



Nexicom High Speed DSL Instructions

For General Information, Visit Our Website at
www.nexicom.net

To Contact Us for Technical Support and General
Inquiries:

On the Phone: 1-888-639-4266
Mon - Fri 8am - 8pm, Sat 8am - 5pm
By Email: support@nexicom.net

Welcome to Nexicom High Speed DSL

Congratulations. Now that you are connected to Nexicom's High Speed DSL service, you will have the freedom to take full advantage of all the Internet has to offer. Your DSL connection will change the way you surf. You will now be exposed to a whole new, fast paced online world.

Nexicom provides you with outstanding customer service. Our experienced technicians are available to answer your questions.

As a Nexicom internet subscriber you will experience many extended services; Email Anti-Virus Scanning and Anti-Spam help to protect your computer system.

Thank you for joining Nexicom.

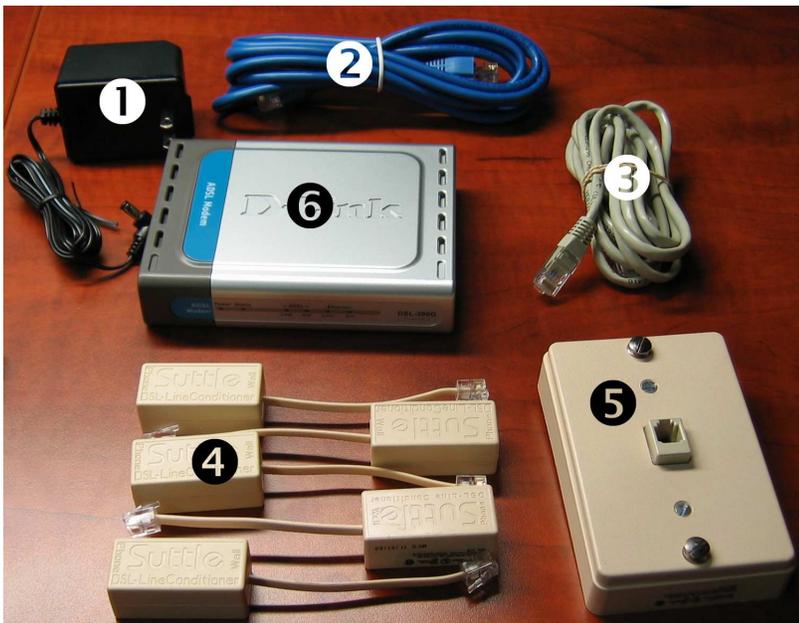
Your Nexicom Turbo DSL Username and Password

Username: _____

Password: _____

It is very important to keep your password safe and secure. You may change your password at any time by going to <http://cms.nexicom.net/> and logging in with your current username /

Your Self Install Kit



1. Power Adapter
2. Network Cable (usually the larger blue cable)
3. Phone Cable
4. DSL Line Filters
5. Wall Filter (optional)
6. DSL Modem (exact type may vary)

1. Make sure your modem is placed on a flat surface and it is at least two feet from your monitor as the monitor can cause problems with the connection. Please note the modem will need to be within 6 feet from the wall jack and that NO phone line extension cords can be used to connect the modem to the phone jack.



2. First connect the network cable to the network card in your computer, please note this is usually the large blue cable that came in the kit and only plugs in one way.

After connecting the network cable to the computer plug the other end into the "Ethernet" port on the DLink modem or the "LAN" port for a Comtrend modem.



3. Now that the network cable is connected, take the phone cord that came with the kit and plug one end into the wall jack and the other end into the "ADSL" port on the DLink modem or the "Line" port on the Comtrend modem.



4. Connect the power adapter to the "9V AC 1A" port on the DLink modem or the "Power" port on the Comtrend modem and plug the other end into a power outlet in your house.

Connecting the DSL Filters

1. The other filters will be used for the other equipment that is plugged into a telephone jack. This may include fax machines, satellite dishes, answering machines, as well as any telephones or cordless telephones. Plug the filter into the telephone jack, and then plug the telephone cord into the DSL Filter.

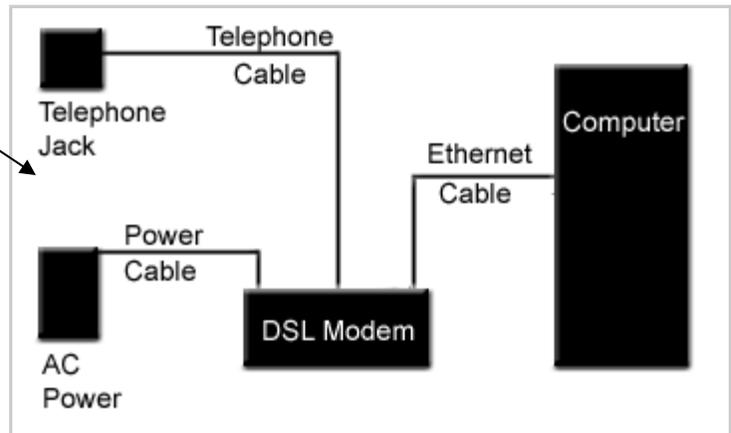


2. If you have a wall mounted telephone, you will need to install a wall mounted filter. Remove the phone from the wall and attach the wall filter to the wall in its place. Then attach the telephone to the wall filter.



The Completed Connections

The completed connection should look like this...



The DSL Modems that Nexicom Uses

Comtrend Modem – When the Comtrend modem is on and waiting for a connection you will see the following lights:

- LAN LINK** – solid green
- ADSL TX/RX** – may be flashing
- ADSL LINK** – solid green
- POWER** – solid green



D-Link DSL 300G – When the DLink modem is turned on and waiting for a connection, you will see the following lights:

- Power** – solid green
- Status** – blinking green
- ADSL Link** – solid green
- ADSL Act** – intermittent green
- Ethernet Link** – solid green
- Ethernet Act** – intermittent green



Any of the above modems can take anywhere from 30 – 60 seconds for them to achieve “Line Sync” or properly connect to the DSL service.

Setting Up Your DSL Connection

Quick Start Installation Section

(Recommended)

Page 7 DSL Quick Install for Windows Vista and XP

Manual Installation Section

(For Advanced Users or if Quick Install is having trouble with Windows Vista/XP)

Page 8 DSL Manual Install for Windows Vista

Page 9 DSL Manual Install for Windows XP

Installation Instructions for other Windows Operating Systems and MAC computers

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Windows NT or Windows 2000

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DSL Quick Install for Windows Vista and XP

Place the Nexicom CD in your computers CD ROM drive and close the tray.

For Vista: Click “**Run Nexicom.exe**”

For XP: Normally you will see the Nexicom Welcome screen.

If not however left click the **Start** menu, left click “**Run**”.

Type the drive letter for you CD ROM colon backslash setup.exe,
usually this is **D:/setup.exe**

Click “**OK**”

Read the Nexicom Welcome screen and click “**OK**”.

Click “**High Speed DSL & Wireless**”.

Click “**XP & Vista**”

Enter:

Fullname: _____

Username: _____

Password: _____

Email Address: _____

Click “**OK**”.

Click “**Exit**”.

Click “**Exit**” again.

Double-click the new desktop icon “**Nexicom High Speed**”.

Click “**Connect**”.

You are now connected to Nexicom High Speed DSL! Happy Surfing!

If you have any questions during or after the setup process, please contact our friendly helpdesk staff. They can be reached at 1-888-639-4266, or support@nexicom.net. Helpdesk staff is available Monday through Friday from 8 a.m. to 8 p.m., and on Saturdays from 8a.m. to 5 p.m.

DSL Manual Install for Windows Vista

Click on your **Start Flag**, and then click on **Control Panel**.

Double click on “**Network and Sharing Center**”.

On the left hand side of the screen, click on “**Set up a Connection or Network**” with your left mouse button.

A “**New Connection**” screen will open. Click on “**Connect to the Internet**”. Click “**Next**”.

If you already have an Internet connection set up on the computer, choose “**No, Create a New Connection**”. Click “**Next**”.

Choose “**Broadband (PPPoE)**”.

Click on “**Connect using a broadband connection that requires a user name and password**”, and then click on “**Next**”.

Enter your chosen **User Name** and **Password**. Click on the box to the left of “**Save Password**”. Enter a unique **Connection Name**. Click on “**Connect**”.

Close any windows that are open on your screen.

To connect from this point on click on the **Start Flag**, click on “**Connect To**”, choose the name of the unique **Connection Name** you created above and click on the “**Connect**” button.

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DSL Manual Install for Windows XP

Click on your **Start Button**, and then click on **Control Panel**.

If you see “**Network and Internet Connections**”, then double click on it. If you do not see this, then move on to the next step.

Double click on “**Network Connections**”.

Click on the left hand side of the screen on “**Create a new connection**” with your left mouse button.

A “**New Connection Wizard**” screen will open. Click on “**Next**”.

Ensure the dot is on “**Connect to the Internet**”, and then click on “**Next**”.

Click on “**Setup my connection manually**”, then click on “**Next**”.

Click on “**Connect using a broadband connection that requires a user name and password**”, and then click on “**Next**”.

Type “**Nexicom Wireless**” in the white box at the “ISP Name” prompt, and then click on “**Next**”.

Enter your **Nexicom email address** (username@nexicom.net) at “User name:”. Enter your **password** at “Password” and “Confirm Password”. Click on “**Next**”.

Put a check mark at “**Add a shortcut to this connection to my desktop**” and click on “**Finish**”.

Close any windows that are open on your screen.

You will see an icon that says “**Nexicom Turbo**” on your screen. Double click on this icon, then click on “**Connect**”

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DSL Install for Windows 98, ME, NT, 2000 (*not Windows XP*)

Save and exit any programs that you may have running on your computer.

Insert the Nexicom CD into the CD-ROM drive of your computer.

A screen, “**welcome to nexicom**”, will appear on your screen. If the screen does not appear after several seconds then click on your “**Start**” button, then click on “**run**” and type “**d:\nexicom.exe**” (where “d” is your cd-rom drive), and click on “**OK**”.

Click in the box that says “**Nexicom Turbo DSL**”.

A new screen will appear, and click on “**Install**” on this new screen.

You will then see a screen that asks you for your “Name” and “Password”. In the Name spot, type in your **nexicom email address** (ie. username@nexicom.net). In the password spot enter your **Nexicom password**.

Click on “**Next**”.

Several screens will flash by as the software is installed onto your computer

A screen will then appear asking you to reboot your computer. Make sure the dot is in “**Yes, I want to restart my computer now**”, and click the “**Finish**” button. Your computer will then shutdown and reboot.

When your computer reboots, you will see an icon on your desktop that says “**Nexicom Enternet 300**”, double click on this icon.

A window will open that says “**Profiles – Nexicom Enternet 300**” and you will see an icon that says “**Nexicom Turbo**”. Click on this icon with your left mouse button and drag it onto your desktop (the screen you see when you first turn the computer on).

Close the window that says “**Profiles – Nexicom Enternet 300**”.

You will see an icon on your desktop that says “**Nexicom Turbo**”. Double click on this icon, and then click the “**Connect**” button.

You are now connected to Nexicom High Speed DSL! Happy Surfing!

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DSL Install for Mac OS X

Save any files and exit any programs that you may have running on your computer.

Click on System Preferences in your Dock.

Click on the Network icon.

Double Click on Built-in Ethernet.

Ensure the TCP/IP tab is highlighted blue. Select Use PPP from the drop down menu. Enter the DNS servers 216.168.96.13 and 216.168.96.10. Enter Nexicom.net as the Search Domain.

Select the PPPoE tab. Click the box beside Connect using PPPoE. Enter your email address in the Account Name box and your password in the Password box.

Click the Apply Now button in the lower right side of the Network window.

Double click on your Macintosh Hard Drive on the Desktop.

Double Click on the Applications folder.

Double Click on the Utilities folder.

Double Click on the icon called Internet Connect.

In the top of the Internet Connect window, Click on Built-in Ethernet. This should display your account settings. Click on the Connect button.

You are done and your computer should now be connected! You will notice in the lower left corner of the Internet Connect window that some statements appear as your computer connects. Once it is completely connected, you will see the word "Connected" there.

You are now connected to Nexicom High Speed DSL! Happy Surfing!

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DSL Install for Mac OS 9

To connect to DSL on Mac OS 9, it is a two step process. The first step is to install the Nexicom software and the second step is to change your TCP/IP settings.

To install the Nexicom software:

Insert the Nexicom CD. Double Click on the Nexicom CD icon.

Double Click on the MAC folder. Double Click on the ENT_0001.HQX file.

If you receive an error that states “The Disk with your preferred destination folder is currently locked” Click OK. From the “Select the Destination folder” drop down menu, select Desktop and ensure that your hard drive below is highlighted. Click the Button “Select named hard drive”. Note – “named hard drive” will be replaced with the name of your hard drive. You will then see a window that shows your computer unstuffing files. When it is done, the window will disappear.

Double Click on your hard drive. Double Click on the new file called EnterNet111_En.

A program window will appear. Click Continue. Click Accept. Click Install. Click Continue on Restart of Computer warning. The Install will now begin.

Enter your username@nexicom.net. Enter your Password. Click Ok. Click Restart.

To set up your TCP/IP settings:

Click on the Rainbow Apple. Click Control Panels. Click TCP/IP. The TCP/IP window will appear.

Click on File and Click on Configurations.

Select any one of the “Active Configurations” and Click on the Duplicate button.

Enter the word “EnterNet” in the text box and Click OK.

Click on the Word EnterNet to highlight it blue, Click the Make Active button.

Select EnterNet in the Connect via drop down menu.

In the Name server addr box type 216.168.96.10. Press the Return key. Type 216.168.96.13.

Click File. Click Quit. Click the Save Changes button.

Double Click on the EnterNet 300 alias on your Desktop. Click Connect.

You are now connected to Nexicom High Speed DSL! Happy Surfing!

Frequently Asked Questions

1. What is DSL?

DSL stands for Digital Subscriber Line. DSL is a high-speed Internet access product for homes and businesses that uses existing copper telephone lines.

2. What do I do if I get a message stating that Error 691 has occurred?

Please make sure that you have entered your user name and password correctly. For your user name, use your nexicom email address – username@nexicom.net and for your password, remember that it is case sensitive.

3. What do I do if I get a message stating that Error 719 has occurred?

If you are comfortable, try going into Device Manager and look for a red X. Right click on the item listed beside the red X and click on Enable. If you are not comfortable, then please write the error number down and call our Helpdesk.

4. What do I do if I get an error when trying to use Enternet 300 (Software that comes on the Nexicom CD)?

If you are comfortable, try going into Add/Remove Programs and Remove Enternet 300. Restart the computer and use your Nexicom CD to reinstall the software.

5. Can a DSL line be shared among multiple users?

Yes, multiple computers can use the same DSL line. Using a DSL router will allow you to connect as many computers as the router has available ports. This is perfect for businesses that need to connect an entire office to one DSL connection.

6. What are these phone filters and what do they do?

The phone filters are to be placed inline with all your phones in your home (Not on the modem) to prevent the digital signal from interfering with your telephones as well as preventing your telephones from interfering with your high speed modem. These filters must be inline with all phones in the home or business for the high speed modem to work correctly.

7. If I move can I take my equipment with me to my new house and have it work?

First you must confirm with us if DSL service is available at your new location. If so you must inform us to transfer the service as there is hardware that must be provisioned on the phone line there for the system to work. As well there is a charge to do so.

8. Should I have filters on all my phone lines?

Only on phone jacks that are connected to a phone. The jack that has a line going into the modem should NOT have a filter.

9. What is my User Name?

Your User Name is your Nexicom email address. For example username@nexicom.net.

Frequently Asked Questions

10. What is error 768?

Error 768 can be a lot of things. First, check to see if your ADSL Link Light is lit on the modem. If it is not lit, then please unplug your modem from the power outlet for at least one minute. Then plug it back in and wait one minute to see if you get a solid ADSL Link Light. For further assistance regarding this error, please call the Nexicom Helpdesk at 1-888-NEXICOM.

11. I just setup a router and now I cannot get an internet connection. What do I do?

As your Internet Service Provider, Nexicom strives to provide the best possible support for our customers. In the case of router users, if the router is causing your computer not to have an internet connection, then it would be more beneficial to contact the Support Department of the company you purchased your router from or you could consult the product manual.

If you are unsure of any of the instructions provided in this manual, please contact our friendly helpdesk staff. They can be reached at 1-888-639-4266, or support@nexicom.net. Helpdesk staff are available Monday through Friday from 8 a.m. to 8 p.m., and on Saturdays from 8 a.m. to 5 p.m.

Notes