Prestige 841

VDSL Modem

Quick Start Guide

Version: 3.30
November 2001

ZyXEL

TOTAL INTERNET ACCESS SOLUTION

Table of Contents

Copyright

Disclaimer

Trademarks

Trademarks mentioned in this publication are used for identification purposes only and may be properties of their respective owners.

CE-Mark Warning

In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

FCC Statement

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

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

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 commercial environment. 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.

If this equipment does cause harmful interference to radio/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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and the receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

Notice 1

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Notice 2

Shielded RS-232 cables are required to be used to ensure compliance with FCC Part 15, and it is the responsibility of the user to provide and use shielded RS-232 cables.

Information for Canadian Users

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective operation and safety requirements. The Industry Canada label does not guarantee that the equipment will operate to a user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

For their own protection, users should ensure that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

Note

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the radio interference regulations of Industry Canada.

ZyXEL Limited Warranty

ZyXEL warrants to the original end user (purchaser) that this product is free from any defects in materials or workmanship for a period of up to two years from the date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, ZyXEL will, at its discretion, repair or replace the defective products or components without charge for either parts or labor, and to whatever extent it shall deem necessary to restore the product or components to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal value, and will be solely at the discretion of ZyXEL.

This warranty shall not apply if the product is modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions.

Note

Repair or replacement, as provided under this warranty, is the exclusive remedy of the purchaser. This warranty is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular use or purpose. ZyXEL shall in no event be held liable for indirect or consequential damages of any kind of character to the purchaser.

Products must be returned Postage Prepaid. It is recommended that the unit be insured when shipped. Any returned products without proof of purchase or those with an out-dated warranty will be repaired or replaced (at the discretion of ZyXEL) and the customer will be billed for parts and labor. All repaired or replaced products will be shipped by ZyXEL to the corresponding return address, Postage Paid (USA and territories only). If the customer desires some other return destination beyond the U.S. borders, the customer shall bear the cost of the return shipment. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Registration

Please register your Prestige (fast, easy online registration at www.zyxel.com) for free product updates and information.

Customer Support

Please have the following information ready when you contact customer support:

- Prestige model and serial number.
- Warranty Information.
- Date that you received your Prestige.
- Brief description of the problem and the steps you took to solve it.

METHOD LOCATION	E-MAIL SUPPORT/SALES	TELEPHONE/FAX	WEB SITE/ FTP SITE AND REGULAR MAIL
WORLDWIDE	support@zyxel.com.tw support@europe.zyxel.com sales@zyxel.com.tw	+886-3-578-3942 +886-3-578-2439	www.zyxel.com www.europe.zyxel.com ftp.europe.zyxel.com ZyXEL Communications Corp., 6 Innovation Road II, Science-Based Industrial Park, HsinChu, Taiwan 300, R.O.C.
NORTH AMERICA	support@zyxel.com sales@zyxel.com	+1-714-632-0882 800-255-4101 +1-714-632-0858	www.zyxel.com ftp.zyxel.com ZyXEL Communications Inc., 1650 Miraloma Avenue, Placentia, CA 92870, U.S.A.
SCANDINAVIA	support@zyxel.dk sales@zyxel.dk	+45-3955-0700 +45-3955-0707	www.zyxel.dk ftp.zyxel.dk ZyXEL Communications A/S, Columbusvej 5, 2860 Soeborg, Denmark.
AUSTRIA	support@zyxel.at sales@zyxel.at	+43-1-4948677-0 +43-1-4948678	www.zyxel.at ftp.zyxel.at ZyXEL Communications Services GmbH. Thaliastrasse 125a/2/2/4 A-1160 Vienna, Austria
GERMANY	support@zyxel.de sales@zyxel.de	+49-2405-6909-0 +49-2405-6909-99	www.zyxel.de ZyXEL Deutschland GmbH. Adenauerstr. 20/A4 D-52146 Wuerselen, Germany
MALAYSIA	support@zyxel.com.my sales@zyxel.com.my	+603-795-44-688 +603-795-34-407	www.zyxel.com.my Lot B2-06, PJ Industrial Park, Section 13, Jalan Kemajuan, 46200 Petaling Jaya Selangor Darul Ehasn, Malaysia

Syntax Conventions in this Guide

The Prestige 841 Modem may be called the P841 or the Prestige in this guide.

About Your Prestige

The Prestige is a high-performance cost-effective VDSL (Very High Speed Digital Subscriber Line) modem. Your Prestige can access the Internet/LAN via a telephone line. The Prestige supports multi-rate data transmission speeds of up to 16.67 Mbps upstream and downstream. The actual rate depends on the copper category of your telephone wires, distance from the central office and the type of VDSL service you subscribe to. Its 10/100M auto-negotiating LAN interface enables fast data transfer of either 10Mbps or 100Mbps in half-duplex or full-duplex mode depending on your Ethernet network. See the following section for more background information on VDSL. Your Prestige is easy to install. You do not need to set any switches to configure it.

About VDSL

VDSL is the next generation of DSL technology that offers a much higher bandwidth than most DSL technologies. VDSL is the only feasible solution for bandwidth-demanding and video-rich applications such as video-on-demand, high definition television, tele-medicine, surveillance systems and other switched video services. VDSL supports both symmetric and asymmetric applications using existing copper wire (telephone wire) and therefore saving the cost of using traditional T1/E1 service for small/medium-sized business and residential users.

Packaging List

The following items come with your Prestige.

- ➢ This Quick Start Guide
- ➢ One Power Adapter (110V or 230V)
- ➢ One twisted-pair telephone cable
- ➢ One straight-through Ethernet cable

Key Features

- ■ One RJ-45 10/100 Mbps Ethernet.
- ■ One RJ-11 VDSL port.
- ■ Built-in VDSL splitter.
- ■ A 110V (50-60 Hz) 12VDC power adapter or a 230V (50-60 Hz) 12VDC power adapter.
- ■ Plug and Play. No console port or configuration required.
- ■ Ethernet Bridging

The Front Panel

The front panel of the Prestige is shown next. All LEDs are located on the front panel.
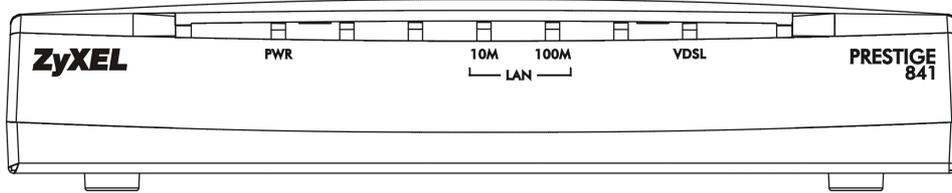
Description of LEDs

LED	COLOR	STATUS	MEANING
PWR	Green	Steady	Your Prestige is on.
LAN 10M	Green	Steady Blinking	You have a successful 10Mb Ethernet connection. Data is being sent or received.
LAN 100M	Orange	Steady Blinking	You have a successful 100Mb Ethernet connection. Data is being sent or received.
VDSL	Green	Steady Off	Your Prestige is connected to a VDSL line. The Prestige is unplugged or disconnected.

The Rear Panel and Connections

The rear panel and connections of the Prestige is shown next. The power switch and all ports are located on the rear panel.
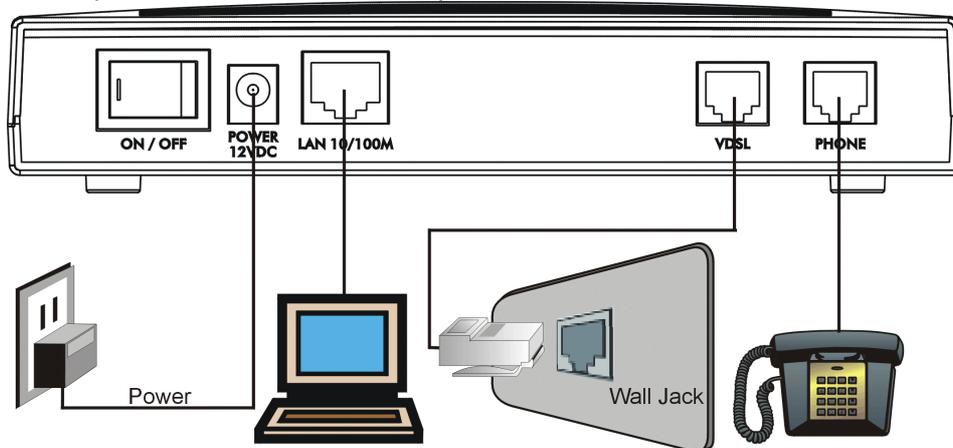
LAN 10/100M Port

Plug one end of the straight-through Ethernet cable into the LAN 10/100M port on your Prestige and plug the other end into your computer. Make sure you use a crossover cable if you are connecting your Prestige to a hub.

VDSL Port

Connect the Prestige (port labeled VDSL) into the telephone jack using a telephone cable.

PHONE Port

Connect the Prestige (port labeled PHONE) into your telephone using a telephone cable.

POWER 12 VDC Port

WARNING: Do not use any other power adapter except the one that accompanies the Prestige. Use of any other power adapter may result in damage to the Prestige.

Connect the female end of the power adapter into the port labeled **POWER** on the rear panel of your Prestige. Plug the male end into a power source (wall outlet).

Turning the Prestige On

You can now turn on your Prestige by flipping the power switch to the on position. Test your connection by visiting www.zyxel.com. If you have problems connecting, see the *Troubleshooting* section.

Operating Environment

Ensure optimal performance by adhering to the operating parameters listed next.

Temperature	0 – 50 degrees Celsius (32 – 122 degrees Fahrenheit)
Humidity	10% - 90%

Microfilter Installation for Additional Telephones

Install a microfilter between the wall jack and any telephone not attached to the Prestige as shown next. A microfilter is an optional purchase.

Telephone   Microfilter   Wall Jack
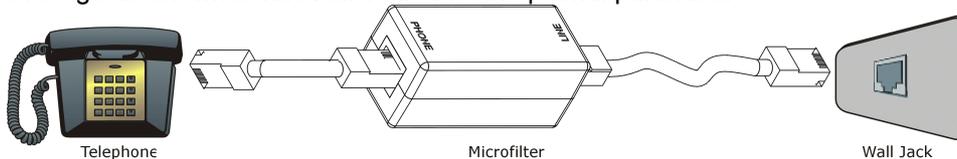
Troubleshooting

Make sure you have securely attached the proper cables to the proper ports. Refer to *The Rear Panel and Connections* section for this information. If your Prestige still does not work properly, refer to the table shown next.

PROBLEM	CORRECTIVE ACTION
No LEDs are on when I turn the Prestige on.	Your Prestige or power adapter may have malfunctioned. Contact technical support.
Some of the LEDs are off.	Your hardware may have malfunctioned. Contact technical support.

PROBLEM	CORRECTIVE ACTION
The VDSL LED is not on or is blinking.	Make sure the Prestige is connected to a power source and is turned on. If the problem continues, contact your DSL service provider.
The LAN 10M/100M LED(s) are off.	Make sure you have securely attached the proper cable (straight-through or crossover) from the LAN 10/100M port to your computer or hub. Refer to *The Rear Panel and Connections* section for this information. If the problem continues, contact your DSL service provider.
I cannot connect to the Internet.	Contact your DSL service provider.