

**U.S. Robotics<sup>®</sup>**

**10/100 Mbps Ethernet Network Card**  
Installation Guide

part number R24.0191.00

## Before You Begin

Before you begin, we recommend you uninstall any other Network Interface Cards (NICs) you have in your system. Refer to your old NIC's documentation for removal instructions.

Write the serial number of the U.S. Robotics Ethernet Network Card in the space below. The serial number is located on the NIC and on the NIC'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.

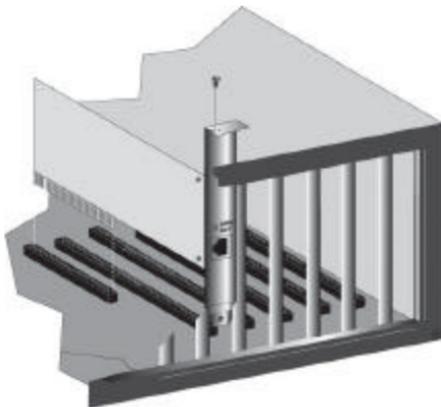
**NOTE:** Touch an unpainted metal area of your computer's case to ground yourself. This will protect your equipment from electrostatic discharge.

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

**All Windows Operating Systems:** D:\driver

## All Windows users

Remove the cover from your computer. Locate an available PCI slot on your desktop computer. Insert the Ethernet Network Card completely into the PCI slot. After you have inserted the Ethernet Network Card, replace the cover and turn your PC on.



## Windows 95 and 98 users

When Windows detects the new hardware, click Next. Select Search for the best driver for your device and click Next.

Insert the Installation CD into your CD-ROM drive. Select Specify a location, type D:\driver, and click Next. If your CD-ROM drive uses a different letter, type that letter in place of “D.” When Windows locates the driver, click Next.

After the driver installation is complete, remove the Installation CD from your CD-ROM drive, click Finish, and then click Yes to restart your computer. When the computer restarts, the installation procedure will be complete.

## Windows 2000 users

When the Found New Hardware Wizard detects the NIC, click Next. Select Search for a suitable driver for my device and click Next.

Insert the Installation CD into your CD-ROM drive. Select only Specify a location and click Next. Type D:\driver and click OK. If your CD-ROM drive uses a different letter, type that letter in place of “D.” When the correct drivers are found, click Next.\*

After the driver installation is complete, remove the Installation CD from your CD-ROM drive, click Finish, and then click Yes to restart your computer. When the computer restarts, the installation procedure will be complete.

## Windows Me Users

When Windows detects the new hardware, click Next. Select Specify the location of the driver and click Next.

Insert the Installation CD into your CD-ROM drive. Select Specify a location, type D:\driver, and click Next.\* If your CD-ROM drive uses a different letter, type that letter in place of “D.” Follow the on-screen instructions. When the correct driver is located, click Next.

After the driver installation is complete, remove the Installation CD from your CD-ROM drive, click Finish, and then click Yes to restart your computer. When the computer restarts, the installation procedure will be complete.

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

## Windows NT users

Insert the Installation CD into your CD-ROM drive. Type D:\driver and click OK. If your CD-ROM drive uses a different letter, type that letter in place of “D.” Select the USR 10/100 Mbps Ethernet Network Card and click OK. Follow the on-screen instructions.

Click Windows Start, Settings, and then Control Panel. Double-click Network and click the Adapters tab. Click the Add button and then click the Have Disk button.

When you return to the Network window, click Close. Remove the Installation CD from your CD-ROM drive. You will then be prompted for the TCP/IP properties. Select the USR 10/100 Mbps Ethernet Network Card from the adapter pulldown. Select Obtain an IP address from a DHCP server and click OK. Follow the on-screen instructions and then click Yes to restart your computer.

## Windows XP Users

When the Found New Hardware Wizard detects the NIC, select Install from a list or specific location and click Next. Select Search for the best driver in these locations and then select Include this location in the search: .

Insert the Installation CD into your CD-ROM drive. Type D:\driver and click Next. If your CD-ROM drive uses a different letter, type that letter in place of “D.”

After the driver installation is complete, click Finish to complete the installation procedure.

## Troubleshooting

Check the following troubleshooting items before contacting U.S. Robotics Technical Support.

### I am experiencing compatibility problems between my computer and the Ethernet Network Card.

Some PCI computers are not self-configuring and require you to perform some or all of the following functions by motherboard jumper changes and/or BIOS Setup program configuration:

Possible Solution:

Make sure your BIOS correctly supports the PCI Local Bus Specification v2.0 or later and upgrade your computer BIOS to the latest version.

Possible Solution:

Verify that the PCI slot is an enabled bus-master slot and not a slave PCI slot. In some computers the PCI slot must be configured to enable bus mastering. Refer to your PC's manual and check the PCI BIOS Set up program to be sure the PCI slot is an enabled bus-master slot.

Possible Solution:

In some computers, you may be required to disable Plug-and- Play in the BIOS Set up program if resources are not properly assigned between installed cards.

Possible Solution:

Some computers may require you to reserve interrupts and memory addresses for installed ISA cards to prevent PCI cards using the same settings. Refer to your PC's manual and check the PCI BIOS Set up program configuration options for ISA cards.

Possible Solution:

Make sure the PCI slot is configured to support INTA.

Possible Solution:

Make sure that INTA for the slot is assigned to a free interrupt (IRQ) number.

Possible Solution:

Check the BIOS Setup program's PCI parameters for the slot where the U.S. Robotics PCI NIC TX is installed. Be sure the slot is configured for level-triggered interrupts instead of edge-triggered interrupts. An example of typical PCI parameters follows:

PCI Slot #: (slot number where the network card is installed)  
Master: Enabled  
Slave: Enabled  
Latency Timer: 40(range is 20 to 255)  
Interrupt Type: Level-Triggered  
Interrupt Number: (choose any number the BIOS Setup provides that does not conflict with another installed card)

The wording of these parameters varies with different computers, and not all

parameters may be configurable.

Always consult your computer manual for information on changing motherboard jumper settings and BIOS Setup program parameters for use with PCI network cards. If you set a motherboard jumper and modify the computer's BIOS Setup, make sure the jumper and BIOS settings match.

### My computer is not recognizing my Ethernet Network Card.

If your computer cannot find the U.S. Robotics Ethernet Network Card or the network driver does not install correctly, check the following:

Possible Solution:

Make sure the adapter is securely seated in the PCI slot. Check for any hardware problems, such as physical damage to the card's edge connector. Try the card in another PCI bus-master slot. If this fails, test another U.S. Robotics ethernet Network Card that is known to operate correctly.

Possible Solution:

Check for a resource conflict in the PCI configuration.

Possible Solution:

Make sure your computer is using the latest BIOS available. Refer to the BIOS setup troubleshooting step for more BIOS information.

Possible Solution:

If there are other network adapters in the computer, they may be causing conflict. Remove all other adapters from the computer and test the U.S. Robotics Ethernet Network Card separately.

Possible Solution:

Check for a defective computer or PCI bus by trying the adapter in another computer that is known to operate correctly.

### I am unable to access the network or the Internet.

There may be a network or Internet connection problem if the LED on the card's bracket does not illuminate or if you cannot access any network or Internet resources from the computer. Check the following items.

Possible Solution:

Make sure you are using Category 5 cable for 100 Mbps connections, and that the length of any cable does not exceed 100 m (328 ft). Inspect all network cables and connections. Make sure the network cable is securely attached to the card's connector.

Possible Solution:

Make sure the correct network card driver is installed for your operating system. If necessary, try reinstalling the driver.

### Possible Solution:

Make sure the computer and other network devices are receiving power. If you suspect a power outlet to be faulty, plug another device into it to verify that it is working.

### Possible Solution:

If the network card's speed or duplex mode has been configured manually, make sure it matches that of the attached network device port. It is recommended to set the card to auto-negotiation when installing the network driver.

### Possible Solution:

The port on the network device that the card is attached to may be defective. Try using another port on the device.

### Possible Solution:

If you cannot access a Windows or NetWare service on the network, check that you have enabled and configured the service correctly. If you cannot connect to a particular server, be sure that you have access rights and a valid ID and password.

### Possible Solution:

If you cannot access the Internet, be sure you have configured your system for TCP/IP.

## 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>

### 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

Technical questions about U.S. Robotics modems can also be answered by technical support specialists. Refer to the table on the following page for the appropriate support number for your area.

Country	Voice	On-line	Support Hours
USA	(801)-401-1142	<a href="http://www.usr.com/support/s-online_emailtechie.asp">http://www.usr.com/support/s-online_emailtechie.asp</a>	8:00am – 7:00pm, M-F, CST
Canada	(801)-401-1146	<a href="http://www.usr.com/support/s-online_emailtechie.asp">http://www.usr.com/support/s-online_emailtechie.asp</a>	8:00am – 7:00pm, M-F, CST

Country	Voice	On-line	Support Hours
Argentina	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Brazil	AT&T Direct + (877) 487-6523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F, CST
México	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Chile	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Colômbia	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Costa Rica	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Peru	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Puerto Rico	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST
Venezuela	AT&T Direct + (877) 643-2523	lat_modemsupport@usr.com	8:00am – 7:00pm, M-F CST

#### EMEA

Country	Voice	Online	Support Hours
Austria	07 110 900 116	emea_modemsupport@usr.com	8:00am – 6:00pm, Monday – Friday
Belgium (Flemish)			
Belgium (French)	+32 (0) 70 233 545	emea_modemsupport@usr.com	9:00am – 6:00pm, Monday – Friday
Denmark	+45 7010 4030	emea_modemsupport@usr.com	9:00am – 5:00pm, Monday – Friday
Finland	+358 98 171 0015	emea_modemsupport@usr.com	10:00am – 6:00pm, Monday – Friday
France	080 307 0693	france_modemsupport@usr.com	9:00am – 6:00pm, Monday – Friday
Germany/Hungary	01805671548	germany_modemsupport@usr.com	8:00am – 6:00pm, Monday – Friday
Israel	+971 4 2994466	emea_modemsupport@usr.com	9:00am – 5:30pm, Monday – Friday
Italy	848 80 9903	italy_modemsupport@usr.com	9:00am – 6:00pm, Monday – Friday
Luxembourg	+352 342 080 8318	emea_modemsupport@usr.com	9:00am – 6:00pm, Monday – Friday
Middle East/Africa	+971 4 2994466	emea_modemsupport@usr.com	9:00am – 6:00pm, Monday – Friday
Netherlands	0900 20 25 857	emea_modemsupport@usr.com	9:00am – 6:00pm, Monday – Friday
Norway	+47 (0) 23 50 0097	emea_modemsupport@usr.com	9:00am – 5:00pm, Monday – Friday
Poland		emea_modemsupport@usr.com	8:00am – 6:00pm, Monday – Friday
Portugal	+35 11 415 4034	emea_modemsupport@usr.com	9:00am – 5:00pm, Monday – Friday
Spain	902 117 964	spain_modemsupport@usr.com	9:00am – 5:00pm, Monday – Friday
Sweden	+46 (0) 851 992 035	emea_modemsupport@usr.com	8:00am – 5:00pm, Monday – Friday
Switzerland	+0848 840 200	emea_modemsupport@usr.com	8:00am – 6:00pm, Monday – Friday
UK	0870 8444 546	uk_modemsupport@usr.com	9:00am – 5:30pm, Monday – Friday

## Manufacturer's Declaration of Conformity

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

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

### Part 15, Class B:

Operation is subject to the following 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-45

### Caution 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.

### 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.

### CE Compliance

This device complies with the requirements of European Directive 1995/5/EC.

### EU Declaration of Conformity

We declare under our sole responsibility that the Product: U.S. Robotics ISDN PCI Card TA

Model Number: 3409 (ST Interface)

To which this declaration relates, is in conformity with the following standards or other normative documents:

EN55022: Class B

EN55024

EN60950 1992: A1-A4

### 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 interference-causing 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.

**NOTICE:** 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 user's satisfaction. 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 alterations 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 : Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de classe B prescrites dans la norme sur le matériel brouilleur : "Appareils Numériques", NMB-003 édictée par l'Industrie Canada. 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 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 s'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 ci-dessus 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 fonctionnement. Centre de garantie et de service après-vente:

U.S. Robotics  
Unit-100, 13751 Mayfield Pl.  
Richmond, B.C. Canada V6V 2g9

## 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 authorised 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 product. 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 authorised 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 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 U.S. Robotics software product documentation or specifications as being compatible, U.S. Robotics will make reasonable efforts to provide compatibility, except where the noncompatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with U.S. Robotics's published specifications or User Guide.

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**OBTAINING WARRANTY SERVICE:** Customer must contact a U.S. Robotics Corporate Service Centre or an Authorised U.S. Robotics Service Centre within the applicable warranty period to obtain warranty service authorisation. Dated proof of purchase from U.S. Robotics or its authorised reseller may be required. Products returned to U.S. Robotics's Corporate Service Centre must be pre-authorised 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. Robotics's expense, not later than thirty (30) days after U.S. Robotics receives the defective product. Return the product to: In The United States:

USR-Walnut  
528 Spanish Lane  
Walnut, Ca. 91789

In Canada:  
U.S. Robotics  
Unit-100, 13751 Mayfield Pl.  
Richmond, B.C. Canada V6V 2g9

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.

**WARRANTIES EXCLUSIVE:** IF A U.S. ROBOTICS PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT U.S. ROBOTICS'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. U.S. ROBOTICS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

U.S. ROBOTICS SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO OPEN, REPAIR OR MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF GOD.

**LIMITATION OF LIABILITY:** TO THE FULL EXTENT ALLOWED BY LAW, U.S. ROBOTICS ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL

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

