

P630

ADSL USB Modem

User's Guide

Version 1.11
November 2001

ZyXEL

TOTAL INTERNET ACCESS SOLUTION

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Repair or replacement, as provided under this warranty, is the exclusive remedy of the purchaser. This warranty is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular use or purpose. ZyXEL shall in no event be held liable for indirect or consequential damages of any kind of character to the purchaser.

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Online Registration

Don't forget to register your ZyXEL product (fast, easy online registration at www.zyxel.com) for free future product updates and information.

Information for Canadian Users

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operation and safety requirements. The Industry Canada does not guarantee that the equipment will operate to a user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

For their own protection, users should ensure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

Note

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the radio interference regulations of Industry.

Federal Communications Commission (FCC) Interference Statement

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

This device may not cause harmful interference.

This device must accept any interference received, including interference that may cause undesired operations.

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 commercial environment. 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.

If this equipment does cause harmful interference to radio/television reception, which can be determined 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 and the receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

Notice 1

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note

Certifications

Refer to the product page at www.zyxel.com.

Customer Support

Please have the following information ready when you contact customer support.

- ◆ Product model and serial number.
- ◆ Warranty Information.
- ◆ Date you received your Product.
- ◆ Brief description of the problem and the steps you took to solve it.

METHOD	E-MAIL SUPPORT/ SALES	TELEPHONE/FAX	WEB SITE/ FTP SITE	REGULAR MAIL
LOCATION				
Worldwide	support@zyxel.com.tw support@europe.zyxel.com sales@zyxel.com.tw	+886-3-578-3942 +886-3-578-2439	www.zyxel.com www.europe.zyxel.com ftp.europe.zyxel.com	ZyXEL Communications Corp., 6 Innovation Road II, Science- Based Industrial Park, HsinChu, Taiwan 300, R.O.C.
North America	support@zyxel.com sales@zyxel.com	+1-714-632-0882 800-255-4101 +1-714-632-0858	www.zyxel.com ftp.zyxel.com	ZyXEL Communications Inc., 1650 Miraloma Avenue, Placentia, CA 92870, U.S.A.
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Table of Contents

<i>Copyright</i>	<i>ii</i>
<i>ZyXEL Limited Warranty</i>	<i>iii</i>
<i>Information for Canadian Users</i>	<i>iv</i>
<i>Federal Communications Commission (FCC) Interference Statement</i>	<i>v</i>
<i>Customer Support</i>	<i>vii</i>
<i>List of Figures</i>	<i>x</i>
<i>List of Tables</i>	<i>xi</i>
<i>What is ADSL?</i>	<i>xii</i>
<i>What is USB?</i>	<i>xiii</i>
<i>Preface</i>	<i>xiv</i>
Chapter 1 Software Setup and Modem Installation	1-1
1.1 <i>Software Installation</i>	1-1
1.2 <i>Software Setup</i>	1-1
1.3 <i>Modem Installation</i>	1-5
1.3.1 <i>Rear Panel Connections</i>	1-6
1.3.2 <i>Procedure</i>	1-6
1.4 <i>WAN Dial-up</i>	1-7
1.4.1 <i>Windows 2000</i>	1-8
1.4.2 <i>Windows ME and 98</i>	1-8
1.5 <i>Front Panel LEDs</i>	1-9
1.6 <i>Front Panel LED Descriptions</i>	1-10
Chapter 2 DSL Modem Installer	2-1
2.1 <i>Introduction</i>	2-1
2.1.1 <i>Procedure</i>	2-1
2.2 <i>Remove Software</i>	2-2

2.2.1	Procedure	2-2
2.3	<i>Customize Your Communication Settings</i>	2-3
2.3.1	Procedure	2-3
2.4	<i>Support</i>	2-3
Chapter 3	Control Panel Application.....	3-1
3.1	<i>Procedure</i>	3-1
Chapter 4	Modify TCP/IP Networking Options	4-1
4.1	<i>WAN USB Driver</i>	4-1
4.1.1	Microsoft Windows 98.....	4-1
4.1.2	Microsoft Windows 2000.....	4-3
4.1.3	Microsoft Windows Me	4-5
4.2	<i>LAN USB Driver</i>	4-6
4.2.1	Microsoft Windows 98.....	4-6
4.2.2	Microsoft Windows 2000.....	4-8
4.2.3	Microsoft Windows Me	4-10
Chapter 5	WAN Dial-up Setup	5-1
5.1	<i>Windows ME and 98</i>	5-1
5.2	<i>Windows 2000</i>	5-3
Chapter 6	Troubleshooting	6-1
	<i>Glossary</i>	A
	<i>Index</i>	G

List of Figures

Figure 1-1 Choose Setup Language Window	1-2
Figure 1-2 Select Driver Type Window.....	1-3
Figure 1-3 Communication Settings Window.....	1-4
Figure 1-4 Setup Complete Window	1-5
Figure 1-5 Back Panel Connections.....	1-6
Figure 1-6 Plug this USB cable end into your computer	1-7
Figure 1-7 Plug this USB cable end into your Prestige	1-7
Figure 1-8 Windows 2000 Connect	1-8
Figure 1-9 Windows ME and 98 Connect	1-9
Figure 1-10 Front Panel LEDs	1-10
Figure 2-1 DSL Modem Installer Window	2-2
Figure 2-2 Removal Complete.....	2-2
Figure 3-1 ZyXEL ADSL Modem Window - Physical Link Tab.....	3-1
Figure 3-2 ZyXEL ADSL Modem Window - System Info Tab	3-2
Figure 3-3 ZyXEL ADSL Modem Window - Configuration Tab	3-3
Figure 4-1 ZyXEL ADSL Connection Window - Server Types Tab	4-2
Figure 4-2 TCP/IP Settings Window	4-2
Figure 4-3 ZyXEL ADSL WAN Connection Properties Window - Networking Tab	4-3
Figure 4-4 ZyXEL ADSL WAN Connection Properties Window - Networking Tab	4-4
Figure 4-5 Internet Protocol (TCP/IP) Properties Window	4-4
Figure 4-6 ZyXEL ADSL Connection - Networking Tab	4-5
Figure 4-7 TCP/IP Settings Window	4-6
Figure 4-8 Network Window - Configuration Tab	4-7
Figure 4-9 TCP/IP Properties Window - IP Address Tab.....	4-7
Figure 4-10 TCP/IP Properties Window - Gateway Tab	4-8
Figure 4-11 Local Area Connection 2 Properties Window - General Tab.....	4-9
Figure 4-12 Internet Protocol (TCP/IP) Properties Window - General Tab	4-10
Figure 4-13 Network Window - Configuration Tab	4-11
Figure 4-14 TCP/IP Properties Window - IP Address Tab.....	4-11
Figure 5-1 Make New Connection Screen.....	5-1
Figure 5-2 Phone Number.....	5-2
Figure 5-3 Connect To Screen	5-3
Figure 5-4 Select a Device Screen	5-4
Figure 5-5 Phone Number to Dial Screen	5-5
Figure 5-6 Connection Availability Screen	5-6
Figure 5-7 Completing the Network Connection Wizard Screen	5-7
Figure 5-8 Connect Screen.....	5-8

List of Tables

Table 1-1 Required Information.....	1-1
Table 1-2 Driver Types	1-2
Table 1-3 Front Panel LED Descriptions	1-10
Table 6-1 Troubleshooting Table.....	6-1

What is ADSL?

Your Prestige 630 ADSL USB Modem

Congratulations on the purchase of your new modem! Your modem combines the super-fast speed of state-of-the-art ADSL (Asynchronous Digital Subscriber Line) technology with the ease of setup and operation facilitated by a Plug and Play USB (Universal Serial Bus) interface.

About ADSL

Asymmetric Digital Subscriber Line (ADSL) technology provides high-speed data access across regular phone wire (copper wires) by making use of previously unused bandwidth above the voice band frequency. By placing the ADSL signal above the frequency of voice signals, ADSL service is able to coexist on the same line with your telephone service. ADSL is asymmetric in the sense that it provides a higher downstream data transfer rate (receive) than upstream data transfer rate (transmit). Asymmetric operation is ideal for typical home and small office use where files and information are downloaded more frequently than uploaded.

Advantages of ADSL

1. ADSL transforms plain old telephone lines into a high-speed conduit for data, information, entertainment and more while simultaneously allowing you to use your telephone - this provides enormous advantages at home and at work.
2. ADSL provides affordable high-speed remote access to the Internet, corporate networks and on-line services over ordinary phone lines.
 - Over 100 times faster than 56 Kbps modems.
 - 70 times faster than 128 Kbps ISDN modems.
3. ADSL enables the use of real-time, interactive multimedia and broadcast-quality video for services such as collaborative computing, video conferencing, distance learning and video-on-demand.
4. ADSL provides a private, dedicated and secure channel of communications (unlike cable telephone and modem services where the line is shared) between you and your service provider.
5. Because your line is dedicated (not shared), transmission speeds are not affected by other users. With cable modems, transmission speeds drop significantly as more users go on-line because the line is shared.
6. ADSL is "always on" (connected) - just like your telephone. This means that there is no time wasted dialing up the service several times a day and waiting to be connected; ADSL service is always on standby, ready for use whenever you need it.

What is USB?

USB (Universal Serial Bus) is an external interface data communication standard for a peripheral bus that was developed by Intel and Microsoft. USB is commonly referred to as a Plug and Play - meaning that your computer will instantly recognize (auto-detect) your new device (your Prestige). Plug and Play means that you require no technical expertise to install your device, installation times are greatly reduced and that you simply plug your USB cable in and follow a limited set of easy-to-understand automatically generated instructions. Set-up and operation has never been easier.

Advantages of USB

1. Replaces the need for a plethora of connectors and ports on computers and provides an interface for computer-telephony devices. Instead of having separate connections for keyboard, mouse, printer, modem, joystick, audio devices, CD-ROMs, digital cameras and other devices, USB provides a single port to connect all of the devices (via hub).
2. USB eliminates many of the problems associated with (physically) opening your computer to install adapter cards, change dip switches and configure IRQs (Interrupt Requests).
3. USB defines the ports and the bus topology with data transfer rates up to 12 Mbps. A single cable up to 5 meters in length is used to daisy-chain devices to a single port. Up to 63 devices can be added to the port at any time without rebooting your computer (via hub).
4. USB supplies power to some devices - eliminating the need for power cords or batteries.

Preface

Features

The ZyXEL USB ADSL Modem provides the following features:

- Compliant with Universal Serial Bus Specification Revision 1.1
- USB bus-powered; an external power supply is not required
- Compatible with all T1.413, G.DMT and G.Lite compliant CO DSLAM equipment
- Software upgradeable
- Includes a Microsoft Windows control panel monitoring program for configuring the adapter and checking the status of the connection
- Provides an RJ-11 port for connection to the telephone line
- Supports DSL downstream data rates up to 8 Mbps
- Supports DSL upstream data rates up to 1024 Kbps

About This Manual

A practical and comprehensive tool, this manual provides information about modem installation and operation. For better and faster understanding, familiarize yourself with the *Syntax Conventions* listed next.

Syntax Conventions

- “Type” means for you to type one or more characters and press the carriage return. “Select” or “Choose” means for you to select one from the predefined choices.
- Window and command choices are in **Bold Times** font.

The Prestige 630M may be referred to as the Prestige, the P630 or the ZyXEL ADSL USB Modem in this manual.

Chapter 1

Software Setup and Modem Installation

This chapter guides you through the process of installing and configuring your software and hooking up your modem.

1.1 Software Installation

Fill in the table below with information from your Internet Service Provider (ISP) and telephone company for before installing your software.

Table 1-1 Required Information

Information you need before installation:	Fill in the blanks
Type of Driver you need to install. LAN and WAN software drivers are supported.	
The Virtual Path Identifier (VPI) number identifies virtual paths between users or between users and networks.	
The Virtual Channel Identifier (VCI) number identifies virtual channels between users or between users and networks.	
Encapsulation is the method of packaging information into packets. Choices are RFC 1483, RFC 1577, RFC 2516 and RFC 2364.	
The Modulation Type selected dictates what ADSL mode the Prestige will operate under. Choose from T1.413, G.DMT, G.Lite or Multimode. When Multimode modulation is selected, the modem automatically determines which modulation to use.	
The User name (WAN drivers) lets your ISP know which account you are logging into.	
The Password (WAN drivers) protects your account from unauthorized users.	

1.2 Software Setup

Before starting the software setup process, close all of your computer windows and applications.

Procedure for Software Setup

Step 1. Insert the installation CD into your CD-ROM drive and double-click the **Setup** icon to start the installation procedure.

Step 2. The **Choose Setup Language** screen appears first, as shown next.

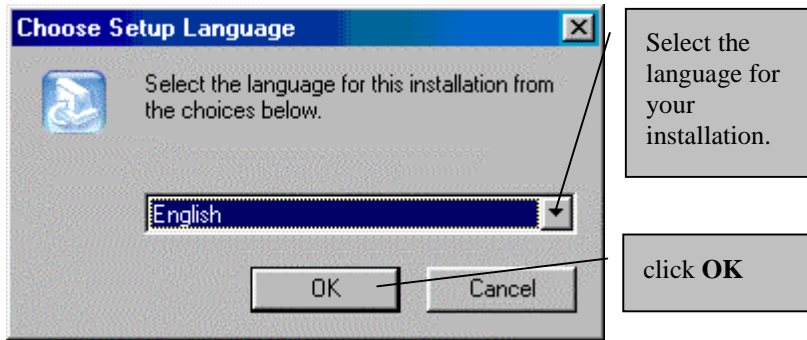


Figure 1-1 Choose Setup Language Window

Step 3. At the **Welcome** window, close all Windows and click **Next** to bring up the **Software License Agreement**.

Step 4. Read the license agreement and click **Yes** to bring up the **Select ISP** window.

Step 5. Highlight **Other Service Provider** in the **Select ISP** window, and click **Next >** to bring up the **Select Driver Type** window.

Step 6. At the **Select Driver Type** window (shown next), highlight the driver your ISP told you to install.

Table 1-2 Driver Types

DRIVER AND DESCRIPTION		ASSOCIATED ENCAPSULATION CHOICES (SEE NEXT STEP)
WAN	This driver resembles a dial-up modem. Call establishment is performed through Dial-Up Networking.	RFC 2364 PPPoATM NULL
		RFC 2364 PPPoATM LLC
		RFC 2516 PPPoE
LAN	This driver resembles a LAN or Ethernet device. Connection establishment is automatic.	RFC 1577 Classical IPoATM
		RFC 1483 IPoATM Bridged LLC
		RFC 1483 IPoATM Bridged VC
		RFC 1483 IPoATM Routed LLC
		RFC 1483 IPoATM Routed VC

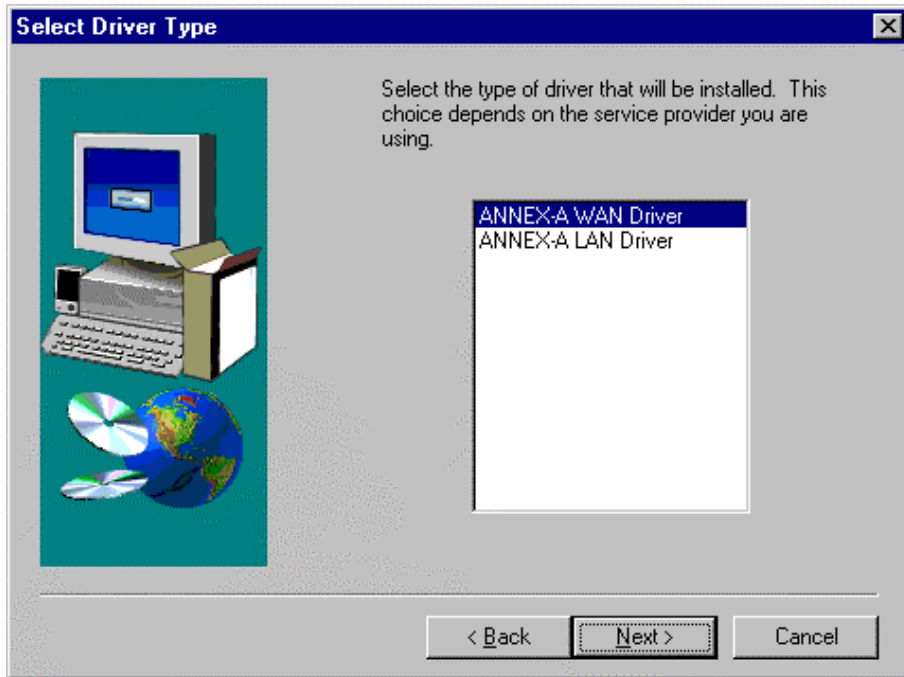


Figure 1-2 Select Driver Type Window

- Step 7.** Then click **Next >** to display the **Communication Settings** window.
- Step 8.** Use the **Communication Settings** window (shown next) to configure **VPI**, **VCI**, **Encapsulation** and **Modulation** type. Then click **Next >**.

Encapsulation types vary depending upon the driver.

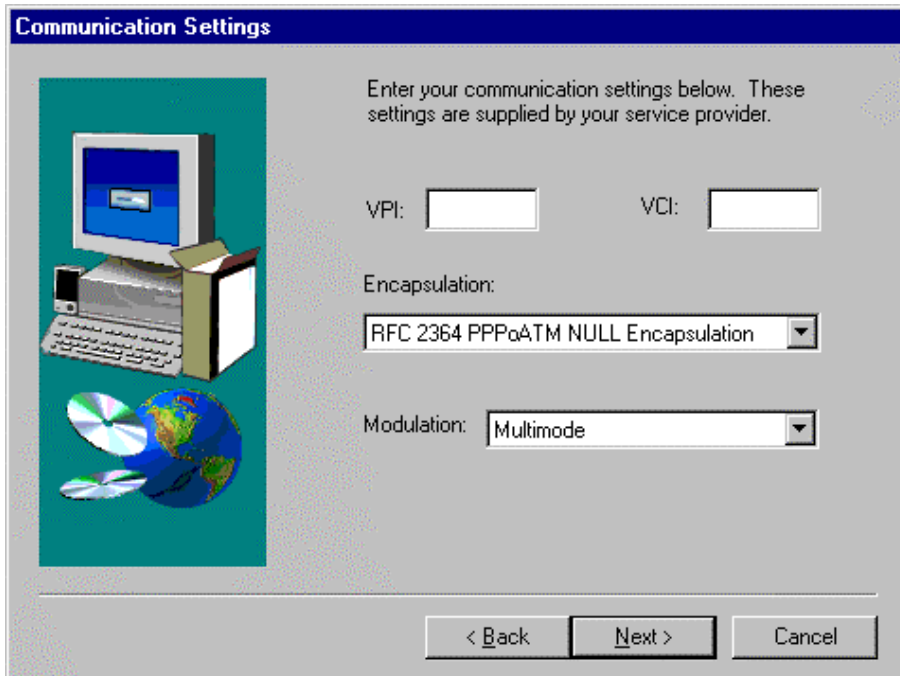


Figure 1-3 Communication Settings Window

If you choose **RFC 1483 IPoATM Routed LLC** or **RFC 1483 IPoATM Routed VC**, you must use a static IP address from your ISP. After driver and modem installation, refer to the instructions in section 4.2 and configure both the **IP Address** and the **Gateway** tabs to use the static IP address from your ISP.

Step 7. At the **Start Copying Files** window, review your current settings. Click **Customize** or **Back** to change the settings. Click **Next** to accept the current settings.

For Windows 2000 applications, the Digital Signature Not Found window warns that the installation software is not a digitally signed version. A digital signature is not necessary; ZYXEL has tested the software with this OS. Click Yes to allow the installation to continue.

Step 8. The **Setup Complete** window indicates successful completion of the installation process.

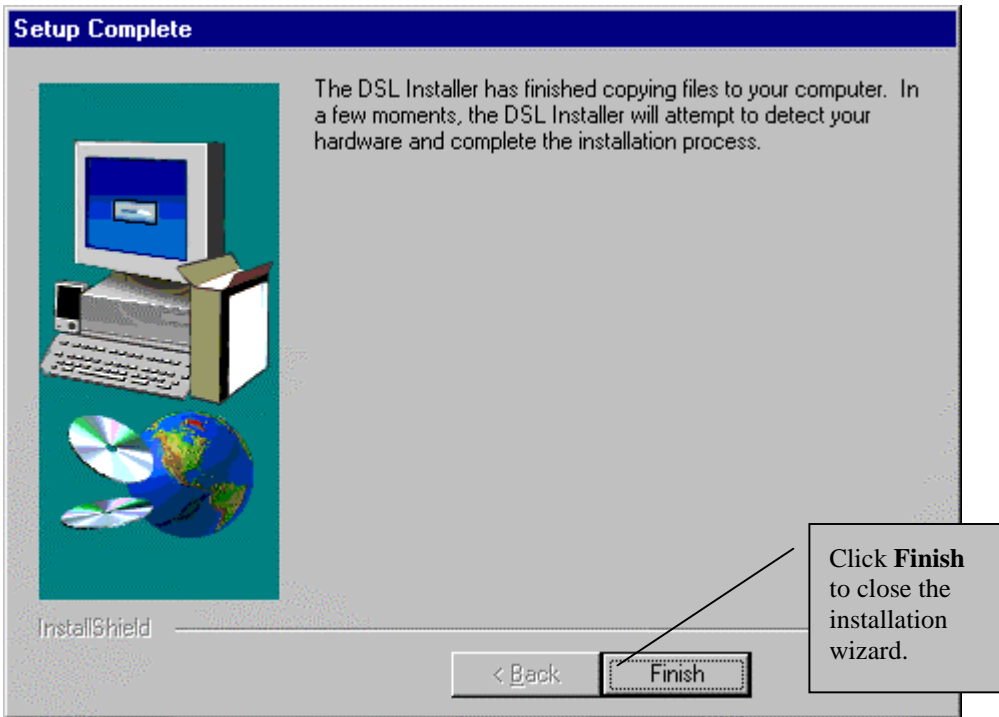


Figure 1-4 Setup Complete Window

Step 9. Proceed to the *Modem Installation* section (shown next).

1.3 Modem Installation

For Windows 98 SE applications, you may need the Windows 98 SE CD to complete the installation.

Install the Prestige by using the following procedure.

1.3.1 Rear Panel Connections

The P630 has two interfaces: a USB and an ADSL port. Both interfaces transmit and receive data through a USB cable and an ADSL line respectively. LED indicators indicate the operational status of your Prestige.

The following figure shows the rear panel connectors of your Prestige.

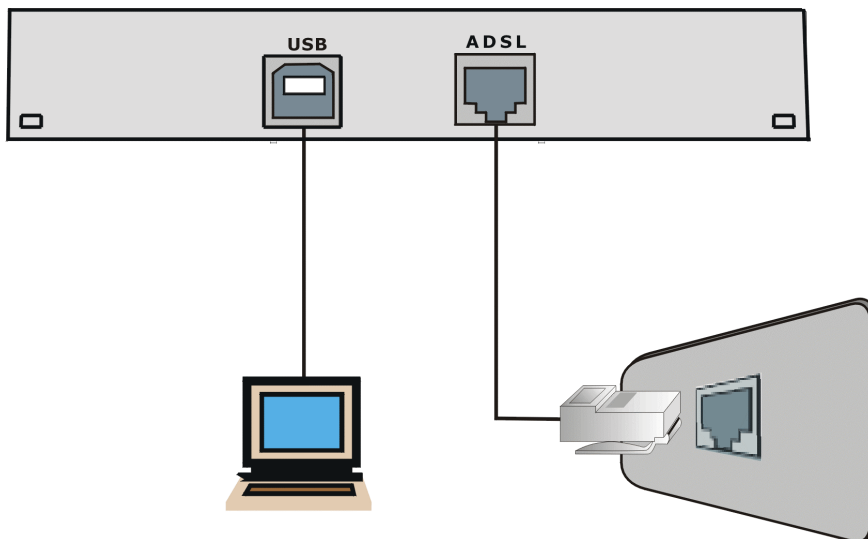


Figure 1-5 Back Panel Connections

Do not connect your USB device until you have installed the driver software for your computer as described at the beginning of this chapter.

1.3.2 Procedure

- Step 1.** Attach the rectangular end of the USB cable into the back of your computer and the square end of the USB cable into the back of your Prestige (see figures below).

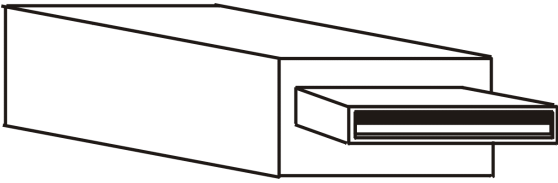


Figure 1-6 Plug this USB cable end into your computer

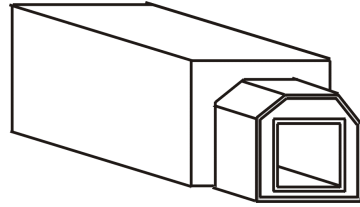


Figure 1-7 Plug this USB cable end into your Prestige

Messages are displayed as the modem software is auto-detected and installed.

For Windows 2000 applications, the Found New Hardware Wizard window indicates the modem has been installed. Click Finish.

Step 2. Follow the Windows instructions to get your new settings to take affect. Once you restart your computer, installation of the ZyXEL USB Modem is complete.

1.4 WAN Dial-up

Use the following procedures to set up for Point-to-Point Protocol over ATM (PPPoA) or Point-to-Point Protocol over Ethernet (PPPoE).

1.4.1 Windows 2000

From the Windows desktop, double-click the **Shortcut to ZyXEL ADSL** icon to bring up the following screen.

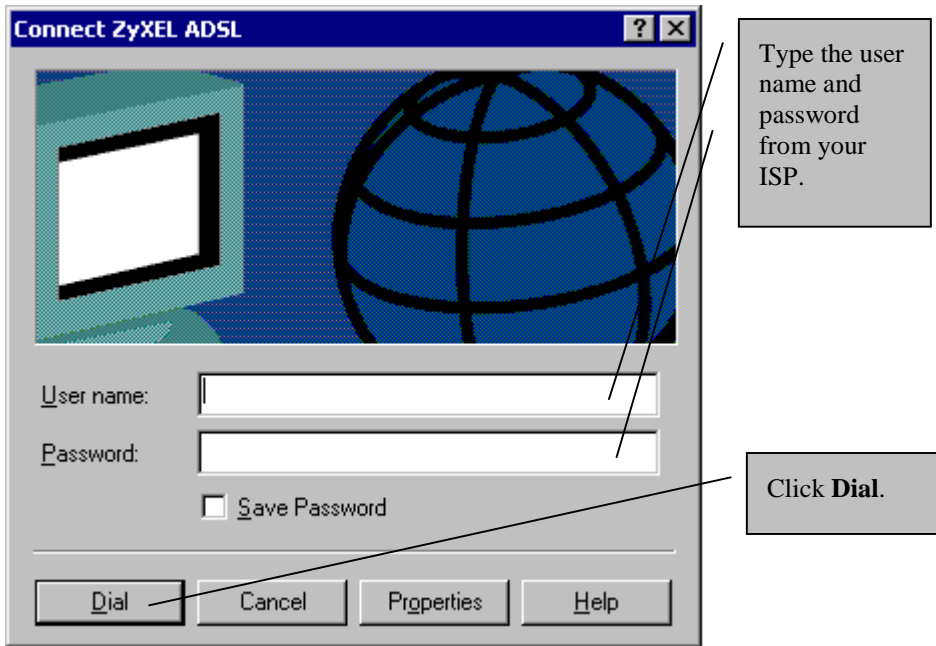


Figure 1-8 Windows 2000 Connect

1.4.2 Windows ME and 98

From the Windows desktop, double-click the **ZyXEL Dial-Up Connec...** icon to bring up the following screen.

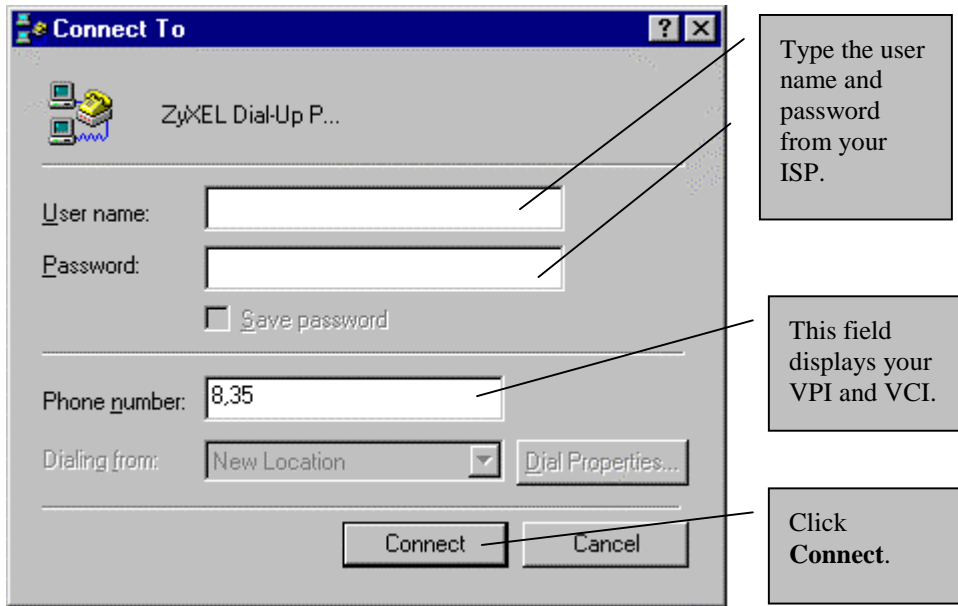


Figure 1-9 Windows ME and 98 Connect

1.5 Front Panel LEDs

The LED indicators on the front panel indicate the operational status of the Prestige 630. All LEDs are located on the front panel. All interfaces are located on the back panel.

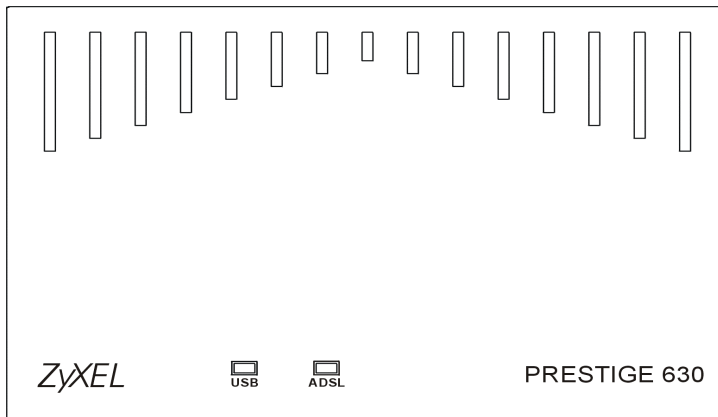


Figure 1-10 Front Panel LEDs

1.6 Front Panel LED Descriptions

Table 1-3 Front Panel LED Descriptions

LED	FUNCTION	DESCRIPTION
USB	USB Interface and Modem Power Connection	This LED is off when the USB is not connected, has malfunctioned or is not receiving power.
		The LED is on when the USB is connected and receiving power.
ADSL	ADSL Interface	This LED is off when the link is not ready or has malfunctioned.
		This LED is on when the ADSL link is up.
		This LED blinks when the link is ready to connect or is initializing.

Chapter 2

DSL Modem Installer

This chapter shows you how to customize your communication settings, update modem software and remove modem software drivers.

Install your software and modem (see *previous chapter*) before proceeding.

2.1 Introduction

You can perform many functions through the **DSL Modem Installer** window. The following explains how to find this window.

2.1.1 Procedure

Step 1. From your computer desktop click **Start** ▶ **Programs** ▶ **ZyXEL ADSL Modem** ▶ **Configure** (or **Uninstall**).



Figure 2-1 DSL Modem Installer Window

Step 2. Follow the procedures in the rest of this chapter.

2.2 Remove Software

2.2.1 Procedure

Step 1. In the **DSL Modem Installer** window shown previously, click **Remove**.

Step 2. Click **Yes** at the prompt to confirm the removal of your modem software.

If in some versions you get a screen that says not to unplug the USB cable until after the Install Wizard has finished, just click OK and continue.

Step 3. If you see the “**Please unplug your modem from the computer now**” screen, unplug the USB cable and click **OK**. Otherwise, unplug the USB cable when you see the following screen.

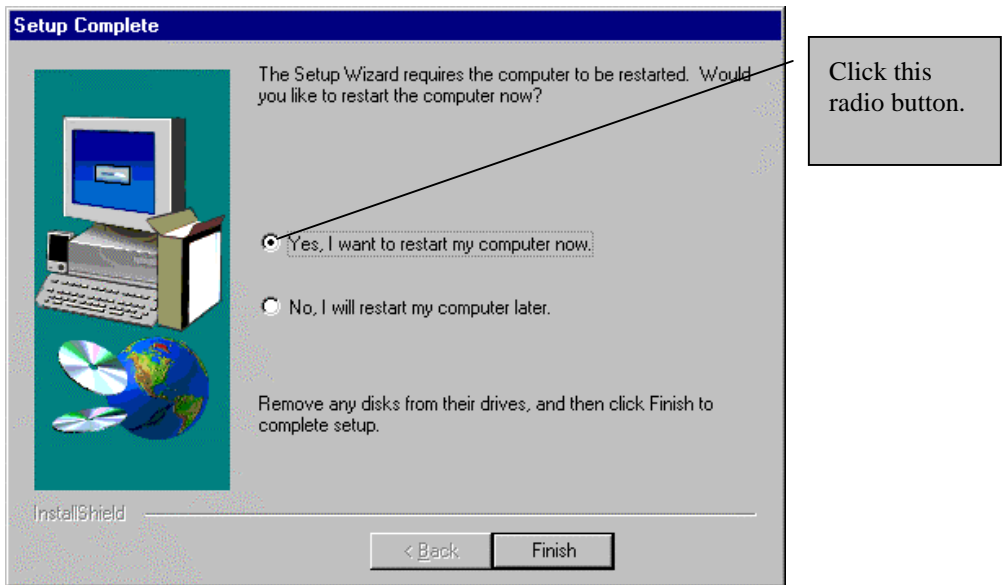


Figure 2-2 Removal Complete

Step 4. At the **Setup Complete** window, remove any disks from their drives and click **Finish** to restart your computer.

2.3 Customize Your Communication Settings

This section describes how to customize your **VPI**, **VCI**, **Encapsulation** and **Modulation** settings.

2.3.1 Procedure

- Step 1.** In the DSL Installer window shown previously, click **Settings**.
- Step 2.** From the **Communication Settings** window (see *previous chapter*), configure the following fields: **VPI**, **VCI**, **Encapsulation** and **Modulation** type. Click **Apply**.

For changing between LAN and WAN driver types, uninstall the modem driver and reinstall it as the type you are changing to.

- Step 3.** The **Setup Complete** window indicates successful completion of the customization process. Remove any disks from their drives and restart your computer when prompted.

2.4 Support

The **Support** button takes you to a link that leads to the ZyXEL website. You may go to the ZyXEL website for information or technical support.

Chapter 3

Control Panel Application

This chapter shows you how to configure and check the performance of the Modem/ADSL connection.

When the control panel application is open, the monitor window updates every 2 seconds.

3.1 Procedure

Step 1. Click **Start** ▶ **Settings** ▶ **Control Panel** and then double-click the **ZyXEL DSL Modem** icon.

To access the ZyXEL Control Panel, the driver must be running with the USB cable plugged into the modem.

Step 2. Use this window to review the status of your modem and connection. A lit **Link Status** field indicates a successful connection. This indicator blinks when a connection is being established. The **Transmitting** and **Receiving** fields show activity via flashing yellow indicators.

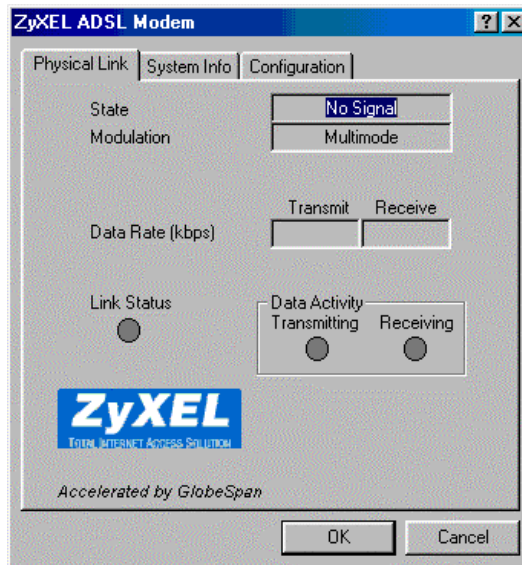


Figure 3-1 ZyXEL ADSL Modem Window - Physical Link Tab

Step 3. This window displays the **Driver / Firmware Release** numbers and the **Control Panel Version**.

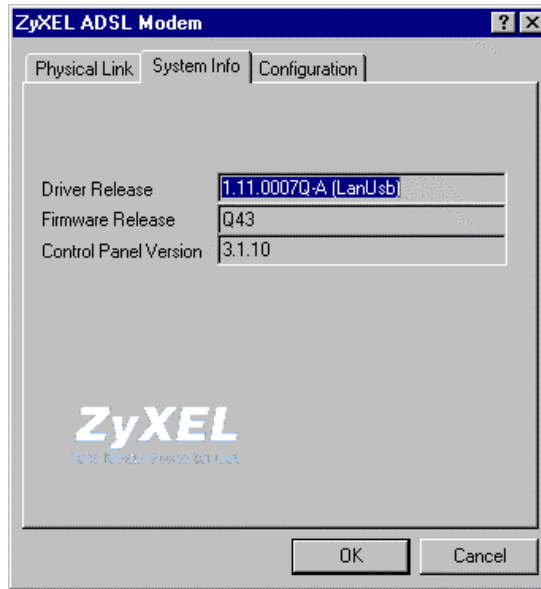


Figure 3-2 ZyXEL ADSL Modem Window - System Info Tab

Step 4. This window displays the **Modulation, Encapsulation** and **VPI/VCI** values

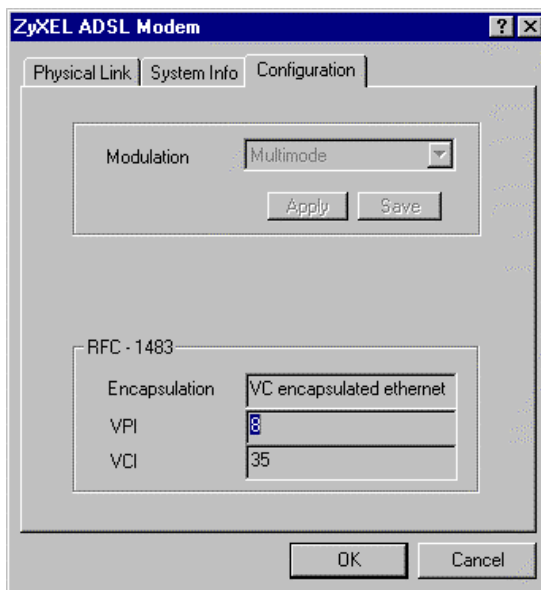


Figure 3-3 ZyXEL ADSL Modem Window - Configuration Tab

The preceding window will vary depending on the driver type you select.

Chapter 4

Modify TCP/IP Networking Options

This chapter shows you how to modify networking options for use with a static IP address.

TCP/IP settings are automatically set-up during the software installation process. Use the following OS specific procedures to change TCP/IP settings (if necessary) for WAN and LAN. Procedures detail statically assigned, as opposed to dynamically assigned, information.

Icon names in the Dial-up Networking and/or My Network Places windows may differ from those specified in this chapter.

4.1 WAN USB Driver

4.1.1 Microsoft Windows 98

Procedure

- Step 1.** From your computer desktop, double-click the **My Computer** icon.
- Step 2.** From the **My Computer** window, double-click the **Dial-Up Networking** icon.
- Step 3.** From the **Dial-Up Networking** window, right-click the **ZyXEL ADSL Connection** icon and click **Properties**.

Step 4. Use this window to reach your TCP/IP settings.

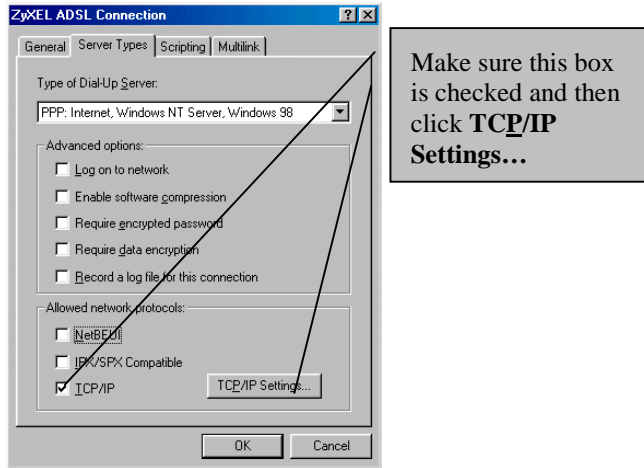


Figure 4-1 ZyXEL ADSL Connection Window - Server Types Tab

Step 4. Use this window to configure your TCP/IP settings.

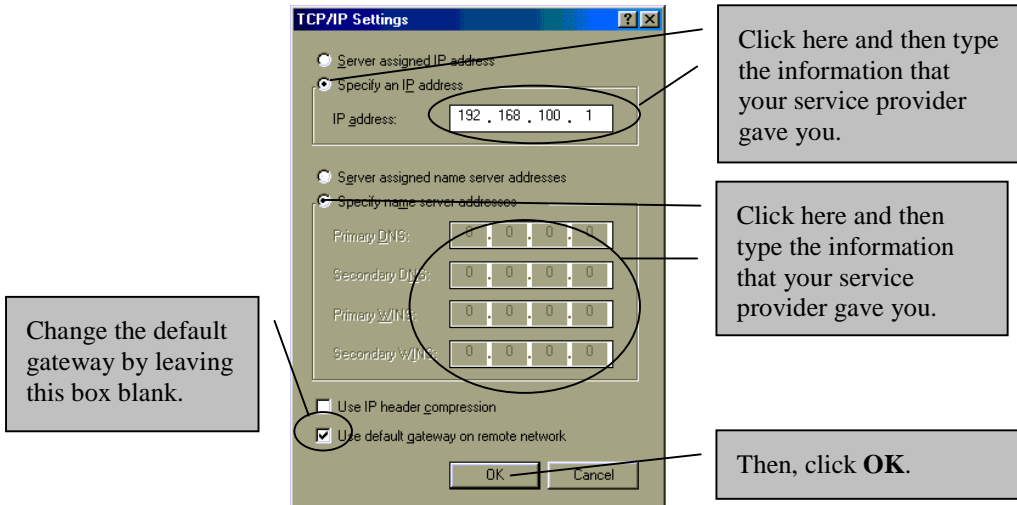


Figure 4-2 TCP/IP Settings Window

Step 5. Click **OK** to confirm changes and end this TCP/IP option modification session.

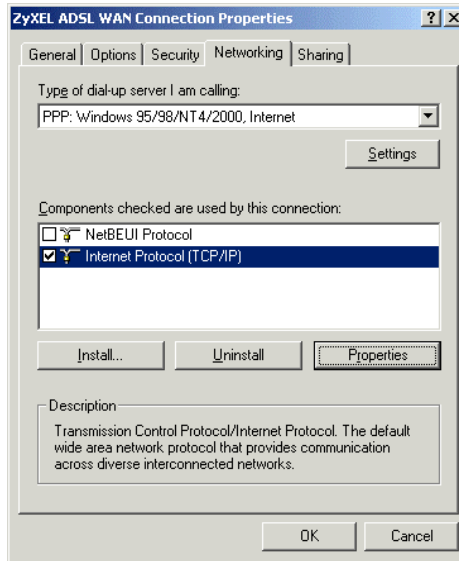


Figure 4-3 ZyXEL ADSL WAN Connection Properties Window - Networking Tab

4.1.2 Microsoft Windows 2000

Procedure

- Step 1.** From your computer desktop, right-click the **My Network Places** icon and select **Properties**.
- Step 2.** From the **Network and Dial-Up Connections** window, right-click the **ZyXEL ADSL WAN Connection** icon and click **Properties**.

Step 3. Use this window to reach the **IP Protocol Properties** window. Select **Internet Protocol (TCP/IP)** and click **Properties**.

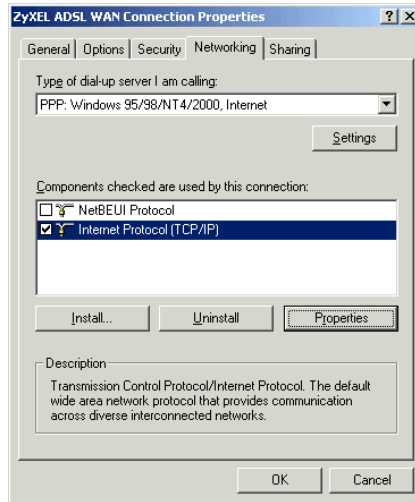


Figure 4-4 ZyXEL ADSL WAN Connection Properties Window - Networking Tab

Step 4. Use this window to configure your **IP Protocol Properties**.

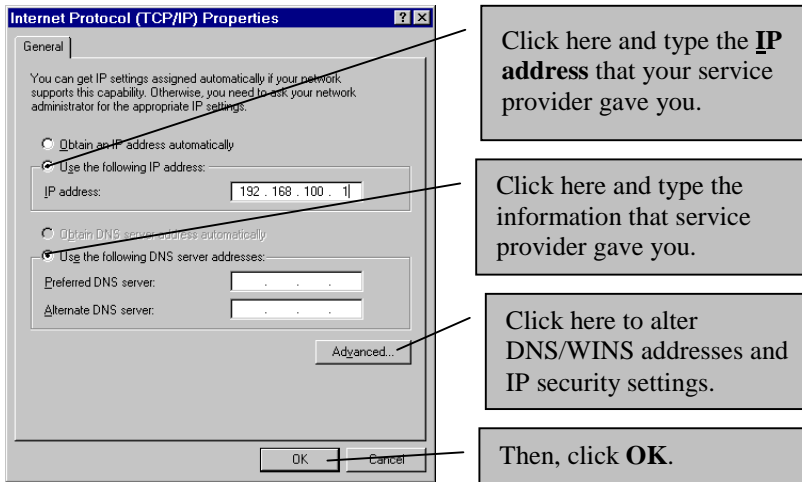


Figure 4-5 Internet Protocol (TCP/IP) Properties Window

- Step 5.** At the **ZyXEL ADSL WAN Connection Properties** window, click **OK** to confirm changes and end this TCP/IP option modification session.

4.1.3 Microsoft Windows Me

Procedure

- Step 1.** From your computer desktop, double-click the **My Computer** icon.
- Step 2.** From the **My Computer** window, double-click the **Dial-Up Networking** icon.
- Step 3.** Right-click the **ZyXEL ADSL Connection** icon and click **Properties**.
- Step 4.** Use this window to reach your TCP/IP settings.

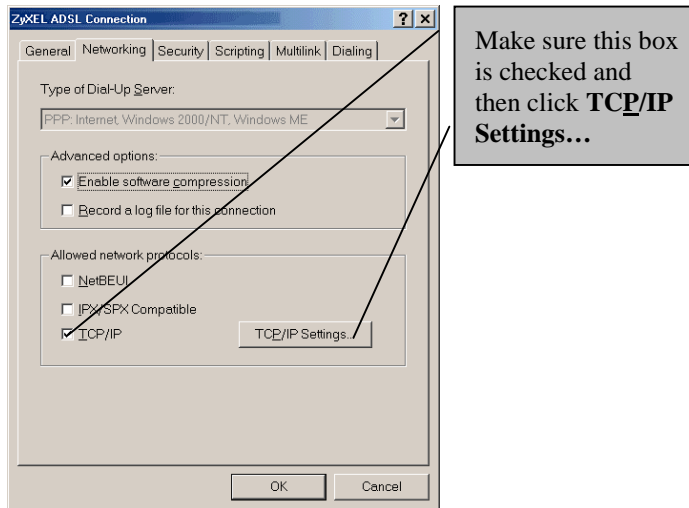
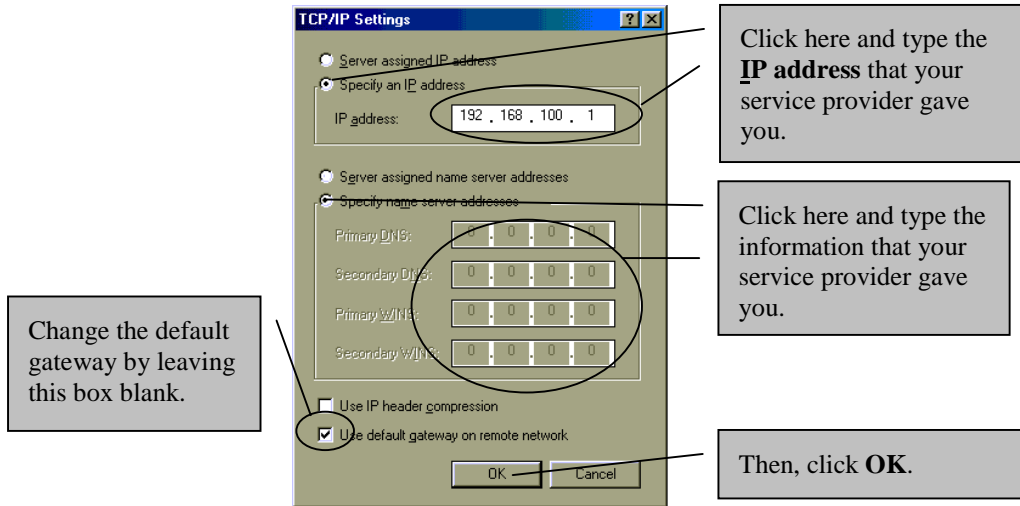


Figure 4-6 ZyXEL ADSL Connection - Networking Tab



Step 5. Use this window to configure your TCP/IP settings.

Figure 4-7 TCP/IP Settings Window

Step 6. Click **OK** at the next window.

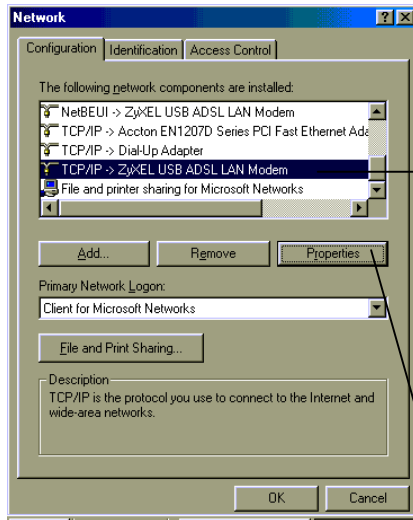
4.2 LAN USB Driver

4.2.1 Microsoft Windows 98

Procedure

Step 1. Click **Start** ▶ **Settings** ▶ **Control Panel** and then double-click on the **Network** icon.

Step 2. Use this window to reach your LAN TCP/IP networking properties.

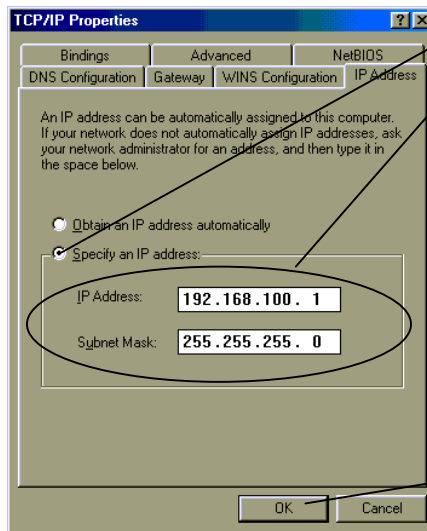


Highlight **TCP/IP ->ZyXEL USB ADSL LAN Modem.**

Then click **Properties.**

Figure 4-8 Network Window - Configuration Tab

Step 3. Use this window to configure TCP/IP Properties.



Click here and type your **IP Address** and **Subnet Mask** in the spaces provided.

Then click **OK.**

Figure 4-9 TCP/IP Properties Window - IP Address Tab

Step 4. Use this window to add or remove gateways. Consult with your ISP or network administrator to determine the appropriate addresses for your needs.

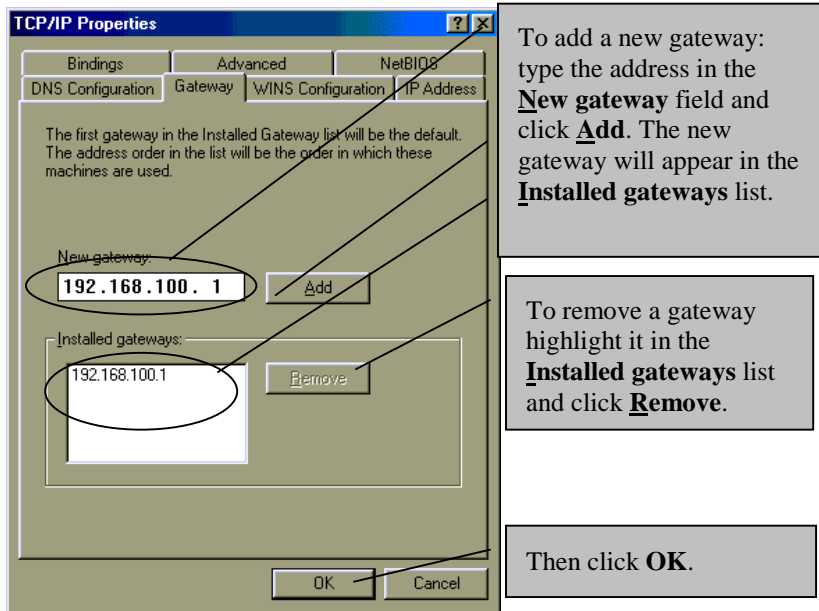


Figure 4-10 TCP/IP Properties Window - Gateway Tab

Step 5. Click **OK** to confirm changes and end this TCP/IP option modification session.

Step 6. Click **Yes** to restart your computer (if prompted).

4.2.2 Microsoft Windows 2000

Procedure

Step 1. From your computer desktop, right-click the **My Network Places** icon and click **Properties**.

Step 2. Double-click the **Local Area Connection** icon from the **Network and Dial-Up Connections** window.

Step 3. Use this window to reach your LAN TCP/IP networking properties.

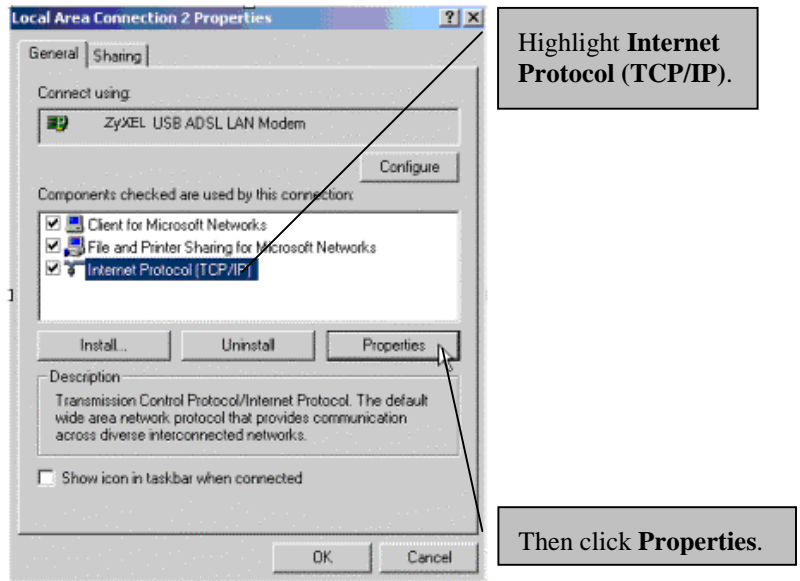


Figure 4-11 Local Area Connection 2 Properties Window - General Tab

Step 4. Use this window to configure TCP/IP properties.

Figure 4-12 Internet Protocol (TCP/IP) Properties Window - General Tab

Step 5. At the next window, click **OK** to confirm changes and end this TCP/IP option modification session.

4.2.3 Microsoft Windows Me

Procedure

Step 1. From your computer desktop, right-click the **My Network Places** icon and click **Properties**.

Step 2. Use this window to reach TCP/IP properties.

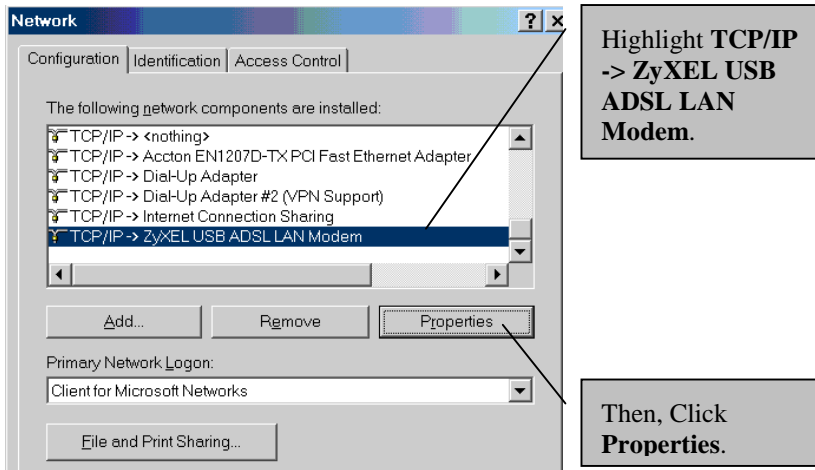


Figure 4-13 Network Window - Configuration Tab

Step 3. Use this screen to configure TCP/IP properties.

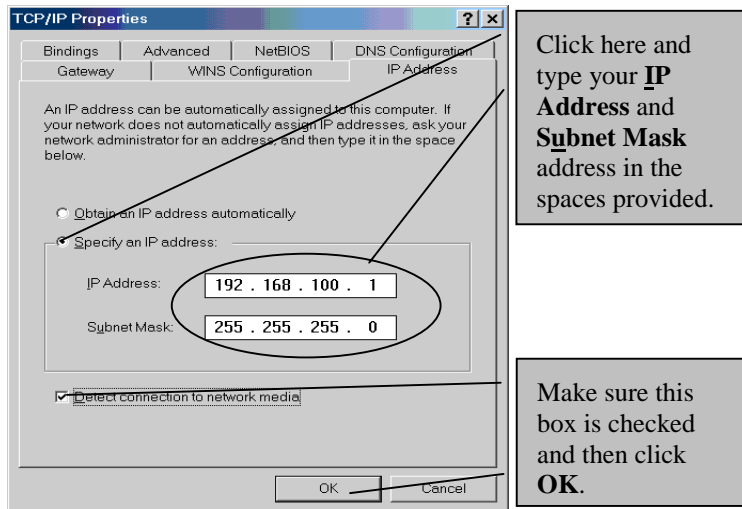


Figure 4-14 TCP/IP Properties Window - IP Address Tab

Step 4. Use the **Gateway** tab to add or remove gateways. Refer to *Figure 4-10* for information on how to configure this tab.

Step 5. Click **OK** and then click **Yes** to restart your computer.

Chapter 5

WAN Dial-up Setup

This chapter shows you how to set up a new connection for PPPoE or PPPoA.

5.1 Windows ME and 98

Use the following procedure to set up a new PPPoE or PPPoA connection in Windows Me or 98 Second Edition.

- Step 1.** In Windows, click **Start** ▶ **Programs** ▶ **Accessories** ▶ **Communications** ▶ **Dial-Up Networking**.
- Step 2.** Double-click the **Make New Connection** icon. At the **Make New Connection** screen, do the following:

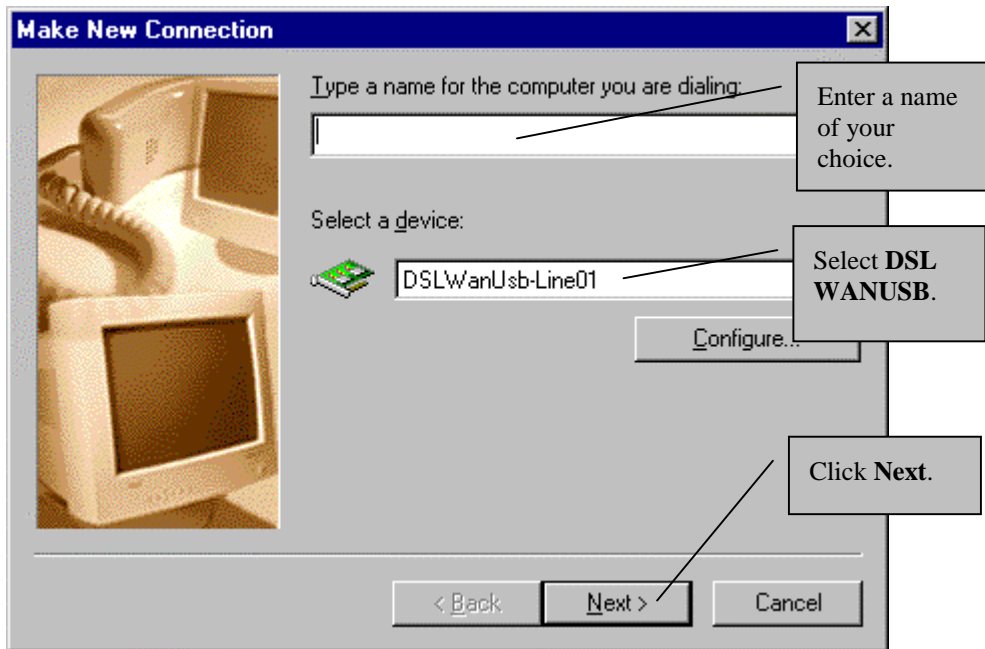


Figure 5-1 Make New Connection Screen

Step 3. Configure the **Telephone** field with your VPI and VCI numbers.

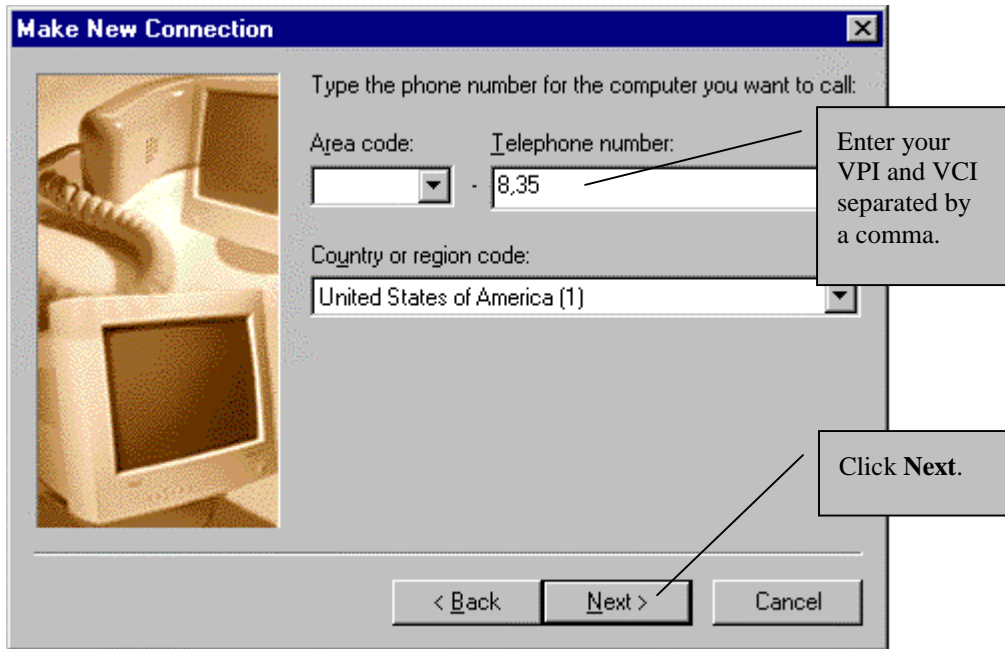


Figure 5-2 Phone Number

- Step 4.** Click **Finish** in the next screen to return to the desktop.
- Step 5.** From the desktop, double-click the new icon with the name you chose for your connection.

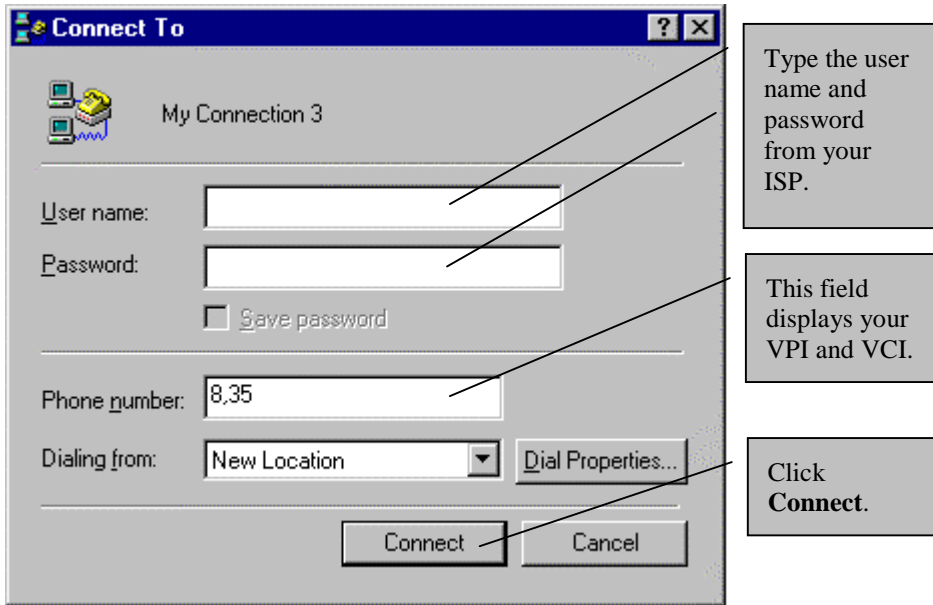


Figure 5-3 Connect To Screen

5.2 Windows 2000

Use the following procedure to set up a new PPPoE or PPPoA connection in 2000.

- Step 1.** In Windows, click **Start** ▶ **Settings** ▶ **Network and Dial-Up Connections** ▶ **Make New Connections**.
- Step 2.** This starts the **Network Connection Wizard**, click **Next**.

Step 3. In the **Network Connection Type** screen, click the **Dial-up to private network** radio button. Then click **Next** to bring up the **Select a Device** screen.

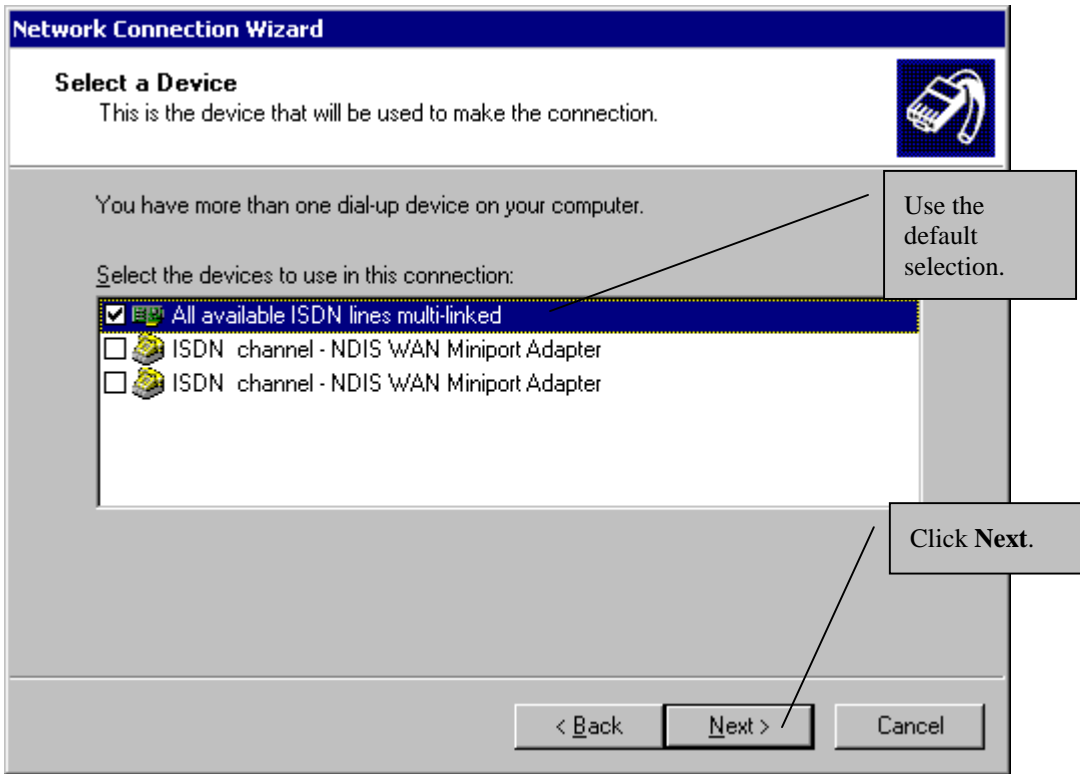


Figure 5-4 Select a Device Screen

- Step 4.** The Phone Number to Dial screen is displayed next. In the Phone Number field type the VPI and VCI numbers from your ISP (separated by a comma).

Network Connection Wizard

Phone Number to Dial

You must specify the phone number of the computer or network you want to connect to.

Type the phone number of the computer or network you are connecting to. If you want your computer to determine automatically how to dial from different locations, check Use dialing rules.

Area code: [dropdown] Phone number: [8,35]

Country/region code: [dropdown]

Use dialing rules

< Back Next > Cancel

Type your VPI and VCI separated by a comma.

Click Next.

Figure 5-5 Phone Number to Dial Screen

Step 5. Configure the **Connection Availability** screen as follows.

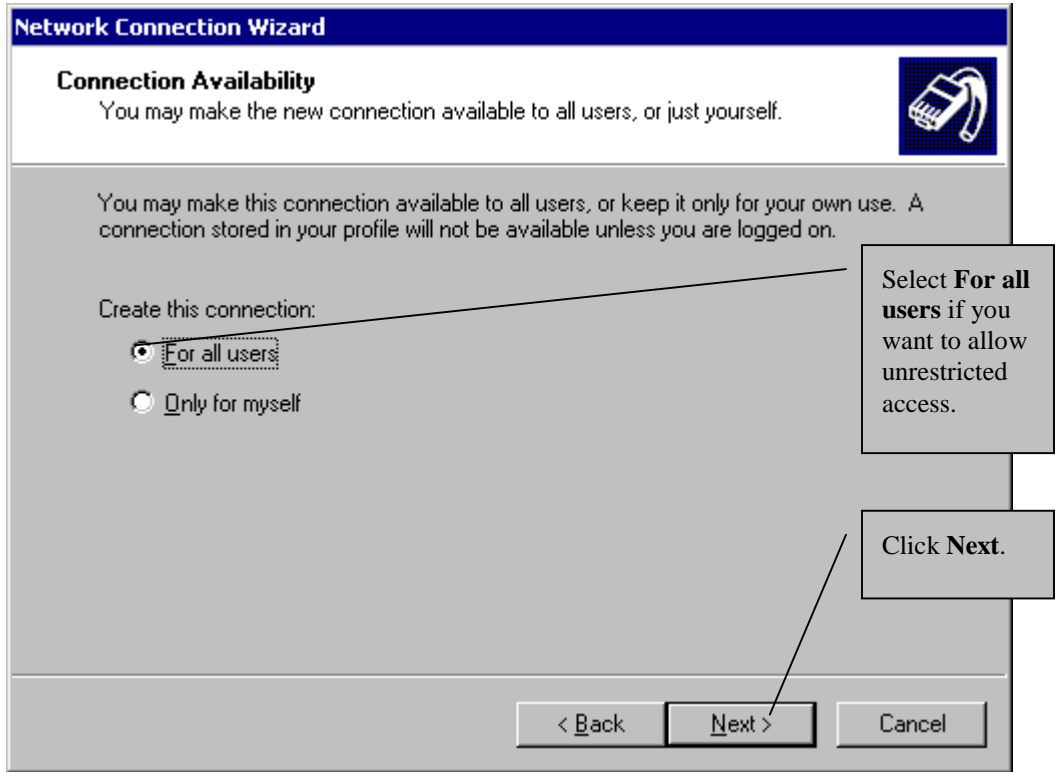


Figure 5-6 Connection Availability Screen

Step 6. The **Completing the Network Connection Wizard** screen appears as below. The Connect Screen appears. Type the

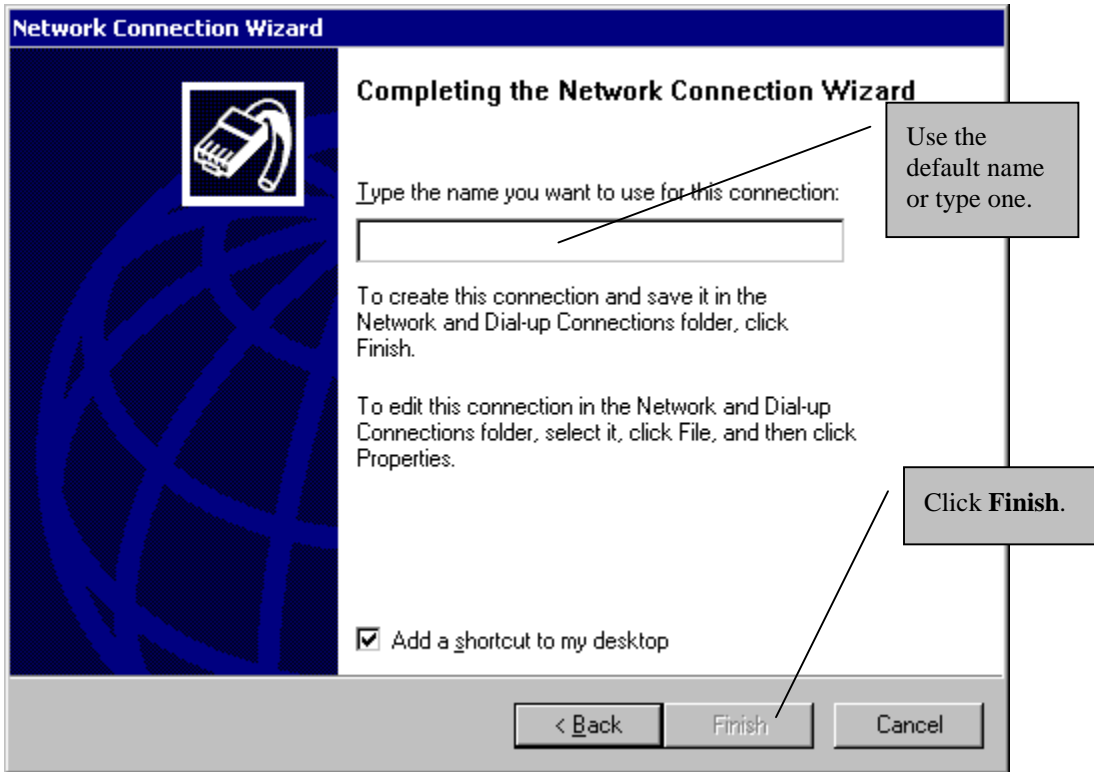


Figure 5-7 Completing the Network Connection Wizard Screen

The **Connect** screen appears last.

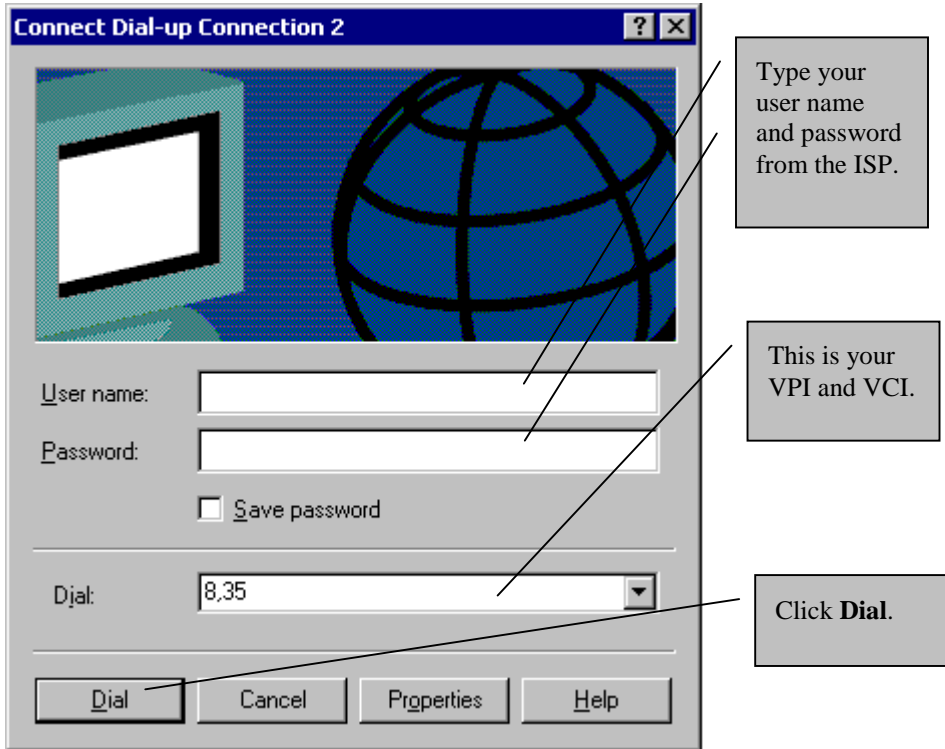


Figure 5-8 Connect Screen

Chapter 6

Troubleshooting

This chapter covers potential problems and the possible solutions.

Table 6-1 Troubleshooting Table

PROBLEM	CORRECTIVE ACTION
None of the LEDs are on when I turn on the Prestige.	<p>Make sure your computer is turned on.</p> <p>Check the USB cable connections between the Prestige and your computer.</p> <p>Click Start ▶ Programs. Install the software driver if ZyXEL ADSL Modem is not present.</p> <p>Carefully follow the instructions in this User's Guide to uninstall and reinstall the software driver.</p> <p>Contact technical support if all of these steps fail to solve the problem.</p>
I cannot access the Prestige via my computer.	<p>Make sure the Prestige's USB port is connected to your computer's USB port.</p>
I cannot connect to the Internet.	<p>Make sure the ADSL port is properly connected to the wall jack.</p> <p>Make sure your driver, VPI, VCI, encapsulation and modulation settings match those from your telephone company and ISP.</p> <p>If you still have problems, verify the driver, VPI, VCI, encapsulation and modulation settings with your telephone company and ISP.</p>
I need to configure my Prestige for a statically assigned IP address.	<p>Refer to <i>Chapter 4</i> for instructions on setting up statically assigned TCP/IP settings.</p>
I need to create a new PPPoE or PPPoA connection.	<p>Refer to <i>Chapter 5</i> for instructions on setting up a new dial-up connection.</p>

Glossary

10BaseT	The 10-Mbps baseband Ethernet specification that uses two pairs of twisted-pair cabling (Category 3 or 5): one pair for transmitting data and the other for receiving data.
ADSL	Asymmetrical Digital Subscriber Line is an asymmetrical technology, meaning that the downstream data rate is much higher than the upstream data rate. ADSL operates in a frequency range that is above the frequency range of voice services, so the two systems can operate over the same cable.
ARP	Address Resolution Protocol is a protocol for mapping an Internet Protocol address (IP address) to a physical machine address that is recognized in the local network.
Backbone	A high-speed line or series of connections that forms a major pathway within a network.
Bandwidth	This is the capacity on a link usually measured in bits-per-second (bps).
Bit	(Binary Digit) -- A single digit number in base-2, in other words, either a 1 or a zero. The smallest unit of computerized data.
Byte	A set of bits that represent a single character. There are 8 bits in a Byte.
CDR	Call Detail Record. This is a name used by telephone companies for call related information.
CHAP	Challenge Handshake Authentication Protocol is an alternative protocol that avoids sending passwords over the wire by using a challenge/response technique.
Client	A software program that is used to contact and obtain data from a Server software program on another computer. Each Client program is designed to work with one or more specific kinds of Server programs, and each Server requires a specific kind of Client. A Web Browser is a specific kind of Client.
Crossover Ethernet Cable	A cable that wires a pin to its opposite pin, for example, RX+ is wired to TX+. This cable connects two similar devices, for example, two data terminal equipment (DTE) or data communications equipment (DCE) devices.
CSU/DSU	Channel Service Unit/Data Service Unit. CSUs (channel service units) and DSUs (data service units) are actually two separate devices, but they are used in conjunction and often combined into the same box. The devices are part of the hardware you need to connect computer equipment to digital transmission lines). The Channel Service Unit device connects with the digital communication line and provides a termination for the digital signal. The Data Service Unit device, sometimes called a digital service unit, is the hardware component you need to transmit digital data over the hardware channel. The device converts signals from bridges, routers, and multiplexors into the bipolar digital signals used by the digital lines. Multiplexors mix voice signals and data on the same line.
DCE	Data Communications Equipment is typically a modem or other type of communication device.

	The DCE sits between the DTE (data terminal equipment) and a transmission circuit such as a phone line.
DHCP	Dynamic Host Configuration Protocol automatically assigns IP addresses to clients when they log on. DHCP centralizes IP address management on central computers that run the DHCP server program. DHCP leases addresses for a period of time, which means that addresses are made available to assign to other systems.
DNS	Domain Name System links names to IP addresses. When you access Web sites on the Internet, you can type the IP address of the site or the DNS name. When you type a domain name in a Web browser, a query is sent to the primary DNS server defined in your Web browser's configuration dialog box. The DNS server converts the name you specified to an IP address and returns this address to your system. From then on, the IP address is used in all subsequent communications.
Domain Name	The unique name that identifies an Internet site. Domain Names always have 2 or more parts, separated by dots. The part on the left is the most specific, and the part on the right is the most general.
DRAM	Dynamic RAM that stores information in capacitors that must be refreshed periodically.
Driver	A driver is a program that interacts with a particular device or special kind of software. The driver contains special knowledge of the device or a special software interface that programs using the driver do not.
DSL	Digital Subscriber Line technologies enhances the data capacity of the existing twisted-pair wire that runs between the local telephone company switching offices and most homes and offices. There are actually seven types of DSL service, ranging in speeds from 16 Kbits/sec to 52 Mbits/sec. The services are either symmetrical (traffic flows at the same speed in both directions), or asymmetrical (the downstream capacity is higher than the upstream capacity). DSL connections are point-to-point dedicated circuits, meaning that they are always connected. There is no dial-up. There is also no switching, which means that the line is a direct connection into the carrier's frame relay, ATM (Asynchronous Transfer Mode), or Internet-connect system.
DSLAM	A Digital Subscriber Line Access Multiplexer (DSLAM) is a network device, usually at a telephone company central office, that receives signals from multiple customer Digital Subscriber Line connections and puts the signals on a high-speed backbone line using multiplexing techniques. Depending on the product, DSLAM multiplexers connect DSL lines with some combination of asynchronous transfer mode ATM, frame relay, or IP networks.
DTE	Originally, the DTE (Data Terminal Equipment) was a dumb terminal or printer, but today it is a computer, or a bridge or router that interconnects local area networks.
EMI	ElectroMagnetic Interference. The interference by electromagnetic signals that can cause reduced data integrity and increased error rates on transmission channels.
Ethernet	A very common method of networking computers in a LAN. There are a number of adaptations

	to the IEEE 802.3 Ethernet standard, including adaptations with data rates of 10 Mbits/sec and 100 Mbits/sec over coaxial cable, twisted-pair cable, and fiber-optic cable. The latest version of Ethernet, Gigabit Ethernet, has a data rate of 1 Gbit/sec.
FAQ	(Frequently Asked Questions) -- FAQ's are documents that list and answer the most common questions on a particular subject.
FCC	The FCC (Federal Communications Commission) is in charge of allocating the electromagnetic spectrum and thus the bandwidth of various communication systems.
Flash Memory	The nonvolatile storage that can be electrically erased and reprogrammed so that data can be stored, booted, and rewritten as necessary.
Gateway	A gateway is a computer system or other device that acts as a translator between two systems that do not use the same communication protocols, data formatting structures, languages, and/or architecture.
Host	Any computer on a network that is a repository for services available to other computers on the network. It is quite common to have one host machine provide several services, such as WWW and USENET.
IANA	Internet Assigned Number Authority acts as the clearinghouse to assign and coordinate the use of numerous Internet protocol parameters such as Internet addresses, domain names, protocol numbers, and more. The IANA Web site is at http://www.isi.edu/iana .
ICMP	Internet Control Message Protocol is a message control and error-reporting protocol between a host server and a gateway to the Internet. ICMP uses Internet Protocol (IP) datagrams, but the messages are processed by the TCP/IP software and are not directly apparent to the application user.
Internet	(Lower case i) Any time you connect 2 or more networks together, you have an internet.
Internet	(Upper case I) The vast collection of inter-connected networks that all use the TCP/IP protocols and that evolved from the ARPANET of the late 60's and early 70's.
Intranet	A private network inside a company or organization that uses the same kinds of software that you would find on the public Internet, but that is only for internal use.
IP	Internet Protocol. The IP (currently IP version 4, or IPv4), is the underlying protocol for routing packets on the Internet and other TCP/IP-based networks.
IPCP (PPP)	IP Control Protocol allows changes to IP parameters such as the IP address.
IPX	Internetwork Packet eXchange The native NetWare internetworking protocol is IPX (Internetwork Packet Exchange). Like IP (Internet Protocol), IPX is an internetworking protocol that provides datagram services.
ISP	Internet Service Providers provide connections into the Internet for home users and businesses. There are local, regional, national, and global ISPs. You can think of local ISPs as

	the gatekeepers into the Internet.
LAN	Local Area Network is a shared communication system to which many computers are attached. A LAN, as its name implies, is limited to a local area. This has to do more with the electrical characteristics of the medium than the fact that many early LANs were designed for departments, although the latter accurately describes a LAN as well. LANs have different topologies, the most common being the linear bus and the star configuration.
MAC	On a local area network (LAN) or other network, the MAC (Media Access Control) address is your computer's unique hardware number. (On an Ethernet LAN, it's the same as your Ethernet address.) The MAC layer frames data for transmission over the network, then passes the frame to the physical layer interface where it is transmitted as a stream of bits.
Modulation Type	The modulation type selected dictates what ADSL mode the Prestige will operate under. Choose from T1.413, G.DMT, G.Lite or Multimode. Multimode Modulation supports T1.413 or G.DMT protocol.
Multimode	Is a protocol that supports the T1.413 standard (and G.DMT in certain operating systems).
NAT	Network Address Translation is the translation of an Internet Protocol address used within one network to a different IP address known within another network.
Network	Any time you connect 2 or more computers together so that they can share resources, you have a computer network. Connect 2 or more networks together and you have an internet.
NIC	Network Interface Card. A board that provides network communication capabilities to and from a computer system. Also called an adapter.
Node	Any single computer connected to a network.
PAP	Password Authentication Protocol. PAP is a security protocol that requires users to enter a password before accessing a secure system. The user's name and password are sent over the wire to a server, where they are compared with a database of user account names and passwords. This technique is vulnerable to wiretapping (eavesdropping) because the password can be captured and used by someone to log onto the system.
Port	An Internet port refers to a number that is part of a URL, appearing after a colon (:) right after the domain name. Every service on an Internet server listens on a particular port number on that server. Most services have standard port numbers, e.g. Web servers normally listen on port 80.
POTS	Plain Old Telephone Service is the analog telephone service that runs over copper twisted-pair wires and is based on the original Bell telephone system. Twisted-pair wires connect homes and businesses to a neighborhood central office. This is called the local loop. The central office is connected to other central offices and long-distance facilities.
PPP	Point to Point Protocol. PPP encapsulates and transmits IP (Internet Protocol) datagrams over serial point-to-point links. PPP works with other protocols such as IPX (Internetwork

	Packet Exchange). The protocol is defined in IETF (Internet Engineering Task Force) RFC 1661 through 1663. PPP provides router-to-router, host-to-router, and host-to-host connections.
PSTN	Public Switched Telephone Network was put into place many years ago as a voice telephone call-switching system. The system transmits voice calls as analog signals across copper twisted cables from homes and businesses to neighborhood COs (central offices); this is often called the local loop. The PSTN is a circuit-switched system, meaning that an end-to-end private circuit is established between caller and callee.
PVC	Permanent Virtual Circuit. A PVC is a logical point-to-point circuit between customer sites. PVCs are low-delay circuits because routing decisions do not need to be made along the way. Permanent means that the circuit is preprogrammed by the carrier as a path through the network. It does not need to be set up or torn down for each session.
RFC	An RFC (Request for Comments) is an Internet formal document or standard that is the result of committee drafting and subsequent review by interested parties. Some RFCs are informational in nature. Of those that are intended to become Internet standards, the final version of the RFC becomes the standard and no further comments or changes are permitted. Change can occur, however, through subsequent RFCs.
RIP	Routing Information Protocol is an interior or intra-domain routing protocol that uses the distance-vector routing algorithms. RIP is used on the Internet and is common in the NetWare environment as a method for exchanging routing information between routers.
SAP	In NetWare, the SAP (Service Advertising Protocol) broadcasts information about available services on the network that other network devices can listen to. A server sends out SAP messages every 60 seconds. A server also sends out SAP messages to inform other devices that it is closing down. Workstations use SAP to find services they need on the network.
Server	A computer, or a software package, that provides a specific kind of service to client software running on other computers.
SNMP	System Network Management Protocol is a popular management protocol defined by the Internet community for TCP/IP networks. It is a communication protocol for collecting information from devices on the network.
STP	Twisted-pair cable consists of copper-core wires surrounded by an insulator. Two wires are twisted together to form a pair, and the pair form a balanced circuit. The twisting prevents interference problems. STP (shielded twisted-pair) provides protection against external crosstalk.
Straight Through Ethernet Cable	A cable that wires a pin to its equivalent pin. This cable connects two dissimilar devices, for example, a data terminal equipment (DTE) and a data communications equipment (DCE) device. A straight through Ethernet cable is the most common cable used.
SUA	Single User Account. The Prestige's SUA (Single User Account) feature allows multiple user

	Internet access for the cost of a single ISP account - see also NAT.
TCP	Transmission Control Protocol handles flow control and packet recovery and IP providing basic addressing and packet-forwarding services.
Telnet	Telnet is the login and terminal emulation protocol common on the Internet and in UNIX environments. It operates over TCP/IP networks. Its primary function is to allow users to log into remote host systems.
Terminal	A device that allows you to send commands to a computer somewhere else. At a minimum, this usually means a keyboard and a display screen and some simple circuitry.
Terminal Software	Software that pretends to be (emulates) a physical terminal and allows you to type commands to a computer somewhere else.
TFTP	Trivial File Transfer Protocol is an Internet file transfer protocol similar to FTP (File Transfer Protocol), but it is scaled back in functionality so that it requires fewer resources to run. TFTP uses the UDP (User Datagram Protocol) rather than TCP (Transmission Control Protocol).
UDP	User Datagram Protocol. UDP is a connectionless transport service that dispenses with the reliability services provided by TCP. UDP gives applications a direct interface with IP and the ability to address a particular application process running on a host via a port number without setting up a connection session.
URL	Uniform Resource Locator. URL is an object on the Internet or an intranet that resides on a host system. Objects include directories and an assortment of file types, including text files, graphics, video, and audio. A URL is the address of an object that is normally typed in the Address field of a Web browser. The URL is basically a pointer to the location of an object.
USB	Universal Serial Bus is an external bus interface that supports up to 12 Mbps. USB features Plug and Play operability that auto-detects new devices (hardware). USB eliminates many of the problems associated with (physically) opening your computer to install adapter cards, change dip switches and configure IRQs (Interrupt Requests). With USB, up to 63 devices can be added to the port at any time without rebooting your computer (via hub).
VCI	Virtual Channel Identifier. Identifies virtual channels between users or between users and networks.
VPI	Virtual Path Identifier. Identifies virtual paths between users or between users and networks.
WAN	Wide Area Networks link geographically dispersed offices in other cities or around the globe. Just about any long-distance communication medium can serve as a WAN link, including switched and permanent telephone circuits, terrestrial radio systems, and satellite systems.
WWW	World Wide Web. Frequently used (incorrectly) when referring to "The Internet", WWW has two major meanings - First, loosely used: the whole constellation of resources that can be accessed using Gopher, FTP, HTTP, Telnet, USENET, WAIS and some other tools. Second: the universe of hypertext servers (HTTP servers).

Index

A	
About ADSL	xii
ADSL	xii
Advantages of ADSL	xii
Advantages of USB	xiii
Always on	xii
asymmetric	xii
Asymmetric Digital Subscriber Line.....	xii
asymmetric operation	xii
C	
collaborative computing.....	xii
compatibility and compliance.....	xiv
control panel.....	xiv
Control Panel Application.....	3-1
Copyright	ii
Disclaimer	ii
Trademarks.....	ii
Customer Support	vii
D	
DHCP.....	B
Digital Signature Not Found message.....	1-4
distance learning	xii
downstream data rates	xiv
DSL Modem Installer.....	2-1
F	
FCC Rules	v
Federal Communications Commission (FCC)	
Interference Statement	v
G	
Glossary	A
H	
high-speed conduit for data.....	xii
I	
Index	G
Information for Canadian Users.....	iv
Caution.....	iv
Note	iv
interfaces.....	1-6
ISP Information needed for software installation	
.....	1-1
L	
LED Indicators.....	1-9
M	
malfunction	1-10
Modem Installation.....	1-5
Modifying TCP/IP Networking Options.....	4-1
LAN USB Driver	4-5, 4-6, 4-8, 4-10
WAN USB Driver.....	4-1
O	
Online Registration	iii
P	
Plug and Play	xiii
power supply.....	xiv
PPPoA Setup.....	5-1
PPPoE Setup	5-1
private, secure channel.....	xii
R	
Release numbers	3-2
repair.....	iii
Required for Software Installation.....	1-1
RJ-11.....	xiv
S	
Service	iii

Setup icon 1-2
Software Setup 1-1
Software Setup and Modem Installation 1-1
Syntax Conventions xiv
 Prestige Names in this Manual xiv

T

Table of Contents viii
TCP/IP settings 4-1
telephone service, coexistence with DSL xii
Troubleshooting 6-1

U

upstream data rates xiv
USB xiii
USB as power source xiv
USB compliance xiv
USB eliminates many problems xiii, F
USB, advantages xiii
USB, What is it? xiii

V

video conferencing xii

video-on-demand xii

W

WAN Dial-up Setup 5-1
Warranty iii
What is USB? See USB, What is it?

Windows 2000

 LAN Driver 4-8
 WAN Driver 4-3

Windows 98

 LAN Driver 4-6
 WAN Driver 4-1

Windows Me

 LAN Driver 4-10
 WAN Driver 4-5

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Z

ZyXEL Limited Warranty iii
 Note iii
ZyXEL website iii