

<b>Document Name</b>	Broadband Router FAQ		
<b>Document Type</b>	FAQ		
<b>Product or Technology related</b>	Networking		
<b>Document Number</b>	EMEA CSO 0008	<b>Document Date</b>	13/07/01

## Wireless FAQ

### **What can I do if the broadband router can't obtain an IP address from my ISP?**

Make sure that your broadband modem, analog modem, or ISDN modem is connected properly.

Try unplugging then plugging back in your cable or DSL modem in order to reset it.

If you are using dynamic IP addressing, make sure that your cable or DSL modem is DHCP-capable.

Some ISPs require that you use a registered MAC address.

### **What can I do if the specified installation procedure did not work?**

Try unplugging then plugging in your cable or DSL modem in order to reset it.

Restore the factory default settings of the broadband router by holding in the reset button for at least 3 seconds.

### **What type of cable do I need to use to connect my broadband modem to the broadband router?**

Some types of broadband modems require that you use a cross-over cable to connect to the broadband router. Contact your ISP to determine which type of cable you must use.

### **How do I access the Configuration Utility if I am using a Macintosh?**

Macintosh users can access the Configuration Utility in the same manner as Windows users. Launch your Internet browser and enter the default IP address, <http://192.168.123.254>.

### **Does the broadband router support IPSEC?**

Yes, the broadband router does support IPSEC.

### **What type of firewall is the broadband router equipped with?**

The broadband router uses NAT and TCP/IP port inspections.

**What is NAT?**

Network Address Translation (NAT) translates multiple IP addresses on the private LAN to one public address that is sent out to the Internet. This provides security since the IP address of a computer on the LAN is not transmitted to the Internet. The user can have multiple private addresses behind the single address that was provided by the ISP.

**What is DMZ?**

DMZ stands for Demilitarized Zone. This feature allows one IP Address to be exposed to the Internet. DMZ allows only one computer to be exposed when multiple TCP/IP ports need to be open. If you want to use DMZ, you must set computer with a static IP.

**If DMZ is used, does the exposed user share the public IP with the broadband router?**

No, all specific requests are forwarded to the DMZ host.

**What should I do if I am unable to access my email or the web page of my ISP?**

You should contact your ISP to get the full URL and then perform the following steps:

- Connect your broadband modem directly to one of your computers.
- Perform the ping command by clicking Windows Start and then Run. In the Run dialog box, Windows 95, 98, and Me users should type command. Windows 2000 and NT users should type cmd. All users should then enter the following command: ping xxx, where xxx is the complete URL for your ISP.
- After you get the IP Address, enter the IP address on the mail server option or the Internet browser.

**Why can't I access the Configuration Utility?**

You may have to remove the proxy settings or the dial-up settings on your Internet browser.

**Are PPTP packets passed through or actively routed by the broadband router?**

PPTP packets are allowed to pass through by the broadband router.

**What is the maximum number of users that the broadband router will allow?**

If you attach additional hubs to the broadband router, up to 253 separate users can connect to the broadband router.

**Is the broadband router compatible across different platforms?**

Any platform that supports Ethernet & TCP/IP is compatible with the broadband router.

**Will the broadband router allow you to use your own public IPs and Domain or do you have to use the IPs provided by the broadband router?**

The broadband router mode allows for customization of your public IPs and Domain.

**How many ports can be forwarded at the same time?**

You can forward 12 ports at the same time.

**Can the broadband router be used in place of a modem?**

No, the broadband router must be used with a broadband modem, an analog modem, or an ISDN modem.

**What are the advanced features?**

The advanced features of the broadband router include Dynamic Routing, Static Routing, DMZ Host, Port filters, Port forwarding, and Port pass-through.

**How big is the memory buffer in the broadband router?**

512 Kilobytes.

**Is there a syslog feature for the broadband router?**

There is a system log in the Toolbox section of the Configuration Utility.

**How can I determine if I have static or DHCP (dynamic) IP addresses?**

You can check in the Status section of the Configuration Utility or you can contact your ISP for this information.

**Do you have another question ?**

1. Call the U.S. Robotics Technical Support Department

Technical questions about U.S. Robotics's products can be answered by technical support specialists.

Country	Technical Support Number	Email address
Austria	07110 / 90 01 16	germany_modemsupport@usr.com
Belgium (Flemish)	0702 33545	emea_modemsupport@usr.com
Belgium (French)	0702 33546	emea_modemsupport@usr.com
Denmark	70 10 4030	emea_modemsupport@usr.com
Finland	09-81710015	emea_modemsupport@usr.com
France	0803 070 693	france_modemsupport@usr.com
Germany	0180 567 1548	germany_modemsupport@usr.com
Ireland	+44 870 844 4546	uk_modemsupport@usr.com
Italy	848 809 903	italy_modemsupport@usr.com
Luxembourg	+352 342 080 8318	emea_modemsupport@usr.com
Netherlands	0900 202 5857	emea_modemsupport@usr.com
Norway	023500097	emea_modemsupport@usr.com
Portugal	021 415 4034	emea_modemsupport@usr.com
Spain	902 117 964	spain_modemsupport@usr.com
Sweden	077 128 1020	emea_modemsupport@usr.com
Switzerland	848 840 200	emea_modemsupport@usr.com
United Kingdom	0870 844 4546	uk_modemsupport@usr.com
Rest of EMEA	+44 870 844 4546	emea_modemsupport@usr.com

For current support contact information, go to the following web site:

<http://www.usr-emea.com/>

2. Call the Dealer Who Sold You this U.S. Robotics Product

The dealer may be able to troubleshoot the problem over the phone or may request that you bring the product back to the store for service.