

TCC INTERNET

Setup and Configuration



Comtrend DSL Modem with built-in Wireless Router

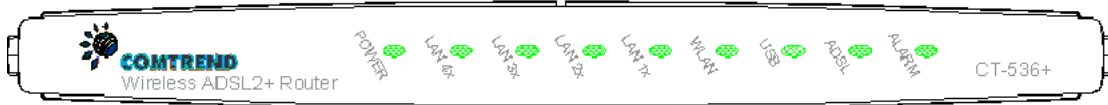
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The Basics: Lights & Plug-ins
Security: WEP Setup
USB Driver Installation
Troubleshooting & Support



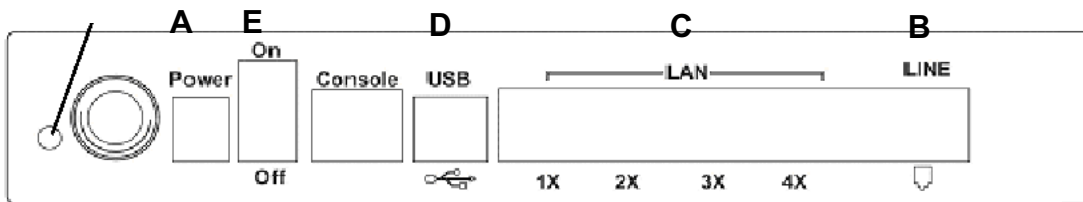
The Basics: What the Lights Mean

This is your best indicator of whether your modem/connection is working



Light	Mode	Status
POWER	On	The device is on.
	Off	The device is off.
LAN	On	An ethernet link is established
	Off	An ethernet link is not established
	Blink	Data is transmitting over LAN
WLAN	On	Wireless module is ready and idle
	Off	Wireless module is not installed
	Blink	Data is transmitting over WLAN
USB	On	A USB link is established
	Off	A USB link is not established
	Blink	Data is transmitting over USB
ADSL	On	ADSL link is established
	Off	ADSL link is not established
	Blink	ADSL is trying to lock in or data is transmitting
ALARM	On	ADSL link is terminated; device not operating
	Off	Normal operating status

Connecting the Modem



1. Plug A/C cord in to spot "A" and plug in to surge protector, power strip or wall electrical outlet
2. Plug phone line from DSL-enabled telephone outlet into spot "B"
3. If you will only be connecting wirelessly, you are done; just turn Power ON (spot "E"). Once modem is on, turn computer on; wait for connection prompt OR double-click the "two computers" icon in the lower right corner, click "View/Connect" and click your connection.
4. Plug Ethernet cord from Ethernet jack on your computer to one of the LAN ports (spot "C")
5. If you do not have wireless or Ethernet, connect a USB cord from a USB port on your computer to spot "D" on the modem. See page 4 of this guide for USB driver installation.

CONNECTING TO INTERNET:

Open **Internet Explorer** (or other browser)
At the connect screen, type your **TCC Username (Login) and Password**.
Restart your computer or just wait 5 minutes


Contact TCC if you need your username and/or password

Login to the router to activate Wireless and Secure your connection

****It is VERY important to have a secure connection to prevent unauthorized use of your connection. Unauthorized activity could result in slower service, viruses and possibly illegal activity.****

TCC technicians typically set up a security key for wireless as a standard part of installtion. If a key was not set up or has been removed or changed, you can log in to your modem and reset or re-establish a security key. You must be connected via Ethernet or USB -- not wirelessly -- to do this!

1.



Open your **web browser** (Internet Explorer, Firefox)

Type: **http://192.168.1.1** in the address bar
Click **Enter** key on your keyboard

Log in with: User Name **root** Password **12345**
or
tccads1
Click **OK**

2.



From the main screen, click **Wireless** then click **Security**

Change the **Network Authentication** choice to "**WPA-PSK**"

Type in a Security Key of 8 or more numbers and/or letters. Leave other settings as-is.

Click **Save/Apply**

Connecting to the modem via USB

If you need to change your wireless security key but you do not have an Ethernet jack (or it is not working) you can connect via USB. Note, computers with Windows 95 or 98 may not work via USB.



- Step 1:** Connect the USB cable to the USB port on the router (D) and to an open USB port on your computer.
- Step 2:** Click **NEXT** when you see the **Hardware Wizard Setup screen**
- Step 3:** When the “find drivers” screen appears, click **Search for a suitable driver for my device**.
Click **Next**
- Step 4:** Insert disk or CD that came with the modem and select **Specify a location**
Click **Next**
- Step 5:** Click the **Browse** button, click your **CD Drive** (D, E or F usually)
- Step 6:** Click the **Drivers** folder, if a file is shown in the box, click on it.
Click **Open**
- Step 7:** Back at the browse window, to proceed, click the **OK** button
- Step 8:** If prompted with status/to continue, just click **Next**
- Step 9:** When told installation is complete, you can click **Finish**
Close all screens and restart your computer (Start, Shutdown, Restart)

Your modem should now be connected to your computer via USB. You may now go online using the steps above for logging in to the Internet OR go into the Comtrend configuration to configure your Wireless.

Troubleshooting

If you have trouble with your connection, try the following:

A) Check the lights on the modem

Use the first page of this guide as a reference to the lights and what they mean

B) Check your cords and cables

Sometimes, cords and cables just get unplugged or are connected incorrectly. Check the power, ethernet or USB and ADSL cords to make sure they are connected properly. Use the first page of this guide as a reference.

If your ADSL line goes through a surge protector, bypass the surge protector and plug the ADSL line directly into the wall jack or DSL filter-splitter.

If you have filters on your phone jacks, make sure your non-DSL phone jacks have the regular filter and the jack your DSL is wired to has the filter-splitter and that your DSL line is plugged into the proper jack on the filter-splitter.

B) Power Cycle

Turn off your computer and the modem; wait 30 minutes and turn the modem back on. When the Power and ADSL lights are solid, turn on your computer and try the internet.

C) Try a computer plugged directly into the modem (not wirelessly)

If you see our Login page, your internet IS working properly

D) Disable all Anti-Virus, Security and Firewall programs

These programs (like Norton Anti-Virus) can block your internet if they are not setup properly or if they see your connection as an intrusion. You can typically “right” click their icon in the lower right corner and choose Disable. If you have the program CD, you might even uninstall them and re-install them later.

E) Call our Help Desk

The toll-free phone number is **1-888-655-8642**

They are available 24 hours a day, 7 days a week for your convenience

F) Call TCC for further support

There is no charge to have a technician come out and check the line/modem if the Internet service or modem are not working properly.

There is a charge for a TCC technician to come out to set up your modem or network after the initial installation.

