IMPORTANT: PLEASE
READ AND FOLLOW
THESE INSTRUCTIONS
STEP BY STEP

AT&T CALL VANTAGE
Phone service for broadband

Telephone Adapter
Install Guide

AT&T

# WELCOME TO
# AT&T CALLVANTAGE
# SERVICE

**This guide will enable you to install the equipment needed to use your AT&T CallVantage℠ Service.**

**For instructions on how to use AT&T CallVantage Service features once set up is complete, refer to the Desk/Reference Guide also included in the kit, or download a complete guide to features at www.callvantage.att.com (click User Guide).**

AT&T does not represent or warrant that installation by you or a third party chosen by you will enable you to successfully access or use this service, nor that any such installation will not cause damage or modifications to, or loss of, any of your software, hardware, files, data, or peripherals. AT&T and our employees, agents, contractors, and representatives will have no liability whatsoever for any damages or service problems (including telephone service) resulting from your, or a third party's, failure to properly install, access, or use the equipment, software or services.

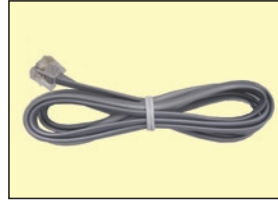# CONTENTS

# CHECK YOUR PACKAGE CONTENTS

**D-Link Telephone Adapter**
This will be referred to as the TA from this point forward.
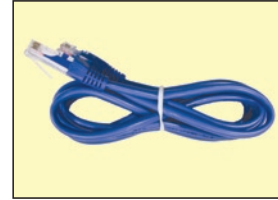
**12V 1A DC Power Adapter**
Using a power supply with a different voltage rating will damage and void the warranty of this product.

**Telephone Cord (Grey)**
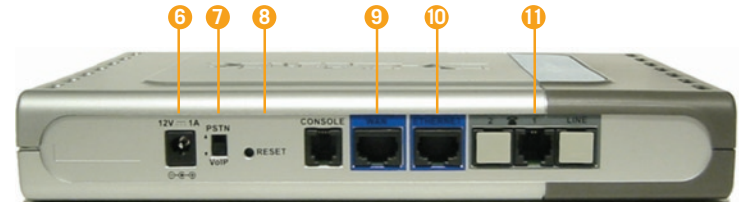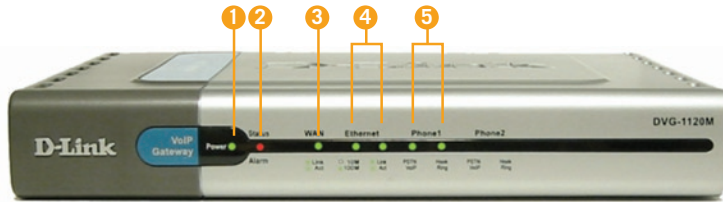You can use this to connect your telephone to the TA.

**Ethernet Cable (Blue)**
You can use this to connect your TA to your computer or router.

**Rubber Feet**
You can use these on the bottom of your TA.

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# TELEPHONE ADAPTER FRONT AND BACK ILLUSTRATION



**1 Power LED**
A solid green light indicates that the unit is powered correctly.

**2 Status LED**
The red status light will blink until the TA has been activated. **Once the TA has been successfully connected with the AT&T CallVantage℠ Service, it will light solid green.**

**The Status light will also turn a blinking amber color while downloading the TA configuration file or firmware updates. IMPORTANT: DO NOT power off your TA if the Status LED light is amber.**

**3 WAN LED**
A solid green light indicates connection on the WAN port. This LED blinks during data transmission. This light will blink while downloading a configuration file.

**4 Ethernet LEDs**
**10M / 100M**
A solid green indicates a 100 Mb connection. When this light is off but the Link/Activity light is green you have a 10 Mb connection.
**Link / Activity**
Blinks during data transmission. Off indicates no connection.

**5 Phone LED**
**PSTN/VoIP**
This light is inactive with the PSTN/VoIP switch in the default "VoIP" setting.
**Hook / Ring**
A solid green light indicates that the phone is off hook. When the light is off this indicates that your phone is on hook.

**6 Receptor for Power Adapter.**

**7 PSTN/VoIP Switch**
By default, the switch is set to VoIP.

**8 Reset Button**
Pressing this button restores the TA to its original factory default settings. Note: To reset the TA, hold the reset button down WHILE you power up the box, then continue to HOLD the reset button.

**9 WAN Port**
This port is for the connection of an Ethernet cable to the cable or DSL modem.

**10 Ethernet Port**
This port is for the connection of an Ethernet cable to your computer.

**11 Phone Port**
This port is for the connection for an RJ-11 telephone cord to a phone.

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**IMPORTANT**

**Follow the instructions in this guide step by step
and in the exact order presented.**

**Prior to proceeding:**

– **Read through this guide thoroughly.**

– **Make sure you have a cable or DSL Internet connection
(not dial-up or satellite).**

– **Make sure your cable/DSL Internet connection is working
(i.e. you can browse to a known website like www.att.com)**

*If your cable/DSL Internet connection is not working,
you must contact your cable/DSL service provider to resolve
the issue prior to installing your TA.*

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# 1 GATHER
## INFORMATION

**A** Note whether you have a single computer connected directly to your cable/DSL modem, or one or more computers connected through a home router.

**Follow the instructions under this icon if you have a single computer connected directly to your cable/DSL modem.**

**Follow the instructions under this icon if you have one or more computers connected through a home router.**

For Static IP, see Appendix A ,page 18.

To activate a replacement TA, see Appendix B, page 19.

For integrated modem/home routers, see Troubleshooting, page 25.

**B** Make sure you have the following information before you start your TA installation:

### For all users

**AT&T CallVantage Service User ID**
*Your 10-digit AT&T CallVantage Service number (provided in your order confirmation e-mail)*

**AT&T CallVantage Service password**
*You selected this when you ordered the service; if you forgot it, go to www.callvantage.att.com and click "Forgot your password?"*

### If you have DSL

**DSL Provider (PPPoE) username**
*You must get this from your DSL provider*

**DSL Provider (PPPoE) password**
*You must get this from your DSL provider*

### If you have a home router

**Home router user manual**
*The user manual you received along with your home router. Many manufacturers let you download this from their website.*
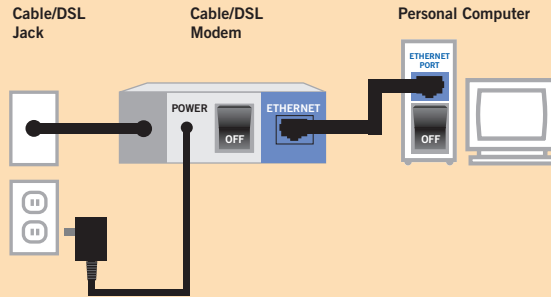
**C** Proceed to Step 2.

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# 2

## SHUT OFF ALL
## EQUIPMENT

### FOR SINGLE COMPUTER CONNECTED DIRECTLY TO CABLE/DSL MODEM

Cable/DSL Jack     Cable/DSL Modem     Personal Computer
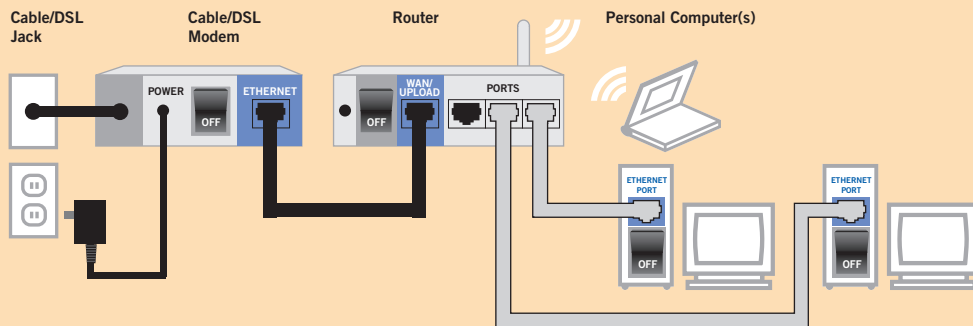
ETHERNET PORT

POWER   ETHERNET

OFF

OFF

**A** Shut down your computer. If your cable/DSL modem has a power switch, turn it off.

**B** Unplug your cable/DSL modem from its power outlet. (You should perform this step even if you set its power switch to off.)

**C** Leave your modem powered down for at least 5 minutes.

**D** Proceed to Step 3, page 8.

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## FOR ONE OR MORE COMPUTERS CONNECTED THROUGH HOME ROUTER

Cable/DSL Jack     Cable/DSL Modem     Router     Personal Computer(s)

POWER   ETHERNET   OFF   WAN/UPLOAD   OFF   PORTS   ETHERNET PORT   OFF   ETHERNET PORT   OFF

**A** Shut down all computers connected to your home router (including those connected wirelessly). If your cable/DSL modem and home router have power switches, turn them off.

**B** Unplug your cable/DSL modem and home router from their power outlets. (You should perform this step even if you set their power switches to off.)

**C** Leave your modem powered down for at least 5 minutes.

**D** Proceed to Step 3 (for one or more computers connected via home rounter), page 9.
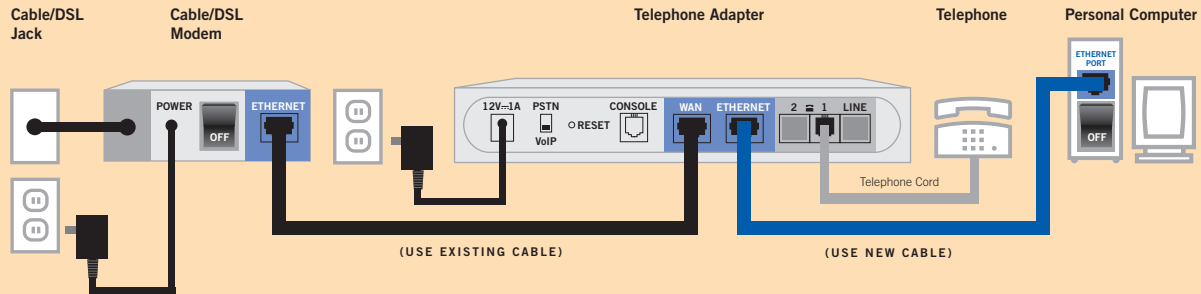
# 3

## CONNECT
## EQUIPMENT

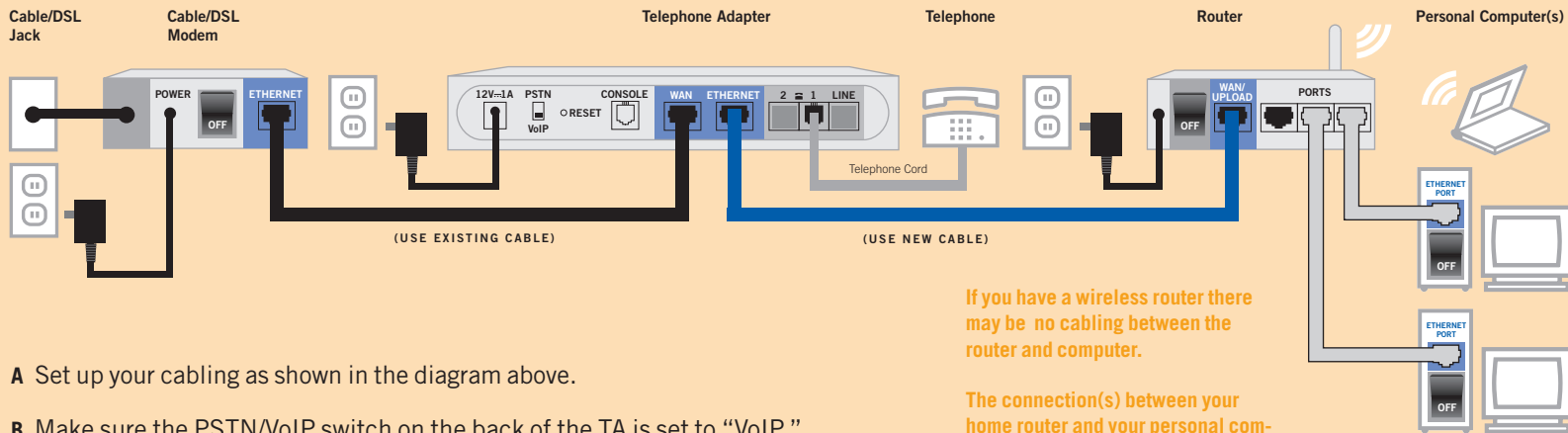### FOR SINGLE COMPUTER CONNECTED DIRECTLY TO CABLE/DSL MODEM

⚠️ **IMPORTANT! Your existing Ethernet cable should be between your cable/DSL modem and your TA. This will ensure any special cabling you received from your Internet Service Provider is between your modem and your TA.**

**NOTE** The connection between the cable/DSL modem and the cable/DSL jack should remain unchanged.

Cable/DSL Jack   Cable/DSL Modem   Telephone Adapter   Telephone   Personal Computer

POWER   OFF   ETHERNET   12V⎓1A   PSTN   VoIP   RESET   CONSOLE   WAN   ETHERNET   2   1   LINE   ETHERNET PORT   OFF

(USE EXISTING CABLE)   Telephone Cord   (USE NEW CABLE)

**A** Set up your cabling as shown in the diagram above.

**B** Make sure the PSTN/VoIP switch on the back of the TA is set to "VoIP."

**C** Proceed to Step 4, page 10.

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## FOR ONE OR MORE COMPUTERS CONNECTED THROUGH HOME ROUTER

**NOTE** The connection between the cable/DSL modem and the cable/DSL jack should remain unchanged.



Cable/DSL Jack • Cable/DSL Modem • Telephone Adapter • Telephone • Router • Personal Computer(s)

(USE EXISTING CABLE)

(USE NEW CABLE)

Telephone Cord

If you have a wireless router there may be no cabling between the router and computer.

The connection(s) between your home router and your personal computers should remain unchanged.

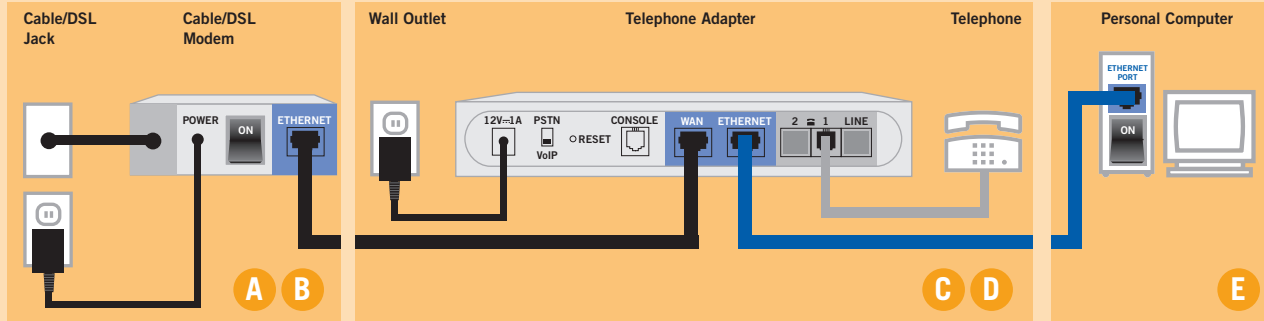**A** Set up your cabling as shown in the diagram above.

**B** Make sure the PSTN/VoIP switch on the back of the TA is set to "VoIP."

**C** Proceed to Step 4 (for one or more computers connected via home router), page 11.

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# 4 TURN ON EQUIPMENT
## IN ORDER

## FOR SINGLE COMPUTER CONNECTED DIRECTLY TO CABLE/DSL MODEM

Cable/DSL Jack | Cable/DSL Modem | Wall Outlet | Telephone Adapter | Telephone | Personal Computer

POWER ON ETHERNET

12V⎓1A  PSTN  CONSOLE  ○RESET  WAN  ETHERNET  2 ⎘ 1  LINE  VoIP
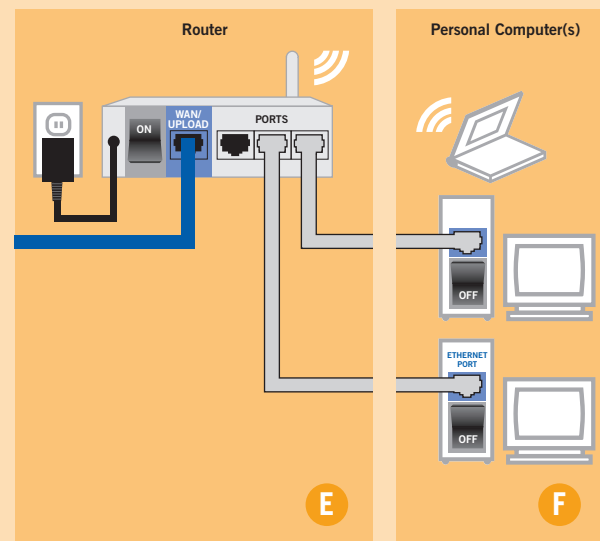
ETHERNET PORT  ON

A B   C D   E

**A** Ensure your cable/DSL modem was off for at least 5 minutes. Power up your cable/DSL modem.

**B** Wait about 2 minutes for the modem to synchronize with your cable/DSL provider, until all appropriate indicator lights are lit.

**C** Power up your TA by plugging it into a power outlet, then wait 30 seconds.

**D** Make sure your telephone is connected to your TA and plugged into a power outlet (if necessary).

**E** Turn on your computer.

**F** Proceed to Step 5, page 12.
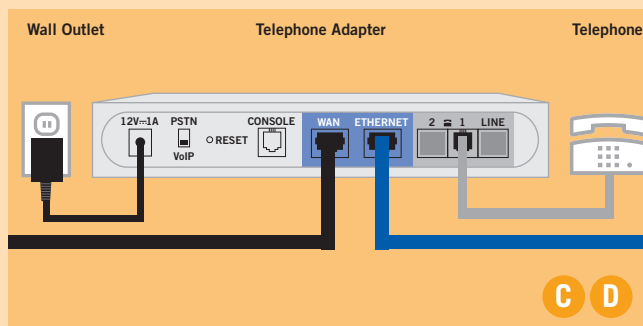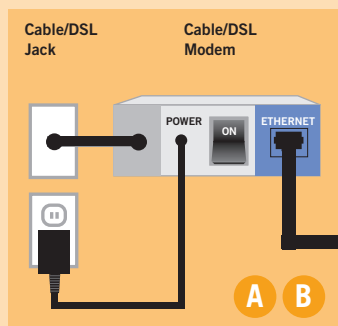
10

**FOR ONE OR MORE COMPUTERS
CONNECTED THROUGH HOME ROUTER**

Cable/DSL Jack · Cable/DSL Modem · Wall Outlet · Telephone Adapter · Telephone · Router · Personal Computer(s)

POWER · ON · ETHERNET

12V⎓1A · PSTN · VoIP · RESET · CONSOLE · WAN · ETHERNET · 2 · 1 · LINE

ON · WAN/UPLOAD · PORTS

OFF · ETHERNET PORT · OFF

A B · C D · E · F

**A** Ensure your cable/DSL modem was off for at least 5 minutes. Power up your cable/DSL modem.

**B** Wait about 2 minutes for the modem to synchronize with your cable/DSL provider, until all appropriate indicator lights are lit.

**C** Power up your TA by plugging it into a power outlet, then wait 30 seconds.

**D** Make sure your telephone is connected to your TA and plugged into a power outlet (if necessary).

**E** Plug your home router into a power outlet and turn it on.

**F** Turn on your computer(s).

**G** Proceed to Step 5, page 12.

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# 5

## VERIFY YOUR
## CONNECTION

**NOTE WHETHER YOU HAVE A CABLE MODEM OR DSL.**

### CABLE MODEM

**IF YOU HAVE A CABLE MODEM, FOLLOW THE INSTRUCTIONS TITLED "CABLE MODEM" IN GREEN.**

### DSL

**IF YOU HAVE DSL, FOLLOW THE INSTRUCTIONS TITLED "DSL" IN BLUE.**

## CABLE MODEM

**FOR SINGLE COMPUTER CONNECTED DIRECTLY TO A CABLE MODEM, OR ONE OR MORE COMPUTERS CONNECTED TO A CABLE MODEM THROUGH A HOME ROUTER**

**A** Verify that you can browse to a known Web site (e.g. www.att.com). *If you cannot, see "I get a Page Not Found error when attempting to browse the Web with my computer" in Troubleshooting, page 21.*

**B** Proceed directly to Step 6, page 16.

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## VERIFY YOUR CONNECTION

# DSL

### FOR SINGLE COMPUTER CONNECTED DIRECTLY TO DSL MODEM

**A** Make sure your computer is configured to obtain IP address automatically. (For most customers, your computer should already be set to obtain IP address automatically.) Please refer to your computer's online help for how to do this. (Instructions for common computers are provided in Troubleshooting, page 22.)

*You will no longer need to activate the software installed by your DSL provider to access the Internet; the TA will handle this. For additional information see "I have DSL and am getting the message 'can't connect to the Internet' even though I can see the Internet" in Troubleshooting, page 23.*

Continue with Step B.

### FOR ONE OR MORE COMPUTERS CONNECTED TO DSL MODEM THROUGH HOME ROUTER

**A** Make sure your home router is configured to obtain IP address automatically. Please refer to your home router's user manual (for most routers, go to WAN settings in the router configuration tool and set "obtain IP address automatically"; this puts your router into what is known as DHCP mode. It may also be called "cable" or "Internet" mode).

Continue with Step B.
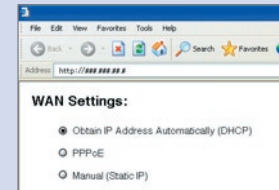
*Sample: Your router's control panel may look different*

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# 5

## DSL, continued



**B** Open your web browser and type http://192.168.15.1. *If you receive a page not found error, see "I have DSL and I cannot access my TA setup Web page" in Troubleshooting, page 23.*
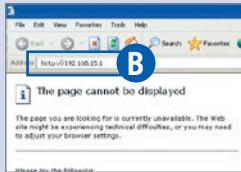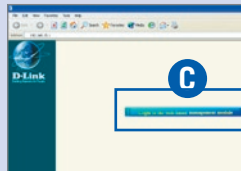
**C** Click "Login to the web-based management module"
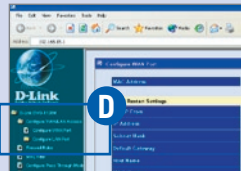
**D** Click "Configure WAN/LAN Access," then click "Configure WAN Port"
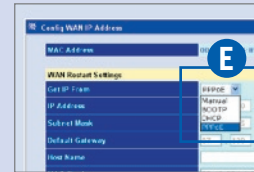
**E** Select PPPoE from the drop-down menu labeled "Get IP From"

**F** Enter your DSL provider username (PPPoE username), enter your DSL provider password (PPPoE password) twice and click "Save" at the bottom of the screen.

*This was part of the information to gather in Step 1.*
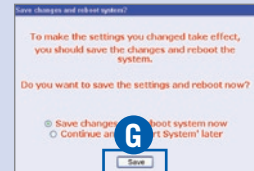
**G** Click "Save changes and reboot system now." Click "Save" to reboot your TA (this will not reboot your PC).

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**H** Wait thirty seconds for the TA to reboot.

**I** After the reboot is complete, IN THE FOLLOWING ORDER: unplug your router and then plug it back in. Wait thirty seconds and then restart your PC.

**J** Verify that the status light on your TA is solid amber or blinking amber (J1) and that you can browse to a known website (e.g. www.att.com) (J2)

If you cannot browse or your status light is red, see the note to the right "If the status light is red."

# 6

## ACTIVATE
### YOUR TELEPHONE ADAPTER



B



C

⚠ **IMPORTANT!**  If you are using a VPN service/client, disable it while you follow these steps.

**A**  Go to your Personal Call Manager Web site at **www.callvantage.att.com**.

**B**  Login using your User ID (your 10-digit AT&T CallVantage℠ Service number) and password. *This was part of the information to gather in Step 1.*

**C**  You should see the screen at left. Click "Activate TA" and follow the instructions on the screen.

🕐  This process may take 5-30 minutes and you may hear some clicking sounds on your TA. DO NOT turn the TA off while this sequence is underway.

**D**  When the online sequence is complete you should hear a single short ring on the phone connected to your TA.

**E**  Pick up your telephone handset and listen for a dial tone. If you don't hear a dial tone, hang up, wait a few seconds, and try again. *If you don't get a dial tone on your phone, see "I just finished installation and cannot get a dialtone" in Troubleshooting, page 21.*

**NOTE**

If you are using a VPN, you can re-enable it now.

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## CONGRATULATIONS!
## SETUP IS NOW COMPLETE

You can start making calls by dialing the 1O-digit number from the phone connected to your Telephone Adapter.

You can also use the new advanced features available on your Personal Call Manager Web site at www.callvantage.att.com

If you experience any problems with the service, please refer to Troubleshooting, page 20.

A small number of cable modem/DSL customers have static IP, in which they are assigned a permanent IP address that never changes. Most customers instead have DCHP or PPPoE and should follow the steps in sections 1-6; however, if you are certain you have static IP and not PPPoE or DHCP, use the following steps to install your TA.

For additional info see "I may have a static IP address but I am not sure" in Troubleshooting, page 24.

**A** Follow steps 1-4 at the beginning of this guide until you have finished Step 4: Turn on Equipment in Order.

**FOR SINGLE COMPUTER CONNECTED DIRECTLY TO CABLE/DSL MODEM**

**B** Make sure your computer is configured to obtain IP address automatically. Refer to your computer's online help or see Troubleshooting for instructions for common computers. Proceed with Step C.

**FOR ONE OR MORE COMPUTERS CONNECTED TO CABLE/DSL MODEM THROUGH HOME ROUTER**

**B** Make sure your router is configured to obtain IP address automatically. Refer to your home router's user manual (for most routers, go to WAN settings in the router configuration tool and set "obtain IP address automatically"; this puts your router into what is known as DHCP mode, Internet mode, or cable mode). Proceed with Step C.

**C** Open your web browser and type in http://192.168.15.1 into the URL address box.

**D** Click "Login to the web-based management module" on the TA configuration screen.

**E** Click "Config WAN/LAN Access," then click "Config WAN Port."

**F** Select "Manual" from the drop down menu labeled "Get IP From."

**G** Enter your Static IP address, DNS address (if your provider gave you two DNS addresses, enter them both), Subnet Mask and Default Gateway information and click "Save". If you do not have this information, you will need to get it from your cable/DSL provider.

**H** On the next screen, select "Save changes and reboot system now." Click "Save" to reboot your TA. After the reboot, you will be taken to the main TA interface screen.

**I** Verify that you can browse to a known Web site (e.g. www. att.com). *If you cannot, see "I get a Page Not Found error when attempting to browse the Web with my computer in Troubleshooting, page 21.*

**J** Follow step 6, Activate your TA.

# APPENDIX B
## ACTIVATING A REPLACEMENT TA

**A** Follow Steps 1-5 at the beginning of this guide until you have finished Step 5: Verify Your Connection.

> ⚠️ **IMPORTANT!** If you are using a VPN service/client, disable it while you follow steps B-I.

**B** Go to your Personal Call Manager Web site at **www.callvantage.att.com**.

**C** Login using your User ID (your 10-digit AT&T CallVantage℠ Service number) and password. **This was part of the information to gather in Step 1.**

**D** Click "Help" at the top of the Web site.

**E** Once you are on the help page click "Telephone Adapter (TA) Activation."

**F** You should see the TA Activation "Begin" screen. Click "Continue."

**G** The next screen should prompt you to wait while your TA is talking to our network. Follow the instructions on the screen.

🕐 This process may take 5-30 minutes and you may hear some clicking sounds on your TA. DO NOT turn the TA off while the sequence is underway.

**H** When the online sequence is complete you should hear a single short ring on the phone connected to your TA.

**I** Pick up your telephone handset and listen for a dial tone. If you don't hear a dial tone, hang up, wait a few seconds, and try again. *If you don't get a dial tone see "I just finished installation and cannot get a dialtone" in Troubleshooting, page 21.*

> **NOTE**
> If you are using a VPN, you can re-enable it now.

**Congratulations! Setup is now complete! You can start making calls by dialing the 10-digit number from the phone connected to your TA. You can also use the new advanced features available on your Personal Call Manager Web site at www.callvantage.att.com**

# APPENDIX C
## TROUBLESHOOTING

| PROBLEM | RESOLUTION | PROBLEM | RESOLUTION |
|---------|------------|---------|------------|
| **I just finished installation and cannot get a dial tone on my phone.**<br><br>**I had a dial tone before, but do not receive a dial tone now.** | 1. Verify that the switch on the back of the TA is set to VoIP.<br>2. Make sure you follow the instructions step by step.<br>3. Check that you do not have a router between the TA and cable/DSL modem.<br>4. Make sure your phone is plugged into the jack of the TA (Line 1) and your phone is appropriately charged and in working order. One way to make sure is to try connecting your phone into any working telephone jack and see if you get a dial tone.<br>5. Check your connection between your TA and cable or DSL modem. The connectors on the Ethernet cable look like a regular phone connector, but wider. Make sure that these connectors "click" into place when they are plugged in.<br>6. See if your cable/DSL Internet service is operational. You should be able to access the Web with browsing software.<br>7. Power all devices down and unplug your cable/DSL modem and home router. Leave them off for at least 15 minutes. Power up your cable/DSL modem and wait until all appropriate indicator lights are lit. Plug your TA into a power outlet. Power up your router (if you have one). Turn on your computer(s).<br>8. If you still cannot get a dial tone, try a hard reset of your TA to restore it to its factory default settings. Power all devices down and unplug your cable/DSL modem and home router. Follow the power-up sequence above, but when powering up the TA, HOLD down the reset button at the back, then HOLD the reset button down for about 10 seconds.<br>9. If you still do not get a dial tone, contact technical support. | **I can surf the Internet but have a blinking red status light and do not have dial tone.** | 1. Your TA may be connected to the Ethernet port of your router and not directly to your cable/DSL modem. Confirm that your cabling is correct according to Step 3.<br>2. You may have a private IP address. If so, see "I have a private IP address" on page 25.<br>3. You can also try a hard reset of your TA to restore it to its factory settings. See resolution step #8 under "I just finished installation and cannot get a dial tone" to the left on this page.<br>If the problem persists, call Technical Support |
|  |  | **I get a Page Not Found error when attempting to browse the Web with my computer.** | 1. Re-read the instructions and make sure you followed them step by step. Make sure the Ethernet cables are "clicked" into place.<br>2. Power all devices down and unplug your cable/DSL modem and home router. Leave them off at least 15 minutes. Power up your cable/DSL modem and wait until all indicator lights are lit. Plug your TA into a power outlet. Power up your router (if you have one). Turn on your computer(s).<br>3. If you still can't browse, your computer may not be set to "Obtain IP address automatically". See "I need help getting my computer to obtain IP address automatically", below.<br>4. Some cable users need to clone their MAC address to be fully functional with their operator's network. See "I need help cloning my MAC address", below. |

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| PROBLEM | RESOLUTION | PROBLEM | RESOLUTION |
|---|---|---|---|
| **I need help getting my computer to "obtain IP address automatically."** | If you have a single computer connected to your cable/DSL modem , try the following (if you have a router, you must set this on your router, not your computer): *For Windows 95, 98, or ME* 1. Go to "Start", select "Settings", then "Control Panel." Double Click "Network" 2. Highlight "TCP/IP" and click the "Properties" button. 3. Make sure "Obtain an IP address automatically" is selected. 4. Click OK several times to return to the desktop, and if your computer asks you to, restart your computer. *For Windows 2000* 1. Go to "Start", select "Settings", then "Network and Dial Up Connections." 2. Double click the "Local Area Connection" icon and click the "General" tab. 3. Highlight "Internet Protocol (TCP/IP)" and click the "Properties" button. 4. Make sure "Obtain an IP address automatically" is selected. 5. Click OK several times to return to the desktop, and if your computer asks you to, restart your computer. | (Continued) | *For Windows XP* 1. Go to "Start", select "Control Panel." Double click "Network Connections" 2. Highlight the "Local Area Connection" icon and click "Change settings of this connection." 3. On the "General" tab, highlight "Internet Protocol (TCP/IP)" and click the "Properties" button. 4. Make sure "Obtain an IP address automatically" is selected. 5. Click OK several times to return to the desktop, and if your computer asks you to, restart your computer. |
| | | **I need help cloning my MAC address.** | Connect to the TA via 192.168.15.1 through a Web browser. Click "Configure WAN IP." If your cable Internet service requires a Host name enter it in the following area. Clone the MAC address on the computer that is registered on the cable provider's network. NOTE If MAC cloning is required, please use the original computer that was registered onto the cable network. If you don't have access to that computer, please call your cable provider to register your new computer's MAC address on their network. |

| PROBLEM | RESOLUTION | PROBLEM | RESOLUTION |
|---------|-----------|---------|-----------|
| **I have DSL and I cannot access my TA setup Web page.** | 1. First check to ensure you have an up to date browser. You will need IE 5.5 or higher on Windows, IE 5.X on Mac OS 9 or OS X, or Apple Safari 1.0 or higher on Mac OS X.<br><br>2. Power all devices down. Leave them off for at least 15 minutes. Power up your cable/DSL modem and wait until all appropriate indicator lights are lit. Power up your TA by plugging it into a power outlet. Power up your router (if you have one). Turn on your computer(s).<br><br>3. If you still cannot access the TA setup Web page you may need to perform a hard reset of your TA to restore it to its factory settings. To do this, power all devices down and unplug your cable/DSL modem and home router. Follow the power-up sequence above, but when powering up the TA, HOLD down the reset button on the back of the TA WHILE you power up the box, then HOLD the reset button down for about 10 seconds. | **I am connected via a home router and my real time/gaming applications are not working correctly.** | Your home router acts as a NAT (Network Address Translation) device. After installing the TA, there are now two NAT devices connected to each other. All Internet traffic is now going through double NAT. This is not a problem for most applications, but some, especially real time gaming applications, will not work correctly.<br><br>To eliminate double NAT, use the home router as a switch by connecting the TA's Ethernet port to the home router's LAN (Ethernet) port, instead of the WAN port. This way NAT functions are bypassed in the home router and Internet traffic is only passing through single NAT (that of the TA). A crossover cable may have to be used between the TA and router. |
| **I have DSL and am getting the message "can't connect to the Internet" even though I can see the Internet.** | This is likely because your DSL provider installed communications software on your computer that is no longer used to connect to the Internet.<br><br>Contact your DSL provider for assistance in deinstalling or re-configuring this software, and to see if you need to update your browser settings. | | |

| PROBLEM | RESOLUTION | PROBLEM | RESOLUTION |
|---|---|---|---|
| **I keep getting "activation fail" during the TA Activation process.** | Make sure that prior to beginning the TA Activation process you have disconnected from any secure client such as a VPN client and that you are connecting to the Internet through your cable/DSL Internet provider. | **I have DSL and keep getting "authentication fail" for connecting status.** | 1. Make sure your cabling is correctly set up according to this guide.<br><br>2. Power all devices down and unplug your cable/DSL modem and home router. Leave them off for at least 15 minutes. Power up your cable/DSL modem and wait until all appropriate indicator lights are lit. Power up your TA by plugging it into a power outlet. Power up your router (if you have one). Turn on your computer(s).<br><br>3. Check to see that your PPPoE username and password are correct (you may need to contact your DSL provider for this information.)<br><br>4. Check to see whether you have an integrated modem/home router (if you do, see "I have an integrated modem/home router" below)." |
| **I forgot my PPPoE username and password. Where can I find it?** | This information should have been provided by your DSL service provider. If you cannot find the information, please contact your DSL service provider to obtain this information. | | |
| **I may have a static IP address but I'm not sure.** | Chances are you have dynamic IP addressing.<br><br>If you have a home router, you can check whether or not your router is set up for static or dynamic IP using your router configuration Web page (see your home router's documentation).<br><br>If you don't have a router, you should find your TCP/IP properties (in the Network Settings area of your computer – see your computer's online help or page 22 of this guide if you do not know where this is). If "obtain IP address automatically" is checked, you have dynamic IP; if "specify an IP address" is checked, you have static IP. To be sure, you can also check with your cable/DSL service provider. | | |

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| PROBLEM | RESOLUTION | PROBLEM | RESOLUTION |
|---------|-----------|---------|-----------|
| **I may have an integrated modem/ home router. How can I find out?** | If you have a single device that plugs directly into your cable/DSL jack and that you can connect multiple computers into (allowing each to access the Internet), you have an integrated modem router. | **I can't get this to work with my company's VPN.** | AT&T CallVantage<sup>SM</sup> Service supports most VPN clients. Check the settings on your VPN Client to verify that "keepalive" messages are disabled.  Also, select "allow VPN to pass through NAT", if this option is available. You may have to dis-able (uncheck) "negotiate UDP encapsulation with VPN tunnel server", if this option is available. You may also have to contact your network administrator to understand what other settings may need to be modified for your setup. |
| **I have an integrated modem/ home router. I don't know which section to use in this guide.** | While integrated modem/home routers are not explicitly supported, you can typically get the service to work if you put the integrated modem/router in bridge mode.<br><br>Check with your cable/DSL provider to see if it supports putting integrated modem/routers in bridge mode, and if so, how to put your device into bridge mode. | **My data service is lost every once in a while, but I still have a dial tone.**<br><br>**I am using a home router and have to reboot everything to get the data to work again.** | If you are using a home router, make sure your device has the most up-to-date software available from the manufacturer. Software updates are readily available from the manufacturer's Web site. Check their site for your model, and compare the most recent version they are offering against the version your device is running. If they are not the same, follow the upgrade instructions on the Web site or in your router's manual. |
| **I have a USB DSL modem.** | DSL modems with only a USB interface are not supported. | | |
| **I have a satellite broadband Internet connection.** | Satellite broadband connections are not supported. | | |
| **I have a private IP address.** | While private IP addresses are not explicitly supported, you can typically get the device to work if you put your router into what is known as bridge mode.<br><br>Check with your router's owner's manual to see if it supports bridge mode and how to do so. | | |

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# TROUBLESHOOTING, CONTINUED

| PROBLEM | RESOLUTION | PROBLEM | RESOLUTION |
|---|---|---|---|
| My TA Status and WAN lights sometimes blink green or amber for no apparent reason. Should I be concerned? | You should not be concerned; this is normal. This indicates your TA is automatically receiving firmware upgrades from our network.<br><br>You can place a call while this is happening but you MUST NOT unplug your TA while these lights are blinking or you may damage your TA. If you are on a call when a firmware update occurs your call will not be affected. | I cannot use my existing phone jacks throughout the house for my AT&T CallVantage Service. | You cannot use your existing phone jacks with AT&T CallVantage Service. If you want to use AT&T CallVantage Service in other rooms, you can use a cordless phone. |
| I am having voice quality problems with my phone. | Check your cable/DSL speed at: http://www.broadbandreports.com/stest. Your cable/DSL provider's connection speed can vary; if your speed does not meet the minimum requirements of 90Kbps uplink and downlink at this time, you may want to try again later. You can also try disconnecting the phone and using a different corded or cordless phone. | I can't get this to work with my home security system. | Home security or alarm systems are not supported by this service. |
| I cannot use this line in any other room. | You can connect a cordless phone base station into "Line 1" on the TA in order to use the phone throughout your home. | | |
| I cannot hook multiple phones to the TA. | AT&T CallVantage Service supports a single line. You can connect a cordless phone base station into "Line 1" on the TA in order to use the phone in any other room. You can also use a cordless phone with two or more handsets. | | |

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# APPENDIX D
## WARRANTY INFORMATION

AT&T warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Telephone Adaptor contained in this package ("Product") is free from material defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with operation instructions. This limited warranty extends only to the consumer for Products purchased and used in the United States of America.

During the limited warranty period, which is ninety (90) days from the date of the Product purchase, AT&T or its authorized service representative will repair or replace, at its option, without charge, a Product which is found to be materially defective. AT&T may use new or refurbished replacement parts in a Product repair. The Product may be replaced with a new or refurbished product of the same or similar design. AT&T will return repaired or replacement products to you in working condition. An additional ninety (90) day warranty period will apply to replaced or repaired Products. Repair or replacement of Product, at AT&T's option, is your exclusive remedy.

This limited warranty does not cover:

a. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or

b. Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of AT&T; or

c. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or

d. Product whose identifying information has been removed, altered or rendered illegible; or

e. Product purchased, used, serviced, or shipped for repair from outside the United States; or Product returned without valid proof of purchase.

f. To obtain warranty service, call 1-866-596-8464 for instructions, including where to return the Product.

This warranty is the complete and exclusive warranty agreement for the Product between you and AT&T. It supersedes all other written or oral communications related to this Product. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification. If your state does not allow certain of the limitations we have placed on this warranty, those limitations will not apply to you.

**In no event shall AT&T be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product, or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of the Product. If your state does not allow the exclusion or limitation of incidental or consequential damages, the above limitation or exclusion will not apply to you.**

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**What is my User ID?**

Your UserID consists of the 10-digit assigned AT&T CallVantage℠ Service phone number. ***This information was provided in your order confirmation e-mail.***

**What is IP?**

IP, or Internet Protocol, is the language used to exchange data over the Internet.

**What is an IP address?**

Every computer or device on the Internet has what is known as an IP address, which uniquely defines that device and enables devices to find each other on the Internet. The IP address format is a string of four numbers, each from 0 to 255, separated by periods, for example, 192.168.15.1.

**What is a cable modem? What is a DSL modem?**

Your cable or DSL modem is the device that enables your computer to make a broadband Internet connection.

**What is a router?**

A router is a device that enables multiple devices such as computers and printers to communicate with each other. It also enables multiple devices to share an Internet connection. If you have two or more computers sharing a cable/DSL connection, chances are they are doing so through a router.

You may also hear routers referred to as "switches" or "hubs".

**What is USB? What is a USB modem?**

USB, or Universal Serial Bus, is a technology used to connect computers and other devices to each other. You can recognize USB cables or ports through their distinctive square cable connections and sockets. A USB modem is a cable modem or DSL modem that uses a USB connection to link to a computer or router.

**What is DHCP?**

DHCP, or Dynamic Host Control Protocol, is part of your computer's Operating System. Your computer may use DHCP to obtain an IP Address from your cable/DSL provider so that you can access the Internet. DHCP may also be used to allow multiple computers on a home LAN to share a single cable/DSL Internet connection.

**What is PPPoE?**

PPPoE, or Point-to-Point over Ethernet, is a technology standard adopted by most DSL service providers to recognize their customers and give them permission to get on their network. Your computer may use PPPoE to connect to your DSL service provider. A username and password are usually used with PPPoE. Following authentication of the username and password, an IP Address is obtained from your DSL service provider so that you can access the Internet.

**What is a MAC address?**

Each computer on a home network has a unique MAC, or Media Access Control, address. It is used by your home network to route information from the Internet specifically to the computer that requested it, and not to other computers on the network.

**What is static IP?**

Some cable/DSL Internet customers have what is known as static IP, in which their computer has a permanent IP address that never changes. Some users have this because their cable/DSL service provider doesn't support dynamic addressing (or didn't at the time they set up the service) while others opt for static IP address.

**What is VPN?**

Some employers use a VPN, or Virtual Private Network, to give their employees secure access to their corporate network over a home Internet connection. Employees usually have special VPN client software on their computers and use special secure means to log onto the VPN.

**What is WAN?**

WAN stands for Wide Area Network. The WAN port on your TA is the port that plugs into your cable/DSL modem.

**What is a private IP address?**

A private IP address is an address that reflects certain numeric addresses set by the Internet industry. Some cable/DSL service providers may assign Private IP addresses from their network for your cable/DSL service. Also, home routers and the TA assigns Private IP addresses to computers, laptops and other devices on your home network. The following are the reserved IP address blocks:
10.x.x.x
192.168.x.x
172.16.x.x through 172.31.x.x

For additional information and support, please check our online FAQ by visiting your Personal Call Manager Web site at www.callvantage.att.com and clicking "Help."

You may also e-mail technical support queries via our online e-mail form by visiting your Personal Call Manager Web site at www.callvantage.att.com, and clicking "Help" and then "E-mail an Agent."

If you require over-the-phone support, you may call us at 1-866-596-8464.

For the latest updates and information, please visit www.callvantage.att.com and click "Help".

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