Frequently asked questions

1. What are the connection requirements for BT Openzone in-a-Box?

To connect BT Openzone in-a-Box you need to have:

A Broadband connection with open access to the Internet – see FAQ's 2, 4 & 11.

An Ethernet port on a router, a USB modem is not compatible – see FAQ's 3, 5 and 9.

Dynamic IP addressing using DHCP or a static IP address – see FAQ 8.

2. What type of Broadband must I have to connect BT Openzone in-a-Box at my location?

You must have a minimum of 512Kbps Broadband with an open connection to the Internet to connect the BT Openzone in-a-Box at your location. An open connection to the Internet means that your service provider does not restrict what you can access on the Internet. Please check with your ISP that you have direct access to the Internet and they do support Virtual Private Networks (VPNs).

In addition, our Terms and Conditions of service state that: before connecting BT Openzone in-a-Box to the customer's Broadband line at the site, the customer must check that there is no restriction in the customer's contract with the Broadband provider which would prevent the customer from using BT Openzone in-a-Box and if there is such a restriction to obtain consent to enable the connection.

3. What type of port do I need to connect BT Openzone in-a-Box to the Broadband at my location?

Openzone in-a-Box is designed to connect to a spare Ethernet port on your ADSL Modem/Router or Cable Modem/Router, a 3 metre cable is supplied to enable you to do this. If your Router has only one Ethernet port that you are already using to connect your PC you will be unable to connect BT Openzone in-a-Box and your existing PC without obtaining additional Ethernet ports.

You can do this by buying either an ADSL or Cable Modem/Router with multiple Ethernet ports or by connecting a small 4 port switch to your existing Ethernet connection and then using the ports on the switch to to connect your PC and BT Openzone in-a-Box. You can obtain these items from any network or PC component supplier such as PC World.

4. What type of Broadband connection can't I use for BT Openzone in-a-Box?

You can't use any Broadband service that is of less that 512Kbps bandwidth, many service providers advertise 256Kbps or even 128Kbps connections as Broadband but BT use the definition of 512Kbps as the minimum necessary for Broadband.

5. I don't have a spare Ethernet port at my site, how can I connect BT Openzone in-a-Box and still use my existing PC to connect to my ISP?

If your Modem/Router has only one Ethernet port that you are already using to connect your PC you must obtain additional Ethernet ports to connect BT Openzone in-a-Box.

You can do this by buying either an ADSL or Cable Modem/Router with multiple Ethernet ports or by connecting a small 4 port switch to your existing Ethernet connection and then using the ports on the switch to connect your PC and BT Openzone in-a-Box. You can obtain these items from any Network or PC component supplier such as PC World.
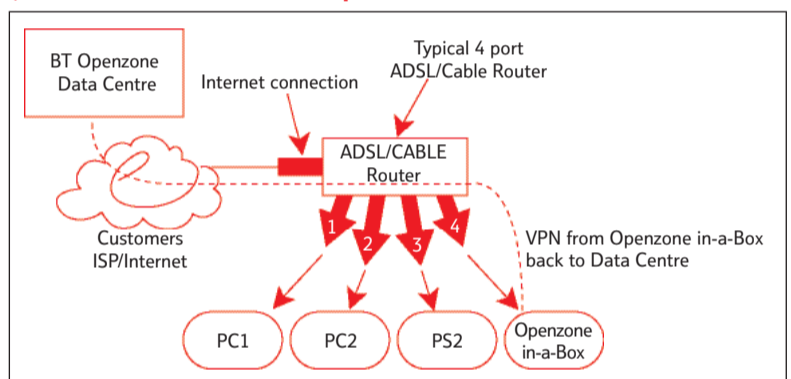
6. Where can I get advice on how to connect BT Openzone in-a-Box to my Broadband?

Please read these FAQs and see the connection example diagram.
If you still need help please e-mail us at **openzone.support@bt.com** or **contact our helpdesk** on **0870 240 5745.**

7. Are there any known problems during the registration process?

There is a known issue within Microsoft Internet Explorer version 5.5 – Service Pack 1, that prevents correct download of the configuration file during the registration process. If you have IE5.5 SP1 we recommend that you obtain a free upgrade to Microsoft Internet Explorer 6 before installing your Openzone in-a-Box. You can obtain this upgrade at **www.microsoft.com**

8. How is my IP address allocated?

Your Cable or ADSL modem/router can support DHCP or static IP addressing to enable you to connect and use Openzone in-a-Box correctly. You can find this information in the user manual supplied with your modem/router unit.

9. What routers support BT Openzone in-a-Box?

In general, any router that supports VPNs and IPSec pass through protocols will work with BT Openzone in-a-Box. You should check with your router supplier that this is the case.

There are a very large number of routers on the market and BT cannot test them all with Openzone in-a-Box. We have a list of routers that are known to work with BT Openzone in-a-Box and this is available at **http://www.btopenzone.com/partners/host_btoziab_tech.jsp**

This list is updated from time to time but BT cannot accept any liability for the accuracy of this information. You should check compatibility of BT Openzone in-a-Box with your networks, equipment and services before purchasing.

10. What about Firewalls and BT Openzone in-a-Box?

As a general rule BT Openzone in-a-Box will work with firewalls that are set to factory default – all ports open to outgoing and all ports closed to incoming traffic. This is because the BT Openzone in-a-Box unit initiates a VPN from inside the firewall enabling the relevant ports to incoming traffic.

Where a company or custom managed firewall configuration is in place and a VPN cannot be established, you may need to get your network administrator to open UDP port 500 and use IP protocol 50 to IP address 217.41.225.70

11. Are there any known issues with cable broadband connections?

If you obtain your Internet connection from Telewest and ONLY connect BT Openzone in-a-Box then you will need to register the MAC address of the Internet port on your BT Openzone in-a-Box with Telewest. The MAC address is on the label on the underside of the BT Openzone in-a-Box unit.

Telewest cable broadband customers can register the MAC address of their router using selfcare or by calling Telewest support.

If a Telewest broadband customer only has a PC connected to their broadband, they will need to buy a Cable/DSL 4 Port Gateway Router, register the MAC address of this with Telewest and then plug their BT Openzone in-a-Box into this unit.

More connections. More possibilities.