

I. Self-installation of Spectrotel Provided NETGEAR N300 Router

If customer self-installation has been selected as the router installation method, a Spectrotel provided router is shipped to the location specified by the Customer. For Internet Over Fiber (IOF) Service Speeds of 50/25, 75/35, 150/65 Mbps, Spectrotel deploys NETGEAR N300 routers. The router is shipped to arrive at the specified location before the service installation date so that it is available when the Verizon Technician installs the IOF Service and the RJ45 jack (similar to the one shown in figure 1) to access the service. Your Spectrotel provided router may already be configured with the IP address; however if you are not able to connect to the Internet after installing your router through step III.A.3, continue to steps III.B through III.C.9 to configure the IP address.



Figure 1 –Typical RJ45 Jack

II. What You Will Need

To install your Spectrotel provided router, you will need to have either a Mac or Windows based computer available to connect to the router; an Ethernet cable (for a wired connection as shown in figure 2); a WiFi adapter (for a wireless connection; not shown) that supports any of the following Ethernet standards: 802.11a, b, g, or n (most computers typically have this built in). The connection can be either wired or wireless via WiFi.



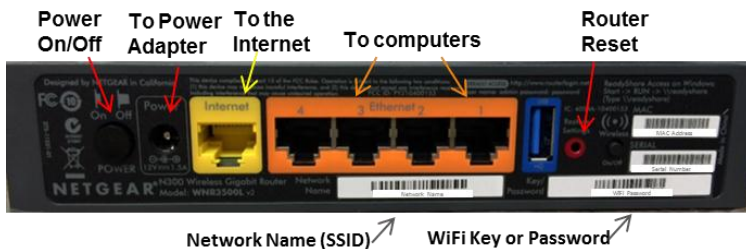
Figure 2 - RJ45 Plug on Ethernet Cable

III. Router Installation

Figure 3 shows a detailed image of the back of the NETGEAR N300 router with the yellow Internet port, and orange Ethernet ports for connection to a computer. It also shows the power adapter socket, the on/off switch, and the reset button. The following steps guide you through router installation.

A. Power Router: Connect the power adapter to the router, as shown in figure 5, to the power adapter socket (also shown in figure 3). Then plug it into a power outlet. Confirm the power on/off button is on (pushed in). Wait until the wireless LED turns solid blue as shown in figure 4.

Figure 3 - NETGEAR N300 Router – Back Connection Panel



- 1. Connect Router to Internet:** Plug the yellow Ethernet cable that came with the router into the RJ45 jack (figure 1) installed by the technician. Plug the other end of the cable into the yellow Internet jack on the back of the router.

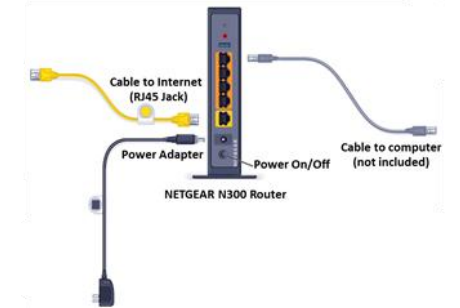
Figure 4 –N300 Router– Front with Power On



- 2. Connect Computer:** Connect a computer to the router through an Ethernet cable (not provided) or wirelessly.
 - To connect via cable, connect one end of an Ethernet cable to one of the orange Ethernet ports on the back of the router (as shown in figure 5 and close up in figure 3) and the other end to the Ethernet port on a computer.
 - To connect wirelessly, configure the WiFi connection on your computer using the NETGEAR assigned router Network Name (also known as SSID) and key or password located on the back of your router as depicted in figure 3 above. If you are unsure of how to configure your WiFi connection, please call Spectrotel Customer Support at 1-888-773-9722 for assistance.

- 3. Test Internet Connectivity:** Open an Internet browser and type in www.spectrotel.com. If the website comes up, it means Spectrotel was able to preconfigure your router, and it is ready to go. If it does not, it means that the IP address needs to be configured. Continue with step III.B below.

Figure 5 - NETGEAR N300 Router & Cables

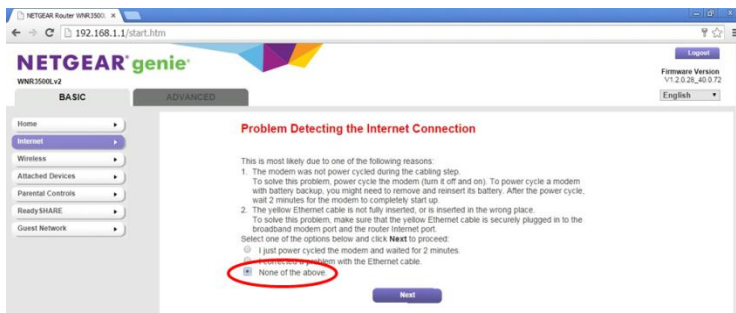


B. Confirm IP Address: If the router is unable to connect to the Internet, compare the IP address provided by Spectrotel in the Data Cut Sheet with the IP address information provided by the Verizon technician. If they are the same use the Data Cut Sheet and follow the steps below to configure the router. If the IP information is different, use the information provided by the onsite technician. Afterward, please notify Spectrotel of the discrepancy by contacting your Service Delivery Manager at the number listed in the Data Cut Sheet or Spectrotel Customer Support at 1-888-773-9722.

C. Configure Router: NETGEAR routers attempt to auto configure the Internet connection based on a dynamic IP address. Since Spectrotel IOF service uses static IP addresses that are assigned to the customer for the life of the service, it needs to be loaded into the router. Follow these steps to configure your router with the Static IP address identified in step III.B above.

1. **Problem Detecting Message 1:** When the NETGEAR router is unable to automatically configure, it presents the screen shown in figure 6 below with the error message “Problem Detecting the Internet connection.” Select “None of the above” option, and click the “Next” button.

Figure 6 – Problem Detecting Message 1



2. **Problem Detecting Message 2:** On the next screen with the message “Problem Detecting the Internet connection – IP Address,” shown in figure 7, select the first option “Yes. My ISP assigned a fixed (static) IP address to me.” Then click the “Next” button to proceed.

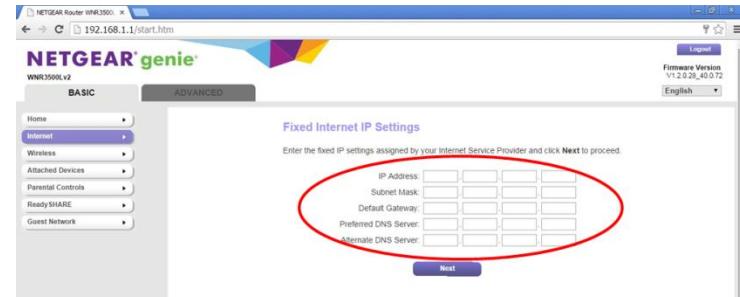
Figure 7 – Problem Detecting Message 2



3. **IP Address:** The IP address information is input on the screen with the heading “Fixed Internet IP Settings,” shown in figure 8 below.
 - a. Input the “IP Address” contained in the “Usable IP Range” field on the Data Cut Sheet or from the onsite technician. If you are unsure about this, please call your Service Delivery Manager listed in the Data Cut Sheet or Spectrotel Customer Support at 1-888-773-9722.
 - b. Input the “Subnet Mask” from the Data Cut Sheet or from the onsite technician.
 - c. Input the “Gateway IP Address” from the Data Cut Sheet or the technician.
 - d. Input the “Primary DNS” from the Data Cut Sheet or the technician.

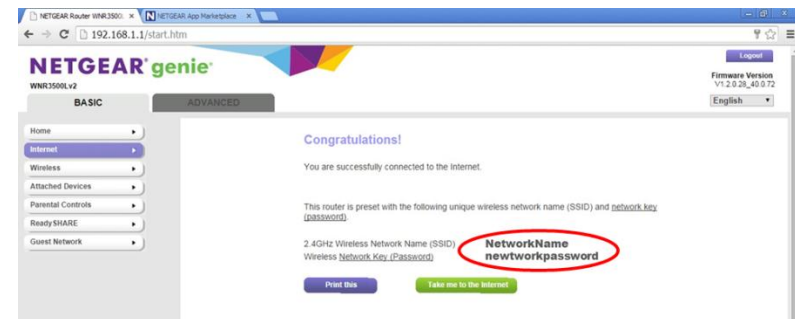
- e. Input the “Secondary DNS” from the Data Cut Sheet or the technician.
- f. Click the “Next” button to complete the process.

Figure 8 - Fixed Internet IP Settings



4. **Confirmation:** If everything is correct, the screen with the heading “Congratulations!”, as shown in figure 9 below, will appear with the Network Name and the Network Key for your router. This information is also contained on the back of your router as shown in figure 3. Click “Take me to the Internet.” The router will automatically take you to a NETGEAR website. This confirms that your Internet connection is configured correctly.

Figure 9 - Congratulations Screen



5. **Error:** If the IP configuration was not successful, the original error message shown in step III.C.1 above. Please check that the IP addresses were loaded correctly and try again. If the connection is not successful please call, your Service Delivery Manager listed in the Data Cut Sheet or Spectrotel Customer Support at 1-888-773-9722.

IV. Additional Configuration Options

Additional configuration options, including changing passwords and IP address, are available at <http://www.spectrotel.com/faqs/how-do-i-install-my-spectrotel-provided-router/>.