

FastAccess

BellSouth® Internet Services

**FastAccess
User Guide**

**Alcatel SpeedTouch USB
Installation and
Troubleshooting**

Document Number: FA-460-0003-04
October 25, 2000

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Revision History

Document Revision History			
Version	Date	Author	Comments
1	09/01/00	Kitty Albert	Initial Draft.
2	09/13/00	Kitty Albert	Final Draft-incorporated SVT changes to document.
3	09/20/00	Kitty Albert	Final Draft-incorporated more SVT changes to document.
4	10/25/00	Angel Ford	Incorporated Windows ME changes to the document.



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1 SpeedTouch USB Tour

Introduction

This chapter will familiarize you with the *USB*.

In this chapter

This chapter provides in-depth information about the *USB*.

SpeedTouch USB Exposed

In this section

This section covers the following topics:

Section	Provides
General Information	General information about the physical features of the SpeedTouch <i>USB</i> .
<i>USB</i> LED Indicators SpeedTouch USB LED Indicators	Information on the colors and displays of the USB and ADSL LEDs.

General Information

In this subsection

This subsection covers the following topics:

- Your *USB*
- Pigtail
- Rear End USB Connector
- USB Port Features
- Inline ADSL Receptacle
- ADSL Line Features.

Your SpeedTouch

Unlike most traditional modems, the electronic circuitry of the *USB* has been shaped into a stylish body:



Pigtail

Input/output cabling is molded in an ergonomically designed pigtail. The pigtail splits in two separate parts. The section from the body to the first connector block contains the ADSL cable as well as the USB cable. The section at the end of the tail contains the USB cord.

Rear end USB connector

On the rear end of the tail you find the USB connector. That's the part which connects the *USB* to your Personal Computer (PC):



SpeedTouch USB Powering

There is no separate mains plug, cord, nor a power adapter because the *USB* is powered via the USB connection.

Inline receptacle

The ADSL Line port is situated in the inline receptacle. This port connects the *USB* to the ADSL line.



SpeedTouch USB LED Indicators

SpeedTouch USB

Two Light Emitting Diodes (LEDs) indicate the status of the *USB*. The left LED is the USB LED. The right LED is the ADSL LED.

Start-Up phases

As soon you turn on your *USB*, it passes three phases:

Phase	USB LED		ADSL LED		Description
	Color	Timing	Color	Timing	
Attaching and Configuring	Red	Flashing, very short time	Off	Solid,	Indicates that the device is attached.
	Green	Solid, 2seconds	Green	2seconds	Ready to continue.
Downloading	Green	Flashing, from 1 up to 10 seconds	Off	Solid	Downloading Modem software from PC to device.
	Green	Solid	Amber		Download successful.
Connecting to ADSL	Green	Solid	Green	Flashing	Trying to line to ADSL line.
	Green	Solid	Green	Solid	Ready for Dial-up connection.

Failed POST

When a Power On Self Test (POST) failed, both LEDs are solid amber.

Normal operation during a session

During normal operation, the **USB LED** is assigned to the downstream (R_x) data channel towards the USB connection. The **ADSL LED** is assigned to the upstream (T_x) data channel towards the ADSL channel. Both LEDs stay green. When an ATM cell is processed in a channel, the associated LED will go off for a short time.

USB Bus congestion

During a session, the **USB LED** flashes red when the USB Bus congests. Refer to **Chapter 6: Troubleshooting** for troubleshooting this state.

2 Installing your SpeedTouch USB

Introduction

This chapter describes how to install your *USB* on your PC, and how to install TCP/IP on your PC.

Windows 98/ME vs. Windows 2000

The procedures using Windows 98/ME are very similar to those using Windows 2000. Any differences in installation will be noted in this chapter where the discrepancy occurs.

In this chapter

The following overview summarizes the steps necessary to install your SpeedTouch *USB* :

Section	Provides
Step 1: Installing SpeedTouch USB Software	Steps to install your SpeedTouch software.
Step 2: Connecting SpeedTouch USB to your PC	Steps to connect your SpeedTouch to your PC.
Step 3: Completing SpeedTouch USB Installation	Steps to complete the SpeedTouch installation.

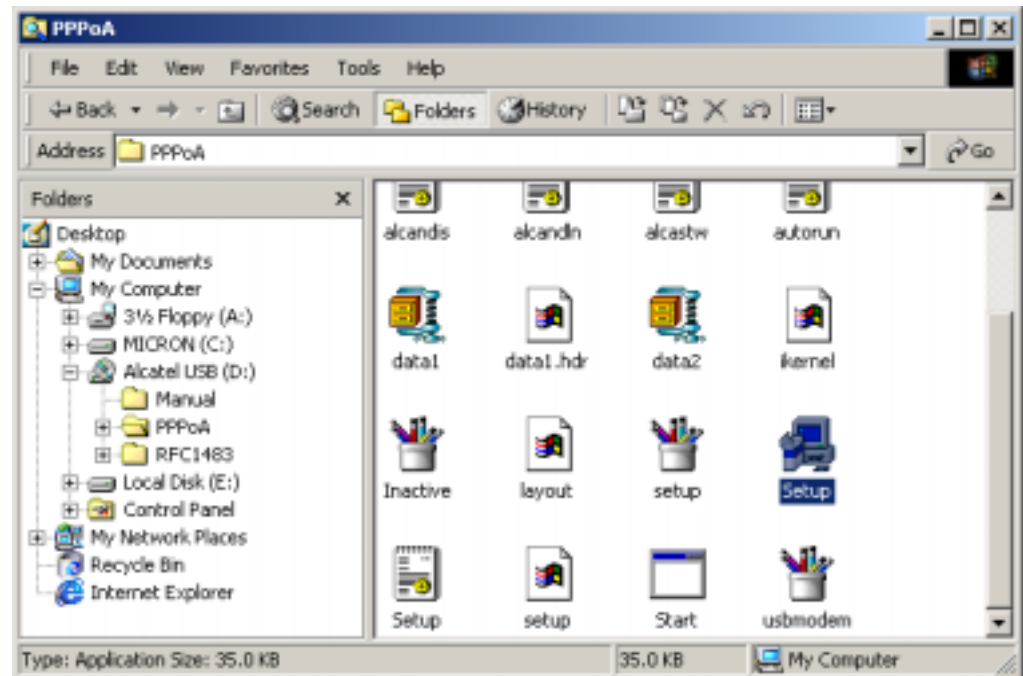
Step 1: Installing SpeedTouch USB Software

To install the *USB* driver software:

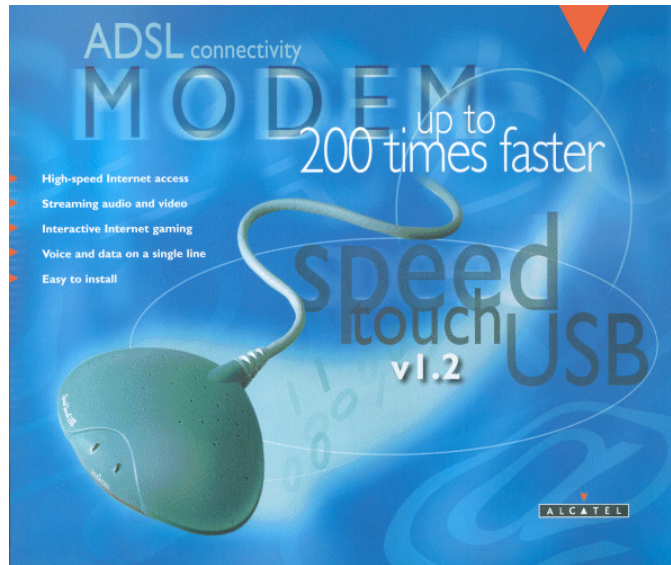
1. Insert the installation CD-ROM in your PC's CD-ROM drive.



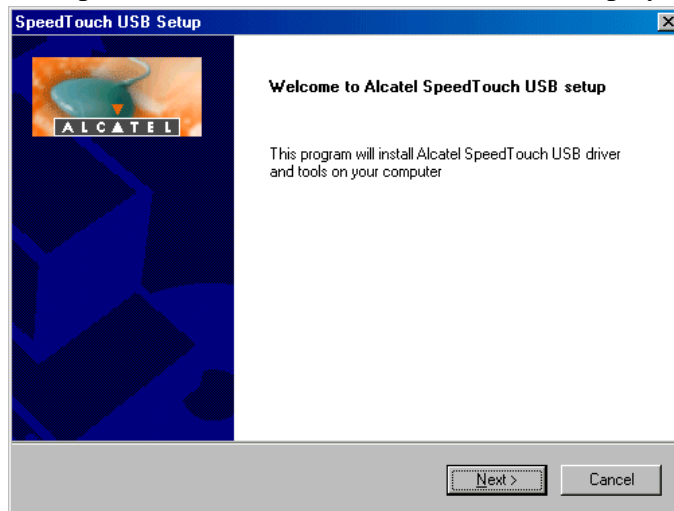
2. Right click on **My Computer** and choose **Explore**.
3. In **Windows Explorer** click on your CD-ROM drive to access it. Next, double click on the **PPPoA** folder to open it. Click on **Setup.exe** to begin the installation process.



The Welcome screen below should appear.

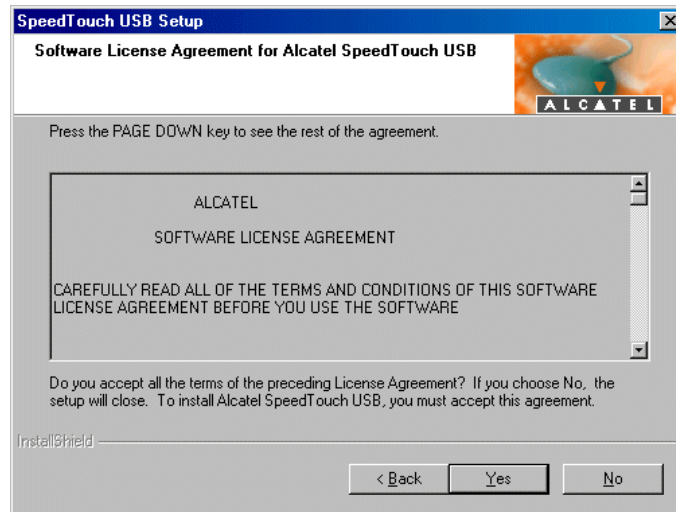


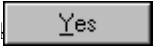


4. The SpeedTouch *USB* installation wizard displays the **Setup** window:



5. Click **Next** to continue.
The system returns the **Software License Agreement for Alcatel**

SpeedTouch *USB* window.

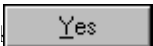


6. Click **Yes**  to accept the agreement and continue the installation.
7. The system returns the **Choose Destination Location** window. Click **Next**  to continue.
8. The system returns the **Select Program Folder** window. Click **Next**  to continue.

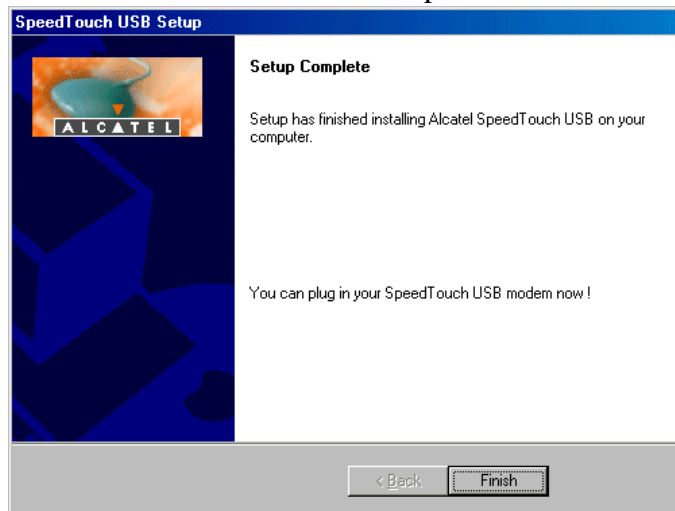
NOTE:  **Windows 2000 only. (step 9)**


9. The system returns the **Digital Signature Not Found** window.



Click **Yes**  to continue the installation.

-
10. The system returns the **Setup Complete** window, indicating the installation of the *USB* is complete.



11. Click Finish .

Result, and how to proceed

The installation of the *USB* ADSL modem drivers and the *USB* Diagnostics program is complete. Proceed with connecting the *USB* as described in **Step 2**.

Step 2: Connecting SpeedTouch USB to your PC

Introduction

This step describes how to connect the *USB* to your PC's USB port after installing the USB drivers.

*Note: You do not need to turn off or restart your PC to connect the **USB**.*

Procedure

To connect the *USB* to your PC:

1. Locate the USB port on your PC.

It is marked with the USB symbol:



2. Plug the *USB* connector in the PC's USB port.

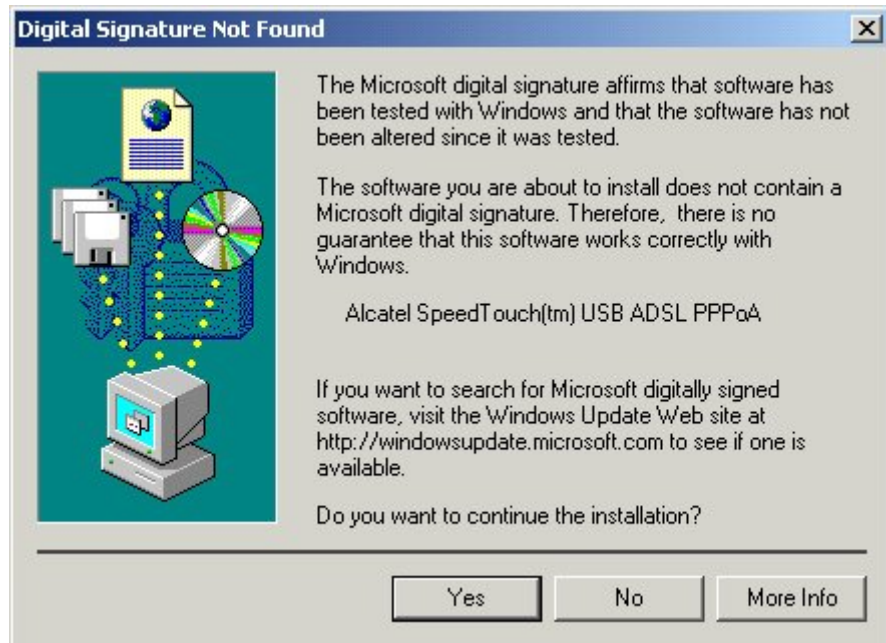


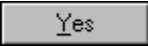
Result, and how to proceed

1. Upon connection to your PC, the *USB* will perform a **POST** (Power On Self Test).
2. The Windows OS will recognize the *USB* and will install USB driver software for the device.

NOTE:  **Windows 2000 only. (step 3 and step 4)**

3. The **Digital Signature Not Found** window prompts you to continue the installation.



4. Click **Yes**  to continue the installation.
5. To complete the installation, proceed to **Step 3**.

Step 3: Completing SpeedTouch USB Installation

Introduction

This step describes how to connect your *USB* to the ADSL line.

Procedure

Proceed as follows:

1. Plug the ADSL cable, provided in the shipping carton, into the inline receptacle of your *USB*.



2. Plug the other end into the wall socket terminating ADSL service.



3 Creating Your Session Client for PPPoA

Introduction

This chapter describes how to create a session client on your PC.

This session client allows you to make a connection to your ISP via the **USB** ADSL modem.

In the Point-to-Point Protocol over ATM (PPPoA) scenario, the session client is created via the standard Microsoft Dial-Up Networking application of your Windows 98/ME or Windows 2000 OS.

Windows 98/ME vs. Windows 2000

The procedures for creating a session client for PPPoA in Win98/ME and Win2000 vary; although, the basic steps are the same. However, for the customer's benefit this chapter will be divided into Win98 section and a Win2000 section.

In this chapter


This chapter covers the following topics:

Section	Provides
Win98/ME	
Creating a New Dial-Up Icon for Windows 98/ME	Information and steps for creating a new dial-up icon.
Adapting the Dial-Up Icon Properties for Windows 98/ME	Information and steps for adapting the dial-up icon properties.
Creating a Shortcut on your Desktop for Windows 98/ME (Optional)	Information and steps for creating a shortcut on your desktop.
TCP/IP on your Win98/ME PC	Steps to install TCP/IP on your machine.
Win2000	
Creating a New Dial-Up Icon and Shortcut on your Windows 2000 PC	Information and steps for installing the dial-up networking for Windows 2000.
TCP/IP on your Win98/ME PC	Steps to install TCP/IP on your machine.


Creating a New Dial-Up Icon for Windows 98

Procedure

To create a new Dial-Up icon to an Internet Service Provider (ISP):

1. Double-click the **My Computer** icon on your desktop.  My Computer

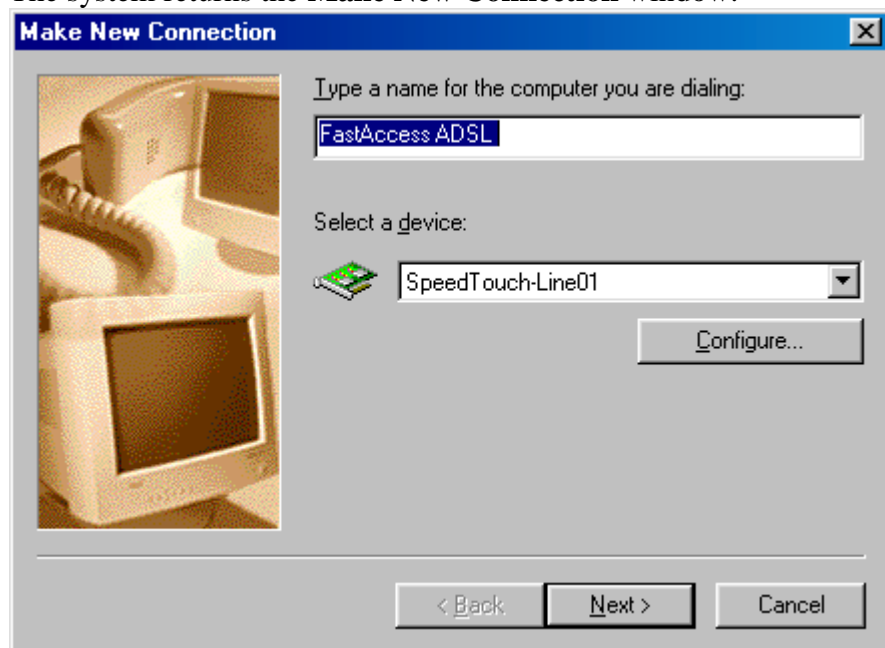
2. Double-click the **Dial-Up Networking** icon.  Dial-Up Networking

3. Double-click the **Make New Connection** icon.  Make New Connection
The system activates the **Make New Connection** wizard.


4. The **Welcome to Dial-Up Networking** window is displayed.

5. Click **Next**. 

The system returns the **Make New Connection** window:



6. Enter a name or alias of the organization you are connecting to.
Note: This name will appear below the Dial-Up icon at the end of this procedure.
7. In the **Select a device** listbox, select “**SpeedTouch-LineX**”, where ‘X’ is a number.

8. Specify the BellSouth standard phone number **35**.
9. The system returns a dialog box confirming successful installation of a new Dial-Up icon.
10. Click **Finish**. 

Result

A new icon with the name of the connection that you have just created is added to your 'Dial-Up Networking' folder.

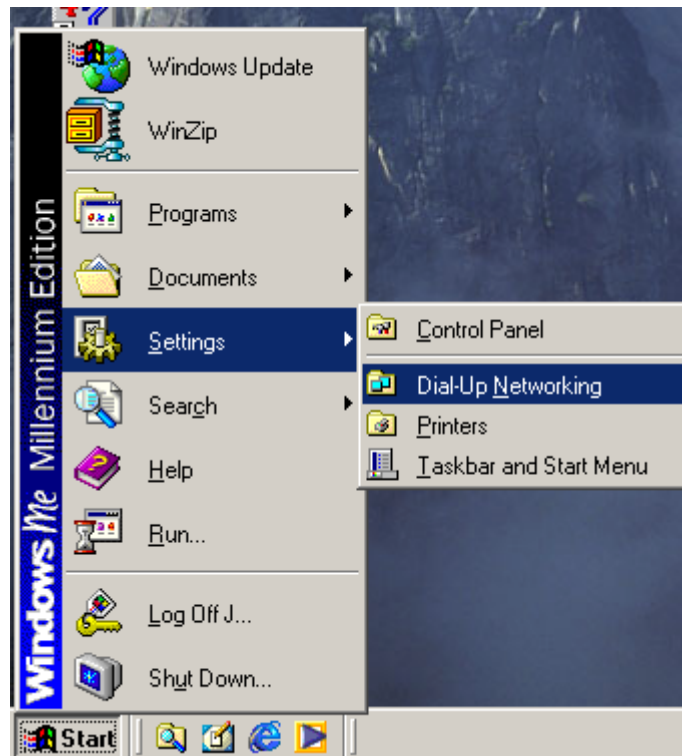


Creating a New Dial-Up Icon for Windows ME

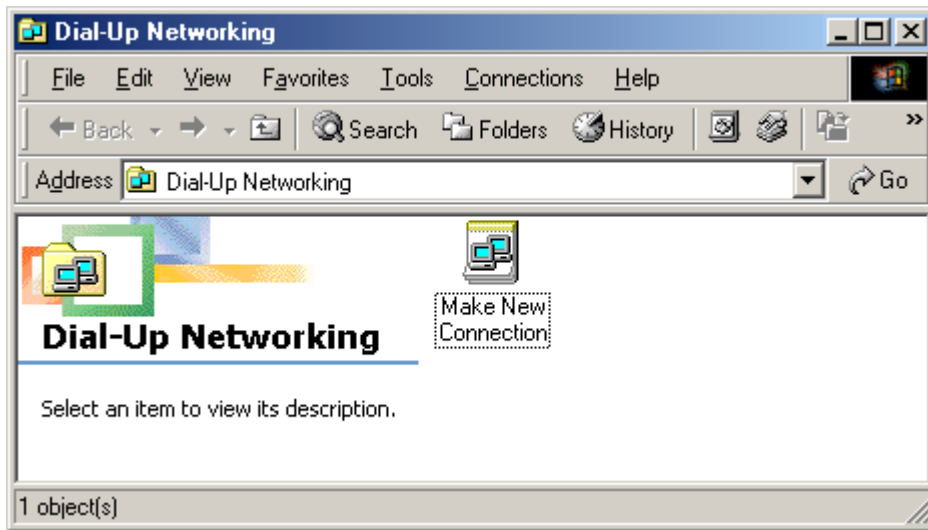
Procedure

To create a new Dial-Up icon to an Internet Service Provider (ISP):

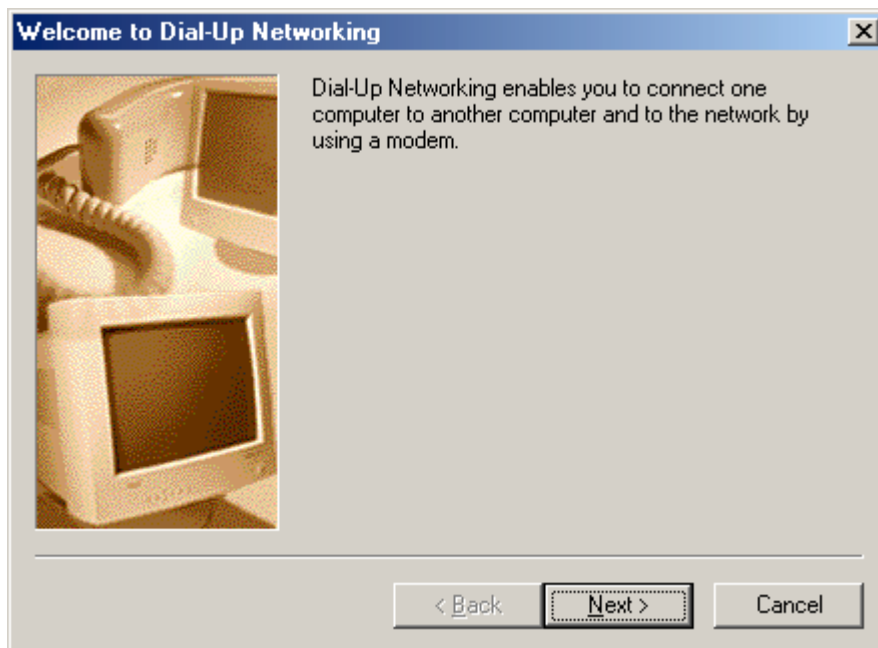
1. Click **Start>Settings>Dial-Up Networking**.



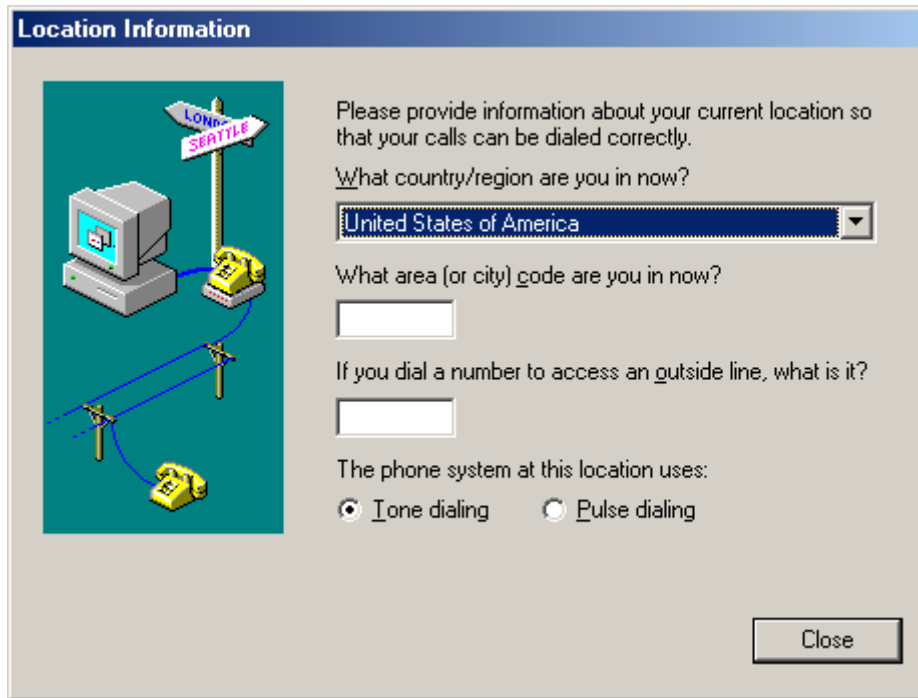
2. Double-click the **Make New Connection** icon.



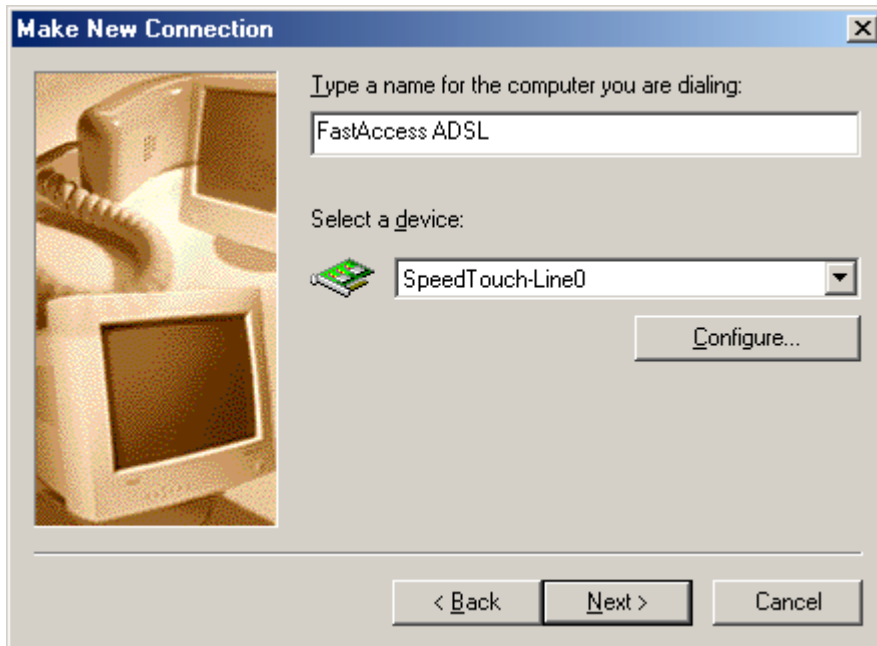
3. The system activates the **Make New Connection Wizard**. Click **Next**.



4. Location Information window will appear next. Click **Close**.



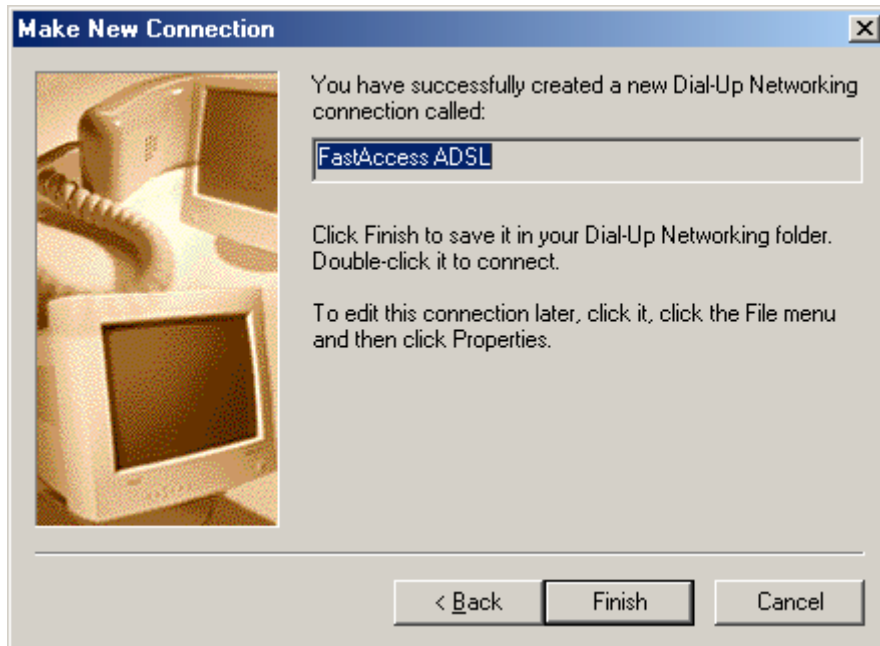
5. The Make New Connection window will appear next. Make sure that the SpeedTouch-Line0 is the device that is selected. Click **Next**.



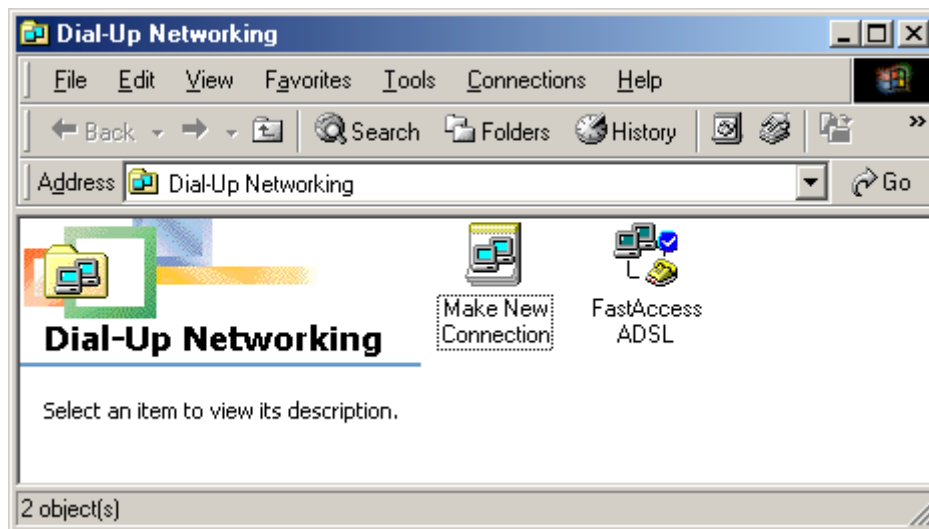
6. Specify the BellSouth standard phone number 35. Click **Next**.



7. The system returns a dialog box confirming successful installation of a new Dial-up Icon. Click **Finish**.



8. A new icon with the name of the connection that you have just created is added to your “Dial-Up Networking” folder.



Adapting the Dial-Up Icon Properties for Windows 98

Procedure

To adapt the Dial-Up connection properties:

1. Double-click the **My Computer** icon on your desktop.



2. Double-click the **Dial-Up Networking** icon.



The system returns the Dial-Up Networking window:



3. Right-click the **FastAccess ADSL** Dial-Up Connection icon you created



in the previous procedure.

The system returns a selection box:

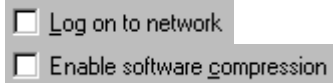


-
4. Select **Properties**.

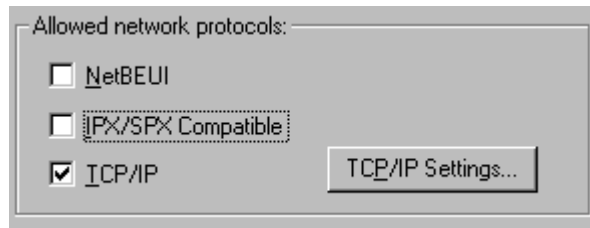
The system returns the **FastAccess ADSL** window.

5. Select the **Server Types** tab.

6. Make sure the **Log on to network** and **Enable software compression** are **not** checked.



7. Make sure that **only** TCP/IP is checked.



8. Click **OK**  to finish the procedure.

Adapting the Dial-Up Icon Properties for Windows ME

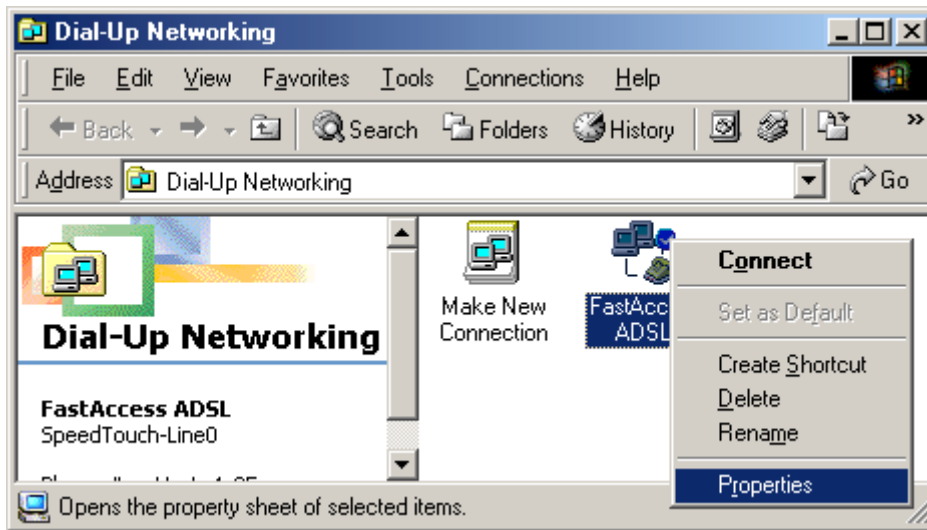
Procedure

To create a new Dial-Up icon to an Internet Service Provider (ISP):

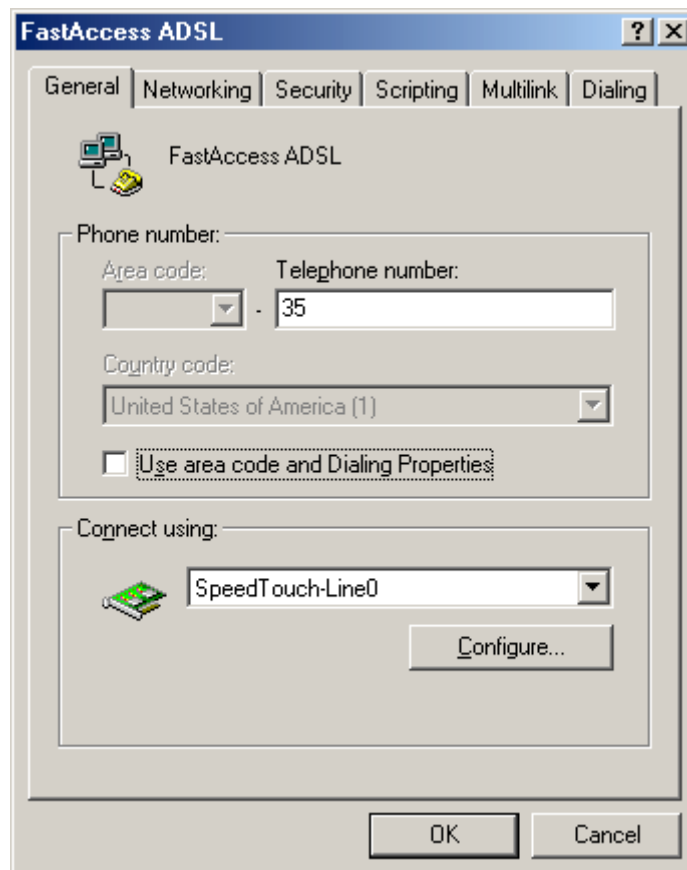
1. Click **Start>Settings>Dial-Up Networking**.



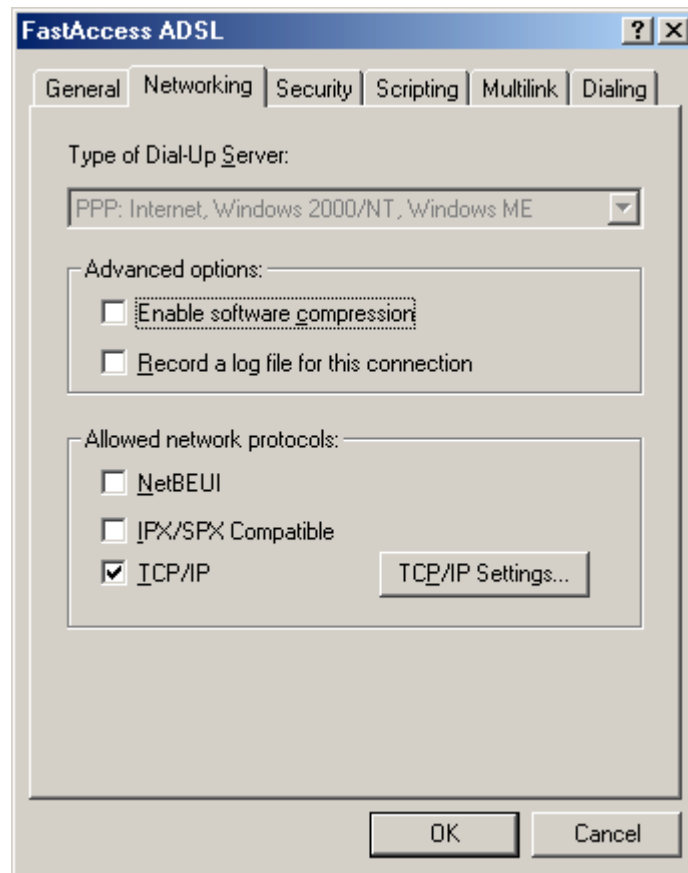
2. Highlight the ADSL account. Right click and select **Properties**.



3. The general tab is displayed. Make sure the ADSL Modem is connecting using the SpeedTouch-Line0.



4. Click the **Networking** tab. Make sure the only option checked in the Networking tab is **TCP/IP**. Click **OK** to finish the procedure.



Creating a Shortcut on your Desktop for Windows 98 (Optional)

Introduction

To work easily with the Dial-Up icon(s) you created, Windows 98 offers you the possibility to place a shortcut of the connection icon on your desktop.

Shortcut procedure

To create a shortcut:

1. Double-click the **My Computer** icon on your desktop.



2. Double-click the **Dial-Up Networking** icon.
The system returns the Dial-Up Networking window:



3. Select the Dial-Up Connection icon **FastAccess ADSL** and drag it to



your desktop to create a copy of the icon.

Creating a Shortcut on your Desktop for Windows ME (Optional)

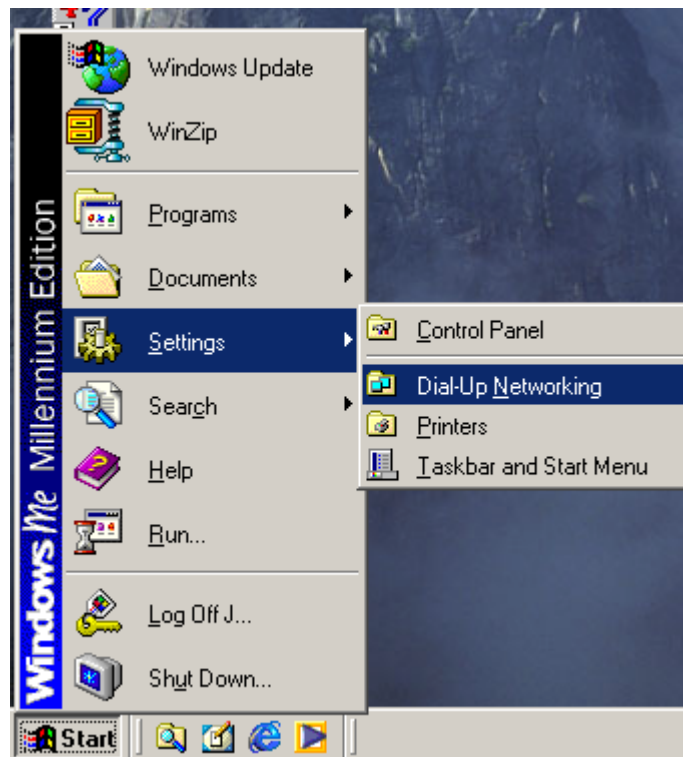
Introduction

To work easily with the Dial-Up icon(s) you created, Windows ME offers you the possibility to place a shortcut of the connection icon on your desktop.

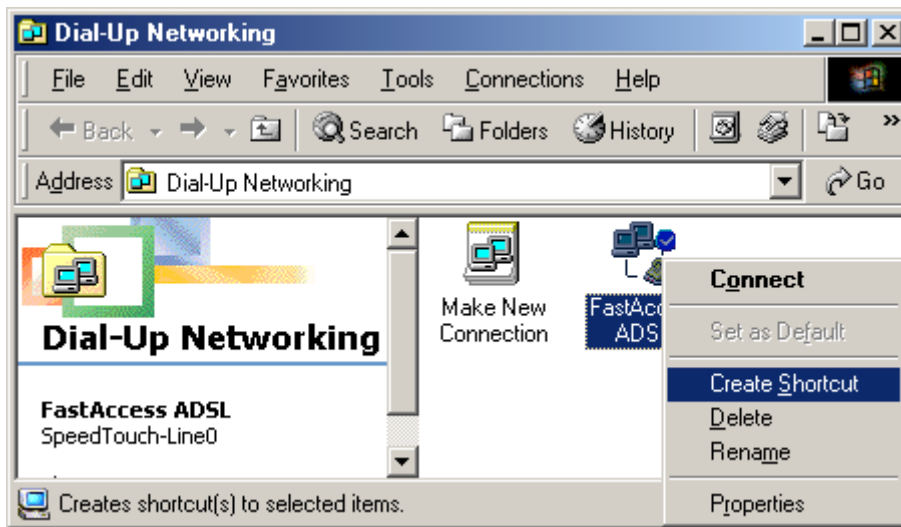
Shortcut procedure

To create a shortcut:

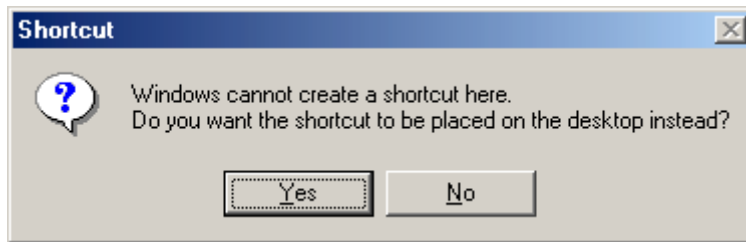
1. Click **Start>Settings>Dial-Up Networking**.



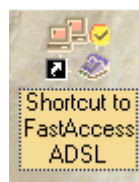
2. Highlight the **FastAccess ADSL** icon. Right click and select **Create Shortcut**.



3. A message displays advising that Windows cannot create a shortcut here. Do you want the shortcut to be placed on the desktop instead? Click **Yes**.



4. Windows will place your Shortcut to FastAccess ADSL on the Desktop.



TCP/IP on your Win98/ME PC

Introduction


To allow the PC to communicate with remote ADSL devices via the *USB*, the TCP/IP network protocol must be supported on your PC.

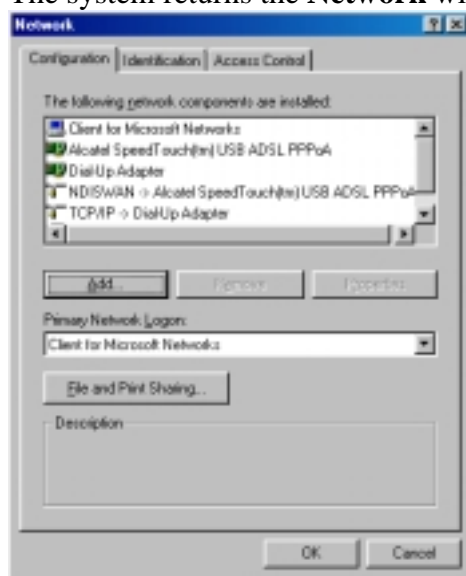
Browsing to your PC's network window

To browse to your PC's network window:

1. Double-click the **My Computer** icon on your desktop.  My Computer

2. Double-click the **Control Panel** icon.  Control Panel

3. In the **Control Panel** folder, double-click the **Network** icon.  Network
The system returns the **Network** window:



4. Check your PC's network settings.

Checking your PC's network settings

1. Verify the following network component is listed:

Alcatel SpeedTouch(tm) USB ADSL PPPoA

This indicates that the installation was finished successfully.

2. Verify the following network protocol is listed:

TCP/IP -> Dial-Up Adapter

If TCP/IP is present, proceed with configuration of your session client as described in **Chapter 4**. If TCP/IP is **not** installed, continue with the following procedure.

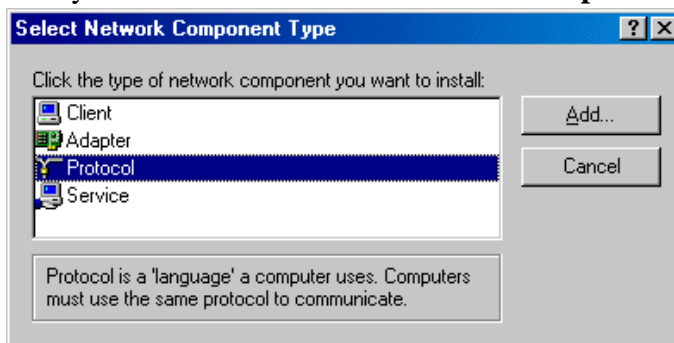
Adding TCP/IP to your PC

To add the TCP/IP network protocol to your PC:

1. Browse to the **Network** window.

2. Click **Add**. 

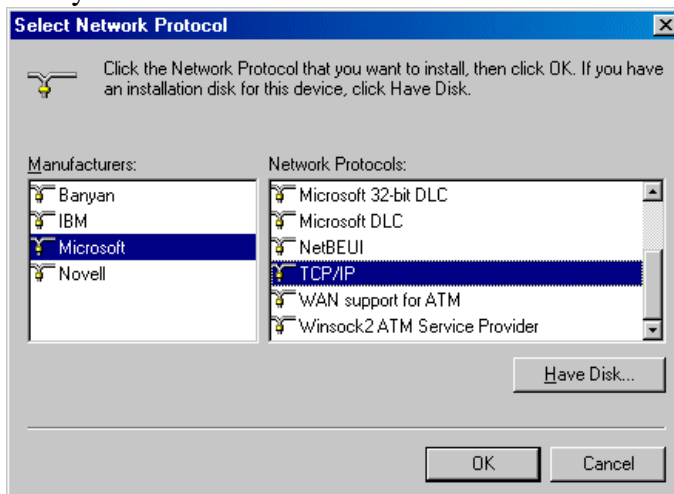
The system returns the **Select Network Component Type** window.






3. Select **Protocol**. 

4. Click **Add**. 

The system returns the **Select Network Protocol** window.



5. Select  **Microsoft** in the **Manufacturers** field.

-
6. Select  TCP/IP in the **Network Protocols** field.
 7. Click **OK**  to add the TCP/IP stack to the network.
 8. Restart your PC to allow the changes to take effect.

Result

After you restart the PC, it will support the TCP/IP protocol and it will thus be able to support ADSL connectivity for the *USB*.

Creating a new Dial-Up Icon and Shortcut for Windows 2000

Procedure

To install Dial-Up Networking:

1. Right-click the **My Network Places** icon on the Desktop and choose



Properties.

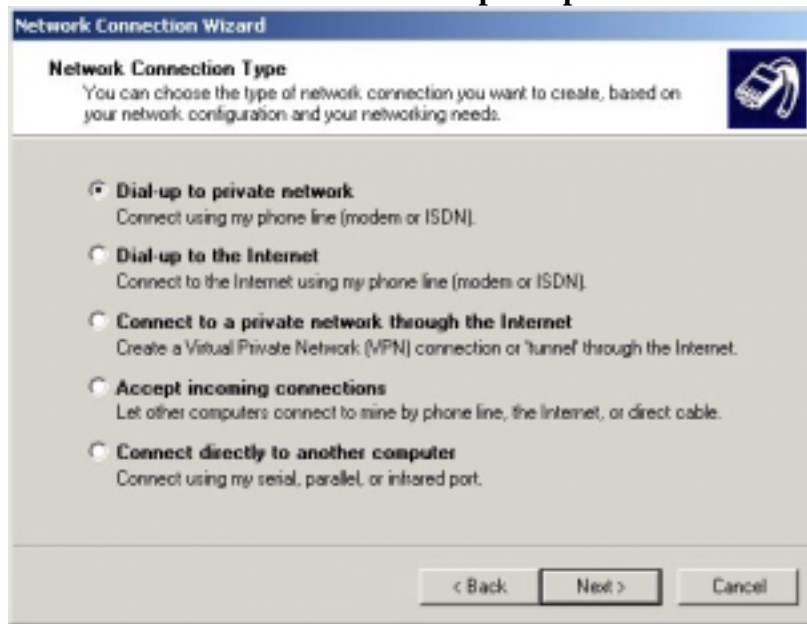


2. Double-click the **Make New Connection** icon.
The system returns the Network Connection Wizard.



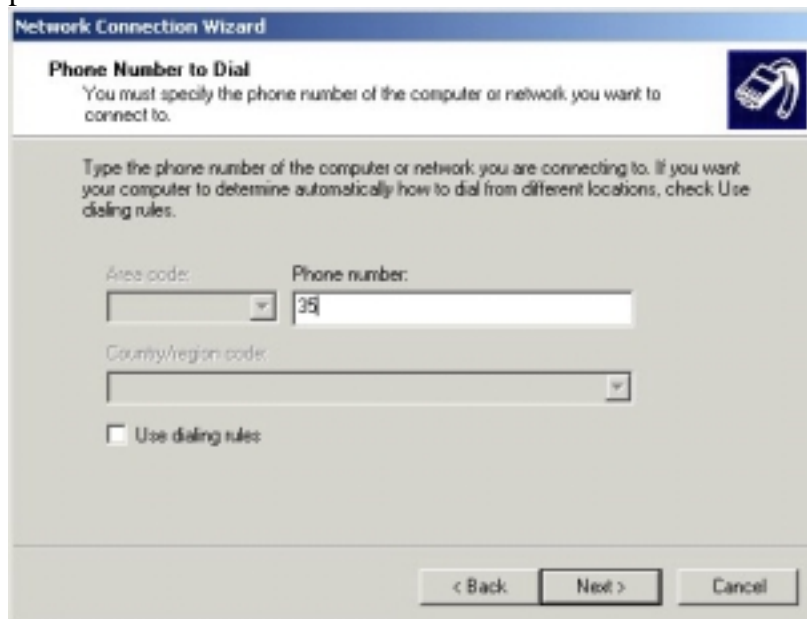
3. Click **Next** to continue.
The system returns the **Network Connection Type** window.

4. Click the radio button next to **Dial-up to a private network**.



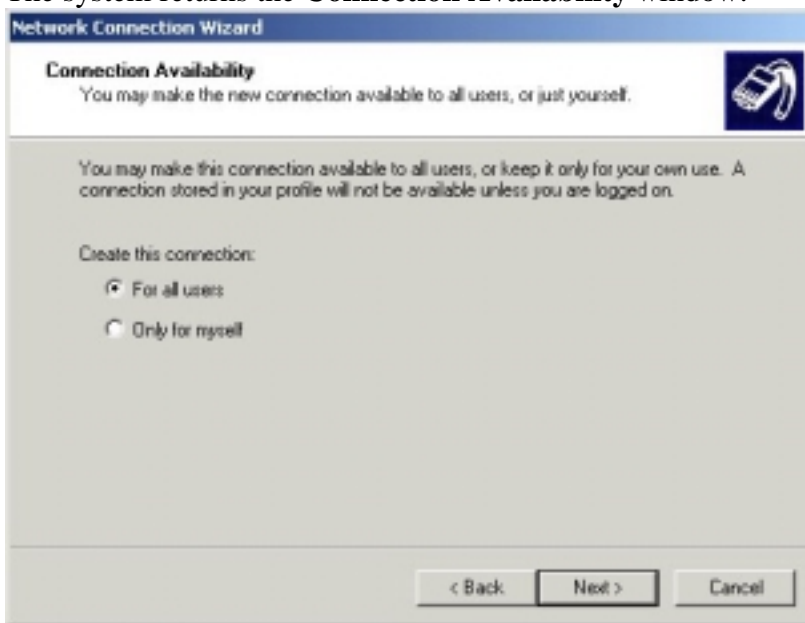
Click **Next** to continue.

5. On the **Phone Number to Dial** window, specify the BellSouth standard phone number **35** as shown:



Click **Next** to continue.

The system returns the **Connection Availability** window:

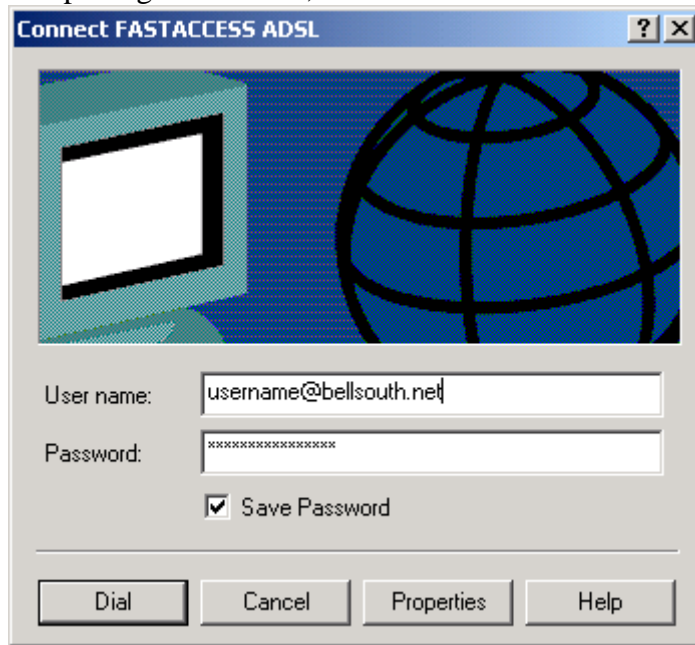


6. Click the appropriate radio button to create a connection:
 - Select the **For all users** option to allow others to use this connection.
 - Select the **Only for myself** option to be the only user of this connection.
7. Click **Next** to continue.

The system returns the **Completing the Network Connection Wizard** window:



8. Specify a name for the connection.
Click the checkbox next to 'Add a shortcut to my desktop,' then click **Finish**.
9. The **Connect** window asks for a User name and Password. After completing these fields, click **Dial**.



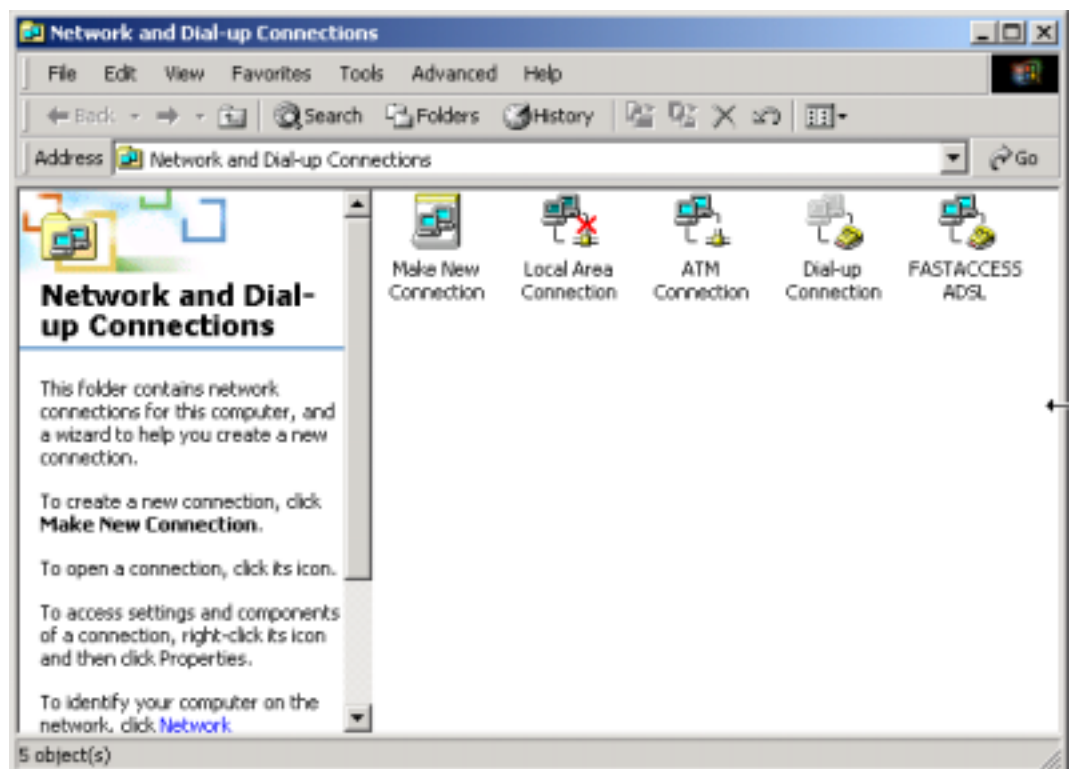
The Connection Complete window confirms connection to ADSL.

TCP/IP on your Windows 2000 PC:

The previous procedure does not apply to Windows 2000 users as the TCP/IP protocol is installed by default.



1. Right click on the **My Network Places** icon, then choose **Properties**.
2. Select **Network and Dial-up Connections**.
The system returns the **Network and Dial-up Connections** window:

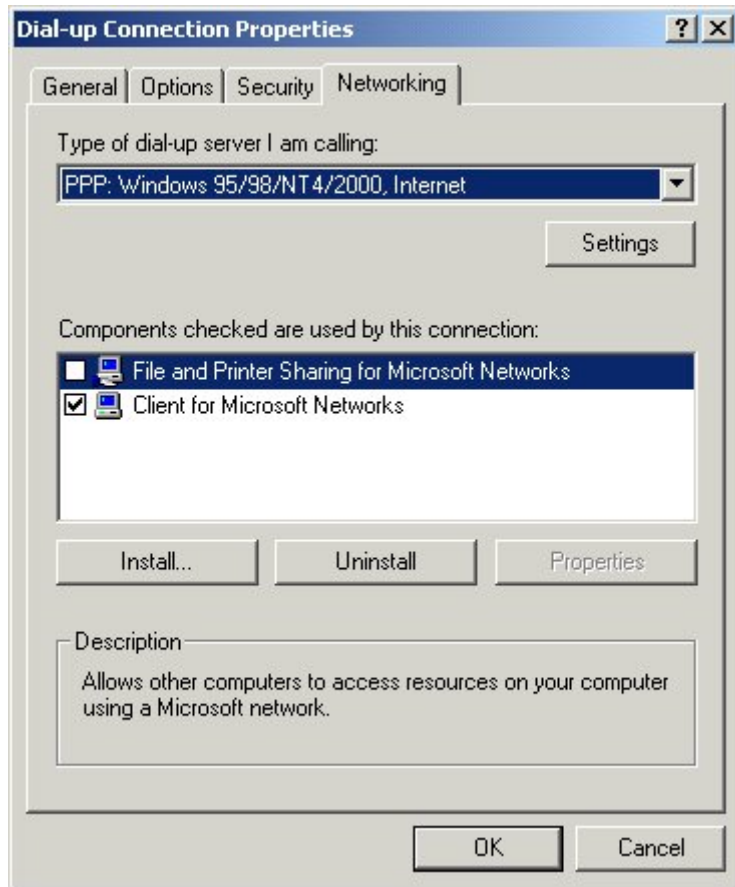


3. Right-click on the **FastAccess ADSL** icon and select **Properties**.

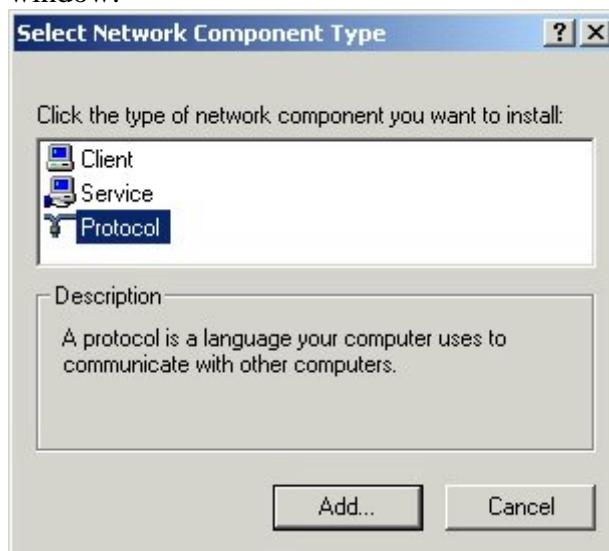


The system returns the **Dial-up Connection Properties** window.

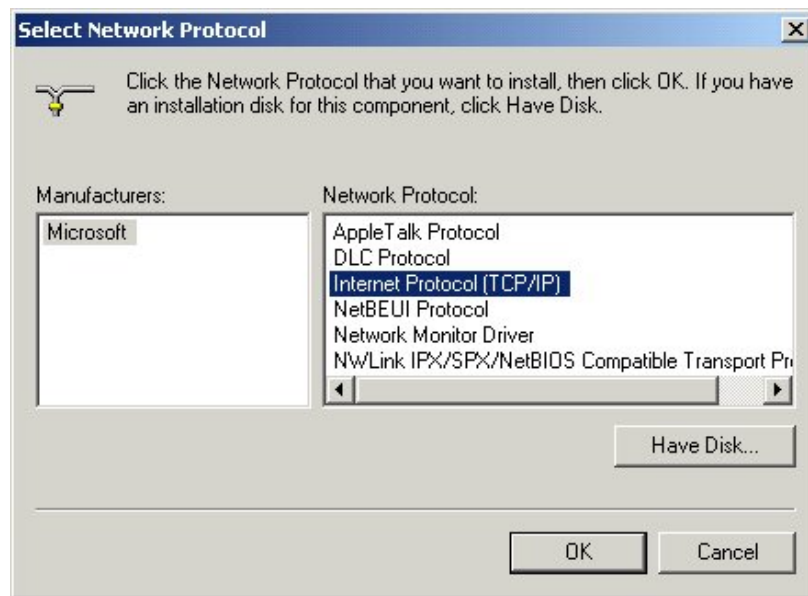
- Click on the **Networking** tab.



- Click **Install**. The system returns the **Select Network Component Type** window.

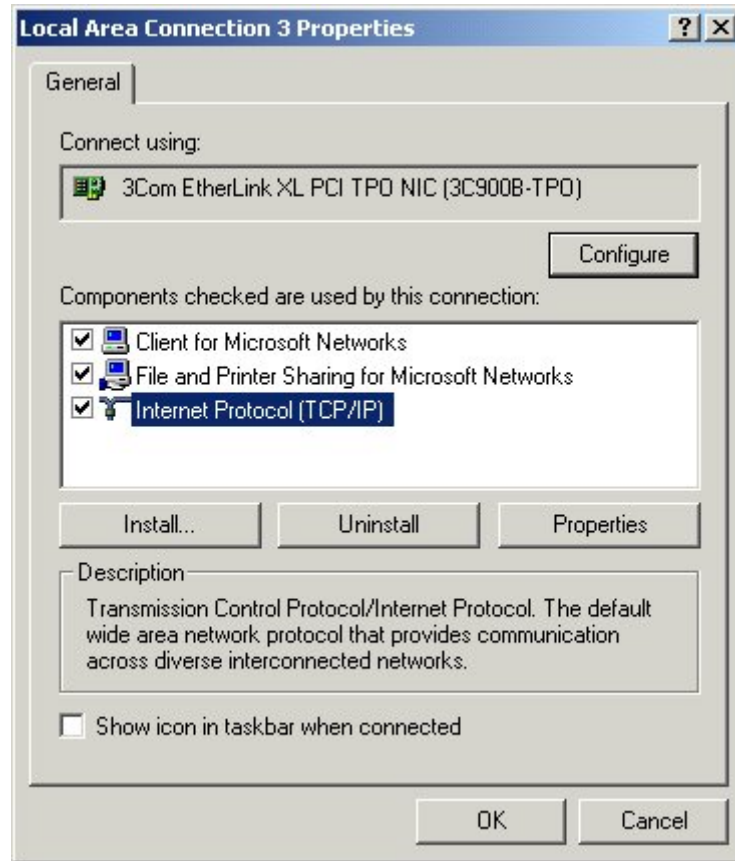


- Select **Protocol**, then click **Add**.
The system returns the **Select Network Protocol** window.



7. Select **Microsoft** as the **Manufacturer**.
8. Select **Internet Protocol (TCP/IP)** as the **Network Protocol**.
9. Click **OK**.
10. Windows 2000 may ask you to reboot. Click **OK**.

When the PC reboots, TCP/IP will be added.





4 Establishing an ADSL Connection

Introduction

This chapter describes how to open and close a PPP Dial-Up session. This PPP Dial-Up session will connect your *USB* to the ADSL remote access device, which in turn enables you to surf the Internet.

In this chapter

This chapter covers the following topics:

Section	Provides
Opening a PPP Dial-Up Session	Information and steps for opening a PPP Dial-Up session.
Dial-Up Networking in Detail	Detailed information on Dial-Up networking.
Closing a PPP Dial-Up Session	Information and steps for closing a PPP Dial-Up session.

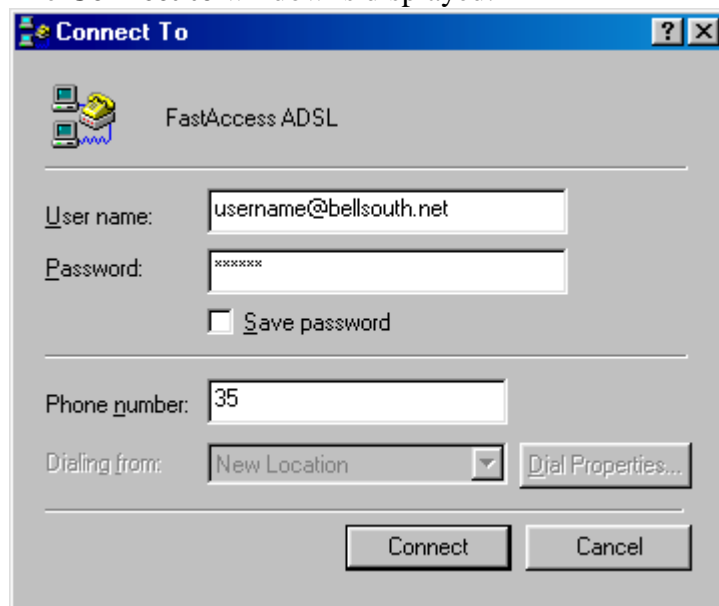
Opening a PPP Dial-Up Session

Procedure

To open a PPP Dial-Up session:



1. Double-click the icon.
2. The **Connect to** window is displayed:



3. Enter your User name and Password in the appropriate fields.
4. Click the **Connect** button.
The system returns the **Connecting to FastAccess ADSL** window, then minimizes the MSDUN icon in the system tray.



5. Begin using your web browser or e-mail application.

Dial-Up Networking in Detail

Introduction

This section provides additional information on the **Microsoft Dial-Up Networking Connected to** status windows. These windows enable you to check the active PPP Dial-Up connection.

MSDUN in the system tray


After the PPPoA connection is established, the MSDUN icon showing two PCs connected to each other is displayed in the system tray:



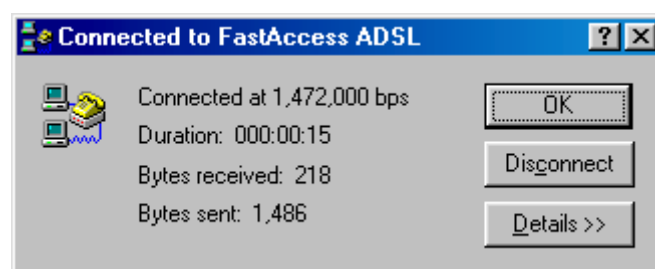
The MSDUN icon symbolizes activity on the PPPoA connection by flashing PC(s):

- Front PC flashing denotes upstream (TX) link activity from your local PC towards the remote device.
- Rear PC flashing denotes downstream (RX) link activity from the remote device towards your PC.

'Connected to' window

Double-click the MSDUN icon  in the system tray to check the status of the connection.

A **Connected to** window displays the status of the connection:



Informative data in the "Connected to" window




The **Connected to** window provides the following data:

- Connected at ... bps
Indicates the "speed" of the connection in number of bits per second (bps).

- **Duration**
Indicates the time, in hh:mm:ss format, that has elapsed since you opened the PPP Dial-Up session.
- **Bytes received**
Gives the number of bytes you received during the session. The transmission from the remote device towards your PC is also called the *downstream* (R_X).
- **Bytes sent**
Gives the number of bytes you sent during the session. This transmission from your PC towards the remote device is also called the *upstream* (T_X).


Buttons in the “Connected to” window

The buttons in the window have the following functionalities:

Button	Functionality
	Click OK to minimize the Connected to window into the system tray.
	Click Disconnect to close the PPP Dial-Up session.
	Click Details to open an extension to the window. This extended window provides the information given by the standard window and supplementary information about the features of the connection.

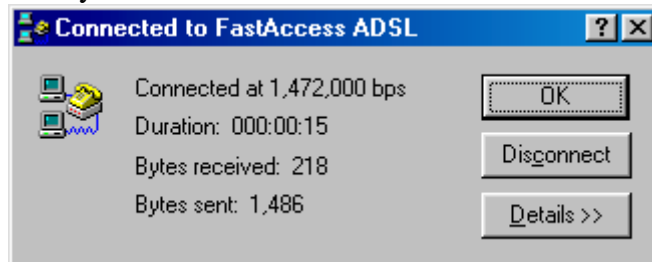
Closing a PPP Dial-Up Session

Proceed as follows to release a PPP Dial-Up connection:

1. Click the MSDUN icon  in the system tray:



The system returns the **Connected to** window:



2. Click **Disconnect** to close the PPP Dial-Up session.

Result

The PPPoA connection is released.



5 SpeedTouch USB Diagnostics

Introduction

When the PPPoA connection is established and your session is active, the **USB** ADSL modem software provides diagnostics to overview the connection.

In this chapter

This chapter covers the following topics:

Section	Provides
SpeedTouch USB Diagnostics	Information and steps for using SpeedTouch diagnostics.
Opening SpeedTouch USB Diagnostics	Information and steps for opening SpeedTouch diagnostics windows.
Basic SpeedTouch USB Diagnostics	Information on the basic diagnostic window, figures, data, buttons, and icons.
SpeedTouch USB Diagnostics Properties	Information and steps for using properties and options on the SpeedTouch.
Detailed SpeedTouch USB Diagnostics	Information and steps for opening SpeedTouch diagnostics.
Connection Diagnostics	Information and steps for viewing the tabs available on the diagnostics window.
AAL5 Diagnostics	Information and steps for AAL5 diagnostics.
Version Diagnostics	Information and steps for version diagnostics.

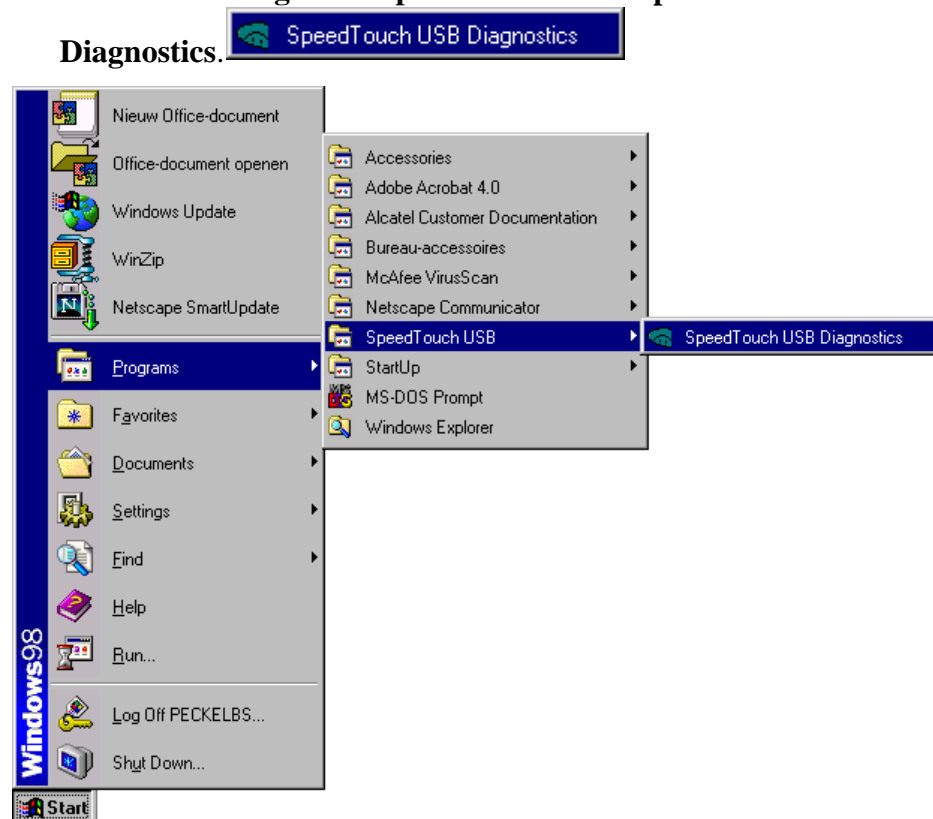
SpeedTouch USB Diagnostics

Diagnostics

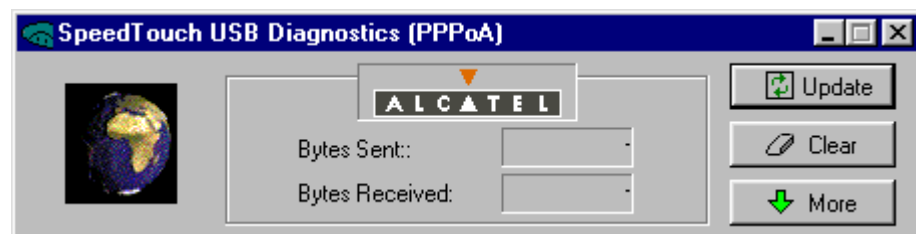
The *USB* exhibits specific ADSL-level information diagnostics windows next to the bit-level information windows of the Dial-Up Networking. These windows allow you to view specific information on the various layers ADSL uses to transmit or receive information over the ADSL link.

Opening SpeedTouch USB Diagnostics

1. Click **Start>Programs>SpeedTouch USB>SpeedTouch USB**



The system returns the *USB* Diagnostics window.



Basic SpeedTouch USB Diagnostics

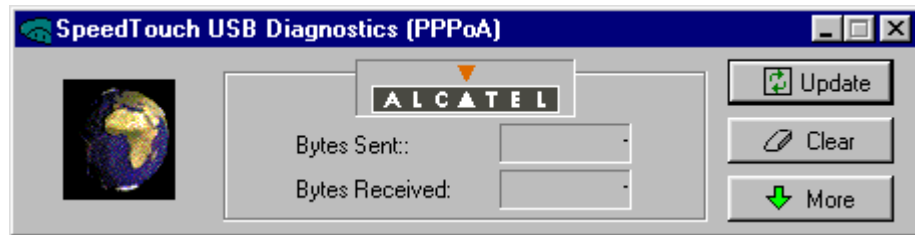
Diagnostics window

Click the **USB SpeedTouch Diagnostics** button





to open the **USB SpeedTouch**

Diagnostics window:



Left box figures

The following figures are displayed in the left box:

Figure	Description
	Indicates your USB is not properly connected to your PC or is malfunctioning. To resolve this problem, reconnect your USB to the PC.
	Spinning globe: Your USB has established the FastAccess ADSL Connection. Non-spinning globe: Your USB is connected to your PC.





Basic data

When the globe is spinning (a physical connection is established), the following data is displayed:


Data	Description
Bytes Sent	Gives the number of bytes you sent over the FastAccess ADSL Connection.
Bytes Received	Gives the number of bytes you received over the FastAccess ADSL Connection.

Diagnostics buttons

The following buttons are available:


Button	Functionality
	Updates all diagnostic data to describe the current condition of the connection. Note: This button applies only if the Screen update box on the Properties menu is not checked.
	Resets all diagnostic data and starts a new reading of data.
	Provides an extension to the Diagnostics window.
	Closes the extension to the Diagnostics window.

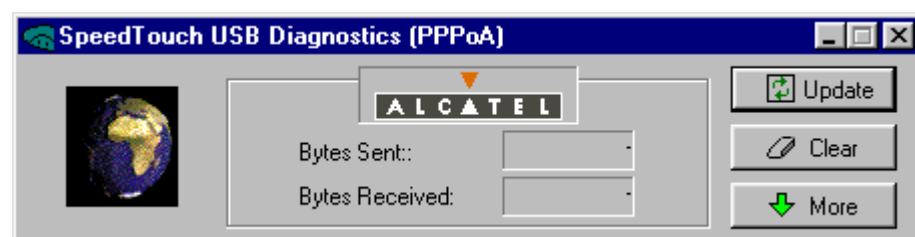
SpeedTouch USB icon in the system tray

If the status icon option is enabled, you can check the current state of the **USB** via the status icon  in the system tray.

Move your mouse pointer over the status icon and the following messages are displayed:


Message	Description
Statistics not available	The USB is connected to your PC but no statistics are available.
Not connected	The USB is not connected to your PC.
Connected	The USB is connected to your PC, a physical connection to ADSL is established, and your USB is ready for online service.

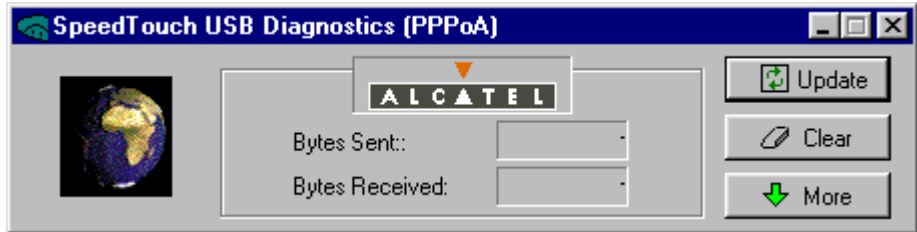
Double-click the status icon  in the system tray to open the **Diagnostics** window.



SpeedTouch USB Diagnostics Properties

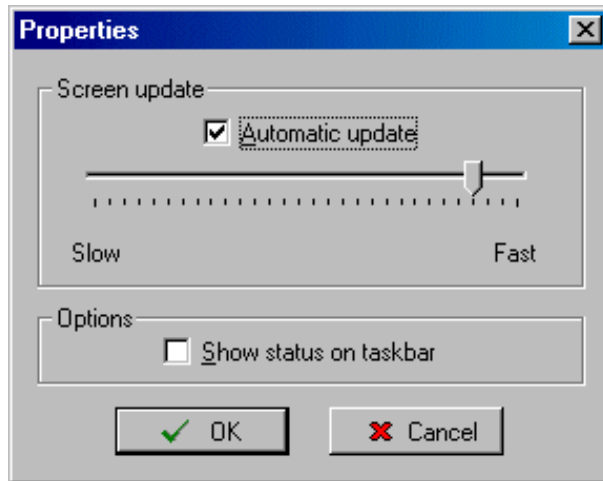
Properties menu

1. Click the  icon on the caption bar on the Diagnostics window.





The system returns a box menu.




2. In this box menu, click **Properties** to open the following window:



Options

The following options are available:

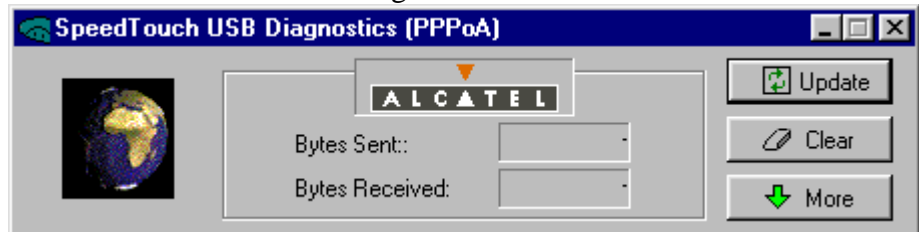
Field	Description
Screen update section	<p>By default, Automatic update is enabled. Uncheck the box to disable this feature.</p> <p><input checked="" type="checkbox"/> Automatic update</p> <p>Note: If you disable the Automatic update feature, you must manually update the information by clicking  on the Diagnostics window.</p> <p> Allows you to set</p>

Field	Description
	the rate of the information displayed in the Diagnostics window.
Options	Shows the status icon  in the system tray.
	Saves the changes you made, and closes the Properties window.
	Cancels changes you made, and closes the Properties window.

Detailed SpeedTouch USB Diagnostics

Opening Detailed Diagnostics

1. Click  on the Diagnostics window.



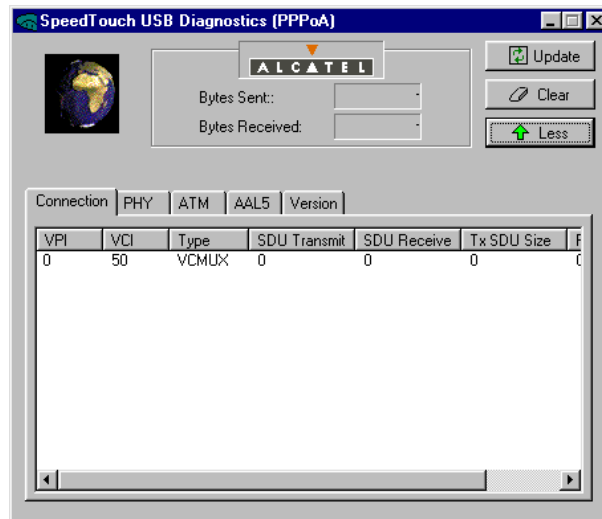
The system returns an extended Diagnostics window:



Connection Diagnostics

Connection diagnostics

By default the extended **USB** Diagnostics window displays with the **Connection** tab selected:



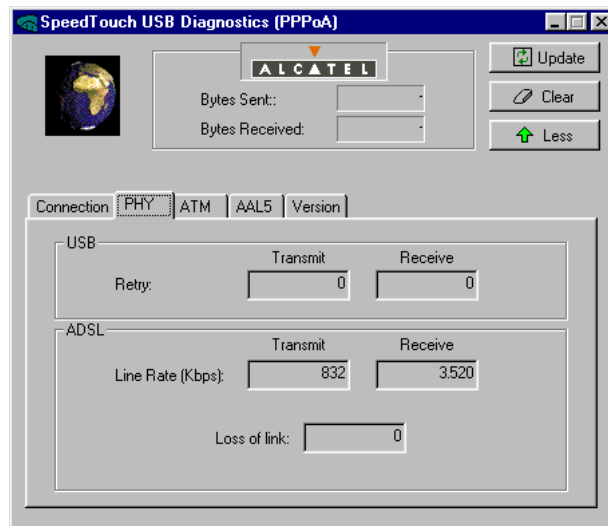
Connection diagnostics fields

The following connection related diagnostics are displayed:

Field	Description
VPI/VCI	The ADSL PPPoA connections use Asynchronous Digital Subscriber Line.
Type	Indicates which method (VC MUX, or LLC) is used for encapsulating/decapsulating the PPP packets in/from the ATM Adaption Layer 5 (AAL5).
SDU Transmit SDU Received	Indicates the number of Service Data Unit (SDU)s which are transmitted; and received.
Tx/Rx SDU Size	Indicates the size of the SDUs that are transmitted (Tx) and received (Rx).

Physical Diagnostics

1. Click the **PHY** tab to open the following window:



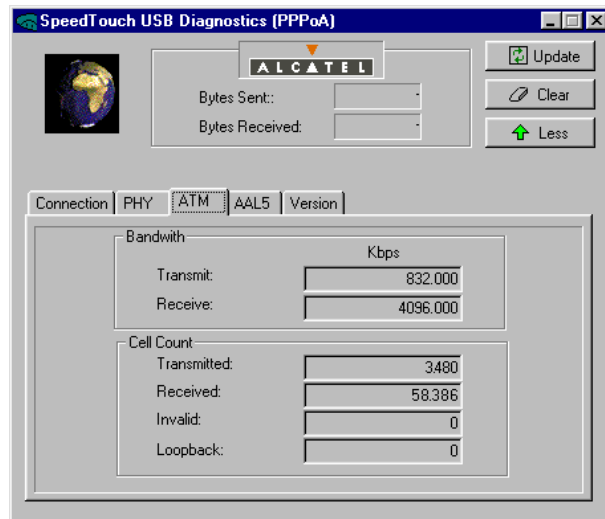
Physical diagnostics fields

The following physical link diagnostics are displayed:

Diagnostic Field	Description
USB Retry: Transmit Receive	Indicates the number of times your <i>USB</i> had to retry the connection.
ADSL Line Rate: Transmit Receive	Indicates the maximum ATM transmit and receive rates in Kilobits per second (Kbps) on the ADSL line.
ADSL Loss of link	Indicates how many times the ADSL line has been reinitialized.

ATM Diagnostics

1. Click the **ATM** tab to pop up the following window:



ATM diagnostics fields

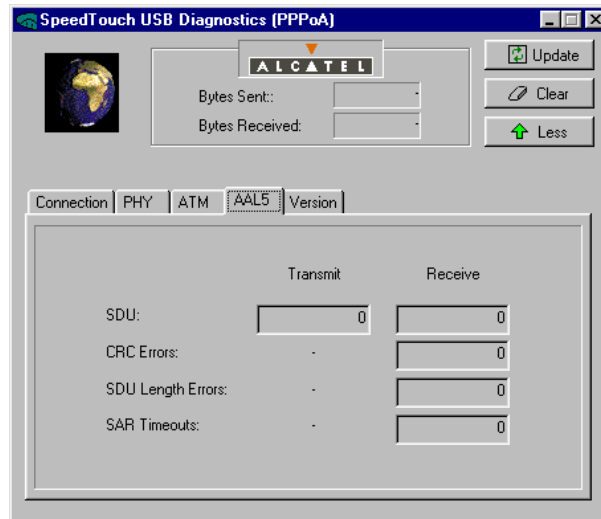
The following information is available in the ATM diagnostic fields:

Field	Description
Bandwidth	Indicates the maximum transmit/receive service your ADSL provider offers for your current subscription.
Cell count: Transmitted	Indicates the number of all AAL5 and Operations And Management (OAM) cells sent through the ATM layer towards the ADSL line.
Cell count: Received	Indicates the number of cells received and passed through the ATM Layer.
Cell count: Invalid	Indicates the number of cells that are dropped because they do not belong to the current information flow or are incorrect.
Cell count: Loopback	Indicates the number of cells sent by the ADSL service provider for maintenance.

AAL5 Diagnostics

AAL5 diagnostics

Click the **AAL5** tab to open the following window:



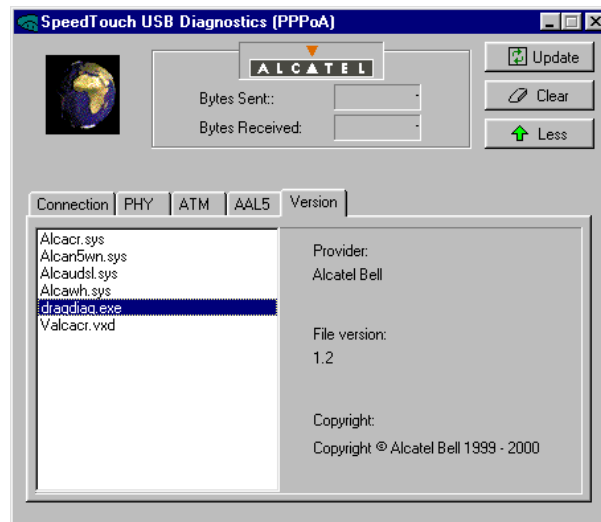
AAL5 diagnostics fields

The following information is available from the AAL5 diagnostics fields:

Diagnostic Field	Description
SDU	Indicates the number of SDUs, which are transmitted and received.
CRC Errors	Indicates the number of times a Cyclic Redundancy Check (CRC) on the received cell was negative.
SDU Length Errors	Indicates the number of times the length of a received SDU was incorrect.
SAR Time-out	Indicates the number of times the Segmentation And Reassembly (SAR) of the received cells failed because their time-out expired.

Version Diagnostics

Click the **Version** tab to open the following window:



This window provides information on the *USB* driver software.



6 Troubleshooting

Introduction

The ease of using the *USB* should preclude most problems. However, in the unlikely event that problems occur, this chapter describes some of the solutions that might solve the trouble.

Solving problems

In most cases the described solutions will solve the problem. However, if the problem persists, reinstallation after a removal of your *USB* hardware and software may solve the problem.

Solution table

Indication and Problem	Solution
SpeedTouch USB	Verify the SpeedTouch USB connections. Verify the SpeedTouch USB's cord is not damaged. Verify the power source for the USB port.
SpeedTouch USB	Verify your PC is running Windows 98, Windows ME, or Windows 2000 and meets minimum requirements. Verify the SpeedTouch USB is not connected to a low-powered port.
USB LED flashes red or stays solid red	Your USB port congests, meaning that too much traffic is passing through the port. Avoid using multiple high-speed USB devices, e.g. scanners, speaker, etc. during heavy duty, e.g. a data download.
Both USB LED and ADSL LED are solid amber.	POST failed. Verify that the connections are correctly made.
Windows Error 730. (Windows 98)	TCP/IP is not installed on your PC. Install TCP/IP according section 3.4.



7 Software Removal/Upgrade/Repair

Introduction

This chapter describes how to upgrade, remove, or repair the *USB* driver software.

In this chapter

This chapter covers the following topics:

Topic	Description
Removing software	Provides information and procedures for removing software.
Upgrading/Repairing SpeedTouch USB Software	Provides information and procedures for upgrading and repairing software.

Removing SpeedTouch USB Software

Removing software

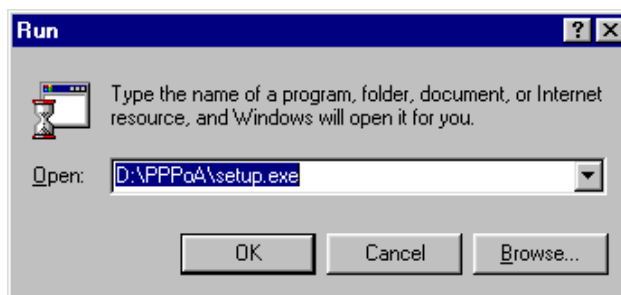
Your *USB* is a hot swappable USB device. This means that you can plug it in and out without powering down the PC.

Plugging out does not remove all software. Therefore, you must perform a removal of both driver software, and diagnostics software, via your installation CD-ROM.

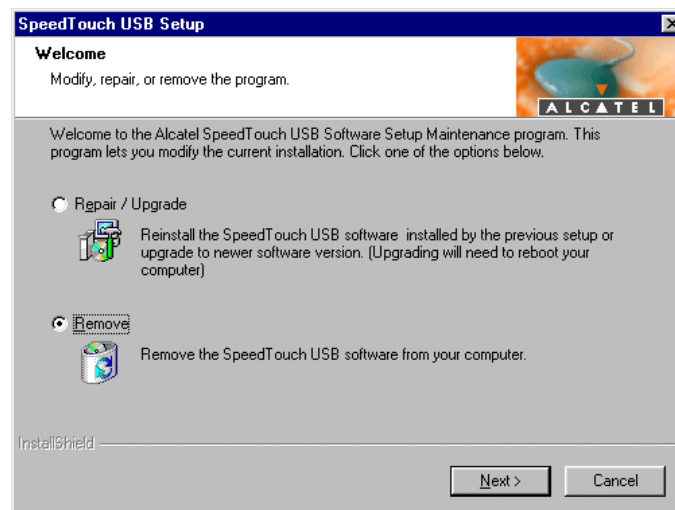
Procedure

To remove all *USB* related software from your PC:

1. Unplug the *USB* from your PC.
Note: You do **not** need to turn off your PC prior to disconnecting the *USB*.
2. Insert your installation CD-ROM in the PC's CD-ROM drive. Go to **Start > Run** and type in <cd-rom letter>:\PPPoA\setup.exe.

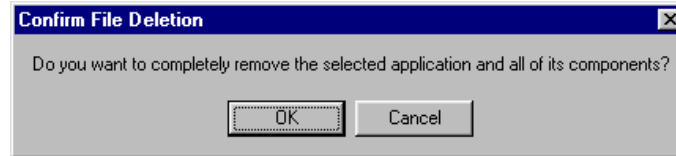


The system returns the **SpeedTouch *USB* Setup** window:

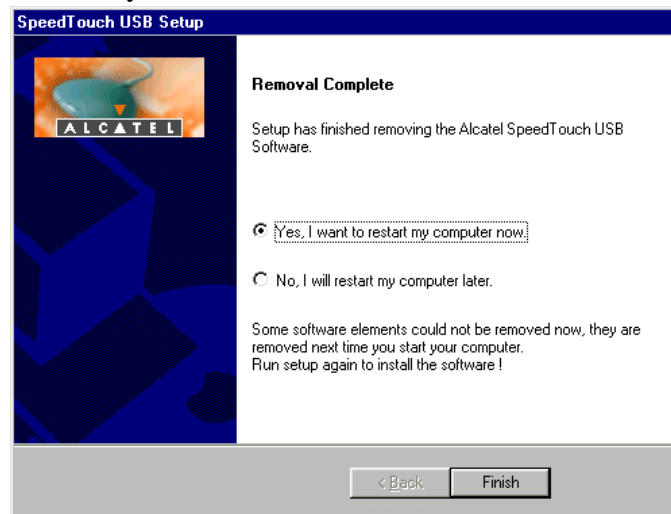




3. Click the radio button next to , then click **Next** to continue. The system returns the **Confirm File Deletion** dialog box.



4. Click **OK**. The system returns the **Removal Complete** window and prompts you to restart your PC.



5. Click the radio button next to the appropriate restart choice.
6. Click **Finish**.

Result

Upon restarting your PC, all **USB** related software and shortcuts will be removed from your system.

Note:

In case you do not have the **USB** installation CD-ROM, you can also remove **USB** related software via the **Add/remove programs** application in your Windows 98/ME/2000 **Control panel**.

Upgrading/Repairing SpeedTouch USB Software

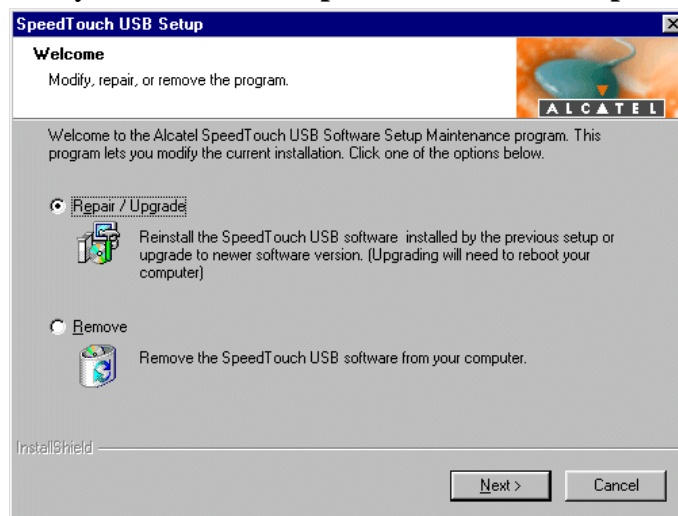
Preconditions

Prior to any upgrade or repair, the *USB* software must be available on a floppy disk or a CD-ROM, or reside on your hard disk.

To modify, repair, or remove *USB* software:

1. Start the installation wizard from the location where your software resides.

The system returns the **SpeedTouch USB Setup** window:



2. Click the radio button next to **Repair/Upgrade**.



3. Click **Next** to continue.
4. Follow the wizard's instructions.

8 Appendix A – RFC 1483 Driver Installation

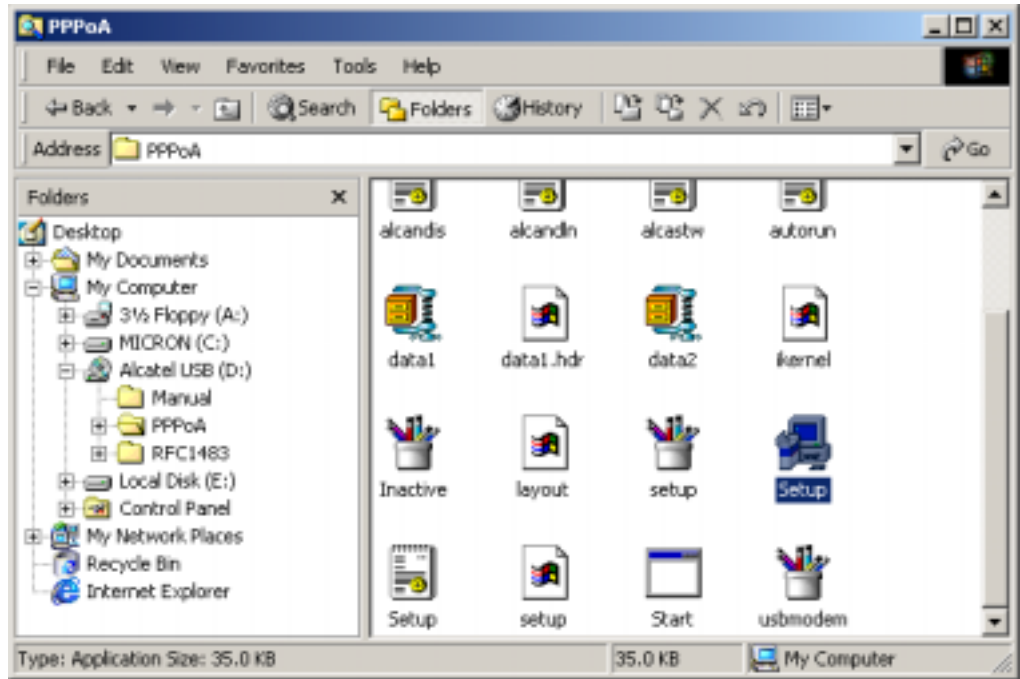
Step 1: Installing SpeedTouch USB Software for Windows 98/ME/2000

To install the *USB* driver software:

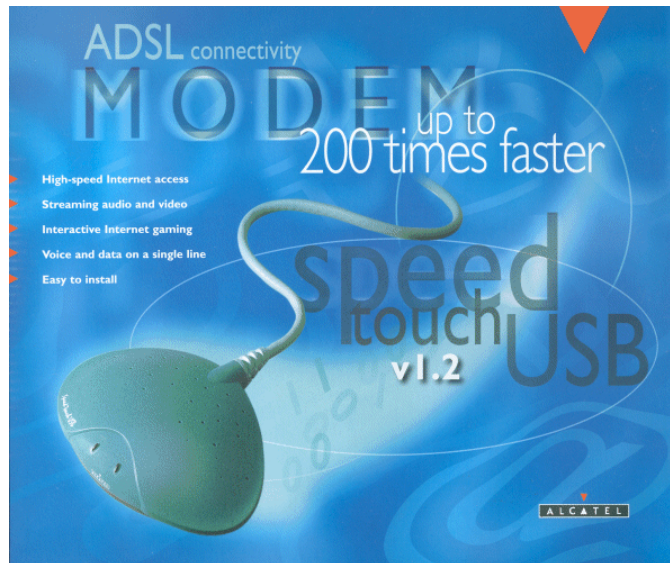
1. Insert the installation CD-ROM in your PC's CD-ROM drive.



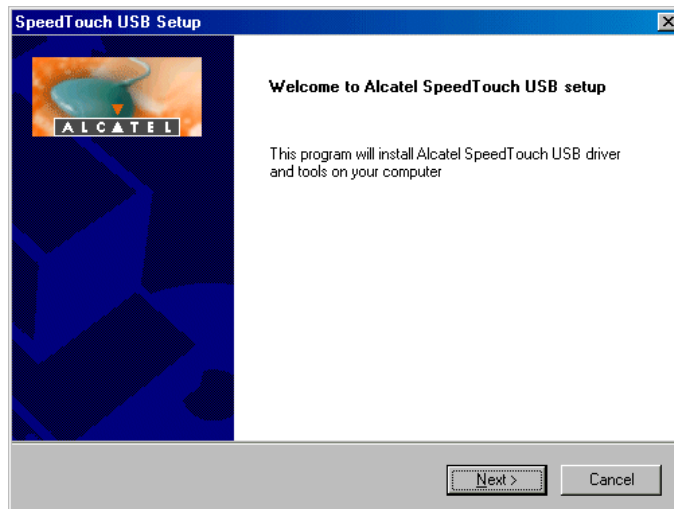
2. Right click on **My Computer** and choose **Explore**.
3. In **Windows Explorer** click on your CD-ROM drive to access it. Next, double click on the RFC1483 folder to open it. Click on **Setup.exe** to begin the installation process.




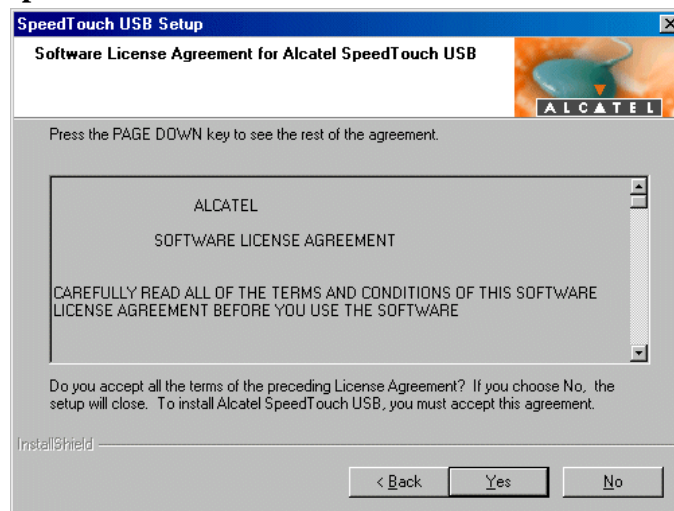
This **Welcome** screen should appear.


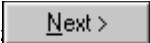



4. The SpeedTouch **USB** installation wizard displays the **Setup** window:



5. Click **Next**  to continue. The system returns the **Software License Agreement for Alcatel SpeedTouch *USB*** window.




6. Click **Yes**  to accept the agreement and continue the installation.
7. The system returns the **Choose Destination Location** window. Click **Next**  to continue.
8. The system returns the **Select Program Folder** window. Click **Next**  to continue.

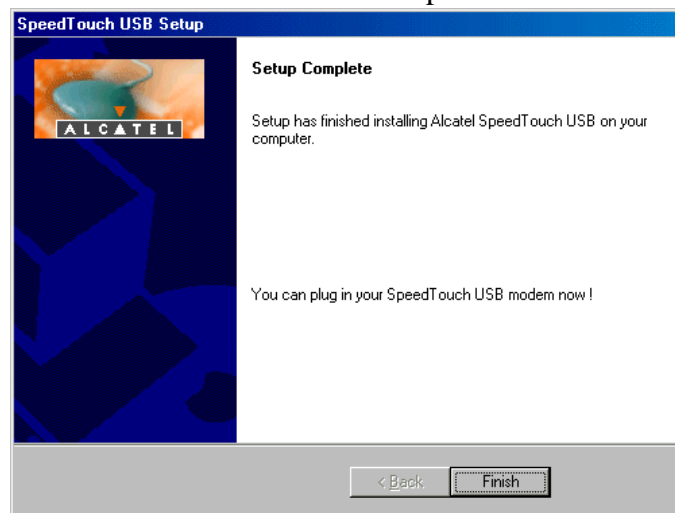
NOTE:  **Windows 2000 only. (step 9)**


9. The system returns the **Digital Signature Not Found** window.



Click **Yes**  to continue the installation.

10. The system returns the **Setup Complete** window, indicating the installation of the **USB** is complete.



11. Click **Finish** .

Result, and how to proceed

The installation of the **USB** ADSL modem drivers and the **USB** Diagnostics program is complete. Proceed with connecting the **USB** as described in **Chapter 2: Installing your SpeedTouch USB, Step 2: Connecting SpeedTouch USB to your PC.**

9 Appendix B – Windows 2000 DHCP

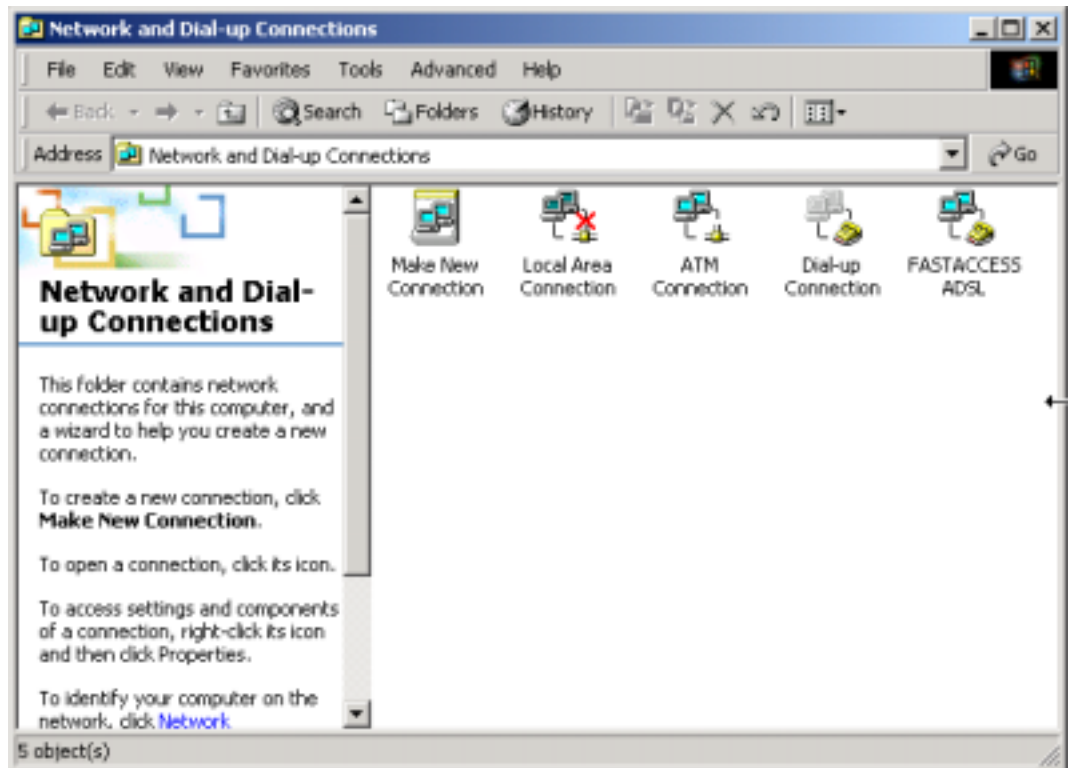
DHCP for Windows 2000

1. a) For PPPoA only



Right click on **My Network Places** and choose **Properties**.

A window will display your dial-up connection (**FastAccess ADSL**).

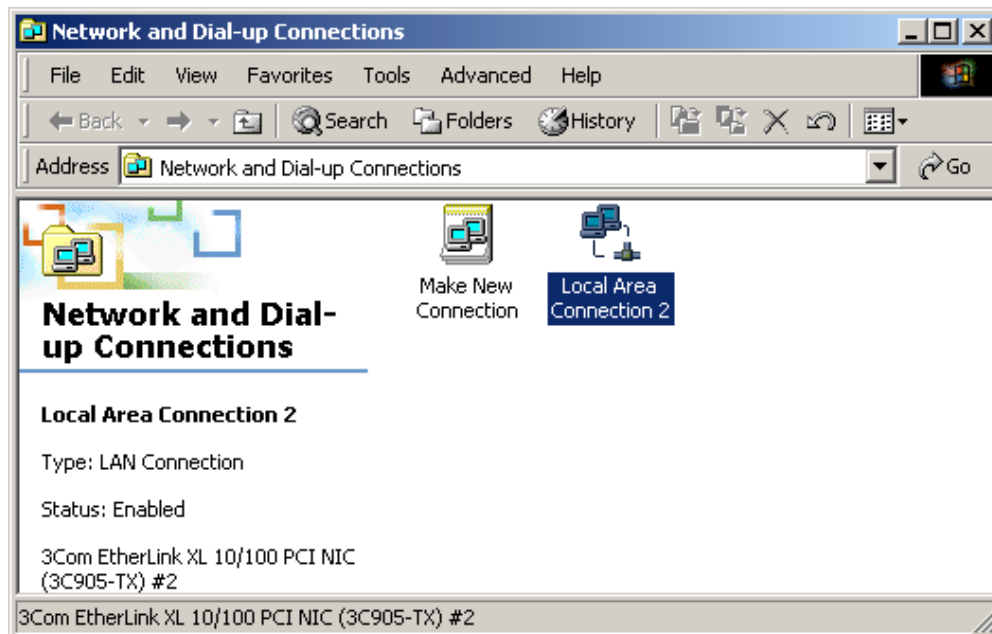


b) For RFC 1483 only.

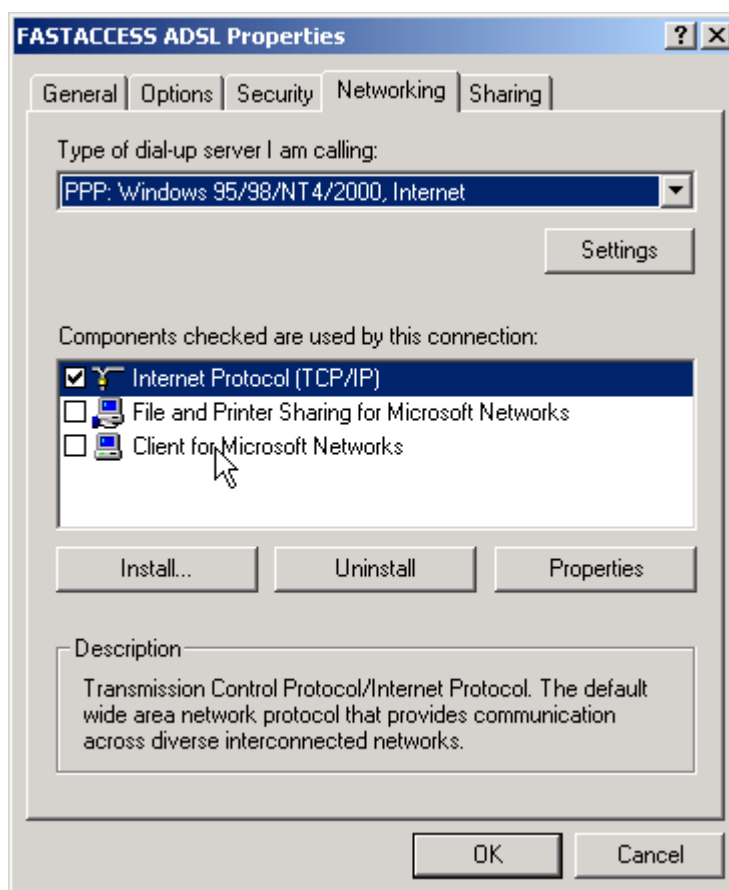


Right click on **My Network Places** and choose **Properties**.

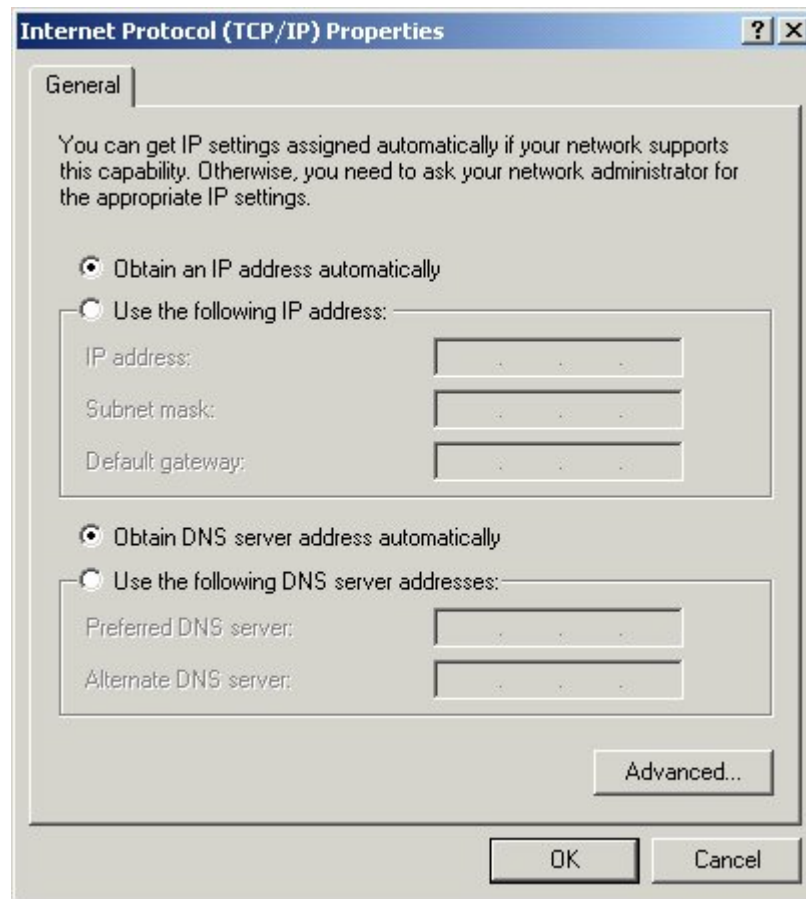
A window will display your network connection (**Local Area Connection**).



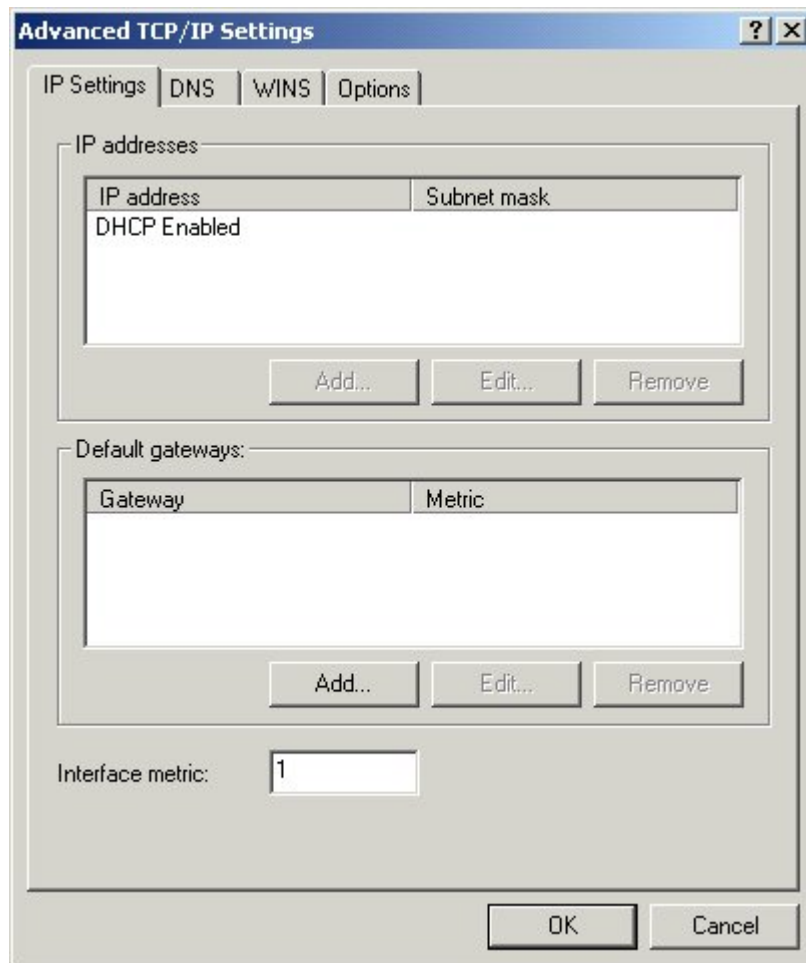
2. Right click on the **FastAccess ADSL** connection icon. Click on the **Network** tab as shown below. This window displays the dial-up networking settings. **TCP/IP** should be checked. This shows how the user can verify TCP/IP is bound to the dial-up network settings.



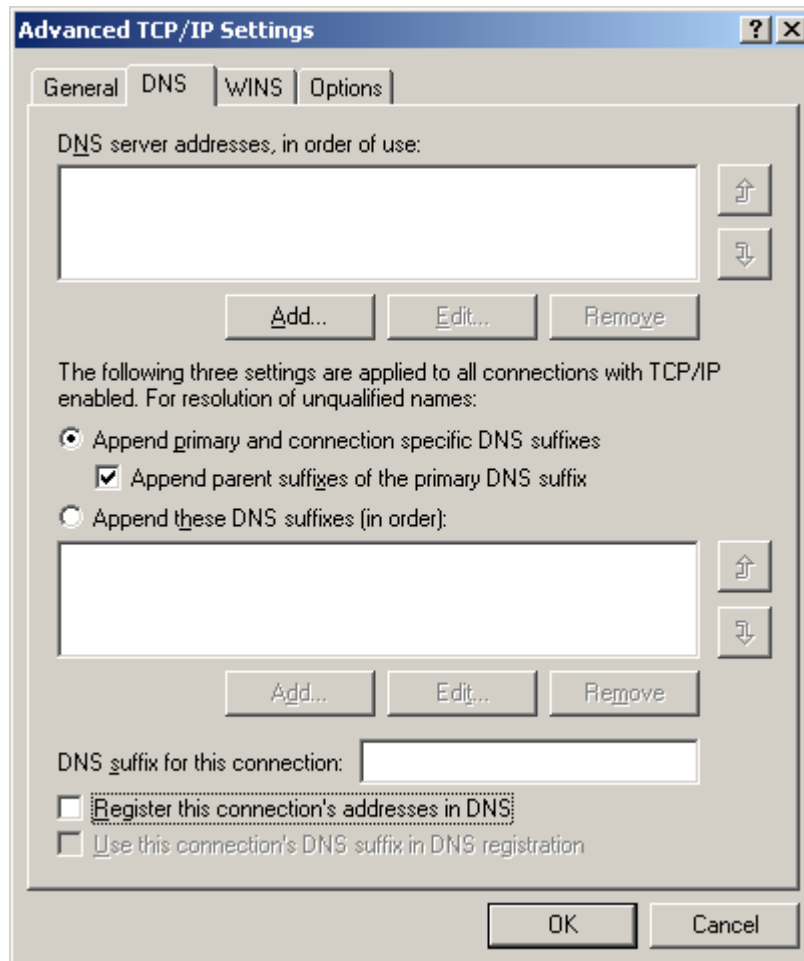
-
-
3. Highlight **TCP/IP** and click on **Properties**. **Obtain an IP address automatically** should be chosen.



4. Click on **Advanced**. Make your window appear as below.



5. Click the **DNS** tab. Verify there are no DNS addresses. Also, make certain the box for **Register this connection's addresses in DNS** is **unchecked**.



6. Click on the **WINS** tab. Verify there are no WINS addresses added.

10 Appendix C: Abbreviations

The following abbreviations are found in this manual:

AAL5	ATM Adaption Layer 5
ADSL	Asymmetric Digital Subscriber Line
ATM	Asynchronous Transfer Mode
bps	bits per second
CRC	Cyclic Redundancy Check
IP	Internet Protocol
ISP	Internet Service Provider
Kbps	Kilobits per second
LEDs	Light Emitting Diodes
MB	Mega Byte
OAM	Operations And Management
OS	Operating System
PC	Personal Computer
POST	Power On Self Test
POTS	Plain Old Telephone Service
PPPoA	Point-to-Point Protocol over ATM
SAR	Segmentation And Reassembly
SDU	Service Data Unit
TCP	Transmission Control Protocol
VC	Virtual Channel
VCI	Virtual Channel Identifier
VP	Virtual Path
VPI	Virtual Path Identifier