

ADSL Modem User's Guide

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Congratulations!

Thank you for purchasing your Dell computer with Asymmetric Digital Subscriber Line (ADSL) service. Your computer is equipped with an internal PCI ADSL modem. Once your ADSL Internet service provider activates your ADSL service, you can access the Internet **AND** use your telephone for voice calls all at the same time.

Connecting to the Internet

Please note that your ADSL service may *not* be active when you receive your computer. **Contact your ADSL Internet service provider for the status of your ADSL service order AND for assistance with setting up your account.**



NOTE: Please see the **ADSL Connection Guide** that you received with your Dell computer for ADSL modem, dial-up modem, telephone device, wall-mount filter, line conditioner, and line splitter connection instructions, as well as contact information for your ADSL Internet service provider.

The information in this guide is provided by the supplier of the referenced device without independent verification by Dell and is subject to the [restrictions and disclaimers](#) noted below.

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FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna, increase the separation between the equipment and receiver, connect the equipment into a different outlet circuit than the receiver, consult an experienced radio/TV technician for help, shielded cables must be used to comply with FCC regulation

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How ADSL Works: ADSL Modem User's Guide

Your computer is equipped with an internal PCI Asymmetric Digital Subscriber Line (ADSL) modem. Once your ADSL Internet service provider activates your ADSL service, you can connect to the Internet AND use your telephone for voice calls or to send and receive faxes simultaneously.

ADSL Internet service makes it possible for you to surf the Web, as well as send and receive e-mail over your existing telephone line. ADSL technology brings you a high-speed Internet connection without having to install an additional telephone line.



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Reinstalling the ADSL Modem Driver: ADSL Modem User's Guide

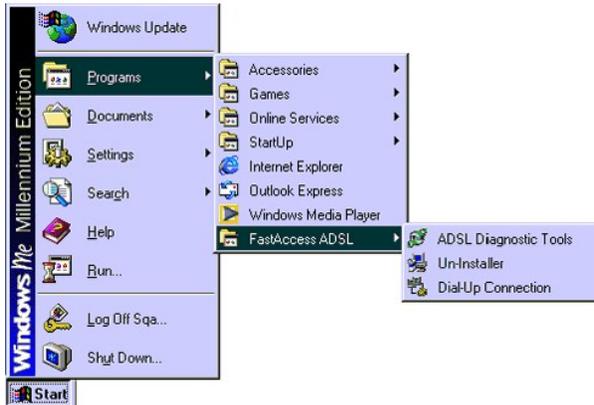
[Uninstalling ADSL Modem Driver](#) • [Reinstalling the ADSL Modem Driver](#) • [Connecting to the Internet](#) • [Getting Help](#)

 **NOTE:** Dell factory-installed your ADSL modem driver. If you must reinstall the ADSL modem driver, uninstall the driver before you reinstall the driver.

If you move your ADSL modem to another PCI card slot, uninstall the ADSL modem driver before you remove the card. Reinstall the driver after you reinstall the ADSL modem.

Uninstalling the ADSL Modem Driver

1. From the Windows® desktop, click the **Start** button, point to **Programs, FastAccess ADSL**, and then click **Uninstaller**.



2. The **Warning** screen appears. Click **Yes**.



3. The **Uninstall Finished** screen appears. Click **Yes** to restart your computer.



Reinstalling the ADSL Modem Driver

1. The **Add New Hardware Wizard** screen appears. Insert the *ADSL Modem Drivers and Utilities* CD into the CD or DVD drive.

2. Click **Automatic Search for a better driver (Recommended)** and then click **Next**.



3. Click **Finish**.



4. The **System Setting Change** screen appears. Click **Yes** to restart your computer.



You successfully reinstalled the ADSL modem driver.

See [Connecting to the Internet](#) for connection instructions.

Connecting to the Internet

If this is the first time that you are connecting to the Internet with your ADSL service, contact your Internet service provider for connection assistance. See the *ADSL Connection Guide* for contact information.

 **NOTE:** Ensure that the telephone line is connected to the ADSL modem! For ADSL modem connection instructions, see the *ADSL Connection Guide* that you received with your computer.

If you have previously connected to the Internet using your ADSL service and you have a FastAccess® user name and password:



1. Double-click the **ADSL** icon on your desktop.
2. The **Connect To** screen appears. Type your FastAccess® **User name** and **Password**.
3. Click **Save Password** and then click **Connect**.

 **NOTE:** Do not add or change the **Phone number** information (if it is blank, leave it blank) unless instructed to do so by your ADSL Internet service provider.



The **Connecting To My Connection** screen appears.



The **Connection Established** screen appears.



4. You are connected to the Internet. Click **Close**.

The ADSL modem diagnostic icon  appears on the taskbar.

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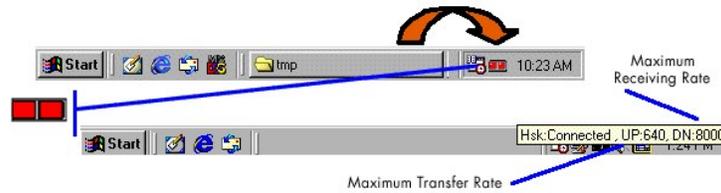
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Diagnostic Tools: ADSL Modem User's Guide

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The ADSL modem diagnostic icon indicates the Internet connection status and provides access to the ADSL modem diagnostic tests.

The ADSL modem diagnostic icon is on the task bar. You can place the mouse cursor over the icon to view the upstream (maximum transfer) and downstream (maximum receiving) data transfer rates.



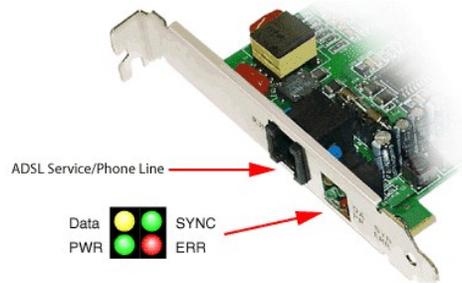
ADSL Modem Diagnostic Icon Color Codes

The status of your Internet connection can be determined by checking the icon color codes:

Color Code	Description
	No connection
	Attempting to establish connection
	Connection idle
	Receiving data
	Transmitting data
	Transmitting and receiving data.
	Modem is not connected to a telephone wall jack or driver problem exists.

Modem Card LED Indicators

ADSL Modem Connector and LEDs

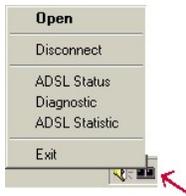


LED Name	Color/Location	Signal	Description
DATA	Yellow Top	On TX or RX Off no data	ATM data transmission
SYNC	Green Top	Fast flash Slow flash	Modem Connecting Modem Connected
PWR	Green Bottom	Flashing On	Initialized, idle mode (disconnect) Power Supply OK
ERR	Red Bottom	Flashes on CRC error	ATM data transmission

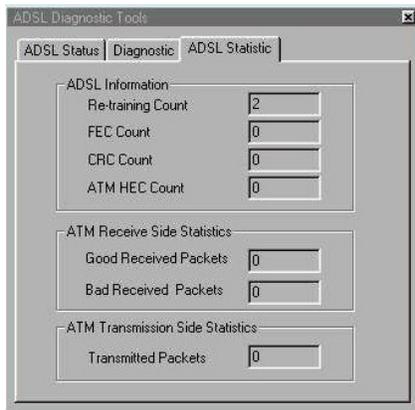
NOTE: If all LEDs are on, the ADSL modem driver is not installed **OR** the modem is defective.

Running the ADSL Modem Diagnostics

1. Right-click the ADSL modem diagnostic icon and then click **Open**.



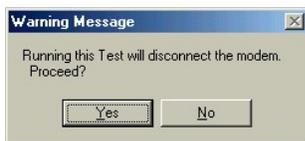
The ADSL Diagnostic Tool screen appears.



2. Click the **Diagnostic** tab and then click **Run Diagnostics**.



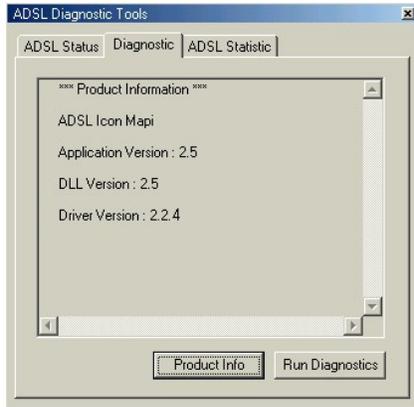
3. A **Warning Message** screen appears.



- 1 Click **Yes** to run the diagnostics.
- 1 Click **No** to exit the diagnostics.

Viewing Driver Version Information

1. Right-click the ADSL modem diagnostic icon  and then click **Open**.
2. Click the **Diagnostic** tab and then click the **Product Information**.

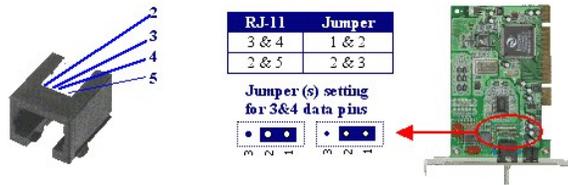


Jumper-Pin Configuration

Dell configures your ADSL modem in accordance with your ADSL Internet service provider requirements. However, in the event a change becomes necessary, contact your ADSL Internet service provider before changing the jumper-pin setting.

The ADSL modem is configured to use Line 1 (pins 3 and 4).

If the ADSL modem must be configured to use Line 2 (pins 2 and 5) lift the jumper off of pins 1 and 2, and place it onto pins 2 and 3.



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Solving ADSL Modem Problems: ADSL Modem User's Guide

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ADSL Modem Diagnostic Icon Color Codes

The status of your Internet connection can be determined by checking the icon color codes:

Color Code	Description
	No connection
	Attempting to establish connection
	Connection idle
	Receiving data
	Transmitting data
	Transmitting and receiving data.
	Modem is not connected to a telephone wall jack or driver problem exists.

Common Problems and Solutions

Problem	Solution
<p>The ADSL modem diagnostic icon is not on the taskbar.</p> 	<p>Restart the computer:</p> <ol style="list-style-type: none"> 1. Save and close any open files and exit any open programs. 2. Click the Start button, and then click Shut Down. 3. In the Shut Down Windows window, click Restart and then click OK. <p>If the ADSL modem diagnostic icon does not appear after you restart the computer, uninstall and reinstall the driver.</p>
<p>There are 2 ADSL modem diagnostic icons on the taskbar.</p> 	<p>You may have inadvertently installed two drivers. Contact your ADSL Internet service provider before you uninstall any ADSL modem driver to ensure that you uninstall the appropriate driver. See the <i>ADSL Connection Guide</i> for contact information.</p>
<p>The ADSL modem diagnostic icon lights are black and flashing yellow:</p> 	<p>The ADSL modem is trying to connect to the Internet. If the modem fails to connect: ensure that the modem is connected to the telephone wall jack. See the <i>ADSL Connection Guide</i> that you received with your computer for connection instructions.</p> <p>You may have inadvertently installed a filter or line conditioner on the telephone cord that connects the modem to the telephone wall jack. See the <i>ADSL Connection Guide</i> that you received with your computer for connection instructions.</p> <p>Your ADSL service may be temporarily down. Contact your ADSL Internet service provider. See the <i>ADSL Connection Guide</i> for service provider contact information.</p>
<p>Both ADSL modem diagnostic icon lights are red.</p> 	<p>Ensure that the modem is connected to the telephone wall jack. See the <i>ADSL Connection Guide</i> that you received with your computer for connection instructions.</p> <p>Your ADSL service may be temporarily down. Contact your ADSL Internet service provider. See the <i>ADSL Connection Guide</i> for service provider contact information.</p> <p>Right-click the modem diagnostic icon and then click Diagnostic to run the modem diagnostics.</p> <p>If all tests pass, the digital circuit is functioning properly, but the analog circuit may be defective. Contact your ADSL Internet service provider. See the <i>ADSL Connection Guide</i> for service provider contact information.</p> <p>If any of the tests fail, the digital circuit is defective. Contact your ADSL Internet service provider. See the <i>ADSL Connection Guide</i> for service provider contact information.</p>
<p>You cannot connect to the Internet.</p> 	<p>Check the ADSL modem diagnostic icon.</p> <p>Ensure that the ADSL modem is connected to the telephone wall jack. See the <i>ADSL Connection Guide</i> that you received with your computer for connection instructions.</p> <p>The telephone line that connects connects the ADSL modem to the telephone wall jack may be defective. Test the telephone line with a telephone. <i>You must install a line conditioner when testing the telephone line</i>. If the telephone line is defective, contact your ADSL Internet service provider for a replacement cord.</p> <p>You may have inadvertently installed a filter or line conditioner on the telephone cord that connects the modem to the telephone wall jack. See the <i>ADSL Connection Guide</i> that you received with your computer for connection instructions.</p>
<p>You can connect to the Internet but the connection unexpectedly terminates.</p> 	<p>The telephone line that connects connects the ADSL modem to the telephone wall jack may be too close to a device that emits radio frequency interference, such as a television or a cordless telephone. If you have such a device close to the telephone line or your computer, try moving the device.</p> <p>Contact your ADSL Internet service provider. See the <i>ADSL Connection Guide</i> for Internet service provider contact information.</p>
<p>You hear noise or static when you use the telephone.</p>	<p>Ensure that you have installed the wall-mount filter or a line conditioner. See the <i>ADSL Connection Guide</i> that you received with your computer for connection instructions.</p>

Getting Help

If you suspect that your ADSL modem is not working or if you have questions about ADSL service-related issues, contact your ADSL Internet service provider. Contact information is in the *ADSL Connection Guide* that you received with your computer.

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