



## About your 8816 Modem from NCF

Your modem is pre-configured by NCF, so you can use it right away. This document simply provides additional information for setup and troubleshooting.

There are two cables (wires) involved – a telephone line cable and an Ethernet computer networking cable. You can tell the difference between the two by noting that the telephone cable has narrower plugs than the Ethernet cable.

1-a. Connect DSL filters to any phone lines in your residence where you have a telephone. Plug the filter into a wall jack – and then the phone into the filter.

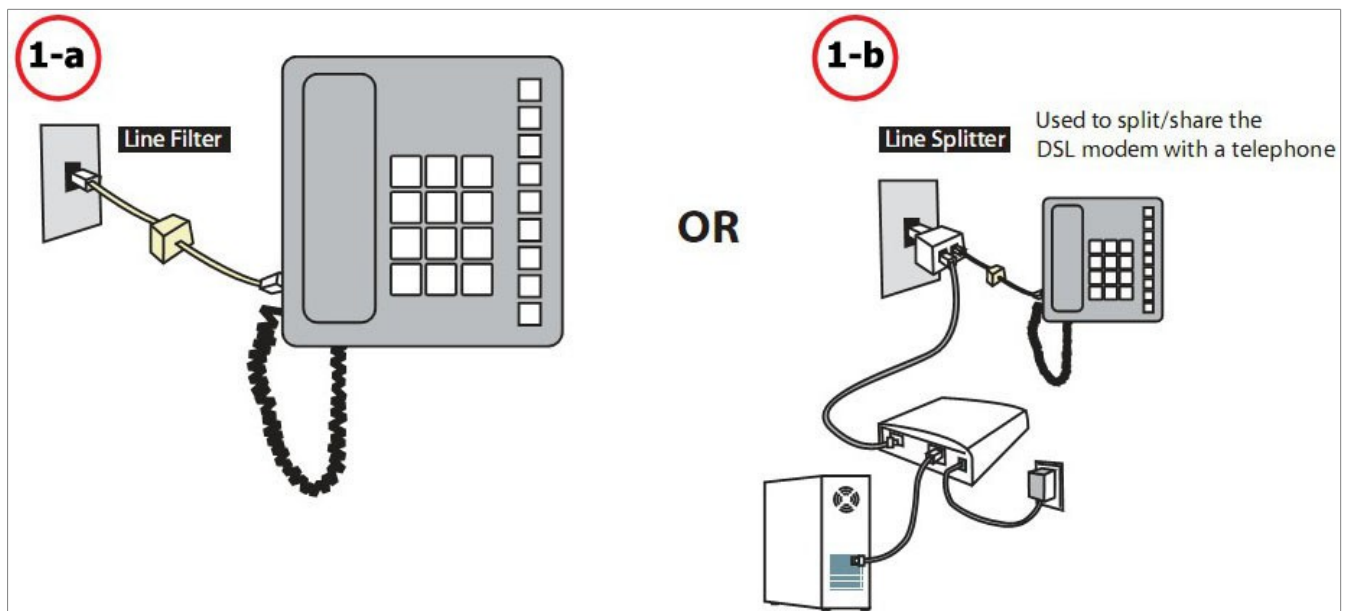
1-b. A phone jack can be shared between a phone and computer by using a splitter. Remember to use a filter for the telephone branch only, as shown.

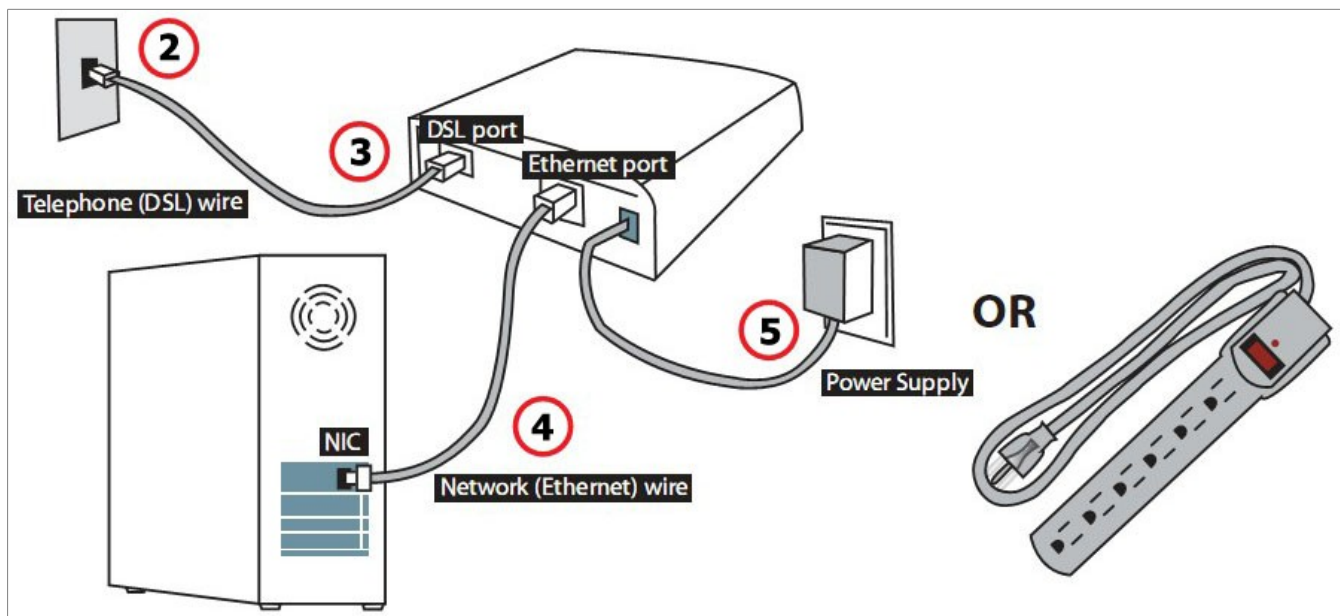
2. Plug one end of a telephone wire into a phone jack (or splitter if sharing the phone jack as in 1b).

3. Plug the other end of the telephone wire into the DSL “LINE” port on the modem.

4. Connect the Ethernet wire to the “LAN” port on your modem. Connect the other end of the Ethernet wire to the Ethernet port on your computer.

5. Plug the power adapter into a wall outlet and then into the back of your DSL modem. (A power strip with a surge protector is always a good choice for this and other computer gear.) Turn on power for your modem. If your computer is already on, you should see it recognize the network signal.





**NOTE:** It can take until 10PM on your activation date for your DSL Service to become active.

Give both your computer and your modem a few minutes to finish their processes. You should ultimately have a solid green “ADSL” light on the modem, and the “Internet” light should also be illuminated. At that point, you are likely ready to be using the Internet.

It is normal for both the LAN and the Internet light to flash occasionally, showing data moving about.

You should have received a sheet from NCF that gives you your NCF Member ID, your DSL username and your DSL password. These credentials are also in your “Welcome to High-Speed Internet...” email from NCF, if you have access to your email already.

If you are using a separate router that you did not get from NCF, you may need those credentials to set-up your router. In such a case, you likely ordered your 8816 modem in “Bridge” mode.

(If you have received a CD with your modem, do not use it. Your modem is preconfigured there is no software needed for your computer.)

Caution – Do not press the 'RESET' button inside the small hole on the back of the modem, as that will erase your configuration. NCF charges \$30 for a reconfiguration of your unit.

## SUPPORT

NCF cannot troubleshoot your home networking issues, or support your computer software and set-up issues. We provide support for the service we offer: connecting to **our** DSL and email service and getting your modem operational. Contact NCF support at 613 520-9001 and press '0' or use the Office Message feature on the NCF website at [help.ncf.ca](http://help.ncf.ca).

We have a small group of staff and volunteers which limits our ability to help with broader issues.

## DSL Troubleshooting Guide

Sometimes your DSL service can be interrupted or your initial activation might not occur smoothly. In the vast majority of cases, your DSL service will be activated quickly and operate smoothly for many years. If you do have a problem, follow the steps below.

**TAKE NOTE:** Make certain to follow these instructions closely to determine where your problem resides. If a Service Technician goes to your residence and it turns out that the problem is within your home, you could be charged for the dispatch call. Generally, service calls range about \$100 or more, so it's important that you perform the full testing to avoid any charges.

**NEVER** press **THE RESET BUTTON IN THE HOLE ON THE BACK OF THE MODEM** ...that would reset the modem to the factory default settings and you may have to bring your modem into our office to have it re-configured at a fee of \$30.

1. Make sure you haven't put a filter on the line that goes into your modem. The filters are used to REMOVE the internet signal from telephones so that they are not noisy. They will thus stop the Internet signal from reaching your modem, where you want it to go.
2. Make sure all telephony devices (telephones/answering machines/fax) DO have filters plugged into the wall, and then are themselves plugged into the filter. Not having filters will cause hissing on the line and will diminish DSL signal.
3. Use only the telephone cord that came with the modem (it must be less than 2 metres long).
4. Note the indicator lights that are showing on your modem. If there is no ADSL light illuminated that means there is no DSL signal arriving to the modem. (It takes up to 5 minutes for that indicator to illuminate after powering on the modem.)
5. If there is no DSL signal, try unplugging ALL devices (telephones/answering machines/fax) and filters from your telephone jacks, then turn your modem off (wait 10sec) then back on again. Wait for five minutes and if there is still no DSL Signal, proceed to the next step.
6. Check to see if there is a telephone jack at your home's "Demarcation Point" or "N.I.D." This is the location in your home where the Bell wires enter through the wall from outside. If there is a jack there, bring your modem to that Demarcation Point jack and see if the DSL light comes on.

If you still have no DSL signal, please contact us at the SUPPORT number above so that we can help you by opening a 'Trouble Ticket' with Bell Nexxia who owns and maintains the wires that bring the signal to your home.

Note that wiring INSIDE your home is your responsibility. The quality of in-home wiring varies greatly, particularly in older homes. Contractors can be found who will adjust, improve or repair your wiring. Search the Internet using terms such as "home networking wiring Ottawa" or try the Yellow Pages.

If a visiting Bell technician needs to make repairs to your inside wiring, there will be a charge that will be passed on to you, perhaps \$100 or more.

## **ACCESSING THE MODEM's SET-UP INTERFACE (For technically-inclined people only)**

You will normally not need to use the modem interface which is presented on a web page within your modem. However, if you are comfortable with the technical details of networking and need to alter your modem configuration for some reason, these details will help you do so.

For problems with your modem or your service, follow contact support as described below.

You access the technical interface with a web browser at <http://192.168.1.1>

**Username: admin Password: Your DSL password**

## **STEPS TO RECONFIGURE A MODEM IF REQUIRED**

**This process is suitable only for members who are comfortable with technical topics. Read through before proceeding to understand the options.**

### **Resetting your modem.**

WARNING – doing this erases your configuration. NCF charges \$30 to reconfigure your modem if you wipe out the settings by performing a reset.

1. Plug in modem directly to computer then turn on modem.
2. Once modem is fully up, insert a pen in the reset pin hole at the back of the modem.
3. Hold the pen pressed until the Power light turns Red, hold for an extra 2 seconds.
4. Boot up your computer and then you'll be able to access it.

### **Configuration**

1. Plug in modem directly to computer then turn on modem.
2. Open web browser and type 192.168.1.1 in to the address bar. Select ENTER.
3. Userid is: admin
4. Password is: admin
5. Click on "Quick Setup" then "Run Wizard" to proceed.
6. A configuration screen is shown, click Next to proceed

If a "Routed PPPoA/PPPoE" configuration is required:

- 8a. Enter your user name; (example) - "aa123@ncf.ca" and your DSL password. The password will start with the letters "ncf" (note that this is different than the password for your email and the NCF startpage).

**OR:**

- 8b. If "Bridge mode" is required (such as if you are using a separate router), select bridge and proceed:

9. Enter the VPI value as 0 and the VCI value as 35
10. Click "Next"
11. Click "Next" to save the changes and then click "Close"

Note if you are seeking to adjust your configuration in some way, such as changing a password, or changing to “Bridge” mode to accommodate a separate router, then you do NOT need to reset the unit before reconfiguring. Rather, just log into your modem's configuration page at 192.168.1.1 and use the user name “admin” and your DSL-Password for the password.

Please Note – if any of the above explanation is unclear you should not attempt to configure your own modem. Simply contact or visit NCF and we can help you. Support is included in the cost of your modem.

***NCF is a member-supported, community-based Internet provider. Our staff and volunteers seek to help you and other residents connect and make the National Capital area a better place.***

## **Telephone Dial-Up Access/Email Setup Information**

As an NCF member you have an email account, website hosting space for a website, and access to our legacy telephone dial-up service.

Here is some information and various addresses related to NCF Service:

If you still have access to a dial-up modem, you can access our dial-up service at 613-520-1135

You can host your own web page on NCF servers. Your web address is: [http://web.ncf.ca/NCF\\_ID](http://web.ncf.ca/NCF_ID) (replace NCF\_ID with your ID).

See more info on web hosting at: [http://www.ncf.ca/ncf/support/wiki/Publishing\\_Web\\_Pages](http://www.ncf.ca/ncf/support/wiki/Publishing_Web_Pages)

### **NCF websites:**

<a href="http://www.ncf.ca">http://www.ncf.ca</a>	General information about NCF and for new registrations.
<a href="http://start.ncf.ca">http://start.ncf.ca</a>	This is your personal NCF Start Page. See web-based email access along the left side of this page.
<a href="http://help.ncf.ca">http://help.ncf.ca</a>	Includes our “Help” pages and “Office Message” Office Message is a quick way to get answers. Also, information on account, passwords, email Setup - Spam Filter, Email Aliases, Publishing your web page and Newsgroups.

How to get help:

- Online help at <http://help.ncf.ca> – Detailed how-to information.
- Help Desk discussion groups: Members help members solve problems
- Office Message. on your start page, it connects directly with the office
- If you can't get online, give us a call at 613-520-9001 and press '0'
- You can email us at [office@ncf.ca](mailto:office@ncf.ca)

***About Voice Mail – if staff and volunteers are busy with other members, our telephone system will ask you to leave a message. Such messages go directly into our trouble-ticket system and someone will get back to you to help you out.***

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