

Zen guide to configuring the Alcatel Speedtouch 510 for PC

Before you begin

Before you begin to configure the router, you will need to obtain a configuration file from the Zen support Web site. For this, you can use your back up dial-in account to connect and download the file.

Choosing the right configuration file – NAT or Routed IP?

NAT

NAT is useful for users who:

- Only want to surf the Web
- Don't have servers hosted with their ADSL
- Don't need or use VPNs or receive video conferencing calls
- Haven't got a firewall

To obtain the NAT configuration file, visit the following location:

<http://www.zensupport.co.uk/ADSL/alcatel/nat/ZenDefaultNat.ini>

Save the file to your desktop or temp folder.

Note: NAT uses the LAN IP address 10.0.0.138 for the router, with the subnet mask 255.0.0.0. Computers on your LAN will therefore need to have IP addresses in the range 10.0.0.1 – 10.0.0.253, excluding 10.0.0.138 which becomes your **gateway** address. DHCP can be enabled and will be discussed later.

Routed IP

Routed IP is necessary for users who:

- Have a hardware firewall behind the router
- Need to host servers on ADSL
- Need to receive VPN connections and video conferencing calls
- Use any Internet application that is incompatible with NAT (check your application installation guide for information)

To obtain the Routed IP configuration file, visit the following location:

<http://www.zensupport.co.uk/ADSL/alcatel/rip/ZenRoutedIP.ini>

Save the file to your desktop or temp folder.

Configuration Requirements

- That you have read the hardware installation guide.
- You have a TCP/IP ready PC connected to the router, ready to run the configuration program supplied on the CD.
- You've obtained the necessary configuration file from the Zen support Web site.
- You have the Alcatel setup CD to hand

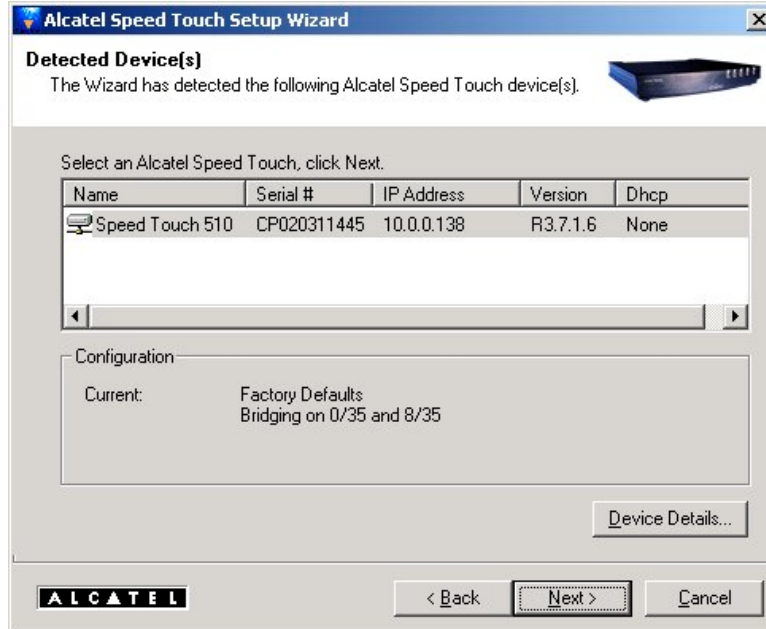
Routed IP users turn to page 2. NAT users should skip ahead to page 5

Running the Configuration wizard for Routed IP

Place the CD in the CD drive. From the menu choose the setup option. If the CD does not run, browse the CD and run the Setup program from there.

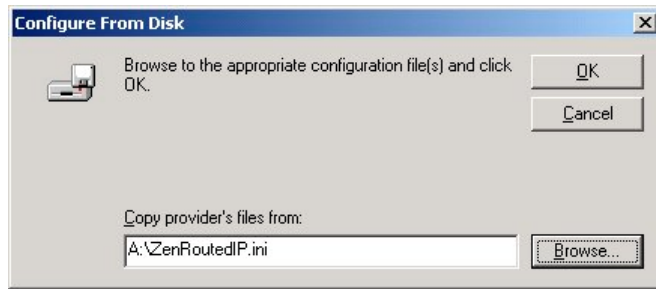


This quick intro screen shows you have started the setup program. Click **Next** to continue. The program will search your network for all Speed Touch devices, please make sure there are no firewalls/routers between the PC and the Speedtouch. If this step fails, consult the hardware installation guide and try again.

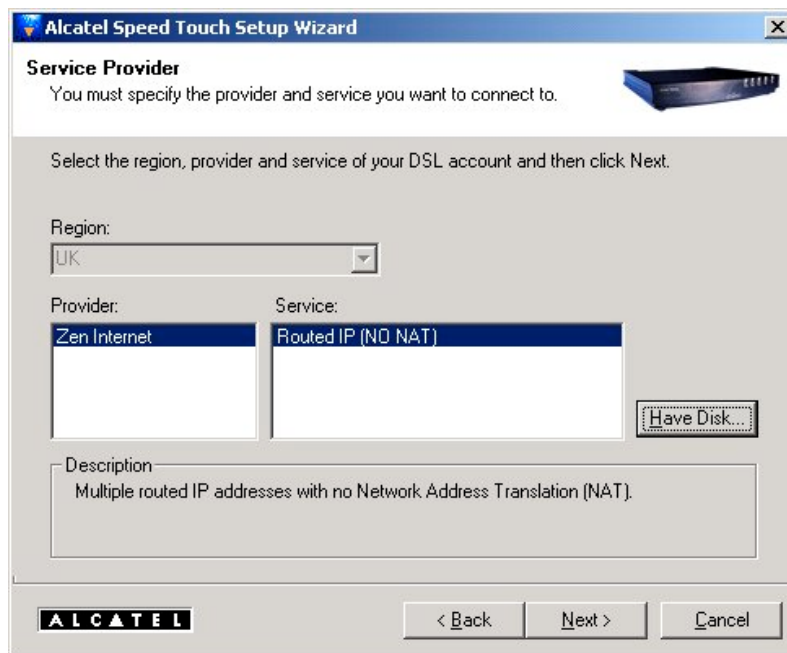


The Program will display any Speed Touch routers you have attached to your network and even detect more than one. Click **Next** to continue. In the Service Provider selection tool as shown on the left. Choose **Have Disk...**

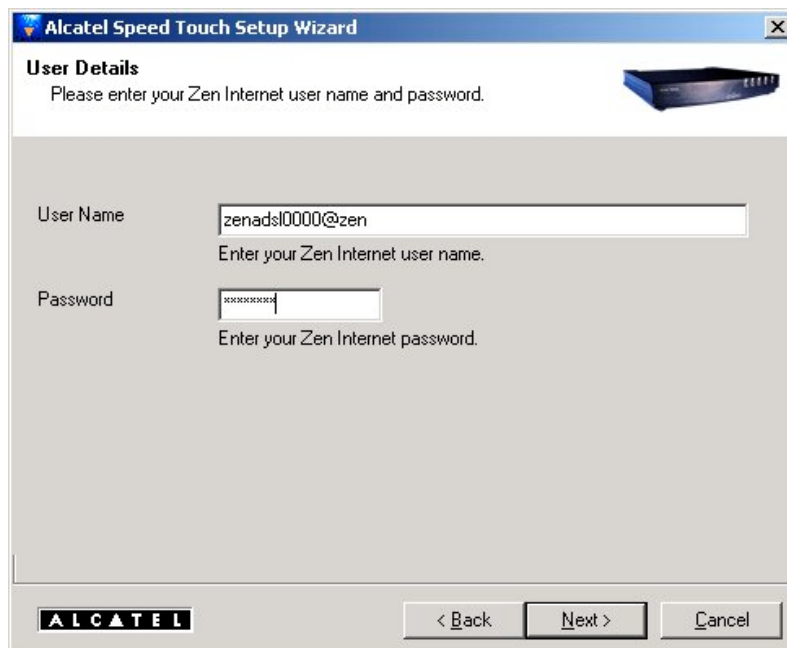
We have created a setup file specifically for the Zen network, locate the file you downloaded earlier by selecting the browse option. Then click on **OK**.



When you are returned to this screen you will have the Zen Internet Routed IP configuration selected. Click on **Next** to continue.



Enter the username and password provided in your technical details email. If you have not received this yet please contact Customer Services on 0870 6000 971 or customerservices@zen.co.uk.



Click next to continue. You will now select the settings for your connection. Click next through the Manual Configuration window as this is the only option.

Enter the IP address details as provided in the Technical Details email. Click next to configure the router and your PC with the details you've keyed in.

Alcatel Speed Touch Setup Wizard

Local area network configuration
Please specify how you want to configure your local area network.

Using Network:
Xircom CreditCard Ethernet 10/100 + Modem 56

Computer:

Obtain an address automatically

Use the following IP settings

IP address: 62 . 3 . 66 . 220
Subnet mask: 255 . 255 . 255 . 248
Gateway: 62 . 3 . 66 . 221
DNS server: 212 . 23 . 8 . 1
Alt. DNS server: 212 . 23 . 8 . 6

Alcatel Speed Touch:

IP address: 62 . 3 . 66 . 221
Subnet mask: 255 . 255 . 255 . 248
 DHCP Server

For correct connectivity, the computer's default gateway and DNS server address must be the address of the Alcatel Speed Touch.

ALCATEL < Back Next > Cancel

A new file named LastSet.ini will be created. This will allow you to reset the router should there be a configuration error later. The Program automatically reboots the router and connects to Zen Internet.

Alcatel Speed Touch Setup Wizard

Start configuring
Review settings before configuring the Alcatel Speed Touch and your computer

The Wizard has enough information to configure your Alcatel Speed Touch. If you want to review or change settings, click Back. If you are satisfied with the settings, click Next to start configuration.

Settings:

Device:

Name:	Speed Touch 510 ADSL modem
Serial #:	CP020311445
IP Address:	62.3.66.221
Subnet Mask:	255.255.255.248
DHCP Server:	Disable

Device Configuration:

Region:	UK
Provider:	Zen Internet
Service:	Routed IP (NO NAT)
Description:	Multiple routed IP addresses with no Network Address Tran

ALCATEL < Back Next > Cancel

Finally the software will configure you PC's network settings. If you want, you can create a link on the desktop to manage the router and go straight to the control panel. Click finish to complete the process.

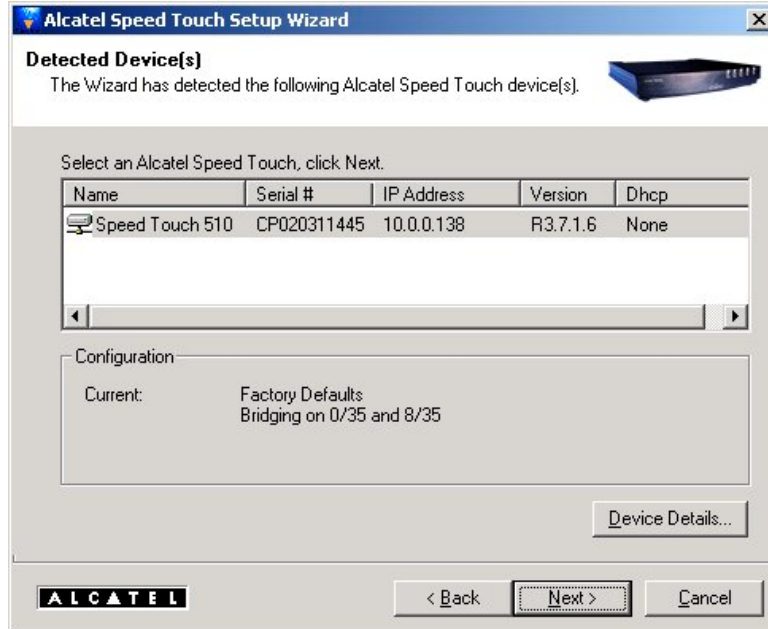
You are now ready to go.

Running the configuration wizard for NAT

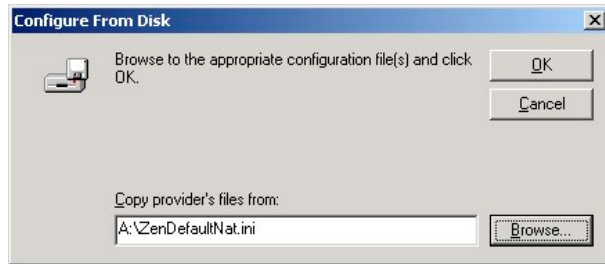
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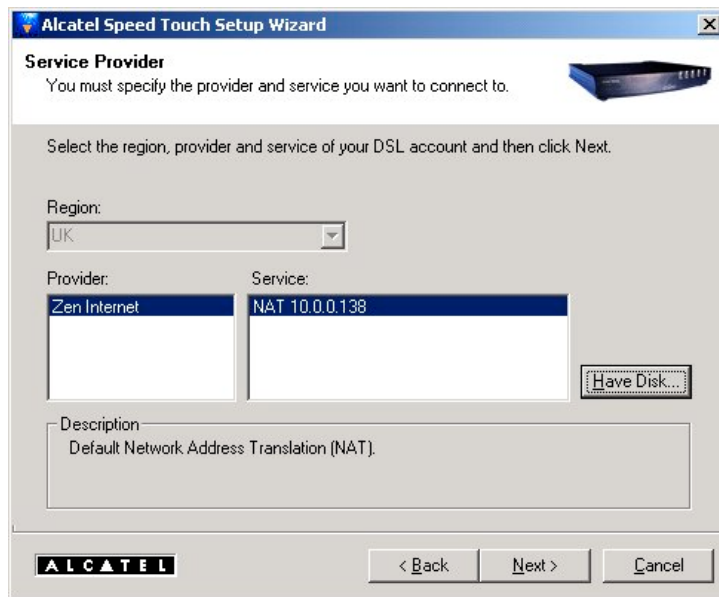


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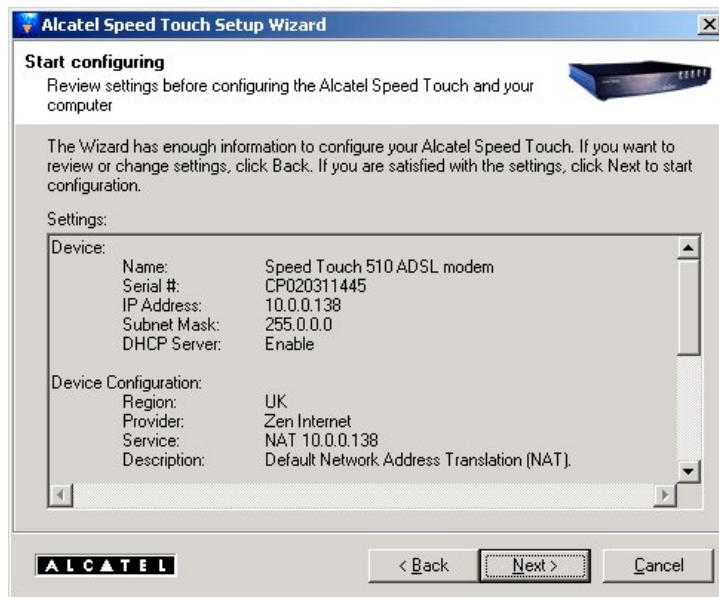
When you are returned to this screen you will have the Zen Internet NAT IP configuration selected. Click on **Next** to continue.



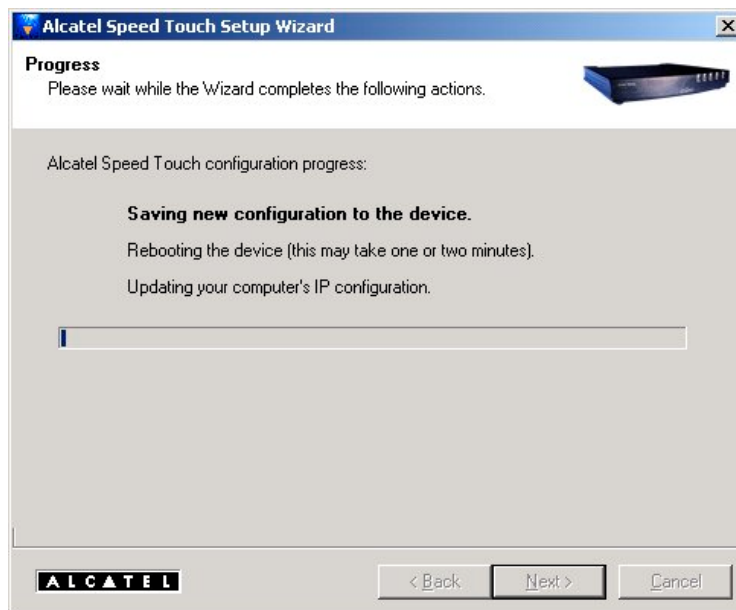
Enter the username and password provided in your technical details email. If you have not received this yet please contact Customer Services on 0870 6000 971 or customerservices@zen.co.uk. Click **Next** continue.



Click **Next** to configure the router and your PC.



A new file named LastSet.ini will be created. This will allow you to reset the router should there be a configuration error later.



The Program automatically reboots the router and connects to Zen Internet.

The program will update the IP settings on your PC. You may need to reboot your PC if the Operating System requires a reboot following the changes.

If you want you can create a link on the desktop to manage the router and go straight to the control panel.

That's it, your done.

Troubleshooting and frequently asked questions

I can't see the Alcatel router in the set up wizard, what's wrong?

If you can't see the router when you run the setup program then you should check carefully the connection you have to the router (consult the hardware installation guide for more information). Also check to ensure that the network card is working in your computer and that you have TCP/IP installed. Power cycle (power it off and on) the router and try again. If you are still unable to see the router then we suggest you perform a reset. If after performing a reset, you still can't see the router contact our technical support desk.

Reset procedure

1. Locate the recessed 'defaults' button at the back of the router
2. With the router powered on for at least 60 seconds, press the defaults button in with a paperclip or pen tip
3. Hold the button in for 10 seconds, or until you see the lights flash four times on the front of the router

I've loaded a configuration file and rebooted my router, but I can't log in to the Web front end, what's wrong?

Can you ping the router? You can run a ping test by opening a command prompt from within Windows and typing '*ping 10.0.0.138*' for a NAT router and '*ping therouteripaddress*' for a routed IP configuration.

If you get repeated timeout messages, then you should consult the following checklist:

- Check the router has a link light for the connection you are coming in on. Remember you need a crossover cable if you are connecting the router to a hub or switch without using an uplink port.
- Check your computer's IP settings. Pay special attention to the subnet mask and the IP address and make sure that the address can be used (not a network or broadcast address) and that the subnet mask matches the one assigned to the router.
- Make sure your Web browser or computer (e.g Microsoft Proxy or Wingate client) isn't configured to use a proxy server as this will interfere with the connection.
- If you still can't connect to the router then we advise you to perform a router reset and run through the configuration again before contacting technical support.

What's the router's username and password?

It is the same as your Zen ADSL username and password

How can I tell when I'm connected?

From a hardware point of view, the link light on the front of the router should be a steady green. This indicates your router is 'in sync' with the exchange. To check you are properly connected to Zen, log in to the router's IP address as a URL in your Web browser. From the 'homepage' you can select 'Status' and check the DSL line status.

How many machines can I connect to the router?

There are four ports on the 510 router for direct connections, though by using a hub or switch you can add as many computers as you like. If you are using a hub or switch, remember to use the uplink port or attach them with a crossover cable!

How do I use the Firewall built in to the router?

The packet filtering firewall settings are pre-defined in the router and cannot be changed easily. If you wish to change these settings we suggest you visit www.adslguide.org.uk to get advice. We do not offer support for any configuration changes made to the firewall, though a FAQ on advanced 510 configuration may appear soon.

What is my default gateway?

Your default gateway is the IP address of your router in Routed IP and 10.0.0.138 in NAT.

I'm confused about the IP addresses I've received from Zen. Which ones can I use?

Let's look at a sample technical detail E-mail sent by Zen. If you haven't received one, then you should contact our Customer Services department and arrange for one to be sent.

"The following static IP addresses have been assigned for your exclusive use:-

Number of IP addresses: 8
IP addresses: 62.3.116.116 - 62.3.116.223

This is your network range. The first address is the network address and cannot be used. The last address is the broadcast address and this is reserved as well. This leaves 6 usable IP addresses from an allocation of 8.

Subnet mask: 255.255.255.248

The subnet mask must be careful applied to the router and all the computers that use an IP address.

Subnet in slash notation: 62.3.66.116 /29
Network address: 62.3.66.116
Broadcast address: 62.3.66.223
Router address: 62.3.66.222"

This is the address assigned to your router. Zen use the last available IP address for routers.

Number of IP addresses usable by your hosts: 5

I can browse some Web sites and not others, what could be wrong?

Check the subnet mask given to the router, by referring to the 'Routing' menu on the router's homepage. The IP address table gives details of the IP addressing assigned to each router interface. The one you're interested in is PPP and it should match the router assigned IP address and subnet mask in your tech details sheet.

I'm getting noise on the line or dropped voice calls when the router is connected, what can I do?

If you find that your new ADSL connection is interfering with your voice line then you should check the location and effectiveness of your Microfilters.

- There should be no pre-wired phone extensions without Microfilters fitted wherever telephones or other devices are plugged in.
- You can test individual microfilters or phone devices by testing them at the BT master socket, this can also help to troubleshoot faulty plug-in extensions. Simply attach one telephone and the ADSL router to a single Microfilter attached to the master socket. Check for line noise and gradually swap out the Microfilter and Phone handsets, testing for noise each time.