# freeola

## ADSL

**Installation Guide**

# Contents

## System Requirements

- A motherboard with USB support (External modem only).
- Pentium II compatible CPU or above.
- RAM: 64MB or above.
- Windows 98 / 2000 / NT 4.0 / ME / XP.

# Hardware Installation:

## - USB External Modem

1. Insert the rectangular end of a USB cable into the USB port of your PC.
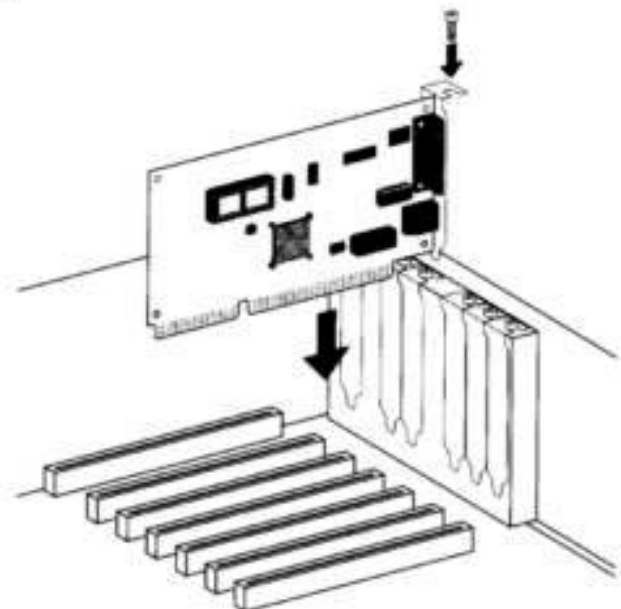
2. Then insert the square end of the USB cable into the USB port on the USB ADSL Modem.

3. Insert the driver CD into your CD-ROM drive.

### *Front Panel LED*

| LED Indicator | On | Flash |
|---|---|---|
| ADSL | Connnecting | Ready to Connect |
| DATA | Data Transmit / Recieve | |

## - PCI Internal ADSL Modem

1. Make sure that your computer is switched off. Unplug the power cord from the wall socket. Also turn off all other periheals you may have attached to your computer. Remove your computer cover.

2. Select a free PCI slot. Remove the cover from the slot. Keep the screw, you will need it in the next step.

3. Carefully slide the ADSL modem into the chosen slot. Press firmly on the top of the ADSL Modem to seat it. Fasten the screw you removed in the previous step. Replace the computer cover.

4. Plug one end of the phone cable into the Line jack on your ADSL Modem. The other end of the phone cable should be connected directly to the micro filter.

5. Turn on your computer.

# Driver Installation for Wide Area Network (WAN) mode.

- <u>Windows 98</u>

1. After you have connected the ADSL USB Modem to your PC the "Add New Hardware Wizard" will be displayed. Insert the driver CD and click **Next**.
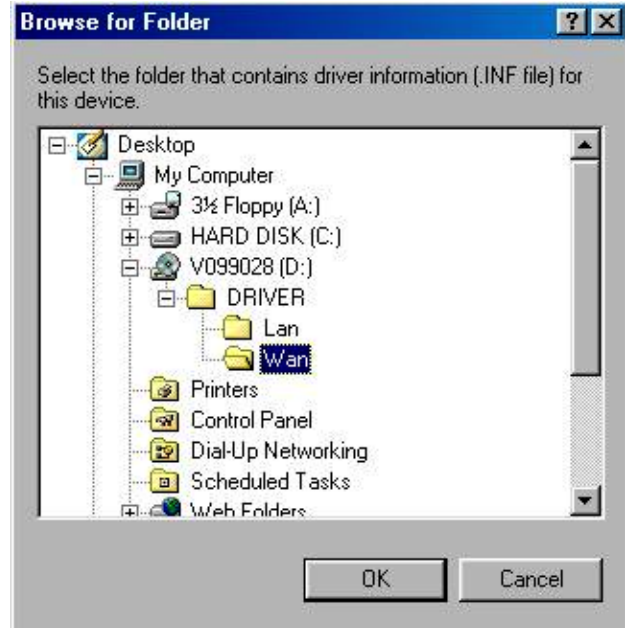


2. Choose the "Search for the best driver for your device (Recommended)", and click **Next**.



3. Select the "CD-ROM drive" and "Specify a location" then click **Browse.** (Make sure you have inserted the installation disk into the CD-ROM drive).

4. Please specify the path by which your ADSL modem will be connected to the Internet (**WAN**), and then click **OK**.

5. Click **Next.**

6. Click **Finish** to complete the installation.

7. To set the ADSL configuration, please go to the "ADSL Configuration" section on page 12.

## - <u>Windows Me</u>

1. After you have connected the ADSL USB Modem to your PC the "Add New Hardware Wizard" will be displayed. Choose the "Automatic search for a better driver (Recommanded)" and click **Next**.



2. Please specify the path by which your ADSL modem will be connected to the Internet (**WAN**), and then click **OK**.

3. Click **Finish** to complete the installation.



4. To set the ADSL configuration, please go to the "ADSL Configuration" section on page 12.
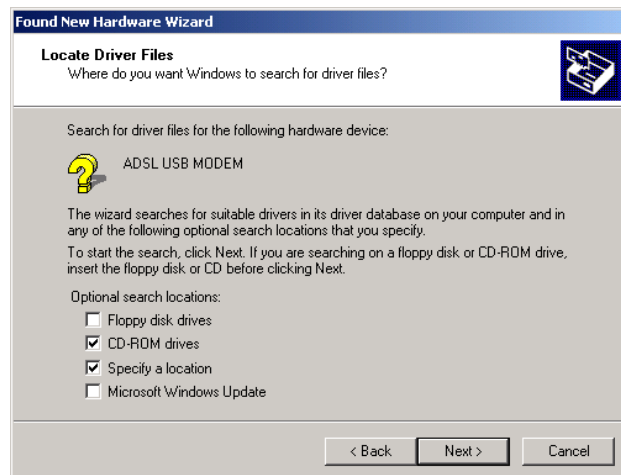
## Windows 2000 / XP

1. After you have connected the ADSL USB Modem to your PC the "Add New Hardware Wizard" will be displayed. Insert the driver CD and click **Next**.

2. Choose the "Search for the best driver for your device (Recommended)", and click **Next**.
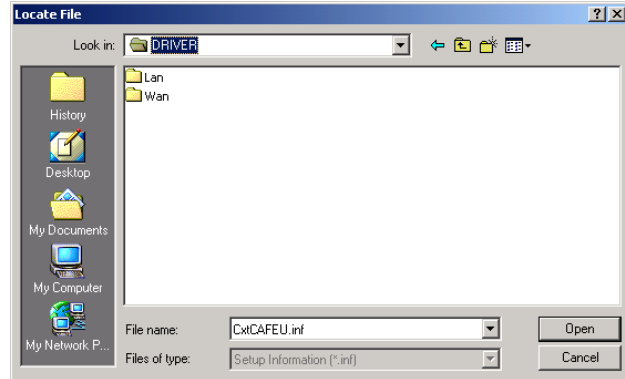
3. Select the "CD-ROM drive" and "Specify a location" then click **Next.** (Make sure you have inserted the installation disk into the CD-ROM drive).
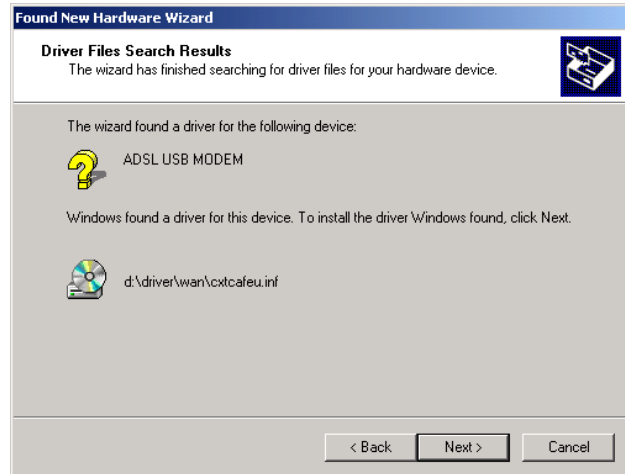
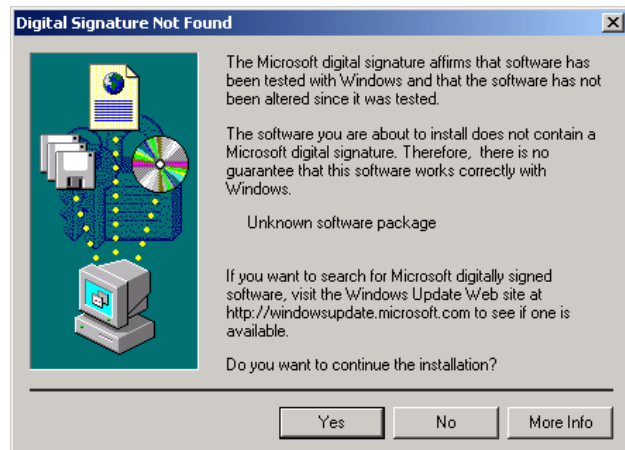4.  Click **Browse** to search for the driver's location.

5.  Please specify the path by which your ADSL modem will be connected to the Internet (**WAN**), and then click **OK**.
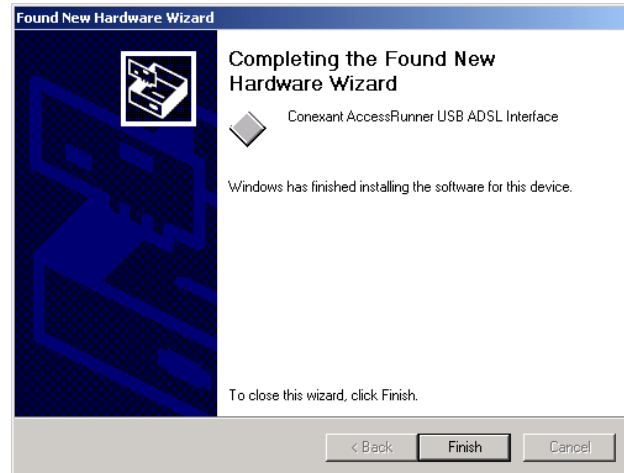
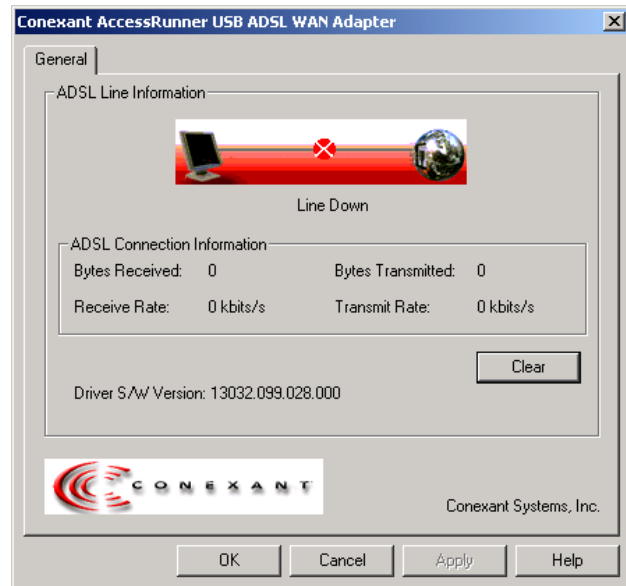6.  Click **Next.**

7.  Click **Yes.**

8.  Click **Finish** to complete the installation.

9.  To set the ADSL configuration, please go to the "ADSL Configuration" section on page 12.

# ADSL Configuration

1. You should find the **Conextant Access Runner ADSL** Icon has been installed in the Control Panel. Alternatively you may use the **AccessRunner Control Panel** link installed on your Desktop.

**Control Panel**　　　　　**Desktop**

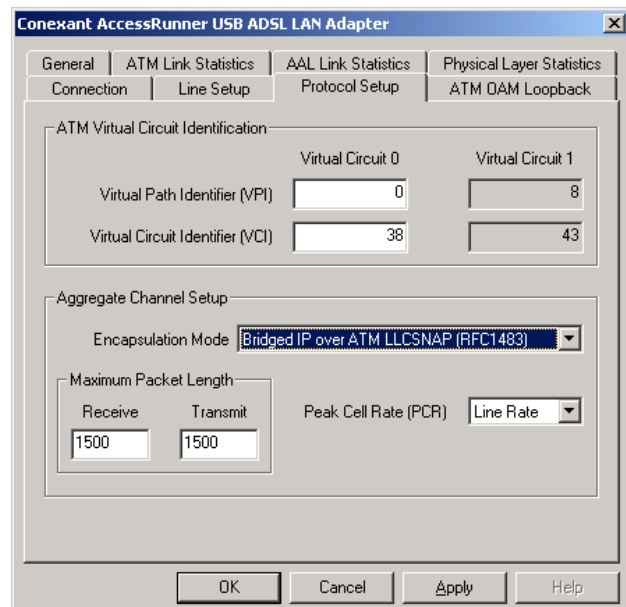2. Click the **Conexant Access Runner ADSL** icon and the status of the modem will be displayed.

3. Press **ALT + P** on the keyboard, to access the ADSL Modem configuration.
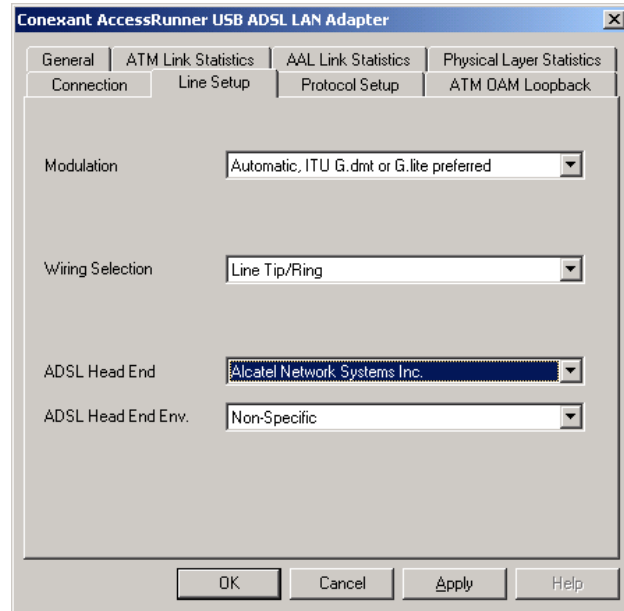
**ALT** **+** **P**

4. Under the **Protocol Setup** tab, please set :

   Virtual Path Identifier (VPI)　→　0
   Virtual Circuit Identifier (VCI)　→　38

5. Under the Line Setup tab, please set:
   Modulation  →  Automatic, ITU G dmt or G
   lite preferred.



6. You do not have to worry about the other
   sections – these will be correctly setup by the
   installation.

7. Click **OK.**

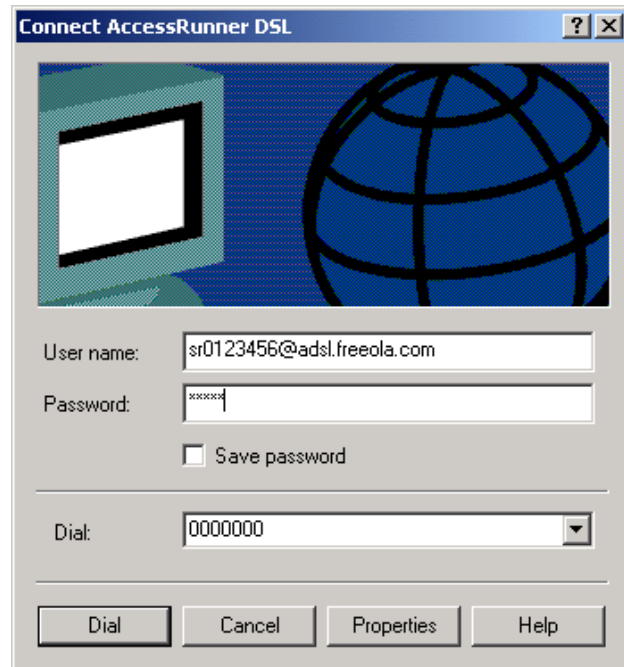8. Shutdown and restart your computer.

# Getting Online

1. Click the **Access Runner DSL** icon on the **desktop**.



AccessRunner
DSL

2. Enter your ADSL Connection User ID (sr0123456@adsl.freeola.net), Connection Password and Phone Number as '000000'.

   **N.B.** The phone number can be anything of your choice. This is not used by ADSL.



**Connect AccessRunner DSL**

| | |
|---|---|
| User name: | sr0123456@adsl.freeola.com |
| Password: | ***** |

☐ Save password

| | |
|---|---|
| Dial: | 0000000 |

[ Dial ] [ Cancel ] [ Properties ] [ Help ]

\* Image based on windows 2000 / XP system

3. Click Connect.

If the connection window is not displayed please go to "How to Set-up the Freeola Broadband ADSL 'Dial-Up' connection on your PC" In order to set one up manually.

# How to Set-up the Freeola Broadband ADSL 'Dial-Up' connection on your PC

- WINDOWS 95/98

Please note, there may be slight differences between Windows 95 and Windows 98 depending on how your computer has been set-up.

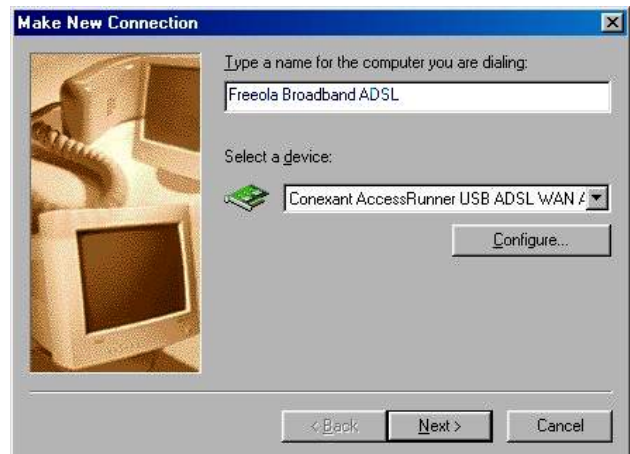1. Double-click the 'My Computer' icon located on your desktop.

2. Double-click on 'Dial-up Networking'.

3. Double click the 'Make New Connection' icon.

4. On this page you need to choose your ADSL modem as the connection device. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'. You are also asked to give the connection a name. In this box please enter 'Freeola Broadband ADSL'. Click 'Next' to continue.

5. In the 'Phone number' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in here. Click the 'Next' button and click the 'Finish' button.

6. In the 'Dial-up Networking' folder you should be able to see an icon called 'Freeola Broadband ADSL'. Double-click this icon.
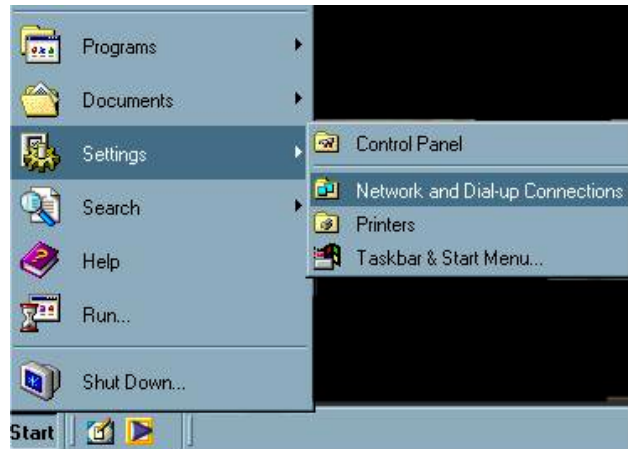
7. In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password. Tick the 'Save Password' box and click 'Next'.

8. Click 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet.

## - WINDOWS ME (MILLENIUM EDITION)

1. Click the 'Start' menu, 'Settings' and then 'Dial-up Networking'.

2. Double-click on the 'Make New Connection' icon to open the Connection Wizard.

3. On this page you need to choose your ADSL modem as the connection device. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'. You are also asked to give the connection a name. In this box please enter 'Freeola Broadband ADSL'. Click 'Next' to continue.

4. In the 'Phone number' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in here. Click the 'Next' button and click the 'Finish' button.

5. Click the 'Start' menu, 'Settings' and then 'Dial-up Networking' and double-click the 'Freeola' icon to open the connection.

6. In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password. Tick the 'Save Password' box and click 'Next'.
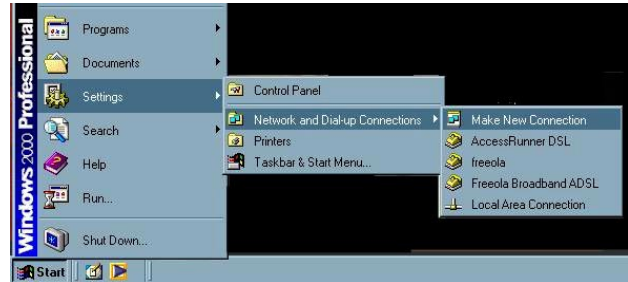
7. Click 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet.
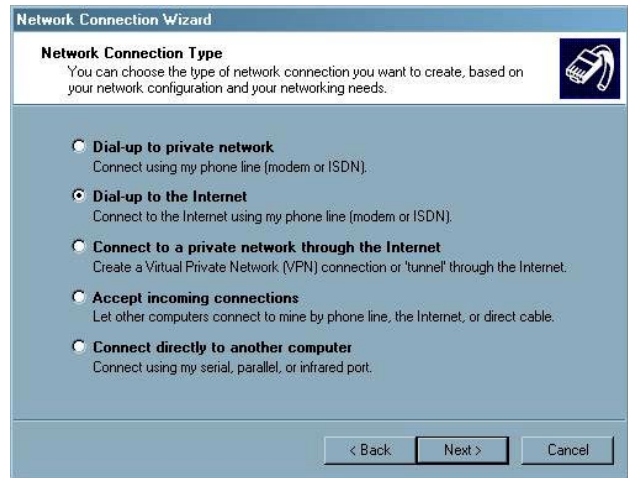
## - WINDOWS 2000

Please note, there may be slight differences between Windows 2000 versions depending on how your computer has been set-up.
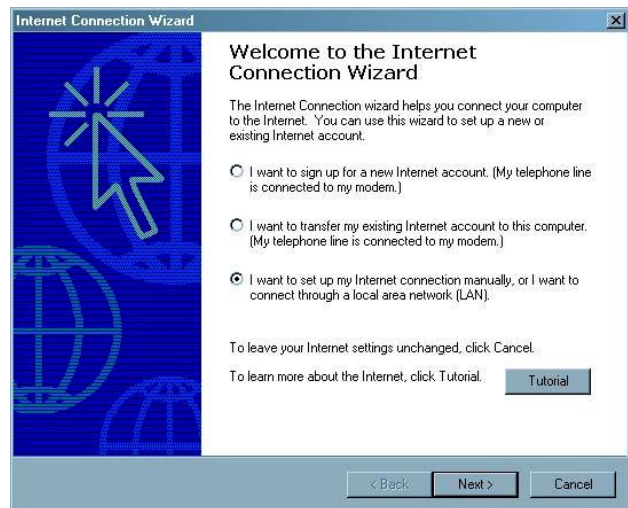
1. Click the 'Start' menu and then 'Settings' →
   'Control Panel' → 'Network and Dial-up
   Connections' → 'Make New Connection'. This
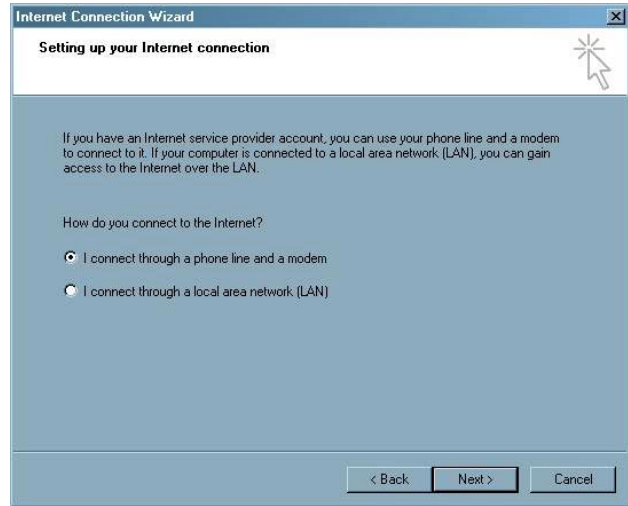   will load the 'Network Connection Wizard'. Click
   'Next'.

2. Select 'Dial-up to the Internet' from the options
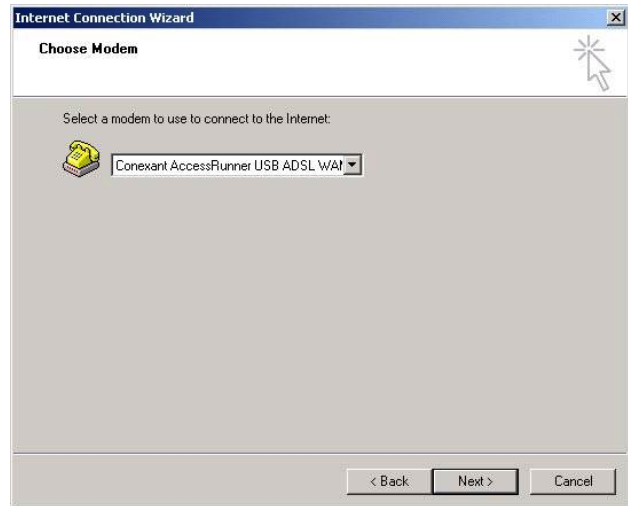   and click 'Next'.

3. Select the option that begins 'I want to set up
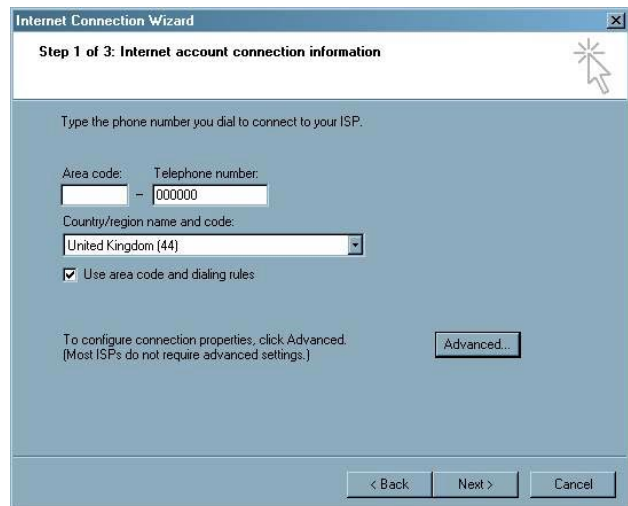   my Internet connection manually' and click
   'Next'.

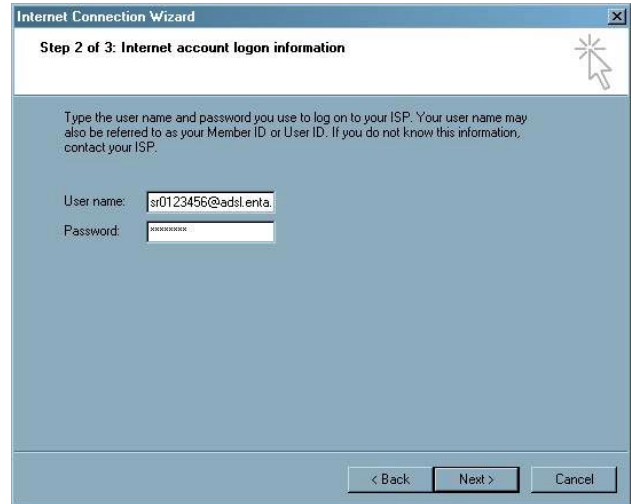4.  Select 'I connect through a phone line and a modem'.

5.  If you are asked to 'Select a modem to use to connect to the Internet', select the ADSL modem from the list presented. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'. Click 'Next' to continue.
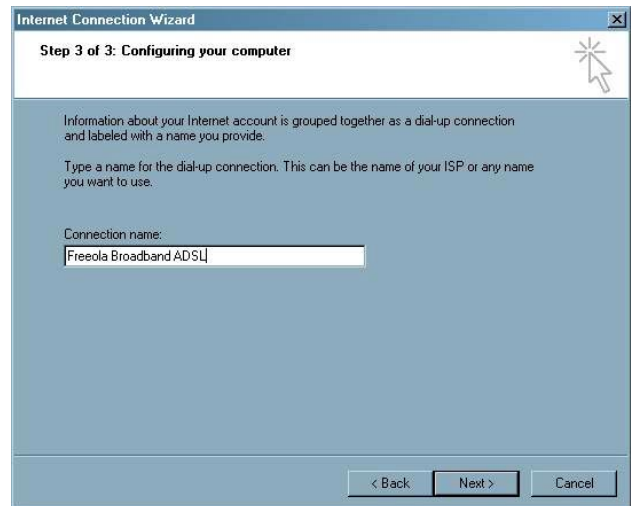
6.  In the 'Phone number to dial' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in. Click the 'Next' button.
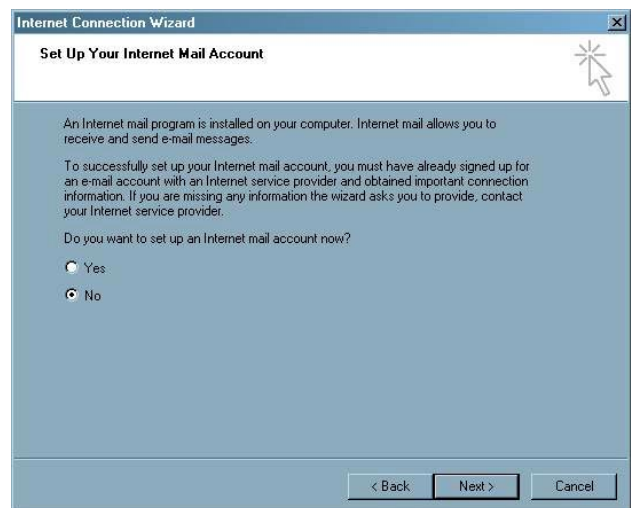
7.  In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password. Click 'Next'.
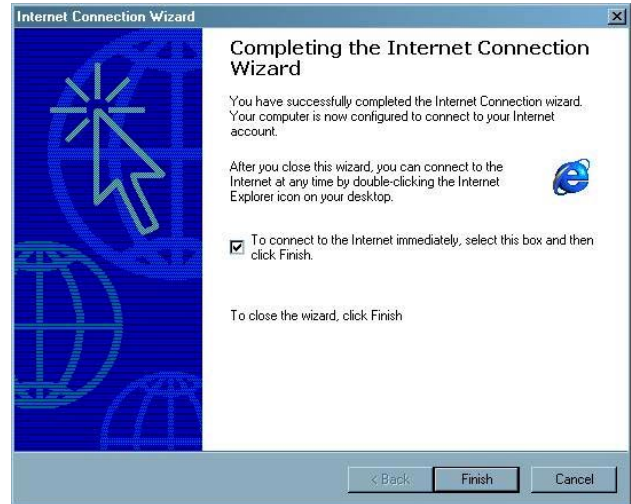
8.  In the 'Connection Name' box type 'Freeola Broadband ADSL'. Click 'Next'.

9.  If you are asked whether you want to set up an Internet mail account, answer No and click 'Next'.

10. If there is a box that says 'To connect to the Internet immediately, select this box and then click Finish' make sure it is ticked and click 'Finish'.
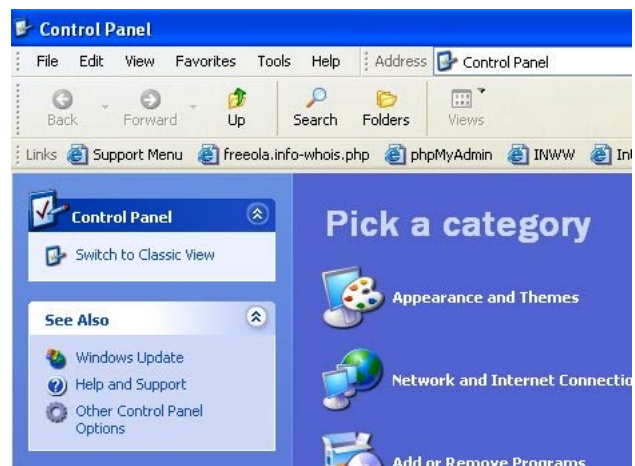
11. That's the set-up complete. Double-click the 'Freeola Broadband ADSL' connection in the 'Network and Dial-up Connections' folder (accessible via 'Start' menu, 'Settings', 'Control Panel') and press 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet.

- WINDOWS XP

Please note, this guide assumes your XP system is running in the 'Classic View' mode. This mode is designed to make Windows XP feel more like previous versions.

1. To change your computer to Classic View mode, click on 'Start' and then 'Control Panel'. From the left-hand corner of the Control Panel heading, click 'Switch to classic view'.

2. Your Control Panel should now look like this. To change back to category view afterwards, from the left-hand corner of the Control Panel heading, click 'Switch to Category View'
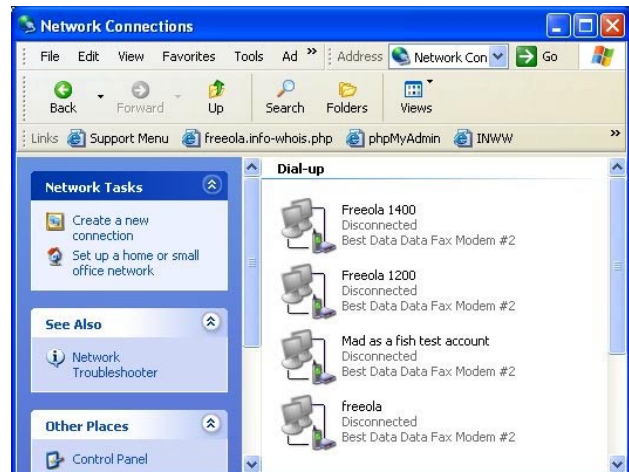
There may be slight differences between Windows XP Home and Windows XP Professional depending on how your computer has been set-up.

1. Click on the 'Start' menu, then choose 'Control Panel' and double-click on the 'Network Connections' icon.

2. From the left-hand side bar under 'Network Tasks' choose 'Create a new connection'. Click 'Next'.
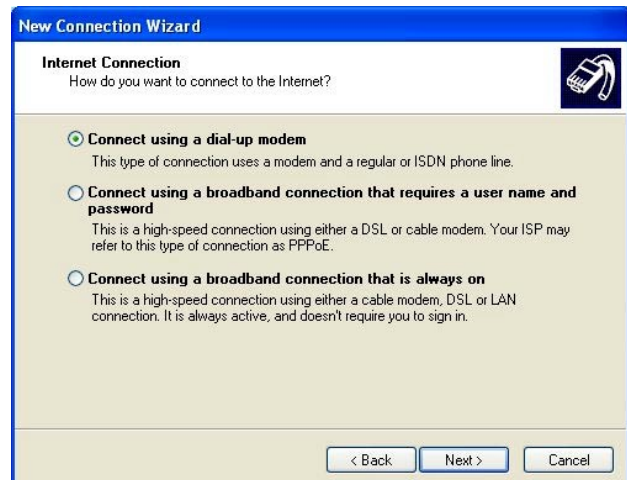
3. Choose the 'Connect to the Internet' option. Click 'Next'.

4. Choose 'Set up my connection manually'. Click 'Next'.

5. Choose 'Connect using a dial-up modem'. Click 'Next'.

6. If you are asked to 'Select a modem to use to connect to the Internet', select the ADSL modem from the list presented. ADSL modems supplied with our Starter Pack are normally shown as something similar to 'Conexant AccessRunner Wan'.

7. In the 'Connection Name' box type 'Freeola Broadband ADSL'. Click 'Next'.

8. In the 'Phone number to dial' box(es) enter '000000'. Since you are not technically dialling anywhere, it's irrelevant what goes in here. Click the 'Next' button.

9. In the 'User name' box, enter your Freeola Connection User ID (e.g. sr0123456) followed by '@adsl.enta.net'. So, you should have something that looks like 'sr0123456@adsl.enta.net'. In the 'Password' box, enter your Freeola Connection Password and do the same in the 'Confirm password' box. Click the box labelled 'Make this the default Internet connection'. Click 'Next'.

10. At the final window you can add a desktop shortcut to your Freeola Broadband ADSL connection by ticking 'Add a shortcut to this connection to my desktop'. You can then double click this icon to log-on to the Internet. Click the 'Finish' button.



11. That's the set-up complete. Double-click the 'Freeola Broadband ADSL' connection on your desktop and press 'Connect'. Wait a few seconds for the connection to establish and then you should be able to open a web browser and surf the internet at break-neck speed!

# Troubleshooting & Support

While you should experience good reliability you should also be aware that many factors outside of the control of Freeola can effect your Internet experience, just as if you connected via a modem or high-speed company network. For example, if you can't load a web page, this may be a problem with the web server that hosts the web site. If you cannot receive an e-mail, this may be a problem with the sender's mail server and not the Freeola mail server. Keep in mind that the speed of transfer (say a file, e-mail, attachment or web page) is only as fast as the slowest link between you and the server. So, if you're trying to download a file from the fastest server in the world on a busy and slow link, you'll only go as fast as the slow link. Here are some basic pointers for some of the more frequently asked questions. If these don't help, please see the Customer Service & Support section below for support information.

- **I KEEP RECEIVING AN ERROR WHEN ATTEMPTING TO CONNECT**

- Make sure your cables are connected correctly all the way back to your phone socket.
- Make sure the telephone line is working. Pick up the phone and check you can make a call.
- Are you using the correct Freeola Connection User ID and Password? Remember to add '@adsl.freeole.com' onto the end of your Freeola Connection User ID when setting up a connection on your computer. Example: 'sr0123456@adsl.enta.net.
- Make sure your Freeola Broadband ADSL connection on your computer is a standard dial-up type of connection. While certain other methods may work we are unable to support any other type of connection.

- **I CAN'T RECEIVE E-MAILS OR UPLOAD WEB PAGES TO MY FTP WEB SPACE**

- You must be connected to the Internet via your Freeola Broadband ADSL connection or via a Freeola 0845 Dial-Up Connection to access our e-mail or FTP server.

- I CAN'T ACCESS MY E-MAIL OR WEB SPACE ON A SEPARATE FREEOLA 0845 DIAL-UP ACCOUNT FROM MY ADSL CONNECTION

- Although it's possible to access an ADSL account from an 0845 dial-up connection it is not possible to access a standard 0845 account from an Freeola Broadband ADSL connection.

- If you have a Freeola1000 address on a separate account that you want to use on your Freeola ADSL Broadband account, delete it from the old account and re-register it on the new account using the Control Panel.

- If you have a domain name hosted on a separate account that you want to use on your Freeola ADSL Broadband account, unhost it from the old account and host it on the new account. Freeola users receive FREE hosting for one domain name and subsequent domain hosting is charged at a low monthly fee. The Control Panel will advise you of pricing.

- I HAVEN'T GOT THE '**Access Runner DSL'** ICON ON THE DESKTOP, AND I CAN'T CREATE A DIAL UP CONNECTION.

- Please go to your control panel and add/remove programs, select the Conexant ADSL software and click remove.

- Go to your Control Panel and to the System, on a windows 98/Me System go to Devices, select network adaptors and remove the Conexant Modem. On Windows 2000 / XP go to Hardware and click the Device Manager button. Go to Network Adapters, select the Conexant ADSL Modem and click remove

- Restart your computer and re-install the software for your modem as described in this manual.

- I DON'T SEEM TO BE ABLE TO CONNECT

- The ADSL light is permanently off
  You modem connection may be incorrectly connected, please check all connections carefully, and, if available try connecting using diffrent connections (i.e. using a different USB port or installing your card into a different PCI slot). If the problem persists your modem may be faulty.

- The the ADSL light flashing continuously
  Your modem is unable to connect to the BT exchange. Try connecting you modem directly to the wall socket, i.e. remove any hubs, and if possible remove the microfilter and use just a standard 56K modem connection lead. Try disconnecting any other equipment you have connected to the system (i.e. telephones, answer machines faxes, etc.).

- The ADSL light is permanently on
  This indicates that you have successfully connected to the BT Exchange and that the connection problem is probably with your Internet Service Provider. In order to test this try logging in with the username = '*bt_test@starter_domain*', and the password = '*password*'. If this successfully connects open you preferred Internet browser and enter the following address into the address bar 'www.bt.com/digitaldemo'. If you see a BT test page displayed then the problem is most certainly with your Interent Service Provider. This may be due to a malformed username or password, please check you login details and try connecting using your Freeola username and password again.

  **In all cases, if you still cannot connect to the internet using your Freeola account, please contact Freeola Support with any results you have found from these tests.**

# CUSTOMER SERVICE & SUPPORT

In the event of a problem, please try to resolve any issues first by checking the troubleshooting guide above. If you can't resolve the problem, we're here to help.

ONLINE ASSISTANCE –
The Freeola & GetDotted Support pages can be found at www.freeola.info

E-MAIL SUPPORT –
Contact support@freeola.co.uk stating as much detail as possible.
We'll endeavour to reply as soon as possible.

TELEPHONE SUPPORT –
Call the Freeola & GetDotted Support Centre on 0870 725 9977. This is NOT a premium rate number.
Recorded information available 24 hours a day with operators available until 8pm most nights.