



## Mulberry Telephone and Internet Services

### *DSL HANDBOOK*

[www.mintel.net](http://www.mintel.net)

### Tech Support

Mintel technical support line is available 24x7. If you need help for Internet related problems, please call **296-9900** or email to [techsupport@mintel.net](mailto:techsupport@mintel.net)

## DSL MODEM 1



Your Mintel DSL modem is a BEC 7402T series modem/router.

The lights across the front of the modem are as follows:

- POWER:** This is the power light. It will remain solid telling you the power is on.
- SYS:** This is your system light. It is green when the system is ready to begin sync.
- WLAN:** If the modem is wireless, this light will flash when ready.
- LAN:** This is the status or activity light. It will flash as network traffic comes through modem. The numbers 1,2,3, and 4 refer to the ports you are plugged into.
- ADSL:** This is the DSL link light. This shows the connection between the modem and Mintel. This is a solid link light and must be solid to browse the internet.
- PPP/Mail:** This light is not used for Mintel.

The four Ethernet ports on the back, E1-E4, can be used to share the DSL connection.

As a rule of thumb, you will have four lights going. Three will be solid, and one will be flashing. If at anytime the modem does not look as it should, please refer to the troubleshooting portion of this guide to further assist you.

**\*\*\*DO NOT RESET DSL MODEM UNLESS SPECIFIED BY  
MINTEL INTERNET\*\*\***

## DSL MODEM 2



Your Mintel DSL modem is a Comtrend 5621+ series modem/router.

The lights across the front of the modem are as follows:

- POWER:** This is the power light. It will remain solid telling you the power is on.
- LAN:** This is the status or activity light. It will flash as network traffic comes through modem. The numbers 1,2,3, and 4 refer to the ports you are plugged into.
- USB:** This option is not used with Mintel Internet
- ADSL:** This is the DSL link light. This shows the connection between the modem and Mintel. This is a solid link light and must be solid to browse the internet.
- Alarm:** This light illuminates when there is an error on the DSL line

The four Ethernet ports on the back, E1-E4, can be used to share the DSL connection.

As a rule of thumb, you will have four lights going. Three will be solid, and one will be flashing. If at anytime the modem does not look as it should, please refer to the troubleshooting portion of this guide to further assist you.

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## **Firewalls and Routers**

For your protection, Mintel supplies a firewall/router inside the modem. The real issue is how to make your computer secure when it is connected. Not having protection is like leaving your car running with the doors unlocked and the keys in it which a thief might interpret as "please steal me". Locking a car, using a "club" or installing a security system makes stealing a car more difficult, as is having your computer behind a Firewall or a Router makes it harder to hack into.

### **What is a Firewall?**

A system designed to prevent unauthorized access to or from a private network. Firewalls can be implemented in both hardware and software, or a combination of both. Firewalls are frequently used to prevent unauthorized Internet users from accessing private networks connected to the Internet, especially intranets. All messages entering or leaving the intranet pass through the firewall, which examines each message and blocks those that do not meet the specified security criteria.

For connecting two or more computers to the Internet, you should use a hardware router with firewall features along with your personal firewall software.

### **What is a Router?**

It is a device that forwards data packets along networks. A router is connected to at least two networks, commonly two LANs or WANs or a LAN and its ISP's network. Routers are located at gateways, the places where two or more networks connect.

Routers use headers and forwarding tables to determine the best path for forwarding the packets, and they use protocols such as ICMP to communicate with each other and configure the best route between any two hosts.

This page is for reference only....a firewall and a router included with the modem supplied by Mintel.



## TROUBLESHOOTING

Why can't I get on the Internet? There can be several different reasons why, but let's start with the basics. Check your connections. Make sure you are plugged into the phone jack. Check the modem and see if everything is plugged into the back of it as with the computer. Surge protectors can also be turned off by accident, so check all of your connections.

**Restart your computer, your modem, and/or your router:** Do this one at a time to help identify a cause of trouble. All are sensitive pieces of equipment and will need restarted from time to time.

**Enabled or disabled:** XP and Windows 2000 Users. Make sure your network card is enabled. Go to Start, Click on network connections and look for the local area connection icon. Underneath the icon it should say enabled. If for some reason it says disabled, just right click on the icon and left click on enabled.

**Loss of power:** If you lose power, it may be necessary to reset your modem, router, or computer. To reset your modem you just simply unplug it and then plug it back in. You will need to keep your directions to your router in order to learn how to reset it.

**Weather:** Even the best grounded facilities are not immune to lightning strikes. Modems, routers, and surge protectors are all sensitive equipment and just a small surge of electricity can deem them useless. Even UPS systems can not guarantee complete protection. When the threat of weather is looming, the best way to protect you from such a hit is to unplug your modem or router from the phone jack. You may even want to unplug your equipment from the power outlet. By doing both of these steps together is your only guarantee on avoiding such a strike.

If for some reason your were not available to do the above and your connection has been lost, there are a few things you can do to verify if the trouble is in the house or on the telephone company's side.

**Unplug the modem from the jack and plug in a phone.** Even though it is a DSL line, there is still dial tone coming from the jack. Unplug the modem and plug a telephone into the jack, you should have dial tone.

**Bypass the surge protector.** Unplug the line cord from the jack to the surge protector and plug directly into the modem. It may also be necessary to bypass your router using the same method. This would give you a direct connection from the jack to the modem, and then to the computer.

.After following these steps and you still do not have an internet connection, please call our tech support number **296-9900** for further assistance, or Mulberry Telephone Company at **296-2885**

**GET YOUR MAIL FROM ANYWHERE !**

As a mintel.net customer, you will be able to send and receive e-mail from any place you can access the internet. Whether you are out of town, out of the country, or even at work, your e-mail is accessible 24 hours a day 7 days a week.

Just go to [www.mintel.net](http://www.mintel.net)

Click on the “Webmail” link found on the main page as well as the link bar.

Enter in your user name only (Note: do not type @mintel.net) and password at the prompts

Once in to the program, you can send, receive, create an address book, and most other functions of a standard email program.

