

## YOUR BROADBAND SET UP GUIDE

If you are using the ZyXEL router supplied by imagine then please read the instruction leaflet that came with the router pack. If you have chosen to use your own router it will need to be reconfigured to the settings outlined below.

You may need to refer to your Router's Installation Guide.

Encapsulation: PPPoE

Multiplex: LLC

VPI/VCI: 8/35

### 1. INSTALL FILTERS:

Plug one end of the Grey phone cable into the "DSL" socket on the back of the router and the other end into the Dual Filter on the side marked with the picture of a Computer. This Dual Filter then connects into the phone socket on your wall. The Single Filters are to be connected to any other equipment that connects into the phone points in your premises, such as phones in other rooms or Sky digital etc.

### 2. CONNECT ROUTER:

- a. Please connect the power supply to the router and switch the router on.
- b. If you are connecting using the Blue USB cable then please make sure that you run the CD provided before plugging the Blue USB cable in.
- c. If you are using the Yellow Ethernet cable then you do not need the CD provided. Please connect the Yellow Ethernet cable to your computer's Ethernet socket and to the router's "LAN 10/100m" socket.

### 3. THE DSL LIGHT

Note: if you are using your own router you need to make sure that your DSL light is constant

The DSL light needs to be constant in order for you to get Internet access.

- If the DSL light is not on constant then please make sure that you have the filters connected correctly.
- If the filters are connected correctly and the DSL light is not on or is flashing then please bring your router to the main phone socket in the premises. Then plug one end of the Grey phone cable into the "DSL" socket on the back of the router and the other end directly into the MAIN phone socket with no filters remember that all other equipment should be removed from the phone points in the premises and wait 5 minutes to complete the check.

If the DSL light is not on constant after trying the above then please call Technical Support – 1890 92 90 33 Or you can email [support@gaelic.ie](mailto:support@gaelic.ie).

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Now that you have Completed Steps 1 to 3 you should now be on line and Ready to Surf!

However if you're not read on:

### Q. Is your Computer trying to Dial?

If the answer to this is yes then you need to follow the steps below.

#### 1. Are you are using Windows 95 or 98 or Me or 2000?

If yes then do the following:

- a. Close all the windows that you have open at the moment.
- b. Click the Start button, then Settings and then Control Panel.
- c. Double-click the icon for Internet Options.
- d. Click the Connections tab at the top.
- e. In the middle, make sure that the option for never dial a connection is selected.
- f. Click OK in the Internet Options
- g. Close the Control Panel.

#### 2. Are you using Windows XP?

If yes then do the following:

- a. Close all the windows that you have open at the moment.
- b. Click the Start button and then Control Panel.  
If there is a link for Switch to Classic View on the left hand side, then click it.
- c. Double-click the icon for Internet Options.
- d. Click the Connections tab at the top.
- e. In the middle, make sure that the option for never dial a connection is selected.
- f. Click OK in the Internet Options
- g. Close the Control Panel

### Q. Are you using an Eircom Netopia router?

When using a Netopia router, all you need to do is change the username and password in the router.

First, Open your browser and load the page <http://192.168.1.254>

If there is a link for Manage My Account on the left hand side please

1. Click this link.
2. Remove your old username and password
3. Enter your new username and password supplied on your imagine welcome letter.
4. Then click the submit button.

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If there is not a link for Manage My Account on the left hand side then take the following steps.

1. Click the link, on the left, for Expert Mode.
2. Click the button for Yes, Enter Expert Mode.
3. On the left, click the link for Configure.
4. Below that link for Configure, click the link for Connection.
5. Remove your old username and password
6. Enter your new username and password supplied on your imagine welcome letter.
7. Finally, click the button for Save And Restart Connection.

### **Q. Are you using Microsoft Outlook or Outlook Express for Email?**

If you are using Outlook Express then take the following steps

1. Click Tools and Accounts.
2. Click the Mail tab.
3. Highlight the account / accounts in the list
  - a. Click the Properties button
  - b. In the properties, click the Servers tab.
  - c. Change the Outgoing Mail setting to mail.imagine.ie
  - d. Click the OK button.
  - e. Then, in the Internet Accounts window, click the Close button

If you are using Outlook 2002 or Outlook 2003 then take the following steps

1. Click Tools and Email Accounts.
2. In the options, choose View Or Change Existing E-mail Accounts and click Next.
3. Highlight the account in the list
  - a. Click the Change button
  - b. In the Settings window, change the Outgoing Mail Server to mail.imagine.ie
  - c. Click the Next button.
  - d. Click the Finish button
  - e. Click the OK button.