

# QuickConnect™ Installation Guide

Qwest High-Speed Internet

## 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.



Don't install your modem prior to the date and time listed on that sheet.

## 3 Which phone jacks need a filter?

- A Filters are important!** Why? A filter strips off (or filters out) the Internet signal on your phone line. Filters are essential to:
- Avoid Internet connection problems
  - Prevent static on your phone line
- B Filters are NOT needed for:**
- The phone jack you select for your modem. Instructions are in step 7.
  - Wall-mounted telephones. Instructions are in step 4.
  - Devices on a different phone line than your Internet service.

- C Filters ARE needed for every other phone jack in your home** that has a device\* plugged into it. Instructions for phone jacks that need a filter are in step 5.
- \* Devices you have on the same line (same phone number) could include:
- Telephones
  - Answering machine
  - Caller ID box
  - Dial-up modem
  - Satellite TV receiver
  - TiVo box
  - Automatic water meter
  - Fax machine (if on same line)

## 4 Do you have any wall-mounted telephones?

If no, then skip to step 5.  
If yes and the wall-mounted phone is on the same line (same phone number) as your Qwest High-Speed Internet service, then it will need a special wall-mount filter.

You can continue this installation, but:

- You must disconnect the wall-mounted telephone by lifting up, pulling out, and unplugging it.
- When you get to step 11, you will be told how to request a complimentary wall-mount filter, which you will need before you reconnect your wall-mounted telephone.

Wall-mount Filter (not included in this kit)

## 5 Filter or disconnect other devices

For every device you identified in step 3 C:

- A** Plug a filter into a phone jack.
- B** Plug the telephone cord into the filter.
- C** Test the telephone (or device) to ensure it's working.
- D** Repeat step 5 for every device identified in step 3 C.
- E Not enough filters?**
- **Disconnect** any device that does not have a filter until you get more filters.
  - **Order** more filters by calling Qwest sales: 1 800-244-1111 (Residential) 1 800-603-6000 (Small Business)

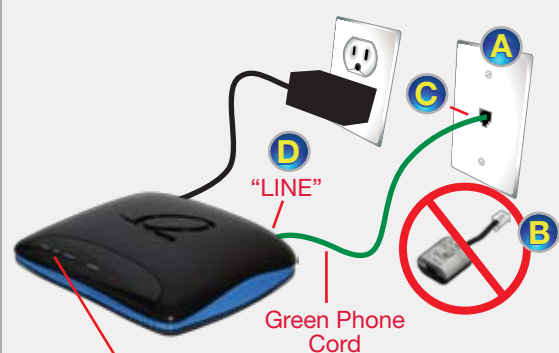
## 6 Connect the power cord



Wait for the power light on the modem to turn solid green (about one minute).

The DSL light on the modem may begin blinking.

## 7 Connect the green phone cord

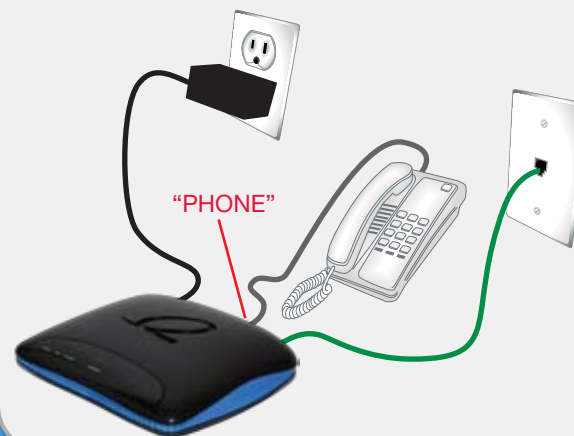


- The DSL light on the modem should turn solid green within about one minute
- If the DSL light on the modem turns solid green, then go to step 8.
- You can disregard the Internet light at this time.
- If the DSL light on the modem does not turn solid green, then repeat steps 6 and 7 using a different phone jack.

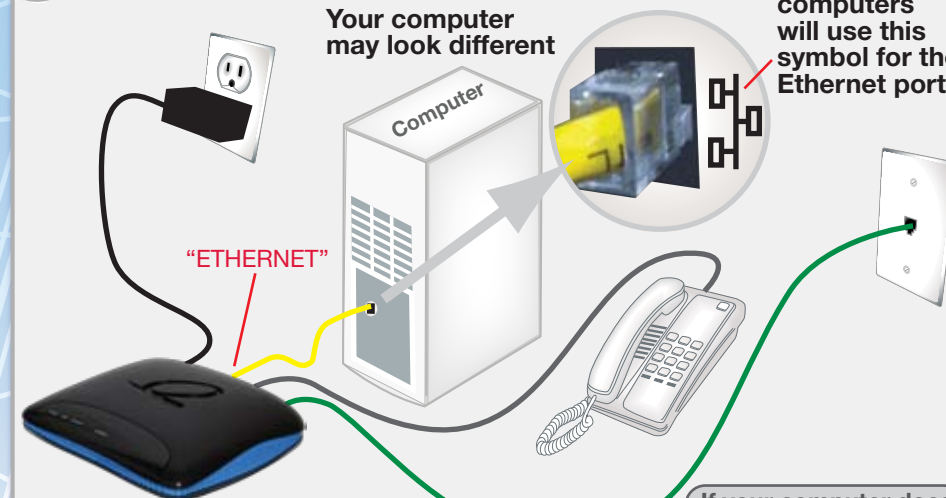
## 8 Connect a telephone (optional)

If you want to connect a telephone, plug the phone cord into the port labeled "PHONE" on the modem.

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



## 9 Connect the yellow Ethernet cable



The Ethernet light on the modem should turn green and may flicker.

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

## 10 What kind of computer are you using?

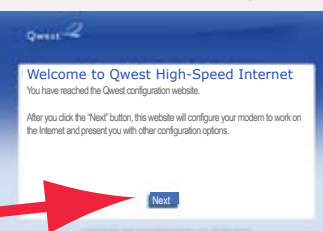
### Windows PC with a CD drive

- Insert the QuickConnect Installation CD that came in your installation kit into your Windows PC computer.
- If the CD does not automatically start, open My Computer and double-click on QuickConnect.
- Follow all the on-screen instructions.
- Return to these instructions.
- Complete step 11.

### All other computers

- Using the computer you connected to your modem, open your Web browser (for example, Firefox, Safari, or Internet Explorer).
- You should see a page that says "Welcome to Qwest High-Speed Internet".
- Click the "Next" button and follow the online instructions until you are online.
- Return to these instructions and complete step 11.

Don't see this page? → Then try the following:



- Check all cable connections in steps 6 - 9 and try to refresh the browser window.
- If you still do not see the page, call Qwest Technical Support: 1 888-777-9569

## 11 Check these items before you're done

- Do you have a wall-mounted telephone? If yes and you have completed steps 3-10 to get online, then go to <http://www.qwest.com/internethelp/wallmount> to request a complimentary wall-mount filter. The wall-mount filter will come with instructions for reconnecting your wall-mounted telephone.
- Do you have any devices identified in steps 3 through 5 that are not filtered? If yes, then disconnect any device that does not yet have a filter.
- Do you need additional filters? If yes, then order more filters by calling Qwest sales (see step 5).
- 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

