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ZXV10 W300  
**User's Manual**

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User's Manual**

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**Limited warranty**

ZTE warrants that, for one year from the date of delivery by ZTE to purchaser's designated carrier, the Equipment will remain free from defects in design, material and workmanship under normal use and service and will conform in all material respects to the applicable specifications set forth in purchase order or agreement; ZTE does not warrant that operation of the Equipment will be error-free or uninterrupted.

In accordance with ZTE's standard, warranty terms, ZTE shall, at its option, repair or replace any defective or nonconforming item, provided that (a) purchaser/End User gives ZTE written notice of the defect or nonconformity within the warranty period specified above promptly after Reseller is notified by the End User of the same; and (b) End User returns the defective item at its expense to ZTE's nominated Customer Service Department in accordance with ZTE's standard parts exchange procedures.

This warranty does not apply to defects or errors in the Equipment caused by:(a) reasonable abrasion of equipments; (b)End User's failure to follow ZTE's installation, operation or maintenance instructions or procedures; (c) End User's mishandling, misuse, negligence, or improper installation, deinstallation, storage, servicing or operation of the Equipment; (d) modifications or repairs not made by ZTE or a ZTE-certified individual;(e) power failures, surges, fire, flood, accident, actions of third parties or other events outside ZTE's reasonable control. (f) usage of products of third Parties, or usage conjunction with third parties provided that such defects is due to the conjunction;(g) any other cause beyond the range of normal usage for equipments. End User shall assure that Equipment is installed and maintained by ZTE or ZTE-certified individuals in accordance with ZTE's certification

procedures; provided that if End User causes or permits services to be provided by individuals who are not ZTE-certified, the Warranty shall be void as to all Equipment serviced in breach of this sentence. End User shall have no right to reject, return, or receive a refund for any Equipment from ZTE. Any item repaired or replaced by ZTE shall continue to be warranted for the longer of the remainder of the original warranty period or 90 days from the date the repaired or replaced part is delivered to the carrier.

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ZTE SHALL NOT BE LIABLE FOR ANY LOSS OF PROFITS OR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM OR ARISING OUT OF OR IN CONNECTION WITH USING OF THIS PRODUCT, WHETHER OR NOT ZTE HAD BEEN ADVISED, KNEW OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, COST OF CAPITAL, COST OF SUBSTITUTE

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### **Confidentiality**

End User agrees that End User will receive confidential or proprietary information (“Confidential Information”) in connection with the purchase and deployment of ZTE Equipment. End User will not disclose ZTE’s Confidential Information, will use it only for purposes for which it was disclosed, and must treat it with the same degree of care as it does its own similar information, but with no less than reasonable care. End User agrees that the terms herein, the Equipment and all ZTE documentation is ZTE Confidential Information.

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## Chapter 1 Safety Guidance

### 1.1 Safety Check

Before installing the ZXV10 W300 ADSL equipment, you must check the following items.

#### 1 Electric safety

- Ensure that there are no inflammable, conductive or moist objects around. Check whether the cables are aged and whether other electrical appliances are placed stably.

#### 2 Equipment position

- Because the running electric devices easily generate heat, please ensure that these devices are positioned in a well ventilated environment.
- The devices should be placed on a stable and flat plane.
- Never expose the equipment to direct sunshine, and never place it on a PC case.
- Keep the equipment away from heat and water.
- Check whether power supply is available. The input voltage fluctuation range must be less than 10%. The power plug should not share one socket with a hair drier, iron or refrigerator.

### 1.2 Safety Cautions

- Read the user manual carefully before using the equipment.
- Note all Cautions in the user manual and product guide.
- Never use an accessory unbelonging to the equipment without prior consent of the manufacture, because it may cause fire or product damage.
- Use the power adapter accompanied in the package.

- Rather than directly connecting phones to the ADSL line, led them out from the phone interface of the splitter.
- Never place any objects on the equipment.
- Keep the equipment dry, ventilated and rainproof, and clean.
- Unplug the power and all connection cables in case of thunderstorms, to protect the equipment against lightning.
- Clean the equipment using a soft and dry cloth rather than liquid or atomizers. Power off the equipment before cleansing it.
- Power off the idle equipment.
- Keep the ventilation hole clean and prevent any objects from dropping into the equipment through it. Otherwise, it may cause short circuit and further cause equipment damage and fire. Do not spray liquid on the surface of the equipment.
- Do not open the case of the equipment, especially during equipment power-on.
- Before plugging/unplugging the power, make sure that the power is off, thus avoiding surge.
- Be careful when unplugging the power, because the transformer may be very hot.
- Keep the equipment and all its parts and accessories out of children's reach.

**Note:**

Please read the above safety guidance carefully before equipment use. Users should assume responsibilities for any accidents due to non-compliance with the above instructions.

## Chapter 2 Overview

The ZXV10 W300 is an ADSL access device that allows multiple line transmission modes. At the user end, it not only provides four 10/100Base-T Ethernet interfaces, but also adds the wireless user access in compliance with the IEEE802.11b/g standard. Through the high-speed ADSL access service, the ZXV10 W300 can provide the broadband Internet service or enterprise network access service for users.

### 2.1 Features

The ZXV10 W300, as a routing-capable ADSL MODEM, is of the following characteristics:

- Support ANSI T1.413 ISSUE 2, ITU G.992.1(G.DMT), ITU G.992.3(ADSL2), ITU G.992.5(ADSL2+)
- Support data transportation among ADSL, Ethernet and WLAN
- Support 802.11b, 802.11g mode
- Web-based configuration and monitoring.
- Support up to 8 PVCs.
- Routing function.
- Support NAT, DHCP.

### 2.2 Product Specifications

- Environmental requirements

Environmental temperature: 0°C-40°C (32 °F-104°F)

Humidity: 20% - 90% (non-condensing)

- Power specification

Power adapter: Input: AC 100-240V, 50/60 Hz

Output: DC 12V, 0.7A

- Certification

CE

### 2.3 Package Check

- ZXV10 W300 ×1
- Splitter ×1
- Power Adapter ×1
- RJ-11 telephone cable ×2
- RJ-45 Ethernet cable ×1
- User's Manual & Quality Warranty Card ×1
- Certificate of Quality ×1
- CD (Optional)

Note: for your information only, please refer to the actual product.



#### Note:

Please use a power adapter that matches the ZXV10 W300 package.

### 2.4 System Requirement

Before installing the ZXV10 W300, please check the following items.

- 1 ADSL Services Subscription

If you have subscribed for the ADSL service, your ADSL operator must provide at least one valid IP address for you (static allocation or dialup dynamic allocation).

### 2 Computer configuration

Please make sure that the system has been equipped with the 10M/100M Ethernet adapter and supports the TCP/IP protocol.

Because ADSL can be used for broadband access and involves a wide range of multimedia services, you are recommended use a computer with such configurations as: above Pentium III, 64M memory, 10G hard disk, graphic accelerating adapter with above 2M display memory, audio adapter and sound box.

### 3 Operating system

Operating systems can be Windows 98SE, Windows Me, Windows 2000 or Windows XP. For system configuration in the WEB interface, the browser of Internet Explorer V 6.0 or later.

## Chapter 3 Installation Preparation

### 3.1 Hardware Description

#### Front panel

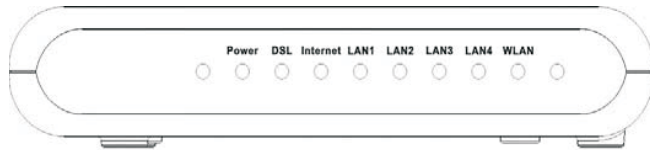


Figure 3.1-1 Front Panel of the ZXV10 W300

Table 3.1-1 Descriptions of the LEDs on the Front Panel

Function	Color	Definition
Power	Off	Power off
	Solid Red	Power on
DSL	Slowly Flash Yellow	DSL line handshaking in progress
	Fast Flash Yellow	DSL line training in progress
	Solid Yellow	DSL line connection is up.
WLAN	Off	No radio signal is detected.
	Blinking	User data going through WLAN port
	Solid Green	WLAN interface is ready to work.
Internet	Off	The system is under the Bridge mode or the ADSL has not been connected.
	Blinking	There are some data packets passing the MODEM.
	Solid Green	The system is under the Route mode and the ADSL has been connected. The MODEM IP data packet can be normally transferred (For example, the built-in PPPOE has been established and the dynamic IP address has been obtained).

Function	Color	Definition
LAN1-LAN4	Off	No Ethernet signal is detected.
	Blinking	User data going through Ethernet port
	Solid Green	Ethernet interface is ready to work

#### Rear panel

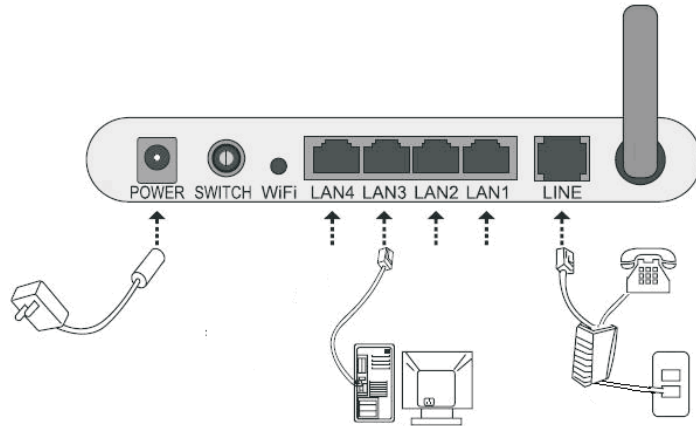


Figure 3.1-2 Rear Panel of the ZXV10 W300

Table 3.1-2 Description of Interfaces on the Rear Panel

Item	Introduction
LINE	RJ-11 connection interface: The equipment is connected to the ADSL line or splitter via the telephone line.
LAN1-LAN4	RJ-45 connection interface: Connect it to the PC computer or other network devices using the network cable.
WiFi	To turn on / off the Wi-Fi.
SWITCH	To turn on / off the power.
POWER	Power interface. Connect it to the power adapter.

### 3.2 Hardware Connection



#### Introduction:

1. Use one RJ11 cable (match the ZXV10 W300 package) to connect the LINE port of the splitter with the RJ-11 port (the phone jack) on the wall.
2. Use another RJ11 cable (match the ZXV10 W300 package) to connect the MODEM (or ADSL) port of the splitter with the LINE port of the Gateway.
3. Use the third RJ11 cable (additional, if customers also want to use telephone at the same time) to connect the telephone set with the PHONE (or TEL) port of the splitter.
4. Connect Ethernet port of the Gateway with 10/100BASE-T port of the computer using the network cable that comes with the modem.
5. Plug in the power cord, and turn on the power.

If you don't want Internet services and telephone voice services simultaneously, please just connect the LINE port of the Gateway with the RJ-11 port (the phone jack) on the wall using a telephone cord. In this case, the splitter is not necessary.

#### Connection procedures

- 1 Power off the equipment before all the other devices are connected.
- 2 Connect the network cables: Insert the RJ-45 Ethernet cable connector into the Ethernet interface of the ZXV10 W300, and connect its other terminal to the Ethernet adapter of the customer computers or ports of other network devices.

- 4 Connect the splitter

The splitter has three interfaces, which are described as follows:

- LINE: Connect the user telephone cable (RJ11 interface).
- MODEM (or ADSL): Connect the DSL interface of the ZXV10 W300.
- PHONE (or TEL): Connect the phone sets.

The installation process is as follows: Connect the LINE interface of the ZXV10 W300 to the MODEM(or ADSL) interface of the splitter using the RJ-11 telephone cable, connect the phone set lines to the PHONE(or TEL) interface of the splitter, and then connect the user telephone cable port to the LINE interface of the splitter.

- 5 Connect the power

Connect one terminal of the power adapter to the POWER interface of the ZXV10 W300, and the other terminal to the socket on the wall, and then switch on the power of the ZXV10 W300 equipment.

#### Checking all connection cables

Check all connection cables following the below procedure.

- 1 Check the ADSL cable connection

If the DSL LED is on upon power-on of the ZXV10 W300, it indicates that the ADSL line is correctly connected (Generally it takes one to two minutes to perform the ADSL connection).

- 2 Check the computer connection



If both the LINK LED on the computer adapter and the Ethernet LED of the ZXV10 W300 turn green, it indicates that the computer and the ZXV10 W300 equipment are correctly connected.

### 3 Check the telephone cable connection

The telephone cable is correctly connected if the received telephone signals are normal and free of noise. And the telephone will not be affected no matter whether the ZXV10 W300 is powered on or off.

## Appendix A FAQs

<b>1</b>	<b>All indicators are off after the ZXV10 W300 equipment is powered on.</b>
	First make sure that you have inserted the power adapter of the ZXV10 W300 into a working power socket and that the ZXV10 W300 has been powered on (the switch button is pressed down). If the indicators are still off after confirmation of the above items, the hardware is damaged probably. You may contact local operators for maintenance. Never dismantle the equipment by yourself.
<b>2</b>	<b>Will ADSL affect the telephone conversation quality? Will making phone calls cause a slow online rate?</b>
	ADSL separates voices from data through the frequency division multiplexing technology. Therefore, voices and data run in different paths without mutual interference. Neither the access rate nor conversation quality will fall even if you are in a call and on line simultaneously.
<b>3</b>	<b>Sometimes, the ADSL users cannot gain access to the Internet normally.</b>
	First check whether the ZXV10 W300 is in the normal state (Check the indicators with this user manual). If yes, the computer or application network may be faulty, which is unrelated with ADSL. If the ADSL MODEM is abnormal, check the status of indicators one by one to remove the fault. You are suggested to first make sure the following items before seeking help from operators: 1. The ADSL telephone cable connectors are proper; 2. The ADSL is away from the power cable and large-power electronic devices; 3. No telephone extensions and fax machines are installed between the ADSL incoming line and splitter; 4. The splitter has been correctly installed; 5. The ADSL MODEM is of good heat dissipation.
<b>4</b>	<b>Password verification failure.</b>
	MODEM synchronization and connection are normal. However, sometimes the password fails to be verified. 1. Note that the account and password are case sensitive and some accounts contain a domain name. 2. Virtual dialup software. It is possible that sometimes the virtual dialup software is faulty, or conflict with other software in the operating system. At this time, you are suggested to reinstall the dialup software or replace it with other software. 3. Network adapter drive program problem. 4. In arrears of fees. Pay the fee timely in this case.

5	<p><b>What are reasons for ADSL synchronization failure (also referred to link down or link establishment failure)?</b></p> <p>If the ADSL suddenly fails to be synchronized (link down) during application, usually the DSL indicator of the MODEM will not be solid on. You are suggested for checkup in the following sequence:</p> <ol style="list-style-type: none"> <li>1. First check the quality of incoming cables and incoming cable connectors.</li> <li>2. Install the ADSL Modem correctly based on the user guide, to minimize the number of taps.</li> <li>3. Check whether the telephone cables and ADSL are in good contact or whether the telephone cables are normal.</li> <li>4. Try to disconnect the splitter and directly connect the ADSL Modem to the incoming customer cable end to ensure that the problem is not due to improper installation or incoming customer line quality. If the ADSL can be synchronized again, it means that installation of the incoming customer part is improper. Please reinstall it according to the user guide.</li> <li>5. If the ADSL still fails to be synchronized after the ADSL Modem has been connected to the incoming customer cable end, contact the operators to check whether it is due to external line failure or Modem failure.</li> <li>6. If the splitter problem is determined, call the operators for maintenance or replacement.</li> <li>7. The problem may be also due to the end office equipment fault of the operator. Call the operator to confirm it.</li> <li>8. Too long connection cable between the splitter and ADSL Modem may cause poor anti-interference performance and synchronization difficulty. Therefore, the connection cable should not be too long.</li> </ol>
6	<p><b>The authenticated user names and passwords cannot be re-authenticated?</b></p> <p>This problem may be due to the following reasons:</p> <ol style="list-style-type: none"> <li>1. Your account has expired or you are a defaulting subscriber (please pay the deficit sum).</li> <li>2. You move into a new area. Because the account and the path PVC are bundled by some operators, your previous account and password cannot be authenticated after you changed your path.</li> <li>3. One of your accounts has logged on successfully. Therefore, you will fail to be re-authenticated because the operator has recognized the uniqueness of this account</li> <li>4. Maybe you failed to deregister your account timely in the Broadband Access Server (BAS) when you were off line abnormally, so the BAS or the billing system deemed that your account was still available. Therefore, your re-login may fail because of uniqueness of your account You are suggested to redial up later. If still failing, contact the operator for a solution.</li> </ol>

## Appendix B Standard Compliance

The equipment complies with the following ADSL standards:

Standard	Note
ITU G.992.1	Asymmetric digital subscriber line (ADSL) transceivers
ITU G.992.3	Asymmetric digital subscriber line transceivers 2 (ADSL2)
ITU G.992.5	Asymmetric Digital Subscriber Line (ADSL) transceivers-Extended bandwidth ADSL2 (ADSL2+)
ITU G.994.1	Handshake procedures for Digital Subscriber Line (DSL)Transceivers
ETSI TS 101 388	Transmission and Multiplexing (TM); Access transmission systems on metallic access cables; Asymmetric Digital Subscriber Line (ADSL) – European specific requirements

# ZTE Corporation Warranty Card

Dear customer,

Thank you for choosing the ZTE communication product. To obtain our best service, please read the information in this warranty card carefully and keep this card properly. ZTE Corporation warrants that the product will be free of manufacturing defects for a period of one year from the date of purchase. Should there be a manufacturing defect in the product during the limited warranty period, ZTE Corporation shall provide free service and maintenance for the defective product.

### Notice for Customers

ZTE Corporation will charge for parts, components, or services under either of the following circumstances:

- After the warranty of the parts and/or the components has expired.
- Damage caused by purchaser in transportation or shipping.
- Damage caused by disassembly, repair or modification of the product by anyone other than warrantor authorized dealers and service providers.
- Damage caused by operation outside the instructions and notices stated in the operation manual (such as damage caused by hot plug of the product).
- Damage caused by irresistible natural disasters.
- Purchaser fails to present the warrant card, or the warranty card does not conform to the product, or the records in the warranty card are incorrect.

### Customer Information

Customer Name		Purchase Date	
Contact Person		Customer Phone	
Address			
Dealer		Dealer Phone	
Model Number		Serial Number	

### Service and Maintenance Record

Date	Maintenance/service Item	Signature of Maintenance Engineer	Signature of Customer

**ZTE Corporation**



This equipment complies with FCC radiation exposure limits set forth for uncontrolled environment .This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: 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 and, if not installed and used in accordance with the instructions, 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 into 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.

#### Customer Information

1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On bottom of this equipment is a label that contains, among other information, a product identifier of US: ZTEDL05BZXV10W300. If requested, this number must be provided to the telephone company.
2. If this equipment Home Gateway causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
3. The telephone company may make changes in this facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modification to maintain uninterrupted service.
4. If you experience trouble with this equipment, you disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.
5. Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.
6. Connection to party line service is subject to state tariffs. Contact the state public utility commission public service commission or corporation commission for information.
7. If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - a)The telephone number that this unit is connected to,
  - b)The ringer equivalence number 0.5B
  - c)The USOC jack required RJ11C, and
  - d)The FCC Registration Number US: ZTEDL05BZXV10W300

Items (b) and (d) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

#### Service Requirements

In the event of equipment malfunction, all repairs should be performed by our Company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through our office at:

Acadia Solutions, Inc. 130 E. Wilson Bridge Road Suite 320  
Worthington, OH 43085

**Phone:614-505-6135**