



ADSL PCI ALC Modem

User's Manual

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Chapter 1 Introduction

1.1 Product Overview

ADSL (asymmetric digital subscriber line) enables voice and high-speed data to be sent simultaneously over the existing telephone line. This type of DSL is the most predominant in commercial use for business and residential customers around the world. Good for general Internet access and for applications where downstream speed is most important, such as video-on-demand.

1.2 Specifications

Features & Specifications

- ANSI T1.413 Issue2 compliant
- ITU-T G.992.1 (G.dmt) and G.992.2 (G.lite) compliant
- Discrete multitone (DMT) modulation
- Full rate transmission at up to 8 Mbpa downstream and 640 kbps upstream
- G.lite version at up to 1.5 Mbps downstream data rates and up to 512 kbps upstream
- Up to 18,000 feet in distance
- Support for Windows 98 and Win2000
- Full ATM protocol stacks implementation over ADSL , including ATM TC layer , ATM layer with traffic shaping, AAL layer (AAL5 & SAR) , PPP over ATM and Classical IP over ATM (RFC 1483 & RFC1577) for Windows 98/2000
- Central office DSLAM interoperability ensured
- Peripheral Component Interconnect (PCI 2.2 compliant)
- Splitterless operation support

System Requirements

- IBM PC/AT or its compatibles
- CPU speed : Pentium 450MHz
- Memory : 64Mbyte or above

Operating Temperature

- 0 ~ 40°C

Package Contents

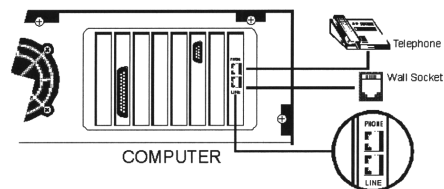
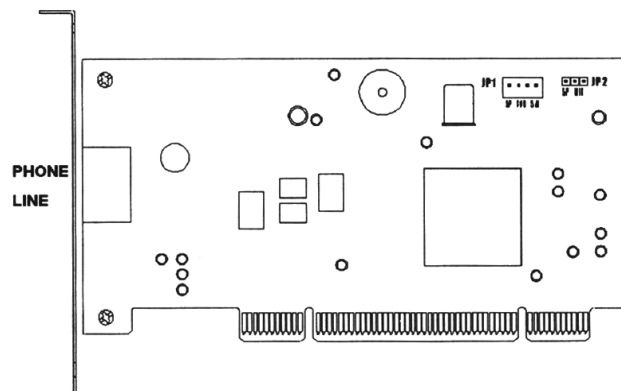
- PCI ADSL Modem
- Installation Guide
- Software CD-ROM
- 7ft phone cable (RJ-11 Jack)

Chapter 2 Hardware Installation

Installing ADSL PCI Modem

- Plug one end of the ADSL cable to RJ-11 jack on the back of ADSL PCI Modem and the other end to LINE jack on the Wall Socket

Installing Diagram



Chapter 3 Driver Installation

3.1. MS Windows 98

3.1.1 Fixed IP (RFC1483)

3.1.1.1 Installing Driver

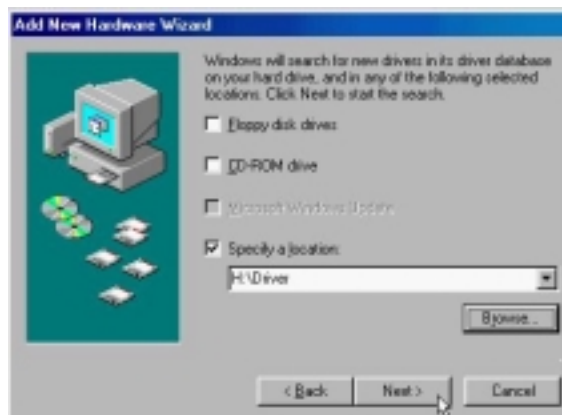
1. Please insert the driver CD supplied when you see the message of *PCI Ethernet Controller* appear on the screen, and then click *Next*.



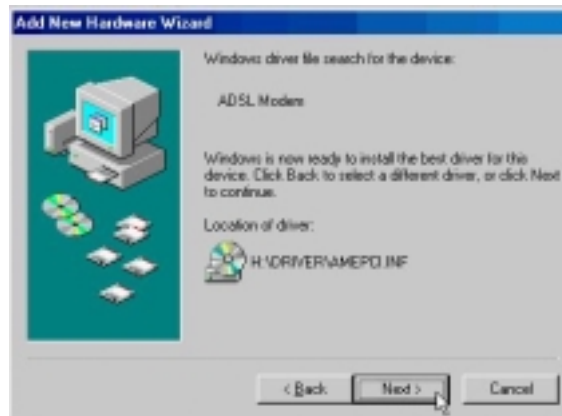
2. Select *Search for the best driver for your device [Recommended]* and click *Next*.



3. Select *Specify a location* and type in the path of CD-ROM drive (for example H:\Driver), and click *Next*.



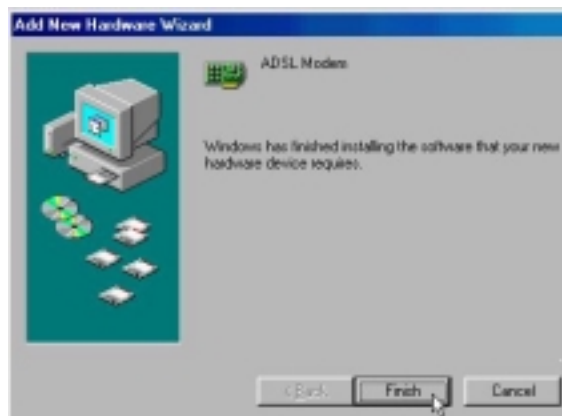
- Windows has found the driver for the *ADSL Modem* and click *Next*.



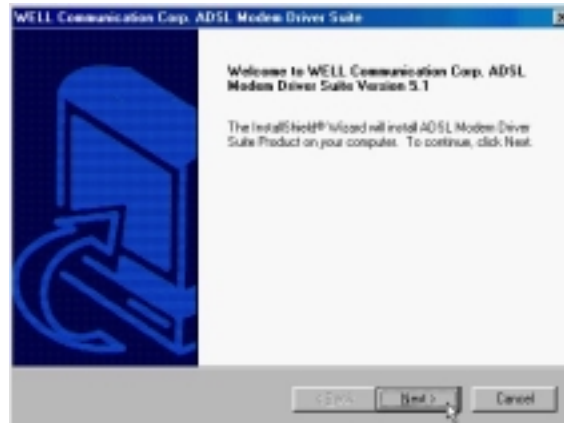
- Insert the Windows 98 CD-ROM into your CD-ROM drive and click *OK*.



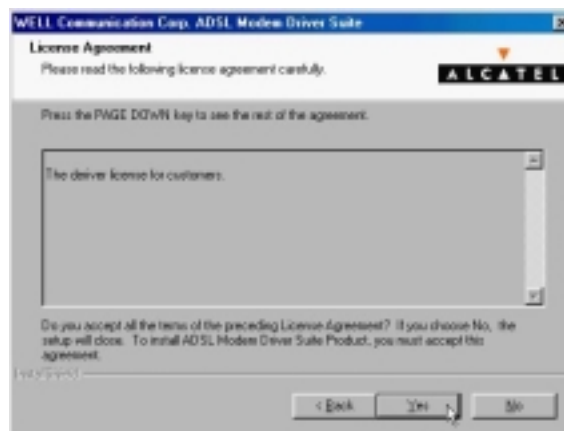
- The installation has been done. Click *Finish*.



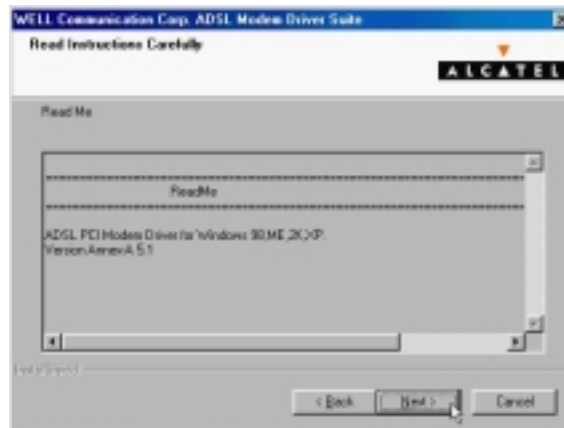
7. Click *Next*.



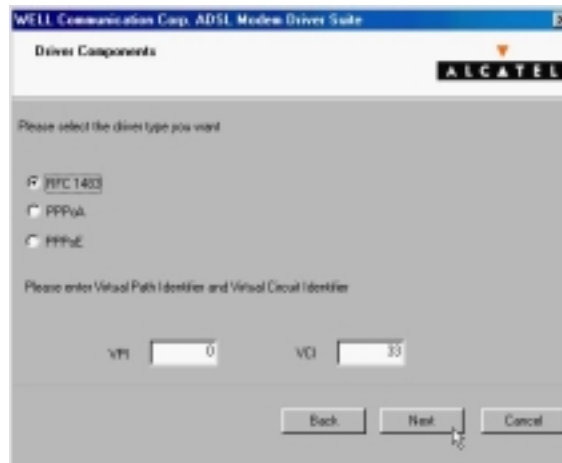
8. Click *Yes*.



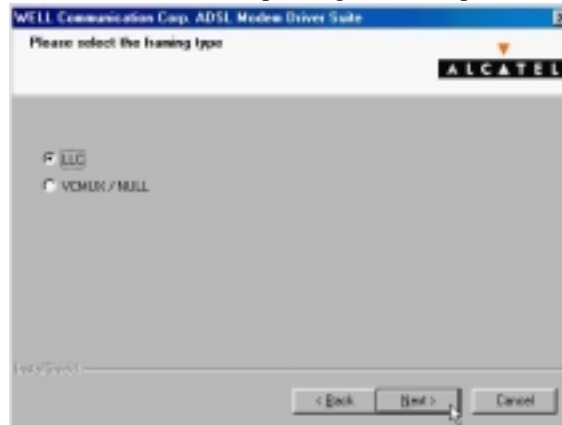
9. Click *Next*.



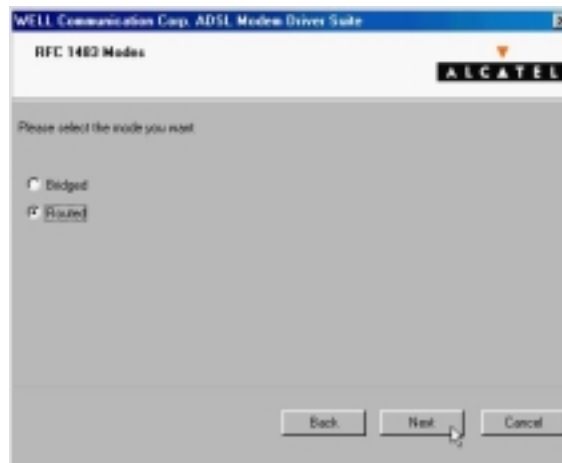
10. Select **RFC1483** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



11. Select **LLC** or **VCMUX/NULL** (depending on ISP request) and click **Next**.



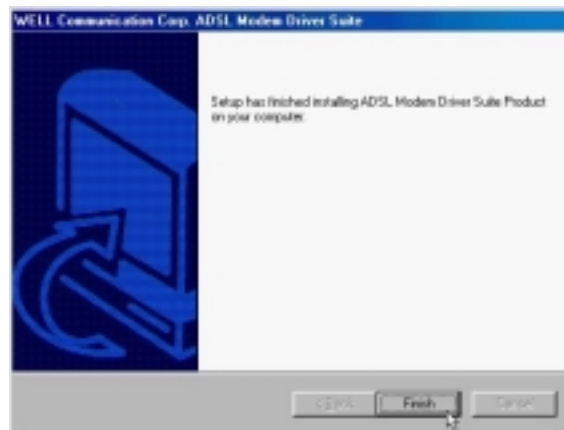
12. Select **Bridged** or **Routed** (depending on ISP request) and click **Next**.



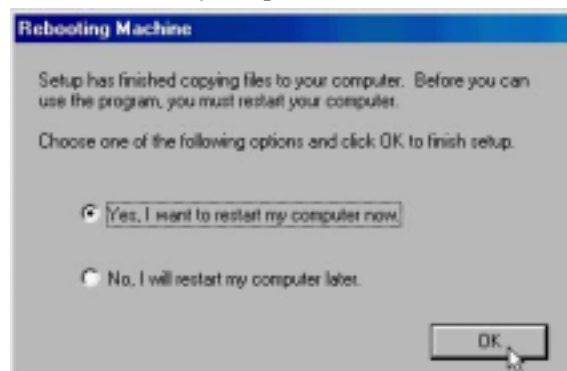
13. Insert the Windows 98 CD-ROM into your CD-ROM drive and click **OK**.



14. Click *Finish*.

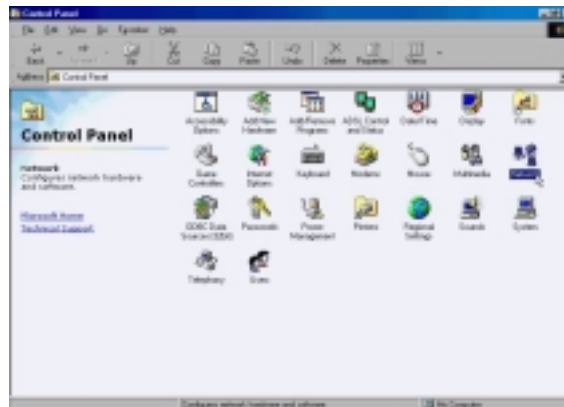


15. Select *Yes, I want to restart my computer now* and click *OK*.

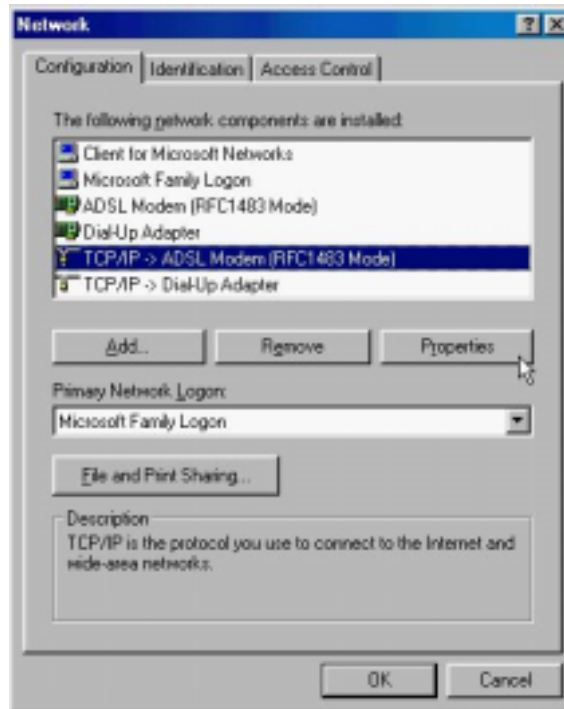


3.1.1.2 Setting IP, Subnet Mask, Gateway, DNS

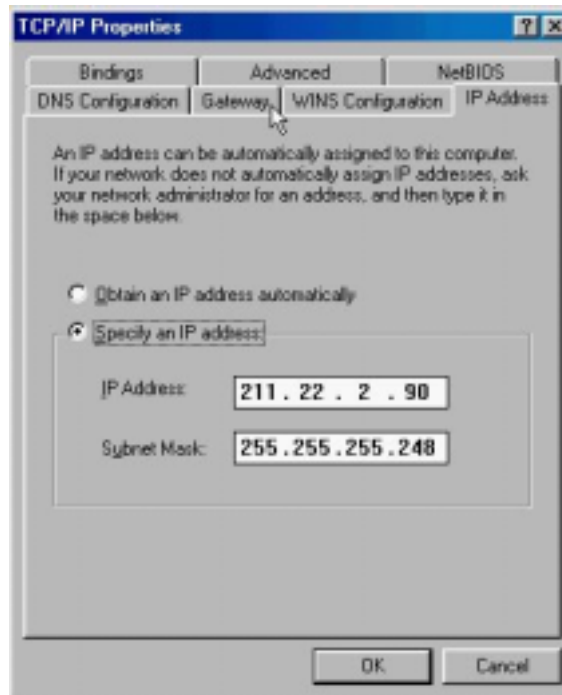
1. Move your cursor in the following sequences: *Start, Settings and Control Panel*, and click *Control Panel*. Then double-click on the *Network*.



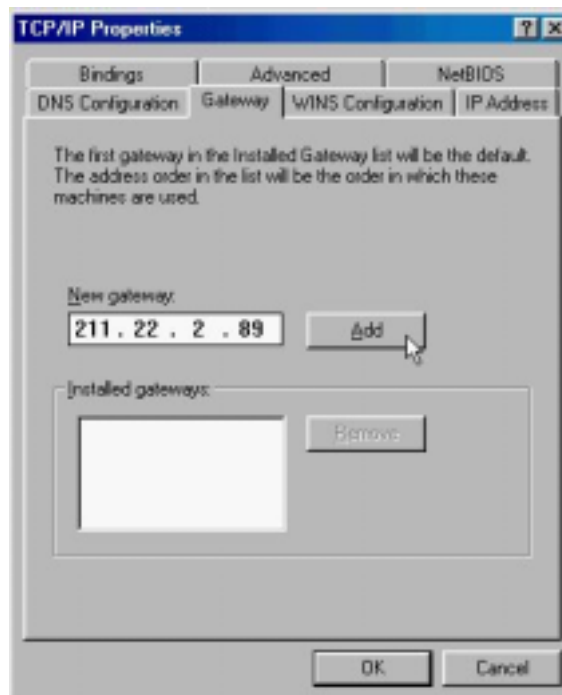
2. Select the *TCP/IP→ADSL Modem (RFC1483Mode)* and click *Properties*



3. Select *Specify an IP address*, set *IP Address*, *Subnet Mask* and click *Gateway*.



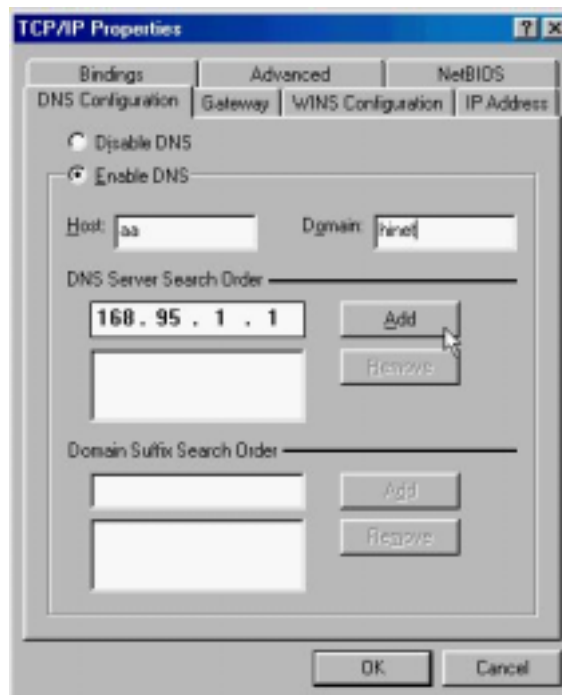
4. Set *New gateway* and click *Add*.



5. Click *DNS Configuration*.



6. Select *Enable DNS* and set *Host*, *Domain*, *DNS Server Search Order*, and click *Add*.



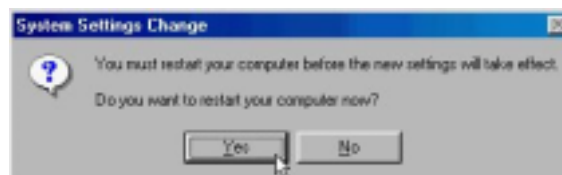
7. Click **OK**.



8. Click **OK**.



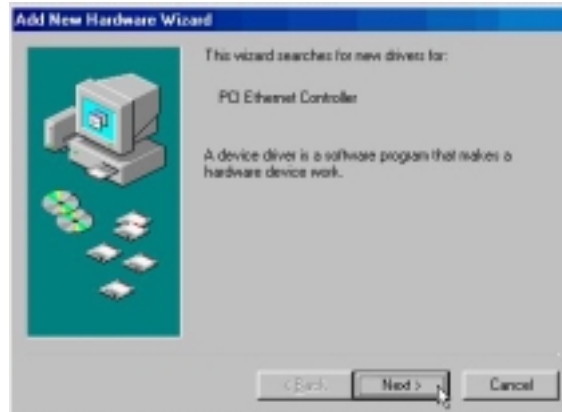
9. Click **Yes** to restart computer.



3.1.2 PPPoE

3.1.2.1 Installing Driver

1. Please insert the driver CD supplied when you see the message of **PCI Ethernet Controller** appear on the screen, and then click **Next**.



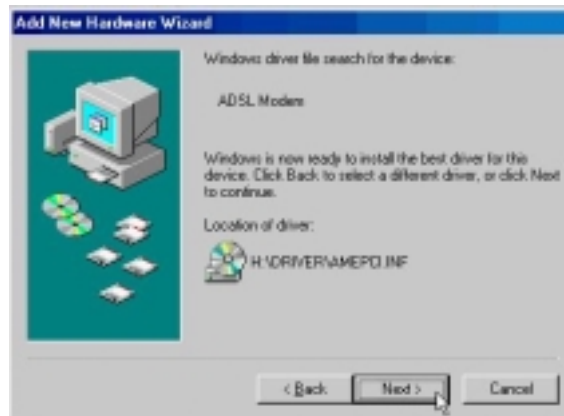
2. Select **Search for the best driver for your device [Recommended]** and click **Next**.



3. Select **Specify a location** and type in the path of CD-ROM drive (for example H:\Driver), and click **Next**.



- Windows has found the driver for the *ADSL Modem* and click *Next*.



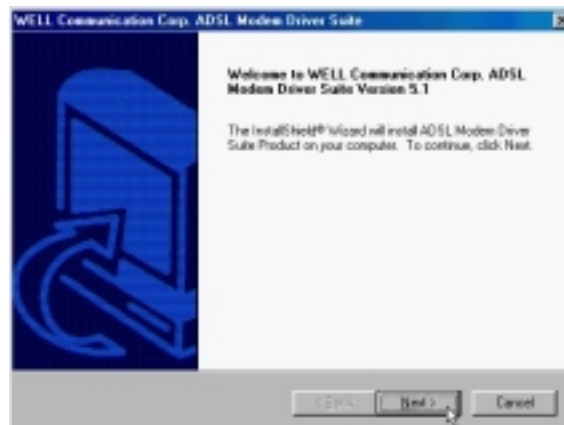
- Insert the Windows 98 CD-ROM into your CD-ROM drive and click *OK*.



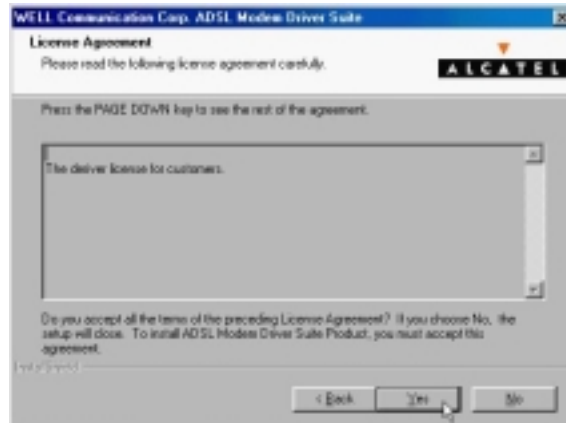
- The installation has been done. Click *Finish*.



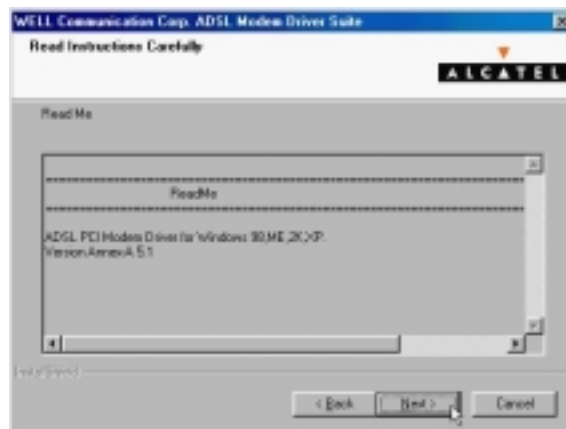
- Click *Next*.



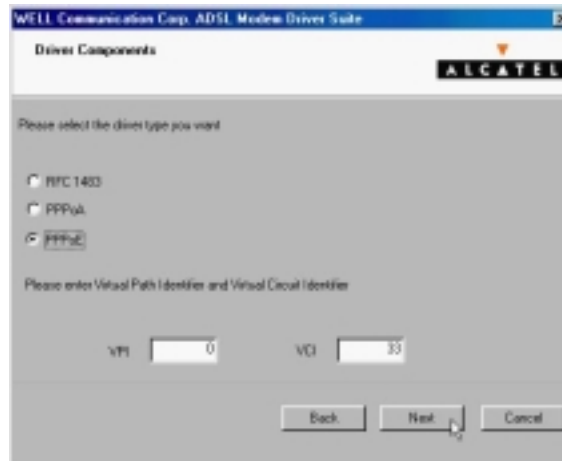
8. Click *Yes*.



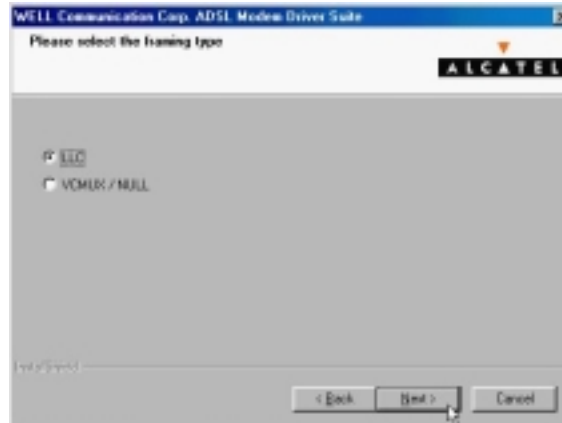
9. Click *Next*.



10. Select **PPPoE** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



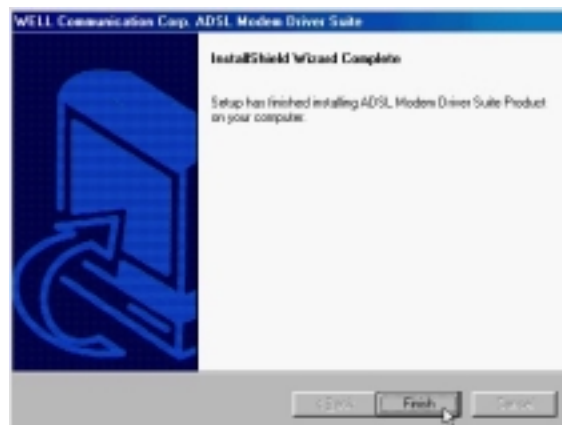
11. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



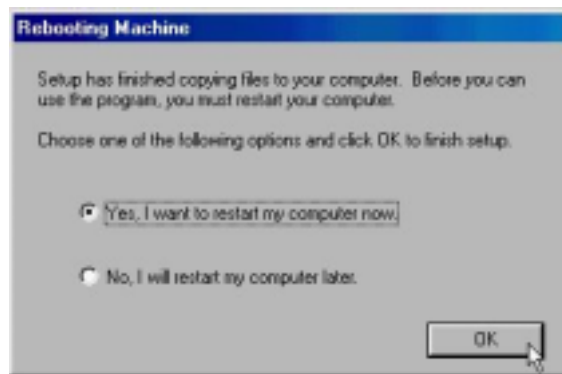
12. Insert the Windows 98 CD-ROM into your CD-ROM drive and click **OK**.



13. Click **Finish**.



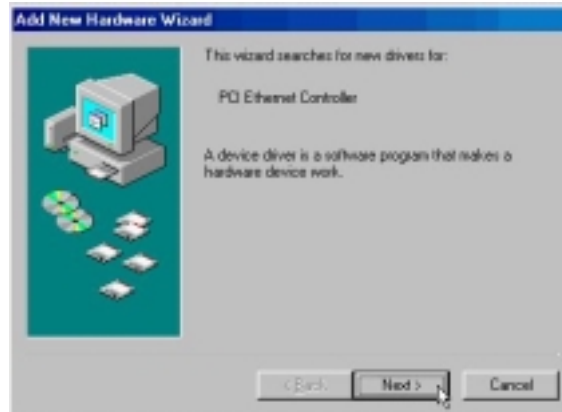
14. Select *Yes, I want to restart my computer now* and click *OK*.



3.1.3 PPPoA

3.1.3.1 Installing Driver

1. Please insert the driver CD supplied when you see the message of **PCI Ethernet Controller** appear on the screen, and then click **Next**.



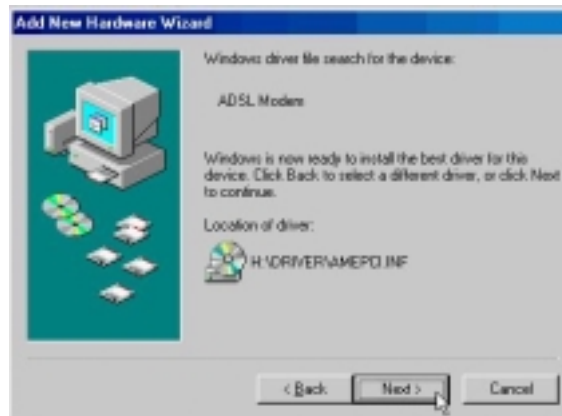
2. Select **Search for the best driver for your device [Recommended]** and Click **Next**.



3. Select **Specify a location** and type in the path of CD-ROM drive (for example H:\Driver), and click **Next**.



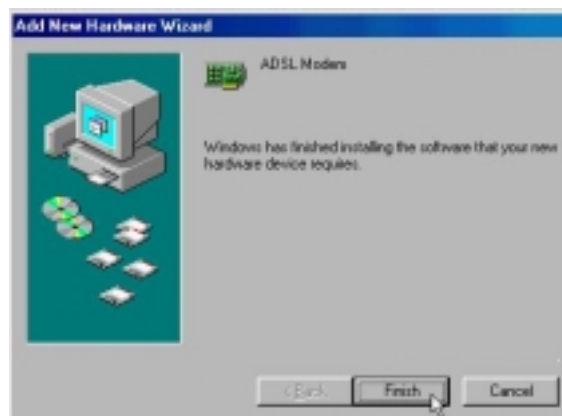
- Windows has found the driver for the *ADSL Modem* and click *Next*.



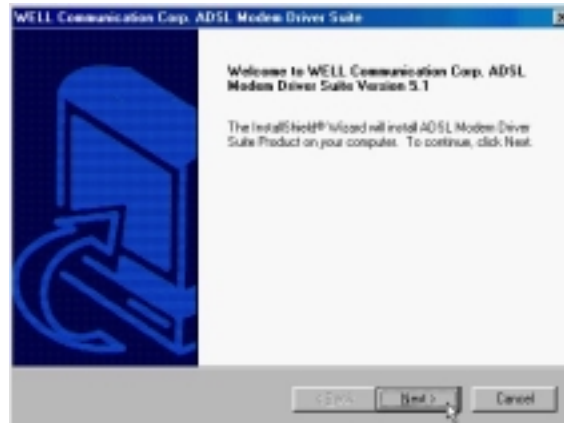
- Insert the Windows 98 CD-ROM into your CD-ROM drive and click *OK*.



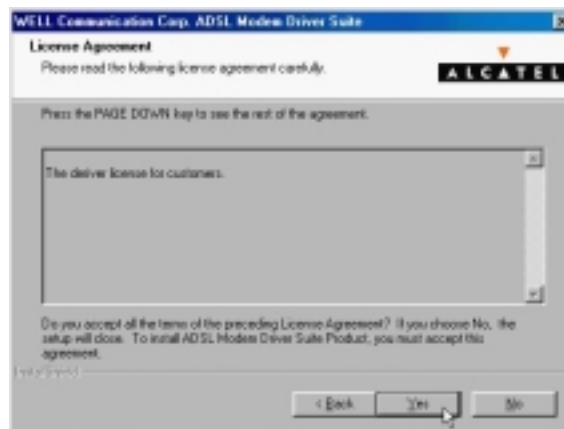
- The installation has been done. Click *Finish*.



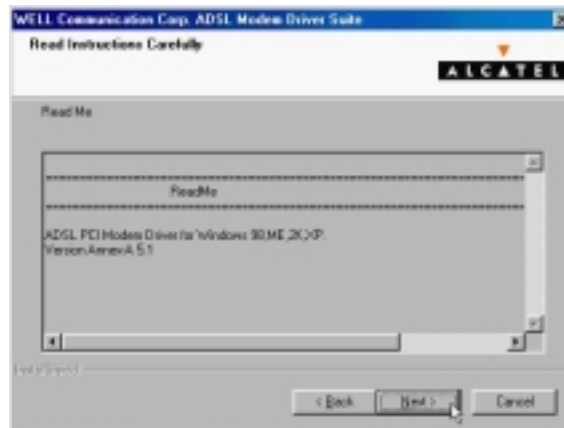
7. Click *Next*.



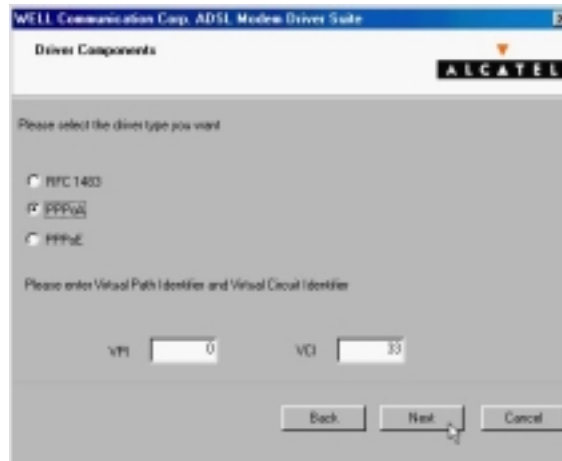
8. Click *Yes*.



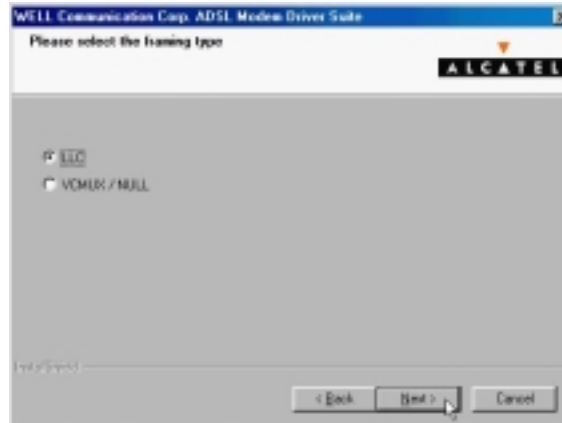
9. Click *Next*.



10. Select **PPPoA** and type in the **VPI** and **VCI** (depending on ISP request) and click **Next**.



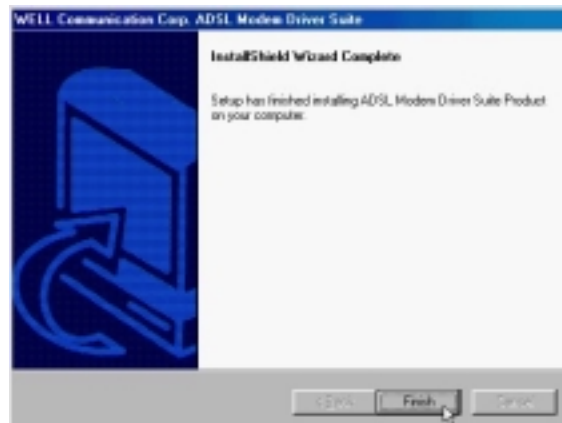
11. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



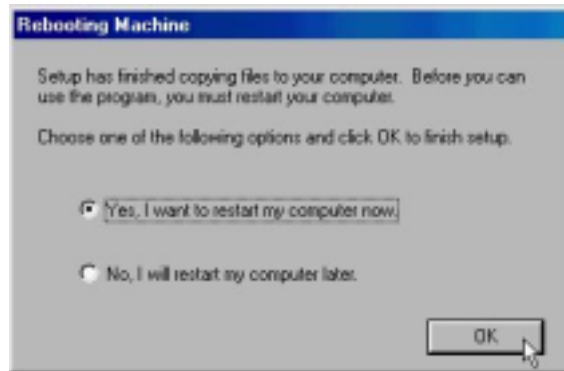
12. Insert the Windows 98 CD-ROM into your CD-ROM drive and click **OK**.



13. Click **Finish**.



14. Select *Yes, I want to restart my computer now* and click *OK*.

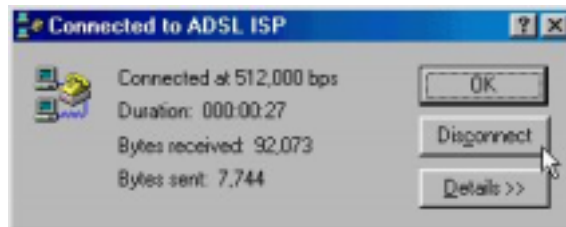


3.1.3.2.2 Disconnect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.



2. Click *Disconnect* to end connect.



3.2. MS Windows ME

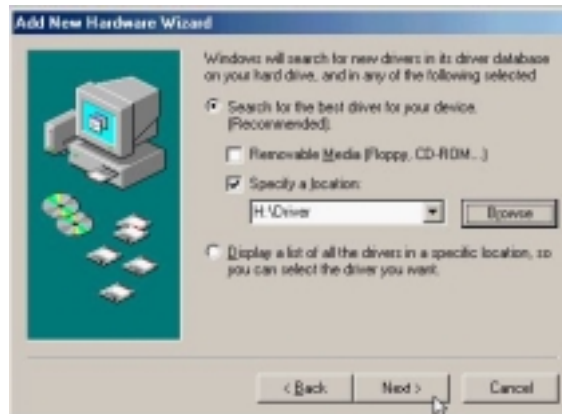
3.2.1 Fixed IP (RFC1483)

3.2.1.1 Installing Driver

1. Please insert the driver CD supplied when you see the message of *PCI Ethernet Controller* appear on the screen, select *Specify the location of the driver (advanced)*, and then click *Next*.



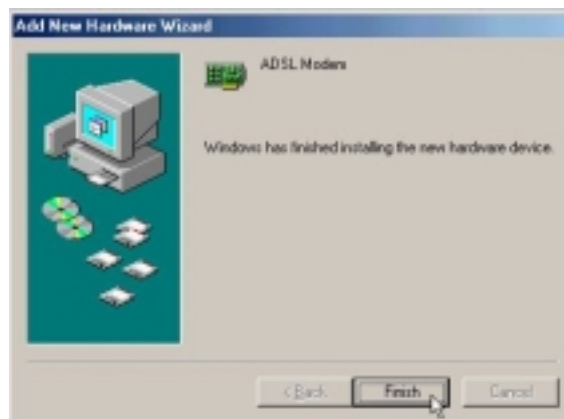
2. Select *Search for the best driver for your device [Recommended]* and check *Specify a location*, then type in the path of CD-ROM drive (for example H:\Driver) and click *Next*.



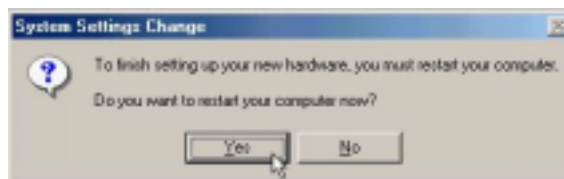
3. Windows has found the driver for the *ADSL Modem* and click *Next*.



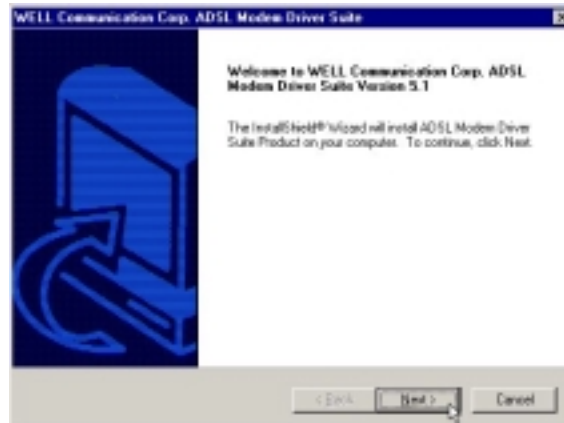
- The installation has been done. Click **Finish**.



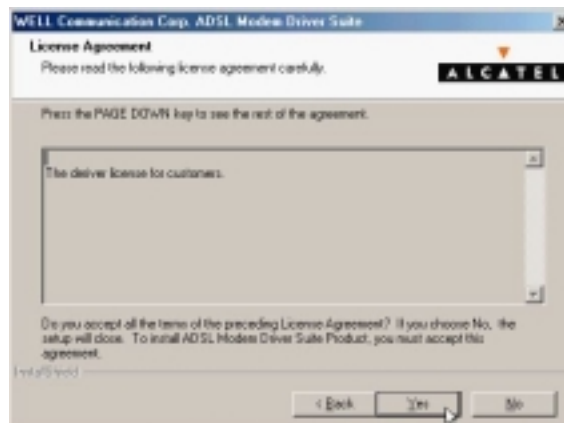
- Click **Yes** to restart computer.



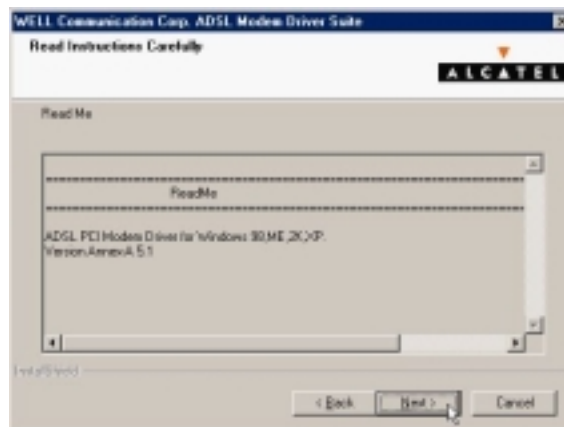
- Click **Next**.



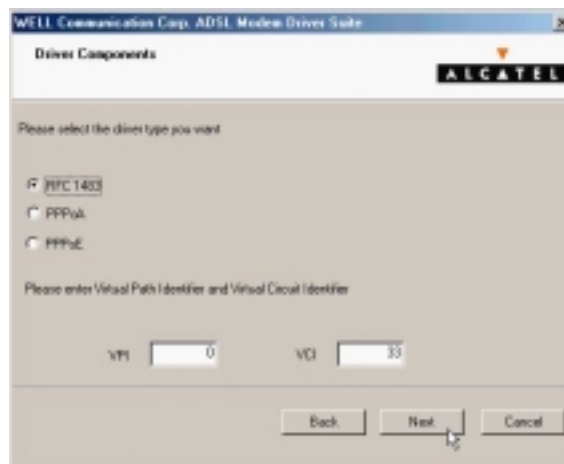
- Click **Yes**.



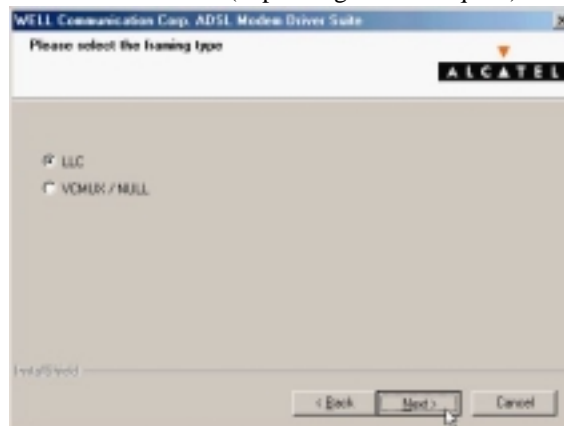
8. Click *Next*.



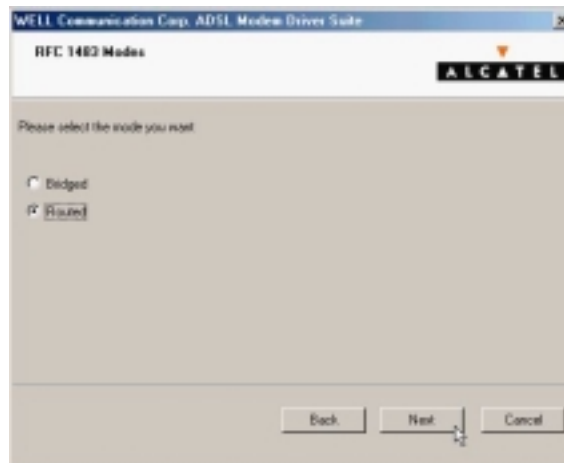
9. Select **RFC1483** and type in the **VPI** and **VCI** (depending on ISP request) and click *Next*.



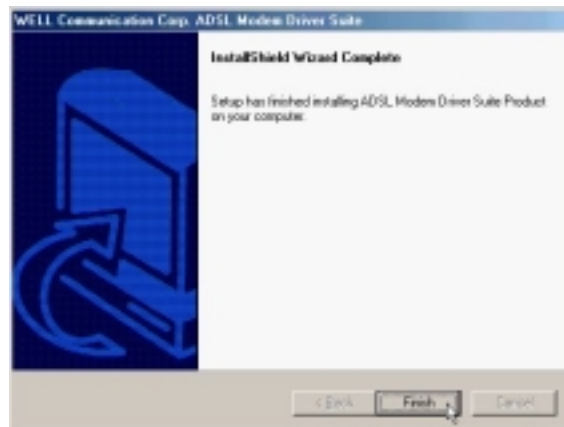
10. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click *Next*.



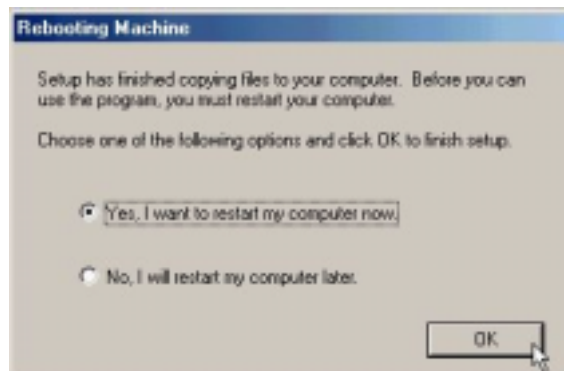
11. Select **Bridged** or **Routed** (depending on ISP request) and click **Next**.



12. Click **Finish**.

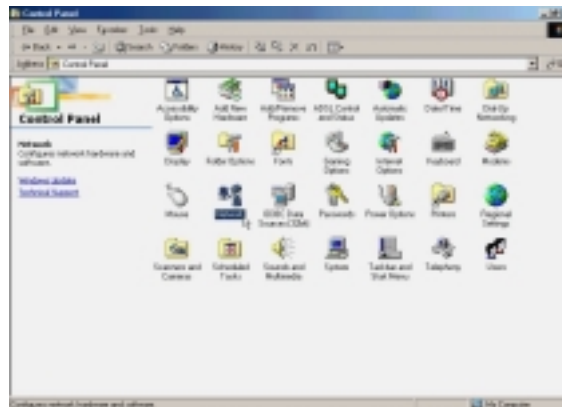


13. Select **Yes, I want to restart my computer now** and click **OK**.

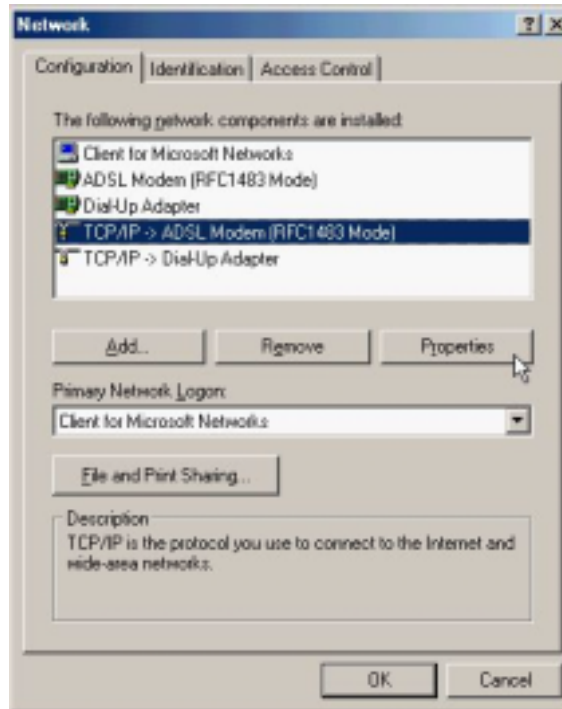


3.2.1.2 Setting IP, Subnet Mask, Gateway, DNS

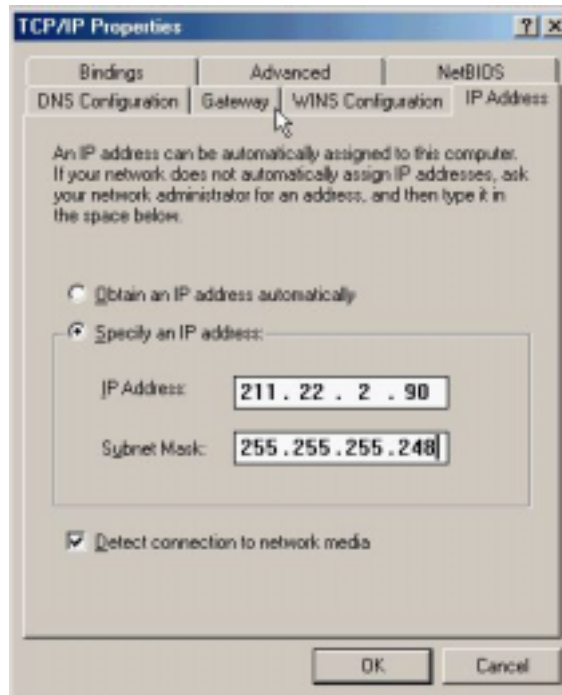
1. Move your cursor in the following sequences: **Start, Settings, Control Panel**, and click **Control Panel**. Then double-click on the **Network**.



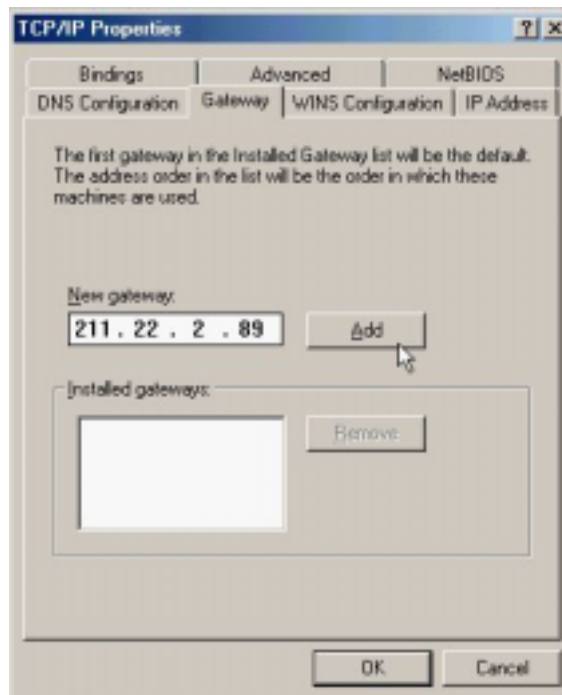
2. Select the **TCP/IP→ADSL Modem(RFC1483Mode)** and click **Properties**.



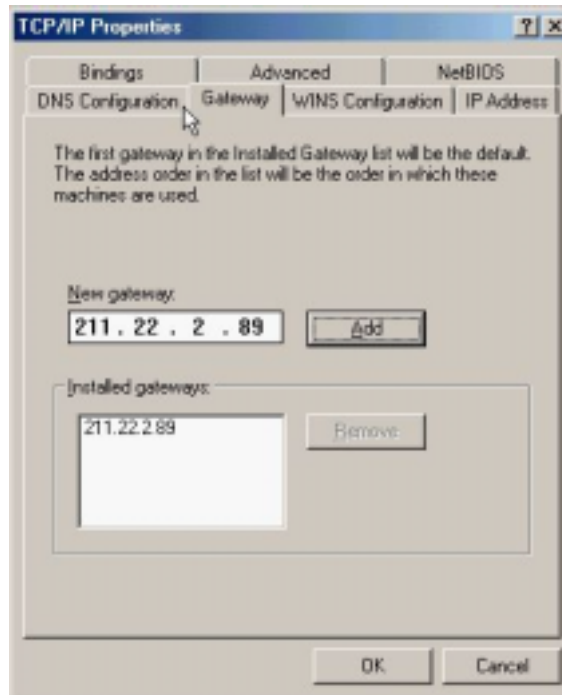
3. Select *Specify an IP address*, set *IP Address*, *Subnet Mask*, and click *Gateway*.



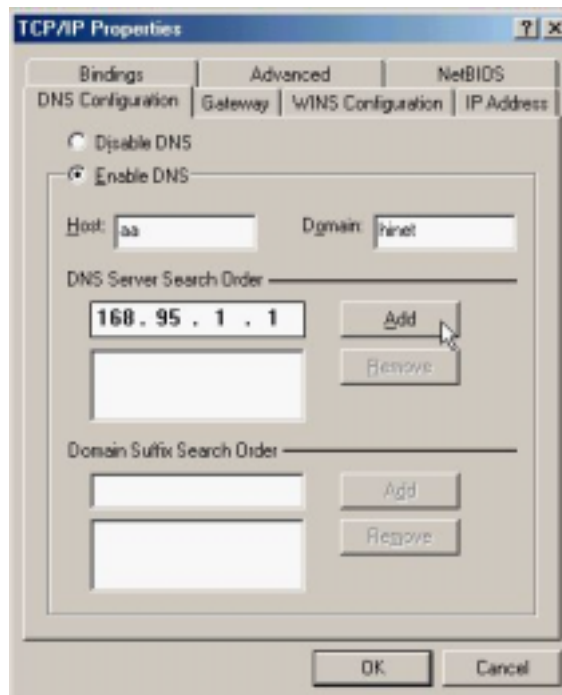
4. Set *New gateway* and click *Add*.



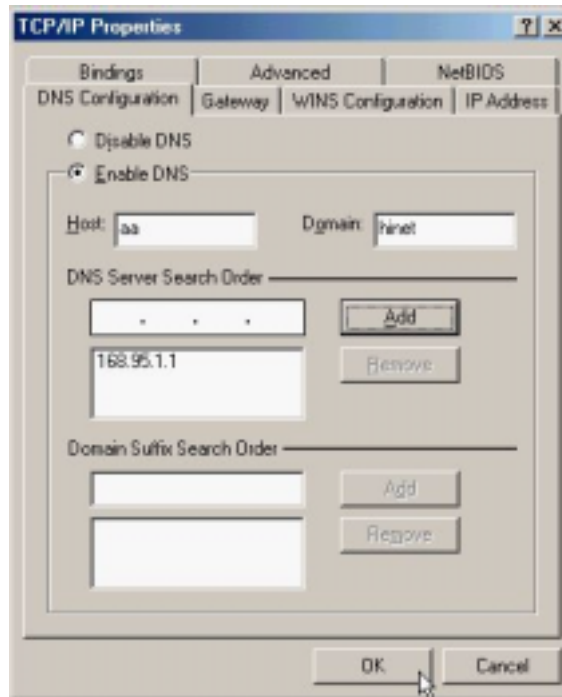
5. Click *DNS Configuration*.



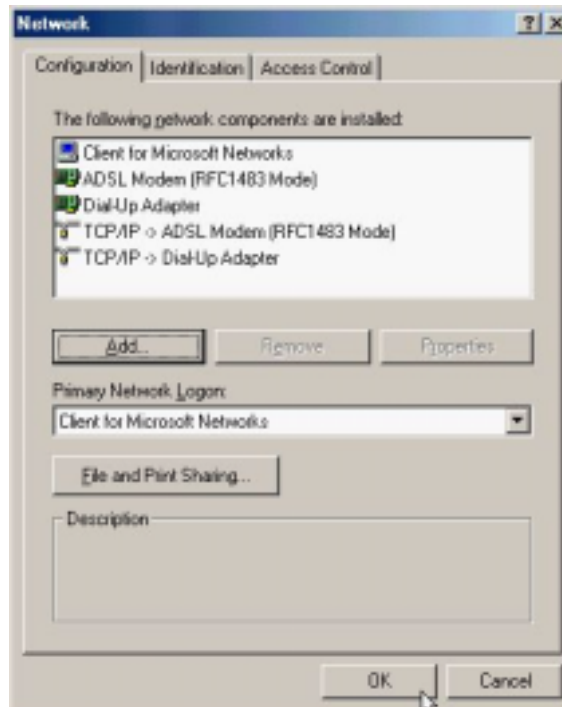
6. Select *Enable DNS*, set *Host*, *Domain*, *DNS Server Search Order* and click *Add*.



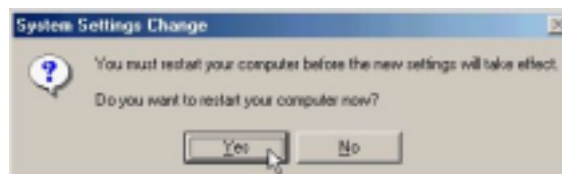
7. Click **OK**.



8. Click **OK**.



9. Click **Yes** to restart computer.



3.2.2 PPPoE

3.2.2.1 Installing Driver

1. Please insert the driver CD supplied when you see the message of **PCI Ethernet Controller** appear on the screen, select **Specify the location of the driver (advanced)**, and then click **Next**.



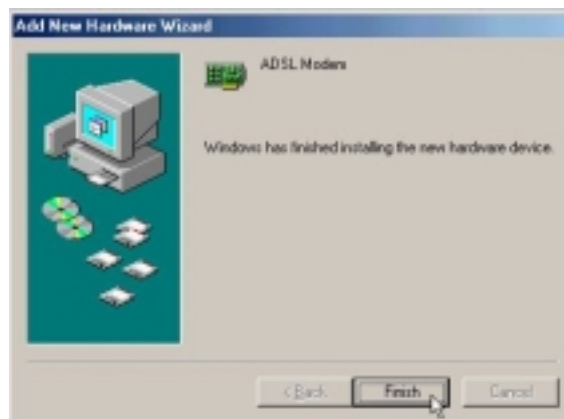
2. Select **Search for the best driver for your device [Recommended]**, check **Specify a location**, then type in the path of CD-ROM drive (for example H:\Driver) and click **Next**.



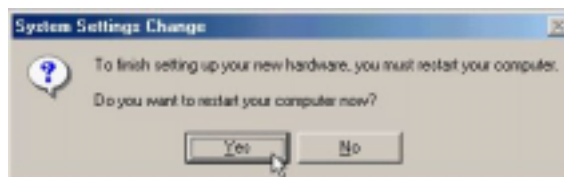
3. Windows has found the driver for the **ADSL Modem** and click **Next**.



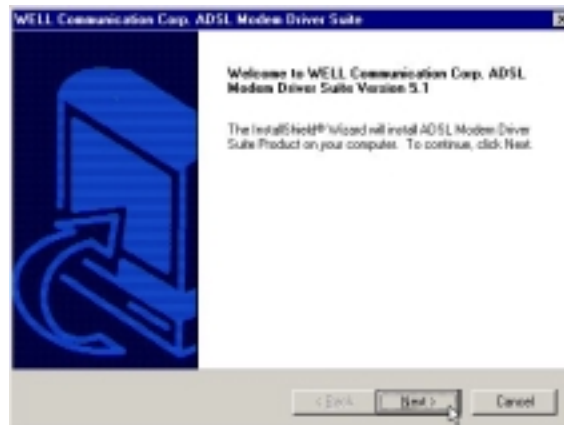
- The installation has been done. Click **Finish**.



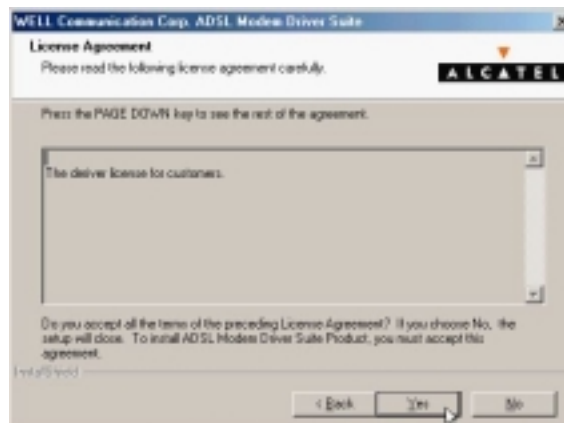
- Click **Yes** to restart computer.



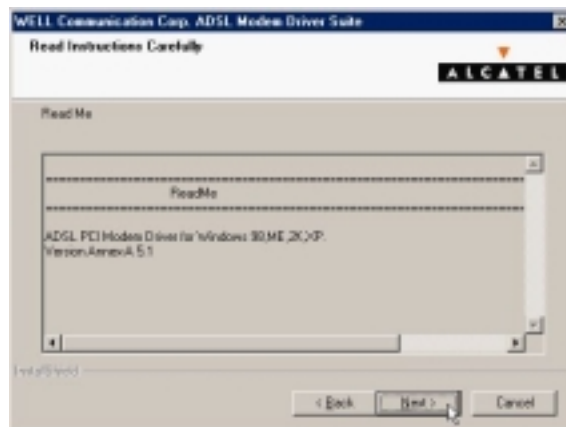
- Click **Next**.



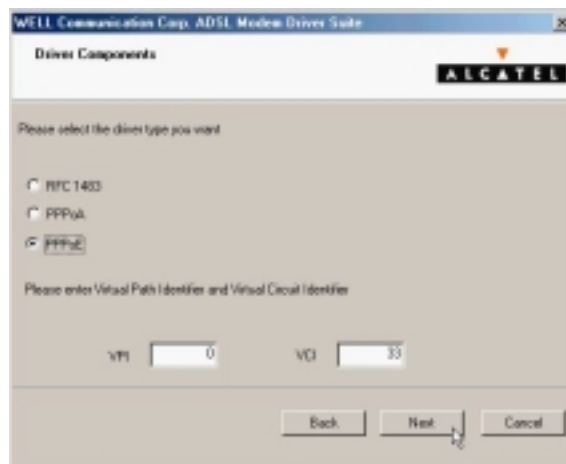
- Click **Yes**.



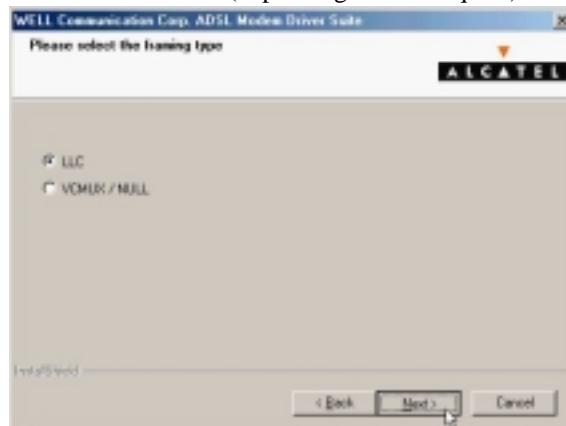
- Click *Next*.



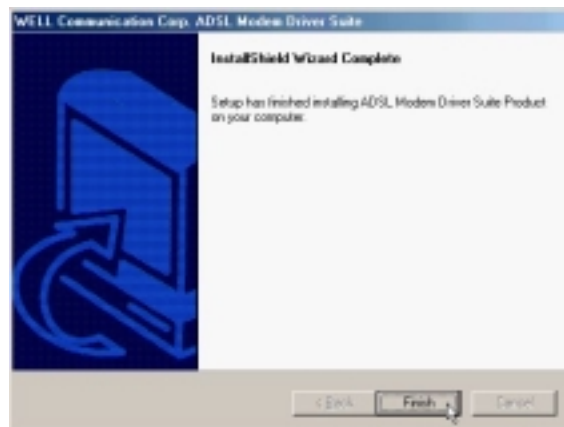
- Select *PPPoE* and type in the *VPI* and *VCI* (depending on ISP request) and click *Next*.



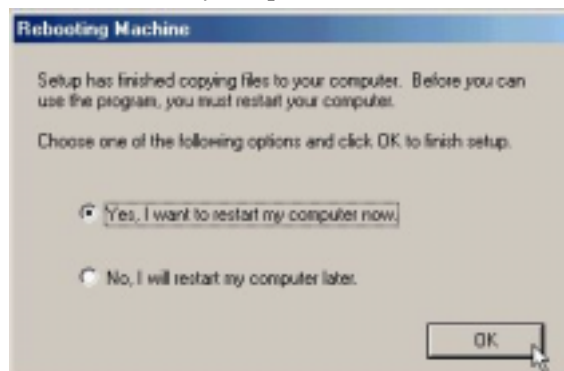
- Select *LLC* or *VCMUX / NULL* (depending on ISP request) and click *Next*.



11. Click *Finish*.



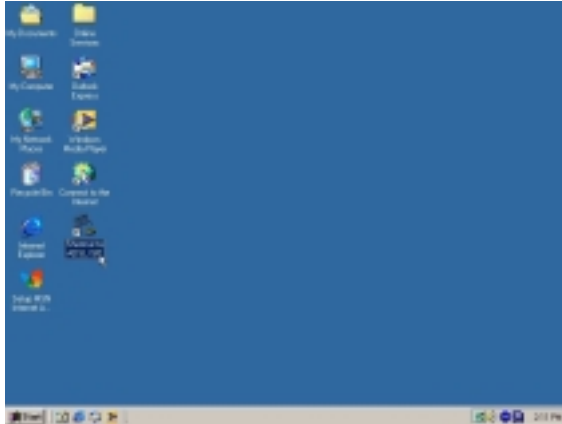
12. Select *Yes, I want to restart my computer now* and click *OK*.



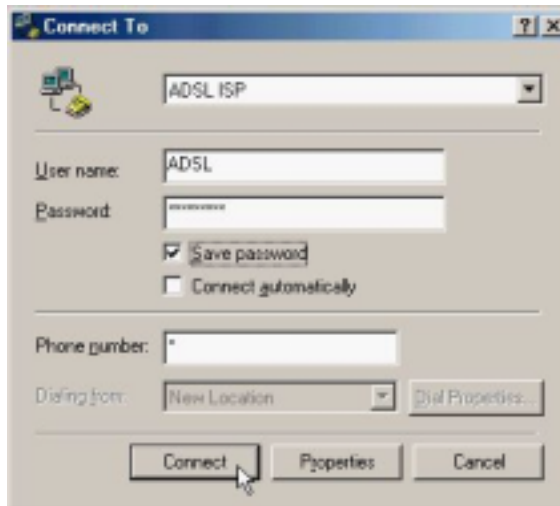
3.2.2.2 Connect and Disconnect

3.2.2.2.1 Connect

1. Double click the **Shortcut to ADSL ISP** icon on desktop screen.

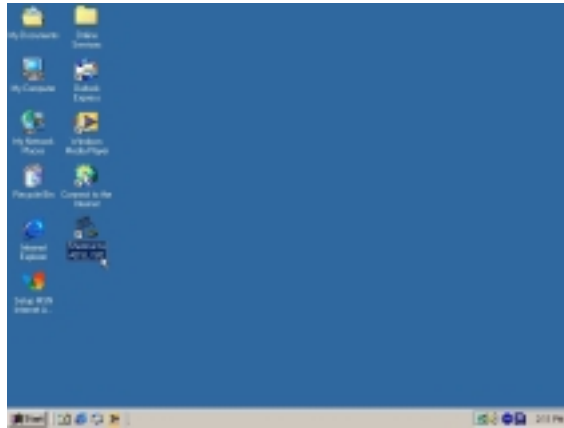


2. Type in **User name** and **Password** and then click **Connect**. The computer will connect to ISP and you can enjoy Internet.

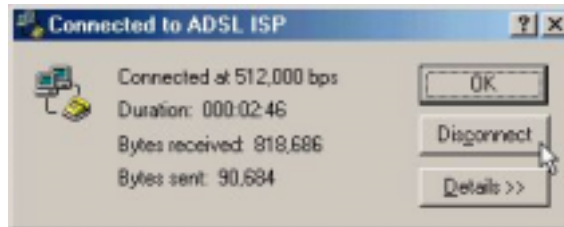


3.2.2.2.2 Disconnect

1. Double click the **Shortcut to ADSL ISP** icon on desktop screen.



2. Click **Disconnect** to end connect.



3.2.3 PPPoA

3.2.3.1 Installing Driver

1. Please insert the driver CD supplied when you see the message of *PCI Ethernet Controller* appear on the screen, select *Specify the location of the driver (advanced)*, and then click *Next*.



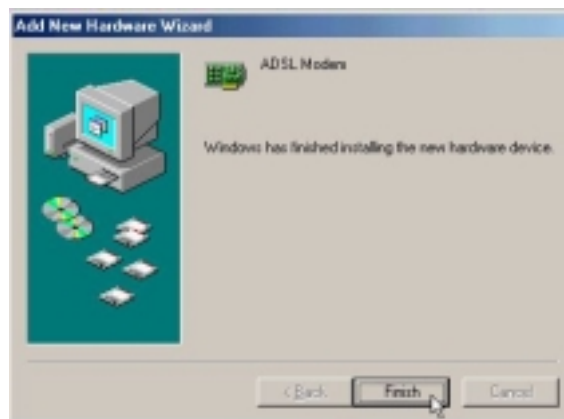
2. Select *Search for the best driver for your device [Recommended]*, check *Specify a location*, then type in the path of CD-ROM drive (for example H:\Driver), and click *Next*.



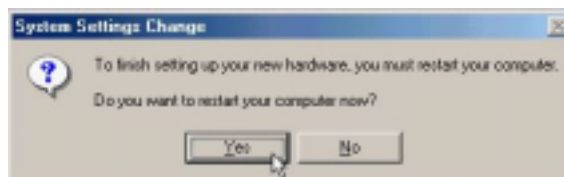
3. Windows has found the driver for the *ADSL Modem* and click *Next*.



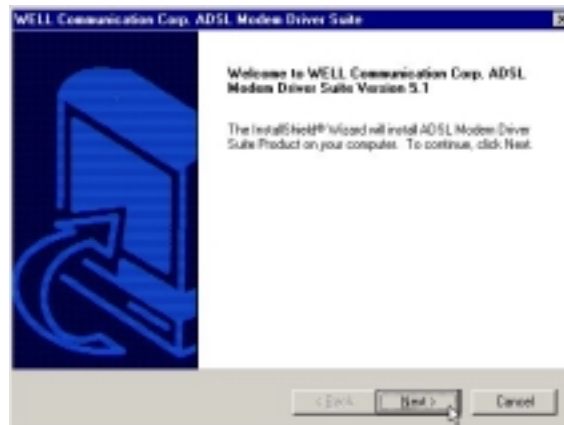
- The installation has been done. Click **Finish**.



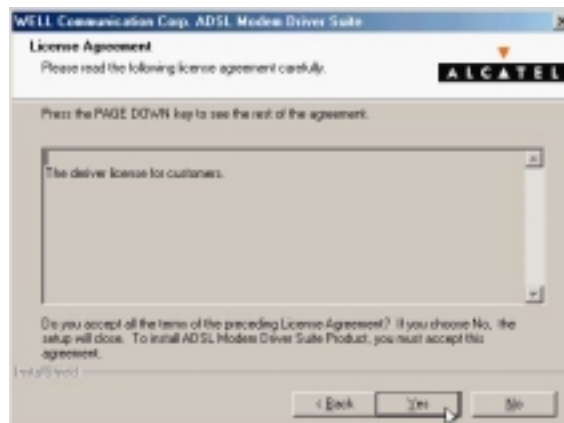
- Click **Yes** to restart computer.



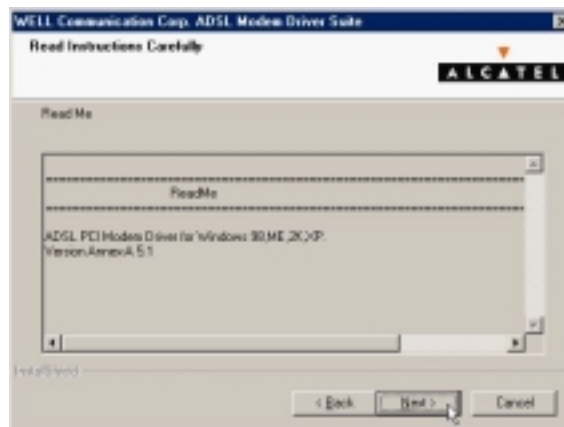
- Click **Next**.



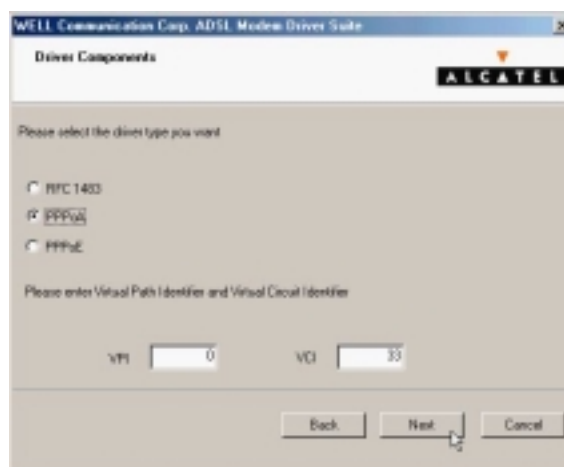
- Click **Yes**.



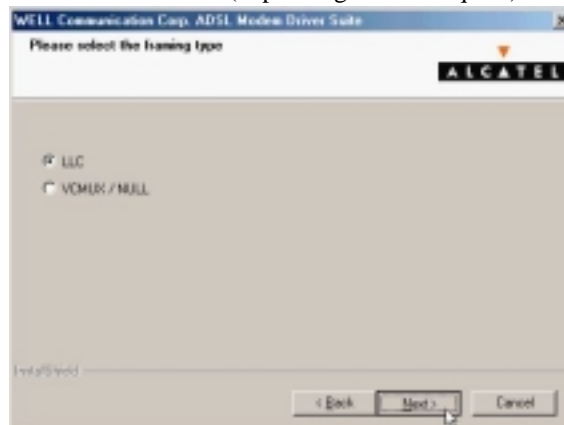
- Click *Next*.



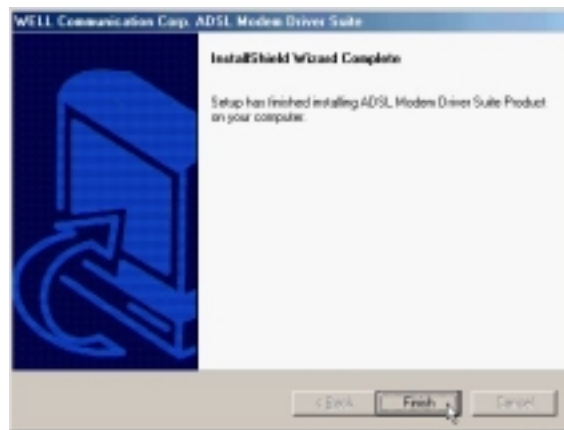
- Select *PPPoA* and type in the *VPI* and *VCI* (depending on ISP request), and click *Next*.



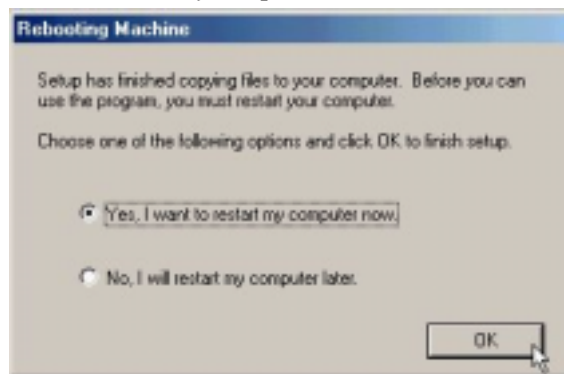
- Select *LLC* or *VCMUX / NULL* (depending on ISP request) and click *Next*.



11. Click *Finish*.



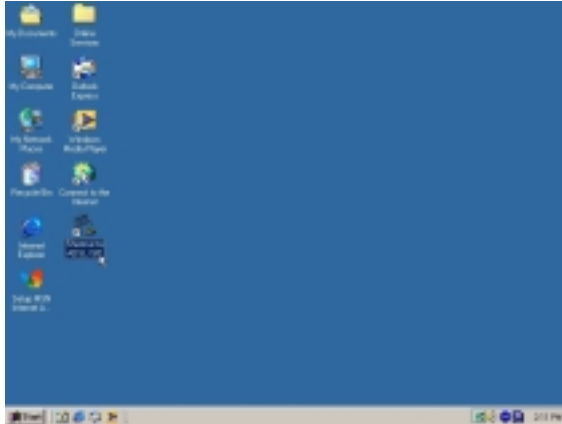
12. Select *Yes, I want to restart my computer now* and click *OK*.



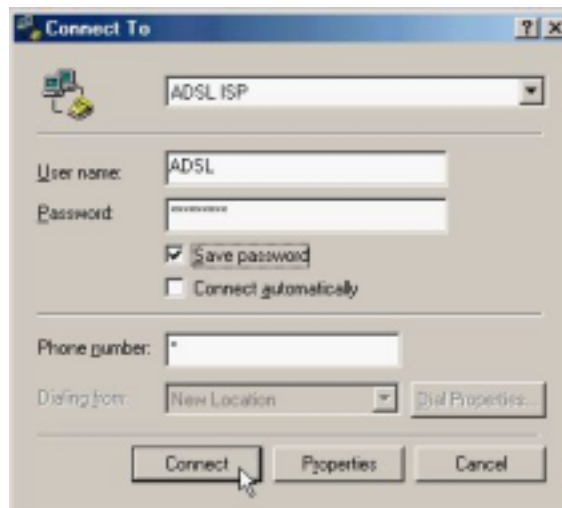
3.2.3.2 Connect and Disconnect

3.2.3.2.1 Connect

1. Double click the **Shortcut to ADSL ISP** icon on desktop screen.

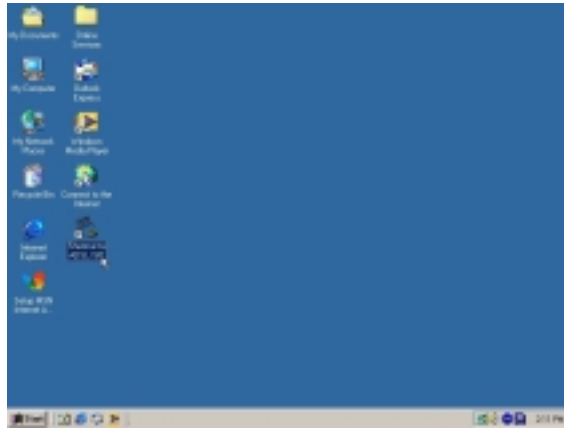


2. Type in **User name** and **Password**, and then click **Connect**. The computer will connect to ISP and you can enjoy Internet.

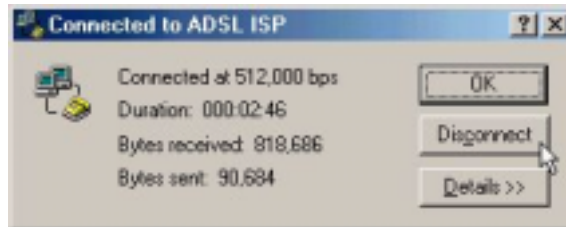


3.2.3.2.2 Disconnect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.



2. Click *Disconnect* to end connect.



3.3. MS Windows 2000

3.3.1 Fixed IP (RFC1483)

3.3.1.1 Installing Driver

1. Please insert the driver CD into CD-ROM drive and click *Next*.



2. Select *Search for a suitable driver for my device [Recommended]* and click *Next*.



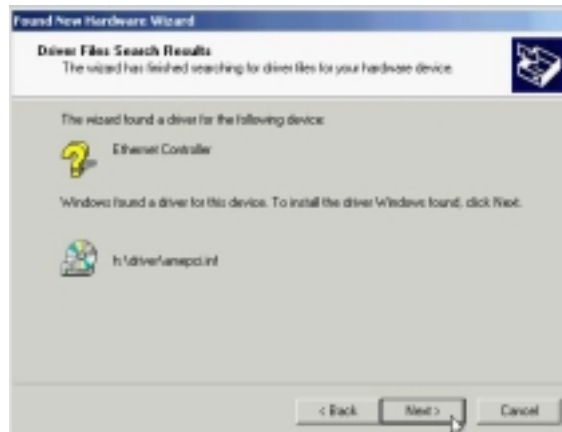
3. Select *Specify a location* and click *Next*.



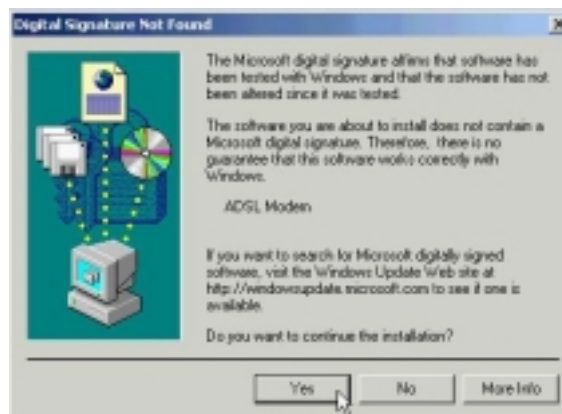
4. Type in the path of CD-ROM drive (for example H:\Driver) and click **OK**.



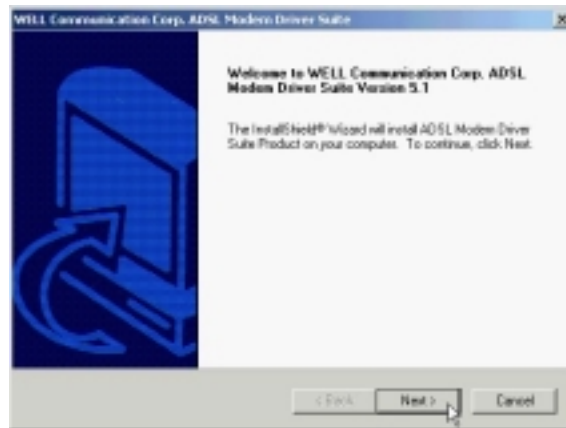
5. Click **Next**.



6. Click **Yes**.



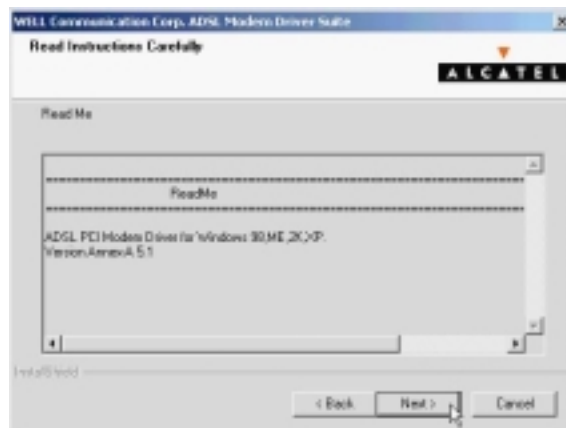
7. Click *Next*.



8. Click *Yes*.



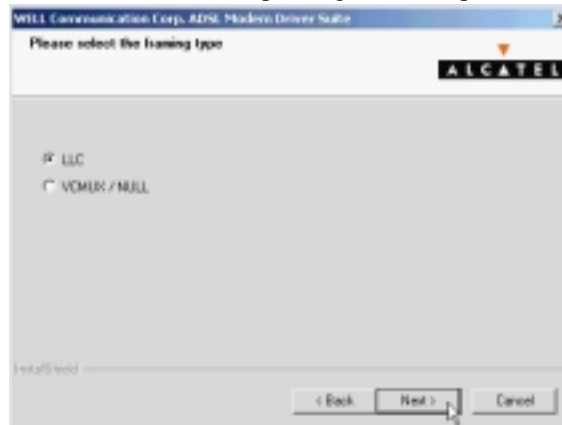
9. Click *Next*.



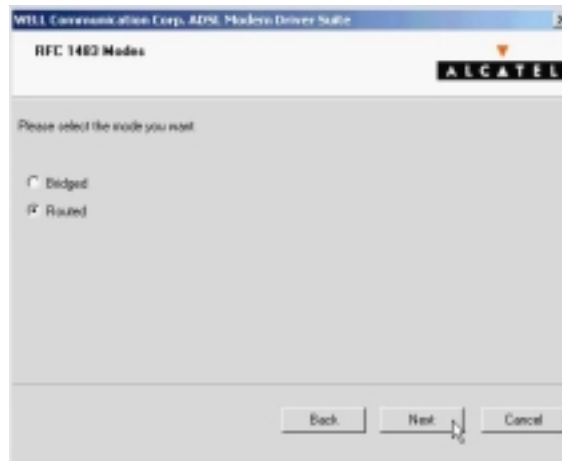
10. Select **RFC1483** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



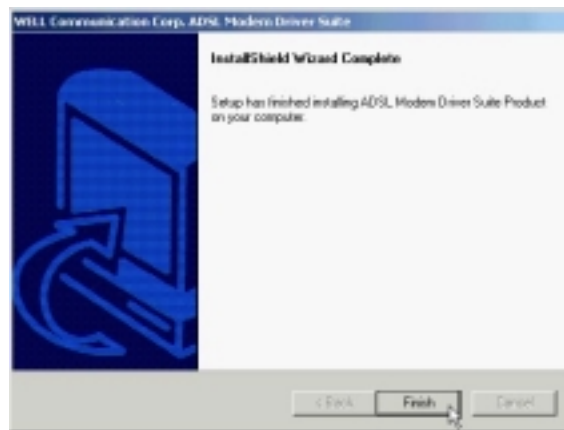
11. Select **LLC** or **VCMUX/NULL** (depending on ISP request) and click **Next**.



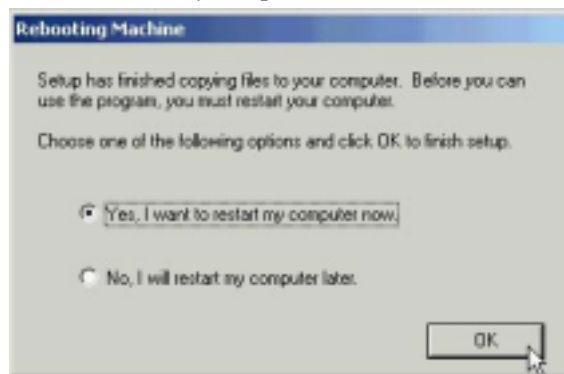
12. Select **Bridged** or **Routed** (depending on ISP request) and click **Next**.



13. Click *Finish*.

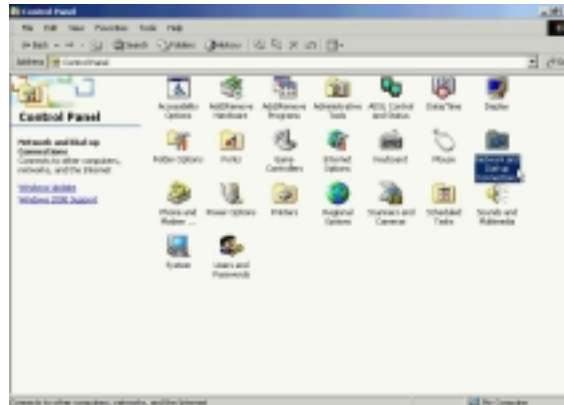


14. Select *Yes, I want to restart my computer now* and click *OK*.

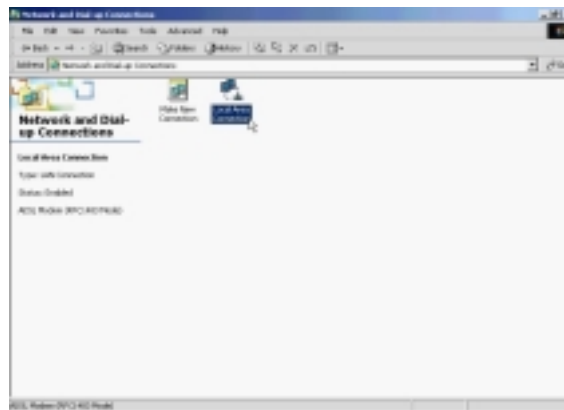


3.3.1.2 Setting IP, Subnet Mask, Gateway, DNS

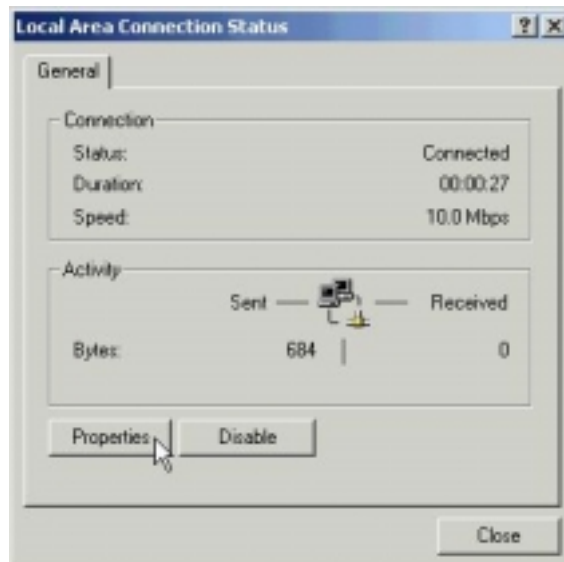
1. Move your cursor in the following sequences: **Start, Settings, Control Panel** and click **Control Panel**. Then double-click on the **Network and Dial-up connections**.



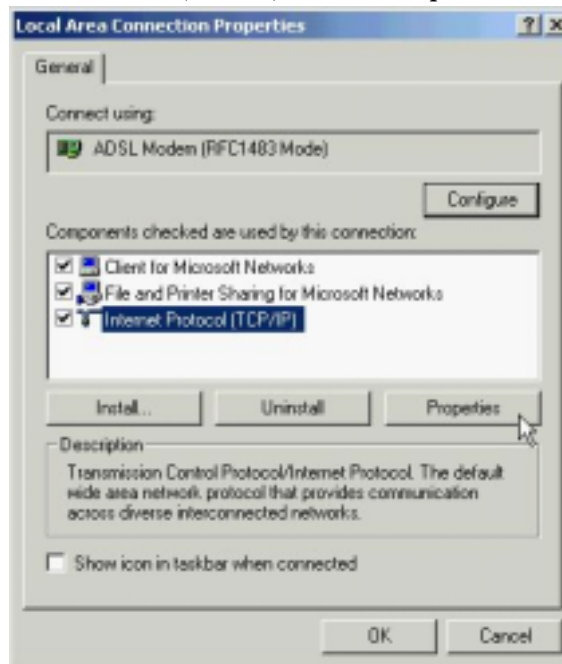
2. Double-click on the **Local Area Connections**.



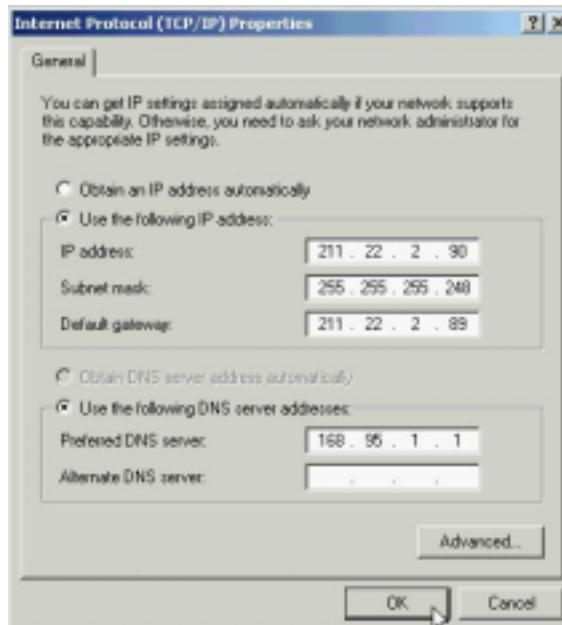
3. Click **Properties**.



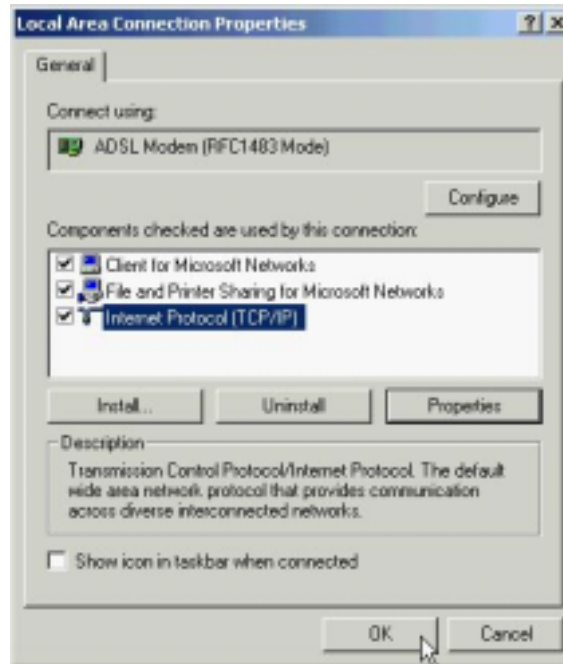
4. Select the *Internet Protocol (TCP/IP)* and click *Properties*.



5. Select *Use the following IP address*, set *IP address*, *Subnet mask*, *Default gateway*, *Preferred DNS server* and click *OK*.



6. Click **OK**.



3.3.2 PPPoE

3.3.2.1 Installing Driver

1. Please insert the driver CD into CD-ROM drive and click *Next*.



2. Select *Search for a suitable driver for my device [Recommended]* and click *Next*.



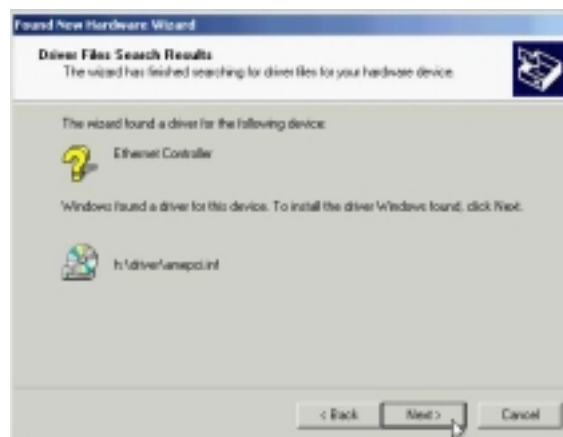
3. Select *Specify a location* and click *Next*.



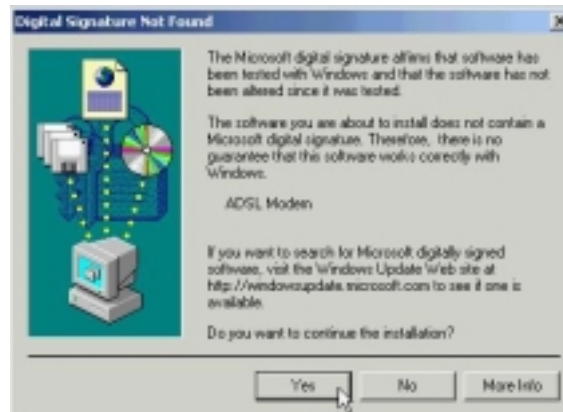
4. Type in the path of CD-ROM drive (for example H:\Driver) and click **OK**.



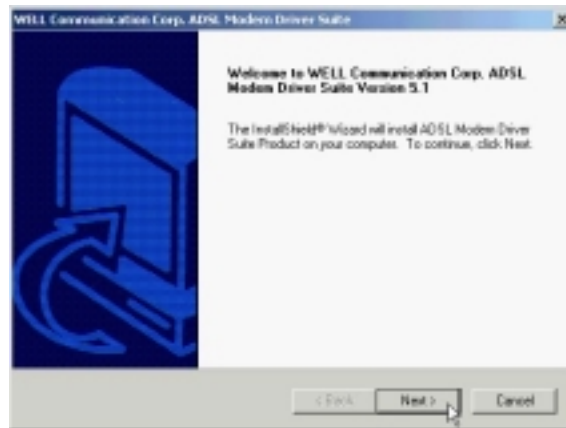
5. Click **Next**.



6. Click **Yes**.



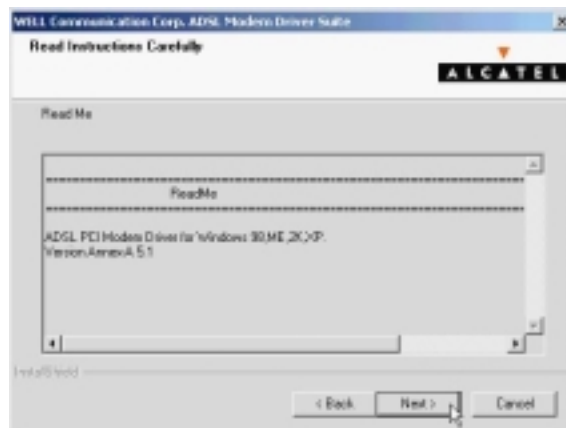
7. Click *Next*.



8. Click *Yes*.



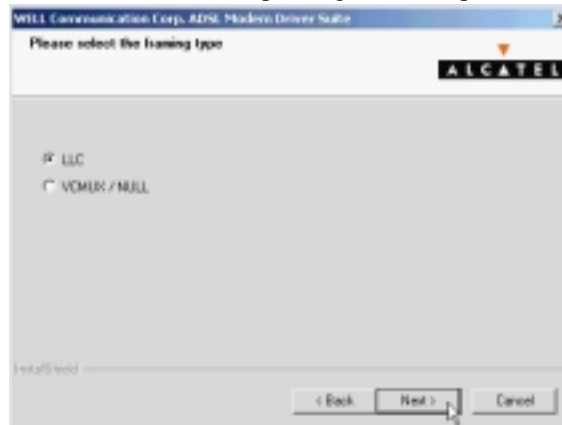
9. Click *Next*.



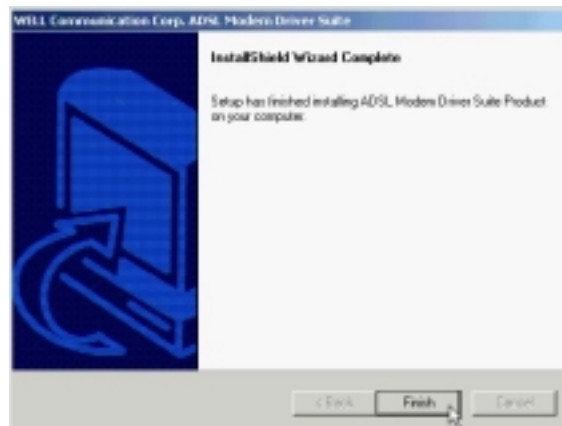
10. Select **PPPoE** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



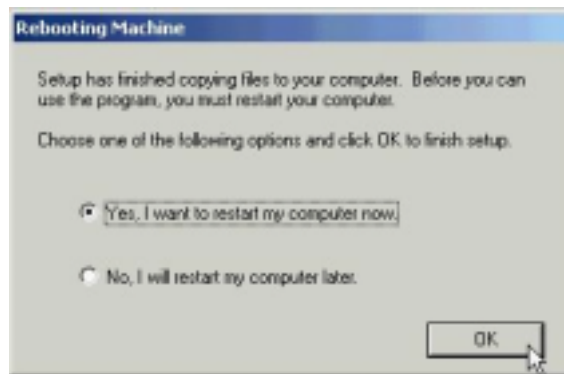
11. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



12. Click **Finish**.

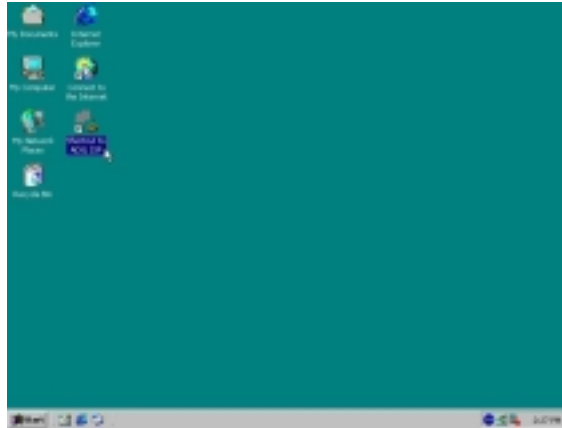


13. Select *Yes, I want to restart my computer now* and click *OK*.

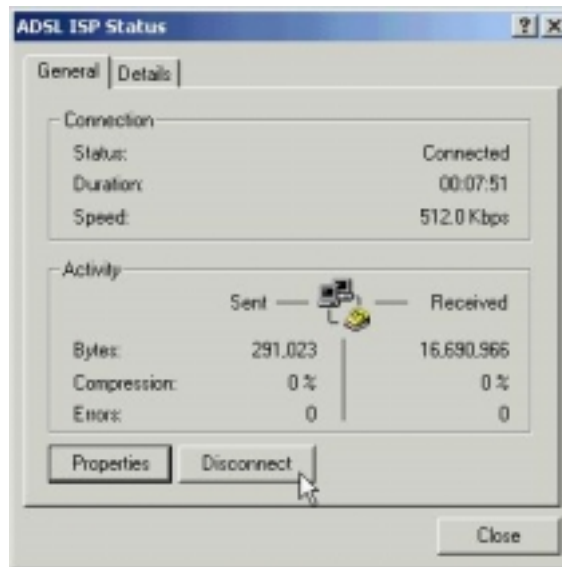


3.3.2.2.2 Disconnect

1. Double click the **Shortcut to ADSL ISP** icon on desktop screen.



2. Click **Disconnect** to end connect.



3.3.3 PPPoA

3.3.3.1 Installing Driver

1. Please insert the driver CD into CD-ROM drive and click *Next*.



2. Select *Search for a suitable driver for my device [Recommended]* and click *Next*.



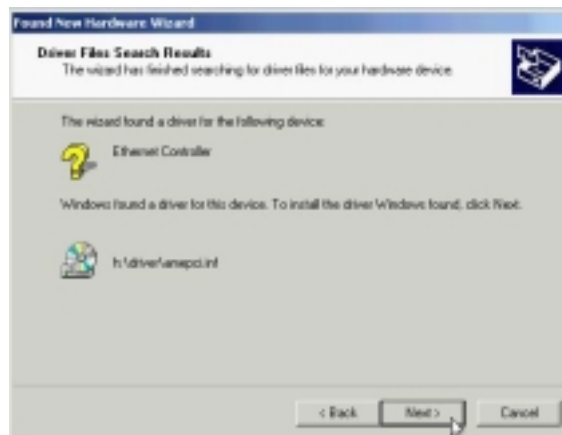
3. Select *Specify a location* and click *Next*.



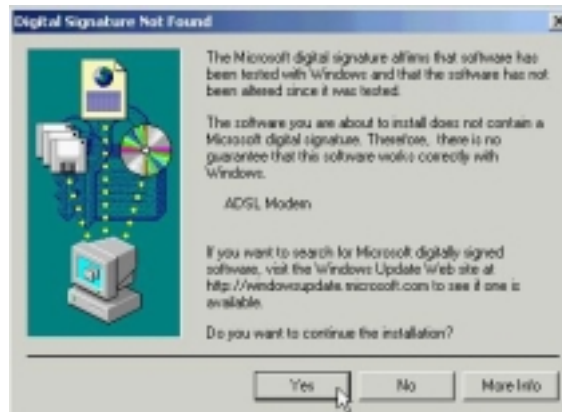
4. Type in the path of CD-ROM drive (for example H:\Driver) and click **OK**.



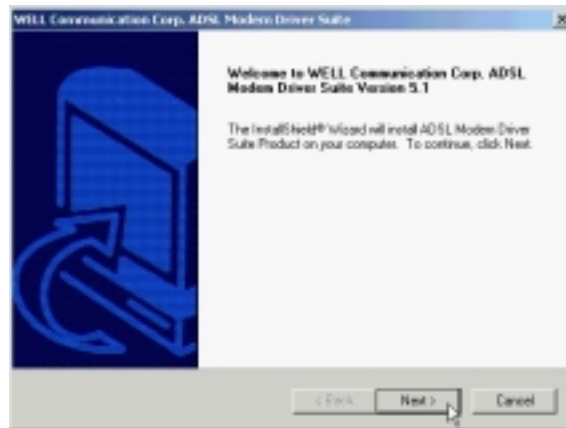
5. Click **Next**.



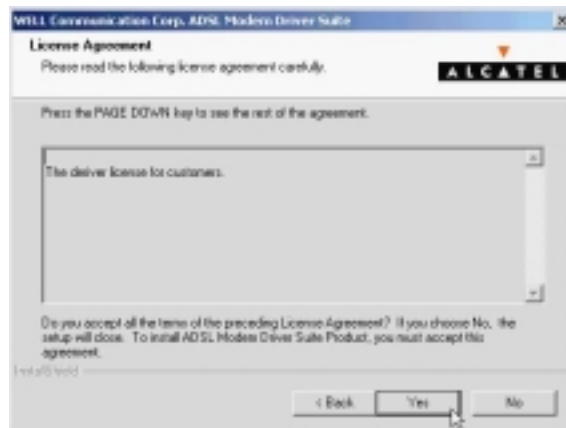
6. Click **Yes**.



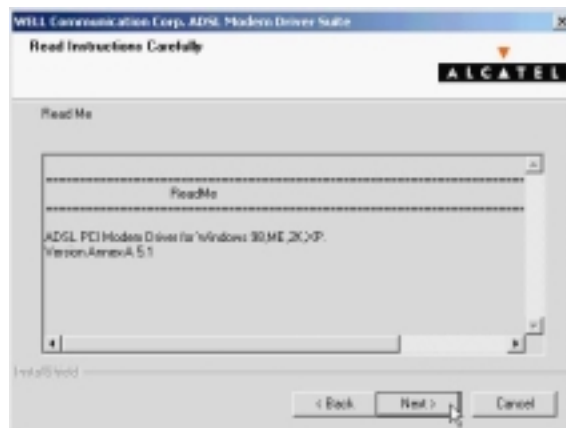
7. Click *Next*.



8. Click *Yes*.



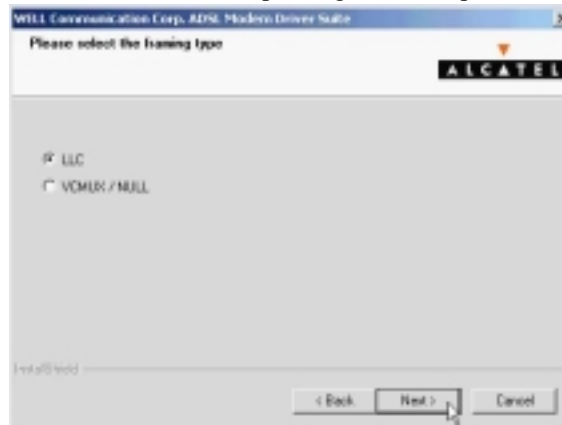
9. Click *Next*.



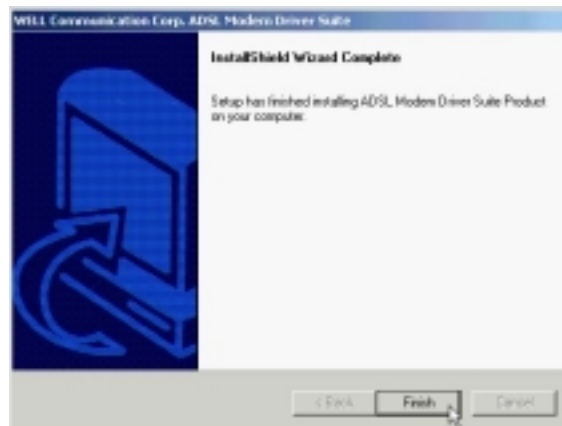
10. Select **PPPoA** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



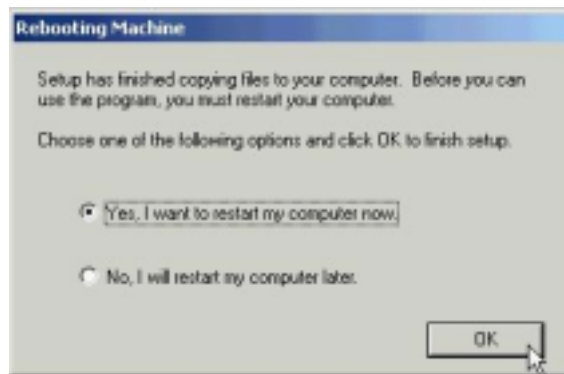
11. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



12. Click **Finish**.



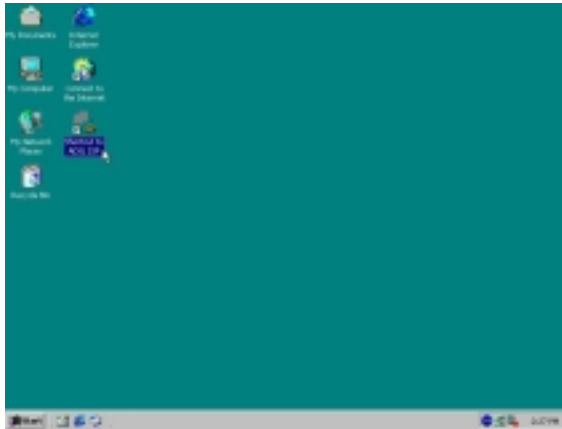
13. Select *Yes, I want to restart my computer now* and click *OK*.



3.3.3.2 Connect and Disconnect

3.3.3.2.1 Connect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.

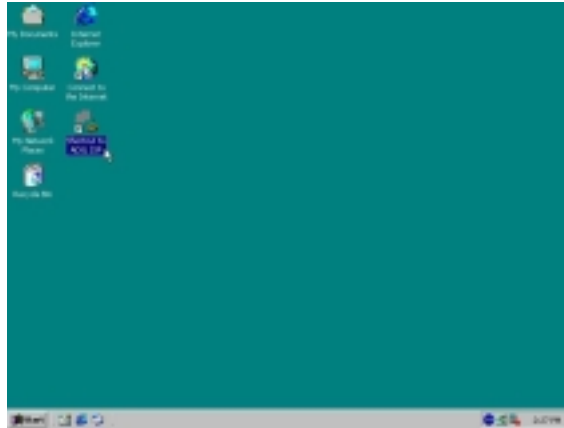


2. Type in *User name* and *Password*, and then click *Dial*. The computer will connect to ISP and you can enjoy Internet.

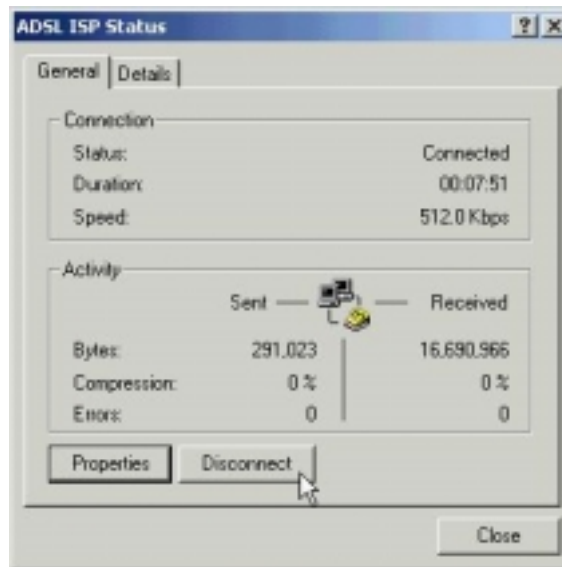


3.3.3.2.2 Disconnect

1. Double click the **Shortcut to ADSL ISP** icon on desktop screen.



2. Click **Disconnect** to end connect.



3.4. MS Windows XP

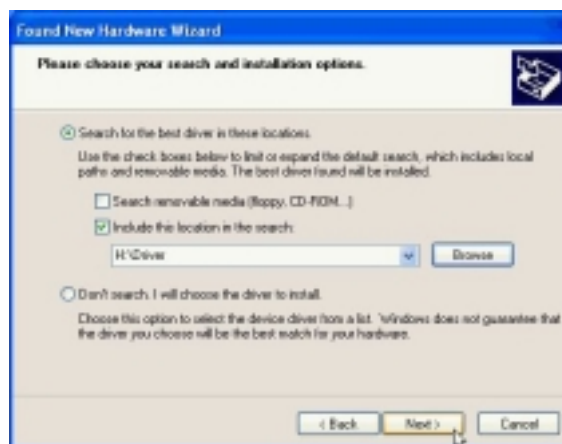
3.4.1 Fixed IP (RFC1483)

3.4.1.1 Installing Driver

1. Please insert the driver CD into CD-ROM drive, select **Install from a list or specific location (Advanced)**, and then click **Next**.



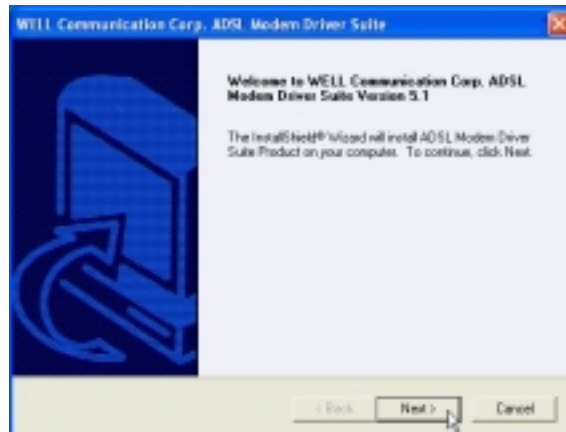
2. Select **Include this location in the search** and type in the path of CD-ROM drive (for example H:\Driver), and then click **Next**.



3. Click **Continue Anyway**.



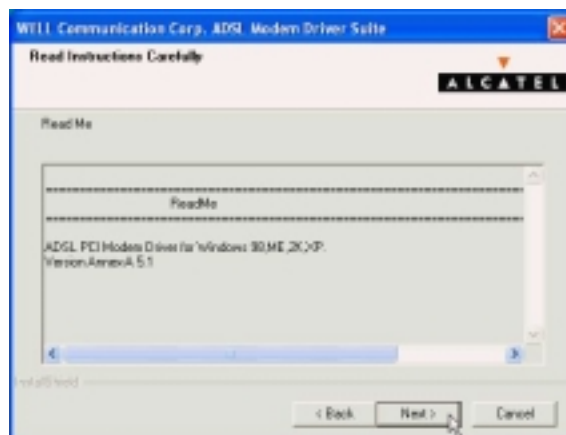
4. Click *Next*.



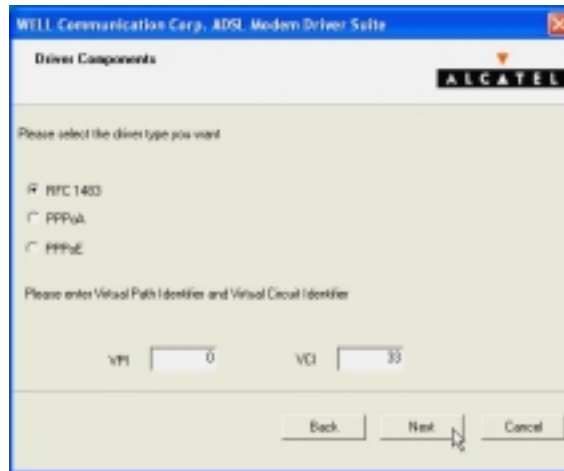
5. Click *Yes*.



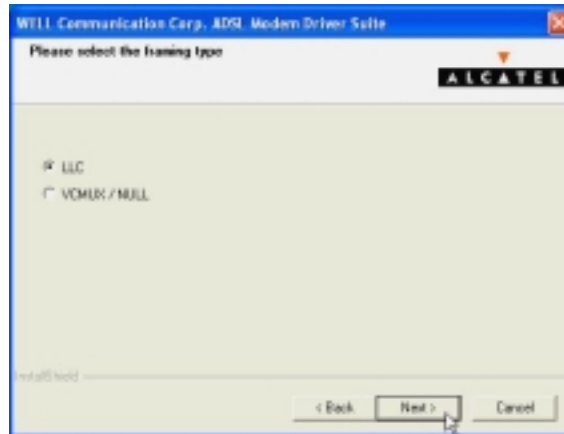
6. Click *Next*.



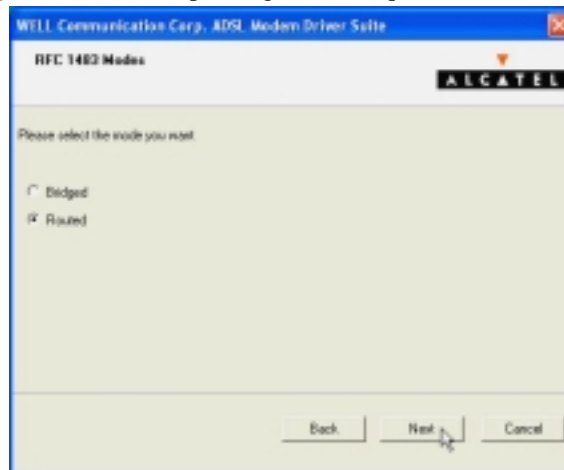
7. Select **RFC1483** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



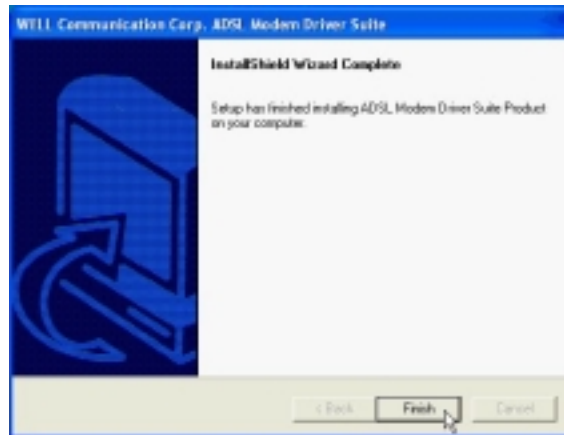
8. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



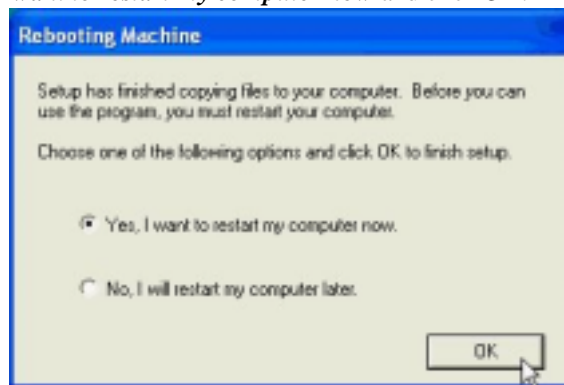
9. Select **Bridged** or **Routed** (depending on ISP request) and click **Next**.



10. Click *Finish*.



11. Select *Yes, I want to restart my computer now* and click *OK*.

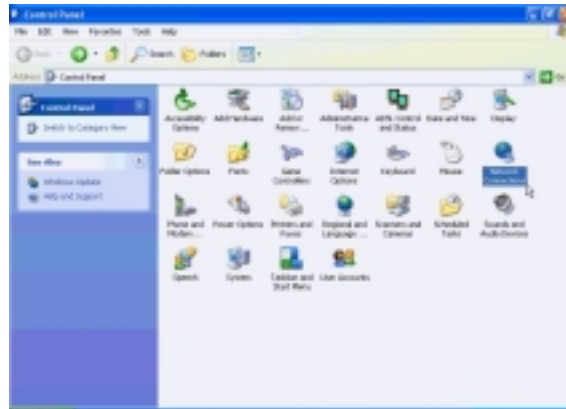


12. Click *Continue Anyway*.

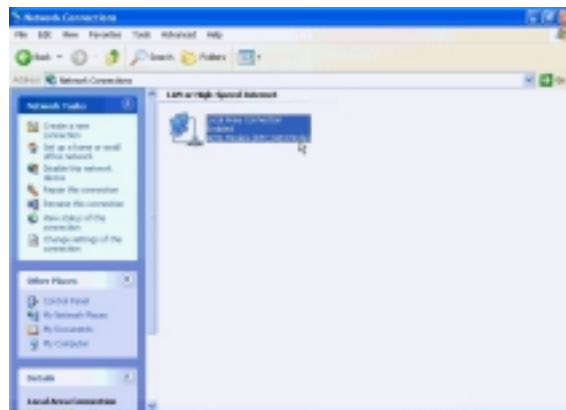


3.4.1.2 Setting IP, Subnet Mask, Gateway, DNS

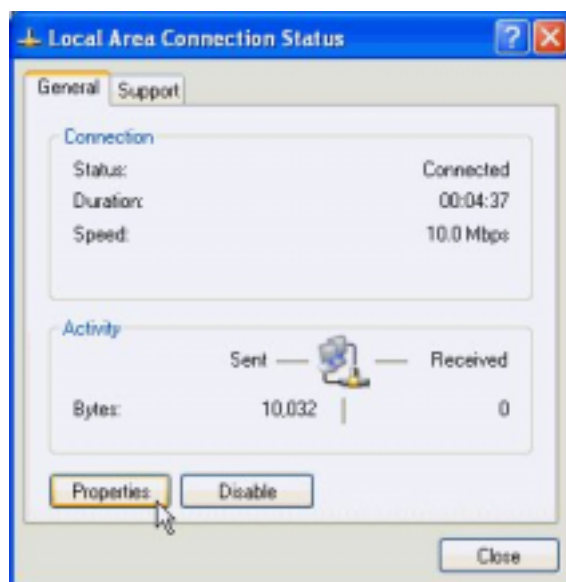
1. Move your cursor in the following sequences: **Start, Settings, Control Panel** and then click **Control Panel**. Then double-click on the **Network connections**.



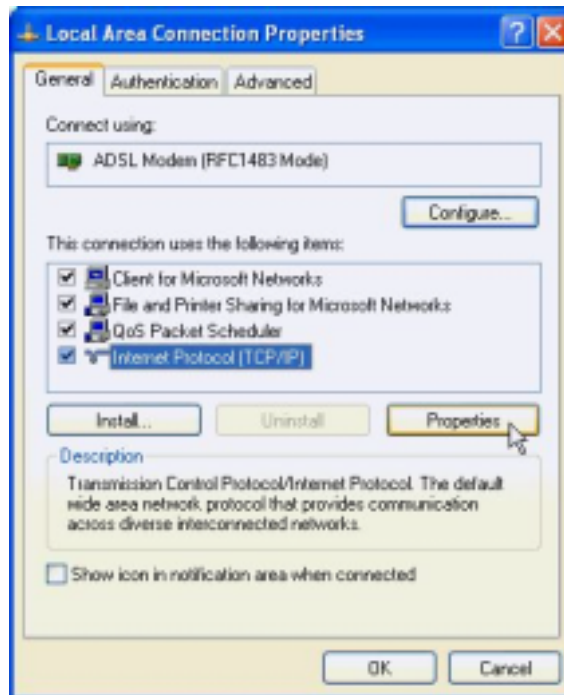
2. Double-click on the **Local Area Connection**.



3. Click **Properties**.



4. Select the *Internet Protocol (TCP/IP)* and click *Properties*.



5. Select *Use the following IP address*, set *IP address*, *Subnet mask*, *Default gateway*, *Preferred DNS server*, and click *OK*.



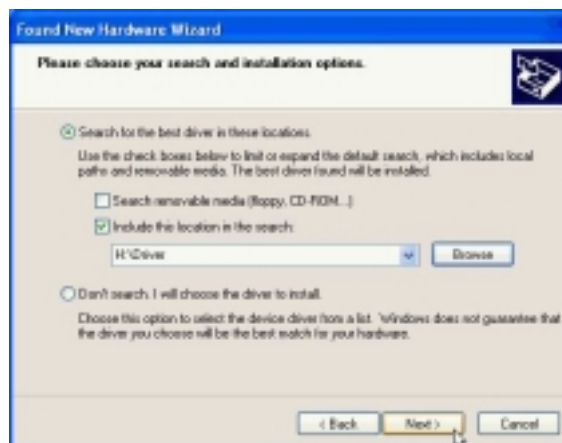
3.4.2 PPPoE

3.4.2.1 Installing Driver

1. Please insert the driver CD into CD-ROM drive, select ***Install from a list or specific location (Advanced)***, and then click ***Next***.



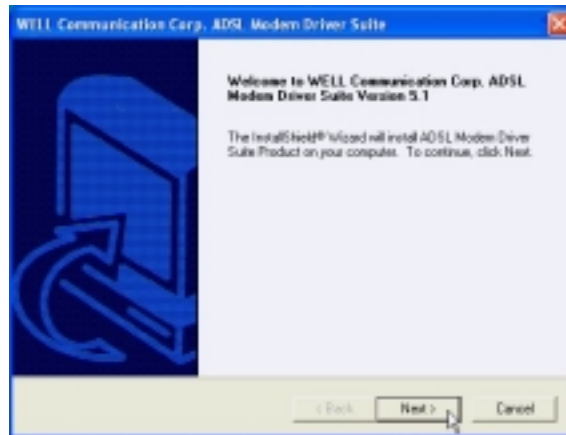
2. Select ***Include this location in the search*** and type in the path of CD-ROM drive (for example H:\Driver), and then click ***Next***.



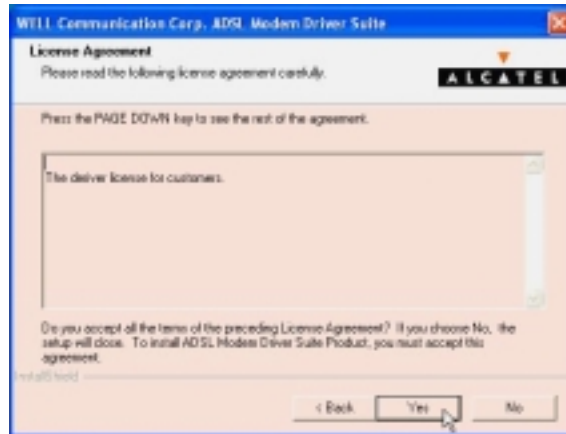
3. Click ***Continue Anyway***.



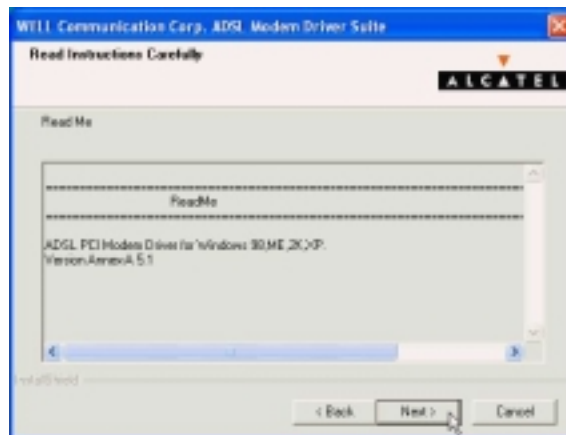
4. Click *Next*.



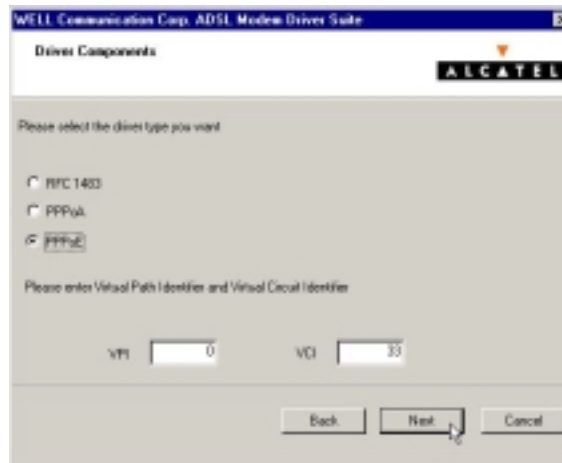
5. Click *Yes*.



6. Click *Next*.



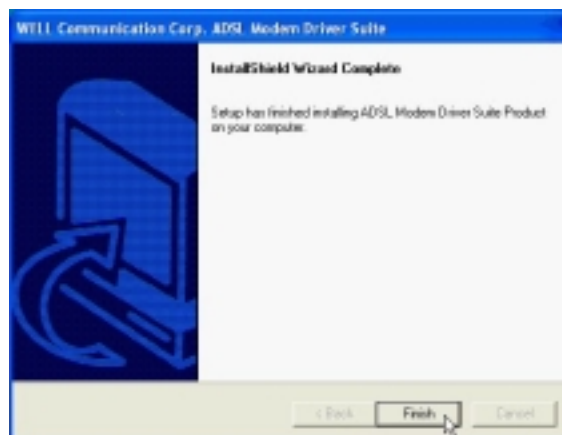
7. Select **PPPoE** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



8. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



9. Click **Finish**.



10. Select *Yes, I want to restart my computer now* and click *OK*.



11. Click *Continue Anyway*.



3.4.2.2 Connect and Disconnect

3.4.2.2.1 Connect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.



2. Type in *User name* and *Password*, and then click *Connect*. The computer will connect to ISP and you can enjoy Internet.

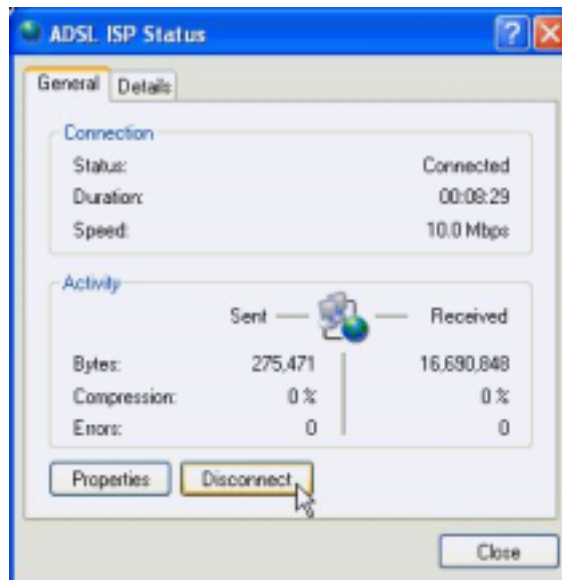


3.4.2.2.2 Disconnect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.



2. Click *Disconnect* to end connect.



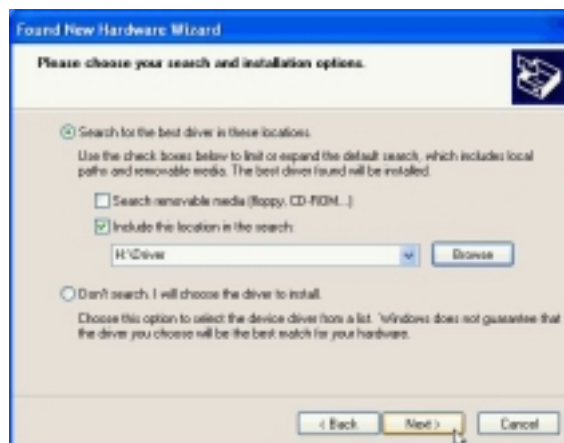
3.4.3 PPPoA

3.4.3.1 Installing Driver

1. Please insert the driver CD into CD-ROM drive, select ***Install from a list or specific location (Advanced)***, and then click ***Next***.



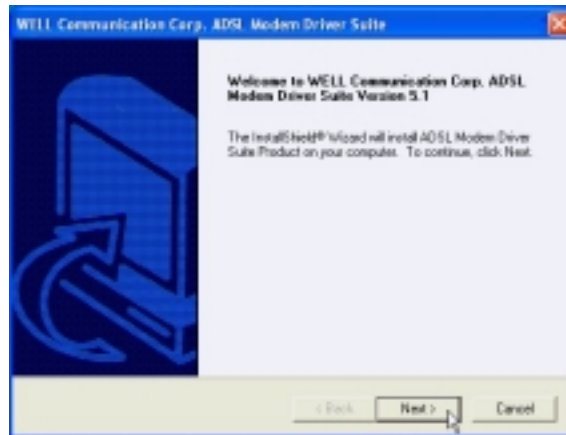
2. Select ***Include this location in the search*** and type in the path of CD-ROM drive (for example H:\Driver), and then click ***Next***.



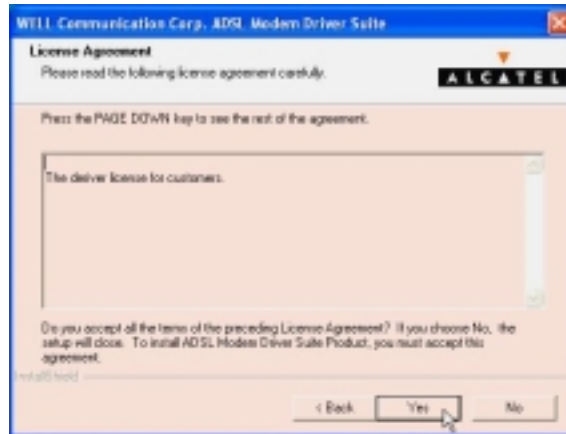
3. Click ***Continue Anyway***.



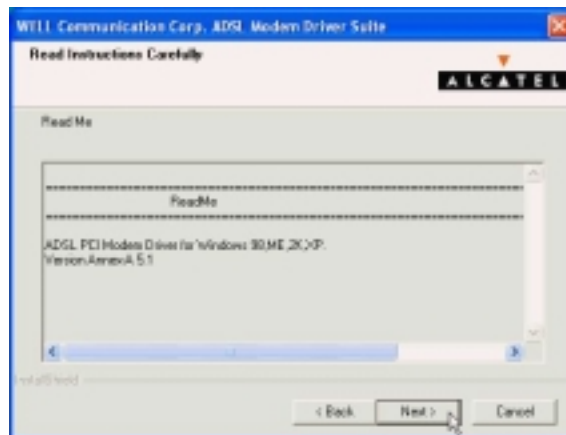
4. Click *Next*.



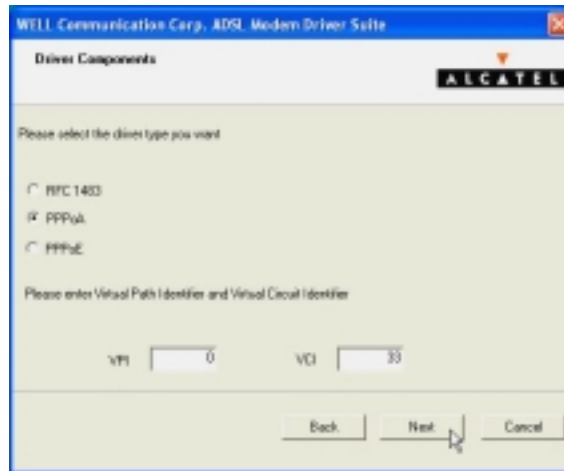
5. Click *Yes*.



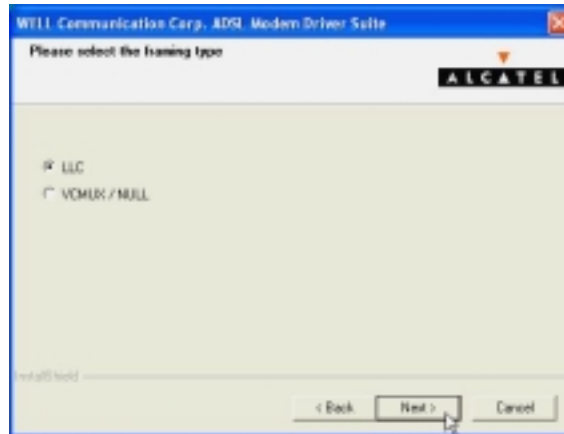
6. Click *Next*.



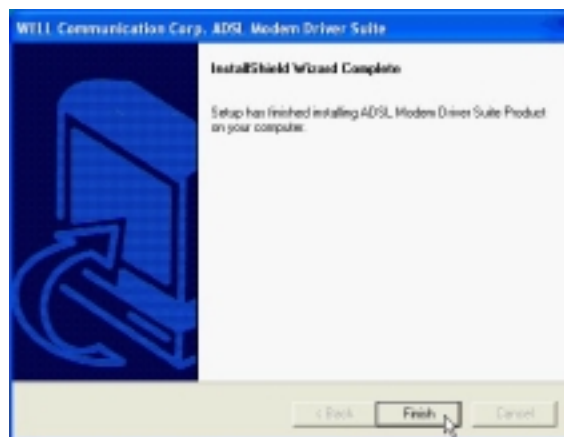
7. Select **PPPoA** and type in the **VPI** and **VCI** (depending on ISP request), and click **Next**.



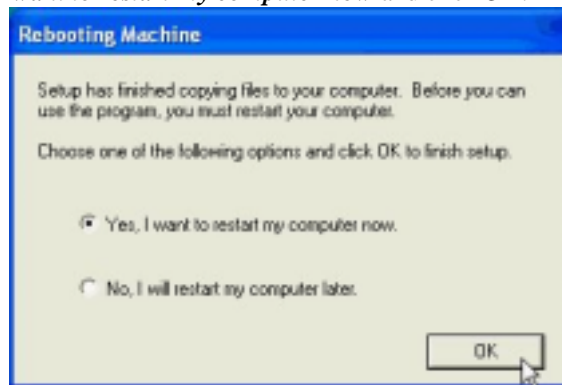
8. Select **LLC** or **VCMUX / NULL** (depending on ISP request) and click **Next**.



9. Click **Finish**.



10. Select *Yes, I want to restart my computer now* and click *OK*.



11. Click *Continue Anyway*.



3.4.3.2 Connect and Disconnect

3.4.3.2.1 Connect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.



2. Type in *User name* and *Password*, and then click *Connect*. The computer will connect to ISP and you can enjoy Internet.

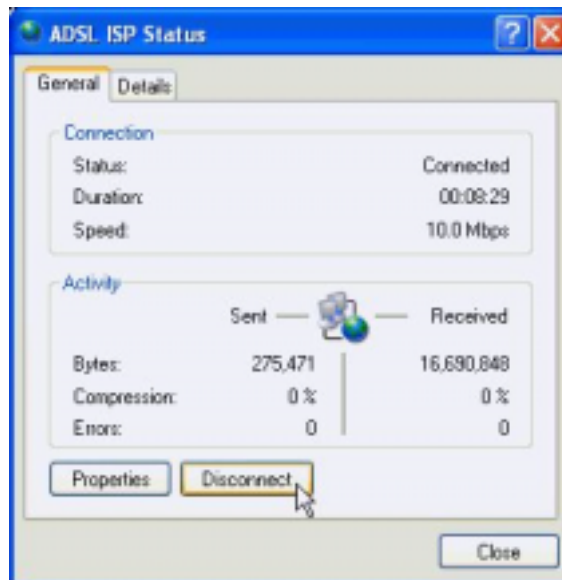


3.4.3.2.2 Disconnect

1. Double click the *Shortcut to ADSL ISP* icon on desktop screen.



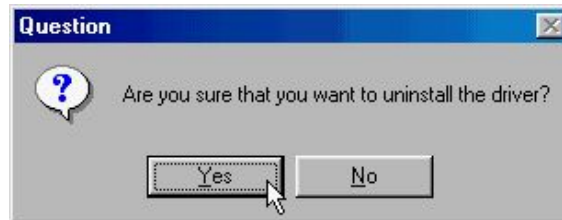
2. Click *Disconnect* to end connect.



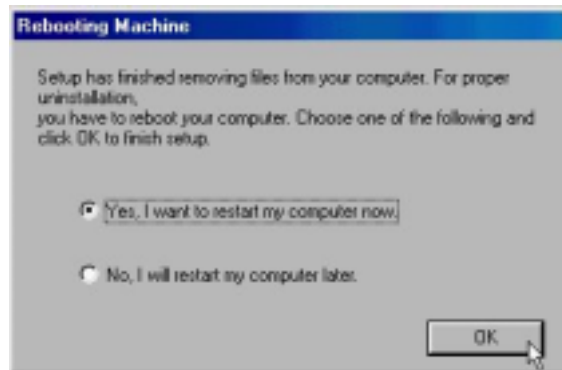
Chapter 4 Driver Uninstallation

4.1. MS Windows 98

1. Move your cursor in the following sequences: *Start, Programs, ADSL Modem Driver*, and click *Remove ADSL Modem Driver*.
2. Click *Yes*.

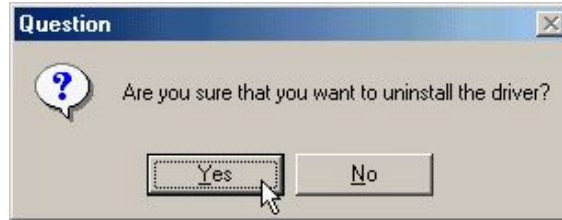


3. Select *Yes, I want to restart my computer now* and click *OK*.

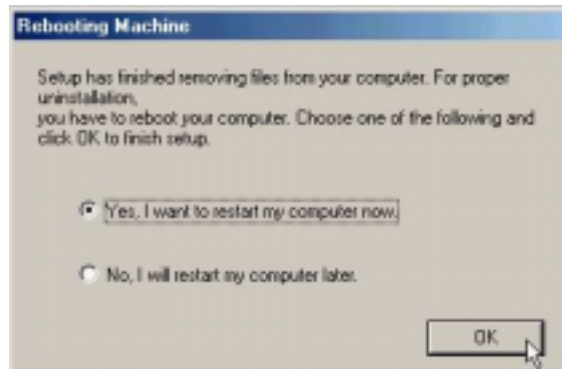


4.2. MS Windows ME

1. Move your cursor in the following sequences: *Start, Programs, ADSL Modem Driver*, and click *Remove ADSL Modem Driver*.
2. Click *Yes*.

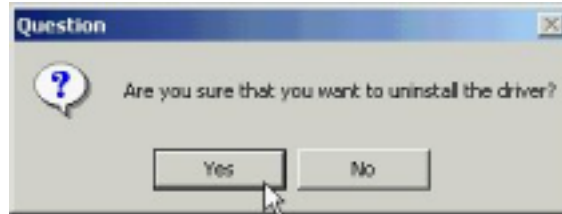


3. Select *Yes, I want to restart my computer now* and click *OK*.

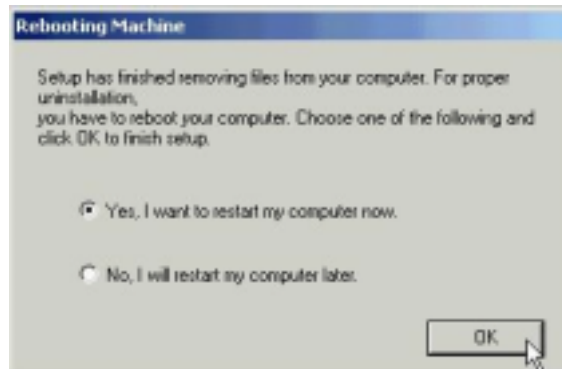


4.3. MS Windows 2000

1. Move your cursor in the following sequences: *Start, Programs, ADSL Modem Driver*, and click *Remove ADSL Modem Driver*.
2. Click *Yes*.

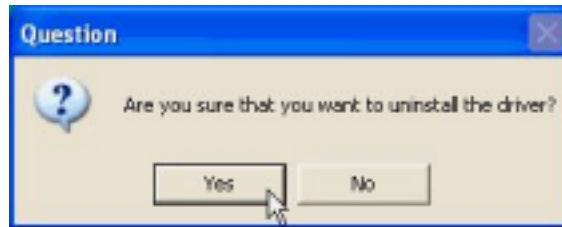


3. Select *Yes, I want to restart my computer now* and click *OK*.

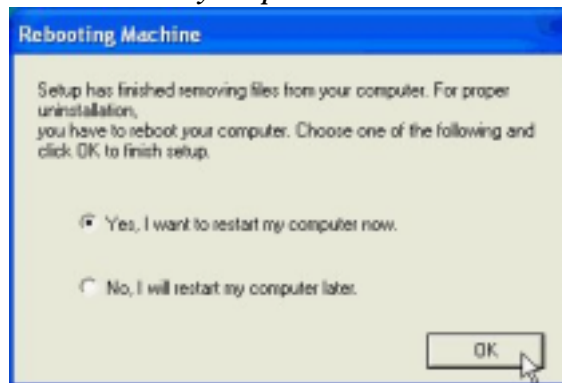


4.4. MS Windows XP

1. Move your cursor in the following sequences: *Start, All Programs, ADSL Modem Driver*, and click **Remove ADSL Modem Driver**.
2. Click **Yes**.



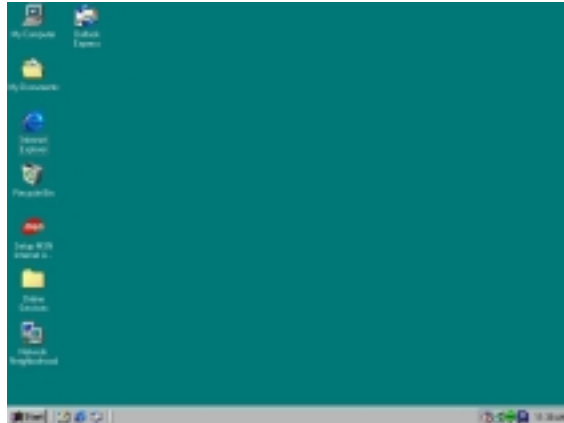
3. Select **Yes, I want to restart my computer now** and click **OK**.



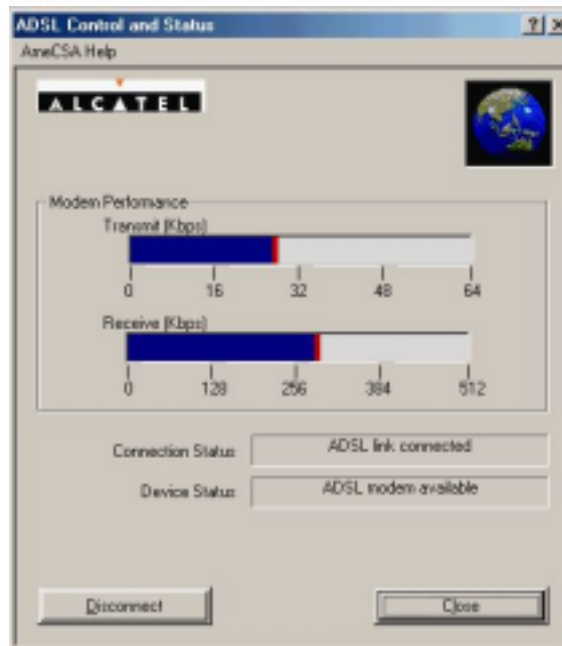
Chapter 5 Diagnostic

5.1. MS Windows 98

1. Double click the **DSL** icon on the right of Taskbar.

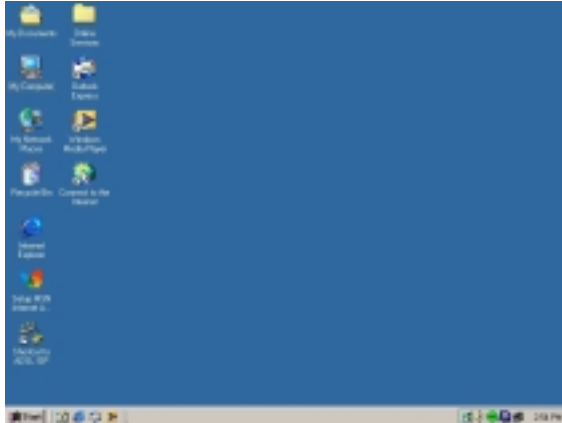


2. Check Transmit and Receive speed. And check whether connection is OK or not. The blue bar shows data are transferring.

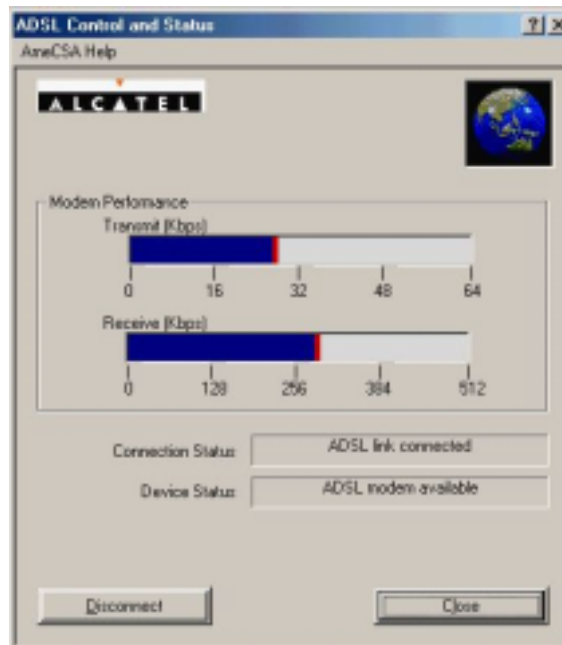


5.2. MS Windows ME

1. Double click the **DSL** icon on the right of Taskbar.



2. Check Transmit and Receive speed. And check whether connection is OK or not. The blue bar shows data are transferring.

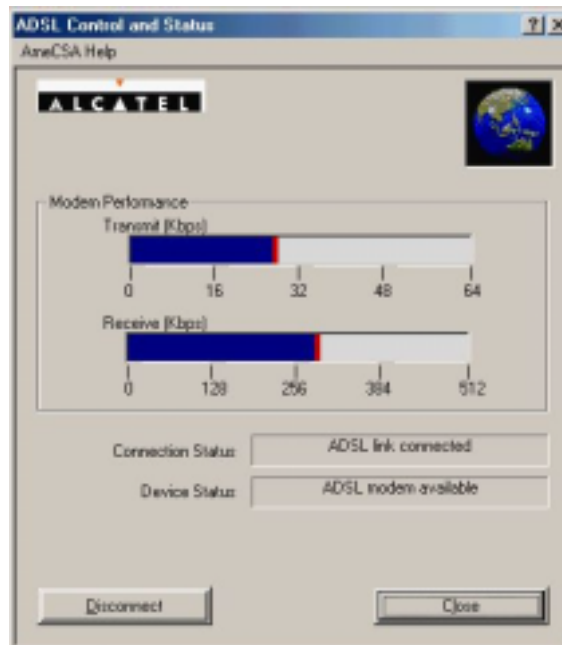


5.3. MS Windows 2000

1. Double click the **DSL** icon on the right of Taskbar.



2. Check Transmit and Receive speed. And check whether connection is OK or not. The blue bar shows data are transferring.

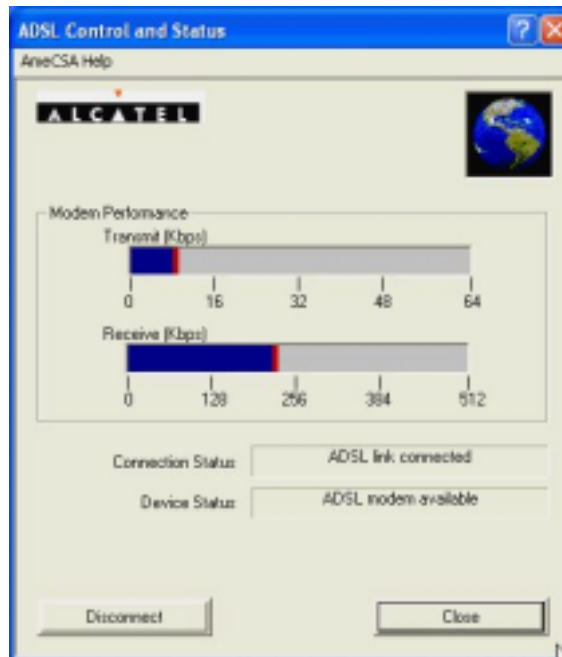


5.4. MS Windows XP

1. Double click the DSL icon on the right of Taskbar.



2. Check Transmit and Receive speed. And check whether connection is OK or not. The blue bar shows data are transferring.



Chapter 6 Troubleshooting

6.1. Software

If your Internet connection is not working, the following hints may be helpful. After trying these hints, if you still cannot make your connection work, it is recommended that you ask your service provider for assistance. Run troubleshooting on the system.

- Step 1. Is the system tray CSA icon green?
- Step 2. If it is not, try a restart of your PC. This may clear the problem.
- Step 3. If the CSA icon color does not show green after performing the steps above, it is recommended to uninstall the software and re-install.

6.2. Hardware

If your Internet connection is not working, the following hints may be helpful. After trying these hints, if you still cannot make your connection work, it is recommended that you ask your service provider for assistance. Run troubleshooting on the system.

- Step 1. Check the telephone line that connects to modem jack properly.