

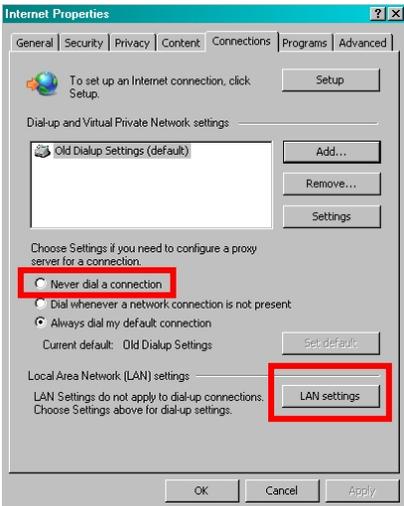
Troubleshooting

Does a Windows dial-up networking screen appear when trying to connect to the Internet?

You need to stop your computer from trying to use the dial-up settings, which are often used by USB broadband modems.

In most version of Windows you would -

- 1) Click on the **Start** menu, then **Control Panel**.
- 2) Select **Internet Options**, or **Network and Internet Connections**, then **Internet Options**.
- 3) Select the **Connections** tab. Select **Never dial a connection**. Click **LAN Settings...** and select **Automatically detect settings**.



Is the DSL light flashing?

Check your microfilters - there should be a microfilter on each telephone extension on which a telephone device is used. Make sure that you don't use two microfilters on the same extension.

If you are using a telephone extension cable, try connecting your router on the main telephone socket. Telephone extensions are a common cause of connection problems, we recommend wireless rather than a telephone extension cable.

Is the Internet light red?

Type your broadband username and password in again. Double check the email we sent you to confirm you are using the right ones.

Status Lights

Power	State
Off	Router not powered, check power cable and power socket
Blinking Green	Router is starting up, should stop blinking after a short time
Blinking Red	Router is updating internal software, wait till the router restarts. DO NOT SWITCH OFF UNTIL BLINKING STOPS
Red	System test, restart the router if it does not turn green
DSL	State
Off	No DSL cable connected/ Microfilter or phone line problem
Blinking Green	Router is attempting to connect to the local telephone exchange
Solid Green	Connection is OK
Internet	State
Off	No broadband service connected
Solid Green	Broadband service connected
Ethernet ports (1-4)	State
Off	No device connected
Solid Green	Device connected
Flashing Green	Device sending / receiving data
Wireless	State
Off	Wireless switched off or faulty
Solid Green	Wireless network OK
Flashing Green	Wireless network OK / transmitting data

Resetting your BT Voyager 2110

If you are having problems with your Voyager 2110 router, you can return everything to the default setting by using the reset button.

Make sure you have a record of your broadband username and password before you start

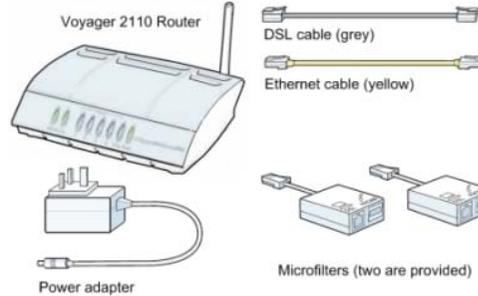
- 1) Ensure that the router is switched on (power light green.)
- 2) Use a paperclip, pen or pointed object to press into the reset pin hole on the back of the router.
- 3) Keep the reset hole pressed for at least 5 seconds. The power light will come back on to confirm that the reset has completed.
- 4) You now need to apply your settings again. Follow this guide from the beginning.

Setting Up Your Voyager 2110

Introduction

Use this guide to get your Voyager 2110 wireless router set up and connected to your service. If you have any problems with your installation check our website for more help - <http://support.plus.net>

What's in the box:



You don't need the CD and folded-up quick start guide to get started. The user guide stored on the CD will help you use the Voyager 2110's advanced features.

Before you start:

Has your service been activated?

Don't follow these instructions until you have received confirmation that your broadband service has been activated.

Have you got your broadband username and password to hand?

To complete the set up of your broadband hardware you'll need your broadband username and password.

Service	Broadband username format
Plusnet	username@plusdsl.net
Force9	username@f9.co.uk
Free-Online	username@freeonline.net

Have you uninstalled any previous hardware devices?

If you have a USB broadband modem installed on your computer it must be uninstalled before continuing.

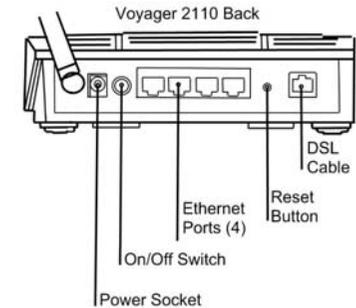
Fitting your microfilters



1) Plug one of the provided microfilters into your telephone socket. Any devices that were attached should then be plugged into the "Phone" socket of the microfilter.

Important: All telephone extensions that have a device attached must also have a microfilter attached in the same way. This applies to extensions that are used by any telephone device, fax machines, answer machines, sky boxes etc.

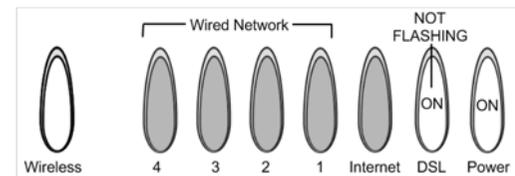
2) Plug the Power Adapter into the back of your router (socket marked 'Power'), then plug the adapter's power plug into a mains power socket.



3) Plug one end of the grey DSL cable into the DSL socket on the back of the router, plug the other end into the microfilter (attached to your phone line in step 1). The microfilter socket is also marked DSL.

4) Ensure that the power is switched on and watch the lights on the front of the router.

5) Wait till the power light stops flashing and turns green. The DSL status light will flash. Wait until it stops flashing before proceeding to the next section - **Connecting to your Voyager 2110**.



Connecting to your Voyager 2110

Connecting with Ethernet

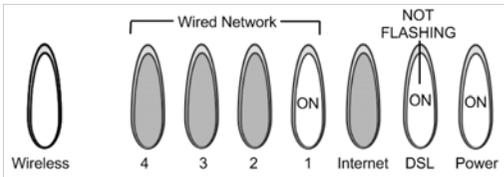
Follow these steps if you plan to use a wired network. If you plan to connect to your router using a wireless connection go to the next panel, entitled **Connecting with Wireless**.



1) Plug the yellow Ethernet cable into one of the 4 available Ethernet ports on your Voyager 2110.



2) Plug the other end of the Ethernet cable into your computer's Ethernet port. This is often marked with the  symbol.



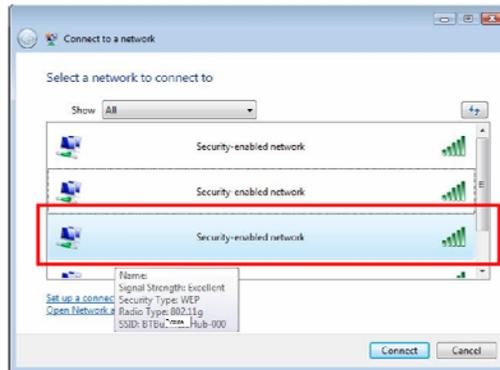
The corresponding Ethernet status light on the front of your Voyager router will now light up.

3) Proceed to the section called **Connecting to the Internet**.

Connecting with Wireless

Follow these steps if you plan to connect using wireless. This requires that your computer be equipped with a wireless adapter.

- 1) Ensure that your computer's wireless adapter card is installed and working properly.
- 2) Use your wireless adapter's connection utility, or from **My Network Places** select **Connect to a network**.



3) Your Voyager 2110 will show up as **BTVOYAGER2110-xxx**. Click on it, then click the **Connect** button.

4) A window will open, asking you to type in the network Security Key or pass phrase for your Voyager router.

5) You need to type in the security key that is written on the pink label on the bottom of the router. Make sure you use the **Wireless Key**.



6) Click **Connect**. Your computer now has a secure connection to your router. Proceed to the section called **Connecting to the Internet**.

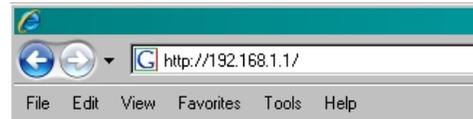
Connecting to the Internet

1) Open up a web browser. Ignore the message that comes up saying that *"Cannot connect to server"*.

In the address line of your browser type in

"http://voyager.home", then press **Enter**.

If this doesn't take you to the router's web page, try typing in **"http://192.168.1.1"** instead.



2) The router's Quick Start screen will appear in the browser window.



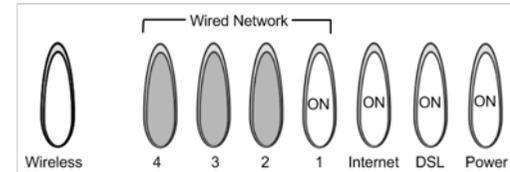
3) Type in your Broadband username and your password.

Your Broadband username was provided in the email that we sent you when your account was activated.

You can confirm what format your Broadband username takes in the table below.

Service	Broadband username format
Plusnet	username@plusdsl.net
Force9	username@f9.co.uk
Free-Online	username@freeonline.net

4) Click **Connect**. The router will now connect to your broadband service. When a connection has been made successfully, the Internet light on the front of the router will turn green.



Note that a different Ethernet status light may be on, depending on which port you plug your cable into. If for any reason a connection is not made, double check that your broadband username and password have been typed in correctly.

Also, check the **Troubleshooting** section at the end of this guide for more help.

Advanced Settings

The Voyager 2110 comes with a lot of advanced features. To access these you click on the **Advanced...** link on the menu.

You may need to provide an admin username and password to access this section. Both the username and password are set to **admin** by default.

It's a good idea to change your admin password. To do this click on **Advanced...**, then click on **System**, then on **Admin Password**.

Once your change has been made, make sure that you click Apply to save your changes.

Key Advanced Settings

Quick Setup -

This section lets you check and update your router's broadband settings. These should be correct by default, and should not need altering. The settings should be as follows:

PPPoA
VPI - 0
VCI - 38
VC MUX encapsulation

PPP Username and Password- your broadband username and password on the Quick Start screen.

If you experience problems connecting after changing any of these settings, follow the instructions to reset your router on the next page, then follow this setup guide from the start.