

Prestige Web Configurator User's Guide

Version 1.0

ZyXEL

ACCESSING INTERNET & INTRANET

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1 **Purpose of this guide**

The Prestige Web Configurator (PWC) provides a quick, simple, and intuitive way to configure your Prestige router. Using a “point-and-click” Web-based Graphical User Interface (GUI), you can configure, save, monitor, and diagnose your Prestige from any workstation on your LAN.

This User's Guide will provide details regarding various aspects of the PWC; including installation procedures, the Wizard Setup, the Advance Settings, and the Status/Diagnostic screens.

2 Installation

System Requirements

The minimum system requirements to run the PWC are:

- Windows 95 or Windows NT 4.0
- Pentium 90 MHz or better processor
- 15 to 28 MB free hard disk space (depends on browser choice)
- 24 MB system RAM
- CD-ROM

Prestige Web Configurator Installation

The PWC system is broken down into all three interactive components:

1. Either Microsoft's Internet Explorer 3.02 and above, or Netscape Navigator 3.0 and above.
2. Sun Microsystems's JAVA Activator EA2 release or later.
3. The Prestige Web Configurator software.

All three components must be installed on any workstation on which you wish to run the PWC.

To install the Prestige Web Configurator:

1. Insert the Prestige Web Configurator installation CD into your CD-ROM drive.

The ZyXEL CD Installer Program should boot-up automatically after you insert the CD. If it does not, simply run the Startup.exe located in the CD's root directory.



Figure 2-1 The ZyXEL CD Installer Program Main Menu.

Note: The ZyXEL CD Installer Program (Startup.exe) requires the Microsoft® Visual Basic 5 Runtime libraries.

On some systems you may get the message "Error Starting Program" when trying to start the CD-ROM Installer. If this should occur, use the Windows Explorer to open the "VB5Run" folder on the CD, then double-click the "Setup" Icon to run Setup.exe.

This program will update your system files, install the VB5 runtime DLL's, and create shortcut called "VB5About" in your Start Menu under Programs. This program will give you information about the system files that setup.exe has installed. You may safely un-install VB5About by using the "Add/Remove Programs" Control Panel after you have completed the PWC installation.

2. From The ZyXEL CD Installer Program Main Menu, use the “Skip”/”Back” buttons to select the PWC components which have not yet been installed. Then click the “Install” button to install the selected component.

Follow the on screen instructions for each package.

Repeat this step for each component which has not already been install.

3. After you have completed installing all the required software, click the “Exit” button to exit the ZyXEL CD Installer Program.
4. Run the JAVA Activator Control Panel, which is located in the “JAVA Activator” folder of your Start/Programs program group.
5. Confirm the default setting match the setting on Figure 2-2 and click “OK”. The PWC is now ready for operation.

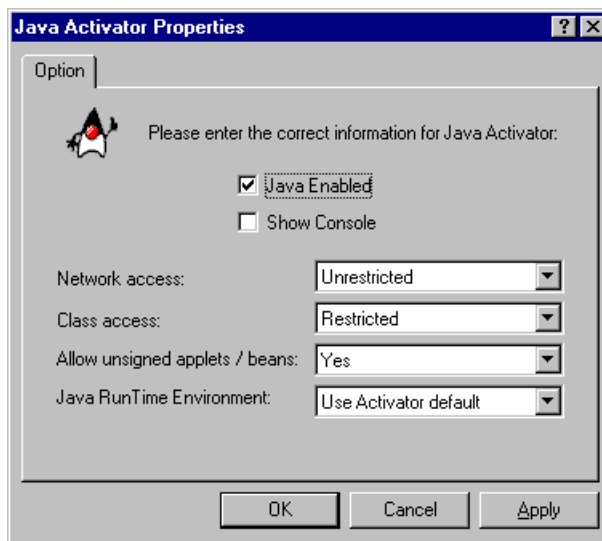


Figure 2-2 JAVA Activator Default Setting for the PWC.

Starting the Prestige Web Configurator

1. To start the PWC, simply double click the “Prestige Web Configurator” icon in the “ZyXEL” folder of the Start/Programs program group.

This will bring-up the PWC’s “Welcome” page.

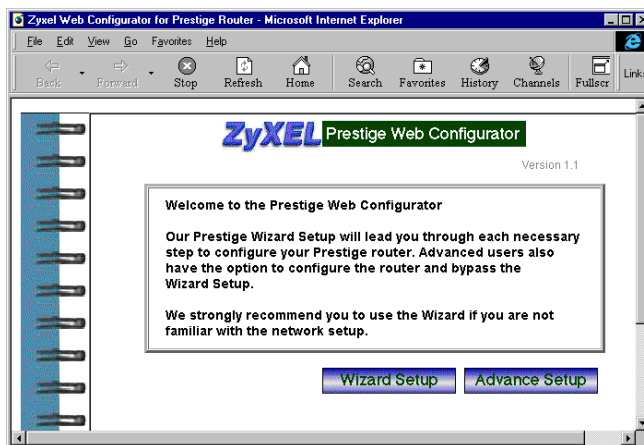


Figure 2-3 Prestige Web Configurator Welcome Screen.

Choosing the Wizard or Advanced setup path.

The Prestige Web Configurator designed is broken down into two main paths, the Wizard Setup and the Advanced Setup.

The **Wizard Setup** path will guide you through the steps necessary to configure your Prestige router to provide Internet access to your Network. If this is your first experience with a Prestige router and you did purchase the Prestige for Internet access, you should begin with the Wizard Setup path.

To start down the Wizard setup path, simply click the “**Wizard Setup**” button at the bottom of the PWC welcome page. The Wizard Setup path has been designed to be very straight forward and incorporates detailed on-screen information every step of the way. You should have no problems completing your Prestige setup by simply following the on-screen directions. Should you

find yourself having any difficulties, detailed information on the Wizard Setup path is available in the next chapter of this guide.

Upon completion of the Wizard Setup, open your Web browser or other Internet application. The Prestige will call your ISP, and the workstation will have Internet access.

The **Advanced Setup** path is also designed to configure your Prestige for Internet, but does not incorporate the step-by-step interface the Wizard Setup Path does. The Advanced Setup path does give you access to advanced setup option available on the Prestige which are not accessible via the Wizard Setup. If you have had some experience with Prestige routers, then the Advanced Setup path may be for you.

To start down the Advanced Setup path, simply click the “**Advanced Setup**” button at the bottom of the PWC welcome page. Should you find yourself having any difficulties, detailed information on the Advanced Setup path is available in **Chapter 4: Prestige Web Configurator Advanced Setup** on page 17 of this guide.

3 Wizard Setup Path

The Wizard Setup path will guide you through the steps necessary to configure your Prestige router to provide Internet access to your Network. If this is your first experience with a Prestige router and you did purchase the Prestige for Internet access, you should begin with the Wizard Setup path.

Using the Wizard Setup, you can configure the following items on your Prestige:

- ◆ IP Address and Subnet Mask
- ◆ ISDN Information
- ◆ ISP Account Information

You will also be given an opportunity to test your ISDN and Internet connections. The PWC is designed to be a quick and easy configuration tools for setting up a Prestige router to provide Internet access to a LAN. If you wish to configure your Prestige for any other applications (such as LAN to LAN or Telecommuting), please refer to the “Prestige User’s Manual” for details.

The Wizard Setup path is designed to be straight forward and very user friendly. You should be able to completely setup your Prestige to provide Internet access to your LAN by just following the on-screen instructions. Should you have any difficulty understanding any of the Wizard Setup stages, detailed information on each stage has been provided below.

Finding Your Prestige Router

When you first start down the Wizard Setup pathway, the PWC will search the network to locate any Prestige routers connected to it. If the PWC located more than one Prestige, then simply select one of the Prestiges by clicking on it from the list provided, and you can continue from there. The list provides the System Name, model of Prestige, IP address (if any), and MAC address to

help you identify and distinguish from other Prestige routers on your network. Once you have selected the correct Prestige router, you are ready to begin.

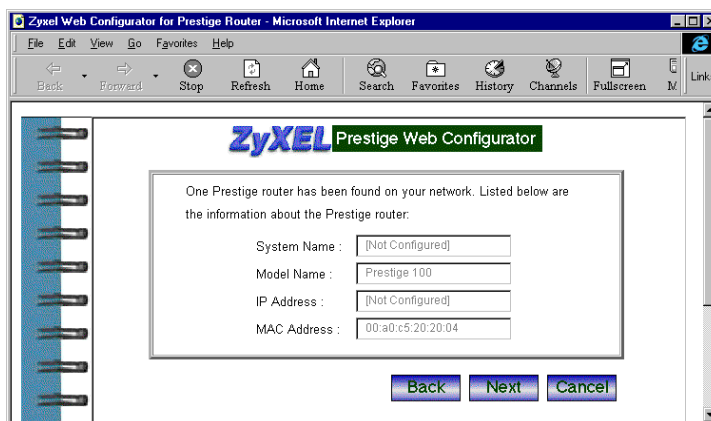


Figure 3-1 Prestige Web Configurator's Prestige search results screen.

Logging On

For authentication purposes, the PWC will ask you to enter the system password for your Prestige. Once you enter the correct password, the PWC will begin to retrieve the configuration data from your router. All Prestige routers are shipped with a default system password of "1234".

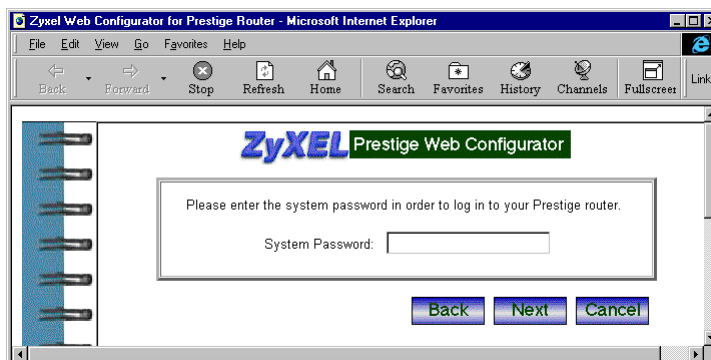
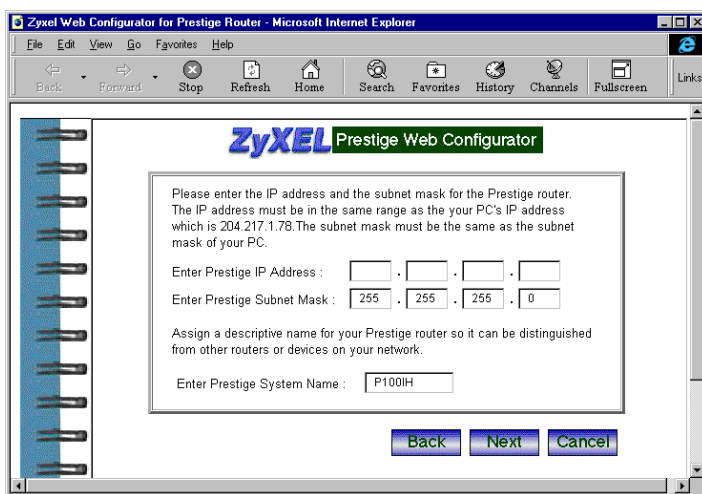


Figure 3-2 Prestige Web Configurator's log-on screen.

Note: The PWC will not ask for a password if the Prestige has not yet been assigned a LAN IP address. Thus, the PWC will not ask you for a password during you initial Prestige setup.

The Prestige IP Address

If the Prestige that you select has never been configured, then you must enter an IP address and Subnet Mask for your router before you can access any system settings. This IP address must be in the same subnet as that of your workstation. If it does not, the PWC will be unable to establish a connection between the two devices. Also, the Subnet Mask of your Prestige must be the same as the Subnet Mask on the workstation you are using to run the PWC.



The screenshot shows a Microsoft Internet Explorer window titled "ZyXEL Web Configurator for Prestige Router". The browser's address bar and menu bar are visible. The main content area displays the "ZyXEL Prestige Web Configurator" logo and a form with the following text:

Please enter the IP address and the subnet mask for the Prestige router. The IP address must be in the same range as the your PC's IP address which is 204.217.1.78. The subnet mask must be the same as the subnet mask of your PC.

Enter Prestige IP Address : . . .

Enter Prestige Subnet Mask : 255 . 255 . 255 . 0

Assign a descriptive name for your Prestige router so it can be distinguished from other routers or devices on your network.

Enter Prestige System Name : P100IH

At the bottom of the form are three buttons: "Back", "Next", and "Cancel".

Figure 3-3 Prestige Web Configurator's 1st IP address screen.

If the Prestige that you select already has a configured IP address, then you will be given the option to change that address if it creates a conflict. Again, if that address does not reside on the same subnet of your workstation, then you must change it to one that does.

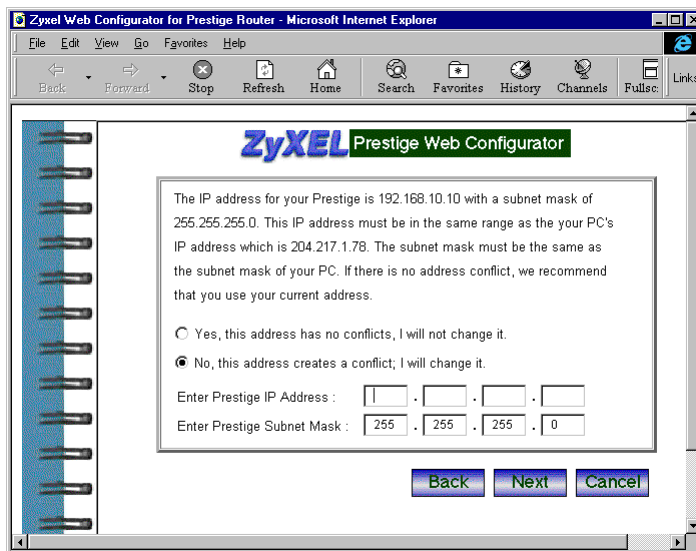


Figure 3-4 Prestige Web Configurator's "change IP address" Screen.

If you do not know which address to use, you may refer to "**Appendix 1: IP Addresses and the Internet**" on page 30 of this guide or contact the ZyXEL Technical Support Department (See page 34 for contact information).

ISDN Information

In the Wizard Setup, you will be prompted to provide some ISDN information, such as switch type, phone numbers, and SPIDs (if necessary). These values can be obtained from your ISDN service provider (telephone company). After you enter this information, the PWC sends the data to the Prestige to diagnose your ISDN link. It will also prompt you to run a loopback test to verify your line is working properly.

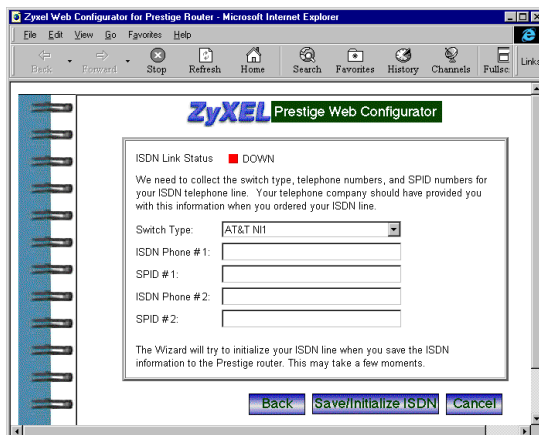


Figure 3-5 PWC ISDN set-up screen for North America.

Depending on your geographic location, the appearance of the ISDN screen may differ since you will be asked to provide different information. The screen for North American users is shown above. An example for German users is provided below.

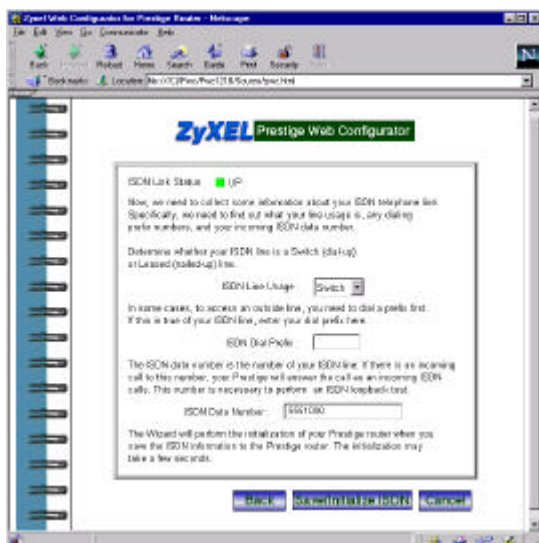


Figure 3-6 PWC ISDN set-up screen for Germany.

DHCP Information

DHCP enables individual computers on an IP network to extract their configurations information from a DHCP server (in this case, the Prestige router). The purpose is to reduce the work necessary to configure a large number of systems. The most significant piece of information distributed in this manner is the IP address and subnet mask.

To enable the Prestige's DHCP server, simply click the "DHCP:Yes" radio button and enter your ISP's DNS information on the DHCP setup screen.

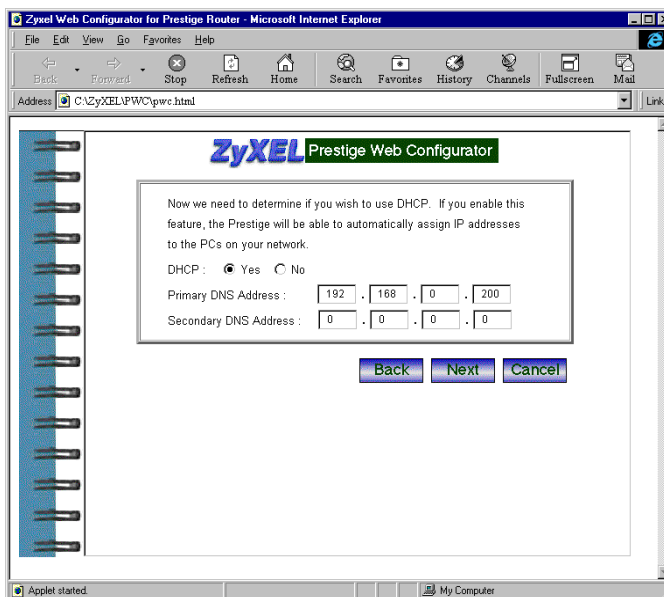


Figure 3-7 PWC DHCP set-up screen.

Internet Service Provider (ISP)

Finally, you need to provide account information from your Internet Service Provider (ISP). The items you will need include:

1. The ISP's name.
2. ISP's primary access phone number.

3. ISP's Secondary phone number (optional).
4. Your login name and password.
5. Transfer rate (64Kbps in most cases).
6. The Multilink setting you wish to use.

Options:

- a) **Never** - Only use one B-Channel at a time for data connections.
- b) **Always** - Always use two B-Channels at a time for data connections
- c) **BOD** - Bandwidth On Demand. Raise second B-Channel only when throughput warrants.

Figure 3-8 Prestige Web Configurator's ISP information screen.

Note: The Transfer Rate line refers to the line speed per B-Channel. To configure your Prestige 128Kbps two B-Channel support, refer to the "Remote Node PPP Setup Screen" section in Chapter 4.

Using Prestige SUA

The PWC also lets users take advantage of the Prestige's Single User Account (SUA) feature. This allows multiple users on the LAN to concurrently access the Internet through a relatively inexpensive Single User account. This provides the cost benefit of not having to subscribe to a more expensive Class C Internet Account. If you wish to use the SUA feature, you need to specify it here.

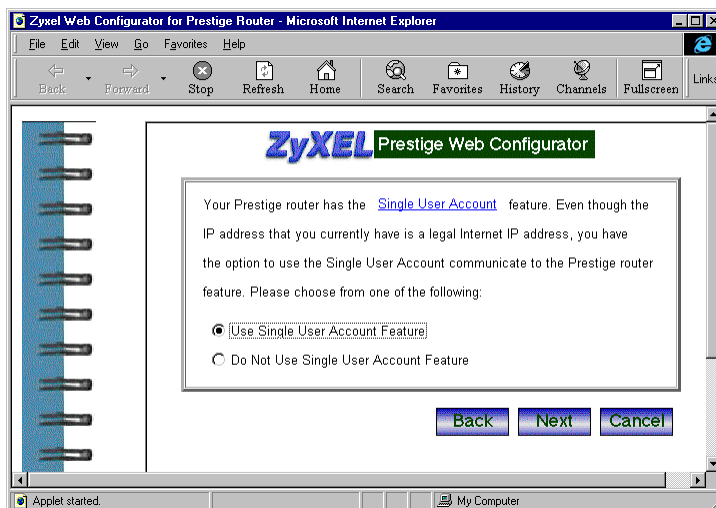


Figure 3-9 PWC Single User Account Set-up Screen #1.

If you are using SUA you may have to provide a static IP address. Again, this depends on your Internet account. Most ISP's dynamically assign an IP address to their clients, in which case you should leave the field blank.

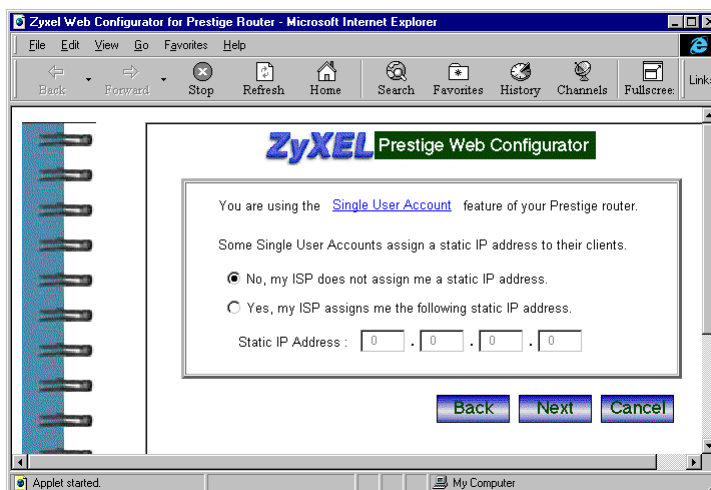


Figure 3-10 PWC Single User Account Set-up Screen #2.

Saving the Configuration

When you have completed the Wizard Setup pathway, the PWC will display a summary of the important data you have entered.

From this screen, verify that your parameters are correct. If they are not, then click **Back** to make any necessary changes to your configuration. If everything looks correct, then click the **Next** link and the PWC will send the configuration to your router.

At this point, the Wizard Setup pathway is complete, and the only item that remains is to test your Internet connection. You can use the PWC's Internet connection test to diagnose the functionality of your Internet account or simply open your Web browser attempt to connect to www.zyxel.com. The Prestige will call your ISP, and the workstation should have Internet access.

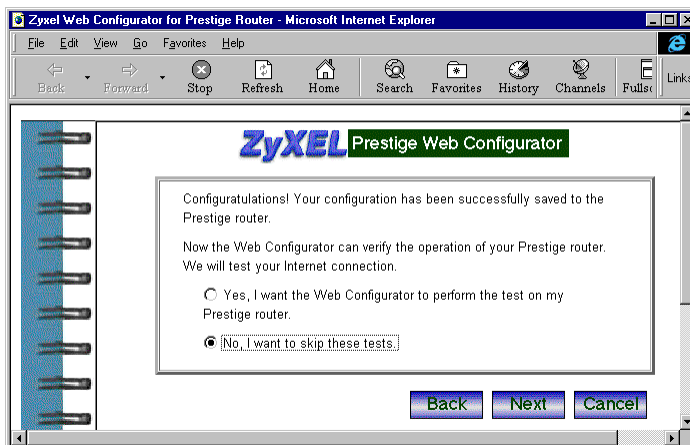


Figure 3-11 PWC Internet self test screen.

This brings you to the end of the Wizard Setup Path. If you have had any difficulties with any aspect of the Wizard Setup, please refer to “**Appendix 2: Troubleshooting & FAQ**” on page 33 of this guide or contact your local ZyXEL Technical Support Department (See “**Appendix 3: ZyXEL Contact Information**”).

4 Prestige Web Configurator Advanced Setup

The PWC provides a set of advanced screens designed to give users a wider range of setup options than the Wizard setup path. This chapter describes the layout of the Advanced Setup screens, and describes what parameters are configurable in each section.

To access the Advanced Setup panel, simply click on the Advanced Setup button located at the bottom of the PWC Welcome screen (see Figure 2-3.)

The Advanced Panel

The standard Advanced Setup screen is divided into two sections. The left-hand panel provides a list of links that the user clicks to navigate to other screens. When the user clicks on one of the links, the right-hand panel of the screen changes to show the new screen.

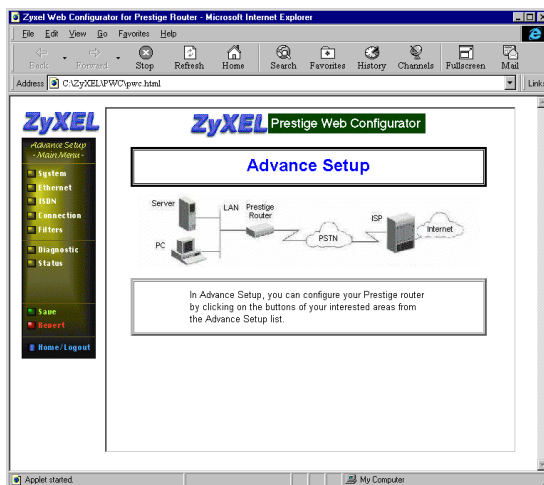


Figure 4-1 PWC Advance Setup Main Menu screen.

Advanced Setup Main Menu

When you first enter the Advanced Setup screen, the links on the left-hand panel include: System, Ethernet, ISDN, Connection, Filters, Diagnostic, Status, Save, Revert, and Home/Logout. The following are brief descriptions of each links function.

Save

The **Save** link appears as part of every Advanced Setup screen and will save the new configuration to the Prestige. When this button is clicked, the screen will show a progress bar that indicates the progress of the save operation. Any configuration changes you make will not be sent to the Prestige until you click this button. Hence, it is possible (and recommended) to configure multiple screens first, then when you are finished with your configuration, save it all at once to the Prestige.

Revert

The **Revert** link also appears as part of every Advanced Setup screen and will eliminate any changes to the configuration that you have made since your last save. Even though you may jump around from screen to screen, the Revert button handles all the changes, not just the ones in your current screen.

Home/Logout

The **Home/Logout** link is located at the bottom left of the Advanced Setup Main screen (see Figure 4-1) and will bring the user back to the PWC Welcome screen.

Main Menu

While you are navigating around the Advanced Setup screens, you may notice a Main Menu link at the bottom of each page. Clicking it will bring you back to the Advanced Setup Main Menu screen.

Diagnostic and Status links

Diagnostic and Status links are described in Chapter 5: “Prestige Web Configurator Status and Diagnostics” on page 25 of this guide.

System Setup Screen

The System link on the Advanced panel is responsible for configuring basic system information for your Prestige. This section allows you to enter the router's System Name, Location, Contact Person, and password.

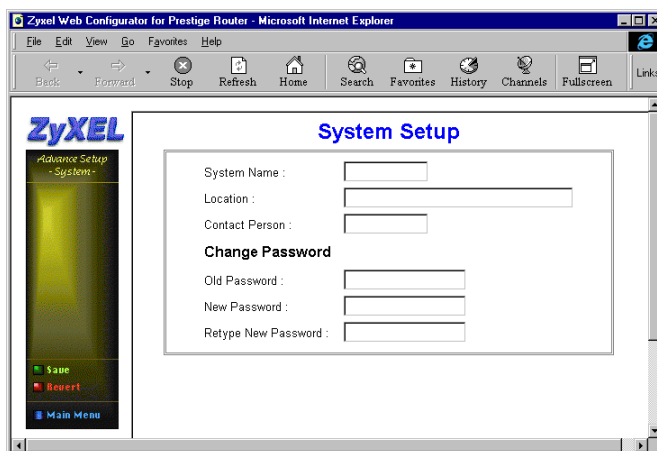


Figure 4-2 PWC Advanced Setup - System Screen.

Ethernet Setup Screens

The Ethernet Setup screen is divided into two screens; Ethernet General Setup and Ethernet IP Setup. Clicking the Ethernet link from the Advanced Setup Main Menu will bring you to the Ethernet General Setup screen. You may use the General and IP links on the left hand panel to toggle back and forth from the IP and General screens.

Ethernet Setup General

In this screen, you can set your Ethernet interface (AUI or 10BaseT) and plug in any incoming or outgoing filter sets.

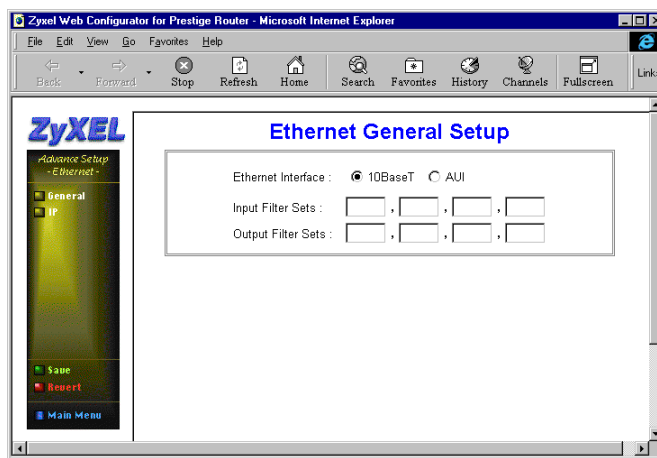


Figure 4-3 PWC Advanced Setup - Ethernet General Setup screen.

Ethernet IP Setup

In this screen, you can set the Prestige's IP address and Subnet mask. In addition, if you want your Prestige to act as a DHCP server, you can configure it from this screen.

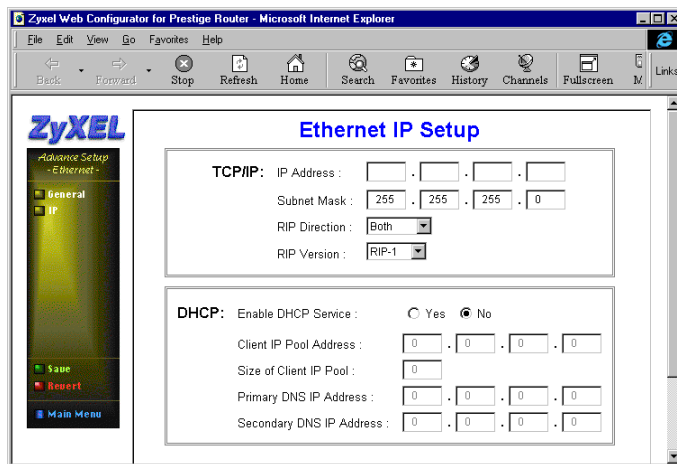


Figure 4-4 PWC Advanced Setup - Ethernet IP Setup screen.

ISDN Setup Screen

This screen is for you to enter information about your ISDN line. Telephone companies in different geographic areas deploy different switch types for ISDN service. You will have to enter the switch information which apply to your ISDN line. For example, you can configure SPID numbers for North American switch types, while European switch types (DSS1 and 1TR6) do not need to SPIDs configured.

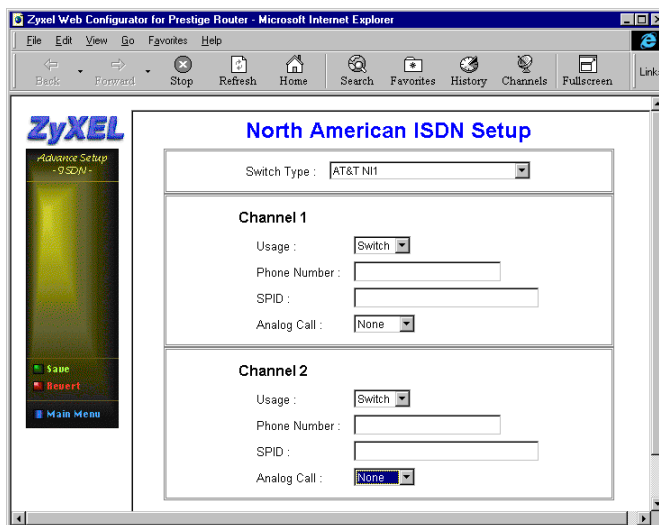


Figure 4-5 PWC Advanced Setup - North American ISDN setup screen.

Connection Setup Screens

The screens in this section allow you to configure your router settings which relate to your Internet connection. The Connection Setup section is divided into three screens; Remote Node General Setup, Remote Node PPP Setup and Remote Node Telco/Session Setup. You may use the links on the left hand panel of these screens to toggle back and forth among the different screens.

Remote Node General Setup Screen

The Remote Node General Setup screen is used to set authentication parameters (login names and passwords), phone numbers, SUA, and local and server IP address.

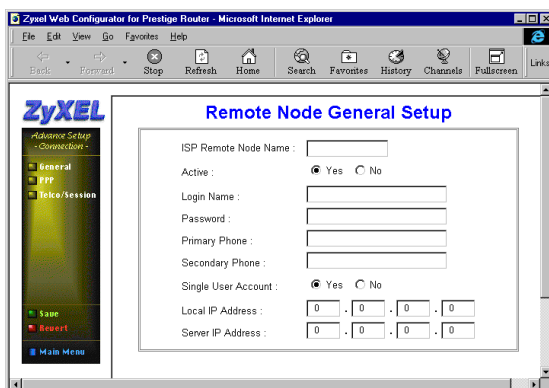


Figure 4-6 PWC Advanced Setup - Remote Node General Setup screen.

Remote Node PPP Setup Screen

The PPP screen configures the PPP (Point-to-Point Protocol) options for your Internet connection. With these settings you will be able to set the Prestige to use one or two B-Channels for the connection to your ISP. You can also set other parameters such as encapsulation and compression.

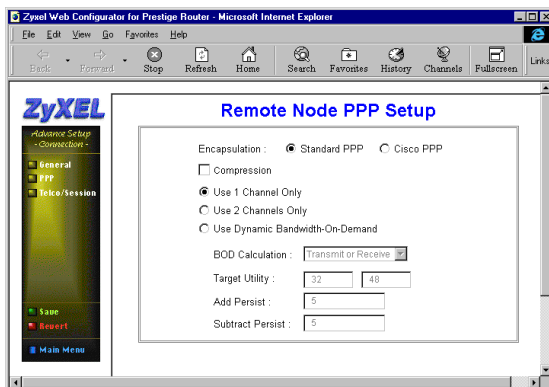


Figure 4-7 PWC Advanced Setup - Remote Node PPP Setup screen.

Remote Node Telco/Session Setup Screen

In the Remote Node Telco/Session Setup Screen, you can set session parameters such as plugging in different filter sets, idle time-out and allocated budget values, and call transfer type.

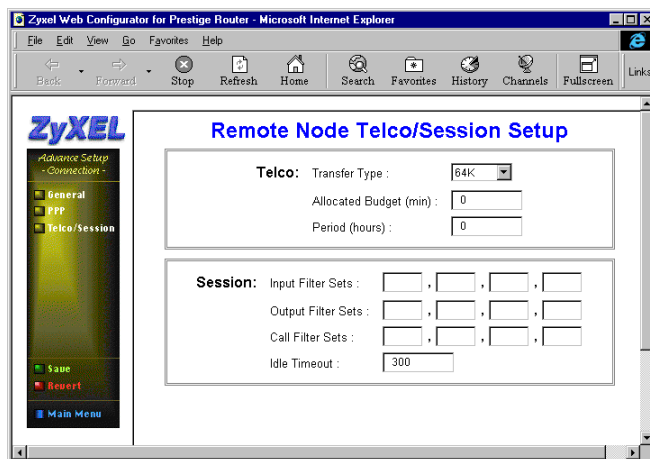


Figure 4-8 PWC Advanced Setup-Remote Node Telco/session Setup screen.

Filters Setup Screens

The Prestige uses filters to decide whether or not to allow passage of a data packet and/or make a call over the ISDN line. The system allows you to configure up to twelve filter sets with six rules in each set (up to 72 filter rules). This section describes how to set up your filtering applications.

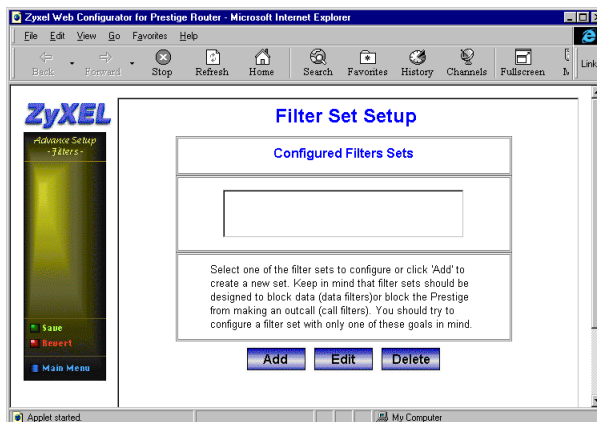


Figure 4-9 PWC Advanced Setup - Filter Set Setup screen.

Pre-defined Filter Rules

The PWC provides a list of pre-defined filter rules. These rules are common applications or packets that users may want to filter out. Users can decide whether they want to filter packets to and/or from that location. With these rules, you will be able to filter different types of packets (WWW, FTP, DNS, SMTP mail, etc.) to specific sites on the Internet. In addition, you can stop Windows 95 NetBIOS packets from triggering unwanted outcalls to your ISP.

Custom IP/Generic Rules

If you want to customize your own filter rules, then you can select the Custom IP or Custom Generic choice. From here you can decide what type of rule you want to set up: TCP/IP, or Generic. With these rules, you will be able to enter in your own IP addresses, port numbers, MAC addresses, and other parameters of that sort.

Applying Filter Sets

Once you have configured your Filter Set, the PWC allows you to plug in that set to a specific interface based on your desired application. LAN Filters control the interface between your Prestige router and the computer(s) on your local network. The WAN Filters act as your Internet firewall as they control the interface between your Prestige router and the Internet.

5

Prestige Web Configurator Status and Diagnostics

The Status and Diagnostic screens of the PWC are designed to allow you to monitor and test various LAN and WAN functions on your Prestige. The following are descriptions of both the Status and Diagnostics screens.

Status Screens

The status screens are designed to report the current status of the Prestige's ISDN link, as well as provide useful information regarding which data packet triggered the Prestige to establish the current connection.

To access the Status screens, click the **Status** link on the Advance Setup Main Menu. This will bring up the System Information screen which is the first of two screen in the Status section of the PWC.

The System Information that is displayed are the system name, MAC address, RAS software version, ISDN firmware version, and the ISDN country code. This information allows you to identify the Prestige and determine the software versions of your router.

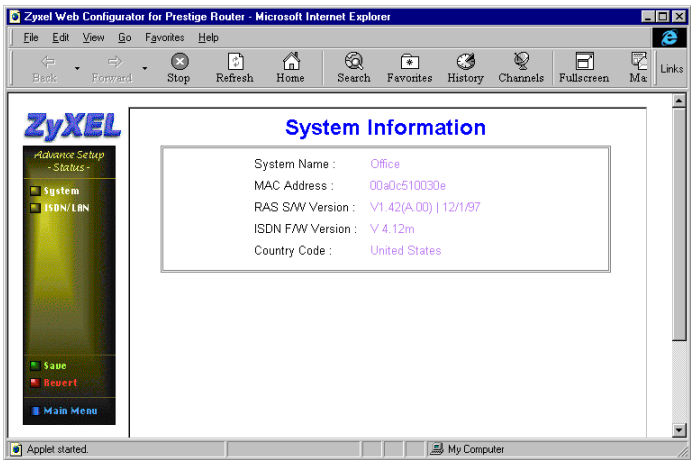


Figure 5-1 PWC Status Information Screen.

When you clicks on the **ISDN/LAN** link, the screen will display some statistical information. The information on this screen is updated through a periodic polling between the PWC and the Prestige. The default poll interval is 1 second, which means that this screen will be refreshed every second.

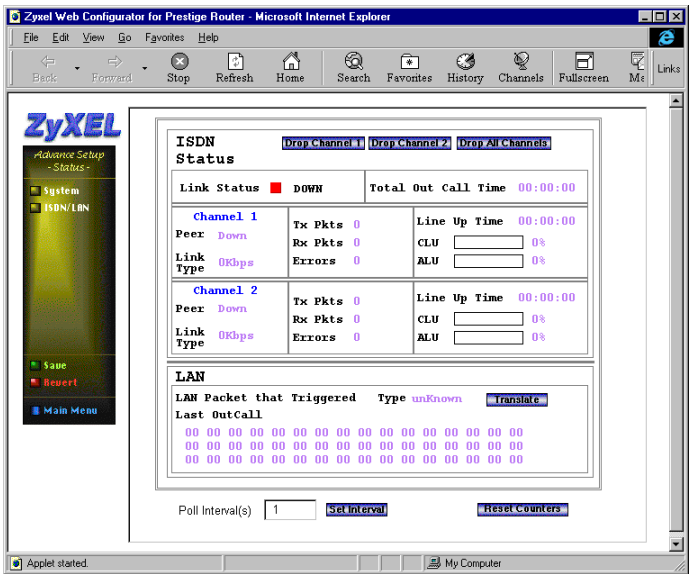


Figure 5-2 PWC ISDN/LAN Status Display screen.

The top section of the screen (ISDN Status) provides statistics on the ISDN link and the B-channels, while the bottom section (LAN) provides LAN packet information. This screen also provides some buttons that provide some diagnostic functions:

Drop Channel 1

This button will drop the ISDN connection on Channel 1.

Drop Channel 2

This button will drop the ISDN connection on Channel 2.

Drop All Channels

This button will drop the ISDN connection on both Channel 1 and Channel 2.

Translate

Translate will take the packet trace from the **LAN Packet that Triggered Last Outcall** field and display what type of packet it is (TCP/IP, IPX, etc.). This feature will determine the meaningful information of each packet and offer the user the option to filter this type of packet from triggering any future calls.

Set Interval

You can enter a value in the Poll Interval (s) field (this value is in units of seconds). When you clicks Set Interval, then the PWC will only poll the Prestige after the interval time has elapsed. The default for this value is one (second).

Reset Counters

Clicking on Reset Counters will reset the ISDN and Ethernet statistics to zero. This does not include the ISDN outcall time.

Diagnostic Screens

To access the Diagnostic screens, click the **Diagnostic** link on the Advance Setup Main Menu. The diagnostic section of the PWC is divided into three screens: Command, Routing Table, and Log screens.

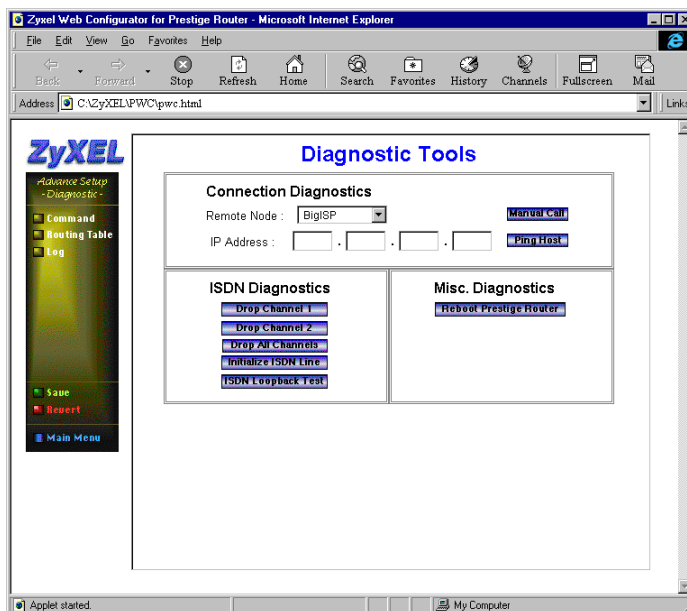


Figure 5-3 PWC Diagnostic Tools Command screen.

Command Screen

The Command screen is divided into three sections: Connection Diagnostics, ISDN Diagnostics, and Miscellaneous Diagnostics.

Connection Diagnostics

- ◆ Manual Call

The Manual Call function allows you to manually trigger a call to a configured Remote Node. Simply select the Remote Node from the list and click on Manual Call.

- ◆ Ping Host

The Ping Host function will test the TCP/IP function of the Prestige router. Simply enter an IP address into the field provided and click the Ping Host button. This command will trigger the Prestige to send out a ping (ICMP echo) packet to that address. The screen will then show if a response is received to determine if the TCP/IP connection is up.

ISDN Diagnostics

- ◆ Drop Channel 1, Drop Channel 2, Drop All Channels

These buttons will drop the ISDN connections that are established on the two B channels (Channel 1 and Channel 2) respectively.

- ◆ Initialize ISDN Line

This function will re-initialize your ISDN line.

- ◆ ISDN Loopback Test

This button diagnoses the status of your ISDN link by attempting an ISDN loopback test. The PWC will display a screen showing the results of the test.

Miscellaneous Diagnostics

- ◆ Reboot Prestige Router

The Reboot Prestige Router link sends a command to the Prestige that will reboot your router. You will have to wait approximately 30 seconds before attempting to reestablish a connection to your Prestige.

Routing Table

This link will display the current Routing Table the results.

Log

This link will display the results of the syslog.

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Appendix 1: IP Addresses and the Internet

Conventionally, the Internet (with a capital I) refers the large-scale interconnected networks across the world that was originally developed by the US Department of Defense. The Internet uses exclusively the TCP/IP protocols. The term “internet” (lower case), however, refers to any interconnected networks using any protocol. An internet can be as simple as two hosts on a LAN, or it can be as complex as the Internet itself. Every machine on the Internet must have a unique address within that internet. If your networks are isolated from the Internet, e.g., only between your two branch offices, you can assign any IP addresses to the hosts without problems. However, the Internet Assigned Numbers Authority (IANA) has reserved the following three blocks of IP addresses specifically for private networks:

10.0.0.0	-	10.255.255.255
172.16.0.0	-	172.31.255.255
192.168.0.0	-	192.168.255.255

For this reason, it is recommended that you choose your network number from the above list.

You can obtain your IP address from the IANA, from an ISP, or assigned from a private network. If you belong to a small organization and your Internet access is through an ISP, the ISP can provide you with the Internet addresses for your local networks. On the other hand, if you are part of a much larger organization, you should consult your network administrator for the appropriate IP addresses.

IP Subnet Mask

A subnet mask is a 32-bit quantity that, when logically ANDed with an IP address, yields the network number. For instance, the subnet masks for class

A, B and C without subnetting are 255.0.0.0, 255.255.0.0 and 255.255.255.0, respectively.

To create more network numbers, you shift some bits from the host ID to the network ID. For instance, to partition a class C network number 192.68.135.0 into two, you shift 1 bit from the host ID to the network ID. Thus the new subnet mask will be 255.255.255.128; the first subnet will have network number 192.68.135.0 with hosts 192.68.135.1 to 192.68.135.126 and the second subnet will have network number 192.68.135.128 with hosts 192.68.135.129 to 192.68.135.254.

It is recommended that you use the same subnet mask for all physical networks that share an IP network number. The table below lists the additional subnet mask bits in dot decimal notations. To use the following table, write down the original subnet mask and substitute the higher order 0's with the dot decimal of the additional subnet bits. For instance, to partition your class C network 204.247.203.0 with subnet mask 255.255.255.0 into 16 subnets (4 bits), the new subnet mask becomes 255.255.255.240.

Number of Bits	Dot Decimal
1	128
2	192
3	224
4	240
5	248
6	252
7	254
8	255

The following is a list if IP addresses and Subnet masks use for a typical private network:

Host (Network Element)	IP Address	Subnet Masks
Prestige Router	192.168.0.1	255.255.255.0
Workstation 1	192.168.0.11	255.255.255.0
Workstation 2	192.168.0.12	255.255.255.0
Workstation 3	192.168.0.13	255.255.255.0
Workstation 4	192.168.0.14	255.255.255.0
Workstation 5	192.168.0.15	255.255.255.0
Workstation 6	192.168.0.16	255.255.255.0
Workstation 7	192.168.0.17	255.255.255.0
Printer 1	192.168.0.31	255.255.255.0
File Server 1	192.168.0.41	255.255.255.0

figure 6-1 typical IP address scheme for a small office.

If you will be using your Prestige router in SUA mode and have not yet configured your network for use with TCP/IP, then we would suggest this address scheme.

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Appendix 2: Troubleshooting & FAQ

Some users may require additional help for setting up and/or using the PWC. This chapter provides some general troubleshooting organized into a list of Frequently Asked Questions (FAQ). If you cannot find the answer to your question here, please consult the additional support documentation or you can contact technical support at support@zyxel.com.

PWC cannot locate any Prestige routers on my network.

Verify that the Ethernet connection on your Prestige is connected to your network. If the connection is OK, then try rebooting your Prestige router.

PWC hangs when searching for Prestiges on the network.

The Java Activator settings may not be correct. You can verify them by selecting Start, then Programs. There will be a Java Activator 1.1 EA2 group, and from there, select Java Activator Control Panel. The settings should be as follows:

- Java Enabled: [checked]
- Show Console: [not checked]
- Network access: Unrestricted
- Class access: Restricted
- Allow unsigned Applets / beans: Yes
- Java runtime Environment: Use Activator default

PWC cannot start - the browser keeps trying to load the applet.

Verify the type and version of your web browser. In some situations, the PWC will have problems starting on Microsoft Internet Explorer version 4.0 or higher. In this situation, we recommend that you try an alternate browser (either Microsoft Internet Explorer version 3.02 or Netscape Navigator).

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Appendix 3: ZyXEL Contact Information

If you have questions about your ZyXEL product or desire assistance, contact ZyXEL Communications Corporation in one of the following ways:

Phone

In North America call between 8:00 AM and 5:00 PM PST at (714) 693-0808 or (800) 255-4101.

Outside North America, you can dial +886-3-5783942 EXT 252 between 8:00AM and 5:00PM Taiwan time (GMT +8:00).

Fax

ZyXEL North America: (714) 693-8811

ZyXEL Taiwan: +886-3-5782439

Internet:

Sales Email: in North America: sales@zyxel.com

International: sales@zyxel.com.tw

Tech support Email: in North America: support@zyxel.com
support@zyxel.com.tw

Firmware and Drivers on FTP:

North America: <ftp.zyxel.com/pub>

Outside North America: <ftp.zyxel.co.at/pub>

World Wide Web: <http://www.zyxel.com>