

# Installation Guide



Before you start, **check the date and time** on the letter that came with this kit.



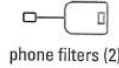
modem



black power cord



green cord



phone filters (2)



yellow Ethernet cable



# 1

## A. which phone outlets need filters?



phone filters

**B. Filters are important. Why?** A filter strips off (or filters out) the Internet signal on your phone line. Filters are essential to:

- Avoid Internet connection problems.
- Prevent static on your phone line.

**C. Filters are NOT needed for:**

- The phone outlet you select for your modem. Instructions are in step 3.
- Devices on a different phone line than your Internet service.

**D. Filters ARE needed for all other phone outlets in your home** that have a device plugged into it. Instructions for phone outlets that need filters are in 1E.

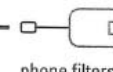
**Devices you have on the same line (same phone number) could include:**

- |                          |                         |                             |
|--------------------------|-------------------------|-----------------------------|
| - Telephones             | - Caller ID box         | - Automatic water meter     |
| - Wall-mounted telephone | - Satellite TV receiver | - Fax machine, if same line |
| - Answering machine      | - TiVo box              |                             |

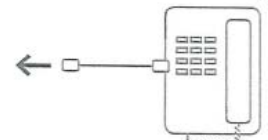
## E. add a filter to, or disconnect, every device you identified in 1D



phone outlets



phone filters



all phones and other devices

**F.** Plug a filter into a phone outlet.

**G.** Plug the telephone cord into the filter and test the telephone (or device) to ensure it's working.

**H.** Repeat steps F and G for every device sharing the same line as your High-Speed Internet. Double check step 1D.

**I. Not enough filters?**

- **Disconnect** any device that does not have a filter until you get more filters.

- **Order** more filters by calling CenturyLink:

1.800.244.1111 (Residential)

1.800.603.6000 (Business)

# 2

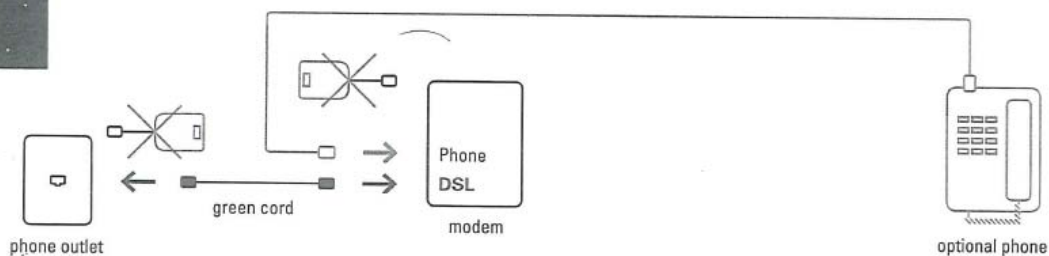
## plug in the power cord



- A. **Plug the power cord into an outlet near your computer and into the modem.**
- B. **Wait for the power light on the modem to turn solid green.** Then go to step 3. It should take about a minute to stop blinking. Ignore any other lights for now.

# 3

## connect the modem to an outlet

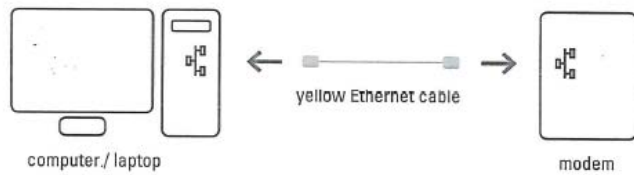


- A. **Find a phone outlet close to your computer.**
- B. **Temporarily unplug any phone and/or filter connected to this outlet.**
- C. **Plug one end of the green cord into the phone outlet. Plug the other end into the port labeled "DSL" on the modem.**  
This connects the modem to your High-Speed Internet line.
- D. **Wait for the DSL light on the modem to turn solid green.**  
Ignore any other lights for now. If the DSL light isn't solid green after a minute:
  - Your service might not be active yet. Check your activation letter.
  - Otherwise, try a different phone outlet.
- E. **Do you want to add a phone to the same outlet as the modem?**  
If **no**, go to step 4.  
  
If **yes**, plug it into the port labeled "Phone" on the modem. Do not attach a phone filter, it's already built into the modem.

# 4

## connect the modem to computer

Later you can use wireless to connect this computer, but follow steps 4 - 6 using a cable first.



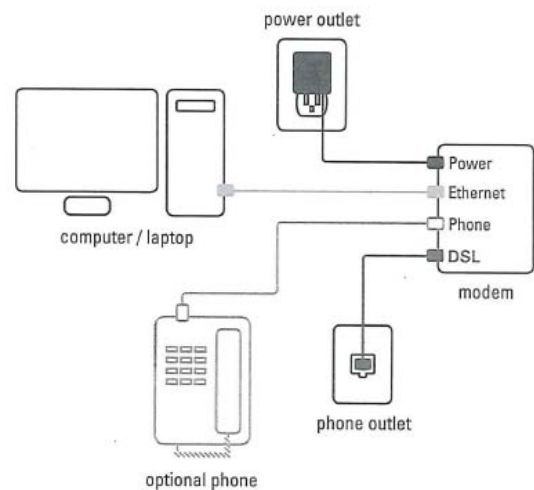
**A. Plug the yellow Ethernet cable into any Ethernet port on the modem and your computer.**

This connects your computer to the modem by cable.

**B. The Ethernet light on the modem will turn green and may flicker.**  
Go to step 5.

If your computer doesn't have an Ethernet port, call us for help:  
1.888.777.9569

### Final Ethernet configuration:



# 5

## online installation

Access the online setup page and follow the online instructions. When finished, return to these instructions to complete step 6.

Open a web browser (for example: Internet Explorer, Firefox, Safari, etc.) on the computer you connected by Ethernet.  
You should be taken to the CenturyLink setup page.

**? What if you don't see the CenturyLink setup page?**

Check the cable connections in steps 2 - 4 and refresh your browser.

**Need help? 1.888.777.9569**

# additional information

## Email

Your @centurylink.net email includes drag & drop to easily organize your messages; SPAM filters; virus scanning; and storage that grows with your needs.

To add additional email boxes, go to <http://ctlhelp.com>

Email Address	Password

## My Account

To make updates to your CenturyLink account information or to pay a bill online, go to <http://centurylink.com> and click on "My Account"

## Help

Online chat: go to <http://ctlhelp.com>

Telephone: 1.888.777.9569 (available 24/7)

You will be asked for your phone number (also known as you account number), which is easily forgotten if you do not also have CenturyLink phone service. Find it on the letter that came in your modem kit and record it here.

# 6

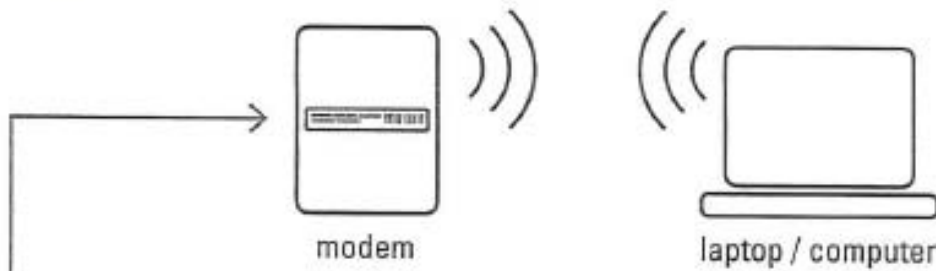
## check before you're done. do you have ...

- a security alarm system that automatically contacts your security company?**  
**If yes,** contact them and tell them that you installed High-Speed Internet (DSL). They may need to test the alarm system to ensure it is still working properly.
  
- phones or other devices identified in step 1 that are not filtered?**  
**If yes,** make sure they are disconnected.  
Order more regular filters or a special wall-mount filter by calling CenturyLink:  
1.800.244.1111 (Residential)  
1.800.603.6000 (Business)
  
- more computers to connect?**
  - **If using a cable, repeat step 4,** then go to <http://go.centurylink.com/addcomputer>
  - **If using wireless, repeat step 7,** then go to <http://go.centurylink.com/addcomputer>

# 7

## wireless connection (optional)

Carefully follow step 7 to connect each wireless computer and enable your home Wi-Fi network. The wireless setup process for each computer and its software varies by manufacturer.



### A. Write down your wireless network name and security key.

You may have printed or saved these during the online setup installation.

Or look on the back of your modem for the name and key.

**Wireless Network Name (SSID):**

**Wireless Network Security Key (Password): this is case sensitive**

## SAFETY INSTRUCTIONS AND REGULATORY NOTICES

**BEFORE YOU START INSTALLATION OR USE OF THIS PRODUCT, CAREFULLY READ THESE INSTRUCTIONS**



*When using this product, always follow the basic safety precautions to reduce the risk of fire, electric shock and injury to persons, including the following:*

- Always install the product as described in the documentation that is included with your product.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.

### Modifications

The FCC requires the user to be notified that any changes or modifications made to this device that are not expressly approved by Technicolor, may void the user's authority to operate the equipment.

### Safety Instructions

#### Climatic conditions

This product:

- Is intended for in-house stationary desktop use; the maximum ambient temperature may not exceed 104°F (40°C).
- Must not be mounted in a location exposed to direct or excessive solar and/or heat radiation.
- Must not be exposed to heat trap conditions and must not be subjected to water or condensation.
- Must be installed in a Pollution Degree 2 environment (Environment where there is no pollution or only dry, nonconductive pollution).

#### Cleaning

Unplug this product from the wall socket and computer before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

#### Water and moisture

Do not use this product near water, for example near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool. Transition of the product from a cold environment to a hot one may cause condensation on some of its internal parts. Allow it to dry by itself before re-starting the product.

#### Electrical powering

This product is intended to be supplied by a Listed Direct Plug-in, or Desktop Power Unit marked "Class 2" and rated as indicated on the label on your product.

The use of other types of supplies is prohibited. If you are not sure of the type of power supply needed, consult the product's user documentation or contact your local product dealer.

#### USB

The device is to be connected to an identified USB port complying with the requirements of a Limited Power Source.

#### Coaxial Cable

If applicable, the coaxial cable screen shield needs to be connected to the Earth at the building entrance per ANSI/NFPA 70, the National Electrical Code (NEC), in particular section 820.93, "Grounding of Outer Conductive Shield of a Coaxial Cable", or in accordance with local regulation.

Telephone cable



#### CAUTION

To reduce the risk of fire, use only No 26 AWG wire size or larger telecommunication line cord.

#### Accessibility

The Direct Plug-in power supply, or the plug on the power supply cord serves as disconnect device. Be sure that the power socket outlet you plug the power supply into is easily accessible and located as close to the equipment as possible.

#### Overloading

Do not overload mains supply socket outlets and extension cords as this increases the risk of fire or electric shock.

#### Servicing

To reduce the risk of electric shock, do not disassemble this product. None of its internal parts are user-replaceable; therefore, there is no reason to access the interior. Opening or removing covers may expose you to dangerous voltages. Incorrect reassembly could cause electric shock if the appliance is subsequently used.

If service or repair work is required, take it to a qualified service dealer.

#### Damage requiring service

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- When the power supply or its plug are damaged.
- When the attached cords are damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.
- If the product does not operate normally.
- If the product has been dropped or damaged in any way.
- There are noticeable signs of overheating.
- If the product exhibits a distinct change in performance.

Immediately disconnect the product if you notice it giving off a smell of burning or smoke. Under no circumstances must you open the equipment yourself; you run the risk of electrocution.

#### Regulatory Information

You must install and use this device in strict accordance with the manufacturer's instructions as described in the user documentation that is included with your product.

Before you start installation or use of this product, carefully read the contents of this document for device specific constraints or rules that may apply in the country where you want to use this product. In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization.

If you are uncertain of the policy that applies on the use of wireless equipment in a specific organization or environment (e.g. airports), you are encouraged to ask for authorization to use this device prior to turning on the equipment.

Technicolor is not responsible for any radio or television interference caused by unauthorized modification of the device, or the substitution or attachment of connecting cables and equipment other than specified by Technicolor. The correction of interference caused by such unauthorized modification, substitution or attachment will be the responsibility of the user.

Technicolor and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from failing to comply with these guidelines.

**Federal Communications Commission (FCC) Radio Frequency Interference Statement**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**FC** This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1 This device may not cause harmful interference, and
- 2 This device must accept any interference received, including interference that may cause undesired operation.

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Responsible Party: Technicolor, 101V, 103rd St., Indianapolis, IN 46290 USA, 317-587-5466.

This equipment complies with Part 68 of the FCC Rules.

The customer information required for Telephone Terminal Equipment ("TTE") approved for connection to the Public Switched Telephone Network ("PSTN"), pursuant to 47 CFR §68.218(b)(1) can be found at [www.technicolor.com](http://www.technicolor.com).

**RF-Exposure Statement**

When the product is equipped with a wireless interface, then it becomes a mobile or fixed mounted modular transmitter and must have a separation distance of at least 8 inches (20 cm) between the antenna and the body of the user or nearby persons. In practice, this means that the user or nearby persons must have a distance of at least 8 inches (20 cm) from the modem and must not lean on the modem in case it is wall-mounted.

With a separation distance of 8 inches (20 cm) or more, the M(aximum) P(ossible) E(xposure) limits are well above the potential this module is capable to produce.

The transmitter shall not be collocated with other transmitters or antennas.

**Restricted Frequency Band**

In case this product is equipped with an IEEE802.11b/IEEE802.11g/IEEE802.11n wireless transceiver, it may only use channels 1 to 11 (2412 to 2462 MHz) on U.S.A. territory.

**Safety Instructions and Regulatory Notices**

Read this document prior to installation!



PAP



DSL37100350

technicolor



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