



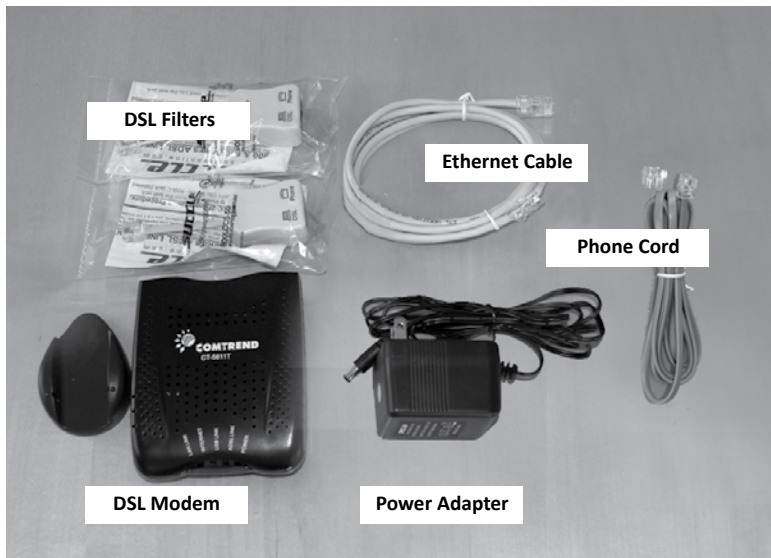
Broadband DSL
Quick Start
Set Up Guide

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What's In The Box

- 2 DSL Filters
- 1 DSL Modem
- 1 Ethernet Cable
- 1 Phone Cord
- 1 Power Adaptor



The following items are not included and must be provided by you:

PC with XP/Vista/7 installed

-or- Apple Macintosh with OS 8/9/ OSX

-or- An Ethernet capable OS, router, or gaming platform

- Internet Browser (ie. Internet Explorer, Mozilla Firefox, Safari or Google Chrome)
- TCP/IP Installed
- An Ethernet card must be installed in your computer prior to DSL Modem installation and computer configuration unless you plan to use a USB connection. Please see section 'Connecting a Computer' for USB System requirements and installation instructions.

**If you are missing any of the above items, please call
Lumos Networks Customer Care at 888-553-6454**

Applying the DSL Filters

Install the DSL filters on every device that shares the same number as the DSL Modem (example below). The filter is designed to remove the DSL signal from whatever device it is attached. Do not filter the DSL Modem.



What devices must be filtered?

- Phones (*See below for wall phones)
- Cordless Phone Base Stations
- Caller ID Units
- Answering Machines
- Security System
- Fax Machines
- Dial-up Modems
- Satellite TV/Tivo® Systems
- Meter Readers
- All other devices that use the same number as the DSL Modem

If you need a wall mount filter call Lumos Networks Customer Care at 888-553-6454. The wall mount filter may need to be installed by security provider/professional.

Steps to install the DSL Filters.

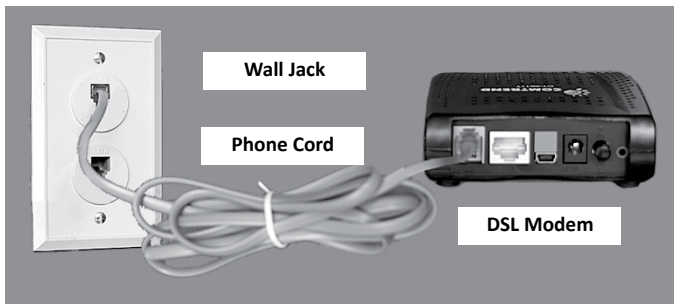
1. Disconnect the phone cord from the wall jack
2. Connect the DSL filter to the wall jack
3. Connect the phone cord into the DSL filter
4. Repeat steps 1-3 for additional devices that must be filtered (see above)

*** DO NOT FILTER THE DSL MODEM ***

If you need additional DSL filters call Lumos Networks Customer Care at 888-553-6454.

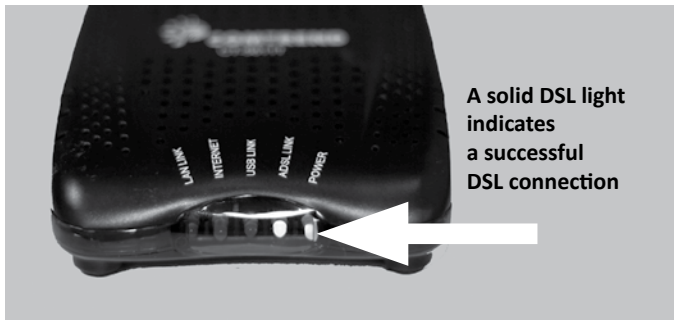
Connecting the DSL Modem

Connect the DSL Modem directly to a working wall jack on the DSL line using the phone cord included with the DSL Modem. Avoid using a standard phone cord that is longer than 8 feet.



Plug the power supply into the DSL Modem and into a working electrical outlet. To avoid possible damage to the DSL Modem, use a surge protector between the DSL Modem and outlet. Do not connect the DSL Phone cord to the surge protector as it may cancel out the DSL signal.

The DSL light will blink a few times to indicate it is connecting or “training up”. This process can take a few moments. The DSL light must go solid (as shown below) to indicate a successful DSL connection through your line.



If the DSL light continues to blink, the DSL is not connected, please recheck the connection of the DSL filters. Refer to pages 2 - 3: 'Applying the DSL Filters' for 'What devices must be filtered?'

Please avoid passing the DSL Phone cord through a splitter or surge protector.

If the DSL light does not come on check the phone cord connection between the DSL modem and wall jack. If the problem still exists, try another jack on the same phone line.

Connecting the DSL Modem

Connecting a computer using the Ethernet cable is highly recommended

Connecting a computer using the ethernet cable.

1. Plug one end of the Ethernet cable into your computer's Ethernet port and the other end into the DSL Modem's Ethernet port.
2. The phone cord should already be plugged into the DSL modem (page 3). If not, plug the phone cord into the DSL Modem and into your wall jack.
3. The power supply should already be plugged into the DSL Modem (page 4). If not, plug the power supply into a working electrical outlet and into your modem. Turn the modem on.

Connecting a computer using the USB cable.

To connect your computer to the DSL modem using a USB cable, please contact Lumos Networks Customer Technical Support at 1-888-553-6454 for detailed instructions

Setting up a Computer

If you are unable to browse after 'Connecting a Computer' the following steps are necessary.

On Windows All Versions

- Open Internet Explorer
- Click Cancel if your computer is trying to use a Dial-Up connection
- Open Tools
- Click 'Internet Options'
- Click the 'Connections Tab'
- Ensure that 'Never Dial a Connection' is selected
- Click ok

On Windows XP

- Open the Start menu in the bottom left of your screen
- Open Control Panel
- Click the "switch to classic view" button on the upper left of the control panel
- Open the Network Connections
- Right click Local Area Connection
- Click Properties
- Select Internet Protocol TCP/IP
- Click Properties
- Ensure that "obtain DNS address automatically" and "obtain ip address automatically" are selected
- Click ok
- Click ok

On Windows Vista

- Open the Start menu in the bottom left of your screen
- Open Control Panel
- Click the 'classic view' button on the upper left of the control panel.
- Click on the Network and Sharing Center. On the left hand side under 'Tasks' click 'manage network connections'
- Right click your Local Area Connection properties
- Select Internet protocol version 4 (tcp/ipv4)
- Click properties
- Make sure that "obtain DNS address automatically" and "obtain ip address automatically" are selected
- Click ok
- Click ok

On Windows 7

- Open the Start Menu in the bottom left of your screen
- Click Control Panel
- Click on the Network and Sharing Center. On the left hand side click 'change adapter settings'
- Right click your Local Area Connection properties
- Select Internet protocol version 4 (tcp/ipv4)
- Click properties
- Make sure that "obtain DNS address automatically" and "obtain ip address automatically" are selected
- Click ok
- Click ok

On Mac OS 8/9

- Open the Apple Menu in the top left of your screen
- Click 'Control Panels'
- Select TCP/IP
- Connect via should be set to 'Built in Ethernet'
- Configure should be set to 'Using DHCP Server'
- Close the window
- Reboot

On Mac OSX

- Open the Apple Menu in the top left of your screen
- Click 'System Preferences'
- Select Network
- Select show 'Built in Ethernet'
- Ensure 'Using DHCP' is select in Configure IPv4
- Click Show
- Click Network Port Configuration
- Drag Built in Ethernet to the top
- Click Apply Now or Close the window
- Reboot

Troubleshooting

I hear a buzz on my phone or my DSL/LINE light is blinking.

Please see the 'Applying the DSL Filters' section on pages 2 & 3. If all devices are filtered that should be filtered, there may be a problem with the modem or with the line, please call Technical Support at 1-888-553-6454. Before calling, please ensure the DSL modem is not filtered.

My Windows computer is trying to dial up.

See the 'Setting up a Computer' section on pages 6 - 8.

My DSL seems slow.

Slow DSL speeds are commonly caused by improperly filtered devices. Please ensure that all phones, fax machines, and satellite TV systems are filtered. Refer to the 'Applying the DSL Filters' section on pages 2&3. If speeds are still slow please call Technical Support at 1-888-553-6454.

No Ethernet light (or no USB light).

Most commonly this is a cabling issue. Check for proper connections. It may also be possible the computer's Network Interface Card is disabled in Windows. Refer to your computer manufacturer for information regarding your computer's networking hardware.

No lights on modem.

Test the outlet for power. Make sure the modem power switch is in the 'ON' position on the back of the modem. Ensure you are using the correct power adapter. If you had a recent modem swap use the power adapter that came with the new modem.

I have a solid Power, Ethernet (or USB), and DSL/LINE light but can't browse.

See the 'Setting up a Computer' section on page 6 - 8.

If my computer is not near a phone jack, can I substitute a longer cord for the one that was provided.

We recommended using a standard phone cord that is no longer than 8 feet. A better option would be using a longer Ethernet cable. Ethernet cables can be as long as 100 feet.

Who do I call for Technical Support?

Customer Care can assist you during the setup or troubleshooting of DSL connectivity. They may be reached 24 hours a day, 365 days a year at 1-888-553-6454 or Email help@lumos.net.

Can I use other operating systems, routers, or gaming platforms?

Yes. Please ensure that 'DHCP' or 'Automatic Configuration' is selected in the TCP/IP or IPv4 options. Lumos Networks can only troubleshoot XP/Vista/7, Mac OS 8/9/X and Lion. For other operating systems, routers, or gaming platforms, consult with your hardware or software vendor/manufacturer.

Who do I call for Modem Returns?

If for any reason you must return your the DSL modem, you are responsible for return postage and any damage or loss. Please notify 1-888-553-6454 before returning the DSL modem. The original modem should be packed in the original box (if available). Include your name, address, and phone number, with a reason for the return and ship to:

US Postal Service:

Lumos Networks DSL Supply
P.O. Box 174, Daleville
VA 24083-0174

UPS / DHL / FedEx

Lumos Networks DSL Supply
1900 Roanoke Road,
Daleville, VA 24083

Notes

Incoming Mail (POP3) Server is mail.lumos.net

Outgoing Mail (SMTP) Server is mail.lumos.net

Lumos Networks Webmail can be accessed worldwide via
<http://webmail.lumos.net>

DSL terms and conditions may be viewed at:
http://www.lumosnetworks.com/content/internet_terms



For Technical Support Call:
1-888-553-6454
or email help@lumos.net