FastAccess

# BellSouth® Internet Services

FastAccess User Guide

# Alcatel SpeedTouch USB Installation and Troubleshooting

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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 <b>USB</b> .		
<b>USB</b> 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  $\mathcal{USB}$  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  $\mathcal{USB}$  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  $\mathcal{USB}$  to the ADSL line.

### SpeedTouch USB LED Indicators

### SpeedTouch USB

Two Light Emitting Diodes (LEDs) indicate the status of the  $\mathcal{USB}$ . The left LED is the USB LED. The right LED is the ADSL LED.

### **Start-Up 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.	

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

### 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. My Computer
- 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.

ST PPPoA					
File Edit View Favorites	Tools Help				1
] 4= Back • → - 🖭 🗐 Se	arch 🔁 Folder	s 🕃 History	12 °C ×	n 🗉 -	
Address 🗀 PPPoA					• 🖓 😡
Folders	x =3	=3	=0	=3	
🚮 Desktop	alcandis	alcandin	alcastw	autorun	
My Documents     My Computer     My Computer     My Computer     My Computer     Micron (C:)     Micron (C:)     Micron (C:)     Manual	data1	datal.hdr	data2	(kernel	
PPPoA      POSA     RFC1483      Local Disk (E:)      Ontrol Panel	Inactive	ayout	setup (	Setup	
My Network Places     Recycle Bin     Enternet Explorer	Setup	setup	Start	usbmodem	•
Type: Application Size: 35.0 KB			35.0 KB	Ry Computer	



The Welcome screen below should appear.

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

SpeedTouch USB Setup	×
ALCATEL	Welcome to Alcatel SpeedTouch USB setup
	This program will install Alcatel SpeedTouch USB driver and tools on your computer
	<u>N</u> ext> Cancel

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

#### SpeedTouch USB window.

oftware License Agreement for Alcatel	SpeedTouch USB	
Press the PAGE DOWN key to see the rest o	f the agreement.	
ALCATEL		-
SOFTWARE LICENSE AGR	EEMENT	
CAREFULLY READ ALL OF THE TERMS A LICENSE AGREEMENT BEFORE YOU USE	ND CONDITIONS OF THIS SOFTWARE THE SOFTWARE	Ţ
Do you accept all the terms of the preceding setup will close. To install Alcatel SpeedTour	License Agreement? If you choose No, t ch USB, you must accept this agreement.	he
taliShield	< <u>B</u> ack <u>Y</u> es	<u>N</u> o

- 6. Click **Yes** to accept the agreement and continue the installation.
- The system returns the Choose Destination Location window. Click
   Next Vext > to continue.
- The system returns the Select Program Folder window. Click Next
   <u>Next</u> to continue.

NOTE:

Windows 2000 only. (step 9)

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

Digital Signature Not Fou	
	The Microsoft digital signature affirms that software has been tested with Windows and that the software has not been altered since it was tested. The software you are about to install does not contain a Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows. Unknown software package If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available. Do you want to continue the installation?
	Yes No More Info
Click Yes	to continue the installation.

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

SpeedTouch USB Setup	
ALCATEL	Setup Complete Setup has finished installing Alcatel SpeedTouch USB on you computer.
	You can plug in your SpeedTouch USB modem now !
	< Back

### Result, and how to proceed

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

### Step 2: Connecting SpeedTouch USB to your PC

### Introduction

This step describes how to connect the  $\mathcal{USB}$  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.



Windows 2000 <u>only</u>. (step 3 and step 4)

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



- 4. Click Yes  $\underline{}^{\underline{}}$  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  $\mathcal{USB}$  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. Networking



- 3. Double-click the **Make New Connection** icon. <sup>[Lonnection</sup> The system activates the **Make New Connection** wizard.
- 4. The Welcome to Dial-Up Networking window is displayed.

5. Click Next. <u>Next</u>

The system	returns	the	Make	New	Connection	window:

Make New Connection	<u>×</u>
	Type a name for the computer you are dialing:         FastAccess ADSL         Select a device:         SpeedTouch-Line01
	<u>C</u> onfigure
	< <u>B</u> ack <u>N</u> ext > Cancel

- 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**.

Make New Connection		×
	<u>Type a name for the computer you are dialing:</u> FastAccess ADSL Select a device: SpeedTouch-Line0 <u>Configure</u>	•
	< <u>B</u> ack <u>N</u> ext > Cance	

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

Make New Connection	×
	Type the phone number for the computer you want to call: Area code:          Image:
	< <u>B</u> ack <u>N</u> ext > Cancel

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. My Computer



2. Double-click the **Dial-Up Networking** icon. <sup>Networking</sup> 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.

- Enable software compression
- 7. Make sure that **only** TCP/IP is checked.

Allowed	network protocols: —	
<u>□</u> <u>N</u> e	(BEUI	
	K/SPX Compatible	
⊡ IC	P/IP	TC <u>P</u> /IP Settings
8. Click Ol	K OK t	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.

FastAccess ADSL
General Networking Security Scripting Multilink Dialing
FastAccess ADSL
Phone number:
Area code: Telephone number:
✓ · 35
Country code:
United States of America (1)
Use area code and Dialing Properties
Connect using:
SpeedTouch-Line0
<u>C</u> onfigure
OK Cancel

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

FastAccess ADSL ?X
General Networking Security Scripting Multilink Dialing
Type of Dial-Up Server:
PPP: Internet Windows 2000/NT, Windows ME
TTTT. Internet, willdows 2000/NT, willdows ME
Advanced options:
Enable software compression
<u>Record a log file for this connection</u>
Allowed network protocols:
PX/SPX Compatible
<u>I</u> CP/IP <u>TCP/IP Settings</u>
OK Cancel

# 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. My Computer



2. Double-click the **Dial-Up Networking** icon. <sup>Networking</sup> 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  $\mathcal{USB}$ , 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. <sup>My Computer</sup>



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



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

otwork	1
Configuration Identification Access Control	
The following getwork components are installed:	
Client for Microsoft Networks	*
Alcatel SpeedTouch(tm) USB ADSL PPPoA	
DisiUp Adapter	
NDISWAN       Alcatel SpeedTouch(m) US8 ADSL PPP	100
TCP/IP ⇒ DialUp Adapter	*
•	•
Add. Figures Excente	τ
Dimen Maharda Lawar	
Clast in Manak Vistanda	
Clerk to Histolick Newcord	-
File and Paint Strains	
The must be reading to	
Description	
- or 1 - c	Sec. 1
	ance

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**. <u>Add</u>...

The system returns the Select Network Component Type window.

Select Network Component Type	? ×
Click the type of network component you want to install: Client Adapter Protocol Service	Add Cancel
Protocol is a 'language' a computer uses. Computers must use the same protocol to communicate.	

- 3. Select **Protocol**.
- 4. Click Add.  $\underline{Add...}$

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

SCIECT NETWORK I TOTOCO	
Click the Netwo an installation di	rk Protocol that you want to install, then click OK. If you have sk for this device, click Have Disk.
Manufacturers:	Network Protocols:
🍹 Banyan	🍹 Microsoft 32-bit DLC
🗯 ІВМ	Microsoft DLC
🏹 Microsoft	🙀 NetBEUI
🍹 Novell	TCP/IP
	WAN support for ATM
	🍹 Winsock2 ATM Service Provider 📃 🚽
	<u>H</u> ave Disk
	OK Cancel

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





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.





Click Next to continue.

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

Network Connection Wizard	
Phone Number to Dial You must specify the phone num connect to.	nber of the computer or network you want to
Type the phone number of the o your computer to determine auto dialing rules.	omputer or network you are connecting to. If you want matically how to dial from different locations, check Use
Area code: Phor	ne number:
<u>v</u> 35	
Country/region code:	
	<u>~</u>
Use dialing rules	
	<back next=""> Cancel</back>

Click Next to continue.



- 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.
- Click Next to continue. The system returns the Completing the Network Connection Wizard window:

Network Connection Wizard	
	Completing the Network Connection Wizard Type the name you want to use for this connection:
	FastAccess ADSL
	To create this connection and save it in the Network and Dial-up Connections folder, click Finish. To edit this connection in the Network and Dial-up Connections folder, select it, click File, and then click Properties.
	Add a shortcut to my desktop
	< Back Finish Cancel

- 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 **Properties**.



2. Select Network and Dial-up Connections. The system returns the Network and Dial-up Connections window:

📴 Network and Dial-up Connection	5				_ 0 ×
File Edit View Favorites Too	ls Advanced	i Help			192
$] \leftarrow \operatorname{Back} \star \Rightarrow \star \boxdot   \textcircled{Q} \operatorname{Search}$	Folders	History	≌ % × ≤	• 🗉 •	
Address 🔁 Network and Dial-up Conn	ections				▼ @Go
	Make New	Local Area		L 🌛	
This folder contains network connections for this computer, and	connectori	Connection	comection	Connection	ноя. +
To create a new connection, click Make New Connection.					
To open a connection, click its icon To access settings and components of a connection, right-click its icon and then click Properties.					
To identify your computer on the network, click Network 5 object(s)					

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



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

4. Click on the **Networking** tab.

ial-up Connection Properties	? ×
General Options Security Networking	
Type of dial-up server I am calling:	
PPP: Windows 95/98/NT4/2000, Internet	-
Settings	
Components checked are used by this connection:	
File and Printer Sharing for Microsoft Networks	
Install Uninstall Properties	
Description Allows other computers to access resources on your computer using a Microsoft network.	ſ

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



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

Manufacturers:	Network Protocol:
Microsoft	AppleTalk Protocol DLC Protocol Internet Protocol (TCP/IP) NetBEUI Protocol Network Monitor Driver NWLink IPX/SPX/NetBIOS Compatible Transport Pro-
	Have Disk

- 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.

eneral	3 Propercies	<u>.</u>
Connect using:		
🗐 3Com EtherLink 3	XL PCI TPO NIC (3C9	00B-TPO)
		Configure
Components checked a	are used by this conne	ection:
Internet Protoco	ol (TCP/IP)	Networks
Internet Protoco	ol (TCP/IP)	Disperties
Install	Uninstall	Properties
Install Description Transmission Control wide area network p across diverse interc	Uninstall Uninstall I Protocol/Internet Pro rotocol that provides c	Properties tocol. The default
Install Description Transmission Control wide area network p across diverse interc	Uninstall Uninstall Protocol/Internet Pro rotocol that provides of connected networks. ar when connected	Properties tocol. The default communication

#### 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

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.

This chapter covers the following topics:

### **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:

喜 Connect To		? ×
E Fas	tAccess ADSL	
<u>U</u> ser name:	username@bellsouth.net	
Password:	*****	
	□ <u>S</u> ave password	
Phone <u>n</u> umber:	35	
Dialing from:	New Location	Dial Properties
	Connect	Cancel

- 3. Enter your User name and Password in the appropriate fields.
- 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<sub>x</sub>).

### Buttons in the "Connected to" window

The buttons in the window have the following functionalities:

Button	Functionality
ОК	Click <b>OK</b> to minimize the <b>Connected to</b> window into the system tray.
Dis <u>c</u> onnect	Click <b>Disconnect</b> to close the PPP Dial–Up session.
<u>D</u> etails >>	Click <b>Details</b> 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 <sup>a</sup> in the system tray:



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

📑 e Conne	cted to FastAccess ADSL	? ×
	Connected at 1,472,000 bps Duration: 000:00:15 Bytes received: 218 Bytes sent: 1,486	OK Dis <u>c</u> onnect <u>D</u> etails >>

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  $\mathcal{USB}$  ADSL modem software provides diagnostics to overview the connection.

### In this chapter

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.

This chapter covers the following topics:

### **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.

SpeedTouch U	SB Diagnostics (PPPoA)	_ 🗆 ×
	ALCATEL	😰 Update
	Bytes Sent::	🖉 Clear
	Bytes Received:	🕂 More

### **Basic SpeedTouch USB Diagnostics**

### **Diagnostics window**

```
Click the USB SpeedTouch Diagnostics button

SpeedTouch USB Diagnostics

to open the USB SpeedTouch

Diagnostics window:

SpeedTouch USB Diagnostics (PPPoA)

SpeedTouch USB Diagnostics (PPPoA)

Update

Bytes Sent:

Bytes Received:
```

### Left box figures

The following figures are displayed in the left box:

Figure	Description
	Indicates your <i>USB</i> is not properly connected to your PC or is malfunctioning. To resolve this problem, reconnect your <i>USB</i> to the PC.
	Spinning globe: Your <i>USB</i> has established the FastAccess ADSL Connection. Non-spinning globe: Your <i>USB</i> 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
Dpdate Update	Updates all diagnostic data to describe the current condition of the connection. <b>Note:</b> This button applies only if the <b>Screen update</b> box on the <b>Properties</b> menu is <b>not</b> checked.
🖉 Clear	Resets all diagnostic data and starts a new reading of data.
🕂 More	Provides an extension to the Diagnostics window.
🕂 Less	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  $\overline{\frown}$  in the system tray.

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

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

Double–click the status icon <a>
 </a> in the system tray to open the **Diagnostics** window.

SpeedTouch U	ISB Diagnostics (PPPoA)	
	ALCATEL	😰 Update
	Bytes Sent::	🖉 Clear
	Bytes Received:	🕂 More

### **SpeedTouch USB Diagnostics Properties**

### **Properties menu**

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

ALCAT	E L	😰 Update
Bytes Sent::		🖉 Clear
Bytes Received:		🕂 More

The system returns a box menu.

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

Properties	×
Screen update	1
Slow Fast	
Options <u>S</u> how status on taskbar	
✓ OK 🗶 Cancel	

### **Options**

The following options are available:

Field	Description
Screen update section	By default, Automatic update is enabled. Uncheck the box to disable this feature. Later Automatic update Note: If you disable the Automatic update feature, you must manually update the information by clicking Update on the Diagnostics window.
	Slow Fast Allows you to set

Field	Description
	the rate of the information displayed in the <b>Diagnostics</b> window.
Options	Shows the status icon < in the system tray.
🗸 ОК	Saves the changes you made, and closes the <b>Properties</b> window.
X Cancel	Cancels changes you made, and closes the <b>Properties</b> window.

### **Detailed SpeedTouch USB Diagnostics**

### **Opening Detailed Diagnostics**

1. Click $\clubsuit$ More	on the Diagnostics window	7.
SpeedTouch L	ISB Diagnostics (PPPoA)	
	ALCATEL Bytes Sent: Bytes Received:	· Clear · More

The system returns an extended Diagnostics window:

SpeedTouch	JSB Diagnostics (PPPoA)	Less
Connection PH	Y ATM AAL5 Version Type SDU Transmit SDU Receive VCMUX 0 0	Tx SDU Size F 0 (
•		

### **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.
Туре	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:

a SpeedTouch U	ISB Diagnostics (PPPoA)	_ 🗆 ×
	Bytes Sent:	😰 Update
	Bytes Received:	
Connection PHY	ATM AAL5 Version	
USB	Transmit Receive	1
ADSL Line F	Transmit Receive Rate (Kbps): 832 3.520	1
	Loss of link: 0	

### **Physical diagnostics fields**

The following physical link diagnostics are displayed:

Diagnostic Field	Description
USB Retry: Transmit Receive	Indicates the number of times your <b>USB</b> 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:

SpeedTouc	h USB Diagnostics (F	PPoA)	_ 🗆 ×
٢	Bytes Sent: Bytes Receiv	ed:	Update Update Clear
Connection	PHY ATM AAL5	Version	
	Bandwith Transmit: Receive:	Kbps 832.000 4096.000	
	Cell Count Transmitted: Received: Invalid: Loopback:	3480 58.396 0 0	

### **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:

SpeedTouch L	JSB Diagnosti Bytes St Bytes R	ics (PPPoA)		_ □ × ↓ Update ↓ Clear ↓ Less
Connection PH	/   ATM   🗛	L5 Version		1
		Transmit	Receive	
SDU:		0		0
CRC E	rrors:	•		0
SDU L	ength Errors:			0
SAR T	imeouts:			0

### 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  $\mathcal{USB}$  driver software.

#### Introduction

The ease of using the  $\mathcal{USB}$  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  $\mathcal{USB}$  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  $\mathcal{USB}$  driver software.

#### In this chapter

This chapter covers the following topics:

Торіс	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 swapable 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:

- Unplug the USB from your PC.
   Note: You do not need to turn off your PC prior to disconnecting the USB.
- 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 **the system returns the Confirm File Deletion** dialog box.

Confirm File Deletion 🛛 🛛 🗙
Do you want to completely remove the selected application and all of its components?
Cancel

4. Click OK.

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

SpeedTouch USB Setup	
ALGATEL	Removal Complete Setup has finished removing the Alcatel SpeedTouch USB Software.
	<ul> <li>Yes, I want to restart my computer now.</li> <li>No, I will restart my computer later.</li> </ul>
	Some software elements could not be removed now, they are removed next time you start your computer. Run setup again to install the software !
	< Back Finish

- 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  $\mathcal{USB}$  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. My Computer
- 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.

EN PPPoA					
File Edit View Favorites To	ols Help				1
] ⇔Back • → - 🖭   @Search	Polders	History	R G X	20 III-	
Address DPPoA					• @©
Folders X		-3		=3	
Desktop     ⊕-	alcandis	alcandin	alcastw	autorun	
My Computer     B    B    B    SV5 Floppy (A:)     MICRON (C:)     Alcatel USB (D:)     Manual	data1	ata1.hdr	data2	in the second se	
PPPoA     PFC1483     Docal Disk (E:)     Control Panel	inactive	ayout.	No. Setup	Setup	
My Network Places     Recycle Bin     Explorer	Setup	setup	Start	usbmodem	-
Type: Application Size: 35.0 KB			35.0 KB	🧏 My Computer	

This Welcome screen should appear.



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



5. Click **Next**  $\underbrace{\mathbb{N}^{\text{ext}}}$  to continue.

The system returns the Software License Agreement for Alcatel SpeedTouch USB window.

oftware Lic	ense Agreemen	t for Alcatel	SpeedT ouch		ALCATE
Press the PA	AGE DOWN key to	see the rest of	the agreement.		
	ALCATE				
	SOFTWARE L	ICENSE AGRE	EMENT		
CAREFULL LICENSE A	Y READ ALL OF T GREEMENT BEFC	HE TERMS AN IRE YOU USE	ND CONDITION THE SOFTWAR	S OF THIS SOF RE	TWARE
) Do you acce setup will clo	ept all the terms of t ose. To install Alcal	he preceding L tel SpeedTouc	icense Agreeme h USB, you mus	nt? If you choo t accept this agi	se No, the reement.
allShield ——			< <u>B</u> ack	Yes	<u>N</u> o

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

   Next>
   to continue.



Digital Signature Not Fo	und	x
	The Microsoft digital signature affirms that software has been tested with Windows and that the software has n been altered since it was tested. The software you are about to install does not contain Microsoft digital signature. Therefore, there is no guarantee that this software works correctly with Windows. Unknown software package If you want to search for Microsoft digitally signed software, visit the Windows Update Web site at http://windowsupdate.microsoft.com to see if one is available. Do you want to continue the installation?	; iot a
	Yes No More Infr	
Click Yes	to continue the installation.	

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

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

SpeedTouch USB Setup	
ALGATEL	Setup Complete Setup has finished installing Alcatel SpeedTouch USB on your computer.
	You can plug in your SpeedTouch USB modem now !
	< Back 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).

🛃 Network and Dial-up Connection	5				_ 🗆 X
File Edit View Favorites Too	ls Advanced	Help			10
$] \leftarrow Back + \Rightarrow + \textcircled{loc} & \textcircled{Search}$	Folders	History	的词义的	) III-	
Address 🔁 Network and Dial-up Conn	ections				▼ 🖗 Go
Network and Dial- up Connections     Network and Dial- up Connections     This folder contains network connections for this computer, and a wizard to help you create a new connection.     To create a new connection, click Make New Connection.     To open a connection, click its icon.     To access settings and components of access settings and components	Make New Connection	Local Area Connection	ATM Connection	L Sonnection	FASTACCESS ADSL
and then click Properties. To identify your computer on the network, click Network					
5 object(s)					11.

#### b) For RFC 1483 only.



Right click on My Network Places and choose Properties.

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

📴 Network and Dial-up Connecti	ons			
File Edit View Favorites 1	ools Advanced	i Help		<b>1</b>
📙 🖶 Back, 👻 🔿 👻 🔂 🗐 🎯 Sean	th 🔁 Folders	()History	°ΥΧυ	
Address 🔁 Network and Dial-up Co	onnections			▼ 🔗 Go
Network and Dial- up Connections	Make New Connection	Local Area Connection 2		
Local Area Connection 2				
Type: LAN Connection				
Status: Enabled				
3Com EtherLink XL 10/100 PCI NIC (3C905-TX) #2				
3Com EtherLink XL 10/100 PCI NIC (3C	905-TX) #2			

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.

FASTACCESS ADSL Properties
General Options Security Networking Sharing
Type of dial-up server I am calling:
PPP: Windows 95/98/NT4/2000, Internet
Settings
Components checked are used by this connection:
<ul> <li>✓ Y Internet Protocol (TCP/IP)</li> <li>□ □ □ File and Printer Sharing for Microsoft Networks</li> <li>□ □ □ □ Client for Microsoft Networks</li> </ul>
Install Uninstall Properties
Description Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.
OK Cancel

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

ternet Protocol (TCP/IP) Pro	perties			?
General				
You can get IP settings assigned this capability. Otherwise, you ne the appropriate IP settings.	l automatically if y ed to ask your ne	our ne twork	twork supp administra	ports tor for
Obtain an IP address autor	natically			
$\square^{\mathbf{C}}$ Use the following IP address	:s:			
IP address:		*	-	
Subnet mask:		4		
Default gateway:		1		
Obtain DNS server address	automatically			
C Use the following DNS serv	ver addresses: —			
Preferred DNS server:		5		
Alternate DNS server:		÷		
			Advan	iced
		OK		Cancel

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

IP address DHCP Enabled	Subnet mask	
	Add	Edit Remove
Default gateways:		Metric
	Add	Edit Remove
terface metric:	1	

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**.

Advanced TCP/IP Settings		
General DNS WINS Options		
D <u>N</u> S server addresses, in order of use:		
 ۲	1	
Ŷ	i II	
Add Edit Remo <u>v</u> e		
The following three settings are applied to all connections with TCP/IP enabled. For resolution of unqualified names:		
Append primary and connection specific DNS suffixes Append parent suffixes of the primary DNS suffix		
C Append t <u>h</u> ese DNS suffixes (in order):		
企		
Į.	1	
A <u>d</u> d Ediţ Re <u>m</u> ove		
DNS <u>s</u> uffix for this connection:		
Register this connection's addresses in DNS		
Use this connection's DNS suffix in DNS registration		
OK Cancel		

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	Asynchronic 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
ТСР	Transmission Control Protocol
VC	Virtual Channel
VCI	Virtual Channel Identifier
VP	Virtual Path
VPI	Virtual Path Identifier