

Your Voyager 105 USB Modem Setup Guide (PC)



Important – if you have any other USB modems installed on your computer these must be uninstalled before continuing.

Windows XP Users – Before you begin the installation please ensure that you have updated to Service Pack 1. You can see if this needs to be done by visiting <http://windowsupdate.microsoft.com>.

Microfilter – Sometimes called splitters. You need to ensure that all the devices connected to your phone line are filtered in order for ADSL to work correctly. If you are unsure how the filters that we have provided should be configured then look at the “Wiring and Filters” tutorial, available at <http://usertools.plus.net/tutorials/>.

Your Starter Pack Contents: 1 x Voyager 105 USB Modem (illustrated above)
1 x USB cable (blue) 1 x Telephone cable (black) 2 x Microfilters (individually boxed)
1x Installation CD and Setup Guide.

1 Fit a microfilter in between the wall socket and each device that shares the telephone line. This is not just telephones but can also include fax machines, burglar alarms, and any digital satellite equipment. You should have received two individually boxed microfilters with your modem.

2 Plug one end of the telephone cable into the DSL socket on the modem, and plug the other end into the microfilter socket marked DSL.

3 Insert the installation CD (the one included with your modem) before connecting your ADSL modem to your PC's USB port. Click **Install Drivers** (the second option on the menu screen shown in **figure 1** below). Ensure that you have read the ten points on the Getting started screen, shown in **figure2**, before clicking on **Install Drivers**. The drivers will now start to install onto your hard drive, this will only take a few minutes.



Figure 1



Figure 2

Instructions continue on other side

4 During the installation process, you will be asked to plug your modem into an available USB port in your computer. Your computer will then detect new hardware and complete the installation of your modem. You may be requested to restart your computer to complete the installation. If you are running Windows 98SE, the Windows installation disk may be required in order to complete the modem installation.

5 Your Voyager 105 ADSL Modem will be set as the default modem connection for your browser. You may have to configure other Internet applications (e.g. email software). to use this modem connection.

6 Double click the Voyager 105 ADSL Modem connection icon in your System Tray, indicated in **figure 3** (bottom right corner of your screen). This will open the Modem Control Panel.



Figure 3

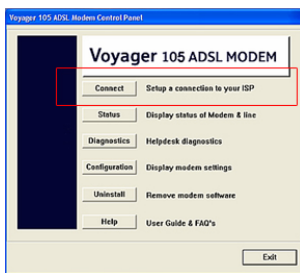


Figure 4

7 Click **Connect** on the Modem Control Panel (figure 4), then enter your broadband username and password in the window that opens. Your broadband username is:

PlusNet: (www.plus.net) :	username@plusdsl.net
Force9 (www.force9.net) :	username@f9.co.uk
Free-Online (www.free-online.net) :	username@freeonline.net
PlusNet UK (www.plus.net.uk) :	username@plusnet.co.uk

Enter your normal password in the Password box then click Dial (or Connect). **Congratulations, you have successfully set-up your broadband connection!**

Troubleshooting Tips:

If you cannot get your modem to connect or 'synch' (as shown in the modem Control Panel), try using a different splitter and try again. Don't forget that your ADSL equipment must be connected (in 'synch') before your username and password can be verified.

Some common errors you may experience:

Error

Error 619 The specified port is not connected

Error 629 You have been disconnected from the computer you dialled. Try connecting again.

Error 691 Access was denied because the username and/or password were invalid on the domain. Your account may not be active, confirm with support. Note that ADSL login usernames follow the form:

PlusNet users - <username>**@plusdsl.net**

Force9 users - <username>**@f9.co.uk**

Free-Online users - <username>**@freeonline.net**

PlusNet UK users <username>**@plusnet.co.uk**

Fix

Check all phone cables are plugged in.

Check all phone cables are plugged in.

Check phone cables are plugged in and that the Access Runner Control Panel is showing an ADSL connection.

Check that your username and password are entered correctly