Online
Features

This document explains how to access, use and customize the online features included with your Bell Entertainment service.

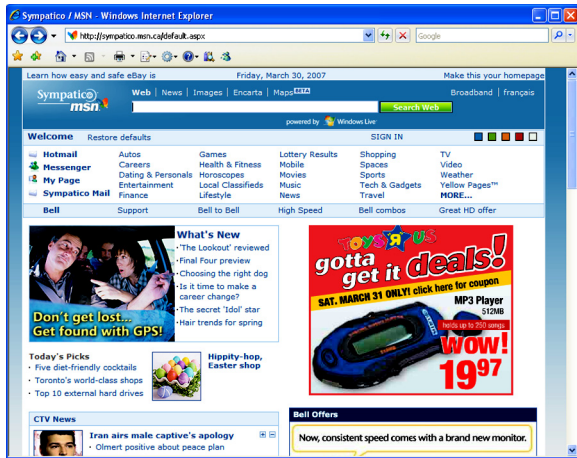Bell Entertainment service

Bell

Accessing your online Internet services

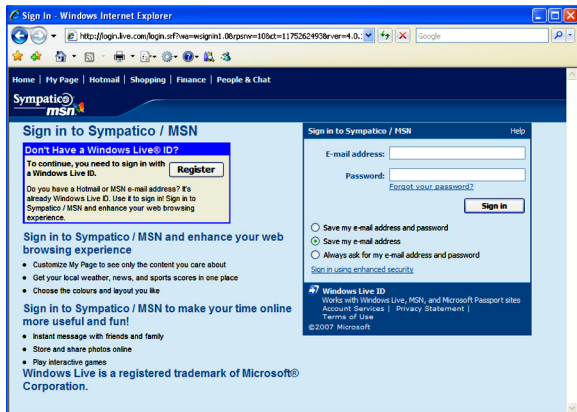To access the Internet features included with your Bell Entertainment service, complete the following steps:

1. Type **http://sympatico.msn.ca** in the address bar of your Web browser.

   The Sympatico*/MSN home page appears.

2. Click the **SIGN IN** link at the top of the page to log in to your account.

   The Sign in to Sympatico/MSN page appears.

3. Enter your **E-mail address** and **Password** in the Sign In to Sympatico/MSN area of the page and then click the **Sign In** button.

   Once you are signed in, you can access any of your Internet services.

* Sympatico is a trademark of Bell Canada.

Using your Internet services

Once you have signed in at sympatico.msn.ca, you can access your Internet services.

> About your email account:

Your email account gives you all the features and functions you are accustomed to when using email software, such as Microsoft® Outlook®** Express, without the need to set up and configure software. Since no email application is needed, you will never have to worry about experiencing software-related issues when accessing your email. Access your email when you need it, wherever you may be, at work, out of town or at home. It's simple and easy to use.

Your email account gives you access to a wide array of industry-leading tools that help you make the most of your time online. Your email address and password act as a key that unlocks the Internet by letting you access many different services that help you stay in contact with friends and family.

There are many good reasons why you should use your email account instead of another Webmail service!

- More space: Store email and share photos and large files easily, thanks to the huge 2 GB mailbox and 20 MB attachment capability.

- More protection: The email anti-virus service and junk mail filter help keep your inbox free of spam and viruses when you are using your email account.

- More email addresses: Create up to 10 additional email addresses at no extra cost!

- No expiry on your email: You never have to worry about losing your email address! You can store your emails online for as long as you like.

- Integration with other online tools: Your email address can be used to access services like Windows Live™** Messenger, Windows Live Spaces, My Page feature at www.sympatico.msn.ca as well as your MSN Calendar via the Web.

Your email account also gives you access to enhanced email protection with Junk Email Guard and Email Virus Scan, and the ability to create additional email addresses:

- Junk Email Guard — Junk Email Guard makes sorting through your incoming email much easier. It automatically monitors your incoming email and learns what you think is unwanted junk (also known as spam) and what is not.

** Microsoft, Outlook, and Windows Live are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries.

Important: You should check your Junk Mail folder at least once every 5 days to see if any wanted email is being inadvertently sorted into the Junk Mail folder.

- Email Virus Scan — In addition to scanning incoming email for viruses, Sympatico Mail reduces the risk of infection by scanning and cleaning your outgoing email as well. For assistance on creating and managing your Junk Mail folder, or for any other email options, click the Help link in the email interface for more information.

- Creating Email Addresses — With your email account, you receive one main email address and up to 10 additional email addresses at no extra cost. For more information on how to create your email accounts, simply log in to My Internet Service at www.Bell.ca/MyInternet using your My Bell profile.

> To access your email account:

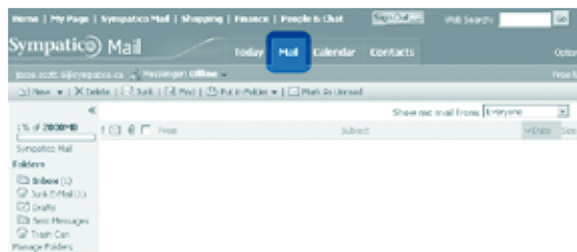To access your email account, complete the following steps:

1. Login to your Internet account at sympatico.msn.ca.
2. Click the **Sympatico Mail** link.

   The **Log in to Sympatico Mail** page appears.

3. Enter your **E-mail** address in the Log in to Sympatico Mail area of the page and then click the **Go** button.

   The **Sympatico Mail** page appears.

4. Click the **Mail** tab to display your email messages.

> To configure other email software to access your mail:

If you prefer to use email software such as Outlook® or Outlook Express, please visit www.service.sympatico.ca/email for instructions on how to configure your software to be able to send and receive Sympatico™ email.

Quick tip: If you use the online email account software included with your Bell Entertainment service, there are no configurations required to start sending and receiving email. Simply log in using your email address and password at www.sympatico.msn.ca, and you are ready to go.

> To troubleshoot email errors:

If you are experiencing an error when sending or receiving your Sympatico email, please visit www.service.sympatico.ca/emailerrors for an updated list of common errors and resolutions.

Note: If you are using email software (such as Outlook Express) and the error message you see when you send email makes reference to SMTP, then some settings within your anti-virus software may not be compatible with the email service and need to be modified to enable you to use your email.

> About the Calendar:

Never miss that important appointment again! You now have access to an online calendar where you can store all your appointments. Customize the calendar to send yourself reminders or share your calendar with friends and family for those important meetings.

> To access the Calendar:

To access your Email account, complete the following steps:
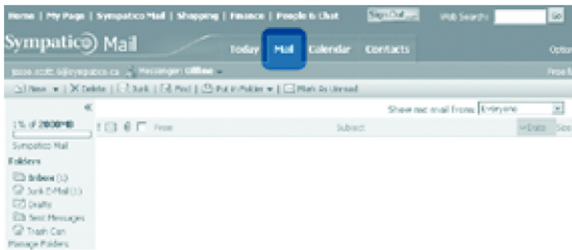
1. Login to your Internet account at sympatico.msn.ca.
2. Click the **Sympatico Mail** link.

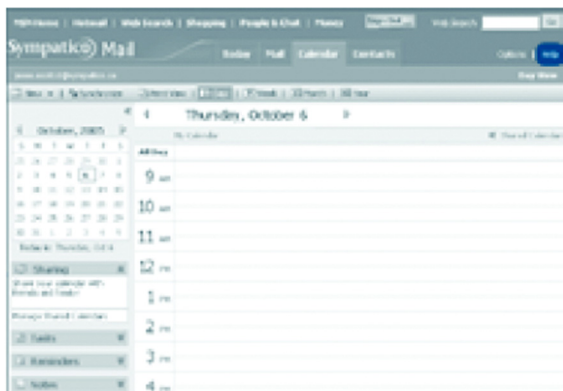   The **Log in to Sympatico Mail** page appears.

3. Enter your **E-mail** address in the Log in to Sympatico Mail area of the page and then click the **Go** button.

   The **Sympatico Mail** page appears.

4. Click the **Calendar** tab.

   The **Calendar** page appears.

For assistance and instructions on adding new appointments, calendar sharing or any other calendar options, click the **Help** link in the calendar interface for more information.

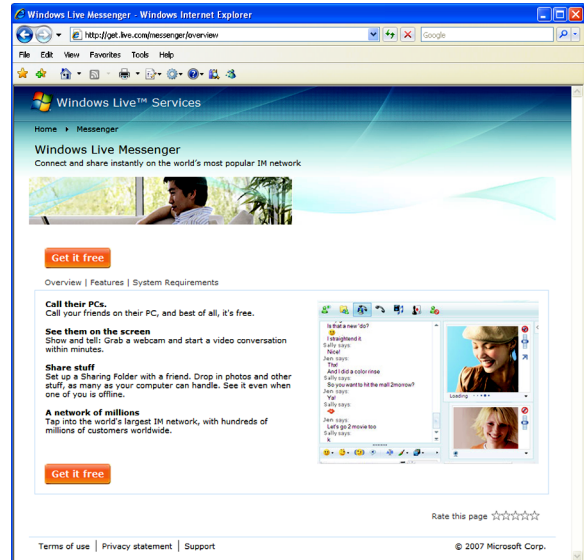## > About Windows Live™ Messenger:

A fun way to stay in touch with your friends and family all over the world. A series of customized backgrounds, emoticons and theme packs are available, allowing you to express yourself and personalize your conversations. They are easy to set up, send and share. Great new features, such as voice and video conversations as well as playing games with your friends, provide free online entertainment.

Windows Live Messenger is also a quick way to access your Windows Live Spaces and your Email. After signing in to Windows Live Messenger with your email address and password, simply click the envelope to open your Mail or click to view your personal Web space.

> To download Windows Live Messenger:

1. Type **http://messenger.msn.ca** in the address bar of your Web browser.

   The **Windows Live Messenger home** page appears.

2. Click the **Get it free** button.

3. Follow the on-screen instructions to download and save the file to your computer.

> To install Windows Live Messenger:

1. Open the folder where you downloaded the Windows Live Messenger executable (for example, **Install_Messenger_nous.exe**) to in the previous step.

2. Run the executable to install the Windows Live Messenger software on your computer.

   The **Open File** dialog appears.

3. Click the **Run** button to start the installation wizard.

   The **Windows Live Messenger Installation Wizard** dialog appears.

4. Follow the on-screen instructions to install the software.

> To access Windows Live Messenger:

1. Start Windows Live Messenger by double-clicking the program icon that was installed to your desktop (or by selecting the program icon from your Windows menus).

   The **Windows Live Messenger** applications starts.
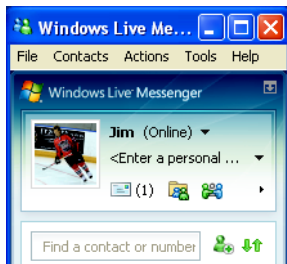
2. Use the application to communicate with your friends and family.

   Click the **Help** menu to get more information about adding contacts, sending messages and other useful tips about using Messenger.

> About Windows Live Spaces:

With Windows Live Spaces, you can create your own Web page in minutes. It's simple and easy to customize. You can either let your personal friends view your Space, or open it up to the world. Using Windows Live Messenger, you can see when your buddies Spaces have been updated. With your Windows Live Spaces, you can share photos, create a blog, personalize your space — it's up to you.

> To access Windows Live Spaces:

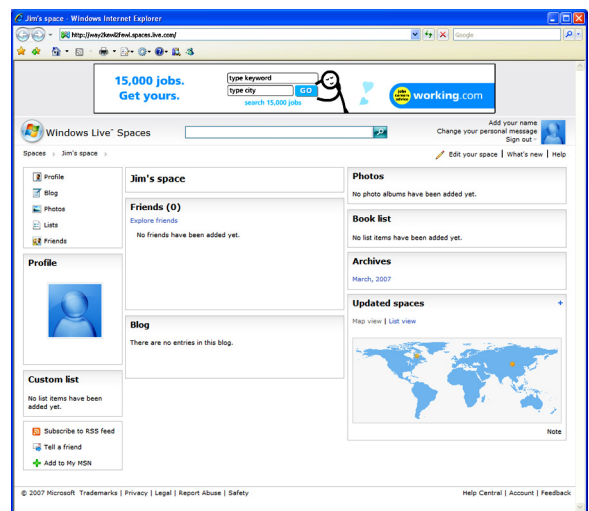1. Type **http://www.spaces.live.com** in the address bar of your Web browser.

   The **Windows Live Spaces home** page appears.

2. If you already have a space created, click the **Go to your space** button.

   Note: If you haven't already created a space, click the **Create your space** button and follow the on-screen instructions to set up your space.
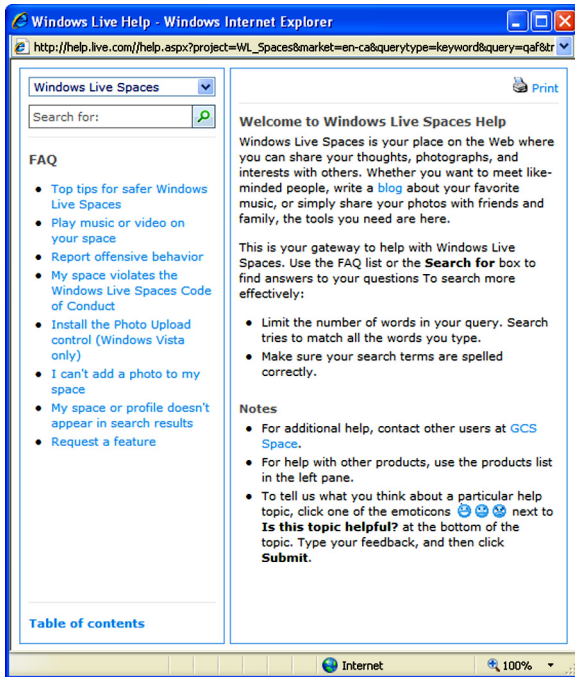
   Your **Live Spaces** page appears.

3. Customize the information that appears on your page to suit your personal tastes.

   Click the **Help** link to get more information about creating your page.

   The **Windows Live Help** page appears.

> About your personalized My Page:

My Page is your personalized news and information site. With My Page, you can select the content that most interests you. You can easily add news, weather, sports, personal finance information, as well as use themes and colours to add a rich and vibrant look to your page. It's a great way to create your own starting point for the Web.

> To access your personalized My Page:

1. Login to your Internet account at sympatico.msn.ca.
2. Click the **My Page** link.

The **My Page sign in** page appears.
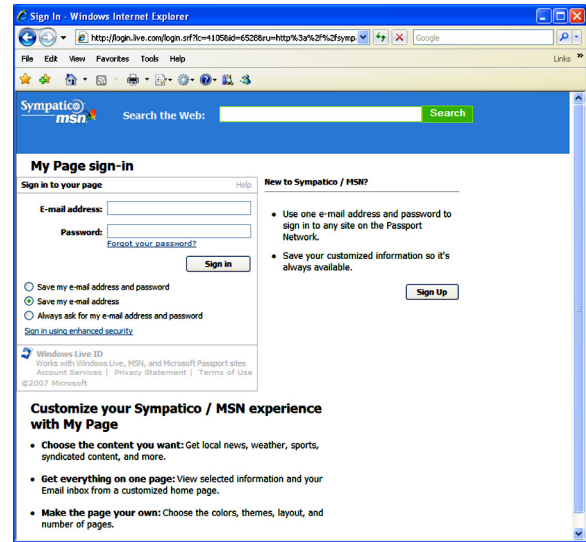
3. Enter your **E-mail address** and **Password** in the Sign in to your page area of the page and then click the **Sign in** button.

   The **My Page** page appears.
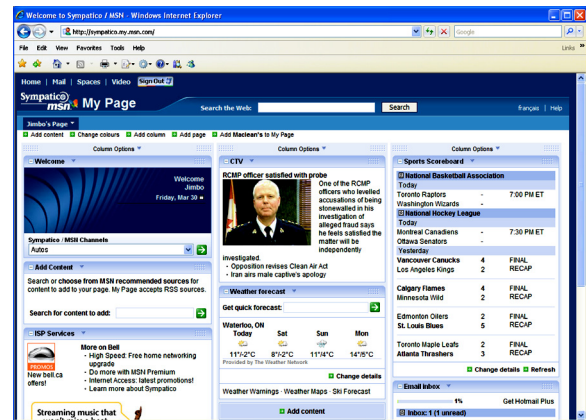
4. Customize the information that appears on your page to suit your personal tastes.

   Click the **Help** link to get more information about creating your page.

   The **My MSN Help** page appears.

Modifying your Home Entertainment network settings

> To access your Home Entertainment network settings:

In addition to being the Home screen when logging in to the wireless gateway, the Basic Setup screen provides access to re-configure settings established during your initial installation; the options available are displayed in the left pane of the screen.
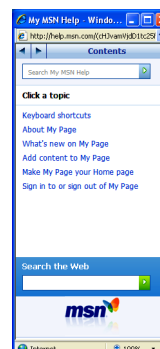
1. Access your wireless gateway settings by opening your Web browser and typing **http://mynetwork** (or **http://192.168.2.1**) into the address bar, then click **Enter**.

2. When prompted, enter your administrator **username** and **password**.

   The **Basic Setup** page appears.

   From this screen, you can modify your Home Entertainment network settings.

> To change your Internet ID (User ID) and Access Password:

Important: This should only be changed when directed by our Entertainment Experts.

1. From the Basic Setup page, click the **How do I change the Internet ID and Access Password that I previously entered into the home networking modem?** link from the **What can I do here?** section.

The **Input Internet ID** page appears.

2. Type your Internet ID (User ID) in the **b1 number** field.
3. Type your access password in the **Password** field.
4. Click the **Save Settings** button.

   The system responds with a confirmation screen indicating the change has been accepted.

> To configure the wireless features of your Home Entertainment network or change existing wireless settings:

This option allows you to either perform a new setup or re-configure an existing setup of the wireless gateway in your Home Entertainment network.

Important: The wireless settings on the wireless gateway must match the settings of all wireless adapters on the computers you wish to use wirelessly.

1. From the Basic Setup page, click the **How do I configure the wireless features of my home network or change existing wireless settings?** link from the **What can I do here?** section.

   The **Wireless Setup Configuration** page appears.

2. Ensure that **Yes — Enable wireless now** is selected, and click the **Next** button in the bottom right corner.

   The **Wireless Security Configuration** page appears.

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

3. Type your wireless network ID in the **SSID** field. 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 your wireless adapters.

4. If you are setting up wireless for the first time, leave your channel at the default value of **11**. Optionally, change the **Channel** drop-down from 11 if you experience any interference with your wireless gateway.

5. The Wireless Security Configuration page also allows you to set the security level you wish to use. All wireless devices attached to the wireless gateway MUST have the same 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:** Since this option offers no encryption, it is not recommended.
   • **64-bit:** This option offers 64-bit encryption.
   • **128-bit:** This option offers 128-bit encryption. This is the minimum encryption level recommended for most applications.
   • **WPA-PSK:** (Wi-Fi Protected Access) WPA security changes encryption keys after a specified amount of time.

   Note: The wireless gateway has a default 128-bit Encryption Level. This is the minimum encryption level recommended for most applications.

6. You may select or deselect the **Enable SSID Broadcast** option. Selecting this option makes it easier to configure your wireless adapters.

7. When you have finished making your changes, click the **Next** button.

   Depending on the **Encryption Level** you selected, you will also have to complete the following additional steps to finalize your settings.

If you have selected NONE as your encryption level (not recommended):

On subsequent pages that are displayed:

1. Click **Next**.
2. Click **Finish** to confirm the settings.

3. Click **Finish** again to save the settings and return to the Main Menu.

If you have selected 64-bit or 128-bit as your encryption level (default 128-bit encryption level):

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.

If you selected 64-bit encryption, the **Wireless 64-bit Configuration** page appears.
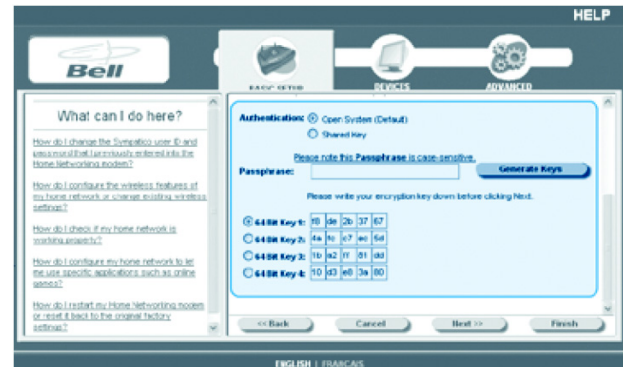
If you selected 128-bit encryption, the **Wireless 128-bit Configuration** page appears.

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

1. Select one of the following options:

   • **Open System (Default):** 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 wireless 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 be at least 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.

   Important: The encryption keys are case-sensitive.

4. Click **Next**.

5. Click **Finish** to confirm the settings, then click **Finish** again 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.

If you selected WPA-PSK encryption, the **Wireless WPA Configuration** page appears.

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:

   • 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 confirm the settings, then click **Finish** again to return to the Main Menu.

> To check whether your Home Entertainment network is working properly:

This option presents a status display of all the current connections associated with your wireless gateway. Each connection's status is indicated by colour, text and a graphical indicator as shown below.

1. From the Basic Setup page, click the **How do I check if my home network is working properly?** link from the **What can I do here?** section.

   The **Status** page appears.
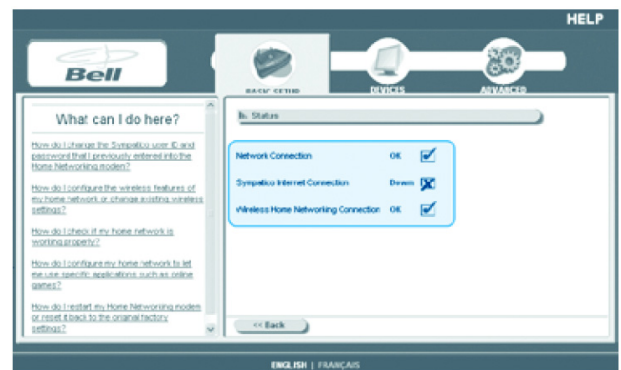
2. Review the network status information:

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

   • Sympatico Internet Connection: Indicates the status of your connection to the Sympatico service.

   • Wireless Home Networking Connection: Indicates if wireless Internet access has been enabled on your wireless gateway.

3. Click the **Back** button to return to the Main Menu.

> To configure your Home Entertainment network to use specific applications such as online games:

Selecting this option takes you to the Quick Setup screen. The Quick Setup feature provides different methods of keeping individual users or computers hidden behind a single outward-facing address. This helps to prevent outside computers from accessing the devices on your network but allows your devices access to 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. From the Basic Setup page, click the **How do I configure my home network to let me use specific applications such as online games?** link from the **What can I do here?** section.

   The **Quick Setup** page appears.
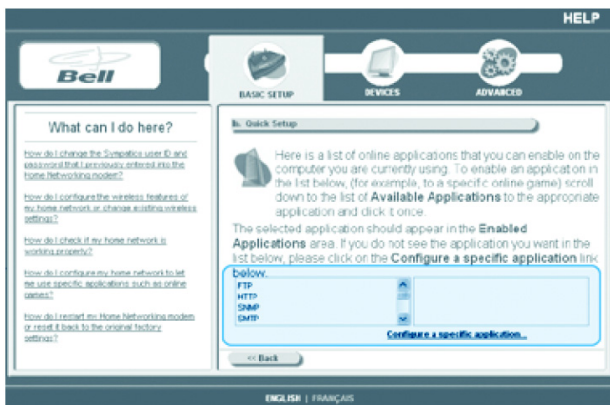
2. In the Available Applications list, click the name of the application you wish to enable on your computer.

   The application is moved to the list on the right.

3. Repeat step 2 until all preferred applications have been enabled.

4. If the preferred application is not in the Available Applications list, you can click the **Configure a specific application** link and manually select an application.

> To reboot the wireless gateway:

A reboot should be used when the wireless gateway needs to be restarted. The wireless gateway can also be rebooted using the power switch on the rear panel. Rebooting your wireless gateway will not erase your currently saved settings.

1. From the Basic Setup page, click the **How do I restart my home networking modem or reset it back to the original factory settings?** link from the **What can I do here?** section.

The **System Reboot** page appears.
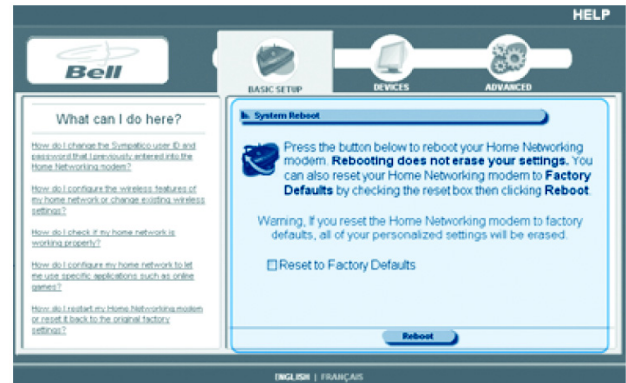
2. Click the **Reboot** button.

   Note: By clicking the **Reboot** button, you will not reboot your computer; you are only rebooting your wireless gateway.

> To reset the wireless gateway back to the original factory settings:

The reset to factory defaults 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 wireless gateway does not appear to be working properly.

Important: This option resets all personalized settings on your wireless gateway.

1. From the Basic Setup page, click the **How do I restart my home networking modem or reset it back to the original factory settings?** link from the **What can I do here?** section.

   The **System Reboot** page appears.
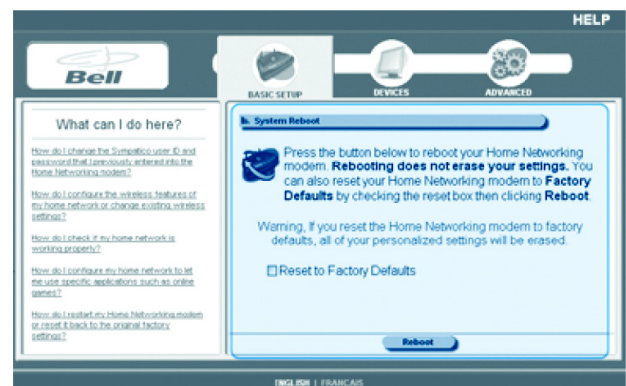
2. If required, click **Reset to Factory Defaults**.

3. Click the **Reboot** button.

   • 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.

   • Click the **Reset to Factory Defaults** button to confirm, or click **Cancel** to return to the System Reboot screen.

   A status screen begins a 45 second countdown to reset the wireless gateway.

Understanding your wireless connections

This section will guide you through the process of creating a connection to your wireless home network from Bell. However, this section is only a guide to assist you. Every wireless adapter model is unique and has its own software and user manual. Please refer to the manufacturer's user manual for specific instructions and troubleshooting assistance. Unless otherwise stated by Bell, support is not provided for wireless adapters.

> Understanding common wireless terminology:

Some of the more common wireless terms you may encounter while configuring wireless connections may include:

• 802.11 — This is the general standard for wireless local area networks. Your wireless gateway is both 802.11b (11 Mbps) and 802.11g (54 Mbps) and is designed to work with most wireless adapters using these standards.

• SSID — Service Set Identifier. This is also known as your Network Name, Service Area or a variety of other terms. It is the name of the network being broadcast from your wireless gateway; you set this name when you enable wireless access during the initial configuration.

• WEP — Wired Equivalent Privacy. This is the encryption used to protect data transmitted over your wireless network. There are various levels of security. Your wireless gateway is set to 128 bit by default. The key is the 26-hexadecimal-character key you wrote down when enabling wireless access. It is imperative that this key is typed correctly when connecting to a wireless network, as one mistyped character will prevent connectivity to the network.

• Channel — The 802.11b and 802.11g standard is broadcast over 11 overlapping channels. If there are other access points (routers/modems transmitting wirelessly) in your area, set them to different channels. It is best to set them 5 apart from each other (e.g. 1, 6 and 11) to avoid interference.

• Wireless Interference — Other leading causes for interference are Microwaves, 2.4 GHz cordless phones, RF remote controls, wireless cameras, etc. Physical obstacles (in the line of sight) can also cause signal degradation, for example, something as simple as your wireless gateway being placed too close to a wall. It is also advisable to place your wireless gateway in a central location in your home, as this will allow the greatest range for connecting wireless devices in other parts of the home.

> To change your wireless channel:

If you are getting interference with your wireless connection, you may want to try changing your wireless channel to see if that resolves the problem.

If you need to change the channel for your wireless connection, please follow these steps:

1. Access your wireless gateway settings by opening your Web browser and typing **http://mynetwork** (or **http://192.168.2.1**) into the address bar, then click **Enter**.

2. When prompted, enter your administrator **username** and **password**.

   The **Basic Setup** page appears.
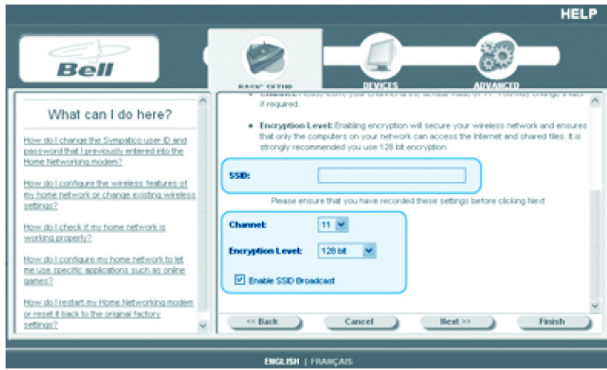

3. Click the **How do I configure the wireless features of my home network or change existing wireless settings?** link from the **What can I do here?** section.

   The **Wireless Setup Configuration** page appears.

4. Ensure that **Yes — Enable wireless now** is selected, and click the **Next** button in the bottom right corner.

   The **Wireless Security Configuration** page appears.

5. Select the **Channel** you want to use from the drop-down box and click the **Finish** button.

6. Select **Finish** from the Your settings have been saved screen.

   Your wireless gateway will now reboot with the new settings.

> To configure your computer to work wirelessly:

In this section, you will follow steps to access the wireless gateway wirelessly with your computer.

> Before you begin

Please ensure you have completed the following:

- Your wireless gateway has been properly installed and configured.
- You are able to connect to the Internet when using the provided Ethernet or USB cable.
- You have enabled wireless access (this step would have been completed during the initial configuration of the wireless gateway). Have your SSID and Encryption Key readily available as they will be required during this setup.
- You have purchased a wireless adapter that is compatible with your PC or have a built-in internal wireless adapter.
- You have properly installed the adapter and software (if applicable) on the computer you wish to connect.
- If you are a Windows XP user, you have successfully installed Service Pack 2 from Windows Update (**Note:** This is only necessary if you will be using the Windows XP ZeroConfiguration service to connect wirelessly

This section will walk you through the configuration necessary to connect your computer to your wireless gateway. Only one of the following three sections will apply to you:

- To configure a laptop with a built-in wireless adapter
- To configure a wireless adapter using your adapter's software
- To configure a wireless adapter using Windows XP's wireless utility

> To configure a laptop with a built-in wireless adapter:

Your laptop may have come with specific software used to connect to wireless networks. It is advisable to use this software to connect as it will allow for enhanced usability and features.

1. Turn on your internal wireless adapter. It will be a small on/off button or switch located somewhere on your laptop. (Consult your Owner's Guide if you cannot locate the switch.) The symbol for wireless looks similar to a small beacon with air waves.

2. When the wireless feature is turned on, your wireless software should run automatically. If not, double-click the wireless program's small icon in your system tray or manually run the program via the **Start** menu, **Programs**, then Your Software Name. Alternatively, your wireless adapter's software may be located in the Control Panel. You will use this software to set up a profile to connect wirelessly. Once you have saved a profile, it will connect automatically every time.

3. Navigate through the software to find a listing of available networks. There may be a button called Available Networks or Scan all Available Networks. Click this button. Your wireless adapter will now search for all available networks within range.

4. Your Network Name (SSID) should appear. If it does, please proceed to the next step. If your network name does not appear, follow these suggestions:

   - Are you within range? Try moving the wireless gateway closer to the computer while trying to connect.
   - Try rebooting your PC with the wireless adapter switch turned on.
   - Have you changed any of the Advanced Settings on the wireless gateway? (For instance, broadcast mode may be disabled.)
   - Is the Wireless light blinking on the wireless gateway? If the Wireless light is not blinking, wireless access may not have been correctly enabled.
   - If you still have your Ethernet cable connected, disconnect it and try again.

5. You will now need to enter your WEP key. If your key is 128-bit encryption (preshared), you may need to select this level of encryption from a drop-down menu. Type in this key, do not cut and paste it from another window. Also, do not use the passphrase option if available.

6. Save your profile, and if there is an option to always connect with this profile, select it. You can save this profile with the name of your choice. This will not affect the SSID name you selected earlier.

7. The software will now attempt to connect using this profile.

8. You should now be connected and your connection strength will show in the system tray.

If you find that your connection is unstable (disconnects frequently), complete the following steps:

Windows XP users may need to disable the Windows XP Zero Configuration service. To do this, follow these steps:

1. Click **Start**, then **Control Panel**, then **Network and Internet Connections**.

2. Click the **Network Connections** icon.

3. Click the **Wireless Network Connection** icon.

4. Click **Change Advanced Settings** (if you have Windows XP Service Pack 2).

5. From the Wireless Networks Connection Properties window, click the **Wireless Networks** tab.

6. Uncheck the **Use Windows to configure my wireless network settings** box.

7. Click **OK**.

Ensure that you do not have any conflicts described earlier. (For example: channel conflicts, physical obstructions, 2.4Ghz cordless phones, etc.)

> To configure a wireless adapter using your adapter's software:

Note: We highly recommend using the documentation provided with your adapter. The following information is a generic guideline to assist you in this process. It is not intended to replace the documentation that came with your adapter.

1. Run the adapter's software. You may be able to double-click the small icon in your system tray or manually run the program via the **Start** menu, **Programs**, **Your Software Name**. Alternatively, your wireless adapter software may be located in the Control Panel. You will use this software to set up a profile to connect wirelessly. Once you have saved a profile, it will connect automatically every time.

2. During the setup, you may be prompted to enter your Network Name (SSID). Alternatively, navigate through the software to find a listing of available networks. There may be a button called Available Networks or Scan all Available Networks. Click this button. Your wireless adapter will now search for all available networks within range. Your network name (SSID) should be displayed. If it is, please proceed to the next step. If your network name is not displayed, follow these suggestions:

• Are you within range? Try moving the wireless gateway closer to the computer while trying to connect.

• Try rebooting your PC with the wireless adapter connected and turned on.

• Have you changed any of the Advanced Settings on the wireless gateway? (For instance, broadcast mode may be disabled.)

• Is the Wireless light blinking on the wireless gateway? If not, wireless access may not have been correctly enabled.

• If your wireless adapter has any indicator lights, they should be flashing when trying to connect or search for networks. If these lights are not flashing, there may be a problem with your adapter. Please contact the wireless adapter's manufacturer for product support.

3. You will now need to enter your WEP key. Your key is 128-bit encryption (preshared). You may need to select this level of encryption from a drop-down menu. Type in this key, do not cut and paste it from another window. Also, do not use the passphrase option if available.

4. If there is an option to save your profile, please do so and if there is an option to always connect with this profile, select it. You can save this profile with the name of your choice. This will not affect the SSID name you selected earlier.

5. The software will now attempt to connect using this profile.

6. You should now be connected and your connection strength may show in the wireless software window.

> To configure a wireless adapter using Windows XP's wireless utility:

Note: Before you begin, please carefully read the documentation that came with your adapter. The instructions included with your adapter may include specific steps required to connect wirelessly. Please follow these steps before proceeding. If your wireless adapter does not explicitly say that you must use the provided software, you may choose the Windows XP utility. In order to use this utility, you must be a Windows XP user with Service Pack 2 installed. These instructions will assist you in setting up your connection using the Windows XP wireless utility.

1. Connect your adapter to your PC. A small message will appear in the system tray saying Wireless networks detected.
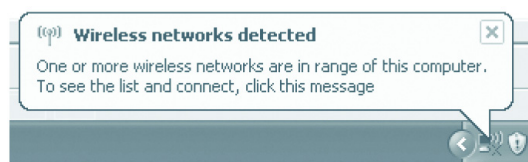
2. Click the message or double-click the icon.

   The **Choose a wireless network** screen appears.
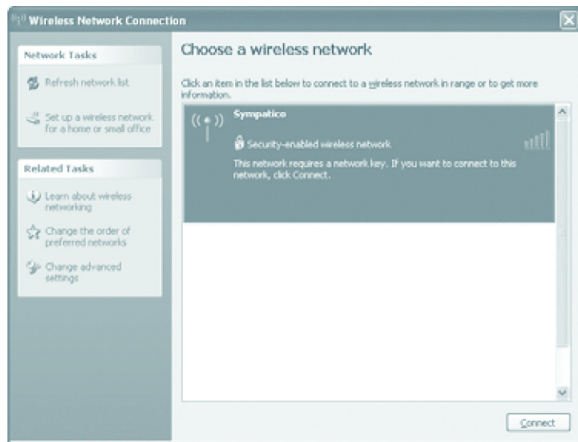
3. Your SSID (network name that you selected earlier) will appear in the dialog box. Click **Refresh network list** if your network doesn't appear. If your network still does not appear, follow these suggestions:
   - Are you within range? Try moving the wireless gateway closer to the computer while trying to connect.
   - Try rebooting your PC with the wireless adapter connected and turned on.
   - Have you changed any of the Advanced Settings on the wireless gateway? (For instance, broadcast mode may be disabled.)
   - Is the Wireless light blinking on the wireless gateway? If not, wireless access may not have been correctly enabled.
   - If your wireless adapter has any indicator lights, they should be flashing when trying to connect or search for networks. If these lights are not flashing, there may be a problem with your adapter. Please contact the wireless adapter's manufacturer for product support.

4. Double-click your wireless network in the list.

   The **Wireless network connection** screen appears.
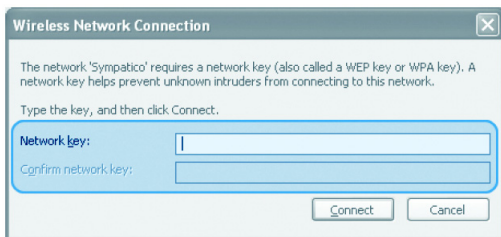
5. Type in your 26 hexadecimal character WEP key in the **Network key** field, and re-type it in the **Confirm network key** field. Manually type this key. Do not cut and paste it from another window.

6. Click the **Connect** button.

   You are now connected to the wireless network.

Using dial-up access

If you are not at home to access your Bell Entertainment Internet services, you have the ability to use your service when travelling away from home. This feature is called Roaming*. Roaming enables you to connect to the Internet from almost anywhere within Canada by using your Bell Entertainment service account information and a local phone number to access the Internet.

To find out more about this feature including instructions on setting up a dial-up connection, please visit: www.service.sympatico.ca/dialsetup.

For a complete list of all dial-up numbers across Canada, visit: www.service.sympatico.ca/dialnumbers.

ONTARIO

Barrie 705 721-1638

Belleville 613 966-3200
Brantford 519 750-1638
Brockville 613 345-4556
Chatham 519 352-0301
Clinton 519 482-1638
Cobourg 905 377-1771
Cornwall 613 932-0745
Elliot Lake 705 461-1393

Guelph 519 767-1638

Haliburton 705 457-9564
Hamilton 905 546-1638

Huntsville 705 788-1638

Kingston 613 536-1638
Kitchener-Waterloo
519 743-1638
Lindsay 705 324-0857
London 519 438-1638
Newmarket 905 954-0550
North Bay 705 474-1638
Oshawa 905 571-1638
Ottawa 613 350-1638
Owen Sound 519 371-1682
Pembroke 613 735-5252
Peterborough 705 745-1638
St. Catharines 905 684-1638
Sarnia 519 332-6351
Sault Ste. Marie
705 254-1638
Sudbury 705 669-1638
Thunder Bay 807 623-1638
Toronto and GTA
416 681-1638
Windsor 519 561-1638

QUEBEC

Chicoutimi-Jonquière
418 696-1638
Drummondville 819 472-2232
Gentilly 819 298-4895
Granby 450 777-4400
Hull 613 350-1638
Joliette 450 759-4333
La Malbaie 418 665-2213
Montréal 514 350-1638
Québec 418 694-1638
Rivière du Loup
418 860-3638
Roberval 418 275-1633
Saint-Agathe 819 321-2390
Saint-Hyacinthe
450 773-9830
Saint-Jérôme 450 432-1638

Saint-Jovite 819 425-1638

Sherbrooke 819 829-1638
Sorel 450 743-6723
Thetford Mines 418 335-5150
Trois-Rivières 819 694-1638
Valleyfield 450 373-2132
Victoriaville 819 752-4180

* Dial-up remote access is available where technology permits. Dial-up roaming access will be billed at $1.50/hour. Long distance charges may apply. Taxes not included.