Installation Guide

WELCOME

EarthLink

DSL & Home Phone Service

𝒪 **EarthLink** *We revolve around you.*<small>SM</small>

Welcome to
EarthLink DSL & Home Phone Service

Congratulations!

You've made the smart choice for super-fast DSL and super-simple phone service.

Follow the instructions in this guide to set up your new EarthLink DSL high-speed connection using the modem included in this kit.

Your EarthLink home phone service requires no setup. Every phone in your home should work just as they did with your previous phone service, but you'll want to check out the Features Guide included in this kit for important information about your calling features.

Questions? Get answers online anytime.
www.earthlink.net/go/dsl_home_help

Step 1

Wait for Service Activation

If you're transferring your existing telephone number to EarthLink:

▸ You will receive an email containing your service activation date—the date when your phone number will be transferred and your DSL service will be activated. To check your EarthLink email, open your Web browser and visit webmail.earthlink.net To sign in, enter your EarthLink email address and password, which can be found in your welcome letter.

Note: You will be without phone service for approximately 20 minutes on your service activation date (sometime between 8 a.m. and 6 p.m.) while your service is transferred.

▸ Any time after 6 p.m. on your service activation date, you can connect your DSL modem by following the instructions on page 2.
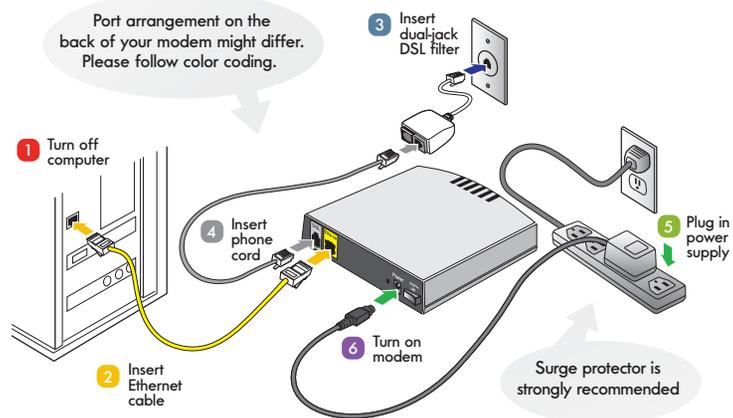
If you requested a new telephone number:

▸ EarthLink will schedule an appointment with you for a technician to visit your home. The technician will activate your home phone and DSL service.

In addition, the technician *may* connect your DSL modem during this visit. If so, please keep this Installation Guide in case you need to refer to it later.

▸ If the technician does not connect your DSL modem after activating your service, you can do so by following the instructions on page 2.

Step 2 — Connect Your DSL Modem

Port arrangement on the back of your modem might differ. Please follow color coding.

1. Turn off computer
2. Insert Ethernet cable
3. Insert dual-jack DSL filter
4. Insert phone cord
5. Plug in power supply
6. Turn on modem
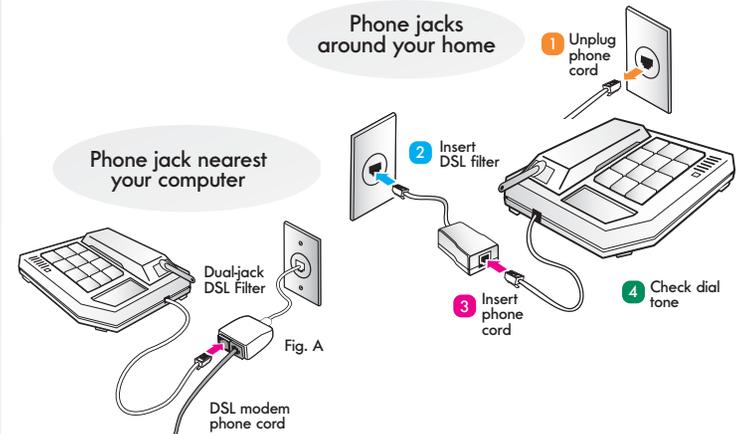
Surge protector is strongly recommended

1. Shut down your computer.

2. **Ethernet Cable** (Yellow): Find the Ethernet cable provided with your DSL modem. An Ethernet cable looks like a wide phone cable.

   Insert one end into your computer's Ethernet port, and the other end into the modem's yellow **ETHERNET** port.

3. **Dual-Jack DSL Filter** (White): Insert the dual-jack DSL filter into the phone jack nearest your computer.

4. **DSL Phone Cord** (Gray): Find the gray DSL phone cord provided with your DSL modem.

   Insert one end into the gray side of the dual-jack DSL filter (labeled DSL/HPN), and the other end into the modem's gray **DSL** port.

5. **Power Supply** (Black): Plug the power supply into the modem's **POWER** port, and the other end into an electrical outlet.

6. **Turn on the modem and then turn on your computer.** Within a few minutes, the **ETHERNET** indicator on the front of your modem will be steady orange, indicating a successful connection with your computer.

7. Continue with page 3.

Step 3 — Install DSL Filters

Phone jacks around your home

1. Unplug phone cord
2. Insert DSL filter
3. Insert phone cord
4. Check dial tone

Phone jack nearest your computer

Dual-jack DSL Filter

Fig. A

DSL modem phone cord

DSL filters reduce noise interference between your phone calls and your DSL signal. Additional DSL filters and two-line adapters can be purchased from an electronics or computer store.

To plug a phone into the jack used by your DSL modem:

In Step 2, you installed a dual-jack DSL filter. If you want to use a phone in this location, insert its phone cord into the black side of the dual-jack DSL filter (labeled Phone). See Fig. A.

For all other phone jacks:

1. Unplug the phone cord from the phone jack.
2. Insert a DSL filter into the phone jack.
3. Plug the phone cord into the DSL filter (see Fig. B).
4. Check for a dial tone.
5. Repeat steps for each phone (or other device) in your home.
6. Continue with page 4.

Step 4: Configure Your DSL Modem

1. Open your Web browser (such as Internet Explorer). An EarthLink page will appear.

   If an EarthLink page does **not** appear, type *http://192.168.1.1/setup* in the Address or Location bar and press the ENTER key. The Web address is case-sensitive, so make sure you pay attention to upper and lower-case, and that the CAPS LOCK key is off.
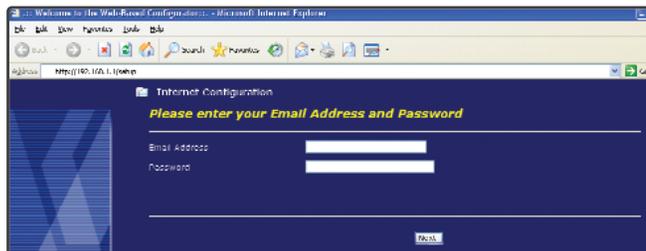
2. In the **Email Address** field, type your EarthLink DSL email address. In the **Password** field, type the password associated the email address. Your email address and password can be found in your welcome letter. Your password is case-sensitive, so make sure the CAPS LOCK key is off. Click **Next**.

3. The **DSL Service Verified** screen will appear next. Close your Web browser window.
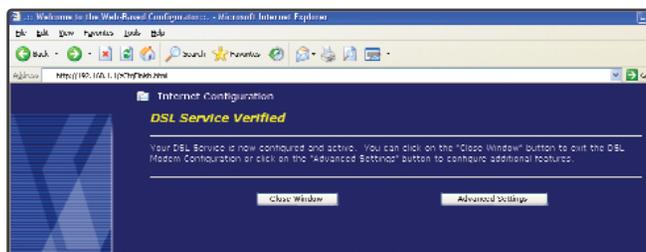
4. The green **INTERNET** indicator on the front of your modem will light up when your DSL modem has been configured. This may take up to a minute. Open a Web browser to begin browsing the Web. You have now successfully installed your DSL modem.

Using Your Home Phone Service

Every phone in your home should work just as they did with your previous phone service. Pick up your telephone and make a call. If you don't have a dial tone, see Troubleshooting on page 8.

If you hear a series of beeps or tones (known as a "stutter tone") when you pick up your phone, you have voicemail!

To check to your voicemail, dial *98 (that's the "star" key, then 9-8) and follow the instructions you hear over the phone. You'll need to enter your default personal identification number (PIN)—until you change it, that's the last four digits of your EarthLink phone number, found on your welcome letter. You won't be charged minutes for *98 calls.

To learn more about voicemail and other features, see the *Features* insert included in this kit.

Additional Equipment

If you don't have an Ethernet port on your computer:

▸ You'll need to purchase and install an Ethernet adapter (also called a network interface card or NIC) from an electronics or computer store.

If you don't have a surge protector:

▸ Surge protectors (available at most electronics stores) protect your DSL modem and other equipment. EarthLink strongly recommends using a surge protector.

If you already have DSL filters installed:

▸ Unplug them and install the ones included in this kit.

If you do not have enough DSL filters for all of your telephones and other devices:

▸ Unplug any remaining phones that do not have a DSL filter installed, as they may interfere with your DSL signal.

  Additional DSL filters for wall-mounted phones and other devices can be purchased from an electronics or computer store.

▸ If you wish to use a two-line phone, you must use a dual-line DSL filter, which can be purchased from an electronics or computer store.

If you have a home security system:

▸ If you have an alarm system, please contact your alarm monitoring service to inform them of your DSL installation.

If you have TiVo® service:

▸ If you experience problems finding and recording programs, contact TiVo at: *http://customersupport.tivo.com*

If you want to use a fax machine:

▸ If you experience problems sending and receiving faxes, you may wish to reduce your fax machine's baud rate to 9600 and turn off Error Correction Mode (ECM).

Troubleshooting

If the POWER light on your modem does not turn steady green a few minutes after turning the modem on:

▸ Check the power supply. Is the modem connected to a live electrical outlet? Are the connections secure?

▸ Is your modem turned on?

If you do not have a dial tone on your phone:

▸ If you're checking for a dial tone on your service activation date, wait approximately 20 minutes for EarthLink to transfer your service from your existing telephone provider.

▸ If you still have no dial tone, contact EarthLink Support for help.

If you're unable to load a Web page:

▸ **Double-check your connections:** Make sure you have an Ethernet cable running from your modem's yellow Ethernet port to your computer's Ethernet port.

▸ Make sure the DSL cord you're using is the one provided with your DSL modem and that it is directly connected to the two-line adapter.

▸ **Power-cycle:** Turn off your modem, and then shut down your computer. Wait for 30 seconds. Turn your modem on. Wait for 30 seconds more, and then turn on your computer.

▸ Make sure your modem is not on or near other electronic devices such as your computer monitor, speakers, a cordless phone (handset or base), or a halogen light. These devices may interfere with your DSL signal.

▸ Some phones may cause interference even after installing DSL filters. Try unplugging all of the phones in your home and turn off your modem and computer for 30 seconds.

If you can't reach the EarthLink page at http://192.168.1.1/zCfgPPPOE.html (Step 4):

Make sure your computer is set to use a dynamic or server-assigned IP address by following the instructions that match your operating system (see below). If you need help identifying your Windows operating system, right-click on the My Computer icon and choose Properties.

▸ **Windows 2000/XP:**
1. Open your Control Panel and click on Network and Dial-up Connection settings.
2. Click on Network Connections.
3. Right-click the Local Area Connection icon, and choose Properties.
4. Select Internet Protocol (TCP/IP) from the list, and click Properties.
5. Select Obtain an IP address automatically and Obtain DNS server automatically.

▸ **Windows 95/98/Me:**
1. Open your Control Panel and double-click Network.
2. Click on the Configuration tab.
3. In the Network Components list, select the line that begins with TCP/IP and ends with the name of your Ethernet adapter, and click Properties.
4. Click the IP Address tab.
5. Select Obtain an IP address automatically. If you're using Windows Me, uncheck the Detect connection to network media box. Under the Gateway tab, all the fields should be blank.
6. Click OK.

▸ **Windows NT:**
1. Open your Control Panel and double-click Network.
2. Click on the Protocols tab. Select TCP/IP Protocol and click Properties.
3. Click the IP Address tab.
4. Select Obtain an IP address from a DHCP server. Under the DNS tab, all the fields should be blank.
5. Click OK.

▸ **Mac OS X:**
1. Open your Network Preferences.
2. From the Location pull-down menu, choose New Location. In the box, type Wi-Fi and click OK.
3. From the Show pull-down menu, choose Built-in Ethernet.
4. From the Configure pull-down menu, choose Using DHCP.
5. Click Apply Now.

Account Management & Customer Support

Manage Your Account Online

To make changes to EarthLink home phone features, view your call activity (including who called and when), manage your address book, and even listen to your voicemail online, visit myVoice: *myvoice.earthlink.net*

To make changes to your account information, see old invoices, set up a new email address, and more, visit My Account: *myaccount.earthlink.net*

Contacting EarthLink for Support

If you need setup help, please review *Troubleshooting* on page 8 for quick solutions to the most common problems.

For additional help:

Online Support

For technical issues such as setting up your EarthLink service, or troubleshooting problems, you can find step-by-step instructions at your Support Center: *www.earthlink.net/go/dsl_home_help*

Phone

While our online resources are designed to save you time, you can always call us at: **1.888.ELNK.VOICE** (1.888.356.5864)

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