



Internet Phone Wizard

User Manual

Ver 2.0

Model #: UP101

Actiontec®

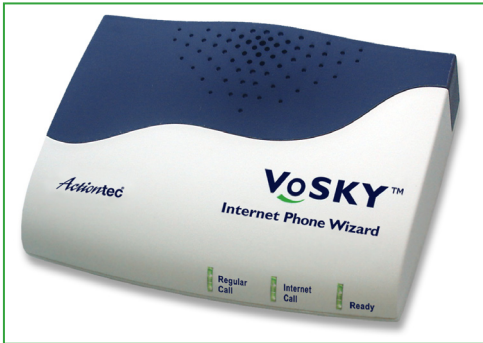
Internet Calls for Everyone, Everywhere™

Table of Contents

1 Introduction	1
Package Contents	1
Features	2
System Requirements	2
Getting to Know IPW	3
Technical Support	4
2 Installing Skype Software	5
Downloading and Installing Skype	5
Creating a Skype Account	8
Adding Contacts	9
Assigning a Speed-Dial Number	11
3 Connecting Internet Phone Wizard Hardware	13
Single-Line Connection	13
Dual-Line Connection	14
4 Installing Internet Phone Wizard Software	18
5 Updating Internet Phone Wizard	22
Configuring IPW	22
6 Using Internet Phone Wizard	24
Before Using IPW	24
Quick Reference Tables	29
a Specifications	31
Notices	33
Regulatory Compliance Notices	33
Modifications	33
Miscellaneous Legal Notices	34
Limited Warranty	35

Introduction

Thank you for purchasing the Actiontec VoSKY Internet Phone Wizard(IPW). IPW allows you to make free calls over the Internet and budget calls with Skype™ any time, anywhere. With IPW, you can use your regular telephone to make long distance calls and even international calls at dramatically reduced rates. If you want to take your communications to the next level and save money while doing it, the Actiontec IPW is sure to be one of the keys to your success.



Package Contents

- Actiontec VoSKY IPW
- USB cable
- Telephone cable (RJ-11)
- Quick Start Guide
- Installation CD-ROM (includes this user manual)

Features

- Connect directly to your regular telephone so you can make and receive Internet calls from your phone
 - Patented “I-Phone Switch” for switching your telephone between Internet and regular phone modes
 - Call waiting
 - Caller ID for Internet calls
 - Supports Skype speed-dial and SkypeOut service
 - No external power required
 - Echo-cancellation technology
-

System Requirements

Minimum

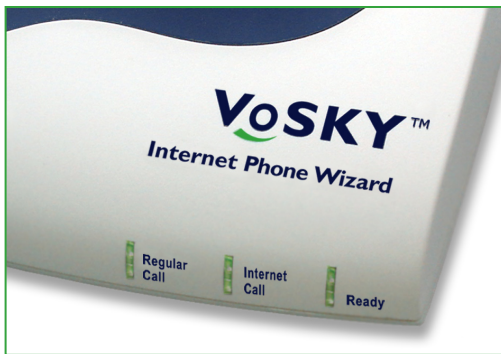
- IBM PC-compatible computer with one available USB port, Celeron 800 MHz or faster processor, 128 MB RAM, 15 MB available hard disk space, and a CD-ROM drive
 - Microsoft Windows 2000+SP4, Windows XP+SP2
 - A touch-tone analog phone
 - LAN or modem-based Internet connection
 - No external power required
 - Analog telephone line (optional)
-

Getting to Know IPW

This section contains a quick description of IPW lights (LEDs) and ports. IPW has several indicator lights on its front panel, and a series of ports on its rear panel.

Front Panel

The front panel of IPW features three lights: Regular Call, Internet Call, and Ready.



Regular Call

The Regular Call light illuminates when IPW is in regular (analog) phone mode, blinks rapidly when an incoming regular call comes in, and blinks steadily when a regular call is on hold.

Internet Call

The Internet Call light illuminates when IPW is in Internet phone mode, blinks rapidly when an incoming Internet call comes in, and blinks steadily when an Internet call is on hold.

Ready

The Ready light illuminates when IPW is correctly connected to the computer and ready to answer calls.

Rear Panel

The rear panel of IPW contains three ports: USB, Line, and Phone.



USB Port

The USB port is used to connect a computer to IPW via USB cable.

Line Port

The Line port is used to connect IPW to a wall phone line outlet or modem via phone cable.

Phone Port

The Phone port is used to connect IPW to a telephone via phone cable.

Technical Support

For troubleshooting issues, frequently asked questions, and technical support, go to: **www.vosky.com**

Installing Skype Software

2

The first step in setting up IPW is installing Skype on the computer connected to IPW. This chapter describes the Skype installation procedure in four parts: downloading and installing Skype, creating an account, adding contacts, and assigning speed-dial numbers.

Downloading and Installing Skype

If Skype has already been installed on the computer, make sure it is the latest version. If it is, skip this section and go to "Assigning a Speed-Dial Number" on page 8. If not, install the latest version by following this procedure:

1. Open a Web browser and, in the address bar, enter:
<http://www.skype.com>



2. When the Skype Web page appears, click Download Skype.

Download Skype

3. After downloading, double-click on the "SkypeSetup" icon.



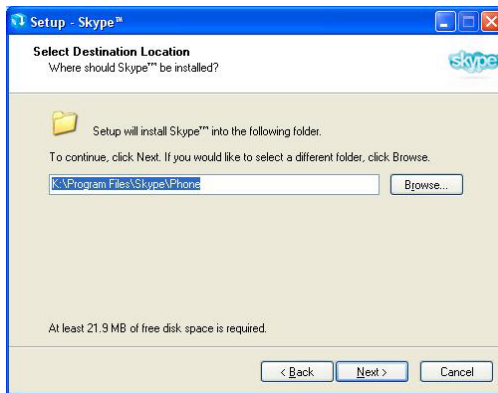
4. In the window that appears, read the on-screen instructions, select a language, then click **Next**.



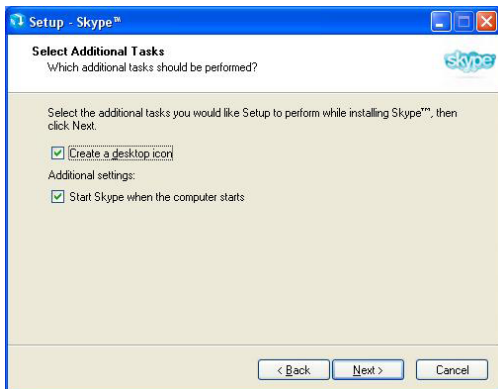
5. In the next window, read the license agreement, click in the circle next to "I accept the agreement", then click **Next**.



6. Select a location on the computer's hard drive to download the Skype software, then click **Next**.



7. In the next window, set up additional tasks, if needed, then click **Next**.



8. Skype installs. Click **Finish** in the last window to complete the installation.

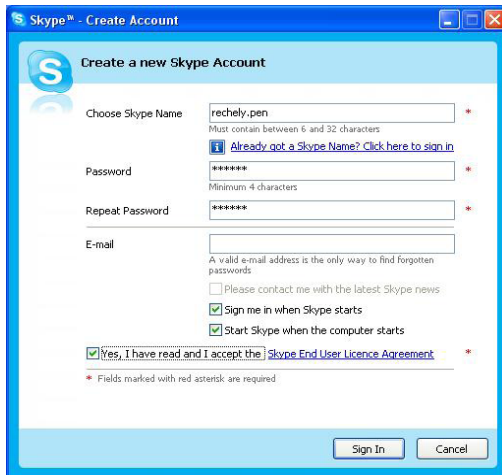


The Skype software is installed on the computer. Go to the next section to create a Skype account.

Creating a Skype Account

To create a Skype account:

1. After Skype installs, the "Create a new Skype account" window appears. Enter the required information (denoted by a red asterisk). Click **Sign In**.



2. In the next window, enter additional information. Click **Next**.

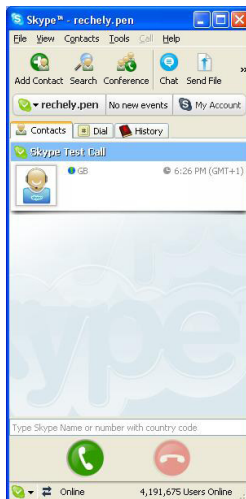


The Skype account is created. Go to the next section to add contacts to the account.

Adding Contacts

To add contacts to your Skype account:

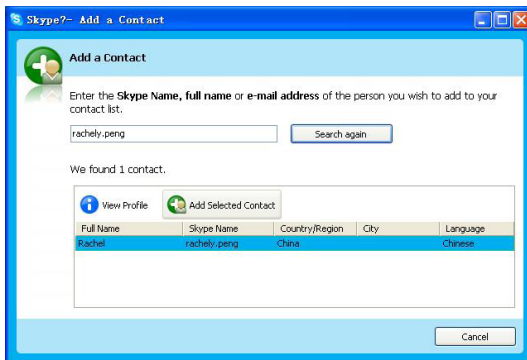
1. Go to the main Skype account window and click **Add Contact**.



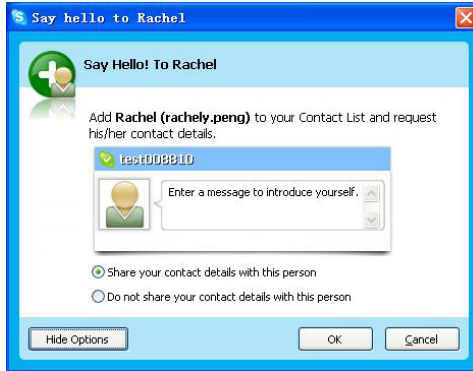
2. When the “Add a Contact” window appears, enter the name of another Skype user in the appropriate text box, then click **Search**.



3. Use your mouse to select the person you are looking for, then click **Add Selected Contact**.



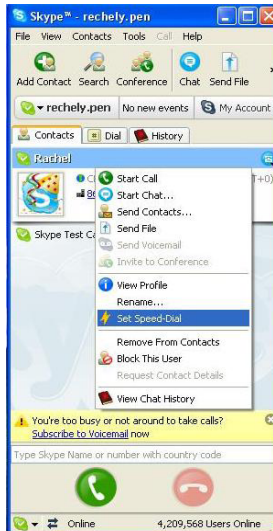
4. A "Say Hello!" window appears, then click **OK**.



The contact has been added. To view the contact list, select the "Contact" tab from the main Skype window. To assign a speed-dial number to a contact, go to the next section.

Assigning a Speed-Dial Number

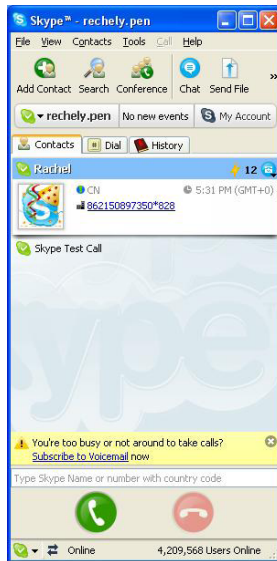
1. From the main Skype window, select the Contact tab, right-click on a contact name, and in the menu that appears, select **Set Speed-Dial**.



2. In the next window, enter a speed-dial number, then click **OK**.



3. The speed-dial number is assigned to the contact.




4. Repeat to assign a speed-dial number to other contacts.

After finishing with the installation and configuration of Skype, go to the next chapter ("Connecting IPW Hardware") to continue setting up IPW.

Connecting Internet Phone Wizard Hardware

3

This chapter explains how to physically connect IPW to a telephone and phone line. There are two basic ways to connect IPW: Single-Line or Dual-Line.

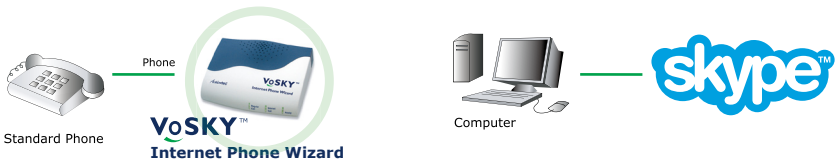
 **Caution:** Make sure the IPW is **not connected** to the computer until instructed to do so by IPW installation program (see chapter 4, "Installing IPW Software").

Single-Line Connection

When IPW is in Single-Line mode, it can be used to make or receive Internet (computer-to-computer) phone calls using Skype only. It cannot make regular calls to regular (land-line or mobile) telephones while in Single-Line mode.

To connect IPW in Single-Line mode:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of IPW.
2. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



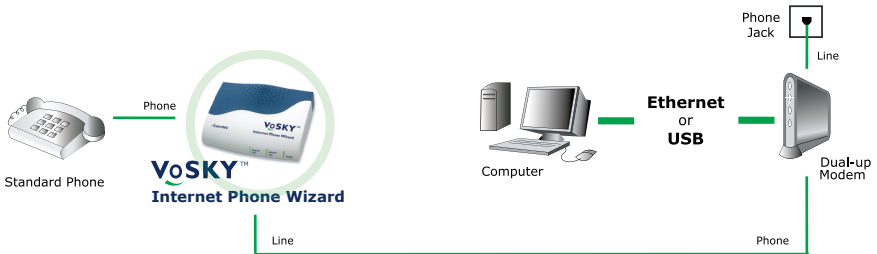
IPW is connected in Single-Line mode. Next, go to chapter 4, "Installing IPW Software".

Single-Line Connection with Dial-Up Modem

If the computer is connected to the Internet via dial-up modem with no other phone line in the home, IPW can only be set up in Single-Line mode.

To connect IPW in Single-Line mode with a dial-up modem:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of IPW.
2. Connect the other end of the phone cable to the telephone.
3. **Optional:** To make and receive normal calls while the computer is powered down, use the supplied phone cable and insert one end of the cable in the "Line" port on the rear panel of IPW.
4. **Optional:** Insert the other end of the phone cable in the "Phone" port of the dial-up modem. The components should be connected similarly to the figure below:



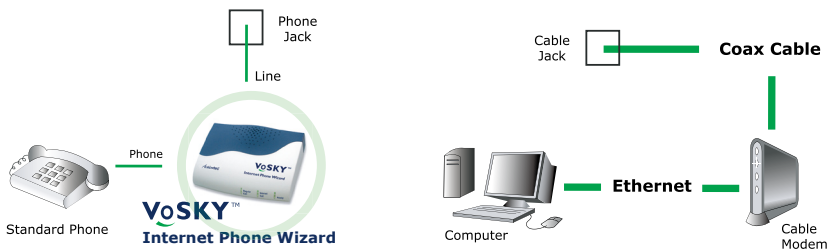
Dual-Line Connection

When IPW is set up in Dual-Line mode, it can make and receive both Internet (computer-to-computer) calls and regular (computer-to-land-line telephone or computer-to-mobile telephone) calls.

This procedure assumes the computer is connected to a cable modem. If the computer is connected to the Internet via DSL modem, see "Dual-Line Connection with DSL Modem" on page 16.

To connect IPW in Dual-Line mode:

1. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of IPW.
2. Connect the other end of the phone cable to the telephone.
3. Using the supplied phone cable, insert one end in the "Line" port on the rear panel of IPW.
4. Insert the other end of the supplied phone cable in a standard phone line outlet. The components should be connected similarly to the figure below:



IPW is connected in Dual-Line mode. Next, go to chapter 4, "Installing IPW Software".

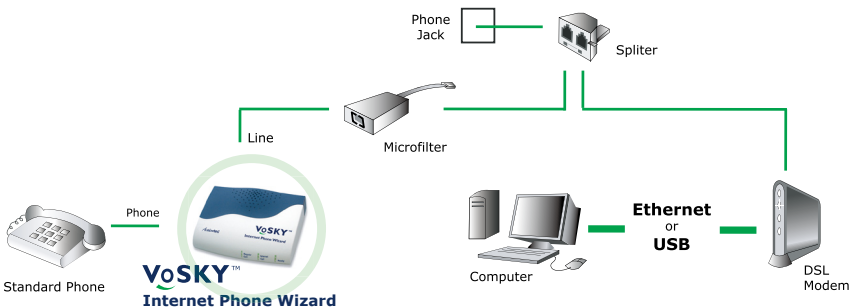
Dual-Line Connection with DSL Modem

Since DSL modems are connected via phone line (like IPW), there are two ways to connect IPW when a DSL modem is present: Connecting to a Phone Line Splitter, and Connecting to a DSL Filter. Select the configuration matching the current computer/DSL set up, and follow the instructions.

Connecting to a Phone Line Splitter

If the telephone is connected to the phone line via a phone line splitter, follow this procedure to connect IPW:

1. Use the supplied phone cable and insert it in the "Line" port of IPW.
2. Insert the other end of the supplied phone cable in the micro filter.
3. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of IPW.
4. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



IPW is connected in Dual-Line mode. Next, go to chapter 4, "Installing IPW Software".

Connecting to a DSL Splitter

If the telephone is connected to the phone line via a wall mount DSL filter, follow this procedure to connect IPW:

1. Use the supplied phone cable and insert one end in the "Line" port of IPW.
2. Insert the other end of the supplied phone cable in the "Phone" port of the DSL filter.
3. Get the phone cable from the telephone and insert one end in the "Phone" port on the rear panel of IPW.
4. Connect the other end of the phone cable to the telephone. The components should be connected similarly to the figure below:



IPW is connected in Dual-Line mode. Next, go to chapter 4, "Installing IPW Software".

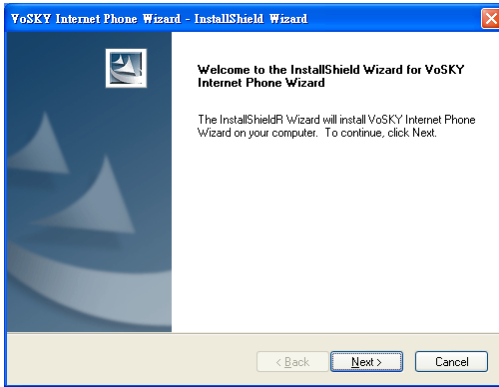
Installing Internet Phone Wizard Software

4

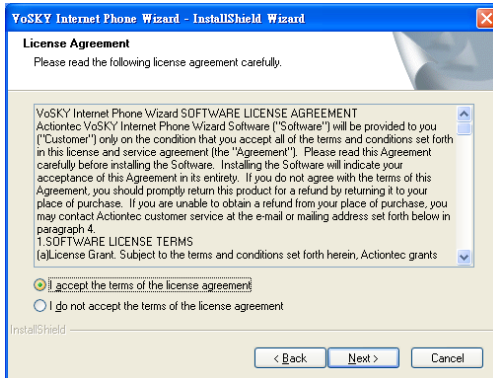
After connecting IPW hardware (see chapter 3), IPW software must be installed on the computer.

To install IPW software:

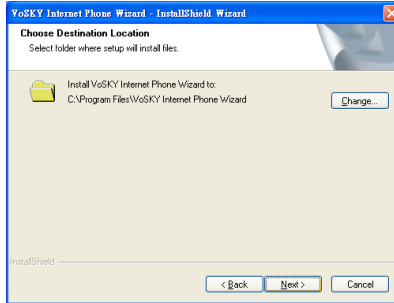
1. Insert the Installation CD in the CD-ROM drive of the computer, then from the first "InstallShield Wizard" window, click **Next**.



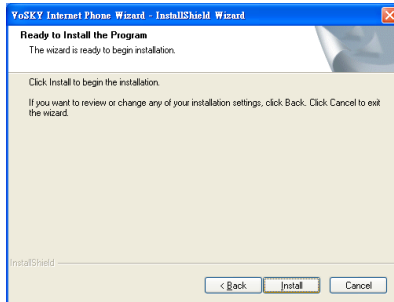
2. In the next window, read the license agreement and click in the circle next to "I accept the terms of the license agreement". Click **Next**.



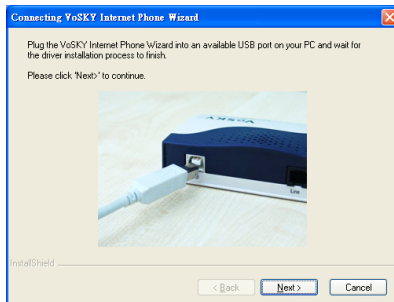
- When the next window appears, either click **Change** to select a custom location to install IPW software, or click **Next** to install the software in the default location (...Program Files\VoSKY Internet Phone Wizard).



- When the next window appears, read the on-screen instructions. Click **Install**.



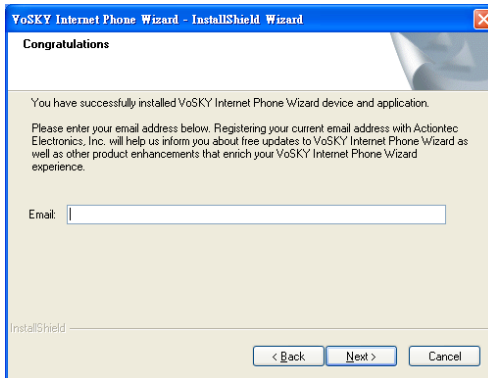
- The software installs. When finished, follow the instructions in the next window, using the picture as a reference. Use the supplied **USB cable** to connect the computer's **USB port** to IPW **USB port**. Click **Next**.



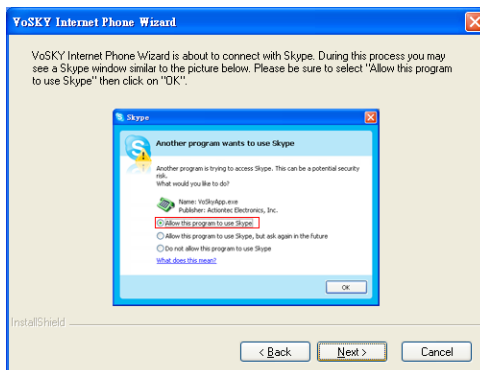
If IPW was not connected correctly, a warning window appears. If this occurs, connect IPW as described in step 5, click **OK**, then continue to step 6.



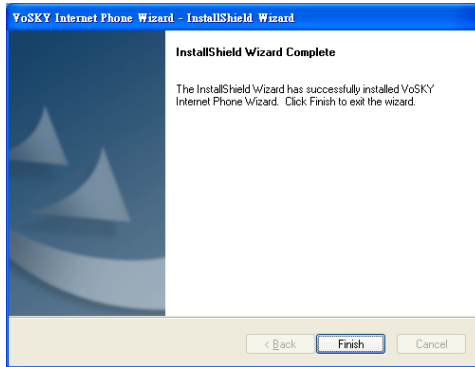
6. Another window appears. Enter an email address to be contacted about future online updates. Click **Next**.



7. A window with information about using Skype with IPW appears. Read the on-screen information, then click **Next**.



8. The last window appears. Click **Finish**.



9. Wait for the IPW application to launch (this may take up to a minute). When the following window appears, select "Allow this program to use Skype" by clicking in the appropriate circle, then click **OK**.




Updating Internet Phone Wizard

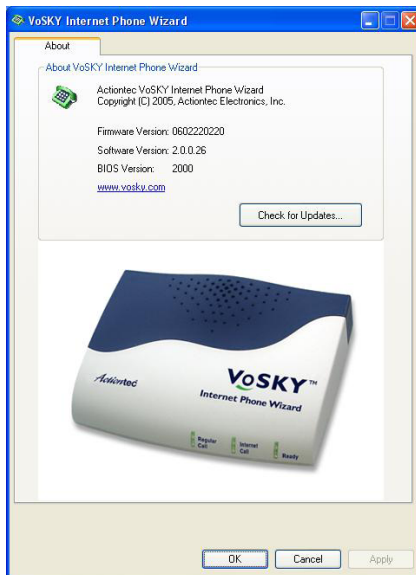
5

This chapter explains how to update IPW software.

Configuring IPW

To update IPW software, right click the Internet Phone Wizard icon in the system tray, and then click Open VoSKY Internet Phone Wizard to show the VoSKY Internet Phone Wizard About window. Here, IPW firmware, software, and BIOS versions are displayed. Also, the user can check for updates.

 **Note:** If the Internet Phone Wizard icon does not appear in the system tray, the IPW application has not launched. Double-click on the Internet Phone Wizard icon on the desktop to launch. The Internet Phone Wizard icon will then appear in the system tray.



Check for Updates

To check for IPW software or firmware updates, click **Check for Updates** in the About tab. The following window appears:



If a new software or firmware is available for IPW, a pop-up message appears. Select **Yes** to download and install the update, or **No** to cancel the installation.

A pop-up window will also appear when no updates are available. Click **OK** to close the window.

Using Internet Phone Wizard




6

This chapter explains how to make calls using IPW, including calling an Internet telephone, and calling a regular telephone.

Before Using IPW

Before making a call with IPW, make sure of the following:

- The computer meets or exceeds the minimum system requirements
- The computer is connected to the Internet
- A Skype account has been created and contacts have been added to it
- IPW is connected to the computer via USB
- A telephone is connected to IPW via phone cable
- If using Dual-Line mode, a phone line is connected to IPW "Line"port
- IPW software is installed and running on the computer
- IPW icon in the system tray of the computer's desktop (next to the clock) is "Ready":

IPW Icons	
<i>Ready</i>	
<i>Not Connected</i>	
<i>Active or In Conversation</i>	

Using IPW in Single-Line Mode

This section describes how to use IPW in Single-Line mode. When in Single-Line mode, IPW can make and receive calls from Internet contacts. Calls can also be made to regular telephone numbers using the SkypeOut service. All calls must be conducted using the telephone connected to IPW.

Calling an Internet Contact

To call an Internet contact:

1. Pick up the telephone receiver. The dial tone is heard.
2. Dial the speed-dial number of the party being called.
3. Wait for the party to answer the telephone.

Calling a Regular Telephone Using SkypeOut

To make a call to a regular telephone number while IPW is in Single-Line mode, SkypeOut service must be used. SkypeOut offers low rates, and is especially useful for international calls. Go to www.skype.com for more information about subscribing to SkypeOut.

1. Pick up the telephone receiver.
2. Dial the SkypeOut contact's assigned speed-dial number.



Note: If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number.

3. Wait for the party to answer the telephone.

Receiving a Call

To receive a call:

1. The telephone connected to IPW rings and IPW Internet Call light flashes.
2. Pick up the telephone receiver and begin a conversation.

Ending a Call

To end a call, put the receiver back onto the telephone.

Making a Skype Conference Call

IPW supports up to four other Skype contacts (not including the user) participating in a conference call.

To make a conference call by IPW:

1. Pick up the telephone receiver.
2. Dial the 1st contact's speed-dial number of the parties being called, you would like to include in the conference.
3. Press "*" key on the telephone keypad and dial the 2nd contact's speed-dial number.
4. Continue this operation to add all the parties.
5. Press "#" key to begin the conference call.

To make a Skype conference call by mouse:


1. From the Skype window, click Tools, then Create Conference.
2. In the left window, select the contacts to add to the conference call. More than one contact at a time can be selected by simultaneously pressing the Ctrl key on the keyboard and clicking on each contact's name. After selecting the contact(s), click Add to add each name to the conference call.
3. Click Start to start the conference call.

To add another contact to a Skype conference call by mouse:

1. From the Skype window, select Contacts.
2. Right-click on the contact's name and click Invite to Conference.
3. Wait for the contact to join the conference call.

Caller ID

If the telephone being used supports Caller ID, IPW displays the contact's Skype ID when he/she calls.

 **Note:** Caller ID for incoming Internet calls is currently not supported for some types of BellSouth telephones.

Skype Call Waiting

If an Internet call is received while an Internet call is being conducted, a short beep is heard. Press the “#” key on the telephone keypad twice to answer the new call. To go back to the previous call, press the “#” key twice again.

Dual-Line Mode From the Local Telephone

The following features are available from the telephone connected to IPW:

Switching Between Regular and Internet Call Modes

In Dual-Line mode, IPW can be in either Internet Call or Regular Call mode. When IPW is in Internet Call mode, all Single-Line features are available. When IPW is in Regular Call mode, the telephone connected to IPW can be used to make and receive regular phone calls. By default, IPW is in Regular Call mode. Press the “#” key on the telephone’s keypad twice to switch IPW to Internet Call mode. Pressing the “#” key twice again returns IPW to Regular Call mode. You can continue to switch between the two modes.

Calling an Internet Contact

To call an Internet contact:

1. Pick up the telephone receiver. The Regular Call light illuminates.
2. Press the “#” key twice on the telephone keypad to switch IPW to Internet Call mode. The dial tone from IPW is heard.
3. Dial the speed-dial number of the party being called.
4. Wait for the party to answer the telephone.

Calling a Regular Telephone Number

There are two ways to call a regular (land-line or mobile) telephone: using Regular Call mode (exactly like making a normal phone call, with all the usual costs); or, using SkypeOut service while in Internet Call mode (with SkypeOut’s low rates, this method is especially useful for making international calls). Go to **www.skype.com** for more information about subscribing to SkypeOut.

Using Regular Call Mode


To use Regular Call mode to make a call:

1. Pick up the telephone receiver. The Regular Call light illuminates.
2. Dial the telephone number.
3. Wait for the party to answer.

Using Internet Call Mode and SkypeOut

Before making this type of call, make sure the SkypeOut subscription is active:

1. Pick up the telephone receiver. The Regular Call light illuminates.
2. Press the “#” key on the telephone keypad twice to switch to Internet Call mode.
3. Dial the SkypeOut contact’s assigned speed-dial number.

 **Note:** If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00+Country Code+Area Code+Local Phone Number.

4. Wait for the party to answer the telephone.

Receiving a Call

To receive a call:

1. The telephone connected to IPW rings.
2. The Regular Call or Internet Call light illuminates, depending on what kind of call it is. IPW automatically selects the correct mode.
3. Pick up the telephone receiver and begin a conversation.

Call Waiting

If a call is received (regular or Internet) while an Internet Call is being conducted, a short beep is heard. Press the “#” key twice on the telephone keypad to answer the new call. To go back to the previous call, press the “#” key twice again.

Ringback Alert

If the phone is hung up while a previous call is on hold, IPW rings back to alert the user that a call is still on hold. To continue the call on hold, pick up the receiver.

Quick Reference Tables

Consult these tables (Basic or Advanced) for quick reference.

Basic Procedures

<i>Action</i>	<i>Instruction</i>
Make a Skype Call	<ol style="list-style-type: none"> 1. Pick up the telephone's receiver. 2. Make sure IPW is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the "#" key twice. 3. Wait for the IPW dial tone. 4. Dial the Skype contact's speed-dial number.
Make a SkypeOut Call	<ol style="list-style-type: none"> 1. Pick up the telephone's receiver. 2. Make sure IPW is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the "#" key twice. 3. Wait for the IPW dial tone. 4. Dial the SkypeOut contact's assigned speed-dial number. If the SkypeOut contact does not have a speed-dial number, dial the number using the following format: 00 + Country Code + Area Code + Local Phone Number
Make an Ordinary Call*	Pick up the telephone's receiver and dial normally.
Receive an Ordinary* or Internet Call	When the telephone rings, pick up the receiver and begin talking. IPW automatically selects the correct mode.

Call Waiting	<ol style="list-style-type: none">1. While on an Internet call and an incoming regular* or Internet call is received, a call waiting tone is heard.2. Press the “#” key on the telephone key pad twice to pick up the new call while putting the current call on hold.3. Press the “#” key twice again to switch back and forth between the two calls.
Make Skype Conference call	<ol style="list-style-type: none">1. Pick up the telephone receiver.2. Make sure IPW is in Internet Call mode (indicated by the Internet Call light illuminating). If not, press the “#” key twice.3. Wait for the IPW dial tone.4. Dial the 1st contact’s speed-dial number of the parties being called, you would like to include in the conference.5. Press “*” key on the telephone keypad and dial the 2nd contact’s speed-dial number.6. Continue this operation to add all the parties.7. Press “#” key to begin the conference call.

*Line Port must be set up.



Specifications

Interface Ports

USB Audio Device Class 1.0 compatible

RJ11 port(Phone): for connecting with analog telephone

RJ11 port(Line): for connecting with PSTN line

LED indicators

Regular Call, Internet Call, Ready

Linear Audio Signal Support

16-bit

Power Consumption

5V DC supply through USB cable

Operating Current

130 mA

Peak Ringing

400 mA

Standby/Hibernating Current

10 mA

RJ11 Port Impedance

600 Ohms

On-Hook Voltage

48V DC

Off-Hook Loop Current

25 mA DC

Ringing Voltage

110V peak to peak; 25 Hz

Dimensions (LxWxH)

11.5 x 8.5 x 2.5 cm (4.5 x 3.3 x 1 in.)

Weight

125 g (4.4 oz.)

Operating temperature


0° - 55° C (32° - 131° F)

Relative Humidity

> 80 % (non-condensing)

Certifications

FCC, CE, CCC, JATE, DGT

 **Note:** Specifications are subject to change without notice.

Regulatory Compliance Notices

Class B Equipment

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, 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 implementing 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 or television technician for help.


Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Actiontec Electronics, Inc., may void the user's authority to operate the equipment.

Declaration of conformity for products marked with the FCC logo
United States only.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause unwanted operation

 **Note:** To comply with FCC RF exposure compliance requirements, the antenna used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

For questions regarding your product or the FCC declaration, contact:

Actiontec Electronics, Inc.
760 North Mary Ave.
Sunnyvale, CA 94085
United States
Tel: (408) 752-7700
Fax: (408) 541-9005

Miscellaneous Legal Notices

©2005 Actiontec Electronics, Inc. Actiontec, the Actiontec logo, Internet Calls for Everyone, Everywhere, VoSKY, and the VoSKY logo are trademarks or registered trademarks of Actiontec Electronics, Inc. All other names are the property of their respective owners. Product photo may differ from actual product; functionality, however, remains as stated in this manual.

Limited Warranty

Hardware: Actiontec Electronics, Inc., warrants to the end user ("Customer") that this hardware product will be free from defects in workmanship and materials, under normal use and service, for twelve (12) months from the date of purchase (US) or twenty-four (24) months from the date of purchase (Europe) from Actiontec Electronics or its authorized reseller.

Actiontec Electronics' sole obligation under this express warranty shall be, at Actiontec's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Actiontec Electronics may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Actiontec Electronics, Inc. Replacement products may be new or reconditioned. Actiontec Electronics warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

Software: Actiontec Electronics warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications, for a period of ninety (90) days from the date of purchase from Actiontec Electronics or its authorized reseller. Actiontec Electronics warrants the media containing software against failure during the warranty period. The only updates that will be provided are at the sole discretion of Actiontec Electronics and will only be available for download at the Actiontec Web site, www.actiontec.com. Actiontec Electronics' sole obligation under this express warranty shall be, at Actiontec Electronics' option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable Actiontec Electronics published specifications. Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. Actiontec Electronics makes no warranty or representation that its software

products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the Actiontec Electronics software product documentation or specifications as being compatible, Actiontec Electronics will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with Actiontec Electronics published specifications or user guide.

THIS ACTIONTEC ELECTRONICS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END-USER LICENSE AGREEMENT.

THIS ACTIONTEC ELECTRONICS WARRANTY DOES NOT APPLY TO SUCH THIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

Obtaining Warranty Service: Customer may contact Actiontec Electronics Technical Support Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from Actiontec Electronics or its authorized reseller may be required. Products returned to Actiontec Electronics must be pre-authorized by Actiontec Electronics with a Return Merchandise Authorization (RMA) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at Actiontec Electronics' expense, not later than thirty (30) days after Actiontec Electronics receives the defective product.

Return the product to:
(In the United States)
Actiontec Electronics, Inc.
760 North Mary Avenue
Sunnyvale, CA 94085

Disclaimer: Some countries, states or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

Dispute Resolution: The customer may contact the Director of Technical Support in the event the Customer is not satisfied with Actiontec Electronics' response to the complaint. In the event that the Customer is still not satisfied with the response of the Director of Technical Support, the Customer is instructed to contact the Director of Marketing. In the event that the Customer is still not satisfied with the response of the Director of Marketing, the Customer is instructed to contact the Chief Financial Officer and/or President.

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