

Modem

CREATIVE

BLASTER

External

Getting Started

Creative Modem Blaster V.92 External DE5721

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ATTENTION: Ce périphérique est destiné à être connecté par l'utilisateur à un ordinateur IBM AT certifié ou listé CSA/TUV/UL ou compatible, à l'intérieur de la zone d'accès définie par le fabricant. Consulter le mode d'emploi/guide d'installation et/ou le fabricant de l'appareil pour vérifier ou confirmer qu'il est possible de connecter d'autres périphériques à votre système.

Notice for the USA

FCC Part 15: 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 and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, this notice is not a 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 one or more of the following measures:

- ❑ Reorient or relocate the receiving antenna.
- ❑ Increase the distance 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.

CAUTION: To comply with the limits for the Class B digital device, pursuant to Part 15 of the FCC Rules, this device must be installed in computer equipment certified to comply with the Class B limits.

All cables used to connect the computer and peripherals must be shielded and grounded. Operation with non-certified computers or non-shielded cables may result in interference to radio or television reception.

Modifications

Any changes or modifications not expressly approved by the manufacturer of this device could void the user’s authority to operate the device.

Notice for Canada

This apparatus complies with the Class “B” limits for radio interference as specified in the Canadian Department of Communications Radio Interference Regulations.

Cet appareil est conforme aux normes de CLASSE “B” d’interférence radio tel que spécifié par le Ministère Canadien des Communications dans les règlements d’interférence radio.

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This product conforms to the following Council Directive:

- ❑ Directive 89/336/EEC, 92/31/EEC (EMC), 73/23/EEC (LVD), (73/23/EEC), as amended by directive 93/68/EEC.

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Contents



Contents

	Important Safety Instructions	
	Power Source.....	ii
	Cleaning.....	ii
	Damage requiring Servicing.....	ii
	Servicing.....	ii
	Introduction	
	Before You Begin.....	iv
	Recording Model Number.....	iv
	Checking System Requirements.....	iv
	Document Conventions.....	v
1	About Your Modem	
	Back Panel.....	1-1
	LED Display.....	1-2
2	Installing Hardware	
	Step 1: Connect to the telephone line.....	2-1
3	Installing Software	
	Before You Begin.....	3-2
	Installing Drivers in Windows 98 SE/Me.....	3-2
	Testing the Installation in Windows 98 SE/Me.....	3-2
	Installing Drivers in Windows 2000.....	3-3
	Testing the Installation in Windows 2000.....	3-4
	Installing Drivers in Windows XP.....	3-5
	Testing the Installation in Windows XP.....	3-6
	Modem-on-Hold.....	3-6
	Installing NetWaiting.....	3-7



	Using Modem-on-Hold	3-8
	Fax Talk Communicator	3-9
4	Uninstalling Modem Drivers	
	Uninstalling the Modem in Windows 98 SE	4-2
	Uninstalling the Modem in Windows Me.....	4-3
	Uninstalling the Modem in Windows 2000.....	4-4
	Uninstalling the Modem in Windows XP.....	4-5
5	Modem Features	
A	General Specifications	
	General Features	A-1
B	Troubleshooting	
	Problems with Your Modem.....	B-1
	Resolving Conflicts in Windows 98SE/ME.....	B-3
	Resolving Conflicts in Windows 2000/XP.....	B-3
C	Creative Technical Support	
	eService Options	C-3
	Knowledgebase*	C-3
	eMail	C-3
	Driver/Firmware	C-3
	Product Documentation	C-3
	Telephone	C-3
	Registering your Product	C-4
	Product Returns	C-4
	Returning your Product for Repair/Replacement.....	C-5
	Shipping Tariffs.....	C-5
	Limited Warranty	C-6
	Creative Technical Support Centres	

Modem

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Important Safety Instructions



Important Safety Instructions

Power Source

This product is specially designed for operation within the electrical range(s) specified on the provided power adapter. Any usage outside of these ranges is at your own risk. If you are not sure of the type of power supply to your home, consult your product dealer or local Power Company.

Cleaning

Unplug the product from the power source before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.

Damage requiring Servicing

Unplug the power adapter from the wall outlet or other power source and refer servicing to qualified service personnel under the following conditions:

- a) when the power supply cord or plug is damaged
- b) if liquid has been spilled, or objects have fallen into the product
- c) if the product has been exposed to rain or water
- d) if the product does not perform normally when following the operating instruction; or exhibits a distinct change in performance
- e) if the product has been dropped or damaged in any way

Servicing

Do not attempt to service the product on your own. Refer all servicing to qualified service personnel.

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Introduction



Introduction

This product is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

Before You Begin

This section contains information you should know before using this manual. Read the information carefully before proceeding further.

Recording Model Number

Your modem has a model number. Write down this number after removing the modem from its packaging. You will need to quote this number when contacting our Technical Support office.

Checking System Requirements




The following are the minimum system requirements required for your modem to work properly with your computer:

- 133 MHz or faster Intel® Pentium® or AMD® processor
- 50 MB free hard disk space
- 32 MB RAM (64 MB or higher recommended)
- Microsoft® Windows 98 Second Edition (SE), Windows 2000, Windows Millennium Edition (Me) or Windows XP
- DVD/CD-ROM drive for modem software installation
- An audio card for video conferencing

Document Conventions

This manual uses the following conventions to help you locate and identify the information that you need.

Table i: Document conventions

Text Element	Use
 A blue notepad with a red pencil and a red lightning bolt, indicating important information.	This notepad icon indicates information that is of particular importance and should be considered before continuing.
 A black alarm clock with a white exclamation mark inside, indicating a warning or critical instruction.	This alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.
 A red triangle with a black exclamation mark inside, indicating a severe warning or safety hazard.	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

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1

About Your Modem

About Your Modem

Back Panel

To find out more about getting your modem quickly connected, see Chapter 2, “Installing Hardware”.

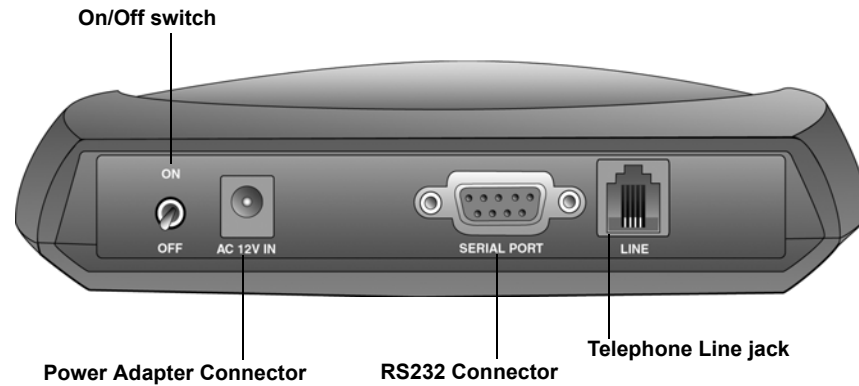


Figure 1-1 The jacks and connectors on your Modem.

LED Display



1	MR	Modem Ready or Self-Test in progress
2	HS	High Speed
3	CD	Carrier Detect
4	OH	Off Hook
5	SD	Send Data
6	RD	Reveive Data
7	TR	Terminal Ready
8	AA	Auto Answer
9	PW	Power On

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2

Installing Hardware

Installing Hardware

Step I: Connect to the telephone line

1. Locate the most conveniently-located telephone wall outlet.
2. If a phone is already connected to it, unplug the telephone cable from the wall outlet.
3. Connect the supplied telephone cable from the wall outlet to your modem's Telephone Line jack.

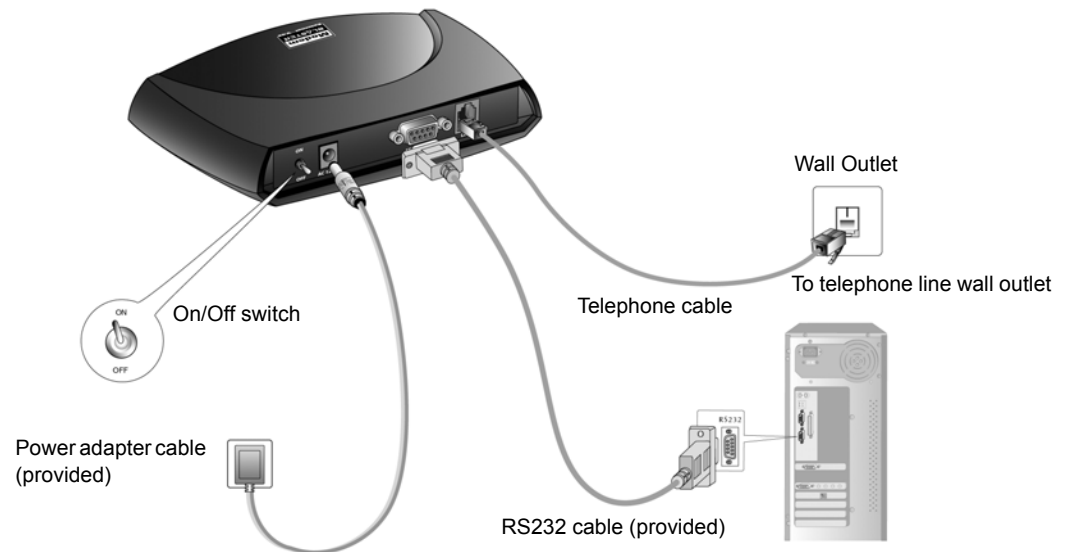


Figure 2-1 Connecting the power adapter and cables.



Notes on Telephone Lines

To ensure that the modem works properly, note that:

- Your modem cannot be used on “party lines”, nor can it be used on toll or coin-operated lines. Contact your local telephone company for help if you are not sure about the suitability of your telephone line.
- This modem is intended for use on an analog telephone line, also called a POTS (Plain Old Telephone Service) line. This modem cannot be connected directly to a digital telephone line, such as those commonly found in businesses. Either obtain an analog line or an analog converter compatible with the telephone line you are using.

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3

Installing Software

Installing Software



- To access Modem-on-Hold functions, you must install NetWaiting (see “Installing NetWaiting” on page 3-7).
- Modem-on-Hold functions are available on Windows 98 SE, Me, 2000 and XP.

This chapter is organized as follows:

- Installing Drivers in Windows 98 SE/Me
- Testing the Installation in Windows 98 SE/Me
- Installing Drivers in Windows 2000
- Testing the Installation in Windows 2000
- Installing Drivers in Windows XP
- Testing the Installation in Windows XP
- Modem-on-Hold

Before You Begin

After connecting your modem, if you see the **Add New Hardware Wizard** dialogue box, click the **Cancel** button. Proceed with the driver installation for your OS.

Installing Drivers in Windows 98 SE/Me

1. Insert the *Installation CD* into the CD-ROM drive.
2. Click **Start** -> **Run**.
3. When a dialogue box similar to Figure 3-1 appears, click the **Browse** button and locate the **UIUSetup.exe** in **E:\Drivers\Win98Se** (where E: is your CD-ROM drive).
For Windows Me, locate the **UIUSetup.exe** file in **E:\Drivers\WinMe**.
4. Click the **OK** button.
5. Restart your computer.

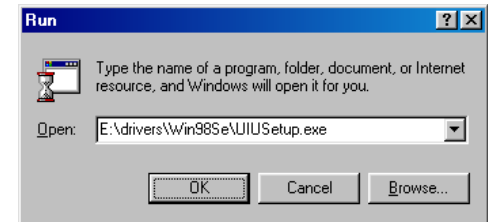


Figure 3-1

Testing the Installation in Windows 98 SE/Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **Modems** icon.
3. In the **Modem Properties** dialogue box, click the **Diagnostics** tab.
4. On the **Diagnostics** tabbed page, select the COM port that has been assigned to your modem.



5. Click the **More Info** button to display the response status of your modem.
You should see a dialogue box similar to Figure 3-2.
If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings of your modem. See “Resolving Hardware Conflicts” on page B-2.

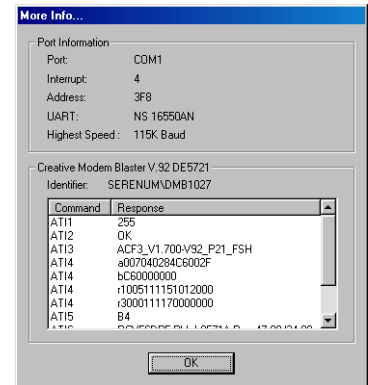


Figure 3-2

Installing Drivers in Windows 2000

1. Insert the *Installation CD* into the CD-ROM drive.
2. Click **Start** -> **Run**.
3. When a dialogue box similar to Figure 3-3 appears, click the **Browse** button and locate the file **UIUSetup.exe** in **E:\Drivers\Win2k** (where E: is your CD-ROM drive).
4. Click the **OK** button.
5. Restart your computer.

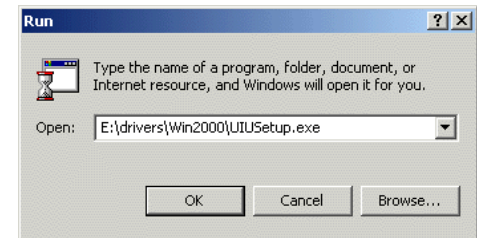


Figure 3-3



Testing the Installation in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **Phone and Modems** icon.
3. In the **Creative Modem Blaster V.92 DE5721 Properties** dialogue box, click the **Diagnostics** tab.
4. Click the **Query Modem** button to display the response status of your modem.

You should see a dialogue box similar to Figure 3-4.

If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings of your modem.

See “Resolving Hardware Conflicts” on page B-2.

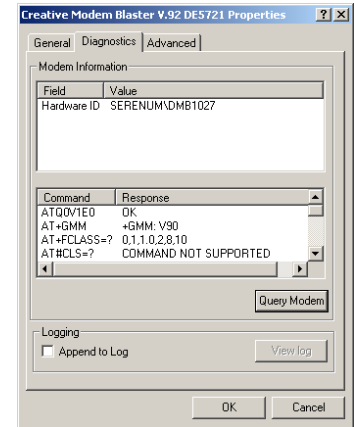


Figure 3-4

Installing Drivers in Windows XP



After you have set up your modem, run a test to ensure that your modem has been installed properly (see “Testing the Installation in Windows XP” on page 3-6).

1. When the **Found New Hardware** wizard (Figure 3-5) appears click **Cancel**.
2. Insert the *Installation CD* into the CD-ROM drive.
3. Click **Start** -> **Run**.
4. When a dialogue box similar to Figure 3-6 appears, click the **Browse** button and locate the file **UIUSetup.exe** in **E:\Drivers\WinXP** (where E: is your CD-ROM drive).
5. Click the **OK** button.
6. Restart you computer when software installation is complete.

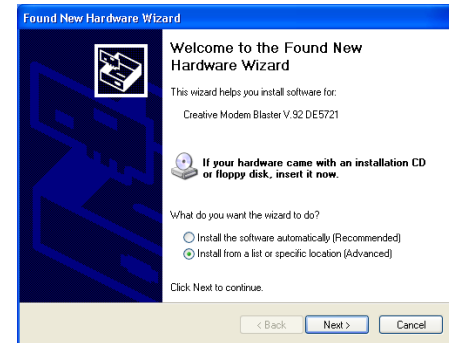


Figure 3-5

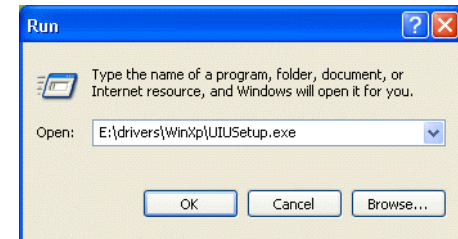


Figure 3-6

Testing the Installation in Windows XP

1. Click **Start** -> **Control Panel**.
2. Click the **Phone and Modem Options** icon.
3. Click the **Modems** tab.
4. Click **Creative Modem Blaster V.92 DE5721** and then click the **Properties** button.
5. When the dialogue box similar to Figure 3-7 appears, click the **Diagnostics** tab.
6. Click the **Query Modem** button to display the response status of your modem.
If your modem is not responding, it may be due to a conflict between the modem and another peripheral device. To resolve the conflict, you must change the settings on your modem (see “Resolving Hardware Conflicts” on page B-2).

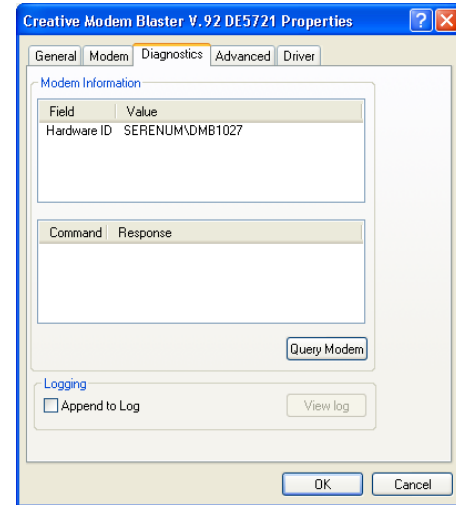


Figure 3-7 Creative Modem Blaster V.92 DE5721 Properties dialog box.

Modem-on-Hold



This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider to ascertain that this feature is supported in your area.

Modem-on-Hold suspends the data connection between your modem and the ISP so that you can pick up your phone and receive an incoming call in the usual way, while surfing the Internet. When your call is complete, the modem reconnects you to the Internet. For more information on Modem-on-Hold, visit <http://www.V92.com>.

Installing NetWaiting

In order to use the Modem On Hold functions, you must install NetWaiting. Modem On Hold is supported in Windows 98 SE, Me, 2000 and XP.

1. Click **Start** -> **Run**
2. When a dialogue box similar to Figure 3-8 appears, click the **Browse** button and locate the file **Setup.exe** in **E:\Netwaiting**.
3. Click the **OK** button.

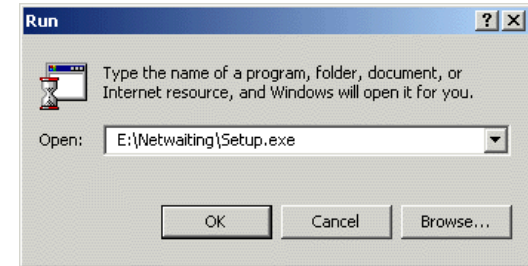


Figure 3-8

4. When a dialogue box similar to Figure 3-9 appears, follow the instructions on screen to complete the installation.

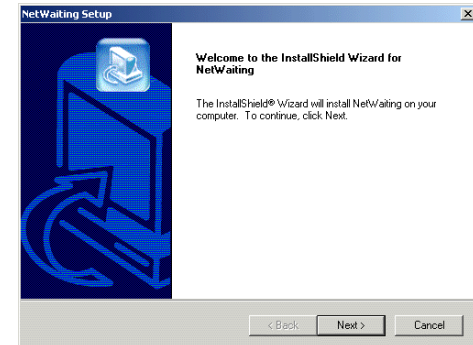


Figure 3-9

Using Modem-on-Hold



Your phone line needs to be Call Waiting enabled to support Modem-on-Hold.

1. If a call comes in while you are on the Internet, a dialogue box similar to Figure 3-10 appears, asking you if you want to answer the call.
2. Click the **OK** button.

A dialogue box similar to Figure 3-11 appears, telling you that you have approximately two minutes to complete your call. The call is automatically cut off after two minutes. After completing your call, click the **Reconnect** button. The modem will reconnect to the Internet.

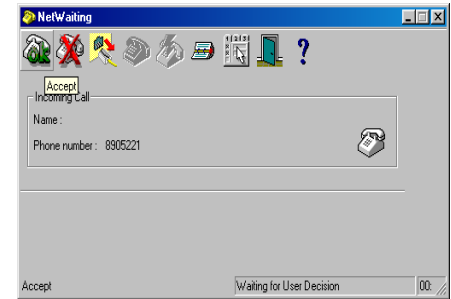


Figure 3-10

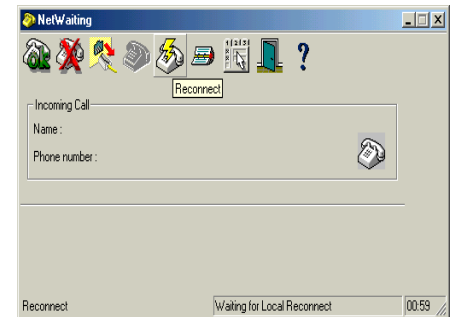


Figure 3-11

Fax Talk Communicator

Fax Talk Communicator transforms your PC and modem into a sophisticated communications centre. Whether you're at home, in the office, or on the road, FaxTalk Communicator is designed to be powerful, easy-to-use, and provide a wide array of features to save you time and make you more productive.



Figure 3-12

Modem

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4

Uninstalling Modem Drivers

Uninstalling Modem Drivers

This chapter is organized as follows:

- ❑ Uninstalling the Modem in Windows 98 SE
- ❑ Uninstalling the Modem in Windows Me
- ❑ Uninstalling the Modem in Windows 2000
- ❑ Uninstalling the Modem in Windows XP



Uninstalling the Modem in Windows 98 SE

1. Click the **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialogue box appears.
3. Click the **Install/Uninstall** tab, and then click **Creative Modem Blaster V.92 DE5721**.
4. Click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and disconnect the modem from your system.

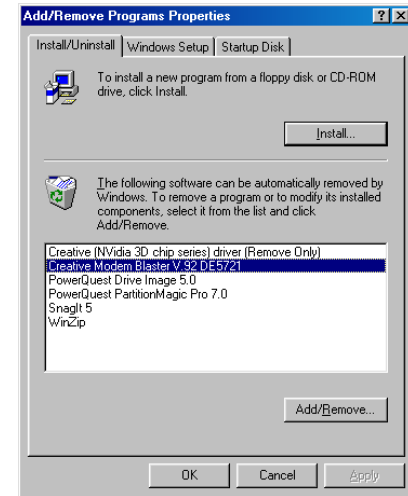


Figure 4-1: The Add/Remove Programs Properties dialogue box.

Uninstalling the Modem in Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialogue box appears.
3. Click the **Install/Uninstall** tab, and then click **Creative Modem Blaster V.92 DE5721**.
4. Click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and disconnect the modem from your system.

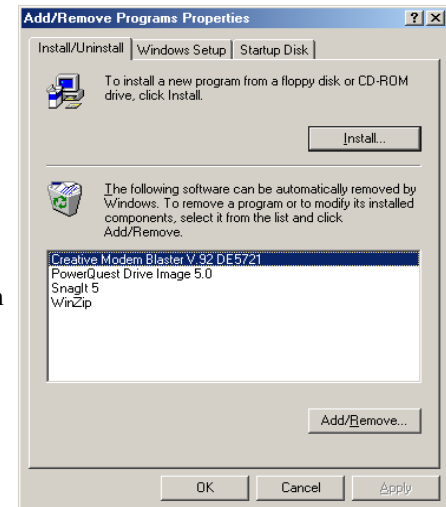


Figure 4-2: The Add/Remove Programs Properties dialogue box.

Uninstalling the Modem in Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When a dialogue box appears, click the **Change or Remove Programs** button.
4. Click **Creative Modem Blaster V.92 DE5721**, and then click the **Change/Remove** button.
5. Click the **Close** button.
6. Turn off your computer and disconnect the modem from your system.

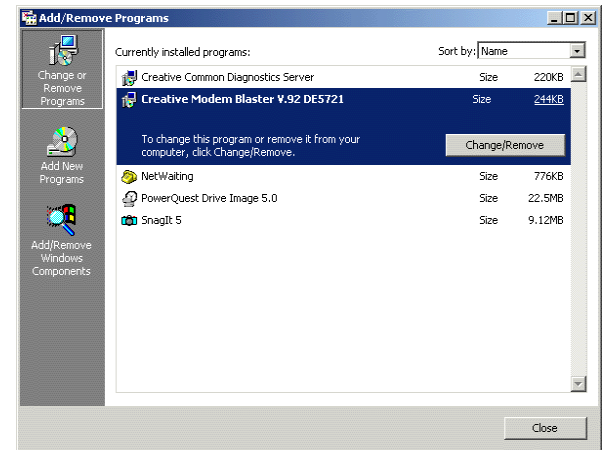


Figure 4-3: The Add/Remove Programs dialogue box.

Uninstalling the Modem in Windows XP

1. Click **Start** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When a dialogue box appears, click the **Change or Remove Programs** button.
4. Click **Creative Modem Blaster V.92 DE5721**, and then click the **Change/Remove** button.
5. Click the **Close** button.
6. Turn off your computer and disconnect the modem from your system.

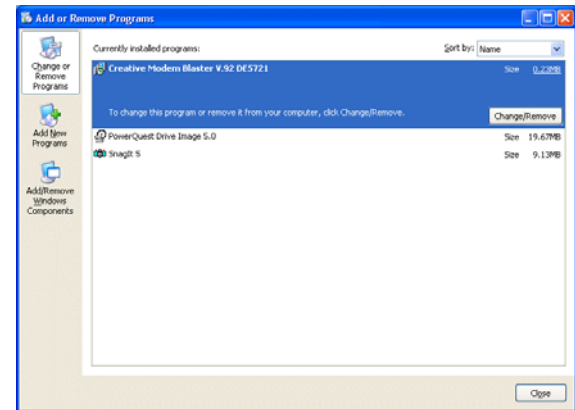


Figure 4-4: The Add/Remove Programs dialogue box.

Modem

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5

Modem Features

Modem Features

Besides transferring data and accessing online information, your Creative Modem Blaster has the following features:

Plug and Play



This feature allows you to install your modem easily, as it is automatically configured.

Faxes



Use your modem to send and receive fax documents. This feature also allows you to configure the modem to serve as a fax-on-demand system by using the software provided.

Internet Access



Your modem allows you to access computer bulletin boards and to browse the Internet at speeds of up to 56 Kbps.

Answering Machine



Your modem functions as an answering machine with multiple mail boxes. Remote users can leave messages in your mail box, and you can play back these messages at any time. It even pages you to notify you of new messages!

Video Conferencing



Your modem comes complete with V.90/V.92 standard support, for use with H.32x video conferencing systems.

QuickConnect



This feature drastically reduces the amount of time it takes for your Modem Blaster to establish a connection with your Internet Service Provider. The characteristics of the last call are saved in your computer, and retrieved for subsequent calls, resulting in a shorter connection time.

Modem-on-Hold



This feature allows you to answer an incoming call even when you are surfing the Internet. Check with your local Internet Service Provider to ascertain that this feature is supported in your area. For more details, see “About Your Modem” on page 1-1.

PCM Upstream



This feature enhances your Modem Blaster’s data upload speed from 33.6 Kbps to a maximum of 48 Kbps.

V.44 Data Compression



Your Modem Blaster incorporates the new V.92 standard. This new standard offers V.44 Data Compression technology that allows you to browse the Internet at higher speeds than existing data compression standards.

Modem

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A

General Specifications

General Specifications

This appendix lists your modem's general specifications.

General Features

- Auto Fallback
- AT Commands
- Caller ID
- Data/Fax/Voicemail
- V.80 for H.324 and H.323
- Plug and Play
- High throughput Virtual UART, DTE rate up to 115,200 bps
- Signal Quality Monitoring and Auto Retrain

Data Features

- Integrated data, fax, and voice mail modem.
- 56,000/54,667/53,333/52,000/50,667/49,333/48,000/46,667/45,333/42,667/41,333//40,000/38,667/37,333/36,000/34,667/33,333/32,000/30,667/33,600/31,200/28,800/26,400/24,000/21,600/19,200/16,800/14,400/12,000/9,600/7,200/4,800/2,400/1,200/ 300 bps data speeds.
- Compatibility with the following data modem standards:
 - V.90, V.92, V.34, V.32bis, V.32, V.23, V.22bis, V.22, and V.21; Bell 212A and 103.
 - V.42 LAPM and MNP2-4 error correction.
 - V.44, V.42bis and MNP5 data compression.
- Compression, line control, and error control are implemented in hardware. Therefore, no special drivers or libraries are needed to take advantage of the higher speeds and data reliability.
- Automatic dial and answer capabilities.



Fax Features

- Fax speeds up to 14,400 bps for send and receive.
- Compatibility with the following fax modem transmission standards:
 - V.17 (14400 bps)
 - V.21 Channel 2 (300 bps)
 - V.27ter (7200 bps)
 - V.29 (9600 bps)

Voice Features

- Able to record and play voice messages over the telephone line.
- Multiple mailboxes using Included Communications software.

Video Conferencing Support

- Supports V.80 standard to allow high performance video conferencing over standard phone lines and the internet. Video Conferencing standards are H.324 and H.323.

Modem

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B

Troubleshooting

Troubleshooting

Problems with Your Modem

If you have a technical problem with this product, you may wish to consult our self-help tool “Knowledgebase” for on-line troubleshooting and solutions (www.europe.creative.com/support)

This appendix provides tips and solutions for resolving some of the problems you might encounter with Creative Modem Blaster V.92 External DE5721 either during installation or normal use.

The modem fails to accept commands to dial or answer a call.

There may be an improper telephone line connection.

Check the following:

- Make sure the telephone cable is attached to the Telephone Line Jack.
- Check that all devices are turned on.

There is interference on the telephone line that is connected to the modem.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or any computer cable.

The modem cannot connect to the Internet at 56,000 bps.

This may be due to line conditions in your area. Due to FCC regulations and/or line conditions, it is not always possible to achieve the maximum data rate.

To solve this problem:

Try moving the telephone line away from any power source, monitor, printer or computer cable.



The modem or communications software fails to detect that the remote user has hung up.

The modem or communications software relies on the dial tone, busy tone or silence period to detect that a remote user has hung up.

This detection may fail due to one of the following reasons:

- Your local telephone system does not generate the dial or busy tone when the remote user hangs up.
- The silent period for the modem or communications software to detect that the remote user has hung up is not long enough.
- The modem or communications software cannot detect a different dial or busy tone. For example, if you are connecting to a PABX system, the dial or busy tone generated is different from the usual dial or busy tone.

To solve this problem:

Prompt the remote user to respond. This may, however, result in a long delay before the communications software responds to the remote user hanging up. To minimize this delay, modify the following settings:

- Voice message recording time.
- Number of prompts.
- Time to wait for a response after prompting.

Resolving Hardware Conflicts

Hardware conflicts may occur when two or more peripheral devices are set to use the same I/O address, IRQ line or DMA channel.

To resolve conflicts in Windows 98SE, Windows 2000, Windows Me or Windows XP, change the resource settings of your modem or the conflicting peripheral device using Device Manager.

Resolving Conflicts in Windows 98SE/ME



If you are unsure of which peripheral device is causing the conflict, you can isolate the source of the problem by temporarily removing all devices (except your modem and essential devices such as the disk controller). After that, add the devices back one at a time until the device that is causing the conflict is found.

Resolving Conflicts in Windows 2000/ XP

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialogue box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button. The **Properties** dialogue box of the modem appears.
6. Click the **Resources** tab.
7. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialogue box of the conflicting peripheral device and select the same check box there.
8. Restart your system to allow Windows 98SE/Me to reassign resources to your modem and/or the conflicting peripheral device.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialogue box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Click the name of your modem.
7. Right-click the name of your modem.
A menu appears.
8. Select the **Properties** option.
9. Click the **Resources** tab.



10. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialogue box of the conflicting peripheral device and select the same check box there.
11. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/or the conflicting peripheral device.

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Modem

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C

Creative Technical Support

Creative Technical Support



At Creative, in addition to giving you the best products, we are committed to supporting you by providing a comprehensive suite of eService options complemented by telephone support.

Creative's eService options outlined below are designed to assist you if you have a question or problem installing or using your Creative product. Before accessing these eService options, it is important to have the following information ready:

- The serial and model numbers of your Creative product (found at the back of the product). Information on identifying your model number is available in the **Support** area of the Creative regional websites.
- Computer type and speed (for example, Pentium II 233MHz).
- Details of your problem such as error messages, hardware conflicts etc.
- Motherboard information: BIOS manufacturer/version and chipset manufacturer
- Type and version of your operating system (for example, Windows 98SE).
- Place and date of purchase

To access these eService options, go to **www.creative.com**, select your region and go to the **Support** area.

eService Options

Knowledgebase*

Available online - 24 hours



Creative's Knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. The Knowledgebase also provides access to Frequently Asked Questions (FAQs) and Technical Specifications on the Creative product range.

eMail



Should you not obtain a solution to your question using our Knowledgebase system, you can contact our support staff through email by completing our web based email query form (see also the **Creative Technical Support Centers** section for information on regional email addresses). You must have registered your product to access this service.

Please see “Registering your Product” on page C-4 for more details.

Driver/Firmware



The Creative web site offers a range of updates and drivers for our products in a variety of operating systems.

Product Documentation



Browse Creative's extensive library of product installation and user manuals to find documentation for your Creative product.

Telephone



Should you not obtain a solution to your question, or if you do not have web site access, then you can contact our service support team via telephone. Telephone numbers can be found in the **Creative Technical Support Centers** section. You must have registered your product to access this service.

Please see “Registering your Product” on page C-4 for more details.

Registering your Product



In order to receive Technical Support by phone or email, it is necessary to register your product. You can do this when installing your product or, alternatively, you can go to www.creative.com/register and register online.

There are a host of other benefits to registering your product such as:

- Email notifications of attractive promotions and events.
- Hot news and tips on the latest and upcoming products that fully complement what you have already purchased.

We assure you that all information you provide will be kept strictly confidential, and that you have the choice to opt in or out of mail listings. Your information is protected by our Privacy Policy. For Australian users, visit the Private Policy address at www.australia.creative.com or email at privacy@clau.creative.com

Product Returns



Please retain all product contents and packaging until you are fully satisfied with your product. **It is very important to keep your Proof of Purchase for the duration of the Warranty period, as it is necessary should you have a product defect and need to return your product.**

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and take the appropriate action as detailed below:

Americas

Please refer to **“Returning your Product for Repair/Replacement” on page C-5.**

Europe

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/Retailer replacement/credit terms. If your product is more than 30 days old and within warranty, please refer to **“Returning your Product for Repair/Replacement” on page C-5.**



Asia Pacific region

Please contact the dealer who sold you the product. Your dealer may be able to assist you. If you are unable to do so, contact your local authorised distributor or the relevant Creative Technical Support Center. For details on your nearest authorised distributor and Technical Support Center, visit the Asia website at www.asia.creative.com/support/warranty

Note: Product returns shall only be accepted if the product is purchased from authorised dealers.

If you are returning a product for factory service, please refer to the **Returning your Product for Repair/Replacement** section below. For warranty terms and conditions, please go to www.asia.creative.com/support/warranty and select your region, if necessary.

Returning your Product for Repair/Replacement

Creative requires that all returns for repair/replacement must be first issued with a Return Merchandise Authorization (RMA) number. To return a product for factory service, contact the regional Creative Technical Support Center. Once the staff has verified that the product is defective, you will be given an RMA number.

When returning a product for factory service:

- You will be asked to supply a dated Proof of Purchase, to validate your Warranty,
- Shipment to Creative is at your expense and you assume all risk. If necessary, ship the package through a carrier that provides proof of delivery. Insure the shipment at full product value.
- Write the RMA number on the outside of the package. Creative cannot accept any return that does not include an RMA number on the package.
- You should only return the defective item(s) and mail it to the address provided by the Technical Support Center.
- Use proper materials for packing the item(s) for shipment.

Shipping Tariffs

Outside the United States & the European Union

To avoid tariffs when shipping a product to Creative from outside the US or the EU, or from zones with special tax status, you must complete the relevant customs documentation before shipping the product. To ensure delivery, Creative may include charges for return shipment.

Limited Warranty

Creative Labs (Ireland) Limited (“Creative”) warrants to you, the original buyer and holder of this warranty, as it stands in the accompanying warranty card, that the hardware product will be free of defects in materials and workmanship for a period of two (2) years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law (“Warranty Period”).

Creative's entire liability and your remedy will be, at Creative’s sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the “Limited Warranty” explained above that is returned to Creative's authorised distributor or dealer during the Warranty Period with a copy of your receipt.

What this warranty does not cover



This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

Creative Technical Support Centers

Americas - Native Language support provided

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
English	Creative Labs Inc. Technical Support, 1523 Cimarron Plaza, Stillwater, OK 74075 U.S.A.	405 742 6622	405 742 6633	9:00 a.m -6:00 p.m Monday - Friday (U.S.A. Central time) (Closed public holidays)	www.americas.creative.com	See: www.americas.creative.com for contact details.
French	Creative Labs Inc. Support Technique, 1523 Cimarron Plaza, Stillwater, OK 74075 Etats-Unis.	405 742 2385	405 742 5227	9:00 a.m -6:00 p.m Monday - Friday	www.americas.creative.com	support_technique@ creativelabs.com
Brazilian	Creative Labs Inc. Assistência Técnica, 1523 Cimarron Plaza, Stillwater, OK 74075 EUA.	405 742 2380	+1 405 742-6613	9:00 a.m -6:00 p.m Monday - Friday (U.S.A. Central time)	www.americas.creative.com	suporte@creativelabs.com
Spanish	Creative Labs Inc. Soporte Técnico, 1523 Cimarron Plaza, Stillwater, OK 74075 EE.UU	405 742 2380	+1 405 742 6613	9:00 a.m -6:00 p.m Monday - Friday	www.americas.creative.com	soporte@creativelabs.com

Creative Technical Support Centers

Europe - Native Language support provided

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
United Kingdom	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333200	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Germany	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380000	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Ireland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 8207555	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
France	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333220	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Spain	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380020	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Italy	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333210	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

Creative Technical Support Centers

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Austria	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380060	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Belgium	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333291	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Holland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333272	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Switzerland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380070	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Portugal	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380010	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Denmark	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333230	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Finland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333270	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

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Norway	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333240	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Sweden	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380030	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Czech Republic	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333280	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Poland	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380040	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Hungary	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4333290	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com
Russia	Creative Labs (Ireland) Ltd., Technical Support Department, Ballycoolin Business Park, Blanchardstown, Dublin 15, Ireland.	+353 1 4380080	+353 1 8205052	10:30 - 19:00 CET Monday - Friday. Closed Public Holidays	www.europe.creative.com	support@europe.creative.com

Creative Technical Support Centers

Asia Pacific region - Unless otherwise stated, support is in English

Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Australia & New Zealand	Creative Labs (Australia) Pty Ltd. Unit 10, Discovery Cove, 1801 Botany Road, Banksmeadow, NSW 2019, Australia Mailing Address: Locked Bag 5000 Banksmeadow, NSW 2019 Australia	Australia (02) 9666-6500 New Zealand (61-2) 9666-6500	Australia (02) 9666-6900 New Zealand (61-2) 9666-6900	9:00 a.m - 5:30 p.m Monday - Friday Eastern Standard Time (except public holidays).	www.australia.creative.com	www.asia.creative.com/support/contact
Japan	Creative Media KK 3F Kanda Eight Bldg., 4-6-7 Soto Kanda, Chiyoda Ward, Tokyo 101-0021 Japan	(81-3) 3254-0393	(81-3) 3254-9820	10:00 a.m - 12:00 p.m & 1:00 p.m - 5:00 p.m Monday - Friday (except public holidays)	www.japan.creative.com (in Japanese)	www.asia.creative.com/support/contact
Taiwan	Creative Labs Taiwan Co., Ltd., 15F No.163 Keelung Rd. Sec 1, Hsin Yi District, Taipei 110-42 R O C Taiwan	(886-2) 2748-2988 [Extensions 601 and 602]	(886-2) 2748- 2989	9:00 a.m - 12:00 p.m & 1:00 p.m - 6:00 p.m Monday - Friday (except public holidays)	www.taiwan.creative.com (in Traditional Chinese)	www.taiwan.creative.com/feedback/support.asp (in Traditional Chinese)
Hong Kong & Macau	Creative Labs (Hong Kong) Ltd., Unit 27-31, 9/F, Hong Kong International Trade & Exhibition Centre, No. 1 Trademart Drive, Kowloon Bay, Kowloon, Hong Kong	(852) 2148-6151 or (852) 2148-6152	(852) 2331-2151	9:15 a.m - 12:15 p.m & 1:45 p.m - 5:45 p.m Monday - Friday 9:15 a.m - 12:45 p.m Saturday (except public holidays)	www.asia.creative.com/hongkong	www.asia.creative.com/support/contact

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Country:	Address:	Telephone:	Fax:	Operating Hours:	Web site:	email:
Mainland China	<p>Creative Hohan Technology Ltd (Headquarters) Creative Park, No. 18, Block 2, Anhuaxili, Chaoyang District, Beijing 100011, People's Republic of China</p> <p>Mailing Address: Mail Box 58, Anwai Post Office, Chaoyang District, Beijing 100011, People's Republic of China</p>	(86-10) 6425-5500 [Extensions 8301 ~ 8304]	(86-10) 6425-5500 [Extension 8300]	9:00 a.m - 6:00 p.m Monday - Saturday (except public holidays)	www.china.creative.com (in Simplified Chinese)	www.china.creative.com/ support/feedback (in Simplified Chinese)
South Africa	<p>Creative Labs Africa (Pty) Ltd., 1F North East Wing, Corner K101 & Old Pretoria Road, Midrand, Johannesburg, South Africa</p> <p>Mailing Address: PO Box 76761, Wendywood 2144 Republic of South Africa</p>	(27-11) 805-0188	(27-11) 805-0190	8:00 a.m - 12:00 p.m & 1:00 p.m - 5:00 p.m Monday - Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/ support/contact
Malaysia	<p>Creative Labs Sdn Bhd, D-2-5 Megan Phileo Promenade, Jalan Tun Razak 50400 Kuala Lumpur, Malaysia</p>	(60-3) 2164-7199	(60-3) 2164-7198	9:00 a.m - 6:30 p.m Monday - Thursday & 9:00 a.m - 6:00 p.m Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/ support/contact
Singapore & all other Asia-Pacific countries	<p>Creative Technology Ltd., 31 International Business Park, Creative Resource, Singapore 609921, Republic of Singapore</p>	(65) 6895-4100	(65) 6895-4029	9:00 a.m - 6:00 p.m Monday - Friday (except public holidays)	www.asia.creative.com	www.asia.creative.com/ support/contact