

DSL 300+ QUICK START GUIDE

Overview

This Quick Start Guide will take you through the steps to set-up your service shown below. Please make sure you complete all the steps in the order they are shown to avoid any problems with the configuration of your service.

Step 1 Your service configuration information

Step 2 Understanding your Usernames & Passwords

Step 3 Installing your router & configuring your PC

Step 4 Configuring your modem to connect to the Internet

Step 5 Completing the service activation process

Step 6 Reconnecting to the Internet

Step 1 Your service configuration information

Your service configuration information is shown below. You will need this information when setting up your DSL connection for the first time. Please keep this information in a safe place for future reference.

Please be aware that the billing for your service will commence on [date].

Service Details	
ADSL Plan	
ADSL Telephone Number	
Supplied Hardware	
Permanent Dynamic IP Address	
Commander Primary DNS	203 . 191 . 160 . 68
Commander Secondary DNS	203 . 191 . 160 . 83
Additional Network IPs	
Network 1	
Network 2	
ADSL Connection Username & Password	
Username	@commander360.com.au
Password	
Email configuration	
Incoming mail server (receive)	pop.commander360.com
Outgoing mail server (send)	smtp.commander360.com
Online Support Centre Username & Password	
Username	
Password	

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Step 2 Understanding your Usernames & Passwords

To provide you with enhanced security Commander has supplied you with 3 usernames and passwords. Your usernames and passwords are explained here for use when configuring your service and future reference.

1. ADSL Connection - Username and Password

This is the username and password used by your modem or router to connect to the Commander network. Both the username and password are pre-set as shown in the table above. When configuring your service you will be asked to enter these details into your PC.

The format of your username and password will be as follows:

Username: [Your Telephone Number]@commander360.com
Password: 8 alphanumeric characters

Your username cannot be changed as it is a unique identifier on the Commander network. If you wish to change your ADSL connection password please log into the Online Support Centre at <http://www.commander360.com/support.html>

After you have changed your details you will be asked to re-connect your service to update your settings.

2. Email - Username and Password

Access to your email is secured via a separate username and password. This is the username and password used by your email software to log onto our email servers. You will also be able to use this same username and password to access your email using a browser over the Internet – this is referred to as Webmail.

The Webmail online guide is available at the Online Support Centre at <http://www.commander360.com/support.html>

You choose both your username and password for your email at the time you configure your email service. Any subsequent changes can be made at the Online Support Centre.

The format of your username and password will be as follows:

Username: Your choice of 8 alpha OR numeric characters with at least 1 number
Password: 8 alphanumeric characters

3. Online Support Centre - Username and Password

The Online Support Centre is available at <http://www.commander360.com/support.html>

When accessing the Online Support Centre you will need to enter your Online Support Centre username and password. Here you can view your usage, pay bills and manage your broadband account. The username you have been allocated is the same as your Commander account number. It is not possible to change your account number so please ensure only authorised people have access to this information.

Your Online Support Centre password is pre-set as shown in the table above. Please go to the Online Support Centre to change any of your passwords. For security reasons you will be asked to answer your secret question when resetting any of your passwords.

The format of your username and password will be as follows:

Username: [Your Account Number]
Password: 8 alphanumeric characters

You will be asked to supply your account number when calling customer service or technical support so please keep this with you when contacting Commander.

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Step 3 Installing your router & configuring your PC

The DSL-300+ modem connects directly to a desktop computer via ethernet cable. It is generally unsuitable for use in a network.

Note: Use straight-through cable for connecting direct to a PC and ensure the cable is not over 100 metres in length (or service degradation will result).

All connections to the Internet are made over ordinary phone cabling. Use the cabling supplied with the router or use your own. The service will work over ordinary phone extension cords and other phone socket appliances (double adaptors, etc); however, any noise over or damage to the appliances may result in problems accessing the Internet service.

Connect the power cable supplied to the power connector on the rear panel of the DSL-300+ modem and connect it into a 240-volt AC power outlet.

1. The POWER LED should turn green and stay on. After approximately five seconds the STATUS LED should begin to flash or blink continuously. If it does not, please contact Commander.
2. Connect one end of the standard telephone cable (RJ11 cable), which came with the DSL-300+ modem into the ADSL PORT (RJ11) on the rear panel of the DSL-300+ and the other end into the telephone socket of the telephone service that has been enabled for DSL. If you have multiple telephone services, please ensure you have the correct telephone service.
3. If the cables are connected correctly, then after approximately 15 seconds the ADSL LED should turn green and remain on. The STATUS LED should continue to flash / blink continuously. If this does not occur please recheck your connections. If connections are OK please contact Commander.
4. Connect one end of the appropriate Ethernet cable into the ETHERNET PORT on the rear panel of the modem and the other end to your network device. A network device could be a Network Interface Card (NIC) in a PC, a hub, a switch or a router.
5. The ETHERNET LED should turn green and stay steady. If this does not occur check you have the correct Ethernet cable, the correct port and your network device is configured correctly. Please refer to manual on the CD-ROM provided with the DSL-300+ modem for further assistance regarding cables and your network device documentation / supplier for correct port connection and configuration guidelines.

You are now physically connected. Next you need to configure a PC to allow you to setup the DSL-300+ modem so that it can be used to access the Commander Broadband service.

Configuring Computer for DHCP

Setup Guide for a PC using Windows XP

1. Close all open programs before starting installation.
2. Select Start, select Settings, select Control Panel, and then double-click Network Connections.
3. Network Connections window appears, select Local Area Connection for DSL-300+ modem. Right mouse click, select Properties.
4. The Local Area Connection Properties window appears. Select Internet Protocol (TCP/IP) in the window. This connection uses the following items: select Properties.
5. Select Obtain an IP address automatically. Click OK.

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Setup Guide for a PC using Windows 2000

1. Quit all open programs before starting installation.
2. Select Start, select Settings, select Control Panel, and then double-click Network and Dial-up Connections.
3. Network and Dial-up Connections window appears, select Local Area Connection for DSL-300+ modem. Right mouse click, select Properties.
4. The Local Area Connection Properties window appears. Select Internet Protocol (TCP/IP) in the window Components checked are used by this connection: select Properties.
5. Select Obtain an IP address automatically. Click OK

Setup Guide for a PC using Windows Me / Windows 98

1. Quit all open programs before starting installation.
2. Select Start, select Settings, select Control Panel, and then double-click Network.
3. Network window appears, select Configuration tab, select TCP/IP component that connects the PC NIC to the DSL-300+ modem, and select Properties.
4. The TCP/IP Properties window appears. Select Obtain an IP address automatically. Click OK.

Configuring the DSL-300+ modem

1. Select Start, select Settings, and select Control Panel.
2. Double-click Internet Options Internet Properties window appears.
3. Select the Connections tab and click on the LAN Settings...
4. Make sure Use a proxy server for your LAN option is NOT checked. Click OK.
5. Open your web browser (Internet Explorer, Netscape, etc.). In the Address Bar enter http://192.168.0.1. i.e., the URL is http://192.168.0.1. Hit Enter or Go.
6. The D-Link Account Configuration web page should appear.
7. In the field User Name enter the username provided by Commander on the configuration sheet, which should have been provided to you at the time Commander advised you that your DSL service was active.
8. In the field Password enter the password provided on the configuration sheet.
9. In the field Authentication select CHAP.
10. In the field Connect on Demand select enabled.
11. In the field Idle Time select 0 minutes.
12. Select OK.
13. A message appears "Save changes to Flash?". Click OK.
14. Next click on the Connect button. The Connection Status field should display a message "Connecting...." and once the connection is established to the Internet this field will display the message "Connected". If this does not occur please contact Commander Technical Support.

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Step 4 Completing the service activation process

Once you have completed the installation and connection of your hardware you will be taken to the Commander Self-Activation Screen. This screen will guide you through the rest of the process to configure your service. You will be asked to complete the following steps before your connection to the Internet is established:-

1. Agree to the Commander Standard Form of Agreement
2. Configure your email services
3. Print your email configuration details

For the final stage of configuration you will be asked to disconnect and re-connect your Commander Broadband service. Please login as listed above to disconnect and reconnect.

Congratulations - you are now connected to the Internet! Our Online Support Centre contains guides to configure your Outlook or other email software. There is also plenty of other useful information so please browse around as needed.

For assistance in configuring your software please browse the Online Support Centre at <http://www.commander360.com/support.html> OR call our Technical Assistance Team on 1300 767 237.