



Having Trouble?

Many issues can be resolved in four simple steps:

- 1 Check your connections.**

Make sure that the filters and cables on each device are connected and installed properly as described in **Step 1** A-F.

Cables usually make an audible click when securely attached. If all connections are secure and you are still unable to connect to the Internet, try another phone jack. If you have voice service on your DSL line, verify that the phone jack has a dial tone.

Filters are not required for customers without AT&T phone service. A filter installed where it is not needed may eliminate your DSL signal.
- 2 Power down, then power back up.**

Shut down your computer, and unplug the black Power Adapter (and any other devices) from the back of the Modem/Gateway. Wait 15 seconds, and then plug Power Adapter back in. Make sure the Modem/Gateway Power light comes on (if not, try another outlet.) If your equipment has a Power button, turn it on. Turn your computer (and any other devices) back on.
- 3 Wait for indicator lights.**

Wait for indicator lights to turn green (may take up to 15 minutes), and then attempt to access the Internet. Modems vary by manufacturer. For details about the correct light display for your equipment, see the manufacturer's user guide.
- 4 Reset your modem.**

Using a pen or pencil, press and hold your modem's Reset button again for at least 10 seconds to clear the settings. You will need to manually enter your settings into your modem. See the **Check Modem Settings** section.



AT&T High Speed Internet Service

Self-Installation Guide for Modem

Specific Issues

What if I have a monitored security system or health alarm?
When you have completed the installation, please contact your alarm monitoring provider to test your alarm.

What if I have a cable or dial-up modem?
Cable and dial-up modems are not compatible with AT&T High Speed Internet service. DSL equipment can be purchased at att.com/equipment

Why do I need to install filters?
Filters are only required for customers with voice service on their DSL line due to both the regular phone line and DSL signals carried over the same line. Without filters you may experience disruptions or hear static on phone line. Installing a filter on every phone device shared with DSL will help eliminate pitched tone or static noise.

Note: Filters are not necessary for customers without voice service on their DSL line.

What if I hear static on the DSL phone line?
Make sure filters are properly installed on all phone jacks with a connected devices (including wall-mounted phones). You can purchase additional filters (including wall-mount filters) at att.com/equipment or most electronics stores.

How can I get rid of the Detecting Proxy Settings Internet browser notice?
Run the Internet Connection Wizard.

In **Internet Explorer® 7**, you can find this wizard under Tools > Internet Options > Connection Setup. When prompted to enter proxy settings, do not select anything.

In **earlier versions of Internet Explorer**, you can find this wizard under Tools > Internet Options > Connection Setup. When prompted to enter proxy settings, do not select anything.

How do I upgrade from AT&T Dial Internet Service?
During registration, simply enter your existing AT&T email address (Member ID) and your account will be updated automatically. If you do not register with your existing AT&T email address (Member ID), you must call AT&T to cancel your AT&T Dial Internet service or you will have duplicate accounts.

What if my previous AT&T service is suspended?
Call Customer Service at 1.877.722.3755 or (1.888.321.2375 in AL, FL, GA, KY, LA, MS, NC, SC, and TN) to reactivate your account.

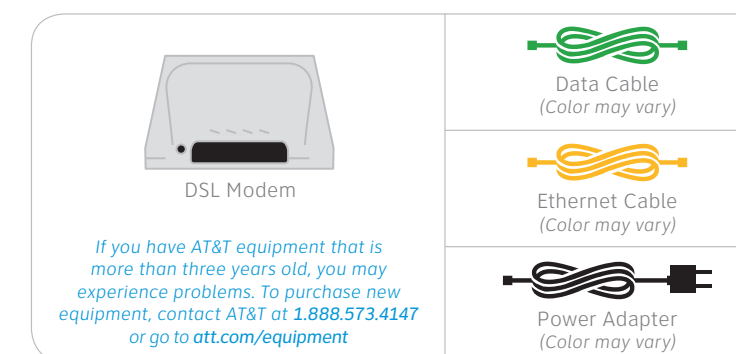
Get Started Gather information:

- 1 Service Activation Date**
(located on your confirmation letter or packing slip)
You can only connect to the Internet after your service has been activated. This may take until 8PM on your Service Activation Date.
- 2 Your Account Information**
(located on your confirmation letter or packing slip)
 - All customers: Your AT&T High Speed Internet telephone/account number
 - Existing members: Your primary AT&T e-mail address (Member ID) and password. (Your password is NOT located on your confirmation letter/packing slip.)

Gather Materials

Required equipment

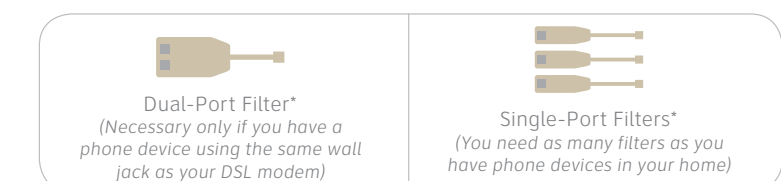
Your equipment may differ in appearance from these illustrations.



NOTE: Cable and dial-up modems are not compatible with AT&T High Speed Internet service. Correct equipment can be purchased at att.com/equipment

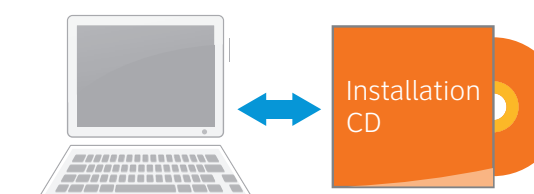
Supplied equipment

*Filters are not necessary if you do not have voice service on your DSL line.



Install CD

Turn on the computer you will be using with your AT&T High Speed Internet Service and insert CD. The CD will install the correct settings for your equipment.



The CD will take you through the installation process. If you need further assistance, refer to the instructions on Manual Installation.

Need more help?

Visit att.com/support for videos and online tutorials or call 1.888.321.2375 (in AL, FL, GA, KY, LA, MS, NC, SC, TN) or 1.877.722.3755 (in all other states).



Watch the video to learn how to install your service!

Download the **FREE** AT&T Code Scanner on your mobile phone at <http://scan.mobi> or your app store and click on the link to start the video.



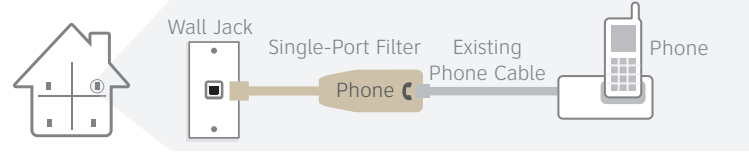
Manual Installation:

NOTE: Your device and cables may look different and contain different labels.

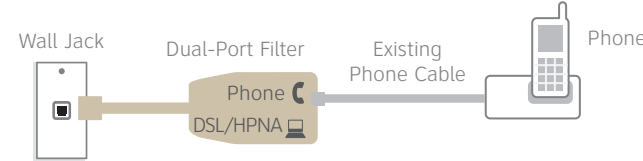
1 Set Up

If you don't have AT&T phone service, skip steps A–C and start with step D.

- A** Install **Single-Port Filters** on any wall jacks with telephones, fax machines, satellite receivers, or other connected devices **except for the jack that will be used by the Modem/Gateway.**



- B** Install a **Dual-Port Filter** on the wall jack that will be used by the Modem/Gateway. **Skip to D if this jack will only be used by the Modem/Gateway (and not shared with a phone, fax, etc.).**

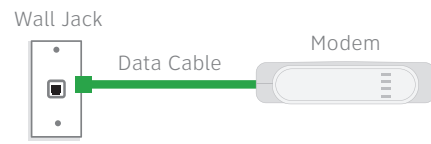


- C** Connect the **Phone Cable** of any device sharing this jack to the **Phone Port** on the **Dual-Port Filter**.

- D** Connect the **green Data Cable** from **DSL/HPNA Port** on the **Dual-Port Filter** to the **DSL/Broadband Port** on the **Modem/Gateway**. Make sure your computer is **OFF** during the step.

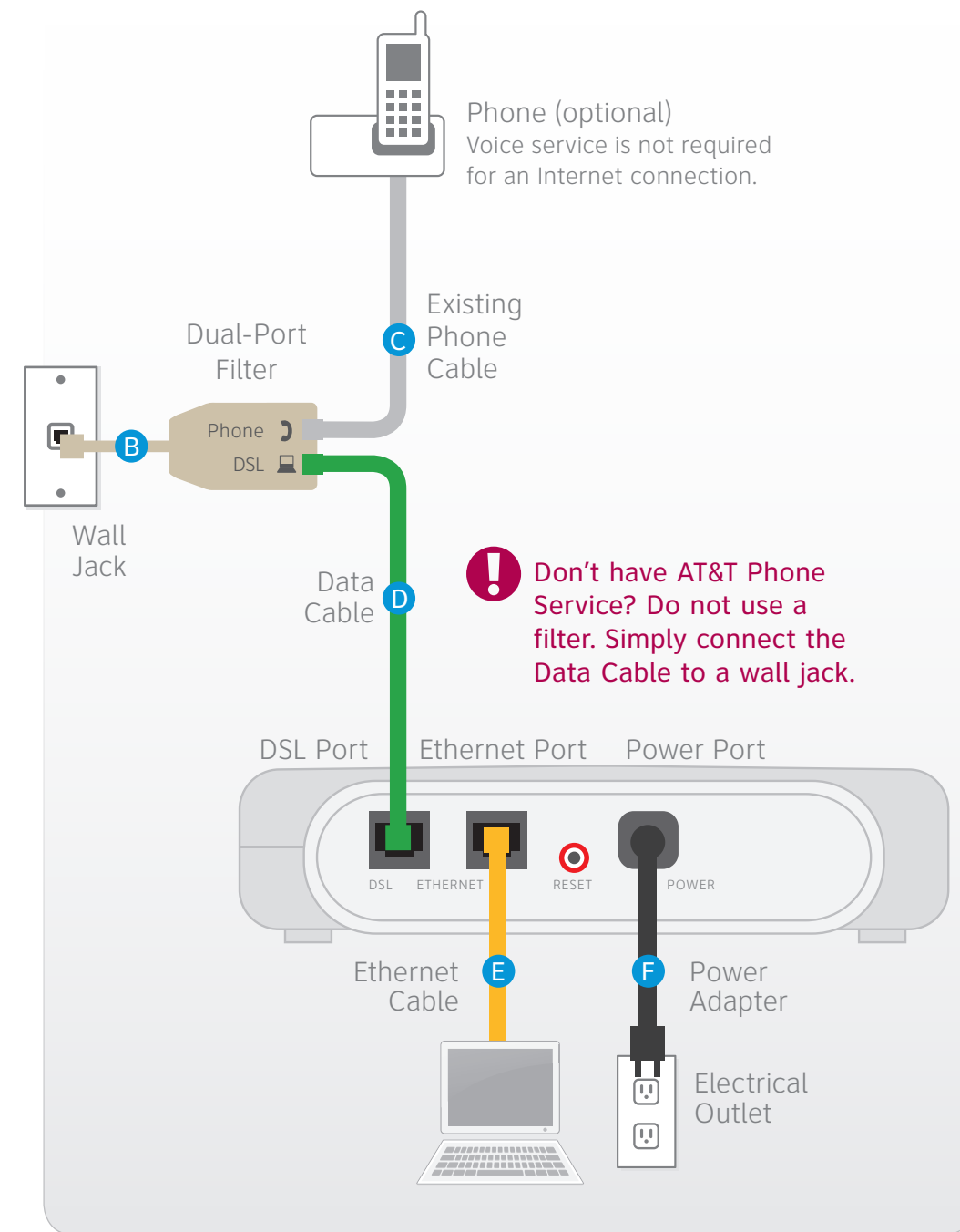
Don't have AT&T voice service?

Do not use a filter. Simply connect the **Data Cable** into a wall jack as shown below.



- E** Connect the **yellow Ethernet Cable** from the **Ethernet Port** on your **Modem/Gateway** to the **Ethernet Port** on your **PC**.

- F** Connect the **black Power Adapter** from the **Power Port** on your **Modem/Gateway** to an **electrical outlet**.



2 Power Up

- A** Turn your **modem on**.

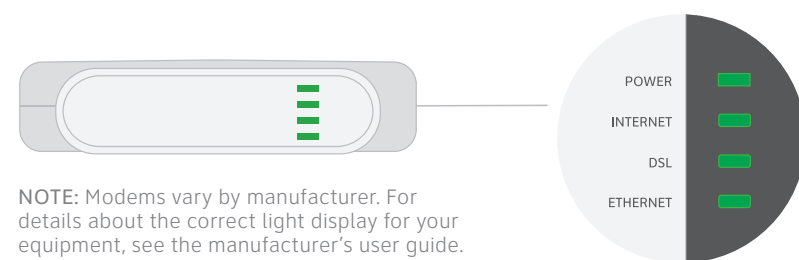
If your modem does not turn on after you connect it to a power source, push the **Power** button.

- B** Wait for your **modem to power up and connect**. (about 15 minutes).

During this time, do not unplug the **black Power Adapter** or **green Data Cable**. This can damage the **Modem/Gateway**. The lights should turn **green** to indicate a successful connection.

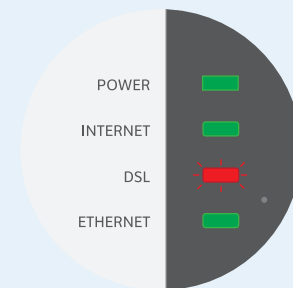
- C** **Reset your modem**.

Using a pen or pencil, press and hold your **Modem's Reset button** (usually located on the back or bottom of the **Modem/Gateway**) for at least 10 seconds. This restores the manufacturer's original settings, if they were previously changed.



NOTE: Modems vary by manufacturer. For details about the correct light display for your equipment, see the manufacturer's user guide.

If the lights on the **Modem/Gateway** do not turn green, or are red, after 15 minutes, see the **Having Trouble?** section. Depending on your **Modem**, the first time you use the **Modem** with your new **AT&T** service, an instructional wizard may appear on your computer to assist you through the process. The wizard may ask for a default password or access code (found in the **Modem's** user guide or on the bottom of the **Modem**), or ask you to set a security password. **This password is different from your AT&T Member ID or password.**



Need affordable in-home computer connection service?

We can be there—the next day!¹

Call AT&T ConnectTech® at 1.866.445.7334.

¹Next-day service not available in all areas and requires order before 3pm local time.

3 Activate

- A** Turn off any security or firewall software, or give permission to allow the network connection when prompted.

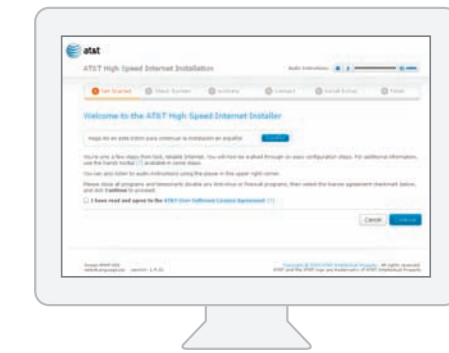
- B** Open your **Internet browser** and complete registration. The online registration process will start automatically to help you activate your service.

During registration, you will need to enter:

- Your **AT&T High Speed Internet telephone/account number**.
- Create an **AT&T email address (Member ID)** and a password. Or enter your existing primary **AT&T email address (Member ID)** and account password, if you already have one.

- C** Turn your security or firewall software **back on**, if you turned it off.

Note: Your **AT&T email address (Member ID)** and account password are used for accessing the homepage, email, and account management features.



Your **Internet browser** should display this activation screen. If registration does not start automatically, go to att.net/activate

NOTE: For the best experience, we recommend using **Microsoft® Internet Explorer 7.0** or higher or **Safari 4** or higher.

4 Update Settings

After registration, you will need to update your **Modem** settings to the **AT&T email address (Member ID)** and **DSL network password** you created/used during registration. The online registration process will guide you through the steps.

Note: Your **DSL network password** is used by your **Modem/Gateway** to connect to the **DSL network**. This is different from your **AT&T account password**, which you established during registration.

- For non-AT&T equipment, please check your device manufacturer's instructions or refer to the **Check Modem Settings** page of this guide. Be sure to enter your **AT&T email address (Member ID)** and **DSL network password** in place of the temporary **PPPoE Username** and **Password**.

Congratulations! Your **AT&T High Speed Internet** service should now be working.

If you are having issues or are unable to connect to the Internet, please check the **Having Trouble?** section of this guide.

Check Modem Settings

Steps to configure your **Modem** settings:

Devices vary considerably, so terms and steps for your device may differ. Please consult the user guide that came with your device, or contact the manufacturer directly.

- A** Find your **Modem's IP (Internet Protocol) address** and enter it into your **Internet browser**.

This address provides access to your **Modem's** settings. Your **IP address** should be listed in the **Modem's** user guide or labeled on the bottom of the **Modem**. If you cannot locate this address, contact the manufacturer directly. Listed below are the **IP addresses** for several popular **Modems**:

| | | | |
|-----------|----------------------|------------|------------------------|
| Motorola® | http://192.168.1.254 | Netgear® | http://192.168.1.1 |
| 2Wire® | http://192.168.1.254 | | http://192.168.0.1 |
| Westell® | http://192.168.1.254 | Actiontec® | http://192.168.100.254 |
| Linksys® | http://192.168.1.1 | D-Link® | http://192.168.0.1 |
| Belkin® | http://192.168.2.1 | | |

You may need to enter the **Modem's** default username and password, located on the bottom of the **Modem** or in its user guide.

- B** Enter settings in the **configuration screen**.

The **configuration screen** may appear automatically, or you may need to select **Advanced**. Enter the following information in the appropriate fields (order and terminology may vary):

| IN THIS FIELD: | IF YOU... | ENTER: |
|----------------|--|----------------|
| PPPoE Username | (Applies to everyone) | attreg@att.net |
| PPPoE Password | (Applies to everyone) | attreg |
| VPI | Reside in AL, FL, GA, KY, LA, MS, NC, SC, TN | 8 |
| | Reside in any other state | 0 |
| VCI | (Applies to everyone) | 35 |
| NAT | Are using a router | On |
| DHCP | Are using a router | On |

If your **Modem/Router** does not support onboard **PPPoE**, you will need to configure your computer for **PPPoE** instead.

- C** Refer to **Step 3** Activate.

Stay connected on the go!

Your **Internet** service from **AT&T** includes access to the thousands of **AT&T Wi-Fi Hot Spots** nationwide.

Visit attwifi.com to learn more.