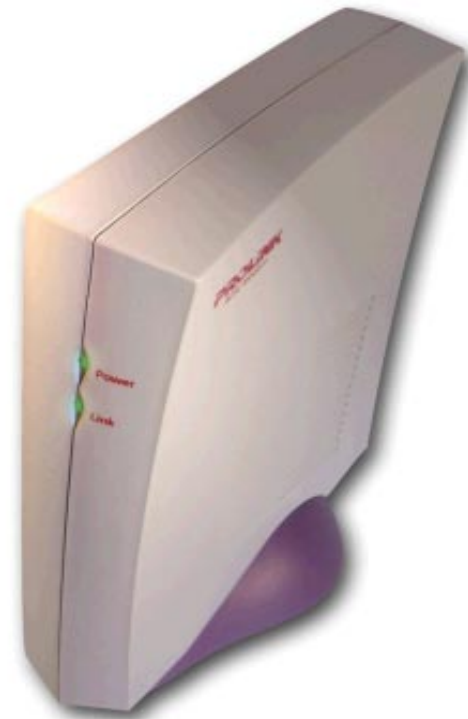


PROLINK

HURRICANE 8000 ADSL MODEM








USER'S MANUAL

VER 1.50



WARNING

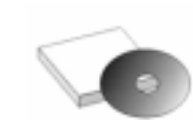
- * During times of lightning/ thunderstorm, unplug the phone cable from modem while not in use.
- * Keep the modem away from water and direct sunlight.

SECTION 1		Let's Begin	
		1.1 Package Contents	P1
		1.2 Product View	P2
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1.1 Let's Check the **Package Contents**



Hurricane 8000 and Modem Stand (With Built-in Microfilter)



Installation CD & User's Manual



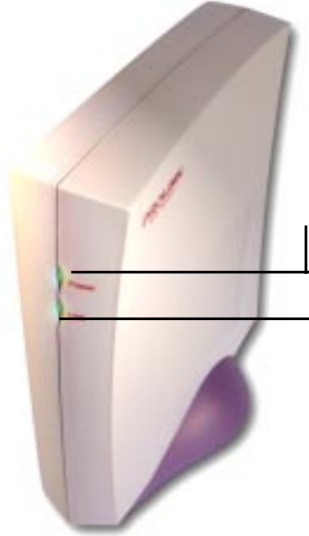
USB Cable



Telephone Cable (RJ-11)

Notice: Please contact your dealer immediately if there are any missing items in your Hurricane 8000 package.

1.2 PRODUCT VIEW



Power LED (In green color)

Light ON once detected; Light blinks during data transfer

LINK LED (In green color)

Light ON when the connection is ON.

USB Connector

To connect to your PC

Telephone Jack

To connect to your phone/fax

Line Jack

For RJ-11, to connect to ADSL line (main phone socket)



1.3 What you need to start the ADSL

DSL Line

- * ADSL (Broadband) Service must be activated on your telephone line
- * If you are sharing the line with more than 1 phone, micorfilter (s) must be installed to decoupling ADSL and telephone signals.

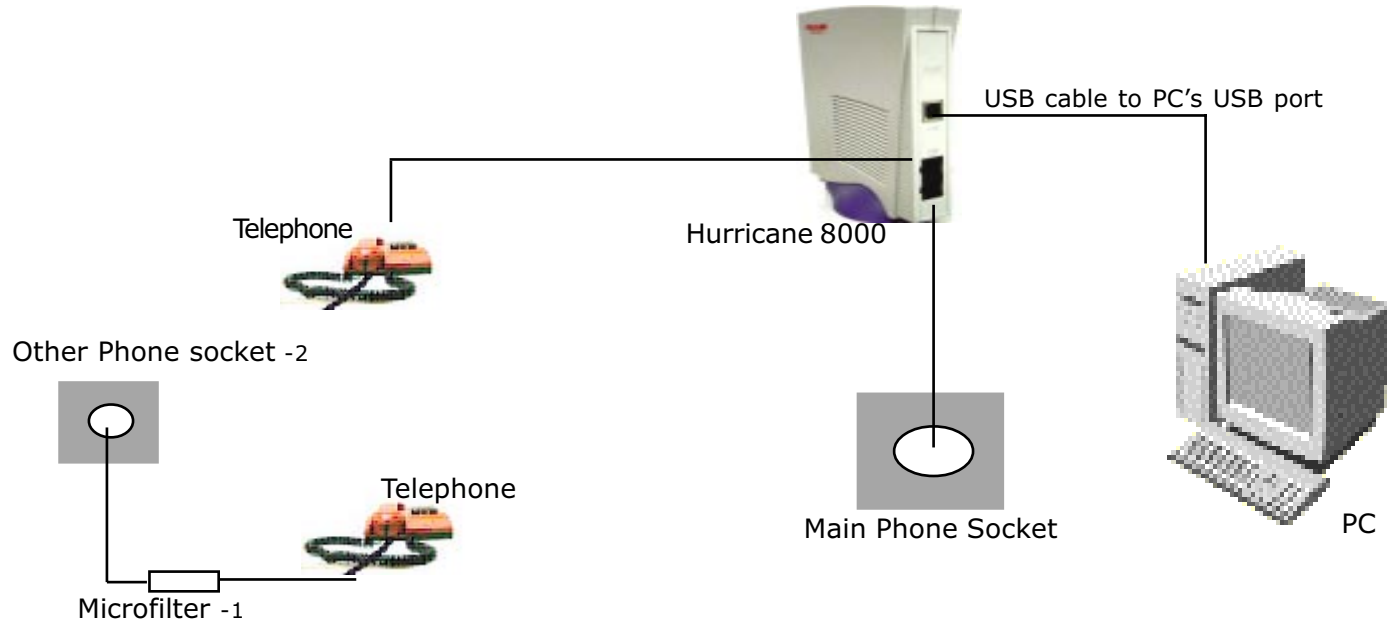
ervice Provider

- * You must get a User Name and Password from your local Internet Service Provider for Internet Access.

omputer

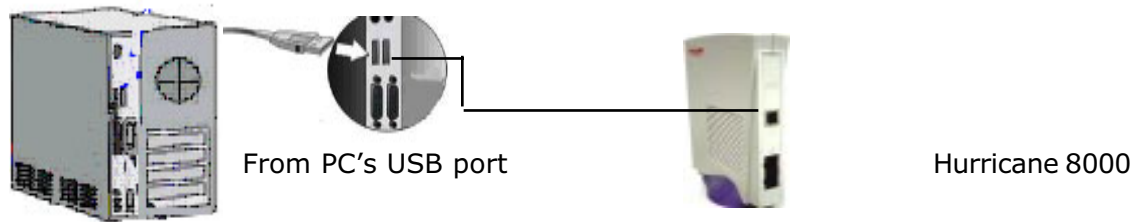
- * Pentium II MMX 233 or higher IBM Compatible PC
- * Microsoft Windows 98SE / ME / 2000/ XP
- * 64MB of RAM
- * 20 MB of free Hard Disk Space
- * Available USB port
- * CD-ROM drive for drivers and software installation

2.1 Hardware Configuration Overview



- 1 Microfilter is optional, can be purchased through dealer / manufacturer.
Microfilter is needed to:- Filter line noise;
 - Prevent line noise when there are incoming/ outgoing calls;
 - Prevent drop in modem connection speed.
- 2 For additional phone socket which is in use and is sharing the same line, you will need to attach with an external microfilter.

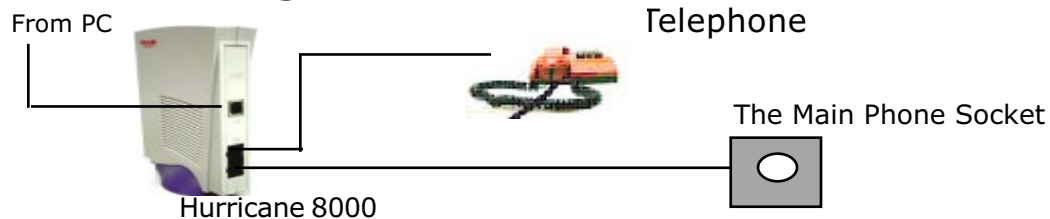
2.2 Connecting Hurricane 8000 to PC



Step 1: One end of the USB cable is to be connected to the USB port of your computer.

Step 2: The other end of the USB cable is to be connected to the modem.

2.3 Connecting Hurricane 8000 to Phone



Step 3: One end of the telephone cable (RJ-11) is to be connected to the LINE jack on the modem. Connect the other end of the telephone cable to the telephone wall socket.

Step 4: Either your telephone/ fax can be connected to the modem's PHONE jack.
There is NO NEED for microfilter in between as it is already built-in into the modem.

3.1 Two Alternative methods to install



The Installation procedures might be slightly different depending on the Microsoft Windows OS you are using. As Hurricane 8000 ADSL modem is a true plug-and-play device, you can use either **Standard** or **Plug and Play** installation procedures to install the driver. By the way, both methods are equally valid.

Standard Installation (Recommended)

This is the most recommended way for the installation of Hurricane 8000, you will need to go through lesser steps and require only one time reboot.-3

Plug and Play Installation

Refer the driver files to your PC once the Hurricane 8000 is detected.

After reboot, the installation will resume and reboot again after completion. -3

-3 Number of reboot will depend on the different Operating System.

3.1.1 Standard Installation

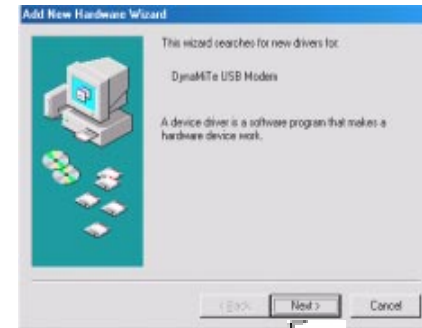
(For user Windows 98SE, ME, 2000, XP-4)



For Windows 98 SE user, please get ready the Windows 98 CD-ROM by your side, as Windows will require some system files to complete the setup.

1. When PC is ON, connect Hurricane 8000 via USB port to your PC.

Click "**Cancel**" to exit from the New Hardware installation wizard.



2. Put in the Hurricane 8000 installation CD to your CDROM drive.

The CD should auto-run within seconds.

If not, awake the setup manually:-

Start >> Run >> D:\Setup, Click OK

Then, a dialogue box as left will appear.



-4 For Windows XP users, please refer to the NOTICE at page 9 for an additional installation step.

3. Click "Next".

Installation CD will start to establish the drivers and program into your PC. The process will take 1 - 2 minutes.

4. Click "Finish"

5. Select "Yes, I want to restart my computer now", Click OK



! NOTES for WINDOWS XP USERS

Currently, the Hurricane 8000 driver is not in the list of Windows Driver Signing. For Windows XP users , please take note that **After Restarting the computer** , the following screens will appear in "Hardware Installation" , please click **Continue Anyway** to proceed further.



3.1.2 Plug and Play Installation

! For Windows 98 SE user, please get ready the Windows 98 CD-ROM by your side, as Windows will require some system files to complete the setup.

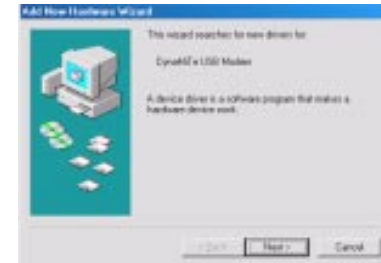
1. Connect Hurricane 8000 to your PC's USB port.

Click "Next" when the modem is detected by New Hardware Found Wizard.

2. Select "Display a list of all drivers in a specific location"
Then, Click Next.

Refer the system to copy driver files from installation CD.
(Your CD Drive, e.g. D:\)

3. Click "Next" if the system has found the correct location.

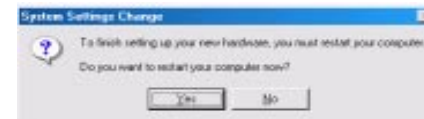
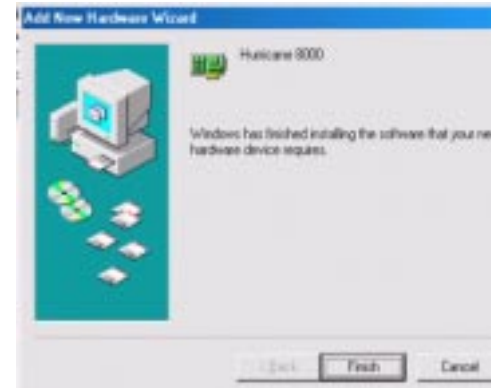
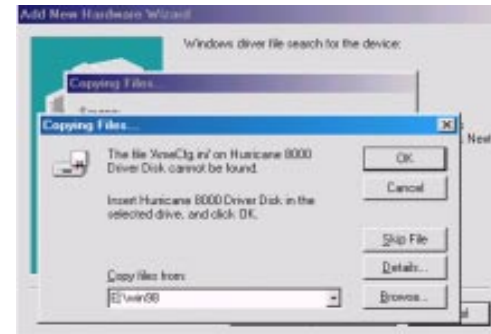


4. For Windows 98 user, refer your Windows 98 SE CD :-
D:\Win98 now to continue with the setup.

5. Click " Finish"

6. Click "Yes" while system prompt for restart.

Notice: You have to restart now before proceed to the next step.



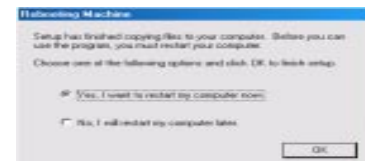
7. When PC is ON again, the installation will resume.
The dialogue box as on left should appear.

8. Click " Next".

Installation CD will resume the driver and software installation.
This installation process will take 1- 2 minutes.

9. Click " Finish"

10. Select "Yes, I want to restart my computer now", Click OK



! NOTES for WINDOWS XP USERS

1. In Plug and Play Installation, Click Next once Hurricane 8000 is detected.

2. Select "Install from a list of specific location" and proceed further as Step 3 ~ 10 in Page 10 - 12.




Note: Windows XP/ 2000 will only require one time reboot. Other OSs may require twice reboot.

3.2 Verifying the Setup of Hurricane 8000

Once you Hurricane 8000 is setup successfully, these new items should be added into your system.

1. Two icons on Desktop

- a. Dialer -  Shortcut to Hurricane 8000
- b. DSL Test Program -  DSL Test

2. One CSA icon (labelled DSL) in system tray on the right end of the taskbar. 

2. Modem detected under Windows's Device Manager

For Windows 98SE/ ME User

Go to Start >> Settings >> Control Panel >> System >> Device Manager >> Network Adapter

For Windows 2000/ XP user

Go to Control Panel >> System >> Hardware >> Device Manager >> Network Adapter



If you found you did not have the above icon, please run Uninstall program (see Section 6) and reinstall again.

The DSL Test Program is a utility which allows the user to verify that the modem is functioning correctly. It consists of a sequence of four tests, described in detail below. double Click the “DSL Test” Icon on the desktop, the DSL Test GUI appears Press **Start Test** to execute the four tests.

Test Pass - LED will change from Black to **Green**

Test Fail - LED will become **Red**

Not Tested - LED will show in **Black**

Click **View Log** will see more details. If you get a fail out of the four tests, please follow the below to troubleshoot the problem.

1) Interface test : Fail

- .Check your USB controller whether it is working fine
- .Check USB cable whether it is connected to Modem and computer properly
- .Check your Modem Driver whether it is installed properly

2) Modem Test : Fail

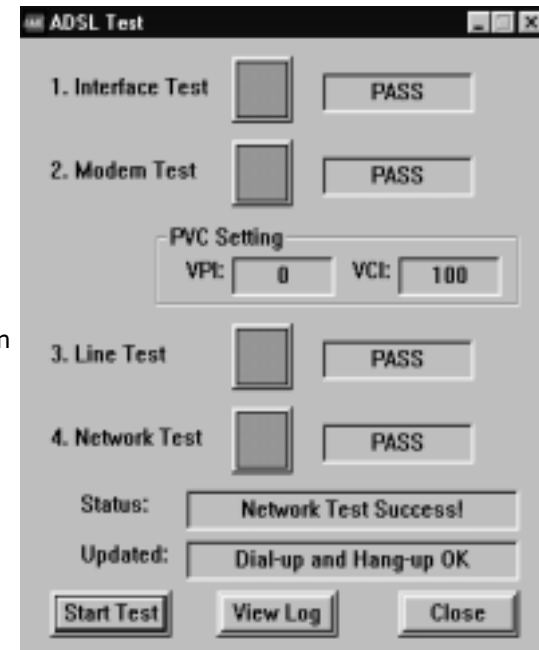
- .Check your ADSL Line whether it is connected to **“LINE”** Jack on the modem
- .Check your ADSL Line whether it has been activated.
- .Check the existence of the Dial up Networking

3) Line Test : Fail


- . Please check with your Internet Service Provider.

4) Network Test: Fail

- . Please check with your Internet Service Provider.

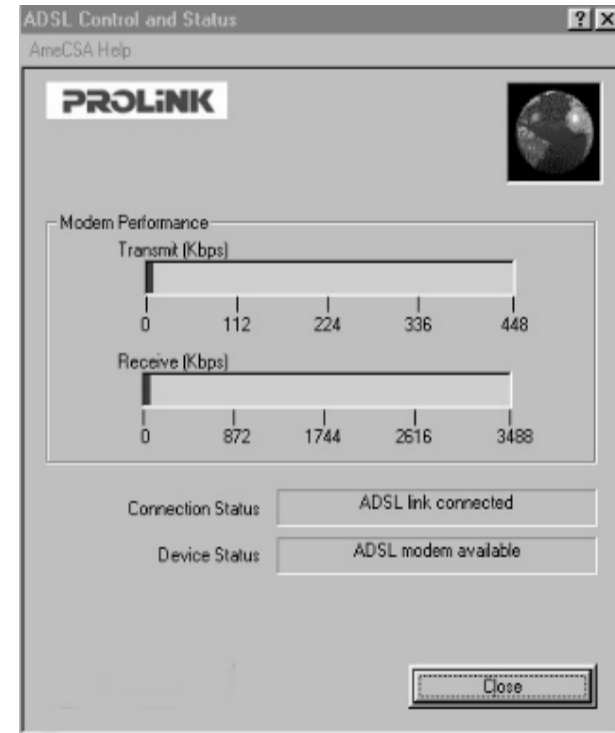


Checking CSA Icon

The User Interface to the ADSL Modem is provided by the Control and Status Application (CSA). You can access the CSA by double-clicking on the **CSA** icon in the System Tray, located near the clock on the task bar. 

The icon which appears in different color tells the status of the modem.


Color	Condition
Black	The modem is not available.
Red	The modem is disconnected.
Blue	The modem is waiting for initialization.
Yellow	The modem is initializing.
Green	The modem is connected and functioning.



4.1 Connect to Internet


1. Double Click the "**Shortcut to Prolink 8000**" Icon from the desktop.
2. Key in your UserID@ISP and Password, then click Connect button.

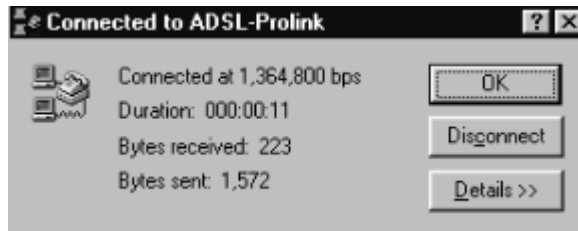


3. Modem Connection Icon  shows that you have logged in to Internet successfully.

4.2 Release Connection

Please remember to log out and terminate after every session.

1. Double click the Modem Connection icon  from system tray.
2. Click the **Disconnect** button.



**What is xDSL ?**

xDSL is a generic abbreviation for the many flavors of DSL or Digital Subscriber Line technology. DSL refers to the technology used between a customer's premises and the telephone company, enabling more bandwidth over the already installed copper cabling than users have traditionally had. The xDSL modem is a technology that transforms ordinary phone lines into high-speed digital lines for ultra fast Internet access. DSL modem also enables access to corporate networks for telecommuters, multiplayer gaming, video on demand, video-conferencing and video catalogs.

**What is Asymmetric?**

Asymmetric Digital Subscriber Line (ADSL) is the most popular form of xDSL technology. The key to ADSL is that the upstream and downstream bandwidth is asymmetric, or uneven. In practice, the bandwidth from the provider to the user (downstream) will be the higher speed path. This is in part due to the limitation of the telephone cabling system and the desire to accommodate the typical Internet usage pattern where the majority of data is being sent to the user (programs, graphics, sounds and video) with minimal upload capacity required (keystrokes and mouse clicks).

**How does ADSL work?**

ADSL modems use digital coding techniques to squeeze up to 99% more capacity out of a phone line without interfering with your regular phone services. That means you can simultaneously talking over the phone or sending a fax-while surfing the World Wide Web.



How fast is ADSL?

Up to 8 Mbps downstream and up to 832Kbps upstream, depending upon the Internet Access Plan subscribed for your ISP and line condition.



What are the differences between ADSL & ISDN?

ISDN provides two voice channels or a 128 Kbps data channel while ADSL is predominantly a data pipe providing an asymmetrical bandwidth of up to 8 Mbps downstream and 1 Mbps upstream under good conditions. However, an ADSL access network will be an overlay network and therefore will not require the expensive and time-consuming switch upgrades that held ISDN back for so long.



How does ADSL compare to cable modem?

ADSL provides a dedicated service over a single telephone line; cable modems offer a dedicated service over a shared media. While cable modems have a greater downstream bandwidth capabilities (up to 30 Mbps), that bandwidth is shared among all users on a line, and will therefore vary, perhaps dramatically, as more users in a neighborhood get online at the same time. Cable modem upstream traffic will in many cases be slower than ADSL, either because the particular cable modem is inherently slower, or because of the rate reductions caused by contention for upstream bandwidth slots.



Can I use the ADSL modem to do faxing?

No, you can't.

 **What does a Micro filter do and when do I need one?**

A micro filter uses a low pass filter to separate the low-end frequencies of the telephone audio spectrum from the higher frequencies of the xDSL signals. Hurricane series ADSL modem already comes with a built-in microfilter, so, you can connect your phone to the modem phone's jack for the voice service. If you have to share the line with more than 1 phone or fax, you will need to purchase additional microfilter for each phone.

 **Can I use my 28.8K/56K (dial-up) modem with my xDSL line?**

Yes, however, you must install a micro filter to separate the ADSL modem to the dial-up modem to remove the noise on the ADSL phone line.

 **How is the warranty period for the PROLiNK ADSL USB Modem (Hurricane Series)?**

1-year carry-in warranty on both parts & service

 **Is the PROLiNK Hurricane series ADSL modem a full rate modem ?**

Yes.

 **Is there any lightning surge arrestor in-built in the PROLiNK Hurricane series ADSL modem?**

Yes.



If I using phone and ADSL Internet access simultaneously, will the connection speed affected?

No, as voice communications over POTS (plain old telephone service) operates at frequencies below 4Khz and the frequencies for ADSL is higher. So, there shouldn't have any interfere in between.

6 Troubleshooting



I am not able to connect to the internet, Error: 645/691, Why?

Check your user ID and password, make sure you type ID@ISP. (e.g. prolink@singnet).



I can connect to the internet, but can not use IE or Netscape browser, why?

1. Disable the Proxy setting from you browser. (e.g. IE 5>> Tools >> Internet Option >> Connection >> Prolink ADSL USB modem >> Setting >> Proxy Server.

2 .Configure DNS from network setting.

Singnet user : 165.21.83.88 and 165.21.100.88.

Pacific Internet user : 203.120.90.40 and 192.169.33.3



For Windows 98SE, I've found 2 crossed "Microsoft PPP over ATM Adapters" in Widows's Device Manager, Why?

This is due to Microsoft issue, **DO NOT** remove these crossed entries. If you do, your dial-up connection will fail. You need to Uninstall/Install the driver again.

For more details, <http://support.microsoft.com/search/preview.aspx?scid=kb;en-us;Q279116>



I can't Uninstall/Install the driver, what should I do?

It is due to previous abnormal installation/uninstallation, please Run the file: **Cleanup.exe** from the setup CD, then re-install by using the installation CD once again.



What is the actual connection speed ?

It will show from 1M to 10M depending on the OS you are using, you don't need to change it. The actual connection speed to the internet depends on the plan subscribed from your ISP.



Can I use external USB hub for Hurricane Series ADSL modem?

It is not recommended due to incompatibility and insufficient power issue.



I have ran the Cleanup.exe but still can see those shortcuts & program resided in my PC, why?

In fact, Cleanup.exe is only to remove the driver's registry if you fail to install or uninstall.

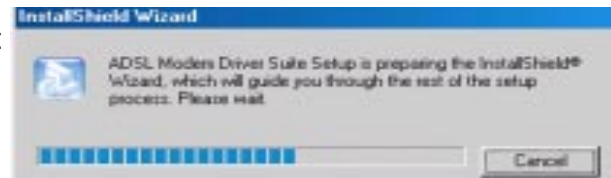
To remove the entire program, please run the uninstall program after installation again .

6 Uninstalling Hurricane 8000 ADSL Modem

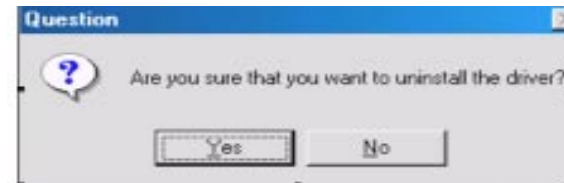
To remove Hurricane 8000 driver and program from your PC:-

Go to **Start > Programs > Prolink 8000 ADSL Modem > Remove ADSL Modem Driver .**

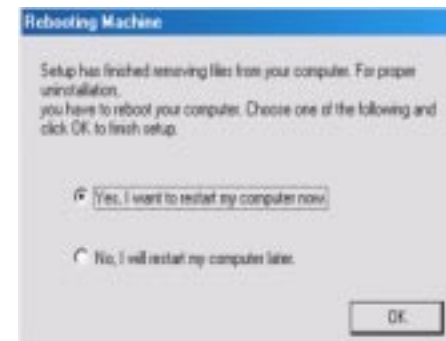
1. A notification message will appear indicating that the setup process has begun.



2. Select **Yes** to uninstall the modem driver.



3. Click **Yes** to restart PC



PROLiNK TECHNICAL SUPPORT

At PROLiNK, we are committed to give you the best products as well as the best technical support for installation of ADSL modem. If there is virus in your system, we may provide suggestions like where you can find the solution to clean the virus, but we are unable to assist you until the virus is cleaned.

USB operation can only be guaranteed on a PC with pre-installed Windows 98/Me/2000/XP. This product supports the majority of USB equipped PCs. However, due to differences in USB implementation (on some PC's), full compatibility cannot be guaranteed.

Service Centre

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Fax: (65)63925455

URL: www.fida.com

Email: support@fida.com

Address: Blk 105 Boon Keng Rd #06-13, Singapore 339776

Operating Hours: Mon-Fri :0900-1745 hrs Sat : 0900-1300 hrs

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Notes