

CavVelocity

***CavVelocity DSL Modem with
Inline Phone Filter***

Installation Instructions



About Your DSL Service

You have just received the Cavalier Telephone DSL Self Installation Kit. After you connect your computer to the DSL modem and install the necessary Ethernet components in your computer, your DSL service will enable you to be connected to the Internet at all times and place calls on the same line.

Required Equipment for Your DSL Connection

- DSL Modem (provided)
- Cabling (provided)
- Ethernet Card (customer provided)
- Line Filter (2 are provided, additional filters may be obtained from a computer or electronics store)

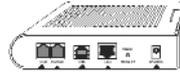


Cav Velocity 6381 DSL Modem with Inline Phone Filter

Installation Instructions

STEP 1 – Package Checklist

Verify that your package contains the following:



DSL Modem



Power Supply



RJ-11
Telephone Cable



RJ-45
Ethernet Cable

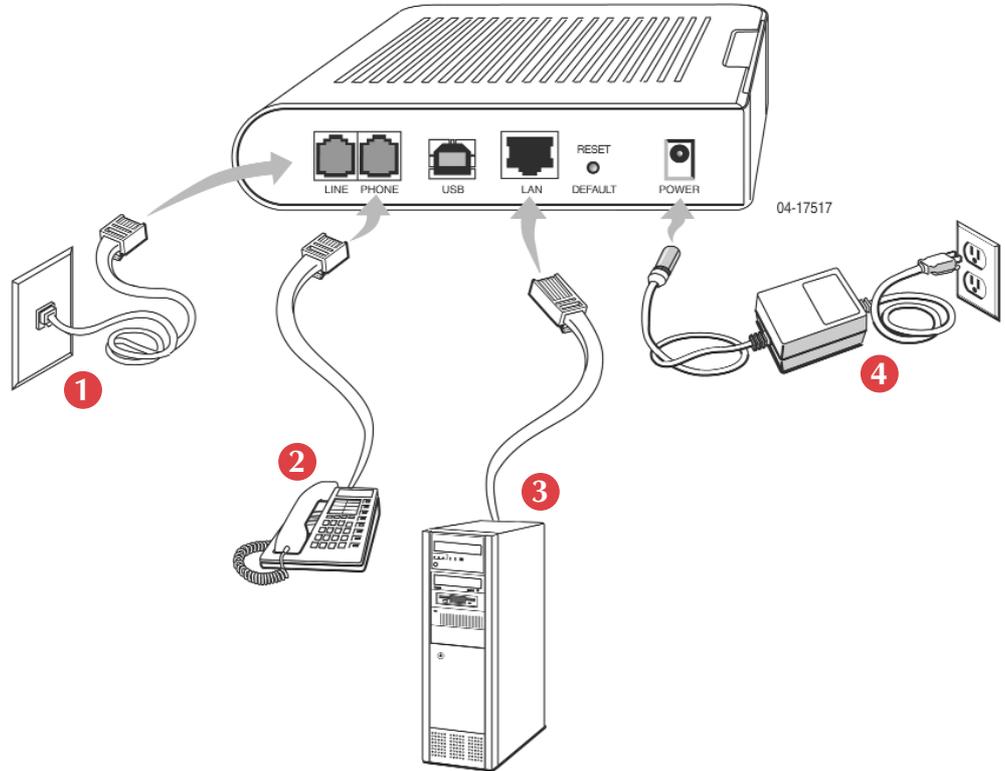


Two
Telephone Filters

STEP 2 – Installing the CavVelocity 6381 DSL Modem

Place the CavVelocity 6381 DSL Modem on a flat surface with clearance for the rear connectors.

1. Connect the **LINE** port on the modem to the Phone jack using the supplied phone cable.
2. Connect the **PHONE** port on the modem to a normal telephone (optional, you may choose not to use phone port).
3. Connect the **LAN** port on the modem to a 10/100BaseT Ethernet Network card on your PC using the supplied Ethernet cable.
4. Connect the **POWER** port on the modem to the supplied power supply and plug into a wall outlet.



The modem hardware installation is now complete.

Steps for Telephone Service

Connect a microfilter to each phone jack where you are using a telephone or other device on the same phone line as the DSL modem. DSL filters block the DSL signal from reaching your phone, fax, and other devices. EXCEPT for your DSL modem, every device sharing the phone number that has DSL needs a filter. Unused jacks do not need a filter.



If you skip this step, you could experience noise and reduced phone service quality. If you are using a two-line phone, you must purchase and use a dual-line microfilter. Dual-line microfilters and additional microfilters can be purchased at most computer or electronics retailers.

Some common devices that need DSL filters:

- Regular phones
- Cordless phones
- Caller ID units
- Answering machines
- Fax machines
- Dial-up modems
- Satellite TV dialers
- Meter readers
- Monitored security systems that use the DSL phone line (check with your security company to determine if this is necessary)

Setting up Your PC for DSL

When starting your PC (98, ME, 2000, XP, Macintosh), check for:

- Ethernet card properly installed and working
- Power, line and Ethernet lights are on and functioning on your DSL modem. If you have line light and power light, but no Ethernet light, check the Ethernet cable going from your modem to your network card in your PC to make sure that it is tightly installed. If it is secure and there is still no Ethernet light, pull out the Ethernet cable from your DSL modem as well as out of the PC, and re-insert cable.

Note: An ethernet cable was provided in your DSL package. We suggest that you disconnect your computer from any hub or router and connect it directly to the DSL modem. This will eliminate any issue associated with these devices. After installation you may reinstall these devices, however should the service fail to function properly with them installed, you will need to contact the support department for the manufacturers equipment.

At this point with the computer connected directly to the DSL modem and the modem connected to the jack you should have an Ethernet light on your DSL modem. If not, check to see if your network card is installed properly, or if the cable is connected correctly. **Should you not have an Ethernet light at this point contact our support desk at 877-459-9182.**

Settings:

Once you have an Ethernet light, you are ready to configure the TCP/IP settings on your computer

Setup Instructions for Windows XP

1. Click your **Start** button, **Run**. In the run bar type **NCPA.CPL**. Click the **OK** button
2. A **Network Connections** window will open (Fig 1.1)
 - Right click on **Local Area Connection**, left click on **Properties**
3. The **Local Area Connection Properties** window will open up (Fig 1.2)
 - Double click on **Internet Protocol (TCP/IP)**
4. The **Internet Protocol (TCP/IP) Properties** window will open (Fig 1.3)
 - Click on Use the following IP address
 - Enter your IP address from the welcome letter in the IP address box
 - Enter 255.255.255.0 in the Subnet mask box
 - Enter your default gateway from the welcome letter in the Default Gateway box

- Click on Use the following DNS server addresses
- Add the primary and secondary DNS numbers below based upon your state
 - VA & MD: 64.83.0.10
 - VA & MD: 64.83.1.10
 - PA: 209.137.171.10
 - PA: 209.137.171.20
 - DE: 209.137.160.7
 - DE: 209.137.160.3

5. Click the **OK** button
6. Click the **OK** button at the **Local Area Connection Properties** window
7. You should now be connected to the internet, open up Internet Explorer to surf the web

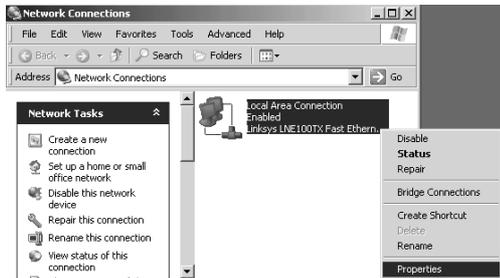


Figure 1.1



Figure 1.2



Figure 1.3

Setup Instructions for Windows 2000

1. Right click on **My Network Places**, click on Properties (Fig 2.1)
2. A **Network and Dial-Up Connections** window will open up (Fig 2.2)
 - Right click on **Local Area Connection**, left click on **Properties**
3. A **Local Area Connection Properties** window will open up (Fig 2.3)
 - Double click on **Internet Protocol (TCP/IP)**.
4. The **Internet Protocol (TCP/IP) Properties** window will open (Fig 2.4)
 - Click on **Use the following IP address**
 - Enter your IP address from the welcome letter in the IP address box
 - Enter 255.255.255.0 in the **Subnet mask** box
 - Enter your default gateway from the welcome letter in the **Default Gateway** box
 - Click on **Use the following DNS server addresses**
5. Click the **OK** button
6. Click the **OK** button at the **Local Area Connection Properties** window
7. You should now be connected to the internet, open up Internet Explorer to surf the web.



Figure 2.1

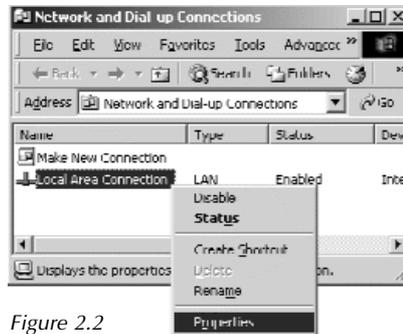


Figure 2.2

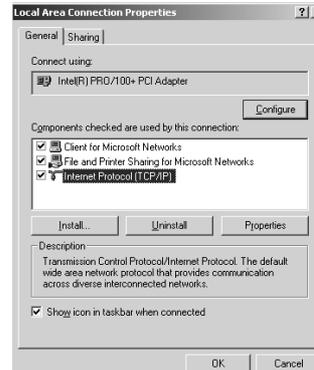


Figure 2.3



Figure 2.4

Setup Instructions for Windows 98/ME

1. Right click on **Network Neighborhood**, left click on Properties (Fig 3.1).
2. Click on the **Configuration** tab (Fig 3.2)
 - Go to **TCP/IP** for Ethernet card
3. Click on the **IP Address** tab (Fig 3.3)
 - Click on **Specify an IP address**
 - Enter the **IP Address** from your welcome letter in the IP Address field
 - Enter the **Subnet Mask** of “255.255.255.0” in the Subnet mask field
4. Click on the **DNS Configuration** tab (Fig 3.4)
 - Click on **Enable DNS**
 - Type in the **Host** name (“My Computer”)
 - Type in the **Domain**, which is cavtel.net
 - Add the primary and secondary DNS numbers below based upon your state
 - VA & MD: 64.83.0.10
 - VA & MD: 64.83.1.10
 - PA: 209.137.171.10
 - PA: 209.137.171.20
 - DE: 209.137.160.7
 - DE: 209.137.160.3

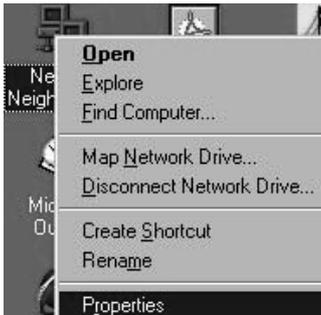


Figure 3.1

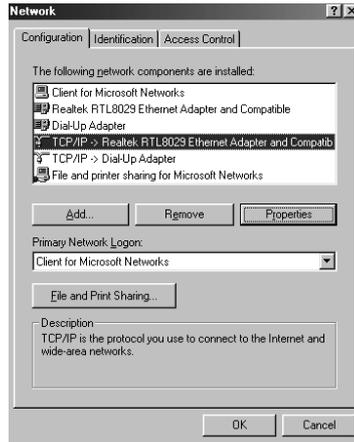


Figure 3.2

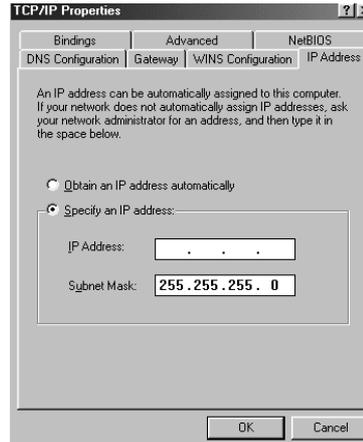


Figure 3.3

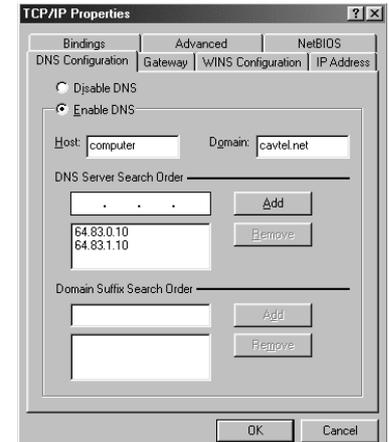


Figure 3.4

Setup Instructions for **Macintosh OS X (10.3)**

Note: Screenshots may be different, depending on your version of the OS X operating system.)

1. Click on the **Apple Menu** in the top, left corner of your screen and select System Preferences. (Fig 4.1)
2. Click on **Network** (Fig 4.2)
3. Click on the **Show** pull-down menu, and select **Built-in Ethernet** (may be different depending on your computer model) (Fig 4.3)
4. Click the **Configure** pull-down menu and select **Manually**
 - Enter the IP address from your welcome letter in the **IP Address** field

5. Click on the **Gateway** Tab (Fig 3.5)
 - Add the Gateway Address provided in your welcome letter
6. Click the **OK** button
7. Click **OK** at the **Network** window
8. Your computer may ask you for your Windows disk, if so, insert disc and follow the instructions
9. You should now be connected to the internet, open up Internet Explorer to surf the web.

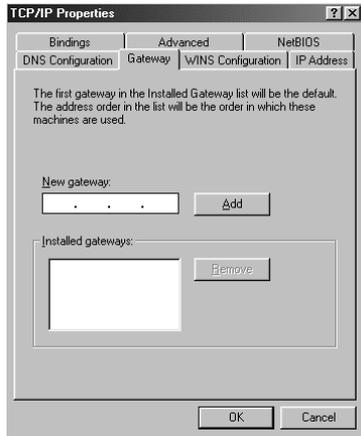


Figure 3.5



Figure 4.1



Figure 4.2

- Enter 255.255.255.0 in the **Subnet Mask** field
- Enter your default gateway from the welcome letter in the **Router** field
- In the **DNS Servers** field, enter the DNS server's address depending on your state
 - VA & MD: 64.83.0.10
 - VA & MD: 64.83.1.10
 - PA: 209.137.171.10
 - PA: 209.137.171.20
 - DE: 209.137.160.7
 - DE: 209.137.160.3



Figure 4.3

5. Click **Apply Now**, and then close the window
6. You should now be connected to the Internet, open up your web browser (Internet Explorer, Safari, Netscape) to surf the web.

Network Test

To check to see if you are connected to our network:

- Go to **Start, Run**, type in "command" and ping your DNS Server IP (ie. "ping 64.83.0.10") The DNS Server IP is provided in your welcome packet.
- If you get a reply back you are ready to "ping" someone else. Try yahoo.com by typing in "ping yahoo.com." If you get a reply back from yahoo.com you are in service.

If you do not get a reply back from your default gateway:

- Double check all of your settings, make sure that all the necessary information such as your IP address, Subnet Mask, Gateway, and DNS numbers are in the TCP/IP settings for your Ethernet card.

Once connected, if you are not able to surf the Internet using Internet Explorer do the following:

- Open **Internet Explorer**, choose the **Tools** option, select **Internet Options**, Click on the **Connections** tab, be sure **Never Dial a Connection** is checked. Click the **LAN Settings** button, be sure no options are checked

If you have reason to believe that your DSL is not working, please call 877-459-9182. Our help desk technicians are available from 8am to midnight seven days a week.

If you've followed the instructions and it's still not working, please try the following steps:

IF none of the lights are lit:

1. Make sure that you are using the power supply provided with the modem.
2. Try plugging into another wall outlet (one that is known to be functioning).

IF the "Line" light is not lit:

1. Make sure that you're using the telephone cable provided with the modem. Any other type of cable could prevent the line light from illuminating.
2. Make sure that the telephone cable is connected directly to the wall jack. It must not run through any filters or splitters.
3. Unplug the power supply from the modem, and unplug the line cable from the modem and from the wall jack. Wait 30 seconds. Plug the line cable back into the wall and modem, then plug the power cable back into the modem.

IF the "Ethernet" light is not lit:

***If you are using a router, please refer to the instruction manual for your router, or contact the router manufacturer.**

1. Unplug the Ethernet cable from the modem and computer. Plug both ends back in, making sure that there is a snug connection.
2. Try rebooting the computer. If the ethernet light blinks once during the reboot, the ethernet card is not functioning properly. The card

may need to be reinstalled or replaced. **Please refer to the instruction manual for your ethernet card, or contact the manufacturer for your ethernet card to ensure the drivers for the card are installed and functioning properly.**

IF the correct lights are lit, but you can't ping your DNS Server IP:

***If you are using a router, please refer to the instruction manual for your router, or contact the router manufacturer.**

1. Make sure that you are pinging the IP address of your DNS Server.
2. Double check your TCP/IP settings. Make sure that you have everything entered correctly.
3. Unplug the modem, let it sit there for at least 30 seconds, then plug it back in.
4. Try pinging your assigned IP address. This IP address resides on the ethernet card in your computer. If you cannot ping this address, then check your TCP/IP settings (IP address, Subnet Mask, Gateway and DNS). Make sure everything is entered correctly.
5. Reboot and check the settings again. If your Ethernet card keeps dropping the settings after every reboot, the card may need to be reinstalled or replaced. **Please refer to the instruction manual for your ethernet card, or contact the manufacturer for your ethernet card to ensure the drivers for the card are installed and functioning properly.**



ISP Technical Help Desk – 877-459-9182