

ADSL connection guide

STEP 1 - Locate the wall socket in your home

Find the telephone wall socket in your home. They're most commonly found in the main living room space or bedrooms, but can sometimes be in the kitchen area. It should look something like the photo below. Make a note of all the sockets in your home, even ones that may be in non-ideal locations such as bedrooms.



If your home has an older style wall socket shown below (typically the plug is a yellow square with 3 prongs), you'll need to purchase a Jackson adapter that allows you to plug in a modern RJ11 phone cable. These adapters can be purchased at all most electronics and computer stores.



If you are planning to use your landline telephone service, you will need to purchase and connect an ADSL in-line filter/splitter to connect your telephone and your modem. An ADSL splitter can be purchased at most major electronics stores.

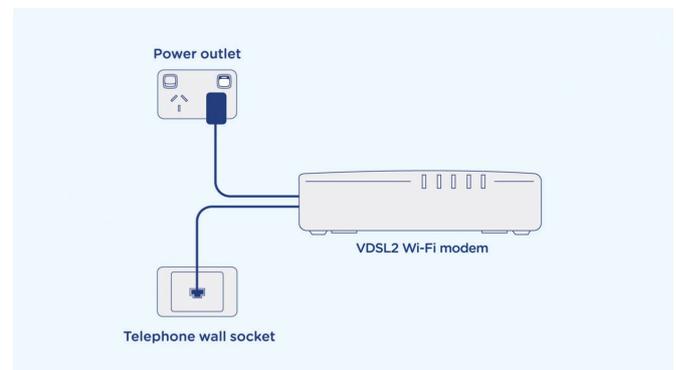
STEP 2 - Connect your ADSL modem

Disconnect all devices in your home such as

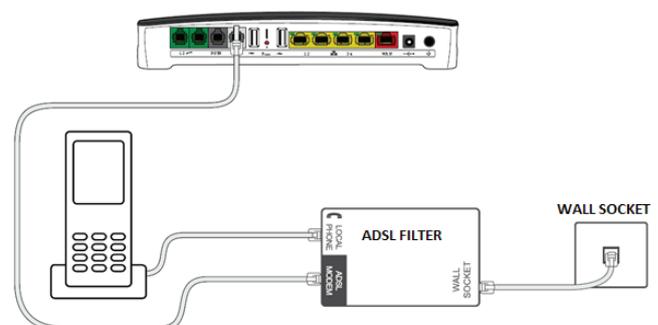
telephones, modems, fax machines or anything else that is plugged into a telephone wall socket. It is very important that you have no other devices plugged into sockets in your home for the initial setup. After setup, any devices plugged into a telephone wall socket will need to use a filter/splitter.

Take your modem/router's power supply cable and use it to connect your modem/router's power port to an electrical outlet. Switch the power point on. Plug the included grey telephone cable that comes with your ADSL modem into the DSL port on the back of your ADSL modem. Plug the other end of the telephone cable into your wall socket.

The setup should look like the below image once completed if you are not using a splitter/filter:

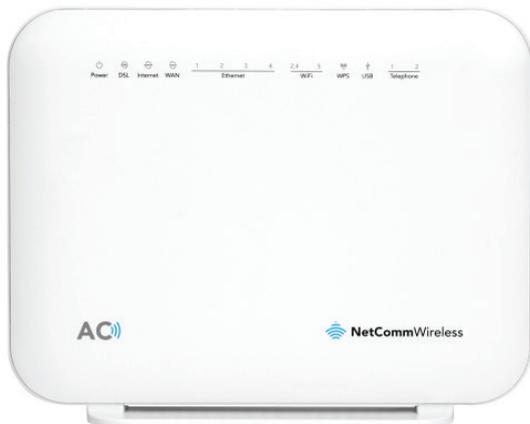


The setup should look like the below image once completed if you are using a splitter/filter:



You will now need to wait for the DSL light on your modem to turn solid - this may take up to 15 minutes. DO NOT UNPLUG THE DEVICE DURING THIS TIME.

If the DSL light on your ADSL modem does not turn solid after 15 minutes and you have more than one socket in the home, please plug your ADSL modem into other sockets in your home, and turn the power on and off once plugged in. Leave your ADSL modem plugged into each socket for up to 15 minutes until the DSL light on the modem turns solid.



If the DSL light on your ADSL modem does not turn solid green after 15 minutes and you have tried to connect this on ALL phone wall sockets in your home, there may be an issue with your phone line.

Please plug a standard telephone handset (with no filter) into the phone socket. Listen for a dial tone and make sure you can make a call without hearing any noise interference or static sounds. Ensure the dial tone is clear.

If you have more than one phone socket in your home, plug your handset (without a filter) into each of those sockets and make a call, listening for line noise. If you hear line noise when your phone is plugged into one socket but not another, there may be a problem with your internal wiring.

If you have no dial tone on any socket in your home, please contact our support team for further troubleshooting.

Connecting your modem/router - ADSL

OPTION 1: I chose the MATE supplied modem/router

Your MATE Communicate modem comes pre-configured and does not require any setup to connect your ADSL service. Simply ensure the supplied grey telephone cable is plugged in - one end needs to be plugged into the grey DSL port on the back of your modem, and the other end to the wall socket in your premises. Ensure the power cable is plugged into the back of your modem and is connected to a power outlet and switched on.



Your MATE modem/router will begin broadcasting Wi-Fi as soon as it is plugged into power, turned on and

has finished booting up. You can then connect your devices such as computers, phones and tablets via Wi-Fi.

The modem's Wi-Fi name and password are printed on a separate card included with the modem. The Wi-Fi name and password is also shown on the bottom of the modem as "WiFi Network Name" and "WiFi Password" for both the 2.4GHz and 5GHz networks.



If you have a computer nearby that you would like to connect via Ethernet, take another Ethernet cable and plug one end into any one of the modem's yellow Ethernet ports (labelled LAN).

If you have issues connecting your MATE supplied

modem/router, please contact our support team at support@letsbemates.com.au or 1300 876 283 for further troubleshooting.

OPTION 2: I chose BYO modem/router

Your BYO modem/router will need to be configured with your new MATE Communicate ADSL details to work. You will require an ADSL modem to use this service.

1. First, ensure the supplied telephone cable with your modem/router (this is usually grey or white) is plugged from the DSL/ADSL port on the back of your BYO modem, into the wall socket in your premises. Ensure the power cable is plugged into a power outlet and switched on.
2. You will now need to connect your BYO modem/router to your device. You'll need a computer, laptop, tablet or smartphone that is connected to your BYO modem/router via Ethernet or Wi-Fi.
3. Once you have connected your device to your BYO modem/router, open the web browser on your connected device and type in your modem/router's default gateway/admin IP address in the address bar. This will be printed on the bottom or back of your modem depending on the make and model. Some of the most common addresses are 192.168.1.1, 192.168.20.1, 10.1.1.1 and 10.0.0.138.
4. Once you have accessed the gateway of your modem/router, you may see a login page. If there's a username field, the default username will almost always be admin (it may even already be filled in). The default password is typically admin or password. If you can't log in with these settings, please check the manufacturer's website for your BYO modem/router's default login settings. If your BYO modem router is secondhand or you have used it previously, it may have custom login details set. If you need to, you can factory reset the modem router to return it to the default settings.
5. From here, it gets a little tricky to offer general advice for all BYO modem/routers. The layout of

modem/router settings pages can vary greatly for each different modem. If you get stuck or it is not clear where you should change your Internet settings, you need to check the manufacturer's website for support information. Ideally, your modem will have a Setup Wizard or Quick Setup that will run automatically the first time you log in to the settings, or there'll be a fairly obvious button to launch it.

6. The Setup Wizard should run you through entering the required broadband settings, step by step. The most important settings are the following:

- Encapsulation or Connection Type
 - **MUST BE SET TO PPPOE**
- Connection Mode/Access Type/Service Type
 - **MUST BE SET TO ADSL**
- VPI/VCI Settings
 - **VPI 35 VCI 8**

This will then allow you to enter your username (sometimes called Login or User ID) and password which are supplied in your MATE Welcome Letter email.

7. After completing the Setup Wizard and saving your settings, give the modem some time. Some modem routers reboot automatically after every new configuration, while others simply need a few minutes to apply the settings. Take a look at the lights on your modem router. Most should now be green, blue, purple or another "positive" colour. Many modem routers have lights that flash to indicate connection activity, so you shouldn't be concerned if any lights are flashing unless the manufacturer's support information specifically advises that flashing lights indicate a problem.

8. Hop on one of your computers or Wi-Fi devices and try to visit a website. If it works, your nbn™ Internet is up and running! If you have issues connecting, please contact our support team at support@letsbemates.com.au or 1300 876 283 for further troubleshooting.