



Bringing it all together

Up and Running

Your complete guide
to getting started with
BT Total Broadband
and BT Broadband Talk

Please keep a note of your BT Total Broadband and Talk details.

When signing in at <http://bt.yahoo.com>, please make sure you add '@btinternet.com' after your username.

Email address
(username):

@btinternet.com

Password:

You'll need these when installing your BT Total Broadband service.

Broadband Talk
phone number:

Broadband Talk
account password:

You can find this information in your welcome emails/letter.

Welcome

to BT Total Broadband

Thank you for choosing BT Total Broadband as your high-speed internet service.

After setting up your broadband connection using the installation CD-ROM, please follow the simple steps in this guide to learn more about your service. This guide helps you set up your service to make your broadband experience more enjoyable and secure.

Problem with the CD?

If the CD-ROM doesn't start automatically, please go to page 22 for help.



In this guide:

Welcome to BT Total Broadband	
Your BT Voyager 220V – overview	4
Getting started – simple steps:	
Learn about your desktop icons	7
Launch your browser	8
Learn about your security features	9
Learn about your email service	11
Set up sub accounts	13
Learn about your BT Broadband Talk telephone service	13
Set up BT Softphone	17
Learn about BT Openzone	17
More about your BT Voyager 220V:	
Lights, settings, additional devices and gaming	18
Frequently asked questions	22
Safety instructions	26
Glossary	28
Help and support	31

Where to go for more information

If you need more help or information about BT Total Broadband, please go to our easy-to-use online help at www.bt.yahoo.com/help

If you have any comments or suggestions, please email us at editorial@btyahooguide.com



Bringing it all together

Your BT Voyager 220V – overview

For a trouble-free installation please ensure that you run our installation CD-ROM **before** you connect any of the BT Voyager 220V cables to your computer. **And then follow the steps in this guide to make the most of your new service.**



Your BT Voyager 220V is a broadband router. It can be used to connect up to two computers, or one computer plus one games console to your broadband line.

It has one Ethernet and one USB connection. If you're connecting a single computer, we recommend you use the Ethernet connection if possible.

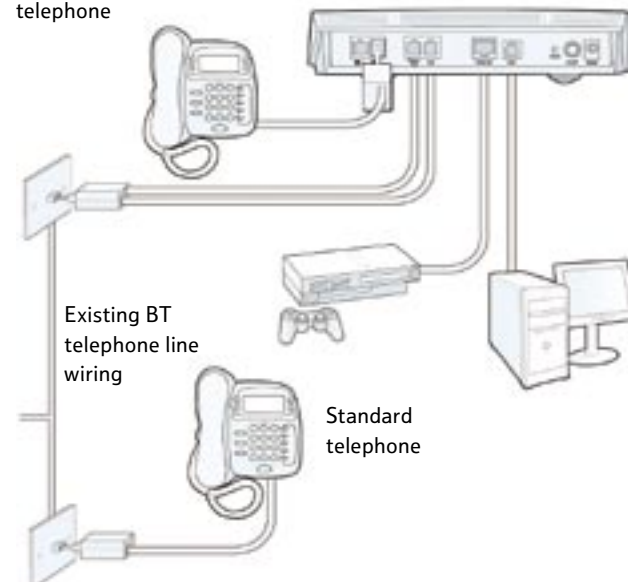
Your BT Voyager 220V also includes access to Broadband Talk, which allows you to make and receive calls over your broadband connection. All you need is a telephone plugged into your BT Voyager 220V to activate the Broadband Talk service.

Tip: Use a digital cordless telephone for your Broadband Talk calls for greater flexibility around the house.

Typical home installation using the BT Voyager 220V

Please run the CD-ROM for installation instructions.

BT Broadband Talk telephone



For more information about

- setting up and using BT Broadband Talk, please go to page 13
- connecting a second computer or games console, please go to page 20

Getting started – simple steps

Make sure your activation date has passed. You will have received an email/letter confirming your activation date. Your line may be activated at any time up to 8.00pm on this day.

If you have Windows 98 SE, you may need your computer's operating system disk during installation – so please have this handy. You will be prompted if it's needed.

Please **do not** connect any of the BT Voyager 220V cables until prompted by the installation CD-ROM.

Turn your computer on and insert your BT Total Broadband CD-ROM into the CD drive and follow the simple on-screen instructions.

Even if you're experienced on the internet, please make sure you read your "Broadband Life" magazine, and go through the following steps so you don't miss out on any important aspects of your service.

A note about Microsoft Vista

If your computer is running Vista, Microsoft's new operating system, your BT Total Broadband CD-ROM will not automatically install the BT Broadband Desktop Help or BT Yahoo! software, mentioned in this booklet. Use the CD to get connected to broadband then go to <http://btyahoo.com/broadband/vistasoftware> to find out about and download the latest available software for Windows Vista.

Step 1 Learn about your desktop icons

Once you've completed the installation using your CD-ROM, you'll find the following icons on your desktop. Simply double-click on an icon to access its service.



BT Yahoo! Broadband launcher

Use this icon to connect to the internet and go to your BT Yahoo! Homepage.
For more details, please go to page 8.



BT Broadband Desktop Help

Use this icon to launch your Broadband Desktop Help tool to diagnose and fix most common problems. PC users only.
For more details, please go to page 31.



Set-up BT Broadband Talk

You will use this icon to manually activate your BT Broadband Talk service if a problem occurred during installation. You may also use this to reactivate BT Broadband Talk if you change your router in the future. For more details, please go to page 13.



BT Communicator with Yahoo! Messenger

With instant messaging, you can see when friends are online and exchange messages with them in real time. PC users only.

Step 2 Launch your browser and sign in

Simply double-click the BT Yahoo! Broadband icon on your computer's desktop to launch your web browser.



Your web browser will take you to a sign in screen. The sign in screen makes it easy for each member of your family to connect directly with their own personalised BT Yahoo! Homepage. Enter your password (after selecting your personal icon, if you're using the BT Yahoo! Browser). Please note that your password is case-sensitive – please make sure you type it accurately. For faster sign in in the future, tick the 'Save My Password' box.

Your BT Yahoo! Browser (PC users only)

You have all your services and a range of customisable tools at your fingertips with your BT Yahoo! Browser, making signing in and surfing the web easy.

You can find more information about your BT Yahoo! Browser online at www.btyahoo.com/browser

For an online tutorial, please go to www.btyahooteam.com/browser

Internet Explorer

You can use Internet Explorer, rather than the BT Yahoo! Browser, if you wish. If you choose this option, we have incorporated many BT Yahoo! Browser tools in a BT Yahoo! Companion Toolbar and BT Yahoo! Sidebar within Internet Explorer.

Customise your:

- BT Yahoo! Companion Toolbar using the 'Toolbar Settings' button
- BT Yahoo! Sidebar by clicking on the 'customise' window in the sidebar

Step 3 Learn about and activate your security features

Your BT Total Broadband service offers a number of security features to help protect you on the internet.

PC antivirus and firewall*

BT Total Broadband includes PC anti-virus and firewall protection at no extra charge for BT Total Broadband Option 2 and above, customers. PC anti-virus and firewall protection is available to BT Total Broadband Option 1 customers at additional charge. Please visit our PC Security site to download and install your PC anti-virus and firewall protection.

Click on the shield icon in your BT Yahoo! Browser Toolbar, or go to www.bt.yahoo.com/getprotected and follow the simple instructions.

These features have already been activated for you:

Email virus checking

All emails that you send and receive through your BT Yahoo! Mail primary and sub accounts, using webmail or an email program such as Outlook Express, are automatically checked for viruses. You don't need to do anything to benefit from this added protection.

Spam and junk email filters

Our SpamGuard Plus automatically filters any email recognised as spam (junk email) into a 'bulk folder'. Spam can sometimes be difficult to recognise, so please make sure you regularly check your Bulk Mail Folder for any genuine emails.

If a spam email does get past our filters, you can mark it as 'Spam' to help train our filters and stop this type of email appearing again. The bulk folder only appears if you have received a spam email.

For more detail, please go to <http://bt.antispam.yahoo.com>

*Apple Mac not supported.

Network Address Translation (NAT)

NAT is a system that is built into the BT Voyager 220V which protects your computer from intrusion by hackers.

You can also choose to set up these additional security features:

Prevent pop-ups

BT Yahoo! Pop-up Blocker is part of your BT Yahoo! Browser and reduces annoying pop-up adverts. Your Pop-up Blocker is automatically turned on for you when you start using the service. There is a button to turn it on and off in the Toolbar at the top of your BT Yahoo! Browser and in the BT Yahoo! Companion toolbar.

For more detail, please go to www.btyahooguide.com/blocker

BT Yahoo! Anti-Spy

Spyware and adware can be used to collect your personal details and surfing habits. Dishonest recipients could then misuse this information.

Spyware and adware are often installed without you knowing about it – usually when you have downloaded a program from the internet, clicked on a pop-up or pop-under window, or installed software for music or video file-sharing.

Both spyware and adware can also slow down your computer.

You can use BT Yahoo! Anti-Spy to scan your computer for spyware and adware as often as you want, then choose whether to keep or remove any identified items.

For more detail, please go to <http://bt.yahoo.com/anti-spy>

(You'll need to log in first using your BT Yahoo! email address and password.)

Parental Controls

BT Yahoo! Parental Controls are peace-of-mind online security controls that allow you to choose what types of web content are appropriate for your children, and even keep tabs on what they're doing online.

You can use the default settings, or customise them to suit each child.

With Parental Controls, you get:

- a simple way to manage your settings from any internet-connected computer
- your choice of four customisable levels of internet access
- a web filter to help block inappropriate content
- the ability to pick specific sites to block or allow, or you can rely on the pre-set filtering levels
- the ability to help choose who communicates with your child online
- an online timer to limit your child's time online
- activity reports so you know which web sites your children have visited

Please note: When setting up a new sub account, you'll be asked whether you would like to turn on Parental Controls for the new account.

More than one computer?

If you have more than one computer and want parental controls on all of them, you'll need to set up Parental Controls on each computer.

For more details, please go to <http://bt.ypc.yahoo.com>

For more information on setting up sub accounts see page 13.

Step 4 Learn about your email service

Your email service is BT Yahoo! Mail. When you ordered your BT Total Broadband service, you chose an email address and password so you can send and receive email using BT Yahoo! Mail.

There are two main ways you can access your email.

You can access your email on the web or by using an email program such as Microsoft Outlook Express.

Webmail is handy when you're on someone else's internet-connected computer (e.g. when on holiday and in an internet café).

How to use webmail

Go to the BT Yahoo! Mail Homepage or go to bt.yahoo.com/mail

To compose and send email – click on ‘Compose’, type your recipient’s address, your message’s subject and then your message and click ‘Send’.

To attach a file to your email – keep the email you want to attach a file to open and click on ‘Attach Files’. Then find the file you want to attach.

To open and read an email – simply click on the subject line of the email you want to read.

With your BT Yahoo! Mail service you get:

- five separate email addresses with BT Total Broadband Option 1 and 2, or eleven email addresses with BT Total Broadband Option 3 (one Primary Address with an email address based on the yourname@btinternet.com format, and secondary addresses for yourself or your family)
- email access from any online computer wherever you are – at home, in the office or even on holiday
- the benefit of using email programs, such as Microsoft Outlook Express, which use POP3/SMTP mail servers and/or webmail
- interactive Address Book, Calendar and Notepad
- extra protection with SpamGuard Plus to help stop junk email (spam)
- automatic virus cleaning
- 2GB email storage (room for over 10,000 average-sized emails and attachments)
- the ability to send large files and attachments – up to 20MB
- optional extras, including text message alerts

For more information about BT Yahoo! Mail, including tutorials and information on setting up other email applications, go to www.btyahoo.com/help

For help and support turn to page 31.

Step 5 Set up sub accounts (additional email addresses)

You can create up to four sub accounts on BT Total Broadband Option 1 and 2 or up to ten sub accounts on BT Total Broadband Option 3.

Each sub account has its own:

- email address
- personal sign in icon
- customisable BT Yahoo! Homepage
- instant messaging profile

How to create a new sub account

- sign in to bt.yahoo.com using your primary username (email address) and password
- from your BT Yahoo! Homepage, go to ‘My Account’
- scroll down the page and click on ‘Create New Sub Account’
- follow the on-screen instructions to choose a username and password

When you set up a sub account we automatically create an email address and customisable BT Yahoo! Homepage for the new account. To access the email for the new sub account, simply sign in at bt.yahoo.com using the new sub account’s details and click on ‘Mail’.

To find out more about sub accounts go to BT Yahoo! Help at bt.yahoo.com/help and type in ‘sub account’.

Step 6 Learn about your BT Broadband Talk telephone service

BT Broadband Talk – telephone service


Your BT Total Broadband service, includes a great value low call rate package

- inclusive evening and weekend calls to UK¹ landlines

To make these great value calls, all you need is a phone plugged into your BT Voyager 220V and to activate the Broadband Talk service. We recommend you use a digital cordless telephone for your Broadband Talk calls for greater flexibility around the house.

Activating your Broadband Talk service

The installation CD-ROM should have automatically activated your BT Broadband Talk service for you. If a problem occurred during the installation or you chose to skip this step, you will need to activate the service by following these steps:

1. Make sure your broadband internet connection is working (click on the 'BT Yahoo! Broadband launch' icon and check you can browse the internet)
2. Click on the 'Setup BT Broadband Talk' icon on your desktop and follow the on screen instructions 
3. When prompted enter your BT Broadband Talk telephone number and account password (sent to you in your welcome email)
4. The B BV light on the front of the BT Voyager 220V will be solid green when the activation is complete

Lift the handset on the phone that is plugged into your BT Voyager 220V and you'll hear the Broadband Talk dial tone, which has a higher pitch than the standard dial tone. You are now ready to make and receive Broadband Talk phone calls.

Using BT Broadband Talk

Your BT Broadband Talk telephone will ring if either your new BT Broadband Talk telephone number, or your existing telephone number is called. This allows you to use your BT Broadband Talk telephone to receive all your incoming calls.

Similar to a mobile phone, you'll need to dial any phone number in full (i.e. including area code), even for local phone numbers.

You can't make calls to the operator, non-BT directory enquiries or dial-up Internet Service Providers using the BT Broadband Talk service.

If you turn off the BT Voyager 220V you will be unable to make or receive BT Broadband Talk telephone calls. We recommend you leave the BT Voyager 220V turned on to use the talk service.

Call quality

Call quality using your Broadband Talk phone should be better than on a mobile phone, but it can be affected by general congestion on the internet or by heavy loads on the broadband link to your home (e.g. if someone is playing games online). For this reason we cannot guarantee call quality.

Calling features

A wide range of calling features is available for you to use on your Broadband Talk phone. Calling features can be configured either directly using 'star' codes entered on your phone handset, or online. To manage your inclusive Broadband Talk calling features online, please go to www.bt.com/broadbandtalk

Please note that when using calling features, your standard phone line and Broadband Talk phone line work as separate services. For example, if you activate BT Answer 1571 on your Broadband Talk phone line, callers dialling your Broadband Talk phone number may be answered by this service. However, callers dialling your standard phone line may be answered by BT Answer 1571 only if you also activate this calling feature on your standard phone line. You can dial 5 on your Broadband Talk phone to access these messages.

Number portability is not currently supported on BT Broadband Talk.

Emergency calls

In case of an emergency, please bear in mind your BT Broadband Talk service will not work if there is a power cut or broadband failure, and, as a result emergency calls may fail.

In these events, if the phone line cord is plugged in between your router and microfilter, your Broadband Talk phone will automatically connect to your standard phone line – this is confirmed by the type of dial tone you'll hear. This allows you to continue to make calls on your standard telephone line if your BT Broadband Talk service is down.

If you do make an emergency call using BT Broadband Talk, the Emergency Location Information normally passed to the Emergency Services will be limited to the address of the BT telephone line.

Labels are available to help you identify your BT Broadband Talk telephone and remind you of the impact of power or broadband failure on emergency calls. To order free of charge or download the labels please visit www.bt.com/broadbandtalk/emergencycalls

Separate to your Broadband Talk set up, we recommend that you keep a standard phone on a standard line for use in the event of an emergency.

Your BT Broadband Talk bill

BT Broadband Talk charges appear on a separate bill from your standard telephone and broadband bill. However, you won't receive a Broadband Talk bill if you've taken our free Evening and Weekend package and only made Broadband Talk calls between 6.00pm and 6.00am or at weekends. You'll be charged accordingly on a quarterly BT Broadband Talk bill for any calls made outside these times or to excluded numbers (mobile, premium rate or international).

More information and help

For more detail, including information on your Broadband Talk bill and what it will look like, or if you have any problems or questions about your Broadband Talk service, please go to www.bt.com/broadbandtalk or call the Helpdesk on 0845 600 7030. If you prefer to email your question(s), please email us at: broadbandvoice@bt.com

Please note: Terms & Conditions, including charges for calls, apply.

¹ Means Local and National calls. Excludes non-geographic numbers (0845-, 0870-) premium rate services, calls to the internet, mobiles and the Channel Islands.
Call exclusions and Terms & Conditions apply.

Step 7 Set up BT Softphone

BT Softphone transforms your Windows PC into a phone, letting you use your BT Broadband Talk account from any compatible PC with a headset. BT Softphone keeps you in contact with your friends and family by making and receiving phone calls online, but also offers much more than just phone calls.

With BT Softphone, you can use webcams so people calling can see each other, have three-way conference calls and chat with instant messaging. You can also build a list of your contacts' details and see when your contacts are online.

For more information and to download BT Softphone, please go to www.bt.com/btsoftphone

Step 8 Learn about BT Openzone

BT Openzone offers, easy-to-use wireless broadband internet access when you're out and about, you can use BT Openzone at thousands of hotspots (such as railway stations and coffee shops) in the UK.

If a BT Openzone offer is included with your BT Total Broadband option we'll send an email to your BT Yahoo! Mail address within two weeks of your broadband activation with all the information you need to get your FREE BT Openzone voucher.

For more details on your BT Total Broadband package see www.bt.com/btbroadband

More about your BT Voyager 220V

Lights, settings, additional devices and gaming

What do the various lights on the front of my BT Voyager 220V mean?



The lights – when flashing, illuminated or off mean:

- power (illuminated green when the router is receiving power from the mains socket, illuminated red during a reset)
- phone line (illuminated when fallback telephone call is being made)
- DSL (flashes when synchronising, illuminated when a DSL connection made)
- Ethernet (illuminated when an Ethernet connection is made, flashes when data is passing)
- USB (illuminated when a USB connection is made, flashes when data is passing)
- ☎1 (illuminated when a Broadband Talk call is being made)
- ☎2 (not used)
- BBV (flashes when establishing the Broadband Talk service, illuminated when the Broadband Talk service is activated)

Accessing the BT Voyager 220V configuration manager (advanced users only)

The router and its settings are pre-configured for full functionality and do not need to be adjusted for general use.

To access the router configuration manager click on the 'Router Manager' icon on your computer desktop. Alternatively open your browser and type <http://voyager220v.home> into the address bar.

To access the advanced configuration settings, you'll need to enter the username and password for the configuration manager. 'admin' is both the default username and password, although you can change this to your own choice. Failure to remember any revisions will make it necessary to reset the router, returning it to its default settings.

Your router has been pre-configured with a broadband username. This username allows the router to connect to the BT Total Broadband network. For your reference, the username is voyager220v.user@btbroadband.com.

This does not require a password.

Resetting the BT Voyager 220V (advanced users only)

To return the router to its factory setting, you need to press and hold the reset button on the router's back panel for ten seconds. The power light will show red to indicate resetting is in progress. The reset process may take several minutes, after which the power light will turn green. The unit should now be reset and ready for normal use.

Connecting additional devices or computers to your BT Voyager 220V

To connect a second computer to your BT Voyager 220V, simply insert the installation CD into the additional computer and when prompted, select the appropriate connection type that you'd like to use. (E.g. Ethernet or USB) Page 6

To change the way you have connected your computer to the router, e.g. from USB to Ethernet, simply disconnect the BT Voyager 220V from your computer, run the installation CD-ROM and select the preferred connection type when prompted. The CD-ROM will not affect any existing configurations, e.g. stored emails on your computer.

Gaming

How can I set up my BT Voyager 220V for gaming packages?

For Xbox

- connect the supplied Ethernet cable from the router to the Ethernet port at the rear of your Xbox
- simply set up your Xbox Live gaming account using the CD-ROM provided with your Xbox Live starter kit (purchased separately)
- insert the online game of your choice

For PS2

- connect the supplied Ethernet cable from the router to the port on the PlayStation 2 Network Adaptor (purchased separately)
- simply set up your PlayStation 2 gaming account using the CD-ROM provided with your PlayStation 2 Network Adaptor (you must have a memory card with sufficient memory inserted in your PlayStation 2)
- insert the online game of your choice

You can find more about online gaming at www.bt.com/onlinegaming/

Uninstall the BT Voyager 220V

If you wish to uninstall the router, please follow these instructions:

PC users

Windows 98 SE/Me

Select the required application in Add/Remove programs within the Windows Control Panel and follow the on-screen instruction.

Windows 2000/Windows XP – USB driver uninstall

Select 'System' from within the Windows Control Panel, click on the 'Device Manager' tab. Click on the '+' sign next to Network adapters. Select the 'BT Voyager 220V' device. Click 'Remove'. To remove installed software applications select the required application in Add/Remove programs within the Windows Control Panel and follow the on-screen instruction.

Mac users

Mac users should move the following named files to the trash can:

- BTYahoo!.app
- RouterManager.app
- Setup BT Broadband Talk connection.app

Then delete 'BTBroadband220V' location from the Network Preferences.

Frequently asked questions

Activation and connection

My installation CD-ROM doesn't work. What should I do?

With your computer turned on, your installation CD-ROM should start automatically. If it doesn't:

PC users: Please click 'Start', 'Run', then type D:\setup.exe (where D is the letter given to your CD-ROM drive) and click 'OK'.

Mac users: Please double-click on the desktop icon 'BT Yahoo! Broadband'. On the resulting screen, double-click the 'Install' icon to launch the installer.

If your CD-ROM still doesn't work, please call the BT Total Broadband Technical team on 0845 600 7030.

I can't get online and my activation date is today. What do I do?

Activation can be any time up to 8.00pm. Please wait until after 8.00pm to try to connect for the first time.

I have interference on my phone line. What do I do?

Please check you've correctly set up your microfilters. You will need a microfilter for every telephone socket you intend to use for telephones, cordless telephones, faxes, dial-up modems, answering machines, digital television, monitored security equipment and extension bells.

If you wish to order more microfilters, please go to www.bt.com/shop and search for microfilters.

Try to avoid using telephone extension leads over 10m as line quality can be affected. Aluminium telephone leads are not recommended as they may impair your broadband service.

Why does my broadband connection occasionally stop working?

Please check you've correctly set up your microfilters. In particular, check that you have microfilters correctly fitted to telephony equipment that makes occasional telephone calls – such as digital television boxes, or monitored security alarms.

Why am I getting slow web pages?

This could be caused by incorrect settings in Internet Explorer or a full cache of web pages. To check your settings, use BT Broadband Desktop Help by clicking the desktop icon.

To clear your cache of web pages and restore your default settings:

- open Internet Explorer
- click on 'Tools' in the top menu
- select 'Internet Options'
- make sure you're on the 'General' tab
- click on 'Delete Files' and then click 'OK'
- click on 'Delete Cookies' and click on 'OK'
- click on 'Clear History' and then click 'Yes'
- restart your computer and then try again

Why am I getting 'invalid username and password'?

Your username (email address) and password are case-sensitive – please make sure you type them accurately. Also, when you type your username, please remember to add '@btinternet.com' after it, e.g. john.smith@btinternet.com

Your username with '@btinternet' after it is also your primary email address.

Where do I find my username (email address) and password?

You probably chose your username when you first ordered your broadband service. Your username was sent to you in your first Welcome email and letter.

If you no longer have this email or letter, please call us on 0845 600 7030. Please have the answer to your security question handy when you call.

What is a monthly usage guideline?

Your BT Total Broadband service has a monthly usage guideline. This is the amount of data you can send (upload) and receive (download) through your broadband connection each month.

Everything you send or receive over the internet is bits of data, whether it's a web page, an email, a music track or a video clip. Each bit of data is a different size and is measured in Kilobytes (KB), Megabytes (MB) or Gigabytes (GB). The average email is around 4KB, a digital photo is around 1MB and a music track is around 5MB (1024KB=1Mb, 1024MB=1GB).

Your monthly usage guideline lets you download (receiving emails, web pages and files) or upload (sending emails and files) whatever data you want, up to the GB allowance that you chose.

If you occasionally exceed the monthly usage guideline for your product, you can continue to use your service freely. We won't restrict your service and we won't charge you for excess usage.

If you regularly exceed your usage guideline by a large amount each month, then we may contact you about moving on to a product with a usage guideline more suitable for your needs.

Your BT Broadband Talk telephone calls do not count towards your usage allowance.

To confirm the usage guideline for your BT Total Broadband product, please go to www.bt.com/btbroadband

I will be moving home, can I take my broadband connection with me?

Please contact us on 0800 800 150 (selecting the moving home option) at least five working days before you move to organise the transfer your broadband service and telephone line to your new home. The broadband service is subject to availability at your new premises. You will need to take your BT Voyager 220V and microfilters with you to your new address.

Safety Instructions for your Voyager 220V

Please read the following instructions carefully to prevent potential hazards:

- do not expose the router to rain, water, moisture or direct sunshine
- do not spill liquid on the router
- keep the router away from sources of heat such as heaters or radiators
- do not attempt to take the router apart or remove the router's cover yourself (if you do so, you may be exposed to dangerous voltage or other hazards and the warranty may be void)
- before cleaning, switch off the router (the power switch is at the back) and use only a damp cloth for cleaning
- proper ventilation is necessary to prevent the router from overheating
- for better performance, do not place the router on a television or on a computer monitor. In the event of an electrical storm, you should unplug all your equipment from the electricity supply and telephone sockets.

Energy saving

Please avoid wasting energy while using your computer, games console or other equipment. You can set up your computers to automatically switch to standby or low-energy usage mode. Declaration of Conformance with European Community Directive 1999/EC.

This product is intended for use within the UK for connection to the public telephone network. This equipment complies with the essential requirements for Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

The Declaration of Conformance can be found on the BT Voyager 220V web site at www.bt.com/voyager

Product disposal instructions for Residential Users

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances, and avoid the increasing landfill.

The symbol shown on the right and on the product means that the product is classed as Electrical or Electronic Equipment and you should not put it into your domestic waste bin. When you have no further use for it, please dispose of the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.



GNU General Public License Notice.

This product contains code that is covered by the GNU General Public License (GPL). In accordance with the GPL, you may request the relevant code for up to three years from the date of original purchase of this product.

The code will be supplied free-of charge, though there may be a charge to cover the cost of the medium on which the code is supplied, plus post & packing. For further information, please visit the BT Voyager web site www.bt.com/voyager

Anti-virus program

A program designed to protect and continually safeguard your system.

Broadband

An umbrella term for high-bandwidth internet connections.

Browser

A program that allows you to read and download pages from the World Wide Web, e.g. BT Yahoo! Browser or Internet Explorer.

Cache

A part of the computer's memory that stores information so it can be accessed quickly. A web browser cache stores (on your hard drive) the pages, graphics, sounds and URLs of places you visit online.

Desktop

The screen you see when you first start up your computer and when all applications (programs) are closed.

Download

Usually means obtaining a file from the internet, but can also mean copying a file from one computer to another.

Email address

A unique address used to send email, e.g. for BT Yahoo!
yourusername@btinternet.com

Email application (email program)

An email program that allows you to read and write emails, such as Outlook Express.

Ethernet

A type of networking technology that links computers in local area networks. Special cables carry signals between the computers.

Firewall

A security system that is designed to restrict access to a computer, or network of computers, from the internet.

Homepage

The main page of a web site with links to other pages or sections.

Instant Messenger (IM)

Allows instant text communication between users who are online at the same time. You can see when your friends are online and send them instant messages.

Parental Controls

Software that allows you to control internet access e.g. by blocking access to specific sites and limiting a user's time online.

POP3

An email transfer protocol. An email program, such as Outlook Express, uses POP3 to send and receive email.

Router

A device that links computers and other equipment (such as printers and modems) to allow data to be sent between them.

Spam

Unwanted and/or undesirable email – the internet equivalent of junk mail.

Streaming audio (or video)

Audio or video files can be played over the internet by streaming files. This means you do not need the file saved on your hard drive.

URL

Uniform Resource Locator – this is the name for the address of any resource on the internet. You type the URL into your browser and are taken to that address, for example <http://www.btyahoo.com>

USB

Universal Serial Bus – this is a standard defining the type of connector on cables that connect devices (e.g. scanners and keyboards) to a computer. Different versions of USB give different connection speeds.

Virus

A hidden program that infects computers and spreads to other computers. Often transmitted by emails and can cause irreversible damage.

Web-based email (webmail)

Technology that allows you to send and receive email using a browser (as opposed to an email program like Outlook Express).

Help and support

BT Broadband Desktop Help

If you're having problems with BT Total Broadband, please click on your 'BT Broadband Desktop Help' icon. This help tool should be your first port of call if you ever have a problem with your BT Total Broadband service, or if you just have a question that needs answering. It will give you an instant diagnosis and fix common problems. The icon should be on your desktop but you can also access BT Broadband Desktop Help from your system tray (bottom right of your screen) or from the Start > Programs menu.



For free comprehensive online help and support please go to www.bt.yahoo.com/help

The FAQs section on page 22 can also provide answers to many common problems.

You can also call our free 24-hour Service Status line on 0800 169 0199 to check the broadband network.

If you are still having difficulties or an enquiry, please call the BT Total Broadband Technical team on 0845 600 7030.

If you're affected by someone misusing the internet please go to www.abuse-guidance.com



Bringing it all together

Offices worldwide

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