

**BIGPOND®**



# BROADBAND ADSL & CABLE

BIGPOND® BROADBAND USER GUIDE



# WELCOME

## WELCOME TO BIGPOND® BROADBAND – THANK YOU FOR CHOOSING US.

This guide is here to help you get the most out of your BigPond Broadband experience. We're sure you're itching to get started, so don't feel you have to study it all right away. However, it's important to read through the Security and Usage sections soon. The rest will be there when you need it.

As a BigPond Member, you can now enjoy a huge range of web services, including state-of-the-art security options, great account tools, flexible plans, extra email features, worlds of 'unmetered' content, special shopping deals and lots more.

So let's get started.

### MAKE A NOTE OF YOUR BIGPOND DETAILS HERE.

#### EMAIL ADDRESS

*(Remember, your email address is your username@bigpond.com)*

#### PASSWORD

*(We suggest protecting your security by writing down an unmistakable clue rather than your actual password.)*

#### WI-FI SSID

*(For BigPond Broadband ADSL or Cable Home Network Gateway – this is your modem's 'name'.)*

#### WI-FI WPA KEY

*(For BigPond Broadband ADSL or Cable Home Network Gateway – the unique security code configured in your modem as part of the installation process.)*

*Note: The most convenient place to find these parameters is on the Wi-Fi keycard that came with your installation kit. These parameters are also printed on the bottom of the gateway.*



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# GETTING STARTED



## → CONNECTING TO BIGPOND BROADBAND

Setting up your BigPond Broadband connection is easy. Just load the BigPond Installation CD ROM (or self-install CD) that came in your self-install kit and it will guide you through every step to set up your new device, internet service and email.

If you're connecting to BigPond Broadband ADSL, you'll need to install filter/splitters – or a cable splitter if you're installing Broadband Cable. Of course, the CD includes detailed instructions for doing so. To make things easy, we've also printed all the steps on the following pages.

If your modem or outlets are in another room, please watch the steps on the CD first, and then use this printed guide to help you recall what to do.

Remember, whichever service you have chosen, we want you to be enjoying your broadband as quickly as possible – so we've made installation easy. You shouldn't strike any problems if you follow the steps on the disk all the way through.

What if you do have 'issues'? Well, the installation program on the CD includes some basic troubleshooting steps. And you'll find a great FAQ (Frequently Asked Questions) section on the disk too. There are also troubleshooting tips and the essential FAQs later in this guide.

Chances are, you'll find the answer in one of those areas. If not, there are even more resources available in our online Help Centre at [bigpond.com](http://bigpond.com) – including tutorials, configuration guides, FAQs, in-depth troubleshooting and more.

Of course, you'll need internet access for that. So if you've got a dial-up service, keep it active until your BigPond Broadband connection is up and running.

#### POND POINTS

- NEED TO GET TO THE HELP CENTRE, BUT DON'T HAVE AN INTERNET CONNECTION? GRAB A BIGPOND PRE-PAID DIAL-UP STARTER KIT AND GET INSTANT DIAL-UP ACCESS FOR THE SHORT TERM. VISIT ANY TELSTRA SHOP, AUSTRALIA POST, DICK SMITH ELECTRONICS, FONEZONE, LEADING EDGE, KMART OR RETRAVISION STORE.

### ➔ INSTALLING ADSL FILTER/SPLITTERS

#### FOR A STANDARD PHONE OUTLET

If any type of telephone device shares the same phone line as your ADSL service, you need to fit a filter/splitter between the wall socket and the phone, fax, answering machine, dial-up modem, alarm system, Foxtel digital tuner, etc. Luckily, it's really easy.

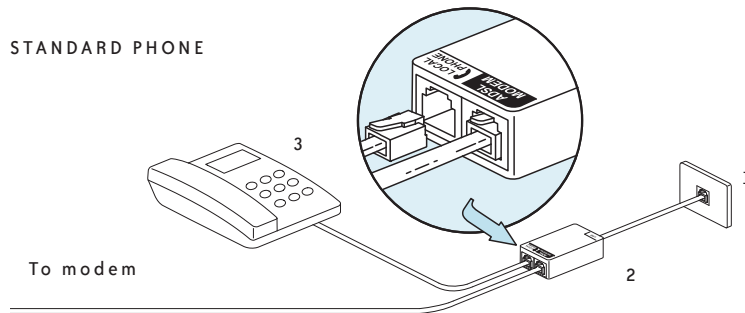
##### STEP 1

Disconnect the device from the wall.

##### STEP 2

Take a filter/splitter and plug the short lead marked Line or Wall Socket into the wall socket.

#### STANDARD PHONE



##### STEP 3

Now plug the phone device into the socket on the filter/splitter marked Local Phone.

If your ADSL modem will be sharing the same outlet, you can plug it into the socket on the filter/splitter marked ADSL Modem when the self-install CD asks you to. Otherwise, just leave this socket empty.

#### FOR A WALL-MOUNTED PHONE

You'll need a special filter/splitter if any wall-mounted phones share the same phone number as your ADSL service. If you didn't order one when you signed up, you can buy your wall phone filter/splitter from a Telstra Shop or other selected retailers.

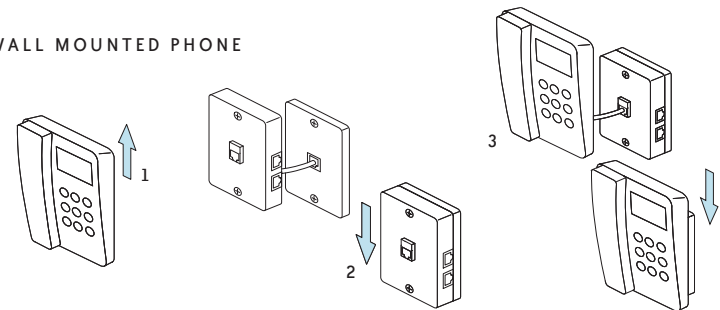
##### STEP 1

Apply firm upwards pressure on the wall phone to remove it from its mounting. Then unplug the short lead from the wall (leave it connected to the phone).

##### STEP 2

Plug the short lead marked Line or Wall Socket of the special filter/splitter into the wall socket, then slide the filter/splitter down onto the phone mounting until it clicks into place.

#### WALL MOUNTED PHONE



### STEP 3

Now plug the short lead from the phone into the Local Phone socket in the front of the filter/splitter. Then remount the phone by sliding it down onto the filter/splitter until secure.

If your ADSL modem will be sharing the same outlet, you can plug it into the socket on the side of the filter/splitter marked ADSL Modem when the self-install CD asks you to. Otherwise, just leave this socket empty.

**Note:** Customers with certain home alarm systems such as a back-to-base alarm will need to install a central filter.

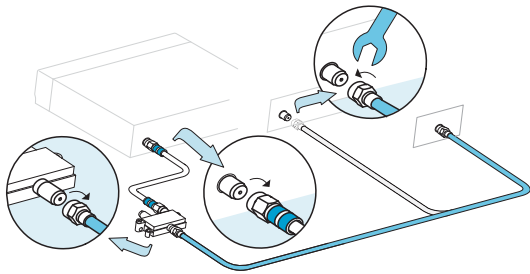
### INSTALLING YOUR CABLE SPLITTER

If you already have a Foxtel® set-top unit connected to the cable wall plate, you'll need to install a cable splitter so that the set-top unit and your new BigPond Broadband Cable Modem can share access.

#### NOTE:

If you have a spare cable point, you can get away with not installing a cable splitter by connecting your modem directly to the spare cable point.

If you do need to install a cable splitter, start by turning your Foxtel set-top unit off at the wall. And as you go through these steps, use the spanner in your kit to make sure each connection is secure...



### STEP 1

Find the coax cable that runs from the wall plate to the back of your set-top unit. Unscrew it from the Foxtel set-top unit, using the spanner in your BigPond Self-Install Kit if you need to.

### STEP 2

Take the cable splitter out of your Self-Install Kit and screw the cable end you took off your set-top unit onto the single connector on the cable splitter (in other words, don't connect it to either of the two connectors that share the same side).

### STEP 3





Now take one of the two coax cables from your Self-Install Kit. Screw one end onto the back of your set-top unit and the other end onto the cable splitter connector marked Out.


### STEP 4


Take the other white coax cable from your kit and connect one end to the remaining connector on the cable splitter. Finally, screw the other end of this cable into the Cable connector on the back of your modem. Well done.

### CHECKING YOUR GATEWAY/MODEM

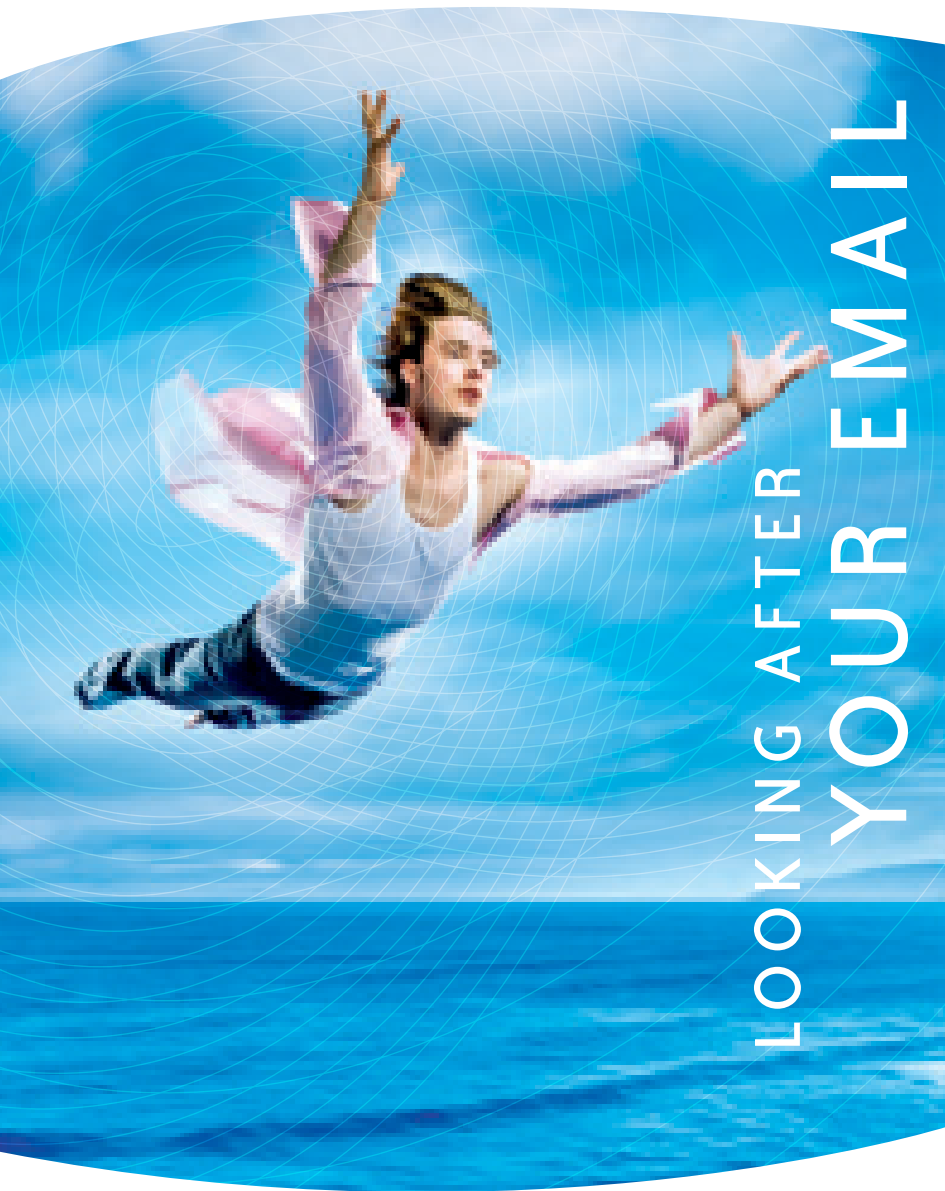
Once you've been all the way through the self-install CD, your internet connection should be up and running. Going to a website is the obvious way to check. But the light indicators on your modem can also tell you that everything is okay. So for your peace of mind, you can check your Gateway/Modem lights against the following tables.

ADSL GATEWAYS/ MODEMS	STATUS	LIGHT INDICATION
 THOMSON TG 782T   2WIRE 2701HGV-W   THOMSON S536V6   2WIRE 2071-A	Power:	Steady green when power is connected
	Ethernet:	Steady green if ethernet connected, flashing when data being transferred
	USB:	Steady green if USB connected, flashing when data being transferred
	DSL or DSL/WAN:	Flashes green when synchronising, steady green when synchronised
	Internet or activity:	Steady green for an internet connection, flashes during activity
	Wireless:	Steady green when a Wi-Fi connection is detected (2Wire 2701HGV-W & Thomson TG782T only)
	Phone 1, Phone 2:	For future use (2Wire 2701HGV-W & Thomson TG782T only)
Your modem will only have some of these lights, depending on which model you've installed.		

CABLE GATEWAYS/ MODEMS	STATUS	LIGHT INDICATION
 NETGEAR CG814WG v3	Power:	Steady green when power is on
	Online:	Steady green when successfully connected to the cable network
	Send:	Flashes green when data being sent
	Receive:	Flashes green when data being received
	Wireless:	Steady green when wireless is enabled
	Ports 1-4 :	Steady green (100Mbps) or amber (10Mbps) when ethernet connected, flashing when data being transferred

CABLE GATEWAYS/ MODEMS	STATUS	LIGHT INDICATION
 MOTOROLA 5100/5101	Power:	Steady green when power is on
	Receive:	Steady green when downstream channel is connected
	Send:	Steady green when upstream channel is connected
	Online:	Steady green when start-up is complete
	PC/Activity:	Flashes amber when data is being transmitted
	Standby:	Should be off (SB5100 / SB5101 only)
Your modem will only have some of these lights, depending on which model you've installed.		





# LOOKING AFTER YOUR EMAIL

CAN YOU IMAGINE LIFE WITHOUT EMAIL? OF COURSE NOT.

## ➔ YOUR BIGPOND EMAIL ADDRESS

Every BigPond Member gets an email address. If you're new to BigPond Broadband, it will be your username with @bigpond.com on the end. So if your username is John1975, your email address will be John1975@bigpond.com.

If you've just upgraded from BigPond Dial-Up, you may have elected to keep your old username@bigpond.com email address. In that case, your computer's mail settings will continue to work with your new broadband service.

## ➔ ABOUT THE NEW BIGPOND WEBMAIL - MYINBOX

When you join BigPond, you automatically get MyInbox – the new BigPond WebMail service. You can use MyInbox from anywhere with internet access or Next G™ coverage. Just go to bigpond.com and log in with your BigPond email address (e.g. 'username@bigpond.com' – see above) or username and your BigPond password. Use the member login tile on the BigPond homepage and select 'webmail' to start using email, online contacts and calendar with 1GB of storage.

## ➔ HOW TO SET UP YOUR MAILBOX

If you like using an 'email client' application (Outlook, Outlook Express, Windows Mail or Apple Mail) on your computer, you can set it up to fetch all your BigPond mail for you. You'll find step-by-step guides to doing this at [bigpond.com/help/email/default.asp](http://bigpond.com/help/email/default.asp)

Of course, if you follow all the steps on your self-install CD, it will set up your email for you automatically.



## ➔ MY CONNECT AND BIGPOND'S EXTRA MAIL SERVICES

There's more to BigPond mail than, well, mail. Welcome to the next generation of webmail and mobile messaging - MyConnect™. Now you can access your email, messages, contacts and calendars online or from your compatible Telstra Next G™ mobile. MyConnect™ comprises 3 services – MyInbox, MyEmail and MySync – giving you the flexibility to stay in touch and keep important information on your mobile safe no matter what you're doing where you have access to the internet and Next G™ coverage. Additional mailboxes and Premium mail provide you with extra tools to make sure that you have the mail services that match your needs.

### MYINBOX – YOUR ONLINE, EMAIL AND MOBILE MESSAGING CENTRE

Combine your email and mobile communications in one inbox – anywhere you use the internet. Just link your Telstra mobile to MyInbox to send SMS/MMS, receive calendar notifications and access your mobile voice and video mail in one inbox!

### MYEMAIL - EMAIL ON YOUR MOBILE

Stay in touch with email on your compatible Telstra Next G™ mobile? You can access your BigPond email, Windows Live™ Hotmail and Yahoo! Mail on your compatible Telstra Next G™ mobile all for a flat monthly fee.

### MYSYNC - BACKUP YOUR MOBILE CONTACTS

An automatic mobile phone service which enables you to back-up the contact information on your compatible Telstra Next G™/3G mobile phone to a secure Telstra server and synchronise this information with MyInbox. This way you will not lose this valuable information if you lose, break or upgrade your mobile phone. To find out more, visit [www.telstra.com/mysync](http://www.telstra.com/mysync)

- 1 Charges apply for sending SMS/MMS, accessing unread voicemail/ videomail, and for using calendar notification alerts.
- 2 Where you have Next G™ coverage.

## ADDITIONAL MAILBOXES

Additional Mailboxes are ideal when one email address just isn't enough. Your BigPond connection may need to serve a whole family, each clamouring for the privacy of their own mailbox and login. Or you might run a small business and need mailboxes for your staff. Additional mailboxes may be purchased for \$1 each per month. The maximum number of mailboxes is 15.

## PREMIUM MAIL

BigPond Premium Mail is an exciting new service designed for business people on the move. It combines the freedom of WebMail with the various organisational tools of Microsoft Outlook 2003, so that you can manage your email, appointments, contacts and calendar from anywhere with web access. You can use the service with your desktop computer, laptop, or any other web-enabled device such as a suitable PDA, mobile phone or other handheld unit. Better still, you can automatically synchronise the data on your eligible devices with the data held online by the service. Now that's a mobile office.



AS LONG AS YOU'RE CONNECTED TO THE INTERNET, THE INTERNET IS CONNECTED TO YOU.

#### → WHY SECURITY MATTERS SO MUCH

The internet is an amazing window to the world. So, while security issues shouldn't stop you enjoying the view, leaving your 'window' wide open isn't the best precaution.

Online crime ranges from stupid vandalism to outright theft. Even an annoying email worm virus can cause you headaches and potentially lead to heavy additional usage charges until you get rid of it.

#### → WHAT TO WATCH OUT FOR

Online criminals and vandals have come up with several ways to spoil everyone else's internet experience. No doubt they'll come up with more. But we keep a sharp lookout – and we offer plenty of advice and services to help you protect yourself.

So don't let this 'rogues gallery' freak you out. It's just important that you're aware of the risks.

#### NON-GENUINE WEBSITES

Some criminals create authentic looking websites that appear to offer legitimate goods and services. (This is sometimes known as 'phishing'.) However, these sites are simply designed to steal credit card and email details, with no intention of providing what you pay for.

#### HOAX EMAILS

Web criminals have also been known to circulate emails that appear to come from a legitimate company. Using a variety of (false) reasons, they will ask you to confirm your account details, passwords and so on by either return email or via a web page. It is highly unlikely that a company would ever need you to confirm

your confidential information – and certainly not over the internet. These scams are usually a way of gathering confidential information from unwary web users. BigPond never asks Members to email us their personal details, or click through to a website to confirm any of their account details.

#### HACKERS

Hackers try to use their computer skills and special software to gain unauthorised access to your computer. If they do get past your security systems, they can do whatever they like. This can include stealing files, personal information and financial records, gaining access to your BigPond service, or simply destroying your computer. The effects can be devastating, time-consuming and expensive.

#### SPAM

Spam is simply unsolicited commercial electronic mail. Sending spam is now illegal in many countries (including Australia), and is specifically banned by many more ISPs (including BigPond). It's annoying, time-consuming, often offensive, and it wastes your usage allowance.

Our recommendation is that you never reply to spam, even if the message offers you an opt-out link. Feedback simply lets the spammer know that your address is valid, so they will continue sending you their junk and selling your address to others.

#### WORMS AND OTHER VIRUSES

Viruses are software applications that infect computers. They can be written to perform almost any function once they've gained access to your system. Worms are viruses that spread themselves across a network – they're very common as email-borne viruses. Once installed, a worm can steal addresses from your contacts lists and spread itself to your friends' and colleagues' computers. Along with the inconvenience and embarrassment, all those emails can generate high levels of excess usage on your account.

#### TROJANS AND SPYWARE

A trojan is a piece of software that usually hides within a legitimate looking application or utility to gain entry into your computer system. Once you install the host software, the trojan can launch itself and go to work.

Trojans might do any of the things that a human hacker would – or they may simply provide a hacker with a means of easy access.

Spyware is similar to a trojan, although usually less damaging. It will install itself on your system and send reports on your computer activity back to its host.

Either kind of infection has the potential to generate huge levels of excess usage on your BigPond account, either by uploading your data to the thieves or by using your computer as a server for ongoing illegal activity.

#### → HOW TO PROTECT YOURSELF

There exists quite a large range of internet security threats. Don't let them scare you though. Take these sensible precautions and the chances are you'll never encounter a problem more serious than having to delete a doubtful email. But whatever you do, don't do nothing.

#### INSTALL FIREWALL SOFTWARE

A properly configured and up-to-date firewall will help protect your computer from hackers, trojans, spyware, usage theft and other threats. BigPond Security provides firewall protection and more. You can find out more under 'BigPond Security' on the following page, or by visiting [bigpond.com/security](http://bigpond.com/security)

#### KEEP YOUR BIGPOND PASSWORD SECRET

It is like a cash machine PIN for your internet access and account details. For added security, you should change to a new password every month or so. It's easy to do. Just check the FAQ section on your installation CD, or visit [bigpond.com/help](http://bigpond.com/help) for more info.

#### INSTALL ANTIVIRUS SOFTWARE

Install antivirus software to immediately scan disks, downloads, compressed files, etc, to help keep your computer's information safe from interference. BigPond Security provides anti-virus software to help protect both your BigPond email address and your computer. You can find out more under 'BigPond Security' on page 24, or by visiting [bigpond.com/security](http://bigpond.com/security)

#### DON'T PROVIDE YOUR DETAILS

Be careful not to provide your personal, financial or email details across the internet unless you know and trust the people or company involved.

#### NEVER GIVE YOUR EMAIL ADDRESS

Do not give your email address in a public forum such as a chat room or newsgroup. Spammers and other internet criminals constantly scan these sites and 'harvest' valid email addresses.

#### ALWAYS LOOK FOR THE CLOSED LOCK 'SECURE LINK' ICON

Look for the Secure Link icon and a <https://>URL in your browser window before you provide details on a web site.



The Secure Link icon is usually found in the bottom right-hand corner of your browser. Never ever provide your details over a non-secure web link.

#### DON'T TRUST EMAIL ATTACHMENTS – EVER

If you don't know the sender, delete the email immediately. And even if you do trust the sender, copy any attachments to your desktop so that your anti-virus software can check them first.

#### CONSIDER A CONTENT FILTER

As a member of the Internet Industry Association's (IIA) Family Friendly ISP program, BigPond supports the content filters endorsed by the IIA and tested by the CSIRO. They are a great way of blocking access to unsuitable sites and their content.

#### MONITOR YOUR USAGE

If you see an unexpected jump in your monthly usage, it may give you an early indication that something is amiss. Remember that under our customer terms, you are responsible for protecting your BigPond account and paying for any usage accrued on it. (See the next section of this guide.)

### ➔ NETWORK SECURITY

BigPond provides some network-level services to help protect you and your computer. These include:

#### NETWORK SPAM FILTER

Our mail servers will automatically block incoming email from known spam senders. This 'coarse' filter stops obvious spam from clogging our systems and provides you with some relief from annoying or offensive email.

#### NETWORK EMAIL VIRUS FILTER

We also automatically scan incoming emails for the most prevalent email-borne viruses – and reject them before they reach our server. You should note that this filter only scans for the most prevalent viruses. Older, newer and less common viruses may not be detected.

## → BIGPOND SECURITY SERVICES

BigPond Security contains a comprehensive bundle of security products to help protect your family or office PC from inappropriate content, spam, viruses, and phishing attacks. The BigPond Security pack also comes with automatic updates and a 24-hour helpdesk.

With BigPond Security you can choose a single licence or multi licence option. The single licence option helps protect one computer and one BigPond email address, while the multi licence option helps to protect up to three computers and up to three BigPond email addresses against major security threats, all at once. Single or multi-licence – the choice is yours.

Here's how they work:

### CONTENT FILTER – PARENTAL CONTROLS

Allows you to set time limits on your children's internet usage, monitors the sites they visit and provides you with reports of their browsing history.

### DESKTOP ANTI-VIRUS

Checks downloads, compressed attachments, web content, disks and external drives for potential threats.

### EMAIL SPAM FILTER

Helps stop spam before it hits your inbox.

### ANTI-PHISHING

Alerts you when you go to most scam websites which may attempt to steal passwords or security.

### ANTI-SPYWARE

Helps stop people collecting information about your online surfing habits, password and bank details.

### PRIVACY PROTECTION

Helps stop unwanted messages such as pop-ups and annoying ads.

### PERSONAL FIREWALL

Helps protect against theft of your personal details, passwords or files by preventing unauthorised access to your computers.

### EMAIL VIRUS FILTER

Scans and rejects contaminated emails and files, monitors websites for potential threats and more.

### BIGPOND DESKTOP ANTIVIRUS

Checks shared files, downloads, compressed attachments, web content, disks and external drives for the viruses that aren't spread by email.

### 24/7 TECHNICAL SUPPORT

No matter what time of the day or night you need help, we're only a phone call away.

## → WANT TO KNOW MORE?

You can find more security information and demonstrations at [bigpond.com/help](http://bigpond.com/help). Clicking the security link will lead you to a wealth of information about threats and protection.

To subscribe to BigPond Security, visit [bigpond.com/security](http://bigpond.com/security).

# LOOKING AFTER YOUR USAGE



## ➔ WHAT IS USAGE ANYWAY?

Usage is simply the amount of data that flows between your computer and the internet. It includes everything from the tiny signal that travels from your mouse to a link on a website in the USA, to the streaming movie promo that you watch as a result.

Here's a rough guide to how usage can get generated:

HTML email .....	0.025MB
Email attachment (.doc file) .....	0.5MB*
Web page .....	0.05MB
MP3 music file.....	4MB
Movie trailer .....	30MB
Online game play+.....	16MB per hr
Streaming video^ .....	24MB per hr

Please note that these figures are just a guide.

\* Email attachments can vary enormously, and could be up to 5MB each or possibly more.

+ Online game play usage will vary depending on the game.

^ Streaming media usage varies depending on the quality and resolution of the video. The higher the bit-rate of the stream, the higher the megabytes per hour (e.g. a 256kbps stream will use less data than a 512kbps stream viewed for the same duration).

Remember, usage accrues for uploads (data you send) as well as downloads (data you receive). Downloading occurs every time you access the internet in any way – whether you're browsing websites, checking the local news, or visiting a chat site.

So almost any time you spend online will incur usage. However usage incurred when you visit the BigPond site or view content on our exclusive unmetered channels will not be added to your monthly usage total. You'll find more about those under Extra Stuff later in this guide.



## ➔ HOW (AND WHY) TO MONITOR YOUR USAGE

Moving data back and forth over the internet costs money. That's why we allow a certain amount of monthly usage in proportion to your plan fee. Your BigPond Broadband monthly connection fees won't be affected if you exceed this amount, but (depending on what plan you are on) we may charge additional usage fees for the extra megabytes used. If you are on a BigPond Liberty® plan, you will not be charged additional usage fees, but speeds will be slowed to 64kbps once you reach 12GB for the BigPond Liberty 12GB plan and 25GB for the BigPond Liberty 25GB plan of usage in a single month.

The service may not be used for unauthorised purposes, as set out in the Acceptable Use Policy.

So monitoring your estimated usage is a great idea. It might even help you spot a virus infection before it gets out of hand (see the Security section earlier).

Now, it's almost impossible to keep a running total of your usage in your head. But we do provide a couple of tools to help make monitoring your usage easy.

### USAGE NOTICE EMAILS

The simplest way to track your usage is through the email notices that we send to your BigPond Broadband email address when your estimated usage hits 50%, 75%, 100%, 125%, 175% and 250% of your monthly allowance. On BigPond Liberty plans, we send an email when your estimated usage hits 50% and 80%.

These email reminders are one very good reason why you should check your BigPond Broadband email address every day (either directly or with Email Forwarding). If you get a 50% alert and it's only the 5th of the month, for example, you may have a problem. You can use the warning to limit your usage and think about changing plans – or disconnect your modem and start looking for a virus.

To ensure you are receiving your usage notifications to help you monitor your usage, you can have your BigPond Broadband email Inbox automatically forwarded to an email address that you may check more regularly.

### BROADBAND USAGE MONITOR

An easy, online way to check your current estimated account usage is with our Broadband Usage Meter – found under My BigPond at [www.bigpond.com](http://www.bigpond.com).

However, you shouldn't rely solely on the Usage Meter for an accurate record of your actual usage. Despite our best efforts, it may not be accurate all the time.

You can also use the Usage Meter to compare your historical monthly and daily usage for the past 6 months. Just note that these historical records are only updated monthly, so you should never use them to check your current usage.

## ➔ USAGE TRAPS AND HOW TO AVOID THEM

When you have a high-speed broadband account, usage can build up very quickly. It's worth making sure each user on your account knows what causes usage – and how to avoid the traps that can lead to an unpleasant excess usage surprise.

You should also be aware just what your operating system and other software might do automatically. Windows XP, for example, is designed to check for updates on a regular basis – then download them without asking you. (And recent updates have been more than 150MB.) You may want to check your software user guides, and see how to turn this feature off.

## DIY EXCESS USAGE

You can generate high usage yourself, if you enjoy a lot of:

- online game play
- streaming video and audio
- file sharing (see next page)
- downloading large files
- general web browsing on a low-usage plan
- sending and receiving large emails

If any of these things are causing you additional usage charges, then you may wish to change to a plan that lets you do the things you enjoy. Choosing a new plan is easy. See the next section of this guide for details.

## SNEAKY EXCESS USAGE

Some usage accrues when you least expect it. This can include:

- 'push' advertising
- files from mail, newsgroup and chat sites
- using download managers
- straying out of a BigPond unmetered web channel (by clicking on a link, for example). Mostly, you can avoid this kind of excess usage by closing your web browser when you don't need it.

## OTHER EXCESS USAGE

Unfortunately, people have devised a number of ways to waste and/or steal your usage:

- file sharing programs
- viruses
- online crime

File sharing programs can turn your computer into a server for other file sharers to access. And every time a file sharer gets a file from your computer, you incur usage for the upload.

Some file sharing programs will keep serving up data even after you think they've closed. Others will turn your computer into a kind of file serving search engine. And still others will install spyware that uploads reports on your web browsing habits.

As discussed in the Security section earlier, viruses or online crime could use up your entire usage allowance within hours.

To avoid this occurring – install security software such as the BigPond Security Solution.

### POND POINTS

- USAGE MONITORING DOES MORE THAN HELP YOU ADD UP MEGABYTES. A MYSTERIOUS USAGE INCREASE COULD BE YOUR FIRST CLUE TO AN INTRUSION OR ABUSE. SPOTTING IT EARLY COULD SAVE YOU A FORTUNE (AND ALL YOUR PERSONAL DATA).
- DON'T WAIT FOR A CRISIS TO START LEARNING ABOUT USAGE. THERE'S AN EXCELLENT TUTORIAL, PLUS FAQs, TIPS AND INFO IN OUR HELP CENTRE 'SETTINGS' SECTION.  
  
VISIT [bigpond.com/help/Settings/ManagemyUsage](http://bigpond.com/help/Settings/ManagemyUsage).



# LOOKING AFTER YOUR BIGPOND ACCOUNT

MANAGING YOUR BIGPOND ACCOUNT IS EASY AND FLEXIBLE. AND THE KEY TO IT ALL IS THE MY BIGPOND PART OF BIGPOND.COM.

## ➔ MANAGING YOUR MEMBERSHIP

My BigPond gives you secure web access to almost all your account details so you can log in and make changes whenever it suits you. For example, you can:

- update your records and contact details
- manage your BigPond Additional Services (see More Stuff on page 66)
- manage your BigPond email subscriptions (see Extra Stuff on page 60)
- order a new modem
- free your ADSL or cable services with BigPond Broadband Home Network Gateways

You can also change some things quickly and easily.

## CHANGE YOUR PLAN

If you find your BigPond plan isn't working for you, just switch to a different one. It's the easy way to avoid unnecessary usage charges, and get the best value from your BigPond membership. (Some plans may be excluded. You can check for the latest information on the Change My Plan page under My BigPond on [www.bigpond.com](http://www.bigpond.com).)

There are no switching charges or other administration fees involved – unless you joined BigPond through a special offer that precludes changing to certain plans. And you can switch plans as often as once per billing period.

You even have a choice of when your new plan will take effect. If you want to change right away, your new plan can take effect from midnight that day. You can also choose to change from the first of

the next month, to make managing your bills simpler. Or you can specify a date in the near future – say the first day of the school holidays – and have your new plan kick in then.

#### CHANGE YOUR PASSWORD

Changing your password isn't only simple, it's also a good idea. For security reasons, you should change your password every couple of months or so. Your password can't be more than 8 characters long and there are a few words and keyboard symbols that you can't use. You'll find all the guidelines on the Change My Password screen at My BigPond.

If you're using an ADSL modem router (any ADSL modem currently supplied by BigPond), remember to update your password details in the modem configuration page before you next connect to the internet. (Refer to page 56 of this guide.) You will also need to update your email client (e.g. Outlook Express) login information. Check the FAQ section of the self-install CD for detailed instructions.

#### MANAGING ADDITIONAL MAILBOXES

You can purchase additional mailboxes on your account. Additional mailboxes mean you can create separate email addresses to help you manage incoming emails, or to give other people in your household or business their own email addresses.

If you're the primary user (the owner) of the BigPond account, you can add, remove and update details for any of the additional mailboxes you create. Just log into My BigPond and go to My Email to make the changes. Your additional mailbox owners can also log into My BigPond using their username and password, and then update their own details if they wish. However, they don't get to add or delete themselves (or any of your other mailboxes).

#### YOUR BIGPOND BILL

We give you a couple of handy options for managing your BigPond charges, so you can choose the one that works best for you. You can choose to receive your BigPond Bill separately or with your other Telstra services in one bill.

#### BIGPOND BILL

Your BigPond charges come on their own statement (separate from any other Telstra products you may have) – and you can choose to receive it as a paper bill in the post, or as an electronic bill via email (we call this an eBill).

If you choose a paper bill, you can pay using:

- BPAY
- credit card when you log in to My BigPond (bigpond.com/mybigpond/)
- credit card over the phone
- cheque or money order (BigPond EasyPay Automatic is not available if you chose a BigPond paper bill.)

If you'd rather receive an ebill, you can pay using:

- BigPond EasyPay Automatic (we used to call this 'direct debit to credit card')
- BPAY
- credit card when you log in to My BigPond (bigpond.com/mybigpond/)
- credit card over the phone
- cheque or money order

#### TELSTRA BILL

If you choose a Telstra Bill, your BigPond charges are combined into one bill, along with your other Telstra products and services.

You can receive this by post, or sign up for Online Billing at [telstra.com/myaccount/](https://telstra.com/myaccount/)

You can pay your Telstra Bill by using:

- BPAY
- Telstra EasyPay (direct debit)
- credit card over the phone on 1300 369 666 or by internet (visit [telstra.com/myaccount/](https://telstra.com/myaccount/))
- Postbillpay – by cash, cheque or credit card, in person at any Post Office, via the Postbillpay Home Page ([postbillpay.com.au/](https://postbillpay.com.au/)) or over the phone on 13 18 16
- post-send a payment slip with your cheque made payable to Telstra. (There's a re-usable envelope provided with your bill, or you address your own to GPO Box 9901, Melbourne VIC 3001.)
- the Service ATM at any Coles Supermarket
- cash, cheque or credit card at any Telstra Shop in person.

If you ever want to check or change your billing option, or activate BigPond EasyPay Automatic, just visit the My Bill section when you log in to My BigPond.

## MOVING HOUSE

How do I transfer my BigPond and Telstra services when I move house?

It's usually pretty easy with a little forward planning. Tell us where you're moving and we'll do the rest. Everything you need is at [bigpond.com/mybigpond/movinghome](https://bigpond.com/mybigpond/movinghome), and there is a comprehensive FAQ section should you have any questions.

## POND POINTS

- USE MY BIGPOND TO GET THE BEST OUT OF YOUR BIGPOND MEMBERSHIP. IT'S THE EASY WAY TO CHOOSE THE BEST VALUE PLAN, ADDITIONAL SERVICES, UPDATE YOUR DETAILS AND SO MUCH MORE.

# LOOKING AFTER YOUR CONNECTION



COMPUTERS AREN'T HUMAN – THEY JUST LIKE TO ACT THAT WAY SOMETIMES. SO HERE'S WHAT TO DO IF THINGS DON'T GO TO PLAN.

## ➔ TROUBLESHOOTING TIPS

Let's start with the IT Professionals' secret. The technical term is 'cycling the equipment'. It sounds very NASA but, for the rest of us, it just means 'turn it off, count to 5, then turn it on again'. You'll be amazed how many irrational computer problems this can fix.

Where possible, try to follow the correct procedure for powering down your computer, modem or other equipment. And don't lose your cool. The power switch is there to restore your power, as well as your computer's.

The other major check is your set up. Carefully check that every plug and wire is in the right place, the right way round, and is switched on.

### TROUBLE WITH YOUR MODEM?

If you're having trouble with your modem, try to establish just how much it is or isn't working:

- check the power supply from the socket to the modem
- check the phone service (ADSL only) – can you make calls on the line?
- check the cable service (cable only) – can you watch TV?
- see what the modem's indicator lights are telling you (see page 13 of this guide)

This should give you a good idea of whether the problem is in the modem or elsewhere.

### TROUBLE WITH YOUR SERVICE?

Sometimes our services do 'go down' – but it's a fairly rare event



and it's becoming rarer. You should only suspect a service failure if your service has worked in the past (i.e. it's not a new connection).

If you can get online, check our Service Status pages at [bigpond.com/help/servicestatus](http://bigpond.com/help/servicestatus). If not, rest assured that we'll be moving heaven and earth to remedy any problems at our end. So bear with us and try your connection again in an hour or so.

#### TROUBLE WITH YOUR CONNECTION SPEED?

Your service speed is subject to a number of factors, including the capacity and popularity of websites, your computer configuration, network congestion and your plan's maximum speed. But if you find that your broadband speeds aren't speeding, it may be that your computer is trying to do too much at once. Shut down any applications that you're not using, so that the computer can process internet data more efficiently. If the problem persists, we can help with a number of checks for your system setup under BigPond Settings in the BigPond Help Centre.

#### → WHERE TO FIND HELP

You can find detailed help:

- in the following Troubleshooting FAQ sections
- on your self-install CD
- in the BigPond Help Centre's FAQs, tutorials, configuration guides and more

Just visit [bigpond.com/help](http://bigpond.com/help) to find what you need. It's a great resource. And with searchable access to over 1,000 useful answers, all you need to do is ask the question.

#### → WHERE TO GET EVEN MORE HELP

##### BIGPOND PREMIUM SUPPORT

BigPond Premium Support can provide you with expert assistance for Home Network and computer related problems that fall outside the specialised scope of our free Technical Support services.

Premium Support is provided by our partner, gizmo\*, an Australian company that provides expert in-home or phone technical support for a wide range of technologies used in the home. They can provide support for home networks, setting up a new home network and other computer related issues. Plus they guarantee on-site services for 30 days\* for your peace of mind. Check [my.bigpond.com/pond/premium-support](http://my.bigpond.com/pond/premium-support) for more details.

\* Refer to [www.gizmo.com.au/legal.html](http://www.gizmo.com.au/legal.html) for full terms and conditions.

##### POND POINTS

- WE CAN'T GIVE YOU A FINER PROBLEM-SOLVING TIP THAN 'TRY TURNING IT OFF, THEN BACK ON AGAIN'. THAT, AND 'DON'T LOSE YOUR COOL'. IT'S ONLY A COMPUTER, AFTER ALL.

# TROUBLESHOOTING FAQS



OH NO – WE HOPED YOU WOULDN'T NEED THIS SECTION. BUT NOW THAT YOU'RE HERE, LET'S TRY AND RESOLVE YOUR PROBLEM AS QUICKLY AS POSSIBLE.

## → WHAT'S HERE

This FAQ section is a limited help and troubleshooting guide, designed to give you quick answers within the space limitations of this guide. It's divided into:

- general broadband FAQs
- general device FAQs
- BigPond Broadband ADSL FAQs
- BigPond Broadband Cable FAQs
- BigPond Broadband ADSL or Cable Home Network Gateway FAQs

Your self-install CD also has an FAQ section, where we've been able to include far more detail for most of the issues here. So if you're still stumped after reading this section, make the CD your next stop.

If you still can't resolve your problems, you can contact us at the numbers below and we'll be happy to help:

### TECHNICAL SUPPORT

[bigpond.com/help](http://bigpond.com/help)  
133 933  
(24 hours, 7 days)

### BILLING AND ACCOUNT INFORMATION

[bigpond.com/mybigpond](http://bigpond.com/mybigpond)  
13POND (137663) Select Option 3  
(8am to 9.30pm EST, Monday to Friday)  
(8am to 8pm EST, Saturday to Sunday)

## → GENERAL BROADBAND FAQs

### 1. BIGPOND SUPPORT BOUNDARIES

With all the choices available to computer users, it's essential for BigPond to focus its support resources on the most popular systems and the hardware that we provide. If we tried to cover everything, we just couldn't provide comprehensive support in any specific area.

So, for broadband, our Support Boundaries cover the modems and software that we specify in our self-install kits, and the BigPond Broadband network itself. For a complete and updated list of BigPond Support Boundaries, please check the following web pages:

**BIGPOND BROADBAND ADSL:**

[bigpond.com/internetplans/broadband/adsl/sysreq/](http://bigpond.com/internetplans/broadband/adsl/sysreq/)

**BIGPOND BROADBAND CABLE:**

[bigpond.com/internetplans/broadband/cable/sysreq/](http://bigpond.com/internetplans/broadband/cable/sysreq/)

### 2. WHAT EMAIL/NEWS SETTINGS DO I USE?

If you're using an email client application like Outlook Express, you'll need to configure it to access your BigPond service. This will mean entering your username plus your password and our server details. The server details you'll need for BigPond Broadband are:

- POP3 Mail Server (Incoming Mail): mail.bigpond.com
- SMTP Mail Server (Outgoing Mail): mail.bigpond.com
- NNTP Server (News): news.bigpond.com

Configuring your mail program and creating a new account or profile is fairly easy, and your software will help you. If you're unsure though, the FAQ section of [bigpond.com](http://bigpond.com) contains step-by-

step instructions for creating new email and newsgroup profiles (or Accounts) in Outlook Express for Windows.

If you are using Outlook as your email client, you may not be able to read the service emails (usage notifications) we are sending you because the images are not being downloaded. You may have to turn your automatic downloading of images function on. For help in doing this and more tips when using Outlook visit our FAQ page on [BigPond.com](http://BigPond.com) and search for Outlook User Tips.

### 3. CAN I CONNECT MORE THAN ONE COMPUTER TO MY BROADBAND SERVICE?

If you have BigPond Broadband ADSL or Cable Home Network Gateway, you can connect more than one computer (wired or wireless) to the gateway. This means multiple users within the home can surf the internet at the same time. The installation CD will guide you through connecting multiple computers to your Home Network Gateway.

However due to the wide variety of possible network configurations, BigPond Technical Support is limited to a single stand-alone computer. Our BigPond Premium Support service is a great solution to help you set up your network and answer any of those tricky situations you may come up against.

### 4. HOW DO I REINSTALL NETWORK CARD DRIVERS?

**NOTE:**

Unless your network card was supplied by us, BigPond Technical Support won't be able to help you here. Sometimes network cards do have to be reinstalled, and the following is a common way to do it. But please be very careful, as you may remove all your computer's network settings.

In fact, if you're not totally confident of your IT abilities, you should probably contact a network specialist, your network

administrator or your computer retailer.

#### BEFORE YOU BEGIN:

If you're using a non-Telstra-supplied card, you may need the card's driver disk (often a floppy disk or CD ROM). If you don't have the disk, ask the person who supplied your card or check the box it came in.

Network Interface Card (NIC) drivers can occasionally cause connectivity problems. If you keep having the same connection errors, and the 'cycling' trick in the Looking After Your Connection section of this guide hasn't worked, then you can try reinstalling the NIC drivers:

#### STEP 1

Right-click on My Computer, select Properties, then click on Hardware and select Device Manager.

(If you're using Win 98, you'll select Device Manager from the My Computer window.)

#### STEP 2

Click the + sign beside Network Adapters.

#### STEP 3

Right-click on the NIC and select Uninstall. Then click OK to confirm.

#### STEP 4

To reassign the drivers, right-click on the computer icon at the top of the Device Manager list and select Scan for Hardware Change.

Windows will detect the card and reassign the drivers. Your computer may ask for the device driver disk or CD at this point.

#### POND POINTS

##### STILL NOT RECEIVING MAIL?

IF YOU'VE CONFIGURED YOUR EMAIL CLIENT BUT STILL CAN'T GET MAIL, CHECK:

- YOUR INTERNET ACCESS  
(CAN YOU GET TO [bigpond.com](http://bigpond.com)?)
- YOUR EMAIL ACCOUNT  
(CAN YOU GET YOUR EMAIL VIA WEBMAIL?)
- YOUR LOGIN DETAILS  
(IS YOUR CASE SENSITIVE PASSWORD ENTERED ACCURATELY?)

#### ➔ GENERAL DEVICE FAQs

##### 1. WHAT'S UP WITH MY GATEWAY/MODEM?

The lights on BigPond Broadband Gateways/Modems can make it easy to identify any problems with your setup or your service. Refer to the tables on pages 12 and 13 for a quick guide to the bright lights of broadband – and what they mean to you.

Of course, these tables are only an overview. You'll find more detailed troubleshooting guides for your device – including all the possible light indications and what to do about them – in the Help Centre at [bigpond.com](http://bigpond.com)

##### 2. HOW CAN COMPUTER POWER-SAVING FUNCTIONS AFFECT MY NETWORK CARD?

If your computer or laptop uses a power-saving mode like Sleep or Hibernate, it may affect the connectivity of your Network Interface Card.

### 3. WHY DOES INTERNET EXPLORER KEEP SAYING 'PAGE CANNOT BE DISPLAYED' WHEN I'M SURE I'M CONNECTED?

Uh-oh, sounds like a problem with your proxy settings. BigPond doesn't use any proxies, but let's step through the problem properly. First, quit Internet Explorer, then:

#### STEP 1

Click Start then Run, then type 'inetwiz' into the text box and click OK.

#### STEP 2

On the first screen that appears, choose the lower option Connect Using My Local Area Network (LAN) and click Next.

#### STEP 3

On the next screen, un-tick all the boxes and then click Next.

#### STEP 4

Choose No if you're asked to create a mail or news account, and click Next.

#### STEP 5

Click Finish, then re-launch Internet Explorer and try it again.

## ➔ BROADBAND ADSL FAQs

### 1. WHERE DO I NEED TO USE A FILTER/SPLITTER?

'Everywhere but your modem' is the simple answer. If you have two phone lines (i.e. two different telephone numbers), only devices on the same line as the ADSL modem need filtering. Anything connected to the other line can stay unfiltered.

But any telephone device that connects to the same phone line that your broadband ADSL service is on needs to have a filter/splitter

connected. For example, you'll need a filter/splitter for every:

- telephone
- cordless phone base unit
- answering machine
- fax machine
- internal or external dial-up modem
- Foxtel Digital uplink line

Each filter/splitter connects between the wall outlet and the device in question. The only thing that doesn't need a filter is your ADSL modem – unless it's sharing an outlet with a phone or other device.

You'll also need to make sure there are no extension leads on any of the devices connected to the ADSL phone line. Extension cords often cause more interference than a broadband ADSL connection can manage.

You can find out more in the FAQ section on your self-install CD. Getting Started, at the front of this guide, also has step-by-step instructions for installing your filter/splitters.

(Remember, if you have more than four outlets on the line, or any 'hard-wired' devices like a back-to-base alarm or wall phone that doesn't come off the wall, you must have a central splitter fitted as part of a professional installation.)

#### POND POINTS

- LOOK AFTER YOUR SELF-INSTALL CD  
KEEP YOUR CD SAFE IN ITS CASE. YOU'LL NEED IT IF YOU EVER HAVE TO RECONFIGURE YOUR BIGPOND BROADBAND CONNECTION, CHANGE YOUR PASSWORD, OR ADD HOME WI-FI CONNECTIONS. AND IT'S GOT A GREAT FAQ SECTION ON IT.

## 2. I HAVE BOTH USB AND ETHERNET CABLES IN MY KIT. WHICH SHOULD I USE?

For each PC you wish to connect you can choose to connect via either ethernet or USB cables but not both.

Ethernet is recommended for optimum ADSL performance. This can be important if you have subscribed to one of the 'superfast' BigPond Broadband ADSL plans. USB does offer the flexibility of a 'plug and play' – which means you can unplug the modem while your computer is running. But how often will you need to do that?

Also, USB connections are effectively 'switched off' when your computer goes into any powersaving or sleep mode. When it 'wakes up' again, your computer needs to find and reboot the software that drives its USB modem connection. This can slow down the computer's restart process, and means the modem has to reconnect to the internet.

On the other hand, an ethernet connection is treated as 'essential' by your computer's operating system, so its power supply is preserved in low power modes. There is no software to find and boot, and no need to reconnect. So you can enjoy faster computing and a truer 'always on' internet service.

## 3. WHAT IS LINE SYNC AND DO I NEED IT?

Line Sync (Synchronisation) establishes that your phone line is connected to the ADSL equipment back at your local exchange. If your modem can't achieve Line Sync, you won't be able to connect to the internet.

Most modems indicate Line Sync with a light marked SYNC, ADSL, WAN, or LINK. And, as a rule, a flashing light indicates a current attempt to achieve sync, while a solid light indicates a successful Line Sync.

### NOTE THAT:

- It can take up to 60 seconds for your modem to achieve Line Sync, so be patient.
- If you can't get Line Sync, check that you've installed your filter/splitters correctly and reboot your modem by turning the power off, waiting 5 seconds or so, and then turning it back on again.
- If you still can't get Line Sync, you'll need to call BigPond Technical Support.

## 4. HOW DO I RESTORE MY MODEM TO THE FACTORY DEFAULTS?

### FOR 2WIRE ADSL GATEWAYS:

If you've 'done something' to your 2Wire ADSL Gateway, you can restore its factory default settings and start again. Here's how.

#### STEP 1

Turn your modem on and wait until the power light is solid green.

#### STEP 2

Then insert a pointed object (like a ballpoint pen or a straightened paperclip) into the hole at the back of the modem labeled 'RESET'. Press and hold the reset button for approximately 10 seconds, until the power light starts flashing green – then release the button.

#### STEP 3

The power light will flash green for up to 30 seconds – wait until it turns solid green again. Your modem is now reset to its factory defaults.

#### STEP 4

You'll need to rerun the self-install CD to configure the modem and your broadband ADSL connection, or go to <http://10.0.0.138> in your web browser and reset your username and password (see how to change your username or password below) before you can access the web.



#### FOR THOMSON SPEEDTOUCH MODEMS:

If you've 'done something' to your Thomson ADSL Gateway or modem, you can restore its factory default settings and start again. Here's how.

##### STEP 1

Make sure the modem is on and wait until the power light shows steady green.

##### STEP 2

Then insert a pointed object (like a ballpoint pen or a straightened paperclip) into the hole at the back of the modem labelled RESET. Press and hold the reset button until the power light turns red, then release.

##### STEP 3

The modem will reboot itself and be reset to its factory defaults when it comes back online.

You'll need to rerun the BigPond CD to configure the modem and your broadband ADSL connection, or go to <http://10.0.0.138> in your web browser and reset your username and password (see how to change your username or password below) before you can access the web.

#### 5. HOW DO I CHANGE THE PASSWORD ON MY MODEM?

If you change your BigPond password (see page 34 of this guide for more details), you also need to change your modem's login details or it won't be able to access the internet any more.

If you're good with computers, the following instructions may be all you need. Otherwise, there's a Change Password function on your self-install CD. Just put the CD into your computer and choose Change Password from the Manual Set-up Menu.

You'll also find a step-by-step guide in the FAQ sections of both your self-install CD and [bigpond.com](http://bigpond.com)

#### FOR 2WIRE ADSL GATEWAYS:

First, change your password on the BigPond site, then open <http://10.0.0.138> in Internet Explorer.

##### STEP 1

The 2Wire gateway configuration screen will be displayed. Next to the BigPond logo there are a number of tab options that you can select – click on the Broadband Link tab.

##### STEP 2

Underneath the Broadband Link a number of menu options can be selected – click on the Advanced Settings menu option.

##### STEP 3

Underneath Broadband Network is where you need to enter your username and your new password. Confirm your new password, and click on the Save button in the bottom right-hand corner. (You should not change any other parameters on this screen.)

##### STEP 4

Wait until the Internet light on your gateway turns green – this may take a few minutes.

##### STEP 5

Browse to [bigpond.com](http://bigpond.com) to double-check the connection.

#### FOR THOMSON GATEWAY OR MODEMS:

First, change your password on the BigPond site, then open <http://10.0.0.138> in Internet Explorer.

##### STEP 1

Click Broadband Connections on the left hand side of the page and then click on View More under Internet.

## STEP 2

Click **Disconnect** and then enter your new password in the field provided.

## STEP 3

Now click on **Connect** and wait for the screen to indicate that your connection is back up.

### NOTE:

Once you've changed your password on your account and your modem, remember that you'll need to change it in your email client (e.g. Outlook Express) too. Refer to the FAQ on [bigpond.com](http://bigpond.com) for instructions.

## 6. WHY DO I SEE 'WARNING – NO PASSWORD SPECIFIED' WHEN I ACCESS HTTP://10.0.0.138?

Don't worry, this doesn't mean you've given your modem the wrong password. This warning only refers to the 10.0.0.138 page and the fact that you can specify a password for accessing your Thomson SpeedTouch modem this way.

You don't need to specify a password here but, if you do, make sure you write it down. Otherwise, you may never be able to access your modem details again.

## ➔ BIGPOND BROADBAND CABLE FAQs

### 1. HOW DO I INSTALL USB DRIVERS FOR MY MOTOROLA 5101 MODEM?

If you want to connect your 5101 modem via a USB port, you need to install the USB driver software on your computer. Windows XP makes this easy to do, but you will need your SB5101 modem Installation CD ROM.

## STEP 1

Disconnect the modem from your computer.

## STEP 2

Insert the SB5101 Installation CDROM in your computer's CD drive.

## STEP 3

Close the Auto Start window that opens.

## STEP 4

Connect a USB cable from your computer to your modem.

## STEP 5

Windows XP will identify the modem (as long as it's switched on) and automatically install the drivers from the CD.

(Please refer to the FAQs at [bigpond.com](http://bigpond.com) if you want help to uninstall these drivers.)

## ➔ BIGPOND BROADBAND ADSL OR CABLE HOME NETWORK GATEWAY FAQs

### 1. WHAT IS A HOME NETWORK GATEWAY AND HOW IS IT DIFFERENT FROM WIRELESS BROADBAND?

With BigPond there are two ways you can access the internet without wires:

- A BigPond Broadband Home Network Gateway uses your existing BigPond ADSL or Cable Broadband connection to create a private wireless network (a home Wi-Fi network) in the local area around your home (subject to range). It's quite useful if you have more than one computer in the house, or your modem needs to be plugged in somewhere other than where you want to use your computer. You control who has access to your wireless network, so your neighbours won't be able to use your internet service just because they're in range.

- BigPond Wireless Broadband gives you the freedom of internet access via the Next G™ network in most places across Australia.

So basically, the Home Network Gateway gives you local wireless connection/s around your home to your gateway, and wireless broadband gives you a wireless connection to the internet.

## 2. IS HOME NETWORKING SECURE?

During the installation process, the self-install CD takes several steps to automatically secure your Home Wi-Fi network. These include:

- Generating a unique WPA (Wi-Fi Protected Access) or WEP (Wireless Equivalency Privacy) encryption key for your home networking connection.
- Making sure that your SSID (Network Name) is totally unique.
- And the BigPond Home Network Gateway uses NAT (Network Address Translation) to stop unauthorised people from connecting to your gateway or computer. However BigPond highly recommends that you also install firewall software to protect your computer and personal files. You can buy reputable firewall software from your computer retailer, or you can simply subscribe to the BigPond Security Solution.
- The NAT feature on the BigPond Home Network Gateway also prevents a number of common hacker attacks, including flooding with invalid data packets.

## 3. WHAT IS AN ENCRYPTION KEY, AND HOW DOES IT PROTECT MY HOME NETWORK?

Your home network uses radio waves, which means they can be vulnerable to eavesdropping. To provide security against eavesdropping, your modem/gateway is configured with an encryption key that it uses to encrypt and decrypt transmitted data.

There are two types of encryption keys:

FOR THE 2WIRE 2701HGV-W ADSL, THOMSON TG782T AND THE NETGEAR CG814WG GATEWAYS:

WPA (Wi-Fi Protected Access) – based on a Wi-Fi Alliance group standard. You can find your WPA key on the wireless keycard that was supplied with your gateway, and also on the label on the bottom of your gateway. You need to enter the WPA key as part of the installation process for your gateway.

## 4. HOW DO I CONFIGURE MY HOME NETWORK GATEWAY KIT OR ADD ANOTHER COMPUTER TO MY HOME NETWORK?

The CD in your Self Install kit has been designed to configure your Home Network Gateway and your computer automatically.

You can also use your CD when you want to install Wi-Fi adapters and add computers to your home network. However, this only works with the adapters that BigPond normally supplies with our Home Network Gateway Self-Install Kits – the Netgear WG111 or WG511. (The make and model number will be printed on the adapter.)

If you're using Intel Centrino or Mac AirPort, the CD will also help configure and add the computer to your Home Network. For any other kind of Wi-Fi adapter, check the manufacturer's instructions, website or FAQs for setup help.

### STEP 1

Load and run your BigPond Self-Install CD on the new computer.

### STEP 2

When provided with the option, choose to add a new computer to your network (add an additional home network adapter). Follow the instructions and the CD will configure and add the new computer to your Home Network.

If you can't find your BigPond CD (have you checked in your computer's CD drive?), or you've bought a different type of Wi-Fi adapter, you still shouldn't have any problems. You won't be able to use the CD, of course. And you'll have to make sure you enable the right WPA or WEP key or the modem won't let the new adapter into its network.

Check the software instruction or documentation that comes with your adapter for instructions on enabling a WPA or WEP key.

**NOTE:** Before you begin, make a note of your modem's WPA or WEP security key in the space at the front of this guide. This is the unique code that your modem will use to secure your Home Network.

#### 5. IS SOMETHING AFFECTING MY HOME NETWORK RANGE OR RECEPTION?

The radio waves that carry broadband data between your modem and your computer can be affected by the same factors that affect all radio transmissions.

If your home network range is less than you hoped, here's what to check:

- Are there any large metal objects between your modem and computer? (This could be anything from a fridge to cars in your garage, or even reinforcing in your walls or floors/ceilings.)
- Are there high-density walls or floors between your modem and computer?
- Are there sizeable volumes of water between your modem and your computer/s – such as a fish tank, rainwater tank, swimming pool, etc?
- Is there anything close to the computer or modem that could be causing radio interference – such as a TV set, cordless phone, radio, microwave etc.
- Can you move the modem to a better position, either in a different location, or mounted up high with a bracket?

#### POND POINTS

- KEEP YOUR ETHERNET LAN CABLE. IRONICALLY, YOUR ETHERNET LAN CABLE IS A KEY PIECE OF TROUBLESHOOTING EQUIPMENT FOR YOUR HOME WI-FI NETWORK. SO KEEP IT SAFE FOR THE FUTURE. A WIRED CONNECTION MAKES IT EASY TO TEST WHETHER PROBLEMS ARE IN YOUR WI-FI LINK OR ELSEWHERE. IN FACT, BIGPOND TECHNICAL SUPPORT INSISTS ON IT.



GET MORE BANG FOR YOUR PLAN. WITH BIGPOND BROADBAND ADSL & CABLE, YOU CAN ENJOY ALL KINDS OF EXTRA BENEFITS.

#### ➔ UNMETERED SITES

In *Looking After Your Usage*, we explained how your monthly megabytes add up. Now, here's how they don't.

If you're interested in the same things as most other people, chances are you can spend hours online without affecting your usage. BigPond offers Broadband (excluding hourly plan and satellite) Members four main unmetered web channels – Music, Sport, Movies and Games – that link to hundreds of web pages and tonnes of enjoyment, all without adding one megabyte to your monthly usage.

It means you may be able to 'downshift' to a more cost-effective plan, but still visit all your favourite sites, download hours of multimedia content, and still have usage to spare.

#### LOVE YOUR MUSIC?

BigPond Music is a leading 24-hour music store. There's a huge collection of contemporary and back catalogue albums and singles for you to choose and download to your personal library, and you can have them added to your BigPond Bill. Plus you can enjoy exclusive releases, free trial tracks, music news and videos. BigPond Members receive a discount, and downloads from BigPond Music are unmetered. So none of them will affect your monthly usage.

Start shopping now at [bigpondmusic.com](http://bigpondmusic.com).

#### LOVE YOUR MOVIES?

BigPond Movies delivers entertainment straight to your letterbox.

Choose from a huge selection of new releases, kids movies, classics, comedy, action and more! With over 36,000 titles to choose from, the hardest part is deciding what to watch first! Watch your movies in your own time, on your TV. You can keep them as long as you like and never pay a late fee. When you are finished, simply return the DVD in the pre paid envelope and we'll send you another one from 'MyQ' (your order list).

You can also download full-screen, digital quality movies direct to your computer for just \$1.95 for a one week rental, or \$5.95 for an overnight rental of a new release. Choose from Hollywood blockbusters, the latest TV shows, sport, music and documentaries. So start watching what you want, when you want. It's free to become a member of BigPond Movies Downloads, all you need to join is your details including telephone number, postcode and credit card details.

Start the show at [bigpondmovies.com](http://bigpondmovies.com).

#### LOVE YOUR GAMES?

BigPond Games is host to Australia's biggest online games community, GameArena. It's a great place to meet (and beat) thousands of people from all over the country. You'll also find it's a great spot to check out what's hot – with access to game news, previews, reviews, tips, cheats, essential downloads and stunning multimedia promos.

Also at BigPond Games, you'll find the BigPond Games Shop where you can buy all the latest and greatest games for your PC. Most games have a free trial so you can check them out before buying them.

If you can't make up your mind, why not try one of our rental plans? This revolutionary service is a brilliant way to enjoy more games for less money. For one low monthly fee you can download and play full versions of over 300 of the greatest games from a

wide range of genres. All the downloads are managed for you, behind the scenes. And what's more, for most BigPond Broadband Members the games are all unmetered, meaning that downloading and playing them won't affect your monthly usage allowance. On top of that, there is a standard 20% discount on all games for BigPond Broadband Members.

Check it out at [bigpondgames.com](http://bigpondgames.com).

#### LOVE YOUR SPORT?

Us too. At BigPond Sport we believe that weekends were created for one reason – SPORT. That's why we think you'll love our new show BigPond Sports Weekend. You can get tonnes of unbeatable action from the AFL, NRL, V8 Supercars, horse racing and much more. You can watch news, updates and reviews every Saturday and Sunday from 9am to 6pm, all year round. And if that's not enough, we've assembled a crack team of sports experts to give you the inside scoop on Cricket, AFL, NRL, V8 Supercars, Rugby Union, English Premier League, extreme sports and more.

Phew. You get almost everything but the smell. So whether you've missed a game or a race – or you're just missing the excitement of last season – you can relive the action.

Get ready for the action at [bigpond.com/sports](http://bigpond.com/sports).

#### LOVE SHOPPING?

Shopping online has never been so easy. Avoid the queues by shopping securely from the comfort of your home with BigPond Shopping. We offer thousands of products at great prices, delivery direct to your door with full after-sales support. We also bring you extra-special Member Only deals that offer outstanding value. So, jump in and bring the fun back to shopping with BigPond Shopping.

Start browsing at [shop.bigpond.com](http://shop.bigpond.com).



## YOUR SECOND LIFE

BigPond has created a beautiful group of islands in the amazing online world of Second Life - one of the world's biggest 3D virtual parties. Dive in and shop, dance, socialise and explore. Life on our islands is unmetered for most BigPond Broadband Members, so now you can immerse yourself in the latest internet phenomenon without usage worries.

Explore new worlds at [my.bigpond.com/pond/secondlife](http://my.bigpond.com/pond/secondlife).

## BIGBLOG. LIFE'S BETTER WHEN YOU SHARE IT

BigBlog is a simple to use web log, a little like an online diary. You can write just about anything and get comments back from your readers. You can also post photos, sound and even video. Share images and thoughts with family and friends, or just have your say. Diary, travel log book, random record, personal soapbox... your BigBlog can be whatever you make it.

With BigBlog you can snap and post straight to your blog with an MMS from your Telstra Mobile. You can also SMS posts to keep your blog up to date, while you are on the go. BigPond BigBlog is easy to use, easy to access, quick and reliable.

Try it out for yourself and get started on a blog today, just visit [bigblog.com.au](http://bigblog.com.au)

## → NEWS AND UPDATES

If you want to know everything that's happening at BigPond, you need the full version of Ponderings – our monthly e-newsletter. We'll send you this issue automatically, so you can see announcements about new plans or products as well as essential news like virus alerts, planned outages, etc.

It's a great read full of useful tips and information that can help you enjoy BigPond even more.

Be first with all the best news from BigPond. Log into My BigPond and choose Manage My Email to subscribe to our e-newsletters.

## POND POINTS

- THERE'S PLENTY MORE. CHECK OUT THE FULL LIST OF UNMETERED SITES AT [bigpond.com/unmetered](http://bigpond.com/unmetered).



MORE  
STUFF

## WANT MORE FROM THE INTERNET THAN BROWSING?

Then BigPond Additional Services are for you. (Additional charges may apply. Please check [bigpond.com](http://bigpond.com) for the latest details.)

### PHOTOS@BIGPOND

Just because you have a digital camera, doesn't mean you can't cherish a photo album. Photos@BigPond makes it easy for you to upload your favourite digital snaps and get them processed into high-quality colour prints from Fujicolor. Along with prints, you can turn your digital pics into enlargements, T-shirts, mugs and more.

### BIGPOND SECURITY SERVICES

Need to purchase services that help protect your computer? BigPond Security takes care of all that with a single, set-and-forget suite of services. We use industry-leading software, keep it totally up to date for you and provide 24/7 support if you need it.

### FAMILY WEB HOSTING

If you have family and friends all over Australia or around the world, Family Website is a great way to share your celebrations with them.

The service includes your own site, plus a fun and easy-to-use Website Builder. So you can upload snaps of all your family events, then email everyone with a URL instead of megabytes of images.

### BUSINESS WEB HOSTING

Whether you're running your own business or a small company, BigPond can help you make the most of your opportunities on the web. Our web hosting services will help you build your first website, expand into e-commerce, and grow to a full range of online services.

#### DOMAIN NAME SERVICES

Want to register a domain name of your own? We can help you choose and register a URL like [yourbusiness.com.au](http://yourbusiness.com.au) or [yourfamily.name](http://yourfamily.name) – so you can enjoy the benefits of having distinctive, easily remembered web and email addresses. For more information, visit <http://my.bigpond.com/hostingandstorage/domains>.

#### BIGPOND VIA TELSTRA WIRELESS HOTSPOT ACCESS

It's getting easier than ever to access the internet with a Wi-Fi enabled computer in Australia's major metropolitan cities. Telstra now has hundreds of Wi-Fi access points in Qantas Club lounges, Rydges Hotels, Starbucks, McDonalds and many more locations. Just register for access from home, and all your Wi-Fi fees will be conveniently added to your BigPond account. (Accessing the internet from Telstra Wireless Hotspots will incur additional charges.)

#### STATIC IP FOR BROADBAND ADSL

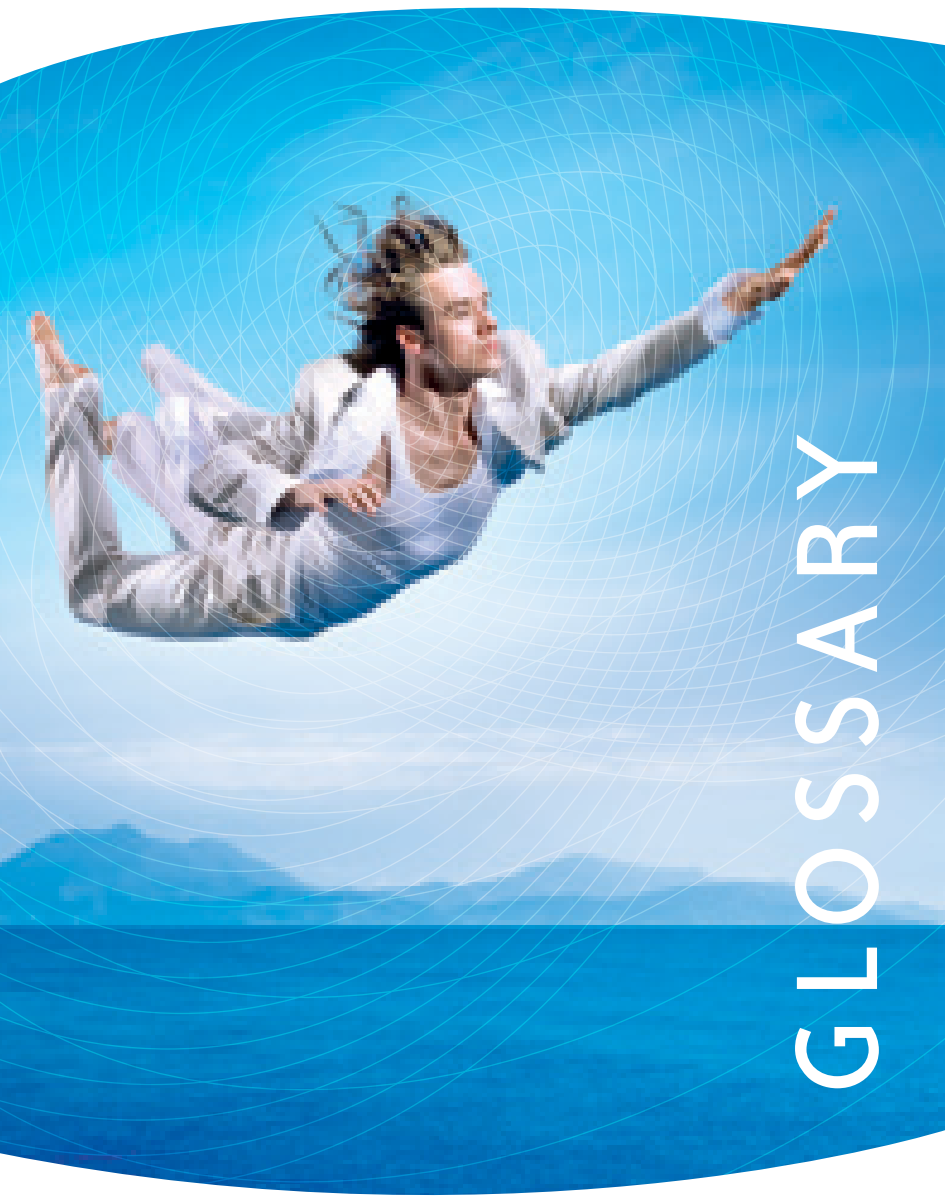
Having a Static IP address means other computers can find yours across the internet. It's an essential service if you're interested in having remote access, running a virtual private network, receiving Voice Over IP calls or even hosting online game sessions.

#### DIAL-UP FOR BROADBAND AND GLOBAL ROAMING

If you need to take your BigPond Internet service on the road (and you don't have BigPond Wireless Broadband access), we can help. Dial-Up for Broadband gives you dial-up internet access across Australia wherever there is a fixed phone line. And, if you're going even further afield, Global Roaming means you can access your account in many other countries. All you'll need is access to a fixed phone line and the necessary adapters for that country's system. So you can keep in touch without having to manage more than one ISP membership.

#### POND POINTS

- WANT TO KNOW MORE? YOU CAN EXPLORE ALL THE ADDITIONAL SERVICES AT [BIGPOND.COM](http://BIGPOND.COM).



# GLOSSARY

RELAX. YOU DON'T NEED A LANGUAGE DEGREE TO USE THE INTERNET.

## ADSL

ADSL stands for Asymmetric Digital Subscriber Line – a broadband service (Digital) that's carried on normal copper phone wires (Subscriber Lines). It uses a higher frequency spectrum than voice traffic, which is why it doesn't interfere with your phone calls even though they share the same line. Why 'Asymmetric'? Because it's configured so that downloads will go faster than uploads, to optimise most people's web usage.

## BANDWIDTH

Bandwidth is just data capacity. Broadband services can carry huge amounts of data. Low bandwidth or 'narrowband' services, like dial-up, carry far less. Bandwidth is usually expressed in terms of data flow – 256kbps or 512kbps for example – because it translates into speed when you're surfing the internet.

## BITS PER SECOND

Most ISPs, including BigPond, rate broadband plan speeds in kilobits per second (e.g. 256/64kbps, 512/128 kbps). However most software, including Internet Explorer and Windows, displays download speeds in kilobytes per second (kB/s). One byte equals eight bits, so typical plan speeds translate as:

PLAN SPEED KILOBITS (kbps)	KILOBYTES PER SECOND (kB/s)
256	32
512	64
1500	187

## BYTES

Bytes are a common unit of computer data measurement, although the base unit is actually a 'bit'. Each 'bit' (short for Binary Digit) is literally a 1 or a 0 in the binary code that makes computing possible. And there are 8 bits in a byte. A kilobyte is generally taken to be 1,000 bytes and a megabyte is generally taken to be a million bytes. (Because of the binary code, all computing is based on the 2 times tables – so they're actually 1,024 and 1,048,56 respectively.)

## BROADBAND

Broadband is actually just an umbrella term for high bandwidth internet services. (See bandwidth.) BigPond Broadband Services include ADSL, cable, wireless and satellite internet.

## CABLE

Cable is a type of broadband service. It delivers internet data over the network of pay-TV cables that Telstra laid in metropolitan areas. These cables have a huge data capacity, and can deliver incredible internet speeds. However, the cable must be physically present at your address before you can connect to it.

## DIAL-UP

Originally, the internet was available over telephone lines. To access the web, your computer made phone calls, just like the rest of us. It literally dialed our modem's number. Our modem then dialed another modem ... and so on.

## DOWNLOAD

Downloads are data that you pull 'down' from the internet into your computer. That data could be anything from a web page to an email to a streaming video file.

## ETHERNET



Ethernet is a very common local area network (LAN) technology. In other words, it's a way of connecting computers and computer equipment. 'Wired' ethernet connections usually use 'RJ45' type connectors, like the one illustrated above.

## FAQ

Literally Frequently Asked Questions, FAQs are usually the heart of any internet or computer information directory. You'll find very useful FAQs on your self-install CD, on page 42 of this guide and, the best of them all, at our online Help Centre at [bigpond.com](http://bigpond.com).

## FILTER

ADSL filters (or filter/splitters) are designed to stop the high frequency ADSL signals and low frequency telephony signals interfering with each other. (See the ADSL definition above.) Every telephone device that shares a phone line with an ADSL modem must be connected via a filter, effectively isolating the modem.

## FIREWALL

A firewall is an application that places a virtual security fence around your computer. As long as it's kept up to date and active, a firewall can stop hackers from accessing your computer, stop trojans from sending data out of your computer, and provide you with a report on any such activity. You'll find more info in the Security section of this guide.

## HOME NETWORK GATEWAY

BigPond Broadband Home Network Gateway sets your BigPond Broadband Cable or ADSL service free, by getting rid of the wires that tie you to a modem. The modem is still wired to a phone or cable outlet, but you can access the web from almost any room you want – and connect several PCs if you like.

## MODEM

Your modem is a device that translates (or modulates) computer data into a form that can be transmitted over the internet, and then 'untranslates' (demodulates) any data being sent to your computer. Modem is actually short for Modulator/DeModulator.

## SPLITTER

A splitter is a special filter that separates your internet signal from your phone (ADSL) or pay-TV (cable) signals. A central splitter is an even more advanced filter that's needed when you have several outlets on the same line (or cable) as your BigPond Broadband service.

## SSID

SSID applies for Home Network (Home Wi-Fi) Gateways only, and stands for Service Set Identifier. The SSID defines the 'name' of the local Wi-Fi network provided by your gateway.

## UPLOAD

An upload is any data that goes from your computer 'up' to the internet. Usually that means emails that you send. Although, every time you click a button or a link on a web page, or enter characters into a text field, your computer uploads a small amount of data.

## USAGE

Your internet usage is the total amount of data that you download and upload. (Please see the Download and Upload definitions above.)

## USB



USB stands for 'universal serial bus' and is a system that lets you plug a huge range of devices (hence 'universal') into the one plug (that's the 'serial bus' part) on your computer. USB connectors are usually flat, although there is a square model out there as well.

## VIRUS

A virus is any application that 'infects' your computer without you knowing – including worm and trojan viruses. There are no good viruses. Even harmless viruses clog up and slow our network. Others can steal from you or destroy the personal data on your computer. To find out more, see the Security section of this guide.

## WEP

WEP stands for Wireless Equivalent Privacy (from the IEEE 802.11 standard). It is a type of encryption key that is used to protect and secure your local Wi-Fi network from eavesdroppers.

## WI-FI

The wireless technology standard from Wi-Fi Alliance with the aim of improving interoperability of wireless local area network products based on the IEEE 802.11 standards. BigPond Home Network Gateways adopt this standard.

## WPA

WPA stands for Wi-Fi Protected Access (based on a Wi-Fi Alliance group standard). It is a type of encryption key that is used to protect and secure your local Wi-Fi network from eavesdroppers.



**TECHNICAL SUPPORT**  
[bigpond.com/help](http://bigpond.com/help)

**BILLING AND ACCOUNT INFORMATION**  
[bigpond.com/mybigpond](http://bigpond.com/mybigpond)

759/00123 ADSL CABLE V4 0209

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