

# Primus-AOL Broadband Installation Guide



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## Table of Contents

|          |  |           |
|----------|--|-----------|
| <b>1</b> | <b>Getting Started .....</b>                             | <b>3</b>  |
| 1.1      | Installing line filters .....                            | 3         |
| 1.2      | Preparing for Installation.....                          | 3         |
| <b>2</b> | <b>Installing the Primus-AOL Broadband software.....</b> | <b>4</b>  |
| 2.1      | Installing Primus-AOL Broadband for the Mac.....         | 4         |
| 2.2      | Installing Primus-AOL Broadband for the PC .....         | 4         |
| <b>3</b> | <b>Installing your Modem/Router.....</b>                 | <b>6</b>  |
| 3.1      | Installing the Modem/Router supplied by Primus-AOL ..... | 6         |
| 3.1.1    | Installing the Modem/Router using Ethernet.....          | 7         |
| 3.1.2    | Installing the Modem/Router using USB .....              | 8         |
| 3.2      | Installing your own Modem/Router (BYO Modem) .....       | 9         |
| <b>4</b> | <b>Connecting to Primus-AOL Broadband .....</b>          | <b>10</b> |
| 4.1      | Connecting the Modem/Router supplied by Primus-AOL ..... | 10        |
| 4.2      | Connecting your own Modem/Router (BYO Modem) .....       | 10        |
| <b>5</b> | <b>Congratulations! .....</b>                            | <b>10</b> |
| <b>6</b> | <b>Useful Info.....</b>                                  | <b>11</b> |
| 6.1      | How to set up Outlook Express mail .....                 | 11        |
| 6.1.1    | Using Windows .....                                      | 11        |
| 6.1.2    | Using Mac OS X .....                                     | 12        |
| 6.2      | Primus-AOL Broadband webmail .....                       | 12        |
| 6.3      | AOL Instant Messenger (AIM) .....                        | 12        |
| 6.3.1    | AIM Support.....   | 13        |
| 6.4      | Supported Modem/Routers.....                             | 13        |
| 6.4.1    | USB .....  | 13        |
| 6.4.2    | Ethernet .....   | 14        |
| <b>7</b> | <b>Modem warranty.....</b>                               | <b>15</b> |
| 7.1      | Askey Australia P/L Limited Warranty .....               | 15        |

# 1 Getting Started

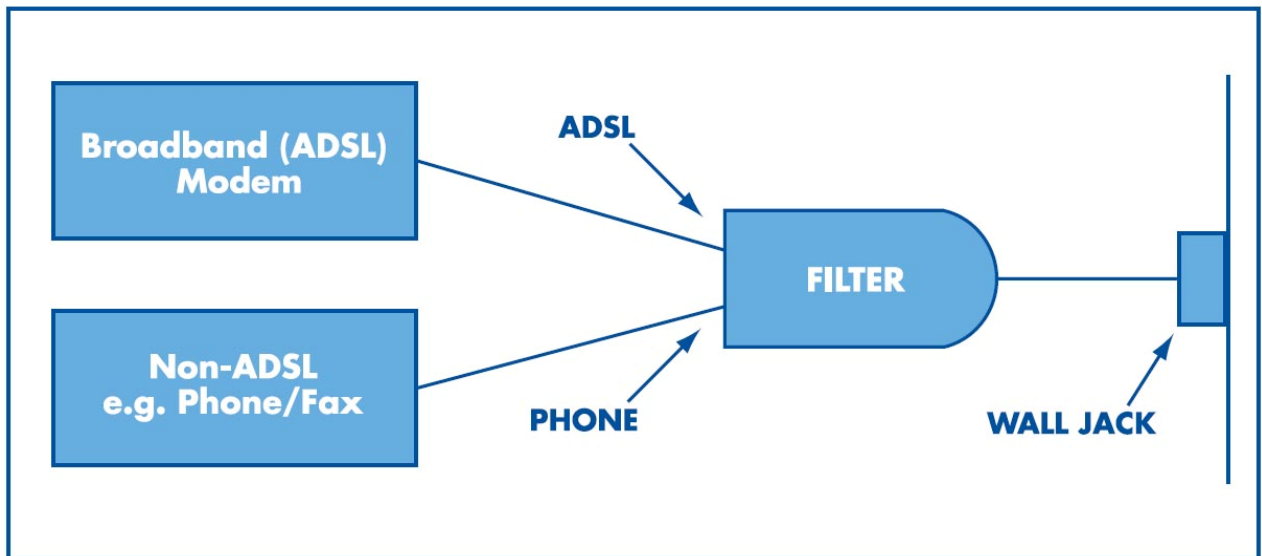
In order for Broadband (ADSL) and telephone calls to be carried on the same telephone line without causing interference, line filters are needed.

For each wall jack connected to your broadband (ADSL) enabled line, a line filter will need to be fitted to each telephone, fax machine or other piece of equipment.

## 1.1 Installing line filters

1. Remove the existing telephone cable from the wall jack, where the Broadband (ADSL) Modem/Router will be plugged in.
2. Take the Line Filter and plug it into the wall jack (See Diagram 1).
3. Connect the Broadband (ADSL) Modem/Router to the jack on the filter labelled ADSL.
4. Connect the telephone (or other piece of equipment) to the jack on the filter labelled Phone.

Diagram 1



## 1.2 Preparing for Installation

In order to simplify your installation it is recommended that you save and close any files or programs currently open or running. Please do not shut down your computer.

It is also recommended that you DO NOT plug in the Modem/Router until the software has been installed. If you follow these instructions you will be prompted as to when your Modem/Router should be plugged in.

## 2 Installing the Primus-AOL Broadband software

### 2.1 Installing Primus-AOL Broadband for the Mac

The installation CD-ROM provided is designed to assist customers who have either purchased a Modem/Router from Primus-AOL or who have their own broadband (ADSL) Modem/Router. The CD-ROM also contains software you may need to install, including Netscape® and Adobe® Acrobat®.

All the information you need to install your Primus-AOL Broadband service will be provided to you on each screen. The guided install will provide you with both written instructions and animations.

To get started, follow the steps outlined below:

1. Insert the CD-ROM into your CD-ROM drive. It may start automatically, depending on your individual computer settings. If the CD-ROM does not start automatically, double click the Primus-AOL icon on your desktop screen, and then double click index.html
2. Once the installation guide has started, you will be shown the initial welcome page.
3. Follow the information on each screen to install your Primus-AOL Broadband service. Images will guide you through the install process.

Once you have completed the entire installation and are online, we recommend that you view the Useful Information section of this User Guide. This section includes useful information about setting up your e-mail.

### 2.2 Installing Primus-AOL Broadband for the PC

The CD-ROM contains various pieces of software you will need to install. These include Microsoft Internet Explorer, USB Modem/Router drivers, AOL® Instant Messenger™ and Adobe® Acrobat®.

To get started, follow the steps outlined below:

1. Insert the CD-ROM into your CD-ROM drive (It may start automatically, depending on your individual PC settings). If the CD-ROM does not start automatically: double click My Computer on your desktop, then double click your CD-ROM Drive, then double click autorun or autorun.exe.

**Note:** Windows XP users may have to click on Start, then click on My Computer.

2. Once the application is open, you will be prompted with a menu screen. Click Install Primus-AOL Broadband (the first item) to proceed. Please follow the on-screen instructions and make any selections as requested. There will be detailed instructions on each screen to assist you.
3. On the Modem/Router selection screen, select the Dynalink RTA-230 or RTA-770W Modem/Router if you have purchased a Modem/Router from Primus-AOL. If you have not purchased a Modem/Router from Primus-AOL, select Bring Your Own Modem.

4. Once all your selections have been made, click Finish to finalise the installation (This installation component will take approximately five to ten minutes).
5. When this component is completed you will be prompted to re-start your computer. Please click OK.

## 3 Installing your Modem/Router

### 3.1 Installing the Modem/Router supplied by Primus-AOL

You will now be required to plug in your Modem/Router. In this step you will attach any required cables to the Modem/Router (See Diagram 2).

It is recommended that you use the Ethernet/LAN Installation if you have an Ethernet/LAN port available. Use the USB Installation when no Ethernet/LAN port is available.

Using either installation, connect these cables first:

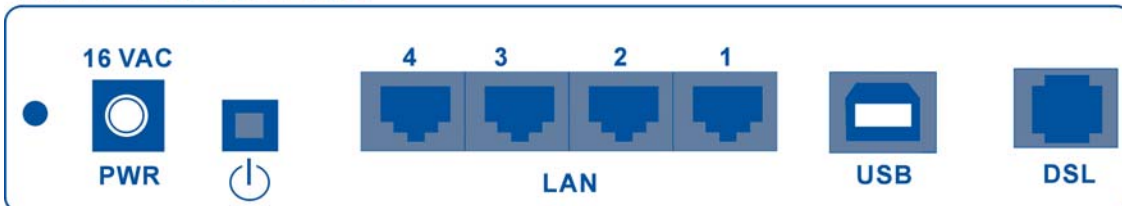
- The power cable
- The DSL cable

Diagram 2


#### RTA-230 Rear Panel



#### RTA-770W Rear Panel



#### Definitions

|   |                          |
|---|--------------------------|
| DSL:  | RJ-11 connector          |
| USB:  | USB connector            |
| LAN:  | Ethernet RJ-45 connector |
| CONSOLE:  | CONSOLE port             |
|  : | Power switch             |
| PWR:  | 16VAC Power connector    |

### 3.1.1 Installing the Modem/Router using Ethernet

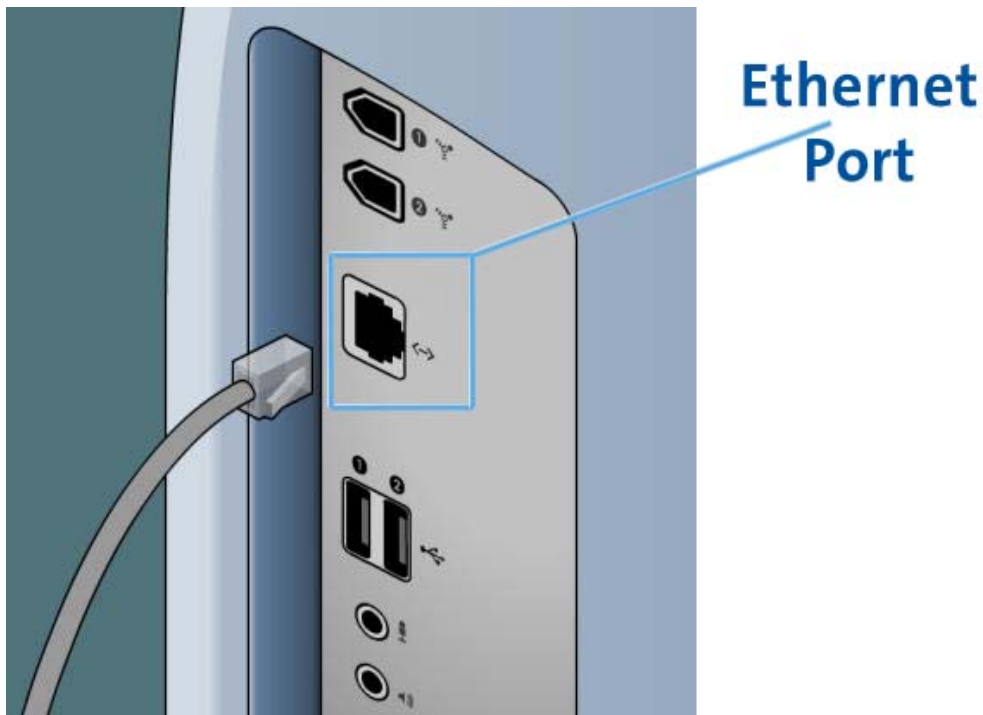
For an Ethernet installation you will need to attach the Ethernet (LAN) cable, follow the steps outlined below to do so:

1. Plug the Ethernet Modem/Router cable in to the LAN plug on your Modem/Router rear panel (See Diagram 2). Please use LAN port 1 if you have the Dynalink RTA-770W Modem/Router.
2. Attach the other end of the cable to your computer, to assist you to locate the port (See Diagram 3). The ports are normally found at the back of the computer.
3. Connect your telephone cable into the DSL port on the Modem/Router and into the ADSL port on your line filter. For more information, refer to the Installing Line Filters section above.
4. Press the power button to turn the Modem/Router on. You should see the green light illuminated on the front panel of the Modem/Router.

**Note:** Ethernet users do not require driver installation.

Your Installation is now complete; please proceed to Step 3. Connecting to Primus-AOL Broadband.

**Diagram 3**



### 3.1.2 Installing the Modem/Router using USB

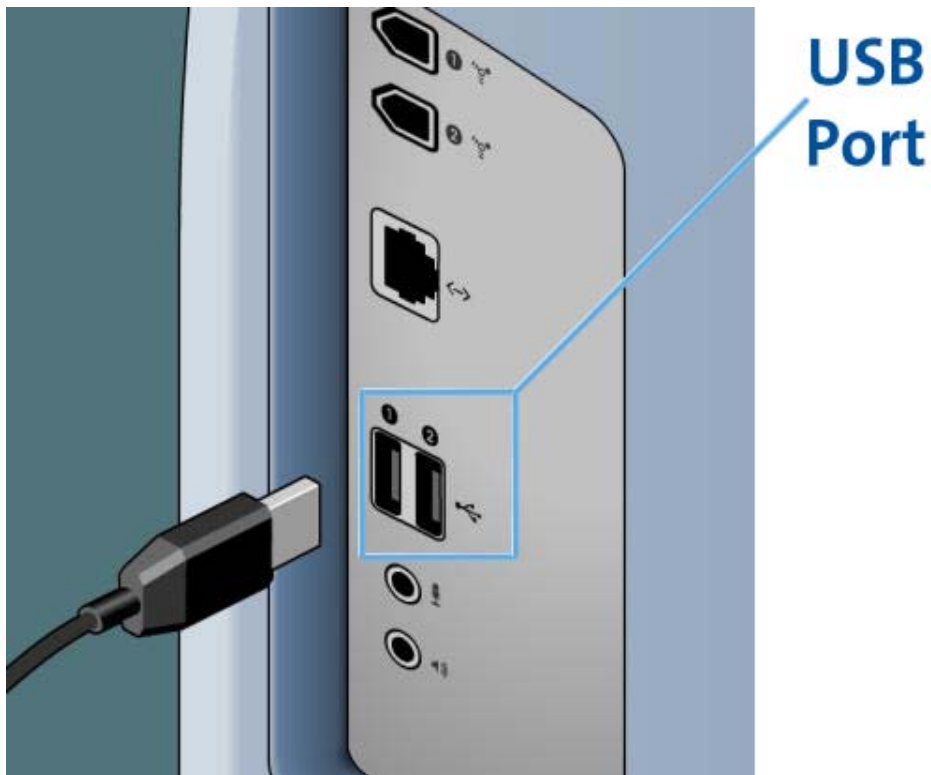
For a USB installation you will need to attach the USB cable, follow the steps outlined below to do so:

1. Plug the USB Modem/Router into the USB plug on your Modem/Router's rear panel (See Diagram 2).
2. Attach the other end of the cable to your computer, to assist you to locate the port - see Diagram 4. The ports are normally found at the back of the computer.
3. Connect your telephone cable into the DSL port on the Modem/Router and into the ADSL port on your line filter. For more information, refer to the Installing Line Filters section above.
4. Press the power button to turn the Modem/Router on. You should see the green light illuminated on the front panel of the Modem/Router.

Your PC will automatically locate the correct ADSL Modem/Router drivers for you.

Your Installation is now complete; please proceed to Step 3. Connecting to Primus-AOL Broadband.

**Diagram 4**



## 3.2 Installing your own Modem/Router (BYO Modem)

To connect your modem to your PC, decide whether you would prefer to connect your broadband (ADSL) Modem/Router via either an Ethernet or USB connection. This decision will depend on the model and whether your computer has an Ethernet or USB port available.

Connect any necessary cables to your Modem/Router. If you are unsure of this procedure, your Modem/Router's instruction manual may provide assistance.

The following settings may need to be configured in your Modem/Router:

|                          |                           |
|--------------------------|---------------------------|
| <b>VPI:</b>              | 8                         |
| <b>VCI:</b>              | 35                        |
| <b>Protocol:</b>         | PPP over Ethernet (PPPoE) |
| <b>Encapsulation:</b>    | LLC/SNAP                  |
| <b>DNS:</b>              | Auto detect               |
| <b>IP:</b>               | Obtain automatically      |
| <b>Gateway:</b>          | Auto detect               |
| <b>NAT:</b>              | Enable (recommended)      |
| <b>DHCP:</b>             | Enable (recommended)      |
| <b>Line State:</b>       | G.dmt                     |
| <b>ATM Service Type:</b> | Unspecified Bit Rate      |
| <b>Auth Method:</b>      | Auto detect               |

## 4 Connecting to Primus-AOL Broadband

### 4.1 Connecting the Modem/Router supplied by Primus-AOL

Your Primus-AOL Broadband service should be connected as long as your Modem/Router is powered on. To connect to the Primus-AOL Broadband service, double click the Connect to Primus-AOL Broadband icon on the Desktop.

Follow these steps:

1. You will be prompted for a username and password. Use 'admin' for both, and click OK.
2. Click on Quick Setup in the left hand menu and untick Auto Scan Internet Connection. Click Next.
3. Select the PPP over Ethernet radio button. Click Next.
4. Ensure that the Obtain an IP Address Automatically radio button is selected. Click Next.
5. Leave the LAN Side IP Address settings as default. Click Next.
6. In the User Name field, type in your Primus-AOL Broadband username in the following format: username@primusonline.com.au
7. In the Password field, type the password for your Primus-AOL account. Click Next.
8. Click Finish to confirm the connection details and close your internet browser.
9. Wait 2 minutes for your Router to re-boot, then open the internet browser of your choice.

### 4.2 Connecting your own Modem/Router (BYO Modem)

When connecting to Primus-AOL Broadband using your own Modem/Router, please use the following settings:

**User Name:** username@primusonline.com.au

**Password:** as specified during registration.

## 5 Congratulations!

You have successfully installed your Modem/Router and connected to your Primus-AOL Broadband service. You can now start surfing the web.

## 6 Useful Info

### 6.1 How to set up Outlook Express mail

#### 6.1.1 Using Windows

If you selected Internet Explorer as your preferred Internet Browser during the Installation process, please follow the instructions below.

If you are running Windows 98, Windows 2000, Windows ME or Windows XP as your operating system, please follow these instructions:

1. On the Windows taskbar, click on Start, then go to Programs and select Outlook Express. This will start Outlook Express.

**Note:** If you are running Windows XP as your operating system: On the Windows taskbar, click on Start, then go to All Programs and select Outlook Express. This will start Outlook Express.

2. In Outlook Express, on the menu bar, click on Tools, then click on Accounts. This will open up the Internet Account window.
3. In Internet Account, click on the Add button, then click on Mail. This will open up the Internet Connection Wizard.
4. On the first screen (Your Name), type in your name, then click on Next.
5. On the Internet E-mail address screen, type in your e-mail address then click on Next.
6. On the Internet E-mail Server Names screen, make sure that POP3 is selected.
7. Under Incoming mail server pop.primusonline.com.au will be preset on the screen.
8. Under Outgoing mail (SMTP) server, smtp.primusonline.com.au will be preset on the screen, then click on Next.
9. In the Internet Mail Logon screen, your username should appear next to Account Name. If necessary, type in your Username (which you selected during registration). It should automatically appear from the previous screens.
10. (Optional) Next to Password, type in your Password, then click on Next. This will ensure that you don't have to retype your Password, every time you start Outlook Express.
11. Click on Finish.
12. Click on Close.

You have successfully setup Outlook Express for your Primus-AOL e-mail.

## 6.1.2 Using Mac OS X

1. On the Macintosh Menu bar, go to the Apple menu.
2. Select System Preferences.
3. In the System Preferences window, under Internet & Network, select Internet.
4. In the Internet window, select the E-mail tab.
5. In the e-mail window, next to Default E-mail Reader, verify that it is set to Mail.
6. Next to E-mail Address, type in your Primus-AOL Broadband e-mail address in the format [username@primusonline.com.au](mailto:username@primusonline.com.au).
7. Next to Incoming Mail Server, type in pop.primusonline.com.au.
8. Next to Account Type, select POP.
9. Next to User Account ID, type in your username (First part of the e-mail address before the @ symbol).
10. Next to Password, type in your Primus-AOL Broadband password.
11. Next to Outgoing Mail Server, type in smtp.primusonline.com.au.
12. On the Macintosh Menu bar, click on System Preferences, then select Quit System Preferences.

You have successfully setup Mail for you Primus-AOL e-mail.

## 6.2 Primus-AOL Broadband webmail

- Your Primus-AOL Broadband service includes a web-based mail product.
- This allows you to send and receive e-mail from your Primus-AOL e-mail address whenever you may be travelling or holidaying, anywhere around the world; or simply when you are away from your home computer.
- You can access your Primus-AOL Broadband Webmail from the Primus-AOL website: [www.primusonline.com.au](http://www.primusonline.com.au).

From the homepage click on the Webmail button in the main menu under “Member Services”.

## 6.3 AOL Instant Messenger (AIM)

AOL Instant Messenger allows anyone on the Internet to exchange personal messages, documents and pictures instantly with others. It is a valuable communication tool that is free to anyone on the Internet. With AOL Instant Messenger you can:

- See who’s currently online – your personal Buddy List shows you which of your family and friends are online when you are.

- Send a quick Instant Message – send and receive text messages instantly with people in your Buddy List.
- Send files and documents with ease – exchange documents, pictures and information in a flash.

**Diagram 5**



### **6.3.1 AIM Support**

For instructions on how to set up or use AOL Instant Messenger (AIM) call the Primus-AOL Customer Service team on 1800 265 777.

## **6.4 Supported Modem/Routers**

The following modems are approved for use on the Primus-AOL Broadband network and will be supported by Primus-AOL technical support representatives. Whilst other ADSL modems should work, we cannot provide support for those.

### **6.4.1 USB**

Alcatel Speedtouch 530  
 Dynalink RTA100+  
 Dynalink RTA220  
 Dyanlink RTA230  
 Dyanlink RTA770W  
 Netcomm NB1300

## 6.4.2 Ethernet

Alcatel Speed Touch Pro  
Alcatel Speedtouch 510  
Alcatel Speedtouch 530  
Billion BIPAC-711  
D-Link DSL-504  
Dynalink RTA100+  
Dynalink RTA220  
Dynalink RTA230  
Dynalink RTA770W  
Netcomm NB1300

We recommend using an Ethernet connection where possible.

If you have any questions about your modem please call us on 1800 265 777. Technical support is available 24/7. Alternatively you can send an email query to [help@primusonline.com.au](mailto:help@primusonline.com.au).

## **7 Modem warranty**

### **7.1 Askey Australia P/L Limited Warranty**

Askey Australia Pty. Ltd. warrants this product against defects in materials and workmanship for a period of 12 months from the original date of purchase. This warranty does not cover any incompatibilities due to the purchaser's computer, hardware, software or any other configuration with which the product interfaces. We will, at our discretion, repair or replace the faulty unit, free of charge, provided it is returned to us with dated proof of purchase from Primus Online Pty Limited within the warranty period. Return delivery after repair will be paid for by Askey Australia Pty. Ltd. within Australia. We reserve the right not to repair or replace goods that:

- Have been mishandled or not installed according to the guidelines as outlined in the instructions.
- Have been subjected to a power surge from other equipment, a lightning strike or other external factors.
- Have been altered or modified.