



# ACTIONTEC

*DSL gateway*

user reference guide



This book contains necessary instructions to setup your DSL service.

Clearly **different.**

# CONTENTS

## **ACTIONTEC DSL GATEWAY SETUP INSTRUCTIONS:**

DSL Kit Contents	2
DSL Filter Installation	4
Actiontec DSL Gateway Installation	6

### **CONFIGURING YOUR COMPUTER**

Windows XP	8
Window 98, Me, NT & 2000	10
Mac OS X	11
Mac OS 8/9	12

### **CONFIGURING YOUR COMPUTER FOR STATIC IP\***

Configuring Your Gateway for Static IP	13
Windows XP	15
Window 98, Me, NT & 2000	17
Mac OS X	19
Mac OS 8/9	20

### **CONFIGURING YOUR COMPUTER FOR E-MAIL**

Configuring Your E-mail	21
Configuring Outlook Express 5.0/6.0	22
Accessing Your WebMail	23

## **TROUBLESHOOTING:** 24

## **SYSTEM REQUIREMENTS:** 27

## **SUPPORT SERVICES:** 28

\*Complete only if you purchased a Static IP package.

# DSL KIT CONTENTS



1. Actiontec DSL Gateway

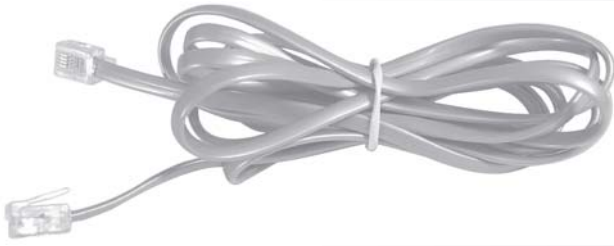


2. Power cord



3. Ethernet (yellow) cable

# DSL KIT CONTENTS



4. DSL (gray) cable



5. DSL filters



6. Splitter

your DSL kit should include:

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

If you did not receive these items, please call TDS Metrocom Repair at 1.877.METROCOM (877.638.7626).

Verify your computer meets the system requirements listed on page 27 of this User Guide.

# DSL FILTER INSTALLATION

## please note:

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

TDS Metrocom provides DSL filters to ensure that your DSL service does not interfere with your telephone service. All analog telephony devices\* should be connected to your phone jacks through a provided DSL filter (figure 7). 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 1.877.METROCOM.

1. Connect a DSL filter to your phone jack. (figure 8)
2. Connect the analog device to the DSL filter.

Note: Phone cords that are 10 feet or less are recommended. Using longer phone cords between the phone jack and the Actiontec DSL Gateway may cause slower speeds or an interruption in service.

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

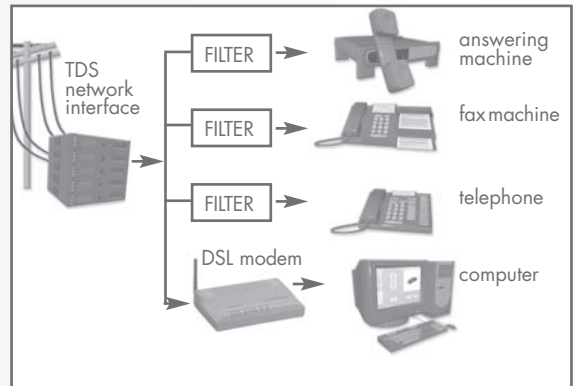


figure 7



figure 8

## DSL FILTER INSTALLATION



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

1. Connect the splitter to your phone jack. (figure 9)
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 Gateway.

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.

# ACTIONTEC DSL GATEWAY INSTALLATION

The Actiontec DSL Gateway needs proper ventilation to function. Place your Actiontec DSL Gateway 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 Gateway. (figure 10)
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 11)

Note: Your computer may look slightly different.

5. Plug the remaining end of the Ethernet cable into one of the yellow Ethernet ports on the back of the Actiontec DSL Gateway. (figure 12)
6. Connect one end of the DSL (gray) cable to the phone port on the back of the Actiontec DSL Gateway. (figure 13 next page)
7. Connect the remaining end of the DSL (gray) cable into your phone jack. (figure 14 next page)



figure 10



figure 11



figure 12

# ACTIONTEC DSL GATEWAY INSTALLATION



figure 13



figure 14

Wiring for use with up to four computers (Optional—not supported by TDS Internet Services Technical Support):

1. Verify each computer meets the system requirements listed on page 27 of this User Guide.
2. Purchase an Ethernet cable for each PC.
3. Plug one end of the Ethernet cable into the Ethernet Network Interface Card (NIC).
4. Plug the remaining end of the Ethernet cable into one of the yellow Ethernet ports on the back of the Actiontec DSL Gateway.
5. Repeat these steps for any additional PCs.

Note: Each additional computer must also be configured. See chapter entitled “Configuring Your Computer”.

If you have:

Windows XP page 8.

Windows 98, Me, NT or 2000 page 10.

Mac OS X page 11.

Mac OS 8/9 page 12.



# CONFIGURING YOUR COMPUTER FOR WINDOWS XP

1. Select *Start* then *Control Panel*.  
(figure 15)
2. Click *Network and Internet Connections*.  
(figure 16)  
Note: If you do not see *Network & Internet Connections*, skip to the next step.
3. Click *Internet Options*. (figure 17)



figure 15



figure 16



figure 17

# CONFIGURING YOUR COMPUTER FOR WINDOWS XP

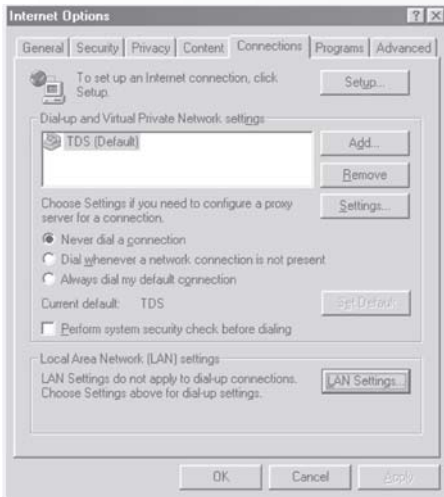


figure 18

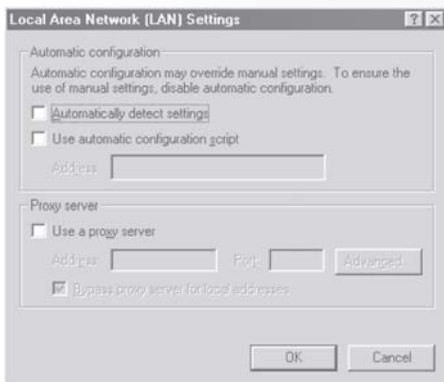


figure 19

4. Select the *Connections* tab. (figure 18)
5. Select *Never dial a connection*.  
Note: If the *Never dial a connection* option is disabled (grayed out), skip to the next step.
6. Click *LAN Settings*.
7. Verify all boxes are *unchecked* and click *OK*. (figure 19)
8. Click *OK*. (figure 18)

Note: If you purchased a Static IP package, proceed to page 13 and complete the Static IP setup for Windows XP. If you did not purchase a Static IP package you may proceed to page 21.

# CONFIGURING YOUR COMPUTER FOR WINDOWS 98, ME, NT & 2000

1. Select *Start*, then *Settings*, then *Control Panel*. (figure 20)
2. Double-click *Internet Options*. (figure 21)
3. Select the *Connections* tab. (figure 22)
4. Select *Never dial a connection*.

Note: If the *Never dial a connection* option is disabled (grayed out), skip to the next step.

5. Click *LAN Settings*.
6. Verify all checkboxes are *unchecked* and click *OK*. (figure 23)
7. Click *OK*. (figure 22)

Note: If you purchased a Static IP package, proceed to page 13 and complete the Static IP setup for Windows 98, Me, NT & 2000. If you did not purchase a Static IP package you may proceed to page 21.



figure 20



figure 21



figure 22

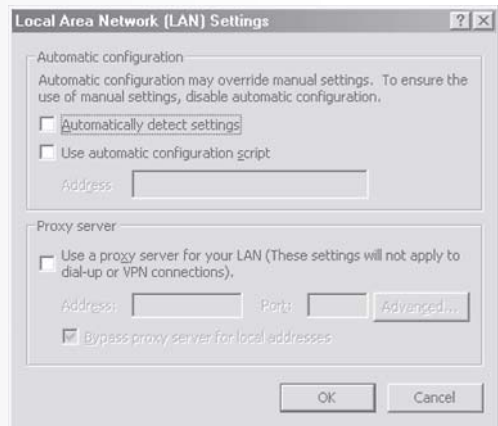


figure 23

# CONFIGURING YOUR COMPUTER FOR MAC OS X



figure 24



figure 25



figure 26

Note: If you purchased a Static IP package, do not complete the instructions on this page. Proceed to page 13.

1. Select *Apple*. (figure 24)
2. Select *System Preferences*.
3. Click *Network*. (figure 25)
4. Select the *TCP/IP* tab. (figure 26)
5. Select *Built-in Ethernet* from the *Show* box.
6. Select *Using DHCP* from the *Configure* box.
7. Click *Apply Now*.
8. Close the *Network* window.

Proceed to page 21.

# CONFIGURING YOUR COMPUTER FOR MAC OS 8/9

Note: If you purchased a Static IP package, do not complete the instructions on this page. Proceed to page 13.

1. Select *Apple*. (figure 27)
2. Select *Control Panels*.
3. Select *TCP/IP*.
4. Select *Ethernet* from the *Connect via* box. (figure 28)
5. Select *Using DHCP Server* from the *Configure* box.
6. Close the TCP/IP window.

Note: If asked to save the current configuration, click *Save*.

Proceed to page 21.

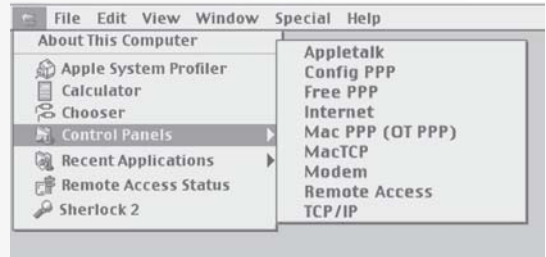


figure 27

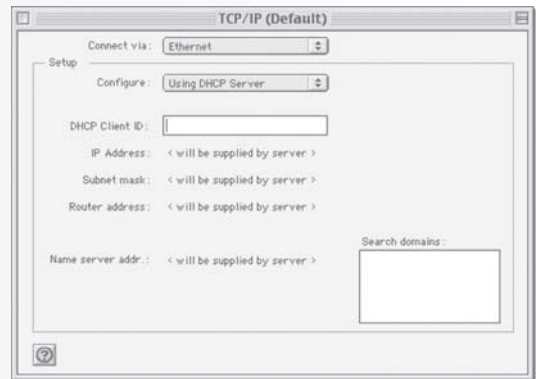


figure 28

# CONFIGURING YOUR GATEWAY FOR STATIC IP

## configuring your Gateway for Static IP

Note: If you did not purchase a Static IP package, please proceed to page 21.

You will need your Customer Information Sheet with your *IP & DNS Server* addresses before beginning. If you do not know this information, please call 1.877.METROCOM.



figure 29



figure 30

1. Open your browser (example: Internet Explorer).
2. Type `http://192.168.0.1` in the address or location text box and press *Enter* to access the Actiontec DSL Gateway's configuration screen.
3. Click *Setup/Configuration*. (figure 29)
4. Click *Static IP Address Setup*. (figure 30)
5. For *#1-IP Address*, enter the value labeled *A. WAN Gateway* on your Customer Information Sheet. (figure 31 next page)

# CONFIGURING YOUR GATEWAY FOR STATIC IP

6. For **#2-Gateway**, enter the value labeled **B. WAN IP Address** on your Customer Information Sheet. (figure 31)
7. For **#3-IP Address**, enter the value labeled **D. LAN Gateway** on your Customer Information Sheet. (figure 31)
8. For **#4-Subnet Mask**, enter the value labeled **F. LAN Subnet Mask** on your Customer Information Sheet. (figure 31)  
Note: Values entered may differ.
9. Click *Save and Restart*.
10. Click *Save and Restart* on the next screen. (figure 32)

If you have:

Windows XP page 15.

Windows 98, Me, NT or 2000 page 17.

Mac OS X page 19.

Mac OS 8/9 page 20.

Static IP Address Setup Page

This setup page is only used to setup your DSL Gateway for RFC 2594 Routed service, with public, static IP addresses. Do not use this setup page unless told to by your service provider.

Continuing with this page will enable routing with static IP addresses. Network Address Translation (NAT) and DHCP will be disabled.

**WAN IP Address Configuration:**

#1-IP Address:

#2-Gateway:

**LAN IP Address Configuration:**

#3-IP Address:

#4-Subnet Mask:

NOTE: The LAN IP Address configured above is almost always the default Gateway for your computers. After clicking Save and Restart, you will need to use the LAN IP Address configured above to access this DSL Gateway.

Thank you for choosing DSL as your high-speed access of choice.

Please click the Save and Restart button below to save your settings and restart your DSL Gateway.

figure 31

Save and Restart

Please click the **Save and Restart** button below to save your settings and restart your DSL Modem.

Copyright 2001, 2002, 2003, 2004 Actiontec Electronics Inc.

figure 32

# CONFIGURING A STATIC IP FOR WINDOWS XP

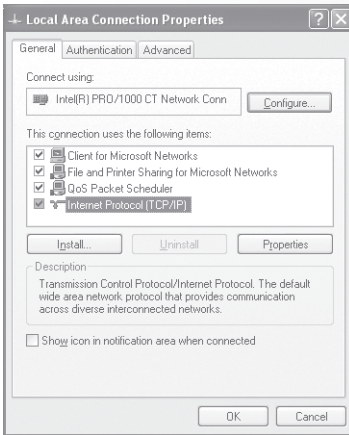


figure 33



figure 34

## configuring a Static IP

Note: Complete the instructions on this page only if you have purchased a Static IP package.

1. Select *Start*, then *Control Panel*.
2. Click *Network and Internet Connections*.

Note: If you do not see *Network & Internet Connections*, skip to the next step.

3. Click *Network Connections*.
4. Right-click *Local Area Connection*.
5. Click *Properties*.
6. Select *Internet Protocol (TCP/IP)* to highlight it, then click *Properties*. (figure 33)
7. Click *Use the Following IP Address & Use the following DNS server addresses*. (figure 34)
8. For *IP address*, enter the value labeled *A. WAN Gateway* on your Customer Information Sheet. (figure 35 next page)



# CONFIGURING A STATIC IP FOR WINDOWS XP

10. For *Subnet mask*, enter the value labeled *F. LAN Subnet Mask* on your Customer Information Sheet. (figure 35)
11. For *Default Gateway*, enter the value labeled *D. LAN Gateway* on your Customer Information Sheet. (figure 35)
12. For *Preferred DNS server*, enter the value labeled *Primary DNS* on your Customer Information Sheet. (figure 35)
13. For *Alternate DNS server*, enter the value labeled *Secondary DNS* on your Customer Information Sheet. (figure 35)

Note: Values entered may differ.

14. Click *OK*.
15. Click *Close* on the *Local Area Connection Properties* screen.
16. Close all windows and open your browser (example: Internet Explorer). Your homepage appears and you should be able to browse.



figure 35

Proceed to page 21.

# CONFIGURING A STATIC IP FOR 98, ME, NT & 2000

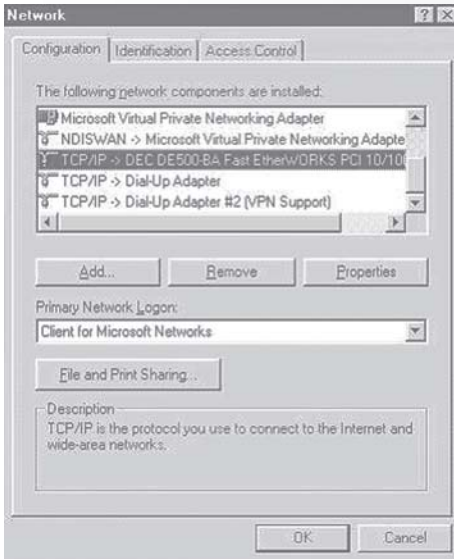


figure 36

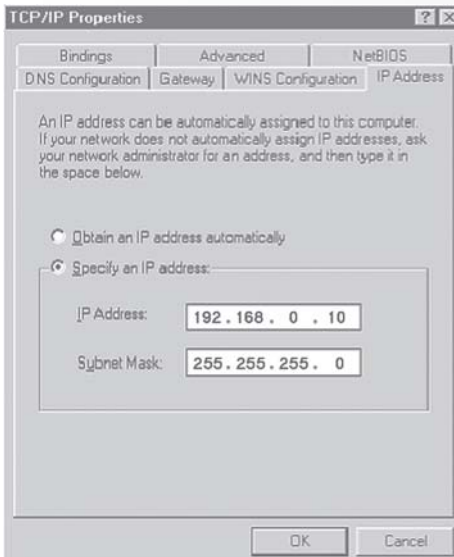


figure 37

## configuring a Static IP

Note: Complete the instructions on this page only if you have purchased a Static IP package.

1. Click *Start, Settings, then Control Panel.*
2. Double-click *Network.*
3. Select *TCP/IP ->* (your network card) to highlight it then click *Properties.* (figure 36)
4. Select *Specify an IP address.* (figure 37)
5. For *IP Address,* enter the value labeled *A. WAN Gateway* on your Customer Information Sheet. (figure 37)
6. For *Subnet Mask,* enter the value labeled *F. LAN Subnet Mask* on your Customer Information Sheet. (figure 37)
7. Select the *Gateway* tab.
8. For *New gateway,* enter the value labeled *D. LAN Gateway* on your Customer Information Sheet then click *Add.* The address you entered will appear in *Installed gateways.* (figure 38 next page)

Note: Values entered may differ.

# CONFIGURING A STATIC IP FOR WINDOWS 98, ME & NT

9. Select the *DNS Configuration* tab. (figure 39)
10. Select *Enable DNS*.
11. For *Host*, enter *TDS*.
12. For *DNS Server Search Order*, enter the value labeled *Primary DNS* on your Customer Information Sheet then click *Add*.
13. Repeat Step 12 entering the value labeled *Secondary DNS* on your Customer Information Sheet.

Note: Values entered may differ.

14. Click *OK*. Click *OK* on the *Network* screen.
15. Insert your Windows CD if prompted. When Windows is finished updating, it will prompt you to restart your computer. Select *Yes* to restart the computer now.
16. After rebooting, open your browser (example: Internet Explorer). Your homepage appears and you should be able to browse.

Proceed to page 21.

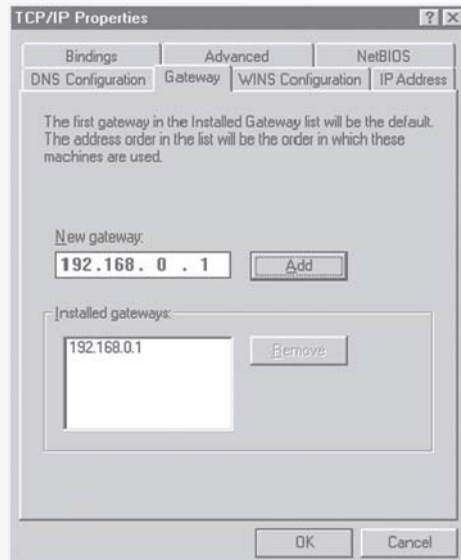


figure 38



figure 39

# CONFIGURING A STATIC IP FOR MAC OS X

## configuring a Static IP

Note: Complete the instructions on the page only if you have purchased a Static IP package.



figure 40



figure 41



figure 42

1. Select *Apple*, then *System Preferences* (figure 40), then *Network* (figure 41).
2. Select the *TCP/IP* tab.
3. Select *Built-in Ethernet* from the *Show* box.
4. Select *Manually* from the *Configure* box. (figure 42)
5. For *IP address*, enter the value labeled *E. LAN IP Address* on your Customer Information Sheet. (If you have more than one value labeled *E. LAN IP Address*, you may use any one of them.) (figure 42)
6. For *Subnet Mask*, enter the value labeled *F. LAN Subnet Mask* on your Customer Information Sheet. (figure 42)
7. For *Router*, enter the value labeled *D. LAN Gateway Address* on your Customer Information Sheet. (figure 42)
8. For *DNS Servers* enter the values labeled *Primary DNS* and *Secondary DNS* on your Customer Information Sheet (press return between values to put them on two lines as shown). (figure 42)  
Note: Values entered may differ.
9. Click *Apply Now*.
10. Close the *Network* window.
11. Open your browser (example: Internet Explorer). Your homepage appears and you should be able to browse. Proceed to page 21.

# CONFIGURING A STATIC IP FOR MAC OS 8/9

## configuring a Static IP

1. Select *Apple*, then *Control Panels*, then *TCP/IP*. (figure 43)
2. Select *Ethernet* from the *Connect via* box.
3. Select *Manually* from the *Configure* box. (figure 44)
4. For *IP address*, enter the value labeled *E. LAN IP Address* on your Customer Information Sheet (if you have more than one value labeled *E. LAN IP Address*, you may use any one of them for each of your computers). (figure 44)
5. For *Subnet Mask*, enter the value labeled *F. LAN Subnet Mask* on your Customer Information Sheet. (figure 44)
6. For *Router*, enter the value labeled *D. LAN Gateway Address* on your Customer Information Sheet. (figure 44)
7. For *Name Server Address*, enter the values labeled *Primary DNS* and *Secondary DNS* on your Customer Information Sheet (press return between values to put them on two lines as shown). (figure 44)

Note: Values entered may differ.

8. Close the *TCP/IP* window.
9. Open your browser (example: Internet Explorer). Your homepage appears and you should be able to browse.  
Proceed to page 21.

Note: Complete the instructions on this page only if you have purchased a Static IP package.

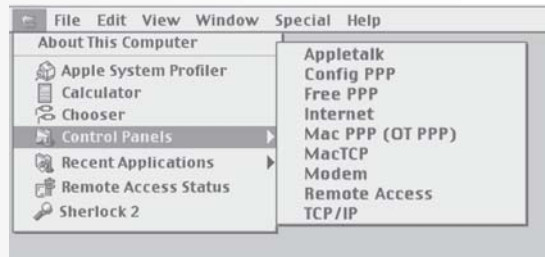


figure 43

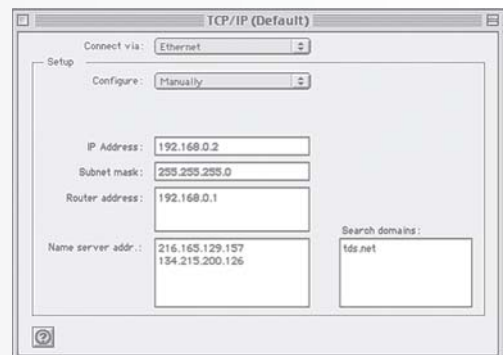


figure 44

# CONFIGURING YOUR E-MAIL

Recently a welcome letter was sent to you indicating your temporary login and password. This section shows you how to change your temporary login and password to one of your own choosing. Refer to Manage Your Account below where you can establish your free e-mail accounts. If you have not received the welcome letter or do not know your temporary login and password, please call TDS Metrocom Technical Support at 1.877.410.5971.



figure 45



figure 46



figure 47



figure 48



figure 49

## manage your account

1. Open your browser (example: Internet Explorer).
2. Type *www.tdsmetro.net* in the address or location text box and click *Enter*.
3. Under *Login* enter your temporary login and password and click *Login*. (figure 45)
3. Select *Manage Your Account*. (figure 46)
4. *Change Login Method* to *Dialup Login* then type in your temporary login and password and click *Login*. (figure 47)
5. Select *My Mailbox*.
6. Select *Add E-mail Accounts*. (figure 48)
7. In the *New E-mail Account* field, type the e-mail address desired. Enter your desired password and click *Add E-Mail Account*. Repeat this step to create additional e-mail accounts. (figure 49)
8. Click *Log Out*.

# CONFIGURING OUTLOOK EXPRESS 5.0/6.0

1. Open Outlook Express.
2. Select *Tools*, then *Accounts*. (figure 50)
3. Select the *Mail* tab. (figure 51)
4. Select *Add* then *Mail*. (figure 52)
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 53)
6. Type your full TDS Internet Services e-mail address in the *E-mail address* text box and click *Next*. (figure 54)
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 55)
8. Type your full e-mail address for Account name. Type your password and click *Next*. (figure 56)
9. Click *Finish* then click *Close*.



figure 50



figure 51



figure 52



figure 53

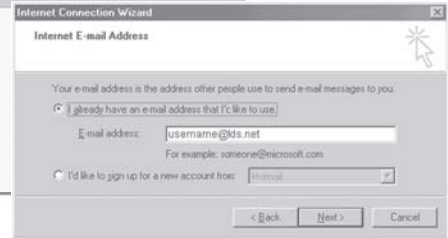


figure 54



figure 55



figure 56

# ACCESSING YOUR WEBMAIL

## accessing your e-mail on the web

TDSMAIL 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.



figure 57



figure 58

1. Open your browser.  
(example: Internet Explorer).
2. Type *www.tdsmetro.net* in the address or location text box and click *Enter*.
3. Select **Email**. (figure 57)
4. Type your full TDS Internet Services e-mail address in the *Email Address* text box. (figure 58)
5. Type your TDS Internet Services e-mail password in the *Password* text box and click *Enter*.



# 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 Metrocom Technical Support or TDS Metrocom Customer Care.

## POWERCYCLING

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

1. Turn off the Actiontec DSL Gateway.
2. Shut down your computer.
3. Wait 60 seconds.
4. Turn on the Actiontec DSL Gateway.
5. Wait 1–3 minutes for all lights to stop flashing on the Actiontec DSL Gateway.
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: The Actiontec DSL Gateway 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 intallation section of this User Guide for assistance. Additional DSL filters can be obtained by calling TDS Metrocom Repair at 1.877.METROCOM.*

Possible Cause #2: Wrong or faulty DSL cable.

**Solution:**      *The DSL cable may not be properly connected and/or secured to the telephone port on the back of your Actiontec DSL Gateway **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 Gateway and the phone jack. If this is not successful, try another DSL cable (telephone cord). You should also remove the*

*Continued on next page*

# TROUBLESHOOTING

*DSL cable from the back of the Actiontec DSL Gateway 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 1.877.METROCOM.*

Possible Cause #3: Your account has not been completely provisioned for DSL.

**Solution:** *Call TDS Metrocom Customer Care to obtain completion date and/or more information at 1.877.METROCOM.*

Possible Cause #4: Faulty splitter.

**Solution:** Remove/replace the splitter

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

Possible Cause #1: Missing filter.

**Solution:** *Verify a DSL filter is installed on all analog telephony devices.*

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

**Solution:** *Call TDS Metrocom Customer Care to obtain completion date and/or more information at 1.877.METROCOM.*

**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 one of the yellow Ethernet ports on the back of the Actiontec DSL Gateway. If this is not successful, try another Ethernet cable.*

*Continued on next page*

# TROUBLESHOOTING

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 to have one installed.*

**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 Gateway.

**Solution:** *Follow the powercycling instructions on page 24 first. If that does not resolve your problem, call 1.877.410.5971.*

Possible Cause #2: The Actiontec DSL Gateway 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 1.877.METROCOM.*

*Note: Do not install a filter between the Actiontec DSL Gateway and the phone jack.*

# SYSTEM REQUIREMENTS

## Hardware Requirements

### Processor

- 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 Gateway 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

# SUPPORT SERVICES

## help contacts

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

**Contact TDS Metrocom Technical Support 1.877.410.5971  
Available 24 hours a day, seven days a week, 365 days a year.**

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

**Contact TDS Metrocom Repair Team 1.877.METROCOM (877.638.7626)  
Mon.-Sun. 6am-Midnight (on call after hours)**

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

## billing issues

**Contact TDS Metrocom Customer Care 1.877.METROCOM (877.638.7626)**  
**Mon.-Fri. 6 a.m.-10 p.m. CST**  
**Sat. 8 a.m.-5 p.m. CST**  
**Sun. Closed**

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

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.