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1  About the Broadband Telephony service

Broadband Telephony is the first among several services aiming to entirely personalize your communication experience.

Broadband Telephony service expands your current telephony experience by offering you the following:

- Up to four additional telephone numbers, so that every member of your family can have his/her own personal fixed number.
- The ability to make video & voice calls via your computer using the Cyta Communicator software.
- 660 minutes of calls to other Cyta fixed telephone numbers as part of the monthly subscription for your first Broadband Telephony number. For the rest of the Broadband Telephony numbers the 660 minutes package is offered optionally with an additional charge.

- Free of charge supplementary telephony services like caller ID, call forwarding, call hold and many more.
- The option to electronically manage via web your supplementary telephony services like call forwarding, call rejection, the activation of distinctive ringing tone etc.
- The option of using different types of telephone devices such as:
  o analogue telephones or DECT type telephones
  o IP Videophones
  o and as stated above, your computer by using a headset and a camera for videocalls.

With the Broadband Telephony service you can have up to four simultaneous voice communications or one video call and three voice calls.

The Broadband Telephony service is enabled via the broadband network of Cyta. Therefore, in order to have access to the service, you must have a classic fixed telephone line and a broadband home access service (like DSL Access 512, 1000 etc.)

For further information please call the Cyta Call Centre on 132 or visit www.cyta.com.cy.

2  What´s in the package

2.1  New customers of DSL Access service

In the self installment package that you have been given when you have ordered the service you will find the following equipment (see pictures 1-5):

1. The modem Thomson ST780 (WL).
2. The power supply (ac adaptor).
3. RJ 45 (Ethernet) and RJ 11 (Telephony) cables.
4. ADSL filters.

2.2 Existing customers of DSL Access service

In case you are already a subscriber of DSL Access service then the installation will consist of (see pictures 1-4):

1. The new modem Thomson ST780 (WL) that will replace your existing modem
2. The power supply (ac adaptor).
3. RJ 45 (Ethernet) and RJ 11 (Telephony) cables.

You do not need to install the ADSL filter since you have installed it in the DSL Access service.

Please note that the existing modem have to be returned in a Cytashop.

Picture 1: Modem Thomson ST780 (WL)
Picture 2: Power Supply
Picture 3: Cable RJ 11
Picture 4: Cable RJ 45 (Ethernet)
Picture 5: ADSL Filter
3 Modem connection

3.1 Interfaces of the new modem

The rear plane (backplane) of the modem consists of a number of ports (interfaces) which are depicted in the Picture 6.

![Picture 6: Modem Interfaces](image)

A short description of the ports of the modem is presented below:

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER SUPPLY</td>
<td>Provides power to the modem</td>
</tr>
<tr>
<td>On/Off Switch</td>
<td>Activates or Deactivates the modem</td>
</tr>
<tr>
<td>ETHERNET</td>
<td>Four (4) interfaces to connect, via RJ 45 (Ethernet) cable, the modem to PCs, IP Videophones for the Broadband Telephony service, and Set Top Boxes (STBs) for the miVision service</td>
</tr>
<tr>
<td>DSL</td>
<td>Port to connect the modem to the broadband line of the ADSL filter via RJ 11 cable</td>
</tr>
<tr>
<td>ANALOGUE PHONES</td>
<td>Two (2) ports to connect up to two (2) analogue phones of the Broadband Telephony service via RJ 11 cable</td>
</tr>
</tbody>
</table>

3.2 Connecting the modem to PCs, analogue phones and IP Videophones

Follow the steps below to connect your modem with the equipment you wish:

i. Install the ADSL filters (microfilters) included in the package to the telephone sockets where you would like to use your classical pstn telephone number. Please note that in case you are already a DSL Access subscriber you do not need to replace the existing filters.

ii. Then, connect the Power Supply (AC ADAPTOR) in the appropriate port of the modem as shown above.

iii. Connect the RJ 11 cable to the “DSL” port and to the ADSL filter port with the indication “ADSL MODEM” (which has already been connected to the telephone socket).

iv. Connect the Ethernet cable (RJ 45) to one of the four (4) ports of the modem with the indication “ETHERNET”, and to the equivalent interface of your Personal Computer (see picture 7).

v. Connect up to two (2) analogue phones to the ports of the modem with the indication “PHONE” if you have chosen to use your Broadband Telephony Service via analog phones. It should be noted that you can also connect fax machines in the above mentioned ports to send and receive fax messages.
vi. In case you have bought an IP Phone/Videophone to use with your Broadband Telephony service, connect your IP Phone/Videophone to the modem via an RJ 45 (Ethernet) cable, exactly as you have connected your PC.

If you want to use your Broadband Telephony service via the Wi-Fi access of the modem please refer to Equipment Guides – Wireless Devices at www.cyta.com.cy.

Picture 7: Connecting the modem to the PC and the Terminal Equipment

3.3 LED lights description

On the front panel of the modem there are a number of LED lights which display the current state of the modem.

As soon as you connect the modem to the power supply, activate the modem by pressing the On/Off switch. The LED in the modem will be as follows:

1. The first LED light with indication power (first on the left) starts blinking.
2. Next, the LED light with indication WLAN will start blinking and will stabilize in green colour. In parallel, the LED light with indication Ethernet will start blinking if you have connected a terminal device to one of the Ethernet ports.
3. Afterwards, the LED light with indication DSL will start blinking in green colour. At this point the modem is trying to synchronize with Cyta´s core network. In a few seconds the LED light DSL will stabilize in green colour. In case that the LED light with indication DSL continues to blink, please contact Cyta´s Customer Support Center at 8000-0197, choice 3, to inform Cyta technical personnel about the problem.
4. Finally, the LED light with indication Internet will stabilize in green colour.
For a description of all the LED lights please refer to Table 1 below.

![Picture 8. LED lights of the modem](image)

**Table 1: Description of the LED lights indications of the modem**

<table>
<thead>
<tr>
<th>LED lights indications</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Indication</strong></td>
<td><strong>Color</strong></td>
</tr>
<tr>
<td>Power</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td>Red</td>
</tr>
<tr>
<td></td>
<td>Orange</td>
</tr>
<tr>
<td></td>
<td>Off</td>
</tr>
<tr>
<td>Ethernet</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Off</td>
</tr>
<tr>
<td>USB</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Off</td>
</tr>
<tr>
<td>WLAN</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Amber</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Red</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Red/Green</td>
</tr>
<tr>
<td></td>
<td>Off</td>
</tr>
<tr>
<td>DSL</td>
<td>Green</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Off</td>
</tr>
<tr>
<td>Internet</td>
<td>Blinking</td>
</tr>
<tr>
<td>-----------</td>
<td>----------</td>
</tr>
<tr>
<td>Green</td>
<td>Blinking</td>
</tr>
<tr>
<td></td>
<td>Solid on</td>
</tr>
<tr>
<td>Red</td>
<td>Solid on</td>
</tr>
<tr>
<td>Off</td>
<td></td>
</tr>
</tbody>
</table>
4 Connecting to the DSL Access service

To connect to the DSL Access service, follow the instructions below:

1. Open a **BROWSER**, i.e. Internet Explorer and enter the **Address** “www.i-choice.com.cy”

2. Press **Enter** to navigate to the DSL Access service web page (see Picture 9).

3. Enter your **username** and **password** (usually your telephone number) in the fields “Username” and “Password” respectively and Press OK or Enter.

Picture 9.

5 Connecting to the Internet

After your information is verified in the DSL Access page follow the instructions below to be connected in the Internet.

1. With the verification of your codes you will see the web page which is shown in picture 9.

   Press the link or the figure which is located on the left side menu of the web page, in order to view all available Internet Service Providers (ISPs).

2. Choose the Service Provider with which you have established an Internet account by clicking its name or its logo.

3. Clicking on the link of your Service Provider, a new web page is presented, at which you will be required to enter your access codes in order to authenticate your account to your service provider.

Picture 10:
4. Enter your access codes (username/password) (see Picture 11) to connect to your service provider, i.e. Cytanet, and then click **GO**.

![Picture 11:]

5. As soon as you are authenticated the button, which is located next to the name of your service provider on the left side menu of the web page will turn green, which is also an indication that you are connected to the Internet.

![Picture 12:]

6. **Logout from the Internet**

   1. If you want to logout from your service provider click at the figure next to the name of your service provider.
2. Next, a new web page will be presented with Service “Cytanet” (if you are connected to Cytanet) and then press [Ok].

After logging out from the service the **DSL Access** web page is shown.

![Picture 13:]

7 **Logout from DSL Access service**

1. Click on the logout link, [Logout] to disconnect from the DSL Access service.

2. The screenshot on the right will be presented and you will be required to confirm your disconnection.

![Picture 14:]

8 **Managing the Broadband Telephony service**

The Broadband Telephony service can be entirely managed via the web. Please refer to the Broadband Telephony guide at [www.cyta.com.cy](http://www.cyta.com.cy) for further information.
9 Customer Support Center

For telephone support please call at the Cyta Customer Support Center at 132 choice 3 and then again choice 3 (132-3-3). The working hours of the Customer Support Center are shown below:
Monday – Friday: 08.00-24.00,
Weekend: 10.00-24.00.

Please inform Cyta personnel that you have installed the equipment yourself.

Before calling at the Customer Support Center please make sure that:
• You have been informed by Cyta personnel that all necessary installation activities have been completed.
• You have connected the modem to the PC and to the Terminal Equipment as described herein.
• You are in front of your computer.