENSE AGREEMENTS. THIS 3COM WARRANTY DOES NOT APPLY TO SUCH THIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

YEAR 2000 WARRANTY: In addition to the Warranty stated above, 3Com 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 the product is used in accordance with the software product documentation and the 3Com product, including hardware, software, and firmware, accurately exchange date data with the 3Com product, with the exception of those products identified at 3Com's Web site, <http://www.3com.com/products/yr2000.html> as not meeting this standard. If it appears that any product that is date sensitive will not meet this standard with regard to such date data on and after January 1, 2000, and Customer notifies 3Com before the later of April 1, 2000, or ninety (90) days after purchase of the product from 3Com or its authorized reseller, 3Com shall, at its option and expense, provide a software update which would effect the proper performance of such product, repair such product, deliver to Customer an equivalent product to replace such product, or if none of the foregoing is feasible, return to Customer the purchase price paid for such product. Any software update or replaced or repaired product will carry a Year 2000 Warranty for ninety (90) days after purchase or until April 1, 2000, whichever is later.

OBTAINING WARRANTY SERVICE: Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from 3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a User Service Order (USO) 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 3Com's expense, not later than thirty (30) days after 3Com receives the defective product. Return the product to:

In The United States:

3Com

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

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