

Installation Guide



EarthLink

DSL & Home Phone Service

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.

Every phone in your home should work just as it 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.



Step 1

Wait for Service Activation Date

Check Your EarthLink Email:

- ▶ You will receive an email containing your service activation date—the date when your phone number will be transferred to EarthLink and your DSL service will be activated.

To check your EarthLink email, open your Web browser and visit webmail.earthlink.net. Enter your EarthLink email address and password, which can be found in the Welcome letter that came with this Installation Guide.

Note: You will be without phone service for approximately 20 minutes on your service activation date (sometime between 8 a.m. to 7 p.m.) while your service is transferred. At any time, you can dial *98 (for free) to see whether you have EarthLink voicemail. If you do, your service is ready!



Unplug Your Router:

- ▶ Anytime after 7 p.m. on your service activation date, you can begin setting up your service by following the instructions on page 2. First, make sure that your computer's Ethernet port is free. If a router is plugged into your computer's Ethernet port, unplug it for now, leaving the port free. After completing all four steps in this guide, you can set up your router again.

EarthLink Home Networking Router: For information, go to www.earthlink.net/highspeed/extras/homenetworking/support/ or call 1.800.327.8454.

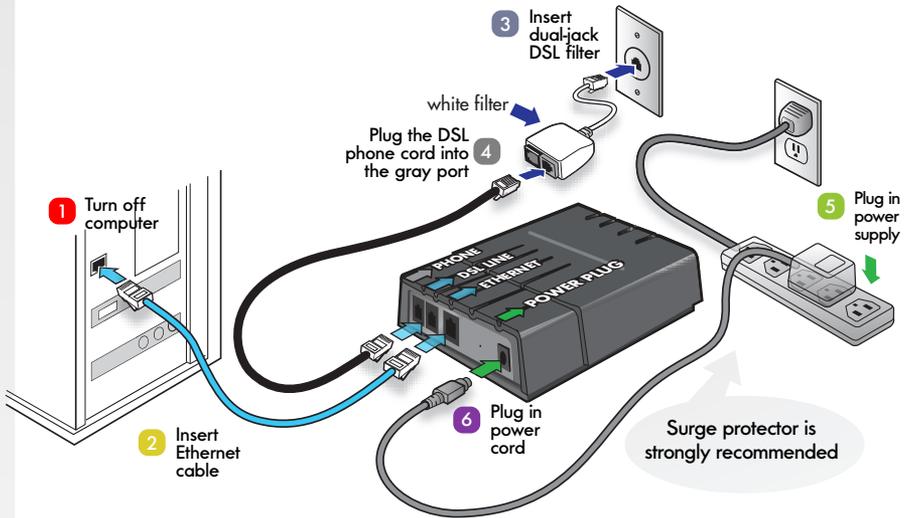
All Other Routers:

Once you've completed the four steps in this guide, connect your router to the modem, then turn the router off and back on again. Your router should be set to "DHCP" (not PPPoE).

For more information on setting up your router, go to www.earthlink.net/go/homenetworking/setup

Step 2

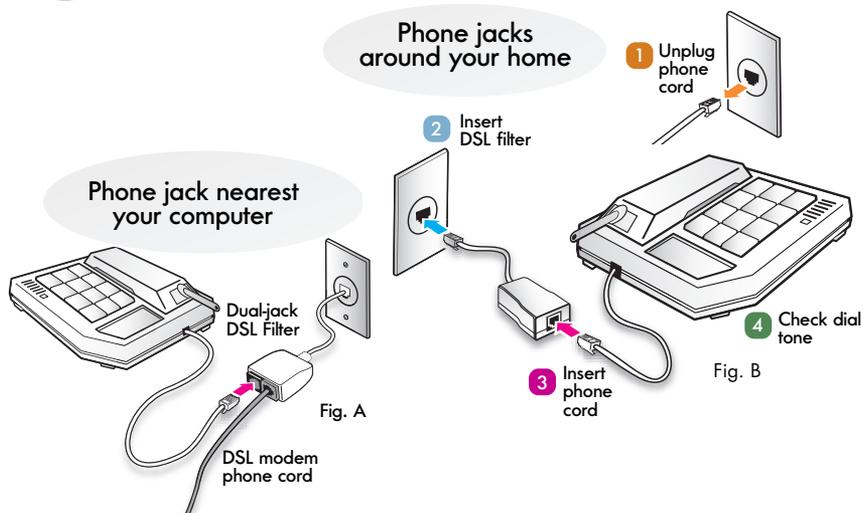
Connect Your DSL Modem



1. Shut down your computer.
2. Ethernet Cable (Blue): An Ethernet cable looks like a wide phone cable:
Insert one end into the modem's ETHERNET port, and the other end into your computer's Ethernet port. (If there is already a router plugged into your computer's Ethernet port, unplug it and see "Unplug Your Router" on page 1 of this guide.)
3. Dual-Jack DSL Filter (White): Insert the dual-jack DSL filter into the phone jack nearest your computer.
4. DSL Phone Cord (Black): Find the black 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 port labeled DSL LINE.
5. Power Supply: Plug the power supply into an electrical outlet.
6. Plug power cord into modem.
7. Continue with page 3.

Step 3

Install DSL Filters



DSL filters reduce noise interference between your phone calls and your DSL signal.*

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. You can also plug a phone into the PHONE port of the modem. First plug a filter into the PHONE port, then plug a phone cord into the filter.

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 (like fax machines and TiVo® devices).
6. Continue with page 4.

*To buy additional filters, note the model number written on the filter and call 800-457-0967 or visit www.excelsus-tech.com

Step 4

Configure Your DSL Modem

1. Turn on your computer and open your Web browser (like Internet Explorer or Safari).
2. In the address bar of your Web browser type <http://192.168.1.1/> then press ENTER key on your keyboard. The Welcome page will open.



3. On the left of the Welcome page, click the Wizard Setup link. The page will search for a connection, and once a connection has been found, the PPPoE Login page will open.
4. On the PPPoE Login page, delete whatever is in the Username and Password boxes and fill in your DSL and Home Phone Service email address and password, and click **Connect**. Once the page tells you that you're connected, just type a Web address into your browser and surf the net!



Important: Your password and email address are case-sensitive. Make sure that your CAPS-LOCK key isn't on.

Note: Your email address and password are highlighted in the Welcome letter that was included with your modem. If you do not have your email address or password, please call EarthLink at 1-888-356-5864.

Using Your Home Phone Service

Every phone in your home should work just as it 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 6.

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 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. Calls to *98 will not count toward your monthly usage.

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

Additional Equipment:

If you already have DSL filters installed: Unplug them and install the ones included in this kit.

If you don't have DSL filters for all your phones and devices: Unplug any remaining phones that do not have a DSL filter installed, as they may interfere with your DSL signal.

To buy additional filters, note the model number written on the filter and call 800-457-0967 or visit www.excelsus-tech.com (you can also buy filters for wall-mounted phones).

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 want to use a fax machine: If you have problems sending and receiving faxes, try reducing your fax machine's baud rate to 9600 and turn off Error Correction Mode.

If you have problems with your TiVo® service: Contact TiVo® at: www.tivo.com/abouttivo/contactus/phonesupport.html

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 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.

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 the power supply plugged into the modem?

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

- ▶ On your service activation date, if you haven't had a dial tone for more than 20 minutes, or after 7 p.m., please call EarthLink Support at: 1.888.ELNK.VOICE (1.888.356.5864).

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 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 dual-jack DSL filter.
- ▶ Make sure that the Ethernet light is solid green on the front of your modem.
- ▶ **Power-cycle:** Unplug the power cord from your modem, and then shut down your computer. Wait for 30 seconds. Plug the power cord back into your modem. 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. Then, put the power plug back into the modem and turn your computer back on.

Troubleshooting

If you can't reach the Welcome page at <http://192.168.1.1/> see below:

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 XP/Vista:

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**.
6. Click **OK**.

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 **EarthLink** 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 pages 6 & 7 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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