



ALLENDALE OFFICE
6568 Lake Michigan Drive
Allendale MI 49401
616-895-9911

COOPERSVILLE OFFICE
1136 W Randall Suite J
Coopersville MI 49404
616-997-9911

DRENTHE OFFICE
738 64th Ave.
Zeeland MI 49464
616-688-9911

BEFORE YOU BEGIN

Contact Allendale Communications with your current user name and password,
OR call to set up a new account.

***WAIT for NOTIFICATION from Allendale Communications
that your DSL line has been provisioned.***

If you have **NitroDial** installed on your PC, **this program must be removed**.
Click on Start, go to Control Panel, use Add/Remove Programs to delete Nitro-
Dial from your PC.

Shut off any Pop-Up blocking software that may be on.

We strongly recommend that a **VIRUS PROTECTION** program is installed and
kept updated on your PC. If your PC becomes infected, we cannot offer any
technical support.

Choose which networking option you will be using. See page 3 for diagram.

You must use in-line filters on any device plugged into a telephone jack, such as:
Regular or Portable phones
Fax machines
Phone extensions to your pole barn
Dish network plug-ins

DO NOT filter your DSL connection.

The Self Insall packet includes the following:

- 3 in-line filters
- 1 line splitter
- Installation instructions

(updated 11-1-07)

STEP 1: In-Line phone filters

Install an in-line filter on every telephone device (see previous list) you have plugged into a wall jack, except for your DSL modem and router. Three filters are provided in this kit.

Remove any unfiltered devices from the wall jack until you purchase more filters. (Additional filters are available in our office for \$7.00)

Note: *Some power-surge or lightning protection devices may affect the quality of your DSL service.*



STEP 2: Splitter Installation

If you wish to run your modem and another telephone device from the same wall outlet, then you should install a splitter. Plug the splitter into the wall jack. Install an in-line phone filter in one of the outlets. Plug the phone line cord into the filter. Plug the DSL modem cord into the unfiltered outlet.

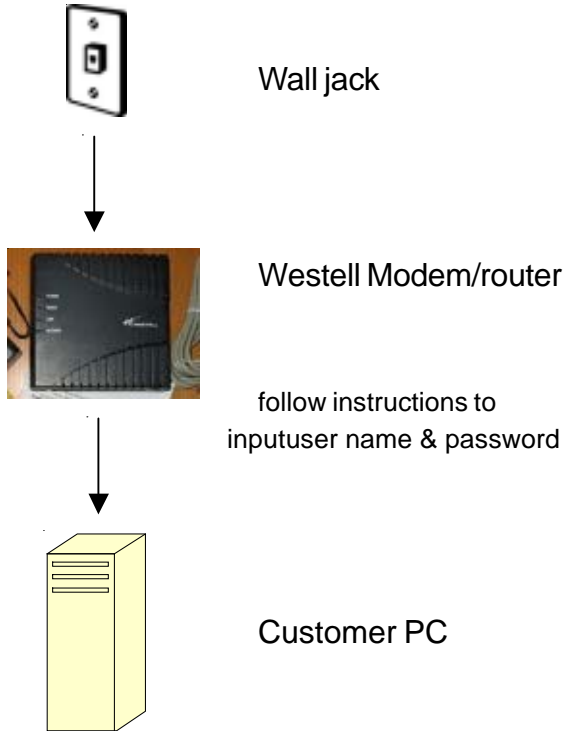


See Page 3 for
Networking
Options

Choose your
option before
continuing with
installation

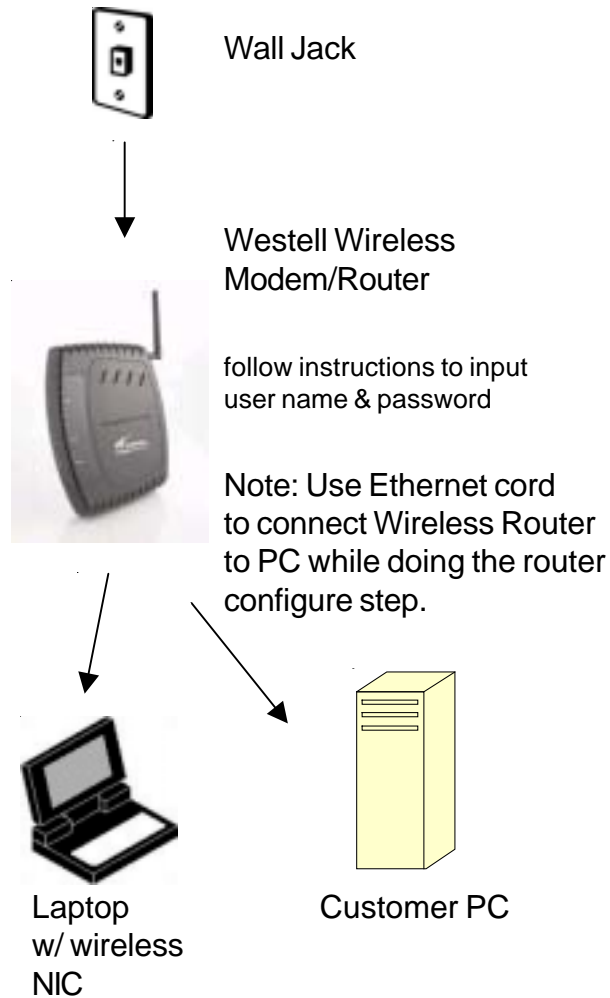
Networking Option 1

Follow steps A-B for set-up



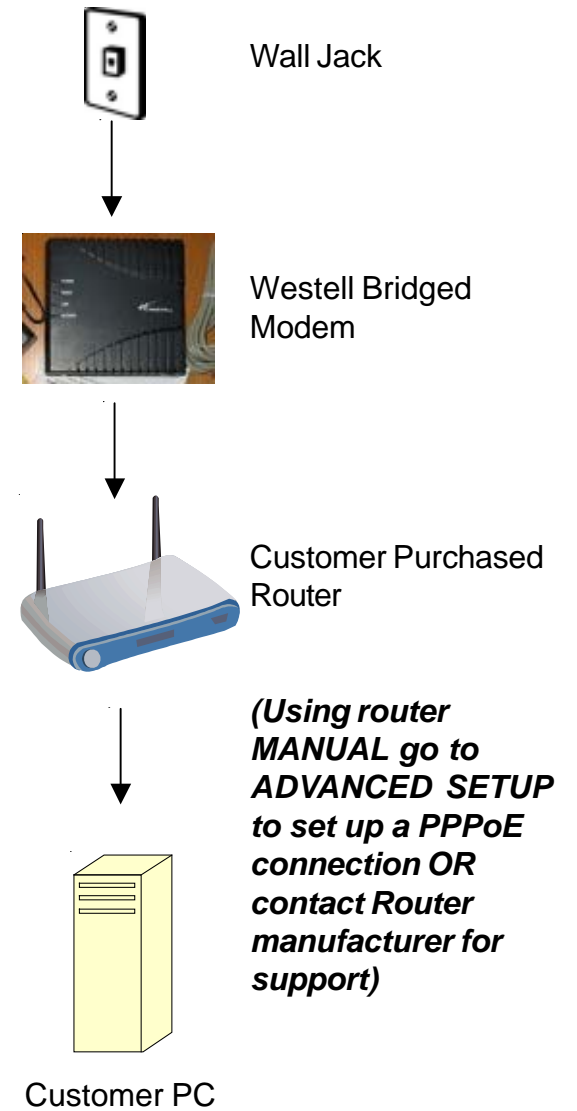
Networking Option 2

Follow steps A-B for set-up



Networking Option 3

Follow step C for set-up



A: Connecting Modem/Router (for Networking Options 1 or 2)

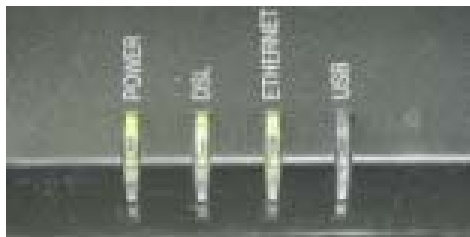
IMPORTANT: Do not use a DSL filter on this connection. You must use the phone cord that was provided with the Router kit.

(back of modem/router)



to wall jack to PC to AC plug

Once the modem/router is connected, the three lights (Ethernet, Ready, Power) will remain steady green.



B: Configure the Modem/Router (for Networking Options 1 or 2)

Before you start, you must have a user name and password registered with Allendale Communications.

Shut off any Pop-Up blocking software that may be on.

Using Ethernet cord – connect Router (even a wireless one) to your PC and then, open Internet Explorer (or other web browser). Your home page will not load and you may see an error message. **THIS IS NORMAL** – please proceed with the following steps: Enter <http://192.168.1.1> in the address field. Press **enter**.

Follow **Option A: Getting Started Wizard** OR **Option B: NO “Getting Started” screen.**

OPTION A: “Getting Started Wizard” The **Getting Started** screen will open. Click **next**.

The **User Name** screen will open.

Connection Name: leave default

Account ID: enter your *user name*
(not including @allcom.net)

Account Password: enter your *password*

Click **NEXT**.

The **VPI/VCI** screen will open. Verify these settings:

VPI = 0 and VCI = 35. Click **NEXT**.

The **Protocol** screen will open.

Protocol = PPPoe.

Click **NEXT**.

The **Setup Complete** screen will open.

Click **DONE**

OPTION B: If there is NO “Getting Started” screen, follow these steps:

Click **“Profile Editor”** button.

Click **“New Connection”** button.

In **“Account ID”** field - type in *user name* (not including @allcom.net)

In **“Account Password”** field – type in password.

Select **“Always On”**.

Click **“New”** button.

Click **“OK”** when asked. Click on **“Save new connection”**.

After Option A or Option B have been completed the **Connection Overview** screen will open.

PPP status should show **“UP”**. If not, click on **Connect**.

If the status does not change to **“UP”** and you receive the error **“PPPoE authentication failed”**, go back to the User name Screen by clicking on **“Edit Connection”** and re-enter your user name and password (these must have been registered with Allendale Communications before your DSL connection will work)

The Router Configuration is done. Close browser or browse the Internet with your DSL connection

Setup is complete for Networking Option 1.

C: Connecting Westell Bridge Modem to customer purchased Router

(for Networking Option 3)

Connect all equipment as shown in Networking Option 3 diagram – page 3. (wall jack to Bridged Modem to Router to PC)

Use Router MANUAL to **set up a PPPoE Connection.**

Use Advanced Set-Up to change setting. Your user name and password as registered with Allendale Communications will be required.

Proceed with further instructions as listed in the router MANUAL.

For Technical Support – call the Router Manufacturer.

STEP 3 (optional): Set-up your e-mail account

The user name you registered with us at the time you ordered DSL – is your email address with @allcom.net added to it.

IE: if your user name = myname;
your email address is
myname@allcom.net.

The mail settings in Outlook should be changed as follows:

Server Type: POP3

Incoming & Out. servers: mail.allcom.net

TECHNICAL SUPPORT FEES:

FREE

Over-the-phone support assistance on equipment set up (when the equipment has been purchased from Allendale Communications)

\$65.00

On-site assistance to set up Allendale Communications equipment. (Visits over 1 hour will be charged an additional \$65 per hour).

\$65.00

For equipment set-up which HAS NOT been purchased from Allendale Communications (we may be not be able to provide assistance with some equipment). The FEE for this assistance will begin when a technician answers the phone. You will be asked for your billing information before the phone call proceeds.