



ADSL Setup

Before you change your Internet Service Provider (ISP) **Username** and **Password** to use your newly activated Tigatel ADSL account there is a couple of steps you need to take. For the sake of these steps modem refers to an ADSL modem or router. The word modem is used throughout.

Important Notes:

1. Do not change your ADSL settings until you have purchased at least 1GB of bandwidth from the Tigatel website
2. Download the hard copy of this manual and save to your PC; while you effect changes to your modem your connection to the Internet will temporarily be lost which will result in you not having online access to the required steps
3. The process explained in this manual assumes you are using Microsoft Windows®. For other operating systems the process will be different in determining your ADSL modem's IP address. Changes required to modem settings will apply as explained in this manual irrespective of your operating system.

Step 1

First you need to find the ADSL modem's IP address. Go to the **START** button, select **RUN** and in the RUN box type **cmd** and press enter. The screenshot below indicates how the Command Prompt will look.

```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\raldo.DOTSLASH>
```

In the Command Prompt type *ipconfig /all* and press *enter*

```
C:\WINDOWS\system32\cmd.exe
Ethernet adapter Wireless Network Connection:

    Connection-specific DNS Suffix . . . . . : 
    Description . . . . . : Intel(R) WiFi Link 5300 AGN
    Physical Address. . . . . : 00-16-EA-B1-90-56
    Dhcp Enabled. . . . . : Yes
    Autoconfiguration Enabled . . . . . : Yes
    IP Address. . . . . : 192.168.1.101
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.254
    DHCP Server . . . . . : 192.168.1.254
    DNS Servers . . . . . : 192.168.1.30
                           192.168.1.254
    Lease Obtained. . . . . : 07 August 2009 08:55:32 AM
    Lease Expires . . . . . : 07 August 2009 08:55:32 PM

Ethernet adapter Bluetooth Network:

    Media State . . . . . : Media disconnected
    Description . . . . . : Bluetooth LAN Access Server Driver
    Physical Address. . . . . : 00-1F-E1-E9-68-72

C:\Documents and Settings\raldo.DOTSLASH>
```

When using a wireless connection look under **Ethernet adapter Wireless Network Connection** for the **Default Gateway**; in this case the IP Address is **192.168.1.254**

When using a cable connection look under **Ethernet adapter Local Area Connection** for the **Default Gateway**.

Because of the variety of modems available, the default IP address (which is your **Default Gateway**) will be different. Here is a list of the most commonly used IP addresses:

- Draytek: 192.168.1.1
- Linksys: 192.168.1.1
- D-Link: 192.168.1.1/192.168.0.30/192.168.0.50
- Telkom Marconi: 10.0.0.2
- Telkom Billion: 10.0.0.2

Step 2

Once you have determined the IP address the next step is to open Internet Explorer or whichever Internet browser you are using. In the URL box type the IP address of the modem ex. <http://192.168.1.254/> and press enter.

A box with a login User name and a Password will automatically pop up.



Here is a list of most modems and their default login **Usernames** and **Passwords**. (Look on the modem for the Brand and the Model of the modem and follow the link below. You should also have the Username and Password in the documentation received with your modem).

<http://www.phenoelit-us.org/dpl/dpl.html>

Important: The login Username and Password for this part of the configuration refers to gaining access to the configuration settings of your ADSL modem and is different to the ISP Username and Password provided by Tigatel for connecting to the Internet.

Find your login User name and Password from the URL provided or your modem manual and type it in the boxes as shown above. If the default login User name and Password was changed you need to get it from the individual or company who installed your modem.

Step 3

Because every modem is different the most probable location for changing the **ADSL Username and Password** will be under WAN Settings.

Look for the following or similar; **WAN General Setup/Internet Access/WAN Connection/IPWAN** once logged into the modem. When you see a screen that allows for Username and Password under WAN settings you have found the configuration setting screen for changing the ISP Username and Password.

3

Change the **Username and Password** that you received from Tigatel upon account activation and then:

1. **Save the Changes** you made on the Username and Password screen
2. **Apply Configuration Changes** to the modem's memory

3. Switch of the modem off for a few seconds and turn back on

If you are not getting an Internet connection you can revert to **Step 2** by logging into the modem and ensure the following:

1. Username and Password was typed in correctly and **saved to the modem memory**
2. The modem gives a status message of “Connection Established” or similar to Internet/WAN connection
3. The built-in diagnostics screen of the modem can do various connection tests to the Internet. If point 1 and 2 passes and you cannot resolve website addresses or send and receive email then your DNS settings are probably wrong. Under **WAN Settings** ensure your modem is configured to **“Obtain DNS automatically”**

If you need assistance with the changes please call **Nerd’s on Site on 080 069 6373** and the call centre will assist you.