

APEX INTERNET - TransWEB under Windows XP

TransWEB has been successfully tested on a computer with a fresh installation of Windows XP Home and Windows XP Professional. Note that these instructions are intended to follow after completing installation of Windows XP – it is not possible to configure Windows XP for TransWEB access during the installation process.

If you have difficulty connecting your computer to TransWEB please see the troubleshooting guide at the end of this document.

1. Click the **Start** button
2. Select **Connect To** then **Show all connections**
3. At this stage you should see an icon representing your Ethernet card under **LAN or High-Speed Internet**, probably named **Local Area Connection**.
4. Under **Network Tasks** in the navigation panel on the left, click **Create a new connection**
5. Click the **Next** button in the **Welcome to the New Connection Wizard** window
6. Ensure **Connect to the Internet** is selected and click the **Next** button
7. Select **Set up my connection manually** and click the **Next** button
8. Select **Connect using a broadband connection that requires a username and password** and click the **Next** button
9. Enter the name "APEX Internet" and click the **Next** button
10. Enter your username and password. Your username and password should be in the format of username@apex. Remember that usernames and passwords are case-sensitive – your username will always be lower case. Leave the three boxes in the lower half of the window checked and click the **Next** button.
11. Check the box **Add a shortcut to this connection to my desktop** if you wish and click the **Finish** button
12. At this stage the **Connect Instructions** window should appear. Click the **Connect** button and you should be ready to use the Internet.

For assistance in configuring your computer for email or web access please call APEX Internet on (02) 6247 2000.

Troubleshooting

Following is assistance resolving some common errors. If your error is not listed please contact a TransWEB Ready company – details included in your Welcome Pack.

I get Error 678: The remote computer did not respond.

- * Check that the Ethernet cables between your computer and Set-Top Box or FLX Stream modem are firmly connected
- * If you connect to TransWEB through a Set-Top Box:
 - Check that the Set-Top Box is displaying video as it should
 - Navigate to the menu (press Exit or Day+ depending on your remote control)
 - If an error message is displayed turn off power to your Set-Top Box at the power outlet on the wall, wait 3 minutes, turn on the power again, wait 3 minutes, then turn the Set-Top Box back on with the remote.
 - Attempt to navigate to the menu again
 - If an error message is displayed again, phone the Contact Centre on 133 061 for technical assistance
 - If the menu is displayed successfully, attempt to connect to your Internet Service Provider again. Phone the Contact Centre if you are unsuccessful.
- * If you connect to TransWEB through a FLX Stream modem:
 - Make sure your computer and the FLX Stream modem are both switched on
 - Is the 10BaseT light on?
 - If not, there is either a problem with the cabling between the modem and your computer or a problem with the Ethernet card in your computer. Phone the Contact Centre on 133 061 for technical advice.
 - If yes, is the SYNC light solid? If it is flashing or not on at all phone the Contact Centre on 133 061.

I get Error 691: Access was denied because the username and/or password was invalid on the domain.

Check that you have entered *username@apex* in the username field in lower case and try re-entering your password paying careful attention to which case you use. If you receive the error again contact APEX Internet on (02) 6247 2000.