USRobotics®

USB Internet Phone

User Guide

R24.0579.00
rev 3 1/06

USB Internet Phone
User Guide

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Contents

Installation

Package Contents

- USRobotics USB Internet Phone
- Installation CD-ROM
- User Guide

Physical Features

Clear:
- Deletes digits when you dial a number
- Displays the Skype window on your computer when the phone is idle
- Mutes the microphone during a call

Contacts: Displays your contact list

Arrows:
- Scrolls through call and contact lists
- Adjusts volume during a call

Send:
- Places a call to the selected contact or dialed phone number
- Answers an incoming call
- Puts an active call on hold

End: Ends a call or cancels an action

0-9: Enters digits for phone number or Speed-Dial number

#♪: Cycles through the ringtones

*+: Enters the plus (+) needed to precede dialed digits
Also enters * as a dialed character

Headset jack: Allows use of a corded headset with a standard 2.5mm stereo plug.

System Requirements

To use the USRobotics USB Internet Phone and Skype™ Internet telephony service, your computer system and environment must meet the following minimum requirements:

- Operating system: Windows® 2000 or XP
- Processor speed: 400 MHz
- USB port: USB 1.1 or USB 2.0
- Available disk space: 15 MB
- RAM: 128 MB
- High speed Internet connection
- CD-ROM drive
- Skype software
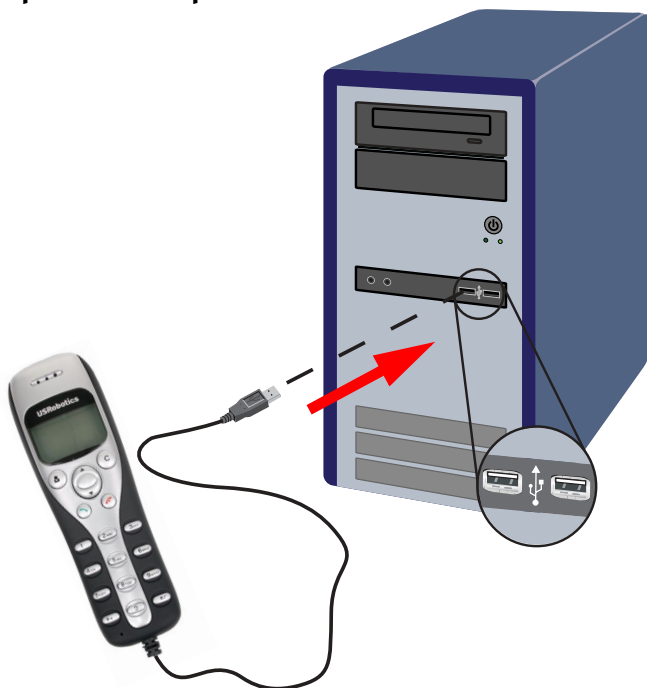
Installation Instructions

1. Clear your screen.

Balloons such as the one shown below may interfere with those that show the progress of your USB Internet Phone installation.
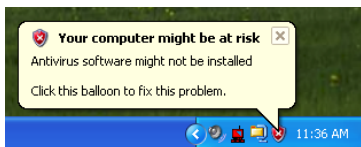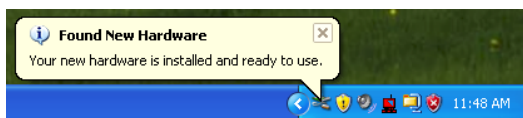

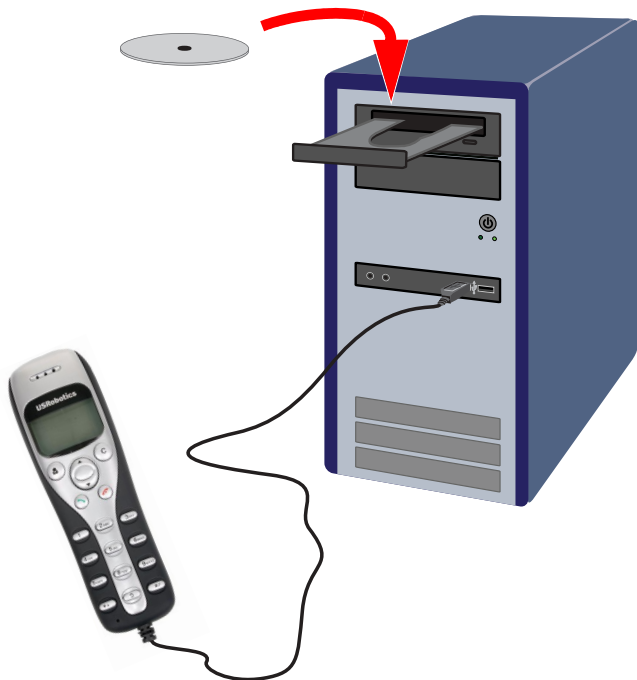Close any balloon in your system tray.

2. Connect the USB Internet Phone to your computer's USB port.

Wait for an indication that installation is complete. If you are prompted to reboot your computer, click **Yes**.

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3. Insert the USRobotics Installation CD-ROM.

The CD didn't start automatically?

From the **Start** menu, select **My Computer** and double-click the CD drive.

4. Install Skype

If Skype is already installed on your computer, go to step 5.

A. If prompted, select your language and accept the End User License Agreement.

B. Select Install Skype.

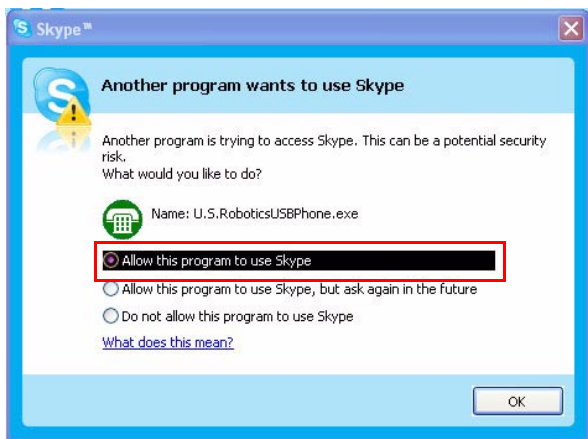**C. Follow the instructions to install Skype.**

5. Install the USB Internet Phone

A. Select **Install USB Internet Phone.**

**B. Follow the instructions to install the USB Internet Phone.**

Make sure that **Allow this program to use Skype** is selected.

A green phone icon should appear in your system tray near the clock. If the phone icon remains red or grey, refer to "Troubleshooting" on page 15 for more information.

6. Verify the installation by making a test call.

A. From your Windows **Start** menu, select **Programs**, then select **Skype** and start the Skype program.

B. Select **Tools, Options**. Then select **Sound Device**s.

C. In the Skype program, click **Make a test call to Skype answering machine** and follow the on-screen instructions.
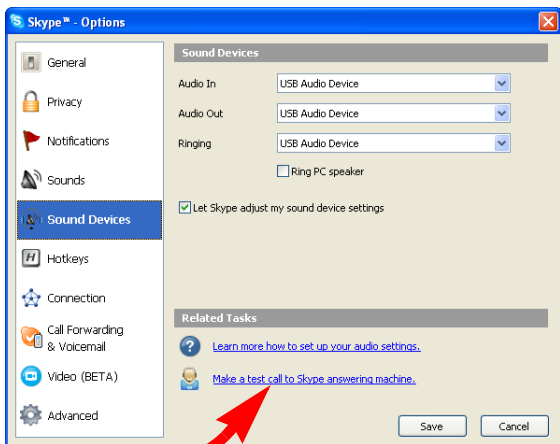

Congratulations!

You have installed the USRobotics USB Internet Phone. Please open your Web browser and register your phone at **www.usr.com/productreg/**.

Operation

Volume

To adjust the volume of the phone, double-click the USB

Internet Phone icon in the system tray by your clock on your computer desktop. You can also right-click the USB Internet Phone icon and click **Volume Controls**. You can then adjust the volume of the phone's speaker by moving the slider bar to the right or to the left.
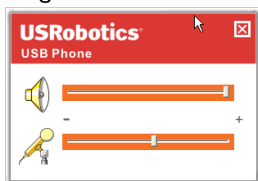
The microphone sensitivity automatically adjusts to the volume of your voice.

Advanced

Right-click the USB Internet Phone icon and click **Advanced**. This will open the Advanced properties window.
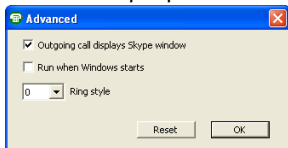
In this window you can configure the following options:

- Select or deselect the **Outgoing call displays skype window**. If you select this feature, a Skype window will appear when you place a call.

- Select or deselect the **Run when Windows starts** feature. If you select this feature, the USB Internet Phone utility will automatically launch when your computer is turned on.
- Choose one of the 10 different **Ring styles**. You can also change the ring tone by pressing the **#♪** key in the bottom right corner of the phone.
- Click **Reset** to restore the USRobotics USB Internet Phone's advanced settings to factory defaults.

When you are finished adjusting these settings, click **OK** for the changes to take effect.

Select Language

Right-click the USB Internet Phone icon and click **Select Language**. In this window you can select the language in which you want the USB Internet Phone menus to be displayed.

Placing a call to a contact using the Skype window on your computer

Press the clear button $\left(\textbf{c} \right)$ on your phone or double-click

the Skype button on your computer.

(Optional) Click **Add Contact** or **Search** and follow the prompts to create a contact.

Select a contact in the Skype window and press send to call the contact.

When you are done, press end in the Skype window.

Placing a call using the phone

Calling from your contact list

Press the contacts button on your phone. 🔘

Use the arrows ◯ to highlight a contact.

On-line contact: 👤

Off-line contact: 👥

Press the send button (green) 🔘 to call the contact.

When you are done, press the end button (red). 🔘

Using speed-dial

On your computer, double click the Skype button in your

system tray. Skype (Online) 10:14 AM

In the Skype window, right-click a contact and click **Set Speed-Dial**.

Enter a one or two digit speed-dial number and click **OK** to assign it to the contact.

On your phone, enter the speed-dial number and press send. 🔘 to call the contact.

When you are done, press end. 🔘

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Calling from call history

Use the arrows $\bigcirc$ to scroll through your call history

and select a call.

Press send $\bigcirc$ to place a call.

When you are done, press end. $\bigcirc$

Calling a traditional landline or mobile phone

You can call traditional landline or mobile numbers using SkypeOut™. First, go to www.skype.com and buy "Skype Credit." Then just dial.

To dial a landline or mobile phone, first press oo or + on the telephone keypad.

Then, enter the country code and phone number that you are calling. (Go to http://support.skype.com for information on international dialing.)

Press send. $\bigcirc$

When you are done, press end. $\bigcirc$

Receiving a call

When the phone rings, press send $\bigcirc$ to answer the call.

When you are done, press end. $\bigcirc$

Placing a call on hold

If you receive a call when you are already engaged in another call, you can place the first call on hold to take the second call.

Press send (🌙) to take the incoming call and place the first call on hold.

Press the contact button (📇) to switch to the incoming call.

Press send (🌙) to talk.

Press end (📞) to end the active call.

Icons

Description	Phone Display
Not logged on to Skype	
Phone connected, U.S. Robotics USB Phone software not running	
Idle state, U.S. Robotics USB Phone software and Skype software running	**14:35** **Let's Skype**
Incoming call	In idle state
	In call list
Outgoing call	Connecting
	In call list
Missed call	In idle state
	In call list
Contact on-line	
Contact off-line	
SkypeOut	

Troubleshooting

The USB Internet Phone system tray icon is red

Possible Solution

Reconnect the USB Internet Phone.

The USB Internet Phone system tray icon is grey

Possible Solution:

From your Windows **Start** menu, select **Programs**,

Skype, and start the Skype program.

Possible Solution:

In the Skype utility, select **Tools** then **Options**.

Click **Privacy** and then **Manage other programs' access to Skype**.
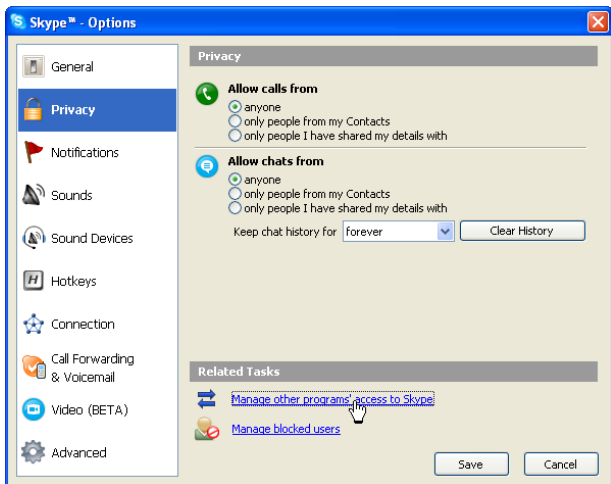
Select **U.S.ROBOTICSUSBPHONE.exe** and click **Change**.

Select **Allow this program to use Skype** and click **OK**.
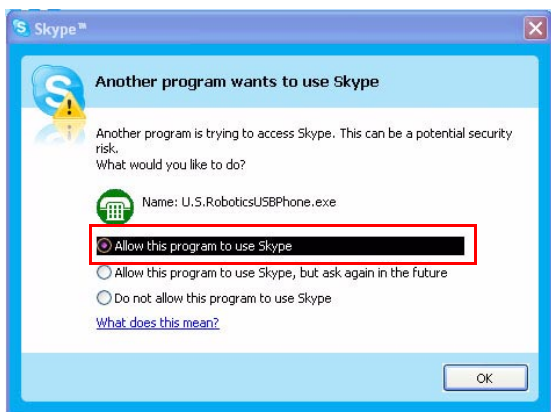
My USB Internet Phone shows that it is connected to my computer but the buttons on the phone don't do anything.

Possible Solution

Make sure that the USB Internet Phone utility and the Skype program are both running. Follow the installation steps in this guide if the utilities have not been installed.

My computer is not detecting the USB Internet Phone.

Possible Solution:

Make sure the USB cable of the phone is securely connected to a USB port on your computer.

Possible Solution:

There may have been an error during the installation process. Unplug the phone from your computer, uninstall the software, and repeat the installation procedure.

The USB Internet Phone does not work (the caller cannot hear me) after resuming the computer from "Standby" or "Hibernate" mode.

Possible Solution:

Unplug the USB Internet Phone from the port and plug it back in again.

I am not able to hear any sound through my headset.

Possible Solution:

Make sure you are using a headset with a standard 2.5 mm stereo plug.

I am not able to hear any sound through the USB Internet Phone.

Possible Solution:

Skype may not be set to use the USB Internet Phone.

From your Windows **Start** menu, select **Programs,** then select **Skype** and start the Skype program.

Select **Tools**, **Options**. Then select **Sound Devices**.

Select **USB Audio Device** for all three settings: Audio In, Audio Out, and Ringing.
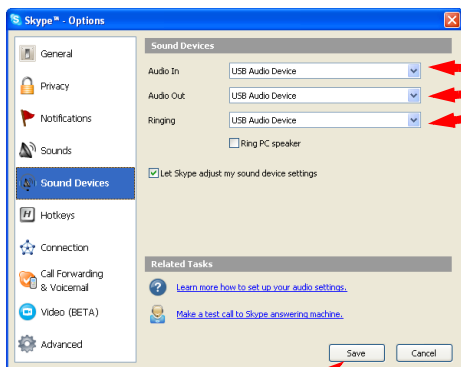
Then click **Save**.

Support

If you experience any problems with your Skype software, refer to **http://support.skype.com**

To obtain support for your USB Internet Phone:

1. Know your model and serial number. The model number of your phone is 9601. If you ever need to call for technical support, you will need your phone's serial number. Please write your serial below.

Model Number	Serial Number
9601	

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 product.

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

U.S.	www.usr.com/emailsupport	(888) 216-2850	8:00 A.M.-6:00 P.M., M-F, Central
Canada	www.usr.com/emailsupport	(888) 216-2850	8:00 A.M.-6:00 P.M., M-F, Central
Austria	www.usr.com/emailsupport/de	+43 07 110 900 116	08:00-18:00, M-F
Belgium (Flemish)	www.usr.com/emailsupport/bn	+32 07 023 3545	08:00-18:00, M-F
Belgium (French)	www.usr.com/emailsupport/be	+32 07 023 3546	08:00-18:00, M-F
Czech Republic	www.usr.com/emailsupport/cz		
Denmark	www.usr.com/emailsupport/ea	+45 70 10 4030	08:00-18:00, M-F
Finland	www.usr.com/emailsupport/ea	+358 98 171 0015	08:00-18:00, M-F
France	www.usr.com/emailsupport/fr	+33 082 5070 693	08:00-18:00, M-F
Germany	www.usr.com/emailsupport/de	+49 0180 567 1548	08:00-18:00, M-F
Hungary	www.usr.com/emailsupport/hu	+49 0180 567 1548	09:00-17:00, M-F
Ireland	www.usr.com/emailsupport/uk	+353 1890 252 130	08:00-18:00, M-F
Italy	www.usr.com/emailsupport/it	+39 848 80 9903	08:00-18:00, M-F
Luxembourg	www.usr.com/emailsupport/be	+352 342 080 8318	08:00-18:00, M-F
Middle East/Africa	www.usr.com/emailsupport/me	+44 870 844 4546	09:00-17:00, M-F
Netherlands	www.usr.com/emailsupport/bn	+31 (0) 900 202 5857	08:00-18:00, M-F
Norway	www.usr.com/emailsupport/ea	+47 23 50 0097	08:00-18:00, M-F
Poland	www.usr.com/emailsupport/pl		
Portugal	www.usr.com/emailsupport/pt	+351 (0) 21 415 4034	08:00-18:00, M-F
Russia	www.usr.com/emailsupport/ru	+7 8 800 200 200 1	10:00-18:00, M-F
Spain	www.usr.com/emailsupport/es	+34 902 11 7964	08:00-18:00, M-F
Sweden	www.usr.com/emailsupport/ea	+46 (0) 85 016 3205	08:00-18:00, M-F
Switzerland	www.usr.com/emailsupport/de	+41 0848 840 200	08:00-18:00, M-F
Turkey	www.usr.com/emailsupport/tk		
UAE	www.usr.com/emailsupport/me	+971 0800 877 63	12:00-22:00 M-F
UK	www.usr.com/emailsupport/uk	+44 0870 844 4546	08:00-18:00, M-F

For current support contact information, go to the following Web site:
http://www.usr.com/support/.

Regulatory and Warranty

Regulatory Information

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 of this device 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 complies with FCC Part 15 for Home and Office use.

Caution to the User: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radio and Television Interference:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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 harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

UL Listing/CUL Listing:

For External products:
This information technology equipment is UL Listed and C-UL Listed for both the US and Canadian markets respectively for the uses described in the User Guide.

For Internal products:

This information technology equipment is UL Listed and C-UL Listed for both the US and Canadian markets respectively for use with UL-Listed personal computers that have installation instructions detailing user installation of card accessories.

For Laptop/Notebook products:

This information technology equipment is UL Listed and C-UL Listed for both the US and Canadian markets respectively for use only with UL Listed laptop or notebook computers.

For Canadian 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.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make electrical ground connections by themselves, but should contact the appropriate inspection authority or an electrician, as appropriate.

CE Compliance

We, U.S. Robotics Corporation of 935 National Parkway, Schaumburg, Illinois, 60173-5157 USA, declare under our sole responsibility that the product, USRobotics USB Phone, Model 9601, to which this declaration relates, is in conformity with the following standards and/or other normative documents.

EN60950

EN55022

EN55024

We hereby declare that the above named product is in conformity with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10(3) and detailed in Annex II of Directive 1999/5/EC has been followed.

U.S. Robotics Corporation Two (2) Year Limited Warranty

1.0 GENERAL TERMS:

1.1 This Limited Warranty is extended only to the original end-user purchaser (CUSTOMER) and is not transferable.

1.2 No agent, reseller, or business partner of U.S. Robotics Corporation (U.S. ROBOTICS) is authorised to modify the terms of this Limited Warranty on behalf of U.S. ROBOTICS.

1.3 This Limited Warranty expressly excludes any product that has not been purchased as new from U.S. ROBOTICS or its authorised reseller.

1.4 This Limited Warranty is only applicable in the country or territory where the product is intended for use (As indicated by the Product Model Number and any local telecommunication approval stickers affixed to the product).

1.5 U.S. ROBOTICS warrants to the CUSTOMER that this product will be free from defects in workmanship and materials, under normal use and service, for TWO (2) YEARS from the date of purchase from U.S. ROBOTICS or its authorised reseller.

1.6 U.S. ROBOTICS sole obligation under this warranty shall be, at U.S. ROBOTICS sole discretion, to repair the defective product or part with new or reconditioned parts; or to exchange the defective product or part with a new or reconditioned product or part that is the same or similar; or if neither of the two foregoing options is reasonably available, U.S. ROBOTICS may, at its sole discretion, provide a refund to the CUSTOMER not to exceed the latest published U.S. ROBOTICS recommended retail purchase price of the product, less any applicable service fees. All products or parts that are exchanged for replacement will become the property of U.S. ROBOTICS.

1.7 U.S. ROBOTICS warrants any replacement product or part for NINETY (90) DAYS from the date the product or part is shipped to Customer.

1.8 U.S. ROBOTICS makes no warranty or representation that this product will meet CUSTOMER requirements or work in combination with any hardware or software products provided by third parties.

1.9 U.S. ROBOTICS makes no warranty or representation that the operation of the software products provided with this product will be uninterrupted or error free, or that all defects in software products will be corrected.

1.10 U.S. ROBOTICS shall not be responsible for any software or other CUSTOMER data or information contained in or stored on this product.

2.0 CUSTOMER OBLIGATIONS:

2.1 CUSTOMER assumes full responsibility that this product meets CUSTOMER specifications and requirements.

2.2 CUSTOMER is specifically advised to make a backup copy of all software provided with this product.

2.3 CUSTOMER assumes full responsibility to properly install and configure this product and to ensure proper installation, configuration, operation and compatibility with the operating environment in which this product is to function.

2.4 CUSTOMER must furnish U.S. ROBOTICS a dated Proof of Purchase (copy of original purchase receipt from U.S. ROBOTICS or its authorised reseller) for any warranty claims to be authorised.

3.0 OBTAINING WARRANTY SERVICE:

3.1 CUSTOMER must contact U.S. ROBOTICS Technical Support or an authorised U.S. ROBOTICS Service Centre within the applicable warranty period to obtain warranty service authorisation.

3.2 Customer must provide Product Model Number, Product Serial Number and dated Proof of Purchase (copy of original purchase receipt from U.S. ROBOTICS or its authorised reseller) to obtain warranty service authorisation.

3.3 For information on how to contact U.S. ROBOTICS Technical Support or an authorised U.S. ROBOTICS Service Centre, please see the U.S. ROBOTICS corporate Web site at: www.usr.com

3.4 CUSTOMER should have the following information / items readily available when contacting U.S. ROBOTICS Technical Support:

- Product Model Number
- Product Serial Number
- Dated Proof of Purchase
- CUSTOMER contact name & telephone number
- CUSTOMER Computer Operating System version
- U.S. ROBOTICS Installation CD-ROM
- U.S. ROBOTICS Installation Guide

4.0 WARRANTY REPLACEMENT:

4.1 In the event U.S. ROBOTICS Technical Support or its authorised U.S. ROBOTICS Service Centre determines the product or part has a malfunction or failure attributable directly to faulty workmanship and/or materials; and the product is within the TWO (2) YEAR warranty term; and the CUSTOMER will include a copy of the dated Proof of Purchase (original purchase receipt from U.S. ROBOTICS or its authorised reseller) with the product or part with the returned product or part, then U.S. ROBOTICS will issue CUSTOMER a Return Material Authorisation (RMA) and instructions for the return of the product to the authorised U.S. ROBOTICS Drop Zone.

4.2 Any product or part returned to U.S. ROBOTICS without an RMA issued by U.S. ROBOTICS or its authorised U.S. ROBOTICS Service Centre will be returned.

4.3 CUSTOMER agrees to pay shipping charges to return the product or part to the authorised U.S. ROBOTICS Return Centre; to insure the product or assume the risk of loss or damage which may occur in transit; and to use a shipping container equivalent to the original packaging.

4.4 Responsibility for loss or damage does not transfer to U.S. ROBOTICS until the returned product or part is received as an authorised return at an authorised U.S. ROBOTICS Return Centre.

4.5 Authorised CUSTOMER returns will be unpacked, visually inspected, and matched to the Product Model Number and Product Serial Number for which the RMA was authorised. The enclosed Proof of Purchase will be inspected for date of purchase and place of purchase. U.S. ROBOTICS may deny warranty service if visual inspection of the returned product or part does not match the CUSTOMER supplied information for which the RMA was issued.

4.6 Once a CUSTOMER return has been unpacked, visually inspected, and tested U.S. ROBOTICS will, at its sole discretion, repair or replace, using new or reconditioned

product or parts, to whatever extent it deems necessary to restore the product or part to operating condition.

4.7 U.S. ROBOTICS will make reasonable effort to ship repaired or replaced product or part to CUSTOMER, at U.S. ROBOTICS expense, not later than TWENTY ONE (21) DAYS after U.S. ROBOTICS receives the authorised CUSTOMER return at an authorised U.S. ROBOTICS Return Centre.

4.8 U.S. ROBOTICS shall not be liable for any damages caused by delay in delivering or furnishing repaired or replaced product or part.

5.0 LIMITATIONS:

5.1 THIRD-PARTY SOFTWARE: This U.S. ROBOTICS product may include or be bundled with third-party software, the use of which is governed by separate end-user license agreements provided by third-party software vendors. This U.S. ROBOTICS Limited Warranty does not apply to such third-party software. For the applicable warranty refer to the end-user license agreement governing the use of such software.

5.2 DAMAGE DUE TO MISUSE, NEGLECT, NON-COMPLIANCE, IMPROPER INSTALLA-TION, AND/OR ENVIRONMENTAL FACTORS: To the extent permitted by applicable law, this U.S. ROBOTICS Limited Warranty does not apply to normal wear and tear; damage or loss of data due to interoperability with current and/or future versions of operating system or other current and/or future software and hardware; alterations (by persons other than U.S. ROBOTICS or authorised U.S. ROBOTICS Service Centres); damage caused by operator error or non-compliance with instructions as set out in the user documentation or other accompanying documentation; damage caused by acts of nature such as lightning, storms, floods, fires, and earthquakes, etc. Products evidenc-ing the product serial number has been tampered with or removed; misuse, neglect, and improper handling; damage caused by undue physical, temperature, or electrical stress; counterfeit products; damage or loss of data caused by a computer virus, worm, Trojan horse, or memory content corruption; failures of the product which result from accident, abuse, misuse (including but not limited to improper installation, con-nection to incorrect voltages, and power points); failures caused by products not sup-plied by U.S. ROBOTICS; damage cause by moisture, corrosive environments, high voltage surges, shipping, abnormal working conditions; or the use of the product out-side the borders of the country or territory intended for use (As indicated by the Prod-uct Model Number and any local telecommunication approval stickers affixed to the product).

5.3 TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REM-EDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CON-DITIONS, 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 AUTHORISES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, WARRANTY, OR USE OF ITS PRODUCTS.

5.4 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 FINAN-

CIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAIN-
TENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN
IF U.S. ROBOTICS OR ITS AUTHORISED RESELLER HAS BEEN ADVISED OF THE POSSI-
BILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR
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OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED
HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

6.0 DISCLAIMER:

Some countries, states, territories or provinces do not allow the exclusion or limitation
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the above limitations and exclusions may be limited in their application to CUSTOMER.
When the implied warranties are not allowed by law to be excluded in their entirety,
they will be limited to the TWO (2) YEAR duration of this written warranty. This war-
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7.0 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.

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