



Quick Start Guide: DSL-200

Overview

This Quick Start Guide will take you through the steps to set-up your service shown below. Please make sure you complete all the steps in the order they are shown to avoid any problems with the configuration of your service.

- Step 1:** Locating your username and passwords in the service configuration section below
- Step 2:** Understanding your usernames & passwords
- Step 3:** Installing your modem & software
- Step 4:** Configuring your modem to connect to the Internet
- Step 5:** Completing the Service Activation Process
- Step 6:** Re-connecting to the Internet

Step 1: Your Service Configuration Information

Your service configuration information is shown below. You will need this information when setting up your DSL connection for the first time. Please keep this information in a safe place for future reference.

Please be aware that the billing for your service will commence on

If you have any queries regarding the configuration of your service please do not hesitate to contact our Technical Assistance Team on **1300 76 1488**.

Service Details:	
ADSL Plan:	
ADSL Telephone Number:	
Supplied Hardware:	
ADSL Connection Username & Password:	
Username:	
Password:	
Email configuration:	
Incoming mail server (receive):	pop.callaustralia.net.au
Outgoing mail server (send):	smtp.callaustralia.net.au
Online Support Centre Username & Password:	
Username:	
Password:	

Step 2: Understanding Your Usernames & Passwords

To provide you with enhanced security Call Australia has supplied you with 3 usernames and passwords. Your usernames and passwords are explained here for use when configuring your service and future reference.

1) ADSL CONNECTION username and password

This is the username and password used by your modem or router to connect to the Call Australia network. Both the username and password are pre-set as shown in the table above. When configuring your service you will be asked to enter these details into your PC.

The format of your username will be as follows:-

USERNAME: [Your Telephone Number]@callaustralia.net.au

PASSWORD: 8 alpha OR numeric characters

Your username cannot be changed as it is a unique identifier on the Call Australia network. If you wish to change your ADSL connection password please log into the Online Support Centre located below:-

Online Support Centre: <http://www.callaustralia.com.au/support.html>

After you have changed your details you will be asked to re-connect your service to update your settings.

2) EMAIL username and password

Access to your email is secured via a separate username and password. This is the username and password used by your email software to log onto our email servers. You will also be able to use this same username and password to access your email using a browser over the Internet – this is referred to as Webmail.

To access Webmail please see the online guide available at the Online Support Centre below:-

Online Support Centre: <http://www.callaustralia.com.au/support.html>

You choose both your username and password for your email at the time you configure your email service. Any subsequent changes can be made at the Online Support Centre above.

The format of your username will be as follows:-

USERNAME: Your choice of 8 alpha OR numeric characters with at least 1 number

PASSWORD: 8 alpha OR numeric characters

3) ONLINE SUPPORT CENTRE username and password

To access the Online Support Centre please go to the link below:-

Online Support Centre: <http://www.callaustralia.com.au/support.html>

When accessing the Online Support Centre you will need to enter your Online Support Centre username and password. Here you can view your usage, pay bills and manage your broadband account. The username you have been allocated is the same as your Call Australia account number. It is not possible to change your account number so please ensure only authorised people have access to this information.

Your Online Support Centre password is pre-set as shown in the table above. Please go to the Online Support Centre to change any of your passwords. For security reasons you will be asked to answer your secret question when resetting any of your passwords.

The format of your username will be as follows:-

USERNAME: [Your Account Number]

PASSWORD: 8 alpha OR numeric characters

If you have any question regarding your usernames and passwords please don't hesitate to browse the Online Support Centre for further information or call us on 1300 76 1488 for more information.

You may be asked to supply your account number when calling customer service or technical support so please keep this with you when contacting Call Australia.

Step 3: Installing Your Modem & Software

IMPORTANT NOTE to WINDOWS 98 Users

All Ethernet NIC cards MUST BE REMOVED from your PC prior to installation of the DSL-200

The DSL-200 connects directly to a desktop computer via the supplied USB cable. This cable supplies all the power the DSL-200 requires; there is no separate power cord.

All connections to the Internet are made over ordinary phone cabling. Use the cabling supplied with the router or use your own. The service will work over ordinary phone extension cords and other phone socket appliances (double adaptors, etc); however, any noise over or damage to the appliances may result in problems accessing the Internet service. You will require a filter if you're planning to use any phone handset over the DSL line.

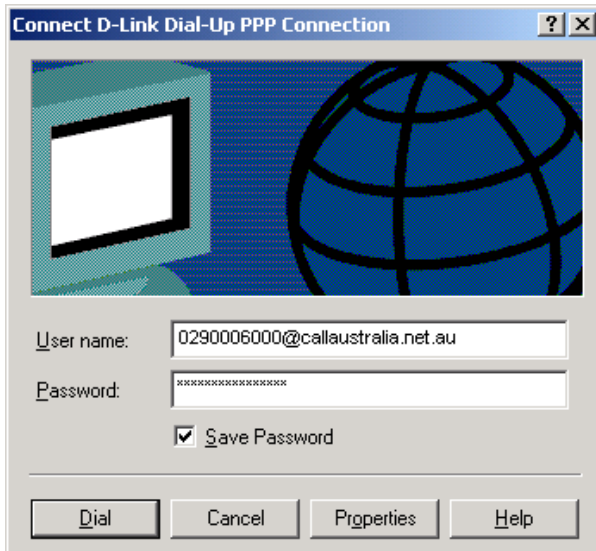
1. DO NOT plug in your modem yet. You need to install the USB drivers first.
2. Insert the CD and browse to "Startup". (via "My Computer").
3. Double-click "Startup". This will start up the installation wizard.
4. Follow the prompts on the screen. When prompted to enter "Customer Information", enter your own details in "User Name" and "Company Name". Note that this is not the username/password combination supplied to you by Call Australia; this information plays no part in your ADSL connection.
5. At the "Connection" window, select "PPPoA for Australia" and click "Next".
6. When the program says it has enough information to begin the installation, click "Next". *Note: during the installation, Windows 2000 may ask you about a Digital Signature, or Windows XP about Unregistered Software, during the installation. Click "Yes" (Windows 2000) or "Continue Anyway" (Windows XP) to continue with the installation.*
7. The system will install the required files to your computer. Click "Finish" when it has completed installation.
8. Connect the USB cable to the computer and the modem, and connect the DSL phone line into the back of the modem. No lights will appear at this stage.
9. The computer will search for the modem and, when found, automatically install it. *Note: during the installation, Windows 2000 may ask you about a Digital Signature, or Windows XP about Unregistered Software, during the installation. Click "Yes" (Windows 2000) or "Continue Anyway" (Windows XP) to continue with the installation.*
10. The modem's lights will light up. The "Status" light will blink until it finds a connection to the exchange (this is called "training") at which point it will glow steady green. When this happens the "Power" light will light up.

The USB modem is now connected. The next step is to configure the connection software to access the Internet.

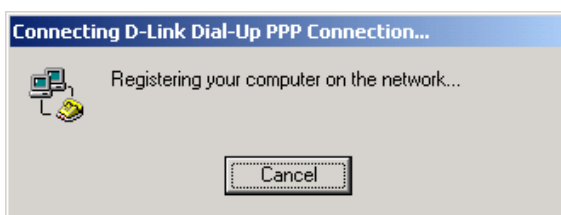
Configure the software

When the modem completed its installation, a new icon was placed on the desktop: "D-Link Dial-Up PPP connection". This is the software used to connect to the Internet.

1. Double-click "D-Link Dial-up PPP connection".
2. The following screen will display:



1. Enter username and password as supplied by Call Australia. Enter these exactly as written on the supplied configuration notice. Note that the username is the full `{number}@callaustralia.net.au` address. Click "OK".
3. Select "Save password". This means the password does not require entering each time a connection is made.
4. Click "Dial".
5. No dial tone is actually audible. The screen should now display "Connecting" and then "Registering your computer on the network".



6. When this screen disappears the connection has been successfully made.
7. If the connection doesn't work, double-check the username and password.
8. Open a web browser and connect to <http://www.callaustralia.com.au>. This will open the Call Australia Self-Activation System, which will activate the Internet connection and allow you create up to five (5) email accounts.
9. When this is completed, you are connected to the Internet and can browse anywhere.

Step 4: Completing The Service Activation Process

Once you have completed the installation and connection of your hardware you will be taken to the Call Australia Self-Activation Screen. This screen will guide you through the rest of the process to configure your service. You will be asked to complete the following steps before your connection to the Internet is established:-

1. Agree to the Call Australia terms and conditions of service
2. Select a secret question - used for security purposes & when contacting customer service

3. Configure your email services
4. Print your email configuration details

For the final stage of configuration you will be asked to disconnect and re-connect your Call Australia Broadband service. Please follow the steps below to re-connect:-

1. If you are using a USB modem please connect to the Internet by double clicking on the D-Link icon on your desktop
2. Enter your ADSL connection username and password when prompted
3. Open your web browser
4. Browse to the Call Australia online support centre at: <http://www.callaustralia.com.au/support.html>

Congratulations - you are now connected to the Internet! Our Online Support Centre contains guides to configure your Outlook or other email software. There is also plenty of other useful information so please browse around as needed.

Step 5: Re-Connecting To The Internet

From time to time you may need to re-connect to the Internet. To do this please follow the steps below:-

1. Locate the D-Link icon on your desktop and double click on it
2. Open your web browser and/or email

You may want to configure your connection so it automatically connects when you open Internet Explorer or Outlook Express.

Internet Explorer

To do this for Internet Explorer please locate the **Tools** menu and select **Internet Options**. Under this menu select the **Connections** tab and tick the "Always dial my default connection" option under "Dial-up and Virtual Private Network Settings".

Please ensure the D-Link PPP Dial-Up connection is set to be your default connection. Your connection will now be established automatically when you open Internet Explorer.

Outlook Express

Outlook Express shares it's connection settings with Internet Explorer so you should be able to open either Outlook Express and/or Internet Explorer to automatically connect to the Internet.

For assistance in configuring your software please browse the Online Support Centre at: <http://www.callaustralia.com.au/support.html> OR call our Technical Assistance Team on 1300 76 1488.

Best Wishes
Broadband Team
Call Australia