

New Service Guide;

ADSL 2 + internet services.

1. Ensure your computer is 'ON'.
2. Ensure power is connected to the modem and the modem is 'ON'.
3. What you will need;
 - a. 1 x ADSL/Phone Splitter (this is normally provided with your new modem manufacturer)
 - b. 2 x phone lines (RJ11) – depending on the splitter, you may need an additional phone line to connect splitter to the wall phone socket.
 - c. 1 x Ethernet cable – Connect modem to computer or;
 - d. 1 x USB Chord – Connect modem to the computer. (this is normally provided by the modem manufacturer).
4. For Wifi modems, it is essential that you obtain a good area of projection to enable best results in all areas of the household and/or business.

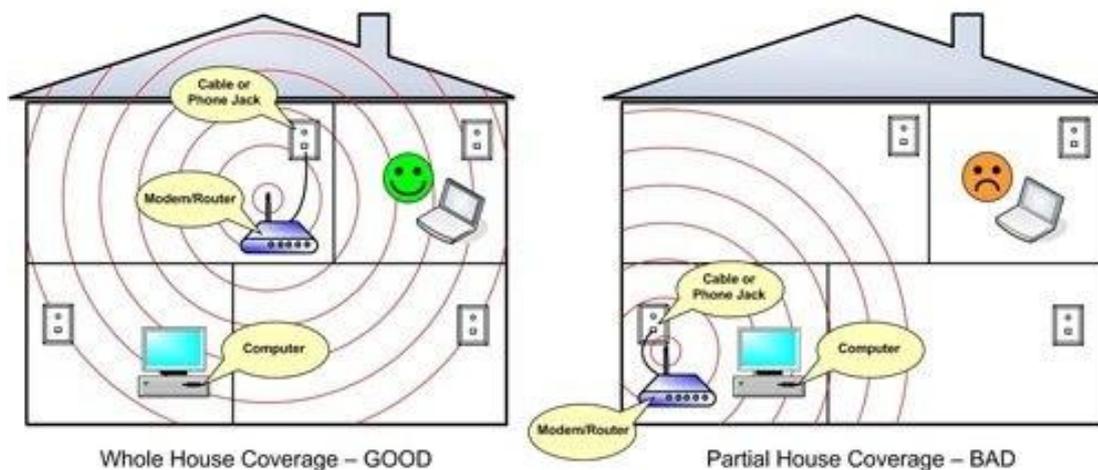


Diagram 1. WiFi modem position.

5. Connect the equipment and cables as seen below. Note: you only need a phone/adsl splitter if you are intending on using a phone line in conjunction with the ADSL Data line.

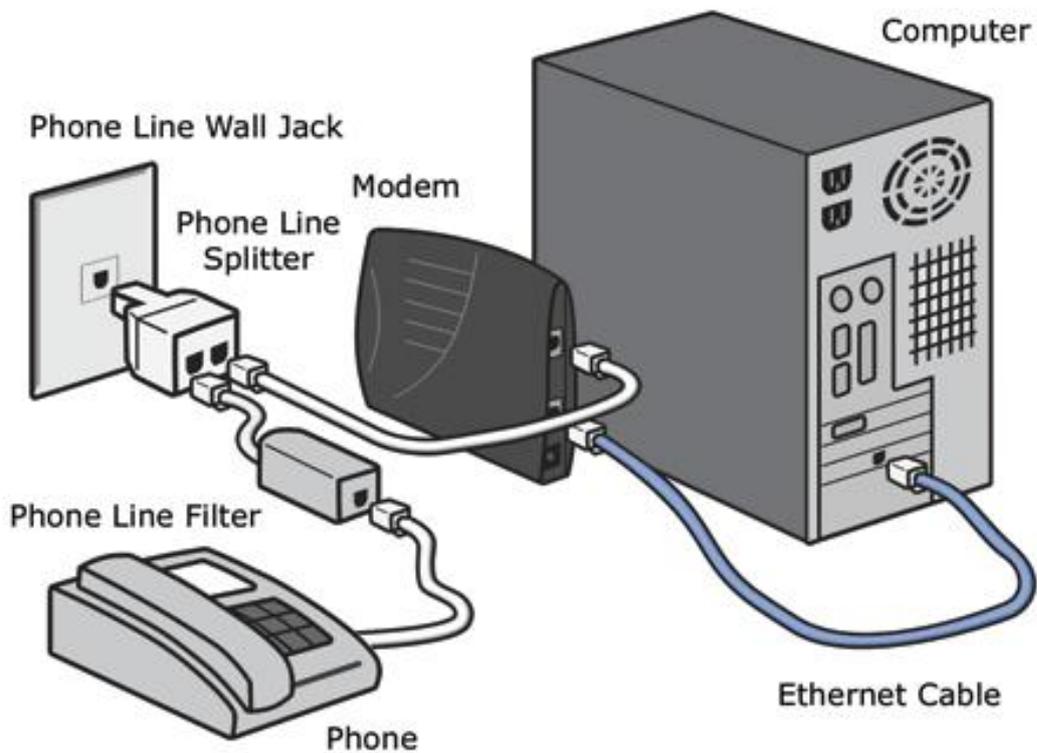


Diagram 2. Cable connection with phone/ADSL splitter.

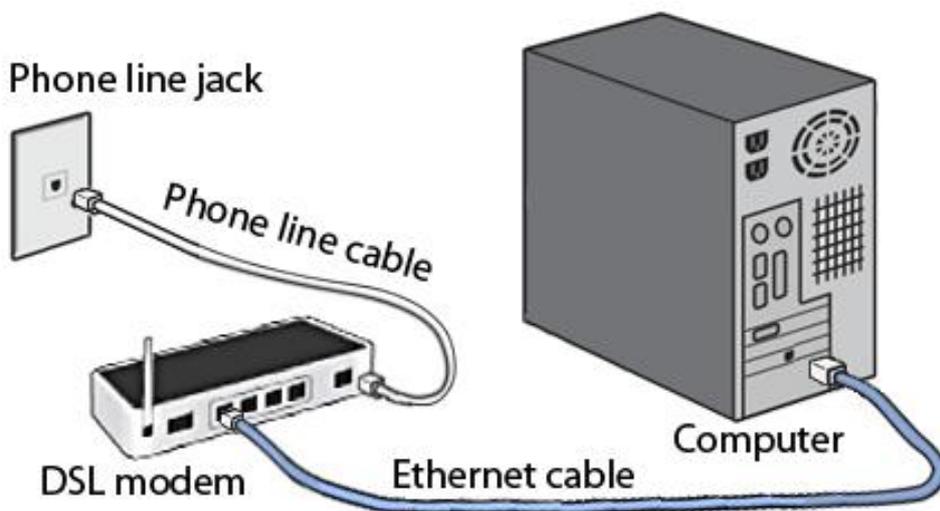


Diagram 3. Cable connection with out phone/ADSL splitter.

Diagnostics

It is essential to read the manufacturers information and instruction details regarding your Modem/Router.

This will provide in depth information on the formation and sequence of the lights to determine if a connection is active or if there are any issues with the internet connection or computer network.



Diagram 4. Modem Lights

Modems generally have similar light notification sequence/setup. Generic light indications;

Power

ADSL/Line

Activity/Connection – internet (WAN)

WiFi (if enabled)

If you are experiencing slow or no connection, check the lights on the modem, if the (WAN) or internet connection is not green or 'ON', there has been a disconnection.

You should try and recycle the power of the modem to establish another connection. Some other techniques to understand the issue is to;

1. check the phone, is there a dial tone? (if no, disconnect the phone line from the wall socket, wait 60secs, then re-connect) this will reset the line with the exchange.
2. Disconnect the Phone/ADSL splitter and go directly from the modem to the wall socket.

Once you have established that there is no connection after attempting the above self-assessment. Contact Support ensuring you update them that you have attempted the recommended self-assessment tests with your equipment and the line connection.

Standard ADSL authentication and modem settings;

What you will need;

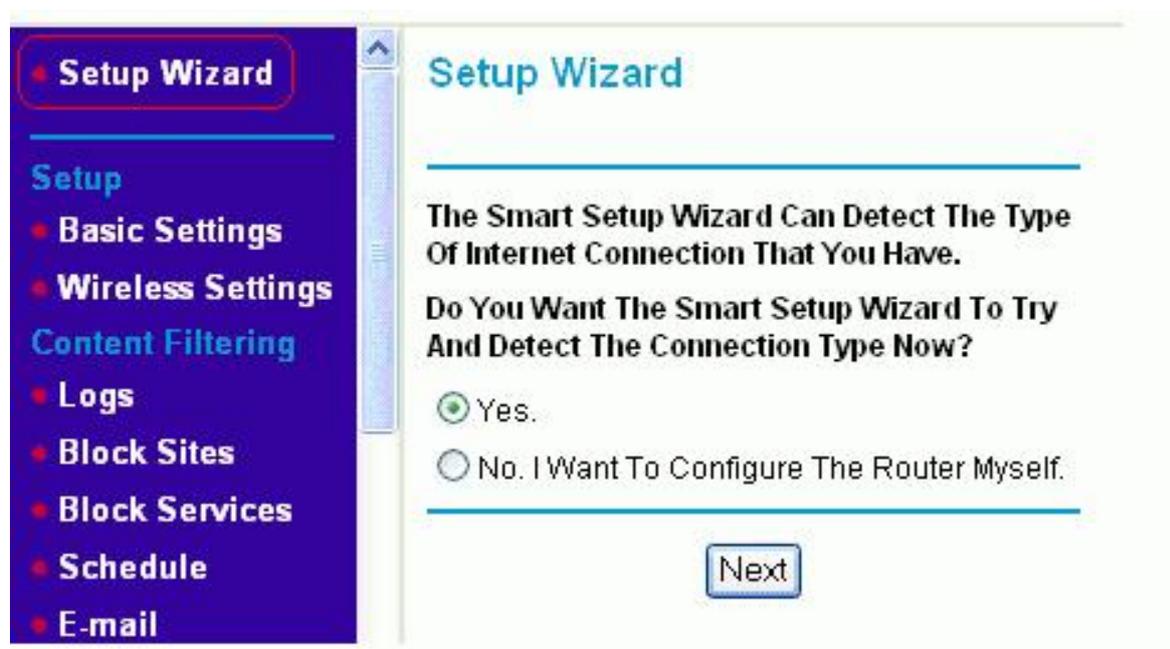
Modem instructions to connect and update settings

Username and Password – Provided by GoInternet

Browser, modem URL address and Username and Password (default on a majority of modem/routers is username: admin password: admin (or blank).

Once you have entered the URL and logged into your modem/router, you can then select the option to update 'internet' 'WAN' are common phrases used on modem/router connection software.

Most modem's and Routers have a wizard you are also able to select for a simple and easy setup method.



ADSL2+ - standard connection general settings;

Connection Type/Encapsulation - PPPOE or PPPOA

Encapsulation Mode – LLC

VPI – 8

VCI – 35

Authentication - PAP or AUTO

ADSL2+ - Static IP Settings;

Connection Type/Encapsulation - PPPOE or PPPOA

Encapsulation Mode – LLC

VPI – 1

VCI – 34

Authentication - PAP or AUTO

Regards,

GoInternet Support Team

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