

**Further information available:**

■ at [www.t-com.sk](http://www.t-com.sk)

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## Installation of DSL Connection and Glitel GT-318RI DSL Modem

Self-Installation Guide

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## Contents

- 3 Preface
- 4 Installation Package Contents
- 5 Installing the DSL Connection on a Standard Telephone Line
- 8 Diagram of the Overall DSL Connection in the case of a Standard Telephone Line
- 9 Installing the DSL Connection on an ISDN Line
- 13 Diagram of the Overall DSL Connection in the case of an ISDN Line
- 14 Installing the Glitel GT-318RI DSL modem
- 17 Testing the Correct Connection

### If you have any questions during the installation, contact:

#### Technical Support Centre 0900 211 111

If you have any problems when installing the DSL connection. The Centre is available from 8 a.m. to 8 p.m. on business days and from 9 a.m. to 5 p.m. during weekends and public holidays. Calls are charged by a special premium tariff.

#### Internet Hotline 0800 123 777

If you have a problem verifying the login/password or if you need information on your e-mail account. It is available from 7 a.m. to 10 p.m. on business days and the calls are toll-free.

#### Fault Reporting Centre 12129

If you want to report a fault or if you need to replace a telephone socket. It is available 24 hours a day and the calls are toll-free.

#### Technical Support Centre of the DSL modem supplier 054/71 81 037

If you have technical questions regarding the modem. It is available from 8 a.m. to 6 p.m. on business days. The calls are charged according to standard tariffs. More detailed information is also available from [servis@glitel.sk](mailto:servis@glitel.sk).

## Preface

Congratulations on your purchase of the DSL self-installation package. Combined with an Internet access service, this DSL self-installation package gives you an opportunity to enjoy a high-speed Internet connection. It is a perfect solution for all our customers who need to increase the efficiency of working on the Internet, reduce the time necessary for downloading large data volumes, and hence make the full use of the Internet.

Please read this Guide carefully; it describes the procedure of equipment installation and the services for high-speed DSL access to the Internet using a standard telephone line or an ISDN line. The installation is very easy – you can do it yourself by following the enclosed procedures and diagrams.

### Important Notice:

**Please check the functionality of your standard telephone line or ISDN line and the contents of the package prior to the installation.**

**We disclaim any liability for correct installation of your operating system and for protecting your PC against security threats connected with Internet usage. To protect your computer against such threats, we advise you to install the appropriate security programmes to your computer before connecting to the Internet for the first time. We recommend our PC Secure security package produced by Panda Software, a renowned software producer, which provides a comprehensive protection to your PC and Internet connection. You can install a test version of this software from the enclosed installation CD or download it from [www.t-com.sk](http://www.t-com.sk). For more information contact the Internet Hotline 0800 123 777.**

**Test the correctness of the installation and functionality of the connection using the test login and password provided at the end of this Guide in section Testing the Correct Installation.**

### Your computer should meet at least the following requirements<sup>1</sup>:

- Windows 98SE/2000/ME/NT/XP, Linux, Mac OS, 10/100 Mb network card, Internet Explorer 5.5 or higher

<sup>1</sup> This does not apply for PC Secure.

## Installation Package Contents



Self-Installation Guide



Installation CD



DSL splitter



Cable with RJ 11 connectors (designed for connecting the telephone socket with the DSL splitter)



### The installation package of the Glitel GT-318RI DSL modem comprises:

- warranty certificate
- Glitel GT-318RI DSL modem
- network adapter
- connecting Ethernet cable with identical RJ 45 connectors designed for connecting the modem and the PC
- connecting cable with identical RJ 11 connectors designed for connecting the modem and the splitter

Install the DSL connection and Glitel GT-318RI DSL modem using the enclosed manual or the Internet installation CD. If you chose the latter, insert the enclosed CD to your computer's drive. If the content does not open automatically, launch the **START.EXE programme** from the CD's main directory. Select **"Inštalácia DSL internetu"** from the main menu and then **"Inštalácia DSL pripojenia"**.

## Installing the DSL Connection on a Standard Telephone Line

### Check the socket of your standard telephone line.

1. Your standard telephone line must be ended by a separate socket with a single RJ 11 connector (see figure on the right). If there are several sockets (parallel sockets), determine which one is the main socket (the first one).

### There are normally 2 types of connectors used:

RJ 45 connector  
(bigger and wider)

RJ 11 connector  
(smaller)



2. If your socket is unsuitable (it has a different connector) or if there are other sockets connected to it (parallel sockets) which cannot be disconnected, contact the **Fault Reporting Centre 12129**.

### There are normally 2 types of sockets used:

Suitable  
telephone socket

Unsuitable  
telephone socket



3. There should not be an alarm (security device) connected to your telephone line. Switch the alarm off before the installation; otherwise the alarm may become dysfunctional. Connect the alarm back after you have successfully installed the DSL connection. We recommend that you inform the administrator of your alarm on this change.

**Follow the installation steps below:**

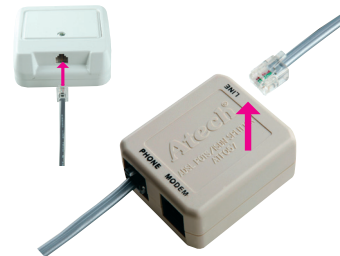
1. Pull out the cable connecting other devices, such as a telephone, other telephone sockets, fax, or modem, from the telephone socket.



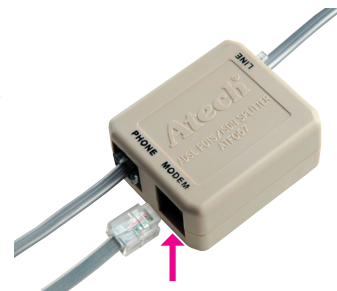
2. Plug the pulled-out cable end to the splitter port labelled **PHONE**.



3. Use the cable enclosed in the installation package (both connectors are identical – RJ 11) to connect the telephone socket with the splitter port labelled **LINE**.



4. Use the other cable (with identical RJ 11 connectors) enclosed in the package to connect the DSL modem with the splitter. Plug one connector of the cable into the **DSL** port on the back of the DSL modem. Plug the other connector of the cable into the **MODEM** port of the splitter.



5. Proceed with the DSL modem installation by following the instructions on page 14.

## Diagram of the Overall DSL Connection in the case of a Standard Telephone Line



## Installing the DSL Connection on an ISDN Line

Your ISDN line is ended by a telephone socket with an RJ 11 connector (see figure on page 5). The telephone socket is connected to the ISDN – NT end point (euro NTBA).

**There are normally 2 types of sockets used:**

Suitable telephone socket

Unsuitable telephone socket



Legend to a suitable NT:

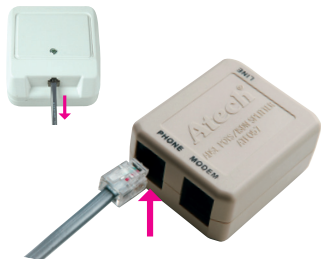
1. manufacturer's label (Siemens, Alcatel, Aethra)
2. line-in jack with a line cable (not fixed)
3. two ISDN-out jacks (side by side)
4. 230 V connector

Suitable NT

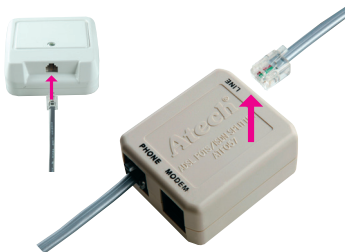


**If you have a suitable socket from which the connector can be pulled out, follow the steps below:**

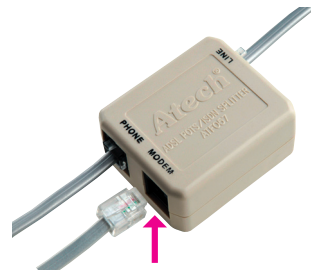
1. Pull out the cable from the socket and plug it into the splitter port labelled **PHONE**.



2. Connect the telephone socket with the splitter by plugging the cable enclosed in the package (both connectors are identical – RJ 11) into the splitter's connector labelled **LINE**.



3. Use the other cable (with identical RJ 11 connectors) enclosed in the package to connect the DSL modem with the splitter. Plug one connector of the cable into the **DSL** port on the back of the DSL modem. Plug the other connector into the **MODEM** port of the splitter.



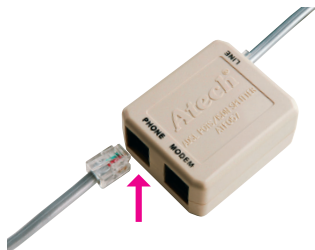
4. Proceed with the DSL modem installation by following the instructions on page 14.

**If your telephone socket is unsuitable (it has a different connector) and the connecting cable cannot be pulled out, however your NT has a line-in jack that can be freed (suitable NT – see figure on page 9), follow the steps below:**

1. Disconnect the line cable from the NT and plug it into the splitter port labelled **LINE**.



2. Connect the socket – the line-in jack freed on the NT (in point 1) with the splitter port labelled **PHONE** using the enclosed cable (both connectors identical – RJ 11).



3. Proceed with the third bullet point of the preceding procedure.

**If your telephone socket is unsuitable (if it has a different connector – see figure on page 9) and the connecting cable cannot be pulled out or if your NT has a line-in jack that cannot be freed, contact the Fault Reporting Centre 12129.**

Legend to an unsuitable NT:

1. cable – connection to the power network
2. cable – line-in jack (fixed)
3. ISDN-out jack

Unsuitable NT



## Diagram of the Overall DSL Connection in the case of an ISDN Line



# Installing the Glitel GT-318RI DSL modem

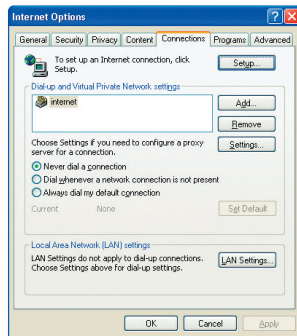
## Connecting the Glitel GT-318RI modem to the computer:

1. Plug one connector (RJ45) of the Ethernet cable enclosed in the packaging into your computer's network card port and the other identical connector to the Ethernet port on the back panel of the Glitel GT-318RI modem.
2. Plug the adapter to the power supply (230V). Plug the adapter's cable into the modem and switch on the modem by pressing the button on the modem's back.
3. The Glitel GT-318RI modem is now switched on and ready for configuring. This state is indicated by the PWR control glowing solidly. Your modem's DSL control may glow, too; it means that the modem is synchronised with your DSL line.

## Please read the following instruction before the installation:

If you have already used an Internet connection on your computer, set your browser (Internet Explorer and the like) so as to not demand a dial-up Internet connection. Internet Explorer users should follow the steps below:

1. Launch the Internet Explorer (click on the Internet Explorer icon).
2. Select "Tools" and "Internet Options".
3. Select the item "Connections".
4. Tick the "Never dial a connection" option.
5. Click "OK".

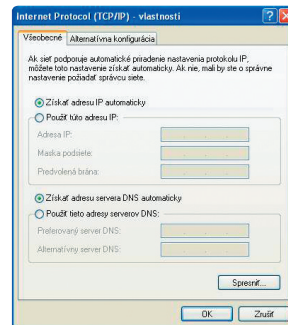
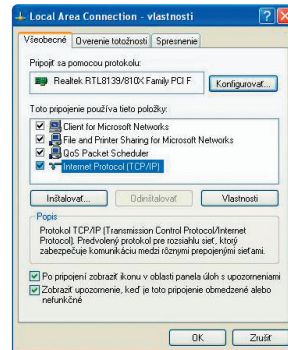


## Installing a Glitel GT-318RI modem:

In order to work with the Glitel GT-318RI modem, you must set the properties of your computer's network card correctly. The easiest solution is to set the properties of the TCP/IP protocol so that the system obtains the IP address from the DHCP server – your Glitel GT-318RI modem. It is also necessary to set the system so that it obtains the address of the DNS server automatically.

Set the network on your PC by following the steps below:

1. Click on "Start".
2. Select "Nastavenia".
3. Select "Ovládací panel".
4. Select "Sieťové pripojenia".
5. Right click on "Local Area Connection" and select "Vlastnosti".
6. Click on "Internet Protocol (TCP/IP)" and then on "Vlastnosti".
7. Select "Získať adresu IP automaticky".
8. Select "Získať adresu servera DNS automaticky".
9. Click "OK".





### Launching the modem's configurator

Insert the enclosed CD into your computer's drive. If the content does not open automatically, launch the **START.EXE programme** from the CD's main directory. Select **"Inštalácia DSL internetu"** from the main menu and then **"Inštalácia modemu Glitel GT-318RI"**. After you go through all the steps of your installation guide, click **"Spustiť inštaláciu"**.

A window is displayed after the configuration software is launched. Enter first the test login and password provided on page 18 in section Internet – Internet Connection Functionality Check. The test login and password must be inserted in the modem. The login and password provided by your Internet access provider (ISP) should be entered only after you have tested the functionality of the DSL connection. Click on "Uložiť nastavenia" to save your login and password in the modem.



## Testing the Correct Connection

### Telephone – telephone/digital line functionality check

The dialling tone should be heard from the receiver of your telephone/fax. Try to make a call and check the quality of sound in the receiver. If you installed the device correctly, the quality of sound did not change compared to the pre-installation state.

#### Possible problems:

- the dialling tone is not heard
- disturbing sounds (noise, crackling) are heard from the receiver
- calls cannot be made from the telephone

Telephone line outages may occur during the DSL installation; the digital line may be functional only 1 minute after the NT was connected to the splitter. If these faults have not disappeared after a repeated check of the connection carried out according to the Guide, contact **our Fault Reporting Centre 12129**.

### Modem – Checking the DSL Connection's Functionality

Check the status of the indication controls on your modem and compare their status with the description. The modem should be in a hibernating mode.

**PWR** – glows, if the modem is connected to the power supply

**DSL** – glows if the modem is synchronised with the DSL line

**ACT** – flashing during data transmission, glowing in the hibernating status

**LAN** – glows if the network interface is active

#### Possible problems:

- no control glowing on the modem
- status of controls not corresponding to hibernating status of the modem
- PC did not detect modem

Should you discover any discrepancies, check the entire installation procedure again. If you do not succeed in solving the problem, contact the **Technical Support Centre of T-Com 0900 211 111**, or the **Technical Support Centre of the DSL modem supplier 054/71 81 037**.

### **Internet – Internet Connection Functionality Check**

To check whether your modem has been installed correctly and whether your DSL line is functional, check the “DSL” LED diode on your DSL modem. If the LED is flashing, the modem is synchronising itself with the DSL line. To test the Internet connection, wait until the LED turns solid green.

For testing of Internet connection, please use the following account:

Login: **dsl@test**

Password: **dsl**

To test the DSL functionality of your connection, write the web address [www.t-com.sk](http://www.t-com.sk) in your Internet browser (Internet Explorer, Netscape, Firefox etc.) serving for the purposes of testing the functionality of the installation. The functionality can be tested only on this web site; access to other web sites will be disabled. If the relevant page is displayed, the DSL connection is functional. **Now you can log in with the login and password you were provided by your Internet service provider. High-speed Internet is ready and you can start working on and enjoying the Internet. In case of any problems with the connection, please contact the Internet Hotline 0800 123 777.**