U.S.Robotics®

USR8200 Firewall/VPN/NAS
Quick Installation Guide

Package Contents:
- USR8200 Firewall/VPN/NAS
- Quick Installation Guide
- One (1) Ethernet cable
- 12VDC power supply
- Installation CD-ROM

Front View

LEDS	Color - Action	Function
POWER	Green - Lighted	Operating normally
	Amber - Lighted	An error has occurred
WAN	Green - Lighted	WAN connected
	Green - Blinking	Receiving and transmitting WAN data
USB1 and USB2	Green - Lighted	USB storage device connected
	Green - Blinking	Receiving and transmitting data
	Off	No connection
1394	Green - Lighted	Firewire storage device connected
	Green - Blinking	Receiving and transmitting data
	Off	No connection
LAN 1-4	Green - Lighted	100 Mbps LAN link
	Green - Blinking	Receiving and transmitting data at 100 Mbps
	Amber - Lighted	10 Mbps LAN link
	Amber - Blinking	Receiving and transmitting data at 10 Mbps

The U.S. Robotics USR8200 Firewall/VPN/NAS can connect easily to any Ethernet-based cable modem or DSL modem. You can verify compatibility by checking to see if your cable or DSL modem is connected to the network adapter in your computer using a standard RJ-45 Ethernet cable.

Connecting the USR8200 Firewall/VPN/NAS
Note: For the most updated information, visit: **http://www.usr.com/support**
You can also refer to the User Guide on the U.S. Robotics Installation CD-ROM for more detailed information.

Prepare for installation
Note: Your model number is **8200**. You can find your serial number on the bottom label of the USR8200 Firewall/VPN/NAS and on the side of the package. Write your serial number in the box below. If you ever need to call our Technical Support department, you will need this number to receive assistance.

Product Number	Serial Number
USR8200	

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1 Turn off your computer and cable or DSL modem. Connect your USR8200 Firewall/VPN/NAS to your WAN source.

2 Connect your computer(s) to the USR8200 Firewall/VPN/NAS.

3 Connect a USB and/or FireWire hard drive, if available. You can also connect a USB printer, if available.

4 Turn on your cable or DSL modem. Connect the included power cord to the USR8200 Firewall/VPN/NAS. Turn on your computer.
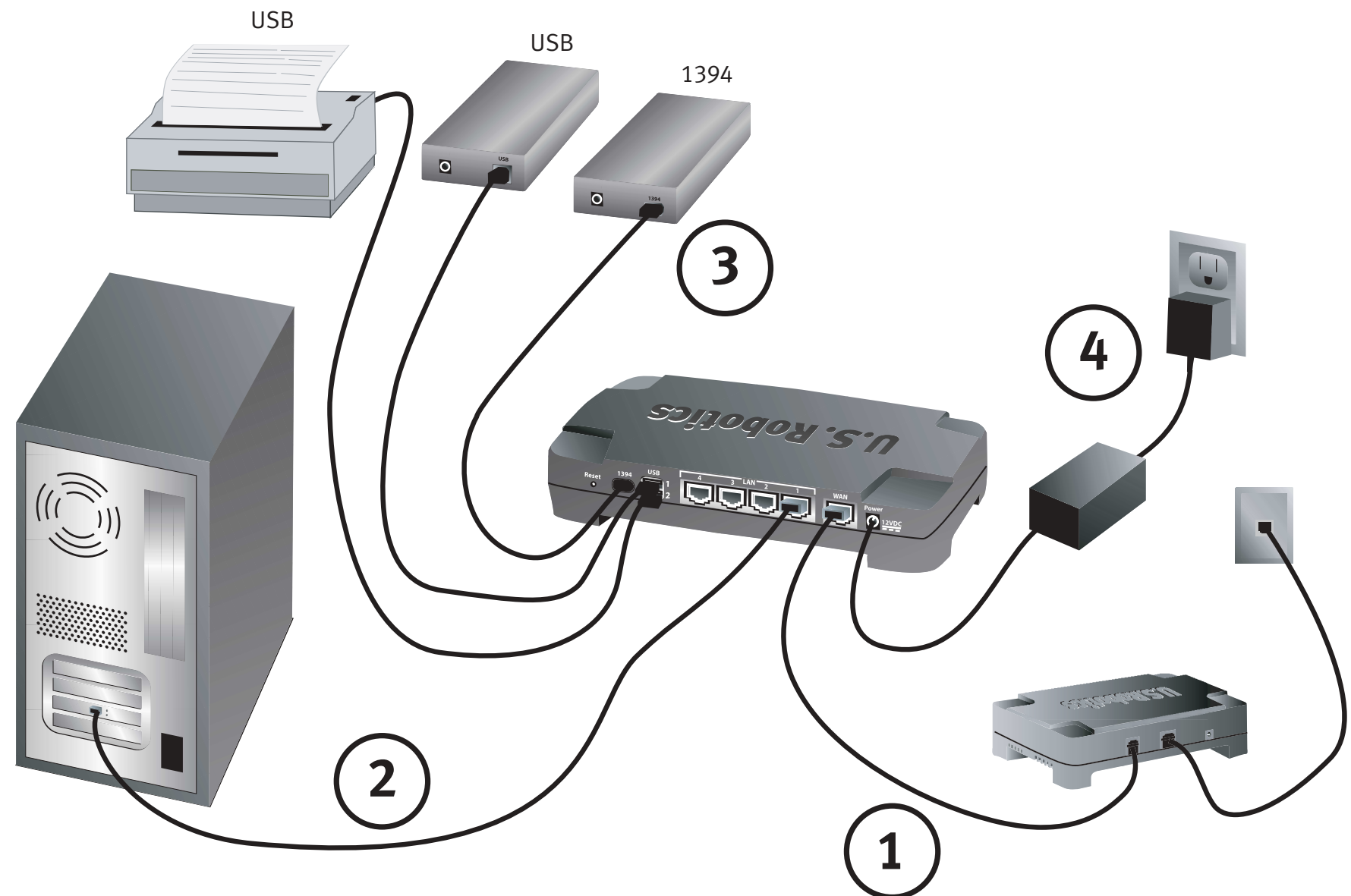
Launch a Web browser. In the location or address line of your Web browser, type **http://192.168.1.1** to access the Web-based Management. This will advance you to the Welcome screen where you can select your corresponding browser and, if need be, bookmark or add the Web-based Management URL to your Favorites folder. Click **OK**.

This will advance you to the Login Setup screen. Here you will create and enter a user name and password in the corresponding fields. Click **OK**. When the Configuration Utility launches, enter the appropriate information to configure the USR8200 Firewall/VPN/NAS. For more detailed configuration information, go to the User Guide on the Installation CD-ROM or go to the Support area at www.usr.com

Congratulations! The installation procedure is now complete.

Troubleshooting

I can't connect to the Configuration Utility of the USR8200 Firewall/VPN/NAS.
Possible Solution:
Make sure all the Ethernet cables are properly and securely connected and the power cord is plugged in.

Possible Solution:
Keep in mind that the user assigned password is case sensitive. Try case variations of the password if you cannot access the utility. If you are still unable to log into the USR8200 Firewall/VPN/NAS, you may want to reset the router to the factory default settings. Press the reset button located on the back of the USR8200 Firewall/VPN/NAS. The PWR LED will turn amber, the WAN LED will blink, and the USB1, USB2, and 1394 LEDs will turn on and off in sequence. When the USB1, USB2, and 1394 LEDs are all green, release the Reset button. This will reset the USR8200 Firewall/VPN/NAS to the factory default settings. Launch your Web browser and type **192.168.1.1** to access the Configuration Utility. This should allow you to manually assign a new password.

Possible Solution:
Go to the User Guide on the U.S. Robotics Installation CD-ROM and perform all the steps in the "Before You Begin" section. If you have a Static IP address for your computer and do not select the **Obtain an IP address automatically** option, you will not be able to connect to the USR8200 Firewall/VPN/NAS.

Possible Solution:
Make sure that your computer is using an IP address that is within the default range of 192.168.1.xxx. Make sure the address of the subnet mask is 255.255.255.0. If necessary, the Default Gateway should be 192.168.1.1 To verify all these settings, perform the following steps:

Windows 95, 98, or Me Users:
Click Windows **Start** and then **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** and then click **Renew All**.

Windows NT, 2000, XP, or 2003 Server Users:
Click Windows **Start** and then **Run**. Type **cmd** and click **OK**. At the DOS prompt, type **ipconfig /all**. 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. Then, type **ipconfig /renew** and press ENTER.
If you are still unable to connect to the USR8200 Firewall/VPN/NAS, refer to the ping procedure in the User Guide on the Installation CD-ROM.

Linux Users:
Login into the system as a super-user, by entering 'su' at the prompt. Type 'ifconfig' to display the network devices and allocated IP's. Type 'pump -i dev', where dev is the network device name. Type 'ifconfig' again to view the new allocated IP address.

Possible Solution:
You need to verify the connection setting of your Web browser and that the HTTP Proxy feature of your Web browser is disabled. You need to do this so that your Web browser can read the configuration pages inside your USR8200 Firewall/VPN/NAS. Launch your Web browser.
Internet Explorer users: Click **Tools**, **Internet Options**, and then the Connections tab. Select **Never dial a connection**, click **Apply**, and then click **OK**. Click **Tools** again, then click **Internet Options**. Click the **Connections** tab, and click the **LAN Settings** button. Clear all the check boxes and click **OK**. Click **OK**.

Netscape Navigator users: Click **Edit**, **Preferences**, and then double-click **Advanced** in the Category window. Click **Proxies**, select **Direct connection to the Internet**, and then click **OK**. Click **Edit** again, then click **Preferences**. Under Category, double-click **Advanced**, then click **Proxies**. Select **Direct connection to the Internet** and click **OK**.

I don't know what type of devices I can use with the USR8200 Firewall/VPN/NAS's USB or Firewire ports.
Possible Solution:
The USB and FireWire ports on the USR8200 Firewall/VPN/NAS can only be used to connect USB or FireWire storage class devices like hard drives. USB or FireWire modems cannot be connected to the USR8200 Firewall/VPN/NAS. The USB ports and FireWire port on the USR8200 Firewall/VPN/NAS can be used with multiple hard drives, but not used as additional connections to the same device.

I can't access the Internet.
Possible Solution:
Make sure the power cord and all the Ethernet cables are connected correctly. This includes the cables connecting the USR8200 Firewall/VPN/NAS, the modem, and all the computers. Press the reset button located on the back of the Secure Storage Router. The PWR LED will turn amber, the WAN LED will blink, and the USB1, USB2, and 1394 LEDs will turn on and off in sequence. When the USB1, USB2, and 1394 LEDs are all green, release the Reset button. This will reset the USR8200 Firewall/VPN/NAS to the factory default settings. Launch your Web browser and type **192.168.1.1** to access the C onfiguration Utility. This should allow you to manually assign a new password. If you are still unable to access the Internet, refer to the Troubleshooting Ping Procedure section in the User Guide on the U.S. Robotics Installation CD-ROM and refer to the documentation for your modem.

I do not know how to configure the TCP/IP protocol to work with the USR8200 Firewall/VPN/NAS and I need to know if my IP address is Static or Dynamic.
Possible Solution:
If you have cable or DSL service, you most likely have a Dynamic IP address. You should always check with your service provider to verify this information, since some providers will assign Static IP addresses. If you have a Dynamic IP address, select **Dynamic IP Address** in the WAN Setup area of the Configuration Utility and the USR8200 Firewall/VPN/NAS will automatically obtain the information it needs from your service provider. If you have a Static IP address, select **Static IP Address** in the WAN Setup area of the Configuration Utility.

You have the TCP/IP protocol installed, but it is not configured to work with the USR8200 Firewall/VPN/NAS.
1. Click Windows **Start**, **Settings**, then click **Control Panel**.

2. Double-click the **Network** icon. Click the **Configuration** tab and select the TCP/IP line that has been assigned to your network card.
3. Click the **Properties** button to set the TCP/IP protocol for the USR8200 Firewall/VPN/NAS.
4. There are two setting methods to configure the IP:
   · To obtain the IP automatically through the DHCP server, perform the following step: Click the **IP Address** tab, and select **Obtain an IP address automatically**. This is the preferred method for configuring computers.
   · To configure the IP manually, perform the following steps:
      a.) Click the IP Address tab. Click **Specify an IP address**. Enter values in the IP Address field and in the Subnet Mask field. The default IP address of this product is 192.168.1.1 You should use 192.168.1.xxx (xxx is between 100 and 199) for IP Address field and 255.255.255.0 for Subnet Mask field.
      b.) Click the **Gateway** tab. Add the IP address of this product (default IP is 192.168.1.1) in the New gateway field and click **Add**.
   Contact your ISP to get the necessary DNS values. Click the DNS Configuration tab. Add the DNS values into the DNS Server Search Order field and click **Add**.

After installing the TCP/IP communication protocol, you can use the ping command to check if your computer has successfully connected to the USR8200 Firewall/VPN/NAS.

Are You Still Having Problems?
1. Go to the User Guide on the U.S. Robotics Installation CD-ROM.
   More configuration and troubleshooting information is available in the User Guide on the Installation CD-ROM.
2. Go to the Support section of the U.S Robotics Web site at www.usr.com
   Many of the most common difficulties users experience have been addressed in the FAQ and Troubleshooting Web pages for your specific product. Your product number is USR8200. You will need to know this to obtain information on 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 technical support specialists.

Country	Voice	Online	Support Hours
United States	(888) 326-6099	http://www.usr.com/emailsupport	9:00 A.M. - 5:00 P.M., Monday - Friday CST

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

Regulatory Approvals
FCC Declaration of Conformity
This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:
This device may not cause harmful interference.
This device must accept any interference received, including interference that may cause undesired operation.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy. If this equipment is not installed and used in accordance with the manufacturer's instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
Reorient or relocate the receiving antenna.
Increase the separation between the equipment and receiver.
Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
Consult the dealer or an experienced radio/TV technician for help.
The use of shielded cables for connection of the monitor to the graphics card is required to assure compliance with FCC regulations. Modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
UL Listing/CUL Listing
This information technology equipment is UL-Listed and CUL Listed for the uses described in the user guide.
Canadian notice: This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled Digital Apparatus, ICES-003 of Industry Canada.
Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: Appareils Numériques, NMB-003 édictée par l'Industrie Canada. Your warranty and repair service centre is: Centre de garantie et de service après vente:
U.S. Robotics
Unit-100 13751 Mayfield Pl.
Richmond, B.C. Canada V6V 2G9
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 electrical ground connections by themselves, but should contact the appropriate inspection authority or an electrician, as appropriate.

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1.0   GENERAL TERMS:
1.1   This Limited Warranty is extended only to the original end-user purchaser (CUSTOMER) and is not transferable.
1.2   No agent, reseller, or business partner of U.S. Robotics Corporation (U.S. ROBOTICS) is authorised to modify the terms of this Limited Warranty on behalf of U.S. ROBOTICS.
1.3   This Limited Warranty expressly excludes any product that has not been purchased as new from U.S. ROBOTICS or its authorised reseller.
1.4   This Limited Warranty is only applicable in the country or territory where the product is intended for use (As indicated by the Product Model Number and any local telecommunication approval stickers affixed to the product).
1.5   U.S. ROBOTICS warrants to the CUSTOMER that this product will be free from defects in workmanship and materials, under normal use and service, for TWO (2) YEARS from the date of purchase from U.S. ROBOTICS or its authorised reseller.
1.6   U.S. ROBOTICS sole obligation under this warranty shall be, at U.S. ROBOTICS sole discretion, to repair the defective product or part with new or reconditioned parts; or to exchange the defective product or part with a new or reconditioned product or part that is the same or similar; or if neither of the two foregoing options is reasonably available, U.S. ROBOTICS may, at its sole discretion, provide a refund to the CUSTOMER not to exceed the latest published U.S. ROBOTICS recommended retail purchase price of the product, less any applicable service fees. All products or parts that are exchanged for replacement will become the property of U.S. ROBOTICS.
1.7   U.S. ROBOTICS warrants any replacement product or part for NINETY (90) DAYS from the date the product or part is shipped to Customer.
1.8   U.S. ROBOTICS makes no warranty or representation that this product will meet CUSTOMER requirements or work in combination with any hardware or software products provided by third parties.
1.9   U.S. ROBOTICS makes no warranty or representation that the operation of the software products provided with this product will be uninterrupted or error free, or that all defects in software products will be corrected.
1.10   U.S. ROBOTICS shall not be responsible for any software or other CUSTOMER data or information contained in or stored on this product.
2.0   CUSTOMER OBLIGATIONS

2.1   CUSTOMER assumes full responsibility that this product meets CUSTOMER specifications and requirements.
2.2   CUSTOMER is specifically advised to make a backup copy of all software provided with this product.
2.3   CUSTOMER assumes full responsibility to properly install and configure this product and to ensure proper installation, configuration, operation and compatibility with the operating environment in which this product is to function.
2.4   CUSTOMER must furnish U.S. ROBOTICS a dated Proof of Purchase (copy of original purchase receipt from U.S. ROBOTICS or its authorised reseller) for any warranty claims to be authorised.
3.0   OBTAINING WARRANTY SERVICE:
3.1   CUSTOMER must contact U.S. ROBOTICS Technical Support or an authorised U.S. ROBOTICS Service Centre within the applicable warranty period to obtain warranty service authorisation.
3.2   Customer must provide Product Model Number, Product Serial Number and dated Proof of Purchase (copy of original purchase receipt from U.S. ROBOTICS or its authorised reseller) to obtain warranty service authorisation.
3.3   For information on how to contact U.S. ROBOTICS Technical Support or an authorised U.S. ROBOTICS Service Centre, please see the U.S ROBOTICS corporate Web site at: www.usr.com
3.4   CUSTOMER should have the following information / items readily available when contacting U.S. ROBOTICS Technical Support:
     Product Model Number
     Product Serial Number
     Dated Proof of Purchase
     CUSTOMER contact name & telephone number
     CUSTOMER Computer Operating System version
     U.S. ROBOTICS Installation CD-ROM
     U.S. ROBOTICS Installation Guide
4.0   WARRANTY REPLACEMENT:
4.1   In the event U.S. ROBOTICS Technical Support or its authorised U.S. ROBOTICS Service Centre determines the product or part has a malfunction or failure attributable directly to faulty workmanship and/or materials; and the product is within the TWO (2) YEAR warranty term; and the CUSTOMER will include a copy of the dated Proof of Purchase (original purchase receipt from U.S. ROBOTICS or its authorised reseller) with the product or part with the returned product or part, then U.S. ROBOTICS will issue CUSTOMER a Return Material Authorisation (RMA) and instructions for the return of the product to the authorized U.S. ROBOTICS Drop Zone.
4.2   Any product or part returned to U.S. ROBOTICS without an RMA issued by U.S. ROBOTICS or its authorised U.S. ROBOTICS Service Centre will be returned.
4.3   CUSTOMER agrees to pay shipping charges to return the product or part to the authorised U.S. ROBOTICS Return Centre; to insure the product or assume the risk of loss or damage which may occur in transit; and to use a shipping container equivalent to the original packaging.
4.4   Responsibility for loss or damage does not transfer to U.S. ROBOTICS until the returned product or part is received as an authorised return at an authorised U.S. ROBOTICS Return Centre.
4.5   Authorised CUSTOMER returns will be unpacked, visually inspected, and matched to the Product Model Number and Product Serial Number for which the RMA was authorised. The enclosed Proof of Purchase will be inspected for date of purchase and place of purchase. U.S. ROBOTICS may deny warranty service if visual inspection of the returned product or part does not match the CUSTOMER supplied information for which the RMA was issued.
4.6   Once a CUSTOMER return has been unpacked, visually inspected, and tested U.S. ROBOTICS will, at its sole discretion, repair or replace, using new or reconditioned product or parts, to whatever extent it deems necessary to restore the product or part to operating condition.
4.7   U.S. ROBOTICS will make reasonable effort to ship repaired or replaced product or part to CUSTOMER, at U.S. ROBOTICS expense, not later than TWENTY ONE (21) DAYS after U.S. ROBOTICS receives the authorized CUSTOMER return at an authorised U.S. ROBOTICS Return Centre.
4.8   U.S. ROBOTICS shall not be liable for any damages caused by delay in delivering or furnishing repaired or replaced product or part.
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7.0   GOVERNING LAW: This Limited Warranty shall be governed by the laws of the State of Illinois, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.
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U.S.A