

<http://groups.google.com/d/topic/comp.dcom.modems/XzDiArpIXpQ/discussion>

comp.dcom.modems >

New sportster comments

12 posts by 7 authors

Christian Weisgerber

10/20/94

ea...@tenrec.cig.mot.com (Brent R. Earl) writes:

> to lock the modem at 14.4 to get a connection. One strange thing  
> was having ATM[0|1] and ATL[0-4] for speaker control/volume and a  
> pot on the left side of the case for speaker volume. (Not used to

Well, Mx is for enabling/disabling the speaker during different stages of (making the) connection. Some people don't want to listen to the modem dialing only to the connection sequence, others want to listen throughout the whole connection etc.

Does Lx actually work with the Sportster? It's a no-op on external Couriers, the manual volume control being far more controllable than low/medium/high (0=1, 2, 3, there's no 4).

> Any descriptions of the courier's packaging? Is it something  
> really impressive for another \$200?

I couldn't care less than about the packaging, provided it manages to get the device to me undamaged. Which it did. There's nothing remarkable about the Courier's packaging. As for included goodies: yes, there is a quick reference card, and there is an extensive printed manual. (The manual has a few inconsistencies, occasionally shows that it is an updated version of the one provided with older models, but basically it's okay. Other people think it's excellent.)

The complete Sportster manual can be downloaded from USR's support BBS. Judging from most of the traffic in this group and similar ones, most people don't read the manual anyway, i.e. USR's policy seems to be justified. :->

The Courier also comes with a communications/fax software package. Since this is UnixLand, I never had the opportunity (nor the desire) to check it out. There's also a registration sheet, asking lots of questions which are none of USR's business, and says it should be returned with proof of purchase (which I don't have) to USR.

--

Christian 'naddy' Weisgerber, Germany  
na...@mips.ruessel.sub.org / na...@mips.lu.pfalz.de

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J. Michael Roach

10/21/94

>I am one of the few people who got his Supra 14.4 and  
>had no problems.  
- snip -

>I just went and bought my sportster v.34 last night.

Sorry to hear about your problems. I've got a question: Who would go from Supra to Sportster and expect anything more than a pile of crap?

j. michael

J. Michael Roach

10/21/94

>The complete Sportster manual can be downloaded from USR's support BBS.  
>Judging from most of the traffic in this group and similar ones, most  
>people don't read the manual anyway, i.e. USR's policy seems to be  
>justified. :->

unfortunate trend is for people to toss them aside, never read them, call technical support and bitch about how the damn thing don't work and about how they had to wait so long to get through to tech support.

This kind of behavior is only encouraged by manufacturers who produce pathetic manuals or, worse yet, no manuals at all. VERY few people I know would spend the time to download a manual from a BBS and attempt to use it.

It is one thing for Microsoft to decide not to distribute Word Basic manuals with Word 6.0. At least you can call them and they'll send you one free of charge. That undoubtedly saves Microsoft a ton of money while still giving the customers the documentation they need.

I hope this does not indicate a trend among hardware and software manufacturers.

j. michael

Brent R. Earl

10/13/94

I am one of the few people who got his Supra 14.4 and

had no problems. My power supply didn't die, the speaker is still fine. I upgraded the roms a few times and still manage to work fine with it.

Just for reference, the supra came in a little aluminum case that is a heat sink. It has 4 LEDs on the front and a two digit alpha-numeric for showing status stuff. The documentation was a quick ref card, full blown manual, some errata sheets (plus the rom flyers).

I just went and bought my sportster v.34 last night. Box was a little heavy, so this appeared to be a good sign. Maybe I was getting something for my \$250 (US). This is the external by the way.

Got home and opened the box. Big wad of what I thought were manuals, this little plastic rectangle, and a power supply.

Okay, I found a "quick start user reference manual", 2 support reference cards and the mandatory worthless fax/telecom package in the paper stuff. Also included were about ten different "Huge savings for connecting with this service" packages. (Out of these, 3 had 3.5" disks that I might be able to reuse, the rest is waste paper). No product registration card, no quick reference command sheet.

Looked over the included telcom/fax thingy. It has a little label saying run this to register your modem. I am in Chicago and was told the registration call goes to Skokie, IL, so no major problem for me. How many others will be annoyed by this?

The modem packaging itself was a disappointment after being used to supra's. Plastic wedge with a few LEDs hanging out at different angles.

Attempted to connect to work, no luck with the retrain stuff. Had

to lock the modem at 14.4 to get a connection. One strange thing was having ATM[0|1] and ATL[0-4] for speaker control/volume and a pot on the left side of the case for speaker volume. (Not used to

both, it has usually been one way or other with previously owned modems)

I hope to connect to another v.34 tonight and see how that goes.

Any descriptions of the courier's packaging? Is it something really impressive for another \$200?

Oh yeah, anyone want a handful of online service offerings?

- Brent -

ea...@rtsg.mot.com (Brent Earl) Motorola CIG +1-708-632-5830  
\*\* Panic! Could not locate coffee - Operator halted \*\*

Tony Zuggarino



10/25/94

In article <389sa9\$f...@mips.ruessel.sub.org>, Christian Weisgerber <na...@mips.lu.pfalz.de> wrote:  
>mro...@bigcat.missouri.edu (J. Michael Roach) writes:  
>  
>> There is never any reason for distributing a product without a manual.  
>  
>Yes, there is. Customers who want THE CHEAPEST product AT ANY COST, i.e.  
>don't care how much costs they suffer from a broken product or lack of  
>documentation etc as long as the product itself bears the minimum price  
>tag in the market.

Typically a site license comes with a single set of docs and many copies of the software. I would have ordered Telebits with no manual to save money, I have a crate of T2500 manuals, and probably a dozen Worldblazer manuals.

Actually I think they went to the paper drive, but you get the idea.

--  
Speaking \*from\* but never \*for\* Prodigy  
"Pain builds moral fiber" -my dad  
"Pain hurts" -me

Tony Zuccarino

10/25/94

In article <38drh3\$g...@mips.ruessel.sub.org>, na...@mips.ruessel.sub.org (Christian Weisgerber) wrote:

> tony.zu...@nb.rockwell.com (Tony Zuccarino) writes:  
>  
> > Yuk? Please translate into English..  
>  
> "Yuk". Or "yuck"? American sound of disgust. Probably not in any  
> dictionary. :-)  
>  
> > Anyway, apart from your sentimental memories against Supra modems,  
> > people in the newsgroup seem to report pretty positive things  
> > about their 28.8 products. Have you used one lately?  
>  
> No, I admit I haven't. Actually, I haven't heard much of them over here.  
> Of course, reports in this group are very varied (and most don't appear  
> very knowledgeable to begin with). Choose the set which fits your  
> beliefs. :-)

>  
> > It's not as easy to design and certify a modem as you would paint it,  
> > even though Rockwell integration makes the job easier than it was  
> > five years ago.  
>

> What is there required beyond the logistics to fabricate PCBs?

>  
At Minimum:  
Try selecting components that provide required cost/performance and layout to meet required performance. Layout issues to meet FCC 68 and 15 requirements... lots more, believe me. It is NOT trivial.

--  
Tony Zuccarino Internet: tony.zu...@nb.rockwell.com  
Product Marketing  
Rockwell International

"The above comments do not necessarily represent  
Rockwell International, but are my personal views."  
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John Navas

10/26/94

Tony Zuccarino (tony.zu...@nb.rockwell.com) wrote:

> At Minimum:  
> Try selecting components that provide required cost/performance and  
> layout to meet required performance. Layout issues to meet FCC  
> 68 and 15 requirements... lots more, believe me. It is NOT  
> trivial.

Trivial, no; fairly easy, yes (for an engineer skilled in the art).

--  
Best regards,  
John <JNavas@Netcom.com>

Tony Zuccarino

10/27/94

In article <jnavasCy...@netcom.com>, jna...@netcom.com (John Navas)  
wrote:

> Tony Zuccarino (tony.zu...@nb.rockwell.com) wrote:  
>  
> > At Minimum:  
> > Try selecting components that provide required cost/performance and  
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> > 68 and 15 requirements... lots more, believe me. It is NOT  
> > trivial.  
>  
> Trivial, no; fairly easy, yes (for an engineer skilled in the art).  
>

Yes, I agree, for an engineer skilled and practiced in his/her  
particular art, usually things are 'fairly easy'.

--  
Tony Zuccarino           Internet: tony.zu...@nb.rockwell.com  
Product Marketing  
Rockwell International

"The above comments do not necessarily represent  
Rockwell International, but are my personal views."  
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Christian Weisgerber

10/29/94

davi...@usenety1.news.prodigy.com (Bill Davidsen) writes:

> Typically a site license comes with a single set of docs and many  
> copies of the software.

That's usually okay for software...

> I would have ordered Telebits with no manual to save money, I have a  
> crate of T2500 manuals, and probably a dozen Worldblazer manuals.

Some day you decide to retire the modems (terminals, ...). They're still  
in perfect working order, it's just that you have outgrown them etc.  
Instead of putting them into the toxic waste dump you could give them as  
single units to other departments in your organization or sell them off,  
\*if\* you still had the manuals...

--  
Christian 'naddy' Weisgerber, Germany  
na...@mips.ruessel.sub.org / na...@mips.lu.pfalz.de

John Navas

10/30/94

Christian Weisgerber (na...@mips.ruessel.sub.org) wrote:  
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