![AT&T logo] **at&t**
Your world. Delivered.

AT&T High Speed Internet Service

Self-Installation Guide for Modem Equipment

Welcome! Please review before beginning your installation.

Have you checked your Service Activation date and time?
You can connect to the Internet **only after the activation date and time** indicated on your confirmation letter.

Do you have a security system, health alarm, or water meter monitor?
You will need special assistance. Call **1.800.ATT.2020** to schedule an appointment with a service technician.

Do you have your telephone number?
Don't have AT&T voice service? Use your account number as your telephone number.

Are you an existing or returning AT&T Member?
You'll need your AT&T Member ID (AT&T email address) and password.

Do you have a modem installation or back up CD?
Do not use it unless directed to do so.

1 Gather Materials

Collect your modem, cables, and filters.

Required equipment *Your equipment may differ in appearance from these illustrations.*

DSL Modem

If you purchased your equipment more than three years ago, you may experience problems. To purchase new equipment, contact AT&T at 1.888.321.2375, or go to http://att.com/equipment.

Dual-Port Filter*

Single-Port Filters*
(You need as many filters as phone devices in your home)

Data Cable
(Color may vary)

Ethernet Cable
(Color may vary)

Power Adapter
(Color may vary)

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

*Filters are not necessary if you do not have AT&T voice service.

2 Install Filters (for customers with AT&T voice service)

Don't have AT&T voice service? Skip to step ❸ Connect Your Modem.

Connect a single-port filter to each phone device, and plug the filter into a wall jack.

A filter is required on each phone, fax machine, and all other communication devices to eliminate interference.

Wall Jack   Single-Port Filter   Existing Phone Cable   Phone Device
Phone
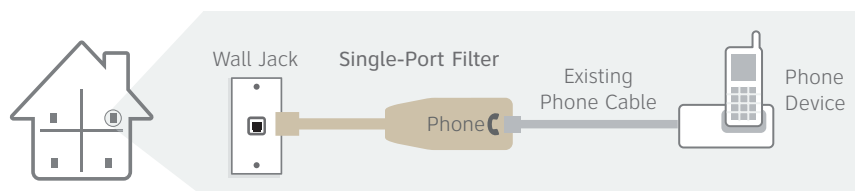
Are you using the same wall jack for both a phone device and your modem?

If so, use the dual-port filter, and make sure the phone device is connected to the phone port on the filter.

Wall Jack   Dual-Port Filter   Existing Phone Cable   Phone Device
Phone
DSL/HPNA
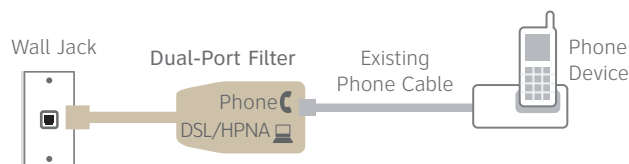
Need affordable in-home computer connection service? We can be there — Next Day!*

Call AT&T ConnecTech® at 1.800.344.1734

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

3 Connect Your Modem

Make sure your modem, cables, and all phone devices are set up correctly.

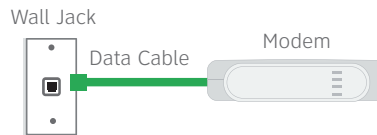**A** Connect the data cable from your modem's DSL port to the filter's DSL/HPNA port.

> **Don't have AT&T voice service?**
> Do not use a filter. Simply connect the data cable into a wall jack as shown below.
>
> Wall Jack
> Data Cable   Modem

B Connect the modem to your computer with the ethernet cable.

Use the ethernet ports on your modem and computer. Make sure your computer is powered on.

C Connect the modem to a power source.

Connect the power adapter from the power port on your modem to an electrical outlet.

Your device and cables may look different.

Wall Jack   Dual-Port Filter   Existing Phone Cable   **Phone Device**
Phone   AT&T voice service is not required for an Internet connection.
DSL/HPNA
A
Data Cable
DSL Port   Ethernet Port   Power Port
DSL   ETHERNET   RESET   POWER
Ethernet Cable   **B**   **C**   Power Adapter
Ethernet Port   Electrical Outlet
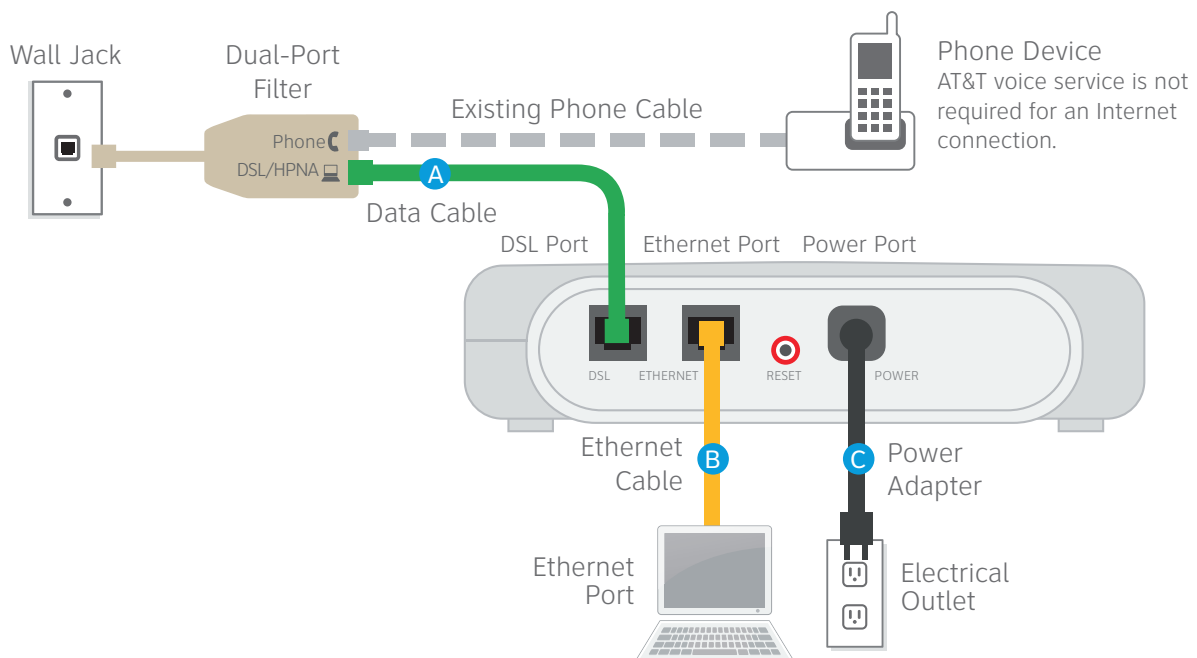
4 Power Up Modem

Turn your modem on and wait for green lights.

Make sure your modem is on.

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

Wait for your modem to power up. This may take up to 15 minutes.

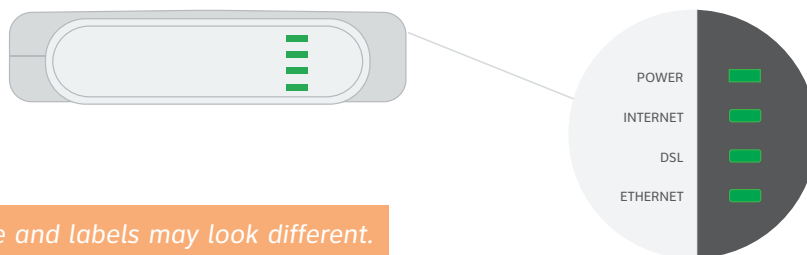The lights should turn green to indicate a successful connection.

During this time, do not unplug the power adaptor or data cable. Doing so may damage the modem. The lights should turn green to indicate a successful connection.

Your device and labels may look different.

POWER
INTERNET
DSL
ETHERNET

Situations Requiring Additional Steps

What if my lights don't turn green after 15 minutes (or turn red)?

See the **Having Trouble?** section of this guide.

Why did a wizard appear?

Depending on your modem, the first time you use your 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.**

What if my lights are green and I cannot access the Internet?

See the **Having Trouble?** section of this guide.

POWER
INTERNET
DSL
ETHERNET
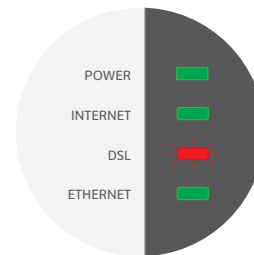
5 Activate Account

Online registration is a necessary step to activate your service.

Open an Internet browser and complete the online registration process.

The registration process will activate your service and download applications, including the AT&T Self Support Tool.

Your Internet browser should display this activation screen. If registration does not start automatically, go to http://helpme.att.net/register.

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

Situations Requiring Additional Steps

What if I purchased my equipment from SBC more than 3 years ago?

You may have problems registering with your existing Member ID and password. Go to http://pbells.broadjump.com/registration and follow those instructions.

Stay Connected on the Go!
AT&T Wi-Fi Basic is included with your AT&T High Speed Internet service.
A Wi-Fi enabled device required. See http://attwifi.com for additional services, details, and locations.

Having Trouble? Many issues can be resolved in four simple steps:

1. Check your connections.

Make sure that the filter and cables on each device are connected properly as described in steps **2** Install Filters and **3** Connect Your Modem.

Cables usually make an audible click when securely attached. If all connections are correct and secure, and you are still unable to connect to the Internet, try another phone jack.

Make sure your filters are installed properly. Filters are not required for customers without AT&T voice service. A filter installed where it is not needed may eliminate your DSL signal.

2. Power down, power up.

Shut down your computer, and unplug the power adapter and all other devices from the back of the modem. Wait 15 seconds, then plug all devices back in. Be sure the modem's power light is on. If your equipment has a power button, turn it on. (If the light is not on, try another power outlet.) Then turn your computer back on.

3. Wait for indicator lights.

Wait for indicator lights to turn green (this may take up to 15 minutes), then try 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.

Press and hold your modem's reset button for at least 10 seconds. This clears the settings and restores the manufacturer's original settings. Continue to step **5** Activate.

Still having trouble? See the **Check Modem Settings** section on the next page.

Check Modem Settings

If you are still having trouble, you may need to configure your modem settings.

Modem devices vary considerably. The terms, descriptions, and steps for your device may be different from the instructions that follow. Please consult the user guide that came with your device, or contact the manufacturer directly.

- • Find your modem's IP (Internet Protocol) address and enter it into your Internet browser.

    This address lets you access your modem's settings. It should be listed in your modem's user guide or labeled on the bottom of the modem. If you cannot find this address, contact the manufacturer directly. Here 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
Linksys	http://192.168.1.1	Actiontec	http://192.168.100.254
Belkin	http://192.168.2.1	D-Link	http://192.168.0.1

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

- • Enter settings in the configuration screen. (Terminology may vary.)

    This 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

    To configure PPPoE in Windows, click the **Start** button, then **Connect To**, and follow the directions.

- • Continue to step **5** Activate.

Still Having Trouble?

    If you have an installation or backup CD, insert it now and follow those instructions. Otherwise, you may have incompatible equipment. To purchase new equipment, contact AT&T at **1.888.321.2375**, or go to **http://att.com/equipment**.

Need to update your equipment?
Call **1.888.321.2375** or visit **http://att.com/equipment**.

Specific Issues

Do you have a security system, health alarm, or water meter monitor?
You will need special assistance. Call **1.800.ATT.2020** to schedule an appointment with a service technician.

Do you 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 **http://att.com/equipment**.

Why do I need to install filters?
Regular telephone and DSL signals are carried over the same line. Converting your regular phone line to DSL can produce high-pitched tones and static noise while talking on the phone. Installing a filter on every phone device that shares the same phone number as your DSL separates these signals and eliminates the noise. You can purchase additional filters (including wall-mount filters) at **http://att.com/equipment** or most electronics stores.

What if I hear static on the DSL phone line?
Make sure a filter is properly installed on each wall jack with a connected device (including wall-mounted phones). You can purchase additional filters (including wall-mount filters) at **http://att.com/equipment** or in 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 > Connections > LAN Settings. When prompted to enter proxy settings, select No Proxy and click OK.

In earlier versions of Internet Explorer, you can find this wizard under Tools > Internet Options > Connection Setup. When prompted to enter proxy settings, select No Proxy and click OK.

How do I upgrade from AT&T Dial Internet Service?
Follow the instructions in this guide. When you activate your account, simply enter your existing AT&T Member ID (AT&T email address). Your account will be updated automatically. If you do not register with your existing ID, you must call AT&T Customer Service to cancel your AT&T Dial Internet service.

Was your previous AT&T service suspended?
Call Customer Service at **1.888.321.2375** to reactivate your account.

Need more help?
Visit **http://support.att.com** or call Customer Service at **1.888.321.2375**.