



High Speed Internet

Quick Start Installation
Handbook

Welcome Message

Dear Member,

Congratulations on your selection of Endeavor Communications High Speed Internet! As your local provider, Endeavor is dedicated to providing you with the best possible services at the lowest possible price. We are dedicated to helping you achieve your communications goals quickly and easily.



This Quick Start Installation Handbook will walk you through the process of setting up your own High Speed Internet connection and your Endeavor email account. Our step-by-step pictures and diagrams are designed to make this installation as quick and painless as possible. However, if you have any questions or something is not working as you think it should, please feel free to call our technical support at 1.800.922.6677.

Visit www.weEndeavor.com/support to configure your email account or to change your email password.

We are pleased to provide you with quality, affordable High Speed Internet access with local service and support that you can count on.

Enjoy surfing!

Sincerely,
Your Endeavor Team

To Complete this Installation you will need:

» A computer with a Network Interface Card (NIC).

A Network Interface Card (NIC) must be installed into your computer. Most recent computers already include this card. Newer computers may have them built into the motherboard of the computer. If you are unsure which jack to use, look for an eight-pinned (CAT-5, RJ45) plug-in jack. It is wider than a standard phone port. A NIC can be purchased at any electronics store. The price typically ranges from \$10.00 - \$25.00. Common brands are Linksys, D-Link, and Netgear.



» A Surge Protector.

NOTE: The computer must be running Windows 98 or higher. If you are running an older version of Windows 98, ME, or 2000, a Windows disk will be required during installation.

Know your Equipment

Contents of the box



Modem



Filter



CAT-5 Cable



Telephone Cord



Power Supply

NOTE: CAT-5 Cables can come in different colors such as gray, blue, yellow, or black.

NOTE: Your modem will have tape covering the “Reset” button. DO NOT REMOVE the tape unless requested by a Endeavor Communications technician. Once the “Reset” button is pushed, the modem must be shipped back to the Endeavor Communications office and reprogrammed.

Quick Install Guide

- 1 Filters must be placed on each jack that is currently in use to eliminate interference. Remove the filters from the box. Go to each telephone jack that is in use and unplug any device (phone, fax, satellite dish, answering machine). Plug the “Line” cord on the filter into the phone jack.



Plug devices (phone, fax, satellite dish, answering machine) into the filter in the “Phone” jack. Repeat on all the phone jacks that are in use in your home.

NOTE: Wall-mounted phones and homes with alarm systems will need a special filter—call our office for more information.

- 2 Install a filter on the phone jack nearest your computer. Take the other end of the phone cord and connect it to the “DSL” jack on the filter. Connect the other end of the phone cord to the back of the modem in the “Line” jack.



NOTE: It is possible to have both the “DSL” jack and the “Phone” jack in use on the same filter, you may have only one of the jacks in use if you do not have a phone near your computer.

NOTE: In order to maintain the quality of your DSL service, please use only the included 6 foot telephone cord to make this connection. Use of a longer cord will increase interference and will degrade the quality of your DSL connection.

- 3 Take the supplied CAT-5 cable and connect one end to the Ethernet port on your desktop computer or laptop.



NOTE: The Ethernet port is located either on the side or at the back of most laptops.

Connect the other end of the CAT-5 cable to the “LAN” port labeled “1” on the back of the modem.



- 4 Take the power supply cord and connect it to the “PWR” connector on the back of the modem. Plug the power supply into an electric outlet.



- 5 Turn the modem on. The “PWR” and “SYS” lights on the front of the modem will light up. The “ADSL” light will begin to blink, then will become solid green. The “PPP/Mail” light will also be solid green when the modem is connected to the Internet.



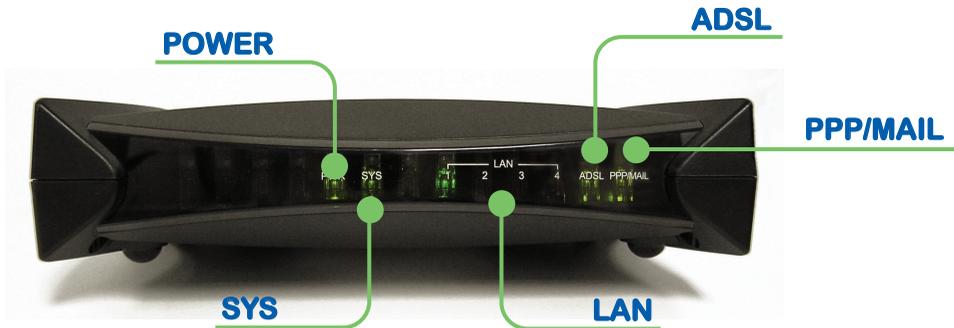
NOTE: You will have five lights visible on the front of the modem. Four will be solid green, and one “LAN” light will be flashing. If at any time the modem does not look as it should, please refer to the troubleshooting portion of this guide to further assist you.

- 6 Turn on your computer.
- 7 Verify that the LAN 1 light on the front of the modem turns on.
- 8 Surf!

NOTE: If you have multiple computers to connect, you may connect them using a CAT-5 cable. Plug the additional computers into the back of the modem under “LAN” ports 2, 3, and 4. The modem can be used to connect up to 4 computers, but be advised that as more computers are actively accessing the internet, the Internet speed of each connection will decrease correspondingly.

Know Your Modem

FRONT VIEW (switched on)



POWER:

The power light will remain solid, indicating that the power is on.

SYS:

The system light is green when the system is ready to sync.

LAN:

The “LAN” light will flash as network traffic comes through the modem. The numbers 1, 2, 3, and 4 refer to the ports you are plugged into. If no computer is plugged into ports 2, 3, and 4, these areas will remain unlit.

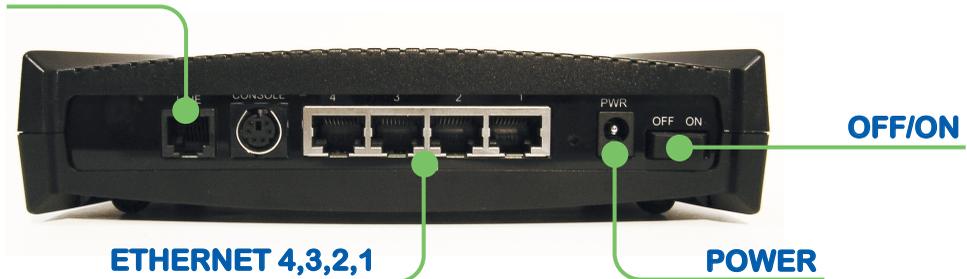
ADSL:

This light shows the connection between the modem and Endeavor Communications equipment. This light must be on solid to browse the Internet.

PPP/MAIL:

When this light is on, it shows that a point to point protocol has been established, and data has been authorized to flow through our network and onto the Internet.

LINE BACK VIEW



LINE:

Used to connect your modem to a RJ-11 (standard) phone jack.

ETHERNET: 4,3,2,1

Will be connected to a computer(s) with a CAT-5 Ethernet cable.

POWER:

Connects to the power supply transformer from a wall outlet.

OFF/ON:

This button turns the modem on or off. This can also be used to restart the modem if your connection should fail.

Troubleshooting

Why can't I get on the Internet? There can be several different reasons why, but let's start with the basics. Check your connections. Make sure you are plugged into the phone jack. Check the modem and see if everything is correctly plugged into the back; do the same with your computer. Power strips can easily be turned off by accident, so check all of your connections.

» Loss of power- Rebooting the modem

If you lose power, it may be necessary to reset your modem, router, or computer. To reboot your modem you simply turn the "Power" switch on the modem off, wait a few seconds and then turn it back on.

» Reboot your equipment

Reboot each item, one at a time. All are sensitive pieces of equipment and will need to be rebooted from time to time.

1. Reboot your modem by turning it off and then back on.
2. If you have a separate router, reboot it at this time.
3. Reboot your computer.

» If the "ADSL" light blinks, but does not come on solid, follow the steps below to determine the source of trouble.

1. Unplug the modem from the jack and plug in a phone

Even though your High Speed Internet is provided through a DSL line, there is still dial tone coming from the jack. To verify that you have dial tone, unplug the modem and plug a telephone into the jack. When you pick up the telephone, you should have a dial tone. If you do not have a dial tone, call 765.795.4261 or 1.800.922.6677.

2. Bypass the surge protector

Unplug the line cord from the jack to the surge protector and plug directly into the modem. This would give you a direct connection from the jack to the modem. If your connection works, your surge protector needs to be replaced.

NOTE: If you follow this procedure your modem will no longer be surge protected.

» Enabled or disabled

XP and Windows 2000 users need to make sure the network card is enabled. Go to Start; then Control Panel. Click on Network Connections and look for the Local Area Connection (LAN) icon. Underneath the icon it should say "Connected." If for some reason it says disabled, just right click on the icon and then click on "Enable."

» Severe weather

To help protect your modem and computer equipment it is best to invest in a good surge protector strip. However, even the best grounded facilities are not immune to lightning strikes. Modems, routers, and surge protectors are all sensitive equipment and just a small surge of electricity can render them useless. Even UPS (Uninterruptible Power Supply) systems can not guarantee complete protection. When the threat of severe weather is looming, the best way to protect yourself from a lightning strike is to unplug your modem or router from the phone jack, then unplug your equipment from the power outlet. Unplugging the modem from the phone jack and the computer from the power outlet is the best way to avoid damage.

Endeavor E-mail Account Setup

For additional information or to change your email password, go to www.weEndeavor.com/support If you have any difficulties or questions please call Endeavor Customer Service.

Tech Support

Endeavor Communications technical support is available every day at the following times:

Customer Service & Sales

For sales support and billing questions, contact our Customer Service Representatives at customer.service@weEndeavor.com, call 765.795.4261, Toll-Free 1.800.922.6677, or visit us at the address below:

Endeavor Communications
2 S. West St.
P.O. Box 237
Cloverdale, IN 46120-0237

Monday, Wednesday, Thursday, Friday: 8:00 a.m. - 5:00 p.m.
Tuesday: 8:30 a.m. - 5:00 p.m.

Service Support

For service support, you can reach our support service group 24/7 at support@weEndeavor.com or call 765.795.4261 or Toll-Free 1.800.922.6677.

Endeavor E-TECHS

For local computer repair and diagnostic services, contact Endeavor E-TECHS during regular business hours Toll-Free 1.877.542.9109 or email 24/7 at etechs@weEndeavor.com.





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