DSL Self-install Kit Instructions

IMPORTANT NOTES:

- In order to provide you with the best possible connectivity, your DSL circuit must "train" for at least 10 days when first activated. During this period you must leave the DSL modem plugged in, turned on and connected at all times. You do not need to leave your computer turned on during this period- just the DSL modem. For best results, please plug in your DSL modem and turn it on the day <u>before</u> your scheduled installation date, and leave it turned on for at least 10 days.

- Please follow all instructions carefully. Some computer or network configurations may cause software windows to appear that are not depicted in this guide. Please read and follow the instructions on those screens to continue the installation process.

Your Internet Service Provider (ISP) assumes no responsibility for any personal injury or property damage which may result from your installation of DSL Equipment as discussed in this Guide. Your ISP specifically disclaims any liability for such injury or damage. By proceeding with this installation, you assume all risk of personal injury or property damage. Please consult the documentation provided by your PC vendor to identify any impacts to your warranty.

Step 1. Minimum requirements for DSL installation

Your system must meet these minimum requirements for DSL service:

	Windows/Dos	Macintosh
CPU	486 (Pentium rec.) 100 MHz	PowerPC 601 or newer *
RAM	32MB (64MB recommended.)	32MB (64MB recommended.)
HD Space	35MB (45MB recommended.)	35MB
Operating System	Win 95/NT or newer	MacOS 7.6 or newer

*Macintosh users: your Macintosh must be Ethernet-capable. You may also need an AAUI Ethernet Transceiver depending on your model. Consult your computer's documentation or your vendor for system specifications.
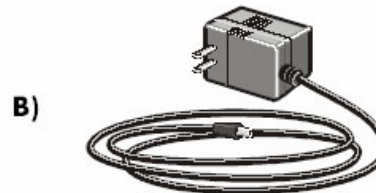
Step 2. Verify the contents of your self-install kit.
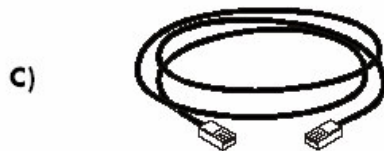
Your self-install kit includes:

A.   (1) Zoom X6 DSL modem
B.   (1) Power supply
C.   (1) Ethernet cable
D.   (1) Phone cable
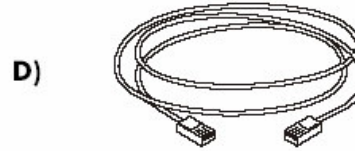E.   (3) DSL filters
F.   (1) Splitter/Filter
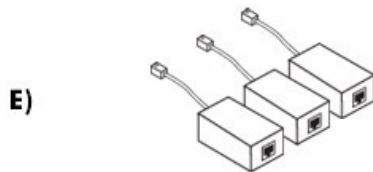

A) Zoom Modem

B) Power Supply

C) Ethernet Cable

D) Phone Cable

E) DSL Filters

F) Splitter/Filter

Step 3. Install filters on your phone jacks

3-1. Locate the phone jack where you wish to install your DSL.

A. Plug one end of supplied **splitter/filter** into the phone jack, as shown in the image below. There should be two female ports on the other end of the splitter/filter that are labeled **DSL** and **Phone**. Plug one end of the supplied **phone cable** into the **DSL** port of the splitter/filter and the other end into port labeled **ADSL** on the **DSL modem**.

To ADSL port on Modem

ADSL

DSL PHONE

To Telephone (if needed)
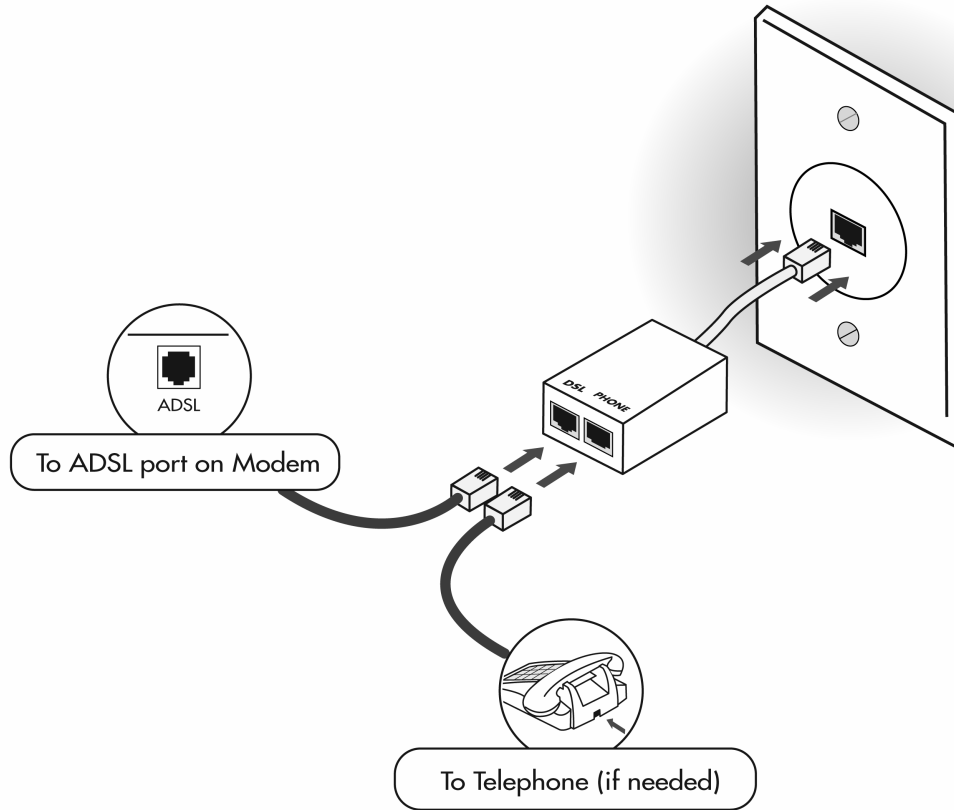
B. If you have a phone, fax machine or any other phone device at this location, plug it into the port on the splitter/filter labeled **PHONE**.

3-2. Install filters for all other telephones or devices.

All other equipment on the phone line must have filters installed. This applies to equipment such as telephone answering machines, Caller ID units, analog computer modems, fax machines, Tivo, or anything else plugged into the phone jack. Use one of the supplied filters for each piece of equipment plugged into the phone line.

# Step 4. Connect the Zoom® DSL Modem

Note: In order to provide you with the best possible connectivity, your DSL circuit must "train" for at least 10 days when first activated. During this period you must leave the DSL modem plugged in, turned on, and connected at all times. You do not need to leave your computer turned on during this period- just the DSL modem. For best results, please plug in your DSL modem and turn it on the day <u>before</u> your scheduled installation date, and leave it turned on for at least 10 days.
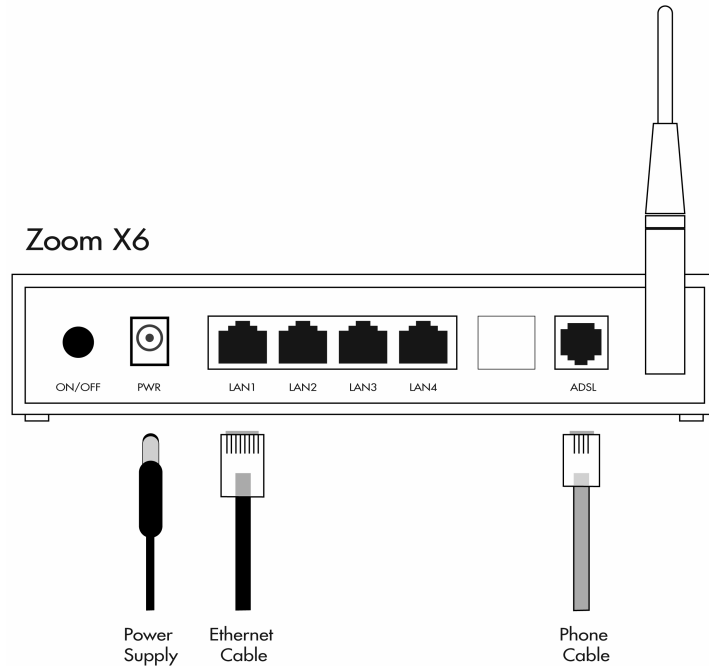
1. Ensure that one end of the supplied **phone cable** is connected securely to the **ADSL port** on the Zoom modem. The other end of the phone cable should be connected to the **DSL port** on the splitter/filter, as outlined in step 3-1.

2. Plug one end of the supplied **Ethernet cable** in one of the **LAN ports** on the Zoom modem. Connect the other end of the Ethernet cable to the Ethernet port on your PC. If you are going to be connecting wirelessly with your computer, skip this step.

3. Plug the power supply into the DSL modem and into an electrical outlet or surge protector. Push the power button (unless already depressed). The DSL Modem will begin a self-test routine; during this period the lights on the front of the DSL Modem will flash on and off.

4. The **PWR** light should turn solid green right away, and the **LINK** light should turn solid green within two minutes (if your circuit is active- see notes in step 5.) While the Modem is starting up, the lights may blink erratically- this is normal behavior.

5. If the **PWR** light does not turn solid green, check your power cable. Make sure your power supply is connected to a live electrical outlet, and that your connections are secured.

Installation Diagram:

Zoom X6
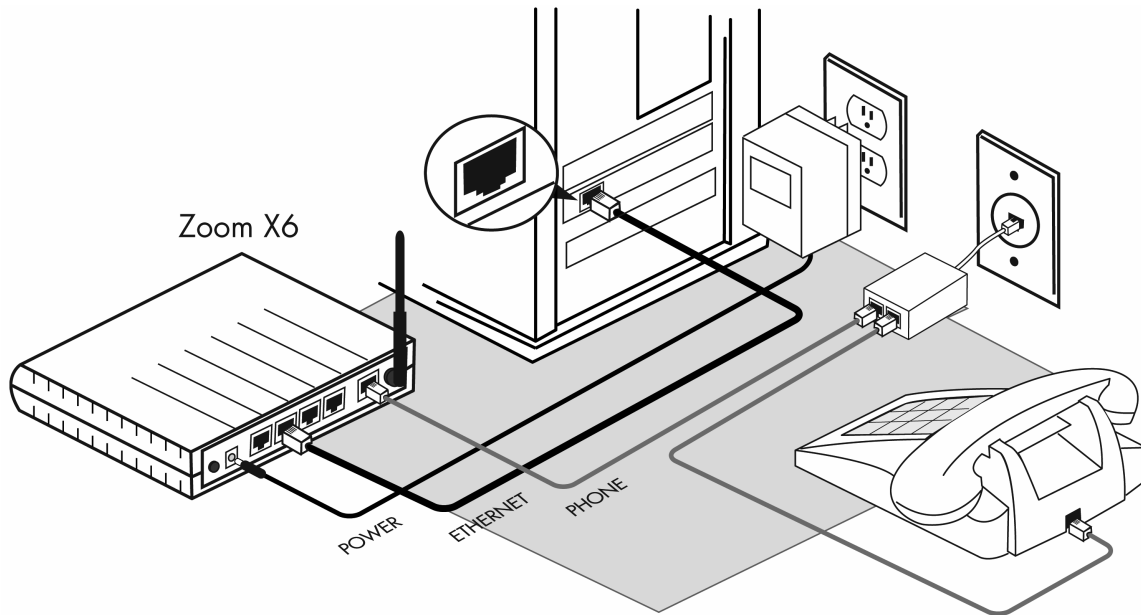
If the LINK light does not turn solid green:

- Your circuit may not be turned on yet, if you are connecting the equipment on or before your scheduled installation date. This is not indicative of a problem- please wait until the day *after* your scheduled installation date before reporting a problem.
- Verify that there is NO in-line filter on the phone cable from your DSL modem to the telephone jack.
- Unplug the modem, reboot the computer and then plug the modem back in.
- Try another telephone jack in your home.
- If none of these steps cause the LINK light to turn green and your installation date has passed, please contact your Internet Service Provider's support department.

Step 5. Configure your system (Wired Connection)

Note: If you are going to be connecting your computer wirelessly, skip to step 6.

Your ISP provides automatic assignment of IP addresses for Dynamic IP DSL service. In most instances you will be able to configure your computer simply by setting it to obtain an IP address automatically. The instructions which follow are for automatic address assignment. If you wish to configure your system manually, please see the help documentation provided with your computer, or contact your ISP support department.

To use automatic IP address assignment via DHCP:

Windows 2000/XP Settings:

a) (Windows XP) Click on **Start**, go to **Control Panels**, and click on **Network Connections**. (Windows 2000) Click on the **Start** button, go to **Settings**, and click on **Network and Dial-up Connections**.
b) Right-click on the **Local Area Connection** icon and choose **Properties** from the pop-up menu.
c) In the window that opens, click on **Internet Protocol(TCP/IP)** to highlight it and then click on the **Properties** button.
d) In the window that opens, choose **Obtain an IP Address Automatically**.
e) Click **OK** on all open windows. You may need to restart your computer for the changes to take effect.

Windows 95/98/ME Settings:

a) Click on the **Start** button.
b) Click on **Settings** and then on **Control Panel**.
c) Double-click on the **Network** icon.
d) Once in the Network Control Panel, click on the TCP/IP protocol that has the arrow "->" pointing to your Ethernet card adapter, and then click on the **Properties** button.
e) Make sure that the **Obtain an IP Address Automatically** button is selected.
f) Click **OK** on all open windows. You may need to restart your computer for the changes to take effect.

Windows NT Settings:

a) Click on the **Start** button.
b) Click on **Settings** and then on **Control Panel**.
c) Double-click on the **Network** icon.
d) Click on the **Protocols** tab.*
e) Click on **TCP/IP Protocol**, and then click the **properties** button.
f) In the window that opens, select **Obtain an IP Address Automatically**.
g) Click **OK** on all open windows. You may need to restart your computer for the changes to take effect.

*Many Windows NT systems are an integral part of an existing network, and not all systems have TCP/IP installed. If you do not have TCP/IP installed on your system, or if your system has an existing network setup, we urge you to contact your Integrator or internal IT personnel before proceeding.

Macintosh settings (Wired Connection):

Note: your Macintosh must be Ethernet-capable. You may also need an AAUI Ethernet Transceiver depending on your model. Consult your computer's documentation or your vendor for system specifications.

Mac OS X:

a) Click on the **Apple Menu**.
b) Click on **System Preferences**, and then on **Network**.
c) From the **Location** drop-down box, choose **Automatic**.
d) From the **Show** drop-down box, choose **Built-in Ethernet**.
e) Click the **TCP/IP** tab.
f) From the **Configure** Drop-down box, choose **Using DHCP**.
g) Close the window. When prompted, save your changes.

Mac OS 9 and Below:

a) Click on the **Apple Menu**.
b) Click on **Control Panels**, and then on **TCP/IP**.
c) From the **Connect** drop-down box, choose **Ethernet**.
d) From the **Configure** drop-down box, choose **Using DHCP Server**.
e) Close the window. When prompted, save your changes.

Step 6. Configure your system (Wireless Connection)

6-1 Get Wireless info from Zoom Modem

The bottom of the Zoom modem contains important information that is needed for making a wireless connection to your PC. This information is specific to your Zoom, and we recommend writing it down so you can refer to it later if you want to connect another wireless computer.

The two important settings are the **SSID** and **WEP Key**, which should appear on the modem like this:
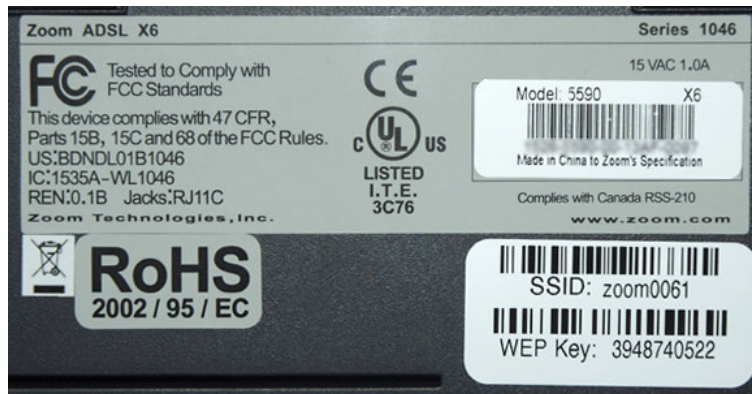
Note: Your SSID and WEP Key will vary from the ones pictured here.

6-2 Windows XP Wireless Connection

Note: This guide outlines setting up a wireless connection for a Windows XP computer with Service Pack 2, and wireless networking drivers already installed. Screen shots may vary with different versions of Windows XP. If you haven't already installed your wireless network drivers, or are using different connection software, please consult the documentation that came with your wireless card.

To begin setup, double-click on the wireless icon on the bottom left corner of your screen, as shown on image below.

This should bring up the **Choose a wireless network** connection window. Click on the icon for the network that matches the **SSID** printed on the bottom of your Zoom modem. In this picture, the name is **zoom0061**, but yours will not necessarily match this. Once the network is highlighted, click the **Connect** button at the bottom of the window.
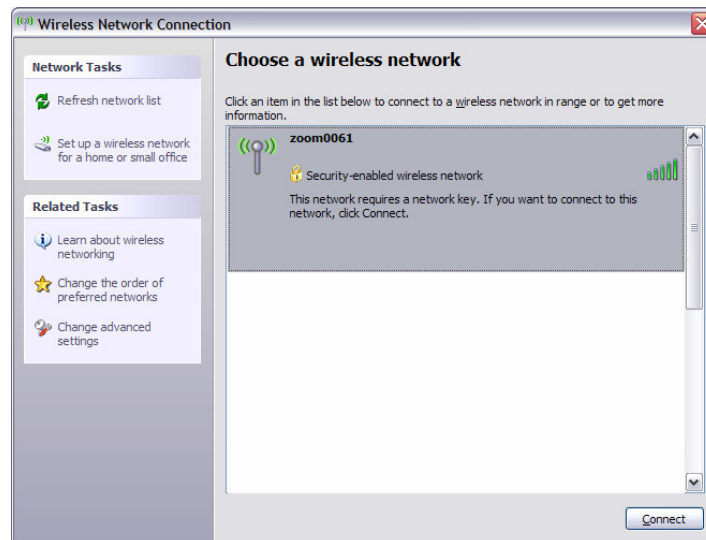
You should now have a **Wireless Network Connection** window that is asking for the Network Key. In the Network Key field, type in the 10-digit **WEP Key** that is found printed on the bottom of your Zoom Modem. Type the same key into the **Confirm Network Key** field and click the **Connect** button.
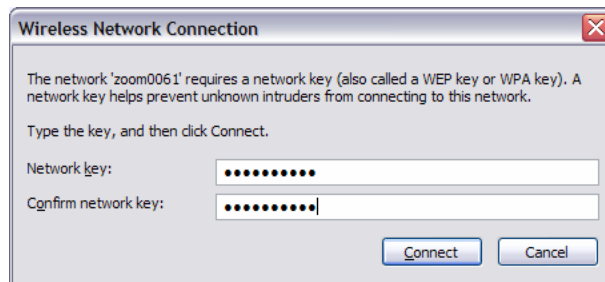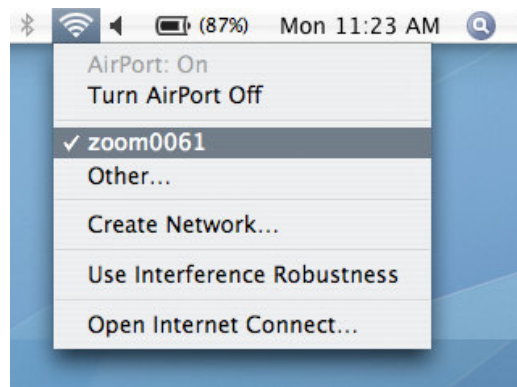
6-3 Apple OS X Wireless Connection

Note: This guide outlines setting up a wireless connection for an Apple OS 10.4 computer with wireless networking drivers already installed. Screen shots may vary with different versions of OS X. If you haven't already installed your wireless network drivers, or are using different connection software, please consult the documentation that came with your wireless card.

Click on the airport wireless icon in the top left corner of your screen and choose the name of your Zoom **SSID** from the list of options in the drop-down menu. In this picture, the name is **zoom0061**, but yours will not necessarily have the same name.

This should bring up the Airport wireless connection window. From the **Wireless Security** drop-down menu, choose **WEP 40/128-bit hex**. In the **Password** field, type in the **WEP Key** that can be found printed on the bottom of your Zoom Modem. Check the **Remember password in my keychain** option and click the **OK** button.
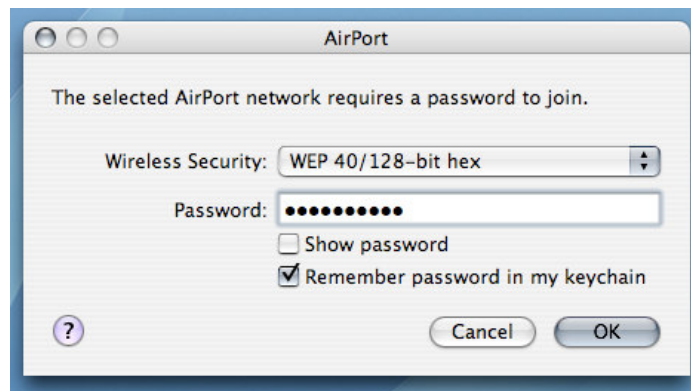
As long as the WEP Key and Wireless Security Options are correct, you should be connected and able to get online now.

Step 7. Configuring your computer to connect via DSL

After you have installed your DSL Modem and Ethernet card and entered the correct network settings, you may need to make one more set of changes in order to be connected via DSL.

Macintosh users:

If you have followed steps 1 through 6 of this manual then you should not need to do anything else to complete your connection. If you have followed these steps and are having problems connecting, browsing the web or sending and receiving email, please call the technical support department for your ISP for assistance.

Microsoft Windows users:

In order to complete your connection with a computer running a Windows Operating System (Windows 95, 98, ME, 2000) you will need to tell your computer to connect via a LAN. This is done via the **Internet** or **Internet Options** control panel.

1. Click on your **Start** button.
2. Scroll up to **Settings**, and click on **Control Panel**.
3. In the **Control Panel** window, you will find an Icon labeled either **Internet** or **Internet Options**. Click on this Icon. When the Icon opens, click on the **Connections** tab at the top of the window.

    Please consult the following screen shots to find your version of the **Internet** or **Internet Options** control panel, and edit your settings to match:
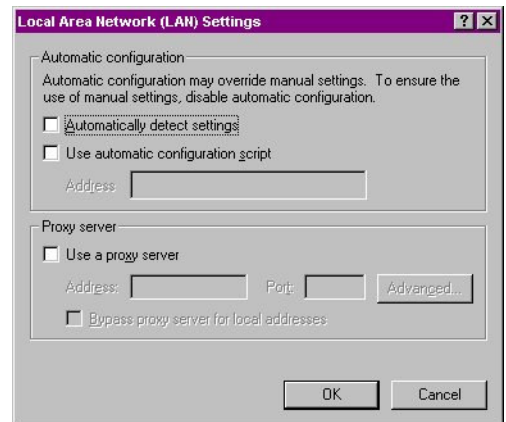
- **Internet Explorer version 5 to 6**

If your **Connections** screen looks like this, Click the Radio Button labeled **Never dial a connection**. Then Click on the **LAN Settings** button.
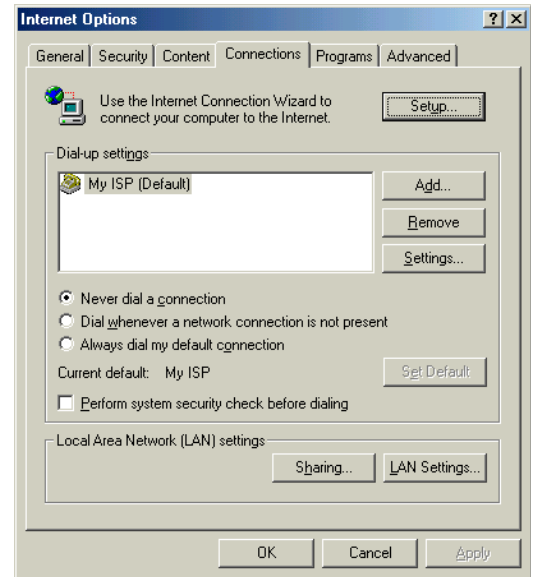
In the **LAN Settings** window, make sure that all boxes are **Unchecked**.

Click the **OK** button to close this window, and then click On the **OK** button in the **Internet Properties** window. Then close the **Control Panel** window.

- **Internet Explorer version 4**

If your **Connections** screen looks like this, Click the Radio Button labeled **Connect to the Internet using a Local area network.**
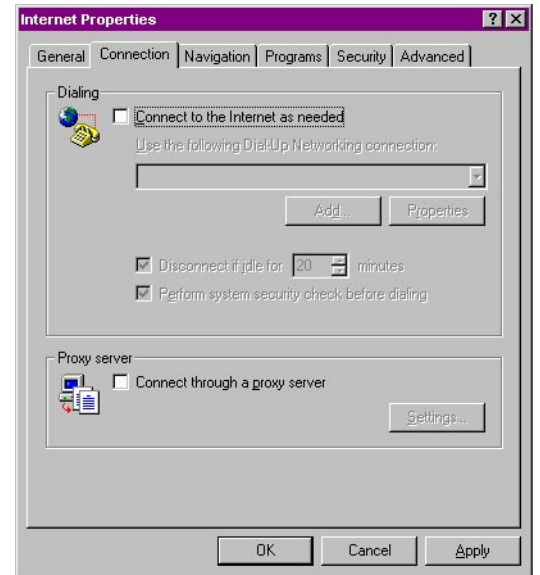
Click the **OK** button to close this window, and then close the **Control Panel** window.
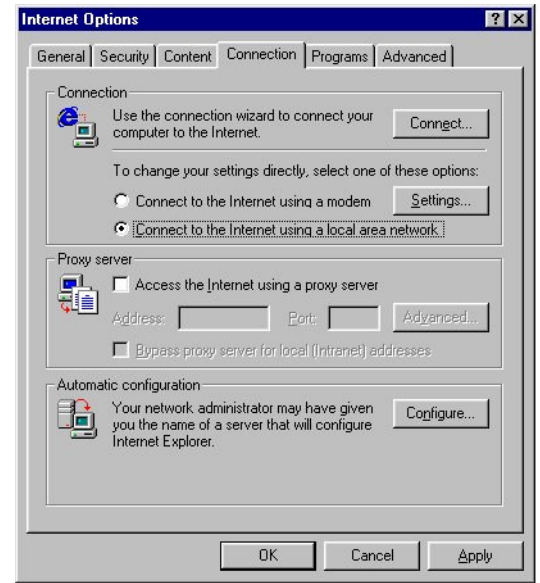
- **Internet Explorer version 3.0**

If your **Connections** screen looks like this, uncheck the box labeled **Connect to the Internet as needed.**

Click the **OK** button to close this window, and then close the **Control Panel** window.

Configure your email client

Most email clients do not need any special setup in order to function over your DSL connection. One exception to this is Microsoft Outlook Express. If you use a mail client other than Outlook Express, try sending and receiving your email. If the program prompts you to dial up, consult the program's help files to determine how to connect over a LAN.

Configuring Outlook Express 5:

- Open Outlook Express.
- Click on the **Tools** pull-down menu, and select **Accounts**.

- Click on the **Mail** tab.
- Click on your account to highlight it, and then click the **Properties** button.
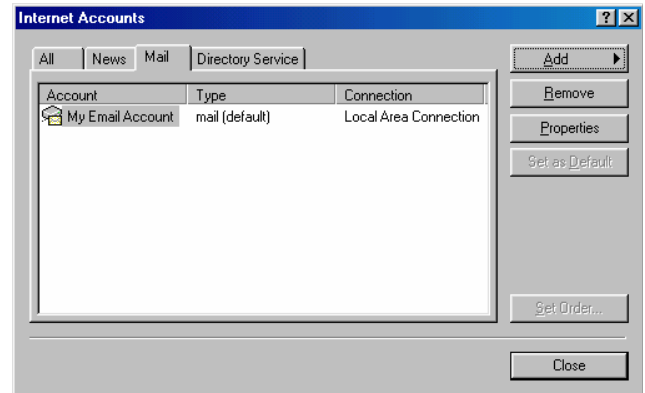
- Click on the **Connection** tab.
- Check the box labeled **Always connect to this account using:**
- Click on the drop-down box and select **Local Area Connection**.
  Click on the **OK** button to close this window.
- If you have more than one email account configured In Outlook Express, repeat this procedure for each Email account. When you have finished configuring All of your email accounts, click on the **Close** button in the **Internet Accounts** box.