

Warning: In the following installation procedures, do not disconnect the Mediatrix 2102 while the LEDs are flashing.

Step 1 Choose an Installation Type

This document contains four different installation scenarios. You must select the scenario that best applies to you among the following:

PPPoE Installation without Router	1
PPPoE Installation with Router	6
DHCP Installation without Router	8
DHCP Installation with Router	11

 **Note:** The Mediatrix 2102 comes with an optional second FXS port that may be present or not on your unit.

Each section describes how to connect the hardware to the Mediatrix 2102 and configure it to establish a connection to your Internet Service Provider (ISP). If you are not sure of your connection type, please call your ISP.

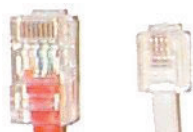
Step 2 Install the Mediatrix 2102 According to your Connection Type

PPPoE Installation without Router

The following steps describe how to install the Mediatrix 2102 with a single computer. Please fill out the installation form with your information in [Step 4 - "Installation Form"](#) on page 16. It will help speed up the support process if you contact your ISP.

- Step 1.** Disable PPPoE from the computer's connection manager. Refer to your ISP if you do not know how to do this.
- Step 2.** Power off all of your hardware, including the computer, modem, and Mediatrix 2102.
- Step 3.** Unplug the network cables from the modem and the computer.

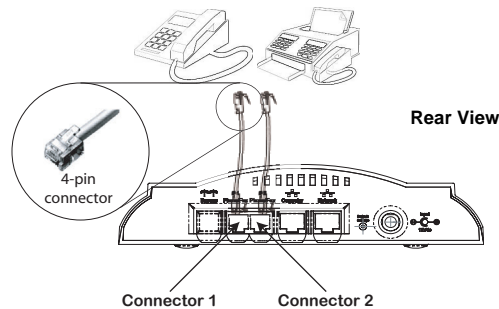
Telephone




Network

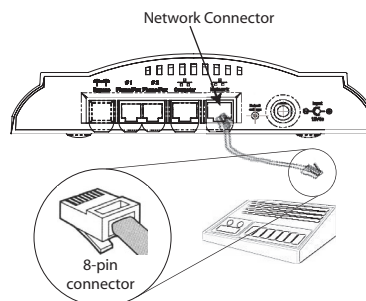


- Step 4.** Connect analog telephones or fax machines into the **Phone/Fax** connectors by using a standard telephone cable (4-pin connector).

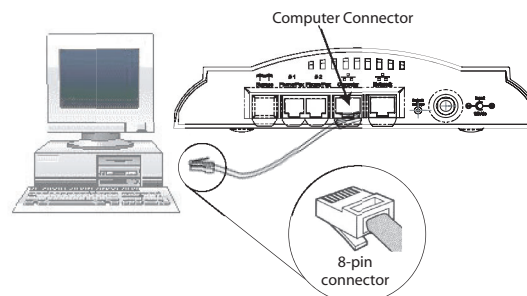


 **Note:** Make sure your telephone is set to use tone setting (not pulse).

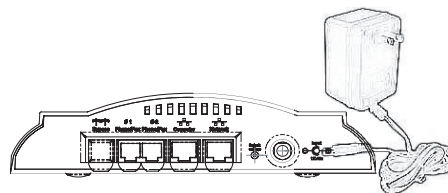
- Step 5.** Connect a network cable (8-pin connector) into the **Network** connector of the Mediatrix 2102. Connect the other end to the modem.



- Step 6.** Connect a network cable (8-pin connector) into the **Computer** connector of the Mediatrix 2102. Connect the other end to the network card of your computer.



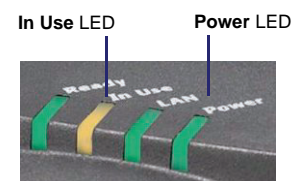
- Step 7.** Power on the modem. Wait five minutes before it properly establishes the Internet connection.
- Step 8.** Once the modem is ready, connect the power cord to the Mediatrix 2102 and then connect the other end to an electrical outlet.



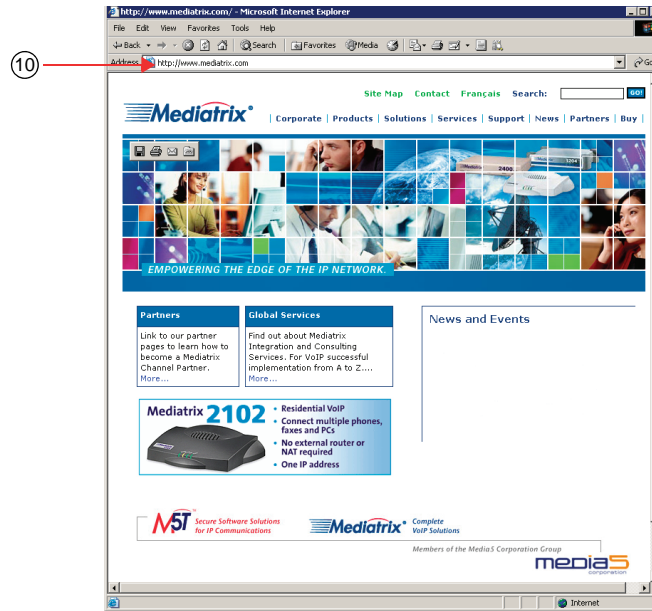
Important: Do not disconnect the power from the Mediatrix 2102 from now on unless instructed.

If the **Power** LED is blinking, wait until the **In Use** LED blinks before proceeding with the next step. Remember to fill out the installation form accordingly.

- Step 9.** Power on the computer.

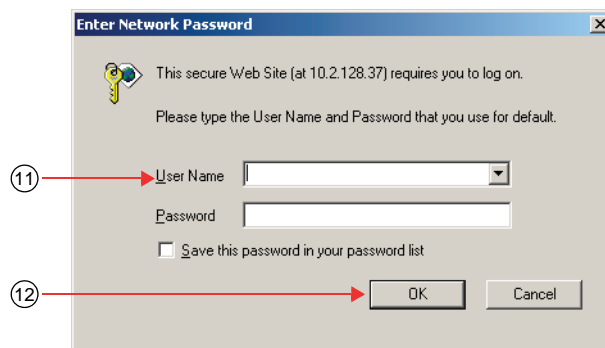


Step 10. In your web browser's address field, type **192.168.10.1**, then hit the <Enter> key.



Step 11. In the *Enter Network Password* window, enter the following information:

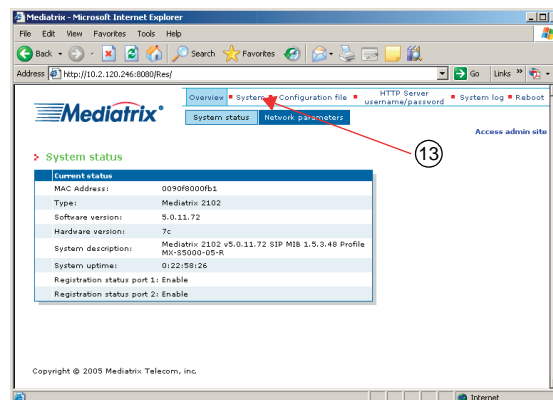
- ✓ User Name: **admin**
- ✓ Password: **1234**



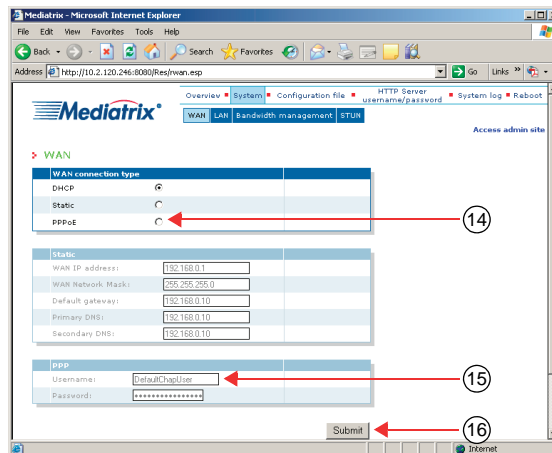
Note: If you do not see this window, please refer to the Troubleshooting Tips section on [page 5](#), symptom “The web browser window does not open”.

Step 12. Click **OK**.

Step 13. In the *Overview* page, click the **System** link.



Step 14. In the *WAN connection type* section of the *System – WAN* page, select **PPPoE**.



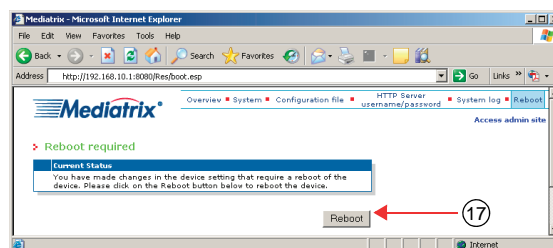
Step 15. In the *PPPoE* section, set the PPPoE user name and password as supplied by your ISP. If you are not sure, contact your ISP.

Step 16. Once all changes have been made, click **Submit**.

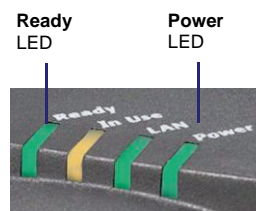
A sentence in red appears below the *Submit* button, prompting you to click a link to restart the unit. Click this link.

Note: You will need to prevent your computer from attempting a PPPoE session as this is now done by the Mediatrix 2102. This is usually done by not using the connection manager provided by your ISP.

Step 17. The *Reboot* page opens. Click **Reboot**.



Step 18. Wait until the *Power* LED is on and the *Ready* LED is either blinking or steady on. This can take up to 5 minutes.



Step 19. Restart the computer.

Pick up both telephone handsets and listen for a dial tone. On your computer, verify that you can browse the web. If you hear a dial tone on at least one of the lines and can browse the web, you have finished the installation and can begin making calls over your broadband access. Remember to fill out the installation form accordingly. Otherwise, contact your ISP.



Troubleshooting Tips

The following are solutions to common installation issues. If you experience other issues, contact your ISP.

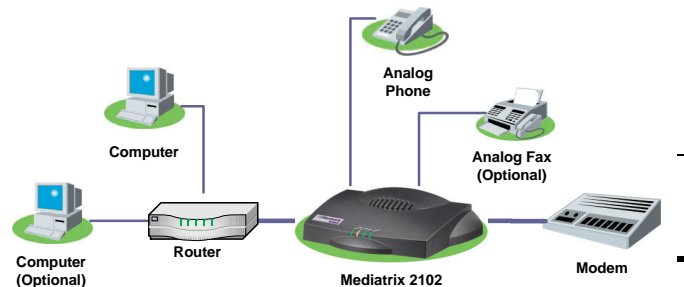
Symptom	Tips
All LEDs are OFF	<ul style="list-style-type: none"> Verify that the power cord is connected to the electrical outlet and properly connected to the 2102.
There is no dial-tone	<ul style="list-style-type: none"> Restart the Mediatrix 2102. Once restarted, verify that the unit has a dial tone.
Ready LED is OFF	<ul style="list-style-type: none"> Using the <i>System – WAN</i> Web page, ensure that PPPoE is selected. Re-apply the PPPoE username and password. Restart the Mediatrix 2102.
No Internet connection	<ul style="list-style-type: none"> Remove the PPPoE client program from the computer. Ensure that the computer gets its IP address automatically. Restart the computer. Once the computer is restarted, verify that the Internet is accessible.
The web browser window does not open	<ul style="list-style-type: none"> Verify that your computer is configured to automatically receive its IP address (DHCP). Please refer to your computer's operating system documentation to determine how to perform this task.

PPPoE Installation with Router

You can use a router with the Mediatrix 2102 in order to provide Internet connectivity to more than one computer or other device. Please fill out the installation form with your information in [Step 4 - "Installation Form" on page 16](#). It will help speed up the support process if you contact your ISP.



Note: Most home routers are configured by default to automatically connect to the Mediatrix 2102 is set with a static IP address, documentation to perform this task.



Step 1. Access your router's configuration web page and perform the following:

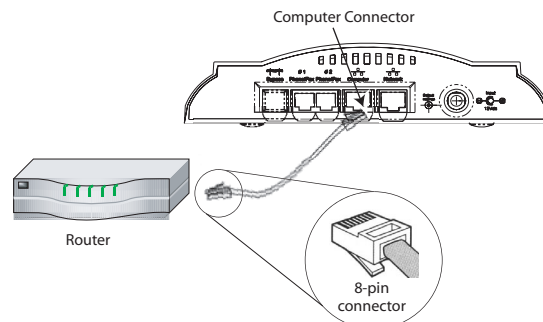
- ✓ disable PPPoE
- ✓ select DHCP

Refer to your router's documentation or your Internet service provider if you do not know how to do this.

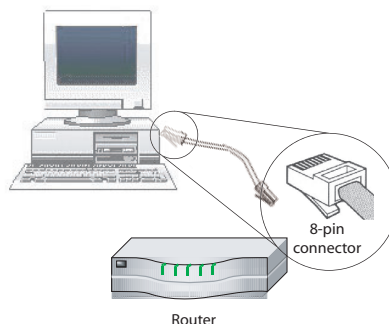
Step 2. Perform the installation and configuration steps described in ["PPPoE Installation without Router" on page 1](#). Once this is done, continue to Step 3 below.

Step 3. Power off all of your hardware, including the computer, router, modem, and Mediatrix 2102.

Step 4. Unplug the network cable that is connected to the network card of your computer (the other end is connected into the **Computer** connector of the Mediatrix 2102). Connect it to the WAN / Uplink connector of the router.

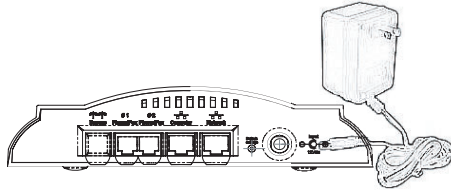


Step 5. Connect a network cable (8-pin connector) into the LAN connector of the router. Connect the other end to the network card of your computer.



Step 6. Power on the modem. Wait five minutes before it properly establishes the Internet connection.

- Step 7.** Once the modem is ready, connect the power cord to the Mediatrix 2102 and then connect the other end to an electrical outlet.



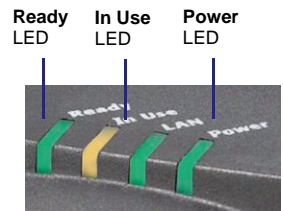
Important: Do not disconnect the power from the Mediatrix 2102 from now on unless instructed.

If the *Power* LED is blinking, wait until the *In Use* LED blinks before proceeding with the next step. Remember to fill out the installation form accordingly.

- Step 8.** Power on the router. Wait five minutes before it is ready.

- Step 9.** Power on the computer.

- Step 10.** After restarting the computer, power off and on the Mediatrix 2102 to make it accept the new configuration. Wait until the *Power* LED is on and the *Ready* LED is either blinking or steady on. This can take up to 5 minutes.



Pick up both telephone handsets and listen for a dial tone. On your computer, verify that you can browse the web. If you hear a dial tone on at least one of the lines and can browse the web, you have finished the installation and can begin making calls over your broadband access. Otherwise, contact your ISP.



Troubleshooting Tips

The following are solutions to common installation issues. If you experience other issues, contact your ISP.

Symptom	Tips
All LEDs are OFF	<ul style="list-style-type: none"> Verify that the power cord is connected to the electrical outlet and properly connected to the 2102.
There is no dial-tone	<ul style="list-style-type: none"> Restart the Mediatrix 2102. Once restarted, verify that the unit has a dial tone.
Ready LED is OFF	<ul style="list-style-type: none"> Using the <i>System – WAN</i> Web page, ensure that PPPoE is selected. Re-apply the PPPoE username and password. Restart the Mediatrix 2102.
No Internet connection	<p>Computer connected to the Mediatrix 2102:</p> <ul style="list-style-type: none"> Remove the PPPoE client program from the computer. Ensure that the computer gets its IP address automatically. Restart the computer. Once the computer is restarted, verify that the Internet is accessible. <p>Router connected to the Mediatrix 2102:</p> <ul style="list-style-type: none"> If a home router is used, redo the steps in “PPPoE Installation with Router” on page 6.
The web browser window does not open	<ul style="list-style-type: none"> Verify that your computer is configured to automatically receive its IP address (DHCP). Please refer to your computer's operating system documentation to determine how to perform this task.

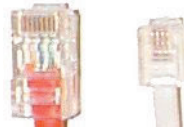
DHCP Installation without Router

The following steps describe how to install the Mediatrix 2102 with a single computer. Please fill out the installation form with your information in [Step 4 - "Installation Form" on page 16](#). It will help speed up the support process if you contact your ISP.



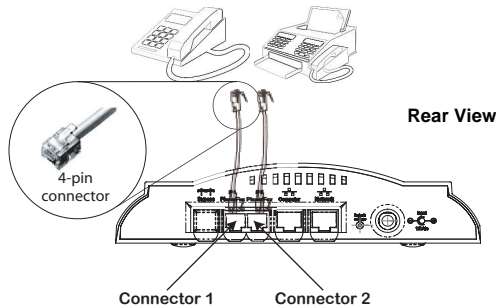
Step 1. Power off and unplug the network cables from all of your hardware, including the computer, modem, and Mediatrix 2102.

Telephone



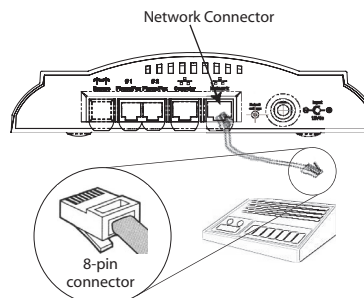
Network

Step 2. Connect analog telephones or fax machines into the **Phone/Fax** connectors by using a standard telephone cable (4-pin connector).

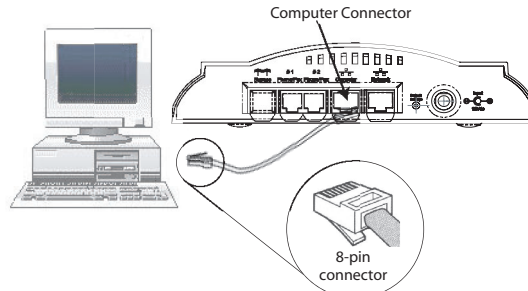


Note: Make sure your telephone is set to use tone setting (not pulse).

Step 3. Connect a network cable (8-pin connector) into the **Network** connector of the Mediatrix 2102. Connect the other end to the modem.

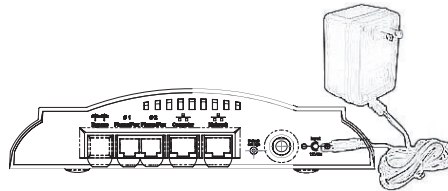


- Step 4.** Connect a network cable (8-pin connector) into the **Computer** connector of the Mediatrix 2102. Connect the other end to the network card of your computer.



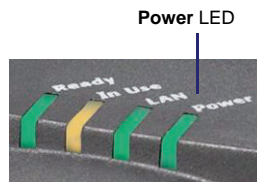
- Step 5.** Connect the modem to a wall cable outlet with a coaxial cable as described in the modem's documentation and power it on. Wait five minutes before it properly establishes the Internet connection.

- Step 6.** Once the modem is ready, connect the power cord to the Mediatrix 2102 and then connect the other end to an electrical outlet.



Important: Do not disconnect the power from the Mediatrix 2102 from now on unless instructed.

- Step 7.** If the *PowerLED* is blinking, it might mean that your ISP is using the MAC address of the device connected to the *Computer* interface of the Mediatrix 2102 to identify the connection. Please contact your ISP to confirm this. If this is the case, refer to [“If your ISP Restricts only a Single MAC Address per Broadband Link”](#) on page 13.



- Step 8.** Power on the computer.

Pick up both telephone handsets and listen for a dial tone. On your computer, verify that you can browse the web. If you hear a dial tone on at least one of the lines and can browse the web, you have finished the installation and can begin making calls over your broadband access. Remember to fill out the installation form accordingly. Otherwise, contact your ISP.



Troubleshooting Tips

The following are solutions to common installation issues. If you experience other issues, contact your ISP.

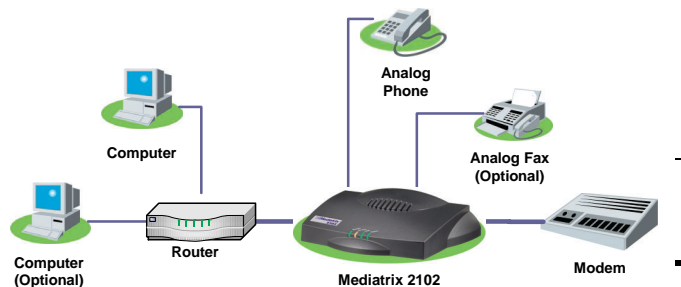
Symptom	Tips
All LEDs are OFF	<ul style="list-style-type: none"> Verify that the power cord is connected to the electrical outlet and properly connected to the 2102.
There is no dial-tone	<ul style="list-style-type: none"> Restart the Mediatrix 2102. Once restarted, verify that the unit has a dial tone.
Ready LED is OFF	<p>Single MAC address restriction</p> <p>If your ISP has informed you that it uses the MAC address of the device connected to the <i>Computer</i> interface of the Mediatrix 2102 to identify the connection, you must perform the following steps:</p> <ul style="list-style-type: none"> Using the <i>System – LAN</i> Web page, ensure that the MAC address spoofing is enabled. Verify that the MAC address detected by the Mediatrix 2102 is properly set in the <i>Spoof MAC address</i> field. If the entry is incorrect, retype the proper MAC address and restart the Mediatrix 2102. To verify what is the MAC address of the computer, start an MS-DOS window: <ul style="list-style-type: none"> ✓ Click the <i>Start</i> menu. ✓ Select Run. ✓ In the window that opens, type cmd in the <i>Open</i> field. ✓ In the MS-DOS window, type ipconfig /all. ✓ The IP address is located in the section Controller, line Physical Address.
No Internet connection	<ul style="list-style-type: none"> Ensure that the computer gets its IP address automatically (DHCP). Restart the Mediatrix 2102 and verify the Internet connection.

DHCP Installation with Router

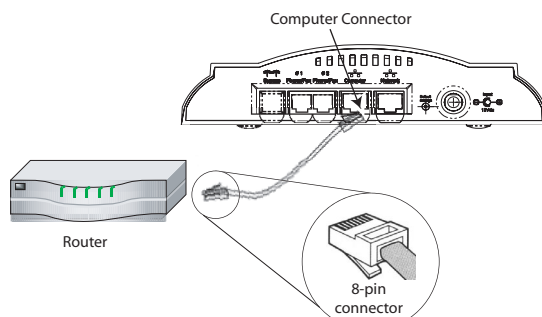
You can use a router with the Mediatrix 2102 in order to provide Internet connectivity to more than one computer or other device. Please fill out the installation form with your information in [Step 4 - "Installation Form" on page 16](#). It will help speed up the support process if you contact your ISP.



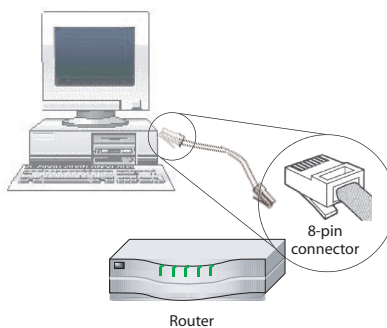
Note: Most home routers are configured by default to automatically connect to the Mediatrix 2102 is set with a static IP address, documentation to perform this task.



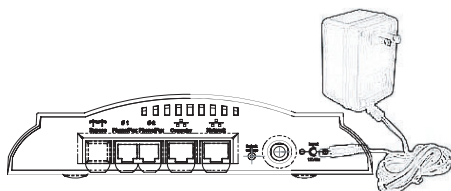
- Step 1.** Perform the installation and configuration steps described in ["DHCP Installation without Router" on page 8](#). Once this is done, continue with Step 2 below.
- Step 2.** Power off all of your hardware, including the computer, router, modem, and Mediatrix 2102.
- Step 3.** Unplug the network cable that is connected to the network card of your computer (the other end is connected into the **Computer** connector of the Mediatrix 2102). Connect it to the WAN / Uplink connector of the router.



- Step 4.** Connect a network cable (8-pin connector) into the LAN connector of the router. Connect the other end to the network card of your computer.



- Step 5.** Power on the modem. Wait five minutes before it properly establishes the Internet connection.
- Step 6.** Once the modem is ready, connect the power cord to the Mediatrix 2102 and then connect the other end to an electrical outlet.



Important: Do not disconnect the power from the Mediatrix 2102 from now on unless instructed.

- Step 7.** Power on the router. Wait five minutes before it is ready.

Step 8. Power on the computer.

After all your hardware has been restarted, pick up both telephone handsets and listen for a dial tone. On your computer, verify that you can browse the web. If you hear a dial tone on at least one of the lines and can browse the web, you have finished the installation and can begin making calls over your broadband access. Otherwise, contact ISP.

**Troubleshooting Tips**

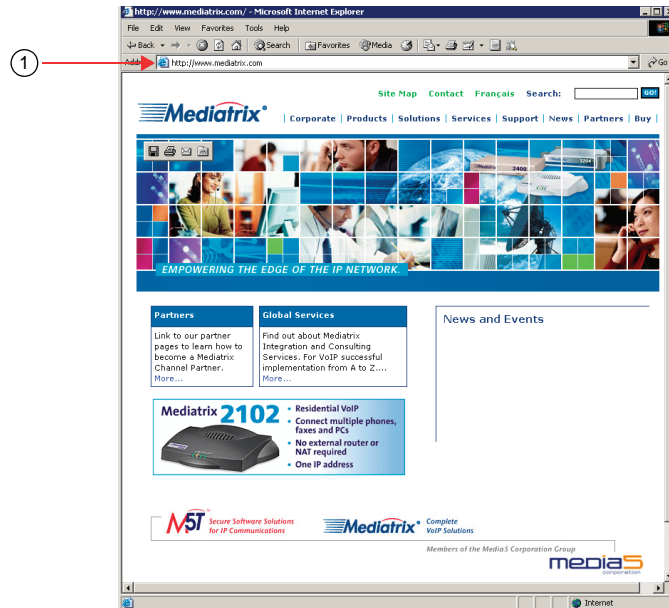
The following are solutions to common installation issues. If you experience other issues, contact your ISP.

Symptom	Tips
All LEDs are OFF	Verify that the power cord is connected to the electrical outlet and properly connected to the 2102.
There is no dial-tone	Restart the Mediatrix 2102. Once restarted, verify that the unit has a dial tone.
Ready LED is OFF	<p>Single MAC address restriction</p> <p>If your ISP has informed you that it uses the MAC address of the device connected to the <i>Computer</i> interface of the Mediatrix 2102 to identify the connection, you must perform the following steps:</p> <ul style="list-style-type: none"> • Using the <i>System – LAN</i> Web page, ensure that the MAC address spoofing is enabled. • Verify that the MAC address detected by the Mediatrix 2102 is properly set in the <i>Spoof MAC address</i> field. • If the entry is incorrect, retype the proper MAC address and restart the Mediatrix 2102. • To verify what is the MAC address of the computer, start an MS-DOS window: <ul style="list-style-type: none"> ✓ Click the <i>Start</i> menu. ✓ Select Run. ✓ In the window that opens, type cmd in the <i>Open</i> field. ✓ In the MS-DOS window, type ipconfig /all. ✓ The IP address is located in the section Controller, line Physical Address.
No Internet connection	<p>Computer connected to the Mediatrix 2102: Ensure that the computer gets its IP address automatically (DHCP). Restart the Mediatrix 2102 and verify the Internet connection.</p> <p>Router connected to the Mediatrix 2102: If a home router is used, redo the steps in “DHCP Installation with Router” on page 11.</p>

If your ISP Restricts only a Single MAC Address per Broadband Link

If your ISP has informed you that it uses the MAC address of the device connected to the *Computer* interface of the Mediatrix 2102 to identify the connection, you need to perform a special extra configuration on the Mediatrix 2102.

Step 1. In your web browser's address field, type **192.168.10.1**, then hit the <Enter> key.



Step 2. In the *Enter Network Password* window, enter the following information:

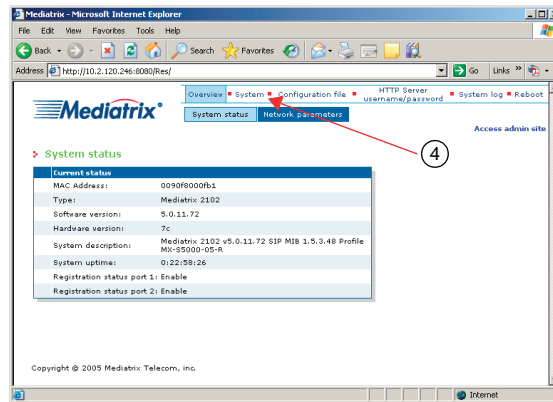
- ✓ User Name: **admin**
- ✓ Password: **1234**



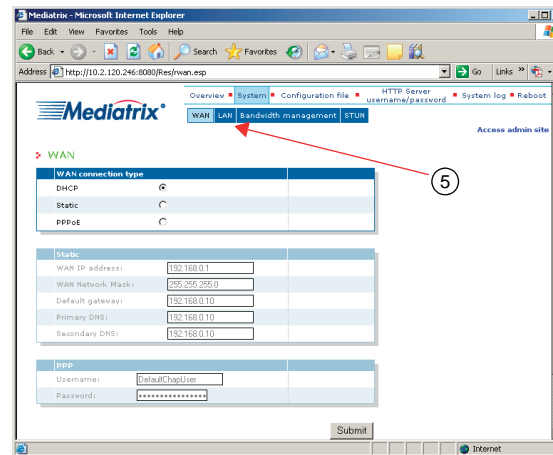
Note: If you do not see this window, please refer to the Troubleshooting Tips section on [page 5](#), symptom “The web browser window does not open”.

Step 3. Click **OK**.

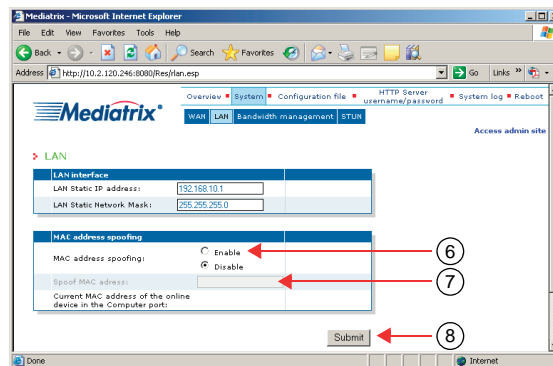
Step 4. Click the **System** link.



Step 5. In the System page, click the **LAN** link.



Step 6. In the MAC Address Spoofing section, select **Enable**.



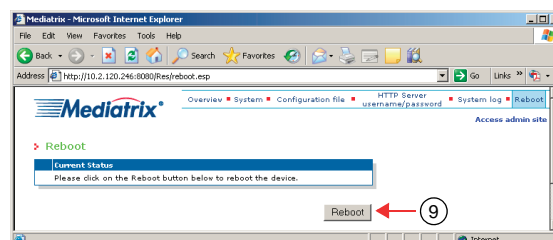
Step 7. Enter the proper MAC address in the *Spoof* MAC address field.

The current MAC address of the online device in the *Computer* connector is displayed below the field. Enter the same MAC address in the field.

Step 8. Once all changes have been made, click **Submit**.

A sentence in red appears below the *Submit* button, prompting you to click a link to restart the unit. Click this link.

Step 9. The *Reboot* page opens. Click **Reboot**.



Step 10. Restart the router if you are using one. Wait five minutes before it is ready.

Step 11. Restart the computer.

After all your hardware has been restarted, pick up both telephone handsets and listen for a dial tone. On your computer, verify that you can browse the web. If you hear a dial tone on at least one of the lines and can browse the web, you have finished the installation and can begin making calls over your broadband access.

Otherwise, contact your ISP.

Note: If the MAC address is not detected by the Mediatrix 2102, you can verify the MAC address of the computer by starting an MS-DOS window:



- ✓ Click the *Start* menu.
- ✓ Select **Run**.
- ✓ In the window that opens, type **cmd** in the *Open* field.
- ✓ In the MS-DOS window, type **ipconfig /all**.
- ✓ The IP address is located in the section **Controller**, line **Physical Address**.

Step 3 End User Technical Support

Mediatrix works through its partners to resolve technical support issues. All end users requiring technical support are encouraged to contact their ISP directly.

Step 4 Installation Form

Fill out the following form with your information. Select only what applies to you. It will help speed up the support process if you contact your ISP.

IP Address

PPPoE Connection

(from your ISP documentation)

Speed:128 Kbps ☐1.5 Mbps ☐3 Mbps ☐**Password:**

User Name:

DHCP Connection

(from your ISP documentation)

Speed:128 Kbps ☐1.5 Mbps ☐3 Mbps ☐Other:

Internet Service Provider

Customer Number

Test Sequence**LED:**

(Ready LED blinking or steady on)

Yes ☐No ☐**Computer:**

(can browse the web)

Yes ☐No ☐**Telephone 1:**

(dial tone heard yes/no)

Yes ☐No ☐**Telephone 2:**

(dial tone heard yes/no):

Yes ☐No ☐