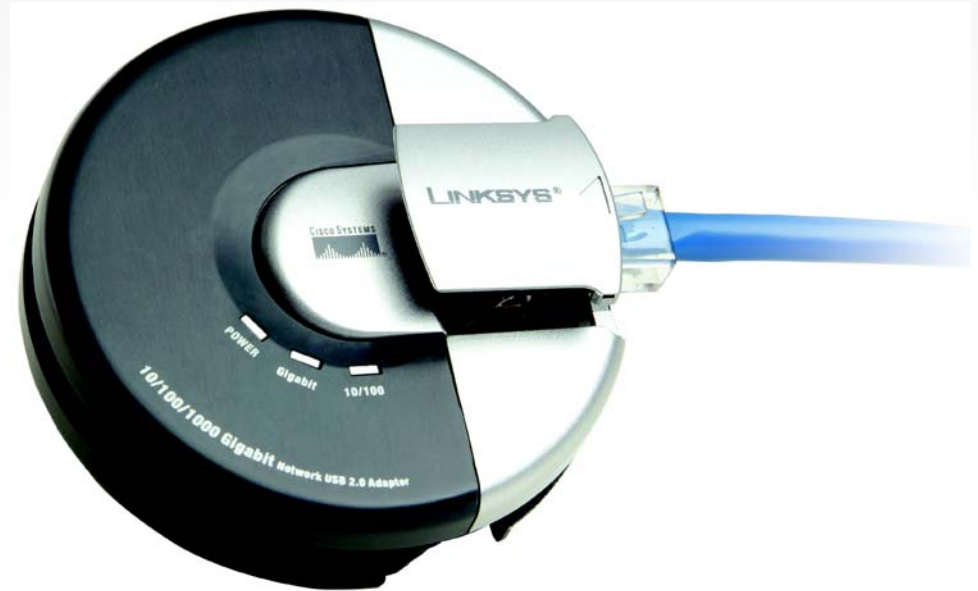


LINKSYS®

A Division of Cisco Systems, Inc.



Gigabit USB Adapter

User Guide



Model No. **USB1000**



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WARNING: This product contains chemicals, including lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. ***Wash hands after handling.***

How to Use this User Guide

The user guide to the Dual-Band Wireless Access Point has been designed to make understanding networking with the Access Point easier than ever. Look for the following items when reading this User Guide:



This checkmark means there is a note of interest and is something you should pay special attention to while using the Access Point.



This exclamation point means there is a caution or warning and is something that could damage your property or the Access Point.



This question mark provides you with a reminder about something you might need to do while using the Access Point.

In addition to these symbols, there are definitions for technical terms that are presented like this:

word: definition.

Also, each figure (diagram, screenshot, or other image) is provided with a figure number and description, like this:

Figure 0-1: Sample Figure Description

Figure numbers and descriptions can also be found in the "List of Figures" section.

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Chapter 1: Introduction

Welcome

Thank you for choosing the Gigabit USB Adapter. This Gigabit USB Adapter will allow you to network better than ever.

How does the Gigabit USB Adapter do all of this? An Gigabit USB Adapter allows you to connect to any 10/100Mbps or Gigabit hub or switch without having to open your PC. The Gigabit USB Network Adapter from Linksys allows you to instantly connect to a network from a USB-enabled desktop or notebook PC running Windows Millennium, 2000, or XP. The Plug-and-Play compatible device attaches to your PC's USB port via a USB Type A connector. Simply connect a standard UTP Category 5 network cable into the Gigabit USB Network Adapter's RJ-45 port, install the included network software driver, and you are networked.

The Gigabit USB Network Adapter is bus-powered, drawing power from the host PC and requires no external power cords. The Adapter features the maximum throughput supported by USB, easy-to-read LEDs, and compact design.

Use the instructions in this Guide to help you connect the Gigabit USB Adapter, set it up, and configure it to bridge your different networks. These instructions should be all you need to get the most out of the Gigabit USB Adapter.

What's in this Guide?

This user guide covers the steps for setting up and using the Gigabit USB Adapter.

- **Chapter 1: Introduction**
This chapter describes the Adapter's applications and this User Guide.
- **Chapter 2: Getting to Know and Connecting the Gigabit USB Adapter**
This chapter describes the physical features and explains the connection of the Adapter.
- **Chapter 3: Setup Utility for the Gigabit USB Adapter**
This chapter explains how to install and uninstall the Setup Utility.
- **Appendix A: Troubleshooting**
This appendix describes some potential problems and solutions, as well as frequently asked questions, regarding installation and use of the Adapter.
- **Appendix B: Glossary**
This appendix gives a brief glossary of terms frequently used in networking.
- **Appendix C: Specifications**
This appendix provides the Adapter's technical specifications.
- **Appendix D: Warranty Information**
This appendix supplies the Adapter's warranty information.
- **Appendix E: Regulatory Information**
This appendix supplies the Adapter's regulatory information.
- **Appendix F: Contact Information**
This appendix provides contact information for a variety of Linksys resources, including Technical Support.

Chapter 2: Getting to Know and Connecting the Gigabit USB Adapter

The Back Panel

The Gigabit USB Adapter's USB connector, is located on the back panel.

USB Connector This **USB Connector** connects to your PC.

The Front Panel

The Gigabit USB Adapter's LEDs, where information about network activity is displayed, and Ethernet port are located on the front panel.

Power Green. The **Power** LED lights up when the Gigabit USB Adapter is connected to your PC.

Gigabit Green. The **Gigabit** LED lights up when the USB Network Adapter is connected to a Gigabit network.

10/100 Green. The **10/100** LED lights up when the Compact USB Network Adapter is connected to a 10Mbps or 100Mbps network.



Figure 2-1: Back Panel



Figure 2-2: Front Panel's LEDs

Gigabit USB Adapter

Ethernet Port The **Ethernet port** connects to the Ethernet port on your network device, such as a router. Connect one end of an Ethernet cable to the Ethernet port on the Gigabit USB Adapter, then connect the other end to the Ethernet port of the other device.

USB Icon and Ports

The USB Icon (below) generally indicates where a USB port is located on a desktop or notebook computer.



The picture below shows two USB ports as they might be found on your computer. Note the two USB icons above the port.



With these, and many other, Linksys products, your networking options are limitless. Go to the Linksys website at www.linksys.com for more information about products that work with the Gigabit USB Adapter.



Figure 2-3: Front Panel's Ethernet Port

Chapter 3: Setup Utility for the Gigabit USB Adapter

Overview

This chapter will take you through all the steps necessary to set up, configure, and install the Gigabit USB Adapter. The steps are also available to use the Utility to uninstall the driver from the Adapter, if you should ever need to do so. After you set up the Adapter with the Setup Utility, you will install the Adapter into your Notebook PC.



IMPORTANT: Make sure that you don't connect the Adapter until instructed to do so or the setup won't work.

Setup Utility

1. Insert the Setup Utility CD into your PC's CD-ROM drive.
2. The Setup Utility's Welcome screen should appear on your monitor. If it does not, this means the Setup Utility is not automatically running as it should. Start the Setup Utility manually by clicking the **Start** button, selecting **Run**, and typing **d:\setup.exe** (where "D" is your PC's CD-ROM drive).

Click the **Install** button to continue this Setup Utility and install the driver. Click the **Uninstall** tab and button to uninstall the driver. Clicking the **User Guide** button opened this User Guide. To contact Linksys, click the **Contact Us** tab and button. To exit this Setup Utility, click the **Exit** tab and button.

Setup and Driver Installation

1. If you haven't already done so, click the **Install** button. The *Welcome* screen will appear. Click **Next** to continue the installation.



Figure 3-1: Driver Installation

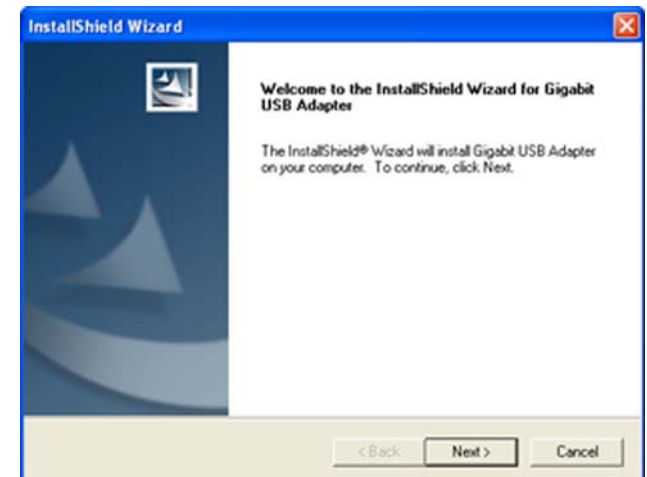


Figure 3-2: Start the Installation

Gigabit USB Adapter

2. The *Choose Destination Location* folder will appear next. To install the driver in the default folder location, click **Next**.

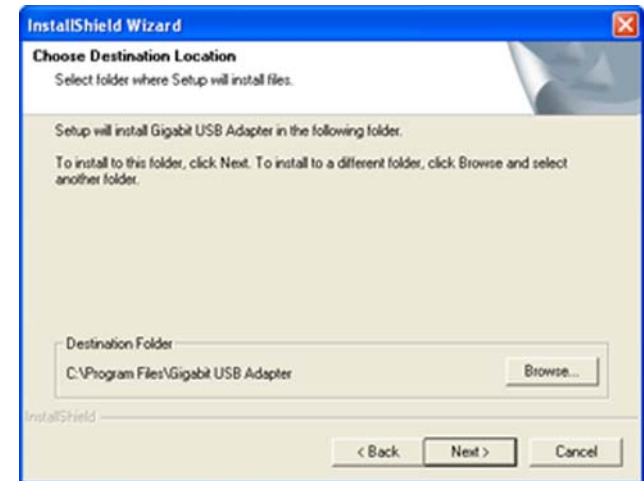


Figure 3-3: File Location

To install the driver in a different folder, click **Browse** and select a folder location. Then, click **Next**.

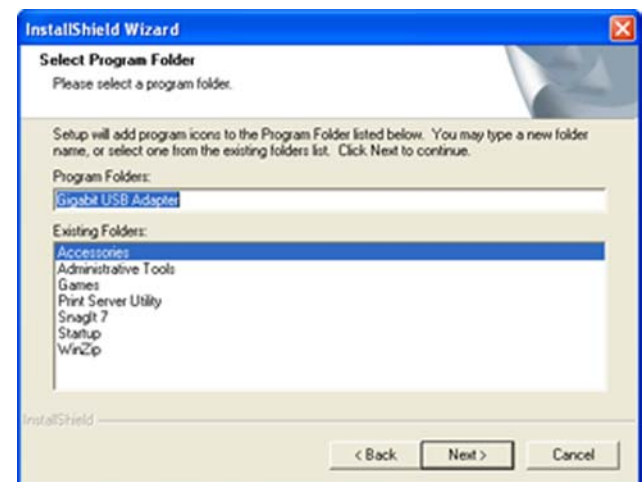


Figure 3-4: Select Folder

Gigabit USB Adapter

3. The driver files will be copied onto your PC.

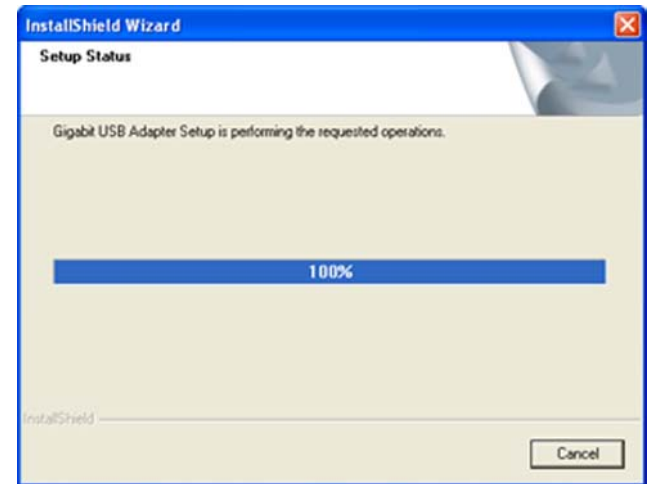


Figure 3-5: Setup Being Performed

4. This screen will appear when the installation is complete. Click **Finish** to finish the installation.

Click the **Exit** tab to exit the Utility.

Hardware Installation

1. Connect the USB Connector of the Gigabit USB Adapter to the USB port of your computer. Slide the connector out from it's holder, unwind the cable, and connect the USB Connector to the USB port in your PC.

The Adapter will be automatically detected and installed by Windows. Your Windows operating system may require you to restart your computer to complete the installation.

2. Connect an Ethernet cable to the Ethernet port on the Adapter, then connect the other end to the Ethernet port on the switch or other networking device.

The setup is complete.

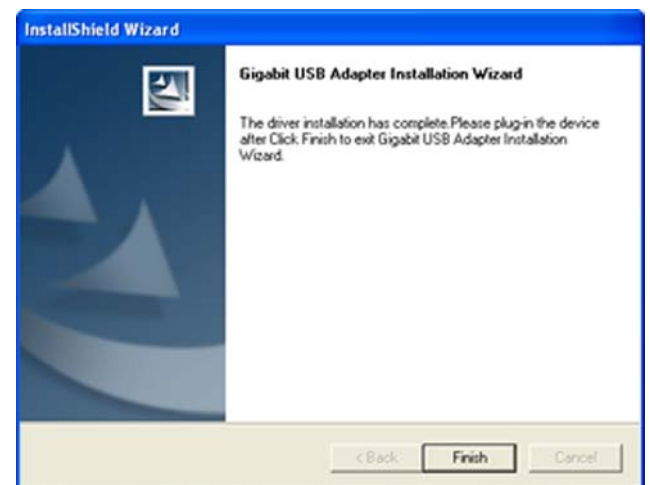


Figure 3-6: Installation Complete

Uninstalling the Driver

This process is used to uninstall the driver from your computer if you should need to do so.

3. Click the **Uninstall** tab, then the **Uninstall** button. The *Welcome* screen will appear. Click **Next** to continue the installation.



Figure 3-7: Driver Uninstallation

4. This screen will appear. Do not click Cancel unless you want to cancel the uninstallation process.



Figure 3-8: Setup Being Performed

5. You will be asked to confirm that you want to uninstall the driver. Click **OK** to continue the uninstallation process or click **Cancel** to cancel the uninstallation process.



Figure 3-9: Confirm Uninstallation

Gigabit USB Adapter

- This screen will appear when the installation is complete. Click **Finish** to finish the installation and exit the uninstallation process.

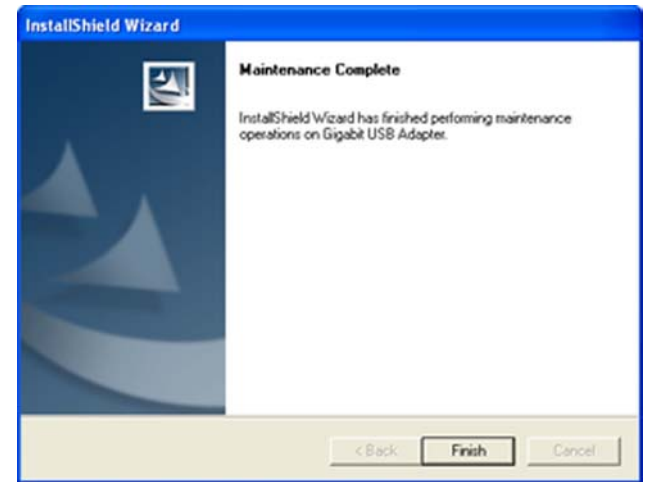


Figure 3-10: Uninstallation Complete

Appendix A: Troubleshooting

This appendix consists of two parts: “Common Problems and Solutions” and “Frequently Asked Questions.” This appendix provides solutions to problems that may occur during the installation and operation of this product. Read the description below to solve your problems. If you can't find an answer here, check the Linksys website at www.linksys.com.

Common Problems and Solutions

- 1. *Windows doesn't detect new hardware with the Gigabit USB Network Adapter hardware connected, or it continues to detect the adapter each time I restart the PC.***
 - You might not have correctly or securely installed the adapter into your computer. Check that the adapter is securely inserted into the appropriate USB Port.
 - The system BIOS might not be USB compatible, your PC's USB settings may not be enabled, or the motherboard may have USB options not supported by Windows Millennium, Windows 2000, or Windows XP. If you are not sure, contact your PC's manufacturer.
 - Refer to the PC's User Guide.

- 2. *Windows can't locate the driver for the Gigabit USB Adapter***
 - You may have inserted the wrong Driver CD into your PC's CD-Rom drive.
 - The Driver CD may be defective or files may be missing, or you may be pointing Windows to the wrong drive. Ensure that the driver CD includes the files “USB1000.inf” and “USB1000.sys”.

- 3. *The Windows Logon screen doesn't appear after restarting the computer.***
 - Click on Start, then Log Off. Log back in. If this doesn't solve the problem, your PC's manufacturer may have disabled Windows' networking. Contact your computer's manufacturer for help. If using Windows 2000, refer to your Microsoft documentation.

- 4. *On the Access Control Tab, User Level Access is selected, but Shared Level Access is grayed out and not accessible.***
 - You previously had your primary network logon set to Client for NetWare Networks. On the Configuration tab of the Network Properties window, ensure that your primary network logon is set to Client for Microsoft Networks.
 - Your personal web server PC or Microsoft Front Page may require you to choose a user level for security reasons.

5. In Network Neighborhood I can see myself but no other computers.

- Make sure that the cables are connected correctly. Make sure you are getting Link or Activity lights on both the Gigabit USB Adapter and your hub if you are using one. Try changing to a new cable that you know is working.
- Make sure that the other PC is turned on.

6. I've decided that I don't want to share a drive or printer anymore, or I have decided to physically remove a drive or printer from my network.

- You're going to have to manually reconfigure your File and Printer Sharing settings. To do so, double-click on your My Computer icon. Click on the Printers folder. A window of available printers will appear. Using your right mouse button, click once on the printer that you want to disable on the network. Click on **Sharing**, followed by the **Sharing** tab. Click on **Not Shared**. When you're done, click on the **Apply** button, followed by **OK**.
- You can disable shared drives in the same way. In Windows Explorer, right-click on the drive you want to stop sharing. Click on **Sharing**, followed by the **Sharing** tab. Click on **Not Shared**. When you're done, click on the **Apply** button, followed by **OK**.

7. In Network Neighborhood, I can only see some of the computers.

- Choose **Start, Find, Computer** and type the name of the computer in the window that comes up and click **Find Now**.
- Now make sure that you are using the same protocol(s) and workgroup name on all other computers. To do this, click **Start, Settings, Control Panel** on two computers running different Windows operating systems. Click on the **Network icon**, choose the **Configuration** tab, then click on the Identification tab for **Workgroup name**. Compare the protocols on both computers and make sure that they are the same. If any protocols are missing, refer to Windows Help.
- Ensure that **File & Print** sharing is enabled on every computer.

8. Network Neighborhood is empty.

- Verify that your Microsoft Client is installed. See the Windows 98 setup instructions in this guide for directions.
- Verify that you have logged in correctly. Refresh the screen by pressing F5 several times.

9. On some notebook PCs, the Gigabit USB Adapter fails to configure correctly after the drivers have been loaded.

After loading the software drivers, it may be necessary to do the following:

1. Log off and unplug the device from your PC's USB port.
2. Turn off your PC.
3. Plug the device back in and reboot.
4. Log on after the PC reboots.

Appendix B: Glossary

802.11a - A wireless networking standard that specifies a maximum data transfer rate of 54Mbps and an operating frequency of 5GHz.

802.11b - A wireless networking standard that specifies a maximum data transfer rate of 11Mbps and an operating frequency of 2.4GHz.

802.11g - A wireless networking standard that specifies a maximum data transfer rate of 54Mbps, an operating frequency of 2.4GHz, and backward compatibility with 802.11b devices.

Access Point - A device that allows wireless-equipped computers and other devices to communicate with a wired network. Also used to expand the range of a wireless network.

Adapter - A device that adds network functionality to your PC.

Ad-hoc - A group of wireless devices communicating directly with each other (peer-to-peer) without the use of an access point.

AES (Advanced Encryption Standard) - A security method that uses symmetric 128-bit block data encryption.

Backbone - The part of a network that connects most of the systems and networks together, and handles the most data.

Bandwidth - The transmission capacity of a given device or network.

Beacon Interval - Data transmitted on your wireless network that keeps the network synchronized.

Bit - A binary digit.

Boot - To start a device and cause it to start executing instructions.

Bridge - A device that connects different networks.

Broadband - An always-on, fast Internet connection.

Browser - An application program that provides a way to look at and interact with all the information on the World Wide Web.

Gigabit USB Adapter

Buffer - A shared or assigned memory area that is used to support and coordinate different computing and networking activities so one isn't held up by the other.

Byte - A unit of data that is usually eight bits long

Cable Modem - A device that connects a computer to the cable television network, which in turn connects to the Internet.

CSMA/CA (Carrier Sense Multiple Access/Collision Avoidance) - A method of data transfer that is used to prevent data collisions.

CTS (Clear To Send) - A signal sent by a wireless device, signifying that it is ready to receive data.

Daisy Chain - A method used to connect devices in a series, one after the other.

Database - A collection of data that is organized so that its contents can easily be accessed, managed, and updated.

DDNS (Dynamic Domain Name System) - Allows the hosting of a website, FTP server, or e-mail server with a fixed domain name (e.g., www.xyz.com) and a dynamic IP address.

Default Gateway - A device that forwards Internet traffic from your local area network.

DHCP (Dynamic Host Configuration Protocol) - A networking protocol that allows administrators to assign temporary IP addresses to network computers by "leasing" an IP address to a user for a limited amount of time, instead of assigning permanent IP addresses.

DMZ (Demilitarized Zone) - Removes the Router's firewall protection from one PC, allowing it to be "seen" from the Internet.

DNS (Domain Name Server) - The IP address of your ISP's server, which translates the names of websites into IP addresses.

Domain - A specific name for a network of computers.

Download - To receive a file transmitted over a network.

DSL (Digital Subscriber Line) - An always-on broadband connection over traditional phone lines.

DSSS (Direct-Sequence Spread-Spectrum) - Frequency transmission with a redundant bit pattern resulting in a lower probability of information being lost in transit.

Gigabit USB Adapter

DTIM (Delivery Traffic Indication Message) - A message included in data packets that can increase wireless efficiency.

Dynamic IP Address - A temporary IP address assigned by a DHCP server.

EAP (Extensible Authentication Protocol) - A general authentication protocol used to control network access. Many specific authentication methods work within this framework.

EAP-PEAP (Extensible Authentication Protocol-Protected Extensible Authentication Protocol) - A mutual authentication method that uses a combination of digital certificates and another system, such as passwords.

EAP-TLS (Extensible Authentication Protocol-Transport Layer Security) - A mutual authentication method that uses digital certificates.

Encryption - Encoding data transmitted in a network.

Ethernet - A networking protocol that specifies how data is placed on and retrieved from a common transmission medium.

Finger - A program that tells you the name associated with an e-mail address.

Firewall - A set of related programs located at a network gateway server that protects the resources of a network from users from other networks.

Firmware - The programming code that runs a networking device.

Fragmentation - Breaking a packet into smaller units when transmitting over a network medium that cannot support the original size of the packet.

FTP (File Transfer Protocol) - A protocol used to transfer files over a TCP/IP network.

Full Duplex - The ability of a networking device to receive and transmit data simultaneously.

Gateway - A device that interconnects networks with different, incompatible communications protocols.

Gigabit - One billion bits.

Half Duplex - Data transmission that can occur in two directions over a single line, but only one direction at a time.

Hardware - The physical aspect of computers, telecommunications, and other information technology devices.

Gigabit USB Adapter

HTTP (HyperText Transport Protocol) - The communications protocol used to connect to servers on the World Wide Web.

Infrastructure - A wireless network that is bridged to a wired network via an access point.

IP (Internet Protocol) - A protocol used to send data over a network.

IP Address - The address used to identify a computer or device on a network.

IPCONFIG - A Windows 2000 and XP utility that displays the IP address for a particular networking device.

IPSec (Internet Protocol Security) - A VPN protocol used to implement secure exchange of packets at the IP layer.

ISM band - Radio bandwidth utilized in wireless transmissions.

ISP (Internet Service Provider) - A company that provides access to the Internet.

LAN - The computers and networking products that make up your local network.

LEAP (Lightweight Extensible Authentication Protocol) - A mutual authentication method that uses a username and password system.

MAC (Media Access Control) Address - The unique address that a manufacturer assigns to each networking device.

Mbps (MegaBits Per Second) - One million bits per second; a unit of measurement for data transmission.

mIRC - An Internet Relay Chat program that runs under Windows.

Multicasting - Sending data to a group of destinations at once.

NAT (Network Address Translation) - NAT technology translates IP addresses of a local area network to a different IP address for the Internet.

NAT (Network Address Translation) Traversal - A method of enabling specialized applications, such as Internet phone calls, video, and audio, to travel between your local network and the Internet. STUN is a specific type of NAT traversal.

Network - A series of computers or devices connected for the purpose of data sharing, storage, and/or transmission between users.

NNTP (Network News Transfer Protocol) - The protocol used to connect to Usenet groups on the Internet.

Gigabit USB Adapter

Node - A network junction or connection point, typically a computer or work station.

OFDM (Orthogonal Frequency Division Multiplexing) - Frequency transmission that separates the data stream into a number of lower-speed data streams, which are then transmitted in parallel to prevent information from being lost in transit.

Packet - A unit of data sent over a network.

Passphrase - Used much like a password, a passphrase simplifies the WEP encryption process by automatically generating the WEP encryption keys for Linksys products.

PEAP (Protected Extensible Authentication Protocol) - A mutual authentication method that uses a combination of digital certificates and another system, such as passwords.

Ping (Packet Internet Groper) - An Internet utility used to determine whether a particular IP address is online.

POP3 (Post Office Protocol 3) - A standard mail server commonly used on the Internet.

Port - The connection point on a computer or networking device used for plugging in cables or adapters.

Power over Ethernet (PoE) - A technology enabling an Ethernet network cable to deliver both data and power.

PPPoE (Point to Point Protocol over Ethernet) - A type of broadband connection that provides authentication (username and password) in addition to data transport.

PPTP (Point-to-Point Tunneling Protocol) - A VPN protocol that allows the Point to Point Protocol (PPP) to be tunneled through an IP network. This protocol is also used as a type of broadband connection in Europe.

Preamble - Part of the wireless signal that synchronizes network traffic.

RADIUS (Remote Authentication Dial-In User Service) - A protocol that uses an authentication server to control network access.

RJ-45 (Registered Jack-45) - An Ethernet connector that holds up to eight wires.

Roaming - The ability to take a wireless device from one access point's range to another without losing the connection.

Router - A networking device that connects multiple networks together.

RTP (Real-time Transport Protocol) - A protocol that enables specialized applications, such as Internet phone calls, video, and audio, to occur in real time.

Gigabit USB Adapter

RTS (Request To Send) - A networking method of coordinating large packets through the RTS Threshold setting.

Server - Any computer whose function in a network is to provide user access to files, printing, communications, and other services.

SMTP (Simple Mail Transfer Protocol) - The standard e-mail protocol on the Internet.

SNMP (Simple Network Management Protocol) - A widely used network monitoring and control protocol.

Software - Instructions for the computer. A series of instructions that performs a particular task is called a "program".

SOHO (Small Office/Home Office) - Market segment of professionals who work at home or in small offices.

SPI (Stateful Packet Inspection) Firewall - A technology that inspects incoming packets of information before allowing them to enter the network.

Spread Spectrum - Wideband radio frequency technique used for more reliable and secure data transmission.

SSID (Service Set Identifier) - Your wireless network's name.

Static IP Address - A fixed address assigned to a computer or device that is connected to a network.

Static Routing - Forwarding data in a network via a fixed path.

STUN (Simple Traversal of UDP through NATs) - A protocol that enables specialized applications, such as Internet phone calls, video, and audio, to travel between your local network and the Internet. STUN is a specific type of NAT traversal.

Subnet Mask - An address code that determines the size of the network.

Switch - 1. A data switch that connects computing devices to host computers, allowing a large number of devices to share a limited number of ports. 2. A device for making, breaking, or changing the connections in an electrical circuit.

TCP (Transmission Control Protocol) - A network protocol for transmitting data that requires acknowledgement from the recipient of data sent.

TCP/IP (Transmission Control Protocol/Internet Protocol) - A set of instructions PCs use to communicate over a network.

Telnet - A user command and TCP/IP protocol used for accessing remote PCs.

Gigabit USB Adapter

TFTP (Trivial File Transfer Protocol) - A version of the TCP/IP FTP protocol that has no directory or password capability.

Throughput - The amount of data moved successfully from one node to another in a given time period.

TKIP (Temporal Key Integrity Protocol) - a wireless encryption protocol that provides dynamic encryption keys for each packet transmitted.

Topology - The physical layout of a network.

TX Rate - Transmission Rate.

UDP (User Datagram Protocol) - A network protocol for transmitting data that does not require acknowledgement from the recipient of the data that is sent.

Upgrade - To replace existing software or firmware with a newer version.

Upload - To transmit a file over a network.

URL (Uniform Resource Locator) - The address of a file located on the Internet.

USB (Universal Serial Bus) - A hardware interface that allows for hot swapping capability, which allows cables to be plugged in and unplugged without turning off the system. There are two types of USB ports and plugs: Type A and Type B. USB ports on a computer use a rectangular Type A socket. Cables that are permanently attached to a device have a Type A plug. Devices that use a separate cable have a square Type B socket, and the cable that connects them has a Type A plug on one end and a Type B plug on the other end.

VPN (Virtual Private Network) - A security measure to protect data as it leaves one network and goes to another over the Internet.

WAN (Wide Area Network)- The Internet.

WEP (Wired Equivalent Privacy) - A method of encrypting network data transmitted on a wireless network for greater security.

WINIPCFG - A Windows 98 and Me utility that displays the IP address for a particular networking device.

WLAN (Wireless Local Area Network) - A group of computers and associated devices that communicate with each other wirelessly.

WPA (Wi-Fi Protected Access) - a wireless security protocol using TKIP (Temporal Key Integrity Protocol) encryption, which can be used in conjunction with a RADIUS server.

Appendix C: Regulatory Information

FCC STATEMENT

This product has been tested and complies with the specifications 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 according to 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 is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

INDUSTRY CANADA (CANADA)

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

EC DECLARATION OF CONFORMITY (EUROPE)

In compliance with the EMC Directive 89/336/EEC, Low Voltage Directive 73/23/EEC, and Amendment Directive 93/68/EEC, this product meets the requirements of the following standards:

- EN55022 Emission
- EN55024 Immunity

Appendix D: Specifications

Standards	IEEE802.3, IEEE802.3u and IEEE 802.3ab
Ports/Buttons	One 10/100/1000 RJ-45 Port
Cabling Type	UTP CAT 5e
LEDs	Power, Gigabit, 10/100
Dimensions (W x H x D)	2.95" x 0.98" x 2.95" (75 mm x 25 mm x 75 mm)
Unit Weight	2.3 oz (65g)
Power	5 VDC, 500mA max (BUS powered)
Certifications	CE, FCC, ICES
Operating Temp.	0°C to 40°C (32°F to 104°F)
Storage Temp.	-20°C to 70°C (-4°F to 158°F)
Operating Humidity	10% to 85% Non-Condensing
Storage Humidity	5% to 90% Non-Condensing

Appendix E: Warranty Information

LIMITED WARRANTY

Linksys warrants to You that, for a period of one year (the “Warranty Period”), your Linksys Product will be substantially free of defects in materials and workmanship under normal use. Your exclusive remedy and Linksys' entire liability under this warranty will be for Linksys at its option to repair or replace the Product or refund Your purchase price less any rebates. This limited warranty extends only to the original purchaser.

If the Product proves defective during the Warranty Period call Linksys Technical Support in order to obtain a Return Authorization Number, if applicable. **BE SURE TO HAVE YOUR PROOF OF PURCHASE ON HAND WHEN CALLING.** If You are requested to return the Product, mark the Return Authorization Number clearly on the outside of the package and include a copy of your original proof of purchase. **RETURN REQUESTS CANNOT BE PROCESSED WITHOUT PROOF OF PURCHASE.** You are responsible for shipping defective Products to Linksys. Linksys pays for UPS Ground shipping from Linksys back to You only. Customers located outside of the United States of America and Canada are responsible for all shipping and handling charges.

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Please direct all inquiries to: Linksys, P.O. Box 18558, Irvine, CA 92623.

Appendix F: Contact Information

Need to contact Linksys?

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