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Introduction

Thank you for purchasing the *Action*tec Home DSL Modem. This product will introduce a whole new world of high speed Internet access. With a quick and easy installation process *Action*tec's Home DSL Modem will have you browsing the web in no time.

The *Action*tec Home DSL Modem will transform your online experience. The high-speed Internet connection will allow you to play online multi-player games, download files faster and get real-time audio and video. Plus, you will be able to surf the web and chat on the phone at the same time. You will never miss an important phone call again. Welcome to the world of high-speed Internet access!

Contacting *Action*tec Technical Support

*Action*tec Electronics prides itself on making high-quality, durable, high-performance products. If you should need assistance, the *Action*tec Technical Support Department is available 24 hours 7 days a week, to provide professional support.

New drivers and firmware are released as need arises to insure maximum compatibility and operation of your new *Action*tec Home DSL Modem. To find out more about this and other *Action*tec products, and to sign up for a free e-mail newsletter, visit the *Action*tec web site at: http://www.actiontec.com to register your *Action*tec Home DSL Modem.

*Action*tec Electronics	Phone:	408-752-7714
Technical Support		
760 N. Mary Avenue	Fax:	408-732-0097
Sunnyvale, CA 94086	BBS:	408-732-0112
E-mail:		techsupp@actiontec.com

Do This First

Minimum System Requirements

-One Pentium class computer, 200 Mhz or higher (preferably 300 Mhz or above)

- Microsoft Windows 98,Microsoft Windows 98 Second Edition (SE) or Microsoft ME installed

- Confirmed DSL connectivity qualification to receive AOL Plus™ service

- A computer with a USB port

Package Contents

Make sure the following items came in this package:

- *Action*tec External USB Home DSL Modem

- One 6′ telephone (RJ-11) cable

- One 1.5v Power Adapter

- One USB Cable

- This User's Manual and Quick Start Installation Guide

- Four Microfilters

- Installation CD-ROM

- AOL Plus™ CD-ROM

- Warranty Registration Card

Installing the Home DSL Modem

Step 1) Connect the USB cable to the back of your computer and to the back of the *Action*tec Home DSL Modem marked "USB".

Step 2) Connect the phone cord to the wall jack and to the back of the *Action*tec Home DSL Modem marked "Line".

Step 3) Connect the phone cord from your phone to the microfilter (see page 6) and then to the back of the *Action*tec Home DSL Modem marked "Phone".

Step 4) Connect the power adapter to a plug and the smaller end into the *Action*tec Home DSL Modem marked "Power".
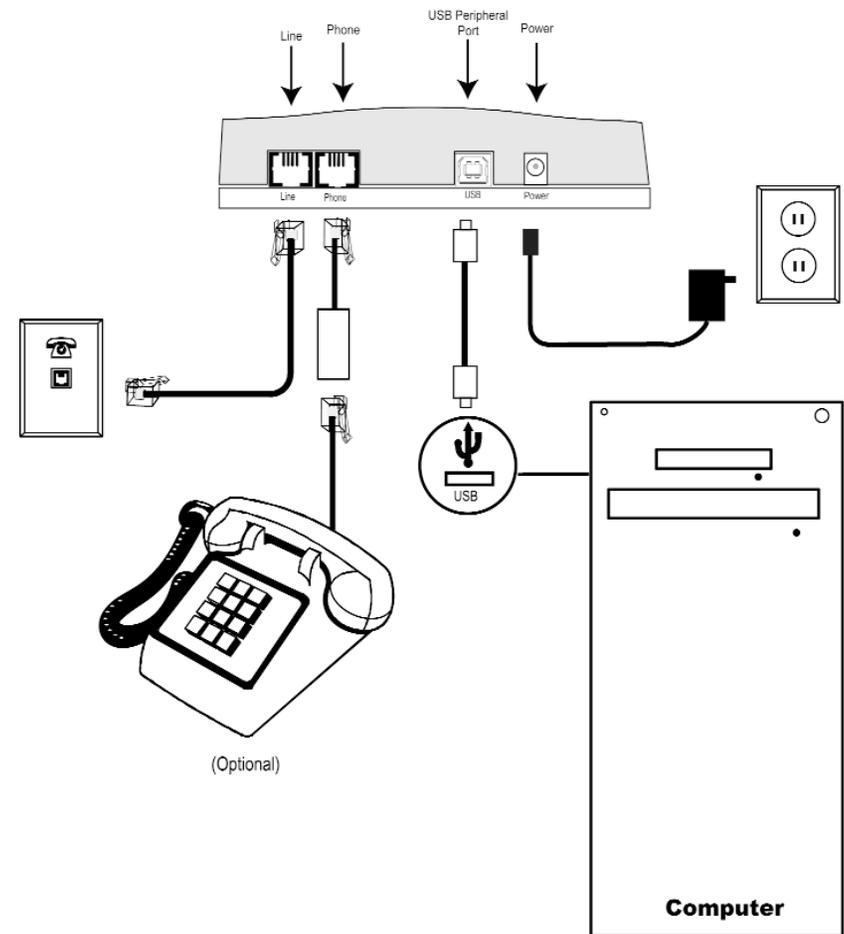
Installing the Microfilters

Microfilters are needed for every phone in your household.

Microfilters are installed on telephones to improve voice call quality when voice and data equipment are using the same telephone line.

Microfilter Installation for Phones that are Connected to a Computer

Step 1) Plug the microfilter into the Phone jack in the back of the *Action*tec Home DSL Modem.

Step 2) Plug one end of the telephone cord into the microfilter, and the other into the phone itself.
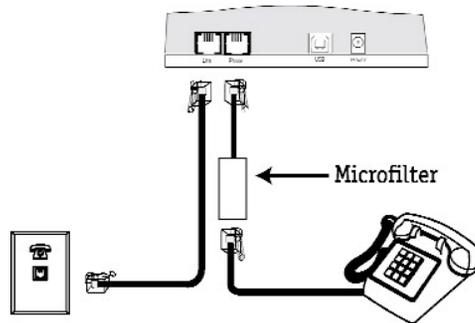
Microfilter Installation for All Other Phones

Step 1) Plug the Microfilter into the wall jack.

Step 2) Plug one end of the telephone cord into the microfilter, and the other into the phone itself.
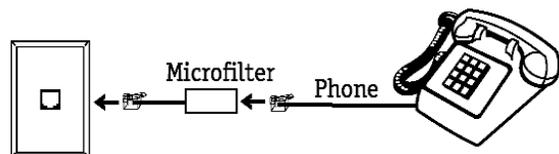
Installing the Modem Drivers

Configuring Windows 98 SE

Step 1) After you have connected the modem to your computer, Windows 98 SE will immediately display the **Add New Hardware Wizard.** Click the **Next** button.

Step 2) Select the option "Search for the best driver for your device" and then click the **Next** button.

Step 3) Click the box for **CD-ROM drive**. Before advancing to the next screen, insert the *Action*tec Home DSL Modem Installation CD-ROM into the computer's CD-ROM drive. Now click the **Next** button once.

Step 4) Windows 98 SE will find the "TIAUXBT.INF" file on the CD-ROM and identify the modem as a *"Action*tec Home DSL USB Adapter Boot Device". Click the **Next** button.

Step 5) After Windows has finished loading the software, it will announce the end of the installation process. Click the **Finish** button once.

Step 6) After you click **Finish** the computer will immediately display the **Add New Hardware Wizard** again**.** Click the **Next** button.

Step 7) Select the option "Search for the best driver for your device" and then click the **Next** button

Step 8) Click the box for **CD-ROM** drive. Before advancing to the next screen, insert the *Action*tec Home DSL Modem Installation CD-ROM into the computer's CD-ROM drive. Now click the **Next** button once.

Step 9) Windows 98 SE will find the "TIDSLC32.INF" software on the CD-ROM and identify the modem as a "*Action*tec Home DSL Modem". Click the **Next** button.

Step 10) After Windows has finished the second round of loading the software, it will announce the end of the installation process. Click the **Finish** button once.

Configuring Windows 98

Step 1)   After you have connected the modem to your computer, Windows 98 will immediately display the **Add New Hardware Wizard.** Click the **Next** button.

Step 2)   Select the option "Search for the best driver for your device" and then click the **Next** button

Step 3)   Click the box for **CD-ROM drive**. Before advancing to the next screen, insert the *Action*tec Home DSL Modem Installation CD-ROM into the computer's CD-ROM drive. Now click the **Next** button once.

Step 4)   Windows 98 will find the *"TIDSLC32.INF"* software on the CD-ROM and identify the modem as a *"Action*tec Home DSL Modem*"*. Click the **Next** button.

Step 5) After Windows has finished loading the software, it will announce the end of the installation process. Click the **Finish** button once.
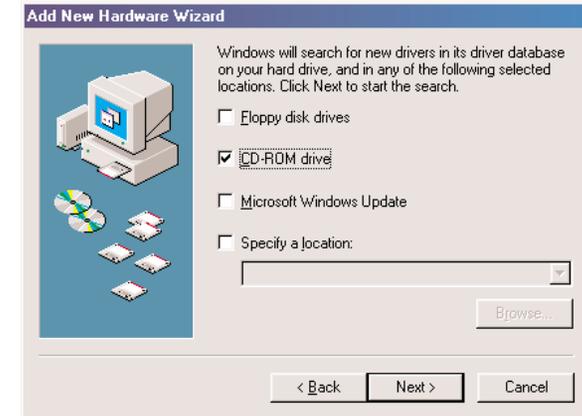

Configuring Windows ME

Step 1) After you have connected the modem to your computer, Windows ME will immediately display the **Add New Hardware Wizard**. Click the **Next** Button.

Step 2) Two screens will appear briefly while Windows ME installs the appropriate drivers. Click the **Finish** button once.

Step 3) After you have clicked the **Finish** button, Windows ME will repeat the same process laid out in the previous steps. Once again the above screen will appear at the end of the installation. Click **Finish** to complete the configuration.

Configuring your Home DSL Modem

Step 1) If the "*Action*tec Home DSL Configuration Wizard" window does not appear, then please double click the *Action*tec Home DSL Configuration Wizard icon on your desktop.

Step 2) The following screen will appear. Make sure you have already completed items 1, 2, and 3 before continuing.
When ready, click the **Next** button to continue.

Step 3) Since your DSL service provider is America Online (AOL), please click on "America Online" under "DSL Providers (Telco)" and America Online will be selected as your Internet Service Provider. Click **Next.**
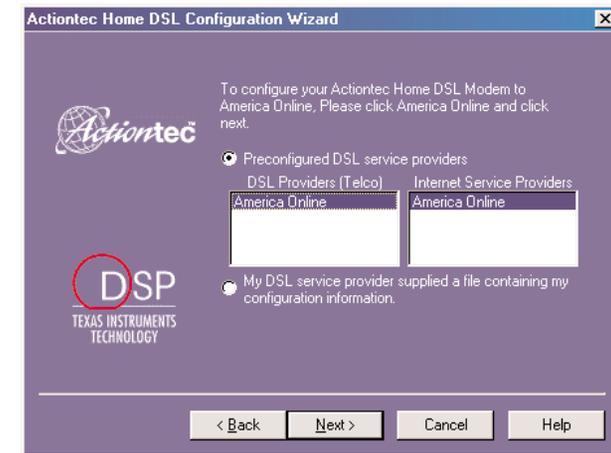
Step 4) Click the **Finish** button to complete the installation.
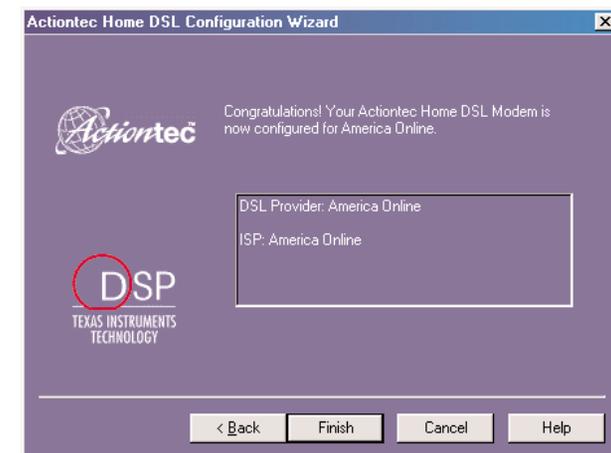
Step 5) It is now time to restart your computer. Please click the **OK** button and your computer will automatically restart.

Step 6) When the computer restarts it will load additional software from your hard drive. If the information needed is not on your hard drive, then you will be prompted to insert your Windows CD. Insert the CD and allow the computer to load the necessary information. When this process is complete, please click **Yes** to restart the computer.
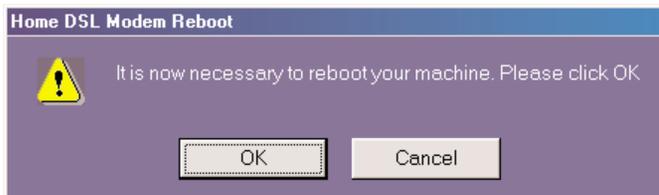
Installing Your AOL Plus™ Software

Current Members

If you have purchased this Home DSL Modem from Circuit City, then you should be signed up for the AOL Plus™ service with DSL . If not, please log on to America Online using your current V.90 analog modem and enter "DSL" in the keyword section. Click "Yes! I Want Superfast AOL" and sign up for the service. Once you are signed up, please install the AOL Plus™ software.

Step 1) Insert the AOL Plus™ CD-ROM

Step 2) AOL Plus™ will start up automatically and the following screen will appear. Select the bottom circle for "Current Member", and then click **Next**.

Step 3) The following "Current Members" screen gives you three options. Select the circle to specify your America Online status.

Step 4) For the following screen make sure that the program is installing the software into "C:/ America Online 5.0" directory. Click **Next** to proceed.

Step 5) It is now time to restart your computer. Please click the **OK** button and your computer will restart.

Step 6) When the computer restarts, it will set up the DSL files on your system. A window will appear asking you to shutdown the system. Click **Yes** After the computer has restarted. It will go through the same process and the same shutdown window will appear. Click **Yes** to restart your computer. After the computer restarts it is necessary to restart the computer again to complete the process.

Step 7) America Online will open and the screen below will begin the setup for America Online to work with your computer. Click **Next** to begin.
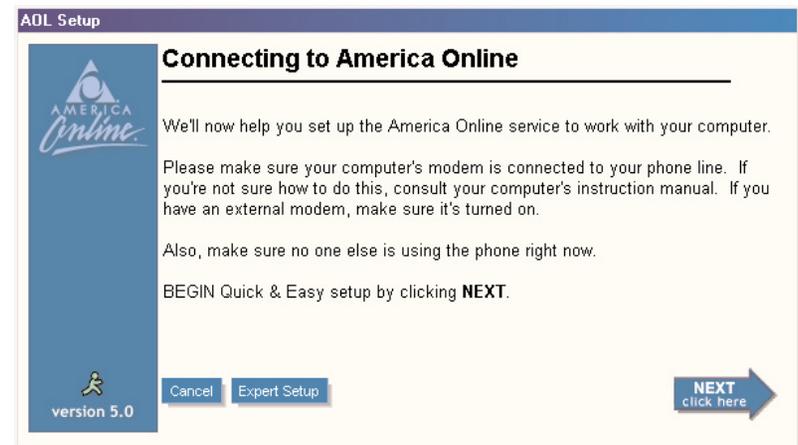
Step 8)   This program will search your computer for a modem or other con-
nection devices. Simply wait until it has completed the task.
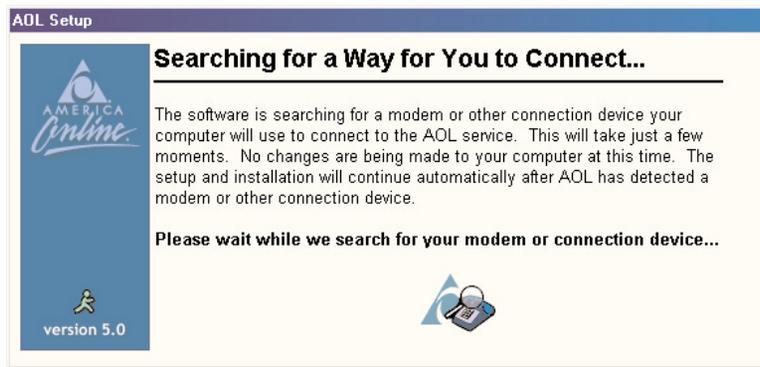
Step 9)   Please click on "DSL: Digital Subscriber Line" if it is not high-
lighted.
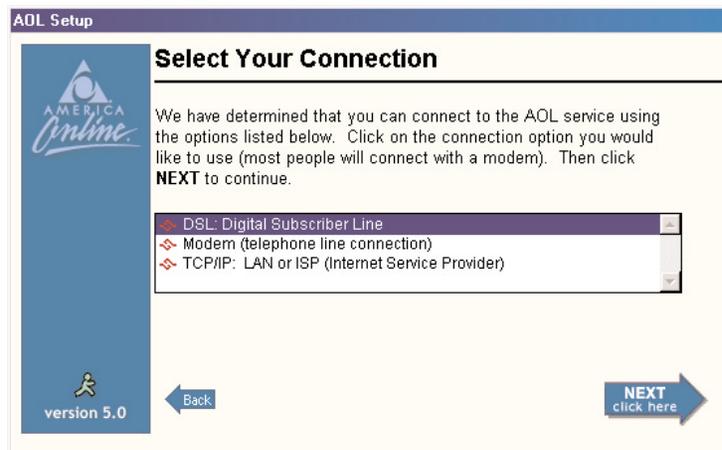
Step 10) Make sure that the "Sign on to America Online now!" box is
checked. Click **Next** to connect to America Online and confirm your
DSL account.
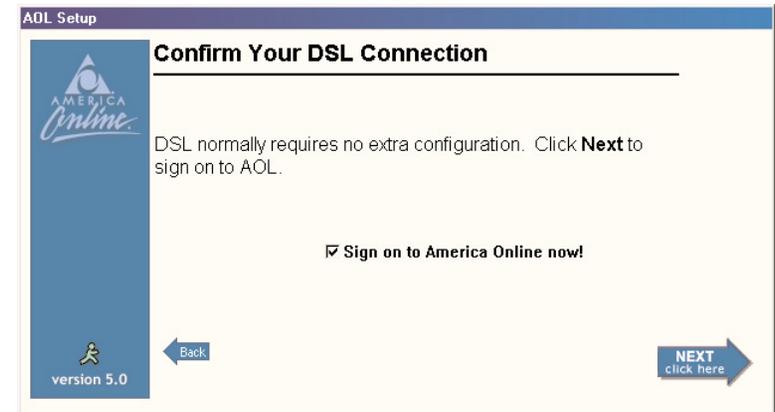
Step 11) America Online will connect you to its website. Please follow the
onscreen instructions.

New Members

Step 1) Insert the AOL Plus™ CD-ROM

Step 2) The AOL Plus™ CD-ROM will automatically start up. The following screen will appear. Select the top circle for "New Member", and then click **Next**.

Step 3) For the following screen make sure that the program is installing the software into "C:/ America Online 5.0" directory. Click **Next** to proceed.


Step 4) America Online repeats the same steps laid out in the previous *Current Members* section. Please refer to steps 4 through 11 on pages 20, 21, 22 and 23.

Troubleshooting

I have more than 4 phones in my home. Where can I get more microfilters?

Your Home DSL Modem package should include four (4) microfilters. If you need more, try visiting the retailer from whom you purchased this modem.

It has been days since I signed up for DSL with America Online and my service still has not been activated.

Contact America Online at 1-888-849-3200, from 8:00AM to 1:00AM EST, to find out about the status of your order.

Does anyone need to visit my home?

No. The only problem that may require a home visit is if your phone lines are in poor condition. America Online will be able to tell you if this problem exists. If you need assistance please contact America Online Technical Support at 1-888-849-3200, from 8:00AM to 1:00AM EST.

I am not using America Online as my DSL service provider.

This product is only configured for America Online. Please contact *Action*tec Technical Support to learn how to configure this modem for other DSL service providers.

My computer cannot find my Home DSL Modem.

If your modem seems to have performed the installation, go to the Start menu on your task bar, Settings, Control Panel, System and Device Manager. If there are any yellow exclamation marks or red x's then contact *Action*tec Technical Support.
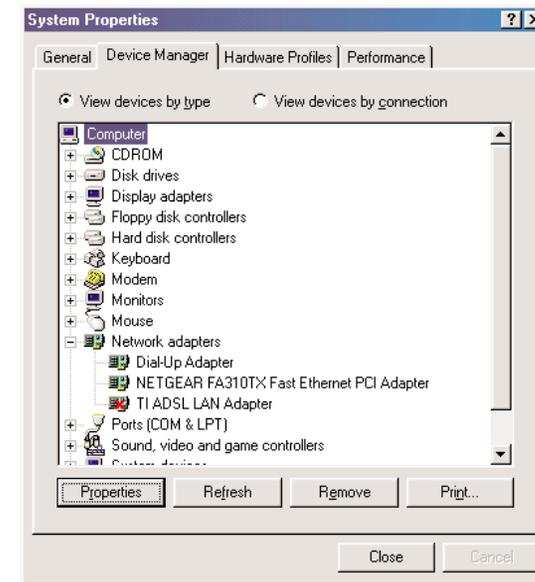
Since installing my Home DSL Modem, my 56K analog modem does not work.

If your modem seems to have performed the installation, go to the Start menu on your task bar, Settings, Control Panel, System and Device Manager. If there are any yellow exclamation marks or red x's then contact *Action*tec Technical Support.

When I pick up my phone, there is no dial tone.

Check to see if your phone line is properly connected to the microfilters. If all your lines are properly connected and there still is no dial tone, contact your telephone company for assistance.

What if I don't see the "Windows New Hardware Wizard" driver installation screen after I reboot?

If you do not see that screen, then Windows did not detect your Home DSL Modem. Possible reasons for this might be:

- You may have previously installed drivers for the USB modem. To check for this, do a right click on the "My Computer" icon on your desktop. Then select "properties". On system properties click on the "Device Manager" tab. Then click on the "Network adapter" You should check to see if the *Action*tec Home DSL Modem appears in the list of network adapters. If it does not appear, see the next item in the troubleshooting list. If the card appears, you should contact *Action*tec's Technical Support. You should ask which version of the software driver should be installed.

- Unplug the USB cable from the back of the modem and then plug it back in.

- If none of these actions work please contact *Action*tec Technical Support at (408) 752-7714, 24 hours a day, 7 days a week.

What if I bought my modem separately, and I do not have a disk or CD with the drivers?

Please contact *Action*tec Technical Support for information on how to obtain the device drivers for your *Action*tec Home DSL Modem.

What if Windows does not find my device drivers?

If Windows does not bring up the screen telling you that it has found the drivers, then it will bring up the following screen.

If you think you made an error entering the location of the drivers or want to try another location, please press the back button and try again.

If you believe that you entered the location of the drivers correctly, but you are still unable to locate the drivers, please click the **Next** button. Then you will see a screen (below) that informs you that Windows did not install a device driver for the modem.

You will need to obtain the device drivers from the *Action*tec. After getting the drivers, you will need to go into the "Device Manager". To access the "Device Manager":

- Right click on the "My Computer" icon on your desktop.

- Then select "properties".

- Click on the "Device Manager" tab.

- Then click on the "Network adapter".

- Select *Action*tec Home DSL Modem.

- Click on the "update driver" button.

Frequently Asked Questions

Can I share my DSL line with more than one computer in my home?

America Online does not currently support more than one computer on the DSL line.

Can I talk on the phone while being connected to the Internet?

Yes.

Can I fax over DSL?

No. You still need to send your faxes over your regular phone line using a 56K modem or a Fax Machine.

Do I have to pay my phone company and America Online for DSL service?

No. By signing up with America Online for DSL service, the only DSL bill you will pay is to America Online.

How do I know my modem is functioning properly?

In the system tray (lower right hand corner of the task bar) there is an *Action*tec Home DSL Modem System Monitor.

Actiontec Home DSL System Monitor

- When the bar is Green, your modem is connected and working properly. The arrows will blink Green when accessing a website, indicating that it is transmitting and receiving data. The arrows will be solid Green when downloading and uploading larger data files.

- When the bar is Yellow, your modem is trying to connect to the network. This process normally takes less than 10 seconds, unless there is a prob-

lem with the phone line or the DSL service. If the bar does not turn Green after 20 seconds or if it is constantly yellow, than contact America Online.

- When the bar is Grey, your modem is disconnected from the Internet. This can happen when the phone cable is not properly connected to the back of the modem, or the telephone line is not working properly. Try to remove the phone cable from the back of the modem and reconnect it again. If the bar does not turn Green in 15 seconds, than contact America Online.

- When the bar is red, an error has occurred with the modem or the controlling software. This can be caused by additions of software or hardware to the PC. On your task bar Go to the Start menu, Settings, Control Panel and then Device Manger. If there is any Yellow exclamation points or Red x's then contact *Action*tec Technical Support.

Where is the dial tone when I am connecting using by Home DSL Modem?

Unlike the V.90 modem you will not hear a dial tone. Please see the system tray (on the right hand corner of task bar) for status of your connection.

Notices

FCC Regulations

The following statements are provided in accordance with the Federal Communications Commission (FCC) regulations. Please read these statements carefully before installing your modem.

FCC Part 68 Requirements

This equipment complies with Part 68 of the FCC Rules. On the bottom of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be given to the telephone company.

The REN is used to determine the maximum number of devices connected to your telephone line that will ring in response to an incoming call. In most, but not all, areas, the total REN of devices connected to a line should not exceed five (5.0). To find out the total permitted in your area, contact your local telephone company.

If your telephone equipment causes harm to the telephone network, the telephone company can discontinue your service temporarily. If possible, the company will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company can make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If so, you will be notified in advance so you can make the changes needed to maintain uninterrupted service.

If you experience trouble with this equipment, please contact the manufacturer at the address given in this manual. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment in is not malfunctioning.

This equipment may not be used on public coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

Canadian Department Of Communications (CDOC)

Requirements for End Users:

Notice: The Canadian Department of Communications label identifies certified equipment. This certification means the equipment meets certain telecommunications network requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment users should ensure that connection to the line is allowed by 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 telephone extension cord. Compliance with the above conditions may not prevent degradation of service in certain 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.

Users should ensure for their own protection 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 electric inspection authority, or electrician, as appropriate.

"**CAUTION** – To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord."

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near swimming pool.
2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lighting.
3. Do not use the telephone to report a gas leak in the vicinity of the leak.
4. Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

SAVE THESE INSTRUCTIONS

Notes: