

# Cisco DSL Router Configuration and Troubleshooting Guide – RFC1483 Pure Bridging Online Form

Document ID: 71130

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Before you can successfully configure your Cisco Digital Subscriber Line (DSL) Router with Asymmetric Digital Subscriber Line (ADSL) service, you need specific information from your Internet Service Provider (ISP). If your ISP is unsure, unable, or unwilling to provide answers to the questions outlined below, you may not be able to correctly configure your Cisco DSL Router.

The following form is intended to help you obtain and record the information you need to build your own configuration. Two formats for the form are provided, but each format has different requirements for saving text that you enter.

- HTML – Enter information in the form on this page.  
**Important:** To save your entries you must print this page. No other methods to save your information are available at this time.
- Microsoft Word – Click here to open the form in Microsoft Word. Fill in the form, and then save it on your local drive. Return to this page and continue with Choose Your Next Step at the bottom of this page.

**Important:** If you need assistance with building or troubleshooting your configuration, you must have the information in this form accessible before you contact the Cisco Technical Assistance Center (TAC).

## Record Information from the ISP

The following form includes questions about the name of the reseller where you purchased your Cisco DSL Router and about the name of your ISP. The remaining questions you must ask your ISP. Fill in answers to all questions.

Where did you purchase the Cisco DSL Router (name of Reseller)?	Reseller
What is the name of your ISP?	ISP
<b>Information to Request from Your ISP</b>	
Is the ISP offering you DMT or CAP modulation?	DMT    CAP
Is your ISP using an Alcatel compliant or a Cisco Systems DSLAM?	Alcatel Compliant    Cisco Other
What VPI/VCI pair values (also called the PVC number) is your ISP using for your DSL connection? For example, 8/35 VPI=8, VCI=35.	VPI    VCI
If your ISP assigned a static IP address for your Cisco DSL Router, what is the public	IP Address Subnet Mask

IP address and subnet mask?	
Is your ISP providing a dynamically generated IP address?	Yes No
What is the IP address of the ISP's default gateway (also called the next hop address)?	ISP Default Gateway IP Address

## Choose Your Next Step

When you have all the information you need from your ISP, select one of the following based on whether you have a new installation or are troubleshooting an existing one.

[New DSL configuration](#)

[Troubleshooting my existing DSL connection](#)

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Updated: Sep 26, 2006

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