

Orange ADSL services



user's guide

Thank you for subscribing to ADSL with orange, we hope you will be pleased with your experience, in order to get the most out of your service, we recommend you to read this user guide, it describes in details all the functions of this service in addition to troubleshooting and answers to all of your questions.

Orange ADSL in one bill

We're trying to make your life easier. So now with **Orange** internet, you can sign up to **ADSL** line and internet connectivity in one bill and you will not only save time by ringing one customer care number, but you will save money with our affordable prices.

With our ADSL offer you will get:

1. 3 free **@orange.jo** emails, with a 250 MB storage capacity.
2. 2 **WiFi** hours for ADSL 1M and above.
3. JD1 discount each month when you pay your bills through direct debit.
4. **Livebox** wireless modem, free for 1M and above in normal plans, free for all double plans.

ADSL modems

- Normal Modem **SpeedTouch™** you can connect one device (PC or Switch).



- **Livebox** Wireless **Wi-Fi** modem you can connect more than one device (PC or Switch).



How can I change my modem?

To change your modem from normal **livebox** WiFi modem you can call **06460 8888** or **visit one of our shops**.

ADSL speeds



Orange team will be validating your lines feasibility to offering the available speed.

We provide you with variety of speed to enjoy the high speeds

How can I upgrade my ADSL speed?

	ADSL in One Bill Normal Plan		ADSL in One Bill Double Plan	
ADSL speed	Download limitation	Speed after exceeding Download limitation	Download limitation	Speed after exceeding Download limitation
128Kbps	4GB	64	NA	
512Kbps	7GB	128	14GB	128
1M	10GB	128	20GB	256
2M	15GB	128	30GB	512
4 M	20GB	1M	40GB	1M
8 M	25GB	2M	50GB	2M

If you want to upgrade your ADSL speed, you can:

- 1- Call our customer care on **06 460 8888**.
- 2- visit www.orange.jo then click on Internet → upgrade ADSL
- 3- visit one of our shops



With ADSL service, you have limited download capacity, if you download too many files during the month, due to technical reasons, your speed will be decreased.

Orange will notify you when you reach 70% of your download capacity through a SMS and an **e-mail to your @orange.jo** address. To maintain your high speed you can subscribe to the extra GB service so you can download more without affecting the speed of you ADSL.

Extra GB Service

With this service you can **buy extra GB** when you exceed your download capacity, so you can download more movies and music files without having your speed downgraded.

You will be charged 3JD/GB/month limited to 10GB/month.

If you have subscribed to this service, automatically on each month after you exceed the download capacity you will start consuming extra GB.

How can I subscribe to extra GB service?

To subscribe to this service please call our **customer care 06 460 8888** or visit **www.orange.jo** or one of our shops.

You can also change your plan to double plan with double GB with discounted price by visiting **www.orange.jo**

How can I check my current download capacity?

www.orange.jo → internet account → account info

Parental Control Service:

With the unlimited internet access, the concern about the types of information to which kids are exposed to has increased. The Parental control Service helps you protect your children from the web content that might be considered objectionable and harmful.

a- Parental control global level

You will have the choice to use our predefined blocked categories, without the ability to bypass any blocked website. We will take care of controlling your internet access in a simple and easy way.



*** Blocked categories are categories over http only.**

IWF-Restricted Categories, Adult/Mature Content, Illegal Drugs, Illegal/Questionable, Intimate Apparel/Swimsuit, Nudity, Personals/Dating Phishing, Pornography, Proxy Avoidance, Sex Education, Sexuality/Alternative Lifestyles, Spyware Effects/Privacy Concerns, Spyware/Malware Sources, Violence/Hate/Racism, and Weapons.

b- Parental control user level

If you seek more and would like to control your internet content by yourself, we provide a more advanced option for content filtering; you can choose the blocked categories and websites using a tool for this purpose that can be accessed through **www.orange.jo**, with a

secure password to access this tool safely, and for privacy a 2nd password will be given for web authentication.

How can I subscribe to parental control service?

Global level:

Call our **customer care 06 460 8888** or visit one of our **shops**.

User level:

From **www.orange.jo**

Orange e-mail address

When you subscribe to ADSL, you will get free e-mail addresses from **www.orange.jo** with e-mail box storage capacity up to **250MB**; you can share more pictures, files and videos with all your family and friends and keep your memories alive.

How can I access my e-mail address ?

The **Orange** username and password you're using for accessing the internet; can be used to access your e-mail account. Just enter your username and password on **www.orange.jo** homepage, in the e-mail box field, then, you can enjoy your 250MB of storage capacity.

If you face any problem, please contact on **06 460 8888**.

In order to choose and activate your additional mailboxes please call at 06 460 8888

Orange WiFi

WiFi networks are a way to access high speed internet in public places. These public places are called hotspots or zones.

What do you need?

Wireless Card

Using your laptop or PDA, that is WiFi enabled, you can send and receives e-mails and browse the internet. WiFi service from **Orange** can connect you with high speed internet access within 100 meters range of our hotspots. Simply buy the prepaid WiFi card from locations that hold the WiFi Zone logo and get connected.

Prepaid cards

Prepaid cards may be purchased from any **Orange** WiFi zone. The cards provide the user with a login username and a password for internet access for a limited predefined duration.

How to connect?

Connecting to wireless network

Each **Orange** WiFi wireless network is identified by its network name known as **SSID**. When you enter an **Orange** WiFi zone service, **Windows XP and vista** will detect and connect to the wireless networks automatically. Existing wireless network icon will be shown on the user's terminal. Other operating systems must be configured individually.

Logging in and using the service

When you open your internet browser and enter any internet address (ex. **www.orange.jo**), the Telecom Plus logon screen will appear, enter your login name and password on your card. After you login, the remaining credit will automatically be shown.

Locations of Orange WiFi hotspots

Airports, Universities, Embassies, Resorts, Gyms, Shops, and Restaurants.

Troubleshooting

1. Normal Modem (SpeedTouch™)

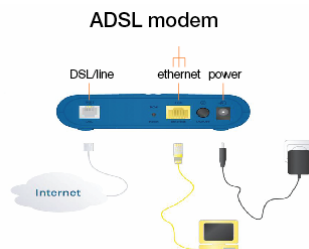
LED view



Indicator			Description
Name	Colour	State	
Power	Green	Solid on	Power on, normal operation.
	Red	Solid on	Power on, self-test failed, indicating device malfunction.
	Orange	Solid on	Boot loader active.
Ethernet	Green	Blinking	Ethernet activity.
		Solid on	Ethernet connection has no activity.
	Off		No Ethernet connection.
ADSL	Green	Blinking	Pending ADSL line synchronisation.
		Solid on	ADSL line synchronised.
	Off		No ADSL line.
Internet	Green	Blinking	Internet activity.
		Solid on	Internet connectivity (username & password are active).
	Red	Solid on	Internet connection setup failed.
	Off		No Internet connection.

**What shall I do if the power LED (light) is off or isn't green?
(These steps may help)**

Check that the extension which links the modem and power supply is properly connected without any extensions. Follow the connection methods in the figure below.



Make sure the electricity is connected from the outlet; if the problem continues try to connect it to a different outlet. If you're still facing a problem, contact us at **1214**.

You are welcomed to report your problem, you can do this through www.orange.jo, or directly use this link <http://orange.jo/reportaproblem.php>, or by calling 1214, we are also pleased to help you with some solutions.

What shall I do if there's no dial tone or there's no noise from the main phone line?

Try the following steps:

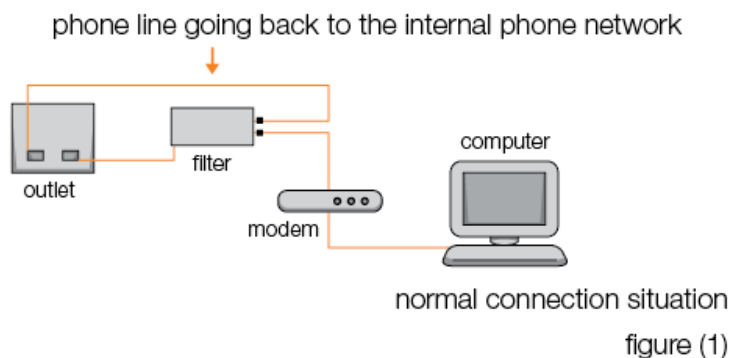
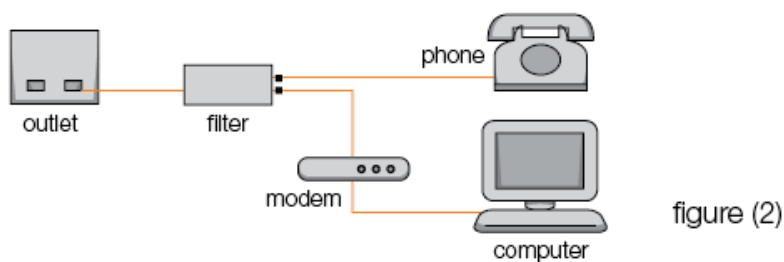


Figure (1) shows how the normal connections should be.

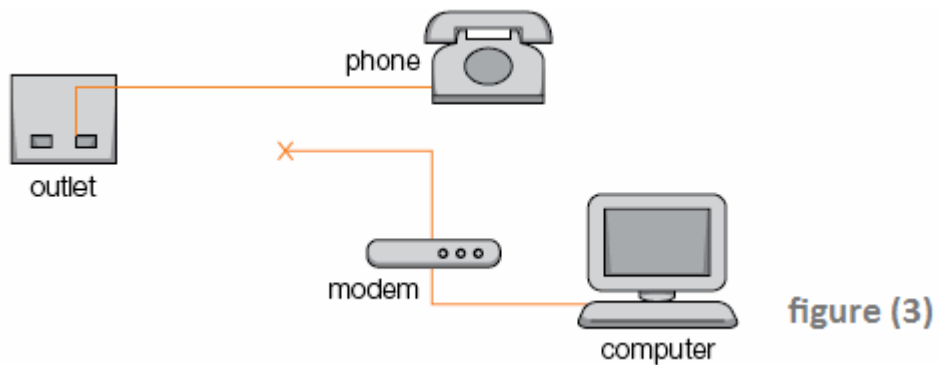


Disconnect the phone line that is going back to the internal network and try to connect one phone directly to the filter, as shown in **figure (2)**.



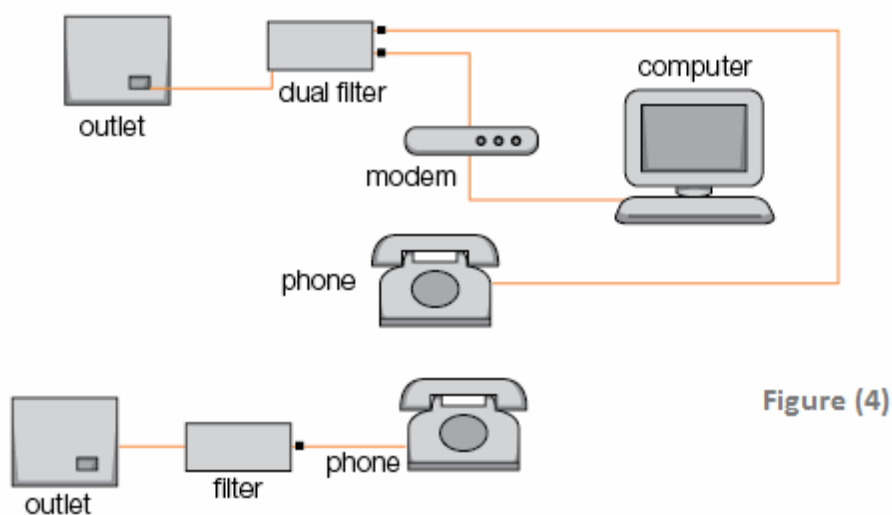
If the phone's dial tone is back and there's no noise that means that the problem is from the internal wires and not from our main line. Please check the internal wires.

If the problem continues, please connect the phone directly to the outlet without the filter as shown in **figure (3)**.



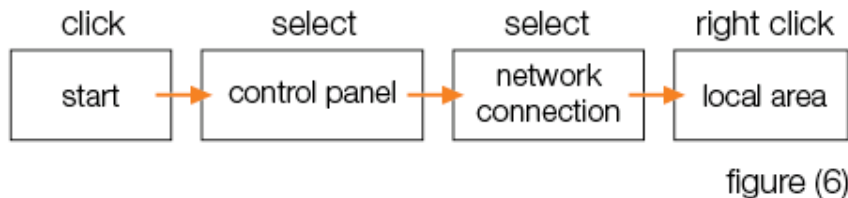
If the phone's dial tone is back and there's no noise that means that the problem is from the filter and not from our main line. Please visit any of our shops to buy and set up a new filter.

If the problem continues, it means that it's from the external line, please call us at **1214** and register an external line fault, and we will send you one of our technical support team to solve the problem. Look at **figure (4)** for the new connection situation.

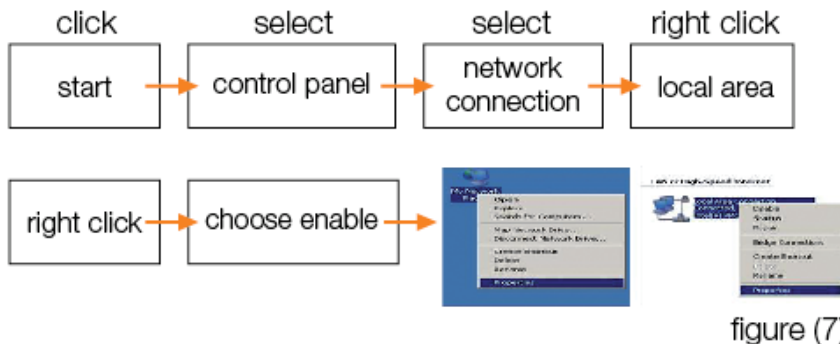


What can I do if the Ethernet is off, not flashing green, the ADSL LED light is switched off or if I'm receiving Error 678 or 769?

- Check that the cables between the modem and the computer, and between the modem and the filter are properly connected.
- Check that the settings of the Local Area Connection is enabled or connected according to figure (6).



- If Error 769 appears, please check that the Local Area Connection is enabled or connected. Please try to follow the steps in figure (7).



- If Error 769 persists, please check that the Ethernet card is identified as follows:

Right click on "My Computer"- "Properties"- "Hardware"- "Device Manager"- "Network Adaptor Device Usage"- "General" - click on -use this device (enable)-- choose "Enable".

Here you should find one of the following 3 cases:

1. If you don't find a yellow (?) or (!) next to the card name, it means that your card is identified and you have no problems with the Ethernet card.

2. If there is a (?) or (!) you have to contact a computer specialist to identify your Ethernet card to the computer.

3. If it was marked with an (X) check if the cable between the PC and the modem is connected or check the Ethernet device driver.

What can I do if the ADSL or line is off or there is no green light?

Please check if the cable, which links the modem and the filter, is properly connected as shown in figure (8.1).

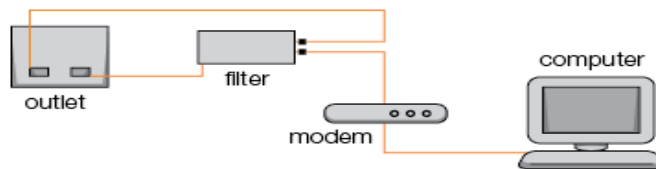


figure (8.1)

Reset the modem or disconnect the modem's power cable and reconnect it. If the problem continues, connect the modem to the outlet directly without the filter as shown in figure (8.2).

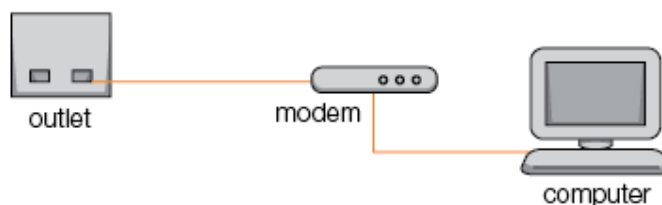


figure (8.2)

If the problem is solved then the filter is damaged, so please visit any of our shops to buy a new filter.

If the problem continues, please call us at 1214 and we would be more than happy to help you.

Notes:

- If the fault is in the internet and you have an internal computer network, try to disconnect all devices and

connect only one to the modem; if the problem is solved please check your internal network.

- If Error 691 appears, you have to check your username or password.
- If Error 633 appears, it means that the internet is connected and there is no need to connect it again, or restart your computer and connect again.





To create a new connection icon after formatting the computer:

1. Press "starts"- "control panel"- "network connection"
2. Then "create new connection" - "next"
3. Then "connect to the internet" - "next"
4. Then "set up my connection manually" - "next"
5. Then connect using the "broadband connection" that requires a "username" and a "password"- "next"
6. ISP name: (type your internet provider's name)
7. Fill in the username and password given to you by the internet provider "next"
8. Choose "add shortcut to my desktop" - "finish the connection" icon will now appear on your desktop.

Note: Do not fill in your username and password, instead click on save username and password, and then choose connect.

2. Wireless modem **livebox** Wi-Fi Troubleshooting

Livebox LED view

LED	light is off	light is steady	light is blinking
	livebox status is OK	your livebox has a deficiency or a technical problem	livebox is updating (don't turn off the power)
	ADSL access is not available	ADSL is available	modem is synchronizing (wait a few seconds)
	status of your internal network (between livebox and computers) the faster the light blinks the more the network is in use		
	WiFi is off	WiFi is on	

Livebox Wi-Fi wireless modem Troubleshooting

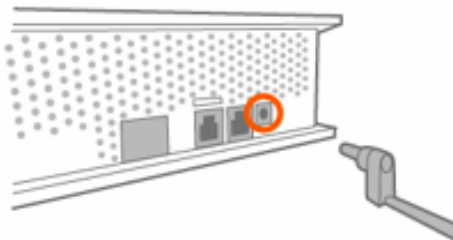
If you are facing any problems with your **livebox** we suggest you consult this section. Following the provided steps should help resolve certain problems.

a. all the **LEDs** are off

1. Check that the type of power supply available in your premises conforms to the mains voltage required to power your **livebox**.
2. Check that the power supply lead is **correctly connected at one end to the mains power network socket**. As shown in figure (a.1):



3. Check that the power supply connector is correctly inserted into the corresponding connector (power) on the **Livebox**. As shown in figure (a.2):

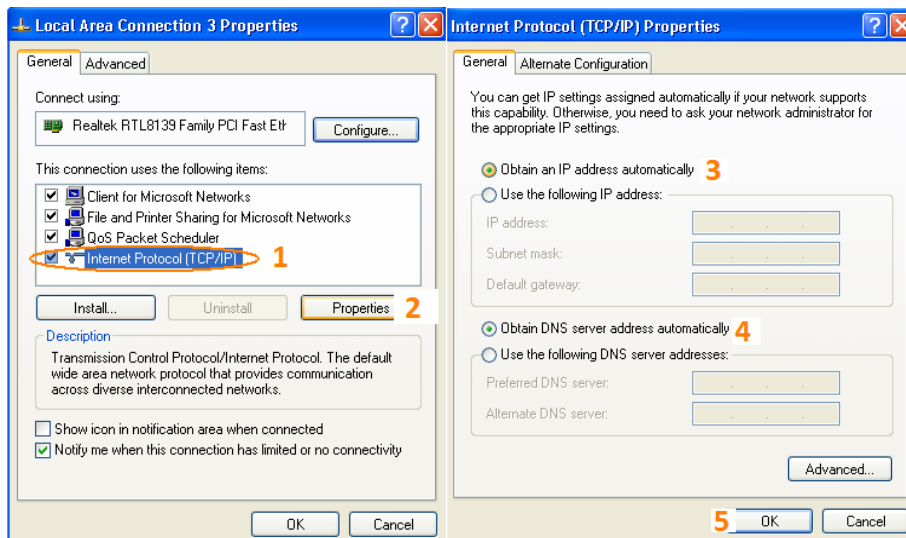


b. LED is on but there is no **VoIP** or internet

1. Checking the **IP address** setting on your computer (**LAN Setting**).

i. Windows XP:

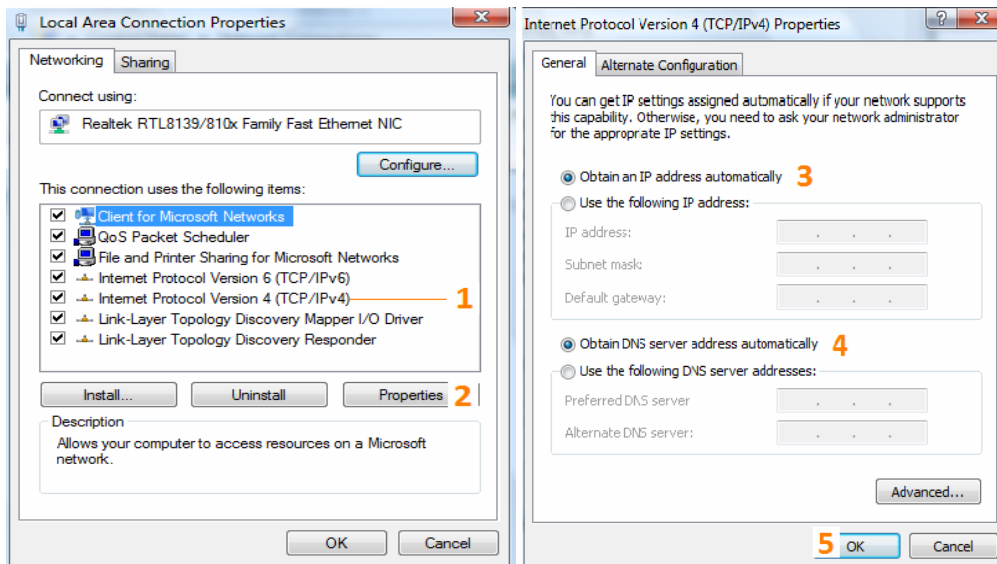
"Start" - "control panel" right click on "network connections" and choose "Properties"




To connect to the internet from your home using livebox modem directly connected to your computer steps 3 and 4 must be as shown

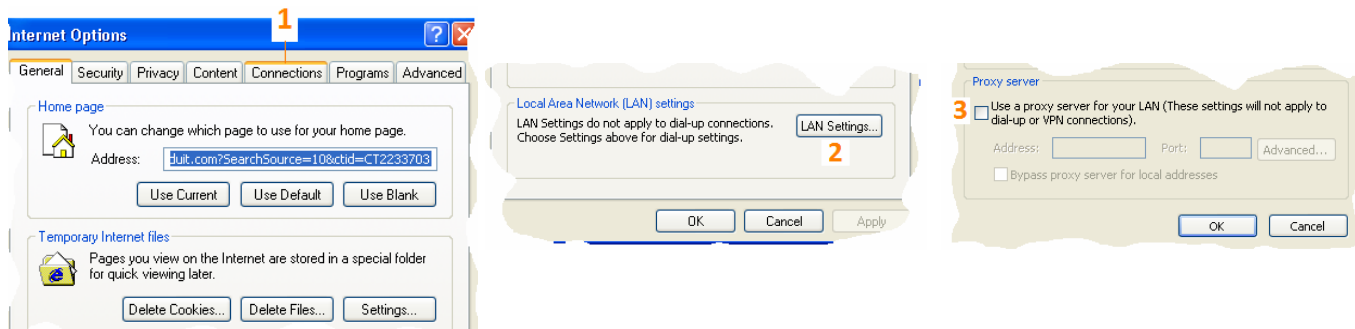
ii. Windows Vista:

“Start” - “control panel” - “Network and Sharing Center” on the left side “Manage network connections” right click on “Local Area Connection” and choose “Properties”



To connect to the internet from your home using livebox modem directly connected to your computer steps 3 and 4 must be as shown

2. If the problem persists and you can't enter to the internet, check your Proxy Setting from the  on your computer then "Tools" "internet options".



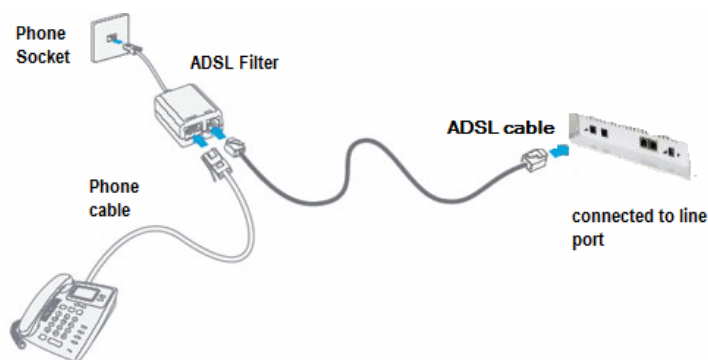
 @ step 3 the  check mark must be removed if exist.


3. If the problem still exists try to reset your livebox by disconnecting the power plug then reconnecting it.

If the problem persists please call customer care 06 460 8888.


c. @ LED is constantly blinking (internet is not available)


1. Check that the connection between livebox and the filter is connected correctly. As shown below:

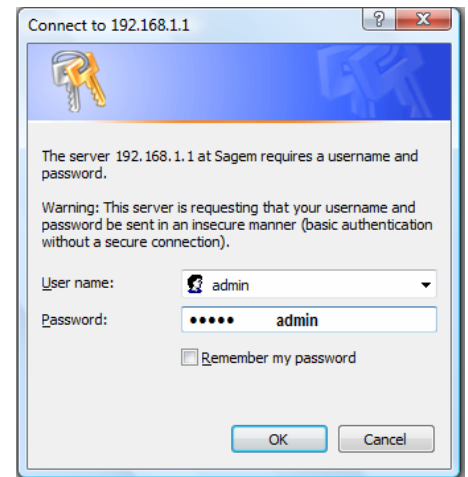


 **Important:**
Make sure that the ADSL cable not inserted in the white port

2. If the problem persists check your internet access.

 In address bar enter **192.168.1.1** → Enter username (**admin**) and password (**admin**)

- The **livebox** screen will appear.
- To change the language (**French by default**), click on information on the left side, choose **English** and press **Apply**.
- Refresh the Internet Explorer page by clicking .
- Log into the information on left screen and click on **ADSL** connection, you will find one of the following:



1. **ADSL** line status is **operational** as shown below:

ADSL connection

ADSL line status	Downstream	Upstream
Operational	1012 Kb (Intvl/LP01)	252 Kb (Intvl/LP01)

- Click on the "My Services" tab on left screen.
- Choose "Welcome".
- Click on "Modify" for the internet connection and check that your **Orange username** and **password** are entered correctly.
- Retype your username and password (**username@orange-net**), (**jtg/username@orange-net**) or (**jtg/username@orange-adsl**) and click Apply.

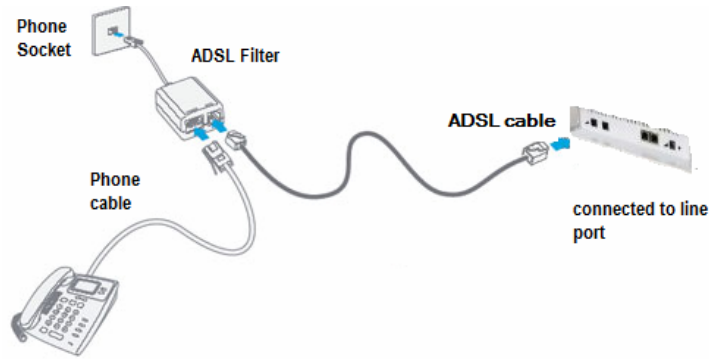
If the problem persists, call **customer care 06 460 8888**.

2. **ADSL** line status is **not synchronized** as shown below:

ADSL connection

ADSL line status	Downstream	Upstream
not synchronized	0	0

- Remove the **filter** and connect directly to the wall phone socket.
- If the problem is solved, the filter might be damaged. Please visit the sales center to purchase a new device.



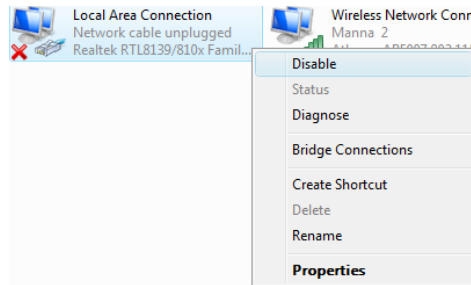
- If the problem persists, please call **06 460 8888**.

d. ►► LED is off

- Check that the cable is connected to the Ethernet through the **livebox** red port.
- Check the LAN connection, it should be enabled or connected.

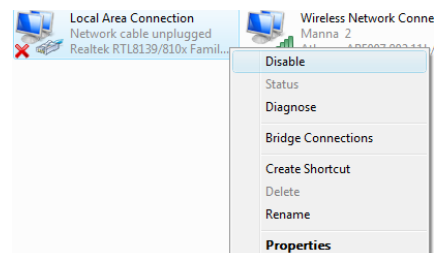
i. Windows XP:

"Start" - "control panel" - right click on "network connections".



ii. Windows Vista:

"Start" - "control panel" - "Network and Sharing Center" - on the left side "Manage network connections" - right click on "Local Area Connection".

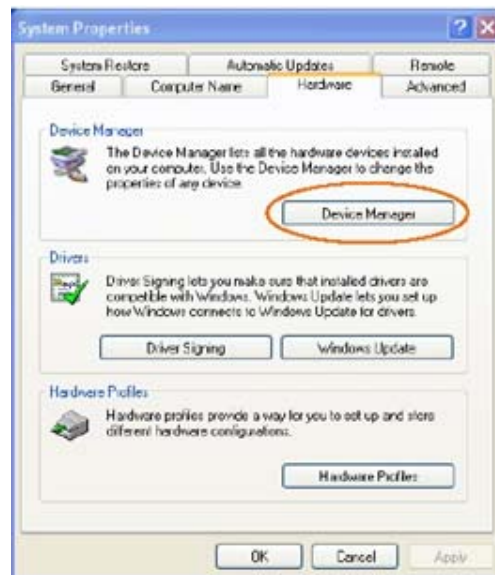


! If you use only the WiFi internet, the sign is normally off.

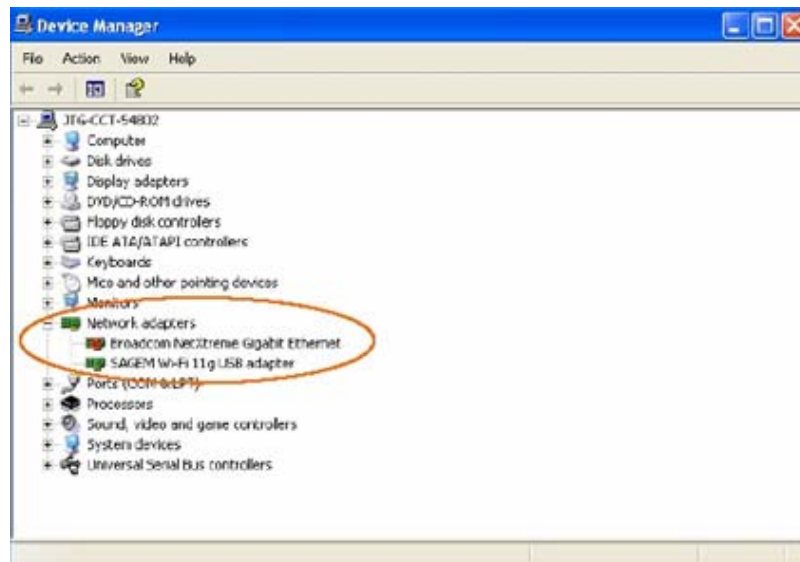
If the problem persists, check that the Ethernet card is identified, and then follow the steps below:

i. Windows XP:

1. On your desktop, right click "My Computer" and select "properties".
2. Click on the "Hardware" tab and select "Device Manager".

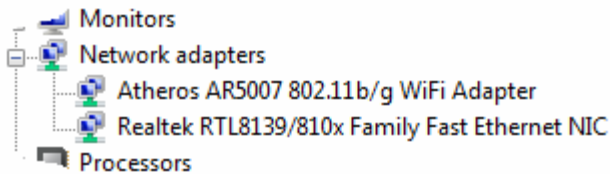


3. The following screen will appear:



ii. Windows Vista:


"Start" - right click on "My Computer" - on the left side choose "Device Manager".




You may find one of the following cases in Network adapters:

- If it is marked with an (x), check your modem's connection to the computer.
- If there is no yellow (?) or (!) beside the card name, your card is identified and there are no problems with the Ethernet card. If this is the case, **please call 06 460 8888**.
- If you do find "?" or "!", you need to contact a computer technician to associate your card with the computer.

e. (P) LED is off and the wireless connection is unavailable

 In address bar enter **192.168.1.1**
Enter username (**admin**) and password (**admin**)

- The **livebox** screen will appear.
- To change the language (**French by default**), click on information on the left side, choose **English** and press **Apply**.
- Refresh the Internet Explorer page by clicking .
- Click on the Wireless tab and enable, as shown below:

The screenshot shows the livebox web interface. On the left, there is a sidebar with 'My services' and 'Informations' tabs. Under 'Informations', 'Language selection' is set to 'English', 'ADSL connection' is 'broadcast', and 'Wireless 802.11g' is selected and circled in red. The main content area shows 'Wireless network 802.11g informations' with 'Service status' set to 'enabled' (circled in red). Below this is a table with the following data:

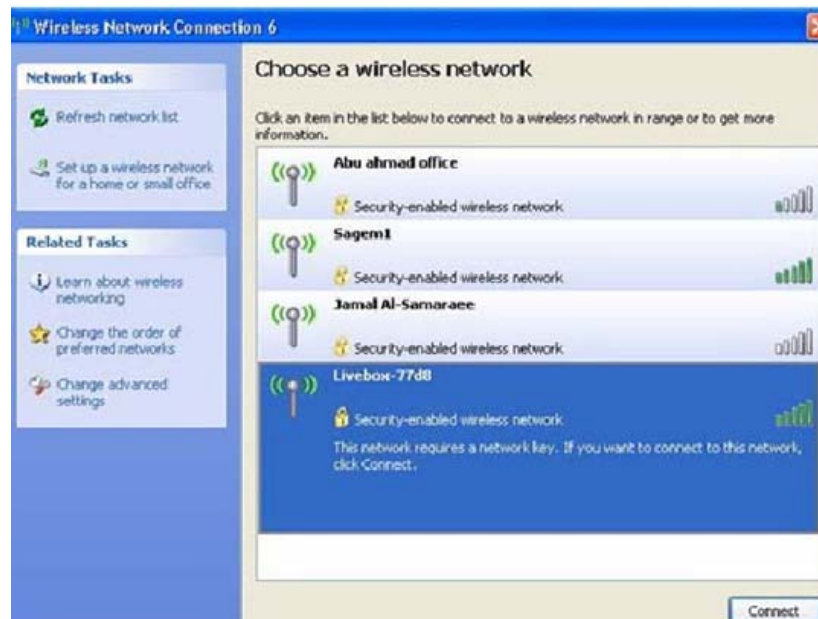
SSID	Channel	Mode	Connected stations	Encryption	MAC filtering
broadcast	10	802.11 b+g	1 station(s) connected 00:1f:e2:c2:93:5f	WPA	disabled



**If the wireless service is disabled:
Wireless network service is currently disabled Just click on activate**

g. ((P)) LED is on but the connection with **livebox** is unavailable

- "Start" "control panel" - "network connection" "wireless connection".
- Right click on "Wireless Network Connection".
- Click on "**view available wireless networks**".
- A list of available wireless networks will appear.





If the problem persists, please call customer care on **06 460 8888**.

You might need to re-configure your Livebox modem in case of any problem still exist

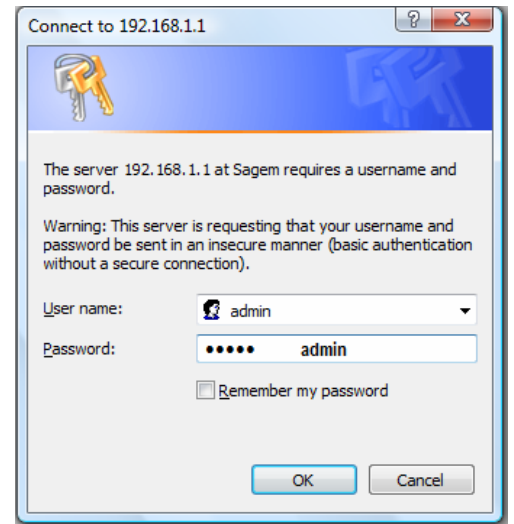
Livebox Configuration

a. internet connection

 → In address bar enter **192.168.1.1** →
Enter username (**admin**)
Password (**admin**)

 **Make sure do not change this username & password**

- The **livebox** screen will appear.



To change the language (**French by default**), click on information on the left side, choose **English** and press **Apply**. As the figure below:



- Refresh the Internet Explorer page by clicking .

To setup your internet click on "my services"- "welcome"
- services table

If the internet service status is "Disabled" please click
"modify".

My services

Welcome

Internet access

Phone over IP

TV over IP

Videophone over IP

Livezoom

Informations

Product name : Manna

if the internet connection is "Disabled" please click Modify

Services	Status	
Internet connection	Enabled	Modify
Phone over IP	Disabled	Modify
TV over IP	Disabled	Modify
Videophone over IP	Disabled	Modify
Livezoom	Disabled	Modify

When TV over IP is enabled, you can't use the dedicate yellow Ethernet port to connect a computer to the Internet.

When Video over IP is enabled, you can't use the dedicate red Ethernet port to connect a computer to the Internet.

When TV over IP and Video are enabled at the same time.

Fill the username and password and click apply, username should start with "jtg/username@orange-net" or 'jtg/username@orange-ADSL'.

My services

Welcome

Internet access

Phone over IP

TV over IP

Videophone over IP

Livezoom

Informations

country : Joroanie
connection : ADSL

Internet service provider : Joroan

internet access
username & password

User Name :

Password :

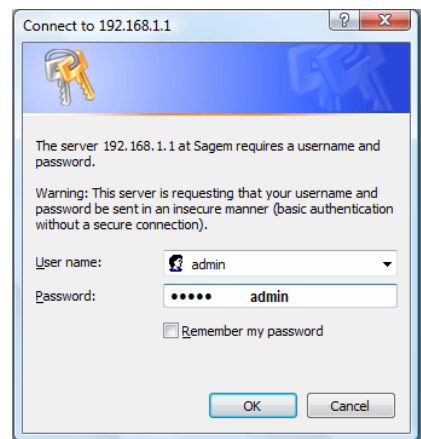
Apply

b. wireless configuration

→ In address bar enter 192.168.1.1 →
Enter username (admin)
Password (admin)

Make sure do not change this username & password

- The livebox screen will appear.
- Click on wireless tab as shown below.



to configure your wireless connection

Product name : Manna

Services	Status	
Internet connection	Enabled	Modify
Phone over IP	Disabled	Modify
TV over IP	Disabled	Modify
Videophone over IP	Disabled	Modify
Livezoom	Disabled	Modify

When TV over IP is enabled, you can't use the dedicate yellow Ethernet port to connect a computer to the Internet.

When Video over IP is enabled, you can't use the dedicate red Ethernet port to connect a computer to the Internet.

Wireless network service (802.11g)

Wireless network service is currently : **enabled** — **must be "Enabled" for wireless connectivity**

You can deactivate your wireless WLAN service by clicking the Deactivate button

[Deactivate](#)

Wireless network setup

MAC address : 00:21:86:3f:74:87

SSID :

Channel :

Mode :

Security :

[WPA configuration](#)

MAC address filter should be "Disable"

MAC address : Disable Enable

[Edit MAC filter list](#)

**channel: channel 10
Mode: 802.11 b+g** — **please don't change**

wireless security type:
 You will see one of the following:
 1. WPA: Wireless connection is secured, click Apply.
 2. WEP: Wireless connection is secured, click Apply.
 3. NONE: No protection.
 We preferred to choose WPA security mode.
 You must register a protection number by clicking on WPA configuration

WPA configuration

Passphrase: **security key for your wireless connection**

Encryption: **Encryption type please dont change**

When you click apply you should save the modifications by clicking now then reboot.

The configuration/action has been performed successfully.

Don't forget to save the modifications.

I save the modifications :

**Saves the current configuration to the flash memory.
Do not turn off the power before the next page is displayed ,
or else the Livebox will be damaged !**

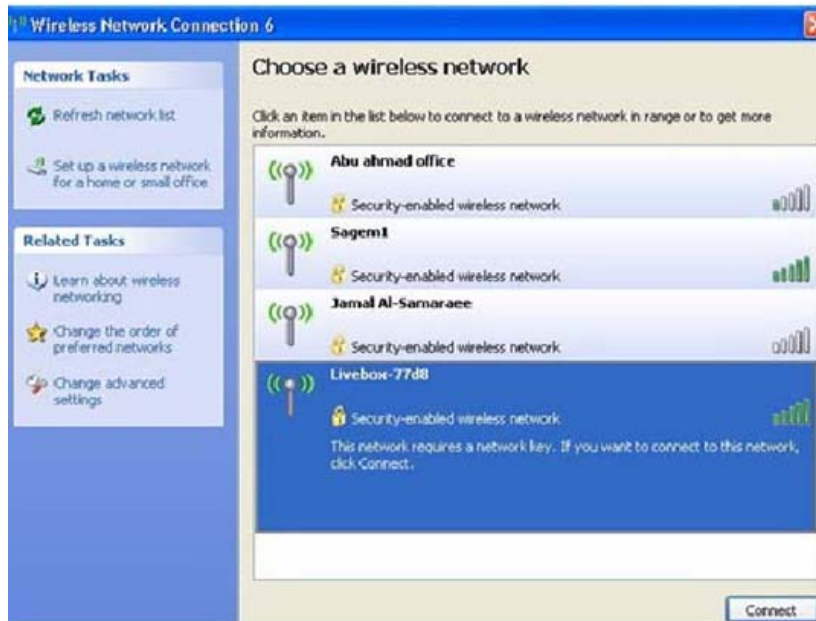
to save your wireless network configuration

**The Livebox will reboot
and it will take around 1 minute to startup again.**

c. connecting wirelessly to the internet using laptop

To connect your PC or laptop wirelessly to **livebox**, please follow the instructions:

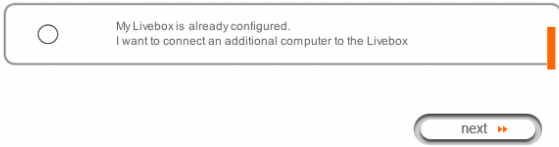
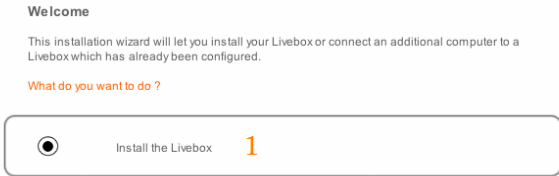
- "Start" - "control panel" - "network connection" - "wireless connection"
- Right click on "Wireless Network Connection".
- Click on "**view available wireless networks**".
- A list of available wireless networks will appear.



d. connecting to the internet using USB cable or USB Adapter

⚠ Before installing your livebox, you must uninstall any other ADSL modem/router

1. Insert the livebox CD (livebox)



livebox



A0

livebox

Selecting the connection mode
Select your connection mode from the list below :



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livebox

Selecting the connection mode
1) Select the connection mode between your computer and your Livebox



chosen for use USB Adapter

chosen for use USB Cable



A8