ADSL/2+

Getting the Most out of your Aussie Broadband ADSL Service

2Wire 2071-A

This guide is also suitable for:
- 2701HGV
- 2701HGV-W

Included:

- *Getting Connected*
- *Configuring your ADSL modem*
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The Welcome Letter

If you have not already, you will receive a Welcome Letter from Aussie Broadband. This includes details such as your username, passwords and email addresses. We recommend that you keep this letter in a safe place near your computer, as it holds important information that you may need in the future.

Filters – why are they needed?

Connecting line filters to your ADSL service may be one of the most tedious parts of the setup but it is also one of the most important! An ADSL filter is a small plastic box with a short lead that plugs into your phone socket and has two outputs, one for your ADSL modem and the other for a telephone.

Due to the fact that your Aussie Broadband ADSL service and normal Voice Telephone Service operate on the same copper cable, an ADSL Filter is required to keep these systems apart to stop the signals from interfering with each other. Aussie Broadband recommends the Australian manufactured C10 Communications Pty Ltd filters, which can be obtained by contacting us.

You will need to install one line filter for each device that is connected to a telephone socket

Aussie Broadband recommends that a centrally located filter/splitter is installed if you have:

- More than 3 telephone devices connected to the one telephone line (i.e. all on the same telephone number).
- Answering machines.
- Fax machines.
- A home alarm system.
- Any other device that could potentially cause interference on the line.

The Central filter/splitter will isolate the premises cabling from your ADSL modem. A Centrally located splitter must be installed by a suitably qualified installation technician.

Getting Connected

Your existing ADSL modem needs to be configured for your new ADSL service.

To connect your modem:

1. Make sure that all the devices that you are working with are powered down. This includes your computer and the modem. If you have a modem connected that is not the one originally specified during your application, please disconnect it.

> **NOTE:** **Line Filters must be installed onto all telephone wall sockets before you proceed with this Process.**
> For More Information on Line Filters, see the "Filters – Why are they needed?" section above.

2. Connect one end of the phone cable to the DSL port on the back of the Modem.

3. Connect the other end of the phone cable into the telephone wall socket where the ADSL Service has been connected.

4. Connect one end of the provided Ethernet cable to your computer's Ethernet adapter. Connect the other end of the Ethernet cable to one of the Ethernet ports on the back of the Modem.

5. Connect the power adapter to the Modem's Power Port and the other end, plug into an Electrical Power Point. Switch on the modem.

6. Press the **ON** button.

7. Power on your computer.

Congratulations!

You have successfully connected your 2-Wire ADSL Gateway.

NOTE: It can take up to 5 minutes after settings are saved for your modem to connect.

Configuring your ADSL modem

1. Open your preferred browser (EG: Internet Explorer, Safari, or Mozilla Firefox).

2. Put your cursor in the address bar.

3. Type **10.0.0.138** then press **Enter** or **Go**.

4. You be taken the modem's configuration page.

5. Click the **Broadband Link** tab. Then click **Advanced Settings** as indicated by the red arrow.

6. Using the information from your Welcome Letter, enter the following settings as indicated by the red arrows in the image (**Fig 6.1**)

VPI / VCI	8 / 35
ATM Encapsulation	Routed LLC
ATM PVC Search	Enabled
Connection Type	PPPoE
Username	Yourphonenumber@adsl.aussiebroadband.com.au
Password	CaSe SeNsItIvE

7. Click **Save**. You will be taken to a Link summary page. This page will automatically update itself once the connection is established.

Congratulations!
You have successfully configured your 2-Wire ADSL Gateway.

ADSL & Your Telephone Service

Even though your telephone voice service and your ADSL may be provided by different companies, they are still closely tied together. This is because the ADSL Service and Voice Service share the same telephone line.

Before you make any changes to your voice service always ask if the change will interfere with your ADSL service.

Changes to your voice service that could potentially interrupt your ADSL connection include:
- Non Payment of Bill – If the telephone company interrupts your voice service because of non-payment or other billing issues, your ADSL service will be disconnected.
- Disconnecting your Telephone Service – If you cancel your phone line, your ADSL Service will be disconnected.

If there are temporary telephone service outages due to storms or other unusual occurrences, In the majority of cases, the ADSL service will be restored at the same time as your voice service.

If your ADSL service gets disconnected, to reconnect it may take a couple of weeks depending on the situation. Aussie Broadband may also charge a reconnection fee.

Common Setup Connection Difficulties

Your Computer Cannot Connect to the Internet *(If connected to modem via an Ethernet Cable)*

Follow the instructions until your computer can connect to the Internet:
- Make sure that the modem is powered on. The power LED should be green and not flashing.
- If the power LED is flashing, then power off all of your network devices, including the modem and computers. Then power on each device in the following order:
  1. Modem
  2. Computer
- Check the LEDs on the front panel of the modem. Make sure the power, DSL, and at least one of the numbered Ethernet LEDs are lit. If they are not, then check the cable connections. The computer should be connected to one of the Ethernet ports numbered 1-4 on the modem, and the DSL port of the modem must be connected to the ADSL line.

Internet Speed: Some Basics

When you sign up with Aussie Broadband your internet speed is determined by the Plan that you selected. This speed determines how fast you can transfer data to and from the internet. For example, you may have selected the 1500/256 plan with 10GB Peak data and 10GB Off-Peak data. The 1500 represents the download speed and the 256 represents the upload speed. This means that you will be able to potentially download data from the internet at 1500kbps and be able to upload data to the internet at speeds up to 256kbps.

Download & Uploads

A download is any data that you receive from the internet. This includes any files downloaded from the internet and any websites that are displayed in your browser. An upload is any data that you send from your computer to the internet such as sending an email.

kbps vs. KBps

Your broadband plan is displayed in *kilobits* (e.g. 1500/256Kbps). Most applications, including your browser, display your download and upload speeds in *kilobytes*. This is important to note as it is easy to misinterpret your internet speeds based on your selected plan. In simple terms, 1500kbps (kilobits) is equivalent to 187.5KBps (Kilobytes).

Local Network

The speed displayed by your network connections (e.g. 100Mbps for Ethernet) represents the local network speed only and does not relate to your internet speed.

Internet Speed: How to Carry out A Speed Test

If you are experiencing any connection issues relating to speeds it is recommended that you carry out a speed test. Before starting the test please make sure that you have no other programs running that may be using the internet connection as this will cause the results to be inaccurate. Please ensure that you are not currently shaped, this can be check by accessing your account details from our homepage.

To carry out a speed test go to:

http://speedcheck.aussiebroadband.com.au/SpeedCheck.php

Select a file to download (preferably a file larger than 10Mb). Save this file to your desktop or somewhere that you can easily find to delete it later on. Wait for a minute or two until the transfer rate settles somewhat and take note of it. This is your current download speed.

Internet Speed: What Affects It?

 The speed of your ADSL connection can be affected by numerous factors, as shown below. Some of these you may be able to improve yourself, while others you have no control over.

- **Distance from the exchange:** One of the main factors that determine the speed of your ADSL connection is the cable distance from the telephone exchange to your property. The closer you are to the exchange, the faster your broadband connection speed can be.

- **Number of people sharing the connection & how many tasks are being carried out online at once:** If there are multiple computers or other devices connected to the ADSL service within your home, it's possible that one of them may be causing slow speeds. When a computer downloads large files or updates they can effectively slow down all other internet traffic on your network. This also applies if you are attempting to carry out multiple tasks online at the same time.

- **The Quality of your cables and modem:** The cabling, both to your house and inside it, play a significant role in determining your internet speed. If the phone lines are in good condition, your internet speeds will increase. Similarly, the better the quality of the modem or router, the faster your internet connection. Hence good quality wiring and short cables should be used.

- **The Website you are looking at:** If there are a lot of people attempting to access the same website at the same time (such as bank sites) this will affect your internet speed. The server that hosts the website has to work harder to serve the requests, hence if more people request the site than the server can handle then the speed of that site will decrease. If this happens, try accessing the website at a less busy time.

- **Spyware, Viruses & Adware:** If there is any form of infection on your computer, this can seriously slow down your internet speed. Make sure that you have an anti-virus program installed onto your computer and that you regularly remove any spyware or adware that may be on your PC.

DSL Troubleshooting Tips

If you ever have problems with your ADSL connections try the following tips to help you get back on line faster:

- **Power Cycle Everything:** It may seem trivial, but you should always turn your computer, ADSL modem and any other networking equipment off for a minimum of 1 minute at least once a week. Once done, turn your Networking Equipment and ADSL modem back on. Wait for 1 minute and then power up your computer and try connecting again. This solves a lot of connection problems. If your modem does not have an on/off switch, unplug it from the power outlet.

- **Check all connections:** Check all cabling and Power Adapters. All Telephone and Network cabling including the filters will audibly "Click" when they have been connected correctly.
Check that the Power LED located on the front of the modem is lit. Make sure that there are C10 filters on each device connected to the phone lines except for the modem.

- **Check for sync:** The DSL Light should be lit solid. If the DSL Light flashes this indicates that the modem is trying to connect to your ADSL Service . In Most cases when you power up your modem the DSL light will flash for 15 seconds to a minute and then display a solid light. If the DSL light is flashing, carry out an isolation test (as described on the rear of this booklet).

  If the DSL light continues to flash after the isolation, plug a known working telephone into the first phone line in to your property and check the phone line for dial tone and line noise. If there is audible phone line noise, this may be interfering with your ADSL service. This noise will need to be checked out by your Telephone Company as they may need to repair your house wiring or wiring from the exchange to your house.

- **Check your LAN:** One of the LAN or Ethernet lights should be lit solidly or flashing when it is connected to a computer via an Ethernet cable. When the LED light flashes this indicates that your computer is sending or receiving data. While it remains solid this shows that no data is being passed.

  If there is no LED Light on, check that there is an Ethernet cable plugged in correctly between your computer and modem. Try un-plugging the cable and plugging it back in to check the connection. Remove or bypass any network device that is between your computer and your ADSL modem (such as a switch or router). Connect the Ethernet cable directly to the modem.
Try connecting with a different Ethernet cable if possible.

- **Try a different program:** Sometimes problems can be caused by specific programs and not the connection itself. Hence if you can't open any websites try checking your email and vice versa.

- **Check Firewall settings:** If you are running a third-party firewall program on your computer such as Zone Alarm, Norton or Vet, these may be interfering with your Internet Service. Try Disabling them and trying your connection again.

Before Contacting the Helpdesk, Please Carry Out the following

An Isolation Test: To do this, unplug all devices such as phones, answering machines, fax machines, home alarm system etc from your telephone line. Test your Internet with only your ADSL2+ modem/router plugged into the first telephone line into the property.

If the problem has disappeared, sequentially plug devices back in and test until you locate the interfering device or phone point. Check to make sure suitable filters are installed. You may need a qualified technician to repair your problem.

If Possible, test the ADSL connection with another working ADSL modem.

Look for Patterns: Please take notice of what happens to your ADSL connection and at what time it occurs. If your modem's DSL light flashes every day at 12:04pm this provides us with more information than the "service drops out". The more specific the information you provide, the more readily our technicians can diagnose the fault.

Contact Aussie Broadband

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http://aussiebroadband.com.au/