MOTOROLA

DSL MODEM 3360

Quick Start Guide

Get Started (Approximate Total Time: 60 Minutes)

Before you begin:

1. Check your High Speed Internet Service Activation Date.
You can only connect to the Internet after your service has been activated—which may take until 8pm on your Service Activation Date (located on your confirmation letter or packing slip).

2. Do you have a monitored security system or health alarm?
See the **"Specific Issues"** section later in this guide for details.

Gather materials needed for setup:

Modem	1 Data Cable Green (Color may vary)	1 Ethernet Cable Yellow (Color may vary)
1 Power Adapter Black	3 Single-Port Filters*	1 Dual-Port Filter*

*Filters are not necessary for customers without AT&T voice service.

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1 Set Up (15 Minutes)

Customers without AT&T voice service can skip steps A, B and C and start with step D.

A   Install Single-Port Filters on any wall jacks with telephones, fax machines, satellite receivers, or other connected devices *except the jack that will be used by the modem.*
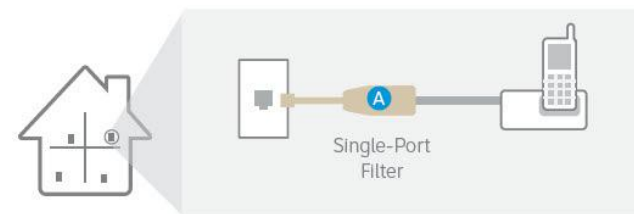
❗ Be sure to connect the filters to the wall jack and not to the device.

Single-Port Filter

B   Connect the Dual-Port Filter to the wall jack that will be used by the modem.

C   Connect the Phone Cable of any device sharing this jack to the Phone port on the Dual-Port Filter.

D   Connect the green Data Cable from the modem DSL port to the Dual-Port Filter DSL/HPNA port (or directly to the jack if you do not have AT&T voice service).
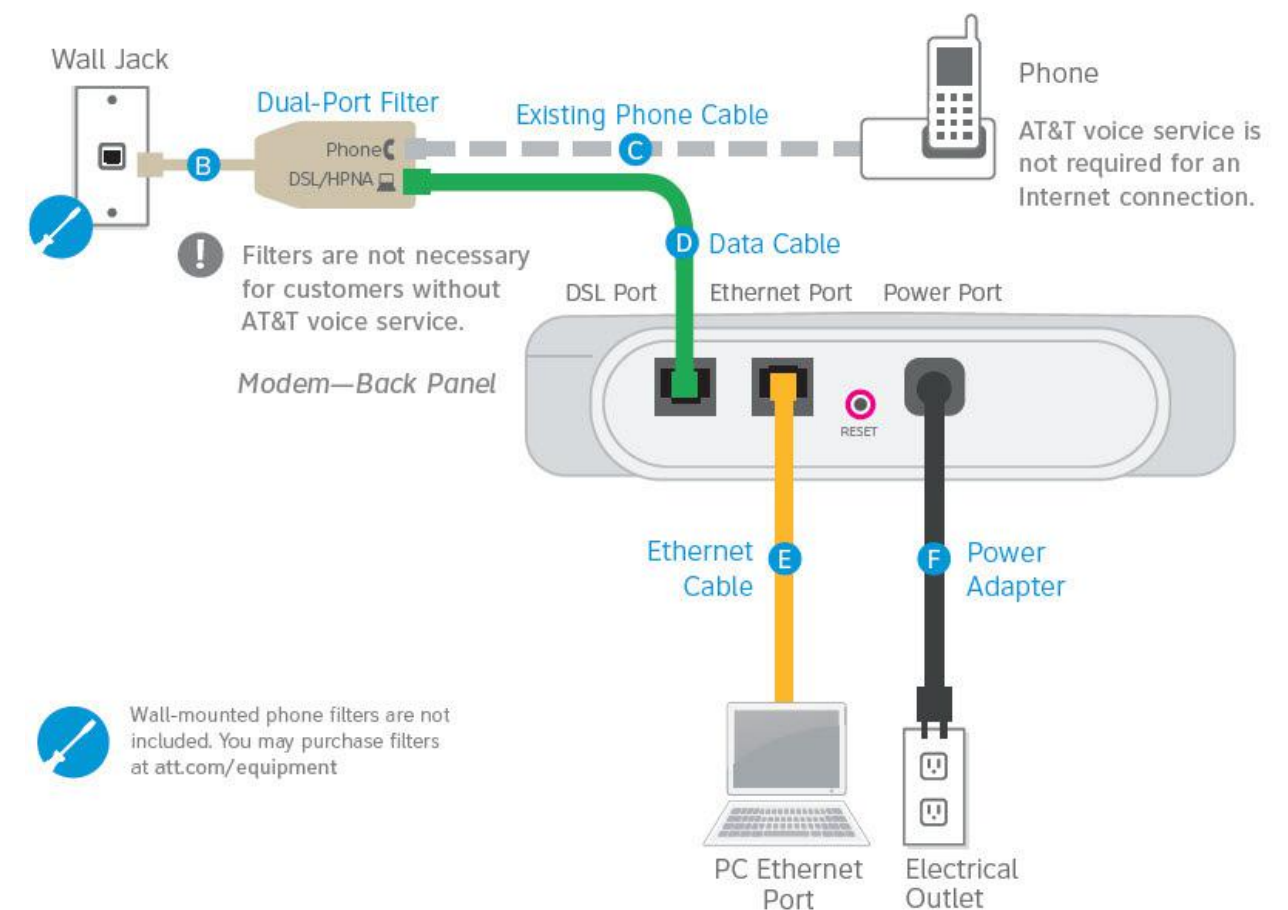
Don't have AT&T voice service?
Do not use a filter. Simply connect the Data Cable into a wall jack as shown to the right.

Data Cable   Modem (back)
Wall Jack

E   Connect the yellow Ethernet Cable from the modem Ethernet port to the PC Ethernet port.

F   Connect the black Power Adapter from the modem Power port to the electrical outlet.

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1 Set Up (continued)

Wall Jack

Dual-Port Filter

Existing Phone Cable

Phone

AT&T voice service is not required for an Internet connection.

Phone
DSL/HPNA

B
C
D Data Cable

❗ Filters are not necessary for customers without AT&T voice service.

DSL Port   Ethernet Port   Power Port

Modem—Back Panel

RESET

Ethernet Cable   **E**   **F**   Power Adapter

Wall-mounted phone filters are not included. You may purchase filters at att.com/equipment

PC Ethernet Port   Electrical Outlet

■ Your modem is now powering up. Wait for the Power, Ethernet, Broadband, and Service lights to turn solid green. (The Activity light will flicker.) This may take up to 15 minutes.

! During this time do not unplug the black Power Adapter or green Data Cable. This can damage the modem.

■ If the Broadband or Service light does not turn solid green after 20 minutes (or has turned red), see the "Having Trouble?" section later in this guide.

POWER   ETHERNET   BROADBAND   SERVICE   ACTIVITY
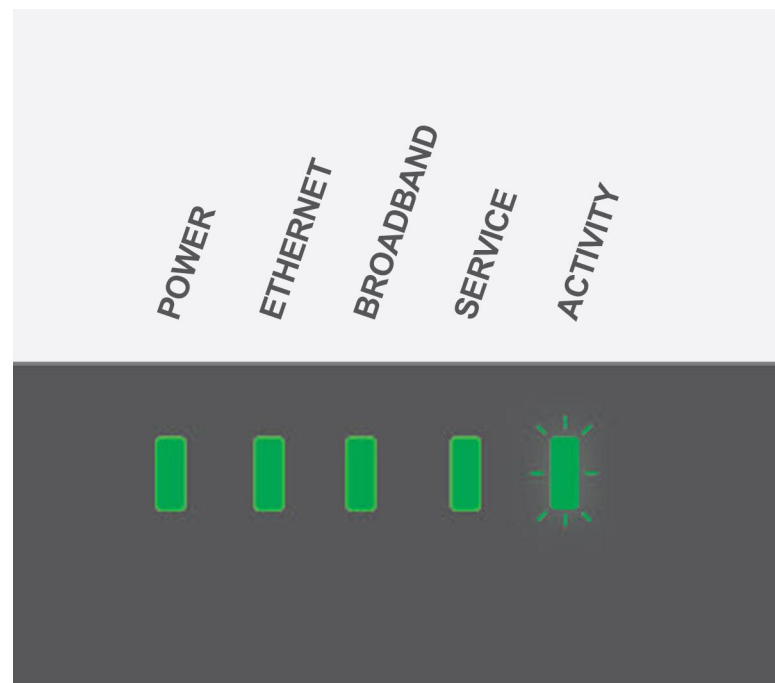
A To allow connection to the AT&T network, make sure that you turn off any security or firewall software, or give permission to allow the network connection when prompted.

B Open your Internet browser (e.g., Internet Explorer® or Safari®). The online registration process starts automatically and activates your service and downloads applications including the AT&T Service and Support Tool. (If registration does not start automatically, go to **att.net/activate**)

Note: We recommend using Microsoft Internet Explorer 6.0 or higher, or Safari 3 or higher for the best experience.

During registration you will be asked to enter:
• **Your AT&T High Speed Internet telephone number/account number.** See your confirmation letter or packing slip to locate this number.

Customers without AT&T voice service:
Enter your account number (located on your confirmation letter or packing slip) in the "High Speed Internet Telephone Number" field.

• **A new AT&T Member ID (email address) and account password.** Existing AT&T Internet Customers (including AT&T Dial Internet customers): Please enter your existing AT&T Member ID (email address) and password.

C If you turned off your security or firewall software, turn it back on after activation.

+ The AT&T Service and Support Tool allows you to troubleshoot and solve common problems without having to contact technical support.
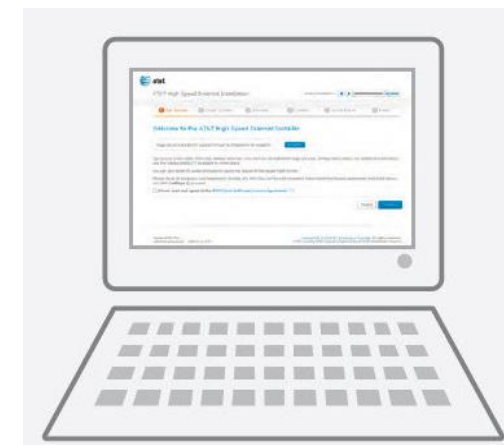
To open your Web browser:
• *PC users:*
Double-click on the Internet Explorer icon.
• *Mac® users:*
Double-click on the Safari icon.

Note: Your account password is used for accessing the homepage, email, and account management features. Your DSL network password is used by your modem to connect to the DSL network.

? *Having Trouble? Many issues can be resolved in three simple steps:*

1. Check your connections.
Verify that cables, cords, and filters on all devices are connected properly. Make sure:
• The Dual-Port Filter is plugged into the wall jack (and not the modem).
• The Data Cable is plugged directly into the DSL/HPNA port on the filter.
• Your Phone Cable is connected to the Phone port on the filter.
• You are using the supplied Power Adapter.
Cables usually make an audible "click" when secure. If connections are secure and you have AT&T voice service, make sure the phone jack has a dial tone. If you are still unable to connect to the Internet, try another phone jack.

2. Power down, power up.
Shut down your computer and unplug the black Power Adapter and any other devices from the back of the modem. Wait 15 seconds and then plug devices back in, making sure the modem's power light is on. (If the light is not on, try another power outlet.) Then turn your computer back on.

3. Wait for blinking indicator lights.
Wait for blinking indicator lights to turn solid (may take up to two minutes), and then attempt to access the Internet.

Need more help?

Visit att.com/support

Call 1.888.321.2375 in AL, FL, GA, KY, LA, MS, NC, SC, TN

Call 1.877.722.3755 in all other states

LIFE. POWERED.

Specific Issues

What if I have a monitored security system or health alarm?
Once you have completed the installation, please contact your alarm monitoring provider to test your alarm.

What if the Broadband light doesn't turn solid green?
Follow the steps in the "Having Trouble?" section above. If the light continues to blink, make sure the Dual-Port Filter is plugged directly into the wall and not the modem.

Why do I need to install filters?
Without filters, you may experience disruptions or hear static on the phone line. You may purchase additional filters (including wall-mount filters) at att.com/equipment or most electronics stores.
Note: Filters are not necessary for customers without AT&T voice service. However, customers in California without AT&T voice service may still have access to 911 service on their DSL line, and may use filters to reduce the possibility of static when placing 911 calls.

What if I hear static on the DSL phone line?
Make sure filters are properly installed on all phone jacks with connected devices (including wall-mounted phones). You can purchase additional filters including wall-mount filters) at att.com/equipment or most electronics stores.
How can I get rid of the "Detecting Proxy Settings" Internet browser notice?
Run the Internet Connection Wizard (in Internet Explorer under Tools > Internet Options > Connection Setup). When prompted to enter proxy settings, don't select anything.
How do I upgrade from AT&T Dial Internet Service?
During registration, simply enter your existing AT&T Member ID (email address) and your account will be updated automatically. If you do not register with your existing ID, you must call AT&T to cancel your AT&T Dial Internet service.

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