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FAQ

Pipeline 15

1. *Does the Pipeline® 15 support Dynamic Bandwidth Allocation™ (DBA)?*

    Yes. With the Pipeline 15, you can start with one B-channel and transparently (and automatically) add a second B-channel when your data throughput requires it. Once you're finished with the large data transfer, DBA will drop the second B-channel – which may save you money on per-minute charges for your ISDN line.

2. *I have hold, drop, conference, and transfer on my existing analog service. Can I continue to use these custom calling features?*

    Yes, you can. The Pipeline 15 supports hold, drop, conference, and transfer through its analog (POTS) ports. Additionally, the Pipeline 15 supports Calling ID (CLID) so you can use an after-market CLID device on the POTS ports, too.

3. *The Pipeline 15 has two analog ports. Can I connect to the Internet, send a FAX and talk on the telephone all at the same time?*

    You can perform two tasks at once but not three. Your ISDN BRI line gives you two B-channels (Bearer channels) that are capable of carrying data. So, with the Pipeline 15, you could be surfing the web and sending a fax *or* using the telephone, but not all three at once.

4. *Does my computer need to be powered on and hooked up to the Pipeline 15 if I want to use the telephone or fax machine connected to the POTS ports?*

    No, your computer is used for passing data traffic through the RS-232 serial cable only. You only need to turn on power to the Pipeline 15. The POTS ports will work with your telephone, fax or modem.

5. *What's on the included Pipeline Companion CD-ROM?*

    The Pipeline Companion CD-ROM includes many useful applications and free offers. MAXLink Pro™ is free client software that lets users surf the web and telecommute as if they were full-fledged nodes on the corporate LAN. The Pipeline Configurator lets you set up your Pipeline 15 with a graphical, point-and-click interface. The Networking Glossary will answer most of your questions about networking and telecommunications. There also are free software offers from Ascend, NetManage, Funk Software and Microsoft.

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6. Do I have to use the included MAXLink Pro client software that came with the Pipeline 15?

No, you don't. MAXLink Pro is most useful for the 16-bit Windows 3.1x operating system. With MAXLink Pro, Windows 3.1x users benefit from the integrated PPP dialer, TCP/IP and IPX stack software. WIN95 or Windows NT already includes a PPP dialer and IPX stack, but you might not like the included TCP/IP applications or functionality. For the WIN95 and Windows NT platforms, MAXLink Pro replaces the native TCP/IP stack with a more robust solution. You may use your Pipeline 15 with most vendors' protocol software.

7. What WAN protocols are supported on the Pipeline 15?

The Pipeline 15 supports the following Wide Area Network (WAN) protocols: PPP (RFC 1661), MP (RFC 1990), MP+ (RFC 1934), BACP (RFC 2125) and V.120

8. I've heard about AutoSPID and AutoSwitch, but how do I make them work with the Pipeline 15?

AutoSPID and AutoSwitch make setting up the Pipeline 15 a breeze! You only need to enter your 10-digit telephone number for each B-channel into the Pipeline 15 setup utility, and the unit does the rest all by itself! The Pipeline 15 will take the two telephone numbers and communicate with your ISDN BRI switch to determine the type and fill in the Service Profile Identifier (SPID) for you. If you want to enter these items manually, the Pipeline 15 setup utility will allow you to do that too.

9. How many analog devices can be attached to a single POTS port on the Pipeline 15?

The total number of analog devices allowed per POTS port on the Pipeline 15 depends on the Ringer Equivalency Number (REN) of each device. One brand of telephone may have an REN of 0.05, another may have an REN of 0.3. Check the label on the specific telephone or fax machine that you currently own (or are thinking of purchasing) to find the REN for that device. A maximum of 3.0 REN is supported through each of the Pipeline 15 device's POTS ports.

10. Can my existing analog modem and the Pipeline 15 peacefully co-exist?

Yes, if you have the proper COM port settings. For example, your internal modem already may be set to use COM 1, so you'll need to set your computer to use COM 2 for the Pipeline 15. Refer to your computer's documentation for COM port setting and specific instructions for changing COM ports.

An internal or external analog modem may be connected to the Pipeline 15 POTS port using standard analog telephone cable. This way you can consolidate your analog and digital transmission services over a single ISDN BRI line.

11. Can I use an ISDN telephone through one of the Pipeline 15 POTS ports?

No. The POTS ports on the Pipeline 15 can only be used with analog devices such as a "normal" telephone, fax machine, answering machine or modem. An ISDN telephone is a special digital device that operates differently from an analog telephone.

12. *Can I place or receive an analog call if both B-channels are busy transferring data?*

Yes, you can. The Pipeline 15 features the same call preemption offered with the popular Pipeline 25 and Pipeline 75 products. If you are transferring a large data file and both B-channels are in use, you can pick up the handset on the telephone that's plugged into one of the POTS jacks on the Pipeline 15. It will automatically "throttle back" the data transfer to a single B-channel to make room on the BRI line for your outgoing call. Similarly, if you are transferring a large file with both B-channels and you receive an incoming telephone call or fax, the Pipeline 15 will "throttle back" one B-channel and make room on the BRI line for the incoming call.

13. *What are the minimum requirements for my IBM or IBM-compatible PC?*

Your IBM PC or IBM compatible computer must have the following system configuration:
- A 386, 486 or Pentium processor
- Microsoft Windows 95, Windows NT (3.51 or 4.0), or Windows 3.1x
- 640 Kbps conventional memory
- At least 2 MB free hard disk drive space
- A 4X CD-ROM drive (optional for the Pipeline Configurator, but required for the Pipeline Companion CD-ROM)
- VGA or compatible video graphics adapter and monitor (color recommended)
- An available serial communications port

For maximum throughput, you will need an enhanced serial port card and COM port driver software which supports up to 128 Kbps. Please check with your local computer dealer for information about your specific requirements.

14. *What are the minimum system requirements to use a Pipeline 15 with the Macintosh?*

You must have System 7 or later, one free serial communications port, and at least 2MB of available hard disk space.

15. *Can the Pipeline 15 place concurrent data calls to different locations?*

Although the Pipeline 15 is capable of placing concurrent data calls to different locations (in other words "splitting the B-channels"), we are not aware of any client software for your PC or Macintosh that would allow you to do this. Typically, your client software (like Ascend's MAXLink Pro) will only allow you to maintain a single concurrent session.

16. *My friend also has a Pipeline 15. Can we share files over the BRI line between two Pipeline 15?*

Yes, you can. The Pipeline 15 has the unique ability to both place outgoing and answer incoming calls. Sharing files or resources, or playing network computer games is great with the Pipeline 15.

17. *Is it difficult is it to configure the Pipeline 15?*

More things in life should be so simple! With the included Pipeline Configurator, you can be up and running within 15 minutes. If you have trouble during the setup procedure or with your Pipeline, Ascend's Technical Support Center is open seven days a week, 12 hours a day (6:00 a.m. to 6:00 p.m. Pacific Time), and you can reach them at 1.800.ASCEND.4 (1.800.272.3634).

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