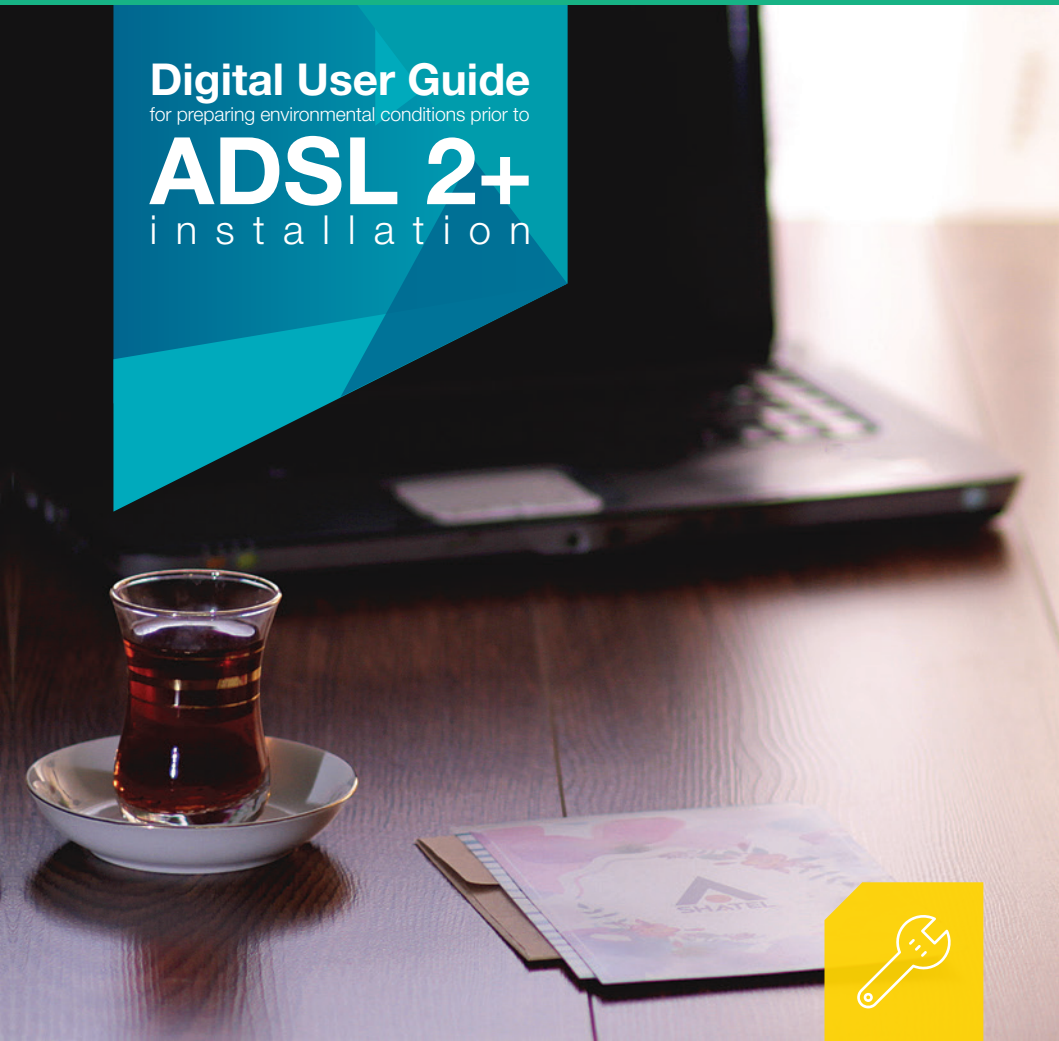
Digital User Guide

for preparing environmental conditions prior to

ADSL 2+ installation

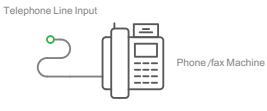


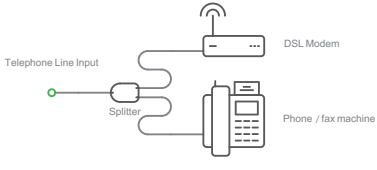
We welcome you and thank you for joining Shatel Group of companies. We will appreciate it if, when your service is ready to be installed, you prepare the following environmental conditions before Shatel experts visit you to install the service:

- If you have purchased a modem from Shatel and requested the installation to be done by the experts from Shatel, please do not open the modem box and wait for the expert to open it ,so that, if there is any problem with the modem, Shatel will be notified by the expert and the modem can be exchanged or repaired.

1. If the DSL line is used simultaneously for a telephone or fax machine, please follow the procedure below:

Before preparing the line

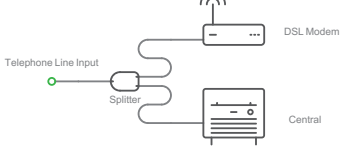




After preparing the line

2. If the DSL line is shared with a central Phone line, please follow the procedure below:

Before preparing the line



After preparing the line

- For each phone handset and fax machine, a separate splitter must be installed.
- The DSL splitter output will only be used to connect the DSL modem.
- Phone splitter output will be connected to the phone or fax machine.

Notes

- If you have an anti-power plug, a long distance lock and a non-display device on your phone line, you need to unplug it.
- Note that phone wires must be completely separated from the electrical cables and other power consuming devices (such as a microwave, etc.).
- If your phone's sockets support two different lines on a telephone wire, change them so that each socket supports only one phone line.
- Use standard wiring and standard connections in in-door wiring, and avoid twisting the wires.
- If ADSL service is being used in an apartment, a housing estate or large building, please prior to Shatel expert's visit, locate your telephone line at the location where the telecommunication company has delivered the phone wire to the building. This will notably reduce the installation time especially when there are problems with setting up a service.
- If your building or unit uses a central telephone system, connecting a pair of copper wires from the central location to the location of the modem will be required.

- If your computers have problems (such as Windows crashes, USB ports problems, viruses, etc.), please fix them and also ensure that you have the required hardware (such as a network card, USB port, etc.).
- If you are willing to use the modem wirelessly, it is essential to have a wireless network card. Otherwise, your computer must have a Wire Card or USB port. In both cases, ensure that your network card hardware and software are installed on the system.
- If, you still have trouble preparing the environmental conditions as stated above, please, before the experts visit your location to install the service, contact Shatel on 1525 (Shatel Central Technical Services Department) in Tehran and Shatel franchises in your place of residence and ask your questions. You can visit Shatel website to access contact information of Shatel franchises throughout the country.
- If your modem is provided by Shatel, and you are not interested in an expert installing the modem, you can connect the modem to the line after receiving the SMS from Shatel indicating "ready to install". Then wait for fixed green lights on PPPoE. The green light comes as an indicator that you are connected to Shatel network. You can open a browser and install "Shatel Smart Technical Support" on Windows OS, or install “Shatel app” on Android OS and with few simple settings connect to Shatel Internet, and use Shatel High-Speed Internet service. It's worth mentioning that if you use modems not provided by Shatel, only some types of modems have this capability.

Sales & Support Global Phone No.: **1525**

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