

WELCOME TO SLIMTEL ADSL2+



Getting Started with SlimTel ADSL2+

www.slimtel.com.au/broadband

www.slimtel.com.au/support

If you experience difficulties during this setup, please call our Customer Support Line at 1-300-788-840 or email us on info@slimtel.com.au

Kindly fill out the information below for access details:

Username: _____@slimnet.com.au
Password: _____ (Case Sensitive)
Connection Date: _____
Landline Number: _____

Thank you for choosing SlimTel as your DSL Internet Service Provider! We are pleased to inform you that your SlimTel ADSL2+ order is being processed and your service will soon be active. This letter contains information on configuring your computer for ADSL2+. Please read the following instructions carefully and keep it for your records.

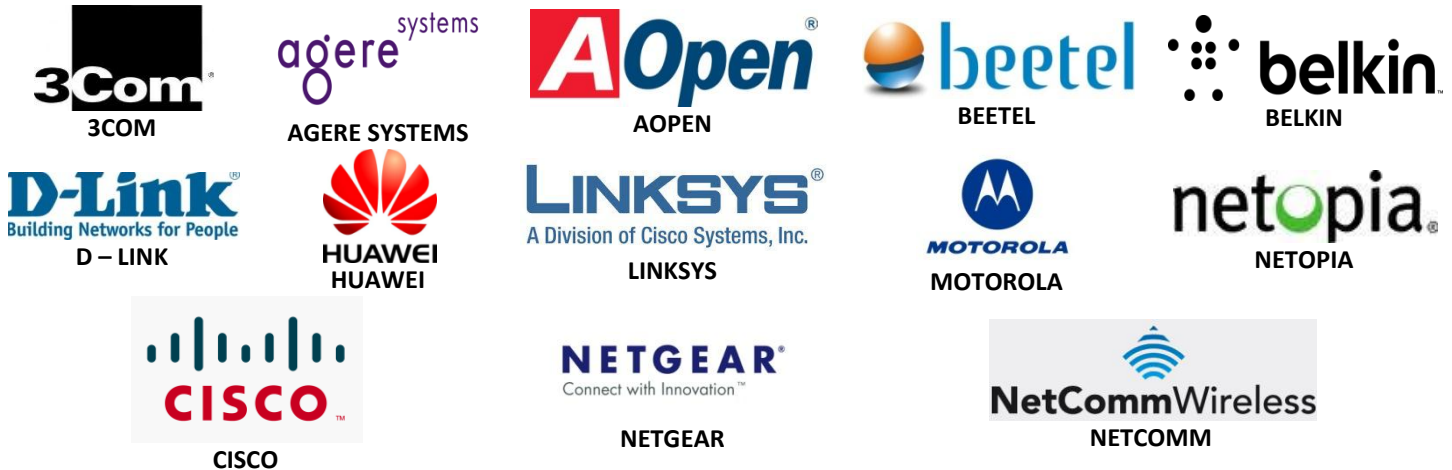
System Requirements

To ensure that your ADSL2+ service can be installed successfully, please review the system requirements below. All of the listed items are necessary for your ADSL2+ service to work properly.

Minimum System Requirements		
PC (Ethernet)	PC (USB)	Mac (Ethernet)
Pentium or AMD K5/K6 or higher Processor: Minimum of 133mhz	Pentium or AMD K5/K6 or higher Processor: Minimum of 133mhz	Apple Power Mac/iMac or compatible computer
Windows 98, ME, 2000, XP, N.T 4.0 (SP5 or higher) <i>Original operating system CD or OS source files on disk</i>	Windows 98, ME, 2000, XP, <i>Original operating system CD or OS source files on disk</i>	MAC OS 8.6 – OS X
10-Base T Ethernet Network Interface Card*	Available USB 1.0 or Higher Port	10-Base T Ethernet Network interface Card
50 MB Free Hard Disk Space	50 MB Free Hard Disk Space	50 MB Free Hard Disk Space
32 MB RAM	32 MB RAM	32 MB RAM
CD Rom Drive	CD Rom Drive	CD Rom Drive

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Top 10 Modem Providers



DSL Settings Quick Reference

In order to complete your computer setup, you will need to enter the IP Address, Gateway and Subnet Mask provided below.

Router Address : 192.168.1.1 OR 192.168.0.1 (for most routers)
Login for Router : admin (for most routers)
Password for Router : admin or it is kept blank (for most routers)

Primary DNS: 220.233.0.4
Secondary DNS: 220.233.0.3

Advanced Modem Settings:

ADSL Modulation: Auto
NAT: Enabled - use Dynamic NAT for shared connections
Bridge Mode: Disabled
PPP Authentication: CHAP
ATM VPI: 8
ATM VCI: 35
ATM Category: UBR
Encapsulation: PPPoE LLC (Preferably) or PPPoA VC-Mux

FOR ADDITIONAL SETUP FOLLOW THE VIDEO LINK BELOW:

<http://www.youtube.com/watch?v=Y1CPeOXTAr8>

[embed video or create shortcut, www.slimtel.com.au/routervideo]

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EMAIL SMTP Settings:

Our preference and our advise is to use a GMAIL account, even your monthly invoices come from a Slimtel Corporate Google Email platform.

How to set up other mail clients in Outlook, with incoming and outgoing server. Either make the outgoing server the same as incoming OR if required use the following SMTP outgoing mail settings

SMTP Host Address: turbo-smtp.com

Username: smtp@slimtel.com.au

Password: slimtelmail

****Make sure that SMTP authentication is turned ON.**

In case your ISP is blocking the default smtp port (25) or if you run into any problems, try the other available ports given below,

Ports: 587, 2525 (Non Secure connection) **or**

Ports: 465, 25025 (Secure "connection (SSL)"

To improve your emails deliver-ability you should add the following 3 records to your DNS

Settings as TXT records:

SPF record: "v=spf1 include:turbo-smtp.com ?all"

Field name: turbo-smtp._domainkey

Value: "k=rsa;

p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDT3MwLni6so1q9eQggRYBCLHFjohZkCnYHH8gZNDBm6zRodR
VpWpJQW7x3cWWiuBhS1X0IfBB80I5tqFa+yc+mVgnk8tkUzOHFbPQPp4fi7egTpMtsQW/ZMrxw73SItNvPr72qvJTYZNPxarMx
+ULjEWybcfEdXHPY8jSlGcpCwIDAQAB"

Field name: turbo-smtp._domainkey.email

Value: "k=rsa;

p=MIGfMA0GCSqGSIb3DQEBAQUAA4GNADCBiQKBgQDT3MwLni6so1q9eQggRYBCLHFjohZkCnYHH8gZNDBm6zRodR
VpWpJQW7x3cWWiuBhS1X0IfBB80I5tqFa+yc+mVgnk8tkUzOHFbPQPp4fi7egTpMtsQW/ZMrxw73SItNvPr72qvJTYZNPxarMx
+ULjEWybcfEdXHPY8jSlGcpCwIDAQAB"

===== How to avoid getting your mail getting marked as spam =====

1. Try to be specific while being brief in your subjects.
2. Send email only as necessary and do not flood your recipients with emails.
3. Include opt-in details when you send emails. This will help your recipient remember that he has voluntarily subscribed to you.
4. Include the specific recipient Name example : Hello Mrs. Jane
5. Include a short description as to where you got the email address of the recipient from; for example: "You are receiving these newsletters as you registered on our website/newsletter. We respect your privacy and will never release data we've collected from you to anyone."
6. Include a live link to unsubscribe or a return email address that enables the recipient to request that you do not send future email messages to them.
7. Provide your company's contact details including the valid physical postal address.
8. For more detailed suggestions, please review our knowledgebase at <http://www.turbo-smtp.com/clients/knowledgebase.php>

Support and Troubleshooting ADSL2+

Restarting your computer

In most cases, simple errors or connection problems can be corrected by restarting the computer and DSL modem. This practice clears the computer memory and refreshes the computer hardware. Shut down the computer and unplug or turn off the DSL modem for a full five (5) minutes, then turn the DSL modem and computer back on in that order.

No Ethernet/USB Light

First, shut down the computer then unplug or turn off the DSL modem for a full five (5) minutes. Restart the computer and turn on the DSL modem. Verify that the Ethernet cable is firmly connected to the computer and to the DSL modem.

No Power Light

Verify that the DSL modem power cord is plugged in securely. If the power cord is plugged into a surge protector or power strip, plug it directly into a wall outlet. If the power light remains off, the modem or power cord may be damaged.

No Ready Light or flashing Ready light

Check the phone line connections. Turn the modem off or unplug the power supply to the modem for a full five (5) minutes. Remove any phone filters between the DSL modem and the wall jack. Do not run the telephone line through a surge protector or line splitter. Try replacing the phone cord. If the line light/ready light does not appear solid after five (5) minutes, please contact Technical Support.

Excess noise on your phone line

All telephones, answering machines, digital cable boxes, fax machines and other telephone devices should have a single line filter placed between the device and the wall telephone jack. If all items on the telephone system are filtered, try unplugging one item at a time to rule out another device causing the line noise. **DO NOT PUT A FILTER BETWEEN THE WALL JACK AND THE DSL MODEM.**

Other Interference

Splitters, surge protectors, halogen lamps, Christmas lights and other electronic devices that emit Radio Frequency Interference (RFI) may cause problems. If you have exhausted other options, disconnect or turn off any electronic device in the same room as your DSL modem and remove splitters or surge protectors.

If you require additional assistance, please refer to the contact information below to reach the correct customer service representative.

Security and your DSL Line

Security on your home computer is extremely important when using a broadband connection. **NAT (Network Address Translation)** technology routinely assigns you a different **IP** address (**Internet Protocol**) effectively securing your computer against unwanted attacks. NAT provides added security, but it is not the only protection you should use while online, especially if you have a static IP address. Your Operating System should be updated on a regular basis whether or not it is the most recent version. Updates for Windows can be found at <http://windowsupdate.microsoft.com>. Macintosh users can check for updates at <http://www.info.apple.com/support/downloads>. For further security measures you may also want to consider one or more of the following products¹:

Anti-virus Software

Products from vendors such as McAfee and Symantec (Norton) provide continuous protection against viruses, Trojans and other malicious programs. Each product offers different options and levels of protection but must be updated frequently to be effective. New viruses are discovered weekly, and you want to make sure you are always protected.

<http://www.symantec.com>

<http://www.mcafee.com>

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Software Firewalls

Software firewalls are programs that limit external access to your computer by following a set of rules. These rules can provide a range of protection from preventing Trojans attacks to completely prohibiting access to your computer. Programs such as ZoneAlarm and Blacklce are an inexpensive means of providing effective filtering against unwanted attacks.

<http://www.zonelabs.com/>

<http://www.iss.net/>

Hardware Firewall / Routers

Hardware firewalls are more difficult to install and configure than a software firewall. However, for uses like small offices or networks, hardware firewalls are a good choice for their solid performance and reliability.

<http://www.netgear.com>

<http://www.linksys.com>

IMPORTANT CONTACT LIST		
PROVIDERS	CONTACT NUMBERS	WEBLINKS
3COM	02 9937 5000	http://h17007.www1.hp.com/au/en/support/converter/index.aspx
AGERE SYSTEMS	02 8467 7700	http://www.lsi.com/Pages/default.aspx
BELKIN	1800 235 546	http://www.belkin.com/au/support/
D - LINK	1300 766 868	http://www.dlink.com.au/
HUAWEI	1800 330 943	http://support.huawei.com/support/
LINKSYS	1800 605 971	http://homesupport.cisco.com/en-apac/support/linksys?icid=global-header-support-link
MOTOROLA	03 9847 7500	http://www.motorola.com/staticfiles/Consumers/CLP/AU-EN/index_AU-EN.html
CISCO	1800 805 227	http://www.cisco.com/web/ANZ/about/contacts/contacts.html
NETGEAR	1300 361 069	http://www.netgear.com.au/support/
NETCOMM	02 9424 2070	http://www.netcommwireless.com/