# Prestige 650H-17 Read Me First



WALL PHONE JACK

WALL OUTLET

PC

PC

HUB
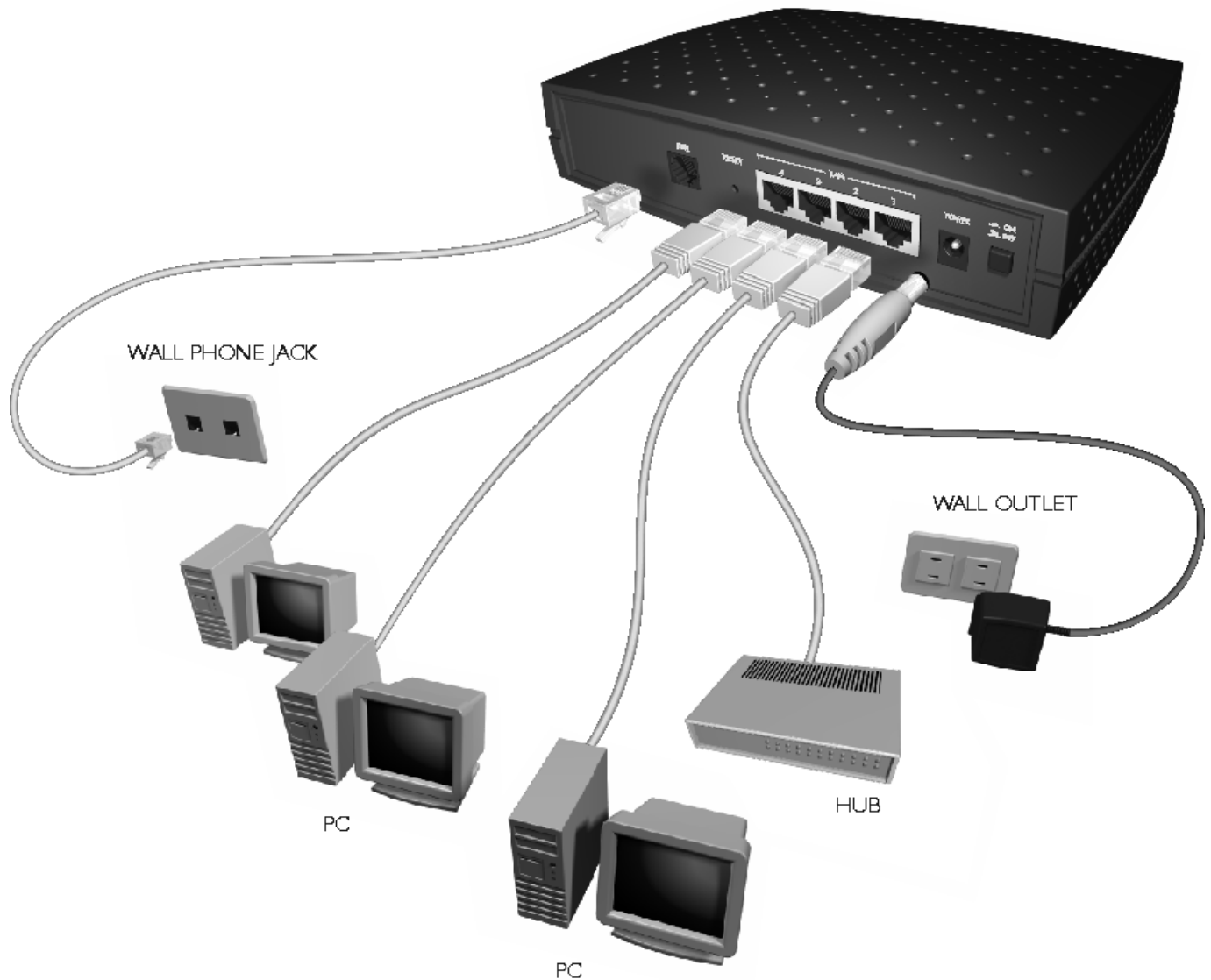
## Prestige Rear Panel Connections

| PORT | CONNECTION |
|------|------------|
| DSL | Connect to a telephone jack using the included phone wire. |
| LAN 10/100M | Connect to a computer/external hub using a straight-through cable or a crossover cable. |
| POWER | Connect to a power source using the power adapter for your region (see your *User's Guide*). |

**Register your Prestige online at www.zyxel.com for free product updates and information.**

## Prestige Factory Defaults

| IP Address | 192.168.1.1 | Default Password | 1234 |
|------------|-------------|------------------|------|
| Subnet Mask | 255.255.255.0 | DHCP IP Pool | 192.168.1.33 – 192.168.1.64 |

# Network Access Checklist

You need an account with an Internet Service Provider (ISP).

1. Your user (account) name and password.
2. VPI (Virtual Path Identifier) and VCI (Virtual Channel Identifier) number.
3. Encapsulation: PPPoA, RFC 1483, ENET ENCAP or PPPoE.
4. Multiplexing method: LLC-based or VC-based.
5. You may need to know your Service Name if you are using PPPoE.
6. The IP address of the DNS (Domain Name System) server(s) and Gateway (if provided).

# Preparing Your Network

All computers must have a 10M or 100M Ethernet adapter card and TCP/IP installed.

TCP/IP should already be installed on computers using Windows NT/2000/XP, Macintosh OS 7 and later operating systems.

**These procedures are for dynamic IP addresses.**

## Setting up Your Windows 95/98/Me Computer

### Installing TCP/IP Components

1. Click **Start**, **Settings, Control Panel** and double-click the **Network** icon.

2. The **Network** window **Configuration** tab displays a list of installed components.

To install TCP/IP:

a. In the **Network** window, click **Add**.

b. Select **Protocol** and then click **Add**.

c. Select **Microsoft** from the list of manufacturers.

d. Select **TCP/IP** from the list of network protocols and then click **OK**.

### Configuring TCP/IP

1. In the **Network** window **Configuration** tab, select your network adapter's **TCP/IP** entry and click **Properties**.

2. Click the **IP Address** tab. Click **Obtain an IP address automatically**.

3. Click the **DNS Configuration** tab. Select **Disable DNS**.

4. Click the **Gateway** tab. Highlight any installed gateways and click **Remove** until there are none listed.

5. Click **OK** to save and close the **TCP/IP Properties** window.

6. Click **OK** to close the **Network** window.

7. Turn on your Prestige and restart your computer when prompted. Insert the Windows CD if prompted.

### Verifying TCP/IP Properties

1. Click **Start** and then **Run**. In the **Run** window, type "winipcfg" and then click **OK** to open the **IP Configuration** window.

2. Select your network adapter. You should see your computer's IP address, subnet mask and default gateway.

## Setting up Your Windows NT/2000/XP Computer

### Configuring TCP/IP

1. Click **Start**, **Settings**, **Network and Dial-up Connections** and right-click **Local Area Connection** or the connection you want to configure and click **Properties**. For Windows XP, click **start**, **Control Panel**, **Network and Internet Connections** and then **Network Connections**. Right-click the network connection you want to configure and then click **Properties**.

2. Select **Internet Protocol (TCP/IP)** (under the **General** tab in Win XP) and click **Properties**.

3. The **Internet Protocol TCP/IP Properties** window opens. Click **Obtain an IP address automatically**.

4. Click **Obtain DNS server automatically**.

5. Click **Advanced**, **IP Settings** tab and remove any installed gateways, then click **OK**.

6. Click **OK** to save and close the **Internet Protocol (TCP/IP) Properties** window.

7. Click **OK** to close the **Local Area Connection Properties** window.

8. Turn on your Prestige and restart your computer (if prompted).

### Verifying TCP/IP Properties

1. Click **Start**, **Programs**, **Accessories** and then **Command Prompt**.

2. In the **Command Prompt** window, type "ipconfig" and then press **ENTER**. The window displays information about your IP address, subnet mask and default gateway.

## Setting up Your Macintosh Computer

### Configuring TCP/IP Properties

1. Click the **Apple** menu, **Control Panel** and double-click **TCP/IP** to open the **TCP/IP Control Panel**.

2. Select **Ethernet** from the **Connect via** list.

3. Select **Using DHCP Server** from the **Configure** list.

4. Close the **TCP/IP Control Panel**.

5. Click **Save** if prompted, to save changes to your configuration.

6. Turn on your Prestige and restart your computer (if prompted).

### Verifying TCP/IP Properties

Check your TCP/IP properties in the **TCP/IP Control Panel**.

## Internet Access Configuration

1. Web configurator

2. SMT (System Management Terminal). Access the SMT via Telnet.

### Procedure For Web Configurator Configuration

1. Launch your web browser and enter "192.168.1.1" as the URL.

2. Type "admin" as the user name, "1234" (default) as the password and press **ENTER**.

3. You should now see the **SITE MAP** screen. Click the help icon (located in the upper right portion all screens) for online HTML help.

**Procedure For SMT Configuration via Telnet**

1. Launch a Telnet program. In Windows, click **Start** and then **Run**. Type "Telnet" followed by a space and the IP address of the Prestige, (192.168.1.1 is the default) and click **OK** to display the password screen.

2. Enter "1234", the default password, to access the SMT main menu. As you type a password, the screen displays an "**\***" for each character you type.

Use the ISP information you gathered to configure SMT menu 4 and access the Internet. Refer to your *User's Guide* for details.

## Troubleshooting

| PROBLEM | CORRECTIVE ACTION |
|---|---|
| The PWR and/or SYS LED are off. | Make sure the Prestige is connected to the correct power adapter, the power adapter is plugged into an adequate power supply and the Prestige power switch is turned on. |
| | Turn the Prestige off and on. If the error persists, you may have a hardware problem. In this case, you should contact your vendor. |
| The LAN LED won't turn on. | Check the cable connection to the Prestige LAN port. |
| | Make sure your computer NIC (Network Interface Card) is working properly. |
| The DSL LED is off. | Check the connection between the Prestige DSL port and the wall jack. Make sure you are using RJ45 connector. |
| I cannot access the SMT menu. | The default SMT password is "1234". If you have changed the password and have now forgotten it, you will need to upload the default configuration file (see *User's Guide*). |
| I cannot access the web configurator. | Check that your computer IP address and the Prestige IP address are on the same subnet. |
| | If you changed the Prestige default LAN IP address then enter the new one as the URL. |
| | Remove any filters you have applied in menu 3.1 (LAN) or in menu 11.5 (WAN) to block web service. |
| I cannot ping any computer on the LAN. | If all of the 10/100M LAN LEDs are off, check the cables between the Prestige and your computer or hub. |
| | Verify that the IP address and the subnet mask of the Prestige and the computers are on the same subnet. |
| | Check the TCP/IP configuration on your computer. Make sure that the IP address and the subnet mask of the Prestige and the computers are on the same subnet. |
| I cannot get a WAN IP address from the ISP. | The WAN IP is provided after the ISP verifies the MAC address, host name or user ID. |
| | Find out the verification method used by your ISP and configure the corresponding fields. |
| I cannot access the Prestige web configurator. | Check if you have applied a filter in menu 3.1 (LAN) or in menu 11.5 (WAN) to block web service. |
| | Check the TCP/IP configuration on your computer. Make sure that the IP address and the subnet mask of the Prestige and the computers are on the same subnet. |
| | The default password is "1234". If you have changed the password and have now forgotten it, you will need to upload the default configuration file (see *User's Guide*). |
| I cannot access the Internet. | Make sure the Prestige is turned on and connected to the network. |
| | If the Prestige's DSL LED is off, check the cable between the Prestige and the telephone wall jack. Make sure you are using the RJ45 connectors. |
| | Make sure you entered your user name correctly. A username may be case-sensitive. |