Quick & Easy Set-Up of 8x8 Internet Phone Service

Welcome to 8x8 Internet Phone Service. Soon, you’ll be able to make all your calls over the Internet and save a bundle on monthly phone charges.

It’ll take you just a few minutes to set up your phone with the 8x8 Adapter box. You are going to connect the 8x8 box to both your Internet modem (the box that gives you access to the Internet) and your regular telephone. Just follow the quick and easy set-up instructions below.

(DSL subscribers should skip to the end for specific instructions.)

**What We Provide (package contents):**

- Telephone Wire
- Blue Internet Cable
- Power Cord
- 8x8 Adapter Box

**What You Need to Have:**

- Telephone
- Internet Modem
- Access to Email

Assuming you have a computer already connected to the Internet, your setup should look something like this:
Follow these steps below and you’ll have your 8x8 Internet Phone Service up and running in no time.

**Step 1**

Take the existing cable connecting the modem and your computer and unplug it from the computer and plug that end into the jack labeled “WAN” on the 8x8 box.

If you are using your own router, then you will require a slightly different set-up (see step 1A below). A router is a box that lets you connect more than one device to your Internet server.

**Step 1A**

If you are already using a router, plug one end of the blue Internet cable into the WAN jack on the 8x8 box and the other end into your existing router (which is plugged into your modem).
Step 2

Connect your regular home telephone to the 8x8 box using the enclosed telephone wire. Plug the wire into the jack on the back of the box labeled “LINE.”

Caution: Do NOT plug it into a wall jack.

Step 3

If you wish to connect a computer to the 8x8 box, you can use a cable to plug it into the blue jack labeled “LAN” in the back of the adapter. If you don’t want to connect a computer, skip to the next step.

Step 4

Plug one end of the enclosed power cable into a wall socket and the other end into the jack on the 8x8 box that says “Power.”
Now, all the lights on the front of the 8x8 box will flash for a few moments and then, the Power, Service and WAN lights will remain on steadily.

Your complete set-up should now look something like this:

Step 6

Step 1: To set up your 8x8 service, you need to have the 10-digit activation code. That was sent in a confirmation email from 8x8. You can also get this activation code by logging into your account details web page at www.8x8.com. To log in, just type in your email address and password.

When you have the 10-digit activation code, dial on your phone:
** 0 1 2 – 0 0 0 1

Follow the voice instructions and then enter the 10-digit activation code.

Note: DSL broadband connections often use a format called PPPoE, which requires some special configuration. See the instructions at the end on setting up your 8x8 with PPPoE.

Now, you are ready to set up your 8x8 service!
After your 8x8 service is set up, you will receive an email confirmation that will contain your 8x8 telephone number. In a matter of moments, you will get a dial tone, so you can begin making phone calls like always and start saving money!

DSL Users: If you need to Enable PPPoE...

Contact your DSL provider’s support department if your broadband connection uses PPPoE, you will need to configure the 8x8 box. Follow these steps:

1) Connect a computer directly to the LAN port of your 8x8 box using the blue cable as outlined in Step3.
2) Turn on the computer, open up a web browser and type in the address bar of the web browser: http://192.168.88.1. Then press the ENTER key. [see Figure #1]
3) Enter the password “admin” without the quotes.
4) You should now see a System Information Screen that looks like this: [see Figure #2]
5) In the menu bar down the left side of screen, select WAN.
6) In the menu bar on the top of the screen, select PPPoE. This opens the WAN PPPoE Configuration screen that looks like this: [see Figure #3]
7) Under ENABLE PPPoE, click the drop-down arrow and select YES.
8) Under AUTHENTICATION, enter USERNAME and PASSWORD that were provided by your Internet Service Provider. Username and password are often case-sensitive, so be sure to enter upper and lower case letters correctly.
9) Under Settings, enter the SERVICE NAME and AC NAME required by your ISP. If you are not sure, leave this blank.
10) Click SAVE PPPoE SETTINGS.

(For detailed installation with PPPoE, please refer to the Technical User’s Guide.)

If you require more detailed information, please refer to the Technical User’s Guide.

GLOSSARY:
Internet Phone Service – phone service that uses a broadband connection to the Internet as the network backbone instead of the traditional phone network.
LAN - Local Area Network
WAN – Wide Area Network
DSL – Digital Subscriber Line
Modem – the box your Internet service provider gives you that connects to the Internet
Router – a box that allows you to connect several devices (computer or 8x8 device) to the Internet