



# BoB™

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## LITE

User  
Manual

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# Introducing BoB Lite™

**Developed by iiNet Labs, BoB Lite™ connects your computer in your home or office to the internet.**

This manual will help you get to know BoB Lite™ and all of his great features. It will also help you get your head around managing BoB Lite™'s settings.



This chapter will give you an overview of the capabilities of BoB Lite™. You might encounter some tech-speak ahead; if that's not your cup of tea, then skip ahead to page 8.

## **BoB Lite™ – 4-port integrated wireless modem**

### **Compatibility**

BoB Lite™ supports a variety of operating systems including Mac OS® 8.x, 9.x & 10.x, Linux®, Windows® 98SE, ME, NT, 2000, XP, Vista, 7 & 8. You will need an internet browser and a network adapter that supports TCP/IP (the standard language of the internet).

### **Internet Access**

This device supports internet access through an ADSL or fibre connection. Since many ADSL providers use PPPoE or PPPoA to establish communications with their customers, BoB Lite™ includes built-in clients for these protocols, eliminating the need to install these services on your computer.

### **Advanced Web-based User Interface**

You can set up BoB Lite™'s advanced functions easily through your web browser, without having to install additional software. There are no disks to install or keep track of and best of all, you can make changes and perform setup functions from any computer on your home network quickly and easily.

### **DMZ Host Support**

DMZ Host Support allows a networked computer to be fully exposed to the internet. This function is used when Network Address Translation (NAT) and firewall security prevent an internet browser from functioning correctly.

### **NAT IP Address Sharing**

BoB Lite™ employs Network Address Translation (NAT) to share the single IP address he uses to get you online with the other computers on your home network. This saves the cost of adding additional IP addresses to your account.

### **SPI Firewall**

BoB Lite™ is equipped with a firewall that protects your network from a wide array of common hacker attacks.

### **Universal Plug-and-Play (UPnP) Compatibility**

Universal Plug-and-Play is a technology that offers seamless operation of voice messaging, video messages, games and other applications that are UPnP-compatible.

### **USB/3G Charge Ports**

BoB Lite™ has three USB ports. The USB labelled storage/charger can be used to charge USB devices such as mobile phones, or you can plug in a USB hard drive (FAT16, FAT32 or NTFS, up to 1TB) to back up and share files around your home network. Please note that file transfer speeds may not be as fast as a traditional Network Attached Storage (NAS) device and that the power output from the USB drive may be insufficient for high performance devices. To allow users outside your home network to access the hard drive, you'll need to enable the remote access feature under the appropriate storage section.

The second USB port (labelled 3g) is situated under the cover on the back of BoB Lite™. It's designed for 3G USB modems. This port will supply a maximum of 5V 500mA. Connecting a third party USB device which requires more than 500mA of power for charging may result in damage to your equipment.

The third USB port is situated on the lower left-hand side of BoB Lite™ (labelled handset charge only) It's a designated port for charging the BoB Lite™ handset and is not for any other devices.

### **Quality of Service**

Quality of Service (QoS) limits the traffic being sent from the modem (upstream) when using a Netphone service (VoIP) at the same time as your broadband connection. If QoS is disabled, the quality of the phone call can suffer due to excessive traffic from another source, such as a computer. When QoS is enabled, it limits the upstream traffic and sets it aside for phone calls, which will maintain call quality.

### **Virtual Server**

If you have a static IP address, you can set BoB Lite™ up to act as a virtual host for Network Address Translation. Remote users access various services at your site using an unchanging IP address. Then, depending on the requested service (or port number), BoB Lite™ can route the request to the appropriate server (at another internal IP address).

This secures your connection from direct attack by hackers, and provides more flexible network management by allowing you to change internal IP addresses without affecting outside access to your network.

### **Support for VPN Pass-through**

If you connect to your office network from home using a VPN connection, BoB Lite™ will allow your VPN-equipped computer to pass through to your office network. BoB Lite™ supports one VPN session at any one time, and supports three of the most commonly used VPN protocols – PPTP, L2TP and IPSec.

### **Computer Filter Rule**

For added security, you can set up a list of MAC addresses (unique client identifiers) that are allowed access to your network. Every computer has its own MAC address. Simply enter these MAC addresses into a list using the web-based user interface and you can control access to your network.

### **WEP, WPA and WPA2 Encryption Protocols for Wireless**

BoB Lite™ features WPA2, a higher level of wireless security. It combines advanced network authentication and stronger Advanced Encryption Standard (AES) encryption methods. It also supports the legacy security standard called Wired Equivalent Privacy (WEP) to allow you to use wireless securely with any legacy devices you may have.

### **Virtual Local Area Network**

Virtual Local Area Network (VLAN) adds the ability to manage multiple networks with one modem. BoB Lite™ is designed to be placed on a desktop. All of the cables exit from the rear of the modem for better organisation. The LED indicators are easily visible on the front of the modem to provide you with information about your home network's status at a glance.

## Front Panel



1. **ADSL sync light:** The ADSL sync light indicates if your Internet Service Provider is talking to your BoB Lite™.

**Blue** – ADSL link is up and connected  
**Off/red/flashing** – No ADSL connection



2. **Internet light:** The internet light shows you when your BoB Lite™ is connected to the internet.

**Blue** – Connected to the internet  
**Off/flashing/red** – Not connected to the internet.



3. **Wired light:** When a computer is properly connected to the LAN port on the side of BoB Lite™. This light will illuminate. A solid light means a computer or a network-enabled device is connected. When information is being sent through this connection, the light will flash.

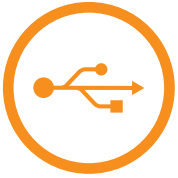
**On** – Your computer is connected  
**Off** – Your computer is not connected  
**Flashing** – Information transmission



4. **Wireless light:** The wireless light shows you when BoB Lite™'s wireless network is enabled.

**On** – Wireless enabled  
**Off** – Wireless disabled





**5. Storage/3G light:** When a USB hard drive or 3G wireless USB modem is connected to BoB Lite™, this light will illuminate to inform you that the attached device is ready for use.

**On** – Attached device is connected and ready for use

**Off** – No attached device detected



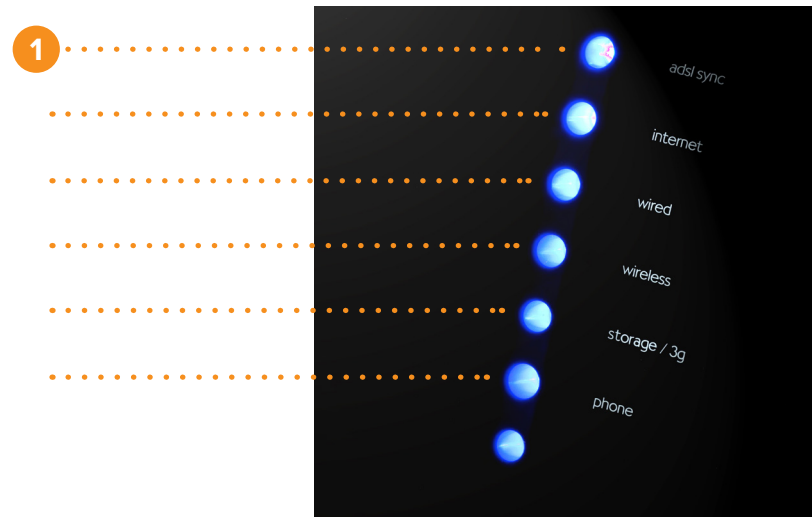
**6. Phone one:** The phone light indicates whether or not your Netphone service has successfully registered on the network, and also indicates when a call is in progress.

**On** – Netphone registered successfully

**Off** – No Netphone service registered

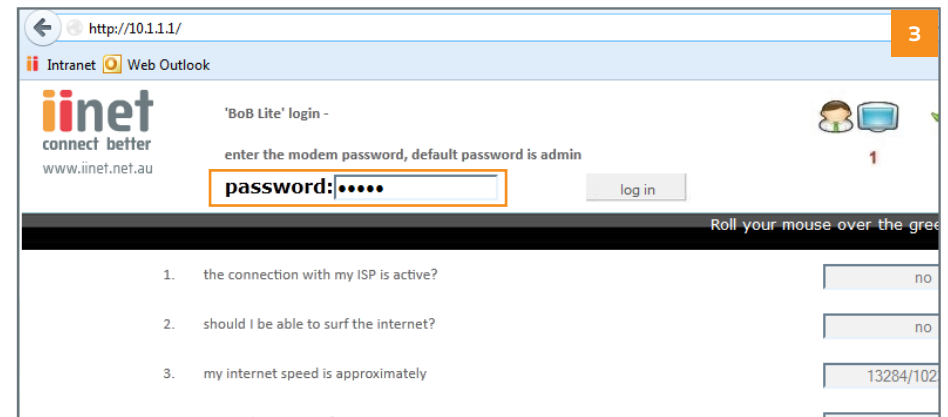
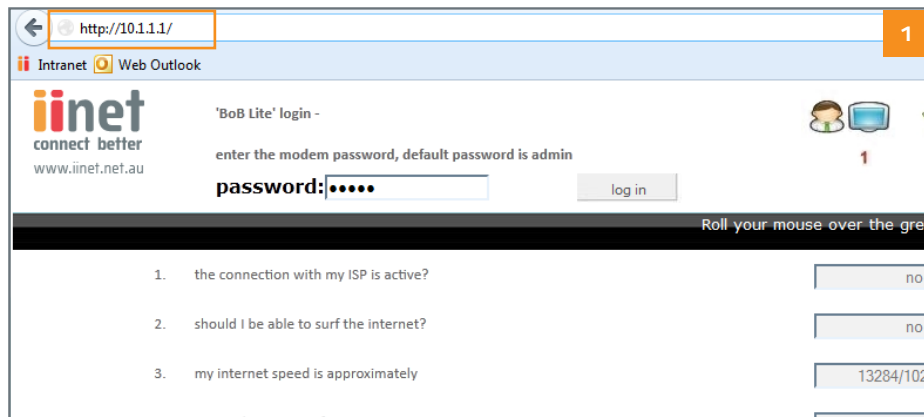
**Flashing blue** – Call in progress

**Flashing orange** – Netphone not registered successfully



# The BoB Lite™ Home Page

BoB Lite™ has a home page that you can use to manage BoB Lite™'s settings manually, from getting connected to personalising your wireless network.



## How to get to the BoB Lite™ home page

1. Open your computer's web browser and in the address bar type **http://10.1.1.1** - Make sure your computer is connected to BoB Lite™ either wirelessly or with an ethernet cable.
2. This is the BoB Lite™ home page. From here you can get a snap shot of BoB Lite™'s connection status and statistics (see next page for more details).
3. Once you've arrived at the home page, type the default password '**admin**' in the box at the top of the screen, then click '**log in**'.

## What does the information on the home page mean?

On BoB Lite™'s home page, you'll see nine points listed. The following information explains what these points mean.

### 1. The connection with my ISP is active?

You will see either 'yes' or 'no' in this box. If 'yes' is displayed this means you have an active ADSL broadband line and BoB Lite™ is connected correctly. 'No' means that your ADSL broadband line may not be active, or BoB Lite™ is not connected to your phone line.

### 2. Should I be able to surf the internet?

If you have a 'yes' displayed in this box then you should be able to surf the internet.

### 3. My internet speed is approximately

The speed of your internet connection is displayed in this box. It is determined by the type of internet service you have, as well as the distance of your house from your local telephone exchange. Your speed will be written as download/upload kbps; for example, 2112/384kbps would be a download speed of 2112kbps and an upload speed of 384kbps.

### 4. My modem is using firmware version

This shows you the version of software currently running on your BoB Lite™. From time to time, updated versions of this software may be released. This is usually installed automatically.

### 5. My modem has been connected for this long

The time indicated in this box shows you how long BoB Lite™ has been connected to the internet in the time format hh:mm:ss.

### 6. The ADSL standard my modem is using is

There are various standards that BoB Lite™ can use to connect to the internet. Here's a brief description of each of the standards that BoB Lite™ may be using:

- Automatic – the modem will determine the best speed to connect to the internet
- G.992.1 (ADSL1) – indicates your speed could be up to 1.5Mbps
- G.992.3 (ADSL2) – indicates your speed could be up to 12Mbps

- G.992.5 (ADSL2+) – indicates your speed could be up to 24Mbps
- G.992.5\_M (ADSL2+M) – indicates your speed could be up to 24+Mbps. This is only available in selected areas.

**7. My SIP server is connected to which Australian state?**

A Netphone (VoIP) service uses a SIP server specific to each state so we can properly route your VoIP calls to all phone numbers.

**8. My primary netphone account is set up correctly?**

If you have a Netphone service and you've set it up successfully, you'll see a 'yes' in this box.

**9. My secondary Netphone account is set up correctly?**

Secondary Netphone accounts are not currently available. This box will say 'no' until we release this option.

**At the bottom of the home page, you'll also see three tabs labelled Diagnostics, Security log and ADSL Status.**

When you click on any of these tabs, you'll be asked for a password. Unless you've changed your BoB Lite™ password, type in the default password, which is **'admin'**.

**Diagnostics**

This page allows you to test BoB Lite™'s internet connection. For example, if you type in 'www.iinet.net.au' and click 'execute', BoB Lite™ will test to see if he can communicate with that website.

**Security log**

This page shows a history of BoB Lite™'s connection activity.

**ADSL Status**

This page shows the status of your ADSL line, as well as some basic information about your internet connection.

## Changing BoB Lite™'s login password

For an even more secure setup, you can change BoB Lite™'s login password. We suggest you change this password to ensure no one else can change BoB Lite™'s settings, especially if you have frequent house guests, lodgers or meddling teens.

1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. Modem password & remote management

2. DNS/UPnP/DDNS

3. Modem time settings

4. Access control and parental control tools

5. Internet setup & ADSL standard

6. Local area network settings

7. VLAN settings

8. Applications

9. Firewall

10. Port Forwarding

### 1. Modem password & remote management

RefreshSave settings

Remote management means you can access your modems settings from any computer connected to the internet, this setting is disabled by default. Once enabled anybody that has your modems IP address can access your modem setup pages if they have you modem password. Therefore we strongly suggest you alter the default password of admin to a new password of your choice.

#### Modem Password

1. Enter a new password to login to your modem, we suggest a combination of lower and upper case letters and numbers:

Confirm password:

1a. Enter a time for the modem to automatically log out: 0 Minutes (enter zero for no auto-logout)

#### Remote Management

2. Select the port number to remotely access your modem, port 2420 is selected by default:

3. You can specify only selected computers to access your modem, please add upto three computers in the list provided. If you leave these as 0.0.0.0 then any computer can access your modem remotely:

4. Select this button to enable remote management and click save settings at the top right of this page, if this button is not selected then only the password in paragraph 1 will be saved!

5. Please note that your current IP address to access this modem remotely over the internet is 0.0.0.0

### Here's how;

1. Go to the BoB Lite™ home page by opening a new web page and typing **http://10.1.1.1** into the address bar. Use the default password '**admin**' to log in.
2. Click on '**5. Advanced settings**'; it's on the black menu bar you'll find running across the top of the page. Then click on '**Modem password and remote management**' in the column on the left-hand side of the page.
3. On this page, type in a new password (anything you'd like) underneath the **Modem Password** heading, then click the '**Save settings**' button.
4. It's important that you remember this password as you'll need it each time you log in to change BoB Lite™'s settings. Why not write it down and put it somewhere safe?

## Enabling remote management

Remote management means you can access and manage BoB Lite™ from a computer that is in a remote location, such as your office.

1. Wizard	2. Set up my wireless	3. Set up my Voip	4. Configure my USB port	5. Advanced settings	6. Handy Tools	7. Status/diagnostic
1. Modem password & remote management						
2. DNS/UPnP/DDNS						
3. Modem time settings						
4. Access control and parental control tools						
5. Internet setup & ADSL standard						
6. Local area network settings						
7. VLAN settings						
8. Applications						
9. Firewall						
10. Port Forwarding						

### 1. Modem password & remote management

RefreshSave settings

Remote management means you can access your modems settings from any computer connected to the internet, this setting is disabled by default. Once enabled anybody that has your modems IP address can access your modem setup pages if they have you modem password. Therefore we strongly suggest you alter the default password of admin to a new password of your choice.

#### Modem Password

1. Enter a new password to login to your modem, we suggest a combination of lower and upper case letters and numbers:

Confirm password:

1a. Enter a time for the modem to automatically log out: 

0

 Minutes (enter zero for no auto-logout)

#### Remote Management

2. Select the port number to remotely access your modem, port 2420 is selected by default:

2420

3. You can specify only selected computers to access your modem, please add upto three computers in the list provided. If you leave these as 0.0.0.0 then any computer can access your modem remotely:

0	.	0	.	0	.	0
0	.	0	.	0	.	0
0	.	0	.	0	.	0

4. Select this button to enable remote management and click save settings at the top right of this page, if this button is not selected then only the password in paragraph 1 will be saved!

☒

5. Please note that your current IP address to access this modem remotely over the internet is 0.0.0.0

### To do this:

1. Click on '**5. Advanced settings**'; it's on the black menu bar you'll find running across the top of the page. Then click on '**Modem password and remote management**' in the column on the left-hand side of the page.
2. Enable remote management by ticking the box next to point number 4, below the **Remote Management** heading.
3. At the bottom of this page you'll find a **unique IP address**. This is the unique address for your BoB Lite™ and you'll need it to log in to your modem remotely.
4. On a computer that's outside of your home network, open a web browser and type **http://xxx.xxx.xxx.xx:2420** into the address bar, **replacing xxx.xxx.xxx.xx** with your unique IP address.
5. If you're not able to access your BoB Lite™ home page from a remote computer, check the firewall settings on the computer you are using as they may be preventing you from gaining access.



## Upgrading the firmware

From time to time, new software to update BoB Lite™ will be released. This is known as firmware, and upgrades are usually done automatically. However in some cases you may want to install certain firmware yourself, usually at the recommendation of an Customer Service Representative.

1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. Handy tools

### Handy Tools

**A. Firmware upgrade**

A1. From time to time we will release new firmware for your modem, you can download and save this firmware to your computer's hard drive and then load the file onto this modem by clicking here...by the way, your current firmware on this modem is BoBLite1111.

Continue

**B. Backup**

B1. Your router settings can be saved to your PC. If you need to reset your modem, you can load this file from your PC back on to your modem; this saves you having to reconfigure all the settings on this modem! Select here to save your modem settings...

Continue

B2. You can restore your backup file from your PC and re-configure your modem with this save file. Select here to continue...

Continue

**C. Restarting and restoring your modem**

C1. **Restart:** Sometimes, just like a computer, you may need to simply **restart** your modem. When you click this link your modem will simply shut down and restart, the modem will need to reconnect to the internet and this may take a few minutes to process, please be patient!....

Continue

C2. **Restoring your modem to factory setting:** Clicking on this link will completely reset your modem back to factory settings, you will lose all the settings and your modem will not re-connect to the internet until it has been reconfigured. Before you click this button make sure you have backed up your modems settings by following point B1 above!

Continue

### Here's how;

1. Click on '**6. Handy tools**'; it's on the black menu bar you'll find running across the top of the page.
2. To the right of the first option on the page, '**A. Firmware upgrade**', click the '**Continue**' button.
3. Click on the link to the **Router Firmware** page on the iiNet Support website.
4. Here, you'll see the latest firmware listed next to BoB Lite™. Save the file in a place on your computer that is easy to find, such as the desktop. Once the installation is finished, it is safe to delete the file.
5. Go back to the '**Handy tools**' page and click the '**Browse**' button. In the popup window, locate the firmware file you have just saved and then click the '**Open**' button.
6. The popup window will close and you can then click the '**Upgrade firmware**' button. This upgrade may take several minutes to complete and BoB Lite™ will restart automatically.

Setting up a file server

The file server function of BoB Lite™ allows you to plug in an external USB hard drive into the USB port on his right-hand side. You can then share the content on the hard drive with all the computers connected to your network.

1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. Set up my 3G USB modem

2. Set up my FTP server

3. Set up my web server

4. Set up my file server

5. Web DAV server

4. Set up my file server

Refresh

Save settings

A file server means you can attach a hard drive to the USB port of this modem and share the content on this hard drive between computers in your home or office that are also connected to this modem and on your network. Only computers within your home or office can retrieve these files, if you want computers that are in remote locations and on the internet you will have to use the FTP feature in this modem by clicking on link number 2 in the menu to the left- 'Setup my FTP server'. You can click on the link to learn more about your home file server.

☒ Enable File Server function

Add my file server user

Server Name:

BoB

Server Description:

File Server

Group Name:

WORKGROUP

Remote Access:

☒

You currently have the following users configured to use your home file server:

User name	Device	Folder available to access	Edit details	Delete
<input checked="" type="checkbox"/> anonymous	Device: Lexar (JD Secure II + ) Volume: FAT32	Path: /	<div>Click to edit</div>	<div>Click to delete</div>

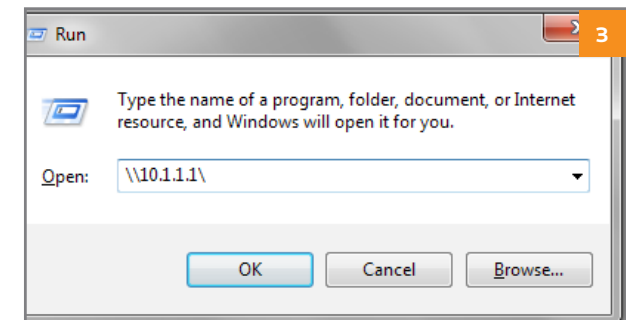
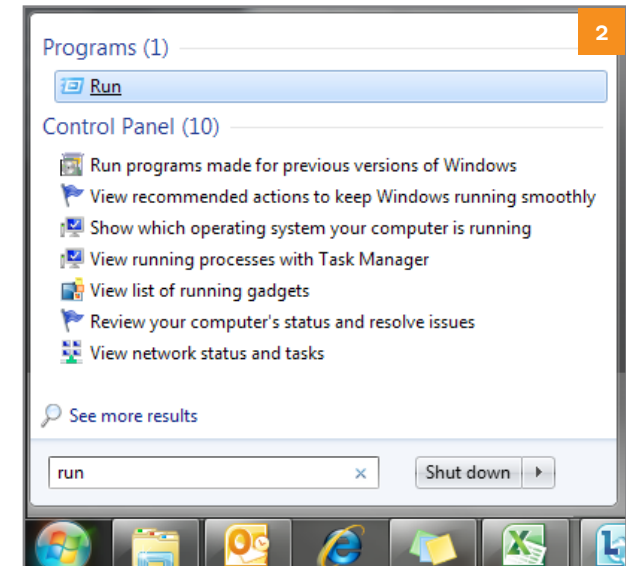
19

1. Click on '**4. Configure my USB port**'; it's on the black menu bar you'll find running across the top of the page. Then click on '**Set up my FTP server**' in the column on the left-hand side of the page.
2. Ensure that the box next to '**Enable FTP Server Function**' is ticked.
3. We recommend using the default port 21 for '**Port number to use**', but you may alter the other options on this page to suit your needs.
4. Once you have your basic options saved by clicking the '**Save Settings**' button in the top right-hand corner, click the '**Add FTP User**' button.
5. Enter any **username** and **password** that you want to use to access your file server. If you want others to be able to copy, change and delete the files, select '**Full access**' from the drop down menu.
6. For '**Volume**', BoB Lite™ will automatically detect the format (**FAT16**, **FAT32**, or **NTFS**) of your hard drive, so just select it from the drop down menu.
7. For '**Path**', click the '**Browse**' button and then find and select the folder that you want to keep your shared files in. Click the '**Save Settings**' button below these options to finish.

## Accessing your file server

Once you have your file server and users set up, you can access it from any computer connected to your BoB Lite™'s internet connection. Here's an example of how to access the file server using Windows:

1. Open up the **Start menu** by clicking the button in the bottom left-hand corner of your screen. Select '**Computer**' from the right-hand list of options.
2. In the '**Search programs and files**' text box, type '**run**' and hit the enter key on your keyboard. This will open the Run program.
3. Type '**\\10.1.1.1\**' in the text box and click **OK**. Your computer will open the folder that is used as your file server.



## Setting up the parental controls

You can set up BoB Lite™ to prevent internet access at certain times of the day for specific computers, smartphones or tablets that are primarily used by your child. Please be aware that any smartphones or tablet devices may still have access to the internet if they use a SIM card with mobile broadband.

1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. DHCP list

2. NAT mapping table

3. Routing table

4. ADSL monitoring

5. Modem history log

1. DHCP Client List

This list shows you the computers currently connected to your modem, you can select to have a specific modem maintain its IP address, or you can force a modem to receive a new IP address by clicking the links below. By default a modem will only maintain its current IP address for 24 hours

Client No	IP address	Computer name	Computer MAC address	Wireless or ethernet?	Fix IP address to client?	Release IP address?	Is computer online?
1	10.1.1.2	MY-LAPTOP	00-22-15-39-ba-68	Ethernet	<input type="checkbox"/>	<a href="#">Release IP</a>	yes

1. You'll first need to assign a specific IP address to the device you want to block, so click '**7. Status/diagnostic**'; it's on the black menu bar at the top of the page. Then select '**DHCP list**' from the column on the left-hand side.
2. This will show you a list of all computers and devices currently connected to BoB Lite™'s internet connection. Determine which devices need blocking by checking the **Computer name**.
3. Write down the **IP address** used for those computers, and make sure the **Fix IP address** box is ticked. This will make sure that device always uses the same IP address.
4. Click '5. Advanced settings' on the black menu bar at the top of the page, then select '**Access control and parental control tools**' from the left-hand column.
5. Select the '**Configure**' button for '**Internet schedule rule**'.

1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. Modem password & remote management

2. DNS/UPnP/DDNS

3. Modem time settings

4. Access control and parental control tools

5. Internet setup & ADSL standard

6. Local area network settings

7. VLAN settings

8. Applications

9. Firewall

10. Port Forwarding

Refresh

Save settings

Cancel

### Internet schedule rule

You can restrict access to certain computers on your network access to the internet at certain times:

Week day:	Start time (hh:mm)	End time (hh:mm)	IP address of computer
Sunday	00 : 00	00 : 00	10.1.1. ~
Monday	00 : 00	00 : 00	10.1.1. ~
Tuesday	00 : 00	00 : 00	10.1.1. ~
Wednesday	00 : 00	00 : 00	10.1.1. ~
Thursday	00 : 00	00 : 00	10.1.1. ~
Friday	00 : 00	00 : 00	10.1.1. ~
Saturday	00 : 00	00 : 00	10.1.1. ~

- You'll need to enter the start and end times for the period the computer is not allowed internet access for each day of the week. Please be sure to use 2400 hour time in the format of HH:MM.
- Enter the last digit from the IP address you wrote down in the right-hand column. Please note that if the last digit is a single digit (1-9), it will need to have a zero in front of it. For example, you'd enter '06' to block 10.1.1.6 .
- To apply the parental control schedule to multiple computers, you'll need to enter the range of the IP addresses. For example, to block the IP addresses 10.1.1.8 and 10.1.1.10, you'd enter '08' and '10' as the last digits.
- Click '**Save Settings**' to finish.

## Blocking internet access for a computer

If you want a computer, smartphone or tablet to stay offline (be it for safety or discipline), BoB Lite™ can prevent internet access through his connection at all times.

1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. DHCP list

2. NAT mapping table

3. Routing table

4. ADSL monitoring

5. Modem history log

### 1. DHCP Client List

This list shows you the computers currently connected to your modem, you can select to have a specific modem maintain its IP address, or you can force a modem to receive a new IP address by clicking the links below. By default a modem will only maintain its current IP address for 24 hours

Client No	IP address	Computer name	Computer MAC address	Wireless or ethernet?	Fix IP address to client?	Release IP address?	Is computer online?
1	10.1.1.2	MY-LAPTOP	00-22-15-39-ba-68	Ethernet	<input type="checkbox"/>	<a href="#">Release IP</a>	yes

1. You'll need to know the MAC address of the device you want to block, so click '**7. Status/diagnostic**'; it's on the black menu bar at the top of the page. Then select '**DHCP list**' from the column on the left-hand side.
2. This will show you a list of all computers and devices currently connected to BoB Lite™'s internet connection. Determine which devices need blocking by checking the **Computer name**.
3. Write down the **Computer MAC Address** for each device you'd like to block from accessing your internet connection.
4. Click '5. Advanced settings' on the black menu bar at the top of the page, then select '**Access control and parental control tools**' from the left-hand column.
5. Select the '**Configure**' button for '**Computer filter rule**', then make sure '**MAC Address Control**' is set to '**Enable**'.



1. Wizard

2. Set up my wireless

3. Set up my Voip

4. Configure my USB port

5. Advanced settings

6. Handy Tools

7. Status/diagnostic

1. Modem password & remote management

2. DNS/UPnP/DDNS

3. Modem time settings

4. Access control and parental control tools

5. Internet setup & ADSL standard

6. Local area network settings

7. VLAN settings

8. Applications

9. Firewall

10. Port Forwarding

Refresh Save settings Cancel

MAC Filtering Table

This section helps provide MAC Filter configuration. When enabled, only MAC addresses configured will have access to your network. All other client devices will get denied access. This security feature can support up to 32 devices and applies to clients.

1. MAC Address Control:

☐ Enable
☒ Disable

2. MAC Filtering Table (up to 32 computers):

ID	MAC Address	ID	MAC Address
1	:	17	:
2	:	18	:
3	:	19	:
4	:	20	:
5	:	21	:

- Enter the MAC Address you wrote down for the devices you'd like to keep offline, then click the **'Save Settings'** button in the upper right-hand corner of the page to finish.

## Blocking internet access for a computer

There are some websites out there you may never want to see, let alone have your kids see them. BoB Lite™ can keep them safe by blocking access to certain websites based on either specific website addresses, or keywords in the website address.

The screenshot shows the BoB Lite™ configuration interface. At the top is a black menu bar with seven tabs: '1. Wizard', '2. Set up my wireless', '3. Set up my Voip', '4. Configure my USB port', '5. Advanced settings', '6. Handy Tools', and '7. Status/diagnostic'. The '5. Advanced settings' tab is selected. On the left is a vertical sidebar with eight items: '1. Modem password & remote management', '2. DNS/UPnP/DDNS', '3. Modem time settings', '4. Access control and parental control tools', '5. Internet setup & ADSL standard', '6. Local area network settings', '7. VLAN settings', and '8. Applications'. The '4. Access control and parental control tools' item is selected. The main content area is titled 'URL Web site filtering rule' and contains the text: 'You can insert specific URLs or keywords to prevent either all PCs on your network, or only certain PCs on your network access to the specific sites.' Below this text is a table with two identical sections, each containing five rows. The table has four columns: 'Rule Number', 'URL or Keyword', 'ClientPC (leave blank if all PCs)', and 'All PCs?'. The 'All PCs?' column contains checkboxes. In the top right corner of the main content area are three buttons: 'Refresh', 'Save settings', and 'Cancel'.

Rule Number	URL or Keyword	ClientPC (leave blank if all PCs)	All PCs?
1		10.1.1. ~	<input type="checkbox"/>
2		10.1.1. ~	<input type="checkbox"/>
3		10.1.1. ~	<input type="checkbox"/>
4		10.1.1. ~	<input type="checkbox"/>
5		10.1.1. ~	<input type="checkbox"/>

Rule Number	URL or Keyword	ClientPC (leave blank if all PCs)	All PCs?
12		10.1.1. ~	<input type="checkbox"/>
13		10.1.1. ~	<input type="checkbox"/>
14		10.1.1. ~	<input type="checkbox"/>
15		10.1.1. ~	<input type="checkbox"/>
16		10.1.1. ~	<input type="checkbox"/>

1. Select '**5. Advanced settings**', from the black menu bar at the top of the page; then select '**Access control and parental control tools**' from the left-hand column.
2. Click the '**Configure**' button for '**URL Website filtering rule**', then make sure '**MAC Address Control**' is set to '**Enable**'.
3. Enter the full website address (e.g. **http://www.website.com.au**) or a keyword in the text boxes beneath '**URL or keyword**'. You may have up to 22 blocking rules in place.
4. To block this website for all computers and devices connected to BoB Lite™, tick the box in the '**All PCs?**' column.
5. If you want to block only certain computers from accessing specific websites, you'll need to find the IP addresses of those computers by following steps **1 to 3 on page 22**.
6. Click the '**Save Settings**' button in the upper right-hand corner of the page to finish.

## Showing off BoB Lite™

Though BoB Lite™ can happily lie flat on a desk, we don't blame you for wanting to show him off! You'll find his stand supplied in the box. If you need to disconnect cables, do so one by one so you can keep track of where they plug in, and make sure to restart BoB Lite™ once you're finished.

1. Lay BoB Lite™ face down on a cloth or towel to avoid scratches.
2. Pass all the cables through the hole in the supplied stand as shown.
3. Align the four pegs on the stand with the holes on the back of your BoB Lite™.
4. Apply a small amount of downward pressure, and push the stand towards the upper edge of your BoB Lite™. You will hear a click as the pegs lock into place.



figure 1



figure 2



figure 3

We hope they don't, but this section is here to help you if things go wrong.

## **You can't connect to the Internet**

### **Symptom: ADSL sync light is off, red or flashing**

First of all, your modem must 'synchronise' with your Internet Service Provider through your telephone line or fibre cable. Think of 'sync' like a dial tone on a home phone; without it, BoB Lite™ can't make a connection.

BoB Lite™ shows that it has 'sync' when the ADSL sync light is blue and not flashing.

What to do:

1. Ensure your BoB Lite™ has power, and then run a power cycle by switching it off then turning it back on after 30 seconds.
2. Confirm that all cables are in good condition and plugged in securely.
3. Perform an Isolation Test for your BoB Lite™ using the instructions on page 31.
4. If possible, use different phone cables to connect your BoB Lite™ to the phone socket.
5. If possible, test a different modem at your property, or test your BoB Lite™ at a different location with a working internet connection.

If your BoB Lite™ can get 'sync' at another location but not at your property, please call our Support Team for further assistance using the contact information on page 33, as there may be a fault on your line.

### **Symptom: Internet light is off, red or flashing**

After getting sync, the next step in getting online is 'authentication'. Your BoB Lite™ sends a username and password to us and if they match the details we have in our database, BoB Lite™ will be allowed access to the internet.

If your BoB Lite™ has sync but can't reach the internet, it's possible that this stage has failed.

Things to check (in order of priority):

- Does BoB Lite™ have sync? If not, troubleshoot this first.
- Update your details manually by following the instructions in the Quick Setup Guide.
- If you suspect your password may have changed, see if you can log in to your account through your Internet Service Provider's website using your username and password.

If you can log into your account but your BoB Lite™ still doesn't have a steady blue Internet light after you have updated your details, please call our Support Team for further assistance using the contact information on page 33.

### **Symptom: ADSL sync and Internet lights are on, but you still can't get online**

Your BoB Lite™ may show an internet connection but you'll be unable to browse websites, check your email or do anything else online. It's possible that your computer isn't communicating with BoB Lite™. You can test this by trying to go to <http://10.1.1.1>.

If you can access this page, then there may be a problem with your firewall or antivirus software. It's best to temporarily disable these to rule them out as the cause of the issue.

If you can't go to <http://10.1.1.1>, check the physical side of things:

- Ensure that your computer is securely connected to BoB Lite™ with an ethernet cable. If your connection is wireless, the issue may actually be with your wireless network. Connecting with an Ethernet cable can be done to make sure it's not an issue with the wireless.

- Try using a different ethernet cable, especially if your current one is showing signs of wear and tear.

### **Speed and Dropout Issues**

Not having an internet connection can be frustrating, but having one that's very slow or unstable can be worse! These problems can be difficult to diagnose quickly, but there are some simple checks that you can do first.

### **Interference**

If you have an ADSL broadband service, the most common cause of speed and dropout issues is interference on your phone line. This can be caused by degradation of the phone line, reducing its capacity to transfer data to and from your BoB Lite™. The issue may also be with any line filters or cables plugged into your phone socket(s).

In order to rule out interference as the culprit, perform an Isolation Test by following the instructions on page 31.

### **Antivirus and firewall software**

If BoB Lite™ indicates that the connection speed is fine on the BoB Lite™ home page (see page 11) the next thing to do is temporarily disable all firewall and/or antivirus software you may have running on your computer. Additionally, check your internet browser settings for add-on features such as pop-up blockers or spyware.

Some firewalls can cause computers to behave abnormally or very slowly, or even stop other programs such as email clients and internet browsers from functioning properly. The only way to determine whether or not this is the cause is to check your speeds while the software is disabled.

### **Viruses and data congestion**

Data congestion occurs when your computer is handling too many tasks at once. File sharing programs and viruses are usually the culprits for this situation. If your computer does not appear to be running multiple programs at once, we suggest that you get your computer scanned for viruses by running a scan with antivirus software, or consulting a computer technician.

If you do have multiple programs running, please ensure they are turned off completely. Often you may close the window but the program continues to run in the background, showing up as an icon in your system tray. The system tray is located in either the lower right-hand corner or the bottom strip of the screen. For MAC computers, it is

referred to as 'the dock'.

### **Wireless network congestion**

Wireless network congestion occurs when your home wireless network doesn't have enough bandwidth to supply all wireless connections with higher speeds.

Congestion is not a common issue with most wireless networks, as a full signal has enough bandwidth to support several devices connecting to the network. However, if your wireless signal is weak it may affect your speeds.

To avoid wireless congestion, disconnect excess wireless devices when they are not in use and remain close to your BoB Lite™ to maintain a stronger signal. Please also try to avoid multiple wireless connections running complex tasks (such as online gaming or high-quality video streaming) at the same time.

### **Performing an Isolation Test**

If you have an ADSL broadband service, isolation tests can help you determine if there is an issue with your hardware or your phone line.

1. Unplug all devices from every phone socket, including BoB Lite™, telephones, fax machines, other modems, pay TV boxes and EFTPOS terminals.
2. If you have an ADSL service, plug a standard telephone handset (without a filter) into the phone socket. If you don't have an ADSL service, skip to step 5.
3. Listen for a dial tone and make sure you can make a call without hearing noise interference.
4. If you have no dial tone or you hear noise interference, test a different handset if possible and then contact our Support Team using the information on page 33.
5. Unplug the telephone handset and instead plug your BoB Lite™ directly into the phone socket.
6. Check to see if your BoB Lite™ has a steady blue ADSL sync light. If not, repeat steps 1 to 5 for all other phone sockets in your home.

If you have no dial tone or ADSL sync on any phone socket in your home, then please call our Support Team using the contact information on page 33.

### **If connection resumes during the isolation test**

If BoB Lite™ gets sync at any point during the isolation test, you can start plugging your other equipment in, piece by piece. Always start with any filters BoB Lite™ was plugged in to and remember to wait a minute or two after each device is plugged back in to see if the ADSL sync light goes out.

If it does, you've found a device that is faulty and/or interfering with your broadband network. We recommend replacing it if it is faulty, or try adding a filter to it if it is an interfering device.

Here are some reasons why your devices could be interfering with your broadband:

- The equipment is not being filtered at all (please ensure you have filters on all telephone and fax devices)
- The equipment is using a faulty filter (try swapping filters between devices to confirm this)
- The equipment is overpowering the filter (please ensure you are using compatible equipment)

### **Performing a factory reset**

Unless instructed to by a member of our Support Team, you should only factory reset your modem if you want to remove all of your customised settings.

1. Locate the reset button next to the power socket on the side of your BoB Lite™.
2. Using a pen or paperclip, hold the reset button down for 8 seconds.
3. The lights on BoB Lite™ will start flashing. Wait 2–5 minutes for it to reboot.
4. All settings will be restored to factory defaults. Check the instructions in your Quick Setup Guide if you need to connect again.





If you have any issues with your set up or technology just isn't your strong point, you can always call our friendly staff for a hand.

**iiNet Support**

Available 24/7  
13 22 58  
[support@iinet.net.au](mailto:support@iinet.net.au)

**iiNet Business Support**

6am to 6pm (WST) Mon-Fri  
13 24 49  
[bizsupport@iinet.net.au](mailto:bizsupport@iinet.net.au)

**Westnet Support**

Available 24/7  
1300 786 068  
[support@westnet.com.au](mailto:support@westnet.com.au)

**Westnet Business Support**

8:30am to 5pm (WST) Mon - Fri  
1300 786 006  
[business@westnet.com.au](mailto:business@westnet.com.au)