adsl sync.

internet

wired

wireless

storage / 3g

phone

iinet
connect better

BoB™
LITE

Quick Start Guide

Start here!

Welcome to BoB Lite™

This guide provides easy, step-by-step instructions on settings up your new hardware and getting online.

If you're just here for a refresher course on getting connected to your wireless network, **skip to page 18**.

If you're online but still need to get your VoIP Netphone service set up, **head to page 28**.

Need a full User Manual?

Once you're online with the instructions in this guide, you can download the full BoB Lite™ User Manual from:

- **www.iinet.net.au/hardware/bob/manuals** or
- **www.westnet.com.au/hardware/bob/manuals**
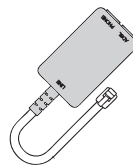
BoB Lite™ Checklist

Before you get started, check that the following items are in your BoB Lite™ box along with your stand.
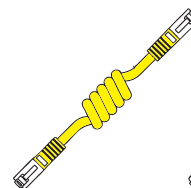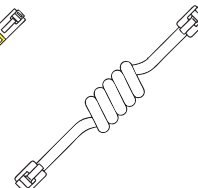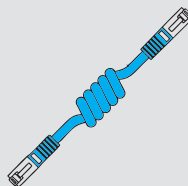

BoB Lite™

Power Pack

Line Filter

Ethernet Cable

Phone Cable x 2

Quick Start Guide

Got NBN?
If you've got any kind of NBN or other fibre service, then you'll have an **additional blue ethernet cable** instead of 2 x phone cables and a line filter.

Getting Started

First, you'll need to get the BoB Lite™ plugged in. There are a few different ways to do that, depending on which type of internet service you have.

Which internet service do you have?

ADSL1/ADSL2+ Broadband
You have a copper landline connected to your house with an active phone service. **Hop to page 6**.

NBN or other Fibre Internet
You have a fibre line connected to your house, with an NBN box or some other kind of fibre unit or smart wiring installed in your home that you need to connect to. **Jump to page 10**.

Naked DSL Broadband
You have a copper landline connected to your house, but it's been stripped of a phone service to function only as an internet line. **Skip to page 8**.

NBN Satellite
You have a satellite modem, and you just want BoB Lite™ to take care of the wireless internet in your home. **Jump to page 10**.

Physical Setup

Setting up BoB Lite™ for ADSL1/ADSL2+ Broadband

Phone Socket

Line Filter

Phone Cable

Power Cord

Phone Cable

1. Connect BoB Lite™ to an electrical outlet with the black power adapter and turn him on by pressing the button next to the power port. A green light will illuminate around the edge of the power button.

2. Plug one of the supplied phone cables into the port labelled '**adsl**', located to the left of the four yellow sockets. Take your line filter out of the box, and plug the other end of the phone cable into socket marked '**adsl**' on the filter.

3. **Standard phone services:** If your phone is plugged into the phone socket on your wall, you'll need to plug it into the socket marked '**phone**' on the filter.

   Netphones (VoIP): Plug your phone into the green port marked '**phone**' on the side of BoB Lite™. Then plug one end of a white phone cable into the black '**PSTN fail over**' port and the other end into the '**phone**' socket on your filter.

4. You can now plug the short cable on the line filter into the phone socket on your wall.

5. All done! You can put away any unused cables in a safe place, but you will need your yellow ethernet cable to connect to a computer for a wired connection.

Setting up BoB Lite™ for Naked DSL
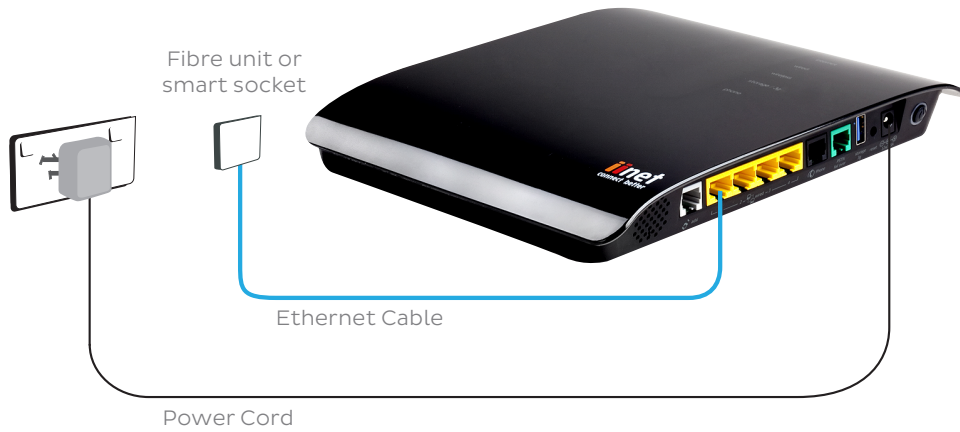
Phone Socket

Phone Cable

Power Cord

1. Connect BoB Lite™ to an electrical outlet with the black power adapter and turn him on by pressing the button next to the power port. A green light will illuminate around the edge of the power button.

2. Plug one of the supplied phone cables into the port labelled '**adsl**', located to the left of the four yellow sockets. Plug the other end of the phone cable straight into the phone socket on your wall. You won't need the line filter that came in the box, so keep it somewhere safe.

3. Almost done! You can put away any unused cables in a safe place, though you will need your yellow ethernet cable to connect to a computer for a wired connection.

Head to page 14 to learn how to get online.

Setting up BoB Lite™ for NBN or Fibre

Fibre unit or smart socket

Ethernet Cable

Power Cord

If you have any kind of fibre or NBN service (excluding NBN satellite), then you'll have a unit that connects to the fibre network. This unit can be referred to as an NBN Box, NTU, NTD or ONT. To make things simple, we'll call it a **fibre unit** from now on.

You may also have smart wiring that connects to this fibre unit and gives you a wall socket to plug BoB Lite™ in to, just like a phone socket.


1. Connect BoB Lite™ to an electrical outlet with the black power adapter and turn him on by pressing the button next to the power port. A green light will illuminate around the edge of the power button.

2. Plug your blue ethernet cable into the leftmost yellow '**wired**' port on the side of BoB Lite™ – it's the one numbered '**1**'.

3. If you have smart wiring, plug the other end of the blue ethernet cable straight into your smart wall socket. If not, you'll need to plug it into your fibre unit. The name of the port can vary depending on which type of fibre unit you have, but for NBN fibre connections you'll usually need to use the '**UNI-D1**' port.

4. Almost done! You will need your yellow ethernet cable to connect to a computer for a wired connection.

Head to page 14 to learn how to get online.

Got Satellite?
If you have satellite, you'll have a satellite modem with a LAN port to plug in to instead of a fibre unit. Once you get BoB Lite™ connected and logged in (**see pages 12 and 15**), you can learn how to go wireless on **page 18**.
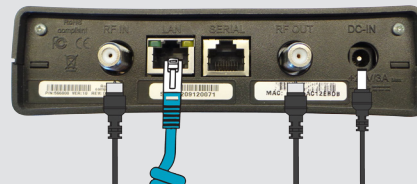
Connecting BoB Lite™ to a Computer

Once you've got BoB Lite™ plugged in, you'll need to get him talking to a device that can connect to the internet. The easiest way to do this is to connect him to a desktop or laptop computer with your yellow ethernet cable.

Wired

You can connect one or several computers to BoB Lite™ using the yellow ethernet cable that came in the box.

Plug one end of the cable into yellow '**wired**' port on BoB Lite™, then plug the other end of the cable into the network port on your computer. On most desktop computers, this port will be on the back of the CPU tower. On laptops, you'll usually find the network port on the sides of the keyboard.

Once you're connected, you can stay wired or **learn how to go wireless on page 18**.

Wireless

If you don't have any devices that you can plug an ethernet cable into, don't panic! You can still connect. BoB Lite™ has a default wireless network already set up in his memory.

You'll find your unique network name (**WPA**) and password (**SSID**) on the sticker on the back of BoB Lite™. You can use these to connect wirelessly with the instructions on **page 19**.

Connecting BoB Lite™ to a computer

Back of
PC tower

Ethernet Cable
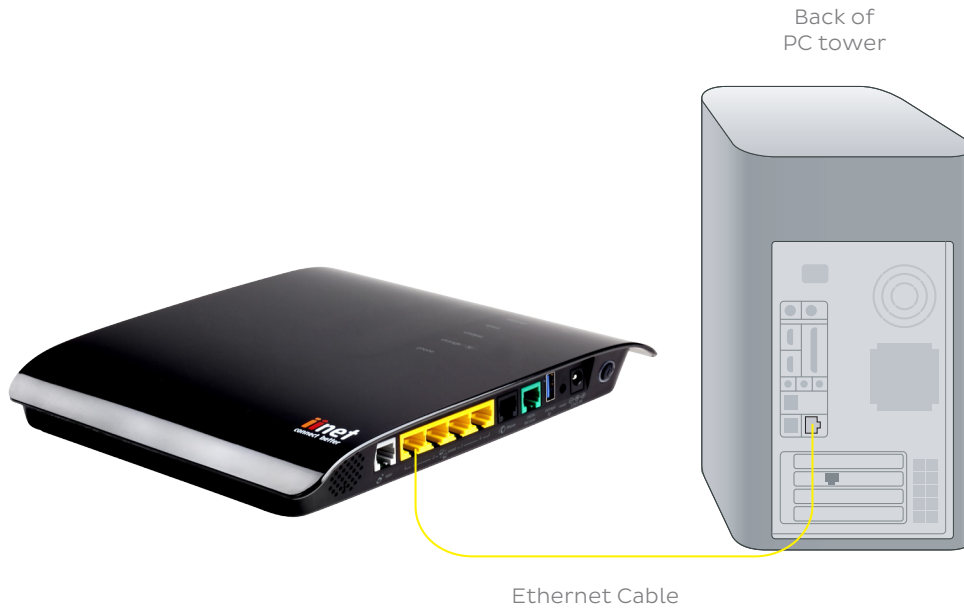
Getting BoB Lite™ Online

Once you've got BoB Lite™ plugged in and turned on, **take a breather and let him do his thing for 10–15 minutes**. In most cases, he'll be able to communicate with your Internet Service Provider and retrieve the username and password he needs to get online. Once this is done, he'll save those settings and you'll be able to view web pages on your computer or other connected devices.

Help! I can't view webpages.

Don't panic. Doing things the manual way is still really easy. All you need to do is log in to BoB Lite™'s home page and put in your username and password. **Check the next page to learn how to do this**.

If you can't view webpages and there are any red or flashing lights on BoB Lite™, please call our friendly **Support Team** for assistance using the contact information on the back cover of this guide.

Logging in to BoB Lite™

BoB Lite™ has a home page that you can use to manage BoB Lite™'s settings manually, from getting connected to personalising your wireless network.

How to browse to the BoB Lite™ home page

1. Open your computer's web browser and in the address bar type **http://10.1.1.1** –Make sure your computer is connected to BoB Lite™ either wirelessly or with an ethernet cable.

2. This is the BoB Lite™ home page. From here you can get a snap shot of BoB Lite™'s connection status and statistics.

3. Once you've arrived at the home page, type the default password 'admin' in the box at the top of the screen, then click '**log in**'.
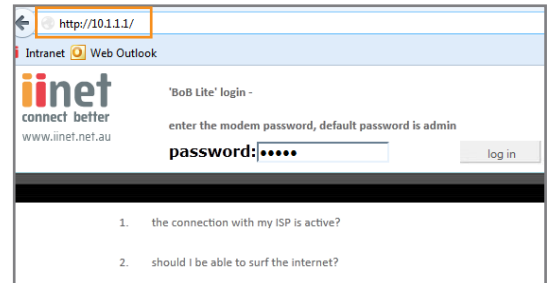
Getting online the manual way – ADSL1/ADSL2+ services

1. After logging in, you will see the Wizard page. Here, you can enter the basic information needed to get your internet connection running.

2. Enter your ADSL username and password (you'll find these in the letter that came with your BoB Lite™) in the first two boxes on the Wizard page, located to the right of the subheading '**ADSL Setting**'.

3. Click the '**Save settings**' button on the upper right of the page to finish. After a few moments, you'll see a countdown as BoB Lite™ saves your changes.

4. If you have a Netphone VoIP service, **check page 28 to learn how to get talking**.

Getting online the manual way – NBN or other fibre services

If you have an internet service that connects to the National Broadband Network or any other fibre network, you'll need to set your BoB Lite™ up a little differently:

1. On the Wizard page, scroll down to the subheading '**Modem is currently configured for**'.

2. Select '**FTTH/NBN**' from the drop-down menu to the right of this heading.

3. Click the '**Save Settings**' button on the upper right of the page to finish. After a few moments, you'll see a countdown as BoB Lite™ saves your changes.

4. If you have a Netphone VoIP service, **check page 28 to learn how to get talking**.

Getting Wireless with BoB Lite™

BoB Lite™ can broadcast your wired connection signal over a short range, allowing devices to access the internet without being physically attached. A wireless internet signal is often called '**WiFi**'.

To connect to your wireless network, a device must have a built-in antenna to receive this wireless signal. Most smartphone, tablets and laptops have these, but many desktop computers don't. You may need to buy an attachable antenna known as a wireless adapter.

Wireless Security

It's good to love your neighbour, but not enough to give them free internet. You should always have a password on your wireless network to prevent unauthorised access, and only give it to people you trust.

Depending on the software you use, your WiFi password may be referred to as a security key, a pre-shared key, a WPA key or WPA2 key.

To learn how to change your wireless password, **hop to page 20**.

Connecting with the BoB Lite™ default network

Your BoB Lite™ comes with a wireless network already set up in his memory, which can be handy if you don't have a computer that you can connect him to with an ethernet cable. You can find the default **network name (SSID)** and **password (WPA)** on the sticker on the back of BoB Lite™.

If you'd rather use your own network name and password, check the next page.

If you'd like to get going using this default network, write down your network name and password on **page 22**.

Personalising your wireless network

Everyone likes their own personal touch, and it's great to have a password that's easy to remember. You can set your own network name and password for your wireless network from the BoB Lite™ home page. **Check page 15** if you're not sure how to log in.

Changing your network name (SSID)

1. After logging in, select '**2. Set up my Wireless**' from the black bar running across the top of the page.

2. Underneath the '**Wireless Network**' heading, ensure '**Enable primary SSiD**' is ticked. In the text box to the right of this tick, replace the default network name with the name you'd like your wireless network to have.

3. Once you're done, click the '**Save Settings**' button to finish up.

Changing your password (WPA)

1. On the '**2. Set up my Wireless**' page, you'll find the 'Security Options' heading. Make sure that 'WPA/ WPA2-PSK' is selected in the list of options.

2. For 'Pre-shared key type', select '**Passphrase (8~63 characters**)'. You can then type your desired password in the text box below, but it must be at least 8 characters long.

3. Click the '**Save Settings**' button to the right of **Security Options** to finish. We recommend writing your new name and password down on **page 22**.

Personalising your wireless network

1. Set up wireless distribution

2. Set up MAC address filter

3. Set up WPS

Set up my wireless

Refresh Save settings

Wireless Settings
Enable or disable Wireless function : ● Enable ○ Disable

Wireless Network   2

☑ Enable primary SSiD   Hide SSiD ☐   ii000078primary

☐ Enable secondary SSiD   Hide SSiD ☐   ii000078secondary

Channel   Auto ▾

Mode   802.11n + 802.11g + 802.11b ▾

Bandwidth   20MHz/40MHz ▾

Wireless Access Point
☐ Enable Wireless Access Point

Save settings

Security Options ii000078primary ▾

○ Disable

○ WEP (Wired Equivalent Privacy)

● WPA/WPA2-PSK (Wi-Fi Protected Access Pre-Shared Key)   1

○ WPA/WPA2-802.1x

Pre-shared key type: ● Passphrase (8~63 characters)   2   ○ Hex (64 digits)

Pre-shared Key: abc321abc

Show Pre-shared Key: ☑

21

Connecting to BoB Lite™ wirelessly

It's best to keep your wireless details somewhere safe in case you need them in the future, so write them down in the boxes below. They're case sensitive, so make sure to include any capital letters that were used.

Wireless Security Key (WPA)

Wireless Network Name (SSID)

Your Operating System

Different operating systems have different instructions for connecting to a wireless network. For all smartphone and tablets, please consult their user manuals for help. This guide contains instructions for the following:

Windows 7 – page 24   **Windows 8** – page 25

Windows XP – page 26   **MAC OSX** – page 27

Wireless Setup for Windows 7

1. On your desktop, click the Wireless Network icon in the system tray on the bottom right-hand corner of your screen. This will bring up a list of available connections.

2. Find the name (SSiD) of your wireless network and click on it. Ensure 'Connect Automatically' is ticked and then click the '**Connect**' button.

3. You'll be asked to enter your '**Security key**', which is your wireless password (WPA). Type it in, then click '**OK**'. Your computer should remember your password for you from now on.
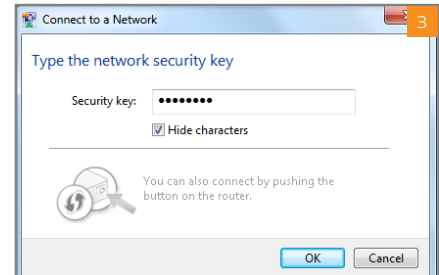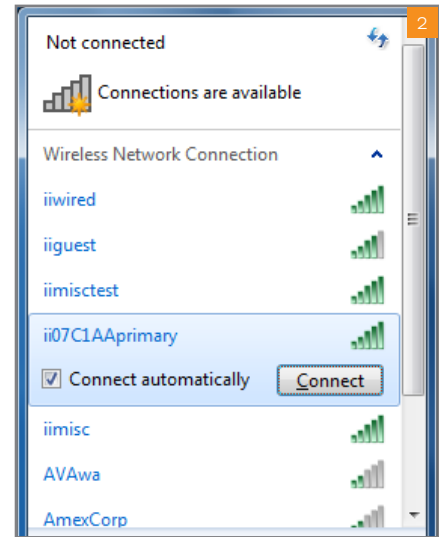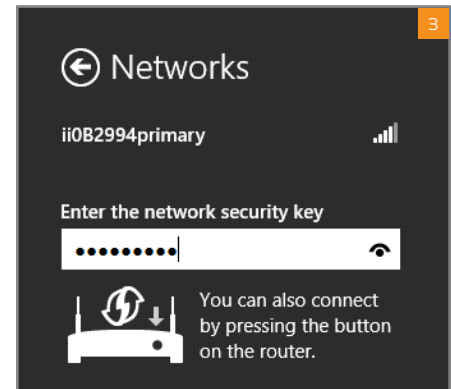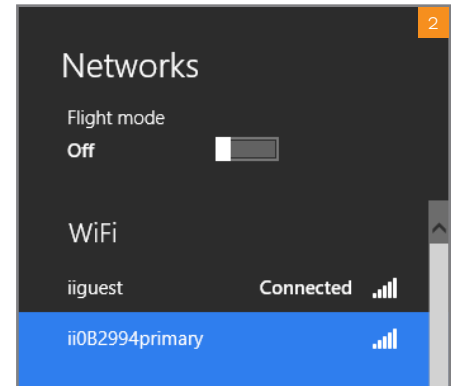
Wireless Setup for Windows 8

1. On your desktop, click the Network icon in the system tray on the bottom right-hand corner of your screen. This will bring up a list of available network connections.

2. Find the name (SSiD) of your wireless network and click on it. Ensure 'Connect Automatically' is ticked and then click the '**Connect**' button.

3. You'll be asked to enter your password. Type it in, then click '**OK**'. Your computer should remember your password for you from now on.

Wireless Setup for Windows XP

1. Open the Start Menu with the button in the bottom left-hand corner of your screen, then select the '**Connect To**' option from the right-hand column. Click on 'Wireless Network Connection'.

2. Select the name (SSiD) of your wireless network from the list of available connections and click the '**Connect**' button.

3. You'll be asked to enter your '**Network key**', which is your wireless password (WPA). Type it in, then click '**OK**'. Your computer should remember your password for you from now on.
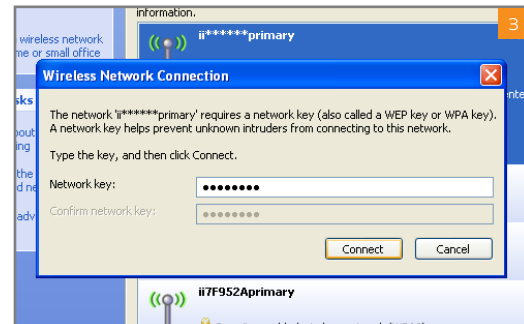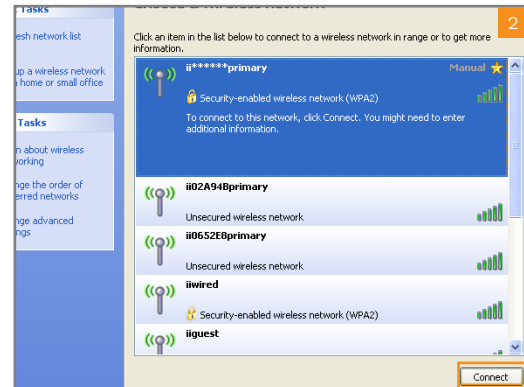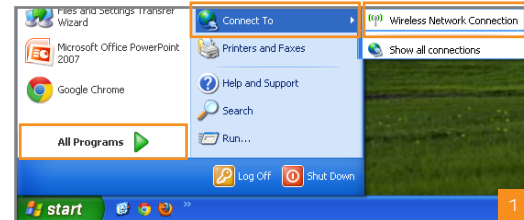
Wireless Setup for MAC OSX

1. In the upper right-hand corner of your screen, click the AirPort icon and select '**Turn AirPort On**'.

2. Clicking the AirPort icon will now bring up a list of available wireless networks. Select your network name (SSiD) from this list.

3. You'll be asked to enter your password. Type it in, then tick '**Remember this network**' to ensure your computer remembers your password for you from now on. Click '**OK**' to finish.
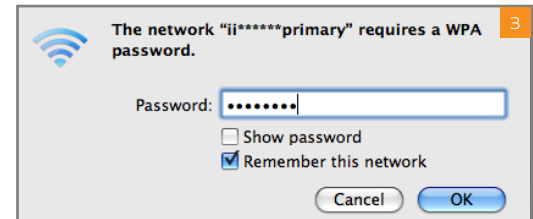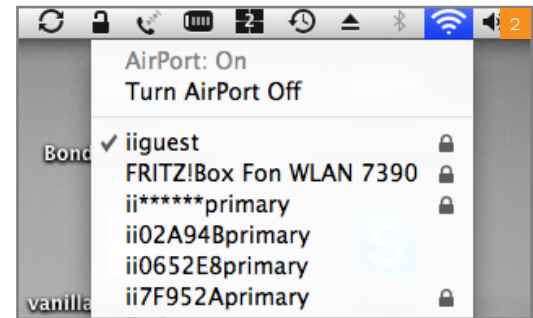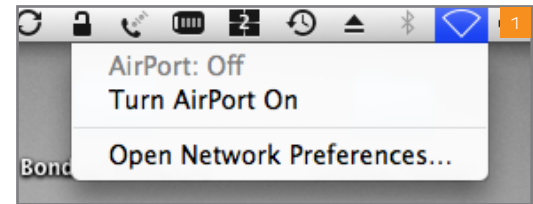
Get Talking with BoB Lite™

If you have an Netphone (VoIP) service, you'll need to give BoB Lite™ your service settings so he can direct incoming and outgoing phone calls for your Netphone number. Just grab your account details from the email we sent you, and follow these instructions:

1. Log in to the BoB Lite™ home page. **Check page 15** if you're not sure how.

2. On the **Wizard** page, find the '**VoIP Setting**' heading. Type your Netphone VoIP number (with no spaces) in the box next to '**4. My VoIP phone line 1 username is**'.

3. Next, type your Netphone VoIP password in the box next to '**5. My VoIP phone line 1 password is**'. Your password is case-sensitive, so make sure to include any capital letters in your password.

4. Skip the '**Line 2**' section and then choose your state from the drop down menu next to '**8. Select the state you are in**'.

5. Click the '**Save Settings**' button in the top right-hand corner of the page to finish up. You should then see '**[VoIP Registration: Up]**' next to **'Line 1'** on the Wizard page. Here's a list of everything you might find on this line and what it means:

   Idle – No VoIP service has been registered

   Up – VoIP service registered successfully

   Initializing – VoIP service is initializing, or the internet connection is down

   Incorrect Password – VoIP password entered incorrectly

   Incorrect Username – VoIP phone number entered incorrectly

Setting up VoIP

1. Wizard	2. Set up my wireless	3. Set up my Voip	4. Configure my USB port	5. Advanced settings	6. Handy Tools	7. Status/diagnostic

1. Wizard

Wizard

Refresh   Save settings

ADSL Setting:

1. my ADSL username is: iinetBoB2

2. my ADSL password is: ••••••••••••••

3. my WAN IP address is: 203.215.17.248

ADSL status:

Line Status: Online

Line Mode: Automatic

VoIP Setting:

Line 1: [VoIP Registration: Up]

4. my VoIP phone line 1 username is: 0290293437

5. my VoIP phone line 1 VoIP password is: •••••••••••

Line 2: [VoIP Registration: Idle]

6. my VoIP phone line 2 username is:

7. my VoIP phone line 2 VoIP password is:

8. select the state you are in: NSW ▼

Modem is currently configured for: ADSL ▼

ADSL users must leave the default setting "ADSL" enable; for FTTH (Fibre to the Home) and NBN (National Broadband Network) customers please change the dropdown box to FTTH/NBN and click the save settings button above. If you are an FTTH/NBN customer please follow the included setup guide to finish the setup process.

Warranty Information

1   How to claim under the warranty and your rights

1.1   In order to claim under the warranty, you should contact us to advise that you wish to claim under the warranty and answer any questions we have. We will assess whether you are eligible to claim under the warranty and determine, at our option and in accordance with any specific terms that apply to the relevant equipment, whether to repair or replace your equipment, or provide a credit.

iiNet:

- **Phone: 13 22 58**
- **Email: support@iinet.net.au**

Westnet:

- **Phone: 1300 786 068**
- **Email: support@westnet.com.au**

Internode:

- **Phone: 1300 788 233**
- **Email: support@internode.com.au**

TransACT:

- **Phone: 13 30 61**
- **Email: support@transact.com.au**

Adam Internet:

- **Phone: (08) 8423 4000**
- **Email: help@adam.com.au**

1.2   If we determine that your equipment needs to be returned, you will be sent replacement equipment and a return freight bag in which to return the faulty equipment.

1.3   If the faulty equipment is not returned to us, with all cables, accessories and components, within 21 days of you receiving the replacement equipment and return freight bag, you will be charged the full price for the purchase of the equipment that we sent to you, plus any shipping costs relating to the prepaid satchel that was sent to you. You will also still be charged for the original equipment and if the original equipment has already been paid for, you will not be entitled to a refund.

1.4   The warranty does not apply to faults caused by any of the following (Non Covered Events):

a)   any equipment not supplied by us;

b)   any interference with or modification to the equipment or a failure to use it in accordance with instructions; or

c)   damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or

d)   an external event (for example a fire or flood).

1.5   If on inspection of the returned equipment we determine that the fault was caused by a Non Covered Event, you will be charged for the original equipment (or if the original equipment has already

been paid for, you will not be entitled to a refund) and the replacement equipment, unless:

a) you have not used the replacement equipment;

b) and you return it to us in its unopened packaging, in which case, you will not be charged for the replacement equipment.

1.6 The repair or replacement of equipment may result in loss of data (such as loss of telephone numbers stored on your handset).

1.7 Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If your equipment is replaced with refurbished equipment, the warranty applies in relation to that refurbished equipment from the remainder of the original Warranty Period or thirty days, whichever is longer.

1.8 The benefits given to you by this warranty are in addition to other rights and remedies you may have at law.

1.9 Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

1.10 This warranty is given by iiNet Limited (ACN 068 628 937) of 1/502 Hay Street, Subiaco, WA, 6008. You can contact us on 13 22 58 or via email to support@iinet.net.au if you have any questions regarding this warranty.

1.11 Latest Warranty Information: **http://www.iinet. net.au/about/legal/pdf/general-equipment-warranty.pdf**

2 Warranty Period

Purchase: 24 Months

Rental: For the lifetime of the Rental Contract

2.1 You must notify us of the fault with your equipment within the applicable Warranty Period (beginning from the date you purchased the equipment)

2.2 We will repair, replace or provide credit for faulty equipment provided by us at no cost to you, if you notify us of the fault within the applicable Warranty Period.

2.3 However, we will charge you for the repair or replacement of faulty equipment, if the fault was caused by a Non Covered Event.

2.4 If we decide to repair the equipment, you must give us sufficient information to assess the fault, including allowing us to test your personal computer.

iinet
connect better

Westnet
Service sets us apart

If you have any issues with your set up or technology just isn't your strong point, you can always call our friendly staff for a hand.

iiNet Support	**iiNet Business Support**	**Westnet Support**	**Westnet Business Support**
Available 24/7	6am to 6pm (WST) Mon–Fri	Available 24/7	8:30am to 5pm (WST) Mon – Fri
13 22 58	13 24 49	1300 786 068	1300 786 006
support@iinet.net.au	bizsupport@iinet.net.au	support@westnet.com.au	business@westnet.com.au