

Protecting Your Computer

Now that you have an 'always-on' broadband connection, it is very important that you protect your PC from unwanted email and harmful web-based programs. Woosh provides FREE Virus Scanning and Spam Filtering for emails served on the Woosh mail server. In addition, we strongly recommend that you download or purchase Virus Protection Software.

Your First eBill

Your eBill will be issued on the first of every month and sent to your chosen eBill email address. Your first eBill will show a pro-rated monthly plan charge for your 1st month (i.e. part month plan charges from the date you signed-up to the end of the month). Your eBill will also show the monthly plan fee for the next month in advance. If you're a phone customer, your call charges will be billed each month in arrears. For a guide to reading your eBill, see eBill Help on www.woosh.com

Email Help

Your Woosh PPPoE Service automatically has an email account set-up on the Woosh Web mail service. You can access your email two ways:

01 Logging on to the EMAIL link at the top of the www.woosh.com website

02 Access your email via your mail client on your Desktop

Email Setup

Setting up your email is very easy. If you have never set up an email account on your computer before, then when you run Outlook Express or Microsoft Outlook the first time, a setup wizard will run automatically and prompt you for information. If you have used Outlook Express or Microsoft Outlook with another ISP before, then you will need to set up or change your account by navigating to the Account menu through Tools > Accounts. Don't forget you get FREE Woosh email and up to 5 FREE email alias addresses with your Woosh plan.

If you need help setting up your email, please call the Woosh Contact Centre on 0800 4 WOOSH (0800 4 96674).

Setup parameters:

- + Type of mail server: POP3
- + Incoming mail: pop3.woosh.co.nz
- + Outgoing mail: smtp.woosh.co.nz
- + Username: username@woosh.co.nz
- + Password: your password

ISP Email Transfers

If you have an email account with another ISP you will still be able to get your email using your Woosh connection.

NOTE: Please note some ISPs may restrict access. Please note charges may apply. Check with your ISP to determine what needs to be done.

Domain Names

Woosh provides Domain Name Hosting and management via a web interface. Setting up a new domain name or transferring one you already have is very easy. You can do this online by logging into MY ACCOUNT at www.woosh.com and following the on screen instructions. If transferring from another registrar, all you need is your UDAI (Unique Domain Authentication Identifier), which can be supplied by your current registrar.

If you have any queries call the Woosh Contact Centre on 0800 4 WOOSH (0800 4 96674).

Woosh Modem and Computer

If you want to, you can use the Woosh Modem directly connected to your computer, without the WiFi Router (e.g. you have a laptop, and want to take the Modem on the move with you).

To do this, simply visit www.woosh.com/dialler and follow the instructions under P1D Modem

Need Help?

If you want to speak to our friendly Contact Centre, simply call 0800 4 WOOSH (0800 4 96674). Our FREE customer service and technical support team are available 24/7 to assist you. We also provide an Asian language support line on 0800 888 069.

Installation Guide

Woosh Wireless WiFi Router

The installation instructions are a general guide for most operating systems and computer settings. For advanced router settings please see the enclosed CD which contains a detailed reference manual.

Installing the WiFi Router

NOTE: Setting up the Woosh WiFi Router is so easy you won't need to put a CD in your computer! The CD with the Router contains a Reference Manual with details for all of the Router features.

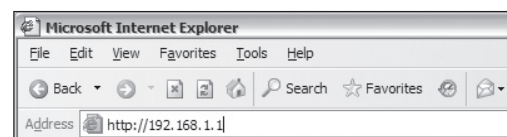
01 As indicated by the label on the router, connect the Woosh Modem to the Router's 'Internet' port using the Woosh PPPoE cable (and also the Modem's power supply). Then connect the Ethernet cable from the Router to your PC

02 Plug the Router power supply into a wall socket, switch on and connect the other end to the router

03 Check that the Power light on the Router and one or more lights are lit on the Woosh Modem. Wait for the Test ✓ light on the front of the router to turn off before proceeding

Setting up your Woosh Connection

04 On your computer, open your web browser and go to <http://192.168.1.1>



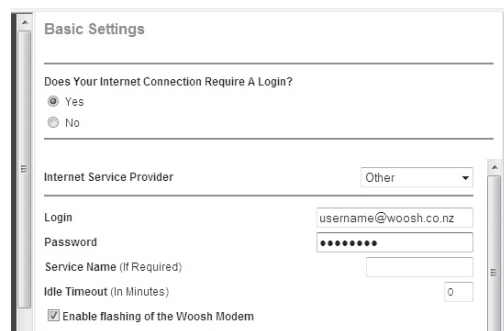
NOTE: If 192.168.1.1 is unreachable, see "Computer Ethernet Settings" in the Useful Information section

05 When asked, login with username: admin and password: password. Click OK, and you should start at the Basic Settings page



06 Type your full Woosh username (i.e. 'joe.bloggs@woosh.co.nz') in "Login", your Woosh password in "Password".

IMPORTANT: make sure "Enable flashing of the Woosh Modem" is ticked. Then click Apply



07 Check the Internet light on the front of the Router is on. If it is not, check that the curved Signal Indicators at the top of the Modem are permanently on i.e. not flashing (this is called 'camped on').



+ If the signal indicators are flashing try moving the Modem closer to a window. If you have a Booster Antenna see the Booster Antenna User Guide

+ If you cannot get your Modem connected, please call 0800 4 WOOSH (0800 496674) for FREE customer service

Securing your Wireless network

IMPORTANT: if you leave your wireless network unsecured, anyone within range of your router can use your internet connection and data allowance

08 In the left-hand menu under Setup, click on Wireless Settings

09 Change the "Name (SSID)" to a unique word to identify it from any other WiFi networks in your area

10 In Security Options, click on WPA-PSK (Wi-Fi Protected Access Pre-shared key)



11 In the Passphrase box at the bottom of the page, enter a password (between 8-63 characters long). Press Apply to secure your Wireless Network.

NOTE: You will need to remember this password to connect any computers/devices to your wireless network

Congratulations, the Woosh WiFi Router is configured!

Connecting Multiple PC's

You can network multiple PCs at home or work. There are two ways of doing this:

01 Wired - the Woosh WiFi Router has 4 Ethernet ports. Simply use an Ethernet cable to connect the router to your computer's Ethernet port

02 Wireless - you can use Wireless Networking (also called WiFi) to connect computers and devices wirelessly, almost anywhere in your home or business. Each device must have either

- + in-built WiFi capability
- + a WiFi network adaptor

Woosh can supply a USB WiFi adaptor for your computer. Please call Woosh on 0800 4 WOOSH (0800 4 96674) to purchase one.

Setting up your WiFi Network

Follow the steps below to configure any computer to connect wirelessly to the Router. (Ensure the Router is powered on before proceeding.) The instructions assume you have correctly installed your WiFi adaptor.

Windows XP & 2000

01 Click 'Start' > 'Run...' and type ncpa.cpl and click OK. Right click 'Wireless Network Connection' and choose 'View Available Wireless Networks'

02 Select Woosh from the list of networks and click Connect

NOTE: If Woosh is not listed, you may need to move closer to the Router to pick up the signal. Also check the Wireless light on the front of the Router is lit. If it is not, please call the Woosh Contact Centre on 0800 4 WOOSH (0800 4 96674)

03 Enter the password you saved in step 11 of the Installation Instructions (you may need to confirm this password)

04 Close the 'Wireless Network Connection' box and close the 'Network Connections' box

Windows Vista

01 Click 'Start' > 'Connect To'. You should a list of detected WiFi networks. (If any non-WiFi connections are setup, select 'Wireless' from the Show list)

02 Select Woosh from the list of networks and click Connect

NOTE: If Woosh is not listed, you may need to move closer to the Router to pick up the signal. Also check the Wireless light on the front of the Router is lit. If it is not, please call the Woosh Contact Centre on 0800 4 WOOSH (0800 4 96674)

03 Enter the password you saved in step 11 of the Installation Instructions (you may need to confirm this password)

04 Tick 'Save this connection' and 'Connect automatically'. Click 'Close' to finish the process.

Mac OS X (10.3.8 or higher)

01 Open the Hard Disk, and under 'Applications' > 'Utilities' run the 'AirPort Setup Assistant' (click Continue if prompted)

02 Select 'Set up your computer to join an existing AirPort network', then click Continue

03 Select Woosh from the list of Available AirPort Networks, then click Continue

NOTE: If Woosh is not listed, you may need to move closer to the Router to pick up the signal. Also check the Wireless light on the front of the Router is lit. If it is not, please call the Woosh Contact Centre on 0800 4 WOOSH (0800 4 96674)

04 Enter the password you saved in step 11 of the Installation Instructions. Click 'Continue' and then 'Done'

Useful Information

Computer Ethernet Settings

Follow the steps below if your computer does not automatically connect to the Router using an Ethernet cable

Windows Vista, XP & 2000

01 Click 'Start' > 'Run...' and type ncpa.cpl and click OK. Right click 'Local Area Connection' and choose 'Properties'

02 Under 'This connection uses the following items', double click 'Internet Protocol (TCP/IP)'

NOTE: You may need to scroll down the list to find this. In Vista, double click 'Internet Protocol Version 4'

03 Ensure 'Obtain an IP address automatically' and 'Obtain DNS server automatically' are both selected

04 Click 'OK' then 'OK' again

Mac OS X (10.3.8 or higher)

01 In the Apple menu, select 'Location' > 'Network Preferences'

02 Under 'Location' select 'Automatic' and under 'Show' select 'Network Status'. Double click 'Built-in Ethernet'

03 Select 'TCP/IP', and in the 'Configure IPv4' drop down list select 'Using DHCP'

04 Click 'Apply now'

Advanced Router Settings

The Woosh WiFi Router includes many features, such as a Firewall and Website Access Control, which are all configurable by logging in to <http://192.168.1.1> in your web browser. If you wish to find out more about these, the Manual on the Reference CD enclosed with the Router has descriptions of all the options available on the Router.

Useful Websites

Some useful pages on the Woosh website

<http://www.woosh.com/networkstatus>

Shows a status report for the Woosh network

<http://www.woosh.com/speedtest>

Test your Woosh speed

Frequently Asked Questions (FAQ's)

You can find many Frequently Asked Questions at www.woosh.com/faq to save you time on the phone to Woosh. If you have any questions about the Woosh Internet or phone services, call types or billing queries, check out Woosh FAQ's first.

My Account (User Login)

The MY ACCOUNT link at the top of the www.woosh.com website takes you to your personal Woosh account. This is where you can view your account information, as well as monitor your data usage, manage your Woosh email including the setting up of alias accounts, change your password, view the history of your Woosh eBills, and view your call charges online. You'll also find useful information on our ISP Services, Phone + Internet Services, Customer Support and Terms & Conditions.

NOTE: You will require your Woosh username and password to login to 'My Account'.

Safety Information for the Woosh Modem

Important Notice: To ensure compliance with the New Zealand Standards NZS 2772.1 (1991) at all times, the Woosh Modem should not be operated while either hand held or body mounted. In normal use the Woosh Modem and/or antenna should be at least 10cm from the body.