

QuickConnect™ Installation Guide

Qwest High-Speed Internet Standard Modem

1 Identify the components in your installation kit



2 Service activation date

Check the service activation date in the Installation Information sheet that came in your installation kit.
Do not install Qwest High-Speed Internet prior to the date and time listed on that sheet.

3 Wall-mounted telephone

Do you have a wall-mounted telephone on the same line (same telephone number) as your Qwest High-Speed Internet service? If so, the wall-mounted telephone may interfere with your Internet service. You can continue this installation, but you must disconnect the wall-mounted telephone until you install a wall-mount filter.

- To disconnect the wall phone, lift up and pull out. Unplug the wall-mounted telephone.
- Complete steps 4 - 11 in this guide to get online.
- Go online to <http://www.qwest.com/internethelp/wallmount> for information about receiving a complimentary wall-mount filter.
- The wall-mount filter will come with instructions for connecting the wall-mount filter to the wall jack and reconnecting your wall-mounted telephone.

4 Install your filters

Filters separate the voice and high-speed Internet signals so you can talk on the phone and be online at the same time.

Important: All filters must be connected before setting up your Standard Modem. Filters will:

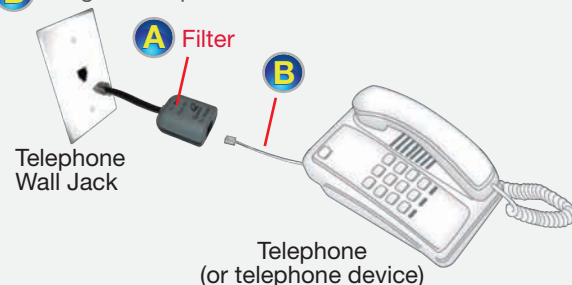
- Ensure the best Internet connection possible
- Prevent static on your telephone

For each telephone or telephone device that is on the same line (same telephone number) as your Qwest High-Speed Internet service, find the telephone wall jack and complete steps A and B.

Note: If you do not have a telephone line for any of the devices below, you can skip step 4.

- Devices could include:**
- Telephones
 - Answering machine
 - Caller ID box
 - Fax machine
 - Satellite TV receiver
 - TiVo box
 - Dial-up modem
 - Automatic water meter

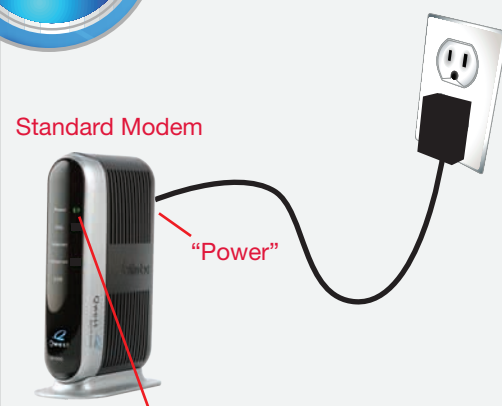
- A** Plug a filter into the wall jack.
- B** Plug the telephone cord into the filter.



Test the telephone (or the device) to ensure it's working properly.
Repeat steps A and B for all telephone devices that are on the same line (same telephone number) as your Qwest High-Speed Internet service.

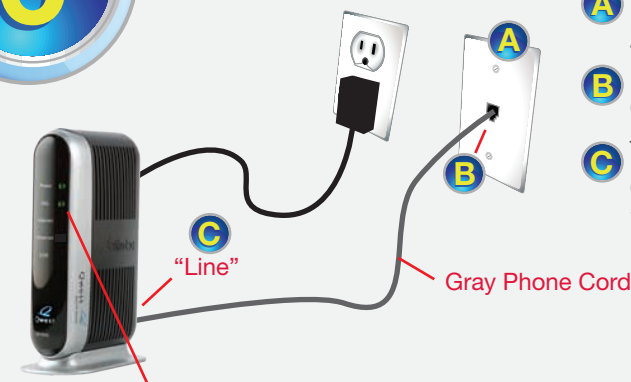
Not enough filters?
You **must** disconnect any device that does not have a filter until you get more filters in order to complete the installation of your high-speed Internet service. To order more filters, call Qwest sales:
1 800-244-1111 (Residential)
1 800-603-6000 (Small Business)

5 Connect the power cord



Wait for the power light on the modem to turn solid green (about one minute).
The DSL light on the modem will begin blinking.

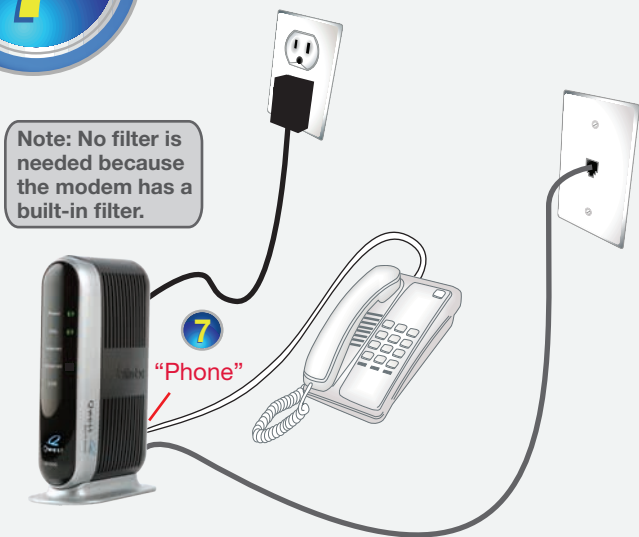
6 Connect the gray phone cord



- A** Find the telephone wall jack that is nearest your computer. If you plugged a filter into this wall jack, unplug the filter.
- B** Plug one end of the gray phone cord that came in the installation kit into the wall jack.
- C** Plug the other end of the gray phone cord into the port labeled "Line" on the Standard Modem.

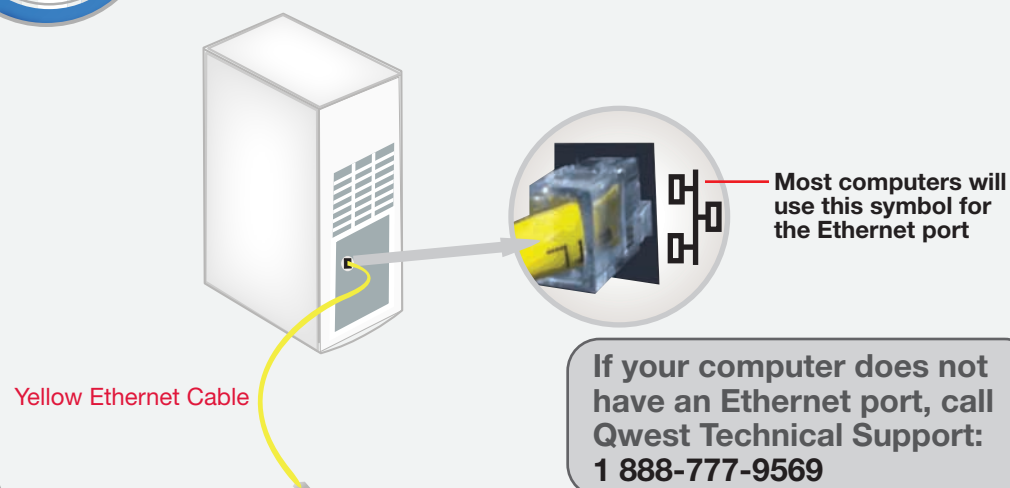
- The DSL light on the modem should turn solid green within about one minute
- If the DSL light on the modem turns solid green, then go to step 7
- You can disregard the Internet light at this time
- If the DSL light on the modem does not turn solid green, then repeat steps 5 and 6 using a different telephone wall jack

7 Connect a telephone (optional)



Note: No filter is needed because the modem has a built-in filter.

8 Connect one end of the yellow Ethernet cable to your computer

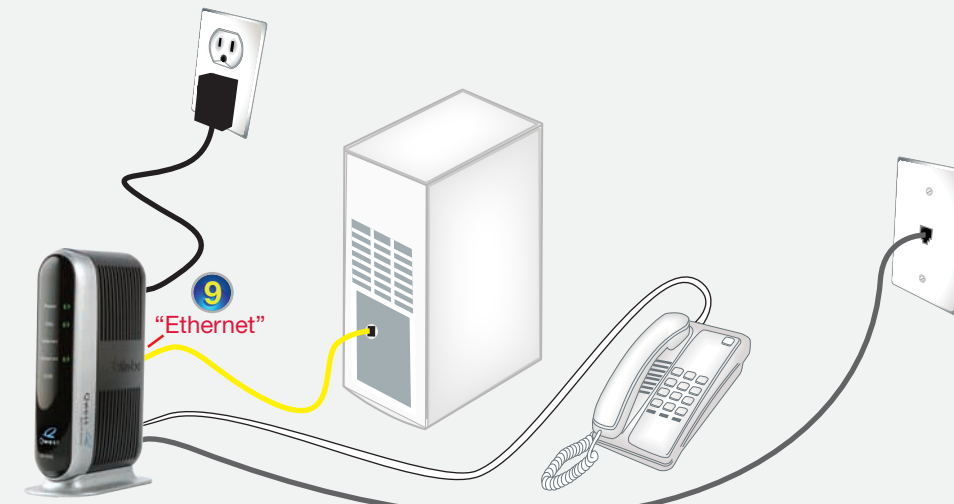


Most computers will use this symbol for the Ethernet port

If your computer does not have an Ethernet port, call Qwest Technical Support: 1 888-777-9569

9 Connect the yellow Ethernet cable to the modem

Connect the other end of the yellow Ethernet cable to the port labeled "Ethernet" on the Standard Modem. The Ethernet light on the modem should turn green and may flicker.



10 Insert the Installation CD

Insert the blue (or orange) installation CD into your computer and follow the on-screen instructions.



If the blue QuickConnect Installation CD does not automatically start, try the following

- On a Windows PC:
- Open My Computer
 - Double-click on QuickConnect (which should launch the setup.exe application)

- On a Mac:
- Double-click on the QuickConnect icon on your desktop
 - Double-click on "Start"

11 Do you have a security alarm system?

If your home (or business) has a security alarm system that can automatically contact your security company using the same telephone line (same telephone number) as your Qwest High-Speed Internet service, then you must check that your alarm system is working properly.
Call your alarm company and tell them you have installed DSL high-speed Internet service on the same line as your alarm system.

NEED HELP?
Call 1 888-777-9569

