



INSTRUCTION GUIDE
GLOBAL INTERLINK TELECOM S.L. ©

- 1st Edition -



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1. INSTALLATIONS

1.1 NECESSARY INSTALLATIONS IN YOUR PROPERTY:

The installation that takes place in your property depends on whether you live in apartment or villa. Cable is used for apartments while for villas wireless connection is used.

VILLAS - WIRELESS TECHNOLOGY

1. *Canopy*

Canopy is a relatively small antenna created by Motorola that is fitted outside your house on your roof or on the wall at the roof level.

Fig. 1.1



Photo: User connection point



Photo: CANOPY

2. *Network Cable*

A network (Ethernet) cable (RJ45) fixed in the rails runs down the wall from Canopy on your roof till the perforation in the wall through which it goes inside your house (to your office or living room, wherever you would like it to be).

3. *IP Converter (Sipura) and IP Telephone*

The client needs to choose then whether he wants an IP Converter or an IP Telephone. An IP Converter is connected to the network cable and has the following outputs: RJ11 Line1 where a normal analogue telephone can be connected (or cordless radio telephone or fax machine); RJ11 Line2 - your second telephone line (different telephone number); RJ45 Ethernet where you connect your PC. An IP Telephone is connected directly to the network cable and has one output Ethernet RJ45 where you can connect your PC. **Please note that the IP Converter or/and IP Telephone is clients' property and therefore their responsibility.**

Fig. 1.2



Foto: User acces point



Foto: SIPURA SPA 2100

APARTMENTS - CABLE TECHNOLOGY

1. CISCO CPE 575 LRE Transmitter

CISCO CPE 575 transmitter is connected to the cable which comes out from the TV socket. It is a relatively small box which is fixed somewhere next to TV socket.

Fig. 1.3



Foto: Cable connection through TV-socket untill to the CPE



Foto: CISCO 575 LRE

2. Network Cable

A network (Ethernet) cable (RJ45) runs from CISCO SPE 575 LRE Transmitter inside your house to the place you want the connection to be (to your office or living room, wherever you would like it to be).

3. IP Converter (Sipura) and IP Telephone

The client needs to choose then whether he wants an IP Converter or an IP Telephone. An IP Converter is connected to the network cable and has the following outputs: RJ11 Line1 where a normal analogue telephone can be connected (or cordless radio telephone or fax machine); RJ11 Line2 - your second telephone line (different telephone number); RJ45 Ethernet where you connect your PC. An IP Telephone is connected directly to the network cable and has one output Ethernet RJ45 where you can connect your PC. **Please note that the IP Converter or/and IP Telephone is clients' property and therefore their responsibility**

Fig. 1.4



Foto: Back side user acces point

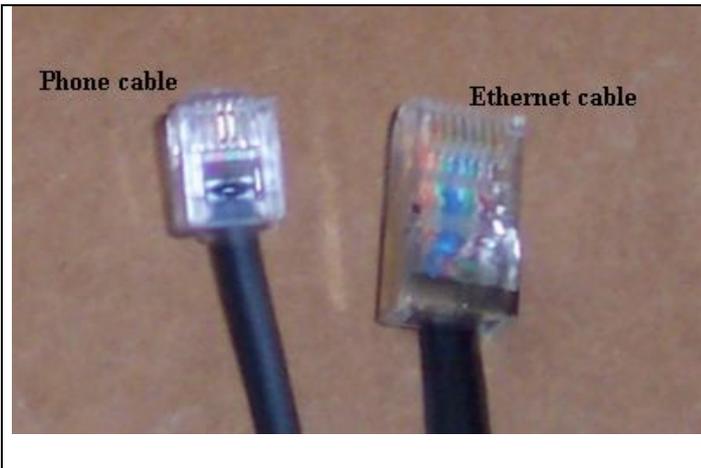


Foto: SIPURA SPA 2100

1.2 CONNECTING EQUIPMENT:

The installation team connects everything correctly at the end of installation. If for any reason you ever happen to disconnect any pieces of equipment here you can find several diagrams which show how to connect equipment:

Fig. 1.5



There are two types of cable by which all the equipment is connected:

RJ11: Telephone cable, easily recognisable as most thin and flexible.

RJ45: Ethernet network cable, which is usually used to connect your computer to router. It is thicker and more rigid than telephone cable.

Fig. 1.6

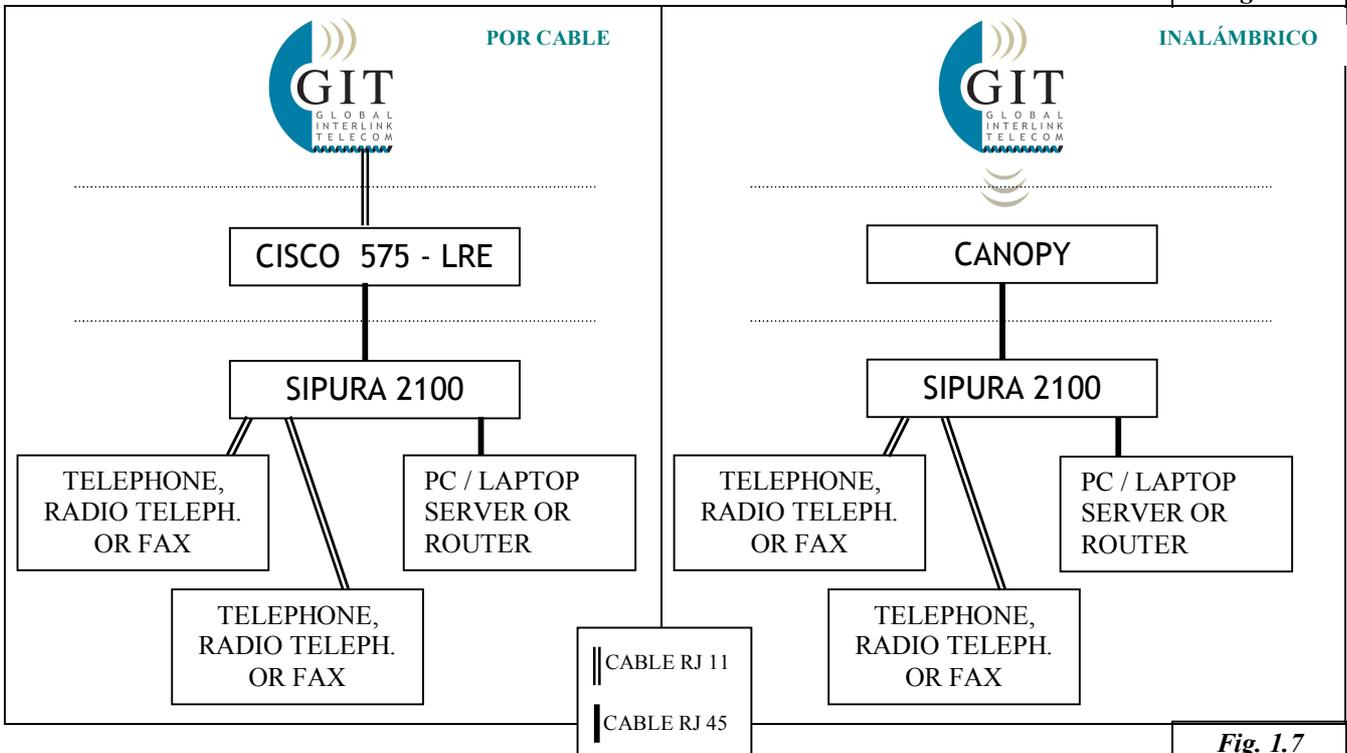


Fig. 1.7

Make sure all the equipment is always connected to the power supply or Uninterruptible Power Supply (battery). All devices require constant power supply to operate, a power cut results in loss of services such as internet and telephone until the power is back on.



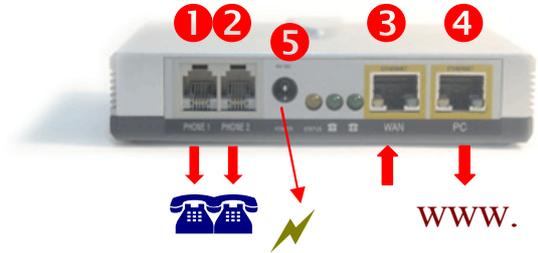
GLOBAL INTERLINK TELECOM recommends using UPS (Uninterruptible Power Supply) to support autonomy of your devices and to avoid power surges which can damage your devices during a storm. UPS also prolongs devices' life by two years.

CONNECTING TELEPHONES AND COMPUTERS

Fig. 1.8

At the back of your SIPURA 2100 you can find several sockets where you connect computers and telephones

- ❶ = Socket RJ11 is for connecting your analogue telephones to your first phone line. (By default it's your telephone line)
- ❷ = Socket RJ11 is for connecting your analogue telephones to your second telephone line.
- ❸ = Socket RJ45 is for connecting CANOPY or CISCO 575 LRE.
- ❹ = Socket RJ45 is for connecting your computer or router.
- ❺ = Power Supply



EQUIPMENT WHICH CAN BE CONNECTED?

Fig. 1.9



Possible to connect:

Analogue Telephones
Analogue DECT Telephones(cordless)
Answering Machines

We do **NOT** guarantee good functioning of:

Other Operator telephones (BT, Deutsche Telecom, France Telecom, ...)
Completely digital DECT telephones
Fax or Telefax
"ISDN" or "DSL" telephones

¡Attention ! We recommend buying Fax machines in Spain to avoid incompatibilities with Spanish telephone network.

¡Attention ! Telephones brought from UK may have a plug different to RJ11 (European Standard) and therefore may require an adaptor in order to be connected to SIPURA.



1 Desktop or Laptop:

Connect your PC with RJ45 Ethernet network cable to this socket.

→ Material: - Network Card (Ethernet)
- Cable RJ45

Several PC's or a Computer Network:

Connect a Switch or a Hub or Router with RJ45 Ethernet network cable to this socket.

→ Material: - Network Card (Ethernet) for each PC
- Cable RJ45 for each PC.
- Hub or Switch or Router

Several PC's WIFI/Wireless:

Connect Wireless Access Point Router with RJ45 Ethernet network cable to this socket.

→ Material: - Network Card (Ethernet) for each PC
- Wi-Fi Access Point Router

¡ Attention ! For any additional information about how to connect or configure your PC, please contact IT specialist. We do **NOT** connect neither configure PC's or PC Networks to the system.

PC minimum requirements:

Network Card (Ethernet)
Windows 98 2nd Edition

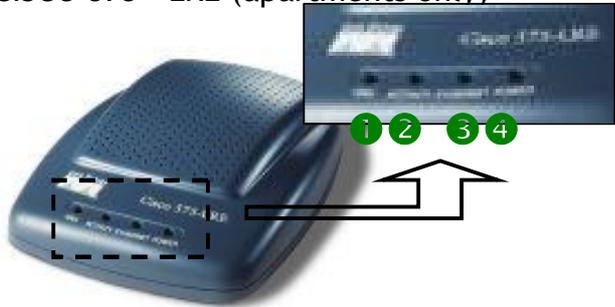
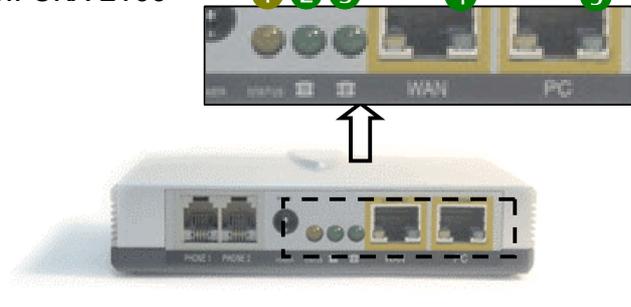
Recommended requirements:

Network Card (Ethernet)
Windows 2000, ME or XP
Anti-virus and Firewall

1.3 SYSTEM STATUS CHECK:

You can check the system status by the lights on IP Converter SIPURA:

Fig. 1.10

<p>CISCO 575 - LRE (apartments only)</p> 	<p>SIPURA 2100</p> 
<p>CISCO 575 - LRE Status:</p> <ul style="list-style-type: none"> ① “Ready” = This light is on when you are connected to GIT network correctly. ② “ACT” = This light is on or blinks when receiving or sending information, communicating with GIT network (For example when using internet or telephoning). ③ “ETH” = This light is on when IP Converter Sipura or an IP Telephone is connected and is operating properly. ④ “Power” = this light is on when there is power supply. 	<p>SIPURA 2100 Status:</p> <ul style="list-style-type: none"> ① “Status” = This light is on or blinks when you are connected to GIT network correctly. It also indicates that SIPURA is interchanging data with our central. ② “Phone 1” = this light is on when first telephone line is active and you can make calls. ③ “Phone 2” = this light is on when second line is active and you can make calls through “Phone 2” socket. ④ WAN = this light is on when Canopy or CISCO SPE 575 is connected and is operating properly. ⑤ PC = This light is on when there is a PC connected (or HUB, SWITCH, ROUTER).
<p>If everything is working properly you should see:</p> 	<p>If everything is working properly you should see:</p>  <p>(if the second line is active the green light of “Phone 2” is on).</p>

INTERNET AVAILABILITY CHECK

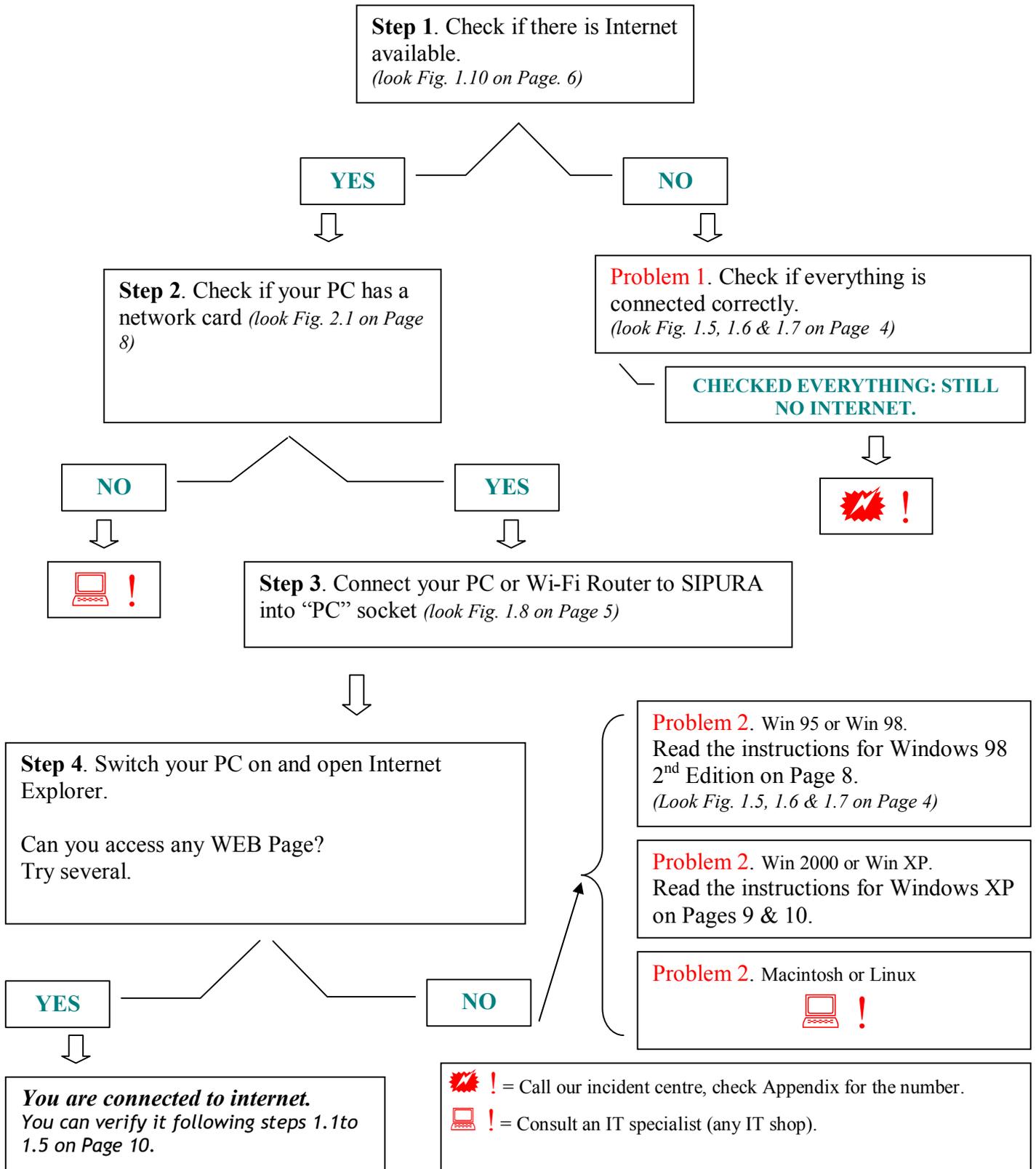
To check if internet is available you need to check if the yellow light on SIPURA is on. Read Fig. 1.10 on this page.

CHECK IF THE PHONE LINE IS AVAILABLE

To check if there is a phone line available you need to check if the green light on SIPURA is on. Connect your telephone to the socket which corresponds to the green light (telephone line “Phone 1” or Phone 2”). For more details please read Fig. 1.10.

2. CONNECTING PC FOR THE FIRST TIME

2.1 HOW TO CONNECT PC OR PC NETWORK:



HOW TO CHECK IF YOU HAVE A NETWORK CARD?

Depending on type of your PC it should be:

Figura 2.1

<p>DESKTOP. Network Card.</p>  <p>Network Card LNE 100M PCI 10/100 Mbps</p>	<p>LAPTOP. Network Card.</p>  <p>Networkcard Bus PCM200 10/100 Mbps 32 bit</p>
--	--

Normally network card can be found at the back of your desktop and on the sides or at the back of the laptop. It can be recognised by the RJ45 socket.

WINDOWS 95 AND WINDOWS 98 CONFIGURATIONS FOR xDSL CONNECTION

Fist of all Windows 95 and 98 Windows 1st Edition do not support broadband! Use at least Windows 98 2nd Edition or later.

Windows 98 2nd Edition requires appropriate drivers and original Windows 98 2nd Edition CD. Contact IT specialist to install necessary drivers.

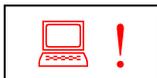


GLOBAL INTERLINK TELECOM recommends using Windows XP so you can browse Internet more convenient and secure. Consult your IT specialist.

WINDOWS 2000 AND WINDOWS XP CONFIGURATIONS FOR xDSL CONNECTION?

Your PC should automatically configure itself when you switch it on with a network cable connected to SIPURA. Sometimes though it will not configure itself automatically and you will need to configure your connection manually.

Some data for broadband setup:



Type of Access: symmetrical broadband
 Type of IP address: Dynamic (Private)
 PPPoE: No DHCP: Yes
 - Obtain IP automatically.
 - Obtain DNS configuration automatically.

For more information please contact specialised IT shop.

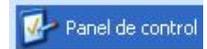
1st CONNETION - MANUAL CONFIG. OF ONE PC WITH OS WINDOWS XP

Follow the following steps to manually configure your PC with Windows XP, ME or 2000:

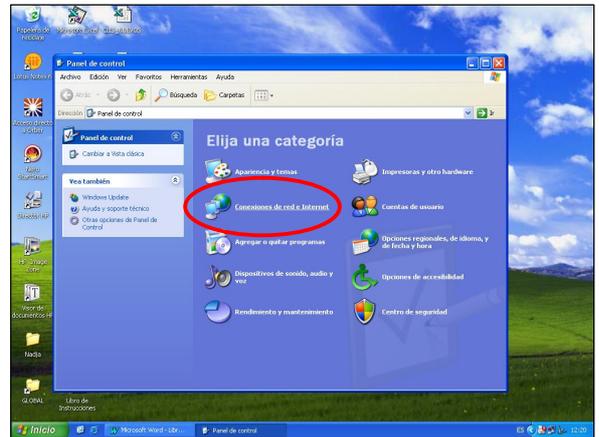
1. Manual configuration of DHCP:



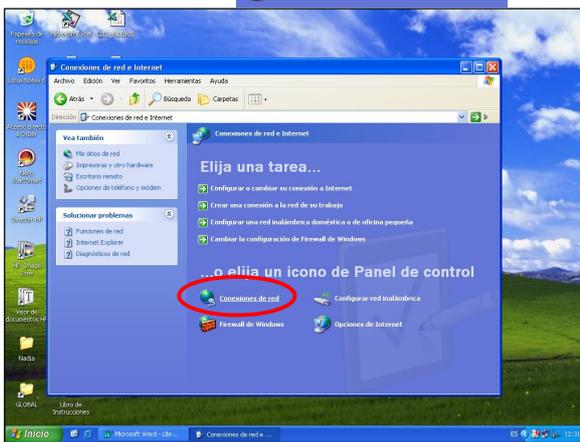
1.1 Left click on “Start” menu at the bottom left corner of desktop.



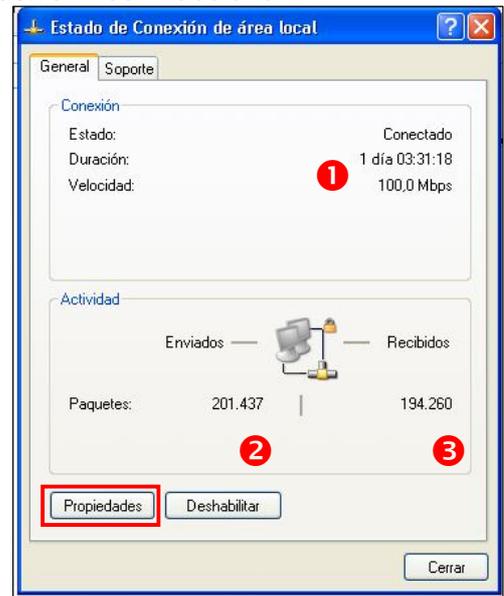
1.2 Double click on “Control Panel” ().



1.3 Choose “Network and Internet connections” ().



1.4 Choose “Network connections”

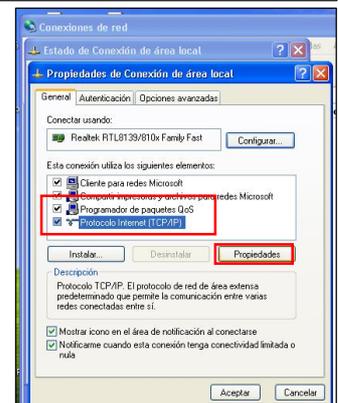
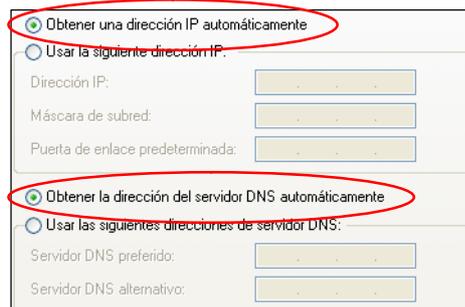


1.5 Enter in LAN Connection(local area network) (this is connection to the network with cable)

1.6 Check if you are still not connected to Internet. In case of not being connected you will see that at points ② and ③ there are no packages being sent or received.

1.7 In case of still not being connected go to Properties and choose TCP/IP Protocol.

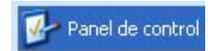
1.8 Activate following options: →



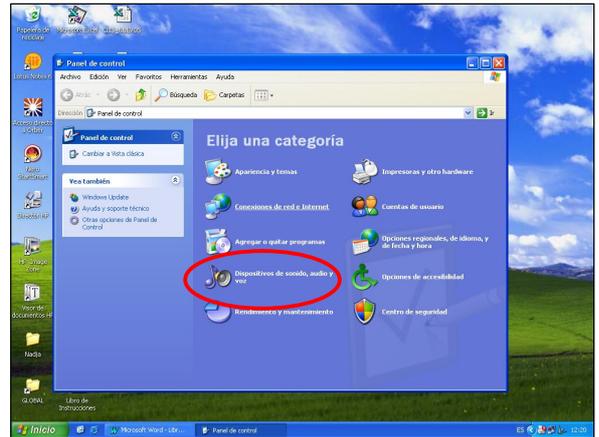
2. Manual Configuration of Internet Explorer so it does not use default dial-up connection (This should be done by people who used dial-up connections such as AOL for example):



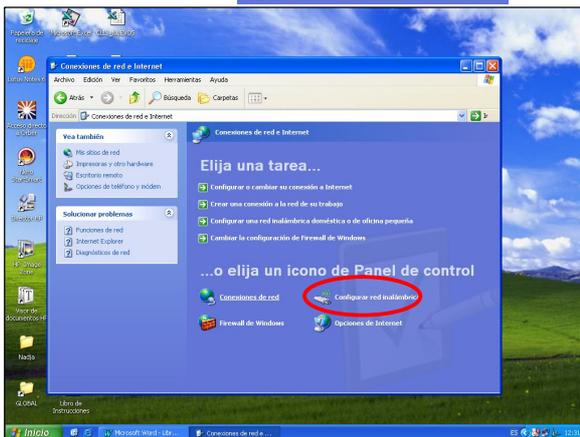
2.1 Left click “Start” button



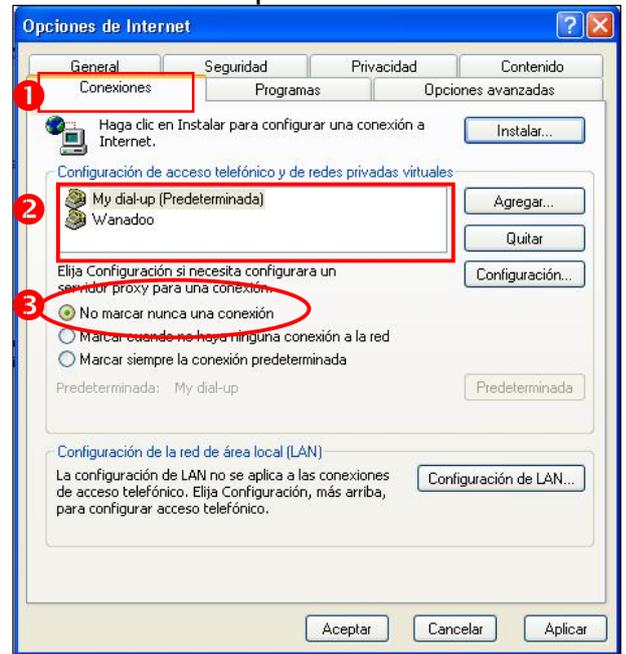
2.2 Double click on “Control Panel”().



2.3 Choose “Network and Internet connections” ().



2.4 Choose icon “Internet Options”.



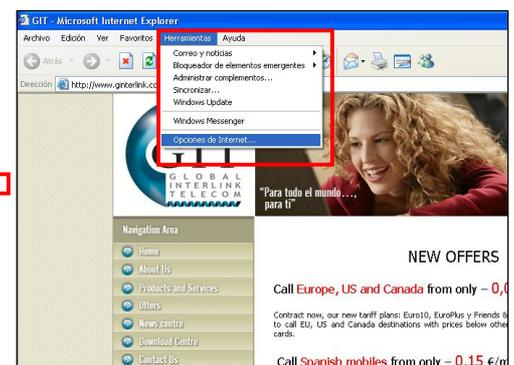
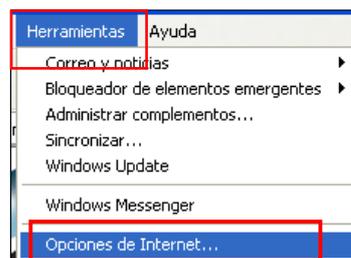
2.5 Go to “Connections” ❶ and check if there is a modem connection in the blank field ❷ seen on the picture. If there is one, click on it to highlight it and choose the option: “Never use” ❸.

2.6 Repeat the operation for all the connections In the blank field ❷.

2.7 Open Internet Explorer.

2.8 Go to “Tools”, from the drop down list choose “Internet options”

2.9 Repeat steps 2.5 and 2.6 on this page.





2.2 USING YOUR TELEPHONE CONNECTION:

CONNECTING YOUR TELEPHONE OR YOUR DECT TELEPHONE:

First of all read through section 1.2 on Pages 3, 4 and 5 of this manual to know how to connect your telephone. Check on Page 5 that your telephone is not from another operator and it is not the type of telephone that does not work correctly in GIT network. Leave your analogue telephone connected as indicated.

GLOBAL INTERLINK TELECOM will contact you when your telephone line is activated and will tell you your new telephone number. Your telephone line is usually activated within 10-15 working days which do not appear in your invoice.

Please do not call customer service to find out your telephone number until you can hear dial tone in your handset.

CONNECTING FAX MACHINE/TELEFAX FOR THE FIRST TIME:

Check that your fax machine is compatible with Spanish telephone line. Each country has different encryption style of fax data. If you bring a fax machine from another country it is possible that it does not work properly in Spain (consult your provider).

2.3 GIT WEB SERVICES:

ACCESSING GIT WEBPAGE [WWW.GINTERLINK.COM](http://www.ginterlink.com)

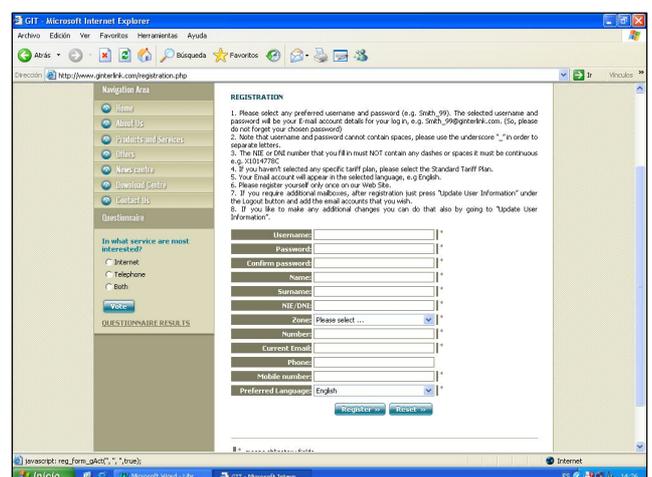
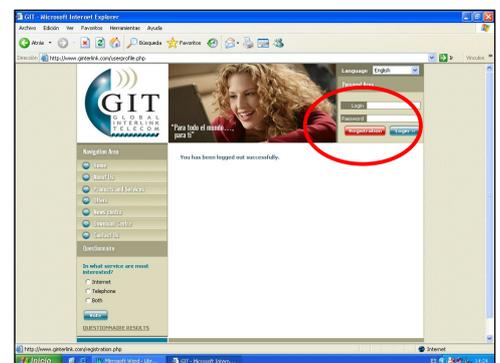
Please register on GIT Website:

Username: Choose your username, ex.: Smith_99. The chosen username will be your identification name for accessing web services on GIT Webpage and the name of your first email account. ex. Anterior: Smith_99@ginterlink.com.

Password: Choose a password for web services access. (Please do not forget your password). Re-enter your password in Confirm Password.

Please remember that your username and password cannot contain spaces, underscore “_” can be used to separate words and letters.

Enter your name, surname and NIE or DNI.





NIE or DNI number should not contain spaces nor dashes and has to be continuous
ex.: X1014778C

Select your Zone and enter the number of your property in Cumbre del Sol.

Fill in your contact details (landline phone number and your mobile number, your email address you are using now).

Preferred Language: Select the language you would like to be contacted in and web services to be in.





In Navigation Area you can access information about Global Interlink Telecom S.L., new offers and services for individuals and companies, news and downloads.

In Download Centre you can find Acrobat Reader (PDF) and Microsoft Office files with phone call prices, installation prices, configurations and instructions... (Acrobat reader can be downloaded for free at <http://www.adobe.com>)

In the News Centre you will find real time-information about changes in the system, disconnection warnings, problems in the network, expansion plans...

WEBMAIL:

Once registered download instructions on how to use web mail from News Centre. Log in by entering your username and password, then go to Client's Area in Navigation Area, then to Web mail to check your mail.

A screenshot of a webmail login interface. At the top, there is a "Language" dropdown menu set to "English". Below that is the heading "Personal Area". There are two input fields: "Login" and "Password". At the bottom of the form, there are two buttons: a red "Registration" button and a blue "Login >>" button.

MS-OUTLOOK AND SMTP/POP3:

To use Microsoft Outlook, it is necessary to connect to SMTP and pop3 servers to download your mail. The connection to these servers is done through ports 25 and 110, which are closed by default in GIT system. However we can open those ports for you but having them open will affect in additional cost, check the prices on <http://www.ginterlink.com>. Alternatively you can check your mail through your email provider website, ex.: you can check your AOL account by going to <http://www.aol.com> and clicking on "AOL & AIM Mail"

GLOBAL INTERLINK TELECOM recommends using Webmail to avoid downloading to your PC mail with viruses. Using Webmail services is more secure.

3. INVOICES AND PAYMENTS

You will receive an invoice monthly form G.I.T. which will show the resume of your calls duration but with no dates and no telephone numbers you dialled. It will also show the monthly quota. The invoice will be sent to the post box of the property where the system is installed unless you instructed GIT to send it to other address in Spain.



The payment of invoice will happen monthly by Direct Debit. In case if you did not receive an invoice please do not cancel the direct debit payment without contacting our customer service by calling the number stated in Appendix 2 (last page of this booklet).

DETAILED BILL

If you require a detailed bill to see all the calls you have made and dates when you have made them, GIT can provide you with such for additional charge. Detailed bill is an additional service which has to be contracted.

4. FAILURES AND INCIDENTS

4.1 CONNECTION EQUIPMENT:

We remind that CANOPY or CISCO 575 (See Fig. 1.1 and 1.3 on Pages 2 and 3 respectively) are GIT property de GIT, therefore please maintain them in good conditions.

In case of failure of this equipment please call customer service (you can find the tel. number in Appendix at the end of this booklet) and GIT will replace the faulty equipment as quickly as possible.

4.2 ACCESS EQUIPMENT:

We would like to remind you that SIPURA or IP Telephone (See Fig. 1.2 and 1.4 on Pages 2 and 3 respectively) are your property and have 2 year guarantee. Please note that the guarantee does not cover:

- Damages caused by power surges (which can happen during storms).
- Damages caused by fires, floods or similar.
- Damages caused by children or pets due to easy access to equipment.
- Damages caused by transferring (to another room for example) the equipment without a technician.
- Damages because of careless treatment of equipment and use of equipment for activities which are not indicated by GIT.

In case if the damage is covered by guarantee GIT will replace the equipment as quickly as possible. In case if the guarantee does not cover the damage of the equipment you will be invoiced for the new equipment and its replacement.

4.3 WHAT TO DO IN CASE OF FAILURE:

Problem: I wish to make a change in installation after it has been completed.

Solution: If after the installation has been completed you wish to change the position of the equipment (as in case of Sipura) please contact a specialist. GIT will only change the position of equipment if it is so necessary for correct operation of the system. If you want to move the equipment which belongs to GIT (CANOPY or CPE) they should first ask GIT if they can do so. Cable extensions and changes in position of clients' equipment is totally clients' responsibility and if the client wishes this work to be done by GIT, the company will charge for it.



Problem: *I connect the equipment to the mains but it does not seem to respond/ not a single light comes on.*

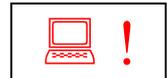
Solution: First of all read Section 1.2 of this manual and check that everything is properly connected. Disconnect it and connect it again. Check if there is electricity in your house. If this did not help it is possible and there is electricity in the socket it is possible that the equipment is damaged. In this case please call customer service (see appendix for the tel. number).

Note: If the damage to your equipment (SIPURA or IP Telephone) has been caused by power surge GIT will replace the damaged equipment but will charge you for new equipment and its installation. So please protect your equipment by UPS (Uninterruptible Power Supply) or similar. Ask us for more information.



Problem: *I definitely lost Internet connection but my telephone line is working normally. Restarting my PC did not help.*

Solution: If your telephone line is working that means there is Internet access. Possibly it is a failure of your PC. Please consult IT specialist.



Problem: *I definitely lost Internet connection and phone line at the same time.*

Solution: If after complete check that all the equipment is connected properly and is power supplied the problem have not disappeared as indicated in Section 1.3 on Page 6 of this manual, disconnect your SIPURA or IP Telephone from the mains and connect it back again after 2 min. also restart your computer. If this does not help call our emergency number and leave a message or send us an email if possible. (Tel. number and email address can be found in appendix on the last Page.

Una tienda especializada de informática.



Problem: *I have Internet access and all my equipment is working properly but there is no dial tone in my telephone and I cannot receive calls*

Solution: GIT will notify you when your telephone line will be activated for the first time. If the telephone line has been activated check that your telephone is compatible with our system (for more details see Fig. 1.9 on Page 5 of this manual), try if another analogue telephone is working (if you have one of course). If you do not have one you can ask GIT to check it, but if the problem was in your telephone GIT will invoice the work done. If the alternative telephone does not have the dial tone call GIT customer service (find tel. number in appendix.)





Problem: *My telephone has a dial tone but when I dial any number it always gives me a busy tone.*

Solution: Check that your telephone is compatible with our system (for more details see Fig. 1.9 on Page 5 of this manual); try if another analogue telephone is working (if you have one of course). If you do not have one you can ask GIT to check it, but if the problem was in your telephone GIT will invoice the work done. If the alternative telephone behaves in the same way do a routine check: try to dial some Spanish mobile number, Spanish landline phone and some international number. Record the results like in example below and pass this information to the customer service (tel. number in appendix).



Example:

Day	Hour	Call type	Result
1 January	12:00	Incoming, 96 599 00 00 (calling my number from my mobile)	Telephone number does not exist
1 January	12:03	Outcoming, 676 000 000 (calling mobile from my telephone)	Busy, I called my mobile but it gives me busy tone.
1 January	12:05	Outcoming, 96 599 99 99	Busy
1 January	12:09	Outcoming, 0049 171 234 567	Busy
1 January	12:12	Incoming, 96 599 00 00	Telephone number does not exist

Problem: *The telephone works fine but I cannot send or receive faxes.*

Solution: GIT does not guarantee Fax service. Read Fig. 1.9 on page 5.

We are currently studying the problem with fax machines and we will inform you as soon as we have a solution. Contact GIT Customer Service (for tel. number see Appendix)



Problem: *When I call someone my number does not appear on his telephone screen.*

Note: Unfortunately because of some technical reasons it is impossible to make your number to show on some digital handsets.

ANNEX

Contact Telephone Numbers:



<p style="text-align: center;">Customer Service</p> <p>Personal attention: Monday to Friday 9:00 till 12:00 Telephone attention: Monday to Friday 9:00 till 19:00</p> <p style="text-align: center;">Tel: 96 573 40 63 Fax: 96 573 11 06</p> <p style="text-align: center;">Info@ginterlink.com</p>	<p style="text-align: center;">Emergency Number (Network Failure). Voicemail: Daily from 9 till 21</p> <p style="text-align: center;">Tel.: 628 312 866 (only emergencies)</p> <p style="text-align: center;">Support@ginterlink.com</p>
<p>Call customer service if:</p> <ul style="list-style-type: none"> - You have questions about the installed equipment - You want to modify some part of installation - There are problems with telephone line - You wish to subscribe to new services new tariff plans - You wish to subscribe your friend for Global Interlink Telecom. 	<p>Call emergency number if:</p> <ul style="list-style-type: none"> - The internet and telephone connections are lost at the same time and are not re-established in 30 min after rebooting all equipment.



If you have any questions, doubts or problems regarding your PC or your PC network please consult IT specialist. GIT does not configure or repair your personal computers.

- The contents of this page can be modified without previous warning. Please renew this annexed sheet regularly by downloading it from Download Centre at <http://www.ginterlink.com>. Thank you very much your GIT team. Last modified: 15/12/2005.