



## **Quick Start Guide: DSL-302(G)**

### **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**.

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

#### ***General notes on installing the DSL-302(G)***

The DSL-302(G) can connect either directly to a desktop computer or to a network via hub, switch or another router. All connections are made to the computers using an ethernet or USB cable.

- Use straight-through cable for connecting to a normal port (MDI-X) on a hub or switch.
- Use crossover cable for connecting direct to a PC, server, or uplink port (MDI-II) on a hub or switch.
- Ensure the cable is not over 100 metres in length (or service degradation will result).
- If using the USB cable, additional installation is required; see "USB Installation" below.

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.

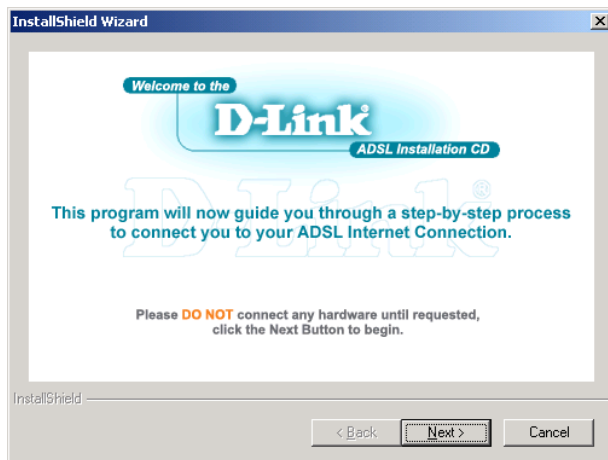
If you have previously installed a D-Link DSL-200 (USB-only) or D-Link DSL-302(G), you need to uninstall it before installing this software. Select "Start → Control Panels → Add/Remove Software", select the appropriate software, and select "Uninstall". Restart the computer if required.

#### **Configure the computer**

1. Right-click the "Network" icon on your desktop. Note this is called different things in different operating systems:
  - a. Windows XP: My Network Places
  - b. Windows 2000: Network Control Panel
  - c. Windows 98: Network control panel.
2. Click "Properties" from the menu.
3. Right Windows XP and Windows 2000 - right-click "Local Area Connection" and select "Properties".
4. Select TCP/IP from the drop-down list and click "Properties".
5. Select "Obtain an IP address automatically" and "Obtain DNS server address automatically".
6. Click "OK".

## ***Install the modem***

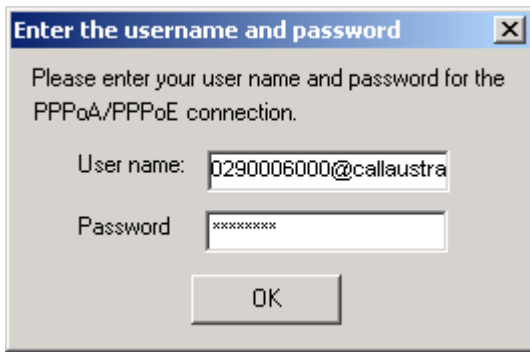
1. Insert the CD supplied with the modem.
2. The following screen appears:



3. Click "Next".
4. The "Customer Information" window will display. 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. Click "Next".
5. The "Choose Destination Location" window will display. Select "Browse" to change the location of the folder being installed, or "Next" to accept the default folder.
6. The "Select Program Folder" window will display. Type in the box to change the name of the folder, or click "Next" to accept the default name.
7. The program will start installing all software.
8. 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.
9. When the software is installed, the installation will display instructions for connecting the modem. First, connect the power cable as instructed on the screen. Click "Next" when the cable is connected and the power light is glowing green.
10. Connect the ethernet (network) cable if using ethernet, as instructed on the screen. If using USB, do NOT connect at this stage. Click "Next" when the cable is connected and the "Ethernet" light is glowing green.
11. USB connection: all installation steps must be completed (including restarting the computer) before installing the USB cable. DO NOT PLUG IN THE USB CABLE YET. Click "Next".
12. Connect the ADSL phone cord as instructed on the screen. Click "Next" when the ADSL light has stopped flashing and is glowing steady green.
13. Restart the computer as instructed.

## ***Set up connection: ethernet***

1. When the computer restarts, two new icons will appear on the desktop. Double-click "Ethernet Diagnostics".



2. Enter username and password as supplied to you 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. The Ethernet Diagnostics screen will display, looking like the front of the actual DSL-302(G) modem, including flickering lights. The connection will now be active. You can click "Setup" to view the status of the connection (not necessary to activate the connection, however).
4. 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.
5. 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; otherwise log into your modem and click "Disconnect".
2. Wait and then click "Connect".
3. 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