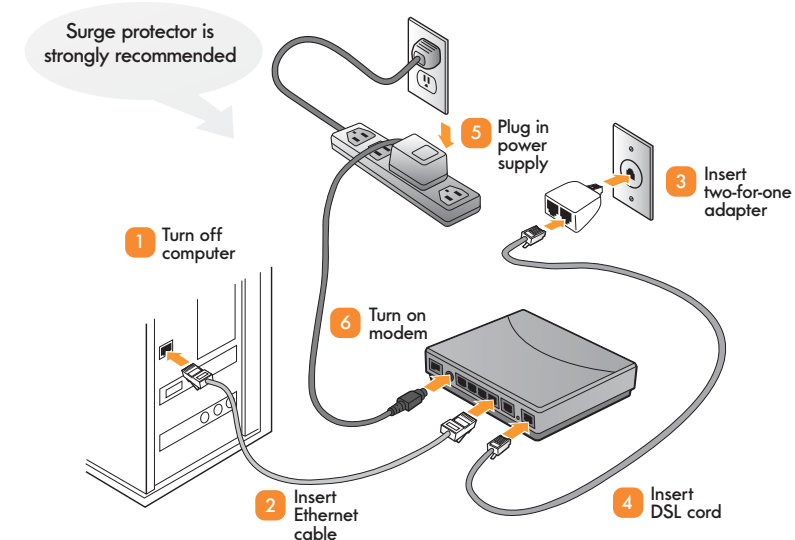
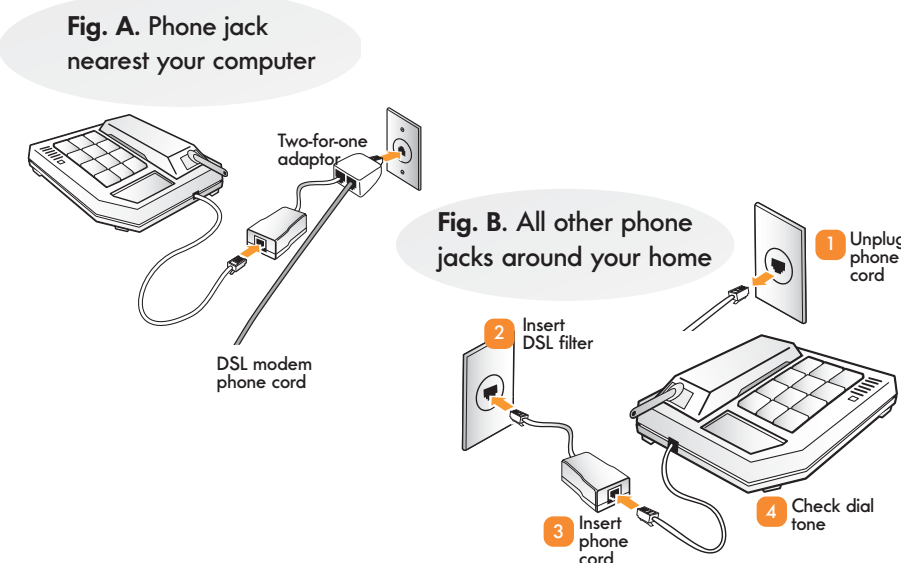


## Step 1: Connect Your Modem



1. Shut down your computer.
2. **Ethernet Cable:** Find the Ethernet cable provided with your Small Office 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 one of the modem's **ETHERNET** ports.
3. **Two-for-One Adapter:** Insert the two-for-one adapter into the phone jack nearest your computer.
4. **DSL Cord:** Find the phone cord provided with your Small Office DSL modem. Insert one end into either side of the two-for-one adapter, and the other end into the modem's WAN port.
5. **Power Supply:** Plug the power supply into the modem's Power port, and the other end into an electrical outlet.
6. **Turn on the modem.**

## Step 2: Install DSL Filters



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

Because your DSL signal is active on every phone jack in your home, you'll need to install a DSL filter wherever you have something plugged into a jack. This includes any phone, answering machine, fax machine, or TiVo®. If you have a home security system, see page 5.

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

Insert a DSL filter into the open side of your two-for-one adapter. Then, plug the phone cord into the DSL filter (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.

## Step 3: Check for a DSL Signal

1. Turn on your computer. The **Power** light on your modem should be lit.
2. Within about two minutes, the **WANT/WANR** lights should be flashing.
3. Open your Web browser (like Internet Explorer). Type [www.earthlink.net](http://www.earthlink.net) into the **Address** or **Location** bar and press the **ENTER** key.  
If the EarthLink home page does not appear, please see Troubleshooting on page 6.

## 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 Small Office DSL modem and other equipment. EarthLink strongly recommends using a surge protector.

### 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:

- You'll need to purchase a DSL filter specifically designed for security systems from an electronics or computer store. In addition, the filter may need to be installed by a home security technician.
- Notify your home security monitoring company of your EarthLink Small Office DSL service.

### 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).

### If the Power light on your modem is not lit 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 the WANT/WANR lights on your modem are not flashing green:

- Make sure you are installing your DSL equipment after 5 p.m. on your Service Activation Date (the date you were given when you signed up for EarthLink Small Office DSL).
- Make sure your modem is connected to a telephone jack provisioned for DSL. If your phone company installed a phone jack specifically for DSL, make sure your modem is plugged into that jack.
- If your office has two active phone lines, and your DSL line is wired as "line 2" of your phone jack, your modem may not work because it is looking for a DSL signal on "line 1." To switch your DSL signal to "line 1" you can purchase a Line Swapper at a computer accessories or electronics store, and insert the it between the phone jack and the cable connected to your DSL modem.

### If you're unable to load a Web page:

- Double-check your connections: Make sure you have an Ethernet cable running from one of your modem's ETHERNET ports to your computer's Ethernet port.
- Make sure the DSL cord you're using is the one provided with your Small Office DSL modem and that it is directly connected to the two-for-one adapter.
- Power-cycle: Turn off your modem, and then shut down your computer. Wait for 30 seconds. Turn on 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.
- Make sure your computer is set to use a dynamic or server-assigned IP address:

Follow the instructions below 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.

If you need help setting up or troubleshooting your service Please review pages 6-7 of this guide for solutions to the most common problems.

### Manage Your Account Online

To view your invoice, update your credit card or contact information, add or change email addresses or passwords, and more, visit My Account: [myaccount.earthlink.net](http://myaccount.earthlink.net)

### Phone Support

If you need assistance setting up your EarthLink service or troubleshooting problems, contact EarthLink Business Access Technical Support anytime at **1.888.698.4357**.

If you need assistance with billing or account information, contact EarthLink Business Access Customer Service at **1.888.698.4357** Monday through Friday, 8 a.m. to 8 p.m. ET.



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# Welcome to EarthLink Small Office DSL

## Keep This Quickstart Guide Until You Receive Your Small Office DSL Hardware.

Your EarthLink Small Office DSL hardware kit will arrive separately. When it arrives, use this guide to quickly and easily install your modem.

### ▶ **BEFORE YOU START:**

Make sure you are installing your DSL equipment after 5 p.m. on your Service Activation Date (given to you when you signed up for EarthLink Small Office DSL).