

You got this!

Install your DSL Modem in three steps and look like a hero



Do this before you take off:

✓ Wait until 8 p.m.

on your service activation date (located on your packing slip) to get started.

✓ Gather your info

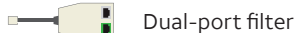
You'll need your AT&T High Speed Internet telephone/account number (located on your confirmation letter or packing slip).

If you already have an AT&T email address, you'll also need your **primary AT&T email address (Member ID) and password.**

✓ Unpack your kit



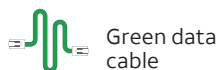
Modem



Dual-port filter



3 single-port filters



Green data cable



Gray cable (for AT&T phone service)

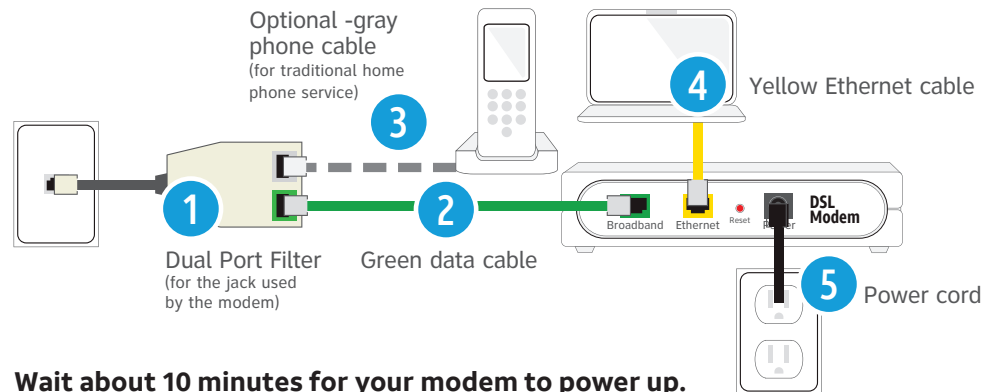


Yellow Ethernet cable



Power cord (2 parts)

1 Connect your Modem



Wait about 10 minutes for your modem to power up.

Power, Ethernet, DSL and Internet lights will turn green.

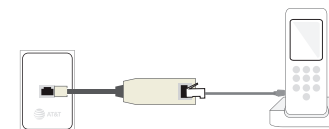


IMPORTANT: During this time, DO NOT unplug the black power adapter or the green data cable. This can damage the modem.

2 Install Filters

If you have traditional home phone service:

Install single-port filters for all other jacks with phone or fax. Otherwise, go to **Step 3.**



3 Activate & Register

- 1 Turn off any security or firewall software (or give permission to allow the network connection when prompted).
- 2 Open your browser and follow the prompts.
- 3 Turn your security or firewall software back on (if you turned it off).



Troubleshooting

My Power, Ethernet, DSL and/or Internet light doesn't turn solid green during power-up.

✓ Check service activation date

Your service needs to be activated before you install. Check that you're installing after 8 p.m. on your service activation date (noted on packing slip).

✓ Check your connections and power/check your filters

Make sure cables, cords and filters are connected properly and securely. Power light on the modem should be green; if not, try another outlet.

✓ Power down, power up

Unplug the power cord from the modem. Leave it unplugged for 15 seconds, then plug it back in. Allow up to 2 minutes for lights to turn solid green.

I don't have a dial tone or hear static on the DSL phone line.

✓ Check your filters

Make sure filters are properly installed on all phone jacks with telephones, fax machines or other equipment. Have a wall-mounted phone? You may need a wall mount filter, available at att.com or most electronics stores.

I can't remember my account password.

- ✓ **Call AT&T Customer Service at 800.288.2020** and say "password reset" at the prompt. Say "DSL" when asked what password to reset, then follow the prompts.

I have a monitored security system or health alarm.

- ✓ **Contact your alarm monitoring provider** to test your alarm once you're done.

Need more help?



att.com/support



800.288.2020

Other support



Manage your account 24/7

Download the myAT&T app at att.com/myattapp from your mobile device.



Accessibility support:

Alternate format guides:

- Braille or large print: call **800.288.2020** and request guide number ATT11320784-F
- Accessible tagged PDF: visit att.com/userguides

Telephone equipment for visual and/or hearing impaired:

- Phone: 800.772.3140 - TTY: 800.651.5111

Compatible with any TTY/TDD devices with standard phone line.

¿Hablas español?

Para ver a esta guía en español, visita att.com/guias y haz clic en la pestaña Internet. Desplázate hacia abajo a donde dice "Guías de Reemplazo" y elije (ATT11320784-F).

AT&T supports IPv6 across our network, equipment and devices.

Visit att.com/ipv6 for more information.



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