

USRobotics®

56K USB Mini Faxmodem



Quick Installation Guide

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Installation

Package Contents

- USR5635 56K USB Mini Faxmodem
- Telephone cord
- USB cable
- Quick Installation Guide
- Installation CD-ROM

Physical Features

LEDs



LED	State	Function
PWR	Solid	The 56K USB Mini Faxmodem is receiving power.
	Off	The 56K USB Mini Faxmodem is not receiving power.
DATA	Flashing	The 56K USB Mini Faxmodem is active.
	Off	The 56K USB Mini Faxmodem is not active.

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Item	Function
	Connects the modem to your telephone line.
	Connects the modem to your computer's USB port.

System Requirements

- Windows® XP or 2000
- IBM compatible Pentium III 500 MHz Processor (or equivalent) or higher
- 128 MB RAM
- CD-ROM drive
- Available USB port 1.0/1.1/2.0

Installation Instructions

Note: You must be logged in to your computer under an account with administrative privileges before attempting to install the modem drivers.

Step One: Connect the Modem to an Analog Telephone Line

Warning:

The 56K USB Mini Faxmodem must be plugged in to an analogue phone line only. Plugging your 56K USB Mini Faxmodem in to a digital phone line may damage the modem.

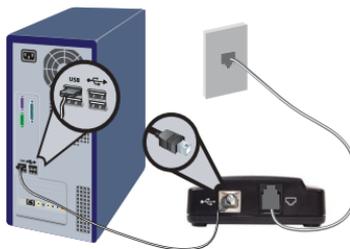
Most office phones are wired through digital lines. Be sure you know what type of line you have.

1. Plug one end of the telephone cord into the  jack on the modem.
2. Plug the other end into an analogue phone wall jack.



Step Two: Connect the Modem to the Computer

1. Insert the USRobotics Installation CD-ROM.
The CD-ROM didn't start automatically?
 - **Windows XP:** From the Start menu, select **My Computer** and double-click your CD-ROM drive. If the CD still has not started, double-click **setup.exe**
 - **Windows 2000:** From the desktop, open **My Computer** and double-click your CD-ROM drive. If the CD still has not started, double-click **setup.exe**.
2. Read the license agreement and click **Yes**.
3. Connect one end of the USB cable to the USB port on your computer.
4. Connect the other end to the  port on the modem.



Step Three: Install the Modem Software

1. The Found New Hardware Wizard appears. Do one of the following:
 - **Windows XP:** Select **No, not this time** and click **Next**.
 - **Windows 2000:** Click **Next**.
2. Do one of the following:
 - **Windows XP:** Select **Install the software automatically (Recommended)** and click **Next**. Follow the on-screen instructions to install your modem.
If a “Hardware Installation” warning appears, click **Continue Anyway**.¹
 - **Windows 2000:** Select **Search for a suitable driver for my device (recommended)** and click **Next**. Follow the on-screen instructions to install your modem.
If a “Digital Signature Not Found” warning appears, click **Yes**.¹
3. If prompted, reboot your computer.

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

Additional Software

Instant Update

The Instant Update software automatically notifies you of any available updates for your modem's firmware. To install the Instant Update software:

1. Insert the USRobotics Installation CD-ROM.
1. Select **Software**.
2. Select **Instant Update**.
3. Click **Install** and follow the on-screen instructions to install the Instant Update software.

Internet Call Notification Software

Internet Call Notification enables the V.92 feature “Modem On Hold” which allows your Internet connection to be suspended when there is an inbound telephone call.²

1. Insert the USRobotics Installation CD-ROM.
1. Select **Software**.

¹ USRobotics has tested this product and verifies it is compatible with Windows XP and Windows 2000.

² You must subscribe to Call Waiting service with your phone company in order to use the “Modem On Hold”/ICN enhancement.

2. Select **USRobotics Internet Call Notification**.
3. Click **Install**.
4. Select your language and click **OK**, then follow the on-screen instructions to install the Internet Call Notification software.

PhoneTools

The PhoneTools program allows you to send and receive faxes and is included as an optional piece of software for your convenience. To install PhoneTools:

1. On the home screen of the USRobotics Installation CD-ROM, select **Software**.
2. Select **PhoneTools**.
3. Click **Install**, then follow the on-screen instructions to install the PhoneTools program.

Operations

Using Internet Call Notification

If you are connecting to a server that supports V.92:²

1. You will receive a message informing you of an incoming call.
In addition, if you subscribe to Caller ID service, the number of the incoming call will display.
2. Click **Accept** to accept the call, or **Ignore** to ignore the call.
If you choose to accept the call, another message will appear notifying you of the length of time that the provider's system will wait on hold before the data connection is terminated.
3. You can then return to the connection when the call is completed without losing the connection.

If you are connecting to a server that does not support V.92:

1. You will receive a message informing you of an incoming call.
2. Click **Accept** to accept the call, or **Ignore** to ignore the call.
3. If you choose to accept the call, your data connection will be terminated.

Uninstallation Instructions

To remove the U.S. Robotics 56K USB Mini Faxmodem from your computer:

1. Do one of the following:
 - **Windows XP:** Click Windows **Start > Control Panel** and double-click **Add or Remove Programs**.
 - **Windows 2000:** Click Windows **Start > Settings > Control Panel** and double-click **Add/Remove Programs**.
2. Select **USRobotics V.92 USB Modem** and click **Change/Remove**.
3. When the computer completes the uninstallation, physically disconnect the modem from the computer.

Troubleshooting

Basic Troubleshooting Procedure

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

1. Verify the cables are connected correctly. This includes all cables connecting the telephone line, the modem, and your computer.
2. Refer to the LED descriptions at the beginning of this guide and then check the LEDs on the modem to make sure you are receiving power.
3. Try a different USB port on the computer. If a USB hub is being used, try plugging directly into the USB port on the computer.

If you still have trouble using the modem, follow the procedure below that best describes your symptom.

My computer isn't recognising my modem.

Solution 1:

Perform the "Basic Troubleshooting Procedure" above.

Solution 2:

Check your computer manual to make sure that your USB port is configured properly.

My communications software isn't recognizing my modem.

Solution 1:

Remove any previous versions of your communication software and reinstall the communications software provided with your modem on the USRobotics Installation CD-ROM. Verify your modem is installed:

1. Do one of the following:
 - **Windows XP:** Click Windows **Start > Control Panel**.
 - **Windows 2000:** Click Windows **Start > Settings > Control Panel**.
2. Double-click the **Phone and Modem Options** icon.
3. You should see **USRobotics V.92 USB Modem** in the list of installed modems. If the incorrect modem or no modems are listed, your modem is not installed properly. Try reinstalling your modem.

Solution 2:

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.

1. Do one of the following:
 - **Windows XP:** Click Windows **Start > All Programs > Accessories > Communications > Network Connections**.
 - **Windows 2000:** Click Windows **Start > Programs > Accessories > Communications > Network and Dialup Connection**.
2. Right-click the connection you are trying to use, and click **Properties**.
3. Make sure that the description for the modem is **USRobotics V.92 USB Modem**. If it doesn't match, select the proper modem description.

Solution 3:

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.

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

For Both Dialing and Answering Problems

Solution 1:

You may have a bad phone cord connection to your modem. The phone cord should be plugged into the jack on the modem and into the wall jack. Use the phone cord included in your modem's box, if possible.

Solution 2:

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

Solution 1:

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

Solution 2:

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

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.

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

Solution:

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

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

Solution:

The V.92 and V.90 protocols allow for download speeds of up to 56K and the V.92 protocol adds upload speeds of up to 48K, but line conditions may affect the actual speeds during a given connection. In order to achieve a V.92 or V.90 connection, The server you're dialing into must support and provide a digital V.92 or V.90 signal. Your ISP can provide you with a list of dial-up connections and information on what those connections currently support.

ICN does not show the caller ID information.

Solution 1:

This feature requires you to have Caller ID service enabled on your line. Contact your telephone service provider to verify that you have caller ID.

Solution 2:

You may need to add an extra command to your Windows configuration to activate the recognition of the caller identification.

1. Do one of the following:
 - **Windows XP users:** Click Windows **Start** > **Control Panel**.
 - **Windows 2000 users:** Click Windows **Start** > **Settings** > **Control Panel**.
2. Select your modem and click on **Properties**, then click the **Advanced** tab.
3. Add the following to the Extra Settings box: **+vclid=1**

Additional Information

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

For operation information, see the *User Guide* on the USRobotics Installation CD-ROM.

For troubleshooting and technical support:

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 users 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.

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

Support

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

Model Number	Serial Number
5635	



www.usr.com/emailsupport



(888) 428-9450

