

Comtrend 4 Port Router

Installation Guide

CT-5361T

ACCESS POINT INC.®
A TELECOMMUNICATIONS COMPANY



Installing Access Point's DSL Service with a Comtrend Router

Thank you for selecting Access Point, Inc. to be your Internet service provider. This guide will walk you through connecting your DSL router and getting your DSL service up and running.

This guide is for new DSL activations only. If you currently have DSL and are switching to Access Point you will need to schedule your activation by calling 800-957-6468. This guide was created to assist with installing Comtrend 5361T router. If you were provided a different type of equipment, you may need to contact Access Point's Customer Service Department at 800-957-6468.

You should have received a DSL confirmation e-mail that contains all of your installation specific information. You will need the information from that e-mail to complete the installation of your DSL service. Please be sure that you have your confirmation e-mail when you are completing your self-install. If you do not have your DSL confirmation e-mail, please contact our Customer Service Department and they will be able to fax or e-mail you the information.

Now that you have all your package contents and network cables, it's time to set up your hardware. Please follow these instructions.

1. Connect the power adapter to the power connector on the back of your DSL router and plug your power adapter into a power outlet. Using a power strip with surge protection or a UPS is highly recommended.
2. Check that your router is successfully powered up by confirming that the power LED on the router lights up. Be sure that the router is turned on, by using the switch on the back of the router.
3. Connect your computer to the back of the router using an RJ-45 Ethernet cable. You can use any of the yellow Ethernet ports on the back of the router.
4. Connect the DSL filter to your wall jack. One side of the filter will connect to your DSL router; the other side can be connected to your fax machine or a standalone phone. Plug your DSL telephone line into the grey RJ-11 port on the back of your router.

After the router has powered up, you can turn on your computer and finish the installation by connecting directly to the Comtrend router. If your computer is set to use a dynamic IP address (DHCP), it should obtain the correct IP address from the router. If your computer is set to use a static IP address, you will need to re-configure your IP settings. If you need to set the static IP address of your computer, you can use an address in the 192.168.1.x range. Do not use 192.168.1.1 that is the default address of the router.

If you have any trouble or issues setting up your DSL equipment, please contact our customer service department at 1-800-957-6468.

Login Screen

Open an internet browser and go to <http://192.168.1.1>. You will be prompted with a login screen for the router. The default login name is **root** and the password is **12345**.



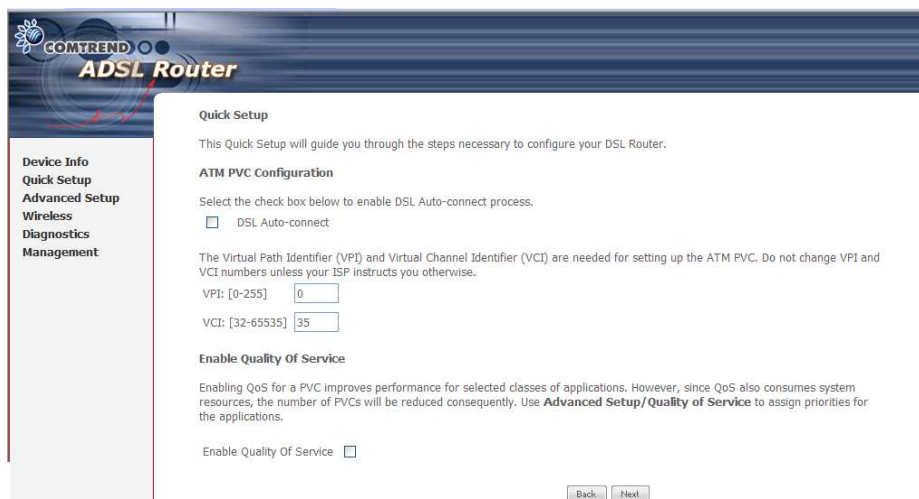
Uncheck the DSL Auto-connect option

Once you are logged into the router, you can begin the Quick Setup. You will need to uncheck the DSL Auto Connect option.



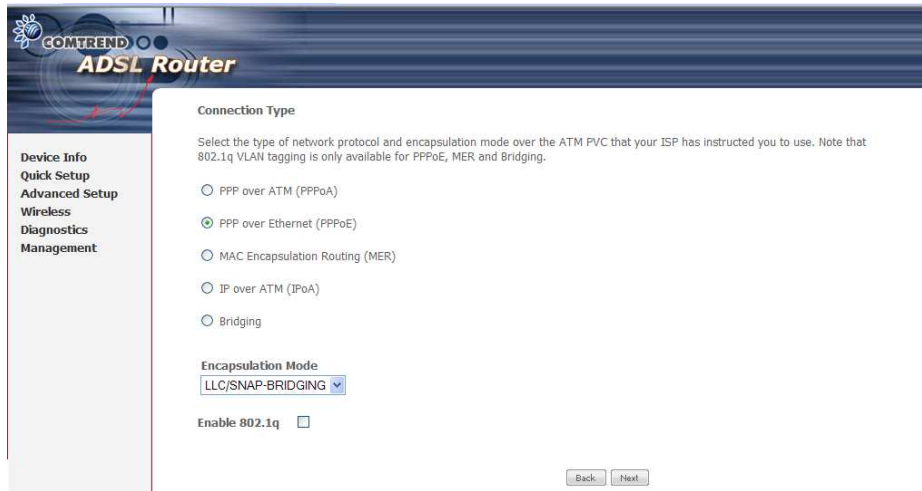
Confirm the VPI/VCI settings

Using the information from your DSL confirmation e-mail, enter the correct VPI and VCI information for your installation. Your VPI and VCI information may be different than what is pictured in this document. You must use the information from your e-mail. Do not enable the QoS box. Then click Next.



Select PPPoE as the connection type

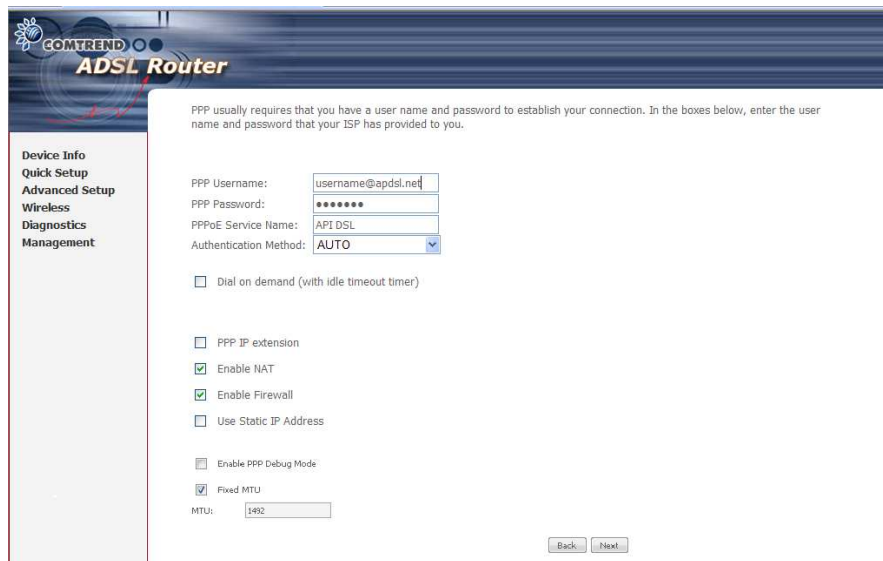
On the next page, you will need to set your connection type. Select PPP over Ethernet PPPoE as the connection type. Nothing else on the page will need to be changed. Then select Next.



Enter your PPPoE username and password

You will need to enter the PPPoE username and password for your router. Your username and password can be found on your DSL confirmation e-mail. If you did not get your username and password, please contact our customer service department at 1-800-957-6468.

Enter your username and password. The PPPoE service name should be API DSL. Leave the authentication method as Auto. Select the Enable Nat and Enable Firewall check boxes. Your DSL confirmation e-mail will tell you if you should check or uncheck the Fixed MTU option, based on your Service Area. If you are in Service Area 2, then you will need to leave the Fixed MTU option checked. All other Service Areas will need to uncheck the Fixed MTU option. All other options should remain as their default settings. Then click Next.



Nothing on this page should be changed, just click Next.

The screenshot shows the 'Enable IGMP Multicast, and WAN Service' configuration page. On the left is a navigation menu with 'Device Info', 'Quick Setup', 'Advanced Setup', 'Wireless', 'Diagnostics', and 'Management'. The main content area has the following fields:

- 'Enable IGMP Multicast' with an unchecked checkbox.
- 'Enable WAN Service' with a checked checkbox.
- 'Service Name' with a text box containing 'pppoe_0_35_1'.

At the bottom right are 'Back' and 'Next' buttons.

Configure the network settings

The next page allows you to configure the network settings for you router. Most users can leave the default network settings. You may need to check with your IT support person to confirm that these settings will work for your configuration. After you have set the network settings and DHCP settings, click Next.

The screenshot shows the 'Device Setup' configuration page. On the left is a navigation menu with 'Device Info', 'Quick Setup', 'Advanced Setup', 'Wireless', 'Diagnostics', and 'Management'. The main content area has the following fields:

- 'Configure the DSL Router IP Address and Subnet Mask for LAN interface.' with sub-fields for 'IP Address' (192.168.1.1) and 'Subnet Mask' (255.255.255.0).
- 'Disable DHCP Server' with an unchecked radio button.
- 'Enable DHCP Server' with a checked radio button, and sub-fields for 'Start IP Address' (192.168.1.2), 'End IP Address' (192.168.1.254), and 'Leased Time (hour):' (24).
- 'Configure the second IP Address and Subnet Mask for LAN interface' with an unchecked checkbox.

At the bottom right are 'Back' and 'Next' buttons.

Wireless settings

If your router supports wireless connections and if you want to use wireless connections, you will need to Enable Wireless on your router. If you are using a Comtrend router that does not support wireless connections, you can skip this step.

You will also need to specify the wireless network name or SSID. You will need this wireless name when connecting devices to your wireless router. If you are not going to use wireless connections, do not check the Enable Wireless box. Click Next when you are finished on this page.

The screenshot shows the 'Wireless -- Setup' configuration page. On the left is a navigation menu with 'Device Info', 'Quick Setup', 'Advanced Setup', 'Wireless', 'Diagnostics', and 'Management'. The main content area has the following fields:

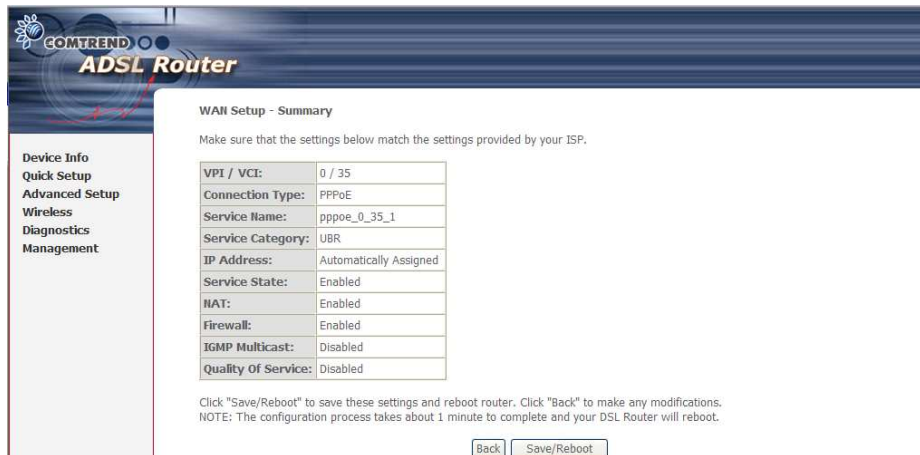
- 'Enable Wireless' with a checked checkbox.
- 'Enter the wireless network name (also known as SSID). SSID:' with a text box containing 'Comtrendc40f'.

At the bottom right are 'Back' and 'Next' buttons.

To enable security on your wireless connections, please refer to the complete Comtrend User guide for your modem. This can be found on the CD that was shipped with your equipment or downloaded from the Access Point, Inc. website.

Confirm the information on this page

The last screen of the Quick Setup will allow you to confirm the DSL settings that were entered previously. Review the setup information and then click Save/Reboot.



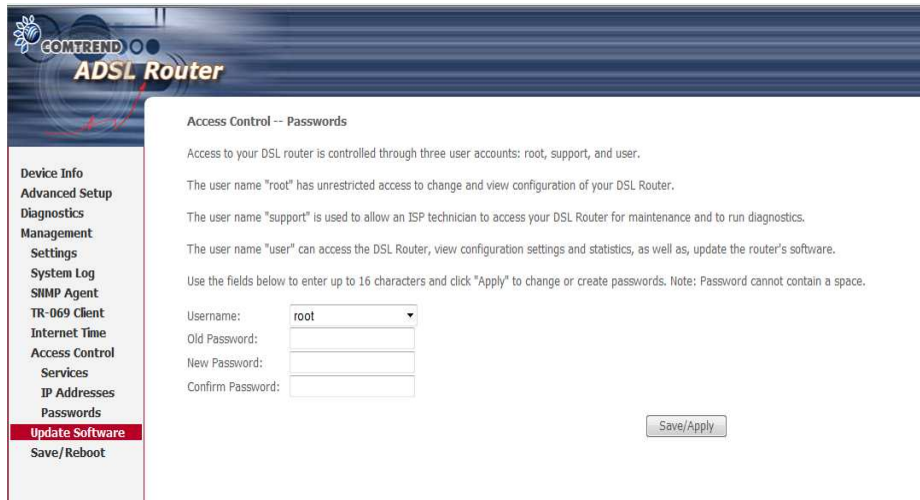
Once you click Save/Reboot, you will see the next screen.



At this point, the basic configuration of the router has been completed. To ensure that your DSL service is working, check the Internet and ADSL lights on the router. They should both be solid green. Your DSL service should now be working.

Reset Your Login Password

For security reasons, you may want to reset the default password for the root user. Under the Management option, select Passwords. In the user name area, select the root user.



Once you have selected the root username, you will need to reset the password. Enter the default password which should be **12345**. You will then need to enter the new password and confirm the new password. Please use your Access Point, Inc. account number as the password for the router. Your API account number can be found on the DSL Confirmation e-mail that was sent to you. Once you have confirmed the new password, click Save/Apply.

Troubleshooting

So that Access Point can better assist you in case of a trouble, you will need to enable some remote management tools. On the left side of the window, click Management, and then click Access Control.



Under the WAN options, please enable ICMP. This will assist us with troubleshooting your DSL circuit if needed. After you have enabled the ICMP service, click Save/Apply.

A complete user guide for your equipment is located on the CD that was shipped with your DSL router. You can also download the complete user guide from the Access Point, Inc website.

If you have any trouble or issues setting up your DSL equipment, please contact our Customer Service department at 1-800-957-6468.