

Self installation guide for the DSL Access and the Broadband Telephony services

TABLE OF CONTENTS

1. About the Broadband Telephony Service
2. What's in the package
3. Modem connection
 - 3.1 Interfaces of the new modem
 - 3.2 Connecting the modem with PCs, analogue phones and IP Videophones
 - 3.3 LED lights description
4. Managing the Broadband Telephony service
5. Customer Support Center

1 About the Broadband Telephony service

Broadband Telephony expands your telephony experience offering you savings, flexibility and exclusive benefits in a single package including:

1. The possibility of adding up to **four additional numbers at a reduced price** (for a 2nd telephone number there is an additional charge of €4.32/month, while for a 3rd and 4th telephone number, the additional charge is €3,57/month per number).

For customers with an analogue PBX who do not wish to invest in cabling and new terminal equipment, Telephony Plus offers up to 2 numbers through the ATA 2 Port adaptor. For the ATA 2 Port adaptor, there is a connection charge of €17.85 and a monthly subscription of €5.59. In case of 3-4 numbers, Telephony Plus offers up to 4 numbers through the ATA 4 Port adaptor. For the ATA 4 Port adaptor, there is a connection charge of €23.80 and a monthly subscription of €9.52.

2. **Free telephone facilities** such as Call Forwarding, Call Hold, Call Waiting, Conference Call and more.
3. **Voice and Video calls via computer.**
4. **Telephony OntheGo**, which enables you to use your fixed number, **wherever you are** in Cyprus or abroad and benefit from local call charges (for an additional payment).
5. The ability to **manage and programme the service** through [My Cyta](#).
6. **Immediate 24/7 assistance** upon provision of the service.
7. Telephone facilities for **customers' security**, such as caller ID, Anonymous Call Rejection, Call Barring/Debarring and more.
8. **Discount Schemes and Economy Plans** such as a package of international calls to all fixed and mobile phones in the other 27 EU member states, Economy Plans with pre-set talk time in Cyprus and abroad and more.

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 broadband home access service (like Internet Home or DSL Access Home).

For further information please call the Cyta Call Centre on 132 or visit the service webpage at <https://www.cyta.com.cy/broadband-telephony/en>.

2 What's in the package

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

1. ZTE VDSL2 modem. If you are a Cytanet customer and your modem is not VDSL2 ZTE please visit a cytashop to replace your existing modem with a ZTE modem.
2. Power supply (AC adaptor).
3. VDSL2 splitter.
4. RJ 45 (Ethernet) and RJ 11 (Telephony) cables.
5. USB cable.

Picture 1: VDSL2 Equipment

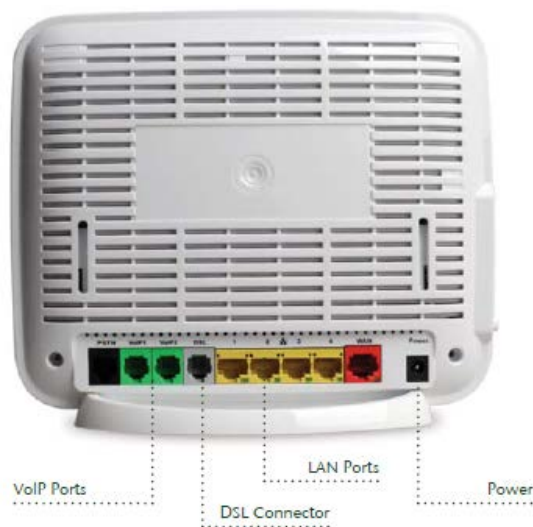


3 Modem connection

3.1 Interfaces of the modem

The rear plane (backplane) of the modem consists of a number of ports (interfaces) which are depicted in picture 2.

Picture 2: Modem Interfaces



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

Port	Description
Power Supply	Provides power to the modem.
DSL Connector	For connecting the VDSL2 modem to the telephone line with an RJ 11 cable.
LAN Connectors	Four (4) interfaces to connect the VDSL2 modem, via RJ 45 (Ethernet) cable with <ul style="list-style-type: none"> to PCs IP Videophones for the Broadband Telephony service Set Top Boxes (STBs) for the Cytavision service
VOIP connectors	Two (2) ports for connecting analogue telephone devices to the VDSL2 modem via RJ 11 cable.
WAN connector	For future use.
PSTN Connectors	For future use.

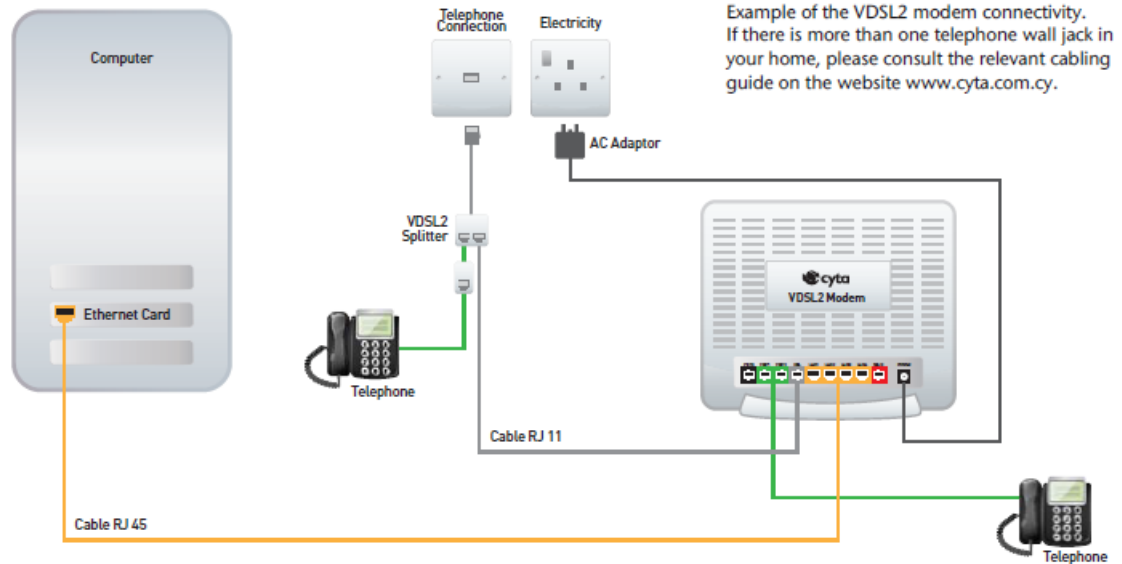
3.2 Connecting the modem to PCs, analogue phones and IPVideophones

Before connecting the modem to your computer, insert the splitter that you received with the modem into the main telephone wall jack of the house. For information on the necessary internal cabling, please refer to the relevant cabling guide on the Cyta website www.cyta.com.cy

- Connect the AC adaptor to the power outlet
- Connect one end of the RJ 11 cable to the DSL connector on the modem and the other end to the port on the splitter marked "modem".
- Connect one end of the RJ 45 Ethernet cable to any of the four 'LAN' ports on the modem and the other end to the corresponding Ethernet port on your computer (see figure 3)
- Connect your analogue telephones to the modem's VoIP ports with the RJ 11 cable. Connect the phone for your first broadband telephony number to VoIP port 1 and the phone for the second broadband telephony number to VoIP port 2. On VoIP port you can connect fax machines. If you have 3 broadband telephony numbers you need an IP phone with your device codes installed and connect it to one of the four "LAN" ports of the modem.

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 3: Connecting the modem to the PC and the Terminal Equipment



3.3 LED lights description

Once you have made all the necessary connections shown in figure 3, press the On/Off button which is located on the side of the modem to activate it.

- The first indicator to light up is Power (first left) which will be red before turning green.
- Next, the DSL indicator (green) will start to blink. At this point the modem is trying to synchronise with the Cyta network.
- After about one minute, the green DSL indicator will remain stable.
- Next, the Internet indicator will light up red, turning green when a connection has been made to the Internet

Once all correct indicators are on, as described above, open your browser (Chrome, Explorer, Firefox or other) and in the "address" field enter the address of the website that you wish to visit. You are also able to make outgoing calls with your Broadband Telephony service.

For a description of all the LED lights please refer to Table below:

Table: Description of the LED lights indications of the modem

INDICATOR			DESCRIPTION OF STATUS
DESCRIPTION	COLOUR	STATUS	
Power	Red	On	The device is powered ON but fails to work properly
	Green	On	The device is powered ON and works properly
	Off		The device is powered OFF
DSL	Green	Flashing	The synchronization process to the Cyta network is in progress
	Green	On	The DSL connection has successfully synchronized to the Cyta network
	Off		The device is powered OFF or the line has no signal
Internet	Green	Flashing	There is traffic on the Internet connection
	Green	On	The Internet connection has been established
	Red	On	There is a problem with the Internet connection
	Off		No Internet connection
WLAN	Green	Flashing	Data flow on the wireless connection
	Green	On	Successful wireless connection
	Off		Wireless communication off
VOIP1 - VOIP2 (FXS)	Green	Flashing	Telephone call in progress
	Green	On	Successful Broadband Telephony connection
	Off		No Broadband Telephony connection
WPS	Orange	Flashing	The WPS function is ready to connect
	Red	Flashing	The WPS connection has failed
	Green	On	The WPS connection is completed
	Off		WPS is off
PSTN (FXO)	Green	Flashing	Analogue telephone line in use
	Green	On	Analogue telephone line connected
	Off		No analogue telephone line
USB	Green	Flashing	Data transfer to or from USB
	Green	On	USB interface connected to active device
	Off		USB interface not connected to active device
WAN	Green	On	WAN interface connected
	Off		WAN interface disconnected
Upgrade	Blue	On	The device is upgrading
	Blue	Off	The device is not upgrading

3 Managing the Broadband Telephony service

The Broadband Telephony service can be entirely managed via the web on My Cyta portal. For further information about managing Broadband Telephony, please refer to the service user guide at <https://www.cyta.com.cy/broadband-telephony>.

4 Customer Support Center

For telephone support please call at the Cyta Customer Support Center at 132. 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.