



Dear New Kiva DSL customer,

Thank you for choosing Kiva Networking as your high speed Internet service provider. You will be notified by phone as to when your DSL service will begin working and given your username and password at that time. Please notify us immediately if you have any trouble with your self-install kit. Your billing will begin on the same day that your DSL service starts unless you notify us that you are having problems. If you have questions or need help during your self-install then please call our Technical Support Department and we'll be happy to answer your questions and help you finish your install.

If you have any other questions or need further assistance, please feel free to contact Technical Support at the phone number below or e-mail us.

Thank You

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Technical Support/Customer Services--Kiva Networking  
e-mail: [help@kiva.net](mailto:help@kiva.net)--voice: 337-5070 or 800-819-8143  
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## **Kiva Networking DSL Information sheet**

This information will be provided over the phone from Kiva Networking

PPPOE username: \_\_\_\_\_@kiva.net

Password: \_\_\_\_\_

Kiva username: \_\_\_\_\_

Technical Support  
help@kiva.net  
337-5070  
800-819-8143

### Trouble shooting tips

1. Restart the DSL modem, wait for the DSL light to go solid green.
2. Restart the router (if present), wait 1-2 minutes.
3. Restart the computer.

**Please Save this Information**

## **Kiva Networking DSL Self-install directions with a router**

Directions for AT&T High Speed Internet modem

Open the package containing the DSL modem

The package should contain

1 DSL modem and power Supply

Multiple DSL line filters

AT&T software CD

1 DSL telephone cable

1 Ethernet Data cable

The DSL telephone cable and the Ethernet data cable are very similar but the Ethernet data cable has slightly larger ends that will not fit into a telephone jack.

Set AT&T software CD to the side (Do not use the AT&T Software)

Install a line filter on each phone and device (Satellite TV, Alarm, fax machine, etc.) that uses a phone line by

Unplugging the phone line from the telephone wall jack,

Plugging the DSL line filter into the telephone wall jack,

Plugging the phone line into phone side of the DSL line filter.

The DSL modem will need to be plugged into a telephone wall jack near the computer.

If the DSL modem and a phone will share a wall jack then plug the DSL telephone cable into the DSL opening of the line filter otherwise plug the DSL telephone cable directly into the telephone wall jack.

Plug the other end of the DSL phone cable into the DSL port on the DSL modem

Plug one end of the Ethernet Data cable into the Ethernet port on the computer

Plug the other end of the Ethernet Data Cable into the Ethernet port on the DSL modem

Plug the round end of the power cable into the DSL modem's power port

Plug the power cable into surge protector or wall socket

Turn on the DSL modem (the switch is in back on the left side)

The power light should go from red to green within one minute

The DSL light should go from Flashing red to Flashing green to solid green

The Ethernet light should be off

Turn on the computer

The Ethernet light should turn on and be solid green

Open a web browser (Internet Explorer, Netscape, Firefox, etc.)

In the address bar type 192.168.0.1 (for the Speedstream modem)

In the address bar type 192.168.1.254 (for the Motorola modem)

The Modem Login page should load.

Click on the Advanced button  
Click on the PPP Location button  
If an Access code is asked for, enter the Access code from the yellow sticker on the bottom side of the DSL modem.  
Click on continue.  
Change the PPP setting to Bridged mode (PPPoE is not used)  
Click the Save changes button (if the page says your Modem is restarting then Skip the next 2 lines)  
Click the Change PPPOE location button  
Click the Restart button  
Close the web browser window

Unplug the Ethernet Data cable from the Ethernet port of your computer and plug it into the WAN port of your Router  
Plug another Ethernet Data cable into the Ethernet port of your computer and into a LAN port on your router  
Follow your router manufacturers directions for advanced mode, custom configuration, self-configuration mode, etc. Do not use the wizard.  
Change the Type of connection from the default method to PPPOE  
Enter your PPPOE Username (received from Kiva Networking)  
Enter your Password (received from Kiva Networking)  
Scroll down and click the Apply or Save Settings button.  
Change to the router Status window and see if it shows Connected and a WAN or internet IP address of 216.9.142.??? or 216.9.143.??? if so you are connected.  
Close the web browser window  
Open a web browser (Internet Explorer, Firefox, Netscape, Etc.) to make sure your connection is working

If you have any other questions or need further assistance, please feel free to contact Technical Support at the phone number below or e-mail us.

Thank You

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