

PLEASE READ ME FIRST
Do not plug anything
in until prompted

Quick start

Your complete guide
to getting started with your
BT Voyager 220V



Offices worldwide

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Where to go for more information

If you need more help or information about BT Business Broadband, please go to our easy-to-use online help at www.btbroadbandoffice.com/help

Getting started

Please do not connect any of the BT Voyager 220V cables until prompted by the installation CD-ROM.

Do not insert your installation CD ROM until your broadband line has been successfully activated. We will send you an email and letter confirming your activation date. Do also remember that activation may take place at any time up to 6.00pm on this day – **we suggest that you wait until after 8.00pm to try to connect for the first time.**

Please keep a note of your log-in details

You can find this information in your Welcome emails and letters.

You will need your Network Login Username and Network Login Password to connect to your BT Business Broadband Service and install your software.

You will also need your Primary Email Address*, along with your Primary Email Password, to log in to Your Account on the BT Business Broadband web site when your service is up and running.

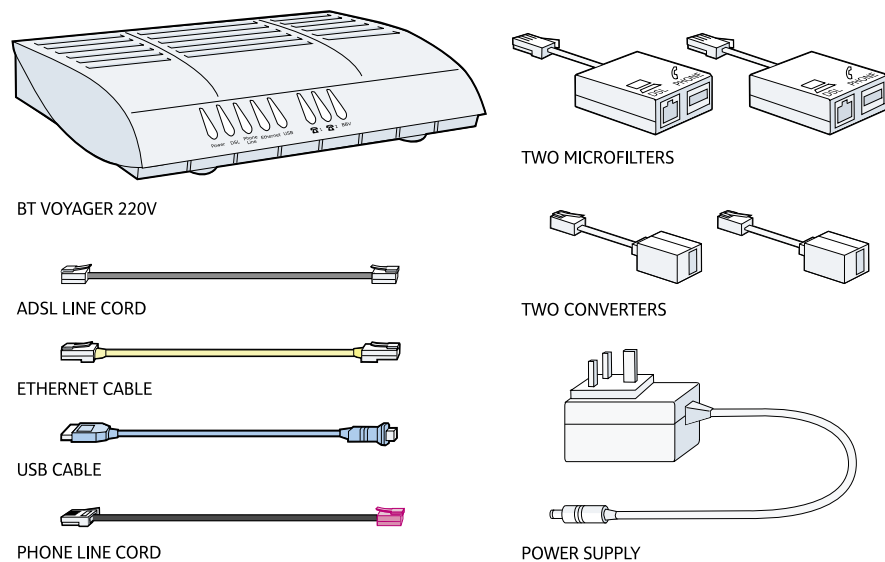
* Please note that, if you are not the primary account holder, the 'Primary Email Address' and 'Password' fields will be set to 'Not Applicable.'

The primary account holder would normally be the person responsible for broadband orders within your organisation. They should be contacted for further information or to allocate an email account.

Please keep your details in a safe place.

Getting started continued

What's in the box



Please insert your installation CD-ROM into your computer's CD drive.

The simple on-screen instructions will help you connect the equipment and install the software. You can then refer to this guide to make the most of your new broadband service.

Even if you are an experienced internet user, please make sure you go through the following steps to avoid missing out on important aspects of your service.

If you have Windows 98 SE, you may need your computer's operating system disk during installation. Please have this handy – you will be prompted if it is needed.

BT Voyager 220V – overview

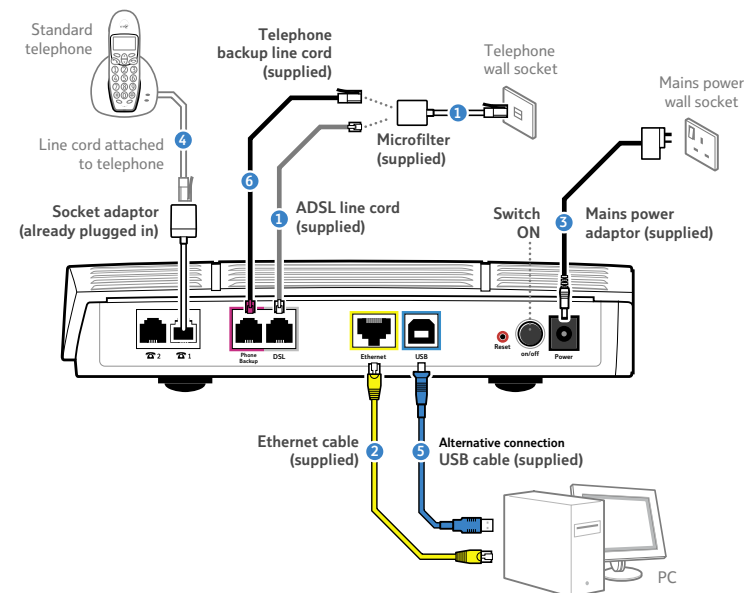
Your BT Voyager 220V has one Ethernet connection, one USB connection and two voice ports. We recommend you use Ethernet to connect the BT Voyager 220V to your computer. Please go to page 8 for further details.

You can make and receive calls over the internet

Your BT Voyager 220V also includes access to Business Broadband Voice, which allows you to make and receive calls over your broadband connection, as if it were an additional phone line.

For more detail on Business Broadband Voice, please see the information sheet enclosed with this guide or go to www.bt.com/business/broadbandvoice

Typical office installation using the BT Voyager 220V



Making the most of your connection

After setting up your broadband connection using the installation CD-ROM, please follow the simple steps in this guide, which will help you set up your new service to make the most of your connection and benefit your business.

Existing broadband customers

If you already have broadband, you will have received this Welcome pack because you have updated your equipment. Please unplug your existing broadband modem or router from your computer and then insert and run the CD-ROM as if you were setting up broadband for the first time.

Problem with the CD?

If the CD-ROM does not start automatically, please go to **page 12** for help.

Step 1 Set up firewall (recommended)

Your BT Voyager 220V includes additional security (called 'IP filter'), which can individually control ports and applications accessing the internet. This feature is switched on by default. You can modify your security settings, if required, through the router configuration manager. We would recommend that you also use a separate software-based firewall.

Step 2 Launch your browser and connect to the internet

Simply double-click the BT Business Broadband icon on your computer's desktop to launch your web browser.

Step 3 Learn about your email service

- **Access using Outlook, Outlook Express or Web Mail**

You can access your email using Outlook, Outlook Express or Web Mail (web-based email, or webmail). Webmail is based on Microsoft Outlook Web Access.



Webmail can be used on any internet-connected computer – useful when you are away from the office.



- **Mailboxes**

You get ten mailboxes, which can be increased to 110 with the Internet Business Pack (IBP). (For more information about IBP, please go to www.btbroadbandoffice.com/ibp)

Each mailbox has a capacity of 50MB, and the maximum acceptable size of any email message (including attachments) is 25MB.

Making the most of your connection

- **Protection**

The email service provided as part of BT Business Broadband includes protection against spam and viruses that are spread through email.

Spam is unwanted or junk email. Although it is not possible for our service, or any service, to identify all the spam that you receive, we can identify a significant amount. The anti-virus tool removes known viruses from your email content and attachments before the email arrives in your BT Business mailbox.

To find out more about Outlook, Outlook Express and Web Mail, please go to www.broadbandoffice.com/help

Using Web Mail

Here is how to use Web Mail to send and receive email:

1. Go to www.btbbroadbandoffice.com and click on 'email', enter your Email Address and Password and then click on 'Log On'.

To write a message, click on 'New' to open a standard email form, which you should complete as normal.

2. You can add multiple attachments per email (BT recommend that the total size of the email plus attachments does not exceed 1MB), then click on 'Send'.
3. To read a message, double-click on the subject line and it will appear in a new window. Click the relevant tabs to reply, forward or delete it. When you have finished in Web Mail, click on 'Log Off'.

4. To create a signature for your messages select 'Options' then 'Edit Signature', add the signature and click on 'Save and Close'. This signature will be automatically included on outgoing messages.

Step 4 Set up additional mailboxes (or email addresses)

You can create up to ten mailboxes (or email addresses) on your BT Business Broadband service.

How to create a new mailbox (or email addresses)

1. Go to www.btbbroadbandoffice.com, click on the 'Your Account' tab.
2. Log in using your Primary Email Address and Password.
3. Select 'Manage Users'.
4. Click on 'Create a new user here'.
5. Follow the on-screen instructions to choose a username and password.

When you create a new user, we automatically create a mailbox and an email address for the new user.

To access email for the new user, please go to www.btbbroadbandoffice.com and click on the 'Email' tab, enter the new user's username and password and click on 'Log on'.

The user can set their own memorable password by going to 'Account Settings' and selecting 'Change your password'.

To find out more about users, mailboxes and email addresses please go to www.btbbroadbandoffice.com/help

BT Voyager 220V – lights and settings

What do the various lights on the front on my BT Voyager 220V mean?

The lights indicate the following:

- power (illuminated green when the router is receiving power from the mains socket; illuminated red during a reset)
- DSL (flashes when synchronising; illuminated when a DSL connection is made)
- phone line (illuminated when a fixed line call is being made)
- Ethernet (illuminated when an Ethernet connection is made; flashes when data is passing)
- USB (illuminated when a USB connection is made; flashes when data is passing)
- 1 (illuminated when a Business Broadband Voice call is being made or received)
- 2 (illuminated when a Business Broadband Voice call is being made or received)
- BBV (flashes when establishing a Broadband Voice service, and is illuminated when the Broadband Voice service is active)



Accessing the BT Voyager 220V settings (advanced users only)

The router and its settings are pre-configured for full functionality and do not need to be adjusted for general use.

To change the router settings, access the router configuration manager by clicking on the router manager icon on your computer desktop. Alternatively, open your browser and type <http://voyager220v.home> in the address bar. You will need to enter the configuration manager username and password. The configuration manager default username and password are both 'admin', although you can change this to your own choice. If you forget any changes you make to the configuration manager username or password, you will need to reset the router, returning it to its default settings.

Resetting the BT Voyager 220V (advanced users only)

To return the router to its factory setting, you need to press and hold the reset button on the router's back panel for ten seconds. The power light will show red to indicate that resetting is in progress. The reset process may take several minutes, after which the power light will turn green. The unit should now be reset and ready for normal use.

Help and support

For comprehensive help and information online, please go to www.btbroadbandoffice.com/help

The BT Business Broadband installation CD-ROM and the 'Frequently asked questions' section in this guide (**see page 12**) also provide answers to many common problems.

If you still need help, please call the BT Business Broadband Technical team on **0845 600 7020***, and select the appropriate option.

*Available 24 hours a day, seven days a week. Calls are charged up to 3.36 pence per minute from a BT landline. Mobile and other network charges may vary. Calls may be recorded. For details of call charges, please go to www.btbroadbandoffice.com/helpdeskcallcharges



Frequently asked questions

My installation CD-ROM does not work. What should I do?

With your computer turned on, your installation CD-ROM should start automatically. If the CD-ROM does not start, please follow these steps.

- **PC users:** click 'Start', 'Run', then type D:\setup.exe (where D is the letter given to your CD-ROM drive) and click 'OK'.
- **Mac users:** double-click on the desktop icon 'BT Broadband'. On the resulting screen, double-click the 'Install' icon to launch the installer.

If your CD-ROM still does not work, please call the BT Business Broadband Technical team on **0845 600 7020***, and select the appropriate option.

*Available 24 hours a day, seven days a week. Calls are charged up to 3.36 pence per minute from a BT landline. Mobile and other network charges may vary. Calls may be recorded. For details of call charges, please go to www.btbroadbandoffice.com/helpdeskcallecharges

I cannot get online and my activation date is today. What should I do?

Activation can take place at any time up to 6.00pm on your activation date. Please wait until after 8.00pm to try to connect for the first time.

Why does my broadband connection occasionally stop working?

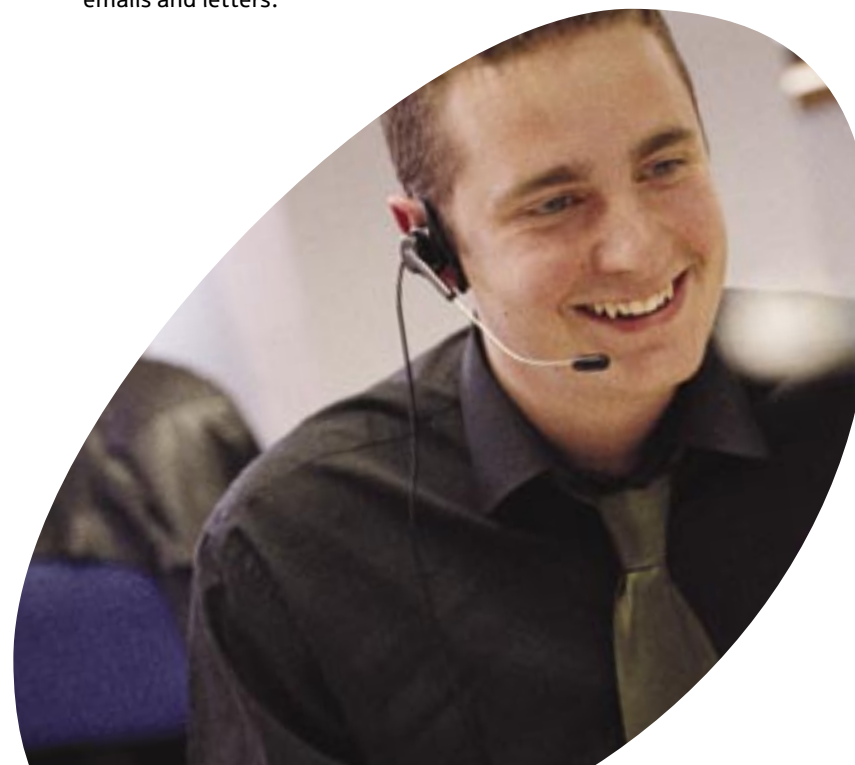
Please check that you have correctly set up your microfilters. In particular, check that you have microfilters correctly fitted to telephony equipment that makes occasional telephone calls – such as digital television boxes, monitors and security alarms.

Why am I getting 'Invalid Username and Password'?

Your Primary Email Address (or 'username'), Primary Email Password and Network Login Username are case-sensitive – please make sure that you type them accurately. Also, when you type your Primary Email Address, please remember to add @btconnect.com (e.g. john.smith@btconnect.com).

Where do I find my username and password?

If you are a new BT Business Broadband customer, you chose your Primary Email Address (or 'username') when you ordered your broadband service. Your Primary Email Address and Primary Email Password were confirmed in your Welcome emails and letters.



Frequently asked questions

I will be moving: can I take my broadband connection to my new location?

The broadband service is subject to availability at your new premises. Simply follow the steps below and give us as much notice as possible, preferably at least three weeks, which will allow for line tests or engineer visits. Where this is not possible, we will do all we can to transfer your service as quickly as possible. You will need to take your BT Voyager 220V and microfilters with you to your new premises.

- Check that your new premises can receive broadband – simply go to www.btbroadbandoffice.com/availability and enter your new office number.
- If the number checker confirms that you can receive broadband in your area, please call your normal sales contact or **Freephone 0800 400 400** (option 1, followed by option 1).

When you call, please make sure you have the following information:

- your broadband account number (see the top left of your BT Business bill, it starts WM)
- the telephone number of your old premises
- your new address, including postcode
- the date of your move
- user security details – Primary Email Address and Primary Email Password of original broadband account

For more details, please go to www.btbroadbandoffice.com/help/moving

I have interference on my phone line. What should I do?

Please check that you have correctly set up your microfilters. You will need a microfilter for every telephone socket you intend to use for telephones, cordless telephones, faxes, dial-up modems, answering machines, digital television, monitored security equipment and extension bells.

Try to avoid using telephone extension leads over 10m as line quality can be affected. Aluminium telephone leads are not recommended as they may impair your broadband service.

Where can I get additional ADSL microfilters?

Additional ADSL filters can be purchased at www.businessshop.bt.com/icat/modemsandmicrofilters

Safety and energy saving

Safety instructions for your BT Voyager 220V

Please read the following instructions carefully to prevent potential hazards.

1. Do not expose the router to rain, water, moisture or direct sunshine.
2. Do not spill liquid on the router.
3. Keep the router away from sources of heat such as heaters or radiators.
4. Do not attempt to take the router apart or remove the router's cover yourself: if you do so, you may be exposed to dangerous voltage or other hazards and the warranty may be void.
5. Before cleaning, switch off the router (the power switch is at the back) and use only a damp cloth for cleaning.
6. Proper ventilation is necessary to prevent the router from overheating.
7. For a good performance, do not place the router on a television or on a computer monitor. In the event of an electrical storm, you should unplug all your equipment from the electricity supply and telephone sockets.

Energy saving

Please avoid wasting energy while using your computer or other equipment.

You can set up your computers to automatically switch to standby or low-energy usage mode. When you are not using it, please switch off your BT Voyager 220V. Please note that when you do so, all computers (and any other devices that use the router to connect to your broadband line) will lose internet access and your Broadband Voice connection will stop working. Please remember that you will need to switch on the BT Voyager 220V again before you turn on any connected computers.

Declaration of Conformance with European Community Directive 1999/5/EC

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements of European Community Directive 1999/5/EC incorporated into UK law as Radio Equipment and Telecommunications Terminal Equipment Regulations 2000.

The Declaration of Conformance can be found on the BT Voyager 220V web site at www.bt.com/voyager

Service summary and glossary

BT Business Broadband offers a wide range of additional services, as well as software, support and maintenance – all designed to help make your broadband experience more secure and more rewarding for your business. For information about our full range of products and services, please go to

www.btbroadbandoffice.com/products

Glossary

Anti-virus program

A program designed to protect and continually safeguard your computer system.

Broadband

An umbrella term for high-bandwidth internet connections.

Browser

A program that allows you to read and download pages from the World Wide Web (for example, Internet Explorer).

Cache

A part of the computer's memory that stores information so it can be accessed quickly. A web browser cache stores (on your hard drive) the pages, graphics, sounds and URLs of places you visit online.

Desktop

The screen you see when you first start up your computer and when all applications (programs) are closed.

Download

Usually means obtaining a file from the internet, but can also mean copying a file from one computer to another.

Email address

A unique address used to send email (for example, yourusername@btconnect.com).

Email application

An email program that allows you to read and write emails, such as Outlook Express.

Ethernet

A type of networking technology that links computers in local area networks. Special cables carry signals between the computers.

Firewall

A security system that is designed to restrict access to a computer, or network of computers, from the internet.

Homepage

The main page of a web site with links to other pages or sections.

POP3

An email transfer protocol. An email program, such as Outlook Express, uses POP3 to receive email.

PBX

A PBX is a private branch exchange within a company.

Router

A device that links computers and other equipment (such as printers and modems) to allow data to be sent between them.

URL

Uniform Resource Locator – this is the name for the address of any resource on the internet. You type the URL in your browser and are taken to that address (for example, www.btbroadbandoffice.com).

USB

Universal Serial Bus – this is a standard defining the type of connector on cables that connect devices (for example, scanners and keyboards) to a computer. Different versions of USB give different connection speeds.

Web-based email (webmail)

Technology that allows you to send and receive email using a browser (instead of an email program like Outlook Express).

Contact us and useful addresses

Online information and help

The BT Business Broadband portal (homepage) is at www.btbroadbandoffice.com. This is your launch pad to information, guidance, help and support from BT Business. It also contains a variety of business channels, ranging from shopping online, sales and finance to legal and admin.

If you are affected by someone misusing the internet, please see our Acceptable Use Policy at www.abuse-guidance.com

Contact the BT Business team:
www.btbroadbandoffice.com/contact
Tel: 0845 600 7020*

Technical enquiry:
www.btbroadbandoffice.com/help
Tel: 0845 600 7020*

Billing enquiry:
www.btbroadbandoffice.com/help
Tel: 0845 600 7020*

Service status:
www.btbroadbandoffice.com/help
Tel: Freefone 0800 169 0199

Moving office:
www.btbroadbandoffice.com/help/moving
Tel: Freefone 0800 400 400 (option 1, followed by option 1)

Business Help:
www.btbroadbandoffice.com/help

BT Business products:
www.btbroadbandoffice.com/products

Additional Microfilters:
www.businessshop.bt.com/icat/modemsandmicrofilters

Terms & Conditions:
www.btbroadbandoffice.com/termsandconditions

Web Mail:
www.btbroadbandoffice.com/email

Your Account:
www.btbroadbandoffice.com/youraccount

*Available 24 hours a day, seven days a week. Calls may be recorded. For details of call charges, please go to www.btbroadbandoffice.com/helpdeskcallcharges

Write to us at:
BT Business Customer Service
PO Box 5965
Alness
IV17 0HP