HPC Internet Services
ADSL **PPPoE** (SBC Territory) Setup Instructions
Phone Support: 812-275-2456 (9am-9pm Mon-Sat)
E-Mail Support: support@hpcisp.com
Web Site: http://www.hpcisp.com

Section 1 – Connect the DSL Equipment

First, install the telephone line filters. The filters will help keep the DSL signal from interfering with your voice signal and vice versa. Without the filters, voice calls may be noisy and DSL service may not work at all. **Filters are necessary for each phone jack in currently in use on the same line as the DSL service (same phone number)**. This includes phones, answering machines, satellite receivers, fax machines, etc. Filters are not needed on unused phone jacks.

Next, take a moment or two to get familiar with the DSL modem/router. The following images should match the equipment provided, but may vary slightly.
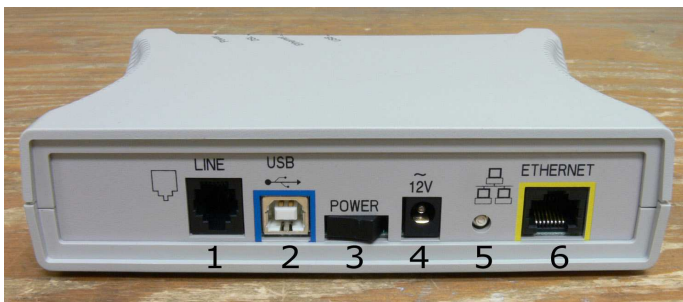
1. "Line" (Telephone) Jack
2. USB Port
   (**Not used**)
3. Power switch
   (Not present on all models)
4. Power Connector (12V)
5. Factory Reset button
   (**DO NOT PRESS!**)
6. Ethernet (network) Jack

1. Power Light – Should be solid green
2. DSL Light – Should be solid green while DSL is working properly
3. Ethernet Light – Should be solid green while connected to the PC, but it will blink with activity
4. USB Light – **Not used (off)**

Connect the router as follows:
1. Connect a telephone cable from the **Line** jack on the router to a telephone wall jack. It is preferable to connect the line through a surge protector if one is available.
2. Connect the AC adapter cord to the **12V** port, and plug the adapter into a power outlet.
3. Connect the Ethernet cable (usually yellow) to the **Ethernet** port on the back of the router, and to the back of your computer.
4. Turn on the power switch (if present), and wait a few moments.

Section 1 – Connect the DSL Equipment (continued)

As the router starts up, the DSL light will blink slowly as it tries to find a signal on the line. After a short time (usually around 30 seconds) the light will blink slightly faster as it tries to synchronize with the equipment at the other end. Once the modem/router is "in sync" the DSL light will be solid green and should stay that way.

If the DSL light does not stop blinking, there are several different reasons this could happen.
1. **DSL Service is not yet active on the line.**
   Check with HPC to see if DSL has been provisioned on the telephone line.
2. **Filters are not installed properly or are not present on every phone.**
   If you do not have enough filters, you can temporarily unplug the additional telephones or devices to see if the modem will sync. If it does, obtain and install additional filters.
3. **There may be a problem with the inside telephone wiring.**
   A problem with the inside wiring can be checked by trying to plug the router into another phone jack, using only the telephone line and power cable. If possible, you can also try to plug the router into the NID (grey box outside where the telephone line enters the house).
4. **There may be a problem with the DSL modem/router.**
   You may bring the DSL modem/router back to HPC to have it tested.
5. **There may be a problem with the telephone line.**
   If the modem/router will not sync, your line has been provisioned, and it is past your due date, HPC can report the problem and have a telephone line technician check the wiring between your house and the phone switch.

Section 2 – Creating a PPPoE Connection to HPC

1. Click **Start**
2. Click **Settings** (On some systems, this step may not be needed)
3. Click **Control Panel**
4. Click "**Switch To Classic Mode**" on the left, if it appears there
5. Double click **Internet Options**
6. Click the **Connection** tab
7. Click the **Setup** button to start the Internet Connection Wizard
8. Select the top choice "**Connect to the Internet"**
9. Click **Next**
10. Select the second choice "**Setup my Connection Manually"**
11. Click **Next**
12. Select the top choice "**Connect using a broadband connection that requires a username and password"**
13. Click **Next**
14. Type in **HPC**
15. Click **Next**
16. Type in your **Username**
    NOTE: In this box only, it should be **username@hpcisp.com**
17. Type in your **Password,** and type it again in **Confirm Password**
18. Check both boxes on the bottom section
19. Click **Next**
20. Click **Finish**

You will be returned to the **Control Panel** window

21. Double Click **Internet Options**
22. Select **Always Dial my Default Connection**
23. Click **OK**
24. Click the "**X**" to close Control Panel

Your Connection to HPC is complete at this point and you are ready to Launch Internet Explorer.

If you will be using an HPC e-mail account, continue on to the next section.

If you are not using an HPC e-mail account, please provide us with a valid e-mail address so that we may contact you if necessary.

Section 3 – Setting Up Your HPC E-Mail Account

1. Click **Start**
2. Click **Programs**
3. Click **Outlook Express**
   Note: If you are prompted to connect, click **Work Offline**
4. Click the **Tools** menu at the top of the screen
5. Click **Accounts**
6. Click **Add**
7. Click **Mail**

The E-Mail Setup screen from the Internet Connection Wizard should appear

8. Type in the name that should appear when others receive a message from you. This can be your full name, a nickname, or anything you want.
9. Click **Next**
10. Type in your **e-mail address** in all lower case letters
    Example: username@hpcisp.com
11. Click **Next**
12. Select **POP3** in "My incoming mail server is a … server"
13. Type **mail.hpcisp.com** in the **Incoming Mail Server** box
14. Type **mail.hpcisp.com** in the **Outgoing Mail Server** box
15. Click **Next**
16. Type your **password** in all lower case (The username should already be filled in)
17. Check **Remember Password** if you would like Outlook Express to remember it for you
18. Click **Next**
19. Click **Finish**

Easy Reference for Advanced Users:

PPPoE Username	username@hpcisp.com	Domain Name	hpcisp.com
POP3 Server	mail.hpcisp.com	DNS Server (Pri)	68.76.213.2
SMTP Server	mail.hpcisp.com	DNS Server (Sec)	68.76.213.3

You also have access to other HPC resources available online, including:
    Web Mail   http://webmail.hpcisp.com/
    Spam Filter Settings   http://filter.hpcisp.com/

Links to these systems are also available on our website, http://www.hpcisp.com/

For support, call us at 275-2456, e-mail us at support@hpcisp.com, or visit our website at http://www.hpcisp.com