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 B. 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.
   Note: Filters are not necessary if you do not have voice service on your DSL line.

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.

Specific Issues
What if I have a monitored security system or health alarm?
When you have completed the installation, please contact your alarm company to reactivate your service.

What if I hear static on the DSL phone line?
Without filters you may experience disruptions or hear static on your phone line. Filters are not required for customers without AT&T phone service on their DSL line. Filters may eliminate pitched tone or static noise.

Why do I need to install filters?
Filters are not necessary if you do not have voice service on your DSL line. Filters are usually required for customers who have phone 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 > Connections > LAN Settings. When prompted to enter proxy settings, do not select anything.

How do I log in from AT&T Dial Internet Service?
Your primary account ID and password are required to login to AT&T Dial Internet service or to view your account information.

What if my previous AT&T service is suspended?
You will need to manually enter your settings into your modem. See the Check Modem Settings section.

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, and TN) or 1.877.772.3755 (in all other states).
Manual Installation:
NOTE: Your device 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.

   1. 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.

   2. Install a Dual-Port Filter on the wall jack that will be used by the Modem/Gateway. Skip to step 3 if this jack will only be used by the Modem/Gateway (and not shared with a phone, fax, etc.)

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

   4. Connect the green Data Cable from DSL/HSPA Port on the Dual-Port Filter to the DSL/BroadBand Port on the Modem/Gateway. Make sure your computer is OFF during the step.

   5. Connect the yellow Ethernet Cable from the Ethernet Port on your Modem/Gateway to the Ethernet Port on your PC.

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

2. Power Up

   1. Turn your modem 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 and connect. (about 15 minutes)
      - During this time, do not plug the black Power Adapter or green Data Cable. This can damage the Modem/Gateway. The lights should turn green to indicate a successful connection.

   2. 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.

   3. Wait for your modem to power up and connect. (about 15 minutes)

3. Activate

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

   2. 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.

   3. 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.

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.

   1. After registration, you will need to enter:
      - 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 copy 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.

Check Modem Settings

Steps to configure your Modem settings:

   1. 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
   - Westell®
     - http://192.168.1.254
   - Actiontec®
     - http://192.168.100.254
   - Belkin®
     - http://192.168.1.1
   - Netgear®
     - http://192.168.1.1

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

   2. Enter settings in the configuration screen.
      - You may need to enter the Modem’s default username and password, located on the bottom of the Modem or in its user guide.

   3. If 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):

<table>
<thead>
<tr>
<th>IN THIS FIELD</th>
<th>IF YOU...</th>
<th>ENTER</th>
</tr>
</thead>
<tbody>
<tr>
<td>PPPoE Username</td>
<td>Applies to everyone</td>
<td>at&amp;tlogin.net</td>
</tr>
<tr>
<td>PPPoE Password</td>
<td>Applies to everyone</td>
<td>at&amp;t</td>
</tr>
<tr>
<td>DSL</td>
<td>In AL, FL, GA, KY, LA, MS, NC, SC, TN</td>
<td>B</td>
</tr>
<tr>
<td>DSL</td>
<td>In any other state</td>
<td>D</td>
</tr>
<tr>
<td>Data</td>
<td>Are using a router</td>
<td>On</td>
</tr>
<tr>
<td>DHCP</td>
<td>Are using a router</td>
<td>On</td>
</tr>
</tbody>
</table>

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

Need affordable in-home computer connection service? We can be there—the next day! Call AT&T ConneCT at 1.866.445.7334.

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.