PPPOE or Static IP Setup for EOT DSL Service

Because there are many different manufacturers and models of routers, this guide overviews a basic setup of several types and models of routers. For specific help or troubleshooting regarding a certain router, it is best to check with that router's manufacturer website or by calling their technical support.

This guide assumes you already have your router connected to your network and it is functioning at this time. If you do not already have your router connected to your network, please refer back to our user guide that helps you complete this task.

1. The first step in completing your router configuration is to have your DSL modem in bridge mode. This can be completed by calling our office and requesting a technician onsite to perform this task.

2. Once your DSL modem is in bridge mode, you may continue with setup below.

3. You need to configure your router to perform PPPOE authentication. This setting can normally be found on the Internet or WAN portion of the router configuration software.

4. Even if you have a static IP address, you still need to select PPPOE, every time your router authenticates it will receive the same, static, IP. In the PPPOE section of the router you need to enter your username and password. If you do not know your username and password, please call our office for this information.

5. Once your router is configured with your username and password it should authenticate and received a valid public IP address. Once it has received a valid public IP address, continue below.

6. Try to access the Internet. If you are able to do so you have completed setting up your router. If you are unable to access the Internet, please refer to any included documentation or the manufacturer's technical support for further assistance.

   As a last resort, EOT can arrange to visit your location and assist you in installing or configuring you router and PCs.

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