NetComm®
NETWORKING & COMMUNICATIONS CONVERGED

HOME & MICRO BUSINESS
ADSL USB BROADBAND MODEM

NB1200 ADSL USB Modem

Data
ADSL Link
NetComm
NB1200 ADSL USB
Broadband Modem

SUPER-FAST INTERNET ACCESS FOR DESKTOP PCs & LAPTOPS

Quick Start Guide

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Introduction

This Quick installation guide is designed to assist in the installation of the NetComm NB1200 ADSL modem to quickly connect to the internet. For more detailed information on the ADSL modem please consult the User Guide contained in Adobe Acrobat format on the CD-ROM provided.

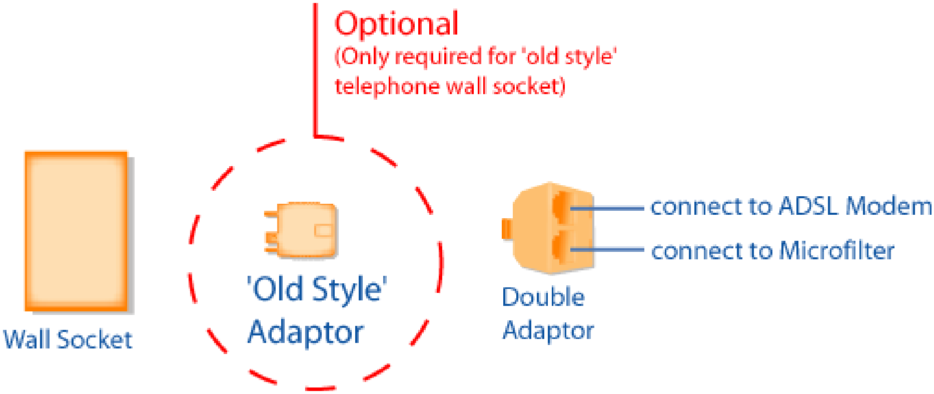
Important:

> *We recommend that you read this guide in full before inserting the CD-ROM or connecting up your ADSL modem. The CD-ROM is configured to auto run and will start installing drivers with standard settings once inserted.*

Contents of your Package

Included in your Netcomm NB1200 ADSL Modem package are:

- a NetComm NB1200 ADSL modem
- an Installation CD ROM
- a Double-Adaptor
- an 'Old Style' Telephone Adaptor
- a Microfilter
- a ADSL Line Cable
- a USB Cable


Optional
(Only required for 'old style' telephone wall socket)
connect to ADSL Modem
connect to Microfilter
Wall Socket
'Old Style' Adaptor
Double Adaptor

Note: *An 'Old Style' telephone adaptor is supplied with your ADSL Modem. If you have an 'Old Style' wall socket, you will need the adaptor to connect the Double Adaptor or ADSL Modem.*

ISP information

In order to simplify connection to the internet through your ADSL service, the most common settings used by Australian Internet Service Providers (ISPs) have been preconfigured. If your ISP uses settings other than the standard settings you should install the modem using the Advanced installation - see page 17.

The standard settings are:

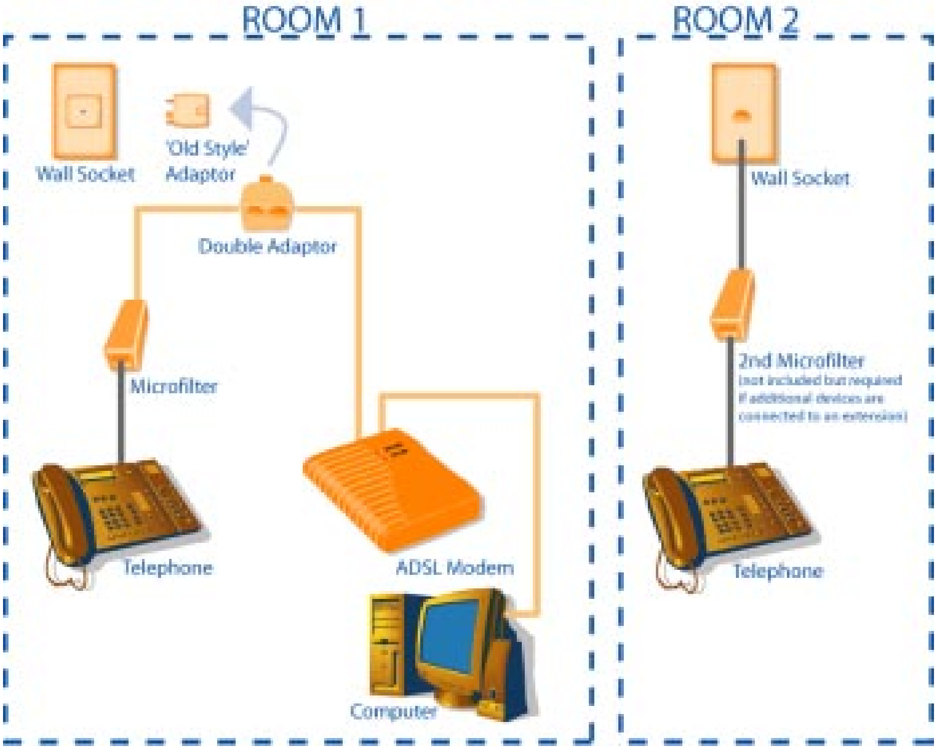
Setting type	**Setting used in Standard set-up**
VPI	8
VCI	35
Encapsulation	PPPoA
Framing	LLC

What is a Micro filter for?

Micro filters are used to prevent common telephone equipment, such as phones, answering machines and fax machines, from interfering with your ADSL service. If your ADSL enabled phone line is being used with any other equipment other than your ADSL modem then you will need to use one micro filter for each phone device.

Splitters may be installed when your ADSL line is installed or when your current phone line is upgraded to ADSL. If your telephone line is already split you will not need to use a microfilter - check with your ADSL service provider if you are not sure.

Each micro filter is connected in-line with your telephone or fax machine so that all signals pass through it. Telephones and/or facsimiles in other rooms that are using the same extension will also require microfilters. To see how you connect a micro filter - see the diagram below.


ROOM 1
ROOM 2
Wall Socket
'Old Style' Adaptor
Double Adaptor
Microfilter
Telephone
ADSL Modem
Computer
Wall Socket
2nd Microfilter
(not included but required if additional devices are connected to an extension)
Telephone

Installing the Modem Driver

There are two methods of installation: Standard and Advanced. By default a Standard installation will take place when the CD-ROM is inserted or by clicking **Setup.exe** in the CD-ROM's root folder. Information for an *Advanced Setup* is described later in this guide.

Standard Setup (Recommended)

Important:

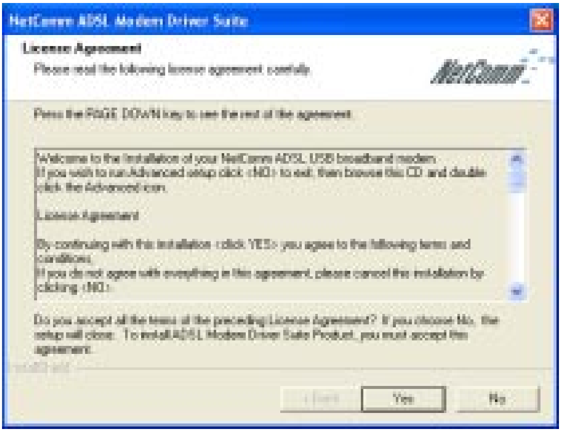
> *Do not connect your Modem to your Computer until instructed to do so. You must install the Modem Software before connecting your modem.*

In the Standard set-up the most common ADSL settings are selected by default for installation. All you need to provide is your **Username** and **Password**. If your Internet Service Provider (ISP) uses a configuration that differs from the defaults given on page 5 then we recommend that you run the *Advanced Setup* described later in this guide.

Windows XP

Step 1 - Loading the drivers

- Have your modem and cables ready, but do not connect them until prompted.
- Start Windows and log-in as **Administrator**.
- Insert your NetComm CD-ROM. The driver software will autolaunch and the installation will begin.
- When the licence screen appears, click **Yes** to continue with the installation.



License Agreement

Please read the following license agreement carefully.

Press the PAGE DOWN key to see the rest of the agreement.

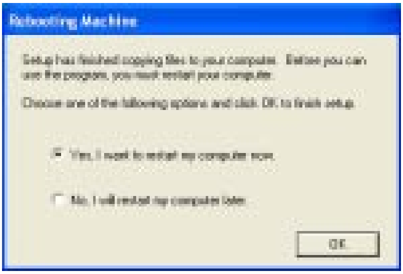
Welcome to the Installation of your NetComm ADSL USB broadband modem.
If you wish to run Advanced setup click <NO> to exit, then browse this CD and double click the Advanced icon.

License Agreement

By continuing with this installation <click YES> you agree to the following terms and conditions.
If you do not agree with everything in this agreement, please cancel this installation by clicking <NO>.

Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install ADSL Modem Driver Suite Product, you must accept this agreement.

- Once installation is complete you will be prompted to restart your computer. Click **OK** to continue, but do not connect your modem until instructed.



Rebooting Machine

Setup has finished copying files to your computer. Before you can use the program, you must restart your computer.

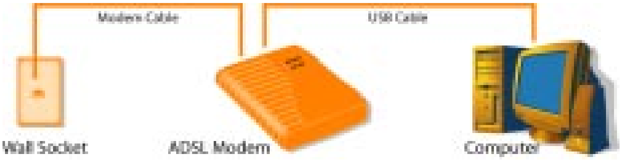
Choose one of the following options and click OK to finish setup.

● Yes, I want to restart my computer now.

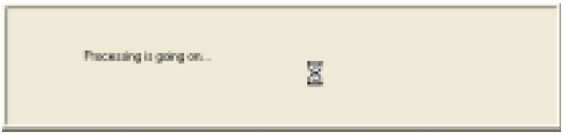
○ No, I will restart my computer later.

Step 2 - Connecting your modem

- After Windows has restarted, connect your ADSL line to the line socket of the modem.

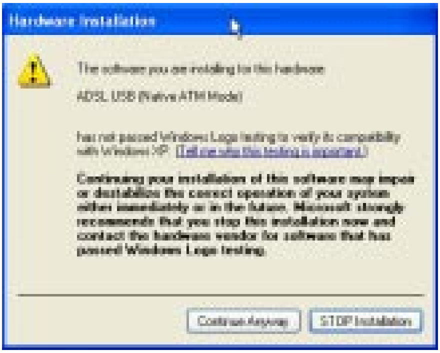


- Connect the USB cable to your computer's USB port and then to the USB socket at the rear of the modem.
- Your computer will detect the modem and start creating a dialup networking account. This may take a few minutes.



Processing is going on...

- You may be prompted to authorise the addition of unsigned drivers to your system. Click **Continue Anyway**.



Hardware Installation

The software you are installing for this hardware:

ADSL USB (Native ATM Mode)

has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)

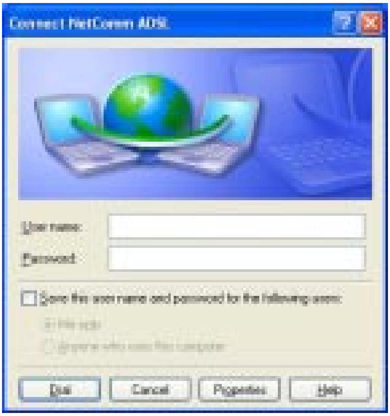
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.

- Once the modem detection is complete, a shortcut icon will appear on your desktop named **Shortcut to NetComm ADSL.**

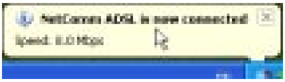
Shortcut to
NetComm ADSL

Step 3 - Connecting to the internet

- To connect to the internet double-click the **Shortcut to NetComm ADSL** icon. The Dial-up networking window will appear.
- Enter your **User Name** and **Password** as supplied by your ISP. Click **Dial**.


Connect NetComm ADSL
User name:
Password:
☐ Save this user name and password for the following users:
○ Me only
○ Anyone who uses this computer
Dial
Cancel
Properties
Help

- Your connection will be confirmed by a Connection Complete window or small system tray icon near the clock.

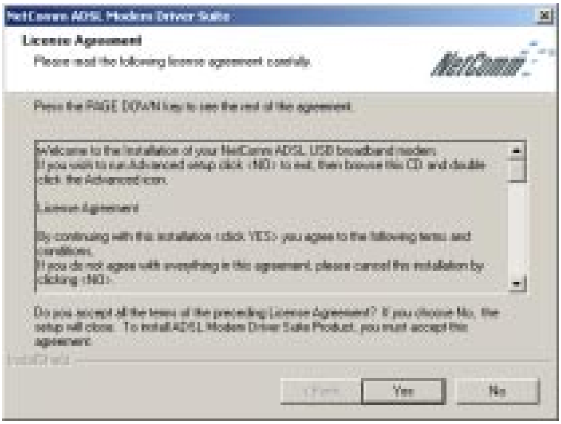

NetComm ADSL is now connected
Speed: 8.0 Mbps

- You are now connected to the internet and can launch internet applications, such as a web browser.

Windows 2000

Step 1 - Loading the drivers

- Have your modem and cables ready, but do not connect them until prompted.
- Start Windows and log-in as **Administrator**.
- Insert your NetComm CD-ROM. The driver software will autolaunch and the installation will begin.
- When the licence screen appears click **Yes** to continue with the installation.



NetComm ADSL Modem Driver Suite

License Agreement

Please read the following license agreement carefully.

Press the PAGE DOWN key to see the rest of the agreement.

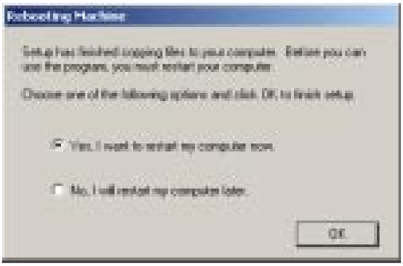
Welcome to the Installation of your NetComm ADSL USB broadband modem.
If you wish to run Advanced setup click <NO> to exit, then browse the CD and double click the Advanced icon.

License Agreement

By continuing with this installation <click YES> you agree to the following terms and conditions.
If you do not agree with everything in this agreement, please cancel the installation by clicking <NO>.

Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install ADSL Modem Driver Suite Product, you must accept this agreement.

- Once installation is complete you will be prompted to restart your computer. Click **OK**.



Rebooting Machine

Setup has finished copying files to your computer. Before you can use the program, you must restart your computer.

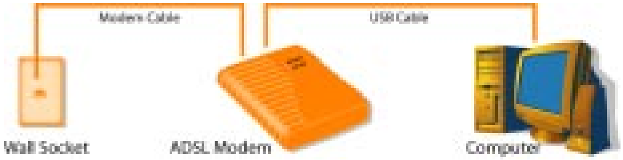
Choose one of the following options and click OK to finish setup.

● Yes, I want to restart my computer now.

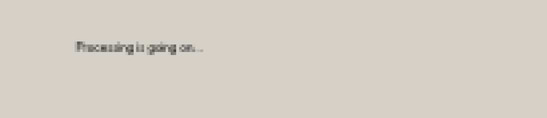
○ No, I will restart my computer later.

Step 2 - Connecting your modem

- After Windows has restarted connect your ADSL line to the line socket of the modem.
- Connect the USB cable into your computer's USB port and then into the USB socket at the rear of the modem.



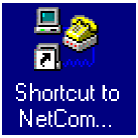
- Your computer will detect the modem and start creating a dialup networking account. This may take a few minutes.



Processing is going on...

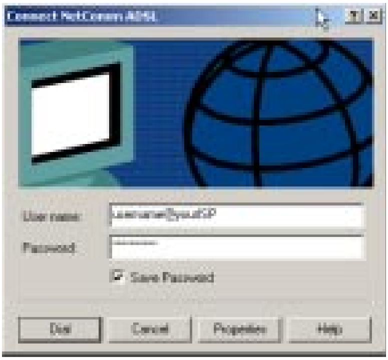
Note: *You may be prompted to authorise the addition of unsigned drivers to your system, if so click **Continue.***

- Once the modem detection is complete, a shortcut icon will appear on your desktop named **Shortcut to NetComm ADSL.**



Step 3 - Connecting to the internet

- To connect to the internet double-click the **Shortcut to NetComm ADSL** icon. The Dial-up networking windows will appear.
- Enter your **User Name** and **Password** as supplied by your ISP. Click **Dial**.

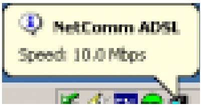


User name: username@yourISP

Password: ********

☑ Save Password

- Your connection will be confirmed by a Connection Complete window or small system tray icon near the clock.



NetComm ADSL

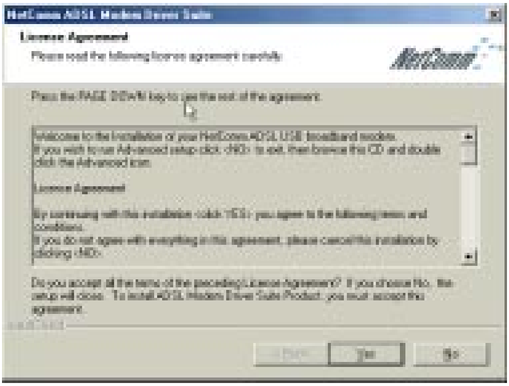
Speed: 10.0 Mbps

- You are now connected to the internet and can launch internet applications such as a web browser.

Windows Me

Step 1 - Loading the drivers and connecting your modem

- Have your modem and cables ready, but do not connect them until prompted.
- Start Windows and log-in as **Administrator** if required.
- Insert your CD-ROM. The driver software will autolaunch and the installation will begin.
- When the licence screen appears click **Yes** to continue the installation.



NetComm ADSL Modem Driver Suite

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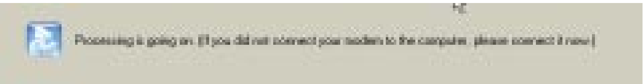
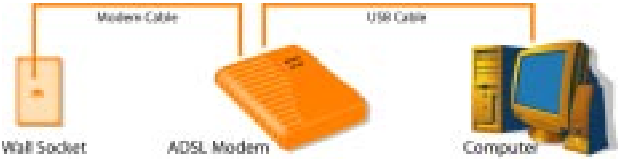
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install ADSL Modem Driver Suite Product, you must accept this agreement.

- When the **Process is going on** screen appears, connect the USB cable into your computer's USB port and then into the USB socket at the rear of the modem.

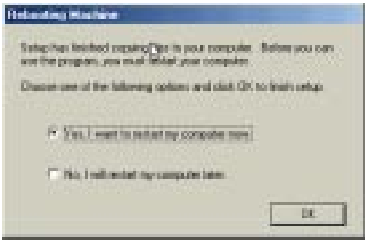


Processing is going on. (If you did not connect your modem to the computer, please connect it now.)



- Windows will detect your modem and launch the new hardware wizard.

Note: *You may need to insert your original Windows Me CD-ROM (as supplied by Microsoft). You may also be required to authorise installation of unsigned drivers.*



Rebooting Machine

Setup has finished copying files to your computer. Before you can use the program, you must restart your computer.

Choose one of the following options and click OK to finish setup.

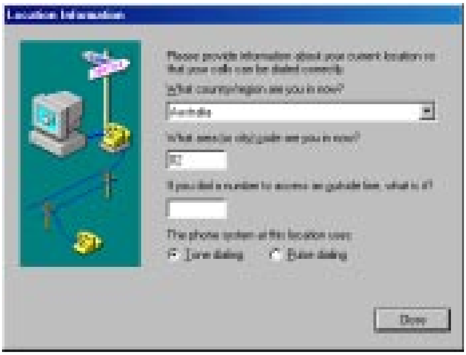
● Yes, I want to restart my computer now.

○ No, I will restart my computer later.

- Once this process is complete you will be prompted to restart your computer. Choose **Yes I want to restart my computer now** and click **OK**.

Step 2 - Restarting Windows

- After Windows has restarted you may be prompted to set your country specific settings.



Location Information

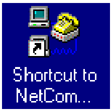
What country/region are you in now? Australia

The phone system at this location uses: ● Tone dialing ○ Pulse dialing

- Connect your ADSL line to the line socket of the modem.

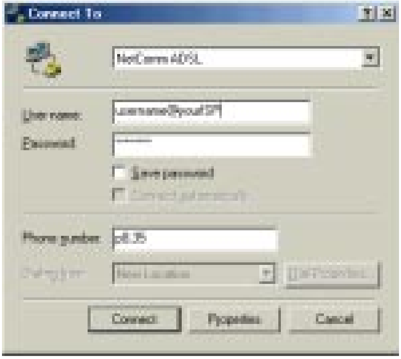
Step 3 - Connecting to the internet

- To connect to the internet double-click the **Shortcut to NetComm ADSL** icon, the Dial-up networking window will appear.



- Enter your **User Name** and **Password** as supplied by your ISP. Click **Connect**.

Note: *Do not delete the phone number (P8,35)*



Connect To

NetComm ADSL

User name: username@yourISP

Password:

☐ Save password

☐ Connect automatically

Phone number: p8,35

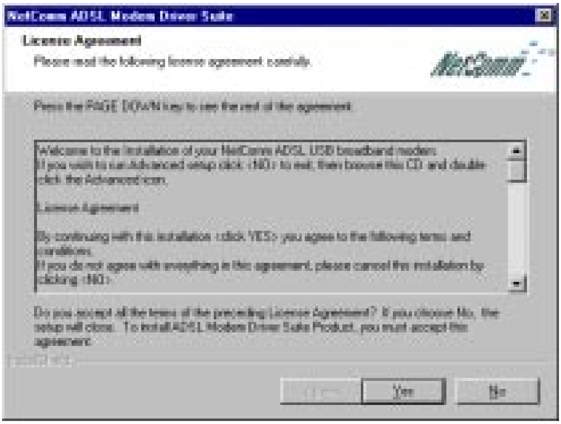
Dialing from: New Location

- Your connection will be confirmed by a **Connection Complete** window.
- You are now connected to the internet and can launch internet applications such as a web browser.

Windows 98

Step 1 - Loading the drivers and connecting your modem

- Have your modem and cables ready, but do not connect them until prompted.
- Start Windows and log-in.
- Insert your CD-ROM. The driver software will autolaunch and the installation will begin.
- When the licence screen appears click **Yes** to finish the installation.



NetComm ADSL Modem Driver Suite

License Agreement

Please read the following license agreement carefully.

Press the PAGE DOWN key to see the rest of the agreement.

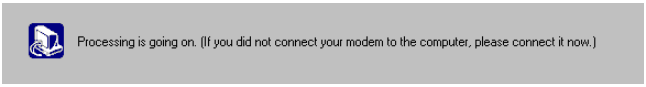
Welcome to the installation of your NetComm ADSL USB broadband modem.
If you wish to run Advanced setup click <NO> to exit, then browse this CD and double click the Advanced icon.

License Agreement

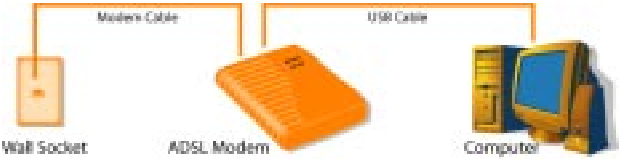
By continuing with this installation <click YES> you agree to the following terms and conditions.
If you do not agree with everything in this agreement, please cancel the installation by clicking <NO>.

Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install ADSL Modem Driver Suite Product, you must accept this agreement.

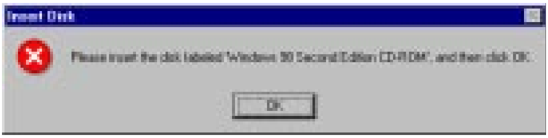
- When the **Process is going on** screen appears connect your USB cable from the computer to the modem.



Processing is going on. (If you did not connect your modem to the computer, please connect it now.)



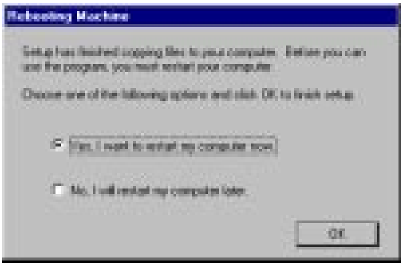
- Windows will detect your modem and you may need to insert your original Windows 98 CD-ROM (as supplied by Microsoft) and click **OK**.



Insert Disk

Please insert the disk labeled 'Windows 98 Second Edition CD-ROM', and then click OK.

- Once this process is complete you will be prompted to restart your computer. Choose **Yes I want to restart my computer now** and click **OK**.



Rebooting Machine

Setup has finished copying files to your computer. Before you can use the program, you must restart your computer.

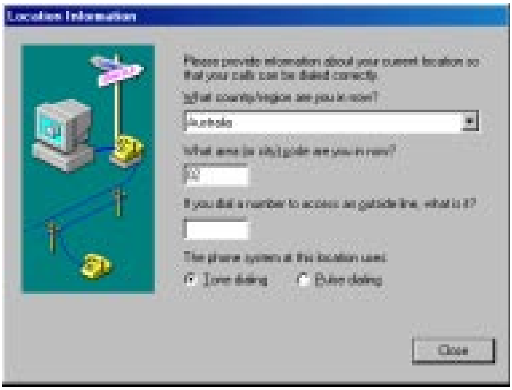
Choose one of the following options and click OK to finish setup.

● Yes, I want to restart my computer now.

○ No, I will restart my computer later.

Step 2 - Restarting Windows

- Once Windows has restarted you may be prompted to set your country specific settings.



Location Information

Please provide information about your current location so that your calls can be dialed correctly.

What country/region are you in now?

Australia

What area (or city) code are you in now?

02

If you dial a number to access an outside line, what is it?

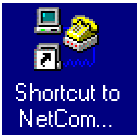
The phone system at this location uses:

● Tone dialing ○ Pulse dialing

- Connect your ADSL line to the line socket of the modem - refer to page 6 for details.

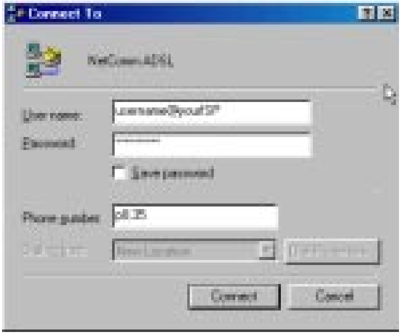
Step 3 - Connecting to the internet

- To connect to the internet double-click the **Shortcut to NetComm ADSL** icon. The Dial-up networking windows will appear.



- Enter your **User Name** and **Password** as supplied by your ISP. Click **Connect**.

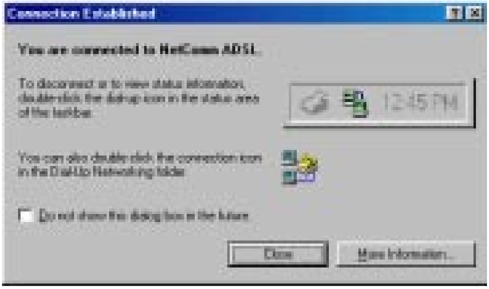
Note: *Do not delete the phone number (P8,35)*


Connect To
NetComm ADSL
Save password
Connect
Cancel

User name: username@yourISP

Phone number: p8,35

- Your connection will be confirmed by a **Connection Complete** window.


Connection Established
12:45 PM
Close
More Information...

You are connected to NetComm ADSL.

To disconnect or to view status information, double-click the dial-up icon in the status area of the taskbar.

You can also double-click the connection icon in the Dial-Up Networking folder.

☐ Do not show this dialog box in the future

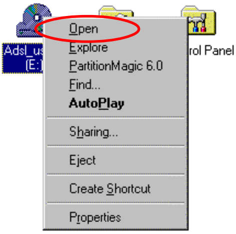
- You are now connected to the internet and can launch internet applications such as a web browser.

Advanced Setup

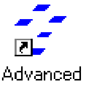
Advanced setup allows you to choose which ADSL settings you want to use for your ISP. You will need to know the following details about your ADSL service before commencing an advanced installation - consult your ISP if you are unsure.

Setting type	Choices
VPI Number	0-255
VCI Number	0-65535
Encapsulation	PPPoA, PPPoE, RFC1483
Framing	LLC, VC MUX,/NULL

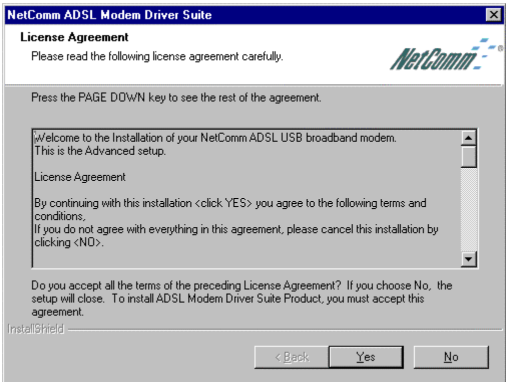
1. To run Advanced Setup, browse the CD-ROM without running the Autolaunch feature. Open **My Computer**, right-click on the CD-ROM drive and choose **Open** as shown below:


Adsl_us
(E:)
rol Panel
Open
Explore
PartitionMagic 6.0
Find...
AutoPlay
Sharing...
Eject
Create Shortcut
Properties

2. Double-click the **Advanced** icon, which will launch the Advanced setup software.



3. The Software will launch and prompt you to agree to the License Agreement. Click **Yes**.


NetComm ADSL Modem Driver Suite
NetComm
InstallShield
< Back
Yes
No

License Agreement

Please read the following license agreement carefully.

Press the PAGE DOWN key to see the rest of the agreement.

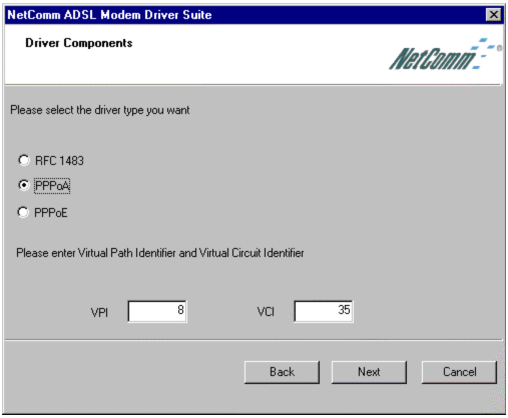
Welcome to the Installation of your NetComm ADSL USB broadband modem.
This is the Advanced setup.

License Agreement

By continuing with this installation <click YES> you agree to the following terms and conditions,
If you do not agree with everything in this agreement, please cancel this installation by clicking <NO>.

Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install ADSL Modem Driver Suite Product, you must accept this agreement.

4. Enter your **Protocol**, **VCI** and **VPI** choices as supplied by your ISP. Click **Next**.


NetComm ADSL Modem Driver Suite
NetComm
Back
Next
Cancel

Driver Components

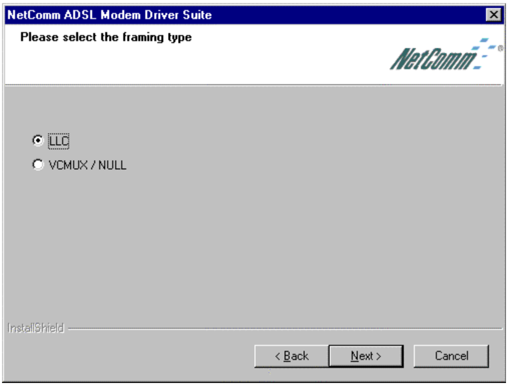
Please select the driver type you want

○ RFC 1483
● PPPoA
○ PPPoE

Please enter Virtual Path Identifier and Virtual Circuit Identifier

VPI 8 VCI 35

5. Choose your **Framing Type** as supplied by your ISP. Click **Next**

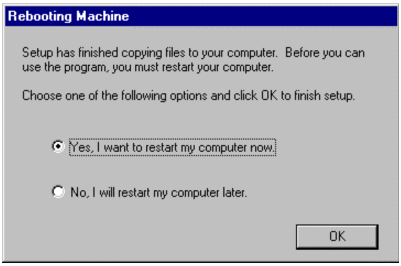

NetComm ADSL Modem Driver Suite
NetComm
InstallShield
< Back
Next >
Cancel

Please select the framing type

● LLC
○ VCMUX / NULL

6. The software will now install and, if prompted, you should connect your ADSL USB modem to your computer via the supplied USB cable.

Note: ***Windows 98*** *and* ***Windows Me*** *users will need to connect the modem when the "Process is going on" box appears, before the restart process.* ***Windows XP*** *and* ***Windows 2000*** *users will need to wait until after the computer has restarted.*



Rebooting Machine

Setup has finished copying files to your computer. Before you can use the program, you must restart your computer.

Choose one of the following options and click OK to finish setup.

● Yes, I want to restart my computer now.

○ No, I will restart my computer later.

Once you have done this, and all software has finished installing, restart your computer.

7. Continue from *Step 2* of the appropriate Operating System in the *Standard Installation* section in this guide.

Un-installation

To uninstall your ADSL Modem drivers you can either choose the **uninstall** option from the start menu (Figure a) or run the driver installation file (**setup.exe**) on the CD-ROM again and choose **Uninstall** (Figure b).

***Note:** If you experience difficulties removing your Drivers, run the **cleanup.exe** program included on your CD ROM.*

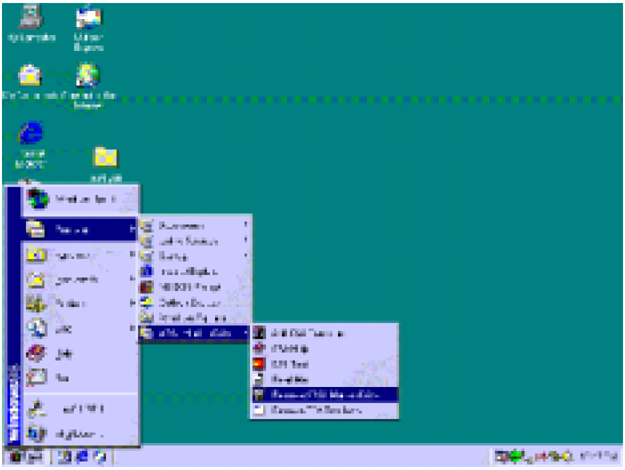
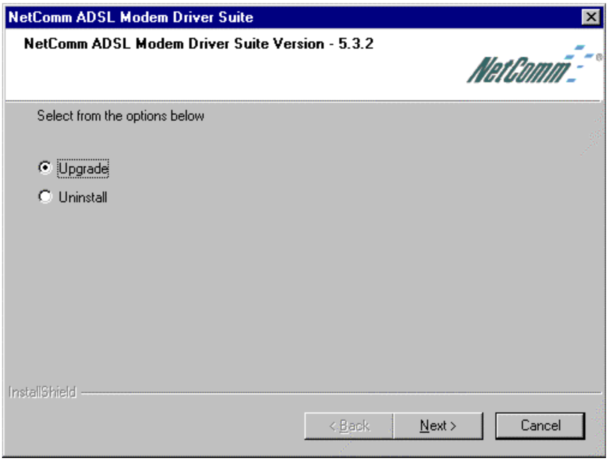


Figure a



NetComm ADSL Modem Driver Suite

NetComm ADSL Modem Driver Suite Version - 5.3.2

Select from the options below

● Upgrade

○ Uninstall

Figure b

System Tray Icon

The colour of the small DSL icon DSL in your system tray (near the clock) indicates the status of your ADSL service. The icon must be Green for you to successfully connect to the Internet.

Below is a description of what each colour means:

DSL icon colour		**Status**
Black	DSL	Modem disconnected or not detected.
Blue	DSL	Modem detected and ADSL line detected but not initialised.
Yellow	DSL	Initialising the ADSL line.
Green	DSL	Modem ready, ADSL line ready, you can connect.

Trouble Shooting - Diagnostics

If you are having trouble connecting to the Internet after installing your ADSL USB modem the DSL test tool can be very helpful in determining where the problem lies. Before using the DSL test tool, attempt to connect to the Internet and then double-click the **DSL Test** icon on your desktop.

AME
DSL Test

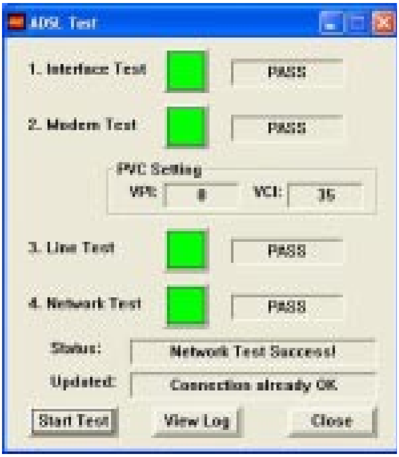
Once the tool has launch click the **Start Test** button. Use the guide below to interpret your results and choose the correct course of action.

Result: 4 Passes

You are connected to the internet. If you are still having trouble viewing web pages in your browser or using other applications you should check the configuration of those applications.

Possible problems:

- Your Browser was previously configured to use another dial-up connection.
- You still have old proxy settings configured in your browser - check with your ISP.



1. Interface Test: PASS
2. Modem Test: PASS

PVC Setting
VPI: 8
VCI: 35

3. Line Test: PASS
4. Network Test: PASS

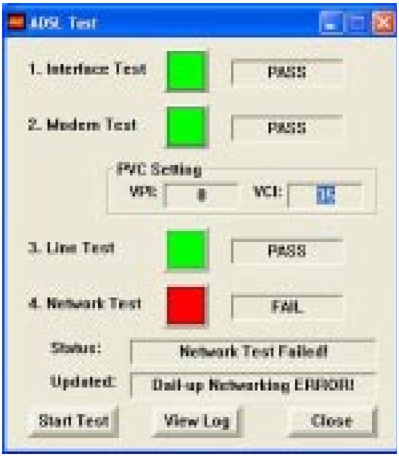
Status: Network Test Success!
Updated: Connection already OK

Result: 3 Passes

Your modem is installed and configured correctly, your ADSL line is active but you are not logged on to your ISP (the Internet)

Possible Problems:

- You have not run your **Dial-up Networking** connection . Double-click the **NetComm ADSL** icon and try again.
- You have entered an incorrect Username or Password when connecting.
- Your ADSL service is down.



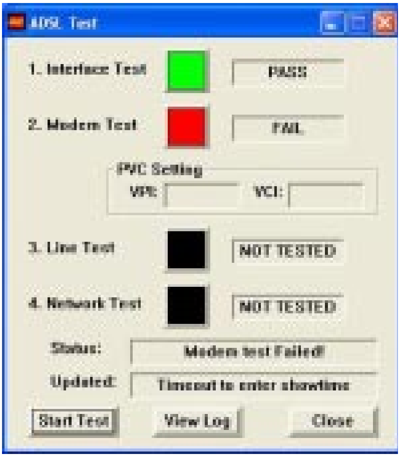
1. Interface Test: PASS
2. Modem Test: PASS

PVC Setting
VPI: 8
VCI: 35

3. Line Test: PASS
4. Network Test: FAIL

Status: Network Test Failed!
Updated: Dial-up Networking ERROR!!

Result: One Pass



1. Interface Test 🟩 PASS

2. Modem Test 🟥 FAIL

PVC Setting
VPI:
VCI:

3. Line Test ■ NOT TESTED

4. Network Test ■ NOT TESTED

Status: Modem test Failed!

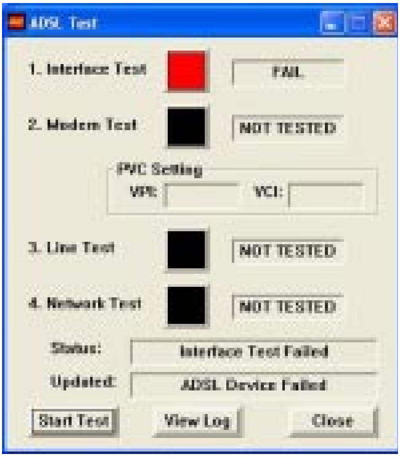
Updated: Timeout to enter showtime

Your USB interface is working, your modem is detected but not functioning or not configured correctly.

Possible Problems:

- You have had an error during modem installation or provided incorrect information . Try uninstalling the modem, reboot your computer and run the installation again.

Result: No Pass



1. Interface Test 🟥 FAIL

2. Modem Test ■ NOT TESTED

PVC Setting
VPI:
VCI:

3. Line Test ■ NOT TESTED

4. Network Test ■ NOT TESTED

Status: Interface Test Failed

Updated: ADSL Device Failed

Your modem has not been detected or is disabled. You may have a problem with your USB port or cable.

Possible Problems:

- Your USB cable is not connected to your computer or to your modem . Check your cables.
- Your computer's USB port is not functioning properly. Try restarting your computer.

Trouble Shooting - Frequently asked questions.

Where is my NetComm ADSL icon?

If your **NetComm ADSL** icon shortcut was not created on your desktop (or you deleted it) you can access still access or create a new icon. Depending on which operating system you use follow the instructions below:

For Windows 98

Open **My computer** and then **Dial-up Networking**. Double-click the **NetComm ADSL** to connect to the internet.

For Windows Me/2000/XP

Click **Start**, **Settings**, **Network and dial-up connections**, **NetComm ADSL**.

If you still can't find your icon, un-install and then re-install the drivers, ensuring that you follow the user guide instructions.

How do I re-install my drivers?

It is always recommended that you un-install and unplug your modem before attempting re-installation of the drivers. Once you have successfully un-installed your drivers you can re-install simply by following the directions given for *Standard* or *Advanced Setup*.

Registering your NetComm Product

To ensure that the conditions of your warranty are complied with, please go to the NetComm web site for quick and easy registration of your product at

www.netcomm.com.au

Alternatively, you can print out a copy of the Warranty Registration Form and mail it to NetComm Limited, PO Box 1200, Lane Cove NSW 2066.

Note: *The Warranty Registration Form can be found at "D:\Manuals\Warranty Registration Form.pdf" where D:\ is the letter of your CD-ROM drive.*

Contact Information

If you have any technical difficulties with the device, please do not hesitate to contact NetComm's Customer Support Department.

Email:	support@netcomm.com.au
Fax:	(02) 9424-2010
Web:	www.netcomm.com.au

Warranty

The warranty is granted on the following conditions:

1. This warranty extends to the original purchaser (you) and is not transferable;
2. This warranty shall not apply to software programs, batteries power supplies, cables or other accessories supplied in or with the product;
3. The customer complies with all of the terms of any relevant agreement with NetComm and any other reasonable requirements of NetComm including producing such evidence of purchase as NetComm may require;
4. The cost of transporting product to and from NetComm's nominated premises is your responsibility; and,
5. NetComm does not have any liability or responsibility under this warranty where any cost, loss, injury or damage of any kind, whether direct, indirect, consequential, incidental or otherwise arises out of events beyond NetComm's reasonable control. This includes but is not limited to: acts of God, war, riot, embargoes, acts of civil or military authorities, fire, floods, electricity outages, lightning, power surges, or shortages of materials or labour.

The warranty is automatically voided if:

1. You, or someone else uses the product, or attempts to use it, other than as specified by NetComm;
2. The fault or defect in your product is the result of a voltage surge subjected to the modem either by power supply or communication line, whether caused by thunderstorm activity or any other cause(s);
3. The fault is the result of accidental damage or damage in transit, including but not limited to liquid spillage;
4. Your modem has been used for any other purposes than that for which it is sold, or in any way other than in strict accordance with the user manual supplied;
5. Your modem has been repaired or modified or attempted to be repaired or modified, other than by a qualified person at a service centre authorised by NetComm; and,
6. The serial number has been defaced or altered in any way or if the serial number plate has been removed.

Limitations of Warranty

The Trade Practices Act 1974 and corresponding State and Territory Fair Trading Acts or legalisation of another Government ("the relevant acts") in certain circumstances imply mandatory conditions and warranties which cannot be excluded. This warranty is in addition to and not in replacement for such conditions and warranties.

To the extent permitted by the Relevant Acts, in relation to your product and any other materials provided with the product ("the Goods") the liability of NetComm under the Relevant Acts is limited to, at the option of NetComm to:

- Replacement of the Goods; or
- Repair of the Goods; or
- Payment of the cost of replacing the Goods; or
- Payment of the cost of having the Goods repaired.

All NetComm ACN 002 490 486 products have a standard 12 months warranty from date of purchase. However some products have an extended warranty option (refer to packaging). To be eligible for the extended warranty you must supply the requested warranty information to NetComm within 30 days of the original purchase by registering on-line via the NetComm web site at www.netcomm.com.au.

NetComm reserves the right to request proof of purchase upon any warranty claim.

NetComm®
NETWORKING & COMMUNICATIONS CONVERGED

HOME & MICRO BUSINESS
ADSL USB BROADBAND MODEM

NB1200 ADSL USB Modem

SUPER-FAST INTERNET ACCESS FOR PCS & LAPTOPS*

Now you can enjoy the Internet, email and remote access at speeds up to 100 times faster than a 56K modem. Your NetComm NB1200 ADSL USB Modem allows you to download data at up to 8Mbps and upload at up to 1Mbps. Now you can fly through your work and spend more time doing the things you enjoy.

SIMPLE USB CONNECTION

Specially designed to be easy to set up and use, your NetComm NB1200 ADSL USB Modem features a USB interface for easy Plug-&-Play set up.

USE YOUR EXISTING TELEPHONE LINE

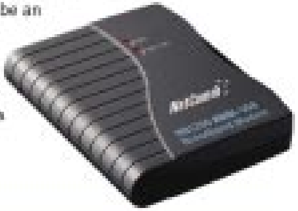
ADSL uses an ordinary telephone line, so there are no new cables or special lines to install. Better still, you can continue to use the phone line for voice or fax even after ADSL is installed. All you need is the MicroFilter which NetComm has included in this box.

NO EXTERNAL POWER SUPPLY REQUIRED

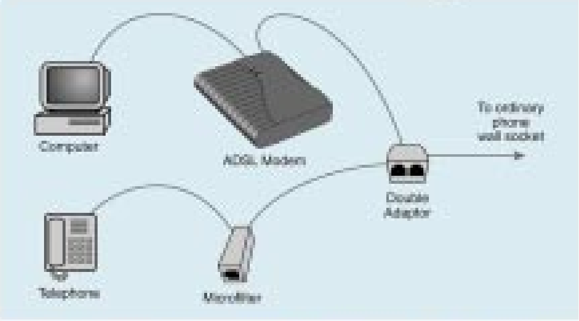
Your NetComm ADSL USB Modem is self-powered via your computer's USB bus so there are no bulky external power supplies to carry about or to plug in.

INSTALLING IS AS SIMPLE AS 1-2-3

NetComm's easy 3-step install procedure has been achieved by sourcing the configurations from Australia's major ISPs and compiling this data into the NB1200. You don't have to be an expert to setup the NB1200, because it does most of the configuring for you.



① Install your software with just a few clicks
② Connect your modem – only two cables
③ Start surfing



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* The availability and speed of ADSL depends on your location, your ISP and your telephone service provider.