

DSL Turbo 900 Package

Version 1.1



Ethernet ADSL *High Speed* Modem with Network Card User's Manual

(Configured for SingTel Magix Service)

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Chapter 1

Introducing DSL Turbo 900 Package

This section describes what DSL Turbo 900 package contains.

1.1 Overview

Congratulations on your purchase of DSL Turbo 900 package!

DSL Turbo 900 package comes with a *NC1100 10base-T Network Interface Card (NC1100 NetCard)* and a *DSL Turbo 900 ADSL Bridge Modem (DSL Turbo 900)*.

NC1100 NetCard is a 10base-T PCI Network Card, offering 32-bit data path that highly improves data transfer rate. The support of the full duplex function allows simultaneous transmission and reception on the twisted-pair link to a full duplex Ethernet switching hub. This feature not only increases the channel bandwidth from 10 to 20 Mbps, but also avoids degrading performance due to channel contention characteristic of the Ethernet Media Access Control CSMA/CD protocol.

DSL Turbo 900 uses the latest communication technology, ADSL (Asymmetric Digital Subscriber Line) that offers faster and uninterrupted Internet access. It allows use of real-time, interactive multimedia and broadcast-quality for services such as video-on-demand, collaborative computing and distance learning.

DSL Turbo 900 is capable of data rate in both Full-Rate and G.Lite, with *Full Rate transmission at up to 8 Mbps downstream, 640 Kbps upstream¹* and *G.Lite transmission at up to 1.5 Mbps downstream, 512 Kbps upstream¹*. Major features include the following:

¹ The actual downstream and upstream rates will depend on the service package offered by your ADSL Service Provider.

1. Introducing DSL Turbo 900 Package

ADSL Protocols Support

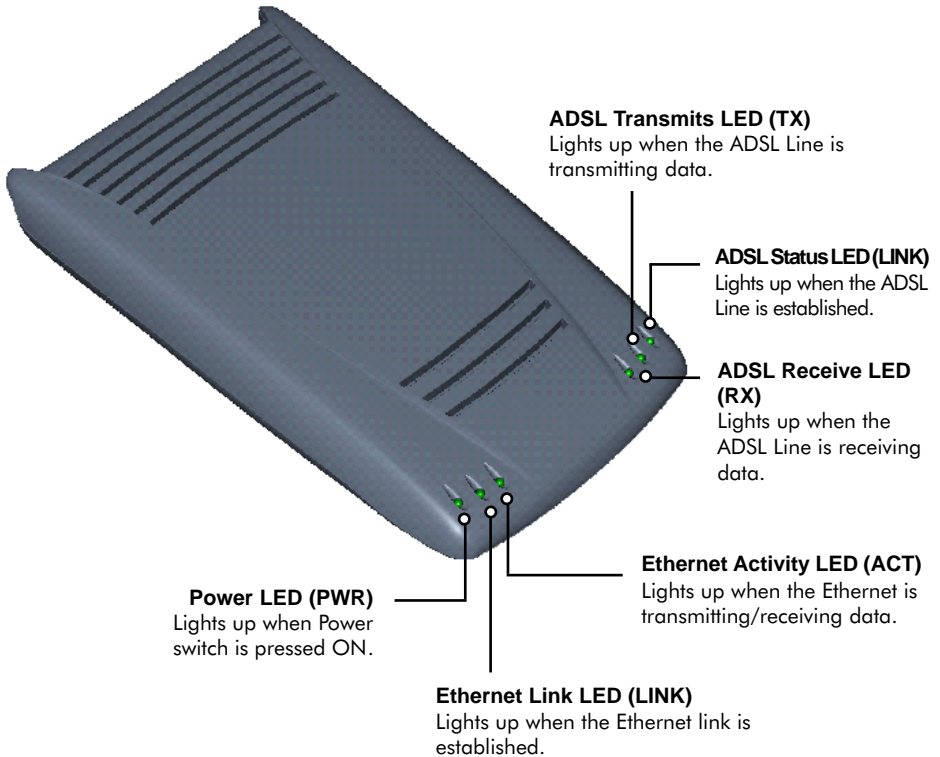
To ensure the broadest customer reach, DSL Turbo 900 features multiple data encapsulation formats for DSL transport over ATM PVCs, including the widely supported ADSL protocol RFC 1483 (Ethernet Over ATM).

Compatibility (Interoperability)

Multimode ADSL support: ANSI T1.143 Issue 2, ITU-T G.992.1 (G.dmt) and G.992.2 (G.Lite). DSL Turbo 900 uses discrete Multi-tone (DMT) line encoding scheme which is also used by major ADSL equipment manufacturers, thus further guarantees interoperability with network service providers worldwide.

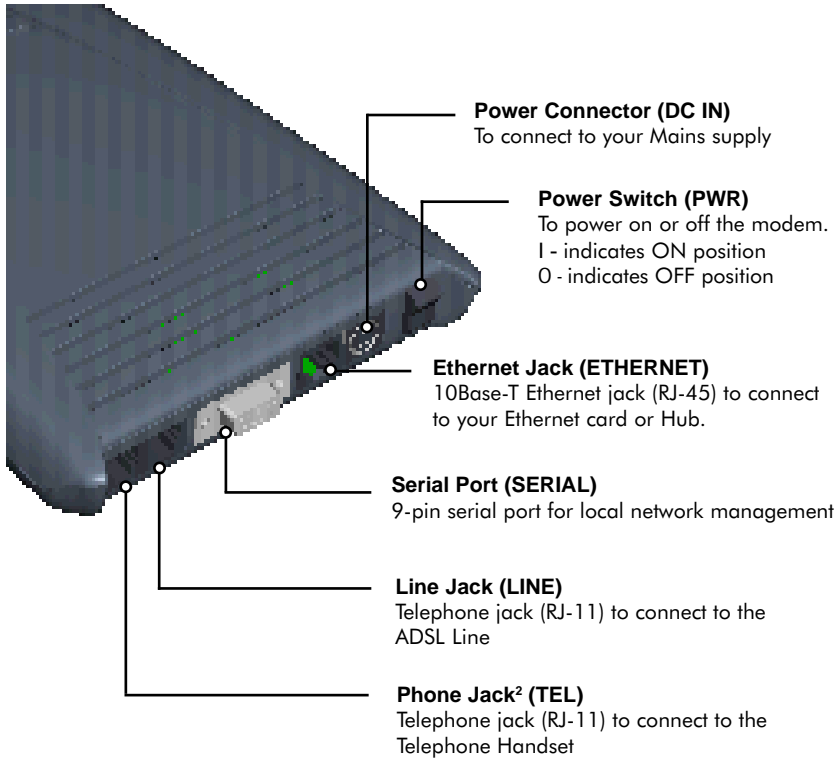
1.2 DSL Turbo 900 Features

1.2.1 Front View



1. Introducing DSL Turbo 900 Package

1.2.2 Rear View



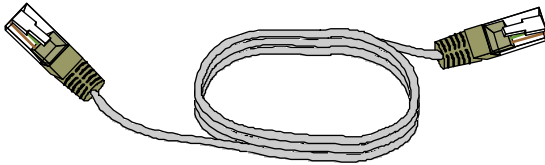
² This optional connection provides easy access to your Telephone set while working near the modem.

1.3 Knowing Your Cables

To ensure that you are using the correct cables for your modem, go through the following table on the cable types, required for the corresponding jacks.

| Jacks | Types of cables required |
|----------|--|
| ETHERNET | RJ-45 UTP Category 3, 4 or 5 Crossover cable |
| SERIAL | DB-9 Straight cable |
| LINE | RJ-11 cable |

1.3.1 RJ-45 UTP Crossover Ethernet Cable



RJ-45 cable acts as a transmission media between your NC1100 NetCard and DSL Turbo 900. One end is connected to the *Ethernet jack (ETHERNET)* on DSL Turbo 900 and the other end to the *Ethernet jack* on NC1100 NetCard.

1.3.2 RJ-11 Cable



RJ-11 cable is used for connection to the ADSL line. It provides a connection from DSL Turbo 900 to your ADSL Provider. One end is connected to the *Line jack (LINE)* on DSL Turbo 900 and the other end to your *Telephone Wall Socket*.

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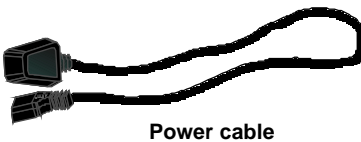
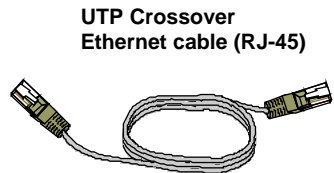
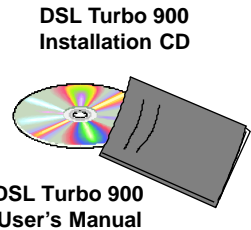
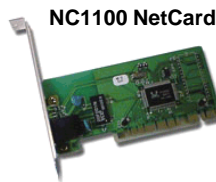
Chapter 2

Before You Begin

This chapter contains information that you need to know before you install your DSL Turbo 900 Package. It is important that you go through them.

2.1 DSL Turbo 900 Package

Ensure that you have the following items in your package. For any missing items, please contact your dealer immediately.



2.2 Minimum System Requirements

Make sure that your computer meets the following requirements before you start your installation.

- Pentium MMX 233MHz (For video streaming, Pentium II 300MHz or above is recommended)
- A Serial Port
- For multiple PCs - Ethernet Hub with straight Ethernet cable
For single PC - Crossover Ethernet Cable

2.3 Operating Environment

For optimum performance, ensure that DSL Turbo 900 operates within the following operating environment.

2.3.1 Temperature

Operating : 10° to 45° Celsius
50° to 113° Fahrenheit

Non-Operating : -25° to 70° Celsius
-13° to 158° Fahrenheit

2.3.2 Humidity

Operating : 30% to 80% Relative Humidity (Non-Condensing)
Non-Operating : 10% to 95% Relative Humidity (Non-Condensing)

2.4 Safety Precaution

2.4.1 For NC1100 NetCard

- Do not remove your card from its protective bag until you are ready to install it.
- Always try to hold your card by its edges. Avoid touching any electronic components on your card.
- Static electricity can cause permanent damage to your card. To prevent such a damage, you must ground yourself during the installation:
 - » Use a grounding strap - a coiled wire with a clip at one end and an elastic strap at the other. Wear the strap around your wrist and attach the clip to any non-painted metal surface of your computer chassis.
 - » If you do not have a grounding strap, touch any non-painted surface of your computer chassis before you begin installation, and again every minute or so until the installation is completed.

2.4.2 For DSL Turbo 900

- Switch off the modem and adapter when the modem is not in use.
- During times of lightning/thunderstorms, do not use the modem.
- Keep the modem away from water and direct sunlight.
- Do not introduce any foreign material to the modem through the ventilation slits (e.g. by dropping foreign items or poking into the slits).

2.5 Installation Notes

- The graphics and screens illustrations shown in this easy start may differ from what you see in your system, but the steps still apply.
- A Philips screwdriver is required for installation of your Network Card.
- The documentation for your computer should come in handy during the Network Card installation. Have it ready by your side.

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Chapter 3

Setting Up NC1 100 NetCard

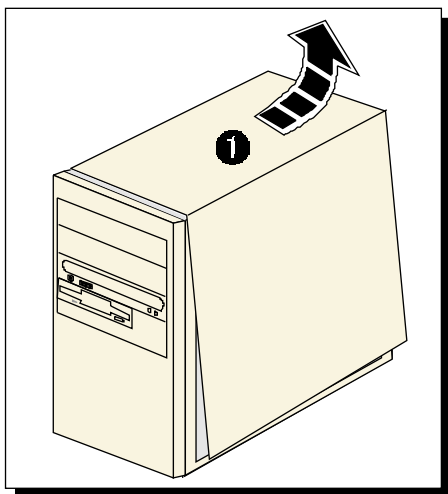
This chapter contains information on installing your NetCard and its drivers for various Windows platform. Verification steps are also included to ensure correct installation.



Power off your computer and any connected devices before installing your card!

3.1 Installing NC1 100 NetCard

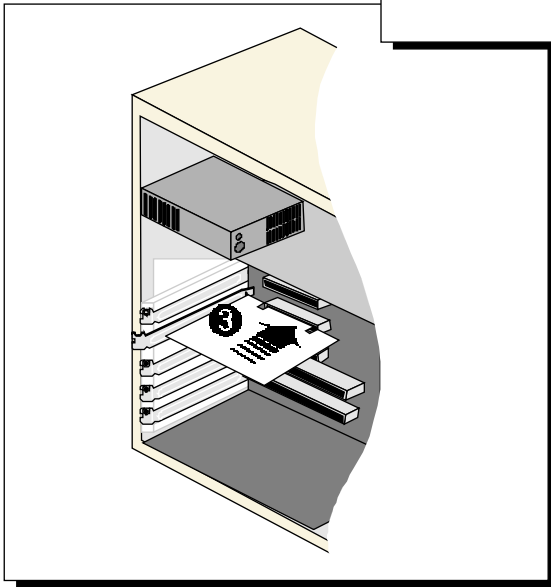
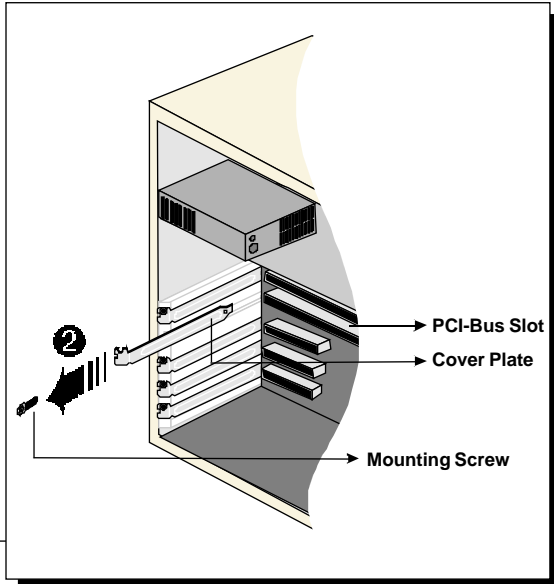
- 1 Remove the cover of your computer.



3. Setting Up NC1100 NetCard

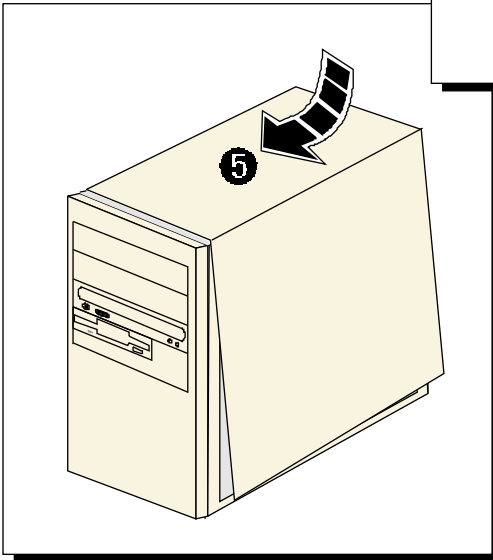
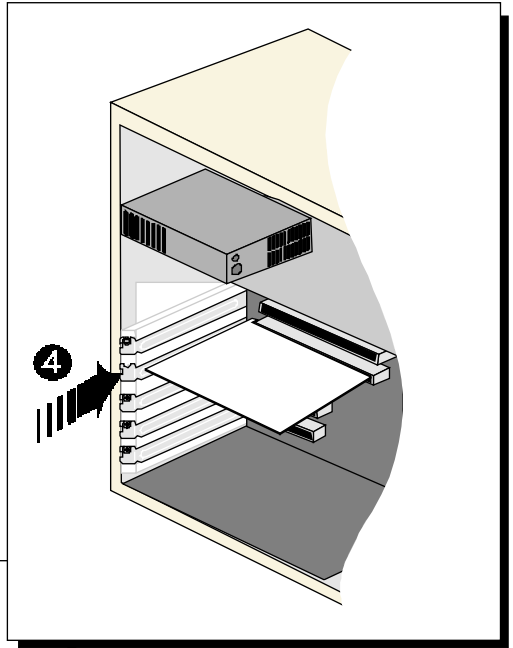
- 2 Locate an available PCI-Bus slot and remove its cover plate, if required.

Keep the mounting screw to secure your card later.



- 3 Align your card with the PCI-Bus slot and firmly push it into the slot. If the card does not slide in, do not force it. Make sure that the card is aligned properly and try again.

- 4 Secure your card to your computer chassis with the mounting screw.



- 5 Replace the cover of your computer.

This completes the NC1100 NetCard installation. Please proceed to the next section to install your NC1100 NetCard driver.

3.2 Installing NC1100 NetCard Driver

This section includes the driver installation for *Windows® 2000, 98 Second Edition, 98, 95 OSR2, 95 OSR1, 95.*

3.2.1 Installing NC1100 NetCard Driver - For Windows® 2000

1. Power on your computer to start Windows. Windows will auto-detect and install for you the NetCard driver that is pre-loaded in Windows® 2000.

This completes the driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying Your NC1100 NetCard.*



If you encounter any problems with the pre-installed driver, or if you need to perform any update of driver to your NC1100 NetCard, carry out the following steps:

1. From your Windows desktop, right-click on [My Computer](#). Select [Properties](#). Click [Hardware](#) tab and click [Device Manager...](#)
2. Double-click on the [Network Adapters](#) device. Double-click on the listed '[Realtek RTL8139\(A\) PCI Fast Ethernet Adaptor](#)' and select the [Driver](#) tab. Click [Update Driver...](#) button.
3. From the [Upgrade Device Driver Wizard](#), click [Next](#).
4. Select '[Search for a suitable driver for my device \(recommended\)](#)' and click [Next](#).
5. Place your DSL Turbo 900 Installation CD in your CD-ROM drive. Select the option '[Specify a Location](#)' and click [Next](#).
6. In the text box, type 'D:\Win2000' for the location of your driver and click [Next](#).
(Assuming your CD-ROM Drive letter is D. Else, substitute with the correct letter.)
7. Select the option '[Install one of the other drivers](#)' and click [Next](#).
8. You will be prompted which driver to install. Select '[Realtek RTL8139\(A/B/C/8130\) PCI Fast Ethernet NIC](#)' with [Provider](#) and [Manufacturer](#) from [Realtek](#) and click [Next](#).

9. Click **Finish**.

This completes the upgrade / driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying NC1100 NetCard*.

3.2.2 Installing NC1100 NetCard Driver - For Windows® 98 Second Edition

1. Power on your computer to start Windows. Windows will auto-detect your NetCard.
2. You will be prompted for your Windows 98 Second Edition CD-ROM. Place your Windows 98 Second Edition CD-ROM in your CD-ROM drive and click **OK**.
3. Windows will start copying the required files. Allow some time for Windows to complete the installation.

Upon completion, you will be prompted to restart your computer. Click **Yes**.

This completes the driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying Your NC1100 NetCard*.



If you encounter any problems with the pre-installed driver, or if you need to perform any update of driver to your NC1100 NetCard, carry out the following steps:

1. From your Windows desktop, right-click on **My Computer**. Select **Properties**. Click **Device Manager** tab.
2. Double-click on the **Network Adapters** device. Double-click on the listed '**Realtek RTL8139(A) PCI Fast Ethernet Adaptor**' and select the **Driver** tab. Click **Update Driver...** button.
3. You will be prompted with **Update Device Driver Wizard**. Click **Next**.
4. Select '**Search for the best driver for your device. (Recommended).**' and click **Next**.
5. Place your DSL Turbo 900 Installation CD in your CD-ROM drive. Select the option '**Specify a Location**' and click **Next**.

3. Setting Up NC1100 NetCard

In the text box, type 'D:\win98' for the location of your driver and click [Next](#).

(Assuming your CD-ROM Drive letter is D. Else, substitute with the correct letter.)

6. Click [Next](#) again to proceed with the specified driver.
7. Click [Finish](#) to complete the driver installation.

This completes the upgrade / driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying NC1100 NetCard*.

3.2.3 Installing NC1100 NetCard Driver - For Windows® 98

1. Power on your computer to start Windows. Windows will auto-detect your NetCard.
2. You will be prompted for your Windows 98 CD-ROM. Place your Windows 98 CD-ROM in your CD-ROM drive and click [OK](#).
3. Windows will start copying the required files. Allow some time for Windows to complete the installation.

Upon completion, you will be prompted to restart your computer. Click [Yes](#).

This completes the driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying Your NC1100 NetCard*.



If you encounter any problems with the pre-installed driver, or if you need to perform any update of driver to your NC1100 NetCard, carry out the following steps:

1. From your Windows desktop, right-click on [My Computer](#). Select [Properties](#). Click [Device Manager](#) tab.
2. Double-click on the [Network Adapters](#) device. Double-click on the listed '[Realtek RTL8139\(A\) PCI Fast Ethernet Adaptor](#)' and select the [Driver](#) tab. Click [Update Driver...](#) button.
3. You will be prompted with [Update Device Driver Wizard](#). Click [Next](#).

4. Select 'Search for the best driver for your device. (Recommended).' and click **Next**.
5. Place your DSL Turbo 900 Installation CD in your CD-ROM drive. Select the option 'Specify a Location' and click **Next**.

In the text box, type 'D:\win98' for the location of your driver and click **Next**.

(Assuming your CD-ROM Drive letter is D. Else, substitute with the correct letter.)
6. Click **Next** again to proceed with the specified driver.
7. Click **Finish** to complete the driver installation.

This completes the upgrade / driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying NC1100 NetCard*.

3.2.4 Installing NC1100 NetCard Driver - For Windows® 95 OSR2

1. Power on your computer to start Windows. Windows will auto-detect your NetCard and an **Update Device Driver Wizard** will appear.



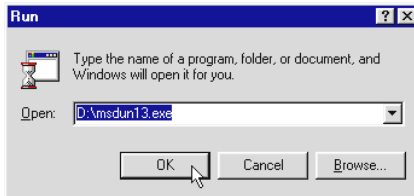
For Windows® 9x, you need to have *Microsoft Dial-Up Networking, version 1.3* installed in your system. If you already have it installed in your system, please proceed from step 2.

Else, from the **Update Device Driver Wizard**, click **Cancel**.

- i) Download *Microsoft Dial-Up Networking version 1.3* program from the Microsoft's website: <http://www.microsoft.com>.
- ii) In the Microsoft **Search** path, enter 'Msdu13.exe'. From the results listed, locate and select 'MSDUN13.EXE: Dial-Up Networking 1.3 Upgrade'.
- iii) Click *Msdu13.exe* to download the file to your harddisk.
[file size is about 2.4MBytes]

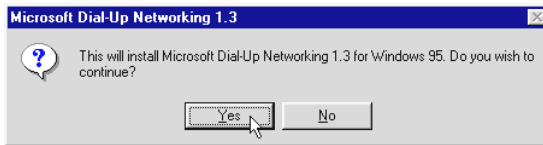
3. Setting Up NC1100 NetCard

- iv) From your Windows taskbar, click **Start > Run....** Browse to the directory where you have downloaded *Msdun13.exe*. Select the file and click **OK**.



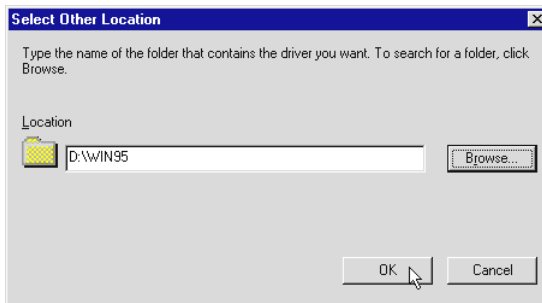
Click **OK** again.

- v) Click **Yes** to proceed.
vi) At the **Microsoft TCP/IP Networking** prompt, click **OK**.



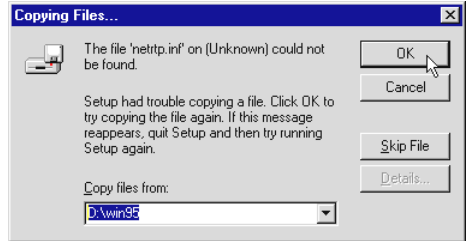
- vii) When prompted to restart, click **OK**.

2. Place your DSL Turbo 900 Installation CD in your CD-ROM Drive and click **Next**.
3. Click **Other Locations...** to specify your driver location.
4. In the text box, type 'D:\Win95' and click **OK**.
(Assuming your CD-ROM drive is D. Else, substitute with the correct drive letter.)



5. Windows will prompt that it has located your driver. Click **Finish** to proceed.
6. At the prompt for computer and network names, click **OK**.
7. Enter your computer name, workgroup and description. Click **Close**.
8. At the **Copying Files...** prompt, type in 'D:\Win95' in the text box and click **OK**.

(Assuming your CD-ROM drive is D. Else, substitute with the correct drive letter.)



9. During the installation process, you may be prompted for your Windows 95 CD-ROM/diskettes for some files.

Replace the DSL Turbo 900 Installation CD in your CD-ROM drive with your Windows 95 CD-ROM and click **OK**.

(Or if your Windows 95 Installation comes in diskettes, insert the prompted diskette number in your floppy disk drive and click **OK**.)

10. Upon installation completes, Windows will prompt you to restart your system. Click **Yes**.

This completes the driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying NC1100 NetCard*.

3.2.5 Installing NC1100 NetCard Driver - For Windows 95 OSR1 / Windows 95

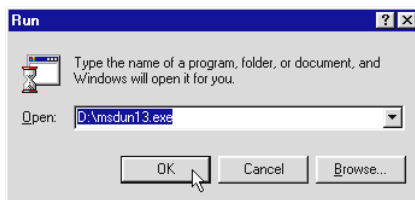
1. Power on your computer to start Windows. Windows will auto-detect your NetCard and a **New Hardware Found** window will appear.



For Windows® 9x, you need to have Microsoft Dial-Up Networking, version 1.3 installed in your system. If you already have it installed in your system, please proceed from step 2.

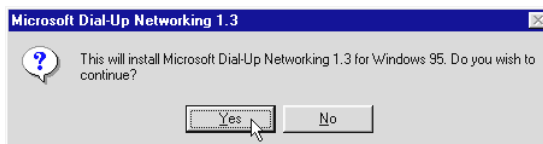
Else, from the **Update Device Driver Wizard**, click **Cancel**.

- i) Download *Microsoft Dial-Up Networking version 1.3* program from the Microsoft's website: <http://www.microsoft.com>.
- ii) In the Microsoft **Search** path, enter 'Msdun13.exe'. From the results listed, locate and select '**MSDUN13.EXE: Dial-Up Networking 1.3 Upgrade**'.
- iii) Click *Msdun13.exe* to download the file to your harddisk.
[file size is about 2.4MBytes]
- iv) From your Windows taskbar, click **Start > Run....** Browse to the directory where you have downloaded *Msdun13.exe*. Select the file and click **OK**.



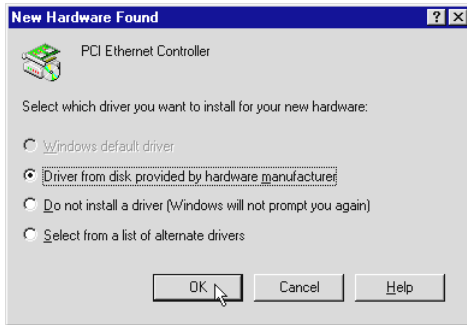
Click **OK** again.

- v) Click **Yes** to proceed.
- vi) At the **Microsoft TCP/IP Networking** prompt, click **OK**.



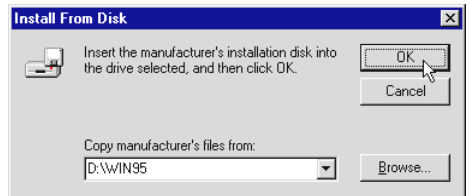
vii) When prompted to restart, click **OK**.

2. Select the option '**Driver from disk provided by hardware manufacturer**'. Place your DSL Turbo 900 Installation CD in your CD-ROM Drive and click **OK**.



3. In the text box, type 'D:\Win95' for the location of your driver and click **OK**.

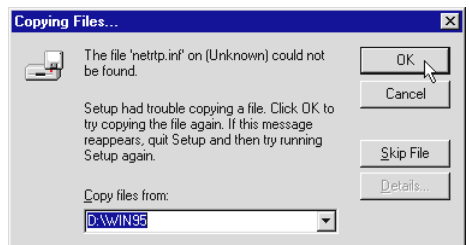
(Assuming your CD-ROM drive is D. Else, substitute with the correct drive letter.)



4. At the prompt for computer and network names, click **OK**.
5. Enter your computer name, workgroup and description. Click **Close**.

6. At the **Copying Files...** prompt, type in 'D:\Win95' in the text box and click **OK**.

(Assuming your CD-ROM drive is D. Else, substitute with the correct drive letter.)



7. During the installation process, you may be prompted for your Windows 95 CD-ROM/diskettes for some files.

Replace the DSL Turbo 900 Installation CD in your CD-ROM drive with your Windows 95 CD-ROM and click **OK**.

3. Setting Up NC1100 NetCard

(Or if your Windows 95 Installation comes in diskettes, insert the prompted diskette number in your floppy disk drive and click [OK](#).)

8. Windows will again prompt for your Windows 95 CD-ROM/diskettes. Ensure that the indicated path to your Windows 95 CD-ROM/diskettes is correct and click [OK](#).
9. Upon installation completes, Windows will prompt you to restart your system. Click [Yes](#).

This completes the driver installation for your NC1100 NetCard. Please proceed to section 3.3 - *Verifying NC1100 NetCard*.

3.3 Verifying NC1100 NetCard

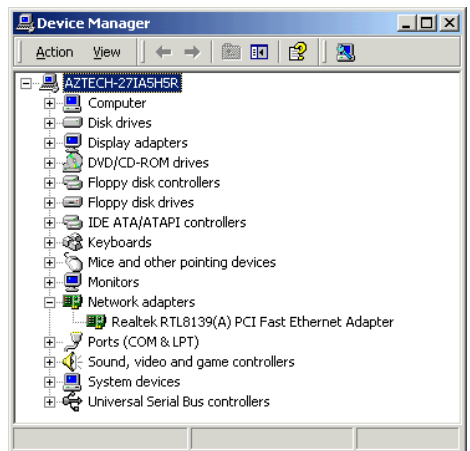
This section contains information on how to verify your NC1100 NetCard in *Windows® 2000, 98 Second Edition, 98, 95 OSR2, 95 OSR1 and 95.*

3.3.1 Verifying Your NC1100 NetCard - For Windows® 2000

1. From your Windows desktop, right-click **My Computer** icon. Select **Properties**.
2. Select the **Hardware** tab and click **Device Manager** button.

Double-click on the **Network adapters**. You should see 'Realtek RTL8139(A/B/C/8130) PCI Fast Ethernet' listed as shown. This means that your NC1100 NetCard driver is successfully installed.

(If there is a yellow exclamation mark on the network device, select the device, click on **Remove** and re-install your NC1100 NetCard driver.)

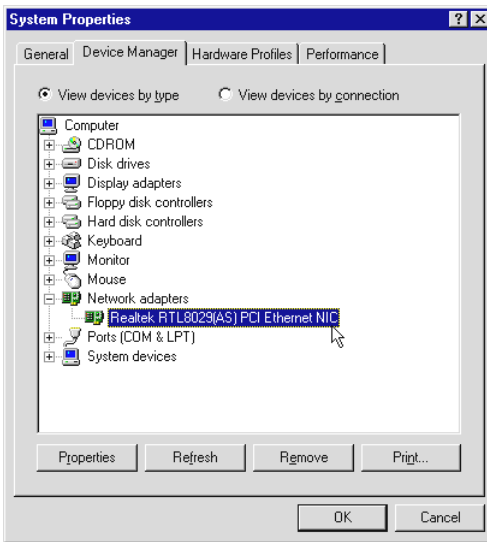


Please proceed to section 3.3.3 on *LEDs description* for NC1100 NetCard.

3. Setting Up NC1100 NetCard

3.3.2 Verifying Your NC1100 NetCard - For Windows® 98 Second Edition, 98, 95 OSR2, 95OSR1, 95

1. From your Windows desktop, right-click **Network Neighborhood** icon. Select **Properties**.
2. Select the **Device Manager** tab. Double-click on the **Network adapters**. You should see '**Realtek RTL8139(A/B/C/8130) PCI Fast Ethernet**' listed as shown. This means that your NC1100 NetCard driver is successfully installed.

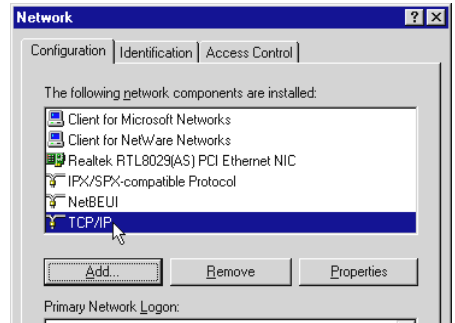


(If there is a yellow exclamation mark on the network device, select the device, click on **Remove** and re-install your NC1100 NetCard driver.)

3. For *Windows® 98 and 98 Second Edition* users, please proceed to section 3.3.3 on *LEDs description* for NC1100 NetCard.

For *Windows® 95 OSR2, 95 OSR1 and 95* users, proceed with the following to check if TCP/IP is installed in your system.

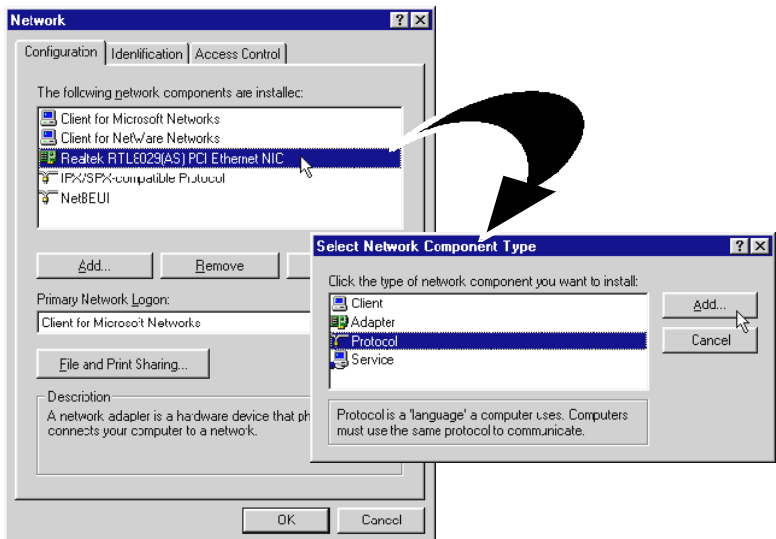
- i) From your Windows desktop, right-click on **Network Neighborhood** icon. Select **Properties**.
- ii) From the **Configuration** tab, check for **TCP/IP** listed (as shown on your right).



If TCP/IP is listed, please proceed to section 3.3.3 on LEDs description for NC1100 NetCard.

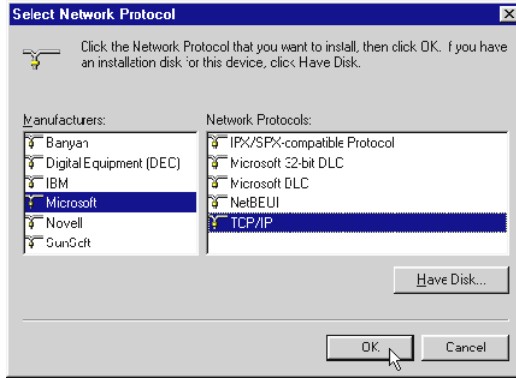
If your system is not installed with TCP/IP, please carry out the following instructions:

- iii) From step 3(ii), select **Realtek RTL8029(AS) PCI Ethernet NIC** and click **Add**.
- iv) At the **Select Network Component Type** prompt, select **Protocol** and click **Add...**



3. Setting Up NC1100 NetCard

- v) At the **Manufacturers** field, select **Microsoft**. At the **Network Protocols** field, select **TCP/IP**. Click **OK**.



- vi) You will be prompted for your Windows 95 CD-ROM/diskettes. Insert your Windows 95 CD-ROM/diskettes in your CD-ROM Drive/Floppy Disk Drive and click **OK**.

Follow any on-line instructions. If you are prompted with DHCP prompt, asking if you want to see future DHCP messages, click **No**.

Upon installation completes, please proceed to section 3.3.4 on LEDs description for NC1100 NetCard.

3.3.3 LEDs Description

The following table explains the LEDs state for your NC1100 NetCard.

| LEDs | State | Description |
|----------|-------|-------------------------------------|
| Link | ON | the link is good |
| | OFF | there is no link |
| Activity | ON | transmission of data is in progress |
| | OFF | no transmission of data |

This completes the verification for your NC1100 NetCard. Please proceed to the next chapter on *Setting Up DSL Turbo 900*.

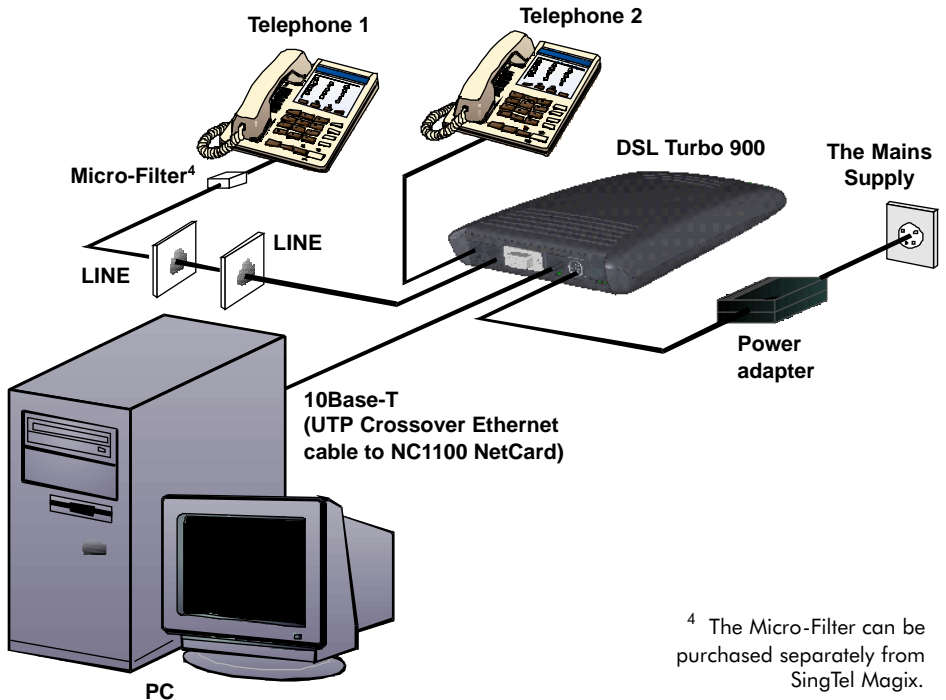
Chapter 4

Setting Up DSL Turbo 900

This chapter provides the setup instructions for DSL Turbo 900. Verification steps are also included to ensure correct connections.

4.1 Setup Overview

The following gives an overview of the DSL Turbo 900 setup.



⁴ The Micro-Filter can be purchased separately from SingTel Magix.

4.2 Connecting DSL Turbo 900

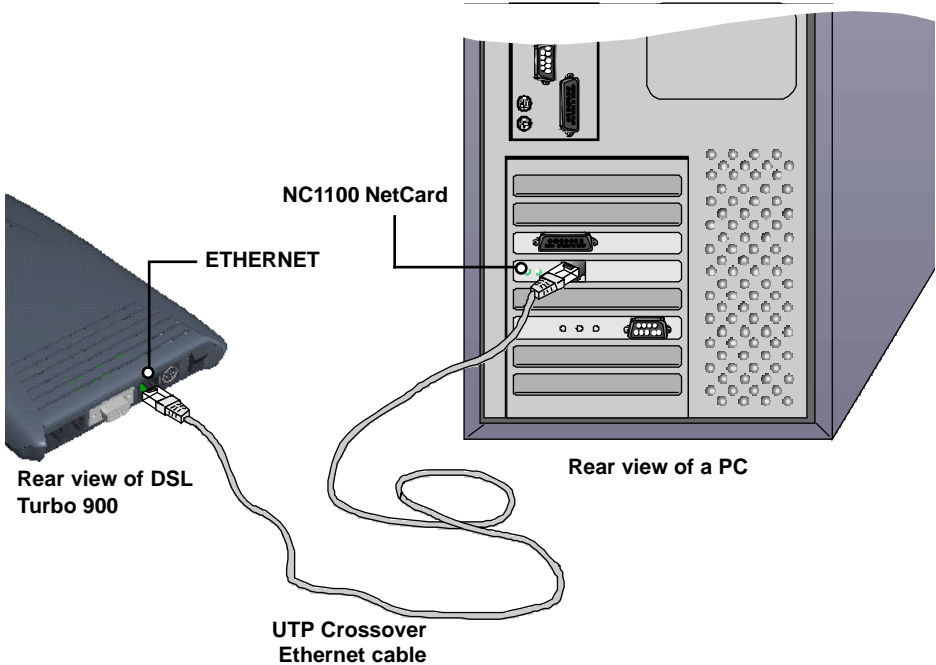
Please carry out the following steps to connect your modem to your computer.



Power off your computer and any connected devices before installing your modem!

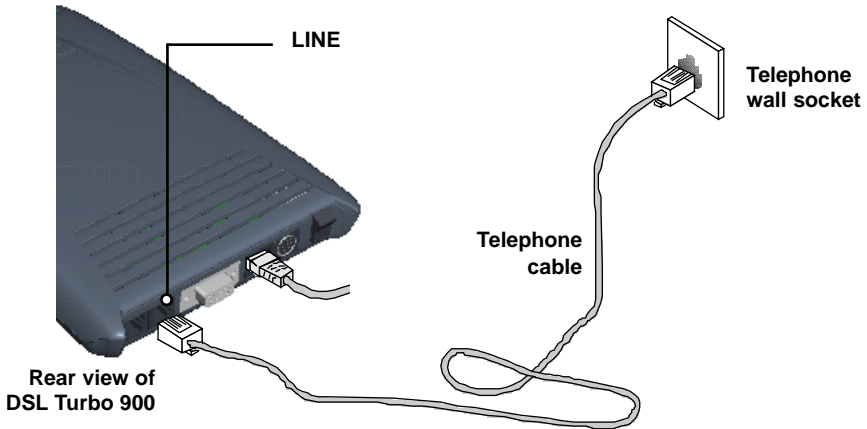
4.2.1 Connecting the UTP Ethernet Cable

Connect one end of the *Ethernet* cable to the *ETHERNET* jack on DSL Turbo 900 and the other end to the *Ethernet* jack on your NC1100 NetCard.



4.2.2 Connecting the Telephone cable (RJ-11)

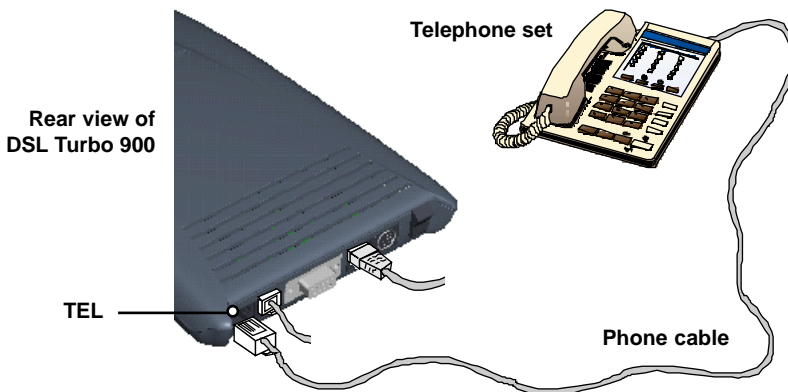
Connect one end of the *telephone cable* to the *LINE* jack on DSL Turbo 900 and the other end to your *Telephone wall socket*.



4.2.3 Connecting to a Telephone Set

This connection is optional. The *TEL* jack provides easy access to your Telephone set while working near DSL Turbo 900.

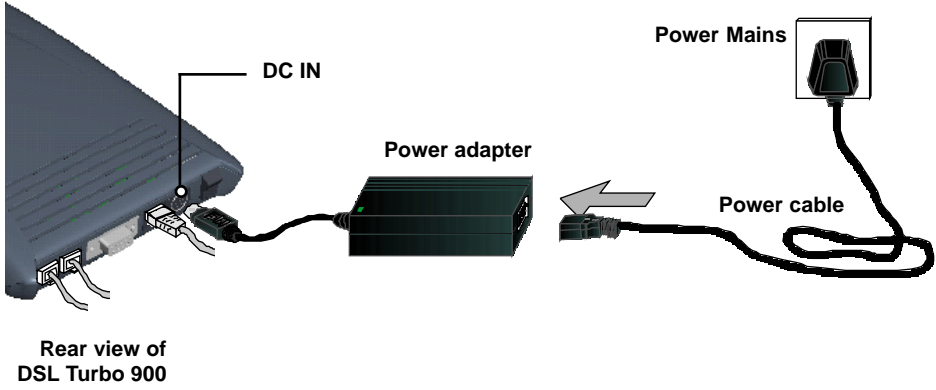
Connect the *Phone cable* to the *TEL* jack on DSL Turbo 900.



4.2.4 Connecting to the Power Mains

Connect the connector of the *Power adapter* to the *DC IN* on DSL Turbo 900.

Attach the jack of the *Power cable* to the *Power adapter* as shown, and the Power plug to the *Power Mains*.



4.3 Verifying Your Connections

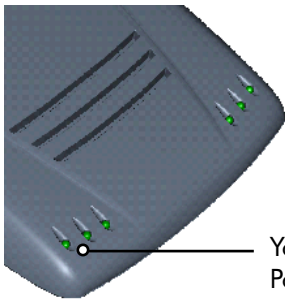
To verify the connections that you have done,

Power on DSL Turbo 900:

- i) Power on the Switch at the Mains Supply.
- ii) Power on the Switch on DSL Turbo 900.

Observe the following LEDs on your modem:

4.3.1 Power LED (PWR)

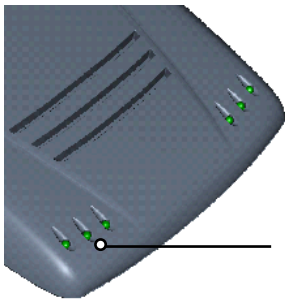


You should see this Power LED lights up.

If your Power LED does not light up, check that:

- i) the Mains Supply is powered on and the Power switch on the modem is at 'I' position.
- ii) the connection is carried out as described in section 4.2.4 - *Connecting to the Power Mains*.

4.3.2 Ethernet Link LED (LINK)

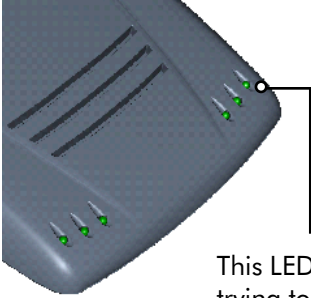


You should see this Ethernet Link LED lights up.

If your Ethernet Link LED does not light up, check that:

- i) the connection is carried out as described in section 4.2.1 - *Connecting the UTP Ethernet Cable*.

4.3.3 ADSL Status LED (LINK)



This LED will start blinking, trying to establish a connection. Once the connection is established, this LED will remain lit.

If your ADSL Status LED does not light up, check that:

- i) the Mains Supply is powered on and the Power switch on the modem is at 'I' position.
- ii) the connection is carried out as described in section 4.2.2 - *Connecting the Telephone cable (RJ-11)*.

If the mentioned 3 LEDs all light up, it means that your modem are successfully connected.

4.3.4 Phone connection

If you have connected a *Telephone set* to your modem, pick up the handset of the Telephone. You should hear the normal dial-tone.

(If you do not hear the normal dial-tone of a telephone, check that the connection is done as described in section 4.2.3 - *Connecting to a Telephone Set*. If your connections are correct, it may be due to a faulty phone cable that you are using.)

This completes the connections for DSL Turbo 900. Please proceed to the following chapter to install the Client Software.

Chapter 5

Installing the Client Software

This chapter guides you on how to install the Client Software, required for DSL Turbo 900 to connect to Singtel Magix Service.



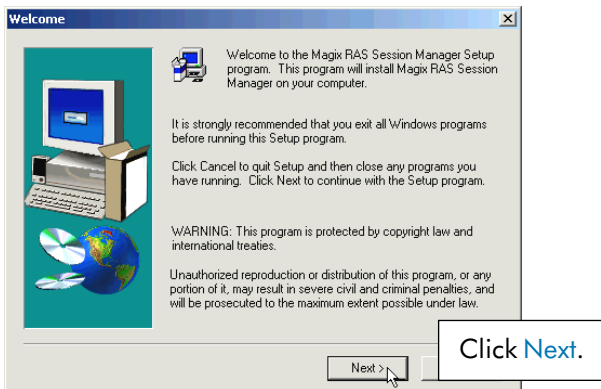
The installation procedures for **Windows® 9x** and **Windows® 2000** are similar. Follow closely to the online instructions. (The following illustrations are based on **Windows® 2000**.)

5.1 Installing the Software

1
2

From the root directory of your DSL Turbo 900 Installation CD, locate the file **setup.exe**. Double-click on it.

The following window will be prompted.

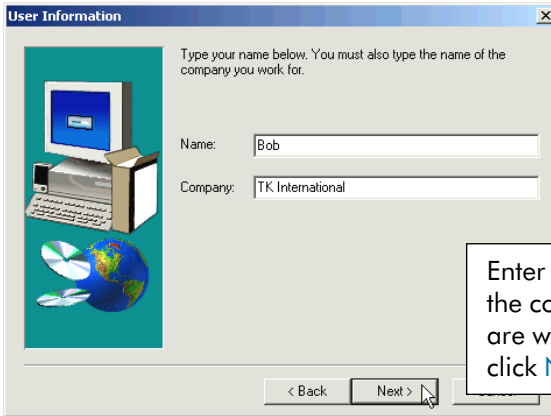


3

At the License Agreement prompt, click **Next**.

5. Installing the Client Software

4



User Information

Type your name below. You must also type the name of the company you work for.

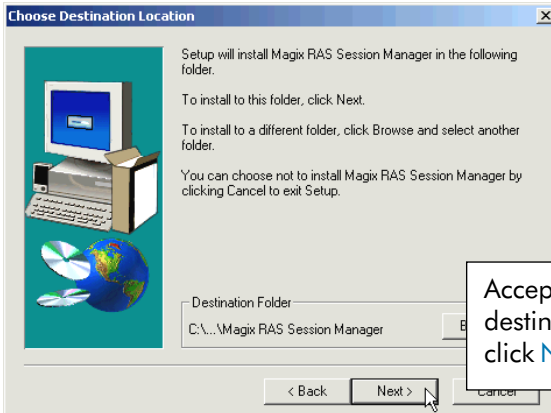
Name:

Company:

< Back Next >

Enter your name and the company that you are working for and click **Next**.

5



Choose Destination Location

Setup will install Magix RAS Session Manager in the following folder.

To install to this folder, click Next.

To install to a different folder, click Browse and select another folder.

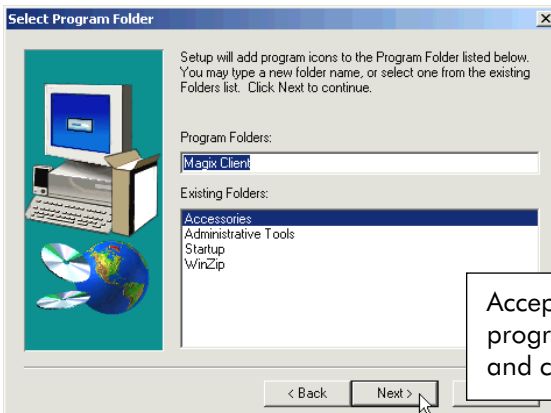
You can choose not to install Magix RAS Session Manager by clicking Cancel to exit Setup.

Destination Folder:
C:\... \Magix RAS Session Manager

< Back Next > Cancel

Accept the default destination location and click **Next**.

6



Select Program Folder

Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing Folders list. Click Next to continue.

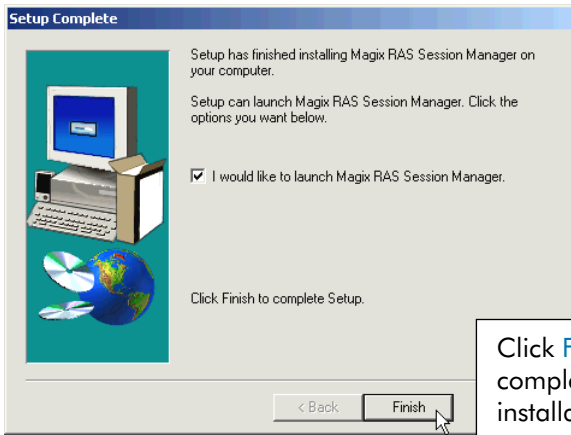
Program Folders:

Existing Folders:
Accessories
Administrative Tools
Startup
WinZip

< Back Next >

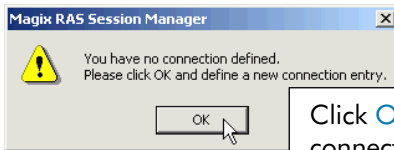
Accept the default program folder name and click **Next**.

1



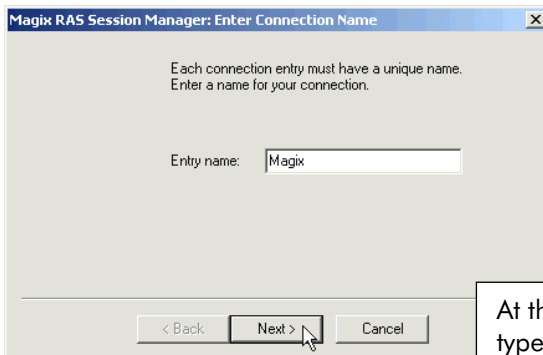
Click **Finish** to complete the software installation.

8



Click **OK** to define a connection entry.

9



At the **Entry name** field, type in Magix and click **Next**.

5. Installing the Client Software

10

Magix RAS Session Manager: Enter username and password

You may enter your username here.
If you leave this blank, you will be asked to
provide a username and password when required.

Username: user@INT512

Password: *****

< Back Next > Cancel

Enter your **username** and **password** as given by Magix and click **Next**.

11

Magix RAS Session Manager: Create Shortcut

If you put a shortcut to the connection entry
on your desktop, a simple double-click on
the shortcut will start the connection.

Yes, I want to put a shortcut on my desktop

< Back Finish Cancel

Click **Finish** to complete the settings for Magix connection entry.

12

Magix RAS Session Manager

Select an entry to connect to:

Magix

Network Interface: Realtek RTL8029(AS)

IP address assignment: Automatic

Service Gateway: Automatic

Username: user@INT512

Saved password

Create Shortcut...


New... Edit... Delete

Connect Exit

At the prompt, ensure that you have selected **Magix** for connection and click **Exit**.

5.2 Establishing the Magix Connection

1

From your Windows desktop, locate the **Magix** shortcut icon .

Double-click on the icon.

(The Magix icon is automatically generated when you have completed your Client Software Installation as described in section 4.1.)

2

Allow some time for system to establish a connection.

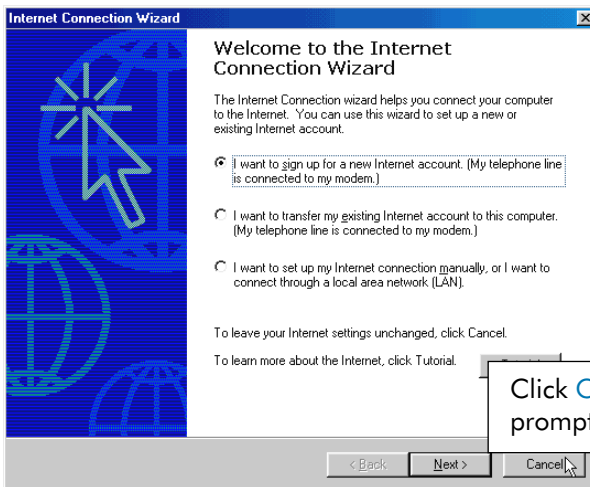
Upon successful connection, a prompt indicating **Call established** will be displayed briefly.

You will also see the **Magix connection icon**  at the corner of your Windows taskbar.



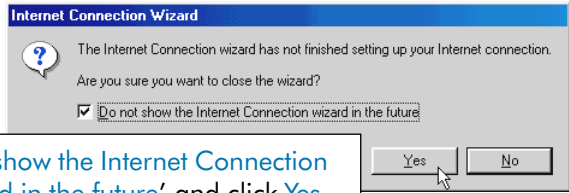
*For **Windows® 9x** users, you may be prompted for your username and password when you double-click Magix icon. Enter the username and password as given to you by Magix and click **Connect**.*

3



5. Installing the Client Software

4

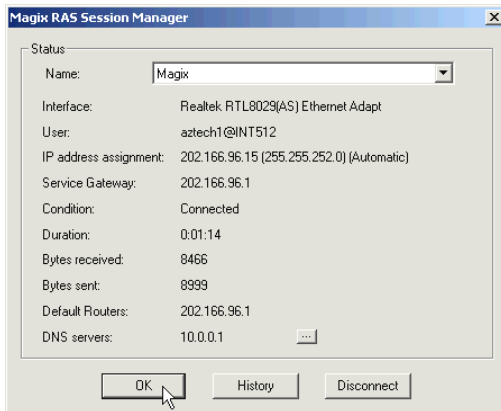


Select 'Do not show the Internet Connection wizard in the future' and click Yes.

Refer to the next chapter for web browser configurations.

5.3 Checking the Connection Information

To check the connection information, right-click on the *Magix connection icon* at the corner of your Windows taskbar. Select **Status**.



(The details shown are examples only.)

The *connection status* (Condition), *session connection time* (Duration) and so on will be displayed as illustrated. Click **OK** to close.

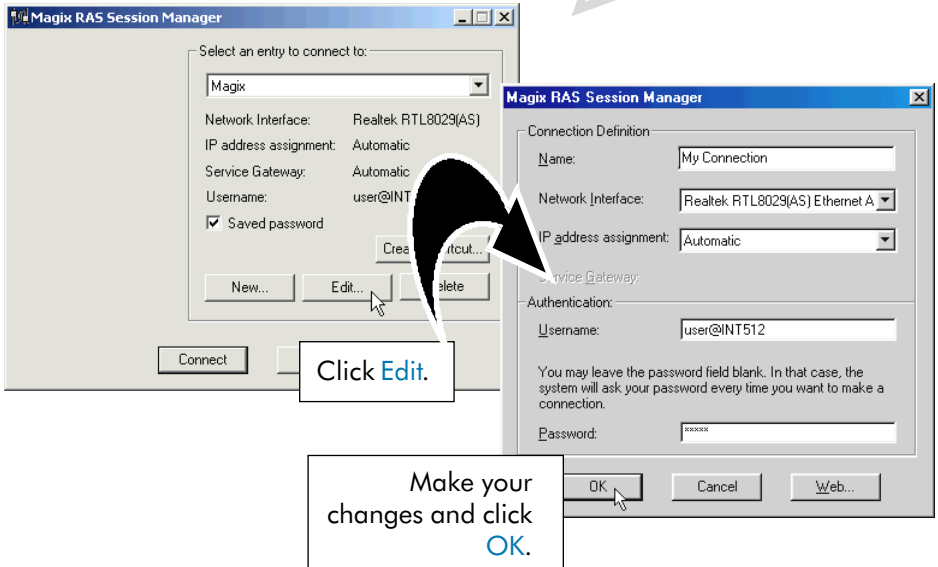
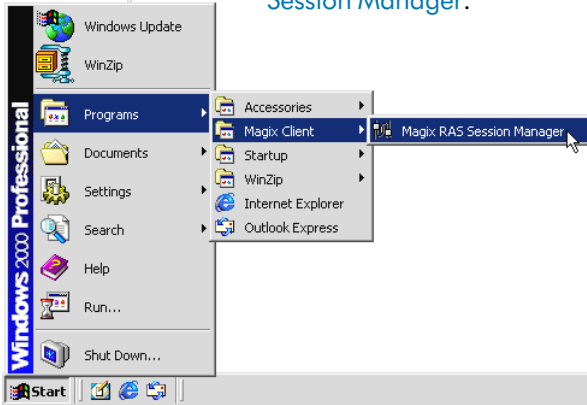
5.4 Disconnecting from Magix

To *disconnect* from Magix, right-click on the *Magix connection icon*. Select **Disconnect**. A cross (X) appears on top of the icon, indicating that you are disconnected from Magix.



5.5 Changing of Entry Settings

If you need to change the entry settings, click **Start > Programs > Magix Client > Magix RAS Session Manager**.



5.5 Changing of Your Magix Password

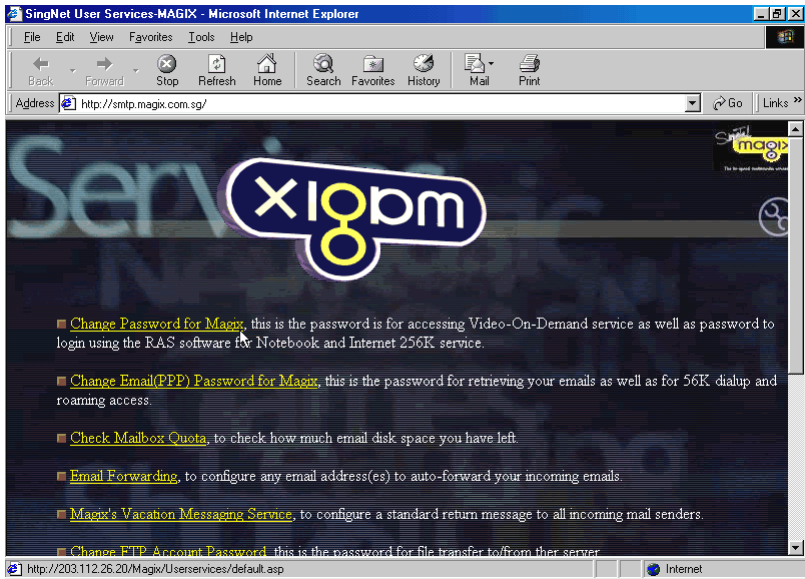
To change your Magix login password, you need to make changes at both the Client software and at the Magix website.

5.5.1 Changing Magix Password at Magix Website

1
2

Launch your Internet Explorer/Netscape Navigator/Netscape Communicator browser. You must be connected to the Internet Service. (See section 5.2 - *Establishing the Magix Connection.*)

Type in '<http://smtp.magix.com.sg>' in your browser's address bar. You should see a similar page as shown below.



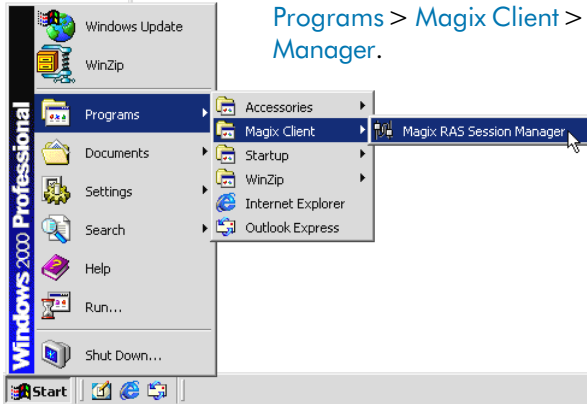
Select “[Change Password for Magix](#)” option. You will be prompted the Change Password page. Follow the online instructions to complete the change of password at Magix website.



You **must** enter your password in **UPPERCASE**, with at least 5 characters and one numeric.

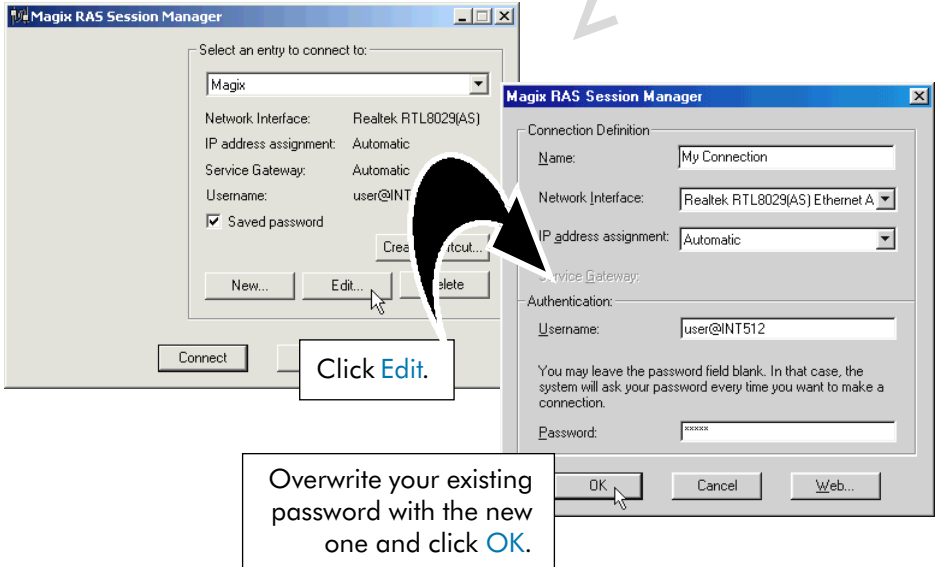
5.5.2 Changing Magix Password in the Client Software

1



From your Windows taskbar, click **Start > Programs > Magix Client > Magix RAS Session Manager**.

2



This completes the change of password. You may now proceed logging on to Magix with your new password.

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Chapter 6

Web Browser Configurations for Magix

This chapter helps you configure your Web browser for Magix. It contains instructions for IEv3.02, IEv4.0, IEv5.0, Netscape Navigator Gold v3.0 and Netscape Communicator v4.02.

6.1 Configuring Internet Explorer v3.02 to access Magix Service

1

Right-click on the **Internet Explorer** icon on your Windows desktop. Select **Property**.

2

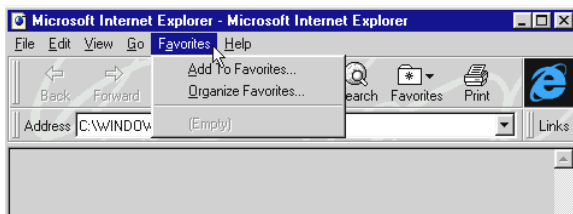
Click the **Navigation** tab. At **Page** prompt, enter the **Start Page Address** as <http://www.magix.com.sg> and click **OK**.

3

Double-click on the **Internet Explorer** icon to launch your browser.

4

From the browser menu, click **Favorites** and select **Add to Favorites....**



5

No proxy setting is required.

6.2 Configuring Internet Explorer v4.0 to access Magix Service

1
2
3
4
5

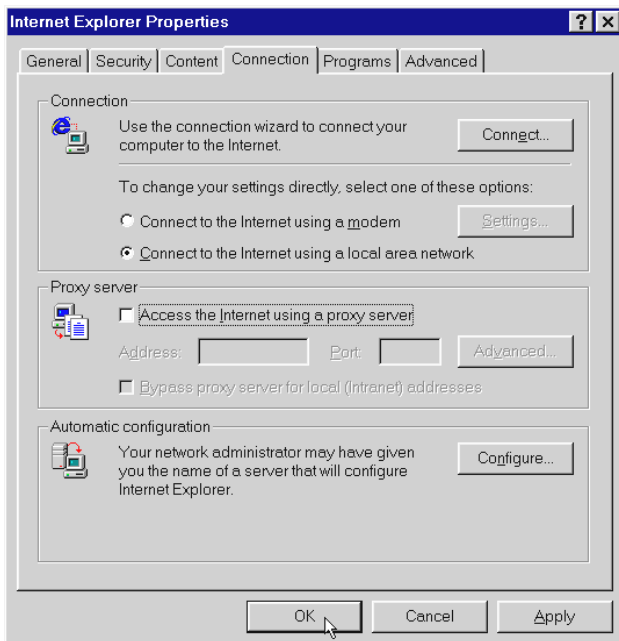
Double-click on the [Internet Explorer 4.0](#) icon on your Windows desktop to launch your browser.

From the [View](#) menu, select [Internet Options](#).

Select the [General](#) tab and enter [Home Page Address](#) as <http://www.magix.com.sg>.

Select the [Connection](#) tab. Under [Connection](#) option, select “[Connect to the Internet using a local area network](#)”.

Under [Proxy server](#) option, ensure that *proxy server is unchecked* and *no proxy settings are configured* as shown. Click [OK](#).



6.3 Configuring Internet Explorer v5.0 to access Magix Service

1

Double-click on the [Internet Explorer 5.0](#) icon on your Windows desktop to launch the browser.

2

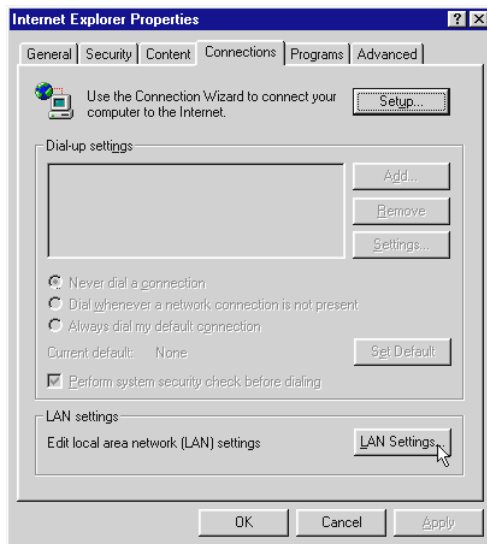
From the [Tools](#) menu, select [Internet Options](#).

3

Select the [General](#) tab, enter [Home Page Address](#) as <http://www.magix.com.sg>.

4

Click the [Connection](#) tab. Select [Never dial a connection](#) as shown below.

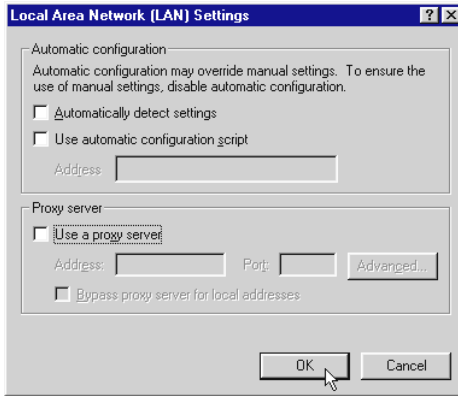


5

Click [LAN Settings...](#) button.

Disable automatic configurations and proxy server settings as shown on the following page.

6. Web Browser Configurations for Magix



Click **OK**.

6.4 Configuring Netscape Navigator Gold v3.0 to access Magix Service

1
2
3
4

Double-click the [Netscape Navigator](#) icon on your Windows desktop.

Under the [Options](#) menu, select [General Preferences...](#)

In the [Startup](#) section, type in the [Home Page Location](#) as <http://www.magix.com.sg> and click **OK**.

No proxy settings is required.

6.5 Configuring Netscape Communicator (v4.02 and above) to access Magix Service

1
2
3
4

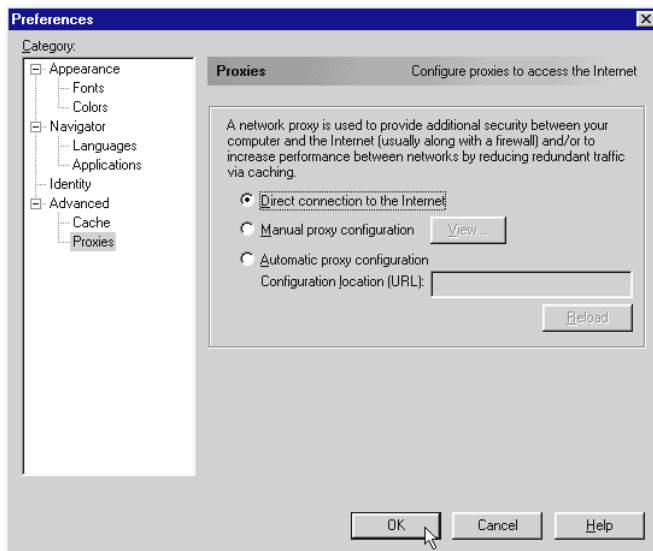
Double-click the [Netscape Navigator](#) icon on your Windows desktop.

From [Edit](#) menu, select [Preferences...](#)

In the [Category](#) section, double-click [Navigator](#). In the [Home Page](#) section, enter <http://www.magix.com.sg>.

In the [Advanced](#) section, double-click [Proxies](#).

Ensure that the “[Direct connection to the Internet](#)” is selected. Click [OK](#).



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Chapter 7

Email Configurations for Magix

This chapter helps you configure Magix on Outlook Express and Newsgroup Services for Netscape Communicator v4.05.

7.1 Setting Up Outlook Express for Magix Service

7.1.1 Setting Up Outlook Express to Access Internet Mail

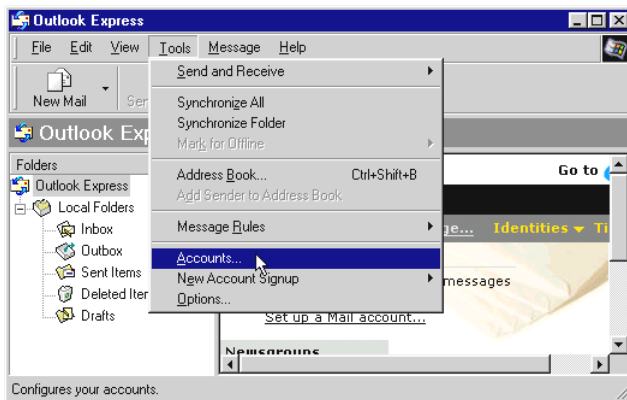
The following procedures are recommended for Magix Service subscribers who want to use Outlook Express to access their Internet mail.

1

With **Outlook Express** installed, double-click the shortcut icon on your Windows desktop.

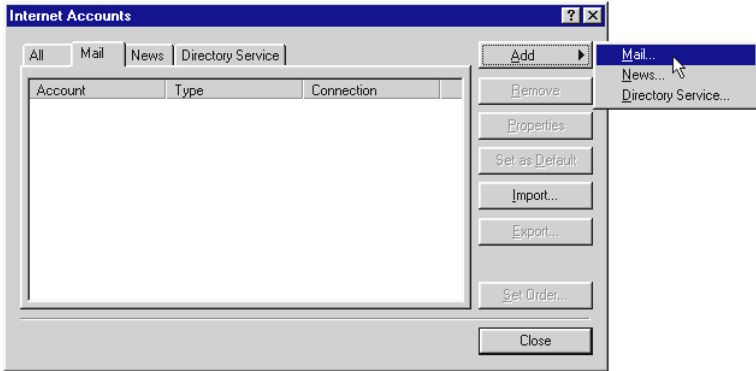
2

From the **Tools** menu, select **Accounts**.



3

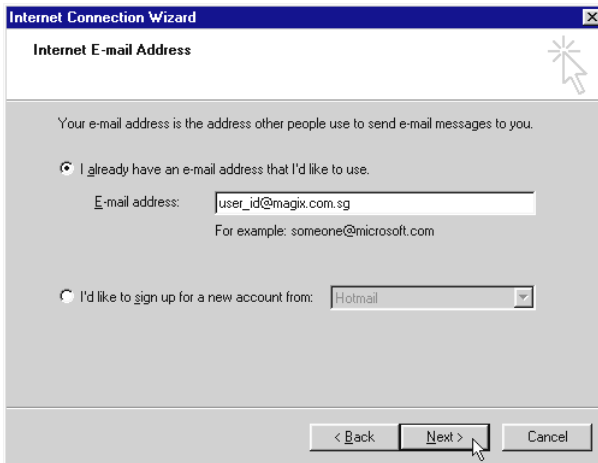
From the **Mail** tab, click **Add, Mail...**



4
5

In the **Display name** text box, key in your name to be used for outgoing messages and click **Next**.

Enter your e-mail address as shown in the example below and click **Next**.



6

Select POP3 type server to be your incoming mail server. Enter the following information:

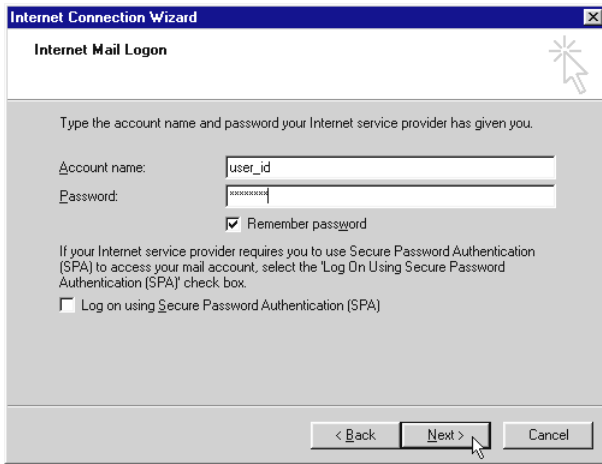
Incoming mail server : smtp.magix.com.sg

Outgoing mail server : mail.magix.com.sg

Click [Next](#).

7

Enter your user ID and password. The figure below is an example of how it should be done.

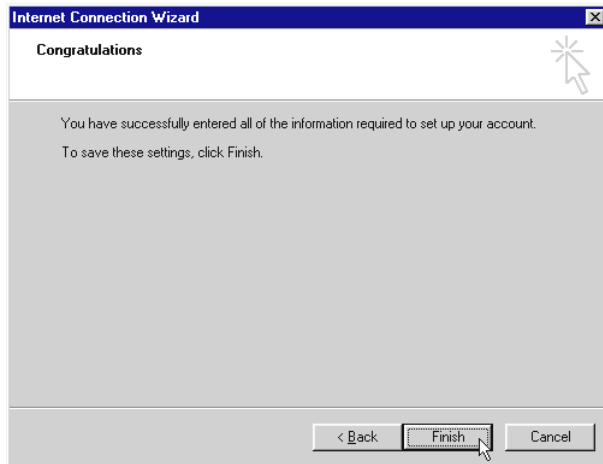


Click [Next](#).

7. Email Configurations for Magix

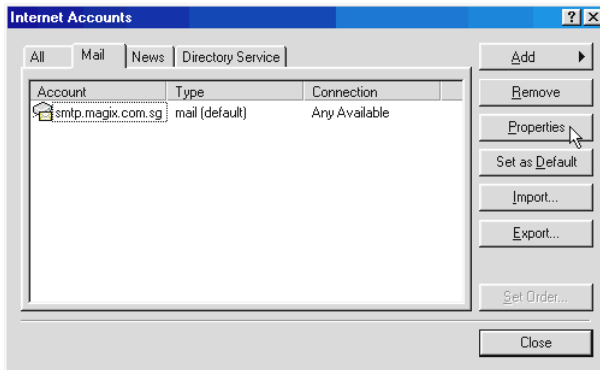
8

Click **Finish** to save the settings.



9

To verify the settings for the new mail account, select on the account and click **Properties** button.



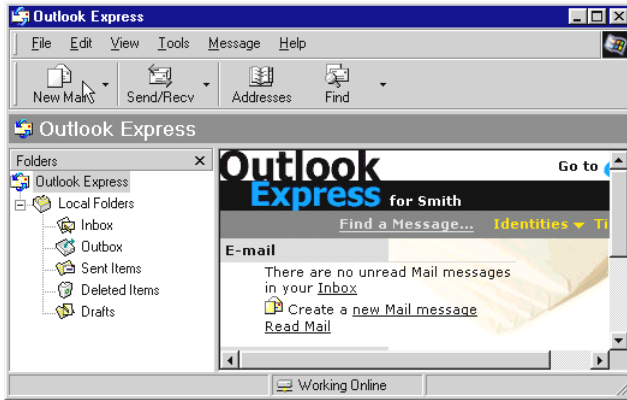
Click **Close** to exit.

10

In order for the new setting to take effect, please exit and re-enter Outlook Express.

11

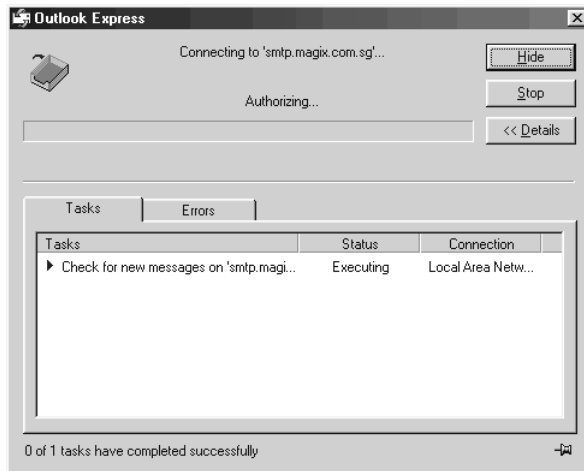
To start a new message, from the toolbar, click [Compose Message](#).
To send and receive e-mails, click [Send/Recv](#).



A window will pop-up to display the connection progress, with the task status displayed at the bottom of the window. (It can take a few minutes to complete the sending and receiving operations.)

12

To view *incoming mails*, double-click the [Inbox](#) icon on your Windows desktop.



7.1.2 Setting Up Outlook Express to Access Newsgroup

1
2

In Outlook Express, from the **Tools** menu, select **Accounts**. When the Internet Accounts window appear, select the **News** tab.

From the **News** tab, click **Add, News** to proceed for setting up newsgroups access. (This is similar to the previous configuration for the internet mail access.)

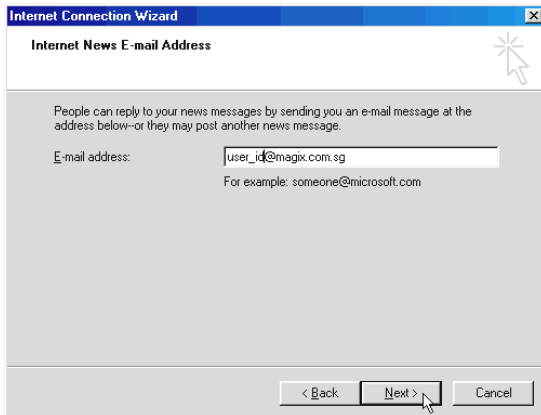
Enter your *display name* as seen in the example below and click **Next**.



The screenshot shows a dialog box titled "Internet Connection Wizard" with a close button (X) in the top right corner. The main heading is "Your Name". Below the heading is a text box containing "your name". To the right of the text box is a mouse cursor icon. Below the text box is the text "For example: John Smith". At the bottom of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

3

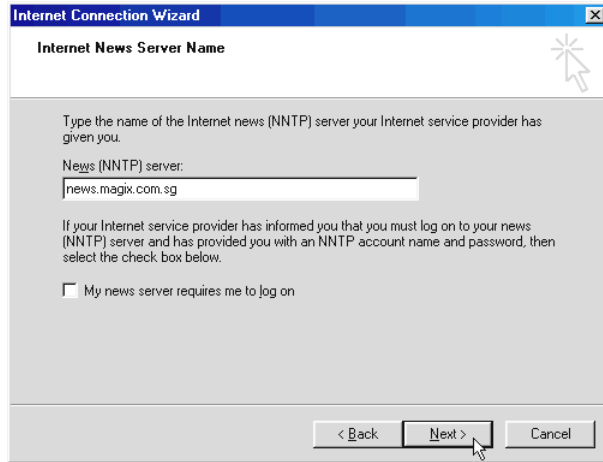
Enter your *email address* as shown below and click **Next**.



The screenshot shows a dialog box titled "Internet Connection Wizard" with a close button (X) in the top right corner. The main heading is "Internet News E-mail Address". Below the heading is a text box containing "user_id@magix.com.sg". To the right of the text box is a mouse cursor icon. Below the text box is the text "For example: someone@microsoft.com". At the bottom of the dialog box are three buttons: "< Back", "Next >", and "Cancel".

4

Enter the following information for the News(NNTP) server:
news.magix.com.sg.



Internet Connection Wizard

Internet News Server Name

Type the name of the Internet news (NNTP) server your Internet service provider has given you.

News (NNTP) server:
news.magix.com.sg

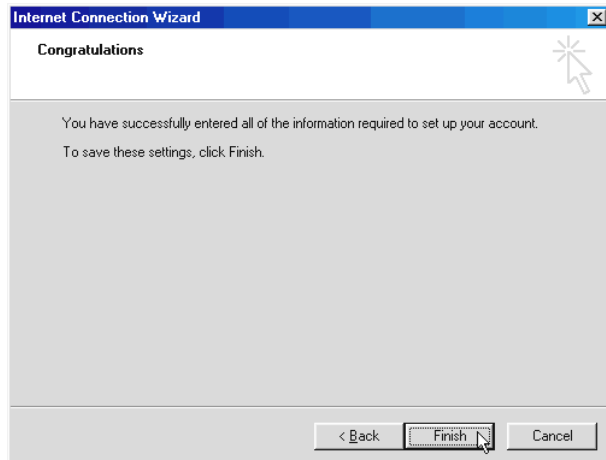
If your Internet service provider has informed you that you must log on to your news (NNTP) server and has provided you with an NNTP account name and password, then select the check box below.

My news server requires me to log on

< Back Next > Cancel

5

Click **Finish** to save the settings.



Internet Connection Wizard

Congratulations

You have successfully entered all of the information required to set up your account.
To save these settings, click Finish.

< Back Finish Cancel

7.2 Setting Up Mail and Newsgroup Services for Netscape Communicator 4.05

7.2.1 For new users of Netscape Communicator and those who just installed Netscape Communicator

1
2
3

Start up [Netscape Communicator](#) by double-clicking the icon from your Windows Desktop.

You will be prompted to setup a new profile. Click [Next](#).

Enter your *name* and *e-mail address* in the given text boxes. Click [Next](#).

Enter your Name and Email Address [X]

Please enter the name and email address for the person whose profile is being created.

This information will be saved in the preferences of the new profile.

Full Name:
 (e.g. John Smith)

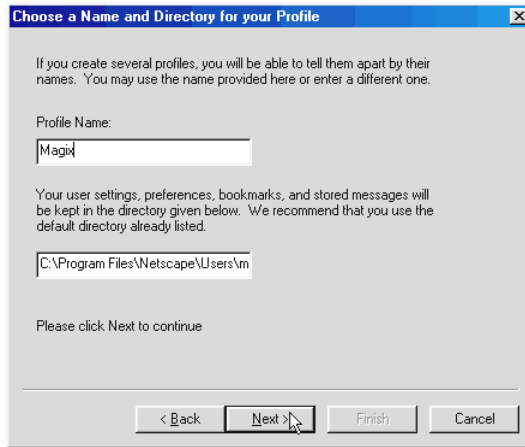
Email Address (if available):
 (e.g. jsmith@company.com)

Please click Next to continue

< Back **Next >** Finish Cancel

4

Enter your *profile name* and the *directory* where your mail will be stored and click [Next](#).



Choose a Name and Directory for your Profile

If you create several profiles, you will be able to tell them apart by their names. You may use the name provided here or enter a different one.

Profile Name:

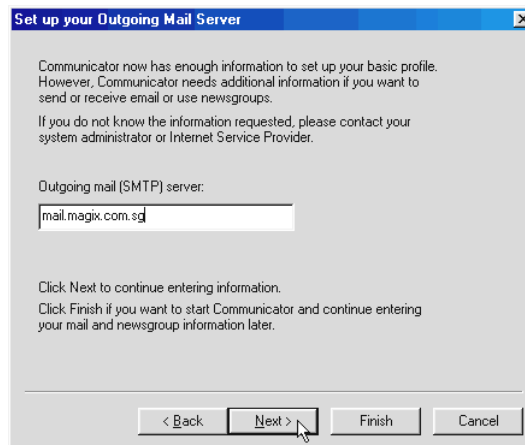
Your user settings, preferences, bookmarks, and stored messages will be kept in the directory given below. We recommend that you use the default directory already listed.

Please click Next to continue

< Back **Next >** Finish Cancel

5

Enter your [Outgoing \[SMTP\] mail server](#) as [mail.magix.com.sg](#).



Set up your Outgoing Mail Server

Communicator now has enough information to set up your basic profile. However, Communicator needs additional information if you want to send or receive email or use newsgroups.

If you do not know the information requested, please contact your system administrator or Internet Service Provider.

Outgoing mail [SMTP] server:

Click Next to continue entering information.
Click Finish if you want to start Communicator and continue entering your mail and newsgroup information later.

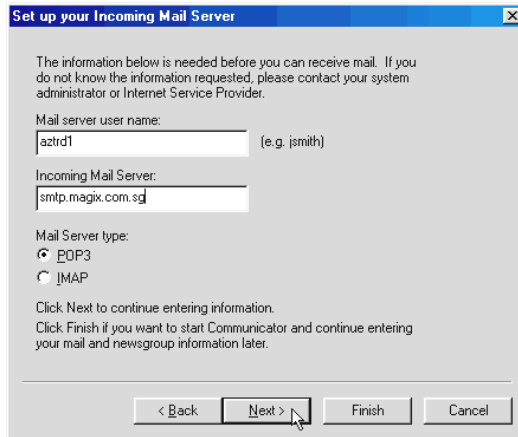
< Back **Next >** Finish Cancel

Click [Next](#).

7. Email Configurations for Magix

6

Enter your **Incoming Mail Server** as **smtp.magix.com.sg**. Ensure that the **POP3** Mail Server type is selected.



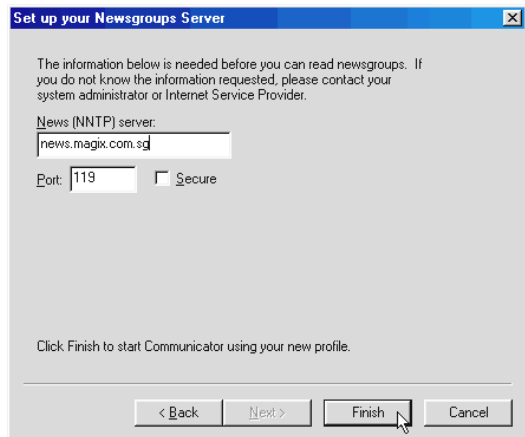
Click **Next**.

7

Enter your **News (NNTP) server** as **news.magix.com.sg** and Port as **119**.

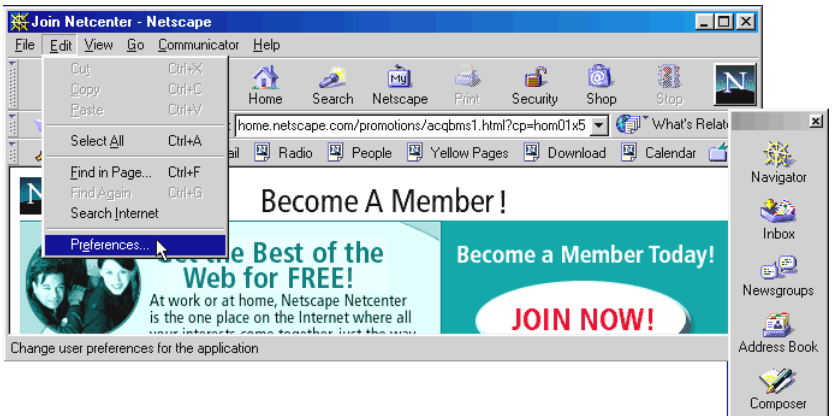
Click **Finish** to confirm the settings made.

After completing setup, Netscape Mailbox can be accessed by clicking **Messenger** from the **Communicator** menu.

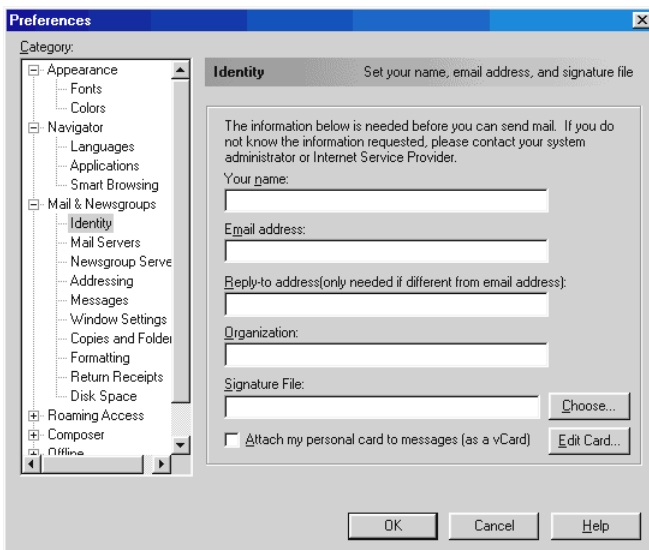


7.2.2 For users setting up internet mail service on their existing Netscape Communicator

Enter **Netscape Communicator**. From the **Edit** menu, select **Preferences**.



In the **Category** field, select **Mail & Newsgroups, Identity**. You are only required to fill in your **user ID** and **E-mail address**.

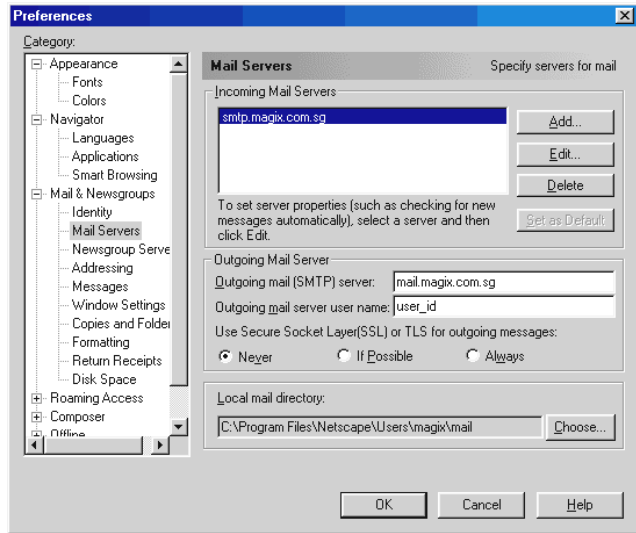


7. Email Configurations for Magix

3

Select **Mail & Newsgroups, Mail Servers**.

Fill in your *Outgoing mail server* and *user id*.

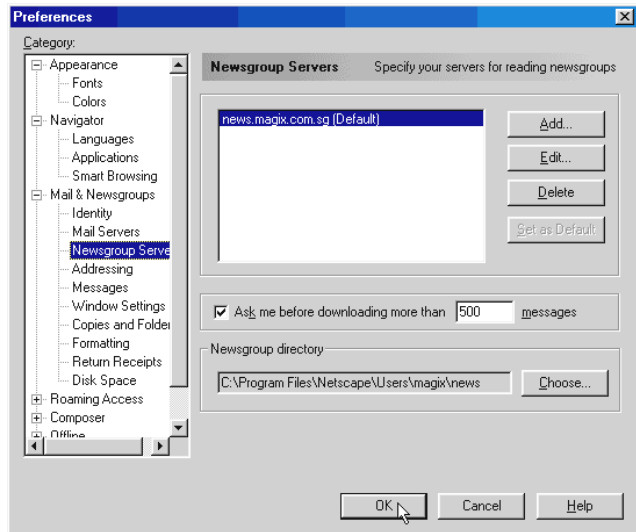


4

Next, click **Mail & Newsgroups, Newsgroup Servers**.

It is recommended that new users use the default discussion group (news) folder provided.

To save your settings, click **OK**.



You may access your Netscape mail by clicking **Messenger** from the **Communicator** menu.

Chapter 8

Uninstalling the Client Software

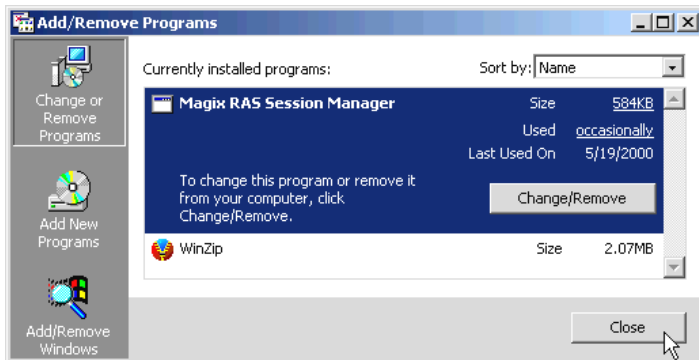
This chapter helps you uninstall the Client software used for Magix Service.

1

From your Windows taskbar, click **Start > Settings > Control Panel**. Double-click on the **Add/Remove Programs** icon.

2

Select **Magix RAS Session Manager** and click **Change/Remove**. Follow any online instructions to remove the software. Upon completion, click **Close**.



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Technical Specifications

This chapter contains the technical specifications for your NC1100 NetCard and DSL Turbo 900. The information may be more useful for technically inclined users.

A.1 For NC1100 NetCard

A.1.1 Main Features

- Highly integrated and cost-effective single-chip ethernet controller
- Supports 32-bit PCI Bus Master for high performance
- Compliant to PCI Revision 2.1 specification
- Compliant to Ethernet II and IEEE802.3 10 BaseT
- Half/Full duplex capability
- Supports LED pins for various network activity indications

A.1.2 Technical Data

Network Type

- Ethernet 10BASE-T
IEEE 802.3 industry standard for a 10Mbps baseband CSMA/CD local area network.

A.1.3 Network Operating System

- Window[®] 95, Window[®] 98, Window[®] 2000
- Window NT[®] 3.0, NT[®] 3.51, NT[®] 4.0
- ODI driver for NetWare 3.x/4.x

A. Technical Specifications

- NetWare Client 32
- NDIS driver for Microsoft LAN Manager
- NDIS2 MAC drivers for DOS, OS/2
- Microsoft Windows for workgroups 3.11
- Packet Driver
- SCO Unix 4.x, 5.x drivers
- UnixWare7

A.1.4 Electrical

Power: 2Watts (max) @ 400 mA

A.1.5 Connector and Sockets

- 1 RJ-45 Non-Shielded Phone Jack

A.1.6 LED

2 Green 3.0mm LEDs:

- LINK
- ACTIVE

A.2 For DSL Turbo 900

A.2.1 Main Features

- Controller-based External ADSL Modem
- UTOPIA Specifications Level I and Level II compliant
- ANSI T1.413 issue 2, ITU-T G.992.1 (G.dmt) and G.992.2 (G.lite) compliant
- Using Discrete Multi-Tone (DMT) line encoding scheme
- Full Rate transmission at up to 8 Mbps downstream and 640 Kbps upstream¹
- G.lite transmission at up to 1.5 Mbps downstream and 512 Kbps upstream¹
- Rate Adaptive modem at 32 Kbps steps
- Up to 18,000 ft loop reach
- Flash ROM upgradable for future feature enhancement
- RFC1483 Bridged (Ethernet Over ATM) protocol stack support
- Remote management through Telnet console access
- TFTP Software update
- Spectral compatibility with POTs

A.2.1.1 ADSL Chipset

Using ST Microelectronics Ascot solution:

- Virata VC8410 (Helium) – ATM Communications Controller
- STLC70135 - ADSL DMT Modem and ATM Framer
- STLC70134 - ADSL Analog Front End
- 4MB Dual-ported SDRAM
- 1MB Flash ROM

A.2.1.2 Virata VC8410 (HELIUM) – ATM Communications Controller

- Built-in 48MHz ARM-based Protocol and Network Processor
- UTOPIA Level I v1.0 and Level II interface
- 10BaseT Ethernet interface with integrated PHY
- Dual-ported SDRAM Interface

¹ The actual downstream and upstream rates will depend on the service package offered by your ADSL Service Provider.

A. Technical Specifications

- ATM Cell Header Filter
- STLC70135 Configuration Register Interface
- +3.3-volt, 208-pin PQFP

A.2.1.3 STLC70135 ADSL DMT MODEM & ATM FRAMER

- ANSI T1.413 Issue 2 standard DMT modem with embedded ATM Framer
- ITU-T G.992.1 (G.dmt) and G.992.2 (G.lite) compliant
- Standard Utopia Level I and Level II ATM Interfaces
- DMT Modulation up to maximum of 256 tones (14 bits)
- ADSL/ATM cell-specific Framing and Deframing
- Rotor and Frequency Domain Gain Correction and Equalization
- Performs DMT Modulation, Demodulation, Reed-Solomon Encoding, Bit Interleaving, and 4D Trellis Coding
- 3.3-volt, 144-pin PQFP

A.2.1.4 STLC70134 ADSL Analog Front-end

- Integrated Analog Front End (AFE) for ADSL
- High sampling rate at 8.832 MHz for both ADC and DACs
- Two (2) 12-bit DACs, One 13-bit ADC
- Differential Analog Input/Output
- Accurate continuous-time low pass filters for channel filtering
- 3.3-volt, 64-pin LQFP

A.2.2 ADSL Software Support

- ATM Transmission Convergence (TC) layer
- ATM Layer with Traffic shaping
- AAL ATM Attributes - AAL5
- RFC-1483 Bridged (Ethernet Over ATM)
- RFC-2516 PPP over Ethernet (Supported via Optional Software)
- PPTP Tunneling Protocol (when available)
- UNI 3.0, 3.1 and UNI 4.0 ATM Signaling (support for SVCS)

A.2.3 Platform Support

- Windows® 95, 98 and Windows® 2000

A.2.4 External Connectors

- 1 x RJ11 Telephone socket for ADSL line
- 1 x RJ11 Telephone socket for Telephone Handset
- 1 x RJ45 for 10Base-T Ethernet
- 1 x MiniDIN Power Connector
- 1 x On/Off Power Switch
- 9 pin Serial Port for local management

A.2.5 LED Indicators

- 1 x Power LED
- 1 x Ethernet Link Status LED
- 1 x Ethernet Activity LED
- 1 x ADSL Receive LED
- 1 x ADSL Transmit LED
- 1 x ADSL Link Status LED

A.2.6 Environmental

A.2.6.1 Temperature

- Operating : 10° to 45° Celsius
50° to 113° Fahrenheit
- Non-Operating : -25° to 70° Celsius
-13° to 158° Fahrenheit

A.2.6.2 Humidity

- Operating : 30% to 80% Relative Humidity (Non-Condensing)
- Non-Operating : 10% to 95% Relative Humidity (Non-Condensing)

A. Technical Specifications

A.2.7 System Requirements

Pentium MMX 233MHz (For video streaming, Pentium II 300MHz or above is recommended)



The specifications herein are subject to change without prior notifications.

Appendix

B

Frequently Asked Questions

This section provides answers to the commonly asked questions on your ADSL modem.



What is ADSL ?



ADSL, Asymmetric Digital Subscriber Line is a broadband communication technology designed for use on regular phone lines. It has the ability to move data over the phone lines at speeds up to 140 times faster than the analog modem available today.



Why is it called Asymmetric ?



It is called asymmetric because more bandwidth is reserved for receiving data than for sending data. This is useful because many users of the Internet receive much more data than they send.



What are the benefits of ADSL over analog modems ?



Besides the high-speed advantage, ADSL connection is always on. There is no longer a need to log on and off, no more busy signals and no more waiting for the connection to established - it is always there. On top of these, you can use the phone even when the data connection is on. You do not need to switch between surfing the Net and talking over the phone.



Will my modem constantly connect near the maximum speed ?



At ADSL speeds, the limitations depend on the performance or load of the ADSL Service Provider that you are trying to reach, as well as the line condition specific to your location.

B. Frequently Asked Questions



Can I connect to the “Magix Internet Services” everywhere I go?



No, you cannot. You can connect to this service, only via ADSL phone line enabled for the Magix Internet Services.



Can I run both dial-up modem and ADSL modem ?



Yes, but it is not recommended. You may experience slowness during surfing as well as incurring additional cost of maintaining two active connections.



Do I need to use Micro-Filter when using ADSL ?



It is necessary to use Micro-Filter when the ADSL line is shared by other telecommunication devices such as analog modem, telephone and fax machine. This is to effectively eliminate noise from the same line to ensure optimum ADSL performance.

If the ADSL line is not shared by another telecommunication device, then a Micro-Filter is not required.

Refer to section 3.1 - Setup Overview for the correct placement of the Micro-Filters.

(The Micro-Filters can be purchased separately from SingTel Magix.)



Can I determine which version of Dial-Up Network (DUN) is installed ?



There is no easy way to determine the version of the DUN. The safest approach is to install the DUN v1.3 downloaded from the Microsoft website.

Troubleshooting

This section provides a step-by-step solutions to problems that you may encounter when setting up or using your ADSL modem.



I am not getting any connection. The modem Power LED lights up and the ADSL Link LED keeps blinking. (The ADSL Link LED does not remain light up.)



Power off your modem and check the following:

- i) Ensure that the Power adapter is tightly fitted into the DC IN.
- ii) Check that the Telephone cable (RJ-11) is connected to LINE jack on your modem and not to the TEL jack.
- iii) Power on your modem.

If the problem still persist, please check with your ADSL Service Provider.

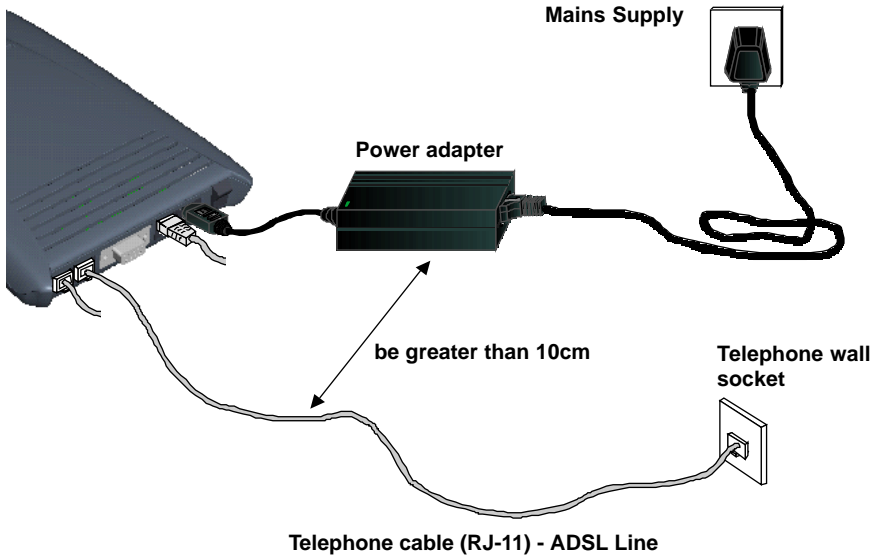


I am getting poor ADSL speed performance from my modem.



- i) Ensure that the ADSL line is at least 10cm away from the Power adapter. (see the following page for illustration.)
- ii) Place your modem away from devices or appliances such as monitors, exposed computer systems (with chassis covers removed) or another modem which exhibit magnetic fields that may cause interferences to your modem line.
- iii) Ensure that Micro-Filters are used for phone sockets that are sharing the same ADSL line.

If your modem speed or performance is still unsatisfactory, please contact your ADSL Service Provider.




When I double-click the Magix  icon, an error message, “You have already started a version of this program” appears.



Press **<Ctrl><Alt>** simultaneously. Select “**RAS Session Manager**” and click **End Task**. Try re-connecting again.



Nothing happens when I double-click the Magix  icon. The Magix connection icon at the corner of the taskbar remains disconnected (displaying a cross, X).



Press **<Ctrl><Alt>** simultaneously. Select “**RAS Session Manager**” and click **End Task**. Try re-connecting again.



When I double-click the Magix icon on my desktop, an error message, “User has no authorisation for this call” appears.



Make sure that you have entered the username and password as given by Magix. To verify,

- i) From your Windows taskbar, click *Start > Programs > Magix Client > Magix RAS Session Manager*.
- ii) At the *Magix RAS Session Manager* prompt, ensure that you have selected *Magix* at the drop-down list and click *Edit...*
- iii) From the *Authentication* section, ensure that your username is correct and that the password are in *UPPERCASE*. (If you are unsure, overwrite the existing one). Click *OK* to save changes.



When I double-click the Magix icon on my desktop, an error message, “Request service is unknown” appears.



Make sure that you have entered the username and password as given by Magix. To verify, carry out the instructions as described in the previous question: *When I double-click the Magix icon on my desktop, an error message, “User has no authorisation for this call” appears.*

Another reason could be that you are not registered for the listed service. Subscribe to the service and try again.

C. Troubleshooting Guide



During the installation of Client Software, the error message, 'No Microsoft TCP/IP stack installed. Please install the Microsoft TCP/IP stack in Control Panel, Network.' is prompted. (For Windows® 95 users only)



You need to install Microsoft TCP/IP before installing the Client Software. Please refer to section 3.3.2 - Verifying Your NC1100 NetCard, step 3 on the installation procedures.

Appendix D



Technical Support

Aztech Sales Enquiries

Hotline : (65) 741 7211 (Marketing and Sales Department)
Email : sales@aztech.com.sg
Fax : (65) 749 1198
Working Hours : Monday to Friday - 0900 to 1800
Saturday/Sunday/Public Holidays - Closed

Aztech Technical Support

(c/o AVS Computer Services Pte Ltd⁶)

Hotline : (65) 742 9633
Email : service@avscs.com
Fax : (65) 742 9010
Working Hours : Monday to Friday - 0900 to 1800
Saturday/Sunday/Public Holidays - Closed

⁶ AVS Computer Services Pte Ltd is Aztech authorised Customer Service Center.

Technical Support Considerations

Majority of enquiries can be resolved efficiently. However, there may be cases when it is beyond our technical support to assist you. We may not be able to assist you in:

- Hardware conflicts

We will try to discover them and make suggestions but we are unable to repair them over the telephone.



D. Technical Support

- Software conflicts

Removal of other software and reinstalling our software may be the only solution.

- O/S problem

If you encounter problems like fatal exception or illegal operation, kindly refer to your PC vendor.

- Modifications made to your software

Our technical support officers are trained to support the software we provide as part of our service and they are knowledgeable about a wide range of other programs. However, we are unable to support software that has been modified.