

U.S. Robotics®

Broadband Router Quick Installation Guide

Package Contents

- Broadband Router
- 9.0 VDC power adapter
- Ethernet cable
- CD-ROM
- Quick Installation Guide

Front View



| LEDS | Color - Action | Function |
|---------------------|-------------------|---|
| PWR | Green - Lighted | Receiving power |
| STATUS | Orange - Lighted | System failure |
| | Orange - Blinking | Router is powering up, resetting, or rebooting, or firmware is being upgraded |
| WAN | Green - Lighted | WAN link is achieved |
| | Green - Blinking | Sending or receiving WAN data |
| 10/100 LINK/ACT 1-4 | Green - Lighted | LAN link is achieved |
| | Green - Blinking | Sending or receiving LAN data |

Rear View



| Port | Function |
|-------------|---|
| Reset | To reboot the Broadband Router, press in and release the Reset button. To reset the Broadband Router to the factory default settings, press in and hold the Reset button for seven seconds. |
| LAN 1-4 | RJ-45 ports to connect devices to the Local Area Network |
| WAN | RJ-45 port to connect the router to a broadband modem or to a WAN |
| 7.5-9.0 VDC | Power supply connection port |

Router Installation

The Broadband Router can easily be connected to any Ethernet-based cable or DSL modem. To verify compatibility, look at the existing connection between your modem and your computer. If the connection is made with an RJ-45 Ethernet cable, your modem can be connected to the Broadband Router.

What You Need to Begin

- PC with an Ethernet adapter (NIC) installed
- A functioning Ethernet-based cable or DSL modem
- Internet Explorer 5.0 or later
OR
Netscape 7.0 or later
- Your CD-ROM drive letter (for example, D)
- Your router product number and serial number, located on the bottom label of the router. If you ever need to call our Technical Support department, you will need this number to receive assistance.

| Product Number | Serial Number |
|----------------|---------------|
| 8004 | |

1 Connect your modem to the router.

1. Turn off your computer and your modem.
2. Locate the Ethernet cable that connects your modem to your PC's Ethernet adapter, and disconnect it from the PC only. Do not disconnect the cable from your modem.
3. Connect the free end of the Ethernet cable to the WAN port on the rear of the router.



2 Connect the router to your computer and power supply.

1. Connect one end of the supplied Ethernet cable to your PC's Ethernet adapter.
2. Connect the other end to one of the router's LAN ports.



3. Turn on your modem.
4. Connect the supplied power adapter to the power jack on the router.
5. Plug the power adapter into a standard power outlet.
6. Turn on your computer.



3 Configure the basic connection settings.



Windows XP and Me users: If Universal Plug and Play launches, follow the on-screen instructions instead of steps 1 and 2 below, then start with step 3.

1. Launch your Web browser.
2. In the location or address line, type <http://192.168.123.254> and press Enter to start the router Web User Interface.
3. Click **Log in**—there is no default password.
4. Select **Primary Setup** from the menu, and then click **Change**.
5. Select your WAN type. Depending on your WAN type, you may need to enter connection information. If you are unsure about any connection information required by the setup process, contact your Internet Service Provider. When finished, click **Save**.
6. Verify your Internet connection by launching a Web browser and going to www.usr.com/productreg
If your Internet connection is not successful, refer to "Troubleshooting" on the other side of this guide.
If your Internet connection is successful, register your product. U.S. Robotics also recommends that you make a backup of your new configuration settings as follows:
 - Select the **Toolbox** menu.
 - Click **Backup Setting**.
 - Your system will prompt you to save or open the file. Select **Save**.
 - Browse to the location at which you want the backup file saved and click **Save**.

Congratulations! The installation procedure is now complete.

For configuration details, regulatory information, and warranty information, refer to the *User Guide* on the U.S. Robotics CD-ROM.
For troubleshooting and technical support, refer to the other side of this guide.

Troubleshooting

I can't connect to the router's Web User Interface.

Possible Solution 1:

Make sure that all the Ethernet cables are properly and securely connected and that the power cord is plugged in.

Possible Solution 2:

Make sure that you correctly performed all the steps in the “Before You Begin” section of the *User Guide* on the U.S. Robotics CD-ROM. If your computer was configured to use a static IP address, you must now reconfigure it to **Obtain an IP address automatically**.

Possible Solution 3:

Make sure that your PC is using an IP address that is within the default range of 192.168.123.xxx. Make sure the address of the subnet mask is 255.255.255.0. If necessary, the Default Gateway should be 192.168.123.254. To verify these settings, perform the following steps:

Windows XP, 2000, or NT users:

- Click Windows **Start** , and then click **Run**.
- Type **cmd** and click **OK**.
- At the DOS prompt, type **ipconfig /all** and press Enter.
- Check the IP Address, Subnet Mask, Default Gateway, and DNS server data to make sure they are correct.
If the information is not correct:
 - Type **ipconfig /release** and press Enter.
 - Type **ipconfig /renew** and press Enter.

Windows Me, 98, or 95 users:

- Click Windows **Start** , and then click **Run**.
- Type **winipcfg** and click **OK**.
- Check the IP Address, Subnet Mask, Default Gateway, and DNS server data to make sure they are correct.
If the information is not correct, click **Release All**. Then click **Renew All**.

Possible Solution 4:

Follow the instructions below to verify the connection setting of your Web browser and to verify that the HTTP Proxy feature of your Web browser is disabled. This procedure ensures that your Web browser can read the configuration pages inside your router.

Internet Explorer users:

- Launch Internet Explorer.
- Click **Tools, Internet Options**, and select the **Connections tab**.
- Select **Never dial a connection** and click **Apply**.
- Click the **LAN Settings** button.
- Clear all the check boxes and click **OK**.
- Click **OK**.

Netscape Navigator users:

- Launch Netscape Navigator.
- Click **Edit, Preferences**.
- In the Category window, double-click **Advanced**.
- Click **Proxies**, click **Direct connection to the Internet**, and then click **OK**.

I can't access the Internet.

Possible Solution 1:

Make sure that the power cord and both Ethernet cables are connected correctly. This includes the cables connecting the router, the modem, and all the PCs.

Possible Solution 2:

Reboot the router by unplugging and plugging in the power supply.

I don't know whether my IP address is static or dynamic.

Possible Solution:

If you have broadband Internet service, you probably have a dynamic IP address. However, you should verify this information with your Internet Service Provider, because some providers assign static IP addresses.

While trying to check my network configuration settings in Windows Me, I can't find the Network icon.

Possible Solution:

The default setting in Windows Me is to not show all of the icons within the Control Panel. To change the default setting to show all icons:

Windows Me users:

- Click Windows **Start, Settings, Control Panel**.
- Within Control Panel, click **View all Control Panel options** on the left side of the screen.

All the Control Panel icons should now be visible.

I don't know how to configure the TCP/IP protocol to work with the router.

Possible Solution:

You have the TCP/IP protocol installed, but it is not configured to work with the router.

Windows XP users:

- Click Windows **Start, Control Panel**.
- Double-click the **Network and Internet Connections** icon.
- Right-click the icon that represents your LAN or high-speed Internet connection, and select **Properties**.
- Click the **General** tab, and select the TCP/IP line that has been assigned to your network card.
- Click the **Properties** button.
- Configure IP addressing:
 - Preferred method—To obtain the IP address automatically through the DHCP server:
Click the **General** tab, select **Obtain an IP address automatically**, and click **OK**. Click **OK** again.
 - For instructions on specifying the IP address manually, refer to the *User Guide* on the U.S. Robotics CD-ROM.

Windows 2000 users:

- Click Windows **Start, Settings, Network and Dialup connections**.
- Double-click the **Local Area Connections** icon and select **Properties**.
- Select the TCP/IP line that has been assigned to your network card and select **Properties**.
- Configure IP addressing:
 - Preferred method—To obtain the IP address automatically through the DHCP server:
Click the **IP Address tab**, select **Obtain an IP address automatically** and click **OK**. Click **OK** again.
 - For instructions on specifying the IP address manually, refer to the *User Guide* on the U.S. Robotics CD-ROM.

Windows Me, 98, or 95 users:

- Click Windows **Start, Settings, Control Panel**.
- Double-click the **Network** icon.
- Click the **Configuration** tab and select the TCP/IP line that has been assigned to your network card.
- Click the **Properties** button.
- Configure IP addressing:
 - Preferred method—To obtain the IP address automatically through the DHCP server:
Click the **IP Address** tab, select **Obtain an IP address automatically** and click **OK**. Click **OK** again.
 - For instructions on specifying the IP address manually, refer to the *User Guide* on the U.S. Robotics Installation CD-ROM.

Windows NT users:

- Click Windows **Start, Settings, Control Panel**.
- Double-click the **Network** icon.
- Click the **Protocols** tab and select the TCP/IP line that has been assigned to your network card.
- Click the **Properties** button.
- Configure IP addressing:
 - Preferred method—To obtain the IP address automatically through the DHCP server:
Click the **IP Address** tab and select **Obtain IP address from a DHCP server** and click **OK**. Click **OK** again.
 - For instructions on specifying the IP address manually, refer to the *User Guide* on the U.S. Robotics Installation CD-ROM.

You can use the ping command to verify whether your PC has successfully connected to the router. For ping command instructions, refer to the *User Guide* on the U.S. Robotics CD-ROM.

Are You Still Having Problems?

1. Refer to the *User Guide* on the U.S. Robotics CD-ROM.
2. Go to the Support section of the U.S. Robotics Web site at **www.usr.com**
The most common difficulties that users experience have been addressed in the FAQ and Troubleshooting Web pages for your product. The product number of the Broadband Router is 8004. You may need to know this to obtain information from the U.S. Robotics Web site.
3. Contact the U.S. Robotics Technical Support Department.
Technical questions about U.S. Robotics products can also be answered by our expert team of technical support specialists.

| Country | Voice | Webmail | Support Hours |
|--------------------------|----------------|---------------------------------|--|
| United States and Canada | (888) 216-2850 | http://www.usr.com/emailsupport | 9:00 A.M.–6:00 P.M. Central Time, M–F |

For current support contact information, go to the following Web site:
http://www.usr.com/support