

SpeedStream® DSL Internal and External Modems

****WQHL certification coming soon!**

These release notes describe known issues with the Efficient Networks® internal and external modems, models 3060, 3061, and 4060, and/or related software. Known issues are categorized according to the operating system on which the issue occurred.

Windows® 98 Retail, Windows® 98 Second Edition, Windows® Millennium Edition, and Windows® 2000 Professional

- You cannot use hot keys in the **Efficient Networks Start** screen. (See Step 8 of your Quick-start Guide.) If you have Accessibility Options enabled on your operating system, then bypass the **setup.exe** application and execute the **setup.exe** in the **Setup** directory on the root CD-ROM drive.
- You may receive an error in the Microsoft installer while installing our software on systems running SoftICE®. To avoid this issue, disable SoftICE first and then install the DSL software.
- If you have the SpeedStream DSL software installed and you wish to move an internal modem to another PCI slot, follow the steps below **before** moving the modem:
 1. Uninstall the software. (Start > Programs > Efficient Networks > SpeedStream DSL > Uninstall SpeedStream DSL)
 2. Do **not** restart when prompted—instead, shut down your computer.
 3. Move the modem to the desired PCI slot.
 4. Turn on computer.
 5. Reinstall the software.

Windows® Millennium Edition

- (Model 4060) Do not unplug the USB cable while the computer is in suspend mode. Otherwise, your system may become unstable.

Windows® 95, Windows® 98, and Millennium Edition

- Because some computers by design do not have a networking component fully installed, the SpeedStream software may not install correctly. To work around this issue, install a networking component like "**Dial-up Networking**" first before installing the SpeedStream software.
- If you add a PPP over ATM adapter through the Device Manager, you will notice upon reboot that the Device Manager shows an additional PPP over ATM adapter that is disabled. Do **NOT** remove the disabled adapter. Removing it may cause an error and will prevent you from dialing into your ISP.
- If you go into a power management state and then come out of it, you can no longer pass network traffic. Reboot to work around this issue.

Windows® 2000 Professional

- The RFC 1483 driver cannot be removed through the Device Manager. Instead, click the **Start** button on your desktop and select **Start > Programs > Efficient Networks > SpeedStream DSL > Uninstall SpeedStream DSL**.
- (Model 4060) Multiprocessor machines passing large amounts of data may lose their ability to do so after continued stress on the machine.
- (Model 4060) During periods when the modem is not trained, you may get a message stating "**Device unsafely ejected.**" Simply click **OK** until the message goes away.
- Do not attempt to uninstall the SpeedStream DSL software by running the setup program on the CD. If you wish to uninstall the software, go to **Start > Programs > Efficient Networks > SpeedStream DSL > Uninstall SpeedStream DSL**.