



ACTIONTEC  
*business DSL modem*

user reference guide



This book contains necessary instructions to setup your DSL service.

Clearly **different.**

# CONTENTS

<b>ACTIONTEC DSL MODEM:</b>	3
DSL Kit Contents	3
<b>CONFIGURING YOUR COMPUTER:</b>	5
Static IP Address Setup	5
Dynamic IP Address Setup	7
<b>ACTIONTEC DSL MODEM INSTALLATION:</b>	9
Actiontec DSL Modem Installation	9
DSL Filter Installation	11
<b>CONFIGURING YOUR E-MAIL:</b>	13
Configuring Your E-mail	13
Accessing Your WebMail	15
<b>SYSTEM REQUIREMENTS:</b>	16
<b>TROUBLESHOOTING:</b>	17
<b>SUPPORT SERVICES:</b>	20

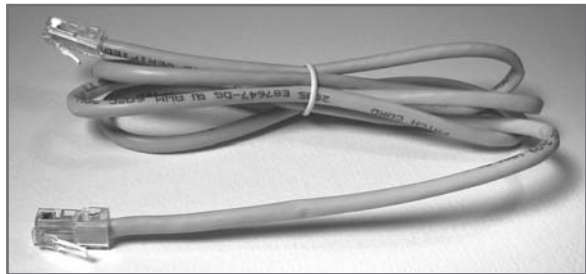
# DSL KIT CONTENTS



1. Actiontec DSL Modem



2. Power cord



3. Ethernet (yellow) cable

## DSL KIT CONTENTS

your DSL kit should include:

1. 1 Actiontec 701 DSL Modem
2. 1 Power cord (Color:Black)
3. 1 Ethernet cable (Color:Yellow)
4. 1 DSL cable (Color:Gray)
5. 1 DSL filter (Color:White)
6. 1 Splitter (Color:White)

If you did not receive these items, please call TDS Metrocom Repair at 1.888.790.6415.

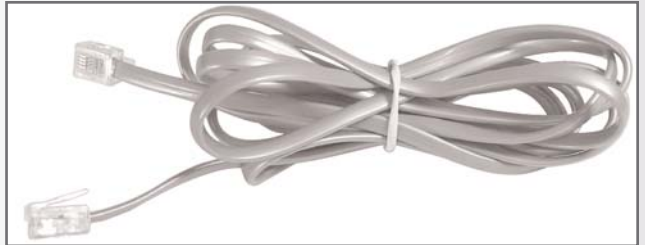
Verify your computer meets the system requirements listed on page 16 of this User Guide.

If you have:

Windows XP proceed to page 5 for instructions for configuring your static IP address or page 7 for configuring a dynamically assigned IP address.

If you have:

Windows 98, Me, NT, 2000 or Mac OS contact TDS Dedicated Technical Support at 1.888.850.5915.



4. DSL (gray) cable



5. DSL filter



6. Splitter

# CONFIGURING YOUR COMPUTER

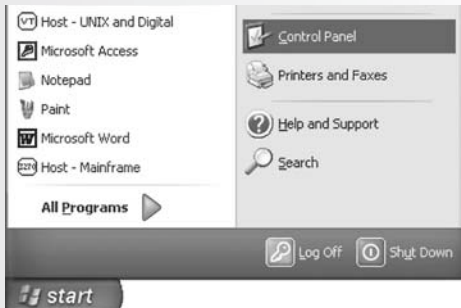


figure 7

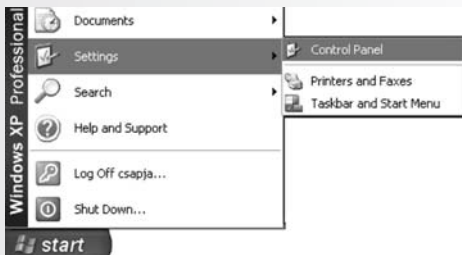


figure 8



figure 9



figure 10

## static IP address setup

1. Select *Start* then *Control Panel*. (figure 7)

please note:

If you do not see *Control Panel*, select *Settings* then *Control Panel*. (figure 8)

2. Click *Network and Internet Connections*. (figure 9)

please note:

If you do not see *Network and Internet Connections*, select *Network Connections*. (figure 10)

3. Right-click *Local Area Connection* and select *Properties*. (figure 11)

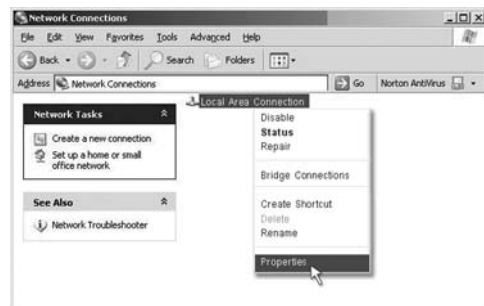


figure 11

# CONFIGURING YOUR COMPUTER

4. Double-click *Internet Protocol (TCP/IP)*. (figure 12)
5. Select *Use the following IP address* and *Use the following DNS server address*. (figure 13)
6. Enter the IP & DNS address information given to you by your TDS Metrocom Account Executive. If you do not have your IP address, please contact TDS Metrocom Business Customer Care at 1.866.206.0596.
7. Click *OK* and *Close*.
8. Open your Web Browser (example: Internet Explorer). Your homepage should appear.

Proceed to page 9.

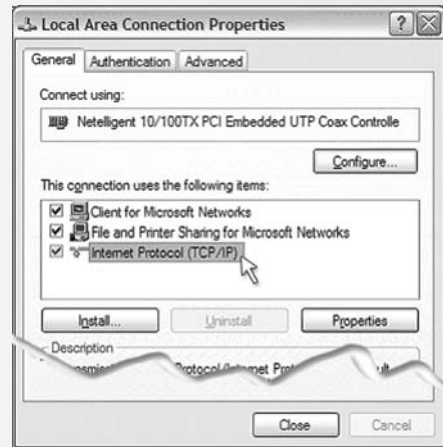


figure 12

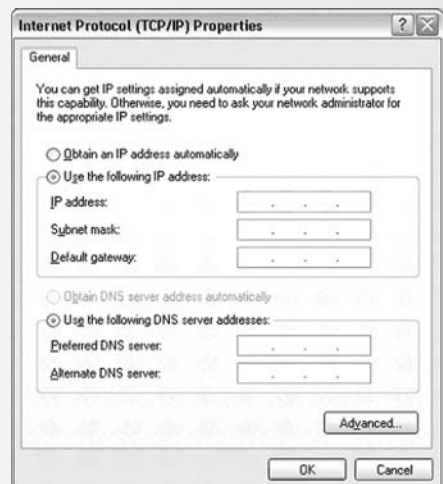


figure 13

# CONFIGURING YOUR COMPUTER



figure 14

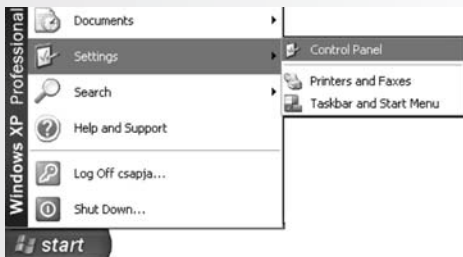


figure 15



figure 16



figure 17

## dynamic IP address setup

1. Select *Start* then *Control Panel*. (figure 14)

please note:

If you do not see *Control Panel*, select *Settings* then *Control Panel*. (figure 15)

2. Click *Network and Internet Connections*. (figure 16)

please note:

If you do not see *Network and Internet Connections*, select *Network Connections*. (figure 17)

3. Right-click *Local Area Connection* and select *Properties*. (figure 18)

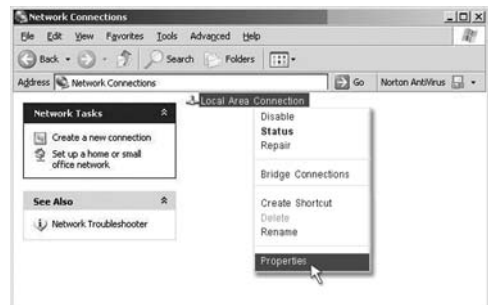


figure 18

# CONFIGURING YOUR COMPUTER

4. Double-click *Internet Protocol (TCP/IP)*. (figure 19)
5. Select *Obtain an IP address automatically*. (figure 20)
6. Click *OK* and *Close*.
7. Open your Web Browser (example: Internet Explorer). Your homepage should appear.

Proceed to page 9.

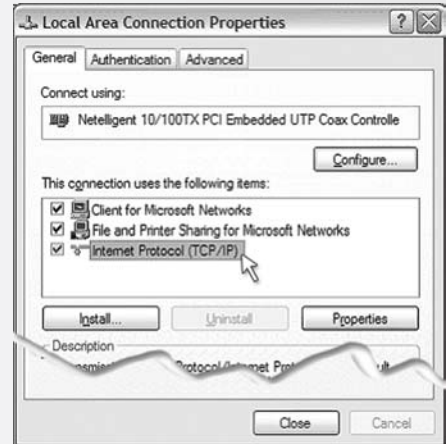


figure 19



figure 20



# ACTIONTEC DSL MODEM INSTALLATION

The Actiontec DSL modem needs proper ventilation to function. Place your Actiontec DSL modem in an adequately ventilated area and away from heat sources.

Steps for wiring a single computer:

1. Plug the end of the Power cord into the Power port on the back of the Actiontec DSL modem. (figure 21)
2. Plug the other end of the Power cord into a power outlet. (A power strip with surge protection is recommended.)
3. Turn the power switch on.
4. Plug one end of the Ethernet (yellow) cable into the Ethernet Network Interface Card (NIC) in your computer. (figure 22)

*please note:*

Your computer may look slightly different.

5. Plug the remaining end of the Ethernet cable into the yellow Ethernet port on the back of the Actiontec DSL modem. (figure 23)

*please note:*

Wiring for use with a hub/router and multiple computers is not supported by TDS Metrocom Dedicated Technical Support. You will need to consult your hub or router installation instructions to configure individual computers.



figure 21



figure 22



figure 23

# ACTIONTEC DSL MODEM INSTALLATION



figure 24



figure 25

6. Connect one end of the DSL (gray) cable to the Phone port on the back of the Actiontec DSL modem. (figure 24)
7. Connect the remaining end of the DSL (gray) cable into your phone jack. (figure 25)

The following lights should be lit on the Actiontec DSL modem:

- Power light on solid green
- DSL light flashing or solid green
- Ethernet light on solid green
- Internet light flashing green, then solid green

## DSL FILTER INSTALLATION

### please note:

IMPORTANT: Do not install a DSL filter between the Actiontec DSL modem and the phone jack.

TDS Metrocom provides a DSL filter to ensure that your DSL service does not interfere with your telephone service. All analog telephony devices\* on the same line as your DSL should be connected to your phone jacks through a provided DSL filter (figure 26). Unused phone jacks do not require a DSL filter.

Note: If you need additional filters or you have a wall-mounted telephone, please call TDS Metrocom Repair at 1.888.790.6415.

1. Connect a DSL filter to your phone jack. (figure 27)
2. Connect the analog device to the DSL filter.

\*Analog telephony devices include telephones, answering machines, fax machines, dial-up modems, some satellite dish receivers, security systems, and many other devices.

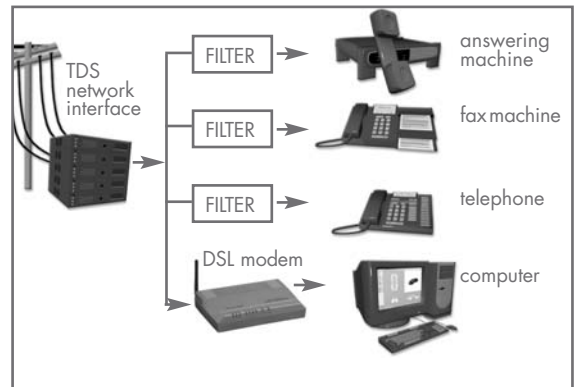


figure 26



figure 27

## DSL FILTER INSTALLATION



figure 28

If you want to have a phone (or other analog telephony device) and the Actiontec DSL modem connected to the same phone jack, you will need to use the provided splitter.

1. Connect the splitter to your phone jack. (figure 28)
2. Connect a DSL filter to one side of the splitter.
3. Connect your phone (or other analog telephony device) to the DSL filter.
4. Connect the DSL (gray) cable to the remaining side of the splitter.
5. Connect the remaining end of the DSL (gray) cable to the Phone port on the back of the Actiontec DSL modem.

### please note:

If your DSL light is not solid green after 5 minutes, the splitter may be defective. Remove it and verify the DSL light is solid green.

This is the end of Actiontec DSL modem setup. You must restart your computer by following the powercycling instructions on Page 17 of this User Guide before you proceed to configuring your e-mail on the next page.

# CONFIGURING YOUR E-MAIL

Recently a welcome letter was sent to you indicating your temporary e-mail address and password. This section shows you how to change your temporary e-mail address and password to one of your own choosing. Refer to *Manage Your Account* below where you can establish your free e-mail accounts.

It is highly recommended that you establish your permanent e-mail address before proceeding to configure your e-mail client software.

If you have not received the welcome letter or do not know your temporary e-mail address and password, please call TDS Dedicated Technical Support at 1.888.850.5915.

## manage your account

1. Open your Web Browser.  
(example: Internet Explorer)
2. Type **www.tds.net** in the address or location text box and press *Enter*.
3. Select the *Manage Acct* tab. (figure 29)
4. Type in your temporary e-mail address and password and click *Login*. (figure 30)
5. Select *My Mailbox*.
6. Select *Change E-mail Address*. (figure 31)
7. From the *E-mail Address to Change* drop box, select the e-mail address to change. In the *New E-mail Address* field, type the e-mail address desired. Confirm the address and click *Change E-mail*. (figure 32)
8. Under *Account Services*, click *Log Out* to exit *Manage Your Account*.



figure 29



figure 30



figure 31



figure 32

# CONFIGURING OUTLOOK EXPRESS 5.0/6.0

1. Open Outlook Express.
2. Select *Tools*, then *Accounts*. (figure 33)
3. Select the *Mail* tab. (figure 34)
4. Select *Add* then *Mail*. (figure 35)
5. Type the name you would like the recipients of your e-mail messages to see in the *Display Name* text box and click *Next*. (figure 36)
6. Type your full TDS Internet Services e-mail address in the *E-mail address* text box and click *Next*. (figure 37)
7. Click *POP3* from *My incoming mail server is a \_\_\_ server*. Type *pop.tds.net* for the *Incoming mail server*. Type *smtp.tds.net* for the *Outgoing mail server* and click *Next*. (figure 38)
8. Type your full e-mail address for *Account Name*. Type your password and click *Next*. (figure 39)
9. Click *Finish* to return to Outlook Express.

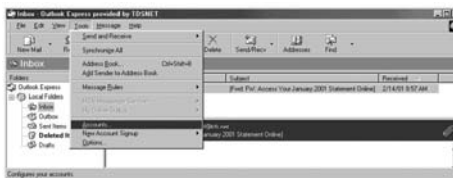


figure 33



figure 34



figure 35



figure 36



figure 37



figure 38



figure 39

# ACCESSING YOUR WEBMAIL

## accessing your e-mail on the web

WebMail allows you to check your e-mail account from any computer in the world with Internet access. It's the easiest way to check your account when you are not attached to your DSL line.

1. Open your Web Browser.  
(example: Internet Explorer).
2. Type **www.tds.net** in the address or location text box and press *Enter*.
3. Select the *TDSMAIL* tab. (figure 40)
4. Type your full TDS Internet Services e-mail address in the *Email Address* text box. (figure 41)
5. Type your TDS Internet Services e-mail password in the *Password* text box and click *Enter*.



figure 40

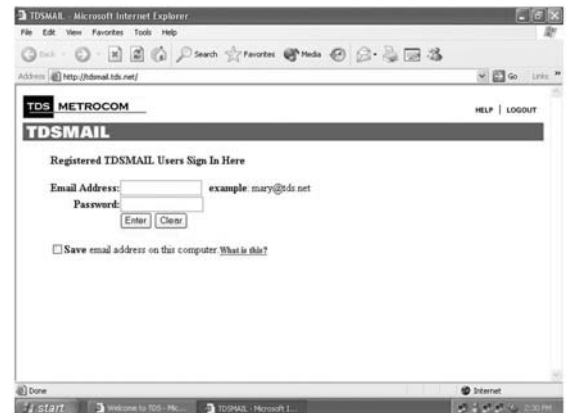


figure 41

# SYSTEM REQUIREMENTS

## Hardware Requirements

Processors:

- PC: Minimum of a Pentium processor
- Mac: Minimum of a Mac PowerPC
- Minimum of 32MB RAM
- Ethernet Network Interface Card (NIC)

please note:

In order to connect the Actiontec DSL modem to your computer, your computer must have a 10BaseT or 10/100BaseT Ethernet Network Interface Card (NIC) installed.

## Software Requirements

Operating Systems:

- Windows 98
- Windows Me
- Windows NT (service pack 4.0 or higher)
- Windows 2000
- Windows XP
- Mac OS 8 or higher

Web Browsers:

- Internet Explorer 5 or higher
- Netscape Navigator 6 or higher

E-mail Clients:

- Microsoft Outlook Express 5 or higher
- Netscape Mail 6 or higher
- TDSMAIL
- Mac OS X Mail



# TROUBLESHOOTING

This section will help you determine causes for problems with the operation of your DSL service. Please consult this troubleshooting section before contacting TDS Dedicated Technical Support or TDS Metrocom Business Customer Care.

## POWERCYCLING

Before trying any of the troubleshooting solutions listed, powercycle your Actiontec DSL modem and your computer.

1. Turn off the Actiontec DSL modem.
2. Shut down your computer.
3. Wait 60 seconds.
4. Turn on the Actiontec DSL modem.
5. Wait 1–3 minutes for all lights to stop flashing on the Actiontec DSL modem.
6. Turn on your computer.
7. Check to see if powercycling resolved your problem.

**problem:**            **The DSL light is not solid green.**

Possible Cause #1: Wrong or faulty DSL cable.

**Solution:**            *The DSL cable may not be properly connected and/or secured to the Phone port on the back of your Actiontec DSL modem **or** the other end may not be properly connected and/or secured into the phone jack. Verify no filter is installed between the Actiontec DSL modem and the phone jack. If this is not successful, try another DSL cable (telephone cord). You should also remove the DSL cable from the back of the Actiontec DSL modem and plug it into a regular telephone to confirm dial tone. If there is no dial tone, your DSL service will not work. Call TDS Metrocom Repair at 1.888.790.6415.*

Possible Cause #2: Your account has not been completely provisioned for DSL.

**Solution:**            *Call TDS Metrocom Business Customer Care to obtain completion date and/or more information at 1.866.206.0596.*

*Continued on next page*

# TROUBLESHOOTING

Possible Cause #3: Faulty splitter.

**Solution:** Remove/replace the splitter

**problem:** **My Internet light is not solid green.**

Possible Cause #1: You may not have completed the basic setup instructions.

**Solution:** *Please follow the Configuring Your Computer section in this User Guide.*

Possible Cause #2: Your account has not been completely provisioned for DSL.

**Solution:** *Call TDS Metrocom Business Customer Care to obtain completion date and/or more information at 1.866.206.0596.*

**problem:** **My Ethernet light is not solid green.**

Possible Cause #1: Wrong or faulty Ethernet cable.

**Solution:** *The Ethernet cable may not be properly connected and/or secured to the Ethernet port on the back of your computer **or** the other end may not be properly connected or secured into the Ethernet port on the back of the Actiontec DSL modem. If this is not successful, try another Ethernet cable.*

Possible Cause #2: The Ethernet card (NIC) is not configured properly on your computer.

**Solution:** *The NIC should show up in the Device Manager with no errors, and should be configured for 10Mbps/half-duplex. Contact your NIC manufacturer for support.*

Possible Cause #3: The Ethernet card (NIC) is not installed in your computer.

**Solution:** *Contact your local computer vendor to purchase a NIC or have one installed.*

## TROUBLESHOOTING

**problem:** I have solid green DSL, Internet and Ethernet lights but cannot browse the Internet.

Possible Cause #1: Your Ethernet Network Interface Card (NIC) has not obtained a valid IP address from the Actiontec DSL Modem.

**Solution:** Follow the powercycling instructions on page 17 first. If that does not resolve your problem, follow the Configuring Your Computer section in this User Guide. If you have a Static IP address, your address, gateway, DNS server, etc. may have been entered incorrectly. If you are unsure about your IP and DNS address, please contact TDS Metrocom Business Customer Care at 1.866.206.0596.

Possible Cause #2: The Actiontec DSL Modem is interfering with voice frequencies on your telephone(s).

**Solution:** A DSL filter needs to be installed on ALL analog telephony devices. See the DSL Filter Installation section of this User Guide for assistance. Additional DSL filters can be obtained by calling TDS Metrocom Repair at 1.888.790.6415.

**please note:**

Do not install a filter between the Actiontec DSL modem and the phone jack.

# SUPPORT SERVICES

## help contacts

**Need more help? Please contact the appropriate number listed below to insure prompt assistance with your problem.**

**Contact TDS Dedicated Technical Support 1.888.850.5915**  
**Available 24 hours a day, seven days a week, 365 days a year.**

- DSL service is not working
- Cannot connect to Internet
- Defective modem
- Need help configuring your e-mail on your computer
- Cannot send or receive e-mail

**Contact TDS Metrocom Repair Team 1.888.790.6415**  
**Mon.-Sun. 6am-Midnight (on call after hours)**

- Missing items from your modem kit
- Need more phone filters

## billing issues

**Contact TDS Metrocom Business Customer Care 1.866.206.0596**

**Mon.-Fri. 7 a.m.-5:30 p.m. CST**

**Sat. Closed**

**Sun. Closed**

- Telephone issues (call waiting, forwarding, line noise)
- Inquire about or change your account
- Verify your static IP address

If you have other questions or concerns, please feel free to contact one of the numbers above and your call will be directed to the appropriate person.

## helpful resources, features and utilities:

<http://www.tds.net>  
TDS Internet Services Homepage

<http://www.tds.net/faq>  
Frequently Asked Questions

<http://speedtest.tds.net/speedtest>  
TDS DSL Speed Test

<http://www.tdsmetro.com>  
TDS Metrocom Homepage

<http://www.tds.net/virus>  
Virus Information

<http://www.tds.net/spyware>  
Spyware Information

