

Troubleshooting Telstra Bigpond Cable connection

If you are having troubles connecting to Bigpond Cable via your router please try the steps below.

Step 1:

Connect the modem directly to the PC and use the Telstra Bigpond software to login to the Internet.

Please go to "A" for setup in Windows2000 and XP, go to "B" for 95, 98 and ME.

A:

Click on Start > Run and type in "cmd"

You should get a black screen (DOS prompt). Type "ipconfig /all"

It should list your IP this should be something like 144.132.64.10 (take note of this IP).

There should also be a Physical Address it should look like 00-80-A8-30-41-10, take note of this.

Go to C.

B:

Click on Start > Run and type in "winipcfg"

After winipcfg's screen opens up, make sure that the Ethernet adapter is selected in the pull-down window.

NOTE: Look at the IP Address that is returned it should be like 144.132.64.10 (take note of this IP).

In this screen you should also have a Adapter Address, it should look like 00-80-A8-30-41-10, take note of this.

Please now close this and go Start > run and type in "command"

Go to C.

C:

In the DOS window type "ping 202.3.14.164 -t"

It should say: Pinging 202.3.14.164 with 32 bytes of data:

You should get "Reply from ...".

Leave this window open or move it to the side.

Step 2:

Disconnect the modem from the PC (you should get a time out in the DOS window) and reconnect the router.

Login to the web configuration of the router and go into the information page (this can change on what the model of the router is). If you are having troubles connecting to the router please check the Appendix below.

In the information page you should have a section for WAN or internet information.

Here you should see the IP that the unit is getting from the ISP, it should be like the IP that you had before BUT it can be different.

Next you need to place the MAC address of the NIC that you found before and clone this onto the router.

This can be done in different ways depending on the unit, Please check with the Manual if you have problems finding this.

Setup for DI-804

MAC can be found in Main page > Basic Setup > Internet Settings.

Select Dynamic IP then Select Specify a MAC Address, in this section can you type in the MAC address that you found before.

Then click "Finish" button at the bottom of the page.

Setup for DI-704P / DI-707P / DI-614+

Home > WAN, there should be a section at the bottom called "WANs MAC address" add the MAC to here.

Then click Apply then click Restart.

Setup for DI-713P

Under Tools menu, there should be a button "Clone MAC". Click on it.

Setup for DI-804V (requires firmware 4.73 or later)

Basic setup > ISP Additional > "Your ISP requires you to specify a MAC address".

Add the MAC in to here then click "Save and Restart".

Step 3:

Once you have done this please turn off the router and then back on again.

In the DOS prompt try "ping www.yahoo.com" or "ping www.google.com". If you are getting "Reply from..." that means that you are connected to the Internet and should be able to browse the WEB.

Make sure you do not have Bigpond login software running on any of the computers on your network. This software will interfere with router's login process and will result in intermittent disconnections.

APPENDIX

HOW TO SETUP YOUR COMPUTER

First set your computer up to obtain IP address automatically:

You can do this under Control Panel > Network > TCP/IP (linked to your network card) > Properties. In Windows XP select Local Area Connection > Properties. Connect your computer to the DI-704P (using straight-through cable), make sure you are getting a link light on the router on the port you have the computer connected to. Restart PC.

After rebooting check the IP address that you have got:

- in Win95/98 - go to Start > Run > winipcfg > OK > select your adapter and look under IP Address.
- in Win2000/XP go to Start > Run > cmd > OK > ipconfig /all > look for IP Address.

It should be something like 192.168.0.x

If it is not - do the following:

in Win95/98 - go to Start > Run > winipcfg > OK > select your adapter and press Release All and then Renew All.

in Win2000/XP go to Start > Run > cmd > OK > ipconfig /release (hit Enter) > ipconfig /renew (hit Enter).

Start your Internet browser (ensure that any proxy settings are disabled. In IE: under Tools > Internet Options > Connection > LAN Settings). Then, type the IP address of the router (in most cases the default IP address is 192.168.0.1) into Address field and press "Enter" For example: <http://192.168.0.1>. After the connection is established, you will see the web user interface. To log in, enter the system username and password (the factory setting is "admin", please check your router's manuals) and click on the "Log in" button.