

ASUS USB ADSL MODEM AAM6000UG - ALC

TROUBLESHOOTING

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.

DESCRIPTION	RECOMMENDED ACTION
<i>I cannot find the Shortcut to ADSL USB Modem Connection on the desktop. What should I do?</i>	<p>Make sure the modem is plug in, then, follow these steps to create the shortcut-</p> <p><Windows 98/ME></p> <ol style="list-style-type: none"> 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. When return to last screen, click Next. 4. Fill in the phone number p8,35, click Next. 5. When the Create Successfully screen appears, click Finish. <p><Windows 2000></p> <ol style="list-style-type: none"> 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. <p><Windows XP></p> <ol style="list-style-type: none"> 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.

<p><i>The USB modem is not working. The CSA icon remains black even after plugging in the USB modem.</i></p>	<p>First, please check if the driver is running properly.</p> <ol style="list-style-type: none"> 1. On the desktop, select, Start>Settings>Control Panel 2. Double click the System icon, and select the option button Hardware>Devices Manager (In Windows 98/ME, we just need to click Devices 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 <p>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 rebooting.</p>
<p><i>The CSA icon is green, but I have problem in logging in, or connect to my ISP.</i></p>	<p>Run “cleanup” utility and reinstall may solve the problem.</p>