

## Actiontec DSL Modem Installation and Setup Guide

*This will guide you through the procedures needed to get your DSL modem installed and set up in order to access the Internet with your new DSL service through WebGuy Internet.*

### **Key/Legend To This Document:**

[ ] = Buttons, tabs, or actual wording

" " = Information to be typed into INPUT fields

\* = Very important step or note

**This guide is meant to be a supplement to the documentation included with your modem package. The instructions included with your modem are designed specifically to work with Qwest's DSL infrastructure and not necessarily ours. As a result there are some differences in the setup procedure.**

### **Step 1-**

**\* Special note: These instructions assume that you are using the Ethernet connection to the modem. If you are using the USB connection method to connect to the modem you will need to install the USB driver from the CD but escape out of the software wizard after the driver is installed and running. Sorry, we're already talking to Qwest technicians to provide a better form of configuration software and should have this fixed soon.**

1) Configure the hardware and modem like it says according to the "Quick Start Guide" in the modem kit. At **Step 3 (Configure the Gateway)** Follow these directions instead of using the CD method. At this point you should have at least four green LED's lit on your modem.

First: Remove any previous dialup configurations:

For Internet Explorer –

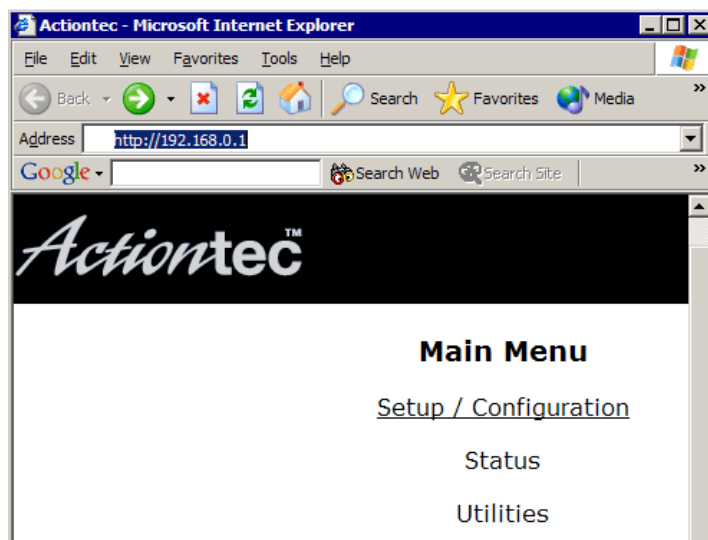
1. In the "Control Panel" on your computer launch the "Internet Options" tool.
2. Click on the Connections tab.
3. Make sure that the "Never Dial a Connection" is selected.
4. Click on "LAN Settings."
5. Make sure that all the check boxes are deselected.

\*NOTE: If you are using a proxy server, **most people do not**, enter the server name and port number you are using.

7. Click *OK*
8. Click *OK* again.

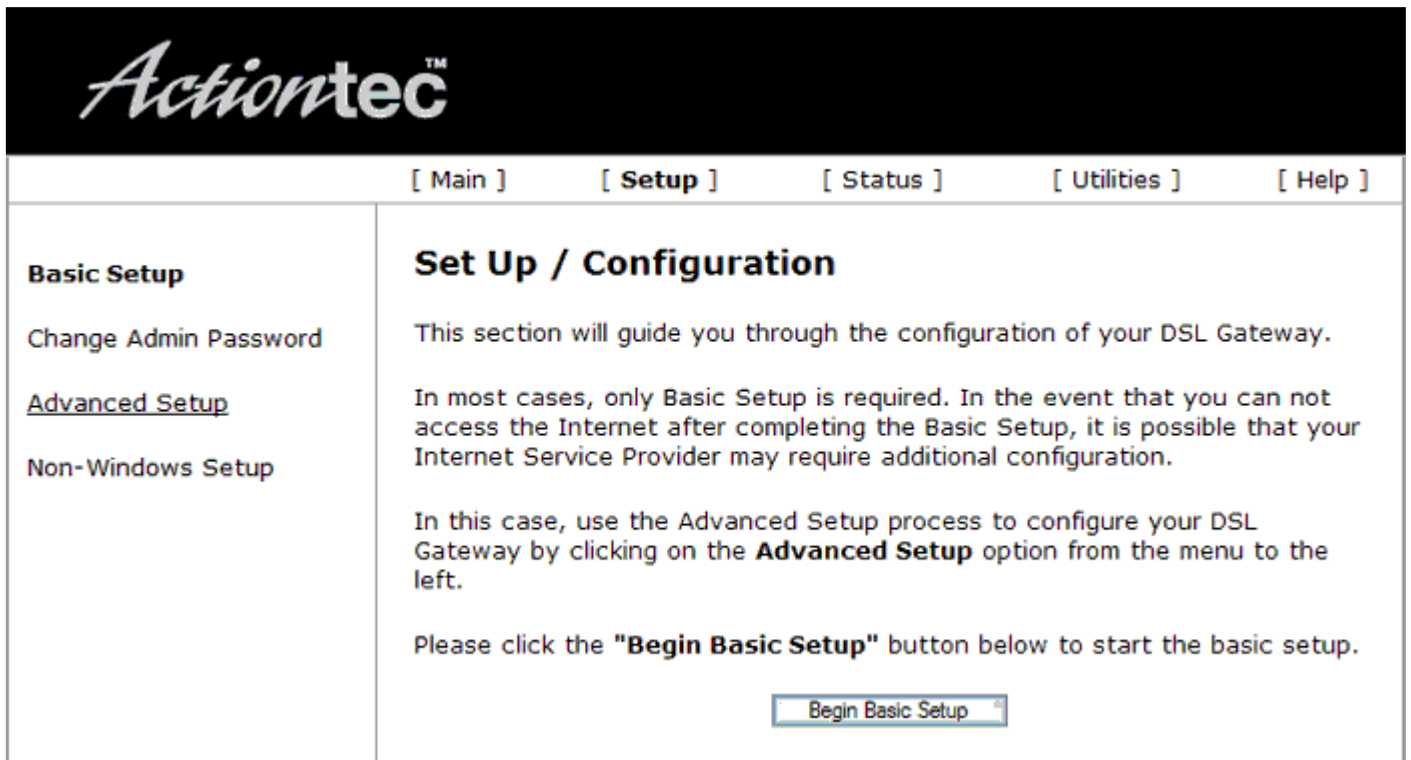
2) Open up a web browser and in the address bar type in "http://192.168.0.1/".

\*If this action does not open up a black and white Actiontec menu please reboot the computer and try the steps again. If it still doesn't work, call for technical support.



3) Click on [Setup / Configuration] in the Actiontec menu.

4) Click on [Advanced Setup].



5) Click the [Begin Advanced Setup] button.

6) Click [Next]

7) Select “Obtain an IP Address through PPPoA” then click on [Next].

8) In the Username field enter in your WebGuy Internet Username.

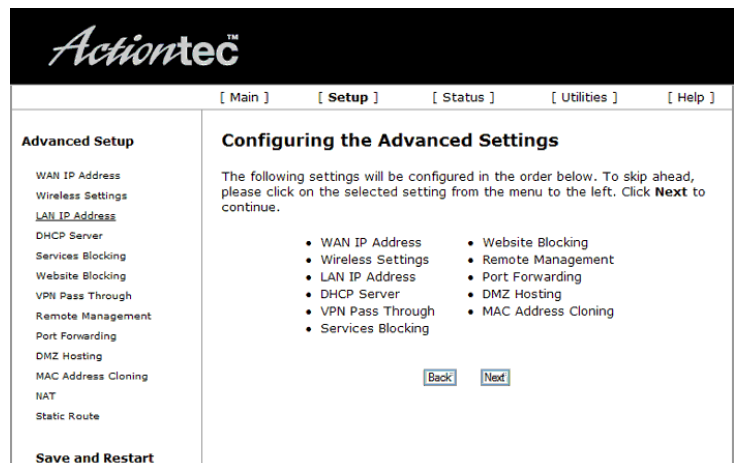
9) In the Password field enter in your WebGuy Internet Password.

10) IF you were given a static IP or requested one enter it in the “Static IP” field, otherwise leave it blank.

11) Click [Next].

12) Click on [DHCP Server] in the menu on the left of the screen.

13) The DHCP Server should be set to “ON” Then Click [Next].



**\*IMPORTANT NOTE:** Unfortunately Qwest is still shipping some modems with OLD firmware inside of them and they will NOT work on our network unless you run a software upgrade for your modem. If you do not see a prompt on this screen that allows you to select between Static or Dynamic then you have an old software version on your DSL modem. Don't panic. It is easy to fix. Skip down to the section about upgrading your modem software then when that is complete go back to step #11.

14) Where is says DNS: Select [Static].

**15)** In the first blank labeled “DNS Server 1:” enter in 68.142.136.10

**16)** In the second field labeled “DNS Server 2:” enter in 68.142.129.131

**17)** Click [Next] then click on [Save And Restart] (on the bottom left side of the screen) and it will reboot the router.

\*NOTE: At this point the configuration for your Actiontec is complete. Shortly after the Internet light on your Actiontec becomes solid you should be able to access the Internet.

**If you continue to have problems you may call our WebGuy Internet, Inc.  
Support line at (801) 943-0489.**

## Modem Software Upgrade

Included in this pack should be a disk called WebGuy Dialup CD or a separate mini CD with the updated firmware on it.

Mini CD:

- 1) Insert the disk into your CDROM drive. (make sure that it is in the center of your drive tray)
- 2) Double click on “My Computer” and open up the CDROM drive that you just inserted the disk into.
- 3) Double click on the file called “upgrade.exe” as this file will start the process to upgrade the modem.
- 4) Click OK on all of the prompts. **DO NOT TURN OFF YOUR COMPUTER OR THE MODEM WHILE THE UPGRADE IS TAKING PLACE! THIS MAY RESULT IN A DEAD MODEM!**
- 5) When that finishes your modem should now be upgraded.

WebGuy Dialup CD:

- 1) Insert the disk into your CDROM drive.
- 2) When the Frog Logo appears click on “Browse the Disc” and open up the folders in this order: Software\Network Stuff\Routers and Hubs\Actiontec.
- 3) Double click on the file called “upgrade.exe” as this file will start the process to upgrade the modem.
- 4) Click OK on all of the prompts. **DO NOT TURN OFF YOUR COMPUTER OR THE MODEM WHILE THE UPGRADE IS TAKING PLACE! THIS MAY RESULT IN A DEAD MODEM!**
- 5) When that finishes your modem should now be upgraded.