

ADSL USB MODEM

User's Manual

Version 1.0

Product warranty does not apply to damage caused by lightning, power surges or wrong voltage usage.

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Chapter 1...

Introduction

Congratulations on your purchase of DSL800U ADSL USB Modem !

ADSL, which stands for **Asymmetric Digital Subscriber Line**, is the latest communication technology that offers faster and uninterrupted Internet access.

The ADSL modem makes use of your existing phone line for Internet surfing and at the same time, allows you to talk on the phone ! As your phone line is dedicated to your home, your connection to the Internet will also be highly secured and reliable !

DSL800U promises unrivalled high performance broadband Internet access of up to **1.5 Mbps downstream (26 times faster than 56K modem), 512 Kbps upstream**.

Designed based on the latest USB technology, the DSL800U is bus-powered, that is it does not require any external power supply with messy cords. With its hot swappable capability, you can now plug in and out the modem without the need to shut down or restart your computer.

DSL800U definitely meets more than comfortably, the demands of today's bandwidth intensive applications!

1.1 Features

- Up to 26x faster connection than 56Kpbs modems. Ideal for high bandwidth intensive applications such as video conferencing.
- Simultaneous voice and data on one phone line (concurrent use of phone / fax while surfing).
- USB hot swappable plug & play installation.
- Bus powered, does not require external power supply.
- Compact design for all notebooks and desktops.

Chapter 2...

Before You Begin

This chapter contains information that you need to know before installing your modem. It is important that you go through them.

2.1 Package

Please check that you have the following items in your package. If you found any missing items, please contact your dealer immediately.

(The actual cables that come with your package may differ in appearance from country to country.)



2.2 Minimum System Requirements

2.2.1 Hardware

- IBM PC-based computer with Pentium® MMX 233 processor
- 32MB RAM
- 20MB of free hard disk space (system files and modem driver only)
- A free USB Port
- A CD-ROM drive

2.2.2 Software - Operating System

 Windows[®] 98 / 98 Second Edition Windows[®] Me Windows[®] 2000



Depending on your system configuration, you may be prompted for your Windows CD-ROM during the driver installation. Have it ready by your side.

2.3 Safety Precaution

Adhere to the following safety guidelines when using your unit to reduce the risk of fire, electric shock and injury.

- Understand all instructions in the manual. Follow all instruction labels found on the unit.
- Never spill liquid of any kind on the unit.
- Do not place the unit on an unstable stand or table. The unit may drop and become damaged.
- Do not expose the unit to direct sunlight.
- Do not put any hot devices close to the unit as it may degrade or cause damage to it.
- Do not put any heavy object on top of the unit
- Do not use liquid cleaners or aerosol cleaners. Use a soft, dry cloth for cleaning.

2.4 View of DSL800U

The LED indicators show the status of the following:



- $\ensuremath{\textbf{Power}}$: Lights up when power is supplied via the USB port from your PC
- In Use : Lights up when the ADSL line is established
- Data : Lights up when DSL800U is transmitting/receiving data

Chapter 3...

Connecting Your ADSL USB Modem

This chapter guides you on the modem connections to your computer as well as the connection to your phone line for Internet access.



Connect one end of the USB cable () to the USB Port on the modem and the other end () to the USB port of your computer.

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Connect one end of the **telephone extension cable** to the **Line Jack** on the **modem** and the other end to a **telephone wall socket**.

€

Connect a Micro-Filter to the **Tel Jack** on the modem. Then connect your **telephone set** to the Micro-Filter.

(The optional connection to the telephone set provides easy access to the phone while working near DSL800U. The connection of the Micro-Filter is not required if you are not connecting to a telephone set.)

This completes your modem connections. Please proceed to **Chapter 4** to install your driver and Modem Browser.

Chapter 4...

Installing Your ADSL USB Modem Driver & Modem Browser

This chapter contains information on how to install the modem driver and Modem Browser for the RFC 2364 (PPPoA) protocol in Windows® 98, 98 Second Edition, Me and Windows® 2000.



- 1. The screens shots in this section assume that your **CD-ROM Drive** is '**D**'. Please change the letter according to the letter of your CD-ROM drive.
- Depending on your system configurations, Windows CD-ROM may be prompted during the drivers installation. Have it ready by your side.
- 3. The screen shots and screens information illustrated in this manual serve only as a guide. The exact information you see on your system may vary, depending on your system configurations. For any dissimilarities, follow closely to the instructions as prompted on your PC screen.

4.1 Installing Your ADSL USB Modem Driver & Modem Browser - For Windows® 98/98 Second Edition



The driver installation for Windows[®] 98 and Windows[®] 98 Second Edition are similar. The following screen shots are based on Windows[®] 98 Second Edition. For any dissimilarities, follow closely to the instructions as prompted on your PC screen.



Select 'Specify a location', then click Browse.
 Browse to the win98 folder on your CD-ROM.



Click Next.

iv) Windows will prompt that it has located the driver. Click Next to proceed.



 v) You will be prompted for the Modem Browser installation. (Modem Browser allows you to monitor the activities of your modem. You may refer to Chapter 8 - Running Your Modem Browser for details.)

Software License Agreement
Please read the following License Agreement. Press the PAGE DOWN key to see the rest of the agreement.
Centilium Windows Applications and Drivers.
International and index Constructure: Instructure and List Decembe Agreement TCLUs(1) as lead agreement between you (ellere an individual or a single entito) and individual or a single entities and and a single entities and a single entities and individual compared and any include associated media, printed materials, and 'online' or electronic documentation ("SOFTWARE FRODUCT") as purstaling, copying, or otherwise using the SOFTWARE FRODUCT, you agree to be bound by the terms of this EULA. I you do not agree to the terms of the title. As don in stats, copy or use the SOFTWARE FRODUCT: DENSE The SOFTWARE FRODUCT is purched by copyright laws and international copyright treates, as well as other intellectual property laws and treates. The SOFTWARE
Do you accept all the terms of the preceding License Agreement? If you choose No, Setup will close. To install Modem Browser, you must accept this agreement.
< Back Yes No

At the Software License Agreement, click Yes.

vi) Click Next to accept the default program folder name.



vii) Depending on your system's setup, Windows may prompt for the Windows 98 / 98 Second Edition CD-ROM.

Replace the **DSL800U Installation CD** in the CD-ROM drive with your **Windows CD-ROM**. Enter the path of your Windows CD-ROM and click **OK**.

Copying	Files	×
-	The file 'ATMUI.DLL' on Windows 98 Second Edition CD-ROM cannot be found.	ок 📐
	Insert Windows 98 Second Edition CD-ROM in the selected drive, and click OK.	Cancel
		<u>S</u> kip File
	Copy files from:	<u>D</u> etails
	D:\win98	



If your system is installed with NetBEUI or IPX-compatible network protocols, you would be prompted that NetBEUI cannot be installed with this modem. Click OK to continue.

viii) Click Finish to complete the installation.



This completes the installation process for your ADSL USB Modem in Windows[®] 98 / 98 Second Edition. Please proceed to Chapter 5 - Verifying Your ADSL USB Modem.

4.2 Installing Your ADSL USB Modem Driver & Modem Browser - For Windows[®] Me

i) Once you have connected your modem correctly, you will be prompted for the modem driver.

Add New Hardware Wiza	ard
	Windows has found the following new hardware: DSL800U ADSL Modem Windows can automatically search for and install software that supports your hardware. If your hardware came with installation media, insert it now and click Next. What would you like to do? Automatic search for a better driver (Recommended) Specify the location of the driver (Advanced)
	< Back Next > Cancel

Place the **Installation CD** into your CD-ROM Drive.

Select the option 'Specify the location of the driver (Advanced)' and click Next.

ii) Click the option 'Specify a location'. Click Browse... .

Add New Hardware Wiz	ard
	 Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected Search for the best driver for your device. (Recommended). Removable Media (Floppy, CD-ROM) Specify a Jocation: D\winme D_\winme Display a list of all the drivers in a specific location, so you can select the driver you want.
	< Back Next > 2 Cancel

Browse to the winme folder on your CD-ROM.

Click Next to proceed.

iii) Windows will prompt that it has located the driver. Click Next to proceed.





If your system is installed with NetBEUI or IPX-compatible network protocols, you would be prompted that NetBEUI cannot be installed with this modem. Click OK to continue.

iv)	Click Finish to complete the	Add New Hardware Wizard		
	installation.	DSL800U ADSL Modem		
		Windows has finished installing the new hardware device.		
		*		
System	n Settings Change			
?	To finish setting up your new hardware, you m. +start y	K A Cancel		
~	Do you want to restart your computer now?			
	<u>Yes</u> <u>N</u> o	v) At the prompt for restart, click Yes.		

This completes the installation process for your ADSL USB Modem in Windows[®] Me. Please proceed to Chapter 5 - Verifying Your ADSL USB Modem.

4.3 Installing Your ADSL USB Modem Driver & Modem Browser - For Windows[®] 2000



iv) Click Browse... .

Browse to the **win2000** folder on your CD-ROM.

Click OK.



v) Click **Next** to proceed installation with the specified driver. Allow some time for your system to install the driver.

Found New Hardware Wizard			
Driver Files Search Results The wizard has finished searching for driver files for your hardware device.			
The wizard found a driver for the following device:			
DSL800U ADSL Modem			
Windows found a driver for this device. To install the driver Windows found, click Next,			
d:\win2000\usbtaan.inf			
< Back Next > Cancel			

 Vi) You may be prompted with New Signature Not Found dialog box. This occurs when Windows detected a newer version of your driver.
 Click Yes to proceed. vii) You will be prompted for the Modem Browser installation. (Modem Browser allows you to monitor the activities of your modem. You may refer to Chapter 8 - Running Your Modem Browser for details.)



At the Software License Agreement, click Yes.

viii) Click Next to accept the default program folder name.





If your system is installed with NetBEUI or IPX-compatible network protocols, you would be prompted that NetBEUI cannot be installed with this modem. Click ${\rm OK}$ to continue.

ix) Click Finish to complete the installation.



This completes the installation process for your ADSL USB Modem in Windows[®] 2000. Please proceed to **Chapter 5** - **Verifying Your ADSL USB Modem**.

Chapter 5...

Verifying Your ADSL USB Modem

This chapter contains instructions to help you check if the driver for your modem has been installed properly.

- i) From your Windows desktop, right-click on My Computer. Select Properties.
- For Windows® 98 / 98 Second Edition / Me
 Select Device Manager tab. Double-click on Network adapters.
 For Windows® 2000

Click Hardware tab. Select Device Manager button. Double-click on Network adapters.

iii) You should see DSL800U ADSL Modem listed.

System Properties For Windows 98/98 Edition/Me users	Second
General Device Manager Hardware Profiles Performance	
♥ View devices by type C View devices by connection	Sor Windows 2000 users
Computer	
] 🕄 🙇 🕱
😥 💻 Display adapters	🖻 🔬 DVD/CD-ROM drives
E S Floppy disk controllers	Floppy disk controllers
Hard disk controllers	Hoppy disk drives
	E Providence Controllers
Honse	How Mice and other pointing devices
Wetwork adapters	
- By 3Com EtherLink III ISA (3C509b-TPO) in PnP mode	Wetwork adapters
Dial-Up Adapter	DSL800U ADSL Modem
DSL800U ADSL Modem	🔤 🌌 Intel(R) 82559 Fast Eth&net LAN on Motherboar
Ports (COM & LPT)	Ports (COM & LPT)
Sound, video and game controllers	E
Properties Patroph Permana Print	
OK Ca	ncel

If the modem is not listed, you should re-install the modem driver as described in Chapter 4 - Installing Your ADSL USB Modem Driver and Modem Browser.

If the modem is listed, but have an exclamation mark on it, you need to remove the modem (right-click on it and select **Remove**) first before re-installing the driver.

Please proceed to Chapter 6 - Configuring the VCI / VPI Values for Internet Connection.

Chapter 6...

Configuring the VCI / VPI Values for Internet Connection

This chapter guides you on how to configure your PVC values required for your Internet Connection.

- i) From your Windows desktop, right-click on the **Network Neighborhood** icon, and select **Properties**.
- ii) For Windows® 98 / 98 Second Edition / Me

From the **Configuration** tab, select **DSL800U ADSL Modem** and click the **Properties** button.

For Windows® 2000

Select the Hardware tab and click on the Device Manager button. Double-click on the Network Adapter. Right-click on DSL800U ADSL Modem listing and select Properties.

iii) Click the Advanced tab.



iv) From the **Property** field, select the VCI field that is tied to your protocol.

> At the Value field, overwrite the existing value with the VCI assigned by your ADSL Service Provider.



Similarly, for VPI, select the VPI field that is tied to your protocol.

At the Value field, overwrite the existing value with the VPI assigned by your ADSL Service Provider.

Click OK.

Please proceed with the following step (v) to configure your encapsulation mode.

v) At the **Property** field, select the encapsulation option. At the **Value** field, select the method of encapsulation as determined by your ADSL Service Provider and click **OK**.

DSL800U ADSL Modem Properties	<u>? ×</u>
General Advanced Driver	
The following properties are available fo the property you want to change on the on the right.	or this network adapter. Click left, and then select its value
Property: Enable Double Buffers Number of TX Buffers QoS Enabled FIR2534 Encopsolation Ric2364 MBS Ric2364 VCI Ric2364 VCI Ric2364 VCI Ric2364 VCI Ric2364 VCI Ric2364 VCI	Value: LLC ENCAPSULATION ▼ LLC ENCAPSULATION NULL ENCAPSULATIONS
	OK Cancel

This completes your configuration.

Please proceed to Chapter 7 - Establishing Your Internet Connection.

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Chapter 7...

Establishing Your Internet Connection

7.1 Establishing Your Internet Connection - For Windows[®] 98 / 98 Second Edition / Me

i) From your Windows desktop, you will see a **Dsl800u** dial-up icon



generated.

Double-click on it.

ii) A dialog box similar to the one shown below will be prompted.

🐴 Connect To	<u>?</u> ×	(
	DSL800U	
User name:	albert	
Password:	жжики	
	Save password	
	Connect automatically	
Phone <u>n</u> umber:	0	
Dialing from:	New Location	
	Connect Properties Cancel	

(The illustrated screen shot is based on Windows[®] Me. Different operating software may have their screen shot differ slightly.)

Enter the required information and click Connect to dial up to the Internet.

iii) Upon successful dial-up, you should be able to see an icon 🐴 displayed at the corner of your taskbar.

Double-click on the icon. You will be able to see the following information.

喜 Conr	nected to DSL800U	? ×
	Connected at 1536,000 bps Duration: 000:03:59 Bytes received: 229 Bytes sent: 1,576	OK Jis <u>c</u> onnect Details >>

(The connection speed indicates the speed that the ADSL modem can achieved. Your actual connection speed will depend on the subscription plan that you have signed-up with your Internet Service Provider.)

Check your connection time by looking at the **Duration**. Click **Disconnect** to end the session.

You may now proceed to Chapter 8 - Running Your Modem Browser.

7.2 Establishing Your Internet Connection - For Windows[®] 2000

To establish an Internet connection, a dial-up icon has to be first created.

- i) From your Windows taskbar, click Start > Settings > Network & Dial-up Connections.
- ii) Double-click on the Make New Connection icon.
- iii) At the prompt, enter your local information and click Close.
- iv) Click Next to proceed with the connection wizard.



Network Connection Wizard						
Phone Number to Dial You must specify the phone number of the computer or network you want to connect to.				At the Phone number		
Type the phone number of the computer or network you are connecting to. If you want your computer to determine automatically how to dial from different locations, check Use dialing rules.			a fe	and VCI values in the ormat as indicated.		
Area code:	Phone number:		(Click Next.		
V	p0,35					
Country/region code:						
		<u>v</u>				
🔲 Use dialing rules						
	(P.)					
			n avz 🚽e to all	users, or just vourself.		
				*		
		You may make this connection av	ailable to all users	ailable to all users, or keep it only for your own use. A		
		connection stored in your profile w	ill not be available	e unless you are logged on.		
vii) Make you	ir selection	Create this connection:				
and	and click Next.					
_		Only for myself				
Network Connection Wizard						
	Completing		< 1	Back Next > Cancel		
ST .	Connection	พาะสาน	1	N		
	Type the name you wa	ant to use for this connection:				
	DSL800U					
To create this connection		tion and save it in the				
	Network and Dial-up U Finish.	onnections folder, click		Type DSI 80011 as the		
	To edit this connection	n in the Network and Dial-up		connection name		
Connections folder, se Properties.		lect it, click File, and then click		connection name.		
				Select the option 'Add		
				a shortcut to my		
				desktop' and click		
Add a shortcut to my desktop			_	Finish.		
< Back Finish Cancel						

.

. . .

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. . . .

ix) At the following prompt, enter your password as given by your ADSL Service Provider and click **Dial**.



x) Upon successful dial-up, you should be able to see an icon 🐴 displayed at the corner of your taskbar.

Double-click on the icon. You will be able to see the following information.

DSL800U Status		? ×
General Details		
Connection Status: Duration: Speed:		Connected 00:02:34 1.5 Mbps
Activity	Sent — 🕮	
Bytes:	4,390	249
Compression:	0%	0%
Errors:	o I	0
Properties	Disconnect	
		Close

(The connection speed indicates the speed that the ADSL modem can achieved. Your actual connection speed will depend on the subscription plan that you have signed-up with your Internet Service Provider.)

Check your connection time by looking at the **Duration**. Click **Disconnect** to end the session.

You may now proceed to Chapter 8 - Running Your Modem Browser.

Chapter 8...

Running Your Modem Browser

This chapter contains information on how to run the Modem Browser to monitor the activities of DSL800U.



i) A Modem Browser shortcut Modem Browser
icon would be created on your desktop. Double-Browser

click on it to activate the Modem Browser.

ii) The following window will be displayed.



Modem Browser is currently not supported in Windows Me.

Modem Browser	_ 🗆 🗵
Statistics	
0.5 1.5 0.25 0.75 0.5 1.5 0.25 0.75 Dn Stream Up Stream	
UpStream 0 Kbps Up Pay Load 0 Kbps Up Noise 0	dB
Dn Stream 0 Kbps Dn Pay Load 0 Kbps Dn Noise 0	dB
Rx KBps 0 RxCells 0	
Fast Channel Over Run Cells 0 Hec Discard Cnt 0 Rx CRC Errs 0 Corrected Errs 0 UnCorrected Errs 0	
Interleave Channel Over Run Cells O Hec Discard Cnt Rx CRC Errs O Corrected Errs O UnCorrected Errs O	
IB Bits FEBE_I FECC_I TX ● PX	
[Befresh] ReIrain	
ACTIVATING Close	<u>E</u> xit

- iii) Click **Refresh** to manually update the modem monitoring information. The information will be updated immediately.
- iv) Click ReTrain to re-established the ADSL connection.
- v) Click **Close** to minimise the Modem Browser to the system tray at the corner of your taskbar as shown.



vi) To *restore* the Modem Browser from the system tray, double-click on the icon. Alternatively, you can right-click on the minimised icon and select **Modem Status**.



Chapter 9...

Uninstalling Your ADSL USB Modem Driver & Modem Browser

This chapter contains information on how to remove the modem driver and Modem Browser from your system in Windows® 98, 98 Second Edition, Me and Windows® 2000.

9.1 Uninstalling Your ADSL USB Modem Driver & Modem Browser - For Windows® 98 / 98 Second Edition / Me users

- From your Windows taskbar, click Start > Programs > Modem Browser > Uninstall. Follow the instructions prompted on your PC to complete the uninstallation process for the Modem Browser.
- Click Start > Programs > DSL800U Tools > DSL800U Uninstallation. Follow the instructions as prompted on your PC to complete the uninstallation process for your modem.

Restart your system.

9.2 Uninstalling Your ADSL USB Modem Driver & Modem Browser - For Windows® 2000 users

- i) From your Windows desktop, right-click on My Computer. Select Properties.
- ii) Click Hardware tab. Select Device Manager button. Double-click on Network adapters. Right click on DSL800U ADSL Modem and select Uninstall.
- iii) Upon system restarts, you will be prompted to uninstall your Modem Browser. Click Yes to proceed. Follow any instructions prompted on your PC.

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Appendix A...

Technical Specifications

This chapter contains the technical specifications of your card. The information may be more useful for technically inclined users.

A-1 Drivers Support

- Windows® 98 / 98 Second Edition / Me / 2000

A-2 Key Features

- Controllerless ADSL USB Modem
- G.Lite (ITU-T G.992.2) compliant
- G.lite transmission at up to 1.5 Mbps downstream and 512 Kbps upstream
- Connects to standard USB 1.1 PC-interface
- Runs off the standard USB-connection, no external power supply needed
- Supports MPoA (RFC 1483) and PPPoA (RFC2364) protocol stack
- Software upgradable for future feature enhancement
- Effective distance 14 kft (Simulated)
- Maximum Distance 18 kft (Simulated)

A-2-1 ADSL Chipset

Using Centillium CT-L22SU30 Optimizer Chipset:

- CT-L22DU30 Digital Chip
- CT-L21AT01 Analog Chip

A-3 Interfaces

A-3-1 External connectors

- 1 x RJ11 Telephone socket for telephone line
- 1 x RJ11 Telephone socket for handset
- 1 x Series "B" USB receptacle

A-3-2 Mechanical Box

- Dimension : 120mm X 85mm X 30mm

A-4 LED Indicators

- POWER to indicate the unit is powered.
- IN USE to indicate the DSL link is established.
- DATA to indicate dataflow.

A-5 Environmental

A-5-1 Operating Temperature

- 0 to 40 degrees Celsius

Specifications herein are subject to change without prior notice.



Appendix B...

Frequently Asked Questions

This chapter provides the answers to the commonly asked questions on 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.



How fast is ADSL ?

Depending on the level of service provided by your ADSL provider, your ADSL modem has the potential to deliver data at speeds up to 8 Megabits per second (Full Rate) or up to 1.5 Megabits per second (G.Lite) during download. 1.5Mbps is more than 25 times faster than a 56.6Kbps modem!



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.



What is USB?

USB stands for Universal Serial Bus. It is a new peripheral bus standard developed by PC and Telecom leaders. It allows connection for low to medium speed computer peripherals. USB features high throughput I/O transfer rate of 12Mbit/sec and support up to 127 devices.



How do I know which protocol to install?

Refer to your ADSL or ISP Service Provider.



Will my modem constantly connect near the maximum speed?

At ADSL speeds, the limitations are much more of the performance of the Internet server you are trying to reach and the amount of traffic on the Internet.



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

Yes, if you are sharing your DSL line with your telephone. The Micro-Filter would eliminate noise on the telephone line to ensure the best possible networked phone performance. If the DSL uses a different line and not sharing with your telephone, then a Micro-Filter wouldn't be necessary.



What is the function of the Modem Browser?

The Modem Browser is an application that will monitor the line connectivity to the ISP. It will show the transferring data rate as well as the CRC error rate during the data transfer.



Appendix C...

Troubleshooting Guide

This chapter provides a step-by-step guide to problems that you may encounter when using your ADSL modem.



My system does not detect the network modem when I boot up for the first time.

Make sure that you are connected your modem as illustrated in Chapter 3 - Connecting Your ADSL USB Modem.

If it doesn't work, try to plug-in your USB cable to another USB port of your computer.



I received error message, 'Dial-up Networking could not complete the connection to the server' while connecting to my ADSL Service Provider.



Please make sure that:

- i) You have entered the correct user ID and password as given by your ADSL Service Provider.
- ii) The In Use LED of the modem lights up before you do a dial-up.
- iii) The correct protocol is used (check with your ADSL Service Provider) and your modem driver is properly installed.
- iv) The VCI / VPI settings are set correctly (check with your ADSL Service Provider).



The phone line connecting to the modem caused interference .

Ensure all communication devices such as telephone and fax machine sharing the same phone line as the modem are connected to the telephone jack via a Micro-Filter.



The modem disconnects when an incoming call is received.

Ensure that you have connected a Micro-Filter to your telephone set as illustrated on Chapter 3 - Connecting Your ADSL USB Modem.



File transfer through FTP is slow/not working.

From the desktop, right-click on **Network Neighborhood** and select **Properties**. From the **Configuration** tab, select **Dial-Up Adapter** and click the **Properties** button. From the **Dial-Up Adapter Properties** window, select the **Advanced** tab. Select the **IP Packet Size** from the **Property** field. Set the **Value** to **Medium**. Click **OK**.