

# Getting Started Using FirstGear for the Model XM128S ISDN Digital Modem

## **NETGEAR**

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March 1998

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# Preface

Congratulations on your purchase of the NETGEAR™ Model XM128S ISDN Digital Modem. The Model XM128S modem sets a new price and performance standard for rapidly growing Internet and telecommuting applications.

The NETGEAR Model XM128S modem provides connection for one or more PCs to the Internet or to the office over ISDN (Integrated Services Digital Network) lines. The modem operates at a speed of up to 460 kilobits per second (Kbps) data rate, or 128 Kbps data rate without compression, and can download video clips, music, or high-resolution color graphics from the World Wide Web or other online services many times faster than an analog modem. The Model XM128S modem supports concurrent data and voice communications, reducing cost and administration of multiple phone lines.

## Purpose

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This guide provides instructions for the installation and use of the Model XM128S modem. This guide also provides instructions in the installation and use of the FirstGear™ configuration software application for installing, configuring, and monitoring the Model XM128S modem.

## Conventions

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This section describes the conventions used in this guide.

### Special Message Formats

This guide uses the following formats to highlight special messages.



**Note:** This format is used to highlight information of importance or special interest.

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**Caution:** This format is used to highlight information that will help you prevent equipment failure or loss of data.

---



**Warning:** This format is used to highlight material involving possibility of injury or equipment damage.

---

### Use of Enter, Type, and Press

This guide uses “enter,” “type,” and “press” to describe the following actions:

- When you read “enter,” type the text and press the Enter key.
- When you read “type,” type the text, but do not press the Enter key.
- When you read “press,” press only the alphanumeric or named key.
- When you read “click,” click the left mouse button.

## **Other Conventions**

This guide uses the following additional conventions:

*italics*                      Book titles and UNIX file, command, and directory names.

Initial Caps                Menu titles and window and button names.

## **Related Publication**

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For more information about the Model XM128S modem, refer to the *Reference Guide for the Model XM128 ISDN Digital Modem*.



# Chapter 1

## Introduction

This guide describes how to install and use the Model XM128S ISDN Digital Modem. It includes a physical description and installation instructions for the hardware, as well as instructions for installing and using FirstGear to configure the modem. Use this guide as a reference for getting started. For more detailed information about installing your Model XM128S modem, refer to *Reference Guide for the Model XM128 ISDN Digital Modem*.

When used with off-the-shelf Internet or remote access client software, the Model XM128S modem enables mobile or home users to connect over Integrated Services Digital Network (ISDN) lines to the Internet or to branch offices. The Model XM128S modem also allows a user to connect to the analog world through a modem, fax machine, or telephone.

To take advantage of constant new developments while sustaining your hardware investment, the Model XM128S modem uses flash EPROMs that enable convenient uploading of newly available firmware.

## Features

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The Model XM128S ISDN Digital Modem supports a variety of compression schemes including V.42bis and Hi/fn LZS Compression (Stac). This modem can effectively communicate at speeds up to 460 kilobits per second (Kbps) over ISDN lines.

The Model XM128S modem has two analog ports to connect analog devices such as fax machines, modems, and telephones. The Model XM128S modem can communicate over the two B channels to different locations simultaneously, enabling you to send a fax and “surf” the web at the same time. The analog ports recognize standard dual-tone multifrequency (DTMF) tones as well as pulse dialing.

The Model XM128S modem has the following speed and compatibility features:

- Plug-and-Play support for a Windows® 95 environment
- Full compatibility with both ISDN and remote public-switched telephone network (PSTN) by way of ISDN
- Multiple signaling protocol compatibility with DSS1, 1TR6, NI-1, AT&T 5ESS, and Northern Telecom DMS 100 network switches
- X.75, V.110, V.120, and Point-to-Point Protocol (PPP)
- B channel speeds of 56 Kbps (in-band signaling) and 64 Kbps (out-of-band signaling)
- 112 Kbps/128 Kbps channel bundling: MLP and Multipoint PPP (RFC1717)
- Hi/fn LZS compression (Stac)
- V.42bis data compression using the X.75, V.120, and bundle protocols
- Configurable using either FirstGear (a Windows 95 utility) or AT commands
- Automatic ISDN and analog call detection
- Two analog telephone jacks (analog adapters)
- Push-button switch for quick dial and teardown
- Easy-to-use FirstGear configuration software
- Flash EPROM for easy firmware upgrades

# Chapter 2

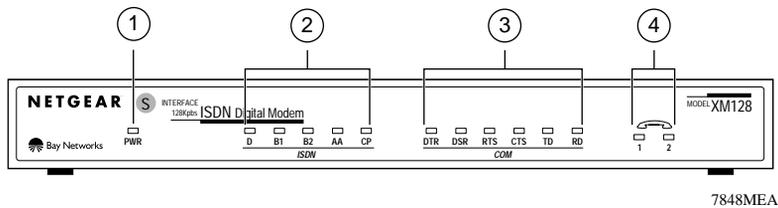
## Physical Description

This chapter provides information about the hardware features of the Model XM128S ISDN Digital Modem. Use the key at the bottom of each illustration to identify the panel components.

### Front Panel

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For easier management and control of the Model XM128S modem, familiarize yourself with the components on the front panel, as illustrated in [Figure 2-1](#).



Key:

- 1 = PWR (power) LED
- 2 = ISDN LEDs
- 3 = RS-232 COM LEDs
- 4 = PHONE 1 and PHONE 2 LEDs

**Figure 2-1. Front panel of the Model XM128S modem (with S/T interface)**

## LEDs

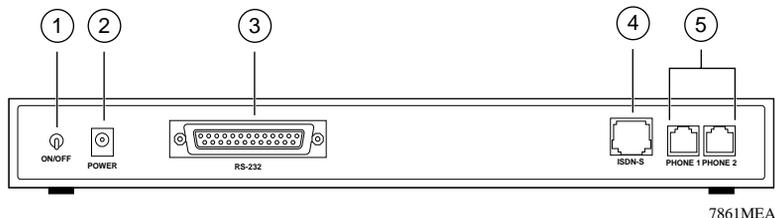
LEDs on the front panel of the Model XM128S modem allow you to monitor and diagnose the device. [Table 2-1](#) describes each LED.

**Table 2-1. LED descriptions**

Label	Color	Activity	Description
PWR (power)	Green	On	Power is supplied to the modem.
ISDN LEDs:			
D	Green	On	The ISDN link on the D channel is active.
		Blinking	The Model XM128S modem is attempting to make a connection to the switch.
B1	Green	On	A connection is established to the B1 channel.
B2	Green	On	A connection is established to the B2 channel.
AA	Green	On	The Model XM128S modem is in the automatic answering mode.
		Blinking	An incoming call is ringing.
CP	Green	On	Compression is active on either of the B channels.
RS-232 COM LEDs:			
DTR	Green	On	The data terminal or computer connected to the DTE port on the Model XM128S modem is ready to communicate.
DSR	Green	On	The Model XM128S modem is ready to communicate with the connected data terminal or computer.
RTS	Green	On	The data terminal or computer connected to the DTE port on the Model XM128S modem is ready to transmit data.
CTS	Green	On	The Model XM128S modem is ready to accept data from the connected data terminal or computer.
TD	Green	On	The data terminal or computer connected to the Model XM128S modem is transmitting data to the modem.
RD	Green	On	The data terminal or computer connected to the Model XM128S modem is receiving data from the DTE port of the modem.
PHONE 1	Green	On	The telephone connected to the port is in use.
PHONE 2	Green	On	The telephone connected to the port is in use.

## Rear Panel

The rear panel ([Figure 2-2](#)) contains a power switch; a power receptacle; and ports to connect a computer, an ISDN line, and two analog devices (telephone, fax, or modem).



**Key:**

- 1 = ON/OFF switch
- 2 = Receptacle for power adapter
- 3 = RS-232 communication (COM) port for connecting to a computer
- 4 = ISDN-S port for connecting to an ISDN line
- 5 = PHONE 1 and PHONE 2 ports for connecting analog devices (telephone, fax, or modem)

**Figure 2-2. Rear panel of the Model XM128S modem**

[Table 2-2](#) describes the components on the rear panel of the Model XM128S modem.

**Table 2-2. Rear panel components**

Label	Description
ON/OFF	This switch turns power on or off.
POWER	This receptacle is for the power adapter.
RS-232	This RS-232 COM port is for connecting the Model XM128S modem to the serial port of a computer or data terminal.
ISDN-S	This port is for connecting the Model XM128S modem to the NT1 device.
PHONE 1	This port is for connecting the Model XM128S modem to an analog device (telephone, fax, or modem).
PHONE 2	This port is for connecting the Model XM128S modem to an analog device (telephone, fax, or modem).



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# Chapter 3 Installation

This chapter provides information about installing and using the Model XM128S ISDN Digital Modem.

## Package Contents

---

Your package should contain the following items:

- Model XM128S ISDN Digital Modem
- Power adapter
- RJ-45 ISDN telephone cable
- Shielded RS-232 25-pin straight cable
- 25-pin to 9-pin adapter
- This manual
- *Reference Guide for the Model XM128 ISDN Digital Modem*
- CD ROM with bundled software
- 3.5-inch driver and utility diskettes
- Warranty and Owner Registration Card

Call your reseller or customer support in your area if there are any wrong, missing, or damaged parts. Refer to [page ii](#) for the location of customer support in your area.

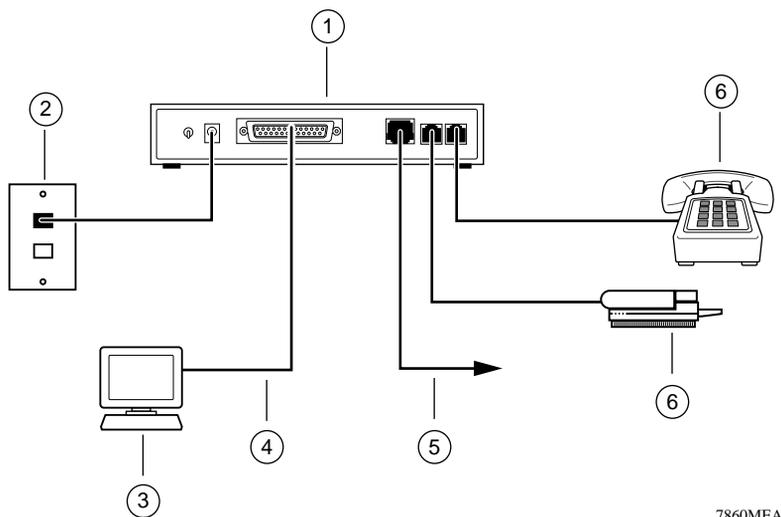
Keep the carton, including the original packing materials. Use them to repack the modem if you need to return it for repair.

To qualify for product updates and product warranty registrations, fill in the Warranty and Owner Registration Card within 30 days of purchase and return it to NETGEAR, Inc.

## Installing the Modem

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Before connecting any of the devices to your modem, make sure the power is turned off on your computer and your Model XM128S modem. To connect the ISDN line to your modem, you must use an NT1 device (usually supplied by the telephone company), which converts the S/T interface of the Model XM128S modem to a U interface. Refer to [Figure 3-1](#) and then to the steps following the illustration for detailed instructions for making those connections.



7860MEA

Key:

- 1 = Model XM128S modem
- 2 = AC power adapter
- 3 = Computer (PC, Macintosh, or UNIX workstation)
- 4 = Shielded RS-232 25-pin straight cable
- 5 = ISDN connection to NT1 device (connected with ISDN cable provided in package)
- 6 = Analog device (telephone, fax, or modem)

**Figure 3-1. Model XM128S modem connections**

To install your Model XM128S modem:

- 1. Connect the male end of the 25-pin straight cable to the RS-232 COM port of the Model XM128S modem.**

2. **Connect the other end (female end) of the 25-pin straight cable to the serial (COM) port on your computer.**



**Note:** If your computer has a 9-pin serial connector, use a 25-pin to 9-pin converter (25-pin male to 9-pin female). If you have a Macintosh, a special cable is needed for the connection.

---

3. **Using the ISDN cable that is included, connect the RJ-45 connector on one end of the cable to the ISDN-S port on the back of the Model XM128S modem.**
4. **Connect the other end of the ISDN cable to the S/T interface on your NT1 device.**
5. **Using the proper cable, connect the NT1 device to the wall outlet installed by your phone company.**
6. **Insert the round end of the power adapter in the POWER connector on the rear panel.**
7. **Plug the power adapter into an AC wall outlet.**
8. **Turn the power on to your Model XM128S modem.**
9. **Turn the power on to your computer.**

## Verifying Hardware Installation

---

When the installation is complete and power applied to the modem, a self-test sequence begins. The B1, B2, and AA LED lights blink on and then off again. After this cycle is complete, the PWR (power) LED remains on.

If the test routine fails, the D LED blinks. Refer to *Reference Guide for the Model XM128 ISDN Digital Modem* for more information about the self-test and the error codes.

## Installing Software for Windows

---

This section contains information about installing the Windows 95 and Windows NT® drivers and about configuring Dial-Up Networking.

## Installing the Windows 95 Driver

The Model XM128S modem is Plug-and-Play compatible with Windows 95. If you are running Windows 95 or Windows NT, refer to this section to install the Windows 95 driver. If you are running Windows 3.X, refer to Chapter 4, “Configuration,” in the *Reference Guide for the Model XM128 ISDN Digital Modem* for information about using a terminal program and AT commands for configuring your modem.

To install the Windows 95 driver:

1. **Turn on power to your Model XM128S modem.**
2. **Turn on power to your PC, and start Windows 95.**

The New Hardware Found screen opens, as illustrated in [Figure 3-2](#). Windows 95 detects your Model XM128S modem automatically and prompts you to indicate which driver you want to install for your new hardware.

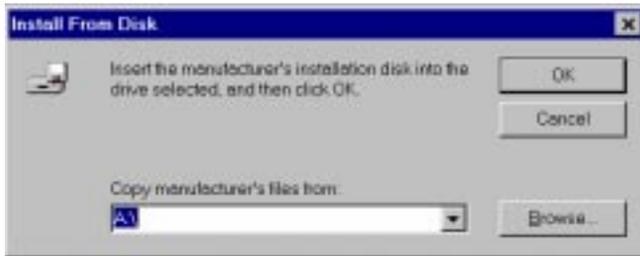


**Figure 3-2. New Hardware Found screen**

3. **Click on the Driver from disk provided by hardware manufacturer field.**

**4. Click on OK.**

The Install From Disk screen opens, as illustrated in [Figure 3-3](#).



**Figure 3-3. Install From Disk screen**

**5. Insert the NETGEAR XM128 Driver Disk in the floppy drive.**

**6. As instructed on the Install From Disk screen, type A:\ to find the driver disk.**

**7. Click on OK.**

The Select Device screen opens, as illustrated in [Figure 3-4](#).



**Figure 3-4. Select Device screen**

8. **Select the appropriate driver based on the required data rate and B-channel protocol. For example, select “Netgear XM128, MP-PPP 128K” to connect to most ISPs. You can use a different driver for each dial-up connection, thus allowing your applications to automatically set the appropriate protocol.**
9. **Click on OK.**
10. **Click on OK again.**

The installation of your XM128 modem driver is complete. You can now use programs such as Dial-Up Networking.

## **Installing and Launching FirstGear**

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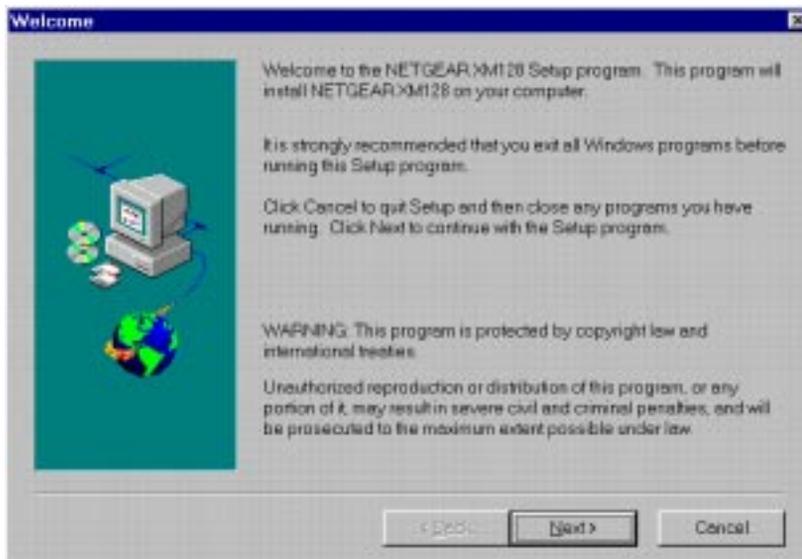
If you are not setting up your Model XM128S modem with a computer running Windows 95, you must have a terminal program that allows you to send and receive AT commands and responses from the modem. For further information about manual configuration, refer to Chapter 4, “Configuration,” in *Reference Guide for the Model XM128 ISDN Digital Modem*.

To configure your Model XM128S modem with a computer running Windows 95, you must install the NETGEAR FirstGear software that is included on a disk in your package contents.

To install the FirstGear software:

1. **Insert your NETGEAR FirstGear disk into Drive A on your computer.**
2. **Select Run.... from the Start menu of Windows 95.**
3. **Type A:\Setup.exe, and press [Enter].**

The Welcome screen, as illustrated in [Figure 3-5](#), opens.



**Figure 3-5. Welcome screen**

**4. Follow the instructions on your screen until the installation is complete.**

The FirstGear software installation is complete. You can now run the FirstGear software.

**5. Open the NETGEAR program group that was created when you installed FirstGear.**

**6. Run FirstGear.**

The FirstGear screen, as illustrated in [Figure 3-6](#), opens.



**Figure 3-6. FirstGear screen**

**7. Type telephone numbers in the analog port (Analog Port 1 or Analog Port 2) fields.**

Each analog port telephone number is assigned by your PTT (telephone company) for incoming calls. Type the number(s) into the appropriate field(s), leaving out spaces or dashes (for example, 0023158693).



**Note:** If you subscribe to multiple subscriber number (MSN) supplementary service, enter the incoming numbers by using the advanced feature. You can use the advanced feature by clicking on Advanced and following the steps in [“Using the Advanced Feature for Setting Telephone Numbers”](#) on [page 3-9](#).

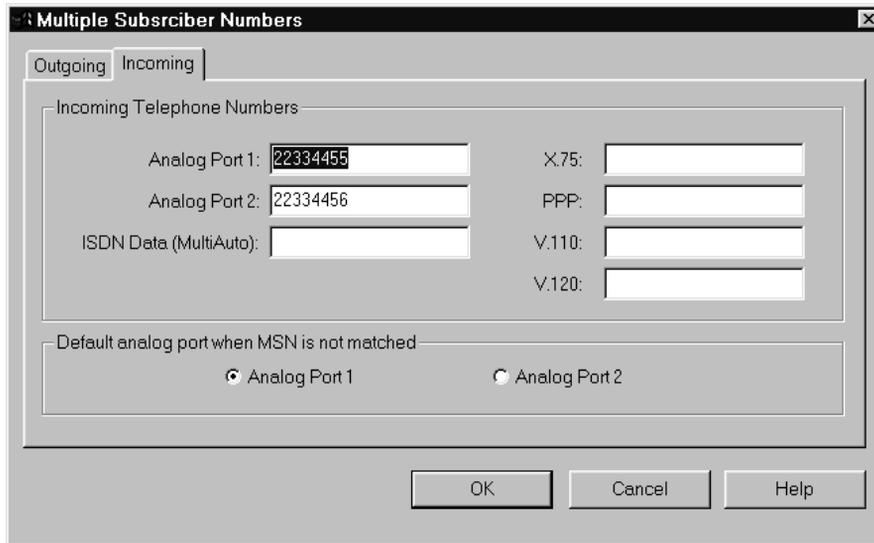
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## Using the Advanced Feature for Setting Telephone Numbers

To use the FirstGear advanced feature for setting telephone numbers:

- 1. Click on the Advanced button.**

The Multiple Subscriber Numbers screen, as illustrated in [Figure 3-7](#), opens.

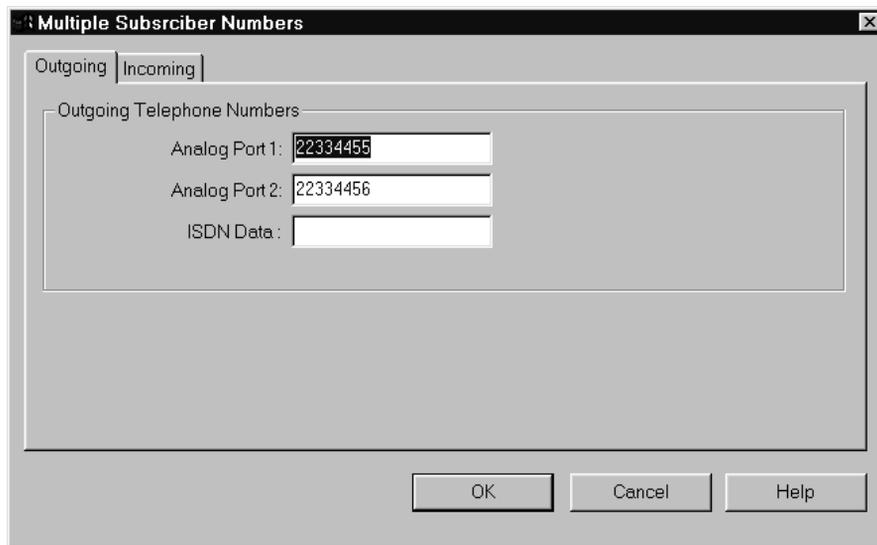


**Figure 3-7. Multiple Subscriber Numbers screen**

- 2. Type in the MSN numbers of the incoming calls in the appropriate field.**

This dialog box allows you to assign telephone numbers to specific incoming data calls. In order to make use of this feature, you must subscribe to Multiple Subscriber Number (MSN) service from your local PTT. If a number has been specified for any of the B channel protocol fields (X.75, PPP, V.110, or V.120), any incoming data call matching that number will automatically cause the TA to use the corresponding protocol. If a number has been entered in the ISDN Data Multi-Auto field, the Model XM128S modem automatically detects the appropriate B channel protocol.

The Multiple Subscriber Numbers screen allows you to set the default analog port when the MSN is not matched. If an incoming call does not match one of the defined numbers, the call will be automatically routed to the default port.



**Figure 3-8. Outgoing Telephone Numbers screen.**

**3. Type in the outgoing telephone numbers.**

These fields define the outgoing telephone numbers for voice and data calls. Normally, these numbers are the same as those assigned for the incoming calls. If you need a number to be different, enter only digits, ignoring parentheses, dashes, and spaces.

**4. Click on OK.**

The FirstGear screen, as illustrated in [Figure 3-6](#) on [page 3-8](#), opens. You can click on Apply if you want to save the changes, or you can wait to save the changes until after you have set the protocols using the Advanced option. To save the changes and close the application, click on OK.

## Configuring Windows 95 Dial-Up Networking



**Note:** You must install Windows 95 and Dial-Up Networking before proceeding with this section.

### Configuring Dial-Up Networking for One B Channel

To configure your Model XM128S modem with Dial-Up Networking for one B channel:

1. **Double-click on the My Computer icon.**
2. **Double-click on the Dial-Up Networking folder.**
3. **Double-click on the Make New Connection icon from within the Dial-Up Networking folder.**

The Make New Connection screen, as illustrated in [Figure 3-9](#), opens.



**Figure 3-9.** Make New Connection screen

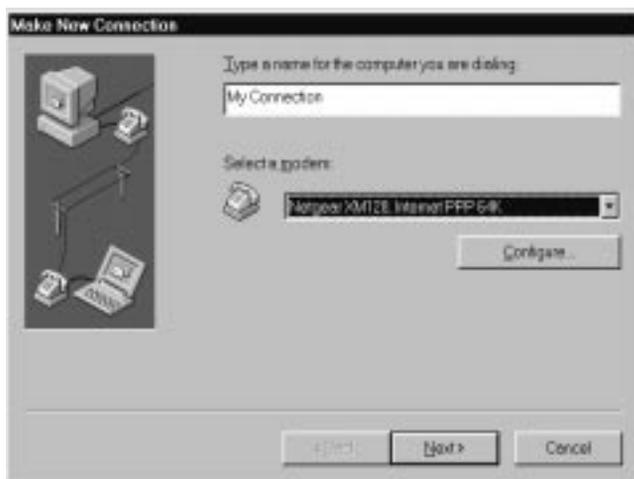
4. **Type a name for your connection in the field called Type a name for the computer you are dialing.**

**5. Select the appropriate Model XM128S modem driver for the dial-up connection.**

Each dial-up connection can use a different Model XM128S modem driver. Each driver automatically selects the appropriate protocol and data rate. For example, you may want to use the driver called Netgear XM128, Internet PPP 64K for your 64K connection to your remote LAN while you are telecommuting. On the other hand, you can set up a second dial-up connection with the Netgear XM128, Internet PPP 128K driver for your 128K Internet connection through your local ISP. Each dial-up connection uses a different driver.

**6. Click on Next.**

The second Make New Connection screen, as illustrated in [Figure 3-10](#), opens.



**Figure 3-10. Make New Connection screen for entering ISP information**

**7. Type the phone number of the Internet service provider (ISP) or host you will be calling.**

**8. Click on Next.**

**9. Click on Finish.**

A new icon is created in the Dial-Up Networking folder.

If your ISP requires you to enter DNS and WINS addresses, perform steps 10 through 18. Otherwise, proceed to step 19.

10. Select the new icon in the Dial-Up Networking folder, and click on the right mouse button.
11. Select Properties from the menu.

The My Connection screen, as illustrated in [Figure 3-11](#), opens.



**Figure 3-11. My Connection screen**

12. Make sure that your Model XM128S modem appears in the Connect using box.

If you have settings given to you by your ISP, follow those guidelines and go to step 20 on [page 3-15](#).

If you do *not* have guidelines given to you by your ISP, go to step 13.

### 13. Click on the Server Types tab.

The Server Types tab opens, as illustrated in [Figure 3-12](#).

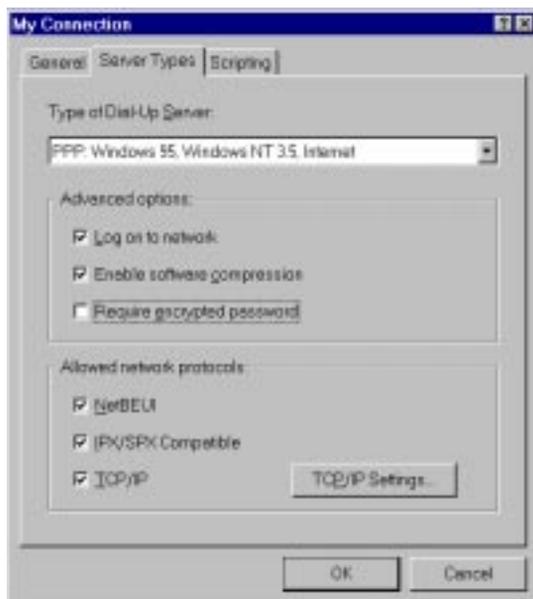
If you are using PPP, use the default settings shown in [Figure 3-12](#).

If you are connecting to a LAN, select Log on to network.

If you are logging on to a Microsoft® Windows network, select NetBEUI.

If you are logging on to a Novell network, select IPX/SPX Compatible.

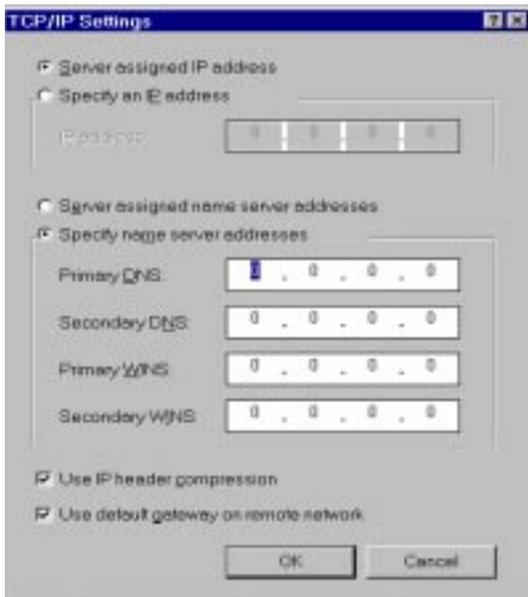
If you are logging on to an Internet connection, select TCP/IP.



**Figure 3-12. Server Types tab screen**

**14. Click on TCP/IP Settings.**

The TCP/IP Settings screen, as illustrated in [Figure 3-13](#), opens.



**Figure 3-13. TCP/IP Settings screen**

**15. Click on the Specify name server addresses radio button.**

**16. Enter your primary and secondary Domain Name Server (DNS) numbers.**

Obtain DNS numbers from your ISP. If your host requires you to specify an IP address, go to the next step. If your host does *not* require you to specify an IP address, go to step 18.

**17. Click on Specify an IP address, and enter your IP address only.**

**18. Click on OK.**

This step completes the remote connection definition.

**19. Locate the icon of the connection profile that you created in your Dial-Up Networking folder and double-click on it.**

**20. Type the user name and password for your ISP if they are incorrect or missing.**

**21. Click on the Connect button.**

Your Model XM128S modem dials the number and establishes a connection.

This step completes the configuration of Dial-Up Networking for Windows 95.

## Configuring Dial-Up Networking for Two B Channels

To configure your Model XM128S modem for use with two B channels using Multilingual PPP:

1. **Double-click on the My Computer icon.**
2. **Double-click on the Dial-Up Networking folder.**
3. **Double-click on the Make New Connection icon from within the Dial-Up Networking folder.**
4. **Choose a name for your connection and select XM128 from the drop-down menu.**
5. **Select Netgear XM128, Internet PPP 128K.**
6. **Click on Next.**

The Make New Connection screen, as illustrated in [Figure 3-10](#) on [page 3-12](#), opens.

7. **Type the phone number(s) of the ISP or host you will be calling.**

Some ISPs require only one phone number to make a multiple-link connection.

If your ISP requires you to dial a different number (one for each B channel), separate the two numbers with a plus (+) sign. Otherwise, enter the number as normal (for example: 5551111+5552222).

8. **Click on Next.**
9. **Click on Finish.**

A new icon is created in the Dial-Up Networking folder.

10. **Click your right mouse button on the new icon.**
11. **Select Properties from the pop-up menu.**

The My Connection screen, as illustrated in [Figure 3-11](#) on [page 3-13](#), opens.

Make sure the Use country code and area code field is not checked off. If this field is checked, Windows 95 removes the plus sign (+) from the phone number when you close the window, which causes failed connections in the future.

Make sure that “Netgear XM128, Internet PPP 128K” appears in the Connect using box. If settings have been given to you by your ISP, follow those guidelines and go to step 20 on [page 3-15](#).

If settings have *not* been given to you by your ISP, go to step 13 on [page 3-14](#).

Either choice completes the configuration of Dial-Up Networking for Windows 95 using two B channels.

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