

Troubleshooting

Read Help

You can find extensive online help on the router's web interface by clicking **Help** in the right hand corner of the screen.



Problems connecting

If you experience problems getting connected to your Internet service, check the following:

Check your router is switched on.

Check that all your wires are plugged in properly

Check the phone line and extensions are working.

Status Lights

If the router fails to connect to the Internet, use this guide to check where the problem is occurring.

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 Orange	Router is updating its firmware, wait till router restarts.
Red	System error, restart the router.
DSL	State
Off	No DSL cable connected/ Microfilter or phone line problem.
Blinking Green	Router is attempting to connect to local telephone exchange Blinking becomes fast if connection fails for more than 3 minutes.
Solid Green	Router broadband connection is OK.
Internet	State
Off	No broadband service connected.
Solid Green	Broadband service connected.
Blinking Green	Attempting to connect to broadband service.
Solid Red	Connection to broadband failed. Recheck username and password.
Ethernet or USB	State
Off	No device connected.
Solid Green	Device connected.
Flashing Green	Device sending / receiving data.



Connection Check

From the Internet Services page you can start an automatic check of your broadband connect. This can help identify where problems are occurring.

To start the check, Click on Broadband Connection on the menu, then on Internet Services. The link to the Checker is on the Pick a task... list.



Check results



DSL

Your line connection is not in sync with the local exchange. Check your microfilters and telephone cables.



ATM

No network connection detected on your DSL line. Check your microfilters and cables. Try restarting your



PPP

Authentication has failed. Enter your router settings and type your broadband username and password in again..



Ethernet

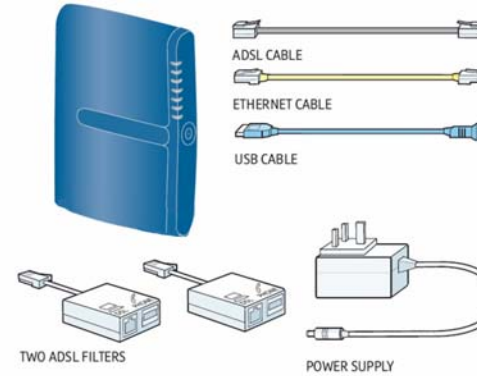
This will always report "no Ethernet activity detected" as it applies to a different type of broadband that uses Ethernet rather than ATM protocol.

Use this guide to get your SpeedTouch 536 set up and connected to your Teleworker service. If you have any problems with your installation, contact your Corporate Administrator for further assistance.

Introduction

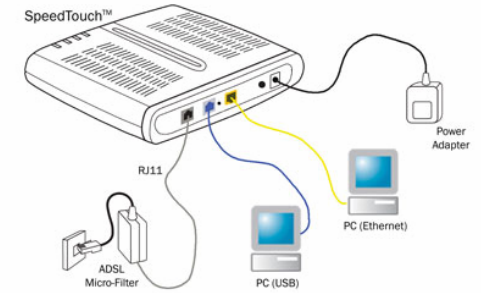
Use this guide to get your SpeedTouch 536 set up and connected to your Teleworker service. If you have any problems with your installation, contact your Corporate Administrator for further assistance.

Your Starter Pack contains:



Getting wired up

1) Plug a microfilter in between the wall socket and each device that shares the telephone line. This applies not just to telephones but can also include fax machines, burglar alarms, and any digital satellite equipment. You should have received two boxed microfilters with your SpeedTouch router.



2) Plug the Power Adapter into Power socket of the SpeedTouch router then plug the other end of the Adapter into the nearest mains power socket.

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

4) Ensure that the power button, on the back of the SpeedTouch router is switched on and watch the lights on the front flash on.

5) Wait till the power light stops flashing and turns green. The DSL (broadband status) light will flash.

Wait until it stops flashing before proceeding.

If the DSL doesn't stop flashing, read the troubleshooting section found at the end of this guide before continuing.

6) If the DSL light is on, and is not flashing, your broadband service has been detected. You can now connect your computer to the SpeedTouch router. You can connect using either an Ethernet network connection (using the yellow cable) or a USB connection (using the blue cable). We recommend that you use an Ethernet connection as this tends to be more reliable.

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 router you will need the broadband username and password.

Your Broadband username will look like -

<username>@<business_unit_id>.BTHA

or mxtwuk/username^companydomain.extension

Have you uninstalled any previous hardware devices?

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

Download drivers at —
<http://www.bteleworker.com/>
 > Support
 > Technical Support
 > Broadband hardware setup guides

Wiring up your SpeedTouch router

Connecting with Ethernet

- 1) Plug the yellow Ethernet cable into yellow Ethernet port on the back of the SpeedTouch router.
- 2) Plug the other end of the Ethernet cable into your computer's Ethernet Port. The Ethernet status light on the front of your SpeedTouch router should now light up, if not, check your cable is connected properly, check that your computer's network adapter is working.
- 3) Proceed to the section called Configuring your SpeedTouch router.

Connecting with USB

We recommend using USB only if absolutely necessary. The drivers are located on the CD that comes with your router. You can also download the drivers from the BT Teleworker website.

Download Drivers at - <http://www.bttelworker.com/>
>Support
>Technical Support
>Broadband hardware setup guides

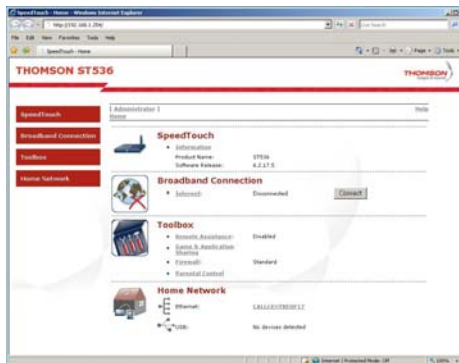
- 1) Double-click on the downloaded driver file. Run the file and save them on your computer.
- 2) Plug the blue USB cable into the USB socket of your SpeedTouch router.
- 3) Plug the other end of the USB cable into a USB socket on your computer.
- 4) A window will appear asking to Add New Hardware. Proceed with the on-screen instructions. When asked to locate the driver files, select the location where the driver files were downloaded.
- 5) The USB drivers will now install. This may take a few minutes. Once complete, check that the power and USB light status lights are both green. Then proceed with the next section, Configuring your SpeedTouch router.

Configuring your SpeedTouch router

- 1) Open up a web browser. You should be redirected to the router's web interface.
- If you are not however redirected or if you get a page cannot be displayed error instead type <http://192.168.1.254> into your browser's address line and click return.



- 2) The SpeedTouch router Setup screen will appear.



- 3) Click on **SpeedTouch** on the menu.

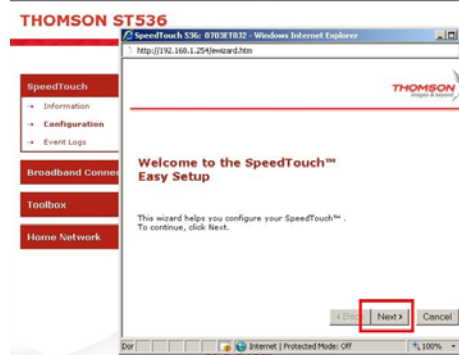


- 4) Click on **Set Up** from the 'Pick a task...' list.

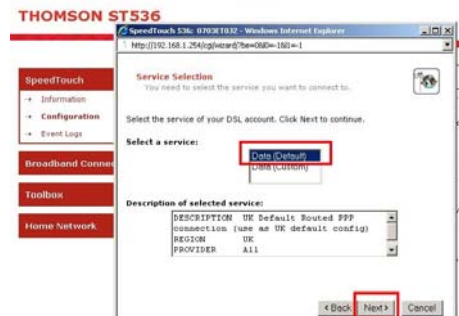


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- 5) The SpeedTouch Easy Setup wizard will open in a new browser window. Click on **Next**.



- 6) Select the Service. This should already be set to the UK broadband. Make sure that Data (Default) is selected in the top box, then click **Next**.



- 7) On the Router Internet Connection screen, make sure that VPI/VCI is set to **0.38** and that Connection Type is set to **PPPoA (UK Default)**.



In User Name box, type in your broadband username, and in Password box, type the password you selected when you signed up. Your broadband username will take the form:

username@business_unit_id.BTHA
or
mxtwuk/username^companydomain.extension

- 8) Click on Next. The SpeedTouch router will now connect to your Teleworker service.

You can view the details of your Internet connection by clicking on Broadband Connection from the menu, and clicking Internet Services.



Toolbox

The SpeedTouch 536 has a number of useful features that increase the flexibility and security of your Internet access.



Firewall

Lets you secure your router against incoming data traffic.

Your router has the firewall is set to a standard level by default. This blocks all incoming connections, but allows applications and games to be shared across the Internet. You can increase security by choosing to Block All traffic, or disable the firewall completely.



Game & Application Sharing

Lets you control which software is allowed through your router's firewall.

You can select from a long list of current software and games or using the extensive controls. You can also use the extensive controls to define new software or games.



Parental Control

Lets you allow or block access to websites. You can block or redirect specific web sites, or filter based on content. Ideal for providing you with peace of mind about what the children are viewing online.



Remote Assistance

Opens your SpeedTouch router's web interface for external access over the Internet.

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