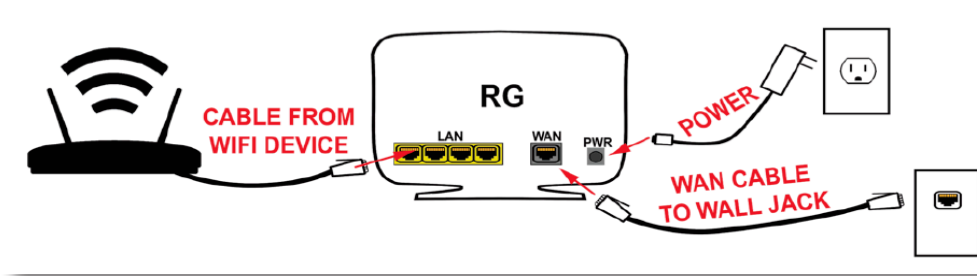


Residential Gateway Step-by-Step Self-Installation Guide



Get Started

Follow these steps to complete the installation. It should take about 20 minutes to set up your new gateway. Keep in mind that you won't have internet service during this process. As a precaution, you may want to power down devices hardwired into your network. If you have questions or run into issues during the self-install process, please contact University IT at (650) 725-HELP.

1. Check the equipment.

Ensure your box contains a residential gateway, an Ethernet patch cord, and a power adapter.

2. Locate the wall jack.

Place the equipment by the wall jack where you'll complete the set up. This should be the same wall jack that you indicated you would use when you ordered your service.

3. Connect the Ethernet patch cord.

Plug one end of the Ethernet patch cord into the wall jack and connect the cable port at the other end to the black jack labeled WAN on your gateway. (See Fig. 3)

4. Connect to power.

Plug in the power adapter to the wall first and then plug it into the power port on the back of your gateway. (See Fig. 4)

5. Wait for the internet light.

Your gateway will power up and complete a connection cycle. As this happens, the WAN and INTERNET lights blink and flash. Wait for the lights to turn solid white to indicate activation is complete. Be patient, as this process can take several minutes. Note: If no lights come on when you plug in the power cable, press the power button on the side. (See Fig. 5)



Fig. 3



Fig. 4



Fig. 5

6. Confirm connectivity.

Any wired device can be connected to the yellow ethernet ports on the back of the Stanford residential gateway. If you do not get connectivity, contact the technician for assistance.

To connect a wired device, plug one end of a network cable into your computer and the other end into one of the four yellow jacks on your gateway (Fig. B). Open a web browser and confirm your device is connected to the internet.

For wireless connectivity, complete the steps in Option 1 OR Option 2 to connect to the network and confirm your service.

Option 1: Use your gateway.

If you indicated at purchase that you planned to use your gateway for wireless connectivity, your device has been preconfigured. Turn on wireless by pressing the button on the side of your device next to the blue WAP button.

Use the SSID and password below to connect devices to the network.

SSID: _____

Password: _____

Option 2: Use your personal Wi-Fi router.

Unplug your personal Wi-Fi wireless router from the yellow port of your old cable modem (Fig. A) and plug it in to any of the four yellow jacks on your gateway (Fig. B). Restart/reboot your wireless router/wireless access point by pressing the power button. Wait for the lights to stop flashing. When the internet status light turns solid, the router has completed the reboot process. Confirm your computer and wireless devices have internet connectivity. Some devices may need to be restarted.



Fig. A



Fig. B

7. Unplug your old cable modem.

Once you've confirmed your service is working, unplug the cables from your old cable modem (the device that your wireless router/wireless access point or computer was plugged into previously). If possible, collect the cable modem power cord.

8. Check for television service.

If you have television service, turn your television on and ensure the service is working. If your service isn't working, contact the technician for assistance.

9. Return your old cable modem.

Put your old cable modem into the same box that your gateway equipment came in and place it outside your door. Notify University IT that it's ready for pick up by calling (650) 725-HELP, Monday through Friday, 7 a.m. to 6 p.m., or submitting a Help request.