

User Manual

Creative Modem Blaster V.92 PCI DI5732

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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.

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Cet appareil est conforme aux normes de CLASSE

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Creative European Contact Centre

Modem

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Introduction

Introduction

Before You Begin

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

Package Contents

- Creative Modem Blaster V.92 PCI DI5732 card
- Telephone cable
- CD-ROM containing drivers, applications, and PDF User Manual

Recording Model and Serial Numbers

Your modem card has a model number and a serial number. After removing the modem card from its packaging, write down its model and serial numbers for future reference.

Checking System Requirements

- An available PCI slot
- Intel® Pentium® III 550 MHz or higher IBM compatible PC
- 64 MB RAM on motherboard
- 25 MB of free hard disk space
- Microsoft® Windows® 98 Second Edition (SE), Windows Millennium Edition (Me), Windows 2000 or Windows XP
- CD-ROM drive installed

Document Conventions

The following typographical conventions are used throughout this document.



Note. This highlights additional or important information about a feature.



Caution! This highlights proper usage of your product. Use this information to avoid risky situations.



Warning! This warns you of possible hazards to yourself or your product, that may result in injury or damage.

Modem

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1

About Your Modem

About Your Modem

Jacks



Place the modem card in front of you as you go through this chapter. This will help you identify the various components found on your modem card.

Jacks are one-hole connecting interfaces on your modem card. They allow you to attach other devices to your card. Jacks are found on the rear panel of your modem card.

The jacks on your modem card can be seen in Figure 1-1.

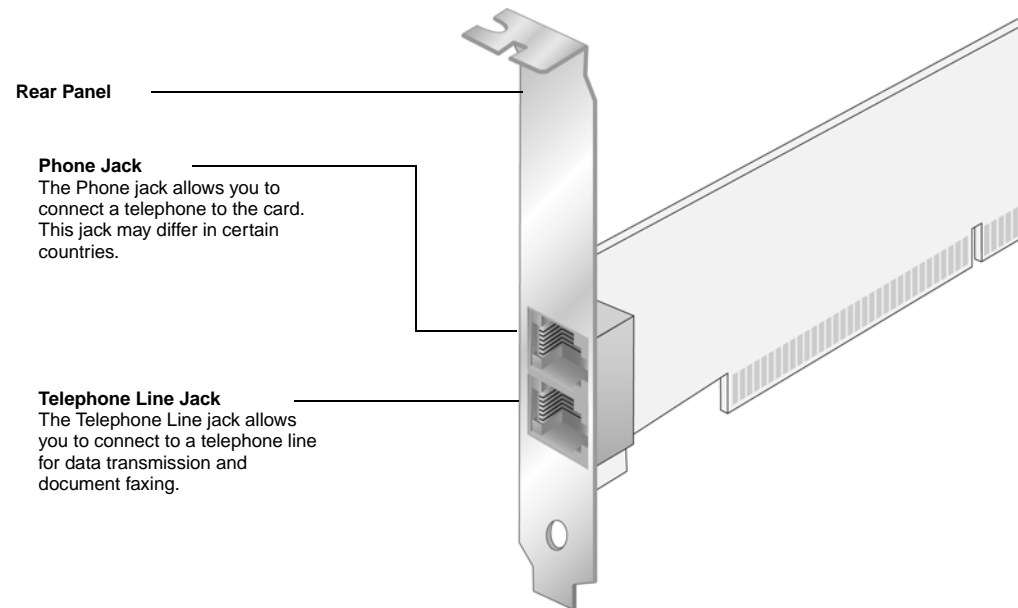


Figure 1-1: The jacks on your modem card.

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2

Installing Hardware

Installing Hardware

Installation Steps

Step 1: Prepare your computer



Turn off the main power supply and disconnect your computer's power cord. Systems using an ATX power supply unit with soft power off may still be powering the PCI slot. This can damage your modem card when it is inserted into the slot.

1. Turn off your computer and all peripheral devices.
2. Touch a metal plate on your system to ground yourself and to discharge any static electricity, and then unplug the power cord from the wall outlet.
3. Remove your computer casing.
4. Remove the metal bracket from an unused PCI slot as shown in Figure 2-1. Put the screw aside for use later.

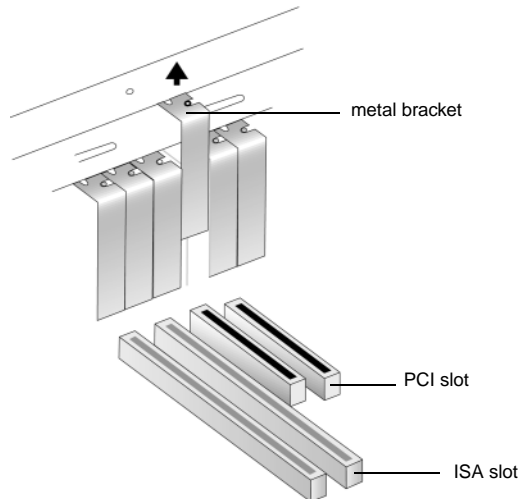


Figure 2-1: Removing a metal bracket.

Step 2: Insert the modem card



Do not force the modem card into the slot. Make sure that the gold finger PCI connector on the modem card is aligned with the motherboard before you insert the card into the PCI expansion slot.

If it does not fit properly, gently remove it and try again.

1. Align the modem card with the unused PCI slot and press the card gently but firmly into the slot as shown in Figure 2-2.
2. Secure the modem card with the screw you had placed aside earlier.

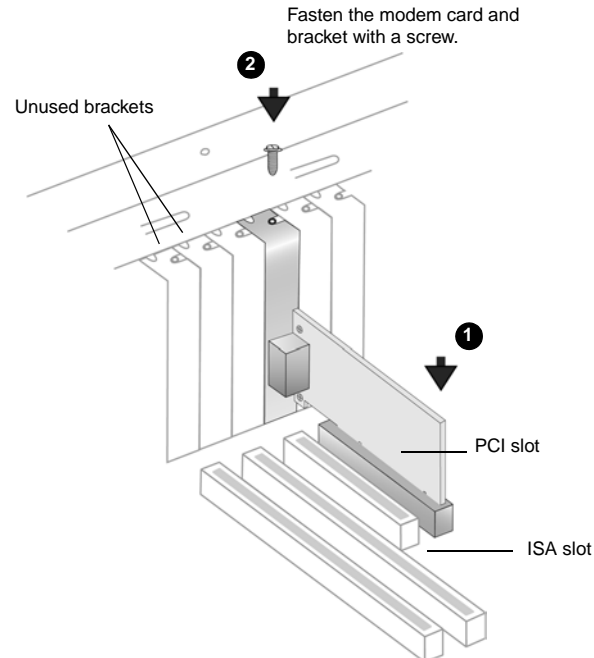


Figure 2-2: Aligning the modem card against the slot.

Step 3: Connect to power supply

1. Replace the computer casing.
2. Plug the power cord back into the wall outlet, and then turn on the computer.

To install drivers and applications, refer to “Installing and Testing the Modem Drivers” on page 3-2.

Step 4: Connect to telephone line and telephone set

1. Locate the most convenient telephone wall outlet.
If a telephone set is already connected to it, unplug the telephone cable from the wall outlet.
2. Connect the telephone cable from a telephone set to the Phone jack of the modem.

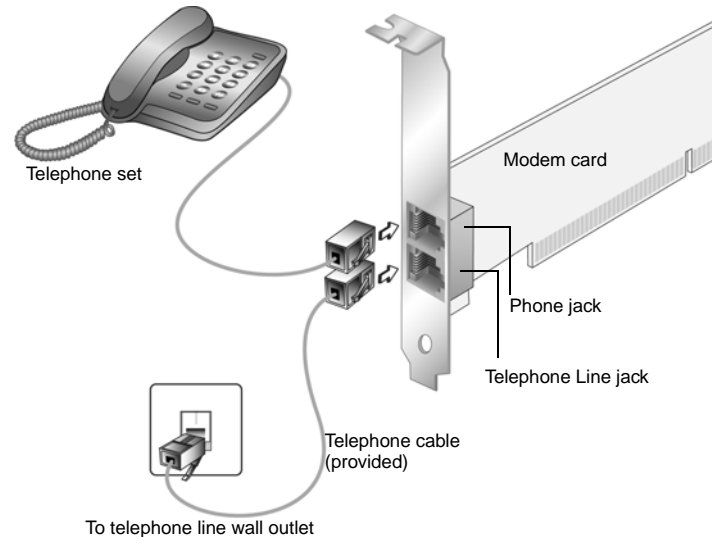


Figure 2-3: Connecting the telephone line and telephone to your modem.

3. Connect one end of the telephone cable provided to the wall outlet and the other end to the Telephone Line jack of the modem.



Notes on connecting the telephone line and telephone set

Before using the modem, you need to connect your telephone line and telephone set to the modem card.

To ensure that the modem works properly, know 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.

Modem

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3

Installing and Testing the Modem Drivers

Installing and Testing the Modem Drivers

This chapter is organised as follows:

- Installing the Modem Driver In Windows 98SE/2000/Me/XP
- Testing the Modem Driver

Installing the Modem Driver In Windows 98SE/2000/Me/XP



After installing the modem driver, test the modem to ensure it has been installed properly.

1. After you have installed the modem card, turn on your computer. Windows automatically detects the modem card and device drivers.
2. If prompted for the device drivers, click the **Cancel** button.
3. Insert the Installation CD into your CD-ROM drive. The disc supports Windows AutoPlay mode and starts running automatically. If not, enable your CD-ROM drive's auto-insert notification feature. For more details, see "Problems Installing Software" on page B-2.
 - i. Windows 98SE users may be prompted to locate the ACRCST9.CAT file. Click the **Browse** button and locate the driver file in E:\Drivers\Win98 (where E: represents your CD-ROM drive). Click the **OK** button.
 - ii. Windows XP users may be prompted to insert the Installation CD. Click the **Install from a list or specific location (Advanced)** option, and then click the **Next** button.
 - iii. Windows XP users may also be prompted to search for the driver. Click the **Don't search. I will choose the driver to install** option, and then click the **Next** button.
4. Select the applications and drivers to install, and then click the **OK** button.

Testing the Modem Driver

In Windows 98SE

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-1 appears.
3. Click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** 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 Conflicts in Windows 98SE/Me” on page B-3).

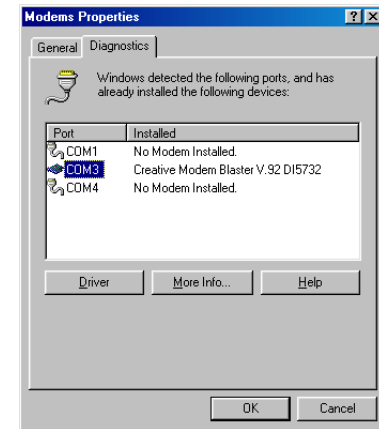


Figure 3-1



In Windows 2000

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Phone and Modems** icon. The **Phone and Modems Options** dialog box appears.
3. Click the **Modems** tab.
4. Click your **Creative Modem Blaster V.92 DI5732**, and then click the **Properties** button. The **Creative Modem Blaster V.92 DI5732 Properties** dialog box similar to Figure 3-2 appears.
5. 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 Conflicts in Windows 2000/XP” on page B-4).

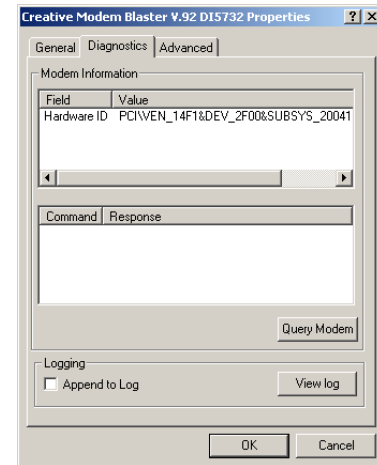


Figure 3-2

In Windows Me

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Modems** icon. The **Modems Properties** dialog box similar to Figure 3-3 appears.
3. Click the **Diagnostics** tab.
4. Click the COM port that has been assigned to your modem.
5. Click the **More Info** button to display the response status of your modem.
6. 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 Conflicts in Windows 98SE/Me” on page B-3).

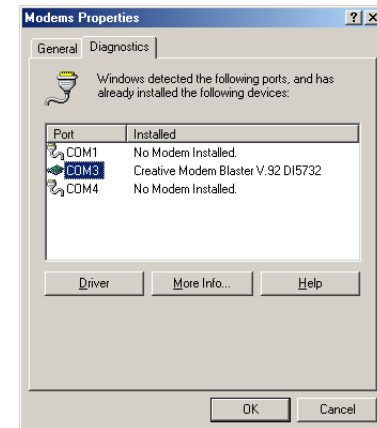


Figure 3-3

In Windows XP

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Phone and Modems** icon.
3. Click the **Modems** tab.
4. Click your **Creative Modem Blaster V.92 DI5732**, and then click the **Properties** button. The **Creative Modem Blaster V.92 DI5732 Properties** dialog box similar to Figure 3-4 appears.
5. Click the **Diagnostics** tab, and then 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 Conflicts in Windows 2000/XP” on page B-4).

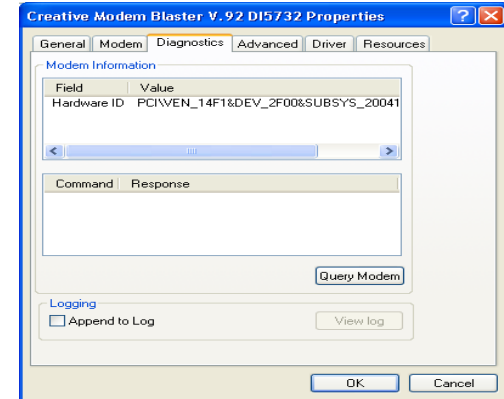


Figure 3-4

Modem

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4

Uninstalling the Modem

Uninstalling the Modem

Uninstalling the Modem

You may at times need to uninstall and then reinstall the modem to correct problems, change configurations, or make version upgrades. The following instructions tell you how to uninstall the modem.

In Windows 98SE

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add/Remove Programs** icon. The **Add/Remove Programs Properties** dialog box similar to Figure 4-1 appears.
3. Click the **Install/Uninstall** tab, and then click **Creative Modem Blaster V.92 DI5732**.
4. Click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card.

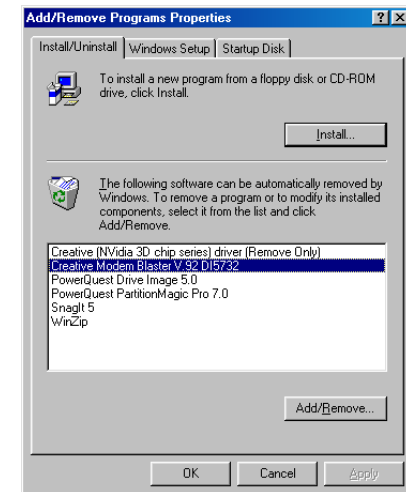


Figure 4-1

In Windows 2000

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When a dialog box similar to Figure 4-2 appears, click the **Change or Remove Programs** button.
4. Click **Creative Modem Blaster V.92 DI5732**, and then click the **Change/Remove** button.
5. Click the **Close** button.
6. Turn off your computer and remove the modem card.

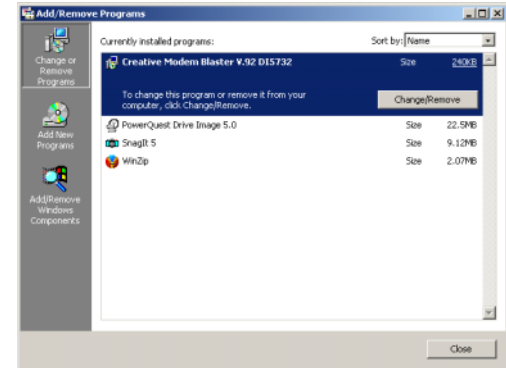


Figure 4-2

In Windows Me

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. When a dialog box similar to Figure 4-3 appears, click the **Install/Uninstall** tab.
4. Click **Creative Modem Blaster V.92 DI5732**, and then click the **Add/Remove** button.
5. Click the **OK** button.
6. Turn off your computer and remove the modem card.

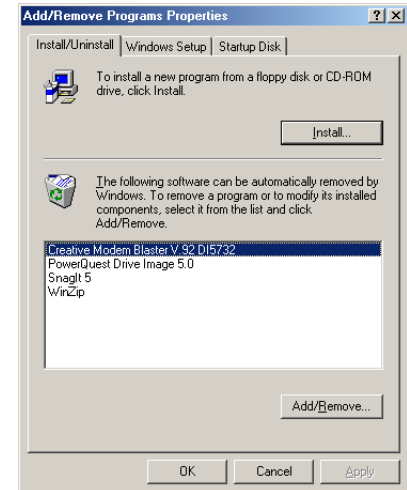


Figure 4-3

Uninstalling the Modem 4-3

In Windows XP

1. Click **Start -> Settings -> Control Panel**.
2. Double-click the **Add or Remove Programs** icon. The **Add or Remove Programs** dialog box similar to Figure 4-4 appears.
3. Click the **Change or Remove Programs** button.
4. Click **Creative Modem Blaster V.92 DI5732**, and then click the **Change/Remove** button.
5. Turn off your computer and remove the modem card.

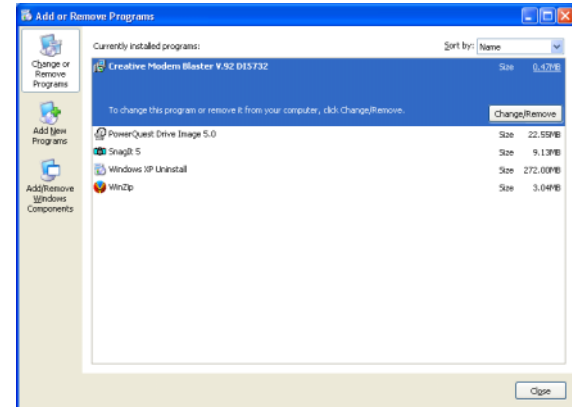


Figure 4-4

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.

Video Conferencing



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

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.

QuickConnect



This feature drastically reduces the amount of time it takes 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.

PCM Upstream



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

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>.

Using Modem-on-Hold



- During the software installation, when selecting the drivers and applications to install, be sure that the **FaxTalk NetOnHold** check box is selected.
- Be sure to enable FaxTalk NetOnHold whenever you restart your computer. By default FaxTalk NetOnHold is disabled.
- 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, the **FaxTalk NetOnHold** dialog box similar to Figure 5-1 appears, click the **Accept Call** button. You have two minutes to complete your call. The call is automatically cut off after two minutes.
2. After completing you call, click the **Disconnect Call** button.
3. A dialog box similar to Figure 5-3 appears. The modem will reconnect to the Internet.

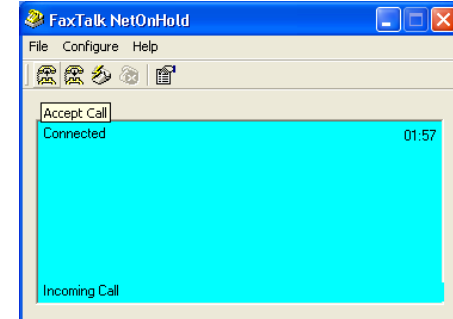


Figure 5-1

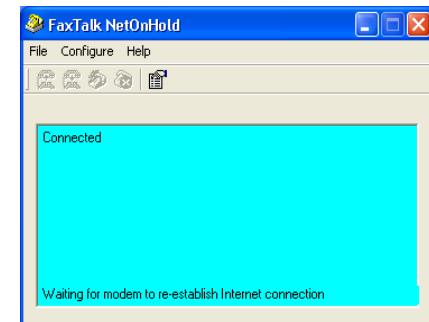


Figure 5-2

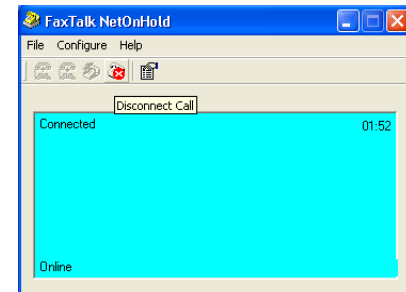


Figure 5-3

Modem

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A

Technical Specifications

Technical Specifications

This appendix lists the general specifications of your modem.

Plug and Play

- PCI specification compliant.
- Plug and Play resources.

Table A-1: Plug and Play Resource Information.

DEPENDENT FUNCTIONS	RESOURCE INFORMATION
Choice 1 COM 3	I/O Port: 3E8 to 3EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 2 COM 4	I/O Port: 2E8 to 2EF IRQ: 3, 4, 5, 7, 9, 10, or 11
Choice 3 COM 2	I/O Port: 2F8 to 2FF IRQ: 3
Choice 4 COM 1	I/O Port: 3F8 to 3FF IRQ: 4
Choice 5 Free-For-All	I/O Port: 2A0 to 2A7, 2A8 to 2AF, ... 2D8 to 2DF IRQ: 3, 4, 5, 7, 9, 10, 11 or 15

Data Features



Due to line conditions and FCC regulations, your data rate may be lower. Current FCC regulations limit download speeds to 53 kbps maximum.

- Integrated data, fax, and voice mail modem.
- 56,000/54,000/52,000/50,000/48,000/46,000/ 44,000/42,000/40,000/38,000/36,000/34,000
- 33,600/28,800/26,400/24,000/21,600/19,200/16,800/14,400/ 12,000/9,600/7,200/4,800/2,400/1,200/ 300 bps data speeds.
- Compatibility with the following data modem standards:
 - V.92, V.90, V.34, V.32bis, V.32, V.23, V.22bis, V.22A/B, and V.21; Bell 212A and 103J.
 - 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 the hardware. Therefore, no special drivers or libraries are needed to take advantage of higher speeds and data reliability.
- Automatic dial and answer capabilities.

Fax Features

- Supports Class 1 fax commands.
- 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)

Video Conferencing Support

- Supports ITU V.92 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

This appendix provides tips and solutions for resolving some of the problems you might encounter with Creative Modem Blaster V.92 PCI DI5732 either during installation or normal use.

Problems Installing Software

The installation does not start automatically after the Creative Modem Blaster Installation CD is inserted.

The AutoPlay feature in your Windows system may not be enabled.

To start the installation program through the My Computer shortcut menu:

1. Double-click the **My Computer** icon on your Windows desktop.
2. In the **My Computer** window, right-click the CD-ROM drive icon.
3. On the shortcut menu, click **AutoPlay** and follow the instructions on the screen.

To enable AutoPlay through Auto Insert Notification:

4. Click **Start -> Settings -> Control Panel**.
5. Double-click the **System** icon.
6. In the **System Properties** dialog box, click the **Device Manager** tab and select your CD-ROM drive.
7. Click the **Properties** button.
8. In the **Properties** dialog box, click the **Settings** tab and select **Auto Insert Notification**.
9. Click the **OK** button to exit from the dialog box.

Resolving Hardware Conflicts

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.

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.

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Device Manager** tab.
4. Double-click **Modem**.
5. Select your modem and click the **Properties** button. The **Properties** dialog 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** dialog 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.

Resolving Conflicts in Windows 2000/XP

To run Device Manager:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. Click the **System** icon. The **System Properties** dialog box appears.
3. Click the **Hardware** tab.
4. Click the **Device Manager** button.
5. Double-click **Modem**.
6. Right-click the name of your modem. A menu appears.
7. Select the **Properties** option.
8. Click the **Resources** tab.
9. Click the **Use Automatic Settings** check box to select it. If this check box is already selected, you need to go to the **Properties** dialog box of the conflicting peripheral device and select the same check box there.
10. Restart your system to allow Windows 2000/XP to reassign resources to your modem and/or the conflicting peripheral device.

Problems with Your Modem

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 minimise this delay, modify the following settings:

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

No dial tone when using the modem.

The IRQ of the modem is either in conflict with another device or is mis-reported in Windows.

To solve this problem:

Many chipsets have IRQ routing drivers for Windows. If you have an internal modem, and these drivers do not work or do not exist on your system, changing the slot of the modem card may help.

Technical Support



We are committed to giving you the best products aswell as the best service by providing you with a comprehensive suite of eService options complemented by telephone support.

With Creative's eService strategy, we deliver the best possible customer experience using our multilingual Customer support portal, interactive chat, email support and our self-service knowledgebase.

The European support area on our website at **www.europe.creative.com** contains the following options:

Knowledgebase



Creative's Self-service 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. Should you need additional help, you can escalate your query online through live chat or email ensuring that you receive the best possible service in the manner that is most comfortable to you.

Webchat*



Creative's interactive TextChat enables you to contact our Technical Support team through a real-time chat facility. Additional features, such as web page pushing, collaborative browsing and file and brochure exchange, transform your chat session into a fully interactive support experience.

eMail†



Should you not obtain a solution to your query using our Knowledgebase system, you can click the “Not Solved” button located at the bottom of any suggested solution document to escalate your query via eMail. If you do not have access to our website then you can mail us directly at **support@europe.creative.com**.

Telephone*†



You have the option to contact our service support team via telephone. Telephone numbers can be found in the “**Creative European Contact Centre**” section below.

Download Drivers#



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

Download Manuals



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

† Native Language Support * Closed Sat-Sun & Public Holidays # Not applicable for all products

If You Have a Problem



Please retain all contents including packaging and proof of purchase until you are fully satisfied with your product.

If you have a problem installing or using your Creative product, please use the Creative eServices and/or telephone support for assistance. Should you contact Technical Support, you may be asked for information regarding the following:

- The model number of your Creative product
- Error information on the screen and how it came about
- Information on the adapter cards which may be causing a conflict[#]
- Hardware configuration information such as the base I/O address, IRQ line, DMA channels used[#]
- Motherboard information: BIOS manufacturer/version and chipset manufacturer
- Type and version of your operating system, e.g., Windows 95/98 or Windows NT, Windows 2000 or Windows Me

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

Less than 30 days since date of purchase

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.

More than 30 days since date of purchase

Contact European Technical Support to clarify the nature of the problem and to obtain details of our repair/replacement procedure.

[#] *Not applicable for all products*

Returning a product for repair

- ❑ Creative Labs requires that all returns for repair/replacement must first be issued with an authorisation number, therefore you need to contact Technical Support to receive this number.
- ❑ Technical Support will communicate how to return the product in question for repair/replacement.
- ❑ You should only return the hardware item in question and return it to the address provided by Technical Support. Please retain all software, accessories and the original packaging.
- ❑ Please quote the authorisation number clearly on the outside of the packaging in which you return the hardware item.
- ❑ After receiving the hardware, Creative will process the return.

Creative may replace or repair the product with new or re-conditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U. or from zones with special tax status, you must complete the relevant customs documentation before shipping the product.

Operating Hours



Knowledgebase	Available on-line 24 hours a day
Webchat*	10:00-18:30 CET Monday - Friday
Telephone*	10:30-19:00 CET Monday - Friday

* Closed Sat-Sun & Public Holidays

Technical Support C-4

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.

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Norway

Tel +353 1 4333240

Sweden

Tel +353 1 4380030

Holland

Tel +353 1 4333272

Switzerland

Tel +353 1 4380070

Portugal

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