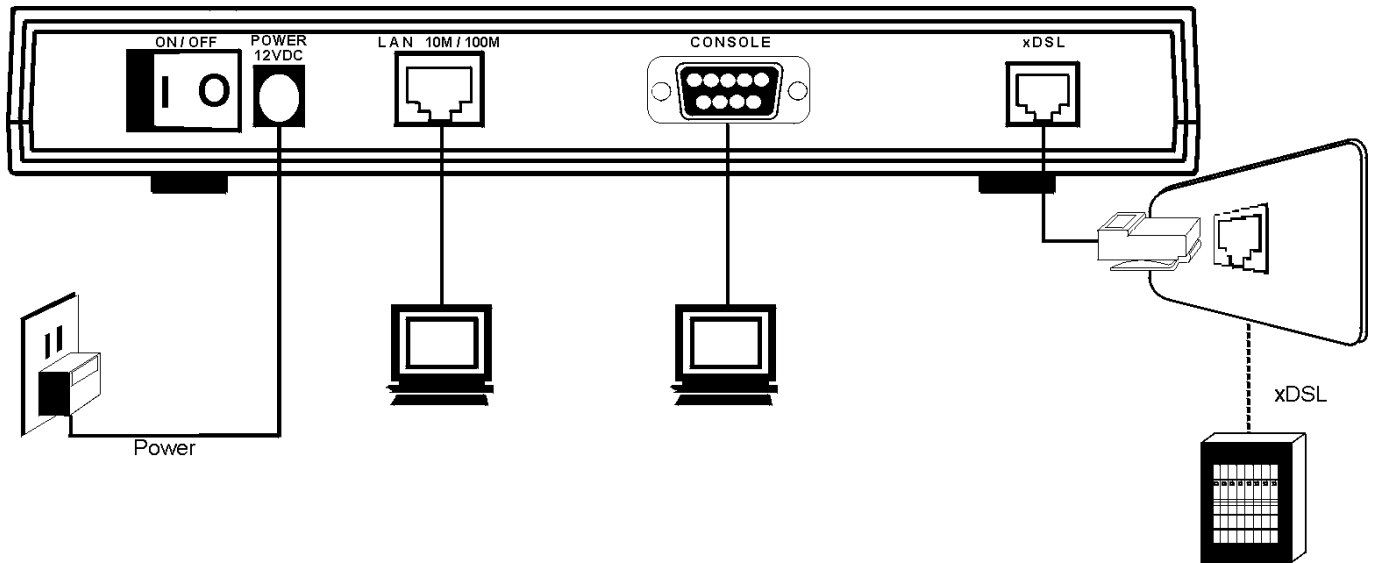


# Prestige 782M Read Me First



## Prestige Rear Panel Connections

PORT	CONNECTION
xDSL	Connect to the telephone jack using the RJ-11 cable (supplied).
CONSOLE	Connect to a serial port (COM port) on your computer using the RS-232 end (the big end) of the supplied console cable. Connect the other end to the Prestige CONSOLE port.
LAN 10/100M	Connect to a computer using a crossover Ethernet cable or a hub using a straight-through cable.
POWER	Connect to a power source using the power adapter for your region (see your <i>User's Guide</i> ).

**Register your Prestige online at [www.zyxel.com](http://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		

## Network Access Checklist

You need a broadband modem and an account with an Internet Service Provider (ISP).

1. Your login and password (PPP only).
2. VPI (Virtual Path Identifier) and VCI (Virtual Channel Identifier).
3. Encapsulation (PPP or RFC 1483).
4. Multiplexing method: LLC-based or VC-based.

## 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.

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

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### **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. SMT (System Management Terminal). Access the SMT via:
  - Telnet
  - Console port using terminal emulation software

### **Procedure For SMT Configuration via Telnet**

1. Launch a Telnet program. In Windows, click **Start** and then **Run**.
2. 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.
3. Enter "1234", the default password, to access the SMT main menu. As you type a password, the screen displays an "X" for each character you type.

### **Procedure For SMT Configuration via Console Port**

1. Configure a terminal emulation communications program as follows: VT100 terminal emulation, no parity, 8 data bits, 1 stop bit, data flow set to none, 9600 bps port speed.
2. Press **ENTER** to display the SMT password screen. The default password is "1234".

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 LAN LED won't turn on.	<p>Check the cable connection to the Prestige LAN port.</p> <p>Make sure you are using a crossover Ethernet cable if you are connecting the Prestige directly to one computer and a straight-through cable if you are connecting your Prestige to LAN computers via a hub.</p> <p>Make sure your computer NIC (Network Interface Card) is working properly.</p> <p>Check the TCP/IP configuration on your computer. Make sure that the IP address and the subnet mask of the Prestige and the LAN computer(s) are on the same subnet.</p>
The xDSL LED is off.	Check the connection between the Prestige xDSL port and the wall jack.
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 <i>User's Guide</i> ).
I cannot access the Internet.	<p>Make sure the Prestige is turned on and connected to the network.</p> <p>If the Prestige's xDSL LED is off, check the cable between the Prestige and the telephone wall jack.</p> <p>Check whether your cable/xDSL device requires a crossover or straight-through cable.</p> <p>Make sure you entered your user name correctly. A username may be case-sensitive.</p>
No LEDs are on when the Prestige is turned on.	<p>Make sure that the Prestige's power adapter is connected to the Prestige and plugged in to an appropriate power source. Check that the Prestige and the power source are both turned on.</p> <p>Turn the Prestige off and on.</p> <p>If error persists, it may be a hardware problem. Contact technical support.</p>
Cannot access the Prestige via the console port.	1. Check to see if the Prestige is connected to your computer's serial port.
	2. Check to see if the communications program is configured correctly. It should be configured as follows:
	VT100 terminal emulation.
	9600 bps is the Prestige factory default speed. Try other speeds in case it has been changed.
No parity, 8 data bits, 1 stop bit, no flow control.	
Cannot initialize the PVC connection.	Verify the xDSL port/wall jack cable connection. The xDSL LED should be on. If not, verify in menu 24.1 that the <b>Line Status</b> field reads <b>Down</b> . Wait 10 minutes until the PVC synchronizes and the field reads <b>Up</b> . If the field does not eventually read Up, verify in menu 2 that <b>Service Type</b> field (Client or Server) and <b>Transfer Rates</b> are the same as the peer. If problems persist, check with the telephone company, ISP and/or the peer modem (in a LAN-to-LAN application).
Cannot connect to a remote node or ISP.	Check menu 4 or menu 11.1 to verify the <b>Encapsulation</b> for the remote node.
I cannot ping any computer on the LAN.	<p>If all of the 10/100M LAN LEDs are off, check the cables between the Prestige and your computer or hub.</p> <p>Verify that the IP address and the subnet mask of the Prestige and the computers are on the same subnet.</p> <p>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.</p>