



# Home DSL Modem Quick Setup Guide

ALE800



## *Introduction*

By purchasing a Dynalink ADSL modem you have entered into the world of broadband Internet access. ADSL not only provides high speed access but also is an "always on" service.

## **Security**

Exposure to potential security risks while you are online is an issue that should not be ignored. To secure your data we strongly recommend the use of good intrusion prevention software or firewall software before going online. Visit the Products page on our website at <http://www.dynalink.co.nz> for a link to an online test site to find out how secure your computer is.

## **Sharing Internet access for more than one computer**

The most convenient method to share access is to install a **modem router** rather than a modem that was designed for standalone computers. Yet Internet sharing with some limitations is still possible if one of your networked computers runs Windows 98 Second Edition, ME, 2000 or XP.

Internet Connection Sharing (ICS) is a Windows facility that provides networked computers with the ability to share a single connection to the Internet. For more information about ICS refer to Windows help material or search the Microsoft Knowledge Base on line using key words "kbFAQ kbinfo KB234815".

## **Information update**

Please check the Dynalink website regularly for updates, or to download a more current version of this Quick Set-up Guide.

# 1 *Before you start*

Please follow the steps outlined in this guide. Modem drivers are located on the supplied manufacturer's CD. You will also find a User's Manual that provides further information on this modem.

## 1.1 Minimum System Requirements:

- Pentium® II 233 MHz
- 64MB RAM
- Windows® 98, ME, 2000, XP
- Available USB port
- CD-ROM drive
- 20 MB free hard disk space
- ADSL telephone line installed
- Subscription to an ISP supporting ADSL.

## 1.2 Note on attaching other USB devices:

When you add other USB devices after installing this USB modem, an error message may appear stating that the USB controller bandwidth is exceeded. The additional USB device would not function properly.

Sometimes it is possible to reallocate the USB bandwidth in the system by changing the order you attach all the USB devices. For example, your USB modem is already connected and you want to add a webcam. In this case:

1. Unplug the USB modem to release the bandwidth.
2. Attach the webcam to your computer. Then reconnect the USB modem. The USB modem should adjust to use less bandwidth.

If the above method does not work, you may need a PCI to USB card to create a second USB in the system to support all the available devices.

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## 2 Getting ready to install

1. Connect the **LINE** port of the modem into your ADSL jackpoint (telephone wall socket) using the line cord provided. Never connect through a microfilter unless the microfilter has a designated **MODEM** port.
2. Do not connect the modem into the USB port of your computer yet. You will be asked to do so at a later stage.
3. Windows 98 users - please note that the system may ask for the Windows 98 CD during installation.

## 3 Installing modem driver

Insert the provided manufacturer's CD into the CDROM driver. **Browse** to D:\Driver (substitute D: with your CD drive letter), locate the **Setup.exe** file. Double click to start the **DSL Modem Setup Wizard**. You will be prompted to connect the modem to the USB port of your computer at a later stage.

When the initial Welcome Window appears click **Next**. Select **Standard PPPoA Mode Connection** and then **Next**. *Note. If your service is PPPoE instead of PPPoA, select **Standard PPPoE Mode Connection**.*

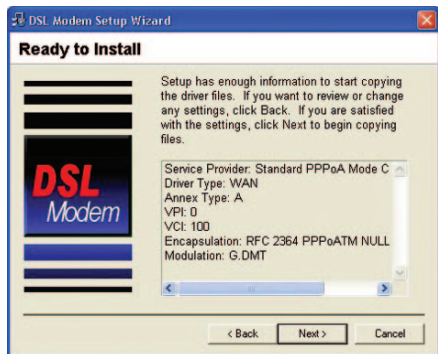
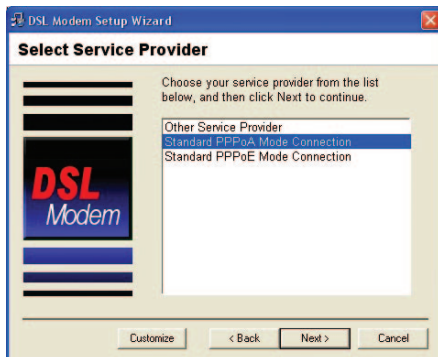
When the **Ready to install** screen appears, you should see the parameters displayed matching default New Zealand settings:

**VPI:** 0

**Encapsulation:** RFC2364  
PPPoATM NULL Encapsulation

**Modulation:** G.DMT

*Note. If your service is PPPoE, you would have selected **Standard PPPoE Mode Connection** in the previous step. In that case **RFC 2516 PPPoE Encapsulation** will be displayed.*

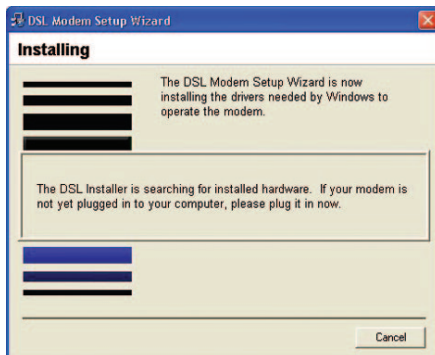


If the settings do not match the above, click **<Back**, then select **Other Service provider**. Select **WAN driver** and manually select the parameters to match the default New Zealand settings.

Click **Next** to continue. A message will be displayed indicating that the drivers are being installed. Windows 98 users please note, you may require the Windows CD to complete the installation.

When the **Installing** window appears, connect the USB port of the modem to your system using the USB cable provided.

The system will detect and set up the modem automatically. Please wait until the **Reboot** window appears, click **Close** to restart the computer. Once the computer restarts you should see a message confirming the installation has been completed.



## 4

### Going on line

You will be using Windows Dial-Up Networking to make a connection to your ISP.



Check the DSL link status. The modem must first establish a link to the DSL equipment at your local telephone exchange. To verify that the link is active, locate the **DSL Status** icon on the right hand bottom corner of screen. Double click on the “double-arrow” icon:

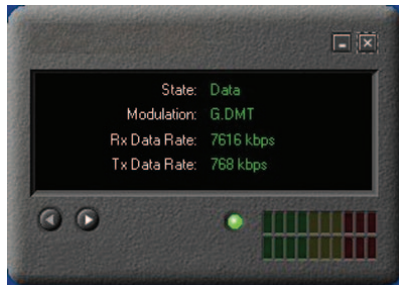
A panel will open. When **Data** is displayed the link is active. It also reports receive and transmit rates achievable with the ADSL link. If TRAINING or NO SIGNAL is shown, wait until the link is active before making a connection. Usually it takes about one minute for the link to go active. See Section 5.3 if you are not getting a link.

Once the link is active locate the icon **Connect to Dynalink ADSL** on your desktop. Alternatively you can access the icon via:

Windows XP: **My Computer - Control Panel - Network Connections**  
Windows 2000: **My Computer - Control Panel - Network and Dial-up Connections.**  
Windows 98/ME: **My Computer - Dial-Up Networking**

Double-click the **Connect to Dynalink ADSL** icon on your desktop. Enter the **User name** and **Password** provided by your ISP. Internet account user name is usually in the format usr@isp.co.nz  
For Windows 98/ME, also check that **0,100** (VPI,VCI) is entered under **Phone number**.

Click **Connect** to go on line.



# 5

## Troubleshooting tips and tools

### 5.1 Meaning of the modem indicator lights

**PW:** Power is being provided by your system to the modem.

**LK (off):** No ADSL link.

**LK (flashing):** Connection to local telephone exchange is being established.

**LK (steady):** Connection is made. Now ready to go on line.

### 5.2 Diagnostics utility

Upon successful installation, a DSL Status utility is also installed. This utility is launched automatically with Windows, indicating the link status. The icon consists of two arrows. The up arrow indicates data are being transmitted. Likewise, the down arrow indicates data are being received:

**Up & down arrows flashing alternatively:** training (link establishing) is in progress.

**Green arrows:** Modem is transmitting and receiving data.

**Red arrows:** Modem is disconnected or an error occurs.

### 5.3 Cannot connect to Internet or cannot browse

Check the link status using the method described in Section 4. The link will establish as long as there is signal. If no link is possible in several minutes the modem is not receiving any ADSL signal from the local telephone exchange. Check that:

- ADSL service has been enabled.
- Modem is connected to the correct jackpoint.
- Modem is connected directly to jackpoint, not after a filter or other device.

If the link is active but you still cannot connect, make sure your Internet account user name and password have been entered in the exact format as specified. Check also that all the essential parameters have been entered correctly. See the next paragraph.

### 5.4 Changing the modem settings after installation

All the essential parameters as shown in Section 3 must be entered correctly. Should you require to correct any settings without re-installing modem, go to **Start - Programs - Dynalink ADSL Modem - Configure**. Re-enter the essential parameters as listed in Section 3.

### 5.5 Uninstall modem driver

To ensure a clean uninstall, the modem must be attached to computer during the process. Go to **Start - Programs - Dynalink ADSL Modem - Uninstall** and run the uninstaller.

## Warranty



Dynalink warrants this product against defects in materials and workmanship for a period of twelve months from the original date of purchase. We will, at our discretion, repair or replace the faulty unit, free of charge, provided it is returned to us with proof of purchase from an authorised dealer within the warranty period. Return delivery after repair will be paid for by Dynalink. We reserve the right not to repair or replace goods that:

- ⊕ have been mishandled, abused or not installed according to the guidelines as outlined in the instructions.
- ⊕ have been subjected to a power surge from other equipment or other external factors.
- ⊕ have been altered or modified.

## Help



Always check that your hardware is installed correctly. Check our web site for the latest information and troubleshooting guide. If you have difficulties, contact Dynalink Technical Support for issues relating to installation and operation.

If possible, visit Dynalink's on-line support area at:

**New Zealand** [www.dynalink.co.nz/support](http://www.dynalink.co.nz/support)

**Australia** [www.dynalink.com.au/support](http://www.dynalink.com.au/support)



Contact Dynalink's Technical Support:

**New Zealand**

**Phone** 0800 653 962

**Fax** 0800 503 962

(Monday-Friday: 8:30am-7:30pm)

**Australia**

**Phone** 1800 653 962

**Fax** 1800 063 962

(Monday-Friday: 8:30am-5:30pm)

