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Home Station ADSL

Freedom in a box.



Installation Guide

In this guide it is detailed the start up process of your Internet connection. You will be able to enjoy your connection in an easy, simple and quick way. Follow its indications step by step.

The advanced settings CD includes a video in electronic format with a graphic and detailed explanation of your Internet startup process. (Ayuda-Grafica.exe)

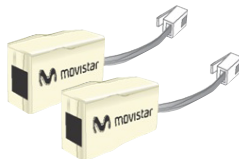
Package Contents



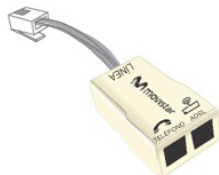
(1) Home Station ADSL



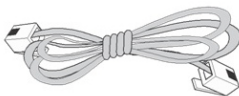
(2) Power adapter



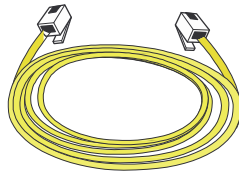
(3) Two simple microfilters



(4) One double microfilter with ADSL and Phone exit



(4) Phone cable



(6) Ethernet Cable



(7) Advanced Settings CD




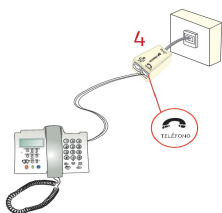
(8) Warranty card

Start using your ADSL...

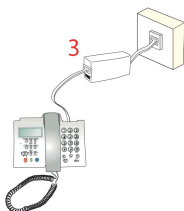
1. Microfilters installation

Connect a microfilter between each phone terminal (telephones, fax...) and the telephone socket.


Connect the microfilter with double outlet (4) to the selected telephone socket where the router will be connected and the telephone to the outlet labeled as  (or TELÉFONO), as shown in the figure.

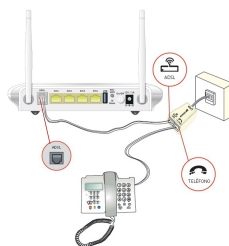


For the rest of telephone sockets where there is a phone terminal connected, you will just have to connect a microfilter (3).



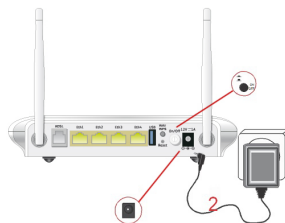
2. Phone line connection

Connect the grey phone line cable to the free outlet of the microfilter with double outlet (4) labeled as  (or ADSL) and to the ADSL connector of the Home Station ADSL labeled as ADSL.



3. Power Adapter Connection

Plug the Power adapter (2) into the mains supply and into the 12V-1A connector of the Home Station ADSL.



4. Switching on the router



Turn the Home Station ADSL on by pressing the Power button on the back of the router to its ON position. Wait a few minutes to reach the LEDs status shown below.

LED	Status	Description
Power	Steady Green	Router correctly switched on
Ethernet	Off	No Ethernet connection is established
Wifi	Green	Wifi connection is activated
WPS	Off	WPS connection status
3G	Off	For future use.
ADSL	Green	Connectivity established with central. It will blink in green while connection is established.
Internet	Green	Router has obtained an IP Address. It will blink in green when there is traffic.

Routers provided by Movistar are optimized to establish Internet connection without additional installations or configurations.

IMPORTANT: Movistar can make a remote update of your equipment to offer you a better service, specially in the initial installation. During this update process, all the LEDs will blink in green color one after another starting from the left (back to start rotating mode until it was completely finish the software update of the device).

After about 6-8 minutes, all the LEDs will be on the same situation of the figure on the top of this page and you can start to work as usually with your device.



Warning: Don't turn off your Home Station ADSL or disconnect it from power supply while this upgrade is being done, it could damage your equipment.

Start using your ADSL...

5. Connecting the router with your computer. Two options are available

You may either connect your computer to the router with an Ethernet cable if they are close enough or by means a wireless network. Furthermore, you can simultaneously have some equipments connected to the router using the Ethernet cable and others, as laptops, through the wireless network.



A. Connection with Wireless network

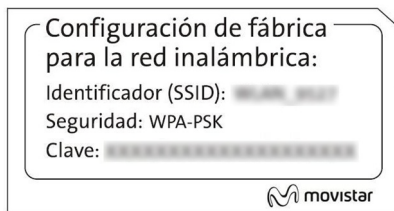
You can use the wireless network if your computer has a wireless adapter installed or it is integrated into your equipment.

Wifi network is enabled by default in your router.

Default configuration parameters of your wireless network are shown on the label at the bottom of your router



If the Wifi network is not activated (Wifi LED switched off), you should press the Wifi/WPS button in the router back side within 5 seconds.



If you have an external wireless device (PCMCIA or USB adapter), install it with the help of the CD provided with it.



Next step is to configure the computers on your wireless network in accordance with the parameters of your wireless router.

If you have a wireless device already integrated into your computer, make sure that it is enabled with the help of your operating system.

WPS Connection

Your Home Station ADSL is compatible with WPS for setting up a secure wireless network. By default, WPS function is enabled on the router.

You should take into account that, to use this method of wireless association, your wireless client (equipment that will connect to the router) must support WPS. Otherwise, use the procedure in "Connection using Windows wireless client"

Press **Wifi/WPS** button located at the back side of the router until the WPS LED was switched on in green color.

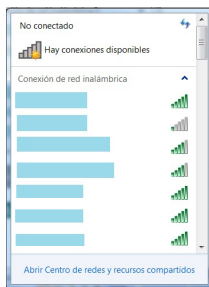
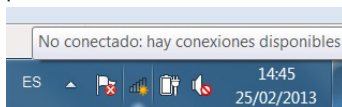


Press the **WPS** button on the wireless client (check wireless adapter User Manual to use this option), while WPS light indicator of the router was switched on in green color.

You have 2 minutes to do the association between the client and the router, otherwise, router will prevent the WPS association and it will not register any WPS wireless client

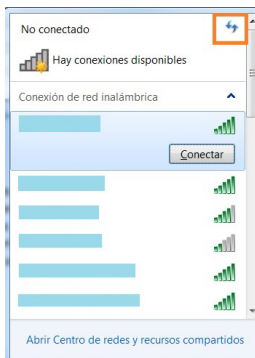
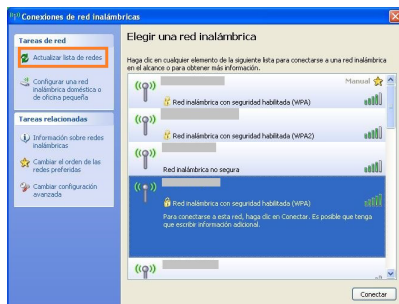
Connection using Windows wireless client

To configure your wireless device in Windows XP SP2, Vista or Windows 7 you can use the wireless client management application. For Windows XP SP2 or Vista by pressing with the secondary (right) mouse button at wireless connection icon on the wireless network connection icon on your System tray (near to the clock) selecting "View available wireless networks". For Windows 7 press with the main (left) button on the same icon. For other OS, check the wireless client help manual.



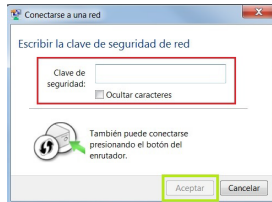
Search the available wireless networks. You can update this list with the button "Refresh network list" or by clicking the button. ↻

Select the network whose identifier (SSID) is the one that appears on the label of the router and click on **Connect**.



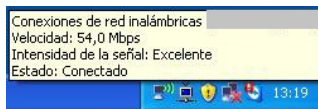
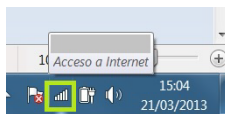
Enter the security key that appears on the label of the router.

IMPORTANT. Wireless Security Key for the router is of WPA-PSK type and it is in alphanumeric format. Be careful of introduce this security key as it appears on the label.



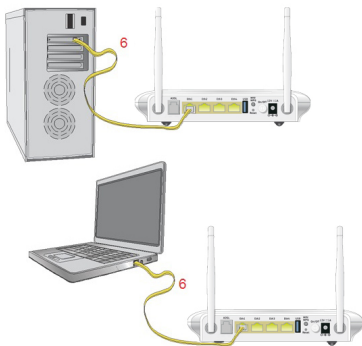
Connect to the wireless network by pressing the button **Connect** (or **Accept** in Windows 7).

Check to make sure that the wireless net-work connection icon for the system tray indicates that the connection has been correctly established.



B. Connection using Ethernet Cable

Connect the yellow Ethernet cable (6) to the Ethernet card of your PC and to one of the connectors of your Home Station ADSL labeled as **Eth 1 a 4**



Switch the PC on. Ethernet LED indicator will light up in green after a few seconds. This LED will blink in green when transferring data.



It will be also switched on the light indicator on the back side of the router corresponding with the port where it was connected the Ethernet cable:



Congratulations, now you can access Internet using your ADSL!

Open your browser, go to the web address www.movistar.es and start surfing Internet.

If you are not able to access, check the Troubleshooting section in this guide for most frequent problems.

Active your free email accounts and your website with the hired Internet Access Service.

Once you have accessed to www.movistar.es, you can activate your email account. After typing your default user (user) and contraseña (password) provided with the data service letter or calling to 900 50 20 10 from the telephone line where you have installed the ADSL service, you will access a website where you can activate your email accounts and publish your personal web pages.

Protect your PC

Once you are connected to the ADSL service it is highly recommended to protect your PC against Internet attacks or intrusions. If you want to do so, you can hire these services (Antivirus PC, Anti-Intrusion PC, PC Security Pack...) www.movistar.es, calling 1004 or through your usual channel.

Advanced Settings CD

CD is not necessary for your ADSL Installation.

On the CD you can find additional information to help you with the emerging needs about your ADSL Internet connection.

"Ayuda Conexión": Graphic help to guide you along the start up process of your Internet connection and the advanced configuration of the ADSL service. This help is in Spanish language.

"Acceso Portal configuración Web": Although equipment supplied by Movistar doesn't require any additional configuration, if you wish to, you can change advanced parameters when you are connected to the "Home Station".

"Ver Documentación": If you select this option, you will be redirected to the list of documents with more detailed information about additional tools and other issues related to your Internet connection.



Ayuda Conexión

Acceso Portal configuración Web

Ver documentación

Salir

Advanced settings options

There are different ways to configure advanced options in your Home Station ADSL:

- By using the web portal of the router, accessing with your browser to the address associated to the device, by default, it is <http://192.168.1.1>.



- Using the remote configuration Portal (1) accessible through the address www.movistar.es/configuramirouter.

More information about the web portal of the router and Remote Configuration Portal on the manuals included at advanced settings CD.

(1) Available depending on equipment's model.

Solutions to Frequent Problems (FAQ)

Problem	Cause	Solution
Connection is dropped when the phone is off hook	There is no microfilter between the phone and the phone socket	Check there is a microfilter installed between each phone device (phones, faxes...) and services using the telephone line (alarms, etc) and the phone socket (see step 1 of section "Start using your ADSL" of this guide).
Ethernet LED is not switched on	Ethernet cable is not properly connected (this is only a problem if you have decided to connect by cable and not by wireless).	Check that the Ethernet cable is correctly connected to the Ethernet connector and to the Ethernet card of your computer or laptop (see step 4 of section "Start using your ADSL") or replace cable by a new one if necessary.
ADSL LED is not switched on steady green	Phone line cable is not correctly installed	Check that telephone line cable is correctly connected to the ADSL connector and to the outlet of the double microfilter marked as "ADSL" (see step 1 of section "Start using your ADSL" on this guide).
I don't have an icon for wireless client in Windows	Your wireless client is not correctly installed or configured.	Make sure that you have a wireless client correctly installed and enabled (either USB or integrated). More information in the manual of the device.

Problem	Cause	Solution
Telephone calls are interrupted or it is heard too much noise .	There is no microfilter between the phone and the phone socket	Check there is a microfilter installed between each telephone device (phones, faxes...) and services using the telephone line (alarms, etc) and the phone socket (see step 1 of section "Start using your ADSL..." of this guide)
	You have more than 3 microfilters simultaneously installed. This affects the quality of the phone service.	Disconnect some of the phone devices (telephones, faxes...) or services using the telephone line (alarms, etc.).
Wireless client management application does not show among the available networks the one corresponding to my router (the one in the label).	Wireless network is disabled in the router.	Check that wireless network of your router is enabled: Wifi LED must be switched on in green color. If it is not, press for 4 seconds the button Wifi/WPS

Problem	Cause	Solution
I cannot access Internet	A firewall installed in your equipment is preventing the connection.	Check that you don't have a Firewall preventing connections to internet. Configure your firewall to enable web browsing, following the manufacturer instructions.
	You have hired static IP addressing instead of dynamic	Review the documentation included in the box for specific instructions on this case. Also read section 5 "Advanced configuration" in the User Manual included in the documentation CD.
	TCP/IP protocol is not correctly installed for the network driver used.	You must be sure that TCP/IP is correctly installed for the network driver to which the router is connected. Check the guide of Ethernet Card and TCP/IP protocol included at the advanced options CD.
	Computer is not getting a correct IP address, default gateway or DNS Server through DHCP because computer and the router are not simultaneously turned ON	It is recommended to restart both devices, first the router and then the computer.
	It is not correctly indicating the SSID of your wireless network when you are trying to connect	Check you are using the same network identifier (SSID) in all the network. Remember it is case sensitive.

Problem	Cause	Solution
I cannot connect to the router's wireless network	You have not correctly configured the encryption used in the wireless network when connecting to it.	Check you are using the same encryption type and the same key in all your network elements. Remember, if you use WEP encryption, you should select and configure the key 1 in the configuration of the wireless clients.
	TCP/IP wireless client properties are not configured to receive IP through DHCP.	Check that TCP/IP properties of the network driver of your wireless client is configured to receive the IP dynamically (by DHCP). Refer to the assistance of your operating system.
Wireless network connection is cut off frequently. The quality of the connection is not good	There are interferences with other existing wireless networks.	Put the router away from sources of interference. If there is interference in that channel, select a different one. If there are other wireless networks operating in the same area, we recommend to set the networks with 5 channels of separation, or choose the least impact causing (least saturated channel, i.e. channel where there are fewer wireless networks) See manual "Wireless networks recommendations included in the advanced options CD)
	Wireless network signal is weak because the router is located in a not very accessible place or it is very far.	Place the wireless router in a clear site. Remember it is advised there must not be many obstacles between router and computers. Avoid wood or concrete walls. If there are still coverage problems, move the position of the antenna but always keep them in parallel.

See the User Manual on Advanced Settings CD for further details.

If you don't find the solution to your problem, you will find information about customer care service on the next section.

8. Customer Care

Customer Care service is available via telephone as well as via Internet. For further information, please, refer to chapter 6 in the User Manual.

All the information about ADSL can be found in the "Internet" section at movistar.es

www.movistar.es/adsl

Movistar Technical Customer Care Centers

Home users: **1004**

Enterprises and professionals: **900 10 10 10**

(*) Additionally, for any Warranty/Maintenance question, you may contact the phone numbers mentioned above.

Additional Information

Telefónica de España, S.A.U informs

We thank you the trust placed in Movistar to acquire one of our devices and we inform you that, for any clarification, query or complaint, you can call for free:

- **Personal care line (1004)**
- **Care center for professionals and business (900 10 10 10)**
- **Business care center (900 12 09 00)**

Where you will be attended by our consultants or, if you prefer, visit Movistar web page:

www.movistar.es

For information about after-sales service, see the warranty card of the router.

Finally, for written complaints regarding this sale, please contact Telefónica de España S.A.U, Gran Vía 28, 28013 Madrid

Environmental recycling

Never dispose of this Home Station ADSL with your usual household waste. Ask your local authorities about the available possibilities for proper disposal of it so that no damage is caused to the environment. Always comply with the applicable legal standards currently in force.

All offenders will be penalised or otherwise punished by Law.



Cross symbol on the container printed on the device, means that when the equipment has reached the end of its useful service life, it must be taken to a special collection centre and it must be processed separately from household waste.

Declaration of Conformity



Observa Telecom

Company Name: **OBJETIVOS Y SERVICIOS DE VALOR AÑADIDO, S.L. (OBSERVA TELECOM)**
Address: C/Monte Esquinza 28, 1º Dcha. 28010. Madrid
Telephone: 902 367 132
C.I.F.: B-83488676

Hereby declare under our sole responsibility that the product:

Device: **HOME STATION ADSL OBSERVA TELECOM BHS-RTA**
Brand: **Telefónica**
Manufacturer: **OBJETIVOS Y SERVICIOS DE VALOR AÑADIDO, S.L. (OBSERVA TELECOM)**
Manufacture Country: **China**
Model: **BHS-RTA**

It complies with the technical specifications that are applicable on the day of the date by R & TTE Directive 1999/5/EC of the European Parliament and Council of March 9, 1999, transposed into Spanish law by RD1890/2000, of November 20, 2000 and in particular:

EN 300 328 V1.7.1.	Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques; Harmonized EN covering essential requirements under article 3.2 of the R&TTE Directive
EN 301 489-1 V1.8.1	Electromagnetic compatibility and Radio spectrum Matters (ERM); Electro Magnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements
EN 301 489-17 V2.1.1	Electromagnetic compatibility and Radio spectrum Matters (ERM); Electro Magnetic Compatibility (EMC) standard for radio equipment; Part 17: Specific conditions for Broadband Data Transmission Systems Information technology equipment – Safety
EN 62311(2008-11)	Assessment of electronic and electrical equipment related to human exposure restrictions for electromagnetic fields (0 Hz - 300 GHz).
EN 50385:2002	Product standard to demonstrate the compliance of radio base stations and fixed terminal stations for wireless telecommunication systems with the basic restrictions or the reference levels related to human exposure to radio frequency electromagnetic fields (110 MHz - 40 GHz) - General public.

It also complies with ErP 2009/125/EC Energy Efficiency Directive and its Regulation 278/2009 about ecodesign requirements for energy related products.

It is also in accordance with Royal Decree RD-208 / (Directive 2002/95) on electrical and electronic equipment and waste management.

Madrid, 4 de Abril del 2013,

CE 1177 ⓘ

Fdo. Vicente Fernández Bueno. Director General

This device is ready to be connected to the analogue network of Telefonica de España, S.A.U, with access to ADSL service and its use is authorized only in Spain.

Glossary

ADSL:

Asymmetric Digital Subscriber Line. It is a digital line for accessing Internet at high Speed.

Antivirus:

Application to detect and remove any computer virus and other malicious programs.

Ethernet Cable :

Cable used to transmit data at high speed in Local Area Networks(LAN).

WEP key:

A key which is used to authenticate a user who connects to a wireless network that uses this type of encryption (WEP). It permits encrypting of sent data..

Wireless client:

Hardware or software element used to connect to a computers' network without use of any cable for that purpose.

Firewall:

Hardware or software element used at a computers' network to control and manage the communications, allowing or rejecting them following the network policies defined by the organization that manages the network. It can block the Internet Connection Establishment.

DHCP (Dynamic Host Configuration Protocol):

Protocol which allows the network equipments to obtain their IP configuration parameters automatically.

Dynamic/Static Addressing:

It indicates how Movistar assigns the IP address to your line. If every time that your wireless router starts a session it is assigned an IP address, it indicates that your service includes dynamic addressing, which is the default type of addressing. However, if you are always assigned the same IP address, then, your IP addressing service is fixed of static.

DNS (Domain Name System):

Domain Name System. Server to translate a domain name (the name of a machine) into its corresponding IP address.

Encryption or cryptography:

Science that enables one to encode and decipher information using techniques that make it possible to exchange messages in a safe and secure way in order it can only be read by the persons whom they are addressed.

Web Space:

This service allows the user to offer his or her own web sites or documents so that they will be accesible on the Internet.

Microfilters:

Element which filters the ADSL signal and separate it from the phone signal, so that it is possible to make phone calls and surf Internet at the same time without interruptions or drops.

Web browser or web explorer:

Application to allow user to access and view hipertext document, commonly in HTML format, available through Internet.

PCMCIA:

Hardware element normally used in laptops to expand their capacities. Most common case is the wireless network adapters which are of this type.

Ports:

Physical or logic connection for sending or receiving data. It allows a program to communicate via the network.

Socket:

Plug which is usually installed on the wall that enables the telephone cable to be connected.

SSID (Service Set Identifier):

Code included in all the packets of a wireless network to identify them as part of this network. In this way, SSID allows to distinguish the different existent wireless networks.

TCP/IP (Transmission Control Protocol/ Internet Protocol):

Set of network protocols upon which it is based Internet and which allow data to be transmitted between computer networks.



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Discover more:

1004

www.movistar.es

Movistar Shops

Equipment supplied by: C.I.F.: B-83488676
REI-RAEE Registration number: 000334
Version 1.0