

## Speedsurf High-Speed Internet Setup

These instructions are for Speed Surf customers who are installing the Alcatel SpeedTouch 510 external modem we have provided in conjunction with the High-Speed Internet service.



### Requirements

You must already have a network card installed and working in your computer, or a hub/switch connecting your network.

If you do not have a network card please contact us or a local computer retailer to have one installed. Your computers must also be set to use DHCP - if you are connecting this equipment to a single machine, chances are that DHCP is already enabled.

If you are using Windows then you can quickly check or correct the settings by:

- Clicking Start, then Settings, then Control Panel, and double-click on Network.
- Double-click on TCP/IP for your network card.
- Click on Obtain an IP address automatically.
- Click OK and then OK again, you may be asked to reboot after making changes.

### Cabling

On the back of the modem there are two jacks, one reads "DSL" and the other has a 'fork' symbol representing the "Ethernet", or network port.

- First, plug one end of the supplied phone cord into the DSL jack, and the other end of the same phone cord directly into your telephone jack. Be sure that the connection is good and solid and that you do not have any other devices or filters placed on that phone cord.
- Next, plug one end of the supplied network cable (the thicker cord with the bigger ends) into the "Ethernet" jack, and the other end of the same cable into your network card. If you are using a hub or switch instead, then you will need to plug the network cable into the "Uplink" port on your hub/switch.
- Lastly, plug the power cord into the wall and into the power jack on the modem then press the power button on the front of the modem to turn it on.

### Connecting

Reboot your computer and it should now obtain information from the modem to automatically have it connected to the High-Speed Internet service. You can leave your modem turned on all the time if you wish, or have it turned on and off with your computer by using a power bar.

## Troubleshooting

If you are unable to access the Internet, please first look at the state of the lights on the top of the modem:

 Power

 WAN

 Ethernet

...then please try the following steps in order:

1. Check the status of the "Power" light on the top of your modem and if it is not solid green after a few seconds:
  - Make sure that the modem is plugged into the wall using the supplied power cord
  - Make sure that the modems power switch is turned on (press the power button on the front of the modem)
2. Check the status of the "WAN" light on the top of your modem. If it is not a solid green, wait for up to 2 minutes - if it continues to flash or is orange, then the modem is not able to see the High-Speed Internet service on your phone line.
  - Make sure that the phone cord is plugged tightly into the modem and phone jack
  - Ensure that the line it is connected to is the same one service was activated on
  - Make sure you do not have any filters placed between the modem and the wall
  - Make sure you have filters on all your other phone sets
  - Try plugging the modem into another jack to see if its a physical problem
  - Try unplugging all the other telephone devices (phones, answering machines, etc) from your home to see if any of them are causing interference, if the WAN light goes solid green then plug them back one at a time until the offending device is identified
  - Failing that please contact us for assistance
3. Check the status of the "Ethernet" on the top of your modem. If it is not a solid green then it means your network cable is not plugged into your network card correctly:
  - Make sure that the network cable is plugged into the modem and network card
  - If you are connecting to a hub/switch, make sure it is plugged into the "uplink" port, or alternately obtain a "straight-through" cable to replace the delivered cable (the delivered cable for this model is a cross-over)
  - Make sure your computer or hub/switch is turned on, the "LINK" light will only light up when it is connected to another powered device
  - Failing that please contact us for assistance
4. If both the "WAN" and "Ethernet" status lights are green, but your web browser or email program is trying to dial the Internet via your modem, or you get a 'No

**Dialtone' error message:**

- **Ensure that your Internet Options are not set to dial a connection. To reset these preferences click Start > Settings > Control Panel > Internet Options, click on the Connections tab and make sure that "Never dial a connection" is selected and save your changes. If you are still unable to connect through your web browser then return to the same screen and click the Setup button, then on the option to manually configure your connection, click Next, then select the "LAN" option and click Next again, and one more time when it asks about "Proxy" settings.**

**5. If both the status lights are okay and are still not able to connect to the Internet:**

- **Reboot the modem, wait 2 minutes and try again**
- **Ensure that your computer is setup to automatically obtain its address information (see the "Requirements" section above for instructions)**
- **There may be a temporary problem with the network -- try a few minutes later**
- **Failing that please contact us for assistance @ 1-888-404-4537**