



LMI.net DSL Modem Self-Install Guide

Welcome to LMI.net! Here are the steps to complete your DSL installation. If you need any help with any of these steps call our Tech Support line at 510-843-6389 x300 (M-F: 8:30am - 6:30pm, Sat: 10am-5pm). Also included at the end of this document is our "DSL Troubleshooting Guide".

STEP 1: Unpack your Self-Install Kit

The Self-Install Kit box contains:

- One DSL modem (aka "ADSL bridge") and power adapter
- 1 Ethernet cable (for connecting the modem to your computer or to a router)
- 1 Phone cable (for connecting the modem to the phone jack)
- 1 DSL 'splitter' filter (for plugging both the DSL modem and a telephone into one phone jack)
- 2 additional DSL filters (for additional phones, faxes, etc.)
- IF REQUESTED, 1 wall-mounted DSL filter

STEP 2: Plug in the DSL filters

For telephones and DSL to share one phone number, all that's needed are "filters" – the little beige adapters included in your kit. These filters are needed for phones, fax machines, answering machines, computer modems, TiVos, and any other telephone devices that share a line with the DSL modem.

To plug in the DSL filters, simply unplug the phone (fax, etc.) from the wall, plug in a filter, and plug the phone into that filter. Do not use a filter for the DSL modem itself. If you need plug both the DSL modem and a telephone into one wall jack, use the 'splitter' filter provided; it is clearly marked with ports labeled "DSL" and "Phone".

STEP 3: Plug in the DSL modem

First, plug the power adapter into an outlet or surge protector, and connect the other end into the to the back of the DSL modem. You'll notice the "Power" (or "PWR") light on the front of the modem come on; if not, flip the power switch on the back.

Then, plug one end of the phone cable into a phone jack, and the other end into the back of the DSL modem in the port marked "LINE" or "DSL". If the DSL modem shares a phone jack with a phone (fax, etc.), plug a the DSL 'splitter' filter into the wall jack, and be sure the modem is plugged into the port marked "DSL" on the splitter.

Once this is done, the DSL modem will go through a 'boot up' process for 1-3 minutes, and test its' connection to the Internet and the outside world. The "SYNC" (or "READY") light on the front of the DSL modem will blink as it tries to establish this connection, then shine steadily, solid green: this means that the DSL signal is reaching the modem and that the DSL installation has been completed by SBC without errors. If the SYNC light continues to blink and it is before your due date, it is likely that your DSL circuit has not yet been setup by SBC.

Next, plug one end of the Ethernet cable into the back of the DSL modem, and the other end into your computer (if using only one computer) or router (if using wireless and/or several computers with this connection.) The "LAN" (or "LINK") light on the front of the DSL modem will light up, showing that an Ethernet connection between the two is working.

If in the future your DSL connection has problems, checking the lights on the DSL modem will tell you if it is working correctly, and restarting the DSL modem (by unplugging it from the wall, waiting a few seconds, and plugging it back in) will often fix the problem.

Now you are ready to setup your computer or router.

STEP 4: Setup your computer or router

There are many ways to setup a home or office to use DSL. These instructions assume that you have a DSL modem supplied by us, and also optionally a router (such as a D-Link, Netgear, Airport Express, etc.) if intending to share the DSL connection among wirelessly or among several computers.

The settings specific to your account – your static IP address, gateway, subnet mask, and DNS servers – are on the sheet titled "Your DSL & TCP/IP Address Information".

If using a router, follow the instructions specific to that router. Contact our technical support department if you have questions or need assistance.

If plugging just one computer directly into the DSL modem, instructions for various systems are below.

Windows XP

NOTE: You must be logged into Windows as "Administrator" in order to make these changes.

- * Click "Start", then click "Control Panel"
- * Click on the "Network Connections" icon.
- * Right-click on "Local Area Connections" and select the "Properties" option.
- * Select "Internet Protocol (TCP/IP)", then click the "Properties" button
- * Select "Use the following IP address", and type in these settings:
 - IP address: Type in (Your "Assigned IP Address")
 - Subnet mask: 255.255.255.0
 - Default gateway: (Your "Gateway Address")
- * Select "Use the following DNS server addresses", and enter these IP addresses:
 - Preferred DNS server: 66.117.136.6
 - Alternate DNS server: 66.117.151.5
- * Click "OK" to save the changes and close the control panel.

Windows Vista

Click "Start" and click "Control Panel"
Select "Network and Internet", then "Network and Sharing Center", and click "Manage Network Connections" from the list of tasks.
Right click on the Local Area Connection and click "Properties".
Select "Internet Protocol (TCP/IP)" from the list and click the Properties button.
Select Use the following IP address.
Type in (Your "Assigned IP Address")
Subnet mask: 255.255.255.0
Default Gateway: ("Your Assigned Gateway Address")
Preferred DNS server: 66.117.136.6
Alternate DNS server: 66.117.151.5
Click OK.

Windows 98/ME/2000

- * Click on Start --> Settings --> Control Panels
- * Double-click on the Network And Dial-Up Connections control panel
- * Right Click On Local Area Connection → Select Properties
- * Highlight TCP/IP --> (your network card) select Properties.
- * Select "Use The Following IP Address"
- * Type in (Your "Assigned IP Address")
- * On Subnet Mask enter: 255.255.255.0
- * On Gateway: type in ("Your Assigned Gateway Address")
- * On DNS Server Addresses, enter: 66.117.136.6 For Preferred DNS Server and 66.117.151.5 For Alternate DNS Server
- * Click on the OK button at the bottom of the control panel.

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Mac OS X (most modern Macs)

- * Click the Apple menu and choose "System Preferences".
- * Click the "Network" icon.
- * Select "Built-in Ethernet" from the Configure window.
- * Click on the "TCP/IP" tab and select "Configure Manually".
- * Enter the following for the IP Address, Subnet Mask, and Router Address settings:
 - IP Address: Type in (Your "Assigned IP Address")
 - Subnet Mask,: 255.255.255.0
 - Router Address: (Your "Gateway Address")
- * In the Domain Name Servers box, type our two DNS server numbers:
 - Primary: 66.117.136.6
 - Secondary: 66.117.151.5
- * Click "Save" and close your Network window.

Mac OS 8.x/9.x

Note: If you have a MacTCP control panel instead of a TCP/IP control panel, we suggest you upgrade your OS. The MacTCP control panel is pretty ancient.

- * From the Apple menu, scroll down to Control Panels, and open the TCP/IP control panel.
- * Connect via: Ethernet
- * Configure: Manually
- * IP address: Type in (Your "Assigned IP Address")
- * Subnet Mask: 255.255.255.0
- * Router Address: (Your "Gateway Address")
- * Name Server Address: If you already have Name Server addresses in this box, first remove them, then type in 66.117.136.6, hit Return, and then type in 66.117.151.5

Step 5: Enjoy a hot cup o' joe for a job well done.

Congratulations on setting up your DSL! Now it's time to surf the Internet and enjoy a refreshing beverage. For the coffee connoisseur we recommend Peet's coffee (www.peets.com).

Here are some cool places to surf to using your new DSL connection:

<http://www.theonion.com>
<http://www.fark.com>
<http://www.oaklandathletics.com> (Go A's!)
<http://www.sfgiants.com> (Go Giants!)
<http://www.lmi.net>

Enjoy your DSL, and let us know if you have any questions or comments:

Tech Support: 510-843-6389 x300, or support@lmi.net

--The LMi.net DSL Support Staff

LMi.net DSL Troubleshooting Guide

This guide will lead you through the steps in getting your DSL working again when you are unable to connect to the Internet.

- **Power-cycle the DSL modem and router**

Turning the modem off and back on causes it to re-synchronize the DSL signal and the network connection to your computer. Often, this by itself is enough to fix a DSL connection problem. To do this, unplug the power cord from the DSL modem, wait about 30 seconds, then plug it back in. Once this is done, do the same for the router.

- **Reboot the computer**

It seems trivial, but you should always begin troubleshooting computer problems by rebooting your computer! This is particularly important if your computer has worked fine in the past and only just began to exhibit problems.

- **Verify your TCP/IP settings**

If you have recently changed how your home network is setup (for example, by adding a router) or if your DSL is newly installed, check that the TCP/IP settings (your IP Address, Subnet Mask, Gateway, and DNS) are correct and match those provided in your Installation Guide.

- **Remove any extra network devices**

If possible, remove any network devices (such as hubs, wireless routers, or network switches) that sit between your computer and the DSL modem. You will also need to temporarily change the TCP/IP settings on your computer, following the instructions for “One Computer” setup in your Installation Guide. By running your computer directly into the DSL modem, you can eliminate the possibility that the router or other device on your network is causing the problem.

- **Check the lights on the modem**

Check the status of the various LED lights located on the front panel of the modem. The “POWER” light should be lit solid. (On some modems, this light is on the power supply itself.) If the power light is off or flashing, check that the power supply is plugged securely into the modem, and plugged into a working wall outlet.

- **Check the DSL “Sync” light**

“The ‘Sync’ light on the modem (labeled “SYNC/PPPoE” or “DSL”) should be lit solid, not blinking. This light will flash when the modem is trying to connect to your DSL service. It should about 30 seconds for your DSL modem to connect and display a solid light. If the DSL Sync light continues to flash, try the following:

1. With the exception of your DSL modem, ensure that all devices plugged into the phone line, including fax machines, satellite receivers, and alarm systems, have a DSL line filter on them. These filters prevent interference with your DSL signal. **The DSL modem should be the only unfiltered device on the phone line.**
2. The phone cable coming from your DSL modem should plug directly into the wall outlet. Try bypassing any splitters or other devices as they can sometimes cause interference with your DSL signal. We suggest you remove and re-plug the phone cable into the DSL modem and the wall jack to ensure the cable is plugged in securely. The cable should ‘click’ when it is pushed into place.
3. Try moving the DSL modem along with its power supply and phone cable to a different telephone wall jack. There may be internal wiring issues causing problems with a specific wall jack or group of wall jacks at your location.

4. Assuming you are using line-sharing DSL (meaning that your phone and DSL share a line) turn off the DSL modem and listen for audible noise on the line. If you hear snaps or static when making a phone call, it is likely that the phone company will need to repair your wiring before DSL will work reliably.
5. As a final test, running your DSL modem directly into the “MPOE” (usually a grey telephone box on the outside of your home where the wires attach from the telephone pole) eliminates the possibility of inside wiring issues.

- **Check the “LAN” light**

The LAN light (labeled “LAN” or “ETHERNET”) should be lit solid or blinking rapidly. The LAN link light will blink when your computer is sending or receiving data. If the link light is not lit, try the following:

1. Make sure the Ethernet cable connecting your DSL modem with your computer is plugged securely into the back of the DSL modem. We suggest you remove and re-plug the cable into the DSL modem and your computer to ensure the cable is plugged in securely. The cable should 'click' when it is pushed into place.
2. If you have not done so already, try bypassing the router and running a cable from your computer directly into the DSL modem. This will help you eliminate the possibility that one of these devices may be causing your problem.
3. The cable that connects your DSL modem with your computer may be bad. Try a different cable if possible.

If you have read through this guide and are still unable to connect to the Internet or have other questions, call us for help. Our Technical Support staff is available 8:30am-6:30pm Monday-Friday, and 9am-5pm Saturday at 510-843-6389 x300, or via email at support@lmi.net.