ADSL Ethernet Modem

Easy Start
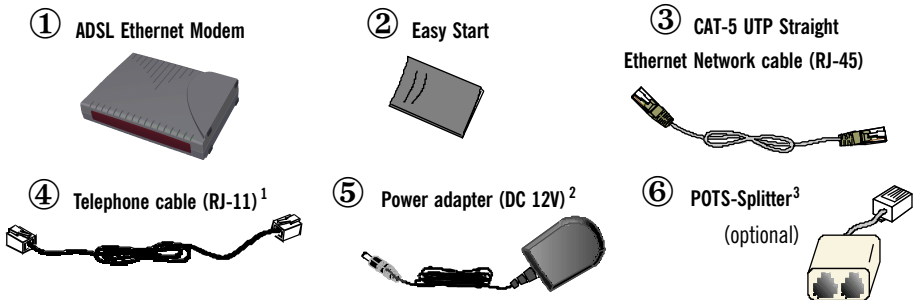
Version 1.0

Contents

Introduction

Thank you on your purchase of the ADSL Ethernet Modem! The Modem provides you with a high-speed broadband Internet connection using your existing phone line that at the same time allows you to make phone calls.

The ADSL Ethernet Modem can be connected to any computer/notebook with a 10/100 Base-T Ethernet Network card. This documentation assumes that your computer/notebook already has an Ethernet Network card installed.

Minimum System Requirements

- Pentium® MMX 233MHz with Ethernet Network card (installed with TCP/IP Protocol)
- Operating system support:

   Windows®: Windows® 98 / Windows® 98 Second Edition / Windows® Me / Windows® XP / Windows® 2000

   Macintosh®: OS 9.x and above

- Web Browser support:
   Microsoft Internet® Explorer™ 4.0 (or later versions)
   Netscape® Navigator 4.7 (or later versions)

Modem Package

① **ADSL Ethernet Modem**

② **Easy Start**

③ **CAT-5 UTP Straight Ethernet Network cable (RJ-45)**

④ **Telephone cable (RJ-11)** [1]

⑤ **Power adapter (DC 12V)** [2]

⑥ **POTS-Splitter** [3]
(optional)

1 The telephone extension cable used for this Modem is a UL Listed Communication Circuit Accessory, minimum 26AWG.

2 Different countries are bundled with different types of power adapter. The above illustration is only a representative.

*3 Depending on your country of purchase, your package may or may not come with a POTS Splitter. The POTS Splitter is required if you are connecting a Telephone Set to the Ethernet Modem. Please refer to **Step 1.2 - Connecting to the ADSL Line** for details. POTS-Splitter can also be purchased from your dealer.*

ADSL Ethernet Modem Overview

Front View
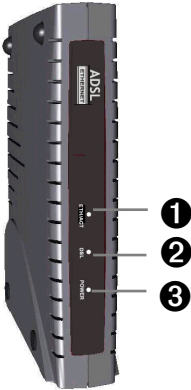
❶ **ETH/ACT**

Lights up when the Ethernet Network cable is properly connected from the Modem to the Ethernet Network Card. **Blinks** when the ADSL is transmitting/receiving data.
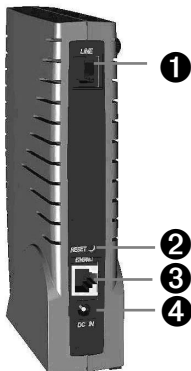
❷ **DSL**

Lights up when the ADSL connection is established. **Blinks** when modem is trying to establish an ADSL connection with your ADSL Service Provider.

❸ **POWER**

Lights up when power is supplied to the Modem.

Rear View

❶ **LINE**

Telephone jack (RJ-11) to connect to your Telephone Wall Socket (ADSL line).

❷ **RESET**

To reset your Modem to factory default settings. (All customised settings that you have saved will be lost!) Please refer to the below footer[4] on how to activate the reset function.

❸ **ETHERNET**

10 / 100 Base-T Ethernet jack (RJ-45) to connect to your Ethernet Network card.

❹ **DC IN**

To connect to your Power Outlet via the Power Adapter that comes with your package.

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4 To activate the reset function:
  - *Ensure that your Modem is **powered on**.*
  - *Use a paper clip or a pencil tip to depress the reset button and release. At this point, the DSL indicator will be **off, followed by the ETH/ACT** indicator. The reset is in progress.*
  - *When the **DSL** indicator starts blinking, it means that the reset process is completed. The default settings are now restored.*
  - *ADSL line is established once the **DSL** indicator lights up.*

Step 1: Connecting the ADSL Ethernet Modem to Your Computer/Notebook

Power off your Computer/Notebook or/and any connected devices before connecting to the ADSL Ethernet Modem!

To connect the ADSL Ethernet Modem to your Computer/Notebook, you need to have an **Ethernet Port** present on your Computer/Notebook.
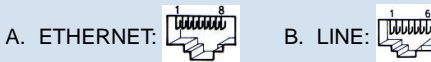(See the following note if you are not sure of how an Ethernet Port looks like).

Locating the Ethernet Port on your Computer/Notebook
The following are some tips to help you locate your Ethernet Port on your Computer/Notebook. Alternatively, you may refer to the documentation that comes with your Computer/Notebook.
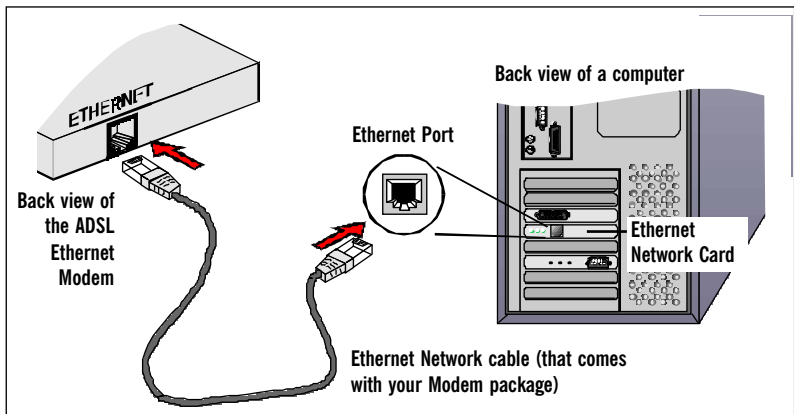
Most Computers/Notebooks have labels describing the Ports. For Ethernet Port, you will see either **ETHERNET**, **ETH** or **RJ45** labelled near the Port.

If your Computer/Notebook does not have such descriptions, try the following.

- **Picture A** gives the illustration of an Ethernet Port. All Ethernet Ports have **8** conductors on it. Do not mistaken with the LINE Port (Picture B) that has only 6 conductors.

- An Ethernet Port is slightly bigger than a LINE Port.

A. ETHERNET: B. LINE:

Step 1.1 Connecting to the Ethernet

Back view of a computer

Ethernet Port

Back view of the ADSL Ethernet Modem

Ethernet Network Card

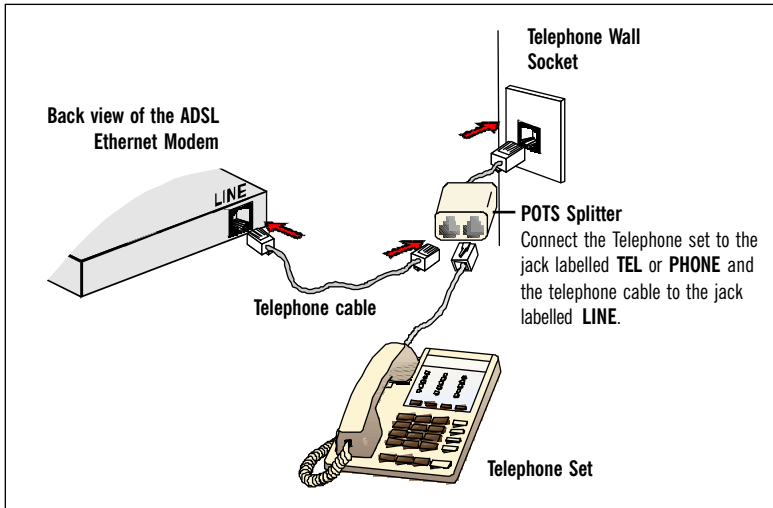Ethernet Network cable (that comes with your Modem package)

Step 1.2   Connecting to the ADSL Line

To connect the **ADSL Ethernet Modem to the ADSL line**, carried out **Step 1.2(a)**.
To connect the **ADSL Ethernet Modem to the ADSL line and a Telephone Set**, carried out **Step 1.2(b)**.

(a)   To connect to the ADSL line
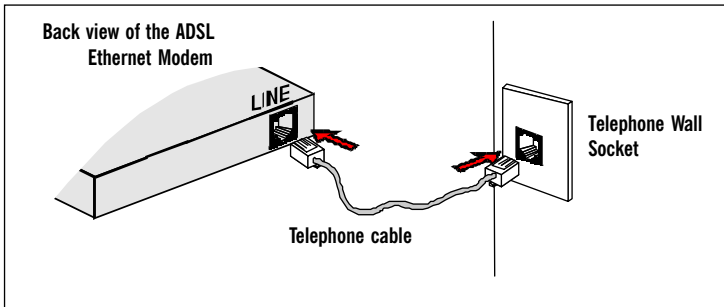
## (b)   To connect to the ADSL line and Telephone Set

The POTS Splitter is a device that allows you to connect both your Telephone cable and Telephone Set to the same Telephone Wall Socket. The device at the same time helps to eliminate background noise on the telephone line, ensuring the best possible phone performance.

If you have Telephone set(s)/Facsimile machine connected to other Telephone Wall Socket(s), you will need to plug in a Micro-Filter to each of the Telephone Wall Socket before connecting to the Telephone set as illustrated.

Like the POTS Splitter, Micro-Filter helps to eliminate noise on the telephone line when your Ethernet Modem and Telephone set are both sharing the same line. The only difference is that the POTS Splitter has two RJ-11 jacks whereas the Micro-Filter has only one.

(Micro-Filter can be purchased from your dealer).

Telephone
Wall Socket

Micro-Filter

Telephone Set
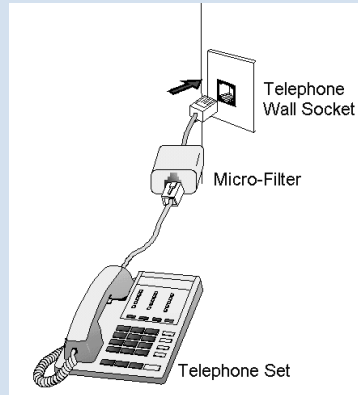
Step 1.3   Connecting to the Power Outlet

Connect the ADSL Ethernet Modem to the Power Outlet via the Power adapter (that comes with your Modem package).

Back view of the ADSL Ethernet Modem

12V DC

Connect the other end of the Power Adapter to the Power Outlet.
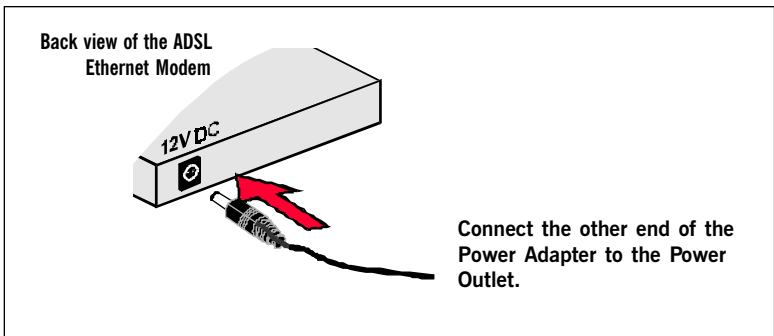
Step 1.4 Checking Your Connections

Please check your connections before proceeding.

To your Telephone Wall Socket (ADSL line)

To your Power Outlet

To the Ethernet Port on your Computer/Notebook
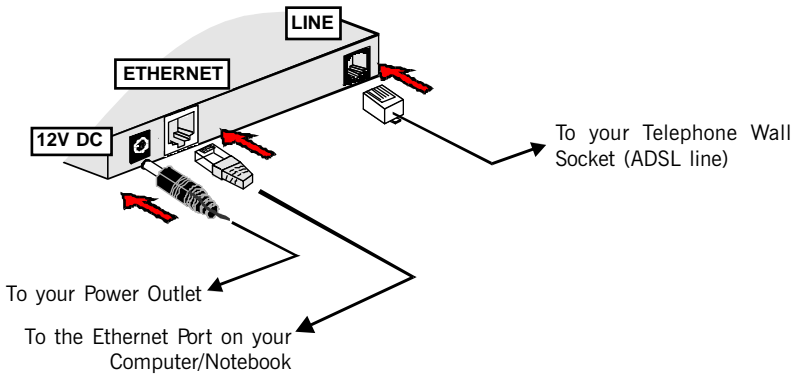
Step 1.5 Powering Up

- Power on the Power Outlet that the ADSL Ethernet Modem is connected to.
- Power on your Computer/Notebook.

Proceed to **Step 2**.

Step 2: Configuring Your Ethernet Network Card

This documentation assumes that your computer/notebook is already installed with an Ethernet Network card.
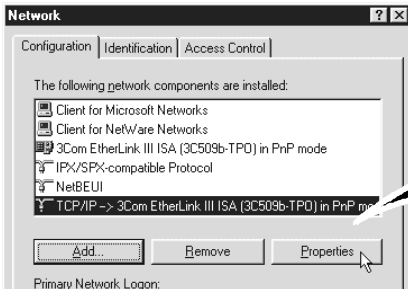
2.1   For PC users

2.1.1   For Windows® 98 Second Edition / Windows® Me

i   From your Windows desktop, right-click on the **Network Neighborhood** icon. Select **Properties**.

ii   From the **Configuration** tab, select **TCP/IP-> xxx** where **xxx** refers to **the model of your Ethernet Network Card that is connected to the ADSL Ethernet Modem**.
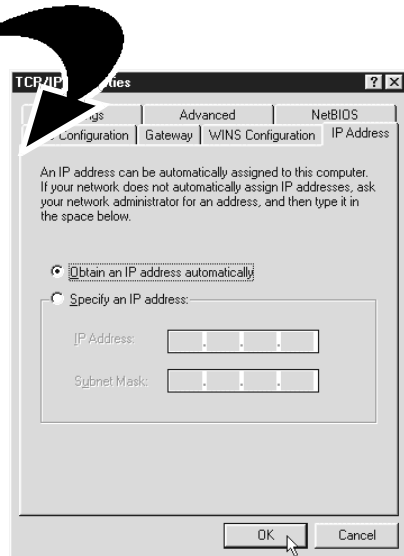
Click **Properties**.

(This screen shot uses 3Com EtherLink Ethernet card model as an example).

iii   Click the option **Obtain an IP address automatically** and click **OK** to save the settings.

Ensure that your Modem is powered on. Restart your system.

Proceed to **Step 3**.

## 2.1.2   For Windows® 2000 / Windows® XP

i   Windows® 2000:

a)   From your Windows desktop, right-click on the icon **My Network Places** and select **Properties**.

b)   At the **Network and Dial-up Connections** window, right-click on the **Local Area Connection** icon and select **Properties**.

Windows® XP:
(Instructions are based on default **Start menu** option)

a)   From your Windows desktop, click **Start** > **All Programs** > **Accessories** > **Communications** > **Network Connections**.

b)   Right-click on the **Local Area Connection** icon that reflects **the model of your Ethernet Network Card that is connected to the ADSL Ethernet Modem** and click **Properties**.

ii   Ensure that the field **Connect Using** indicates the model of your Ethernet Network Card that is connected to your ADSL Ethernet Modem.
(This is important especially if you have more than one **Local Area Connection** icons displayed at the **Network and Dial-up Connections** / **Network Connections** window. Ensure that you have selected the correct one.)

Select **Internet Protocol (TCP/IP)** and click **Properties**.
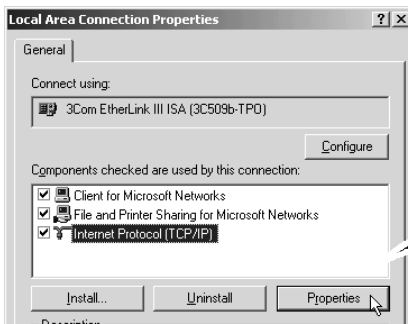
(This screen shot uses 3Com EtherLink Ethernet card model as an example).
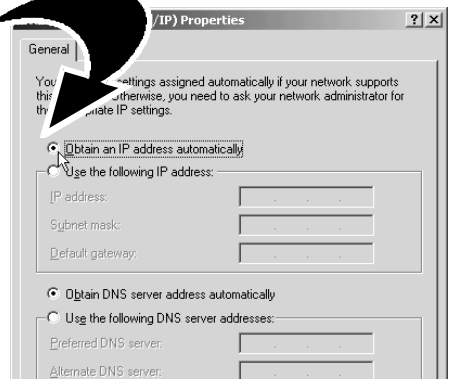
iii   Select the option **Obtain an IP address automatically** and click **OK**.
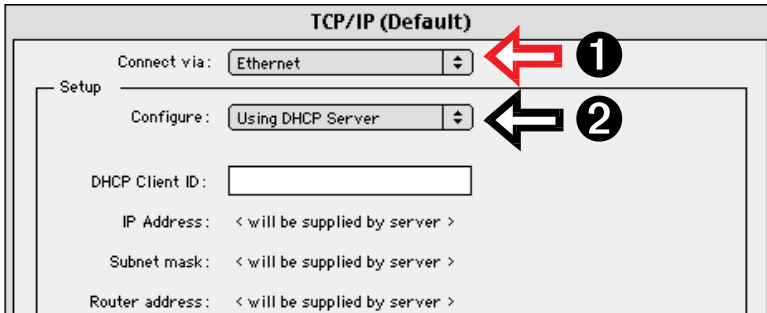
Click **OK** again to close.

Ensure that your Modem is powered on. Restart your system.

Proceed to **Step 3**.

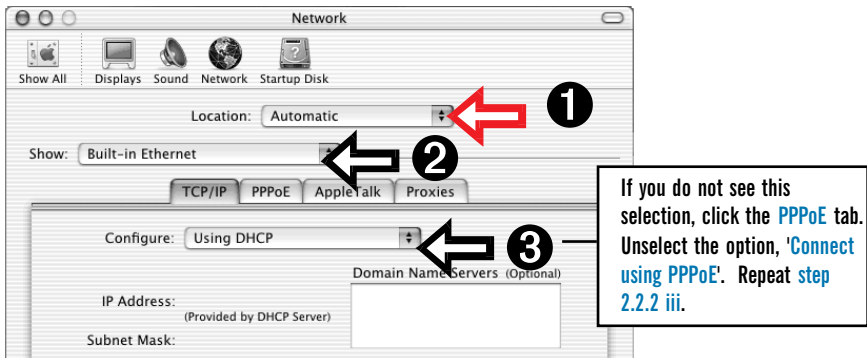## 2.2 For MAC users

2.2.1 For MAC OS 9.x

i   Click **Apple** Menu > **Control Panels** > **TCP/IP**.

ii   At the following display, ensure that your selections for **Connect via** and **Configure** are as indicated.

iii   **Close** the window to save. Proceed to **Step 3**.

2.2.2 For MAC OS X

i   Click **Apple** Menu > **System Preferences**.

ii   At **Internet & Network** row, click **Network** icon.

iii   At the following display, ensure that your selections for **Location**, **Show** and **Configure** (at the **TCP/IP** selection) are as indicated.

If you do not see this selection, click the PPPoE tab. Unselect the option, 'Connect using PPPoE'. Repeat step 2.2.2 iii.

iv   Click **Apply Now** to save. **Close** the window. Proceed to **Step 3**.

Step 3: Configuring Your Internet Browser

3.1   For PC users

3.1.1   Microsoft® Internet Explorer™ (based on IE 5.5)

i   From your Windows desktop, double-click on your Internet Explorer icon to launch your Browser.

ii   From the Menu, click **Tools** and select **Internet Options...** .

iii   Clear the offline content:
- Select the **General** tab. Click on **Delete Files** buttons.
- Click on **Delete all offline content** to enable the option.
- Click **OK**.
- Click on **Clear History** button followed by **Yes**.

iv   Select the **Connection** tab. Click the field, '**Never dial a connection**'. (This option will be grayed off if you have never installed an analog modem on your computer/notebook before. Proceed with **3.1.1 v**).

v   Disable the Proxies:
- At the **Connection** tab, click on **LAN Settings** button.
- Disable all proxies settings if it has been enabled.
- Click **OK**.

vi   Click **OK** again to close the dialog box. You may now proceed to **Step 4** to establish your Internet connection.

3.1.2   Netscape® Browser (based on Netscape® 4.7)

i   From your Windows desktop, double-click on your Netscape icon to launch your Browser.

ii   Clear the offline content:
- Click **Edit** > **Preferences**.
- Double-click on **Advanced** and click **Cache**. Click on **Clear Memory Cache** and **Clear Disk Cache** buttons.

iii   Disable the Proxies:
- Double-click on **Advanced** and click **Proxies**. Ensure that the option **Direct Connection to the Internet** is enabled.

iv   Click **OK** for the changes to take effect. You may now proceed to **Step 4** to establish your Internet connection.
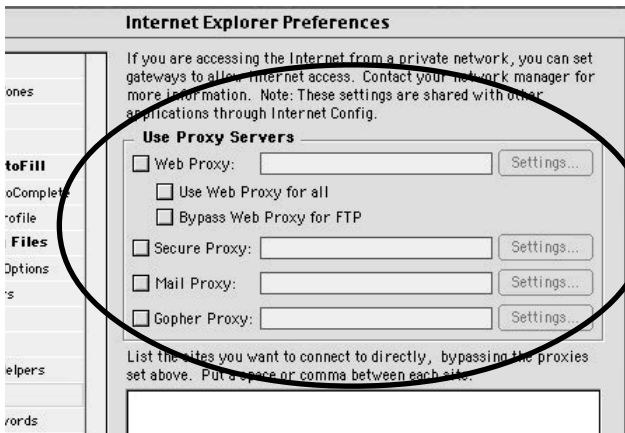
3.2   For MAC users

3.2.1   For MAC OS 9.x

i   Launch your Internet Browser.

ii   Click **Edit** > **Preferences**.

iii   **For Internet Explorer™:**

Clear the offline content:
- Click on **Advanced**.
- Click on the **Clear History** and **Empty Now** buttons.

Disable the Proxies:
- Click **Network** > **Proxies**. Make sure that all the selections at **Use Proxy Servers** are disabled as indicated.

For Netscape®:

Clear the offline content:
- Click **Advanced** > **Cache**.
- Click on **Clear Disk Cache Now**.

Disable the Proxies:
- Click **Advanced** > **Proxies**.
- Select the option **Direct connection to the Internet** as indicated.

iv   Click **OK**. Close the window. You may now proceed to **Step 4** to establish your Internet connection.

3.2.2   For MAC OS X

i   Launch your Internet Browser.

ii   **For Internet Explorer™:**

Clear the offline content:
- Click on **Explorer** > **Preferences**.
- Click on **Advanced**.
- Click on the **Clear History** and **Empty Now** buttons.

Disable the Proxies:
- Click **Network** > **Proxies**. Make sure that the selections at **Use Proxy Servers** are disabled as indicated:
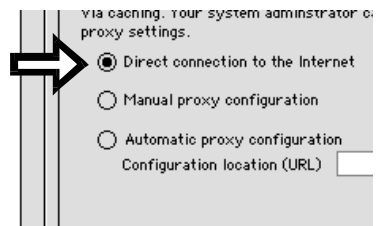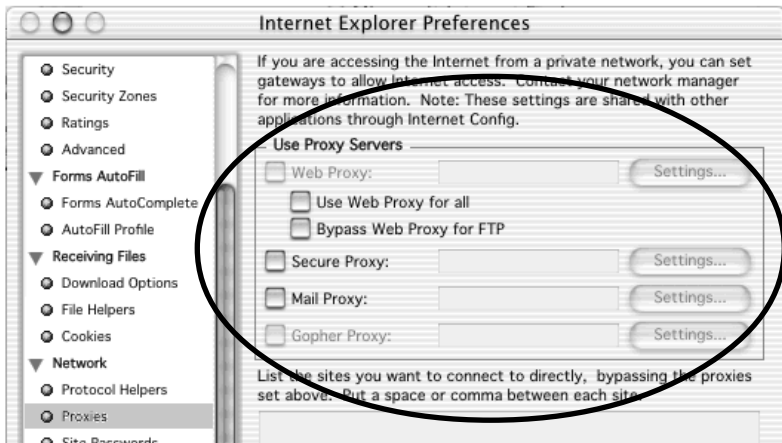

For Netscape®:

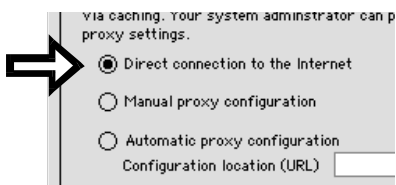**Clear the offline content:**

- Click **Edit** > **Preferences**.
- Click **Advanced** > **Cache**.
- Click on **Clear Disk Cache Now**.

Disable the Proxies:

- Click **Advanced** > **Proxies**. Select the option **Direct connection to the Internet** as indicated.
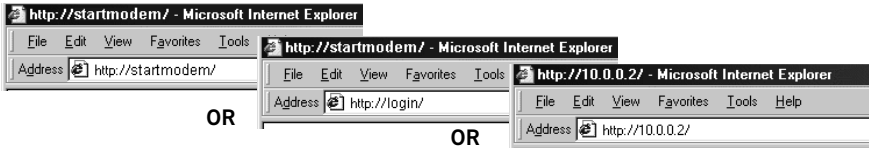

iii   Click **OK**. Close the window. You may now proceed to **Step 4** to establish your Internet connection.

Step 4: Connecting to the Internet

4.1 To Connect/Login

i From your Internet Browser, you may either key in **startmodem** or **login** at the address bar and hit <**Enter**>. (You may also enter the address **10.0.0.2** at the address bar).

OR **OR**

ii A **Quick Start** page will be displayed.

Enter your **Username** and **Password** as given by your ADSL Service Provider and click **Submit**.

(isp: refers to your Internet Service Provider name)

iii Allow some time (about 1 minute) for your modem to save your profile and reboot. At the following prompt, click on the link.

Configuration Saved

Your settings have been saved and the modem has rebooted.
You will be automatically connected to the Internet.

Please click here to continue

v Check on the **Status** column. You should see **Connected**. This means that you are now connected to the Internet. You can start surfing!

Connection Status

VC	Status	Pkts Sent	Pkts Rcvd	Bytes Sent	Bytes Rcvd
0	Connected	9	8	160	145

If status is Disconnect, please wait a while for modem to auto-connect.

4.2   To Disconnect/Logout

i   Click the **Connection Status** on the left panel.

ii   Click **Disconnect**. This will end your Internet session.

Connection Status

VC	Status	Pkts Sent	Pkts Revd	Bytes Sent	Bytes Rcvd
0	Connected	52	49	4031	32483

Disconnect
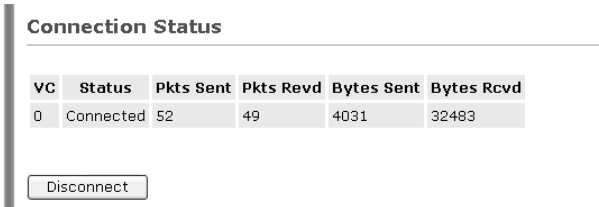
iii Alternatively, you may type in **logout** at the address bar and hit <**Enter**>.

ADSL Ethernet Modem - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address   http://logout
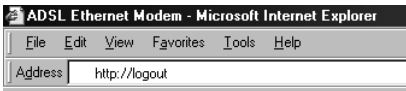
Allow some time for the log out to process. This will end your Internet session.

ADSL/WAN Status

Click **ADSL/WAN Status** on the left panel to check your ADSL line status and the connection statistic.

ADSL/WAN Status

ADSL Line State: SHOWTIME

WAN Statistic:

IP Address	Subnet Mask	MAC Address
203.125.69.83	255.255.255.0	02:30:CD:00:07:BB

PVC values:
VPI/VCI: 0/100
Protocol & Encapsulation Mode:
PPPoA VC-Mux

ADSL Line State	**SHOWTIME** means that your ADSL line is established.
WAN Statistic	Shows the current **IP Address** and **Subnet Mask** that are assigned to your ADSL Ethernet Modem by your ADSL Service Provider. **MAC Address** refers to the hardware ID of the device that assigned the IP Address.
PVC values	The unique data path your ADSL Ethernet Modem uses to communicate with your ADSL Service Provider.
Protocol & Encapsulation Mode	The type of protocol and data link used to communicate with your ADSL Service Provider.

Diagnostic Test

Click **Diagnostic Test** on the left panel should you fail to connect to the Internet. Allow some time for the results to show.

Diagnostic Test

PC to Modem Interface Test	PASS	HELP
Modem Test	PASS	HELP
Modem to Telephone Line Connection Test	PASS	HELP
Connection to Service Provider Network Test	PASS	HELP

Log   Test

Click on the corresponding HELP for more information.

(A test is **SKIPPED** if the previous test has **failed**. Proceed to solve the problem before clicking **Test** again).

Firmware Upgrade

This option allows you to do a firmware upgrade with the file sent to you by your ADSL Service Provider/Modem Manufacturer.

i   From the left panel, click **Firmware Upgrade**.

ii   Click **Browse**.

iii Navigate to the location where you have saved the file that is given by your ADSL Service Provider/Modem Manufacturer.

Click **Upload** to start the uploading process. It will take about a few seconds.

Firmware to be upgraded

D:\FIRMWARE.DLF   [Browse...]

[Upload]

(**D** refers to the CD-ROM drive letter and **FIRMWARE.DLF** refers to the file that was sent to you by your ADSL Service Provider/Modem Manufacturer).

iv   Upon completion, you will be prompted that your firmware has been successfully upgraded.

File successfully transferred!

You must reboot the system now!
Click here to reboot Device - Reboot

Click **Reboot** to restart your ADSL Ethernet Modem.

v   When the rebooting process completes, the modem will try to establish the ADSL connection again.   Once the **DSL** indicator lights up, it means that the ADSL connection is now established. (The process will take about 1 minute).

Please proceed to **Quick Start** to submit your username and password again.

(During the rebooting process, you *may* encounter '**The Page cannot be displayed**' prompted. This is due to the time-out of your Internet Browser. When this happens, click **Refresh** and allow some time for the **Quick Start** page to be displayed.)

Frequently Asked Questions

Q: 'The page cannot be displayed' is prompted when I launch my browser.

A: Ensure that you are using the Ethernet Network cable that comes with your ADSL Ethernet Modem package to connect to the ADSL Ethernet Modem.

Restart your computer and try to launch your browser again. If the problem persists, please contact your Modem manufacturer.

Q: The DSL light keeps on blinking consistently.

A: i. Ensure that your ADSL line has already been activated by your ADSL Service Provider.
ii. Ensure that you have connected the telephone cable as illustrated in **Step 1.2**.
If the problem persists, please check with your ADSL Service Provider.

Q: The DSL light is on. But I keep getting 'Not Connected' state at the Connection status.

A: i. Ensure that your ADSL line has already been activated by your ADSL Service Provider.
ii. Ensure that you have entered the correct username and password at the **Quick Start** page. Enter and re-submit the username and password.

Q: Can I connect my ADSL Ethernet Modem to a Broadband Router (for Multiple-Users)?

A: Yes. The ADSL Ethernet Modem can be connected to a Broadband Router. Please configure your ADSL Ethernet Modem before proceeding to connect to the Broadband Router.

Q: How do I configure my ADSL Ethernet Modem for Broadband Router?

From the Internet Browser, key in **connectrouter** at the the address and hit <**Enter**>.

Allow sometime for your Modem to auto-configure and restart. During the process of restart, the **DSL** indicator will go off, followed by the **ETH/ACT** indicator. Once you see the **ETH/ACT** indicator lights up and **DSL** indicator flickers (and gets lighted up), it means that the restart process is completed. Please refer to your Broadband Router documentation on how to connect to the Internet.

NOTE! In Multiple-Users mode, you will not be able to use the commands startmodem, login and logout.

Q: **How do I configure my ADSL Ethernet Modem from Multiple-Users mode to Single-User mode?**

From the back of your ADSL Ethernet Modem, activate the reset button. For details on how to activate the reset, please refer to the footer note on page 3.

Q: **Is VPN client supported in ADSL Ethernet Modem?**

A: Not all VPN clients are supported using ADSL Ethernet Modem. For details, you may check with your Modem manufacturer.

Technical Support

Hotline	:	(65) 6741 7211 (Sales Enquiry)
		(65) 6749 2062 (Technical Support)
Email	:	sales@aztech.com (Sales Enquiry)
		support@aztech.com (Technical Support)
Fax	:	(65) 6749 1198
Working Hours	:	Monday to Friday - 0900 to 1730
		Saturday/Sunday/Public Holidays - Closed

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.

- **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 knowledgable about a wide range of other programs. However, we are unable to support software that has been modified.