



A Guide To Getting Connected

- Step 1 About this installation and user guide
- Step 2 Preparing the installation
- Step 3 Your broadband checklist
- Step 4 Installing the microfilters
- Step 5 Installing your modem or router
- Step 6 Installation complete

About the user guide and preparing the installation...

Step 1

About this installation and user guide

This booklet will help you connect to all of our exciting broadband services and get the most out of your Moose Communications connection.

It's well worth keeping it in a safe place, as it could come in handy if you have connection issues in the future.

Step 2

Preparing the installation

You will have received a letter and email giving you your activation date. On this day, after you have been activated, you will be ready to connect to your broadband service.

But before you try and connect, make sure you have your:

- Broadband access username
(typically this will be in the format xxxxxx@dsl2.mi and should be typed exactly as you see it)
- Broadband access password

These were included in the same letter and email.

It is also worth having a copy of your computer instructions to hand as set-up procedures for different computers vary.

Step 3

Your broadband checklist

Let's make sure you've got all you need to get connected.

▫ An ADSL router

You can purchase these by calling us at Moose Communications on 01923 238 248 (select option 1). We at Moose Communications use Zyxel routers as our routers of choice

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▫ A microfilter

A microfilter is the connecting adapter between your modem and phone equipment. It plugs into a phone socket and enables you to talk and surf at the same time. Moose Communications supplies at least one with all of our routers. You'll need one for every phone socket in use. In some cases, you may find that your phone sockets already have them.

▫ An RJ11 cable

The line cord, called the RJ11 cable, is the wire needed to connect your modem to the microfilter. Moose Communications supplies one with every modem or router, but you can also use your own.

▫ USB or Ethernet wire

This is the wire that connects your modem or router to your PC. You will need either a USB cable (if you have a USB modem) or an Ethernet cable (if you have an Ethernet router). If you have a Wi-Fi router you will not need an Ethernet cable.

▫ A computer that's powerful enough

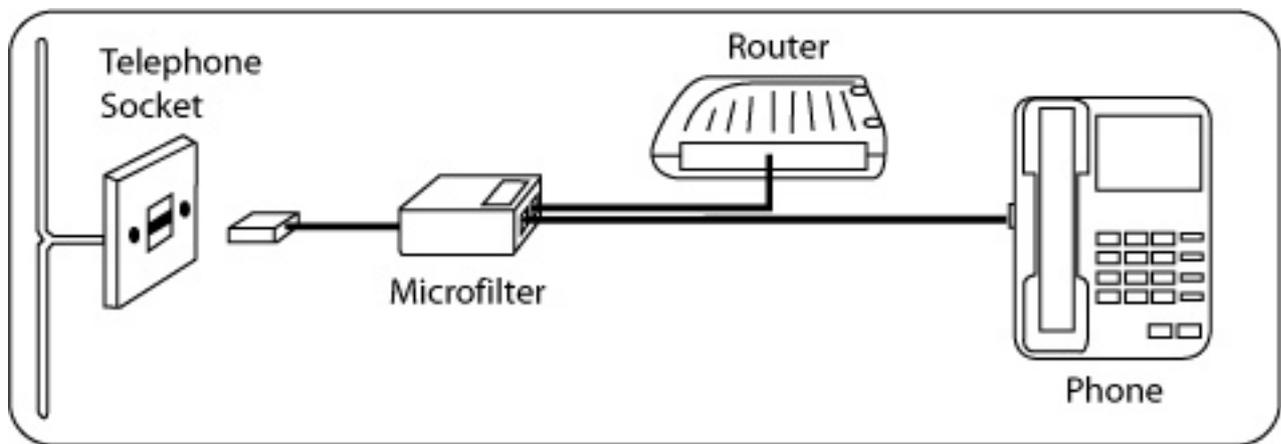
You must have one of the following operating systems: Windows 98SE, ME, 2000 Professional or XP, Mac OS9.1 or higher. Your computer will require either a USB port (if you have a USB modem) or a network card with an Ethernet port (if you have an Ethernet or a Wi-Fi router). Most new laptops and PC's are wireless enabled. If yours is not you'll need a wireless network adapter. Please refer to your computer handbook to find out.

Step 4

Installing the microfilters

Unplug your phone and any other equipment from the socket you've chosen for your Moose Communications broadband and phone service. Plug the microfilter into the socket and reconnect the equipment.

Single phone socket in use



Step 5

Installing your router

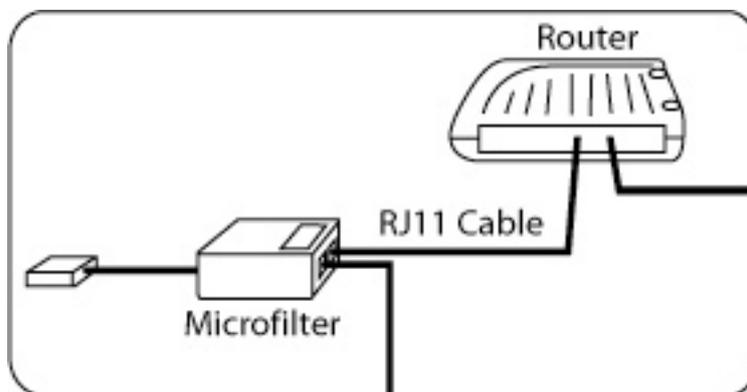
This lets you connect more than one computer to a single broadband connection. So it has a number of connecting sockets, as well as a broadband connection socket and power supply.

There are two types of router: an Ethernet router, which will connect to your PC via an Ethernet cable; or a Wi-Fi router which connects you to your PC wirelessly. Follow the guide overleaf to get your modem or router installed quickly and easily.

All Moose Communications residential ADSL services have been fully tested with the range of modems and routers that Moose Communications offers. Please note, we are unable to provide direct support to customers connecting with ADSL modems or routers not purchased through Moose Communications.

Connect your RJ11 cable and modem/router

The RJ11 cable has the same type of plug at both ends. It connects your broadband modem or router to the microfilters. Plug one end of the RJ11 cable into the modem or router and



You are now ready to install your modem

Simply turn to the relevant page:

If you have an Ethernet router, turn to page 5

If you have a Wi-Fi router, turn to page 7

If you have a second line router, turn to page 16

If you have an ADSL2+ router or modem for DoubleSpeed Broadband, turn to page 16

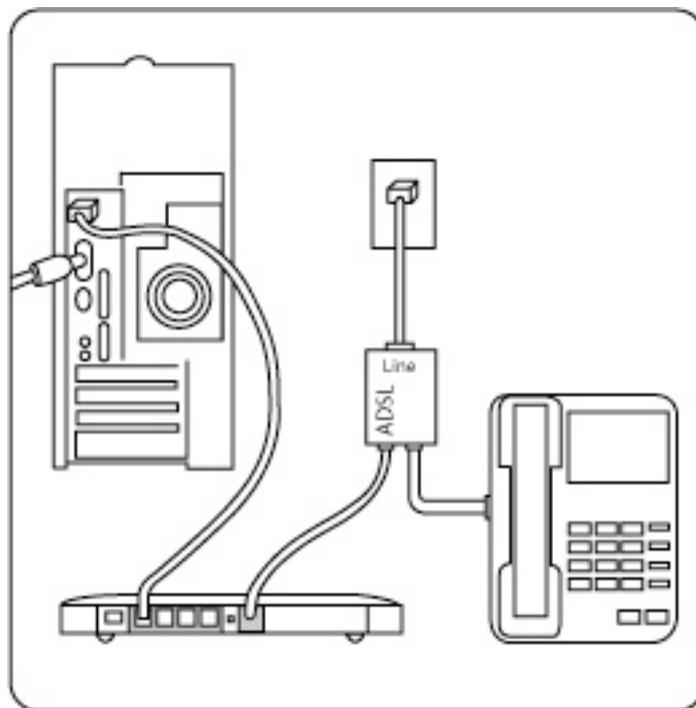
Ethernet router - installation and connection

An Ethernet router will connect to your PC via an Ethernet port.

This guide should be used with the manual that's on the CD sent with your Ethernet router.

This set-up guide will apply to any computer, although for information specific to yours, you should refer to the manual on the CD.

Installing your Ethernet router and connecting to Moose



- i) Connect one end of your Ethernet cable into your computer's network card. Plug the other end into an Ethernet port on the back of your Ethernet router.
- ii) Connect the power adapter to the router and then plug the adapter into the wall socket. Switch on the router.
- iii) Check that the green ADSL line light on your router is constant. If it is flashing, check that you have fitted a microfilter to every phone socket in use. Alternatively, please refer to the troubleshooting section at the end of this chapter.
- iv) You can configure your router using a web browser. Type `http://192.168.0.1` into the address field of your web browser (This relates to Netgear routers only.) This field, called an 'IP address', might differ depending on the manufacturer - please consult the instructions that came with your router for further information.

- v) Enter the username and password that came with your router instructions. In the case of Netgear routers, the username is 'admin' and the password is 'password'. But, the username and password might differ depending on the manufacturer - please check the instructions that came with your router for this information.
- vi) Follow the on-screen instructions. Most routers like Netgear have an easy to follow setup wizard. Make sure you select the 'auto-detect connection type' option if available.



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- vii) Once you get to the settings page enter your broadband access username and broadband access password into the dialler box that appears (see screen shot above). These are in the letter included in this welcome pack, as well as a recent email you have received from Moose Communications. The following are just examples:

Broadband access username: moose-test@dsl2.mi

Broadband access password: Moo4SE

Having entered the correct username and password please click on 'Connect', 'Dial', or 'Apply' to connect to the internet.

With some equipment you may be prompted for additional information when connecting. Please ensure you use the following:

VPI: 0

VCI: 38

Encapsulation: PPPoA using VC-MUX

Authentication: CHAP

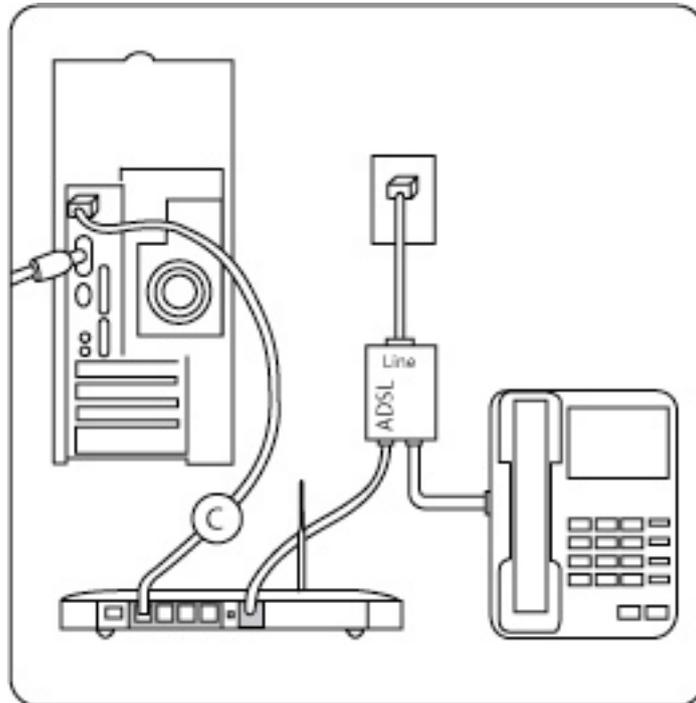
Modulation: G.dmt

You are now ready to enjoy Moose superfast broadband

Wi-Fi router - installation and connection

If you want to connect your PC to the internet wirelessly, you can use a Wi-Fi router.

To configure your Wi-Fi router for the first time, simply plug it into your PC via the Ethernet port through an Ethernet cable ('C' in the diagram below).



Configuring your Wi-Fi router

You'll also need to configure your Wi-Fi router to connect to Moose's network. To do this, follow the instructions in the 'Installing your modem - Ethernet router' section of this guide on pages 5 and 6.

Secure wireless access

Once you have connected to the Moose network, you will need to set-up secure wireless access to your router by following the guide below.

The exact steps to configure these settings will vary depending on the type of router you have. This guide is written for routers made by Netgear only. Consequently it should be followed with respect to your own Wi-Fi router manual.

This guide will also apply to any operating system, although for information specific to your operating system, you should refer to the manual on the CD included with your equipment.

Setting up secure wireless access to your router

- i) You will need to configure wireless access to your Wi-Fi router. Please look in your router's manual for more information. This can usually be done by connecting directly to the Wi-Fi router or through the management software that came with your equipment.
- ii) Having connected directly to your Wi-Fi router or by using the management software installed on your PC/laptop, locate and select the 'Wireless' section.
- iii) A wireless configuration page will appear, presenting you with different access options that must be configured in order to establish a wireless connection.
- iv) You will need to enter a unique name for your wireless network e.g. 'Dave's Network' referred to as the 'SSID'. Enter the SSID you have chosen into the SSID configuration section and save your changes.

Protecting your wireless network

- i) Now you will need to configure your wireless router's access security. There are two types of wireless security: the first is 'Open', the second is 'WEP'. Open allows any wireless device to connect to your Wi-Fi router and WEP or Wireless Encryption Protocol allows only those wireless devices that can authenticate to connect to your Wi-Fi router through an encrypted channel.
- ii) It is advised that you select the Wireless encryption (WEP) option. For most routers you will need to come up with a pass phrase (e.g. 'Road to Tipperary') Make sure it is unique and long.
- iii) Enter your pass phrase and press the return key. Your router will generate several alpha-numeric 'keys' for example '123F56B89'. Please write down your pass phrase and the 'keys' generated by the system for future reference. Make sure you save your changes. Disconnect the Ethernet cable from your computer.

Your Wi-Fi network is now up and running.

Connecting your computer to your Wi-Fi network

- i) For desktop computers, place your Wi-Fi network adapter into your computer. For laptops, insert your network adapter into an empty PC card slot.
- ii) Windows will automatically detect the new adapter and should prompt you to insert the CD that came with your adapter.
- iii) Follow the on-screen instructions.



This image relates to Windows XP (Service Pack 2). Copyright © Microsoft Corp

- iv) Right-click the wireless network icon in the lower-right corner of the screen.
- v) Click 'View available wireless networks.'
- vi) The 'Wireless Network Connection' window will appear and your wireless connection will be listed under the network name you chose.

Connecting your computer to your Wi-Fi network

- i) Click 'your network'.
- ii) Click 'connect' in the lower right corner.
- iii) Windows will prompt you to enter your 'key'.
- iv) Type one of the key numbers or the pass phrase that you wrote down.
- v) Windows will show its progress as it connects to your network.
- vi) After you're connected, you can close the Wireless Network connection window. If the wireless Network Connection window continues to show 'Acquiring Network Address', you may have mistyped the encryption key.

You are now ready to enjoy Bulldog superfast broadband

Installing your equipment if you are transferring from another provider

If you're transferring from another broadband provider, you are likely to be using the same broadband equipment. In any event, you should refer to the relevant instructions.

However, it will be necessary to type in your new Bulldog broadband connection password and username when you set-up.

You can refer to Step 5 to help you connect.