High-Speed Internet

Connection Guide

suddenlink®
a brand of altice

suddenlink
by altice

Welcome to Suddenlink High-Speed Internet

Thank you for choosing Suddenlink as your source for quality home entertainment and communications!

There is so much to enjoy with Suddenlink High-Speed Internet including:

+ Easy self-installation

+ WiFi@Home availability

+ Easy access to your Email

+ Free access to Watch ESPN

This user guide will help you get up and running in an instant. If you have any other questions about your service please visit **help.suddenlink.com** or contact our 24/7 technical support.

Don't forget to register online for a Suddenlink account at **suddenlink.net** for great features and access to email, billing statements, **Suddenlink2GO®** and more!

Your Suddenlink Self-Install Kit includes the following items:

Cable Modem

Power Adapter
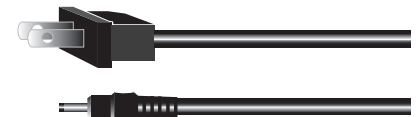
Coaxial Cable

Ethernet Cable

2-Way Cable Splitter

Connecting Your High Speed Internet

Connecting your computer to a Suddenlink modem

Note: Computer should be turned off during hook-up.

Ethernet Ports

Ethernet Cable

Cable to wall outlet

Power supply input

Step #1
Connect the cable from the wall outlet to the port that says "cable in" on the back of the modem.

Step #2
Connect the power and Ethernet to the cable modem. Connect the other end of the Ethernet cable to your computer.

Step #3
Verify that the modem has connected to the High-Speed Internet network by observing that the online LED light is solid.
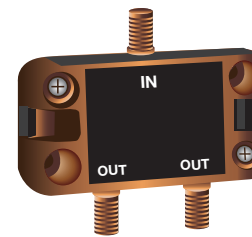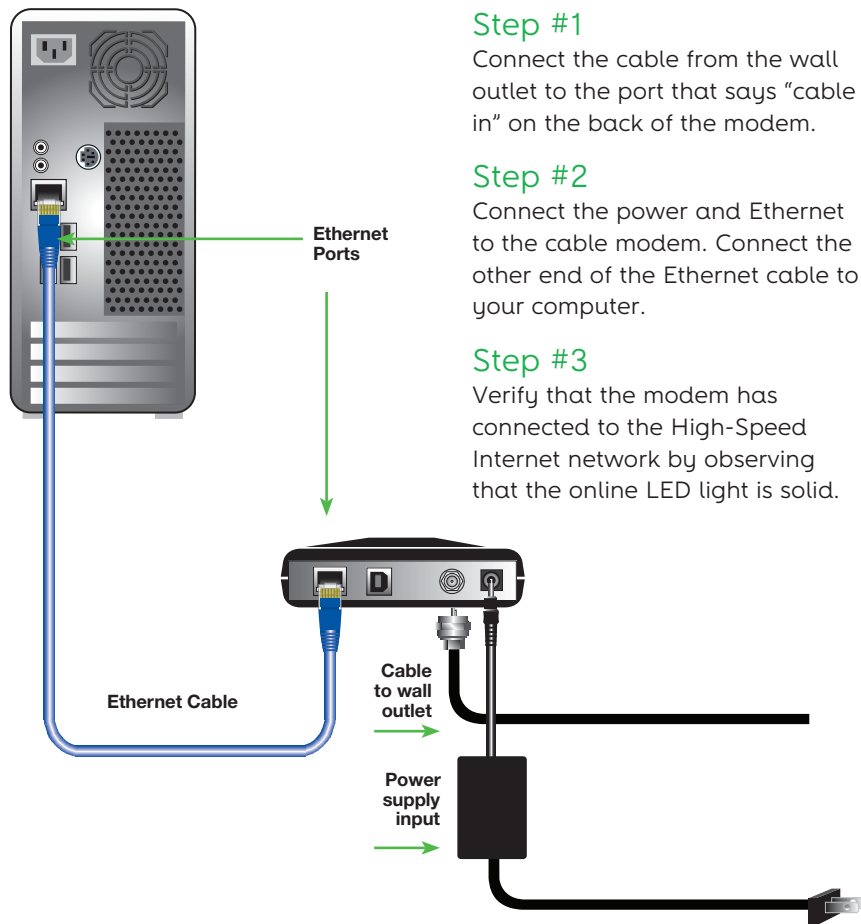
Connecting a wireless router or traditional router to Suddenlink
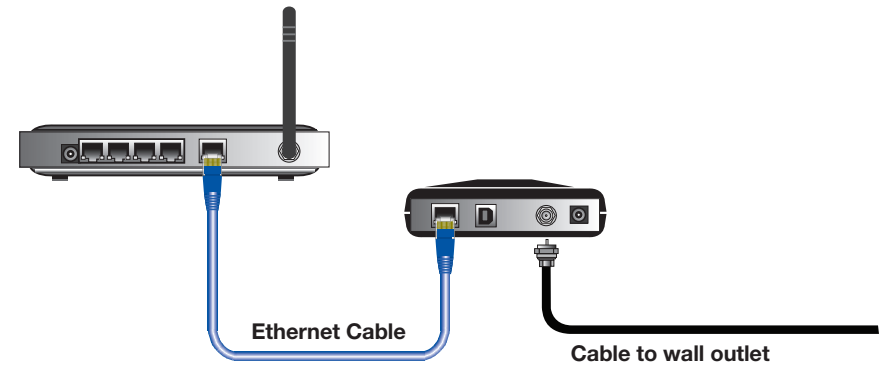
Ethernet Cable

Cable to wall outlet

Step #1
Connect the cable from the wall outlet to the port that says "cable in" on the back of the modem.

Step #2
Connect the power and Ethernet cable to the cable modem. Connect the other end of the Ethernet cable to the router port labeled "WAN" or "Internet".

Step #3
Verify that the modem has connected to the High-Speed Internet network by observing that the online LED light is solid.

Getting Started

Microsoft Windows XP or Higher

1. Click on **Start** button in the lower left hand portion of your screen. Now click **Run**.

2. In the window that pops open, erase what may already be there and type **INETWIZ** (Click the **OK** button and a new window will appear). This will start the **Internet Connection Wizard**. In this window, select **Connect using my local area network (LAN),** then click **Next**.

3. In the next window, make sure that every box is blank and does not have a check. Click **Next**.

4. The next window asks if you wish to setup your email account. Select **No**, as we will setup your new email account later. Click **Next**.

5. Click **Finish** on the last window.

You are now all set to surf the Internet.

Mac OS X

1. Click the **Apple** icon, then **System Preferences**.

2. Click the **Network** icon.

3. In the **Network** window by Show, select **Built-in Ethernet**.

4. In the **TCP/IP** tab next to configure, select **Using DHCP**.

5. If the **Apply Now** button in the bottom right corner is available, click it. You can close the **Network** window and **System Preferences** by clicking the Systems Preferences Menu and selecting **Quit System Preferences**.

Once you have completed a self-installation of your cable modem and a connection is completed, a Suddenlink welcome page should appear when your Internet browser is opened. This site will guide you through testing the connection quality and completing the rest of the settings needed to begin your service.

Register Your Online Account

When you register for a Suddenlink account online, you can access your email, billing statements and account information, sign up for paperless bills, customize your homepage with local news and weather, watch TV with Suddenlink2GO®, and check your monthly usage.*

1. Go to **www.suddenlink.net** and select "Register" on the top right side.

2. At the registration page you'll need your 16 digit Account Number and Access Code. Both are located on your most recent Suddenlink bill.

3. Complete the registration instructions.

* Your Suddenlink Internet service comes with a generous monthly usage allowance. For more information, please visit **suddenlink.com//dataplans**.

Surf the Internet from any room of your home with a blazing-fast wireless connection. Suddenlink makes it easy by providing the equipment and support. Multiple computers can even share the same connection. Plus, our secure connection keeps your data safe. No wires, no worries. Call and sign up today.

How to log into your modem

1. **Launch the web browser.**

2. On the address line, **type 192.168.0.1**, and hit **enter.**

3. **At the Login Screen:**
   – Enter your **Username:** cusadmin
   – Enter your **Password:** password
   – Click **Apply** to login.

NOTE: default username and password.

Verifying your Settings

1. **Log into the modem.**

2. On the **Home** screen, you'll have a summary of the settings needed to be verified.

   – SSID = suddenlink.net-xxxx
     (x's represent last 4 of RF Cable MAC Address)
   – Channel Being Used = Auto
   – Security Mode = WPA/WPA2-PSK
   – Encryption Algorithm = TKIP/AES
   – Pre-shared key = number automatically generated

Changing your Password

1. Click on **Change Password.**

2. Enter your **old password** in the space indicated (in lower case).

3. Enter your **new password** (of your choice), in the space indicated.

4. Enter the **new password** in the Repeat Password box.

5. Click **Set.**

Screenshots are examples. Your exact model may vary.
For full instructions, visit **help.suddenlink.com**.

Activating MAC Filter Security

You can add a layer of security to help keep out unwanted users on your network. It is VERY important to understand that once this feature is activated, other wireless devices not on the Wireless Access List should not be able to connect to the modem/router. If there are plans to have visitors that need to connect wirelessly, and/or plans to add other wireless devices in the near future, this feature may not be something to activate.
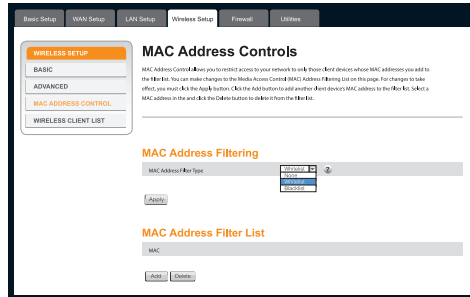
1. **Log into the modem.**

2. Under **Wireless Setup**, click on **MAC Address Control**.

3. Under **MAC Address Filtering**, select the **MAC Address Filter** Type from the drop down menu by selecting one of the following:
   – **None** – allows any device to connect to your home network.
   – **Whitelist** – allows any device listed to connect to your home network.
   – **Blacklist** – allows any device not listed to connect to your home network.

NOTE: Correct access keys must still be entered if required.

4. Click **Apply** for changes to take effect.

5. Under **MAC Address Filter List**, click **Add** to add a MAC address to the list.
   – Select the MAC address from the list available, then click **Add MAC Address.**
   – To delete a MAC address, select the MAC address from the filter list and click **Delete.**

6. Click **Apply** for changes to take effect.

How to Block Websites Using Parental Controls

As an additional feature of this device, Web Site Filtering can be set up to try and help prevent users from going to unwanted websites by restricting access using URL addresses, keywords or phrases. The filtering can be set to specific computers on the home network and a scheduled rule can be implemented.

1. **To log into the cable modem:**
   – **Launch web browser.**
   – In the address bar **type 192.168.0.1**
   – **Hit Enter**.
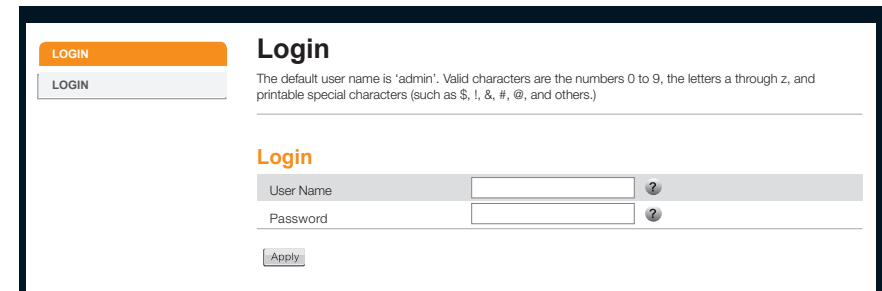
2. **At the Login Screen:**
   – Enter Username: cusadmin
   – Enter **Password:** password
   – Click **Apply.**

3. **Select Firewall, then Parental Controls:**
   – Place a check mark in the Enable Parental Controls box.
   – In the Trusted MAC Addresses box, enter the MAC address(es) of any computer(s) not to be restricted by Parental Controls.

3. To locate the MAC address of a trusted computer:
a. Windows 2000 and XP

- Click **Start**, then **Run.**

- Type **CMD** and click OK.

- A black screen will open. Type **ipconfig/all** and hit **Enter** on the keyboard.

- The **MAC address** will be listed as the **Physical Address** (Make note of the MAC address and enter it in the **Trusted MAC Addresses box**).

b. Windows Vista and Windows 7

- Click on the Windows Icon in the lower left hand corner on the Search line, type **CMD** and hit Enter on the keyboard.

- A black screen will open. Type **ipconfig/all** and hit Enter on the keyboard.

- The **MAC address** will be listed as the **Physical Address** (Make note of the MAC address and enter it in the **Trusted MAC Addresses box**).

c. MAC OS X

- Click on the Apple Icon on the top left corner of the screen.

- Scroll down to System Preferences and click on it.

- Select Network and choose either Airport or Built-in Ethernet depending how you access your home network connection.

  – For Ethernet, click **Advanced** and navigate to the **Ethernet** tab. At the top will be the **Ethernet ID**, which is the **MAC address.**

  – For Airport, click **Advanced** and navigate to the bottom of the page. The **Airport ID** is the **MAC address** (Make note of the MAC address and enter it in the **Trusted MAC Addresses box**).
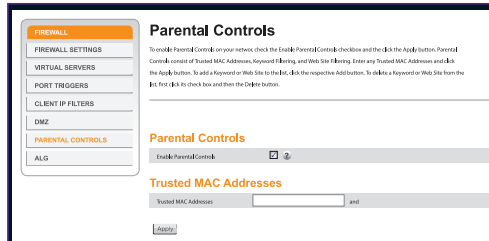
Note: If there are multiple Ethernet connections, then the Physical Address needed will be the one pulling an IP address such as 192.168.0.10

4. Click **Apply**.

5. To filter by keyword, click **Add** under **Keyword Filtering** and type desired keyword to filter out in box.
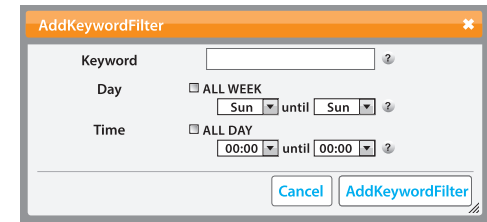
  a. In the **Day** box, user may select **All Week** by checking box, or uncheck box and select the date range of the days desired filtering.

  b. In the **Time** box, user may choose **All Day** by checking the box, or uncheck box and select the time range desired for filtering.

6. Click **AddKeywordFilter**. To remove keyword, select keyword from list and click **Delete.**

7. Click **Apply**.

8. To filter by website, click **Add** under **Website Filtering** and type desired website to filter out in box.
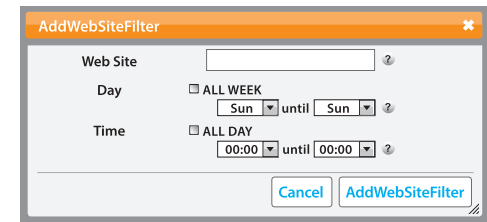
  a. In the **Day** box, user may select **All Week** by checking the box, or unchecking the box and selecting the date range of the days desired for filtering.

  b. In the **Time** box, user may choose **All Day** by checking the box, or unchecking the box and selecting the time range desired for filtering.

9. Click **AddWebsiteFilter**. To remove website, select website from list and click **Delete.**

10. Click **Apply**.

How to Log into Suddenlink Email

Suddenlink Email allows you to access your email from any computer with Internet connectivity and a standard web browser.

1. Go to **suddenlink.net**
2. Select the **Email** button in the blue navigation bar.
3. Enter your **Username** and **Password** and click **"Log In"**.

This will open your Suddenlink Email. If you have not yet signed up for a **suddenlink.net** account, select "**Register"** and follow the instructions.

Manage Settings

To set up new email addresses or change your password, follow the instructions below:

1. Go to suddenlink.net
2. Log in with your **Username** and **Password.**
3. Select **My Account**.

From **My Account** you can change your email settings.

Changing Default Name and Address

1. Log into Suddenlink Email.
2. Within Email, click on the **Settings** tab.
3. Select **My Account**.
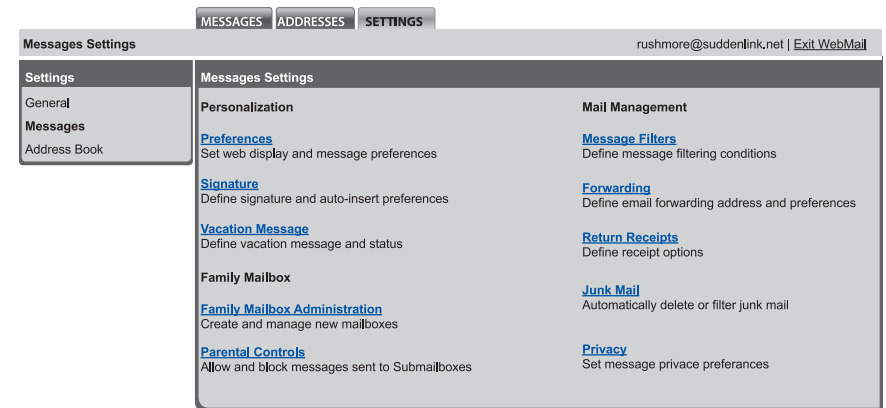
3. Under Settings select Preferences.
4. At the From Name option type in the preferred name.
5. At the From Address option type in the preferred address.

Forgotten Primary Username, Email Address or Password

Suddenlink Customer Support can retrieve the following information for the main account holder or authorized user:

1. Main Username.
2. Main User email address.

Suddenlink Customer Support cannot retrieve your password. However, you can click the Forgot Password link on the log in page and use your Secret Question/Secret Answer to change your password online. Without the Secret Question/Secret Answer, you must contact Suddenlink Customer Support to reset your password.
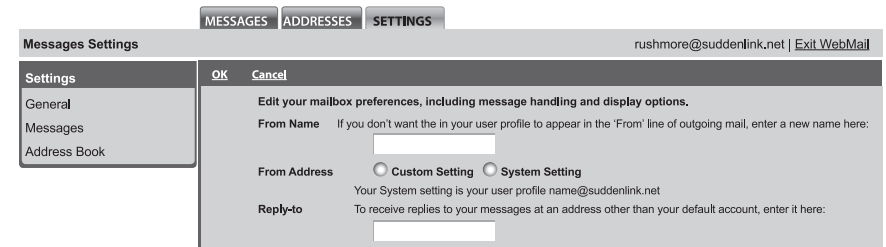
Forgotten Secret Question Answer

Due to security, Suddenlink does not maintain Secret Questions or Answers on file.

To retrieve lost or forgotten Secret Question and Answer information the password on the account will need to be changed.

Please contact Customer Service at **1-888-822-5151**.

Email and News Server Names

For Outlook Express, Windows Mail, Mac Mail, Smart Phones, etc.

When setting up your email or newsgroup client, you will be asked to enter the server names. Enter the following servers in the appropriate boxes as necessary:

Email:
Incoming Mail (POP3):
pop.suddenlink.net
Outgoing Mail (SMTP):
smtp.suddenlink.net

News:
Newsgroups (NNTP):
news.suddenlink.net

Additional Email Settings Information

Suddenlink requires all email messages sent from our network to go through Suddenlink outbound (SMTP) servers. Any attempt to send email using a third-party outbound email server will result in an error message in your email software, and the message will not be delivered.

The use of Suddenlink email servers is required to reduce the amount of unsolicited email, or spam that is sent from our network. Spam is not only a nuisance, but also potentially degrades our email service by consuming network and server resources. Spam also increases the potential for computer virus attacks. Finally, excessive amounts of spam originating from our network can result in other ISPs refusing to receive any email, including legitimate messages, from our network.

You may be connecting to a third party mail server because of one of the following reasons:

+ Your email software, such as Outlook Express, is configured to use a third party outgoing mail server to send email, with or without your knowledge.

+ Your computer may be allowing other users from the Internet to connect to it. These outside users may be using your machine to relay their email. We recommend that you review the security of your PC.

+ Your computer is infected with a virus that is attempting to spread itself via email. We recommend that you update your antivirus software and scan your machine for viruses.

Vanity Domains
Although Suddenlink does not currently host or support vanity domains for residential customers, some of our customers have acquired them through third parties and want to use them in their email messages. Suddenlink does not prevent the use of vanity domains as either the From or Reply-To address in your email header. However, if you use a vanity domain on your email, it must be a valid domain that can be resolved by the Domain Name System (DNS) servers. Any email sent with invalid domains in the From or Reply-To address fields will not be delivered.

Foreign Access to POP, Web & Relay Services

Suddenlink reserves the right to deny connections to our email servers from outside the United States. This does not prevent email sent from outside the United States from being delivered to Suddenlink email accounts. If you are a Suddenlink customer currently using an Internet Service Provider outside the United States, and are experiencing difficulty connecting to our mail servers, please contact us.

Sending Feedback on Spam Messages

Suddenlink encourages its customers to participate in identifying and reporting spam in an effort to offer the best spam filtering available. Your submissions are evaluated and incorporated into future updates of our spam detection services. There are two ways for Suddenlink subscribers to provide feedback on messages they have received:

Webmail users (accessed by logging in from www.suddenlink.com):

+ **SPAM messages -** Report spam easily by selecting the message(s), and clicking on the "Spam" button. The message(s) will be automatically sent to the anti-spam center and deleted from your mailbox.

+ **NOT SPAM messages -** If you see "good" messages in your Junk Mail folder, just select the message(s) and click the "Not Spam" button. This will move the message(s) to your Inbox.

+ **PHISHING** messages - These are messages which try to get you to reveal passwords or other personal information. To report these, select the message(s) and click the "Phishing" button.

**POP client users
(Outlook Express, Windows Mail, Mac Mail, Smart Phones etc.):**

+ **SPAM messages –** E-mail the messages to **submit-spam@suddenlink.net.** Be sure to use the "forward as attachment" option, which is available when doing a right mouse click on the message. Messages that are forwarded as just text instead of an attachment will lose the valuable information in the headers that is needed to process the message as spam.

+ **NOT SPAM messages –** For messages which have been incorrectly classified as spam when they are actually legitimate messages; just send them to **submit-notspam@suddenlink.net**

+ **PHISHING messages –** These are messages which try to get you to reveal passwords or other personal information. Phishing messages can be reported by sending them to **submit-phishing@ suddenlink.net** in the same manner as spam.

Confirmation of Submissions (POP Users only)
When you send messages to the spam/notspam/phishing mailboxes you will receive at the end of each day a message summarizing your submissions. This confirms that your submissions were received and entered into the feedback system.

**For additional information on SPAM, please visit
suddenlink.com/support**

The light on the modem keeps flashing.
Verify that the Ethernet Cable is connected to both the modem and your computer.

The cable light on the modem keeps flashing.
Verify all cable connections (i.e. cable is connected to modem, computer and wall outlet). Reset your modem by powering off your modem, computer, and anything else that may be connected. Turn the equipment back on – one at a time, starting with the modem and ending with the computer. If the problem persists, contact Technical Support at 888-822-5151.

I cannot get online.
Verify all cable connections and confirm that your browser is configured correctly.

I can connect to the Internet, but it doesn't seem to be very fast.
Has your anti-virus software been updated recently? Check to make sure your computer is virus-free.

What Web browsers does Suddenlink support?
Suddenlink Internet provides a customized version of Microsoft Internet Explorer. Customers may use any Web browser they choose although Suddenlink Internet does not offer any technical support for any other browsers. Customers may, however, contact the creators of specific browsers for support.

What happens if I am not able to get the High-Speed Internet Service working after I attempt to perform a Fast Connect?
If you are unable to complete your install and you feel you need a technician to visit your home, we will be happy to send someone out to assist you. Simply contact Technical Support at: 888-822-5151. A Technical Support Representative will attempt to assist you over the phone. If that is not successful, we will schedule a visit from a Suddenlink Internet Service Field Service Representative.

Movies, songs, television shows, video games and other copyrighted software (collectively, "Copyrighted Material") are protected by law from being reproduced or distributed without the permission of the owner. Sharing Copyrighted Material through your Internet connection is a violation of Suddenlink's Residential Service Agreement and Acceptable Use Policy. Repeat violators are subject to the termination of their high-speed Internet service. Furthermore, sharing Copyrighted Material through your Internet connection could subject you to suit and damages from the copyright holders, and (potentially) to criminal liability.

The reproduction and distribution of Copyrighted Material often occurs (intentionally or inadvertently) through the use of "peer-to-peer" (P2P) software installed on individual computers. Such software allows your computer to exchange files with other computers that are running the same software (i.e., are on the same P2P network). P2P services sometimes configure their software so that any files you download (and any other files in your "shared folder") are automatically made accessible to anyone else on the P2P network that requests them. When you use such software to download and upload files, you are not anonymous. Whenever you connect to the Internet, your computer is assigned a unique Internet protocol (IP) address from your Internet Service Provider (ISP). This unique IP address is used by other computers on a P2P network to identify your computer as a source for available files.

In addition, if you have a wireless home network, you are responsible for anyone that may use that network, with or without your permission. Anyone within range of an open, unsecured (unencrypted) wireless network could 'sniff' or record the traffic traversing that network, slow down your Internet experience, gain unauthorized access to your computer and/or the Internet, and then possibly send spam or commit illegal acts, including downloading or sharing Copyrighted Material – thus subjecting you to unnecessary liability and (potentially) termination of your service. For these reasons, Suddenlink strongly encourages all customers with wireless home networks to secure them.