



psc

DSL Self-Installation Kit

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PSC Defective Customer Equipment Return Policy

Customer Equipment purchased from PSC can be returned with proof of purchase for identical or comparable equipment, at no cost to you within 30 days of purchase date if proven defective. PSC reserves the right to determine if equipment is defective and its replacement type. Defective equipment may not be returned for cash. Equipment that PSC determines to be defective due to customer negligence, natural disasters, floods, lightning damage or other acts of God will not be covered.

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Step 1: Verify Your System Requirements

- ✓ **Operating System:** Windows XP or Windows Vista
- ✓ **RAM:**
 - Windows XP: Minimum 256 MB (512 MB recommended)
 - Windows Vista: Minimum 512 MB (1 GB recommended)
- ✓ **An Ethernet card**

A Note on Operating Systems and DSL Connections:

PSC does not recommend using previous versions of Windows (95, 98, 98SE or Millennium) for DSL connections. These versions of Windows do not have the ability to make a PPPoE connection required to log in to a DSL connection, and require either a third party program or a router to make the connection.

Step 2: Verify The Contents Of Your PSC DSL Self-Install Kit



1 DSL Modem

Phone Line Filter Pack including:

1 Wall-mount filter



1 Data/Phone filter



1 power supply for powering the modem



5 In-line filters



1 RJ-45 Ethernet cable for connecting the modem to your computer

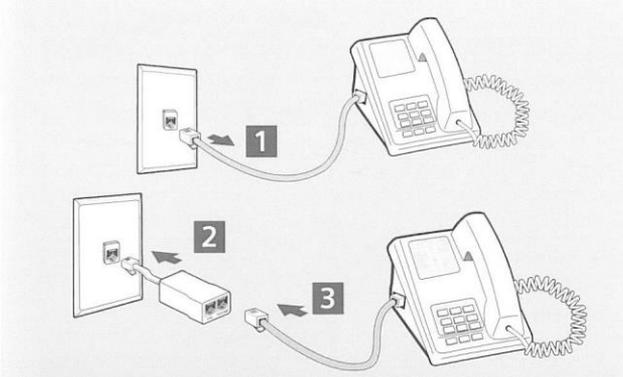


1 RJ-11 Data cable for connecting the modem to the data/phone filter

Step 3: Install The Telephone Line Filters

Install the Data/Phone Filter

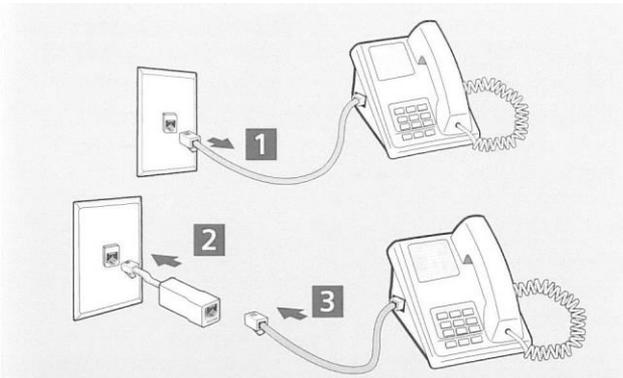
1. Locate the jack where you will install the DSL modem.
2. Connect the data/phone filter to the wall jack.



3. Connect the phone (if needed) to the “Phone” side of the filter.

Install the In-line Filters

1. At each of your other phone jacks, disconnect the device connected to the jack (phone, Caller ID, answering machine, fax machine or satellite receiver).
2. Connect the in-line filter to the wall jack.

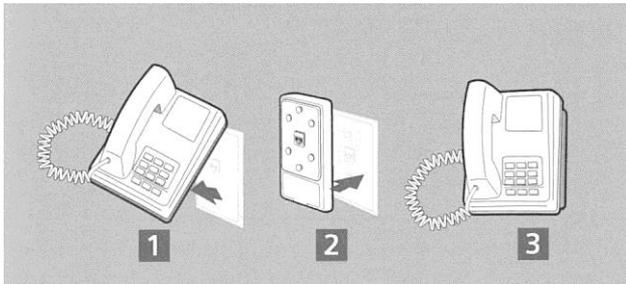


3. Reconnect the device to the in-line filter.

IMPORTANT: DO NOT INSTALL AN IN-LINE FILTER ON THE JACK OR THE DATA CABLE CONNECTING TO YOUR DSL MODEM.

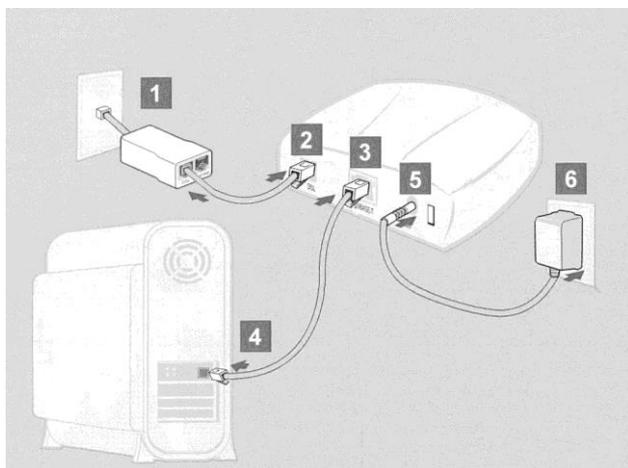
Install the Wall-mounted In-line Filter

1. Dismount the phone from the wall jack, usually by lifting the phone straight up, then straight out from the wall. Disconnect the short mounting cord from the wall jack.
2. Connect the wall-mounted filter to the wall jack.
3. Reconnect the short mounting cord to filter and remount the phone on the mounting posts.



Step 4: Install the Comtrend CT-5071T Modem

1. Connect the Data cable to the DSL port on the “Data” side of the Data/Phone filter.
2. Connect the other end of the Data cable to the Line connection on the back of the modem.
3. Connect the Ethernet cable to the LAN connection on the back of the modem.
4. Connect the other end of the Ethernet cable to the Ethernet connection on the back of your computer.
5. Connect the power supply to the Power connection on the back of the modem.
6. Plug the power supply into an electric outlet.



7. Press the Power button on the back of the modem and verify that the modem is powering up by the lights on the front. If you do not see any lights on the front of the modem:
 - ✓ Check that the power supply is plugged into a working electric outlet, and into the power connection on the back of the modem.
 - ✓ Check that the power switch is pressed down.
8. Watch the ADSL link light on the front of the modem. It should start flashing (training), and then become solid green. If the ADSL light continues to flash after 2 minutes, or goes out:

- ✓ Check that the Data cable is connected firmly to the back of the modem.
- ✓ Check that the Data cable is connected to the “DSL” side of the Data/Phone filter.
- ✓ Check that there are no in-line filters on the Data cable or in the phone jack.
- ✓ Verify that you are installing the modem AFTER the “Service Completion Date” given to you when you ordered your DSL service.
- ✓ Turn off the power to the modem for 30 seconds, and then turn on again.

If none of these steps cause the DSL light to stay on, contact **PSC Technical Support** (page 19) for further assistance.

Step 5: Configure your Broadband Internet Connection

Router Note: Even if you are planning to use a router to share your connection to more than one computer, most router setup instructions require you to start with your computer already connected to the Internet in order to determine the type of connection you have. You should follow the instructions below to set up your broadband connection. Once you have established your connection, proceed with setting up your router.

Windows 7

1. Click "Start menu".
2. Click "Control Panel".
3. Click "Network & Internet".
4. Click "Set up a connection or network".
5. Select "Connect to the Internet" -> Click "Next".
6. Click "Broadband (PPPoE)".
7. Type in your user name. Usernames are all lower case letters and/or numbers, do not contain spaces, and do not include "@psci.net".
8. Type in your password. Passwords may be in upper or lower case letters and/or numbers, but must match exactly the password saved for you by PSC.
9. ISP name is "PSC".
10. Click "Connect".
11. If successful you will see a message that the connection is ready and you can click "Close".

Windows Vista

1. Click "Start menu".
2. Click "Control Panel".
3. Click "Network & Sharing Center".
4. Click "Set up a connection or network".
5. Select "Connect to the Internet" -> Click "Next".
6. Click "Broadband (PPPoE)".
7. Click Connect.
8. Type in your user name. Usernames are all lower case letters and/or numbers, do not contain spaces, and do not include "@psci.net".
9. Type in your password. Passwords may be in upper or lower case letters and/or numbers, but must match exactly the password saved for you by PSC.

10. Click "Connect".
11. If successful you will see a message that the connection is ready and you can click "Close".

Windows XP

1. Click on Start.
2. In the upper left corner of the Start menu, right-click on Internet Explorer, then left-click Internet Properties.
3. At the top of the window, click the Connections tab.
4. Click the Setup button. This will start the Network Connection Wizard.
5. On the first window, select "Connect to the Internet". At the bottom of the window, click the Next button.
6. Select "Set up my connection manually". Click Next.
7. Select "Connect using a broadband connection that requires a username and password". Click Next.
8. For the ISP name type "PSC". Click Next.
9. Enter your account information:
Login: [your username] Usernames are all lower case letters and/or numbers, do not contain spaces, and do not include "@psci.net".
Password: [your password] Passwords may be in upper or lower case letters and/or numbers, but must match exactly the password saved for you by PSC.
Confirm Password: [type your password again]
Click Next.
10. Click Finish.
11. Click the Start button.
12. Right-click Internet Explorer and left-click Internet Properties.
13. At the top of the window, click the Connections tab.
14. Select the option "Always connect using my default connection".
15. In the list of connections, click on the PSC connection.
16. Click the Set as default button.
17. At the bottom of the window, click the APPLY button, then OK.

Mac OS X

1. Click the Apple menu and choose **System Preferences**.
2. In the System Preferences window, click **Network**. Set **Location** to **Automatic**, and **Configure** to **Built-in Ethernet**.
3. Click onto the **TCP/IP** tab.
 - Select **Configure using PPP**.
4. Click the **PPPoE** tab.
 - Enter **PSCDSL** for the **Service Provider**.
 - Leave the **PPPoE Service Name** blank.
 - Enter your username and password into the Account Name and Password fields. Usernames are all lower case letters and/or numbers, do not contain spaces, and do not include “@psci.net”. Passwords may be in upper or lower case letters and/or numbers, but must match exactly the password saved for you by PSC.
5. Click the **PPPoE Options** button. Check these two Session options, all other session options are your choice:
 - ***Connect automatically when starting TCP/IP applications***
 - ***Disconnect when user logs out***

Note: Only **Send PPP echo packets** should be checked in the **Advanced Options** section.
6. Click OK.
7. Click the **Proxies** tab. PSC does not use proxy servers. These options should NOT be checked.
8. Click Save.

To connect to the Internet via PPPoE, click the Right-Left (↔) arrow icon on the menu bar and select **Connect**.

DSL Troubleshooting Checklist

These checklists are designed to lead you step-by-step through the troubleshooting process. It is VERY important that you do not skip previous sections or skip over steps without completing.

Step 1: Does the modem have power?

Check the power indicator light on the modem. This light should be on solid.

If the power light is on:

Go on to **Step 2**.

If the light is off:

Check the power to the modem. If the modem is not receiving power, this may indicate a problem with the power adapter. **Contact PSC Support** (page 19) for further assistance.

If the light is flashing, or is amber or red:

This may indicate a problem with the modem. Try removing power from the modem for 30 seconds.

If you are still unable to restore power to the modem, contact **PSC Technical Support** (page 19) for further assistance.

Step 2: Is the modem receiving a DSL signal?

The DSL light on the modem indicates that the modem is receiving the signal from PSC. This light should be on solid. If it is, go on to **Step 3**. If the DSL light is off or flashing, this indicates there is a problem with modem receiving the DSL signal.

✓ Is the phone line connected to the modem?

Check all connections on the phone line from the modem to the wall jack. Unplug and reconnect each connection on the line. If the line includes surge protectors and/or line splitters, be sure to check those connections also.

✓ Is there a surge protector or line splitter on the phone line?

Remove surge protectors and line splitters from the connection by

connecting a single phone cord from the modem to the wall jack. Surge protectors can go bad, or can "sacrifice" themselves in a lightening strike to protect your equipment, and can keep the signal from reaching the modem.

✓ *Is there an in-line filter on the phone line going to the modem?*

By design, DSL line filters block the DSL signal from your phone, fax or other line devices. This filter should not be on the line to the modem.

If you're still unable to get a DSL signal, contact **PSC Technical Support** (page 19) for further assistance.

Step 3: Is the modem connected to the computer?

The Ethernet light on your modem shows that the modem is connected to the computer. This light should be on or flashing (to indicate data flow). If it is, go on to **Step 4**.

✓ *Is the cable connected between the modem and the computer?*

Check the cable connections. Unplug and re-connect each end. Make sure you hear the "click" of the connection.

✓ *Is the Ethernet connection enabled in the computer?*

If there is a problem with your Ethernet card in the computer, this would keep the modem from indicating an Ethernet connection to the computer.

[Check the Local Area Connection](#)

1. Click on the **Start** button, go to **Connect To**; click on **Show All Connections**.
2. Find your **Local Area Connection** icon.

✓ *If you don't see a Local Area Connection icon*, the Ethernet card may be disabled or not installed correctly. Go to the next section, "**Check your Ethernet card**".

✓ *If the icon has a red X over it*, right-click on the icon, then left-click on "enable" to enable this connection. This may take up to a minute to complete.

Note: If you see the message "This connection has limited or no connectivity", this is normal and should not affect your Internet connection.

If the icon is enabled, go on to **Step 4**.

Check the Ethernet card

1. Click on the **Start** button; right-click on **My Computer**, then left-click on **Properties**.
2. Click on the **Hardware** tab.
3. Click on the **Device Manager** button.
4. In the list of devices, find **Network Adapters** and click the "+" to expand the list.

✓ *If you do not find Network Adapters in the list*, the Ethernet card's drivers (software) may not be installed or are not installed correctly; or it may indicate a hardware problem. Contact your computer's technical support for further troubleshooting.

5. Verify that your Ethernet card is listed and that it does not have an exclamation point icon.

✓ *If the Ethernet card has an exclamation point icon*, this indicates that there is a problem with the Ethernet card. The problem may be that the Ethernet card drivers (software) may not be installed or are not installed properly, or it may indicate a hardware problem. Contact your computer's technical support for further troubleshooting.

✓ *If the Ethernet card appears to be installed correctly*, this may indicate a problem with the DSL modem. Contact **PSC Technical Support** (page 19) for further assistance.

Step 4: Is the computer logging on to the connection?

When you open a program that requires a connection to the Internet, such as Internet Explorer or Outlook Express E-mail, you should see a window prompting you to connect to the Internet.

Do you have a broadband connection to the Internet?

1. Click on the **Start** button; go to **Connect To**; then click on **Show All Connections**
2. At the top of the Network Connections window, click on **View**, and then click **Tiles**.
3. Verify that you have a connection for PSC in the **Broadband** section of this window.

✓ *If you do not have a broadband connection*, go to “**Configure Your Broadband Internet Connection**” section of this manual to set up a connection for your computer.

4. Double-click the PSC connection icon.
5. Verify that the correct username is entered in the **User name:** section of this window.

Remember: Usernames are all lower case letters and/or numbers, do not contain spaces, and do not include “@psci.net”.

6. Click in the Password: section of the window and retype your password.

Remember: Passwords may be in upper or lower case letters and/or numbers, but must match exactly the password saved for you by PSC.

7. Click the **Connect** button and watch the window carefully. If you connect successfully, you will see a balloon message in the lower right corner of the screen “PSC connection is now connected”.

✓ *If you get an error message with the Error number 691 or 768*, verify that you have entered your username and password correctly. You may also try deleting your username and password and retyping it in the proper spaces, and try to connect again.

✓ *If you get an error message with the Error number 769*, or a

message that the “Destination is unreachable”, return to **Step 3** and verify that your Local Area Connection has not been disabled.

If you are still unable to make a connection, contact **PSC Technical Support** (page 19) for further assistance.

Step 5: Do you get an error message when you open Internet Explorer?

If you see a window asking if you want to Connect or Work offline, click the **Connect** button. On the Connection window, click the **Connect** button.

✓ *If you get an error message with the Error number 691 or 769*, verify that you have entered your username and password correctly. You may also try deleting your username and password and retyping it in the proper spaces, and try to connect again.

✓ *If you get an error message with the Error number 678*, or a message that the “Destination is unreachable”, return to **Step 3** and verify that your Local Area Connection has not been disabled.

If you are still unable to make a connection, contact **PSC Technical Support** (page 19) for further assistance.

✓ **If you do not see a connection window...**

OR

✓ **If you see a "Page not found" or "Cannot connect to server" message...**

OR

✓ **If you see a window asking if you want to Retry or Work Offline, or get a message that no connection to the Internet is currently available...**

Verify that Internet Explorer is set to dial a connection:

1. At the top of Internet Explorer, click on **Tools**, then on **Internet Options**.
2. Click on the **Connections** tab.
3. Verify that the PSCDSL connection is listed in the **Dial-up and Virtual Private Network Settings** window.
4. Verify that the option **"Always dial my default connection"** is selected.
5. Verify that **"(default)"** is listed after the PSCDSL connection

name. If not, click the connection to highlight; then click the **Set Default** button.

6. Click **APPLY** (if available), then click **OK**.

7. At the top of the Internet Explorer window, click the **Refresh** button, or press the **F5** key on your keyboard.

✓ *If prompted to “Connect or Work Offline”,* click the **Connect** button. Your PSCDSL connection window should appear. Click the **Connect** button at the bottom of the window to log in to your DSL connection.

If a Connection window does not open, contact **PSC Technical Support** (page 19) for further assistance.

Other Troubleshooting Questions

How far away from the phone jack can the DSL modem be located?

The PSC DSL Self-Install Kit includes a standard 6-foot data/phone cable. Using a longer cable may result in degraded connections or signal loss. Contact PSC if you need additional phone jacks installed.

I have two lines on each phone. Will a DSL filter work on a two-line phone?

No, you will need a two-line filter.

My Caller ID is not working.

Make sure the Caller ID is plugged into an in-line filter, and the filter is plugged into the telephone jack.

My phone has static.

Make sure the telephone is plugged into an in-line filter, and the filter is plugged into the telephone jack.

Why do I need a filter on my other phone lines?

The DSL signal on your phone line can create static for other devices, such as your telephone or Caller ID. The filter blocks the DSL signal and eliminates the static.

When I click on Internet Explorer, it says it can't find the page

Internet Explorer may not be set to automatically open your connection to the Internet. See **Step 5** in the **DSL Troubleshooting Checklist** to correct this problem.

My computer keeps trying to dial in to the Internet. I don't need to connect, do I?

PSC DSL is an “always on” connection, meaning that the connection is always available to you. But in order to use the connection, you must log in with your username and password. The Connection window for DSL looks similar to the window for a dial-up connection, but is actually only being used to verify your username and password.

My computer keeps trying to use my old dial-up connection.

Your dial-up connection may still be set as your “default” connection to the Internet. You will need to change the default connection to your new DSL connection. See **Step 5** in the **DSL Troubleshooting Checklist** to correct this problem.

Contact PSC

PSC Technical Support

Monday – Friday, 8:00 a.m. – 4:30 p.m.

Local Numbers: **357-2123 843-5951 536-3344**

Or call Toll-Free **(800) 511-4899**

For After Hours Support on evenings, weekends and holidays:

Toll Free: **(877) 915-7724**

Technical support is also available on the PSC web site:

<http://www.psci.net/support/>

Or by sending e-mail to **support@psci.net**

Customer Service

For Customer Service, account and billing questions:

Local Numbers: **357-2123 843-5951 536-3344**

Or call Toll-Free **(800) 511-4899**

Monday – Friday, 8:00 a.m. – 4:30 p.m.

Or by sending e-mail to **billps@psci.net**



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