

Vista Installation Guide



Using Windows Vista™ with a Woosh Wireless Modem

These instructions are a general guide for getting your Woosh Modem or PC Card working on your Microsoft Windows Vista™ computer.

There are instructions below for the Woosh PC Card, the Woosh Modem using a USB cable, and the Woosh Modem using a PPPoE cable.

The Woosh modems will need to have been 'flashed' before using them with Vista (the modem itself stores a username and password, as well as the dialler username and password that you setup in Vista). If the modem has been connected to the Woosh Network before, it will have been flashed already. If your Modem does not appear to work correctly, it may not have been flashed: please read through the information in Advanced Troubleshooting at the bottom of the page.

NOTE: At many points during installation, Vista will ask you for permission to proceed. You will need to click **Continue** for the installation to be successful

Setup your PC Card for Laptops

Before starting, make sure you download and extract the Woosh Vista drivers from www.woosh.com/ContentClient/Vista/vista_drivers.zip.



01 Insert the Woosh PC Card into an available PCMCIA slot on your laptop. Windows will detect the PC Card and ask to install driver software. Click **Locate and install driver software**

02 When asked, click on **I don't have the disc. Show me other options** and then **Browse my computer for driver software**. Locate the folder where you extracted the drivers to then click Next. Then click and wait for Windows to install the drivers. Once this has completed successfully, click Close

03 Click on **Start » Connect To**. Then click on **Set up a Connection or Network**

NOTE: If no connections have been set up, Windows will warn that it cannot find any networks. You can safely ignore this and click on **Set up a Connection or Network**

04 Select **Set up a dial-up connection** from the list and click Next.

05 Type in *99# as the phone number, then your username (including '@woosh.co.nz') and password, tick **Remember this password**, and change the **Connection name** to Woosh Wireless

Set up a dial-up connection

Type the information from your Internet service provider (ISP)

Dial-up phone number: *99# [Dialing Rules](#)

User name: wtest01@woosh.co.nz

Password: *****
 Show characters
 Remember this password

Connection name: Woosh Wireless

Allow other people to use this connection
This option allows anyone with access to this computer to use this connection.

[I don't have an ISP](#)

06 Click Connect to start the connection process. After a few moments you should be successfully connected. Click Close to continue

NOTE: If the connection does not initially succeed, this could be due to a modem conflict. For now click [Set up the connection anyway](#) and then Close to continue

07 If asked to choose a Network Location, select [Home](#), then click Close to complete this setting

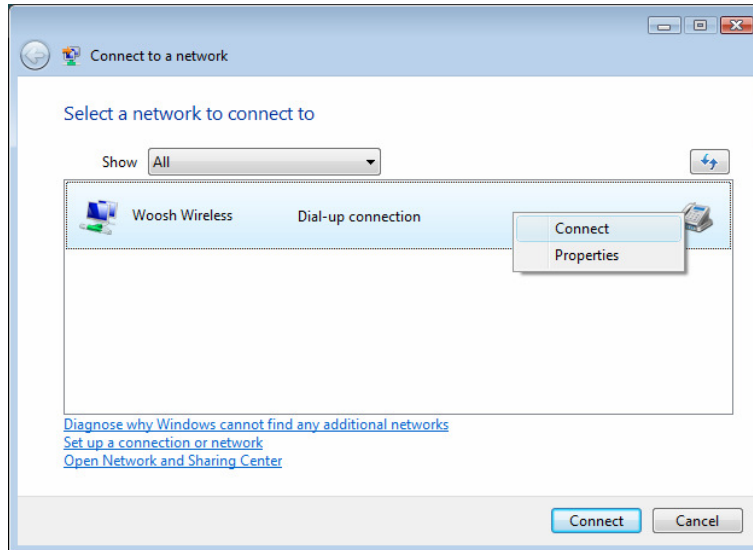
NOTE: If you do not see this step now, it is OK. You may be asked later on

08 Go back into [Start » Connect To](#). You should now see your new Woosh connection. If it is currently shown as connected, right click and Disconnect

09 Right click on [Woosh Wireless](#) and select Properties. Make sure that [IPWireless 3G PCMCIA](#) is the only device ticked and at the top of the list (if not, select it and use the arrows on the right)

10 Go to the [Options](#) tab. Set [Idle time before hanging up](#) to Never, and tick [Redial if line is dropped](#). Click OK

11 Right click [Woosh Wireless](#) and choose Connect, then click Dial. Click Close to exit once connected



Congratulations! Your Woosh PC Card is correctly setup. Remember, to connect to the Internet from now on:

+ go to [Start » Connect To](#), right click [Woosh Wireless](#) and choose Connect and then Dial

Setup Modem for PCs & Laptops

You can setup your Woosh Modem on a PC or Laptop using either a USB cable or a PPPoE Ethernet cable.

Modem with Ethernet cable

01 Ensure that the Woosh Modem power cord is firmly inserted and the Woosh PPPoE cable is connected between the Modem and your computer

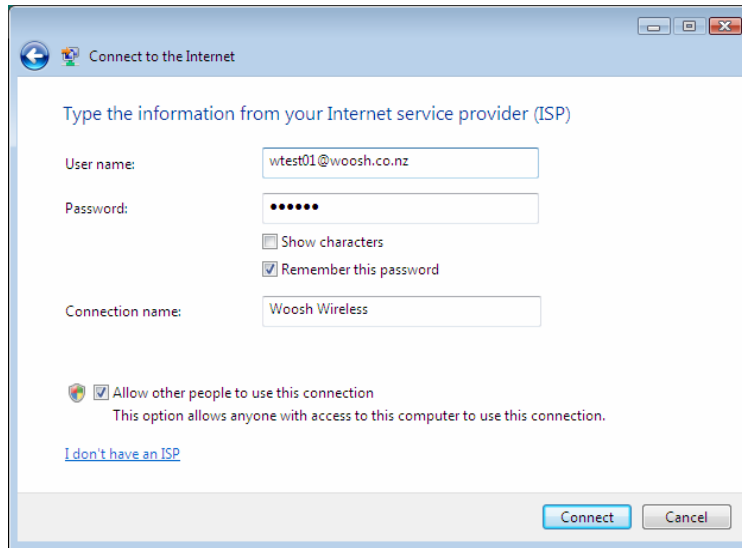
02 Click on [Start » Connect To](#). Then click on [Set up a Connection or Network](#)

NOTE: If no connections have been set up, Windows will warn that it cannot find any networks. Ignore this and click on Set up a Connection or Network

03 Select [Connect to the Internet](#) from the list and click Next. Then choose [Broadband \(PPPoE\)](#)

04 Type in your username (including '@woosh.co.nz') and password, tick [Remember this password](#), and change the [Connection name](#) to Woosh Wireless





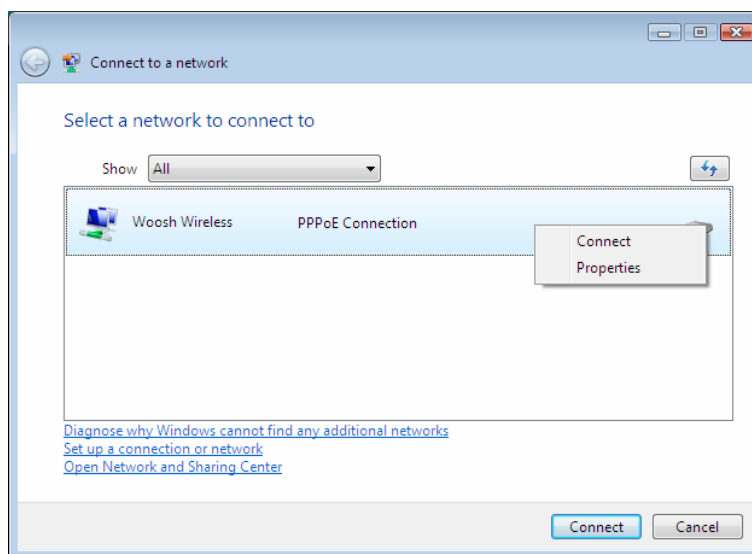
05 Click Connect to start the connection process. After a few moments you should be successfully connected. Click Close to continue

06 If asked to choose a Network Location, select **Home**, then click Close to complete this setting

07 Go back into **Start » Connect To**. You should now see your new Woosh connection. If it is currently shown as connected, right click and Disconnect

08 Right click on **Woosh Wireless** and select Properties. Click on the **Options** tab and set **Idle time before hanging up** to Never, and tick **Redial if line is dropped**. Click OK

09 Right click **Woosh Wireless** and choose Connect, then click Dial. Click Close to exit once connected



Congratulations! Your Woosh Modem is correctly setup. Remember, to connect to the Internet from now on:

- + go to **Start » Connect To**, right click **Woosh Wireless** and choose Connect then click Connect

Modem with USB cable

Before starting, make sure you download and extract the Woosh Vista drivers from www.woosh.com/ContentClient/Vista/vista_drivers.zip.

01 Ensure that the Woosh Modem power cord is firmly inserted. Then connect the Woosh USB cable from the Modem to your computer. Windows will detect the Modem and ask to install driver software.

02 When asked, click on **I don't have the disc. Show me other options** and then **Browse my computer for driver software**. Locate the folder where you downloaded the drivers to then click Next. Then click and wait for Windows to install the drivers. Once this has completed successfully, click Close

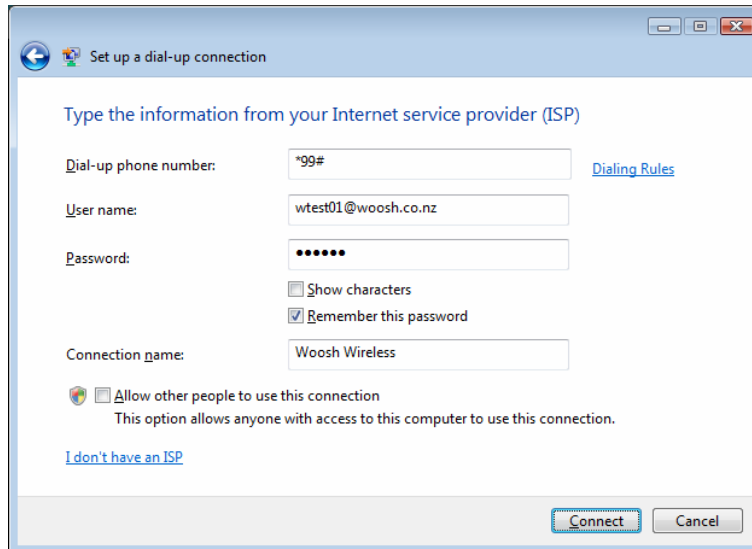
NOTE: Windows may detect a second piece of new hardware. Follow this step again to install these drivers

03 Click on **Start » Connect To**. Then click on **Set up a Connection or Network**

NOTE: If no connections have been set up, Windows will warn that it cannot find any networks. Ignore this and click on **Set up a Connection or Network**

04 Select **Set up a dial-up connection** from the list and click Next. If you are asked to choose a modem, choose **Wireless Broadband Modem (WDM)**

05 Type in *99# as the phone number, then your username (including '@woosh.co.nz') and password, tick **Remember this password**, and change the **Connection name** to **Woosh Wireless**



06 Click **Connect** to start the connection process. After a few moments you should be successfully connected. Click **Close** to continue

NOTE: If the connection does not initially succeed, this could be due to a modem conflict. For now click **Set up the connection anyway** and then **Close to continue**

07 If asked to choose a Network Location, select **Home**, then click **Close** to complete this setting

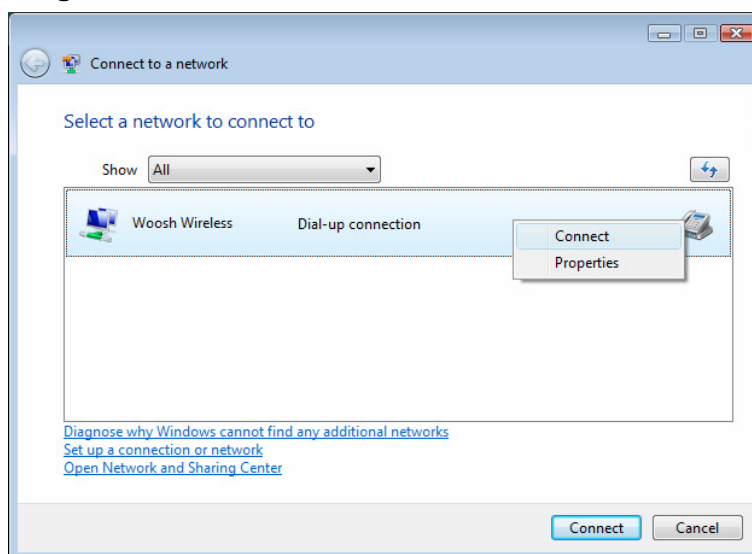
NOTE: If you do not see this step now, it is OK. You may be asked later on

08 Go back into **Start » Connect To**. You should now see your new **Woosh** connection. If it is currently shown as connected, right click and **Disconnect**

09 Right click on **Woosh Wireless** and select **Properties**. Make sure that **Modem - Wireless Broadband Modem (WDM)** is the only device ticked and at the top of the list (if not, select it and use the arrows on the right)

10 Go to the **Options** tab. Set **Idle time before hanging up** to **Never**, and tick **Redial if line is dropped**. Click **OK**, then **Cancel**

11 Back in **Start » Connect To**, right click **Woosh Wireless** and choose **Connect**, then click **Dial**



Congratulations! Your **Woosh Modem** is correctly setup. Remember, to connect to the Internet from now on:

+ go to **Start » Connect To**, right click **Woosh Wireless** and choose **Connect** and then **Dial**

Useful Information

Vista with WiFi networks

To setup your Vista computer on a wireless network, ensure that your WiFi adaptor has been correctly installed, and then follow the steps below

01 Click on **Start » Connect To**. You should see a list of WiFi networks detected. If you have one or more non-WiFi connections already setup, select Wireless from the **Show** list

NOTE: If no wireless connections are shown, you may be out of range and need to move closer to a WiFi Router or Access Point to pick up the signal

02 Select the desired network, then click Connect

03 If it is a secured wireless network, you will need to enter the password(s). If it is unsecured, you will need to confirm that you want to connect.

NOTE: Woosh recommend that you use at least WPA security on your wireless network(s)

04 Tick the appropriate boxes if you want to **Save this connection** and/or **Connect automatically**. Click Close to finish the process

Connecting Multiple PC's

To network multiple PCs at home or work via a Woosh connection, you will need to get additional hardware. There are two ways of doing this:

01 Got a PC Card? Get a Woosh Broadband Router, with WiFi for wireless networking, as well as Ethernet for wired networking. Use the PC Card in the laptop on the go, and in the Broadband Router at home.

02 Got a Woosh Modem? Get a Netgear Wireless router, with WiFi for wireless networking, as well as Ethernet for wired networking.

Simply call Woosh on 0800 4 WOOSH (0800 4 96674) to obtain your extra equipment.

Please note that each computer you want to network will need either in-built WiFi (or WiFi network adapter), or an Ethernet adapter and Ethernet cable

NOTE: Woosh can supply USB WiFi adaptors

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.

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.

Advanced Troubleshooting

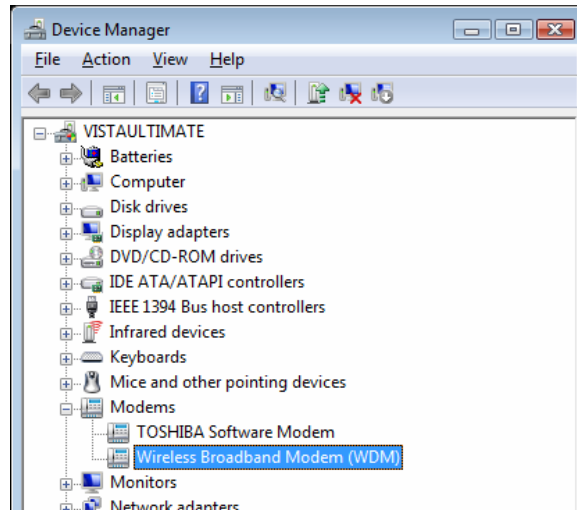
The modem itself uses a username and password, as well as the dialler username and password that are setup using the instructions above. The modem should have been 'flashed' with this before it is delivered to you.

If you need to flash the Woosh PC Card, you will need to do one of the following:

- + bring the PC Card into Woosh Wireless to get it flashed, call 0800 4 WOOSH (0800 4 96674) to arrange this
- + find a Windows XP or Windows 2000 computer you can use to run the flasher.exe tool on the CD (in the folder flasher)

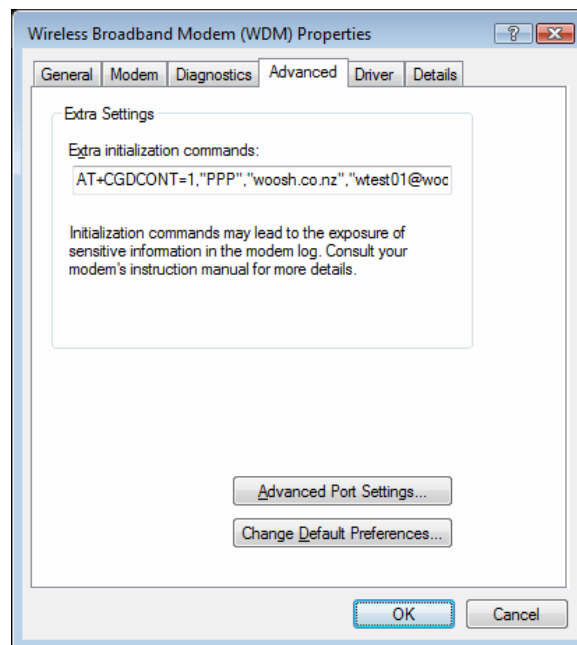
If you need to flash the Woosh Modem, setup the Modem for the USB cable and follow these steps:

01 Go to **Start » Run**, type **devmgmt.msc** and press Enter. Click the plus sign beside **Modems**, then right click **Wireless Broadband Modem (WDM)** and choose Properties



02 Go to the Advanced tab, and enter the following in the **Extra initialisation commands** field
`AT+CGDCONT=1,"PPP","woosh.co.nz","yourusername@woosh.co.nz,yourpassword",0,0`

NOTE: Make sure you type in the same information used in Step 06 for the username and password as underlined, and include all punctuation as shown, with no spaces



03 Click OK, then OK again if a warning is shown, then close Device Manager

04 Go to **Start » Connect To**, right click **Woosh Wireless** and choose Connect. Your Modem is now 'flashed'.