

Preferred Advantage[®] DSL Quick Start Installation Guide

Netopia[®] 3347NWG-VGX Wireless ADSL Gateway
Microsoft[®] Windows[®] 95/98/2000/ME/XP/NT 4.0



Welcome to McLeodUSA!

We look forward to helping you communicate more effectively with data and Internet services from McLeodUSA. Your DSL service has already been processed and is scheduled for installation within the next few days.

So you can prepare for your DSL installation, we have enclosed the McLeodUSA **Preferred Advantage® DSL Quick Start Installation Guide** that provides step-by-step instructions for installing your new DSL router.

DSL is a revolutionary service that allows McLeodUSA to provide high-speed, cost-effective data solutions. And while DSL is a cutting-edge technology, it can be limited by two primary factors:

- The condition of the telephone lines to your location
- The distance between the Central Office and your location

Before processing your order, we thoroughly researched the lines to your location in order to prevent unnecessary surprises. In a small percentage of cases, the exact DSL performance and availability cannot be determined until the time of installation. If you have any questions about the performance of your DSL service at any time, our DSL Help Desk is at your service 24 hours a day, 7 days a week at 888-849-0640, or email dslhelp@mcleodusa.com.

Thank you for choosing McLeodUSA.

IMPORTANT NOTE: This guide portrays the typical flow of the installation process. Please read the instructions before installing the gateway. Some computer or network configurations may cause software windows to appear that are not depicted in this guide. Please read and follow the instructions on those screens to continue the installation process. Verify that you are installing your DSL equipment after the "Service Completion Date" given to you when you ordered your DSL Internet service.

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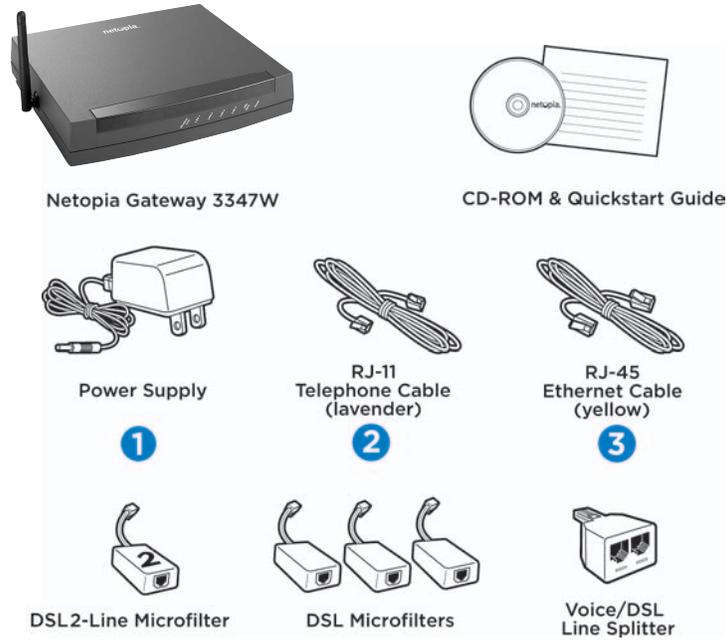
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Quick Start Installation Guide

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Section 1: Contents of Your DSL Installation Kit



Quantity	Item Description
1	Netopia Gateway 3347W
1	Netopia Gateway 3347W CD-ROM
1	Power Supply
1	RJ-11 Telephone Cable (lavender)
1	RJ-45 Ethernet Cable (yellow)
1	DSL 2-Line Microfilter
3	DSL Microfilters
1	Voice/DSL Line Splitter

Section 2: System Requirements

Before you begin the installation process, please ensure that your system meets the following requirements:

- **Personal computer/workstation** — Pentium®-class processor, 166 MHz, 25 MB free disk space, 32 MB RAM.
- **Operating system** — Windows 95/98/2000/ME/XP or NT 4.0 is supported. The wireless component and installation wizard can only be used with Windows 98SE/2000/ME/XP.
- **Browser & E-mail client** — Each PC should have both an Internet browser (e.g., Microsoft Internet Explorer, Netscape® Communicator) and an e-mail client (e.g., Outlook®, Outlook Express, Netscape Mail, Eudora®) installed prior to performing DSL self-installation.
- **Available Ethernet port or wireless Ethernet adapter** — Many PCs come equipped with an Ethernet port. If you do not have an Ethernet port available, you will need to purchase and install an Ethernet Network Interface Card (NIC) in each PC. Ethernet NICs can be purchased at most retail electronic stores where computer accessories are sold. If you are not sure whether your PC has an available Ethernet port, please refer to your PC owner's manual or contact your PC vendor.
- **Ethernet cabling** from each PC to the location where the DSL gateway will be installed — one Ethernet cable is included in this kit and can be used for connecting one PC if the gateway is placed nearby.
- **PC owner's manual** — For reference if necessary.

Additional requirements for Local Area Network (LAN) Systems:

- **Available Ethernet port** (10/100 Base-T capable) on your Ethernet hub or switch for expansion.
- **Dynamic IP LAN configuration** — The DSL gateway has a built-in DHCP server that will allocate IP addresses to your LAN workstations. The DHCP server functionality is turned on by default. It is recommended that you disable any other DHCP servers on your LAN to prevent conflicts. Section 6: Configuring Microsoft Windows, assumes that you will use the DHCP server built into the DSL gateway and that you will enable DHCP on each workstation.

If you prefer to continue using an existing DHCP server, or would prefer that your LAN workstations operate under a private static IP scheme, please refer to the Netopia User Guide (located on the Netopia Gateway CD) for configuration assistance instead of the instructions in Section 6 of this guide.

- **Available wireless adapters** — The following adapters can be used to connect to the DSL gateway: PCMCIA for laptops, PCI for desktop PCs, or USB adapter for either.

Section 3: Installation of Inside Wiring (If Self-installing)

Installation of the inside wiring:

If you have chosen to self-install the DSL service and have not requested McLeodUSA to perform on-site installation for an additional charge, you will need to install inside wiring yourself or contact a local vendor to complete the inside wiring. "Inside wiring" refers to the portion of wire between where McLeodUSA connects to the building and the DSL gateway.

Inside wiring basics for DSL:

- Standard telephone wiring can be used to carry the DSL line into the DSL gateway. Special cabling, such as CAT-5 wiring used for Ethernet LANs, is only required between the gateway and the PC(s).
- Only two wires are used for the DSL line.
- The gateway expects the DSL signal to terminate on the two center pins of an RJ-45 jack. Your jack must be wired accordingly.
- McLeodUSA terminates the DSL line to a Network Interface Device (NID) that is located either on the outside of the building or in a closet/basement. The NID is the same device that connects your building to all incoming telephone lines. The new DSL line should be tagged. If you have trouble locating the new DSL line at the NID, please call 888-847-5316. McLeodUSA can assist you or your vendor in locating the DSL line.
- If you will be sharing the DSL service over an existing LAN, you will want to install the wiring and jack near an Ethernet switch or hub with an available 10/100 Base-T Ethernet port.

Section 4:

Installation of Microfilters and Voice/DSL Line Splitter

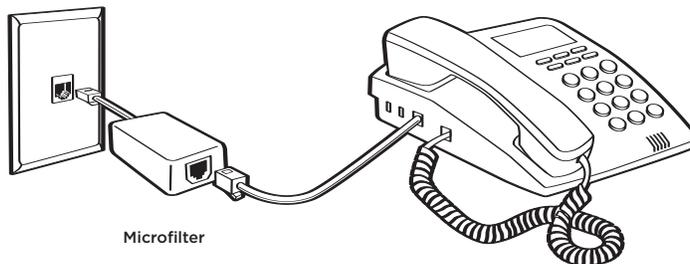
The included DSL microfilters are used to prevent possible interference between the DSL service and standard telephone service.

Install microfilters on all telephone equipment that is connected to the DSL line including (but not limited to): telephones, Caller ID devices, answering machines, fax machines, credit card machines and computer modems.

The included voice/DSL line splitter is required when you are connecting a telephone and the DSL gateway to the same wall jack.

Installing the Microfilters:

Telephone Wall Jack



- 1 Disconnect the **telephone line cord** from the wall jack.
- 2 Plug the **microfilter** into the jack.
- 3 Plug the **telephone line cord** into the female end of the microfilter.

NOTE: Repeat these steps for all additional telephones or other devices that share the DSL phone line. Make sure a microfilter is NOT installed between the wall jack and the DSL gateway. The Installation Kit contains three microfilters. Should you require additional microfilters, you can obtain them at most electronics or computer retail stores.

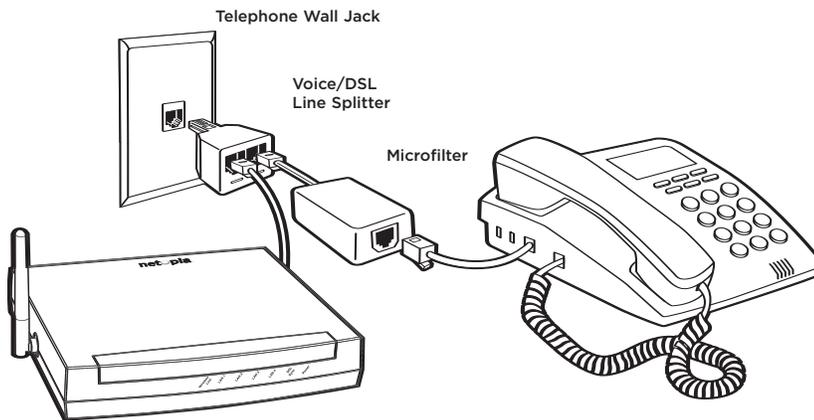
If you have a 2-line telephone, connect the 2-line microfilter on the jack with the DSL gateway.

Section 4:

Installation of Microfilters and Voice/DSL Line Splitter *continued*

Installing the Voice/DSL Line Splitter:

Use the following steps to install the voice/DSL line splitter if you will be connecting a telephone and the DSL gateway to the same wall jack:



- 1 Remove the **telephone line cord** from the wall jack.
- 2 Plug the male end of the **voice/DSL line splitter** into the wall jack.
- 3 Install a **microfilter** in one of the female ports of the line splitter.
- 4 Plug the **line cord** from the telephone into the microfilter.
- 5 Plug the **line cord** from the gateway into the remaining open port of the line splitter.

NOTE: When using a voice/DSL line splitter, ensure that the DSL gateway and telephone will work properly by verifying the following:

- The microfilter is installed between the line splitter and the telephone.
- The microfilter is **NOT** installed between the line splitter and the DSL gateway. (Refer to the image above.)

NOTE: If you have a two-line telephone that will be connected to the same line as the DSL gateway, you'll need to use the included two-line microfilter. If you need additional two-line microfilters, contact your local electronics or computer retail store.

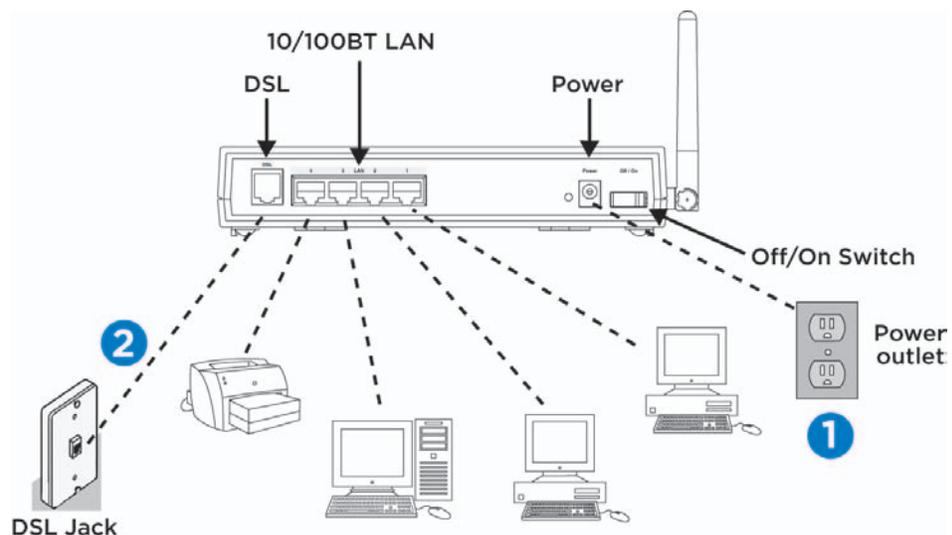
Section 5: Connecting the DSL Gateway

Ethernet LAN connection method (wired LAN)

The following instructions are for connecting PCs to the DSL gateway. Up to four individual PCs can share the DSL service by connecting directly to the DSL gateway. Please verify that the PCs meet the System Requirements in Section 2. For connecting to an existing LAN you need to connect the Ethernet port to your hub.

- 1 Place the DSL gateway near your PC or another location that permits easy access and visibility. Make sure any Ethernet cables are kept away from power cords, fluorescent lighting fixtures, and other sources of electrical interference. Put the DSL gateway in a location where air can circulate freely around it.
- 2 Plug the power supply to the power jack on the back of the DSL gateway and into a surge-protected AC outlet **(1)**.
- 3 Turn on the power using the power switch. The *Power* light should come on solid green.
- 4 Plug one end of the lavender telephone cable **(2)** into the DSL wall jack, and the other end into the port labeled DSL on the back of the DSL gateway. The *DSL Sync* indicator light should blink for up to two minutes then light solid green. Note that the light will flash green as data flows through the device.

Ethernet LAN Connection Example



Section 5:

Connecting the DSL Gateway *continued*

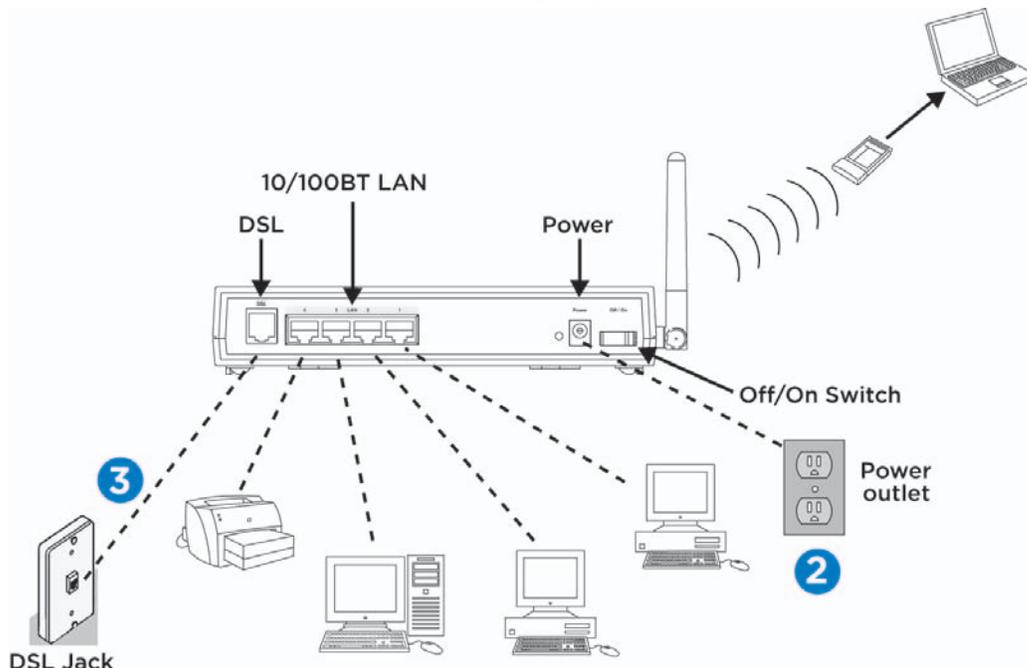
- 5 For PCs using Microsoft Windows 98SE/2000/ME/XP only: Insert the Netopia Gateway CD into your PC's CD-ROM drive. The installation wizard will launch automatically and help you configure your PC to work with the DSL gateway.
 - a) The installation wizard will first ask you to decide whether you want to Add/Remove, View Documentation or Exit. Select *Add/Remove* and accept the Netopia agreement.
 - b) The installation wizard will next ask you to decide whether you want to use Ethernet, USB or Wireless. Select *Use Ethernet*.
 - c) When prompted, connect the yellow Ethernet cable between the Ethernet port on your PC and one of the Ethernet Ports (labeled 1 through 4) on the back of the DSL gateway. If you are connecting additional PCs or other networked devices such as a printer, repeat this step for each device. You will need to supply the additional Ethernet cables or have Ethernet wiring installed for additional devices.
- 6 The *LAN* light corresponding to the port you selected will come on solid green. If the Netopia Installation Wizard detects the required network settings in your PC, it will automatically launch your web browser and you can proceed directly to Section 6: Configuring Microsoft Windows.

Wireless LAN Connection Method

The following instructions are for connecting wireless devices to the DSL gateway. Note the serial number on the label on the bottom of the gateway (SN). You will need this number when installing your wireless cards/adapters and if you need to call Netopia technical support.

- 1 Follow steps 1 through 4 in the **Ethernet LAN connection method** instructions above.
- 2 Install your wireless card using instructions provided by the manufacturer, then remove your wireless card.

- 3 For PCs using Microsoft Windows 98SE/2000/ME/XP only:
Insert the Netopia Gateway CD into your PC's CD-ROM drive. The installation wizard will launch automatically and help you configure your PC to work with the DSL gateway.
 - a) The installation wizard will first ask you to decide whether you want to Add/Remove, View Documentation or Exit. Select *Add/Remove* and accept the Netopia agreement.
 - b) The installation wizard will next ask you to decide whether you want to use Ethernet, USB or Wireless. Select *Use Wireless*.
 - c) The wizard will now ask for the serial number of the Netopia DSL Gateway 3347NWG-VGX. This can be found on the sticker below the Netopia logo. If you are using a non-Netopia wireless card, please check the indicated box. Select *Enter*.
- 4 The installation wizard will start to install the wireless client and drivers for your wireless adapters.
- 5 You will be prompted to install your wireless card. At this time, insert your wireless card or USB adapter into your PC.
- 6 If the Netopia installation wizard detects the required network settings in your PC, it will automatically launch your web browser and you can proceed directly to Section 6: Configuring Microsoft Windows.



Section 5:

Connecting the DSL gateway continued

Did I connect everything correctly?

Your gateway has status indicator lights (LEDs) on the front to verify that the connections you just made are working as expected.



- **Wireless Link:** Blinks green when there is activity on wireless LAN.
- **LAN 1, 2, 3, 4:** Solid green when connected to each port. Blinks green when active on each port.
- **DSL Sync:** Blinks green with no line attached. Solid green when a network connection is established (trained).
- **Power:** Solid green when the power is on.

STOP!

The next section of this installation guide, “Configuring Microsoft Windows,” is intended for users with single, stand-alone PCs that are being connected together in order to share the new DSL service.

If you are using a LAN and understand the impacts of changing Windows TCP/IP settings, please proceed with the instructions in Section 6.

McLeodUSA and Netopia are available to answer questions you may have. Please see Section 10: Contact Information.

Additional resources for users with advanced needs:

You are considered a customer with advanced needs if any of the following apply to you/your network configuration:

- You require certain workstations on your network to have public Internet static IP addresses.
- You require servers on your network to have public Internet static IP addresses.
- Your network workstations are currently configured with private static IP addresses, and you cannot change them to dynamic (DHCP) without interrupting existing applications or connectivity to LAN servers.
- You need to customize firewall filter sets.
- You need to customize gateway defaults. The default settings for the DSL gateway have the following features enabled:
 - DHCP IP Address-Serving to your LAN.
 - DHCP Client to the McLeodUSA network is enabled. This will change if you need to use public static IP addresses within your LAN.
 - Network Address Translation is enabled.

Please refer to the following additional resources if you are a customer with advanced needs:

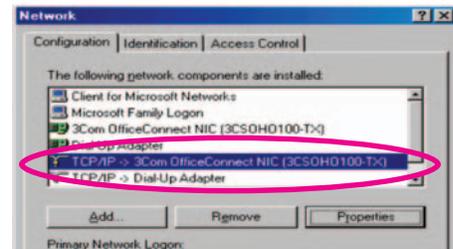
- If you have ordered the Static IP Address Option with your McLeodUSA DSL service, please use the “Account Information” sheet (sent separately) and the “Netopia User’s Reference Guide” (contained in Adobe Acrobat format on the Netopia Gateway CD) to configure the gateway. If you need help configuring the gateway, please have your “Account Information” sheet ready and contact Netopia using the information in Section 10.
- To use the DSL gateway with a private static IP LAN scheme, refer to the instructions in the “Netopia User’s Reference Guide” located on the Netopia Gateway CD.
- To disable DHCP serving to your LAN, customize the firewall, enable the firewall or turn off Network Address Translation, refer to the instructions in the “Netopia User’s Reference Guide” located on the Netopia Gateway CD. This will change if you need to use public static IP addresses within your LAN.

Section 6: Configuring Microsoft Windows

Now you will need to configure your computer's TCP/IP settings so it can communicate with the DSL gateway. You may need to perform this configuration on each PC connected to the DSL service.

Configuration Steps for Windows 95/98/ME

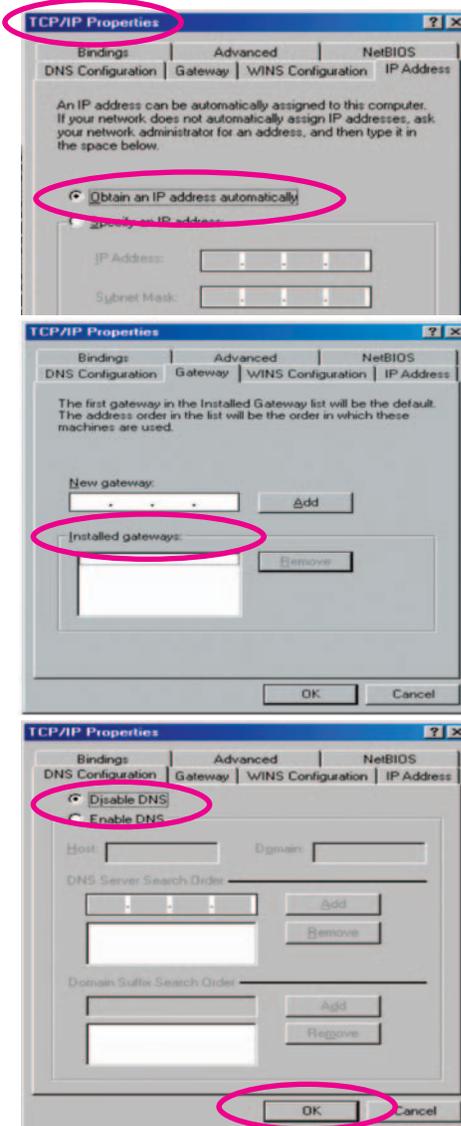
- 1 Double-click on the “My Computer” icon on your desktop or click on “Start,” go to “Settings” and select “Control Panel.”
NOTE to Windows ME users: After selecting “Control Panel,” click on “Show all Control Panels.”
- 2 Double-click on the “Network” icon.
- 3 You must determine if you have a TCP/IP “binding” associated with your Network Ethernet Adapter. It will be indicated by a “wire” with “TCP/IP -> Brand Name NIC” similar to what is highlighted in the image to the right. 3Com® is the “Brand Name” for this Network Ethernet Adapter. If this binding is already associated with your Network Ethernet Adapter, skip to step 8.
- 4 If there is no binding, you must add one. Click on “Add.”



Section 6: Configuring Microsoft Windows continued

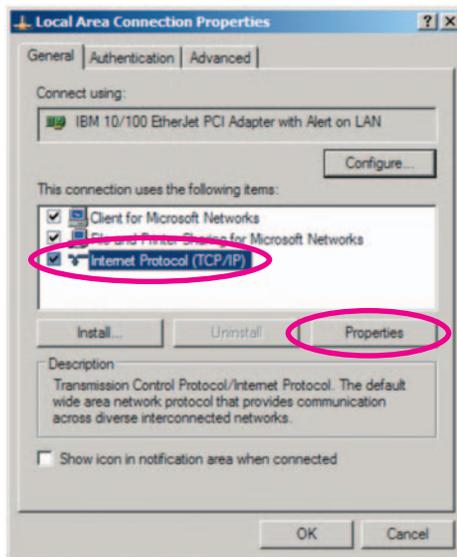
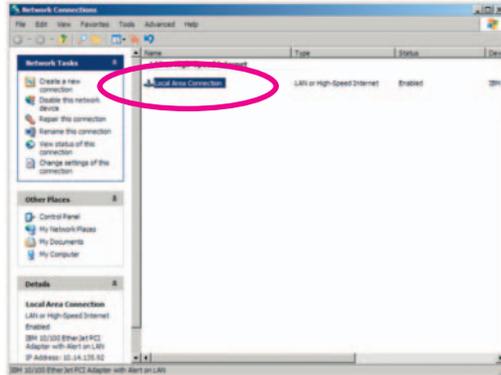
Configuration Steps for Windows 95/98/ME continued

- 5 Select Microsoft and Bindings. Click on **“Next.”**
- 6 Select **“TCP/IP Protocol.”** For this step you may need your OEM System CD.
- 7 Click on **“Properties”** and you should see the TCP/IP Properties dialog box.
- 8 Select the **“IP Address”** tab and choose **“Obtain an IP address automatically.”**
- 9 Select the **“Gateway”** tab to make sure there is nothing selected under **“Installed gateways.”**
- 10 Select the **“DNS Configuration”** tab. Select **“Disable DNS.”**
- 11 Click **“OK”** until you are prompted to restart Windows and select **“Yes.”** When your PC has restarted, you should be able to surf the Internet.



Configuration Steps for Windows XP

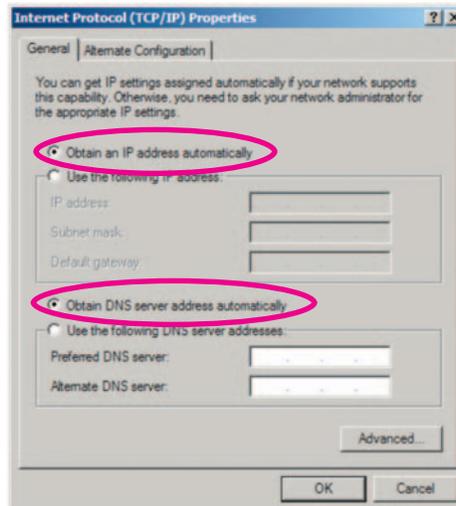
- 1 Double-click on the “My Computer” icon on your desktop or click on “Start,” go to “Settings” and select “Control Panel.”
- 2 Double-click on the “Network” icon.
- 3 Double-click on the “Local Area Connection” icon.
- 4 Click on “Properties” tab.
- 5 Select “TCP/IP” and then select “Properties.”



Section 6: Configuring Microsoft Windows continued

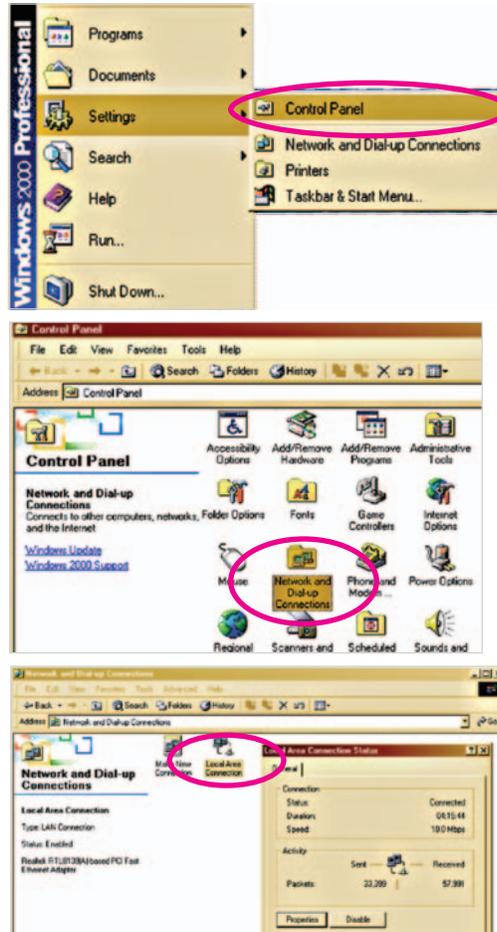
Configuration Steps for Windows XP continued

- 6 Select “Obtain an IP address automatically.”
- 7 Select “Obtain DNS server address automatically.”
- 8 Click “OK” to accept changes.



DHCP Configuration for Windows 2000

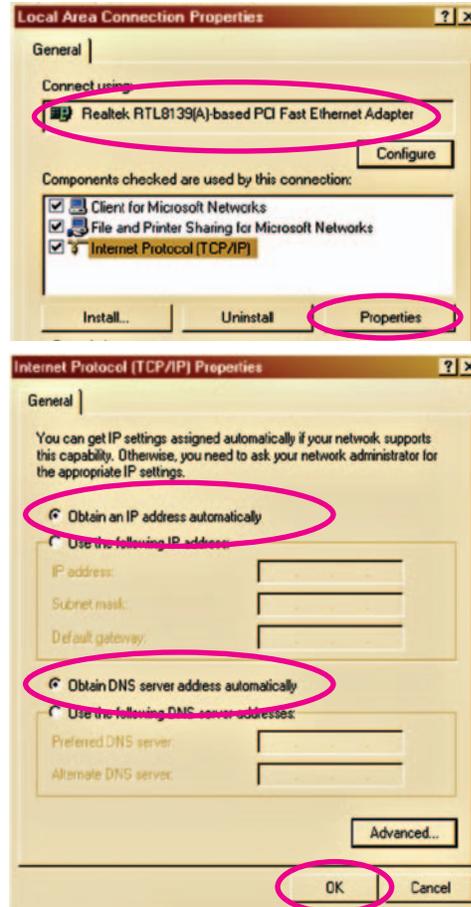
- 1 Click on the **“Start”** button on your taskbar on your desktop.
- 2 Go to **“Settings”** and click on **“Control Panel.”**
- 3 Click on the **“Network and Dial-Up Connections”** icon within the Control Panel.
- 4 Double-click on the **“Local Area Connection”** icon.
- 5 Click on **“Properties”** tab.



Section 6: Configuring Microsoft Windows continued

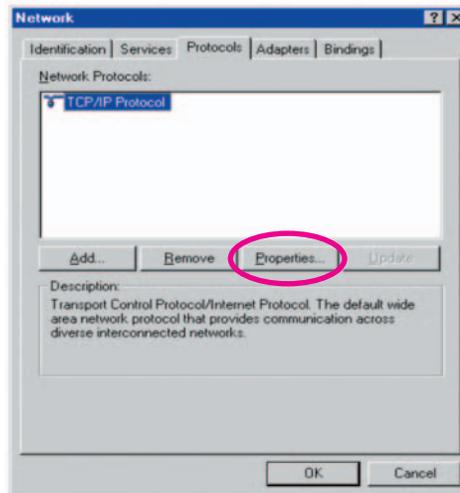
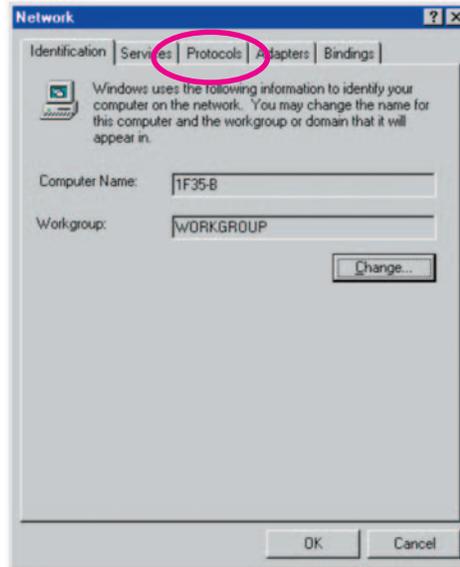
DHCP Configuration for Windows 2000 continued

- 6 Check to see that your NIC card is displayed in the **“Connect Using”** box. Highlight the **“Internet Protocol (TCP/IP)”** component and make sure the box to the left is checked, then click on the **“Properties”** button.
- 7 Select **“Obtain an IP address automatically.”** This allows the computer to automatically be “given” an IP address from the DSL gateway.
- 8 Select **“Obtain DNS server address automatically.”** This allows the computer to automatically be “given” the DNS IP addresses from the DSL gateway.
- 9 Press **“OK”** to accept changes.



DHCP Configuration for Windows NT 4.0

- 1 Double click on the “**My Computer**” icon on the desktop.
- 2 Double click on the “**Control Panel**” icon.
- 3 Double click on the “**Network**” icon.
- 4 Now you see the Network dialog box.
- 5 Select the “**Protocols**” tab.
- 6 Highlight “**TCP/IP Protocol**” and select “**Properties.**” This opens the Microsoft TCP/IP Properties dialog box.



Section 6: Configuring Microsoft Windows continued

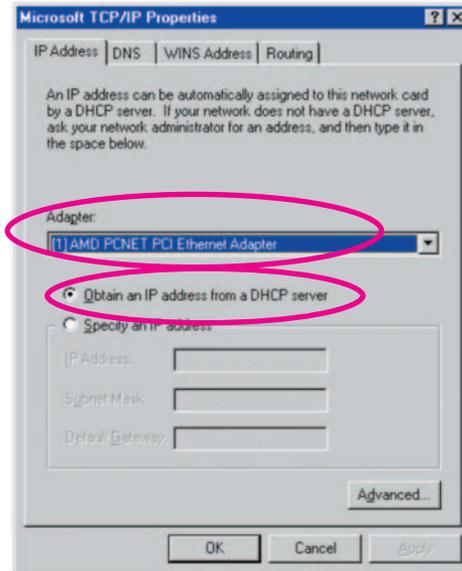
DHCP Configuration for Windows NT 4.0 continued

- 7 Displayed within the “Adapter” field are all of the network adapters that have been installed on the computer. Select your installed NIC from the pull down box by clicking on the drop down arrow.
- 8 Select “Obtain an IP address from a DHCP server” if dynamic addressing is desired. This will allow the computer to receive an IP address directly from the DSL gateway.

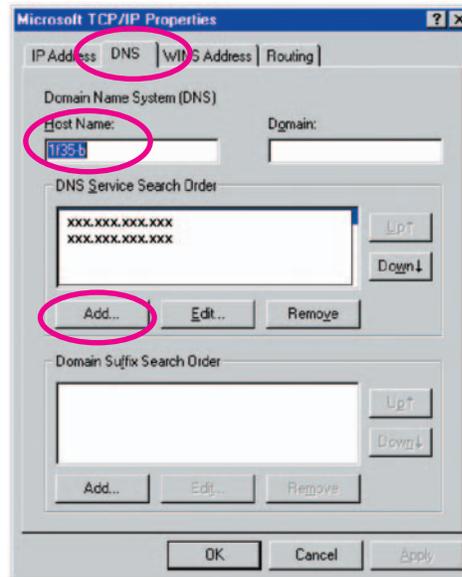
OR

Select “Specify an IP address” if static addressing is desired. (If you chose static addressing, enter the public or private IP address, subnet mask, and default gateway, which you can obtain from QIP® or AS400®.)

- 9 Click on the DNS tab.



-
- 10 Under **“Host Name,”** type in the computer name.
 - 11 Under **“DNS Service Search Order”** click **“Add”** and enter the correct primary DNS IP address, then click **“OK.”** The McLeodUSA DNS will be provided on your Account Information sheet.
 - 12 Repeat process for secondary DNS IP address. You will now see both DNS IP addresses installed under **“DNS Service Search Order.”**
 - 13 Click **“OK”** until you are prompted to restart Windows and select **“Yes.”**



Section 7: McLeodUSA Customer Website

The McLeodUSA customer Website allows you to view, add and edit specific areas of your e-mail account or find the support information you need.

Go to www.mcleodusa.com/YourAccount and click on **“New customers register here.”** You will be asked to provide your account number and PIN. Your account number is listed on your Account Information sheet. For businesses, the PIN is the last 4 digits of the employer identification number; for residential, it is the last 4 digits of the social security number.

To add or edit e-mail addresses, click on **“Manage Your Services”** on the left and select **“Data/Internet.”** To set up a new e-mail address, click on one of the e-mail accounts listed and select add.

Additional e-mail addresses must include the full e-mail address, i.e. **username@mcleodusa.net** and the password must include at least one capital letter and one numeral.

To configure your e-mail or browser accounts, click on the FAQ tab in the center of the screen and choose **“Data/Internet.”**

You will need to set up the e-mail client and Internet browser for each PC connecting to the DSL service.

You will find instructions for Netscape and Outlook Express under E-mail Information—plus the Internet Explorer and Netscape browsers. If you are using an e-mail client or browser other than those, please consult that program’s support manual if you need assistance.

Section 8: Troubleshooting Tips

Please refer to this list if you are having problems using the McLeodUSA DSL service, or if you receive an error message. If you need additional assistance, please refer to Section 10: Contact Information.

I can't connect to the Internet. What should I do?

- Check your Ethernet cable connection between the computer network Ethernet adapter and the DSL gateway. Is it secure?
- Verify that you are installing your DSL equipment after the "Service Completion Date" provided to you when you ordered your DSL Internet service.
- Verify that the Ethernet active link light is solid green.
- Verify that all devices attached to the DSL line have microfilters installed.
- Make sure that there is no microfilter on the phone jack/cord connected to your DSL gateway.

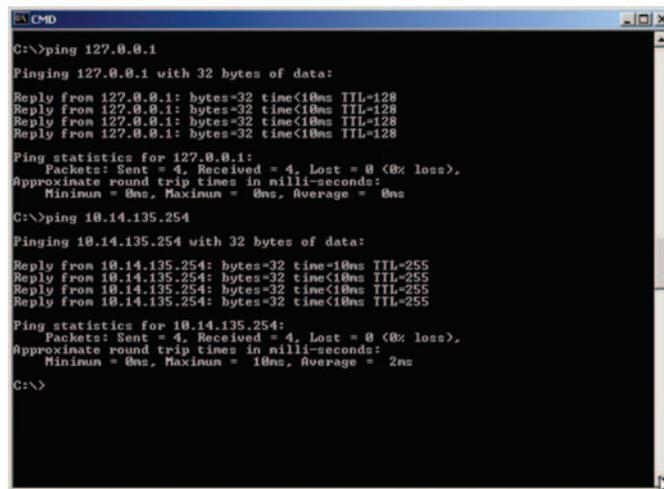
Still can't connect? Ping!

The Ping Test is an effective way of determining if you have installed your network Ethernet adapter correctly and if you have connectivity to the Internet.

- To initiate a ping test, open an MS DOS® prompt and at the ">" prompt type "**ping 127.0.0.1**".
- If you receive a reply, you have ensured that the adapter is installed and functioning correctly.
- If you receive the message "**response timed out,**" then you must troubleshoot the adapter (Network Interface Card) installation because it is not functioning correctly. If your Ethernet adapter (NIC or Network Interface Card) is functioning correctly, you will next want to determine if you can "ping" your DSL gateway.
- At the ">" prompt type in "**ping (IP address of your DSL gateway)**" (computer default gateway).

Section 8: Troubleshooting Tips continued

- If you get a “reply” then you know that your adapter, TCP/IP and DSL gateway are all configured correctly.
- If you receive no response, there is no connection between your computer and the DSL gateway. Please see Section 10 for contact information.



```
C:\>ping 127.0.0.1
Pinging 127.0.0.1 with 32 bytes of data:
Reply from 127.0.0.1: bytes=32 time<10ms TTL=128
Ping statistics for 127.0.0.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\>ping 10.14.135.254
Pinging 10.14.135.254 with 32 bytes of data:
Reply from 10.14.135.254: bytes=32 time=10ms TTL=255
Reply from 10.14.135.254: bytes=32 time<10ms TTL=255
Reply from 10.14.135.254: bytes=32 time<10ms TTL=255
Reply from 10.14.135.254: bytes=32 time<10ms TTL=255
Ping statistics for 10.14.135.254:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 10ms, Average = 2ms
C:\>
```

My wireless connection doesn't work. What should I do?

- Verify all cables are properly connected and that the DSL gateway is turned on.
- Make sure your wireless card/adaptor is plugged in and is functioning correctly. Verify that the card manufacturer's install instructions have been followed correctly.
- Verify that the Wireless Link light is solid green.
- Make sure the gateway works when connected with the Ethernet cable (RJ45 yellow cable provided.)
- Try moving the gateway into the same room as your computer.
- Clear the area around the gateway of any items that may be causing interference, e.g. power cables, electrical devices, steel shelving or cabinets.
- If you still have problems, see Section 10 for contact information.

BASIC CONFIGURATION FOR THE NETOPIA 3347NWX-VGX WIRELESS ADSL GATEWAY

- **Firmware:**“7.5” (McLeodUSA bit sets)
- **ATM Circuit Encapsulation:**“RFC-1483 Bridged Ethernet”
- **ATM Circuit VPI:**“0”
- **ATM Circuit VCI:**“35”
- **ATM Circuit Multiplexing:**“LLC/SNAP”
- **WAN IP Interfaces:**“RFC-1483 Bridged Ethernet vcc1”
- **Enable Interface:**“ON”
- **Obtain IP Address Automatically:**“ON”
- **Address Translation Enabled:**If using private IPs “YES”
If using public IPs “NO”
- **IP Addressing:**“Numbered”
- **Local WAN IP Address:**“0.0.0.0” (obtained automatically from DHCP server)
- **Local WAN IP Mask:**“0.0.0.0” (obtained automatically from DHCP server)
- **Ethernet IP:**“192.168.1.1” (default for most customers/Static IP customers: see Account Information sheet)
- **Ethernet Subnet Mask:**“255.255.255.0” (default for most customers/Static IP customers: see Account Information sheet)
- **Domain Name:**“mcleodusa.com” (obtained automatically from DHCP server)
- **Primary Domain Name Server:**“0.0.0.0” (obtained automatically from DHCP server)
- **Secondary Domain Name Server:**“0.0.0.0” (obtained automatically from DHCP server)
- **Default IP Gateway**“0.0.0.0” (obtained automatically from DHCP server)
- **IP Address Serving:**“ON” (default)
- **Number of Client IP Addresses:**“100” (default)
- **First Client Address:**“192.168.1.100” (default)
- **IP Address Serving:**“OFF” (default)
- **Write Access Name:**“admin”
- **Write Access Password:**Mcdsl1 (case-sensitive)
- **WEP:**“ON”
- **Wireless:**“ON”

Section 9: Frequently Asked Questions (FAQs)

QUESTION	ANSWER
<i>Can I talk on the telephone while I am using my DSL Internet connection?</i>	Yes. Your voice conversation uses the lower frequencies of the signal, while your DSL service uses the higher frequencies. The filters ensure that the DSL service does not interfere with your voice conversation.
<i>Can I use my fax gateway while I am using my DSL Internet connection?</i>	Yes. As with a voice conversation, a fax transmission uses the lower frequencies of the signal allowing DSL service to utilize the higher frequencies. However, if your telephone and fax machine are both connected to the same telephone line as your DSL service, you will not be able to use both the telephone and fax at the same time
<i>Can I use my two-line telephone while I am using my DSL Internet connection?</i>	Yes. However, you must install a filter on the line that is shared with your DSL service. Check which line is used for your DSL service, and plug a telephone into the jack and call the telephone number associated with your DSL service provided in the Account Information sheet. If the telephone rings, this is the line where you must install a filter.
<i>Do I need to turn off my Call Waiting while I am using my DSL Internet connection?</i>	No. DSL frequency is not affected by the calling features on your telephone line.
<i>Why should I leave my DSL gateway turned ON all the time?</i>	Your DSL service is an “always-on” connection, even when your computer is OFF. Save wear and tear on the gateway by leaving it ON all of the time. This gives you access to the Internet anytime you wish.

QUESTION	ANSWER
<i>Can I disconnect my second telephone line?</i>	If your secondary telephone line is used only for dial-up access to the Internet, you may disconnect it if you wish. As long as your DSL service is connected to your primary telephone number, your DSL service is now “sharing” the voice telephone line and a second telephone line is not required.
<i>Can I increase the speed of my DSL service?</i>	In some cases, you may increase the speed of your DSL connection by upgrading your service. Please call McLeodUSA Customer Care at 800-593-1177 to discuss the various DSL service offerings available to you.
<i>What if I want to move my computer to another office or room?</i>	In order to utilize DSL service in a different office or room, a phone jack needs to exist that is connected to the DSL service you are using. Test the phone jack by plugging a phone into the jack and dialing the phone number associated with the DSL service provided on your Account Information sheet. Call from a cell phone (or by having another party dial you). If a phone jack does not exist, call your local telephone company to request that one be installed.
<i>Will my DSL service be affected if I move to another location?</i>	If you change your location, contact McLeodUSA Customer Care at 800-593-1177 to find out what DSL service options are available in your new location.

Section 10: Contact Information

Need Help Installing Your DSL Service and gateway?

For support during the installation process, please call us at:

888-847-5316

(Select option "1")

Additional Questions?

If you have installed the gateway and have accessed the Internet successfully, please use the following contact information when you require additional support or have questions.

888-849-0640

or

dslhelp@mcleodusa.com

Gateway or Configuration Questions?

If you have questions about special configurations for the DSL gateway, please contact Netopia Technical Support.

In addition to the User's Guide and application notes included on the CD-ROM, Netopia provides an extensive collection of support documentation and application notes at www.netopia.com/support. You can also contact Netopia at:

800-576-9506

or

ask_netopia@netopia.com

