



Installation guide

This installation guide will show you how to get your voip phone service working. First, we need to know which set of instructions to give you. Please choose the option below that describes your pre-voip setup.

A. No, I do not have a router.

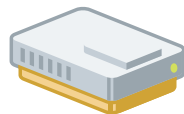
Choose this option if you have a standard DSL or cable modem and no router.

B. Yes, I have a router.

Choose this option if you have a router. You have a router if either of the following is true:

You have more than one computer connected to the internet.
Your DSL or cable modem has a built-in router.

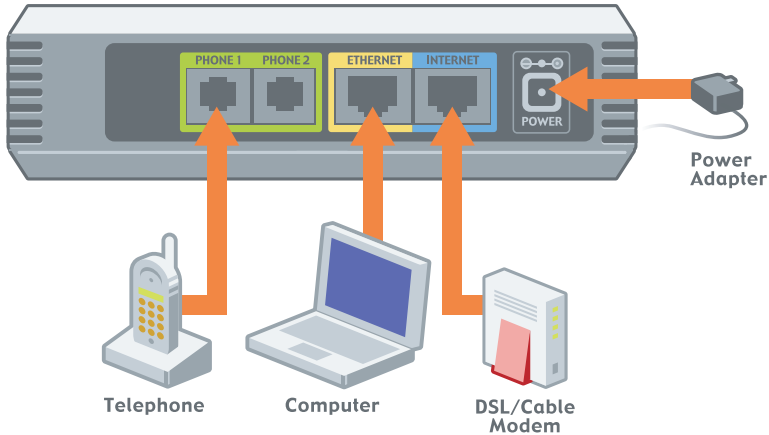
You can tell if this is the case by looking on the back of your modem. If it has multiple ports, it is a modem with a built-in router. If you are not sure, please call your Internet Service Provider and ask them if it is a standard modem or a modem with a built-in router.



Existing Router

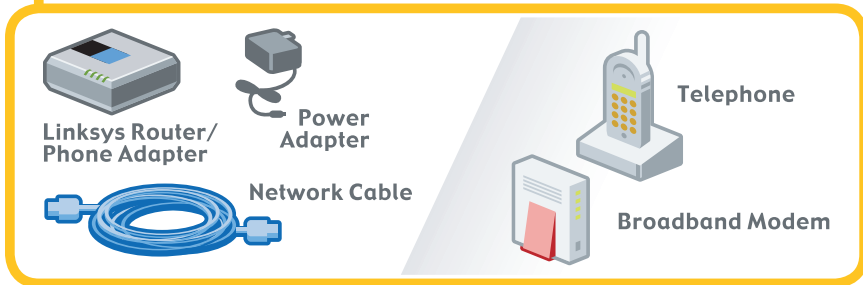
Installation Guide A. (No Router)

Note: If you already have a router, follow installation instructions on page 6.



1 Make sure you have everything you need

You need to have a DSL/cable modem or other high-speed Internet connection, a telephone with a standard phone cable, and the voip Start-Up Kit (which includes your Linksys router).



2 Shut down computer and unplug modem

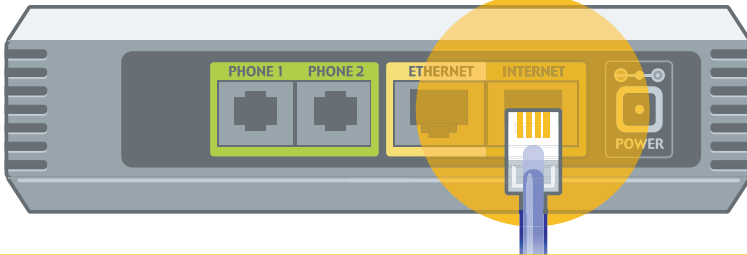
Shut down your computer and unplug your cable/DSL modem's power cord. Leave your modem connected to the internet but unplug any cables between the modem and the computer.

NOTE: Be sure your modem remains without power for ten minutes before moving on to the next step (this lets the modem clear its memory so it can find voip once restarted).

3

Connect modem to Linksys Router (supplied by voip)

Connect the included blue ethernet cable to the ethernet port on your modem. Plug the other end into the blue port called “Internet” on the Linksys Router.

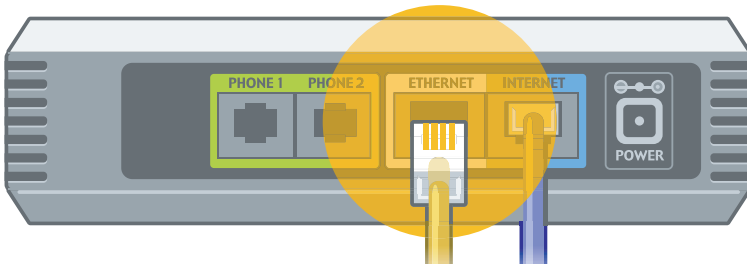


Unplug any USB cables from the Cable/DSL modem (if there are any).

4

Connect computer to Linksys Router

Connect one end of your existing ethernet cable to the ethernet port on the Linksys Router.



NOTE: This step is optional.

5

Connect computer to Linksys Router

Plug the other end of your existing ethernet cable into the ethernet port on the back of your computer.

6

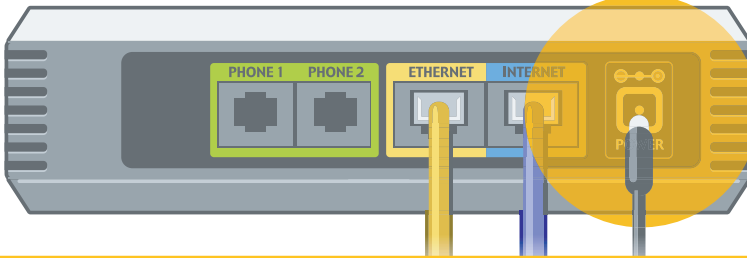
Plug in the modem

Plug your modem’s power adapter into an electrical outlet. Make sure your modem’s power light is not blinking (if it is, wait a few minutes and it should stop).

7

Plug in the Linksys router

Insert the power adapter into the power port on the Linksys router and plug the other end into an electrical outlet.



NOTE: Make sure you use the power adapter we sent with the router. A different power supply may damage the device.

8

Turn computer on

Wait for the Linksys router's power indicator to stop blinking (this can take from 1-10 minutes). Now turn your computer on.

9

Check internet connection

Make sure your internet access is working. If it's working, then you can skip the rest of this step.

If you use a DSL modem:

You may need to configure PPP-over-Ethernet (PPPoE) to work with the Linksys router. Here's what to do:

Open your a web browser on your computer and enter `http://192.168.0.1` (the Linksys router's default IP address) in the address field of your browser and hit Enter.

Select the **Router** tab, and then select the **WAN Setup** tab.

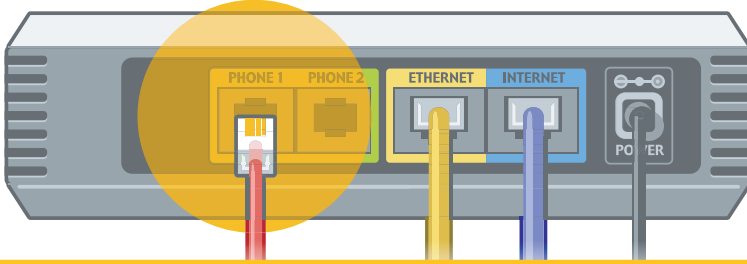
Select **PPPoE** from the Connection Type drop-down menu. Enter the username, password and service name (if required) provided by your ISP. This is the same info you enter every time you log in.

Click the **Submit All Changes** button to save your new settings.

10

Connect telephone

Make sure your telephone is set to its tone setting (not pulse). Connect one end of the telephone cable to your telephone. Connect the other end of the telephone cable to the port labeled "Phone 1" on the Linksys router.



If you have a 2nd voip phone or fax line, repeat this step to connect a telephone or fax machine to the Linksys router "Phone 2" port.

11

Check light

Make sure the phone line 1 light is lit up.



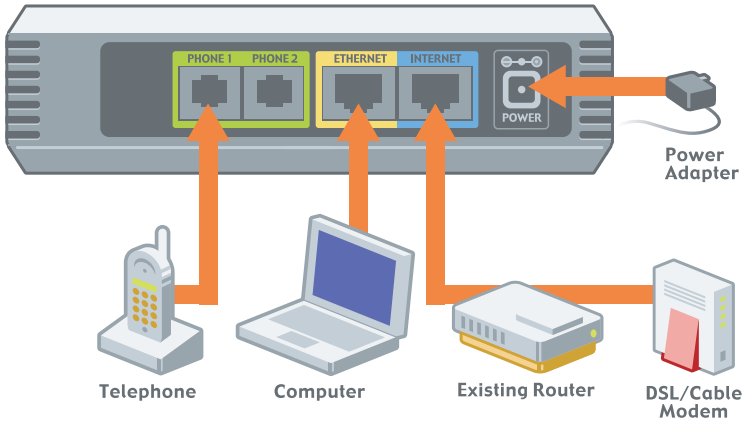
12

Try it out

Pick up your telephone receiver, if you hear a dial tone, you have finished the installation and can begin making calls.

Installation Guide B. (With Router)

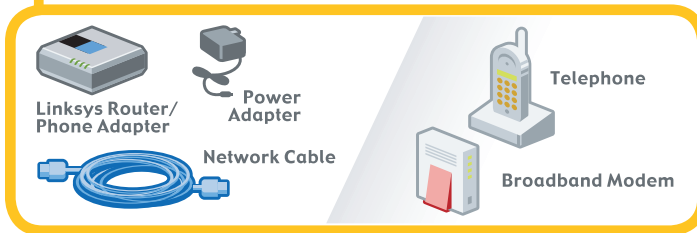
If you do not already have a router, follow installation instructions on page 2.



1

Make sure you have everything you need

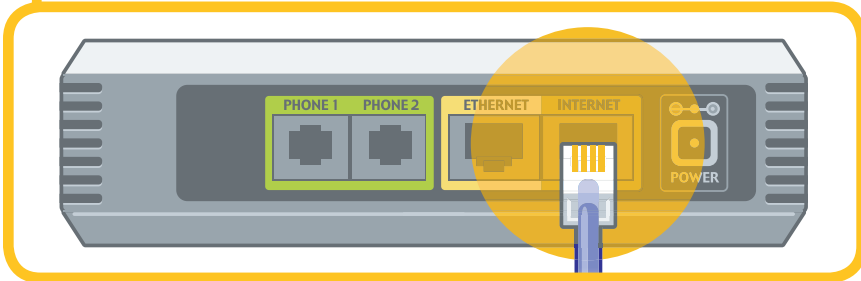
You need to have a DSL/cable modem or other high-speed Internet connection, a telephone with a standard phone cable, and the voip Start-Up Kit (which includes your Linksys router).



2

Connect ethernet cable to Linksys router

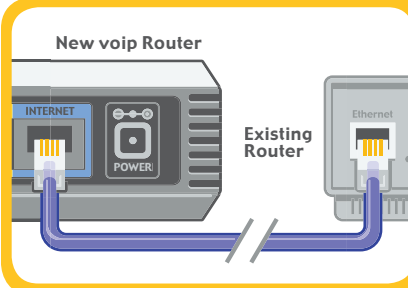
Leave your Linksys router unplugged. Connect one end of the included blue ethernet cable to the blue port labeled "Internet" on the back of the Linksys Router.



3

Connect ethernet cable to your existing router

Connect the other end of the included blue ethernet cable to an unused ethernet port on your router (or modem with built-in router).

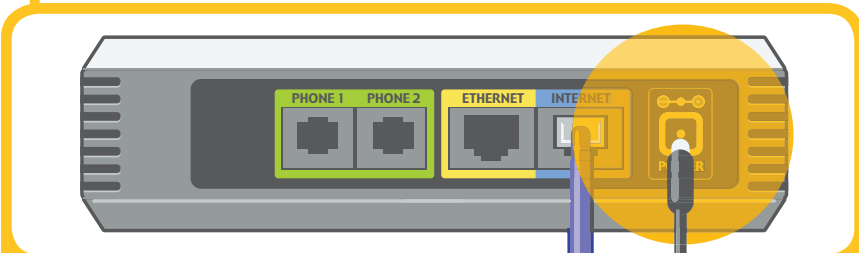


NOTE: If all the ethernet ports on your router (or modem with built in router) are full, you'll need to disconnect one of the devices and hook it up to the Linksys router instead. Connect the cable you just disconnected from your router (or modem with built-in router) and plug it into one of the ethernet ports on the Linksys router.

4

Connect power adapter

Connect the power adapter to the Linksys router and plug the other end into an electrical outlet.

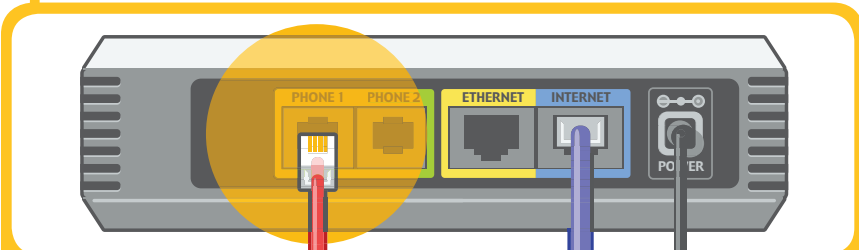


NOTE: Make sure you use the power adapter we sent with the router. A different power supply may damage the device.

5

Connect telephone

Connect your telephone cord to the port labelled "Phone 1" on the Linksys Router.



NOTE: You will only need to use "Phone 2" if you have ordered a second phone line or a fax line.



Check for dial tone

Check for a dial tone. If you hear one, congratulations! You're now ready to use voip. If you don't hear a dial tone, read the troubleshooting advice below.

Troubleshooting

Not getting a dial tone? Try the following solutions to common problems:

Many issues are resolved by resetting your equipment. To do this: First, shut off your computer, Linksys router, existing router (if you have one), and DSL/cable Modem. Then, turn the devices back on one at a time in this order: modem, existing router, Linksys router, computer.

Make sure your phone is plugged into "Phone 1" on the Linksys router.

Are you able to access web pages? If not, the problem may be with your internet connection. Check with your service provider to find out if there are connection issues in your area or some other problem with your connection.

Be sure your telephone, which is plugged into the Linksys router, is disconnected from the wall telephone jacks (the ones you use for traditional phone company service). Voip won't work if the phone is still plugged in to a wall jack.

Repeat the steps of this installation guide. The order in which you connect and turn on everything is very important. You must follow the steps of the guide in exact order.

For more step by step troubleshooting and help go to:
<http://www.voip.com/help>

Get help with:

- Installation
- Getting Started
- Troubleshooting
- Features
- Your Account
- Equipment
- FAQ's
- And much more