Getting Started

Installing your Business Internet Gateway

Follow the instructions in this Quick Setup Guide to properly connect and configure your new Business Internet Gateway in three simple steps:

step 1 | Connecting the Business Internet Gateway

In this step, you will make the physical connections between your computer, the Business Internet Gateway, and your telephone jack.

step 2 | Configuring Your Computer Settings

In this step, you will configure your computer's settings to work correctly with your Business Internet Gateway.

step 3a | Beginning the Installation – Computer System Check

In this step you will use the Business Internet High Speed CD to help you to check your system for proper connections and minimum requirements.

step 3b | Configuring Your Network Settings

In this step you will use your web browser to access and configure your network settings.

Once you have completed these three simple steps, your computer and Business Internet Gateway will be properly connected and configured, allowing you to access the Internet.

Before proceeding with your installation, please review the following information.

• Bell Business Internet Service Agreement: Use of the Business Internet service is subject to terms and conditions of the applicable Bell Business Internet Service Agreement. By installing the service, you are accepting these terms and conditions. The Bell Business Internet Service Agreement is located at the back of this guide. If you do not agree with these terms and conditions, refer to the *Refund/Cancellations Policies* section of the Bell Business Internet Service Agreement for information on canceling the service.

As a Bell Internet member, you will receive up to five email accounts. During the installation process, you will be provided with instructions for configuring one main email account. For instructions on configuring *additional* email accounts or information on other member features and benefits, visit: **en.bellnet.ca**.

Your privacy is important to us

To avoid certain security issues inherent to Internet usage and to assist you with privacy protection, we recommend that you take the following precautions at all times:

• Downloading Email or Internet Files: Do not open any email attachments or downloaded files without first scanning them using anti-virus software. Ensure you have the most up-to-date virus lists loaded into your virus scanner.

• Bell Customer Privacy Policy: We want to keep you up to date on your rights as our customer and how the Bell companies use and safeguard your personal information. To find more about our Privacy Policy visit: www.bell.ca/en/legal/privacy/cpp.asp.

Welcome to the exciting world of the Business Internet High Speed service from Bell.

Sincerely,

The Bell Business Internet services team

Certain conditions and restrictions apply. The service is only available to business customers where technology permits.

BI Gateway-E-QSG-041

Table of Contents

This guide contains the following sections describing how to install and configure your Business Internet Gateway. The sections are color coded to help you locate your place within the guide.

Before You Begin

Before you begin the installation of your Business Internet Gateway, you will need to check the contents of your installation kit, verify that your computer meets the minimum system requirements, select a connection method, and complete the preliminary setup steps.

Check the contents of your installation kit

Your installation kit (shown in Figure 1) includes the following items:

Figure 1: Installation kit contents

1. Business Internet Gateway Quick Setup Guide (the document you are currently reading)
2. Business Internet Gateway
3. DC Power Supply
4. Ethernet Cable (yellow)
5. USB Cable (blue)
6. Telephone Line
7. Telephone Line Splitter
8. Business Internet Gateway Optional Installation Files CD (not shown in photograph)

If you are a new Business Internet member, or if you are currently a Business Internet member using a Nortel modem, the installation kit will also include the following items:

9. Four Telephone Filters (If you require additional telephone filters, contact Business Internet Help Desk at **1-877-877-2426**.

If you are currently a Business Internet member, the installation kit will also include the following items so that you can return your old modem to Bell Canada at no charge.

10. Modem Return Box (not shown in photograph)
11. Modem Return Instructions (not shown in photograph)
12. Prepaid Postage Stamp (not shown in photograph)

If any items are missing or damaged, contact Business Internet Help Desk at **1-877-877-2426**. Otherwise, continue with the following instructions within this guide to begin.

Verify that your computer meets the minimum system requirements

At a minimum, you must have a Bell Business Internet DSL account, and your computer must meet the following requirements:

• Processor: 166MHz (or faster)
• Operating System: Windows 98/2000/Me/XP
• Memory: 32 MB RAM
• Hard Drive: 12 MB space free
• CD ROM Drive: Required
• Software: Microsoft Internet Explorer version 5.0 or later or Netscape Navigator

Select your connection method

You can connect the Business Internet Gateway to your computer using either the yellow Ethernet cable or the blue USB cable included in the installation kit. You will only need to use one of these cables.
If you are using the enclosed yellow Ethernet cable to connect your computer to the Business Internet Gateway (recommended), you will need:

• A properly installed and configured Ethernet adapter that supports 10/100 Ethernet

You will also require one Ethernet adapter and one Ethernet network cable for each additional computer you wish to connect physically to the Business Internet Gateway.

If you are using the enclosed blue USB cable to connect your computer to the Business Internet Gateway, you will need:

• An available built-in USB port on your computer
• To install the USB drivers included on the Business Internet Gateway installation CD included with your installation kit

If you wish to connect to the Business Internet Gateway wirelessly, you will require a properly installed and configured wireless adapter in your computer.

Complete the preliminary setup steps

For current **Business Internet** High Speed members

If you are currently a Business Internet member, please complete the following preliminary steps before you set up and configure the Business Internet Gateway and your computer:

• If new telephone filters were included in the installation kit, replace your existing telephone filters with the new ones.
• Use the modem return kit to send back your old Business Internet DSL modem and accessories to Bell Canada. See the modem return kit for instructions.
• Uninstall the Access Manager software you used previously to connect to the Internet.

Once you have completed the steps outlined in the **Modem Return Instructions**, continue with the instructions in this guide.

For new **Business Internet** High Speed members

If you are a new Business Internet member, you will need to install a telephone filter on every telephone jack in your office that has a telephone (or fax machine or caller ID display) connected to it and shares the same line as your Business Internet service.

To install telephone filters:

1. Unplug the telephone line from the wall jack (Figure 2).

2. If the wall jack will be shared by the Business Internet Gateway and a telephone, plug the telephone line splitter into the wall jack.

3. Plug the telephone filter into the wall jack (or, if you installed a line splitter, plug the telephone filter into the line splitter).

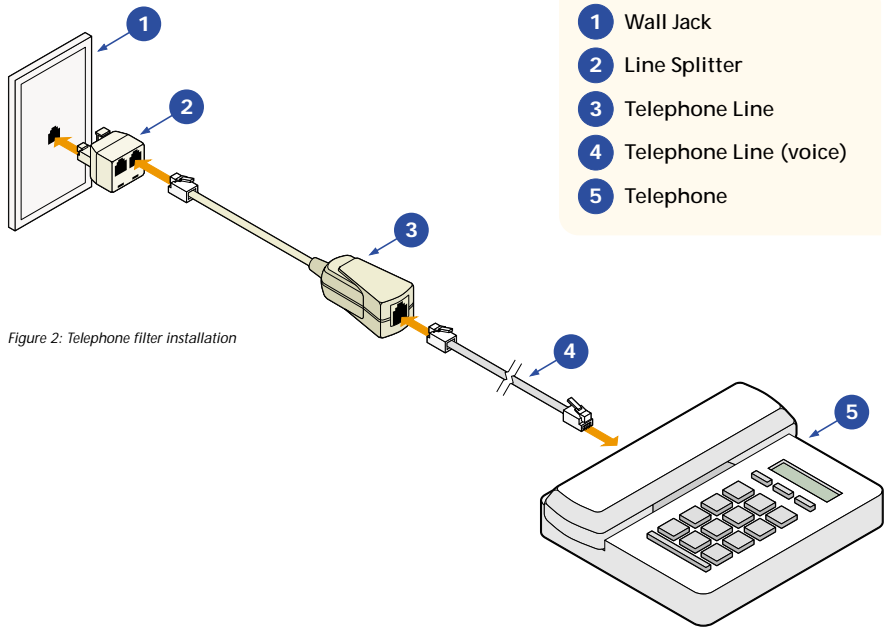4. Plug the telephone line you unplugged from the wall jack into the telephone filter.

Figure 2: Telephone filter installation

1. Wall Jack
2. Line Splitter
3. Telephone Line
4. Telephone Line (voice)
5. Telephone

In this section, you will make the physical connections between your primary computer, the Business Internet Gateway, and your telephone jack.

Ensure your computer and the Business Internet Gateway are turned off and complete the following steps to connect the Business Internet Gateway:

1. Connect one end of the *yellow* Ethernet cable to one of the four ports marked **Ethernet** on the back of the Business Internet Gateway (Figure 3), and the other end to the Ethernet port on your computer.
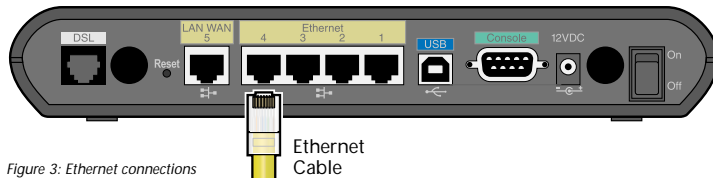
Figure 3: Ethernet connections   Ethernet Cable

2. Connect one end of the *grey* telephone line to the port marked **DSL** on the back of the Business Internet Gateway (Figure 4) and the other end to your telephone jack.
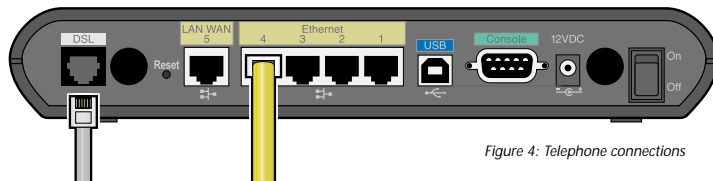
Figure 4: Telephone connections

Note: The Business Internet Gateway must be properly connected to your telephone jack (or line splitter) to establish a DSL connection. Ensure that you have not connected the grey telephone line to a telephone filter.

3. Connect the power adapter to the **12VDC** power outlet on the back of the Business Internet Gateway, and plug the adapter into a surge-protected power outlet.

4. Turn on your computer and the Business Internet Gateway (press the switch marked **On/Off** on the back of the Business Internet Gatewayinto the **On** position).

Note: If you choose to use a USB connection, you must install the USB drivers from the Business Internet Gateway Installation CD that came with your installation kit by completing the steps found on page 15 in the section entitled *step 3a – Beginning the Installation – Computer System Check*. At this point however, please complete this step of the installation and *step 2 – Configuring Your Computer Settings* before installing the drivers.

5. Check the front of the Business Internet Gateway to ensure that the **Power**, **DSL**, and **Ethernet** (or **USB**) light corresponding to the port you plugged the Ethernet (or USB) cable into are solid and steady (Figure 5). You may have to wait a few moments before the lights become solid while the Business Internet Gateway synchronizes with the network. If the lights do not light up, double-check your connections.
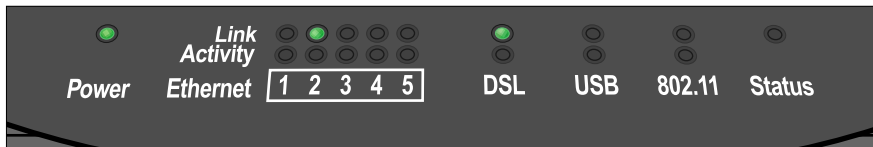
Figure 5: Business internet Gateway lights

For more information about the Business Internet Gateway lights, refer to the **Business Internet** Gateway Advanced Features Guide.

When completed, your connections should be as follows (Figure 6).

Ethernet Connection

USB Connection

1. Telephone Jack
   with telephone line splitter

2. Telephone Line

3. Ethernet Cable *(yellow)*

4. Business Internet Gateway

5. Ethernet Connection
   to computer through Ethernet cable

6. USB Cable *(blue)*

7. Power Jack and Plug

Figure 6: Business Internet Gateway physical connections

In this section, you will configure the TCP/IP settings for your computer to work correctly with the Business Internet Gateway.

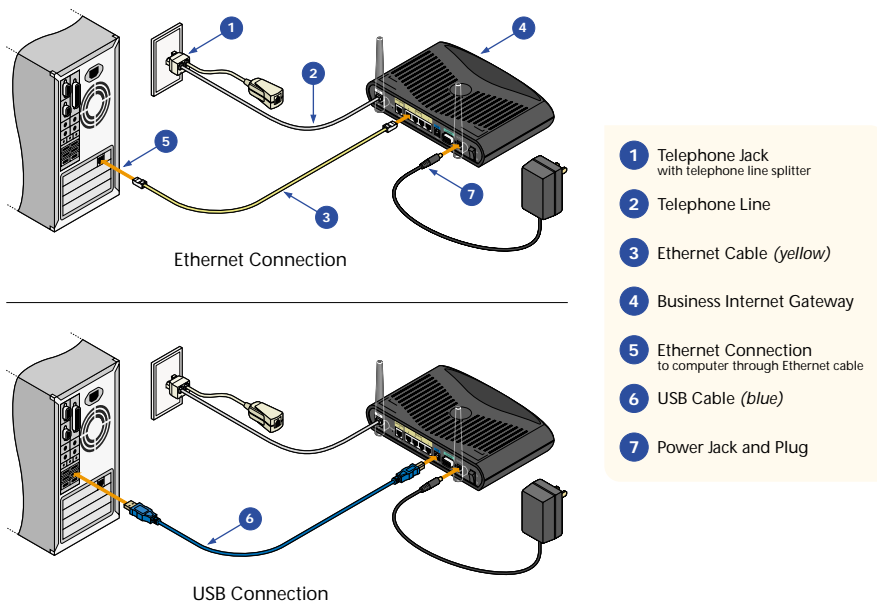The process for configuring your computer settings varies by operating system. If you know which operating system your computer uses, proceed to the appropriate instructions within this section. Otherwise, complete the following steps to determine which operating system your computer uses:

1. Click the **Start** button, click **Settings**, and then click **Control Panel.**

2. Double-click the **System** icon.

3. The window displays the operating system that you are using. Once you've determined your operating system, click the **Cancel** button.

> Note: If your Start menu does not contain a Settings entry, then you are using Windows XP. You can click the Control Panel directly from the Start menu.

Once you know which Windows operating system you are using, follow the instructions for your computer's operating system.

For Windows 98 or Windows Millennium Edition

1. Click the **Start** button, click **Settings**, and then click **Control Panel** to open the Control Panel window.

2. Double-click the **Network** icon to open the Network window.

3. Click the **Configuration** tab, and then single-click the **TCP/IP** entry for your network adapter (Figure 7).

4. Click the **Properties** button to open the TCP/IP Properties window.

Figure 7: Network window

> Note: If you do not see a TCP/IP entry for your network adapter, ensure both your adapter and the TCP/IP protocol are installed properly. Refer to the documentation that accompanied your adapter for installation details.

5. Click the **IP Address** tab, ensure that **Obtain an IP address automatically** is selected, and then click the **OK** button (Figure 8).

6. If prompted, click the **OK** button again to save your changes. You may be prompted to insert your original Windows installation disk to proceed.

7. If prompted to restart your computer, click the Yes button. **If you are not prompted to restart your computer, close all open windows and restart anyway.**

You have finished configuring your computer settings. Proceed to the *Configuring your Network Settings* section in this guide.

Figure 8: TCP/IP Properties window

For Windows 2000

1. Click the **Start** button, click **Settings**, and then click **Control Panel** to open the Control Panel window.

2. Double-click the **Network and Dial-up Connections** icon to open the Network and Dial-up Connections window.

3. Right-click the **Local Area Connection** icon for the applicable network adapter (usually the first Local Area Connection listed), and then click **Properties** to open the Local Area Connection Properties window (Figure 9).

Figure 9: Network and Dial-up Connections window

4. Single-click the **Internet Protocol (TCP/IP)** entry and then click the **Properties** button to open the Internet Protocol (TCP/IP) Properties window (Figure 10).

Figure 10: Local Area Connection Properties window

5. Ensure that **Obtain an IP address automatically** is selected, and then click the **OK** button (Figure 11).

6. If prompted, click the **OK** button again to save your changes.

7. If prompted to restart your computer, click the Yes button. **If you are not prompted to restart your computer, close all open windows and restart anyway.**

You have finished configuring your computer settings. Proceed to the *Configuring Your Network Settings* section in this guide.

Figure 11: Internet Protocol (TCP/IP) Properties window

For Windows XP

1. Open the Control Panel window. If you are using the default Windows XP interface, click the **Start** button, and then click **Control Panel** to open the Control Panel window. If you are using the Classic Windows XP interface, click the **Start** button, click **Settings**, and then click **Control Panel** to open the Control Panel window.

2. Double-click the **Network Connections** icon to open the Network Connections window.

3. Right-click the **Local Area Connection** icon for the applicable network adapter (usually the first LAN or High-Speed Internet connection listed), and then click **Properties** to open the Local Area Connection Properties window (Figure 12).

Figure 12: Network Connections window

4. Single-click the **Internet Protocol (TCP/IP)** entry and then click the **Properties** button to open the Internet Protocol (TCP/IP) Properties window (Figure 13).

Figure 13: Local Area Connection Properties window

5. Ensure that **Obtain an IP address automatically** is selected, and then click the **OK** button (Figure 14).

6. If prompted, click the **OK** button again to save your changes.

7. If prompted to restart your computer, click the Yes button. If you are not prompted to restart your computer, close all open windows and restart anyway.

You have finished configuring your computer settings. Proceed to the *Configuring your Network Settings* section in this guide.

Figure 14: Internet Protocol (TCP/IP) Properties window

Before you Begin

For the Business Internet High Speed service to work reliably and efficiently, your computer must meet or exceed the **Minimum Hardware Requirements** specified on page 4.

Ensure you have your **Account Information** found on the Welcome letter on the first page of this guide ready.

Starting the Installation

1. Exit any running applications or programs.

2. Disable any virus protection software before installing the software. For instructions, refer to the manual included with your virus protection software.

3. Insert the Business Internet High Speed CD into your CD-ROM drive.

   • If Autoplay is enabled for your computer, the CD will begin the installation program automatically. You may have to wait a couple of minutes for this to happen.

   • If the installation program does not begin automatically, double-click the **My Computer** icon on your desktop, or select **My Computer** from the **Start** menu, and then double-click the **Bell** icon.

4. The installation program starts. On the first screen, click **Next**.

5. You will be asked to agree to the Business Internet High Speed Terms and Conditions.

   • Click **Accept** if you agree, then click **OK**.

6. The installation program conducts tests to determine if your system meets the minimum requirements needed to install the software.
   • When a hardware or software component meets or exceeds the recommended requirement, a green check mark is displayed to the right of the component name.
   • When a hardware or software component does not meet the minimum requirement, a red X is displayed to the right of the component, and the software cannot be installed.
   • When a hardware or software component meets or exceeds the minimum requirement, but does not meet the recommended requirement, a yellow exclamation mark is displayed to the right of the component. You can improve the performance of the software by upgrading these components to the recommended requirements.

Note: You can double-click the **Details** button for more information about each of the tests performed.

7. If you see a message that your computer meets the minimum requirements, click **Next**.

Note: If you do not see the message indicating that your computer meets the minimum requirements, you must make the appropriate upgrades prior to installing the Business Internet High Speed service.

8. The Select Modem Cable window is displayed with pictures of the Ethernet cable connectors and the back of a modem showing the Ethernet port.

If you are using the Ethernet cable

    a. Click the **Next** button. A wiring diagram detailing how your components should all be connected together is displayed. This diagram can also be found on page 9.

    b. Compare your wiring setup of the Business Internet Gateway to these diagrams and ensure that everything is connected properly.

    c. Make sure your modem and computer are turned on.

    d. Internet Explorer opens and displays the Business Internet Gateway setup screen. Please proceed to step 3b on the next page.

If you are using the USB cable

    a. Click the USB button on the Select Modem Cable window, then click **Next** You should see the dialogue box below. Click **Yes** to continue to install the USB software.
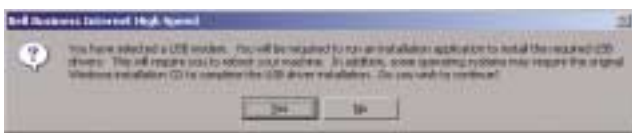
    b. A wiring diagram detailing how your components should all be connected together is displayed. This diagram can also be found on page 9.

    c. Compare the wiring setup of your Business Internet Gateway to these diagrams and ensure that everything is connected properly.

    d. Make sure your modem and computer are turned on.

    e. Click **Next**.

    f. Follow the instructions to install the USB software. You may need to restart your computer.

    g. If you have Windows XP Service Pack 2, the installation may pause while the Found New Hardware Wizard waits for your response. Bring the Found New Hardware Wizard to the front by clicking its icon in the taskbar. Click **No**, then click **Next**.

    h. Internet Explorer opens and displays the Business Internet Gateway setup screen. Please proceed to step 3b on the next page.

In this section, you will use your web browser to access the Business Internet Gateway and configure your network settings.

Note: You must have Outlook Express installed on your computer to complete this step.

Complete the following steps to configure your Business Internet Gateway network settings:

1. Open your web browser. An error message will appear at this point, but the error is nothing to worry about, because your computer is still not connected to the Internet. Type **http://mynetwork** in the address bar, then press the **Enter** key on your keyboard. The Welcome screen appears.

Note: If the Welcome screen does not appear, close your web browser, wait five seconds, then open your web browser again and retry your connection to the Welcome screen. If the Welcome screen still does not appear, type **http://192.168.2.1** in the Address bar, then press the Enter key on your keyboard. If you are still unable to connect, ensure that all connections between your computer, Business Internet Gateway, and telephone jack are correct and that the Business Internet Gateway is turned on. For additional assistance, refer to the *Troubleshooting* section at the end of this guide.

2. Click **English** or **Français** to select your preferred language (Figure 1).

Figure 1: Welcome screen

3. Accept the default Business Internet Gateway Networking configuration (option 1). Do not choose option 2. Click the **Next** Button (Figure 2).

Figure 2: Business Internet Gateway Configuration screen

4. Refer to the welcome letter on the first page of this guide for details about your Business Internet User ID and Access Password.
Type your Business Internet User ID (for example, **username@bellnet**.ca) and password, and then click the **Next** button (Figure 3).

Figure 3: Business Internet User ID screen

Note: If you receive an error after typing your User ID and Password, first ensure that you have typed the information correctly (case sensitive). If you still receive an error, ensure that you have connected one end of the grey telephone line to the DSL port on the back of the modem and the other end to your telephone jack. For additional assistance, refer to the Troubleshooting section on page 38.

5. If you want to use your Business Internet service for wireless networking, select this option by choosing **Yes – Enable wireless now**, and then click the **Next** button. You will need one wireless adapter for each computer you wish to use wirelessly.

   If you do not wish to enable a wireless network, click **No – I will do this later** and then click the **Next** button (Figure 4). Proceed to step 6 in this section.

Figure 4: Wireless Setup Configuration screen

Note: Regardless of whether you choose to enable wireless support at this time, you can access and change your wireless settings at a later time.

If you enable wireless networking now, you are presented with additional setup screens to configure the wireless settings for your network.

• You are presented with a screen requiring you to enter an SSID, or Service Set Identifier, to uniquely identify the name of your wireless network (Figure 5).

Type an SSID to identify your wireless network. **Please note, your SSID has not been provided to you. You will need to provide an SSID of your own that uniquely identifies the name of your wireless network.**

Print the SSID you enter in the space below. You'll need to provide the SSID later to configure additional computers for wireless network access.

Figure 5: Service Set Identification

SSID: _____

Once you have recorded your SSID, click the **Next** button to continue.

• You are presented with a screen displaying a unique encryption key that will be used to secure your wireless network (Figure 6). Please note that your WEP key contains only alphabetic characters from A to F and numeric characters from 0 to 9.

Print the encryption key in the space below. *Please note this key is case sensitive.* You'll need to provide the key later to configure additional computers for wireless network access.

Figure 6: Wireless Encryption Key screen

ENCRYPTION KEY:

Once you have recorded your encryption key, click the **Next** button.

6. Type the User ID and Password you want to use to control who can make changes to your network settings in the future (Figure 7).

Note: The User ID and Password requested here are not your Business Internet user ID and Password.

Figure 7: Administration Setup screen

Print the User ID and Password in the spaces below. You'll need to supply this information to make any changes to your settings in the future.

USER ID: _____

PASSWORD: _____

Once you have recorded your administrator User ID and Password, click the **Next** button.

7. The Congratulations screen summarizes your settings (Figure 8).

If you have not recorded the values displayed on the screen, do so now or print this page for future reference.

Once you have ensured that all values are recorded for future reference, click the **Next** button.

Figure 8: Congratulations screen

8. Click the **Finish** button to save your Business Internet Gateway settings (Figure 9).

   Once you click the **Finish** button, your Business Internet Gateway will save your settings and take you to your web browser home page so you can begin using the Internet.

Figure 9: Save Settings screen

Note: It may take up to 45 seconds for your Business Internet Gateway to save your settings. During this time, please do not click any other links.

Locating your Static IP address

Note: If you want to use your Business Internet High Speed 4 Meg service for just the Internet Access, you may skip the three steps given below and simply follow the installation instructions given in the User Guide.

However, if you wish want to know your Static IP for any reason, here are the steps to find it.

1. For all Operating System, install the Business Internet Gateway (e6300 modem) using the User ID and Password provided within the welcome letter and instructions given in the User Guide.

2. Click the **Advanced** tab in the upper tool bar in the modem Graphical User Interface. The Advanced Settings window appears.

3. Click the **Business Internet High Speed connection** icon located in the left-side navigation pane. A new page titled Business Internet Connection Information appears. Your Static IP is next to **PPPOE**.

Congratulations!

You've finished connecting and configuring your Business Internet Gateway and computer!

Now that you've completed the setup of your Business Internet Gateway, you can refer to the section that follows in this guide to help you configure additional aspects of your Business Internet Gateway, including:

• Configuring this computer or other computers on your network for wireless access

• Configuring additional computers on your network for wired access

• Configuring additional settings on your Business Internet Gateway

• Configuring Microsoft Outlook Express email access

You can also refer to the **Business Internet Gateway Advanced Features Guid**e (on the Business Internet High Speed Installation CD in **English\Advanced Features Guide.pdf**) that came with your installation kit for instructions on configuring additional features of your Business Internet Gateway.

After You Finish

Configuring computers for wireless access

If you enabled wireless access when you were completing the steps in the *Configure Your Business Internet Gateway Settings* section of this guide, you can configure any of the computers on your network (including your primary computer you just finished connecting to the Business Internet Gateway) to access the Business Internet Gateway wirelessly.

To set up a computer for wireless access, complete the following steps:

1. Ensure that the wireless adapter and the drivers have been correctly installed in the computer. Refer to the documentation that came with your wireless adapter for details.

2. Access your Business Internet Gateway settings by opening your web browser and typing **http://mynetwork** into the address bar. After entering your administrator user name and Password, click the Basic Setup tab and refer to the wireless configuration information in the "What Can I do Here List" of frequently asked questions for instructions on configuring a computer for wireless access.

Your computer is now set up with a wireless network connection!

Configuring additional computers for wired access

To set up another computer on your network to access the Business Internet Gateway, complete the following steps:

1. Verify that the computer meets the minimum system requirements. Refer to the *Verify that your system meets the minimum system requirements* information in the *Before You Begin* section of this guide for details.

2. Decide whether you will be connecting the computer to your Business Internet Gateway using an Ethernet or USB connection (It is strongly recommended that you use Ethernet). Refer to the *Select your connection method* information in the *Before You Begin* section of this guide for details.
   For a USB connection, refer to step 1: Connect the Business Internet Gateway.

3. Connect the appropriate network cable from the computer to the Business Internet Gateway:

   • If you are using an Ethernet connection, connect one end of the Ethernet cable to one of the four ports marked **Ethernet** on the back of the Business Internet Gateway, and the other end to the Ethernet port on your computer.
   • If you are using a USB connection, connect one end of the USB cable to the port marked **USB** on the back of the Business Internet Gateway, and the other end to the built-in USB port on your computer.

4. Check the network configuration to ensure that the computer has the correct settings. Refer to the *Configure Computer Settings* section of this guide for details.

Configuring additional settings on your Business Internet Gateway

Access your Business Internet Gateway settings by opening your Web browser and typing **http://mynetwork** into the address bar. After entering your administrator user name and password, click the **Basic Setup** tab.

Basic Setup

In addition to being the Home screen when logging into the Business Internet Gateway, the Basic Setup screen (figure 1) provides access to re-configure settings established during the Setup Wizard; the options available are displayed in the left pane of the Basic Setup screen.

The Basic Setup configuration options and their associated configuration procedures are explained in the following paragraphs.

Figure 1: Basic Setup Screen

How do I change the Business Internet User ID and Access Password that I previously entered into the Business Internet Gateway?

Selecting this option allows you to change the Business Internet User ID input in the Setup Wizard.

> **Important!** This should only be changed when directed by Bell Canada.

To change the Business Internet User ID and Access Password:

1. Type your User ID in the box provided.
2. Type your Access Password in the **Password** box.
3. Click **Save Settings**. The system responds with a confirmation screen indicating the change has been accepted.

Figure 2: Input Business Internet User ID Screen

How do I configure the wireless features of my Business Internet Gateway or change existing wireless settings?

This option allows you to either perform a new setup or re-configure an existing setup of the wireless equipment in your Business Internet Gateway.

Note: The wireless settings on the Business Internet Gateway must match the settings of all wireless adapters on the computers you wish to use wirelessly.

To configure the wireless network option:

1. On the Wireless Setup Configuration screen, select **Yes - Enable Wireless Now**.

2. Click **Next**.

   The system responds with the Wireless Security Configuration.

Figure 3: Wireless Setup Configuration Screen

Important! Prior to making any changes, read the information provided within this screen.

3. Type your wireless network ID in the **SSID** box. The SSID is the name of your wireless network. Choose something that is unique to you as you will need to remember this name when setting up wireless adapters on your computers.

4. Optionally, change the **Channel ID** drop-down from **11** if you experience any interference with your wireless Business Internet Gateway.

   If you are setting up wireless for the first time,

   leave your channel at the default value of **11**.

Figure 4: Wireless Security Configuration Window

5. The Wireless Security Configuration window also allows you to set the wireless security level you wish to use. All wireless devices attached to the Business Internet Gateway MUST have the same wireless security settings for your network to have proper communications and security. From the **Encryption Level** drop-down menu, select one of the following options:

> **NONE:** This option offers no encryption. **This option is not recommended.**
> **64-bits:** This option offers 64-bit encryption.
> **128-bits:** This option offers 128-bit encryption.
> **WPA PSK:** (Wi-Fi Protected Access) WPA security changes encryption keys after a specified amount of time.

6. You may select or deselect the **Enable SSID Broadcast** option. This step is optional, but selecting this option makes it easier to configure your wireless adapters.
7. Click **Next**.

If you have selected "None" as your encryption level (Not Recommended)

1. Click **Next**.
2. Click **Finish** to return to the main Wireless Setup Configuration page.
3. Click **Basic Setup** to return to the Main Menu.

If you have selected "64-bit" or "128-bit" as your encryption level (Recommended)

WEP security offers the same security offered by a wired LAN with encrypted packets. This option offers either 64-bit or 128-bit encryption, depending on the level you have selected. This section assumes you currently have one of the Wireless Security Configuration windows (figure 5 and 6) displayed.

Figure 5: Wireless 64-Bit WEP Configuration

To configure either the 64-bit or the 128-bit encryption level :

Figure 6: Wireless 128-Bit WEP Configuration

1. Select one of the following options:

   Open System: Open system keys are always authenticated at the device level. After authentication, data is then encrypted between the gateway and the connected device. **This is the default setting for most wireless adapters.**

   Shared Key: Shared keys accept a string of unencrypted data from a device. The Business Internet Gateway encrypts with a WEP key and sends back the encrypted data to the attached device.

2. Type a phrase in the **Passphrase** box.

   The passphrase is used to generate the 64-bit or 128-bit key. The passphrase must at least be one character with a maximum of 32 characters. Please choose something that is unique to you.

3. Click **Generate Keys**. The system responds by generating keys that display in the boxes under the Passphrase box. Please write your encryption keys down. NOTE: the encryption keys are case-sensitive.

4. Click **Next**.

5. Click **Finish** to return to the main Wireless Setup Configuration page, then click **Basic Setup** to return to the Main Menu.

If you have selected "WPA PSK" as your encryption level

WPA security changes encryption keys after a specified amount of time.

To use the WPA option:

1. The Wireless WPA Configuration window is used to configure the algorithm, shared key, and key renewal options. Select one of the following options from the **Algorithms** drop-down menu (figure 7):

Figure 7: Wireless WPA-PSK Configuration

TKIP: (Temporal Key Integrity Protocol) TKIP supports: Verification of the security configuration after the encryption keys are determined, synchronizes changing of the unicast encryption key for each frame, and then determines a unique starting unicast encryption key for each pre-shared key authentication.

AES: (Advanced Encryption Standard) AES supports a private key algorithm that ranges from 128 to 256 bits.

2. Type a key in the **Shared Key** box.

The shared key is used to generate a dynamic encryption key for gateway security.

3. Type a numeric value (in seconds) of the time lapse in changing the key in the **Group Key Renewal** box.

   Note: The minimum time value is 30.

4. Click **Next**.

5. Click **Finish** to return to the main Wireless Setup Configuration page, then click **Basic Setup** to return to the Main Menu.

How do I check if my Business Internet Gateway is working properly?

This option presents a status display of all the current connections associated with your Business Internet Gateway (figure 8). Each connection's status is indicated by color, text and a graphical indicator as shown in the example below.

Network Connection: Indicates the status of the physical connection to your telephone jack.

Figure 8: Connection Status Screen

Business Internet Connection: Indicates the status of your connection to the **Business Internet** service.

Wireless Business Internet Gateway Connection: Indicates if wireless internet access has been enabled on your Business Internet Gateway.

How do I configure my Business Internet Gateway to let me use specific applications such as online games?

Selecting this option takes you to the Quick Setup screen (figure 9). The Quick Setup feature provides different methods of keeping individual users or computers hidden behind a single outward-facing address, but allows users to access the Internet and related applications. If you have more than one available Internet connection interface, they will all be displayed in the drop-down box for ease of selection.

To configure the Quick Setup feature:

1. In the Available Applications list (figure 9), click the name of the application you wish to enable on your computer.

   The application is moved to the Enabled Applications list.

   Repeat step 1 until all preferred applications have been enabled.

2. If the preferred application is not in the Available Applications list, you can click the **Configure a specific service** link. For more information on editing these entries, please refer to the Business Internet Gateway Advanced Features Guide.

Figure 9: Quick Setup Screen

How do I restart my Business Internet Gateway or reset it back to the original factory settings?

Selecting option takes you to the System Reboot screen (figure 10). The Reboot feature offers two options for restarting your Business Internet Gateway: Reboot and Reset.

Figure 10: System Reboot Screen

A **Reboot** should be used when the Business Internet Gateway networking modem needs to be restarted. The Business Internet Gateway can also be rebooted using the power switch on the rear panel. **Rebooting your Business Internet Gateway will not erase your currently saved settings.**

NOTE: By clicking the **Reboot** button, you will not reboot your computer; you are only rebooting your Business Internet Gateway.

The **Reset** option should be used when you find it necessary to recover the factory default settings. This may be necessary when a custom configuration did not go as planned, when a new configuration is desired, or when the Business Internet Gateway does not appear to be working properly.

Important: This option resets all personalized settings on your Business Internet Gateway.

To use the reboot option:

1. If required, click **Reset to Factory Defaults**.

2. Click **Reboot**.
   a. If the **Reset to Factory Defaults** option was selected, the system responds with a warning screen that prompts you to confirm the Reset to Factory Defaults selection.
   b. Click the **Reset to Factory Defaults** button to confirm, **or** click **Cancel** to return to the System Reboot screen.

3. A status screen begins a 45 second countdown to reset the Business Internet Gateway.

Configuring Microsoft Outlook Express email access

Complete the following steps to configure email access using Microsoft Outlook Express.

> Note: You must have the Outlook Express software installed on your computer to complete this step.

Once Outlook Express is installed on your computer, complete the following steps to configure email access:

1. If you are an Outlook Express user, double-click the Outlook Express icon on your desktop. With some versions of Windows, you may need to click **Start**, then click **Programs**, and then click **Outlook Express**.

   If the Internet Connection Wizard does not appear automatically when you start Outlook Express, click the **Tools** menu, then click **Accounts** to display the Internet Accounts window. Click the **Add** button, then click **Mail** to launch the Wizard.

2. Type your name in the **Display Name** box, then click the **Next** button (Figure 11).

Figure 11: Internet Connection Wizard – Your Name

3. Type your Business Internet email address (located on the Welcome Letter on the first page of this guide) in the **E-mail address** box, and click the **Next** button (Figure 12).

Figure 12: Internet Connection Wizard – Internet E-mail Address

4. Ensure that **POP3** is selected in the pull-down menu (Figure 13).

5. Type **pop51.bellnet.ca** in the **Incoming mail** server box, and **smtp10.bellnet.ca** in the **Outgoing mail** server box, then click the **Next** button.

Figure 13: Internet Connection Wizard – E-mail Server Names

6. Type your Business Internet email address in the **Account Name** box, and type your Email Password in the **Password** box (Figure 14).

7. If you do not want to enter in your Password each time you check for email, ensure that **Remember password** is checked.

8. Ensure that the **Log on using Secure Password Authentication (SPA)** is unchecked, and then click the **Next** button.

9. Click the **Finish** button to return to the Internet Accounts window.

Figure 14: Internet Connection Wizard – Internet Mail Logon

Sending email with Microsoft Outlook Express

Microsoft Outlook Express is a program included with Microsoft Internet Explorer software, which is used to send and receive electronic mail (email) and to read newsgroups.

To start Outlook Express

Double-click the **Outlook Express** icon on your desktop. With some versions of Windows, you may need to click **Start**, then click **Programs**, and then click **Outlook Express**. With Windows XP, click **Start**, and then click **Outlook Express**.

You will see the Outlook Express window (Figure 15).

To compose and send email with Outlook Express

1. Click the **New Mail** button in the Outlook Express toolbar. With Windows XP, click **Create Mail**.

Figure 15: Outlook Express

2. In the **To** box, type the email address (in lower case) of the person to whom you are sending the message. If you want to send your message to more than one person, press the **Enter** or **Return** key on your keyboard and type in the second email address.

3. Press **Tab** twice to move to the Subject box and type the subject of your message.

4. Press **Tab** again to move to the message area. Type your message.

5. Click the **Send** button to send your message.

To retrieve and read email with Outlook Express

The first time you retrieve your email, you will be prompted to enter your Email Password (located on the Welcome Letter on the first page of this guide). Type your Password in lower-case characters.

1. Click the **Send/Recv** button on the toolbar to check for new email.
   New messages are placed in the Inbox folder.

2. Click **Inbox** in the folders pane.

3. In the message list pane, click the message you want to read. The message is displayed in the message pane.

To close Outlook Express

When you are finished using Outlook Express, click the **File** menu, and then click **Exit**.

Creating a second Outlook Express Identity

If a second person is using Outlook Express and you wish to keep your mail separate, follow the instructions below.

1. In Outlook Express, click **File**, then **Identities**, then **Add New Identity**.

2. Type a name for the new Identity, then click **OK**.

3. A window asks if you want to switch to the new Identity now. Click **Yes**.

4. Proceed to *Setting up a second Outlook Express Identity* below.

Setting up a second Outlook Express Identity

Once you have created an second Identity, you must set it up with your Business Internet High Speed account information.

1. Follow the instructions provided by the Internet Connection Wizard. You will need the following information to configure your Business Internet Dial settings.
   - Your desired email display name
   - Your email address
   - Incoming mail POP3 Server: **pop51.bellnet.ca**
   - Outgoing mail SMTP Server: **smtp10.bellnet.ca**
   - Your user/account name
   - Your Email Password
   - News Server: **news21.bellnet.ca**

2. Once this is completed, click **Finish**.

Switching from the USB cable to the Ethernet cable

If you are using the Business Internet Gateway with a USB cable and you wish to use the Ethernet cable instead, please follow these instructions.

1. Connect the Ethernet cable to the computer, as shown in Step 1 on page 8.

2. Click the USB icon in the lower left corner of your screen, then click **Stop Ethernet USB Adapter**.

3. When a message appears saying it is OK to unplug the USB device, unplug the USB cable from your computer.

Switching from the Ethernet cable to the USB cable

If you are using the Business Internet Gateway with an Ethernet cable and you wish to use the USB cable instead, please follow these instructions.

1. Unplug the Ethernet cable from the computer.

2. Follow the instructions to install the Bell Business Internet software on Step 3a on page 14. When you are asked to choose between Ethernet and USB, choose USB.

Troubleshooting

As a subscriber of the Business Internet High Speed service, support for the Business Internet High Speed software is always available. Business Internet High Speed Services do not provide support for software other than the Internet Explorer software that is included with the Business Internet High Speed service. Most problems are easy to solve. Here are the solutions to some of the most common problems you might encounter.

My Internet connection is too slow

If you are using the USB cable, try using the Ethernet cable instead if you have an Ethernet card. Follow the instructions under Switching from the USB cable to the Ethernet cable on page 36.

Where can I get the USB software?

1. In your Web browser, go to http://en.bellnet.ca.
2. Click the **Downloads** link, then download the USB driver for the Efficient Networks SpeedStream 6300 modem.

I want to set up another Outlook Express Identity with my Business Internet High Speed settings

Follow the instructions under Creating up a second Outlook Express Identity on page 35.

You don't have enough free hard drive space to install the Business Internet High Speed software

Delete any files you don't need, but do not delete files if you don't know what they are for. Empty the Recycle Bin or Trash. Try to install the Business Internet High Speed software again.

Your computer crashed while using the browser (computer will not respond to mouse)

Low disk space: Make sure that you have sufficient free disk space on your computer. Empty the Recycle Bin or Trash. You may need to delete some files from your hard drive.

Corrupt cache: To clear the cache with Internet Explorer, select **Internet Options** in the **Tools** menu. Click the **General** tab, then click the **Delete Files** button. Click **OK**, then click **OK** again.

"System Error", "Application Error", or "General Protection Fault"

These are operating system errors. Please refer to the user manual that came with your computer.

You cannot browse the Internet

Make sure that the cable is connected securely to the Business Internet Gateway and cable, and that you are using the right kind of cable. If you are using the Ethernet cable, turn the Business Internet Gateway off, then back on.

You see a message about a network error

Exit the browser software, then restart your computer and try connecting again. Follow the instructions under *Your computer crashed while using the browser (computer will not respond to mouse)* on the previous page.

The browser does not start when double-clicked.

Look for the Internet Explorer icon on the taskbar at the bottom of the screen. If you see it, click it once. To prevent this from happening in the future, click Exit from the browser File menu when you're finished rather than simply minimizing the browser window.

Other troubleshooting resources

As part of your Business Internet High Speed membership, the Business Internet Support Web site (**http://en.bellnet.ca**) is a great resource for up-to-date information about your account and how to use the Business Internet High Speed software. At any time you are connected to the Internet, click the Help link, Download link, or eCare link and you will have access to the latest news and tips about your Business Internet High Speed software, including information about available upgrades, and billing information.

If you need help using the Internet Explorer software, you can consult its built-in help by clicking the Help menu, then by clicking Internet Explorer Help.

If you receive an error message on your screen, please write it down before contacting our support services. Also, if the error occurred while following the instructions in this guide, note the page and step you were at. This information will help the technical support agent's give you the assistance you need as quickly as possible.

If you cannot send email to our support services, please have your personal Business Internet account information in front of you, (specifically your User ID) then call the Business Internet Help Desk at **1-877-877-2426**.

As part of your Business Internet High Speed service you receive 20 hours of Business Internet Dial service FREE each month! When you want to access the Business Internet service while away from the office, you can use a dialup connection. Follow the directions below to configure a dialup connection.

You will need the following items.

• A regular dial-up modem to connect your computer to a telephone line.

• Your Business Internet User ID and Access Password.

Ensure that your regular dial-up modem is installed. If necessary, consult the documentation that came with your modem.

1. Insert the Business Internet CD into your CD-ROM drive. In Windows Explorer, right-click the CD-ROM icon, then click **Explore**.

2. Double-click the **iPass** folder, then double-click the **iPassConnect** icon.

3. The installation of the Global Roaming software starts. Click **Next** on the first screen.

4. On the next screen, click **Next** to install the Global Roaming software in the recommended location. A progress bar shows the progress of the installation.

5. On the last screen, uncheck the **Launch Global Roaming** box, then click **Finish**.

6. Click **Exit** in the Business Internet installation program.

7. Double-click the **Global Roaming** icon on the desktop.

8. If this is the first time you have used Global Roaming, you will see a license agreement. Read the agreement, then click **Accept** if you agree.

9. In the Global Roaming window, click your country in the **Country** pull-down menu.

10. Click your city in the **City** pull-down menu.

11. Click the number you want to dial from the list that appears in the Phone Book section of the window.

12. If you need to use dialing prefixes or codes to turn off Call Waiting™ or to access an outside line before dialing, click **Dial Properties** and type them in the Dial Properties window.

Figure 1: Global Roaming

Figure 2: Global Roaming

13. Click **Connect** to connect to the Business Internet Dial service. A User Info window will appear. Type your Business Internet Dial username and Password in the boxes provided. If your domain is not **bellnet.ca**, ask your account administrator for your domain, and type it in the Domain box. Click **OK**.

   If you need more help using the Global Roaming software, click the Help button in the main window.

Figure 3: Global Roaming

14. Double-click the **Internet Explorer** icon on your desktop. Internet Explorer will start and display your Business Internet Dial home page.

You must always dial with Global Roaming first, then start Internet Explorer.

Disconnecting from the Internet

When you are finished exploring the Internet, follow these steps to disconnect from the Business Internet Dial service and exit your software:

1. Quit the Internet applications you are using.

2. Right-click the small Global Roaming icon in the system tray (the lower left-hand corner of the screen).

3. Click **Disconnect**.

Changing the number you dial

To change the number you dial (for instance, if you move to another city), follow these steps.

1. In the Global Roaming window, click your country in the **Country** pull-down menu.

2. Click your city in the **City** pull-down menu.

3. Click the number you want to dial from the list that appears in the Phone Book section of the window.

4. If you need use dialing prefixes or codes to turn off Call Waiting™ or to access an outside line before dialing, click Dial Properties and type them in the Dial Properties window.

For the latest release of Global Roaming dialer, please visit **www.bell.ca/globalroaming**

As a subscriber of the Business Internet Dial service, support is always available to you. Most problems are easy to solve. Here are the solutions to some of the most common problems you might encounter while installing and using the software.

There is no dial tone present on your phone line

If your connection software tells you that your phone line does not have a dial tone, here are some tips to help you resolve the problem:

- Pick up the receiver of your telephone and listen for a dial tone. If you do not hear a dial tone, another telephone on the same line might be off the hook. Or, there might be something wrong with your phone line.

- Make sure that the modem is turned on, and that the phone cables are properly connected to the modem and the phone line. Most modems have two ports on the back. One should be connected to your telephone wall jack, and the other may be connected to a standard telephone. Dial tone errors may result if the two lines are reversed. External modems will also have a cable which connects the modem to the back of your computer, and a power cord which reaches from the modem to the electrical wall outlet. Make sure all cables and the power cord are firmly plugged in. If the modem has external lights, at least one of them should be on.

- If you have Call Answer or Message Manager service on the phone line used by your modem, and you have new messages waiting, most modems require that you listen to your messages before trying to connect. Often these extra phone services provide warnings and notifications to the customer by sending a slightly different dial tone, which may not be properly detected by your modem.

Windows Me/98:

1. Click **Start**, select **Settings**, then click **Control Panel**.

2. Double-click the **Modem** icon, then click **Dialing Properties**. If you need to use special dialing prefixes or codes – to turn off Call Waiting or to access an outside line before dialing, for example – be sure that you have entered the information correctly. It is likely that you have specified a code (e.g., ***70**) to disable Call Waiting but that your phone line does not have Call Waiting.

3. Click **OK**, then click **OK** again.

Windows XP:

1. Click **Start**, then **Control Panel**.

2. Click **Printers and Other Hardware**, then click **Phone and Modem Options**.

3. Double-click your Business Internet Dial location. If you need to use special dialing prefixes or codes – to turn off Call Waiting or to access an outside line before dialing, for example – be sure that you have entered the information correctly. It is likely that you have specified a code (e.g., ***70**) to disable Call Waiting but that your phone line does not have Call Waiting.

4. Click **OK**, then click **OK** again.

Windows NT/2000:

1. Click **Start**, select **Settings**, then click **Control Panel**.

2. In Windows NT, double-click the **Modems** icon, then click the **Dialing Properties** button.

3. In Windows 2000, double-click the **Phone and modem options** icon, then click the **Properties** button, then click the **Rules** button. Double-click your location.

4. Double-click the **Modems** icon, then click the **Dialing Properties** button. If you need to use special dialing prefixes or codes — to disable Call Waiting or to access an outside line before dialing, for example — be sure that you have entered the information correctly. It is likely that you have specified a code (e.g., ***70**) to disable Call Waiting but that your phone line does not have Call Waiting.

5. Click **OK**, then click **Close**.

You can't connect to the Business Internet Dial service

- Check for a dial tone on your phone line. For more information, please consult *There is no dial tone present on your phone line* above.

- Your modem may need to be reset for it to initialize properly. If you have an external modem, you can reset it simply by turning it off and then on again. If you have an internal modem, you will need to shut down your computer and restart it again. Once your modem has been reset, try connecting again.

- Verify that any required software for your modem has been installed properly. If you are not sure about whether your modem includes special software, look in the user guide that came with your modem. If you are not sure whether the software is present on your computer, reinstall the software according to the manufacturer's instructions.

- Make sure that no other programs are currently using your modem, such as fax software waiting for an incoming fax.

- Check to see that your modem is configured correctly. See *There is no dial tone present on your phone line* on the previous page.

The browser is unable to connect to the network

Clear the browser's cache:

- To clear the cache with Internet Explorer, select **Internet Options** in the **Tools** menu. Click the **General** tab, then click the **Delete Files** button. Click **OK**, then click **OK** again.

- Try reloading the page using the **Reload** or **Refresh** button on the browser toolbar.

- If this does not work after a couple of tries, quit the browser, disconnect from the Business Internet Dial service, and check that your name server addresses in the TCP/IP Control Panel are correct.

Note: These are generic errors. Do not assume that the Business Internet Dial service is unavailable.

Your browser does not start when double clicked

This might mean that your browser has already been started. Give your computer some time (about 20 seconds) before clicking the browser icon again. Look for your browser icon on the taskbar at the bottom of the screen. If you see it, click it once. To prevent this from happening in the future, click Exit from your browser's File menu when you're finished rather than simply minimizing the window. It may also be that your browser shortcut has been configured to start minimized. To correct this problem, right-click the browser shortcut on your desktop and click Properties. In the Properties window, click the Shortcut tab, and ensure that Normal window is selected in the Run pop-up menu.

You see a message saying that a duplicate instance cannot be started

Restart your computer, then reinstall the software by following the instructions in *Setting up your optional Business Internet Dial Hours* on page 42.

Removing the Global Roaming software

1. Click **Start**, click **Settings**, then click **Control Panel**. In Windows XP, click **Start** then click **Control Panel**.

2. Double-click **Add/Remove Programs**, then click **Global Roaming**.

3. Click the **Add/Remove** button (in Windows XP click **Change/Remove**), and follow the instructions to remove the Global Roaming software.

4. To remove the Global Roaming software, click **Global Roaming** in the **Add/Remove Programs** window, then click **Add/Remove**, then follow the instructions.

If none of the above resources have answered your question or problem

Don't worry, we're here to help you. Our support services are staffed by friendly experts who will be happy to answer your questions.

If you receive an error message on your screen, please write it down before contacting our support services. Also, if the error occurred while following the instructions in this guide, note the page and step you were at. This information will help our support services give you the assistance you need as quickly as possible.

If you cannot send e-mail to the Business Internet Help Desk, please have your personal Business Internet Dial account information in front of you, then call the Business Internet Technical Support Line. The number is on the first page of this guide.

Please remember that our support services are only equipped to answer questions related to the Business Internet Dial software described in this guide.

Email

There are two methods by which you can access your email accounts. The first method is by setting up an email account in Outlook Express. This is set up for you once you complete *Configuring Microsoft Outlook Express email access* on page 32. The second method is through the world wide web from any computer! For more information, please see Unified Web Messaging below.

Unified Web Messaging

Unified Web Messaging, offered to Bell Business Internet customers free of charge, provides you with a single convenient Web interface to access and manage all of your Web-based messaging services.

How do I access my email account online?

Web access to email (also known as Webmail) is a free service that lets you access your email account over the Internet, giving you total mobility and freedom to travel. You get access to most of the same features as your regular email. Additional services include anti-spam, vacation alerts, forwarding, etc.

* From **http://en.bellnet.ca**, click the e-mail located on the toolbar on the left-hand side of the screen, then click the Unified Web Messaging link. You will then be prompted for your Business Internet e-mail address and Password. You should use the Business Internet email address and Password provided in your starter kit.

* Once you have accessed your email online you have entered the Unified Web Messaging Interface. At this time you will have the option to use all of the other features listed below.

* Complete your profile settings if you do not want to enter your User ID and Password for each of the applications you use on Unified Web Messaging. You will only need to enter them once in the Profile section.

Wireless access to email

Wireless access to email lets you configure your business email account so you will be able to access your messages on your Bell Mobility PCS phone (via the mobile browser service). You can view your email messages by scrolling down on the display screen. Wireless access to email is free.

Wireless access to VoiceNet services

Wireless access to VoiceNet services allows you to keep up-to-date and stay connected to the world through your cellular phone. You can listen to helpful audio information, such as stock quotes, sports updates and weather forecasts, or even hear your email messages. Voice-activated navigation provides safe, convenient and hands-free access. VoiceNet services are subscription-based.

Text messaging SMS

The text messaging (SMS) lets you send messages to Bell Mobility subscribers from anywhere in the world. There is no charge for the person sending the message, but there is a charge for the person receiving it.

EPage messaging

EPage messaging allows you to easily connect your Bell Mobility pager to the Internet. You can forward office and Internet email directly to your pager and receive messages from any Internet site in the world via webDirect™, Bell Mobility's World Wide Web paging interface (the first 100 characters are sent to alphanumeric pagers only). To access this service, you must use Internet Explorer.

Support

For the support of specific services within Unified Web Messaging, please click the Help buttons available in each application.

Security and management email features

The following features will provide you with greater security and more flexibility when managing your email accounts. Here is an overview of our features, for more information you can visit our Website at **www.bell.ca/bizemailinfo**.

Antivirus

Scan and clean all incoming emails for viruses before they reach your computer.

IMAP4

Store and manage mail on the server as well as create folders to organize messages.

SSL Encryption

Allows you to send and receive email through a Secure Socket Layer (SSL). This is the industry standard for security.

Additional storage

Allows you to increase your mailbox storage on individual email accounts in increments of 10MB, providing more flexibility and helping you manage your emails.

Email deluxe bundle

The bundle includes antivirus, IMAP4, SSL Encryption, and 10MB of additional storage.

Secure logon to Webmail

This feature will encrypt the logon activities of users when they access the Web interface. It ensures that your user ID and Password are protected (through encryption) when logging on through the Webmail site.

ZixMail

This end to end email encryption solution allows you to send secure email to any email addresses. This service prevents security breaches and protects confidential information from falling into the wrong hands.

eCare

Subscribe today by visiting our Bell Website at http://en.bellnet.ca and click eCare!

Where to find the eCare tool

1. Go to the Bell website. (**http://en.bellnet.ca**).

2. Click **eCare**.

3. Click **Enter** on the Online Services home page.

To ensure that only authorized personnel have access to eCare, it will ask you the following information:

- **User name (Login ID) - Code d'utilisateur** The same as your Business Internet Access account login ID For example, **yourID@bellnet.ca** (if you have a standard domain name) or **yourID@yourcompany.com** (if you have a custom domain name).

- **Password**: The same as your Business Internet Access Password.

If you have any question about eCare, please call our Help Desk at **1-877-877-2426**.

Setting up additional email accounts with eCare

eCare is an online account management tool for your Bell Business Internet account. Since it is available on World Wide Web, it's accessible from anywhere at any time and puts you in direct control of your account. It can help you to:

- Create more Dial up users within minutes

- Order additional High Speed service

- Create email accounts

- Suspend users

- Check the usage details

- View invoices

- Change passwords, etc.

- Subscribe to email features (NEW!)

Individual users will have access to only their own account information. However, company designated IT Administrators will have access to all features. If during the initial setup, you did not register yourself as an IT administrator, call our Business Office.

Business Internet High Speed Service Agreement

READ CAREFULLY. THIS AGREEMENT IMPOSES OBLIGATIONS UPON YOU.

The Bell Business Internet High Speed service provides you with access to the Internet (the "Service"). This Agreement between your Service Provider, ("Your Service Provider") and you sets out duties and responsibilities associated with providing you and, if applicable, your employees ("Your Sponsored Users") with the Service through a single account (the "Account"). For the purposes of this Agreement, Your Service Provider is determined by the location of the telephone line(s) for which you are seeking Internet access ("Designated Billing Address") and will be identified to you upon registration. References in this Agreement to "you" shall be deemed to include Your Sponsored Users. By accessing the Service, you agree to the terms and conditions below. If you do not wish to be bound by these terms and conditions, you may not access or use the Service.

1. Use Subject to Your Service Provider's Policies.
(a) This Agreement entitles you to use the Services and to authorize Your Sponsored Users to do so under the Account. You are solely responsible for all access to and use of the Service through your Account including any breach of terms and conditions by Your Sponsored Users. You agree to comply and ensure Your Sponsored Users comply with Your Service Provider's policies respecting the Service as provided from time to time or to which you are directed when registering for or using the Service, and with any applicable laws ("Policies"). You agree to hold Your Service Provider, its affiliates and its agents harmless from all liabilities and expenses related to any violation of this Agreement by you, Your Sponsored Users or any user of your Account, or in connection with your or their use of the Service.
(b) Your Service Provider may modify this Agreement from time to time, including modification of prices, and such modification shall be effective immediately upon posting of the modified Service Agreement at http://www.bell.ca/highspeedconditions. You agree to review this Service Agreement periodically to be aware of such modification and your continued use of the Service shall be deemed to be your acceptance of the modified Service Agreement. If you do not agree to any modification of this Agreement, you must immediately stop using the Service.
(c) While using the Service, you or Your Sponsored Users may not:
  (i)   post, transmit or otherwise distribute information constituting or encouraging conduct that would constitute a criminal offence or give rise to civil liability, or otherwise use the Service in a manner which is contrary to law or would serve to restrict or inhibit any other user from using or enjoying the Service or the Internet;
  (ii) post or transmit messages constituting "spam", which includes but is not limited to unsolicited e-mail messages, inappropriate postings to news groups, false commercial messages, mail bombing or any other abuse of e-mail or news group servers;
  (iii) post or transmit any information or software which contains a virus, "cancelbot", "trojan horse", "worm" or other harmful or disruptive component; or
  (iv) upload or download, post, publish, retrieve, transmit, or otherwise reproduce, distribute or provide access to information, software or other material which: (i) is confidential or is protected by copyright or other intellectual property rights, without prior authorization from the rights holder(s); (ii) is defamatory, obscene, child pornography or hate literature; or (iii) constitutes invasion of privacy, appropriation of personality, or unauthorized linking or framing.

Without limiting the foregoing, you and Your Sponsored Users agree not to use the Services or any equipment provided in connection with the Services, for operation of an Internet Service Provider's business.

2. Fees and Charges.
The Service is provided in accordance with the monthly rates, installation fees, activation fee, and other fees, if any, identified to you upon placing your order for Service. Separate and additional rates may apply to the lease of the Service High Speed modem as specified by Your Service Provider. Partial months will be charged on a prorated basis. You agree to pay all fees and charges, including applicable taxes, incurred in connection with the provision of and/or use of and/or changes to the Service through your Account in accordance with the rates and terms established by Your Service Provider for the Service or to which you are directed to review when using the Service. Your Service Provider reserves the right to alter its fees and rates, as outlined in paragraph 1 of this Service Agreement.
In the event Your Service Provider fails to bill you or under bills you for a charge, you will not be responsible for paying the previously unbilled or under billed charge except where:
  (i)   in the case of a recurring charge, you are correctly billed within a period of one year from the date the charge was incurred; or
  (ii) in the case of a non-recurring charge, you are correctly billed within a period of 150 days from the date the charge was incurred.

Unless otherwise stated, any amount under this Service Agreement must be paid within 30 days of the date of the invoice. Amounts not paid when due will bear interest at the lesser of 18% per annum or the maximum amount permitted by law.
Note: for specific rates refer to the web site http://www.bell.ca/

3. Refund/Cancellation/Termination Policies.
Once your order has been placed for Service you will have entered into a binding contract with Your Service Provider. If you subsequently cancel your order prior to activation of your Service you will be charged a cancellation fee as liquidated damages for preparatory services rendered by Your Service Provider. Termination charges will be applicable for early termination of fixed term contracts. Such termination charges will be equal to 50% of charges for the unexpired portion of such fixed term. If you migrate to a Comparable Service (as defined herein), the termination charges may be waived by Service Provider. A "Comparable Service" is one offered by Your Service Provider, having a duration at least as long as this Agreement, and to which the applicable monthly fees are no lower than those under this Agreement. Upon either cancellation or termination, the non-returned Internet High Speed modem fee specified in paragraph 9 will be charged as liquidated damages. If fixed term contracts are not cancelled within 30 days prior to the expiry of the initial fixed term, or successive fixed terms, the contract will continue to renew automatically for a period equal to the fixed term.

4. The Service.
The Service is available for use on business access telephone lines only and includes:
      (i)   Up to 5 e-mail accounts, with 3 aliases per account;
      (ii) Web-based and wireless access to your e-mail;
      (iii) One Static IP address with BIHS 4 Mbps service only (Dynamic IP addressing for BIHS 3 Mbps service).
       Anti-Spam filtering;
      (iv) 20 hours of free Business Internet Dial access within Canada ("Domestic Roaming"), where technology permits, with each additional hour billed at an additional charge (exclusive of applicable taxes and long distance charges);
      (v)   Business Internet Dial access outside Canada, ("International Roaming") is available for those countries listed in your Global Roaming dialer, except for those countries set out at http://www.bell.ca/globalroaming, where technology permits. Any country, city or telephone number may be removed from your Global Roaming dialler at any time without notice to you. All applicable Global Roaming charges shall be set out on your Global Roaming dialler (exclusive of all applicable taxes, long distance charges and other applicable charges) prior to connecting to your country, city and telephone number;
      (vii) Business Internet High Speed customized Microsoft ™ Internet Explorer Software;
      (vii) Your Service Provider Access Manager Software;
      (viii) Unlimited data transfer (subject to this Agreement)

5. Service Availability.
You acknowledge and agree that the 10 digit telephone number check(s) you completed upon placing your order is or are preliminary, geographical check(s) only to determine if the Service is available in your geographical area(s). Due to the nature of the Internet High Speed technology, Your Service Provider reserves the right to deem the Service unavailable to you or Your Sponsored Users up to, including, and after the installation. Your Service Provider assumes no liability whatsoever for any claims, damages, losses or expenses arising out of or otherwise relating to the unavailability of the Service in your or that of Your Sponsored Users' geographical area, even where such unavailability occurs after installation of the Service.

6. Your Equipment
It is your responsibility to ensure that your computer system and that of each of Your Sponsored Users meets the current minimum requirements stated by Your Service Provider as being necessary to use the Service. From time to time, the computer equipment required to access and use the Service may change. Accordingly, your computer equipment and that of Your Sponsored Users may cease to be adequate to access the Service. In such event, your sole remedy will be to terminate this Agreement in accordance with its terms. Your Service Provider cannot guarantee that the Service will be compatible with all system configurations.

7. Software and Documentation Supplied.
Any software or documentation supplied by Your Service Provider or its agents to you or Your Sponsored Users to access the Internet shall remain the property of Your Service Provider or its agents, as applicable. You and Your Sponsored Users shall take appropriate steps to protect same against loss or damage. The use by you and Your Sponsored Users of any such software and documentation shall be subject to the terms and conditions of an associated software license agreement ("Software License Agreement"). A copy of the applicable Software License Agreement will either be included with the software or will be presented during the registration or installation process. It is your responsibility to ensure that you review and agree to the terms and conditions of the applicable Software License Agreements before installing or using the software or documentation.

8. The Internet High Speed Modem.
(a)   An Internet High Speed modem is required for use of the Service. You agree to use and maintain the Internet High Speed modem (if leased from Your Service Provider), and all other hardware and software delivered to you, in compliance with the applicable operating instructions we provide. You also agree to return such materials, at your own risk and cost, in good repair and working order. Until returned to and received by us, you bear the entire risk of theft of, damage to or destruction of these materials. All of your obligations in respect of the Internet High Speed modem, and all other hardware and software delivered to you, will survive the expiration or termination of this Agreement to the extent required for their full observance and performance.
(b)   As outlined in paragraph 2, separate and additional charges may apply to the lease of the Internet High Speed modem as may be specified by Your Service Provider from time to time. The Internet High Speed modem will always remain the property of Your Service Provider. As such, if the Service is: cancelled or terminated for any reason or a replacement Internet High Speed modem is provided to you by your Service Provider, or upon direction by Your Service Provider, you must return the Internet High Speed modem or the replacement Internet High Speed modem, including all other hardware components as directed, (in each case a "Return Modem") to Your Service Provider by calling the Bell Business Office at 1-877-877-2426 to make arrangements to have the Return Modem dropped off by you at a Canada Post outlet. If the Return Modem is not received by Bell Canada within 15 days of calling the Bell Business Office, a modem non return fee will apply as further set out in sub-paragraph (c) of this Section 8. You will need to maintain your receipt from Canada Post confirming the return of the Return Modem and you will be required to provide a copy of the receipt to Bell Canada as proof of return, if requested.
(c)   If the Return Modem is returned in accordance with paragraph (b) above, no modem non return fee will apply, and not returned in accordance with paragraph (b) above, a cancellation fee of $300.00 will apply.

9. Installation Appointments.
In no event will Your Service Provider be responsible for any claims, damages, losses or expenses, including without limitation lost wages or missed work, in the event that an installation appointment is missed, either by Your Service Provider or by any third party installer. It is your responsibility, and that of Your Sponsored Users, to create data backups before the installation. You're Service Provider or its agents will not be held responsible for any loss of data. In no event will Your Service Provider be responsible for any claims, damages, losses or expenses, including without limitation lost wages or missed work, in the event that an installation appointment is missed, either by Your Service Provider or by any third party installer. It is your responsibility, and that of Your Sponsored Users, to create data backups before the installation. You're Service Provider or its agents will not be held responsible for any loss of data.

10. Performance Levels.
Speed is a function of the bottlenecks experienced upon the wider network architecture of the Internet itself. As such Your Service Provider does not guarantee the maximum Service performance (throughput speeds) levels but will make every reasonable effort to ensure the highest possible quality of service is always delivered. You understand that any content that you or Your Sponsored Users may access through the Service may be subject to "caching" at intermediate locations on the Internet.

11. Customer Service Policies.
Your Service Provider shall make the Bell Help Desk available to you as follows:
•   General and/or Service specific technical support help desk hours are 24 hours a day, 7 days a week
•   Help will be provided for supported systems only (as identified above)
•   Responsibilities will cover installation and on-going technical support with the following qualifications:
(a)   Your Service Provider will not debug hardware conflicts such as IRQ, RAM, and IO port assignment problems;
(b)   Your Service Provider will assist in configuring software at the network layer, including:
    1.   Control Panel, Network icon parameters (TCP/IP only), and
    2.   Dial-up networking parameters;

(c)   Your Service Provider will not assist in supporting other protocols and solving LAN-related problems or multi-provider configurations;

(d)   Your Service Provider will assist in configuring the Netscape Communicator and/or Microsoft Internet Explorer browser software, mail and news reader;

(e)   Your Service Provider will not assist in configuring Plug-ins; and

(f)   Notwithstanding the foregoing, Your Service Provider will not assist in configuring any application based on static IP addressing.

12. Privacy.

Your Service Provider will not be responsible for any corrupted files or viruses which affect the users of the Service. It's your responsibility to safeguard your system and that of each of Your Sponsored Users', through appropriate means (e.g. using commercially available software), and from theft, unauthorized use or system corruption. Any detriment caused to the network as a result of your failure to properly secure your system and that of Your Sponsored Users may result in the immediate termination of your Service. Your Service Provider cannot guarantee privacy for Service users. Your messages may be the subject of unauthorized third party interception and review. Your Service Provider therefore recommends that the Service not be used for the transmission of confidential information. Any such use shall be at your, and that of Your Sponsored Users', sole risk and Your Service Provider, its affiliates and its agents shall be relieved from all liability in connection therewith.

13. Service Bandwidth Resale Prohibited.

Resale of bandwidth or any other part of the Service, including without limitation IP addresses, provided by Your Service Provider for any purpose is strictly forbidden. Failure to comply with this condition will result in immediate termination of the Service account, at Your Service Provider's discretion.

14. IP Address / Host Name.

Any IP address assigned to you by Your Service Provider is the property of Your Service Provider at all times. You have no property or other rights in any such IP addresses. BIHS 3 subscribers receive dynamic IP addressing, with IP addresses generally changing each time your Internet High Speed modem or system is powered off, or any time at the discretion of Your Service Provider without prior notice to you. BIHS 4 subscribers receive a single static IP address which generally doesn't change, although Bell offers no assurance that such IP address will not change. Without limiting the generality of this Section 14, BIHS 4 subscribers may associate a domain name with a Bell Canada provided static IP address during the term of this Agreement, but in no other circumstances. Your Service Provider assumes no liability whatsoever for any claims, damages, losses or expenses arising out of or otherwise relating to any change in IP addressing.

15. Change in Telephone Service.

If a change in your or that of Your Sponsored Users' telephone service is requested from your local phone company, it is your sole responsibility to advise Your Service Provider of the changes. This includes moves, regardless of whether your or Your Sponsored Users' phone number changes or not, changes to your or Your Sponsored Users' phone number, and any other changes that may occur to your or Your Sponsored Users' local telephone service. Any applicable cancellation and/or re-installation charges will be charged to your account.

16. No Liability for Content.

Be aware that some content, products or services ("Content") available with or through the Service may be offensive to you and Your Sponsored Users or may not comply with applicable laws. You understand that neither Your Service Provider nor any of its affiliates attempt to censor or monitor any such Content. You understand, however, that such Content may be subject to "caching" at intermediate locations on the Internet when being accessed through the Service. You and Your Sponsored Users assume total responsibility and risk for access to or use of such Content and for use of the Internet. You're Service Provider and its affiliates assume no liability whatsoever for any claims or losses arising out of or otherwise relating to access to or use of such Content.

17. Monitoring.

Your Service Provider has no obligation to monitor the Service. However, in order to protect itself and its subscribers, Your Service Provider will be entitled to electronically monitor the Service from time to time and disclose any information, including your information or that of Your Sponsored Users, that is necessary to satisfy any law, regulation or lawful request or as necessary to operate the Service or to protect itself or others. Your Service Provider will not intentionally monitor or disclose any private e-mail message unless required by law. Your Service Provider reserves the right to refuse to post, or to remove any information or materials, in whole or in part, that it determines, in its sole discretion, are unacceptable, undesirable, or in violation of the Policies.

18. You Can Best Control the Risk and Therefore Are Responsible.
The rates and fees charged by Your Service Provider reflect the allocation of risk herein and the limited recourse to Your Service Provider provided for in this Agreement. Your Service Provider will not assume any responsibility for your acts or omissions or those of Your Sponsored Users or any individual who uses your Account. An individual with Internet access can cause damage, incur expenses and enter into contractual obligations while on the Internet. All such matters are your responsibility. As between Your Service Provider and you, you are better able to put in place physical and procedural impediments to the inappropriate use of and to supervise your Account. Account and password protection shall be your responsibility. Any detriment that is caused to the network as a result of a failure to properly secure your computer system may result in the termination of your Service.

19. Limited Warranty.
The Service and any software or other deliverables provided by Your Service Provider and/or its agents are provided "as is" and "as available" without warranties or conditions of any kind. Neither Your Service Provider nor its affiliates warrant the uninterrupted use or operation of the Service or any deliverable provided under this Agreement. The entire risk as to the quality and performance of the Service is with you and Your Sponsored Users. Further, neither Your Service Provider nor its affiliates warrant that any data or files sent by or to you or Your Sponsored Users will be transmitted in uncorrupted form or within a reasonable period of time, that such data or files will not be intercepted, that other users will not gain access to any of your computer equipment or that of Your Sponsored Users, or that any Content or other material accessible through the Service is free of viruses or other harmful components, or will not be subject to "caching" at intermediate locations on the Internet when being accessed through the Service.

YOUR SERVICE PROVIDER MAKES NO EXPRESS OR IMPLIED REPRESENTATIONS, WARRANTIES OR CONDITIONS OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR NON-INFRINGE-MENT, OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PUR-POSE, WITH REGARD TO THE SERVICE OR ANY MERCHANDISE, INFORMATION, CONTENT OR SERVICE PROVID-ED ON THE INTERNET AND ALL REPRESENTATIONS, WARRANTIES, OR CONDITIONS OF ANY KIND, EXPRESS OR IMPLIED ARE, TO THE EXTENT PERMITTED BY APPLICABLE LAW, HEREBY EXCLUDED.

20. Limitation of Liability.
In the event of any breach by Your Service Provider, its affiliates or its agents, including any breach of a fundamental term or any negligence, your exclusive remedy shall be to receive from Your Service Provider payment for actual and direct damages to a maximum amount equal to the fees paid hereunder by you to Your Service Provider during the last three months immediately preceding the relevant breach. Other than the foregoing remedy, under no circumstances shall Your Service Provider, its affiliates or its agents be liable to you or any third party for:

(a)   any direct, indirect, special, or consequential damages, including loss of profits and loss of business opportunities, that result in any way from this Agreement, including your use or that of Your Sponsored Users of the Service or access to the Internet, or any part thereof, or your reliance or that of Your Sponsored Users on or use of information, services or merchandise provided on or through the Service, or that result from mistakes, omissions, interruptions, deletion or corruption of files, errors, defects, delays in preparations, or transmission, or failure of performance;or

(b)   any losses or expenses (including legal fees) arising out of, or in connection with any allegation, claim, suit or other proceeding based upon a contention that the use of the Service by you, Your Sponsored Users or any other third party through your Account infringes the intellectual property rights or contractual rights of any third party.

In addition, Your Service Provider, its affiliates and its agents are not liable for:

(i)   any act or omission of a telecommunications carrier whose facilities are used in establishing connections to points which Your Service Provider or its affiliates do not directly serve;

(ii)   defamation or copyright infringement arising from material transmitted or received over Your Service Provider's or its affiliates facilities; or

(iii)   infringement of patents arising from combining or using customer-provided facilities with Your Service Provider's or its affiliates facilities.

21. Termination and Account Suspension.
This Agreement may be terminated by you upon notice to Your Service Provider. Termination charges may be applicable as specified in paragraph 3 above. The Service may be suspended or its use restricted at any time by Your Service Provider or you, without any reduction in your Service rates, if: (1) the operations or efficiency of the Service is impaired by the use of your Account; (2) any amount is past due from you to Your Service Provider; (3) there has been or is any breach of any term or condition of this Agreement. In the event of an Account suspension for any of the above reasons, a service charge will be applied to your Account. If your Account is suspended and the outstanding problem has not been resolved within 30 days from your last bill date, the Service may be terminated. If so, the applicable installation fee will apply if you wish to resume your Internet High Speed subscription.

Your Service Provider shall have no responsibility to notify any third party providers of services, merchandise or information of such termination or suspension. Any termination of this Agreement shall not relieve you from any amounts owing or other liability accruing hereunder prior to the time that such termination becomes effective.

22. Information.
You authorize Your Service Provider and its affiliates to collect from any party and to retain all relevant information relating to your use, and that of Your Sponsored Users', of the Service (including products and services made available on the Service), and you hereby authorize any party to provide Your Service Provider with such information. You understand and agree that, unless you notify Your Service Provider to the contrary by e-mail, you further authorize Your Service Provider to disclose, on a confidential basis, to any party with whom Your Service Provider has business relations all relevant information relating to your and Your Sponsored Users' dealings with the Service. This information may be used to provide you with better service. Your Service Provider will open and maintain a file in your name, which file will be kept at its office as indicated to you at the time of registration for the Service. You may access your customer file free of charge upon 24 hours' prior written request to the Bell Business Office. If any information contained in your customer file is inaccurate, you may make a written request for rectification, specifying the information to be rectified and explaining the inaccuracy to our Business Office.

23. Miscellaneous.
This Agreement, including any and all documents and Your Service Provider's Policies referenced herein, constitutes the entire agreement between Your Service Provider and you pertaining to the subject matter hereof and shall supersede and replace all previous agreements, understandings and representations, written or oral, regarding such subject matter. Your Service Provider's failure to insist upon or enforce strict performance of any provision of this Agreement shall not be construed as a waiver of any provision or right. If any of the provisions contained in this Agreement are determined to be void, invalid or otherwise unenforceable by a court of competent jurisdiction, such determination shall not affect the remaining provisions contained herein. Where any provision of this Agreement conflicts with an applicable tariff, the tariff shall supersede this Agreement only in respect of the conflicting provision. This Agreement shall be governed by and construed in accordance with the laws of the province or territory in which your Designated Billing Address is located and the federal laws of Canada applicable therein. Your Service Provider may assign its rights and obligations under this Agreement to any affiliated entity without your prior written consent. The Parties hereto have requested that this Agreement and all correspondence and all documentation relating to this Agreement, be written in the English language. Les parties aux présentes ont exigé que la présente entente, de même que toute la correspondance et la documentation relative à cette entente, soient rédigées en langue anglaise.

Bell Help Desk.
If you have any questions regarding the terms and conditions of this Agreement, you may contact Bell Help Desk at 1-877-877-2426