

**Belgacom AAM6000UG – ALC**

**USB ADSL Modem**



**User's Manual**

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Product Name:	AAM6000UG – ALC USB ADSL Modem
Manual Revision:	3 E1228
Release Date:	March 2003

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## Safety Statements

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This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:

- This device may not cause harmful interference, and
- This device must accept any interference received, including interference that may cause undesired operation.

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 manufacturer's 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 to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**WARNING! Any changes or modifications to this product not expressly approved by the manufacturer could void any assurances of safety or performance and could result in violation of Part 15 of the FCC Rules.**

### UL

This product meets all safety requirements per UL-1950 standard.

### FCC

This product meets all safety requirements per Part 15, Class B, Part 68

### CE

This certificate of conformity is based on an evaluation of the ADSL Modem that is in compliance with the Low Voltage Directive 73/23/EEC and the Amendment Directive 93/68/EEC.

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# 1 Introduction

Study the manual carefully to familiarize yourself with the product, installation and support materials.

## 1.1 Getting Started: System Requirements

Before setting up and running the *USB ADSL Modem*, ensure that the following conditions are fulfilled:

1. ADSL and telephone service: Enable an ADSL line through a local service provider. Unless a new, separate line is opened for the ADSL modem, a central line splitter box, or distributed filters, must be in place to decouple the ADSL and telephone signals.



**WARNING! Provide adequate ventilation for the modem and keep it away from heat sources. Do not use the modem near water like bathtubs or sinks. To prevent shock or short circuits, never push any objects through openings in the modem housing.**

2. The PC system must be supplied with a USB port capable of powering add-on devices. Low-powered ports will not be adequate. Check the PC documentation. A USB hub may also be used to connect and power the modem.

### 1.2 Overview

The *USB ADSL Modem* is a universal serial bus ADSL modem. The modem is designed to function with full compatibility with the latest ADSL standards. Ideal for home and small business users, the easy-to-use *USB ADSL Modem* offers: automatic installation, reliable connectivity and remarkable data transfer rates up to 8Mbps. Make the most of your PC: cruise the Internet freeway as fast as you want to go! Listen to music, download large software applications and perform a myriad of data-intensive operations.

### 1.3 Features

- USB port interface: no extra power required
- ANSI T1.413 Issue 2, ITU-T G.992.1 (G.dmt), G.992.2 (G.lite)
- Automatic PPP support: PPPoA compatible
- Firmware upgradable
- Supports Windows® 98SE, Me, 2000, XP
- Plug and Play installation for easy setup
- Operator defined service profiles for simplified installation
- Driver uninstall capability
- Diagnosis through front panel LEDs
- Stylish, compact design: 26 x 111 x 130 (mm)

### 1.4 Package Contents

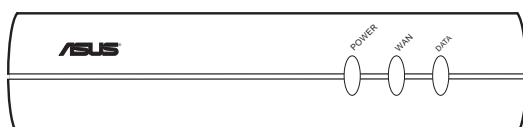
The ADSL Modem is supplied with the following materials. Please check the contents carefully. If anything is missing, please contact your dealer immediately.

- ☑ (1) USB ADSL Modem
- ☑ (1) RJ-11 telephone cable
- ☑ (1) Universal Serial Bus (USB) cable
- ☑ (1) Quick Installation Guide
- ☑ (1) CD ROM Support disk

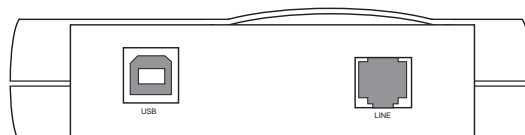
## 2. Installation

### 2.1 Connecting the USB ADSL Modem

*Front View*

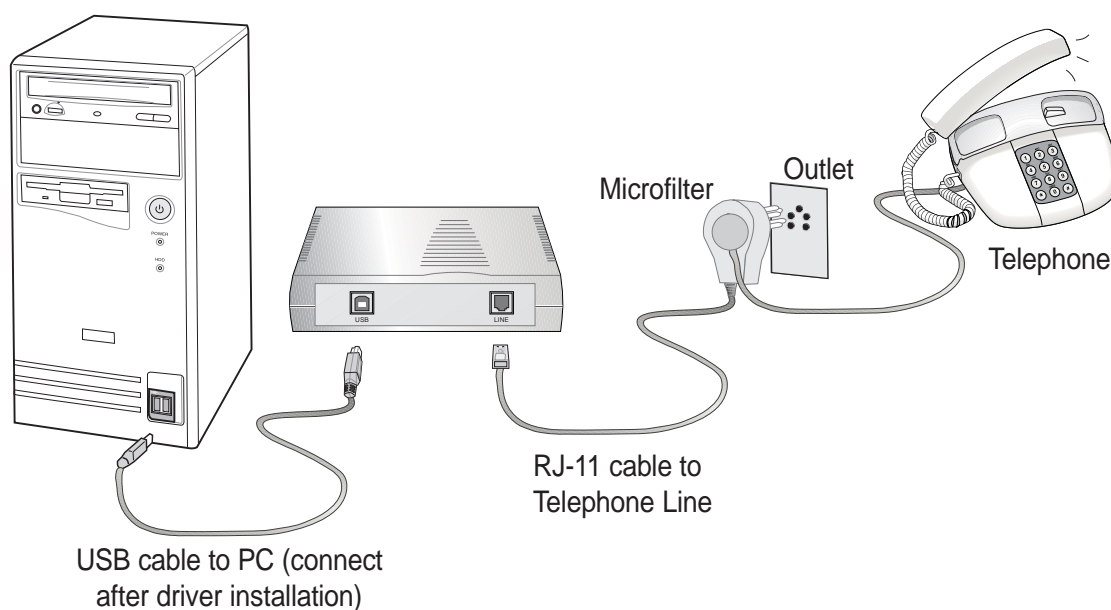


*Rear View*



#### Cable Connection Diagram

Connect the RJ-11 telephone cable as shown below.



**DO NOT CONNECT THE USB CABLE UNTIL THE DRIVER INSTALLATION IS COMPLETE.**

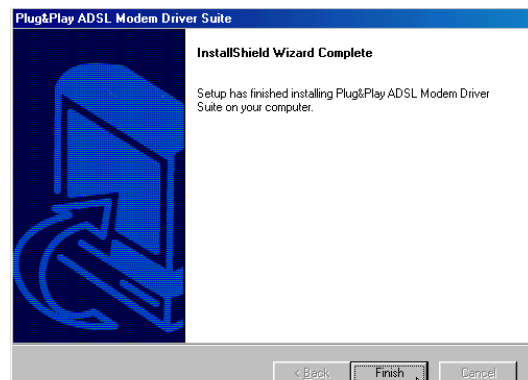
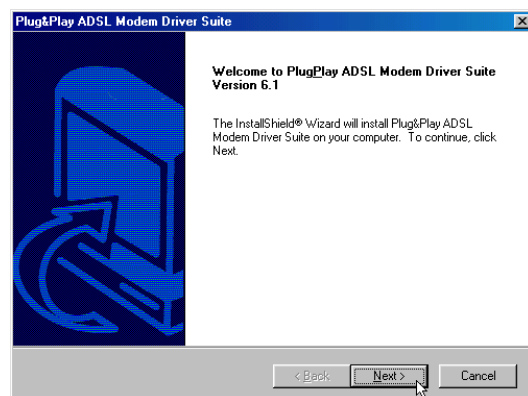


### 2.2 Windows 98SE

#### Installing USB ADSL Modem Drivers

1. Insert the provided CD. The CD should automatically start the driver installation. If your autorun is disabled, double-click “Setup.exe” in the root of the CD.
2. Click **Next** after reading the Welcome screen.
3. Click **Finish** when installation is complete.
4. Connect the modem to your computer’s USB port using the provided USB cable and wait while the modem is configured.

Processing is going on...

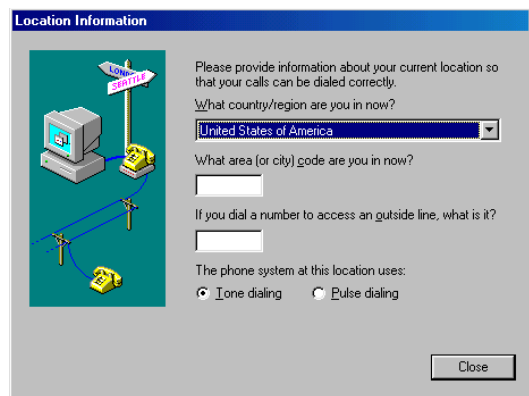
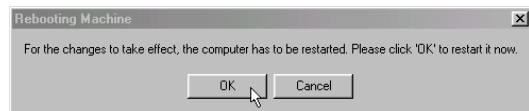
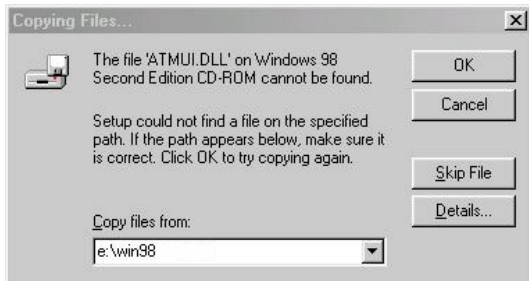


Processing is going on. (If you did not connect your modem to the computer, please connect it now.)

9%



5. You will be asked for your Windows 98 SE setup CD. Insert the CD and enter the letter of your CD-ROM drive and the path (if necessary).
6. Restart your computer to complete your ADSL modem installation.
7. If you see the “Location Information” window, you must select your country or region and enter your telephone area code. Click **Close** when done.
8. “Shortcut to ADSL USB Modem Connection” icon will appear on your desktop. Double-click the icon to open the connection interface.
9. Enter a username and password and click the **Connect** button to connect to your Internet Service Provider (ISP).

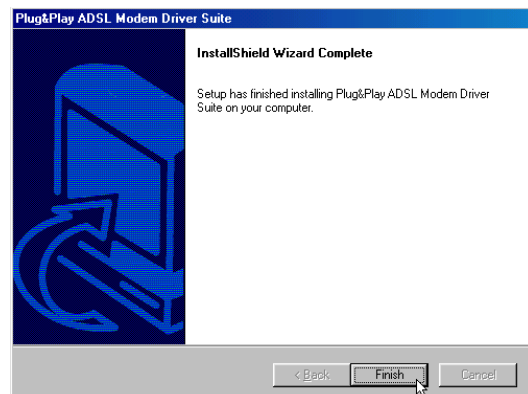
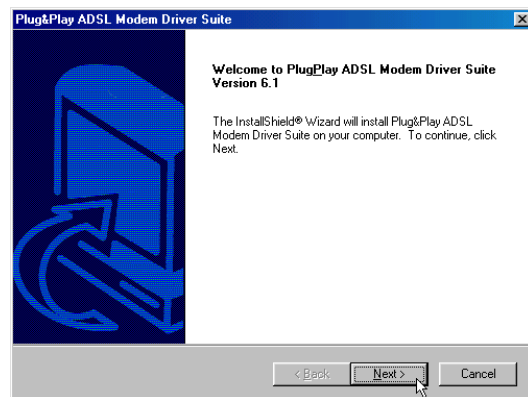


### 2.3 Windows Me

#### Installing USB ADSL Modem Drivers

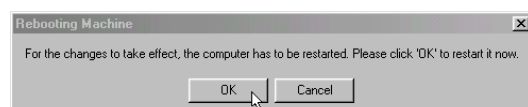
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2. Click **Next** after reading the Welcome screen.
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4. Connect the modem to your computer’s USB port using the provided USB cable and wait while the modem is configured.
5. Restart your computer to complete your ADSL modem installation.

Processing is going on...



Processing is going on. (If you did not connect your modem to the computer, please connect it now.)

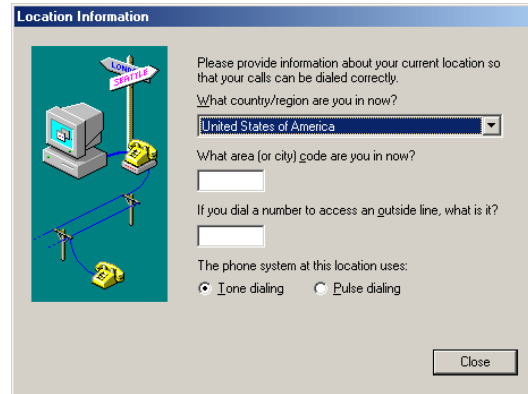
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### 2.3 Windows Me

#### Installing USB ADSL Modem Drivers

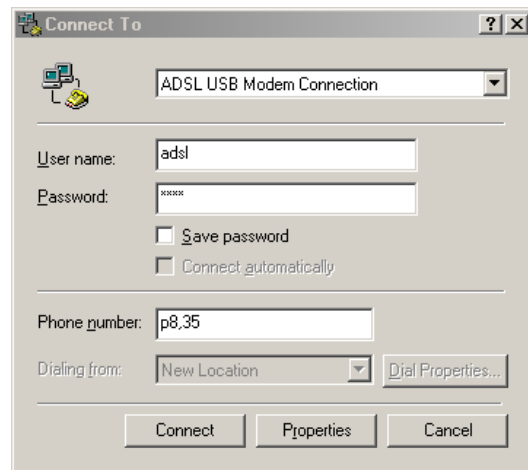
6. If you see the “Location Information” window, you must select your country or region and enter your telephone area code. Click **Close** when done.



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8. Enter a username and password and click the **Connect** button to connect to your Internet Service Provider (ISP).

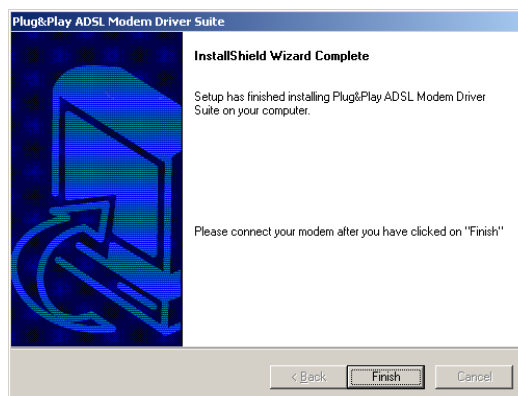
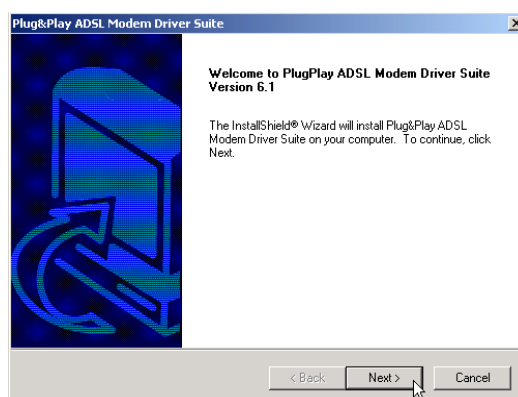


### 2.4 Windows 2000

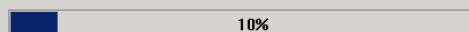
#### Installing USB ADSL Modem Drivers

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2. Click **Next** after reading the Welcome screen.
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Processing is going on...



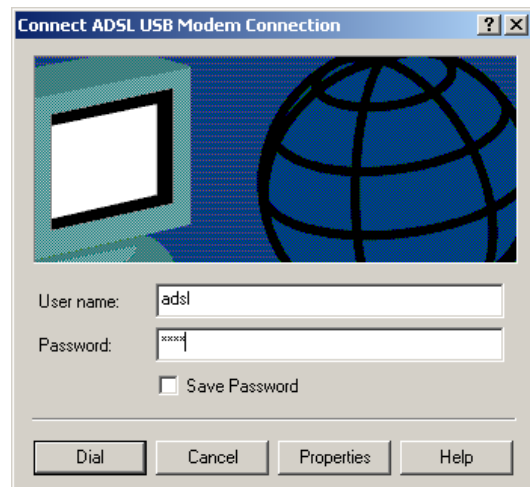
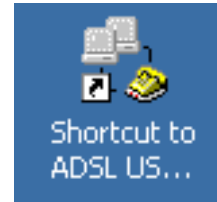
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### 2.4 Windows 2000

#### Installing USB ADSL Modem Drivers (Cont.)

5. “Shortcut to ADSL USB Modem Connection” icon will appear on your desktop. Double-click the icon to open the connection interface.
6. Enter a username and password and click the **Dial** button to connect to your Internet Service Provider (ISP).

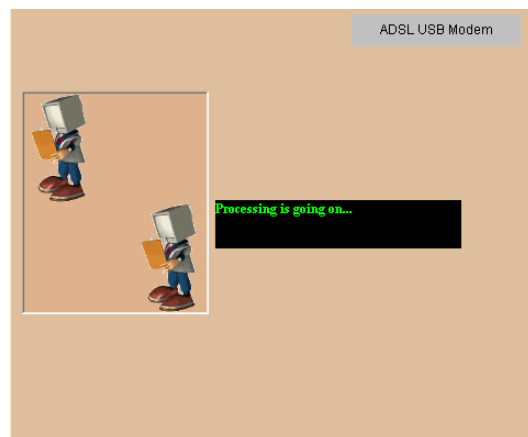
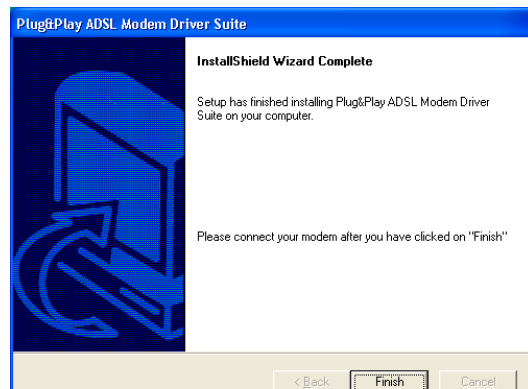
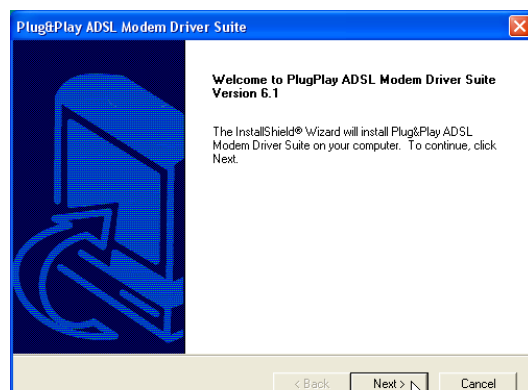


### 2.5 Windows XP

#### Installing USB ADSL Modem Drivers

1. Insert the provided CD. The CD should automatically start the driver installation. If your autorun is disabled, double-click “Setup.exe” in the root of the CD.
2. Click **Next** after reading the Welcome screen.
3. Click **Finish** when installation is complete.
4. Connect the modem to your computer’s USB port using the provided USB cable and wait while the modem is configured.

Processing is going on...



### 2.5 Windows XP

#### Installing USB ADSL Modem Drivers (Cont.)

5. “Shortcut to ADSL USB Modem Connection” icon will appear on your desktop. Double-click the icon to open the connection interface.
6. Enter a username and password and click the **Dial** button to connect to your Internet Service Provider (ISP).



Shortcut to  
ADSL USB  
Modem  
Connection



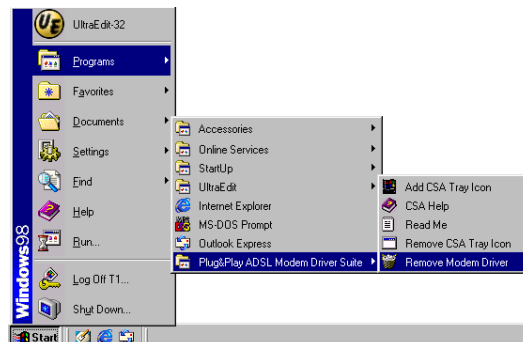


### 3. Uninstalling Drivers

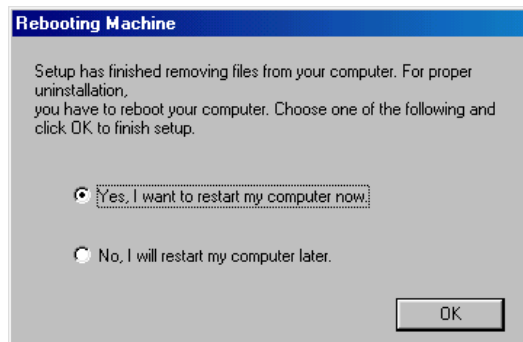
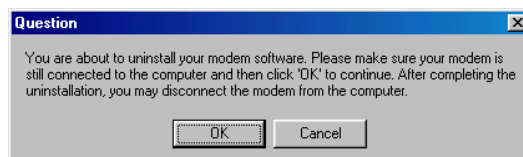
#### 3.1 Windows 98SE

##### Uninstalling USB ADSL Modem Drivers

1. Click **Remove Modem Driver** from Windows Start menu.



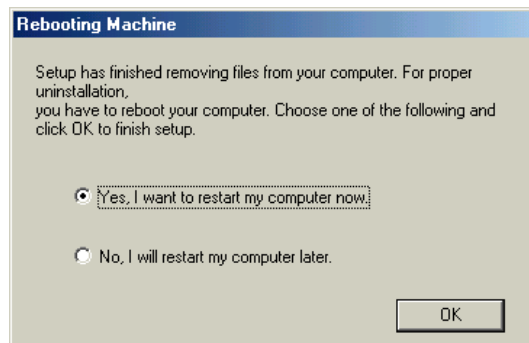
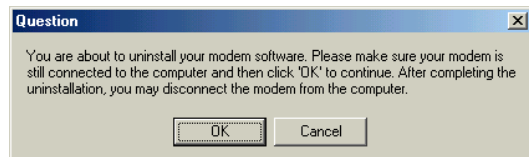
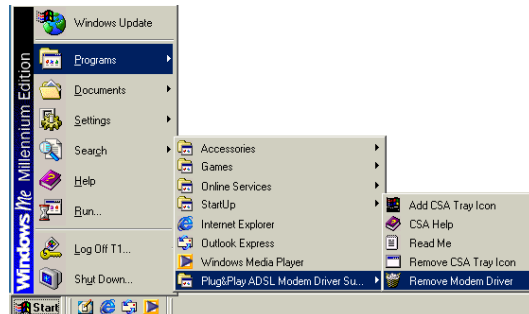
2. Keep your modem connected and click **OK**.
3. Click **OK** to restart your computer and complete the uninstallation.



### 3.2 Windows Me

#### Uninstalling USB ADSL Modem Drivers

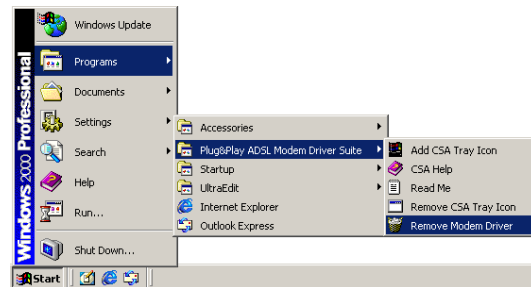
1. Click **Remove Modem Driver** from Windows Start menu.
2. Keep your modem connected and click **OK**.
3. Click **OK** to restart your computer and complete the uninstallation.



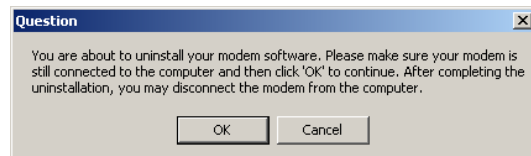
### 3.3 Windows 2000

#### Uninstalling USB ADSL Modem Drivers

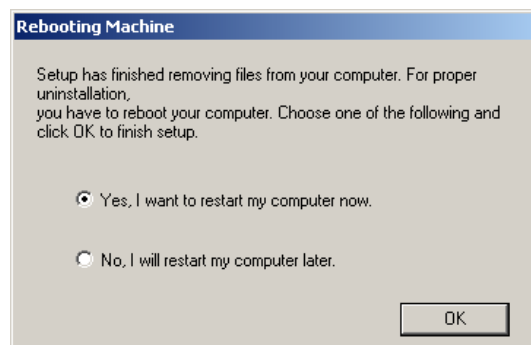
1. Click **Remove Modem Driver** from Windows Start menu.



2. Keep your modem connected and click **OK**.



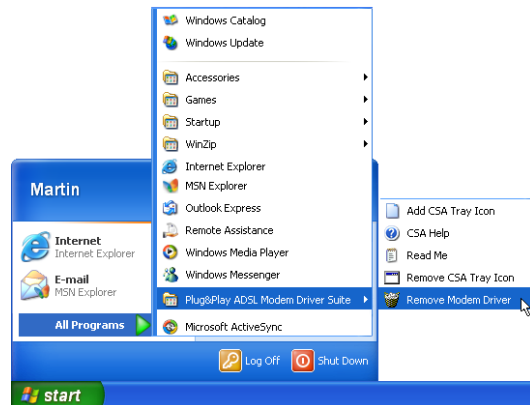
3. Click **OK** to restart your computer and complete the uninstallation.



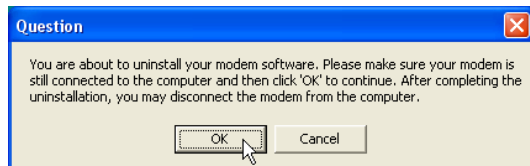
### 3.4 Windows XP

#### Uninstalling USB ADSL Modem Drivers

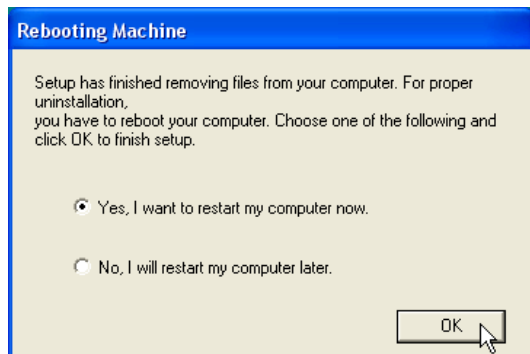
1. Click **Remove Modem Driver** from Windows Start menu.



2. Keep your modem connected and click **OK**.

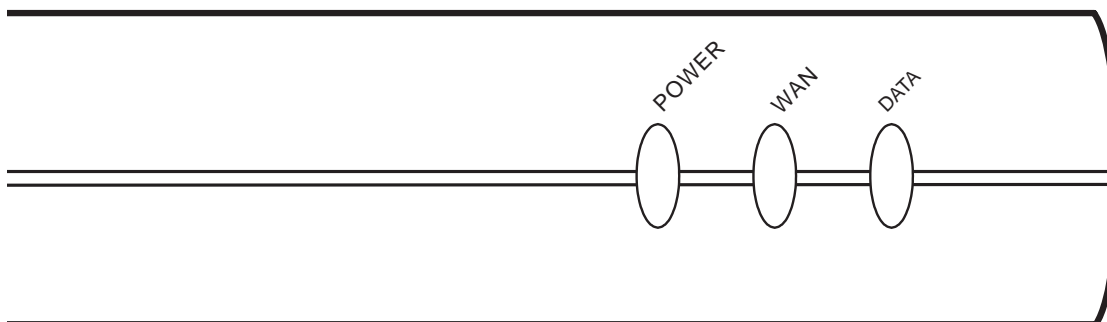


3. Click **OK** to restart your computer and complete the uninstallation.



### 4. Using the Modem

#### 4.1 Front Panel System Indicators

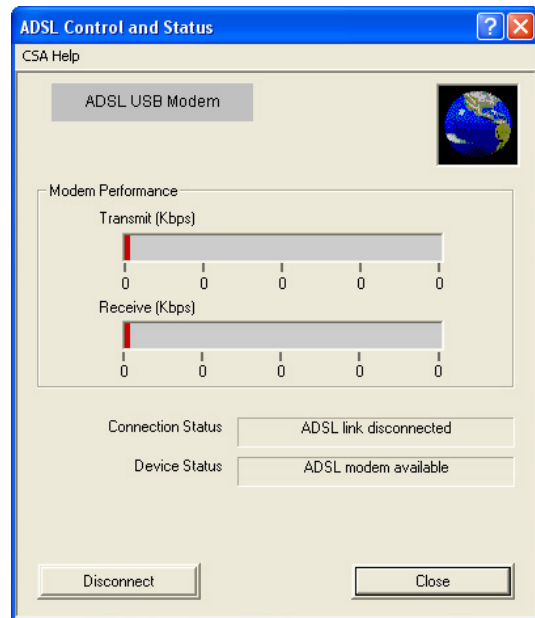


The three indicator lights on the front panel illuminate or blink according to the system status as follows:

POWER	WAN	DATA	Definition
OFF	OFF	OFF	Modem not attached or computer is not ON.
ON	OFF	OFF	Driver not installed, or ADSL line is disconnected.
ON	Blinking	OFF	Waiting for ADSL line synchronization or waiting for data traffic after ADSL connection ready.
ON	ON	Blinking	ADSL connection ready.

### 4.2 ADSL Control and Status

Access the **Control and Status Application (CSA)** by double-clicking the **DSL icon** on the bottom right of the screen. The **CSA** displays information about the real-time operation of the ADSL modem.



The **DSL icon** changes color to indicate the operational status of the ADSL modem.

Color	Condition
Black	The modem is not available.
Red	The modem is disconnected.
Blue	The modem is waiting for initialization.
Yellow	The modem is initializing.
Green	The modem is connecting and functioning.

# Troubleshooting

If your Internet connection is not working, the following hints may be helpful. If you still cannot make a connection to the Internet after trying the following, it is recommended that you contact your ISP for assistance.

### Problem 1:

**I cannot find the Shortcut to ADSL USB Modem Connection on the desktop. What should I do?**

### Solution 1:

Make sure the modem is plugged in, then, follow these steps to create the shortcut.

#### <Windows 98/ME>

1. On the desktop, select **Start > Programs > Accessories > Communication > Dial-Up Networking**
2. Double click the **Make New Connection** icon.
3. Click the **Configure** button. In **Circuit Type**, select **Permanent Virtual Circuit** with **VPI: 8** and **VCI: 35**, click **OK**. After returning to the previous screen, click **Next**.
4. Fill in the phone number **p8,35**, click **Next**.
5. When the Create Successfully screen appears, click **Finish**.

#### <Windows 2000>

1. On the desktop, select **Start > Programs > Accessories > Communication > Network and Dial-up Connections**.
2. Double click the **Make New Connection** icon.
3. At the “Network Connection Wizard”, click **Next**.
4. In “Network Connection Type”, select **Dial-up to private network**. Click **Next**.
5. At the **Select a Device** screen, the correct modem is selected by default. Click **Next**.
6. Fill in the phone number **p8,35**, click **Next**.
7. At the “Connection Availability” screen, the connection defaults to **For all users**. Click **Next**.
8. When the “Completing the Network Connection Wizard” screen appears, click **Finish**.



### Troubleshooting (Cont.)

#### <Windows XP>

1. On the desktop, select **Start > Programs > Accessories > Communication > New Connection Wizard**
2. At the **Network Connection Wizard**, click **Next**
3. In **Network Connection Type**, select **Connect to the Internet**. Click **Next**.
4. Select **Set up my connection manually**, click **Next**
5. Select **Connect using a dial-up modem**, click **Next**
6. At the **Select a Device** screen, the correct modem is selected by default. Click **Next**
7. Type your ISP Name, click **Next**.
8. Fill in the phone number **p8,35**, click **Next**.
9. Type the user name and password provided by your ISP, click **Next**.
10. When the **Completing the Network Connection Wizard** screen appears, click **Finish**.

#### Problem 2:

The USB modem is not working. The CSA icon remains black even after plugging in the USB modem.

#### Solution 2:

First, please check if the driver is running properly.

1. On the desktop, select, **Start > Settings > Control Panel**
2. Double click the **System** icon, and select the option button **Hardware > Device Manager** (In Windows 98/ME, we just need to click **Device Manager**)
3. Check if the “ADSL USB Modem” is installed under **Network Adapters**. If the device shows with an “!”, it means the device not working properly. You may try to disable the device by right-click the device icon and then enable it again by the same way (this method is not provided in Windows 98/ME). You may be asked to restart the PC after disabling/enabling the device, please follow all the instructions

If the problem persists, it is recommended to “**cleanup**” the installation and reinstall. “**Cleanup**” is a utility that can be run from the support CD. At the Windows **Start** button, select **Run**, click **Browse** and search for “**cleanup.exe**” on the support CD. Once you run the utility, it pops up a message for restarting the system. Reinstall the driver after restarting Windows.

#### Problem 3:

The CSA icon is green, but I still cannot log in or connect to my ISP.

#### Solution 3:

Try running the “**cleanup**” utility and reinstalling the modem driver.

