

DSL 302 G 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 modem & 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 modem & configuring your PC

General notes on installing the DSL-302(G)

The DSL-302(G) can connect either directly to a desktop computer or to a network via hub, switch or another router. All connections are made to the computers using an ethernet or USB cable.

- Use straight-through cable for connecting to a normal port (MDI-X) on a hub or switch.
- Use crossover cable for connecting direct to a PC, server, or uplink port (MDI-II) on a hub or switch.
- Ensure the cable is not over 100 metres in length (or service degradation will result).
- If using the USB cable, additional installation is required; see “USB Installation” below.

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. You will require a filter if you're planning to use any phone handset over the DSL line.

If you have previously installed a D-Link DSL-200 (USB-only) or D-Link DSL-302(G), you need to uninstall it before installing this software. Select “Start > Control Panels > Add/Remove Software”, select the appropriate software, and select “Uninstall”. Restart the computer if required.

Configure the computer

1. Right-click the “Network” icon on your desktop. Note this is called different things in different operating systems:
 - a. Windows XP: My Network Places
 - b. Windows 2000: Network Control Panel
 - c. Windows 98: Network Neighborhood
2. Click “Properties” from the menu.
3. Right Windows XP and Windows 2000 - right-click “Local Area Connection” and select “Properties”.
4. Select TCP/IP from the drop-down list and click “Properties”.
5. Select “Obtain an IP address automatically” and “Obtain DNS server address automatically”.
6. Click “OK”.

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Install the modem

1. Insert the CD supplied with the modem and click on "Install DSL-302G".
2. Select "Ethernet Diagnostics" if you are asked which component to install.
3. The following screen appears:



4. Click "Next".
5. The "Customer Information" window will display. Enter your own details in "User Name" and "Company Name". Note that this is not the username/password combination supplied to you by Commander; this information plays no part in your ADSL connection. Click "Next".
6. The "Choose Destination Location" window will display. Select "Browse" to change the location of the folder being installed, or "Next" to accept the default folder.
7. The "Select Components" window may display. Select both "USB driver" and "Ethernet Diagnostics".
8. The "Select Program Folder" window will display. Type in the box to change the name of the folder, or click "Next" to accept the default name.
9. The program will start installing all software.
10. Note: during the installation, Windows 2000 may ask you about a Digital Signature, or Windows XP about Unregistered Software, during the installation. Click "Yes" (Windows 2000) or "Continue Anyway" (Windows XP) to continue with the installation.
11. When the software is installed, the installation will display instructions for connecting the modem. First, connect the power cable as instructed on the screen. Click "Next" when the cable is connected and the power light is glowing green.
12. Connect the ethernet (network) cable if using ethernet, as instructed on the screen. If using USB, do NOT connect at this stage. Click "Next" when the cable is connected and the "Ethernet" light is glowing green.
13. USB connection: all installation steps must be completed (including restarting the computer) before installing the USB cable. DO NOT PLUG IN THE USB CABLE YET. Click "Next".
14. Connect the ADSL phone cord as instructed on the screen. Click "Next" when the ADSL light has stopped flashing and is glowing steady green. Click "Next".
15. Enter username and password as supplied to you by Commander (if requested). Enter these exactly as written on the supplied configuration notice. Note that the username is the full {number}@commander360.com address. Click "Next".
16. Click "Finish" to restart the computer as instructed. Go to "Set up connection" for your connection type below.

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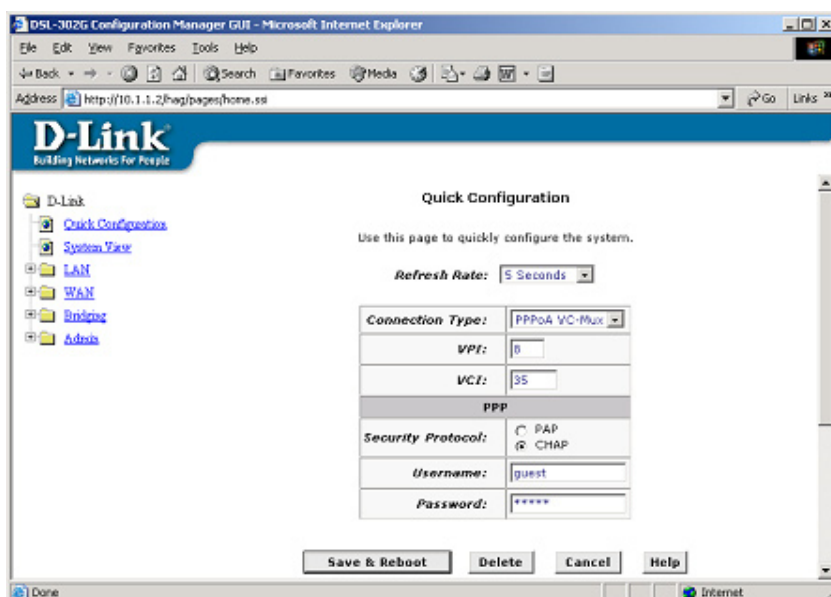
Set up connection: ethernet

1. When the computer restarts select the “Ethernet Diagnostics” icon from the desktop. The window to the right may appear.
2. If so, enter the username and password as supplied to you by Commander. Enter these exactly as written on the supplied configuration notice. Note that the username is the full {number}@commander360.com address. Click “OK”.
3. The Ethernet Diagnostics screen will display, looking like the front of your real DSL-302(G) modem, including flickering lights. The connection will now be active. You can click “Setup” to view the status of the connection (this is not necessary to activate the connection).
4. Open a web browser and connect to <http://www.commander360.com>. This will open the Commander Self-Activation System, which will activate the Internet connection and allow you create up to five (5) email accounts.
5. When this is completed, you are connected to the Internet and can browse anywhere.



Set up ADSL connection: USB

1. After the computer restarts, plug in the USB cable to the modem and to the computer.
2. The “New hardware detected” Wizard will detect the USB connection and automatically install the modem.
3. Open a web browser and type in 10.1.12.
4. The following screen on the right will display.
5. Type in admin as the user name, and admin for the password. Click “OK”. The D-Link configuration screen appears:



6. Enter your username (replace “guest”) and password. Enter these exactly as written on your supplied configuration notice. Note that the username is the full {number}@commander360.com address.
7. Click “Save and Reboot”. This will restart the modem. Do not make any changes to the modem while it’s restarting.
8. Your connection should open automatically. If not, click “Connect” and wait for the connection to come up.
9. Type www.commander360.com in the “Address” field. This will open the Commander Self-Activation System, which will activate the Internet connection and allow you create up to five (5) email accounts.

When this is completed, you are connected to the Internet and can browse anywhere.

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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 use the Modem Configuration instructions for either your USB or Ethernet connection to disconnect and re-connect your service.

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.