

# Installation Guide



Please do not attempt installation until **after 8pm on your activation date.**

Your activation date, account number and order number are printed on the shipping label attached to the top of your cardboard modem box.



your  
activation  
information



# Your kit includes:



modem



phone filters (2)



black power cord



yellow Ethernet cable



green cord

# 1

## A. Which phone outlets need filters?

Go to step 2 if you did not order home phone service.



phone filters

## B. Filters are important. Why?

Filters are essential to:

- Avoid Internet connection problems.
- Prevent static on your phone line.

## C. Filters are NOT needed for:

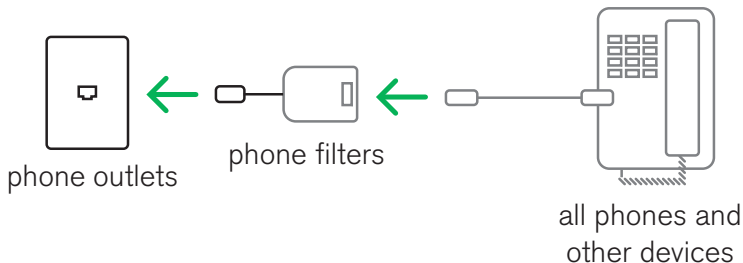
- The phone outlet you select for your modem. Instructions are in step 3.
- Devices on a different phone line than your Internet service.

## D. Filters ARE needed for all other phone outlets in your home that have a device plugged into it. Instructions for phone outlets that need filters are in 1E.

**Devices you have on the same line (same phone number) could include:**

- |                     |                         |               |
|---------------------|-------------------------|---------------|
| - Telephones        | - DISH receivers        | - TiVo box    |
| - Answering machine | - Dial-up modem         | - Fax machine |
| - Caller ID box     | - Automatic water meter |               |

**E. Add a filter to, or disconnect, every device you identified in 1D.**



**F.** Plug a filter into a phone outlet.

**G.** Plug the telephone cord into the filter and test the telephone (or device) to ensure it's working.

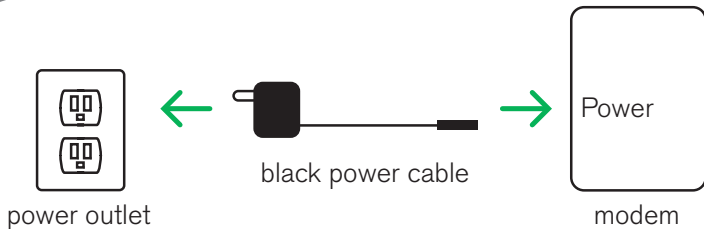
**H.** Repeat steps F and G for every device sharing the same line as your High-Speed Internet. Double check step 1D.

**I. Not enough filters?**

- **Disconnect** any device that does not have a filter until you get more filters
- **Order more** filters by calling 1-800-333-DISH (3474)

# 2

## Plug in the power cord



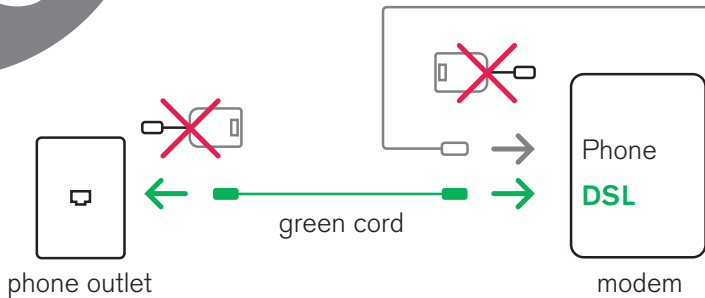
**A. Plug the power cord into an outlet near your computer and into the modem.**

**B. ● Wait for the power light on the modem to turn solid green.**

Then go to step 3. It should take about a minute to stop blinking. Ignore any other lights for now.

# 3

## Connect the modem to an outlet



- A. Find a phone outlet close to your computer.**
- B. Temporarily unplug any phone and/or filter connected to this outlet.**
- C. Plug one end of the green cord into the phone outlet. Plug the other end into the port labeled “DSL” on the modem.**  
This connects the modem to your High-Speed Internet line.
- D. ● Wait for the DSL light on the modem to turn solid green.**  
Ignore any other lights for now. If the DSL light isn't solid green after a minute:
  - Your service might not be active yet. Check the date on the box label.
  - Otherwise, try a different phone outlet.



optional phone

**E. Do you want to add a phone to the same outlet as the modem?**

**If no,** go to step 4.

**If yes,** plug it into the port labeled “Phone” on the modem.  
Do not attach a phone filter, it’s already built into the modem.

# 4

## Connect the modem to a computer

After the end of step 6 you will be given instructions on how to set up a wireless connection.



**A. Plug the yellow Ethernet cable into any Ethernet port on the modem and your computer.**

This connects your computer to the modem by cable.

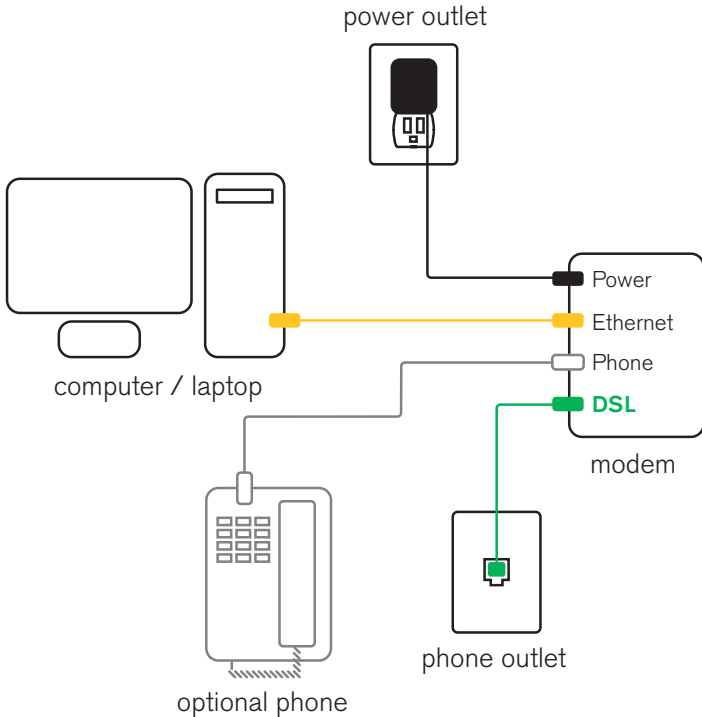
**B. ● The Ethernet light on the modem will turn green and may flicker.**

Go to step 5.

If your computer doesn't have an Ethernet port,  
call us for help at 1-800-333-DISH (3474)



## Final Ethernet configuration:



# 5

## Online Installation

Now that you have everything connected you will access the online setup page and follow the online instructions. When finished, return to these instructions to complete step 6.

### A few things before you start

- **The first few screens you see may be CenturyLink screens.**  
This is because CenturyLink owns the lines into your home. Once you get past these screens you'll see the dishNET setup screens.
- **You may be asked to enter your account number or order number.**

Both can be found on the shipping label attached to the top of your cardboard modem box.

**Note:** Disregard references to an activation letter. The information you need is on the shipping label.

Your account number \_\_\_\_\_  
and order number \_\_\_\_\_



## Step 5 continued:

### Finalizing your installation

#### **A. Open a web browser.**

(Preferred browsers are the latest version of Internet Explorer or Safari. Alternatively, the latest version of Firefox or Chrome is also supported.) If you do not see an installation screen, check the cable connections that you made in steps 2-4 and refresh your browser.

#### **B. Click the “next” button on the Welcome Screen.**

(This may be a CenturyLink screen.)

#### **C. You may be asked to enter your account number or order number.**

Both can be found on the shipping label attached to the top of your cardboard modem box.

**Note:** Disregard references to an activation letter. The information you need is on the shipping label.

#### **- If you are asked “How do you want to identify yourself?”**

Select the option, “My account number and order number”.

#### **D. Follow the rest of the on-screen instructions until your installation is complete.**

## **Need help? Call 1-800-333-DISH (3474)**

# 6

## A few things to check before you're done. Do you have...

- ❑ **A security alarm system that automatically contacts your security company?**

**If yes**, contact them and tell them that you installed High-Speed Internet (DSL). They may need to test the alarm system to ensure it is still working properly.

- ❑ **Phones or other devices identified in step 1 that are not filtered?**

**If yes**, disconnect them until you get more filters. To order more filters, call 1-800-333-DISH (3474).

# 7

## Get your TV connected

Connect your DISH HD DVR receiver to your High-Speed Internet service and open a whole new world of entertainment options with DISH.

### Benefits of connecting\*

- **Watch thousands of movies and TV shows instantly on your TV. Choose from free titles, new releases and old favorites. There's something for everyone.**
- **Watch all of your live and recorded shows anywhere with the free DISH Anywhere™ app or at [dishanywhere.com](http://dishanywhere.com).**
- **Search the program guide, schedule new recordings, manage your DVR library, and control your receiver with the free DISH Anywhere app or at [dishanywhere.com](http://dishanywhere.com).**
- **Use apps like Game Finder, Pandora, Weather and more\*\***

**For more info go to [www.mydish.com/getconnected](http://www.mydish.com/getconnected)**

\*Additional charges may apply. \*\*Available on The Hopper receiver only

# How to connect

## **A. With an Ethernet cable**

Use this method if you have a wired router in the same room as your DISH HD DVR receiver with an Ethernet port. This is the easiest and most reliable way to connect your receiver to the Internet.

## **B. With a Wi-Fi Broadband Connector**

Use this method if you have a wireless home network. All you need is a DISH Wi-Fi Broadband Connector for each receiver you would like to connect. To order one go to <http://www.mydish.com/set-up-broadband>.  
**If you have a Hopper with Sling receiver you already have Wi-Fi built in!**

## **C. With a Power Line Broadband Connector**

Use this method if you have a wired router in a different room as your DISH HD receiver (except for Hopper, Joey and 411). Using our Power Line Broadband Connector product you can connect up to 3 receivers without running cables all over your house.  
To order one go to <http://www.mydish.com/set-up-broadband>

## **D. With a Hopper Internet Connector**

The Internet Connector provides a direct connection to all Hopper and Joey devices over coax cabling.  
Learn more at [www.mydish.com/support/hopper-internet-connector](http://www.mydish.com/support/hopper-internet-connector)

# Additional information

## Email

dishNET Wireline does not provide an email account. Why? Because we never want you to be in a position to lose your emails. This is what would happen if you should move and need to switch providers in the future. We suggest you set up an email with one of the many free email services such as Yahoo or Gmail.

## Wireless information

Your wireless network name and security key are located on the modem. If you changed your wireless network name and security key during installation, write your wireless information below, cut it out and tape it to your modem.

Wireless Network Name (SSID)

Wireless Network Security Key (Password): this is case sensitive