

INSTALLATION GUIDE

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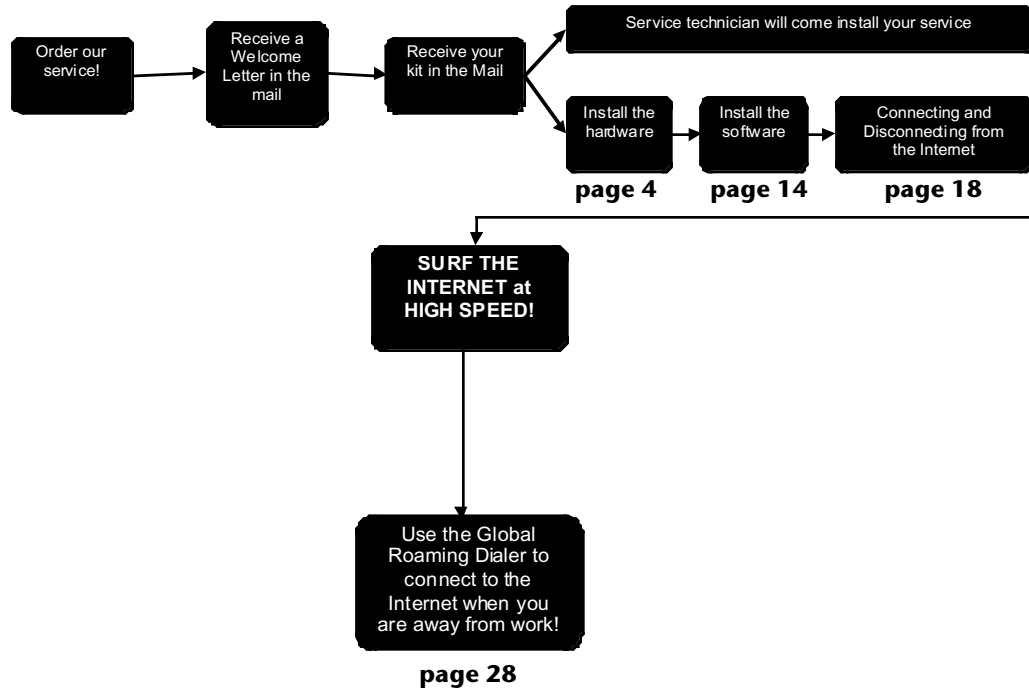
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MAKE THE MOST OF YOUR BUSINESS INTERNET HIGH SPEED ENTERPRISE SERVICE!

Below are all the steps you will go through to get connected with the Business Internet High Speed Enterprise service. Remember to take advantage of all of the additional features that the service offers!



Please keep note that your Business Internet High Speed Enterprise service will be activated by midnight on the due date given to you at the time of purchase.

MINIMUM HARDWARE REQUIREMENTS

For the Business Internet High Speed Enterprise software to work reliably and efficiently, your computer must meet or exceed the minimum requirements specified in the table below:

	Windows
Processor	133 MHz Pentium or equivalent processor
System	Windows XP*/Me/98/2000**/NT 4.0**
Memory	64 MB RAM
Hard drive	80 MB free
Display	256 colours with 800x600 resolution
Network	Ethernet card installed and functioning or available USB port
CD-ROM drive	Required

* If you have Windows XP, the minimum requirements are greater than those listed here. Please see the following:

Processor: 300 MHz single CPU for Home edition, or single or dual for Professional edition
Memory: 128 MB RAM

** If you have Windows 2000 or NT, you must have the latest service pack installed.

You may need your Windows CD to perform some of the software configurations in this guide.

QUICK START PROCEDURES

Check the contents of your Starter Kit

To see a list of the equipment you should have, consult *Check the contents of your Starter Kit* on page 6.

Install the software

1. Turn on your computer. Exit all programs and disable any virus protection software.
2. Insert the Business Internet CD into your CD ROM drive.
3. Follow the instructions to install the software.

Install the hardware

4. Connect the modem and install the phone filters on every phone with the same telephone number as your Business Internet High Speed Enterprise service. Do not install filters on your modem.
5. Check your setup. Please refer to *Checking your setup* on page 11 for an illustration of the proper hardware setup.

Connecting and Disconnecting from the Internet

6. Double-click the **Access Manager** icon on the desktop.
7. Double-click the **Business Internet High Speed** icon in the Profiles window, then click **Connect** in the Access Manager window to connect to the Business Internet High Speed Enterprise service. If you have Windows XP, double-click the **Business Internet High Speed Enterprise** icon on the Desktop, then click **Connect**. Then click the **Internet Explorer** icon.

2 Make the most of your Business Internet High Speed Enterprise service!

8. To disconnect, click the **File** menu in Internet Explorer, then click **Exit**. To disconnect from the Internet, right-click the **Access Manager** icon at the bottom right of your screen, then click **Disconnect**. If you have Windows XP, double-click the connection icon in the lower right hand corner of the screen, then click **Disconnect**.

BEGINNING THE INSTALLATION

BEFORE YOU BEGIN



For the Business Internet High Speed Enterprise software to work reliably and efficiently, your computer must meet or exceed the **minimum hardware requirements** specified on page 2.

Before you begin, *have the following information ready* in order to install the software. You can find this information on the first page of this guide.

- your Business Internet High Speed Enterprise
 - username
 - password



The Business Internet High Speed Enterprise software is not designed to support Internet access over a Local Area Network (LAN). Configuring the Business Internet High Speed Enterprise software may cause conflicts with your existing network service.

STARTING THE INSTALLATION

1. Exit any applications or programs, and disable any virus protection software before installing the software. For instructions, see the manual that came with your virus protection software.
2. Insert the Business Internet High Speed Enterprise CD into your CD-ROM drive. Wait a few seconds. The installation program usually starts automatically. If it doesn't, double-click the **My Computer** icon on your desktop, and then double-click the **Bell** icon.
3. You will be asked to agree to the Business Internet High Speed Enterprise Terms and Conditions. Click **Accept** if you agree.

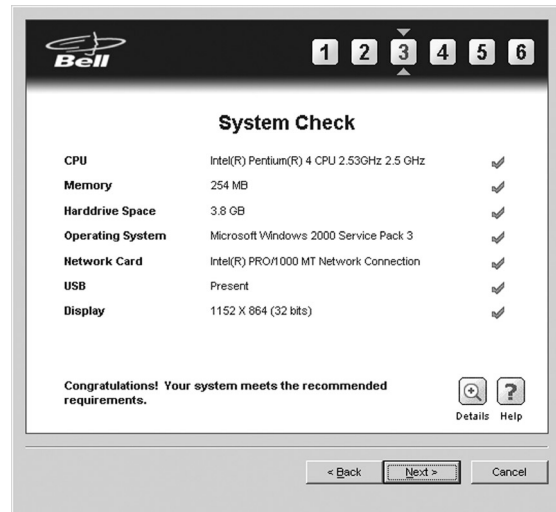
4. Tests are conducted to ensure that your computer meets the minimum requirements needed to install the software.

When a hardware or software component meets or exceeds the **recommended** requirements, a green check mark is displayed to the right of the component.

When a hardware or software component does not meet the **minimum** requirements, 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** requirements but does not meet the **recommended** requirements, 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.

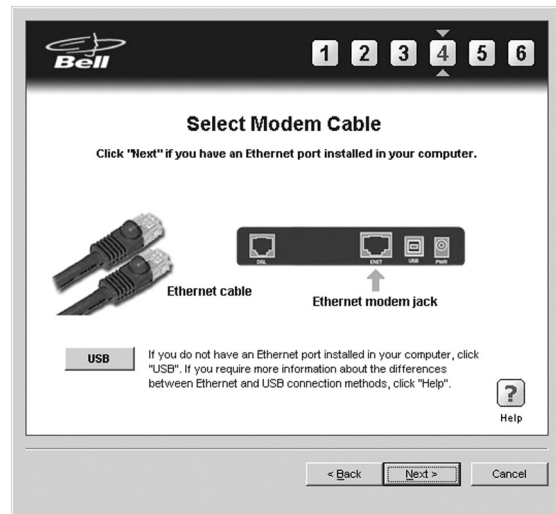
You can click the **Details** button for more information on each of the tests performed. If you see a message that your machine meets the requirement, click **Next**.



5. Click **Next** if you have an Ethernet port on your computer.

If you do not have an Ethernet port on your computer, click **USB**. If you choose USB, you will need to restart your computer after installing the USB software, and you may need to provide your original Windows CD.

6. A screen appears showing how your wires should be connected. You can also see this diagram under *Checking your setup* on page 11.



Please proceed to *Installing the Hardware* on page 6.

INSTALLING THE HARDWARE

CHECK THE CONTENTS OF YOUR STARTER KIT

Your Business Internet High Speed Enterprise Starter kit should contain the following:



1. DSL high speed modem box, if you ordered one from Bell, should contain:
 - a. DSL high speed modem (your modem may look different, depending on the brand)
 - **Note:** BC and Alberta customers' modems will be shipped separately from their Internet High Speed Starter kit.
 - b. DC power supply with cable
 - c. Telephone cable with standard telephone plugs, called RJ-11
 - d. Ethernet cable with plugs slightly larger than the phone cable plugs, called RJ-45
 - e. USB cable only included with the Speedstream 5200 modem
2. Desktop filters. (Additional filters (including wall filters) can be ordered online at www.proformagms.com/bell)
3. 1 Telephone line splitter
4. Installation Guide (what you are currently reading)
5. Software Installation CD

Leave your computer on while you perform the following steps.

CONNECTING A FILTER TO EVERY PHONE



You must now install a filter on every phone with the same telephone number as your Business Internet High Speed Enterprise service.
If you require additional filters or wall filters for wall mounted phones, you can order them online at <http://www.proformagms.com/bell>

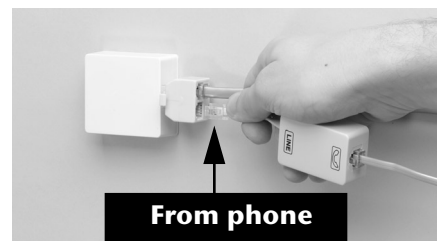
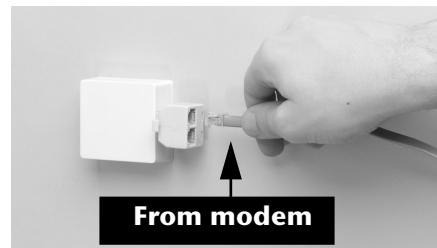
Repeat this process for **every desktop phone** on the same line as your Business Internet High Speed Enterprise service:

1. Unplug the telephone cable from the wall jack, and plug a desktop filter into the wall jack.
2. Plug the telephone cable you unplugged from the wall jack into the filter.



IF A WALL JACK IS TO BE SHARED BY MODEM AND PHONE (OPTIONAL)

1. First plug the phone cable from the modem into the splitter.
2. Then plug the filter (from the phone) into the splitter.



If you are using the Ethernet cable, proceed to *If you are Using the Ethernet cable* on page 8.

If you are using the USB cable, proceed to *If you are using the USB cable* on page 9.

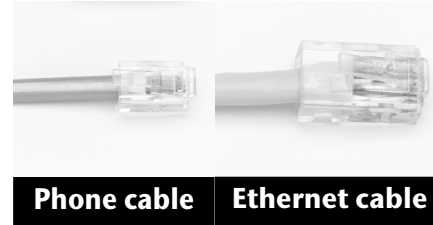
IF YOU ARE USING THE ETHERNET CABLE

Please follow these instructions if you are using the Ethernet cable. If you are using the USB cable, please proceed to *If you are using the USB cable* on the next page.


1. Make sure that the Efficient Networks SpeedStream 5200 modem has adequate ventilation. Place the modem on an even, hard surface at least one foot away from your monitor, computer case, or other electronic devices including speakers. The modem will need to be within 6 feet (or 2 meters) of your phone jack.

Your modem should be supplied with an Ethernet cable, and a phone cable. The Ethernet cable has slightly larger plugs.

2. Connect one of end of the Ethernet cable into the largest jack on the back of your desktop computer or into the largest jack on the back of your laptop computer, or to the media coupler attached to your laptop.

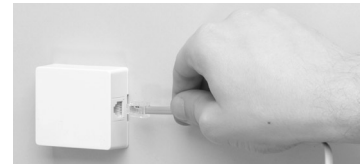


3. Connect the other end of the Ethernet cable into the largest jack on the back of your modem.


Depending on your modem brand, the jack will be labeled **Ethernet**, **10Base T**, **ENET**, or this symbol .



4. Connect one end of the phone cable to your telephone wall jack.



5. Connect the other end of the phone cable to the back of your modem.

Depending on your modem brand, the jack will be labeled **ADSL**, **DSL**, **Line**, or this symbol .



6. Connect your modem's power supply to the modem, and then plug the other end into a power bar. A surge protected power bar is recommended.



Proceed to *Checking your setup* on page 11.

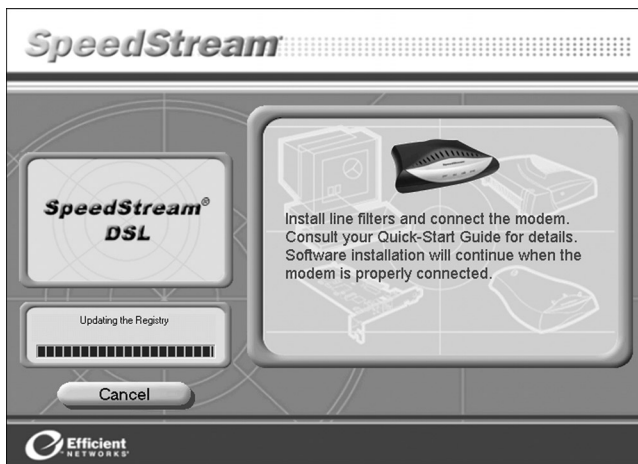
IF YOU ARE USING THE USB CABLE

1. The USB software installation program will start.
2. Follow the instructions in the SpeedStream program to install the USB software.



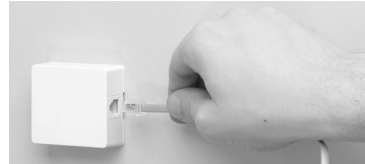
If you have Windows 98, you will need your Windows CD to complete the installation.

3. When you see the window telling you to connect the modem, connect the Efficient Networks SpeedStream 5200 modem as described in *Connecting the USB modem* on the next page.




CONNECTING THE USB MODEM

1. Make sure that the Efficient Networks SpeedStream 5200 modem has adequate ventilation. Place the modem on a hard, level surface at least one foot away from your monitor, computer case, or other electronic devices including speakers. The modem will need to be within 6 feet (or 2 meters) of your phone jack.
2. Connect the power supply to the modem, and then plug the other end into a surge protected power bar.
3. Connect one end of the phone cable to your telephone wall jack.



4. Connect the other end of the phone cable to the DSL port on the Efficient Networks SpeedStream 5200 modem.



5. Connect the USB cable to the USB port on the back of your desktop computer, or on the side of your laptop computer. The USB port will be labeled with the symbol .



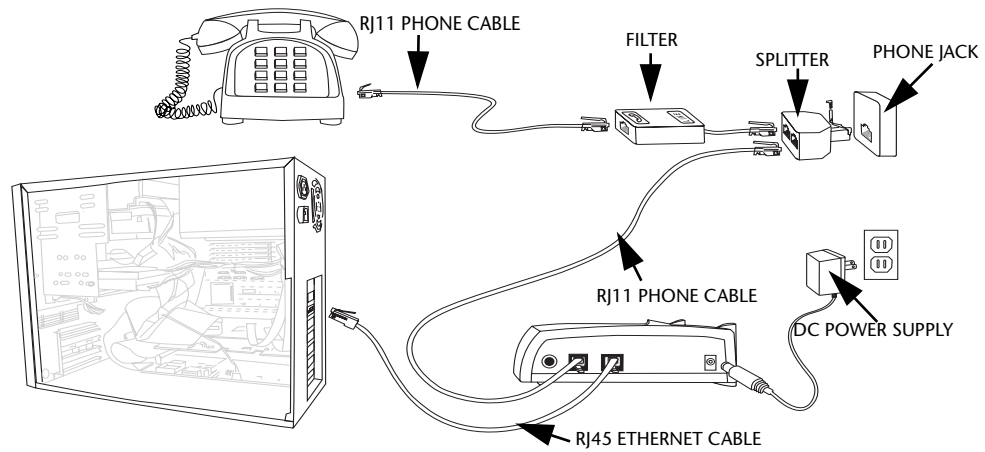
6. Connect the other end of the USB cable to the USB port on your Efficient Networks SpeedStream 5200 modem.



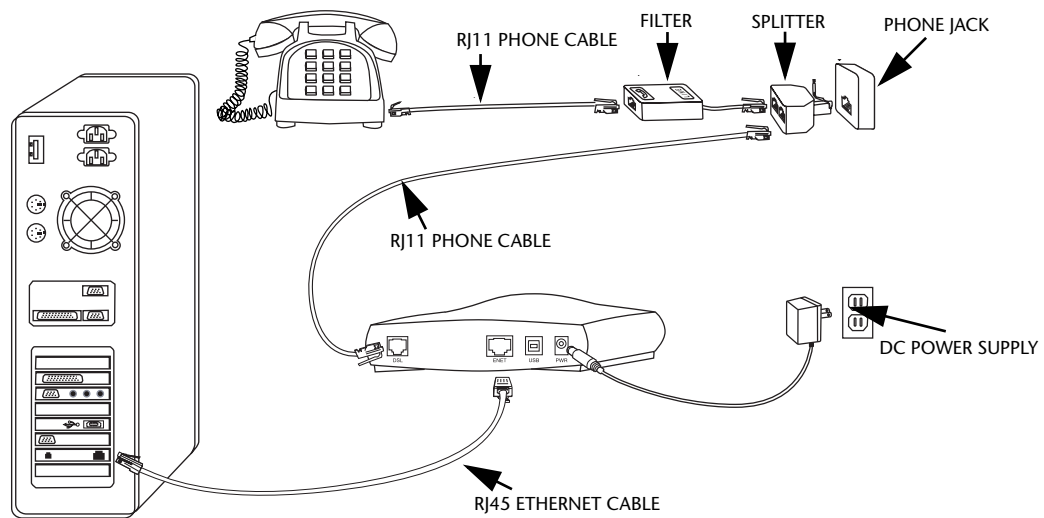
You are now asked to restart your computer. Click **Finished** to restart and proceed to *Checking your setup* on page 11.

CHECKING YOUR SETUP

If you have the Alcatel modem, the overall wiring should look like this:

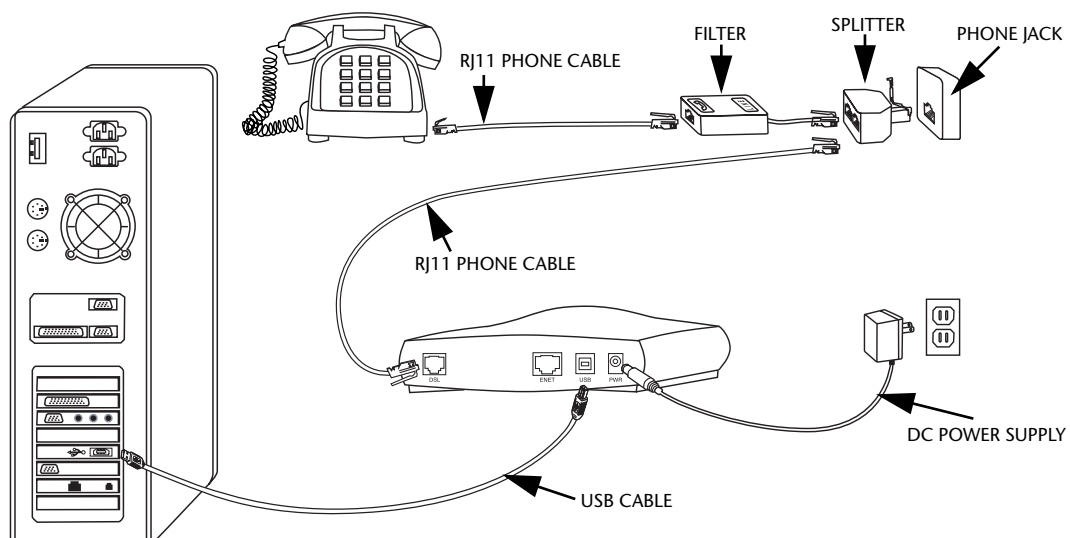


If you have the SpeedStream modem, the setup should look like this if you are using the Ethernet cable:

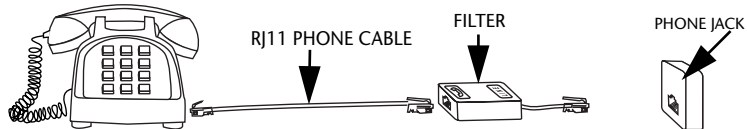


CHECKING YOUR SETUP (CONTINUED)

Your setup should look like this if you are using the USB cable with the SpeedStream modem:



All other rooms with phones that have the same number as your internet service:



CHECKING YOUR SETUP (CONTINUED)

1. Make sure your modem and computer are turned on.
2. If you have the SpeedStream modem with an Ethernet cable, wait until the **pwr**, **dsl**, and **enet** lights are on. If you are using the USB cable, wait until the **pwr**, **dsl** and **usb** lights are on.

If you have an **Alcatel modem**, wait until there are two solid green lights on the modem.



If the lights are not on, turn the modem and computer off. Make sure that all the cables are connected securely, then turn the computer and modem back on. If this does not work, contact the Help Desk. The appropriate number is on the first page of this guide.



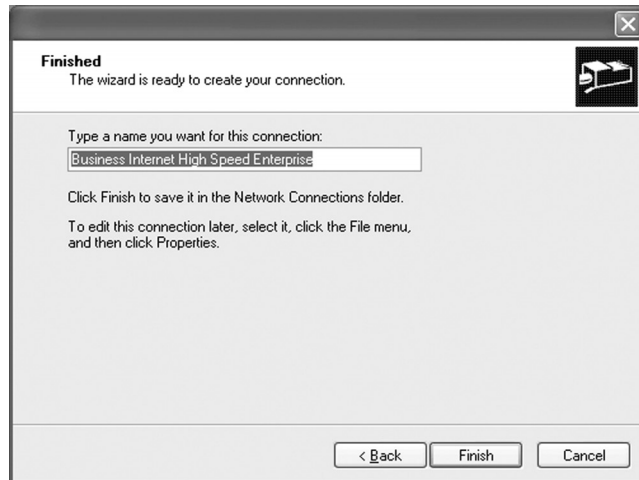
Please proceed to *Configuring the Software* on the next page.

CONFIGURING THE SOFTWARE

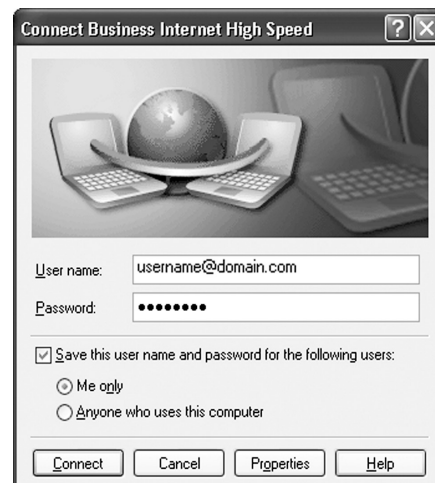
Before continuing, you should have completed the steps in *Beginning the Installation* on page 4 and *Installing the Hardware* on page 6.

IF YOU HAVE WINDOWS XP

1. Click **Next** to install the Business Internet High Speed Enterprise software.
2. After the installation, your computer restarts. Do not remove the CD-ROM from your computer.
3. On the Finished screen that appears, click **Finish**.



4. The Connect Business Internet High Speed Enterprise window appears. Type your Business Internet High Speed Enterprise username (followed by the @ symbol and your domain name) and password, then click **Connect**.



5. Click the **Extras** button to install the iPass Global Roaming dialer and the VPN Remote Access Client. Refer to *Setting up your optional Business Internet Dial Enterprise Hours* on page 28 for instructions on how to use iPass Global Roaming. Refer to *Installing the VPN Remote Access Client (optional)* below for instructions on how to use the VPN software.
6. After you have installed the extra software, click **Finish** to end the software installation. Please proceed to *Connecting to and Disconnecting from the Internet with Windows XP* on page 15 below.

INSTALLING THE VPN REMOTE ACCESS CLIENT (OPTIONAL)

1. If you wish to install the VPN Remote Access Client software, exit all applications or programs, make sure you are not connected to the internet, and disable any virus protection software before installing the software.
2. In the Extras screen, click **IP VPN Remote Access Service**.
3. Follow the instructions on the screen, clicking **Next** or **Yes** at each step. A progress bar will show the VPN Remote Access Client software being installed on your computer. You may be asked for your original Windows CD-ROM during this process.
4. On the last screen, click **Finish**. Your computer will restart.
5. Click **Close** and then **Finish** to end the software installation.

CONNECTING TO AND DISCONNECTING FROM THE INTERNET WITH WINDOWS XP

1. To connect to the Internet, double-click the **Business Internet High Speed Enterprise** icon on the Desktop, then click **Connect**. Then click the **Internet Explorer** icon.
2. When you are ready to disconnect from the Business Internet High Speed Enterprise service, double-click the **Business Internet High Speed Enterprise** icon on the Desktop, then click **Disconnect**.



The installation and configuration of your Business Internet High Speed Enterprise software is now complete!

IF YOU DO NOT HAVE WINDOWS XP

1. Click **Next** to install the Business Internet High Speed Enterprise software.
2. After the installation, your computer restarts. If you have Windows 98 or Me, your computer will restart twice.
3. Click the **Extras** button to install the iPass Global Roaming dialer and the VPN Remote Access Client. Refer to *Setting up your optional Business Internet Dial Enterprise Hours* on page 28 for instructions on how to use iPass Global Roaming. Refer to *Installing the VPN Remote Access Client (optional)* below for instructions on how to use the VPN software.
4. If you decide not to install the extra software, click **Finish** to end the software installation. Please proceed to *Configuring the Access Manager* on page 17.

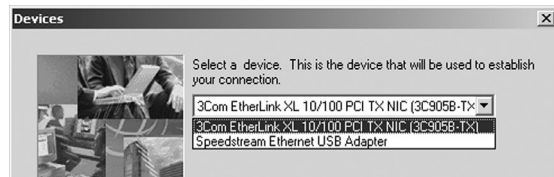
INSTALLING THE VPN REMOTE ACCESS CLIENT (OPTIONAL)

1. If you wish to install the VPN Remote Access Client software, exit all applications or programs, make sure you are not connected to the internet, and disable any virus protection software before installing the software.
2. In the Extras screen, click **IP VPN Remote Access Service**.
3. Follow the instructions on the screen, clicking **Next** or **Yes** at each step. A progress bar will show the VPN Remote Access Client software being installed on your computer. You may be asked for your original Windows CD-ROM during this process.
4. On the last screen, click **Finish**. Your computer will restart.
5. Click **Close** and then **Finish** to end the software installation. Please proceed to *Configuring the Access Manager* on page 17.

CONFIGURING THE ACCESS MANAGER

When your computer has restarted, you will see a message informing you that it is setting up your new software. It should only take a few minutes to configure the software.

1. Double-click the **Access Manager** icon on the desktop.
2. Double-click the **Create New Profile** icon in the Access Manager window.
3. Follow the instructions to create a new profile, and input the following info when prompted:
 - For the name of the profile: type **Business Internet High Speed Enterprise**.
 - In the **User Name** box: type your username followed by the @ symbol followed by your domain name: **username@domain** (for example: **smith@bellnexxia.net**).
 - In the **Password** box: type your password. The password field is UPPER CASE/lower case sensitive.
 - You can find this information on the first page of this guide.
4. You may need to select the device you are connecting with: either **Ethernet** or **USB**.
5. After you have created your profile, you will see a **Business Internet High Speed** icon in the Access Manager window. Double-click this icon, then click **Connect**. Double-click the **Internet Explorer** icon on the Desktop.



The installation and configuration of your Business Internet High Speed Enterprise software is now complete! For help on using the software, refer to *Connecting and disconnecting from the Internet* on page 18.


CONNECTING AND DISCONNECTING FROM THE INTERNET



You must install the Access Manager to connect and disconnect from the Business Internet High Speed Enterprise service. To install the Access Manager follow the instructions in *Beginning the Installation* on page 4.

If you have Windows XP, you will not use the Access Manager. Please refer to *Connecting automatically to the Business Internet High Speed Enterprise service* on page 19.

CONNECTING TO THE INTERNET

- Double-click the Access Manager icon  on the desktop. Double-click the **Business Internet High Speed Enterprise** icon in the Profiles window, then click **Connect** in the Access Manager window to connect to the Business Internet High Speed Enterprise service.
OR
- You can also start the Access Manager by clicking **Start**, then **Programs**, then **Business Internet High Speed**, then clicking **Access Manager**. Double-click the **Business Internet High Speed Enterprise** icon in the Profiles window, then click **Connect** in the Access Manager window.
- After the Access Manager connects, it starts Internet Explorer.

DISCONNECTING FROM THE INTERNET

- In Internet Explorer, click the **File** menu, then click **Exit**. To disconnect from the Internet, right-click the **Access Manager** icon at the bottom right of your screen, then click **Disconnect**. You can also double-click the **Access Manager** icon on the Desktop, double-click the **Business Internet High Speed Enterprise** icon, then click **Disconnect**. Click **Exit** to close the Access Manager.


CONFIGURING THE ACCESS MANAGER TO DISCONNECT AFTER A SET AMOUNT OF TIME

This is helpful from a security perspective if you happen to forget you are connected or do not want anyone else to use your account.

1. Double-click the **Access Manager** icon on the Desktop, then double-click the **Business Internet High Speed Enterprise** icon. Right-click the **Access Manager** icon at the bottom right of your screen (in the system tray), then click **Profile Properties**.
2. Click the **TCP** tab. Click the checkbox next to **Idle Timeout**, and select a time in the box to the right.
3. Click **OK**. The next time you connect, you will be automatically disconnected if you are not using the Internet after the time you specified. When you want to re-connect, click **Connect** in the Access Manager window.

CONNECTING AUTOMATICALLY TO THE BUSINESS INTERNET HIGH SPEED ENTERPRISE SERVICE

If you want to connect automatically (that is, you don't want to manually start the Access Manager and click the **Connect** button each time), follow these instructions.

1. Double-click the **Access Manager**  icon on the desktop. Double-click the **Business Internet High Speed Enterprise** icon. Right-click the **Access Manager** icon at the bottom right of your screen (in the system tray), then click **Application Settings**.

2. In the Settings window, click the checkbox beside **Auto-Connect** if you want to connect automatically.

Do not check this box if you want to click the **Connect** button every time you connect.

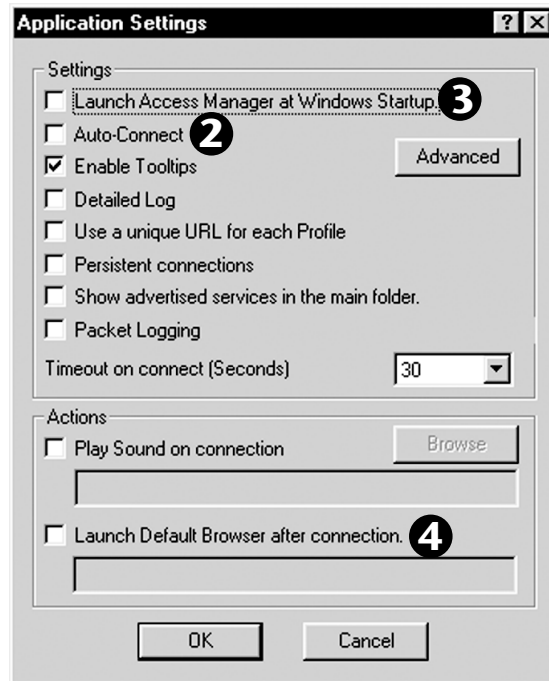
3. Check **Launch Access Manager at Windows Startup** if you want the Access Manager to start and connect when your computer starts.

4. Uncheck **Launch Default Browser after connection** if you do not want your browser to start automatically after the Access Manager connects.

If you want the browser to start automatically, check this option and type the URL you want the browser to start with in the box.



5. Click **OK**.

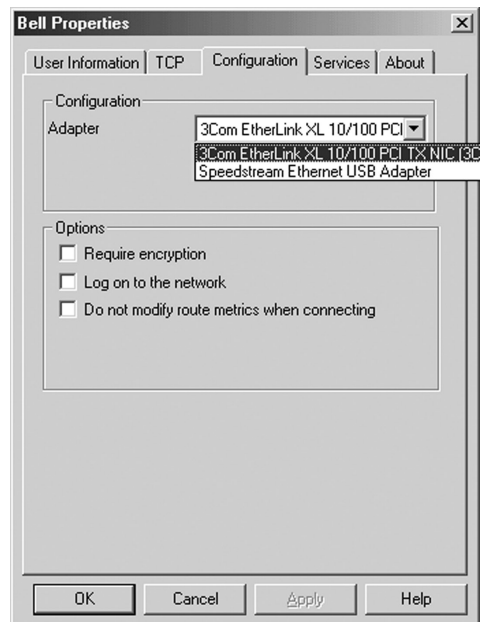
You may change these settings as often as you wish.



SWITCHING FROM THE USB CABLE TO THE ETHERNET CABLE

If you are using the Efficient Networks SpeedStream 5200 modem 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 *Installing the Hardware* on page 6.
2. Click the 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.
4. **If you have Windows XP**, you're done. Windows XP will automatically detect which cable you are using.
5. Double-click the **Access Manager**  icon on the desktop.
6. Right click the **Business Internet High Speed Enterprise** icon, then click **Properties**.
7. In the Properties window, click the **Configuration** tab.
8. In the Adapter pull-down menu, click the entry for your Ethernet card.
9. Click **OK**.

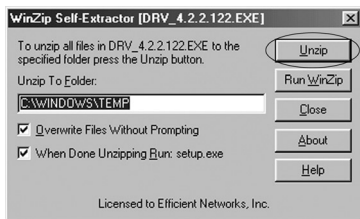


10. If you want to remove the USB software, follow the instructions under *Removing the Business Internet High Speed Enterprise software from the computer* on page 26.
11. Connect to the Internet as described in *Connecting and disconnecting from the Internet* on page 18.

SWITCHING FROM THE ETHERNET CABLE TO THE USB CABLE

If you are using the Efficient Networks SpeedStream 5200 modem with the Ethernet cable and you wish to use the USB cable instead, please follow these instructions.

1. **Download the USB software.** In your Web browser, go to <http://en.bellnet.ca>.
2. Click the **Downloads** link, and download the USB driver for the SpeedStream 5200 modem. Choose to download the file to your Desktop.
3. When the download is finished, disconnect from the Internet and unplug the Ethernet cable from your computer.
4. Double-click the file **drv_4.2.2.122** on your Desktop.
5. Click **OK** in the WinZip Self-Extractor window.
6. Click **Unzip** in the next window.

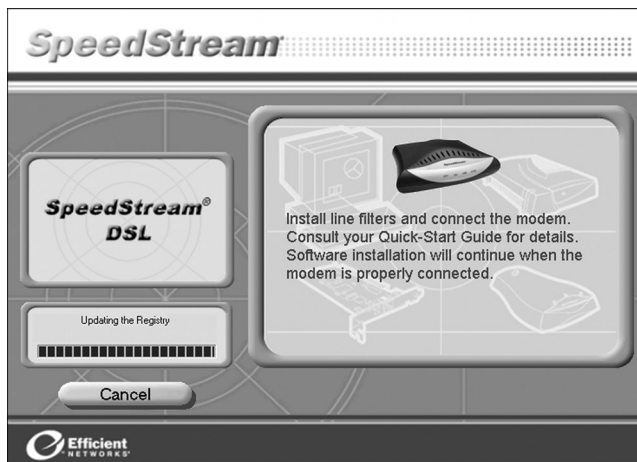


7. Click **OK** in the final WinZip window.
8. Follow the instructions in the SpeedStream program to install the USB software.




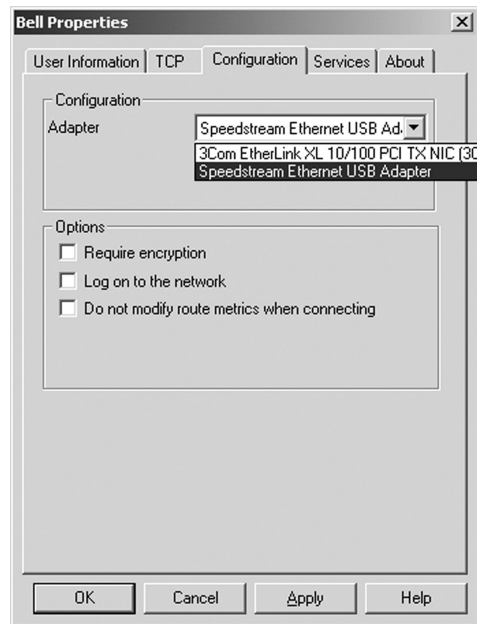
If you have Windows 98 First Edition, you will need your Windows CD to complete the installation.

9. When you see the window telling you to connect the modem, connect your Efficient Networks SpeedStream 5200 modem as described in *Connecting the USB modem* on page 10.



10. If you do not have Windows XP, you will now be asked to restart your computer. Click **Finished** to restart.


11. If you have Windows XP, you're done. Windows XP will automatically detect which cable you are using.
12. Double-click the **Access Manager**  icon on the desktop.
13. Right click the **Business Internet High Speed Enterprise** icon, then click **Properties**.
14. In the Properties window, click the **Configuration** tab.
15. In the Adapter pull-down menu, click the entry for your Ethernet card.
16. Click **OK**.
17. Connect to the Internet as described in *Connecting and disconnecting from the Internet* on page 18.




TROUBLESHOOTING

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

PROBLEM	SUGGESTED ACTION	REFERENCE
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 <i>Switching from the USB cable to the Ethernet cable</i> on page 20.	<i>Switching from the USB cable to the Ethernet cable</i> on page 20
Where can I get the USB software?	<ol style="list-style-type: none"> 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 5200 modem. 3. Follow the instructions under <i>If you are using the USB cable</i> on page 9. 	<i>If you are using the USB cable</i> on page 9
How do I remove the USB software?	Follow the instruction under <i>Removing the Business Internet High Speed Enterprise software from the computer</i> on page 26.	<i>Removing the Business Internet High Speed Enterprise software from the computer</i> on page 26
The power light on my Efficient Networks SpeedStream 5200 modem is blinking red	The power light will blink red for a few minutes after the power supply is connected.	<i>Checking your setup</i> on page 11
You don't have enough free hard drive space to install the Business Internet High Speed Enterprise 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 Enterprise software again.	<i>Beginning the Installation</i> on page 4
Your computer crashed while using the browser (computer will not respond to mouse)	<p>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.</p> <p>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.</p>	

PROBLEM	SUGGESTED ACTION	REFERENCE
You cannot browse the Internet	Make sure that the cable is connected securely to the Efficient Networks SpeedStream 5200 modem, and that you are using the right kind of cable. If you are using the Ethernet cable, turn the Efficient Networks SpeedStream 5200 modem off, then back on.	<i>Installing the Hardware on page 6</i>
You see a message about a network error	Exit the browser software, then restart your computer and try connecting again. Follow the instructions under <i>Your computer crashed while using the browser (computer will not respond to mouse)</i> on page 23.	
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.	
You see a message about there being more than three network adapters in your system.	<ol style="list-style-type: none"> 1. Click  Start, click Settings, then click Control Panel. 2. Double-click the Network icon. 3. Click an unused network adapter in the list, then click Remove. 4. Repeat the above step until you have only two network adapters installed. 5. Click OK, and restart your computer if prompted. This procedure does not remove the software from your computer; it just prevents the adapter from appearing in the Network control panel. 	
You see a message saying "PPP Negotiate Timeout".	Ensure that your Efficient Networks SpeedStream 5200 modem is connected and turned on.	<i>Installing the Hardware on page 6</i>
You see a message saying "Authentication failed".	Check your Business Internet High Speed Enterprise Login ID and password in the Access Manager. Make sure that you have entered them in lower case.	<i>Connecting and disconnecting from the Internet on page 18</i>


PROBLEM	SUGGESTED ACTION	REFERENCE
You see a message saying "Failed to Bind to Tap Driver".	<p>Windows 98/Me:</p> <ol style="list-style-type: none"> 1. Click , click Settings, then click Control Panel. 2. Double-click the Network icon. 3. Double-click Network TeleSystems P.P.P.o.E Adapter (NTSP3) in the list. 4. Click the Bindings tab. Make sure that TCP/IP -> Network TeleSystems P.P.P.o.E Adapter (NTSP3) is checked. <p>Windows NT/2000:</p> <ul style="list-style-type: none"> • Please consult your system administrator for assistance. 	
You see a message about being unable to initiate the PPPoE session.	<p>Windows 98/Me:</p> <ol style="list-style-type: none"> 1. In the Access Manager window, double-click the Business Internet High Speed Enterprise icon. 2. Right-click the Access Manager icon in the taskbar, and click Profile Properties. 3. Click the Configuration tab. 4. Make sure that your Ethernet card is selected in the pull-down menu, then click OK. <p>Windows NT/2000:</p> <ul style="list-style-type: none"> • Please consult your system administrator for assistance. 	
You see a message saying that the DHCP client could not obtain an IP address.	<p>Click No.</p> <p>In order to make the startup process faster, please do the following:</p> <ol style="list-style-type: none"> 1. In the Network control panel, click the Protocols tab, then double-click the TCP/IP protocol. 2. In the Adapter pull-down menu, select the adapter for your network interface card. 3. Click the IP Address tab, then click Specify an IP address. 4. Type 192.168.1.1 in the IP address box. 5. Type 255.255.255.0 in the Subnet mask box. 6. Click Apply, then click OK, then click OK again. 	Please refer to your Windows NT manual for further information about your network interface card.
You see a message about Insufficient Administrative Privilege or you cannot start the Access Manager.	You must log in to Windows NT/2000 as the Administrator in order to install and use the Access Manager.	Please refer to your Windows NT/2000 manual for further information.

PROBLEM	SUGGESTED ACTION	REFERENCE
You see a message about locating NTSP-PoEx in the registry.	Uninstall Access Manager. Disable any anti-virus programs that may be running, then reinstall the Access Manager from the Business Internet High Speed Enterprise CD-ROM.	<i>Beginning the Installation</i> on page 4


REMOVING THE BUSINESS INTERNET HIGH SPEED ENTERPRISE SOFTWARE FROM THE COMPUTER

To remove the Business Internet High Speed Enterprise software from your computer, follow these steps:


Removing the USB software

- a. Click , click **Settings**, then click **Control Panel**.
- b. Double-click **Add/Remove Programs (Change/Remove with Windows 2000)**, then click **Efficient Networks SpeedStream DSL**.
- c. Click the **Add/Remove** button, then follow the instructions to remove the software.
- d. When the computer restarts, unplug the USB cable from the computer.


Internet Explorer

- a. Click , click **Settings**, then click **Control Panel**.
- b. Double-click **Add/Remove Programs**, then click **Microsoft Internet Explorer X and Internet Tools** where X is the version number.
- c. Click the **Add/Remove** button, and follow the instructions.

Access Manager

- a. Click , click **Programs**, click **Business Internet High Speed Enterprise**, then click **Uninstall Access Manager**.
- b. Click **Yes**, and follow the instructions. When you are asked to remove shared files, click **Yes to All**.

If you have Windows XP

- Click , then click **Connect To**, then click **Show all connections**. Delete the connections you no longer want to use.

OTHER TROUBLESHOOTING RESOURCES

- As part of your Business Internet High Speed Enterprise membership, the Help section of the Business Internet High Speed Enterprise 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 Enterprise software. At any time you are connected to the Internet, click the Help button on any Business Internet High Speed Enterprise page. You will be linked to the latest news and tips about your Business Internet High Speed Enterprise 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**.
- You can get help for the Access Manager by double-clicking the Access Manager icon, then clicking the **Help** button. You do not have to be online to do this.
- 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, then call the **Business Internet Technical Support Line**. The appropriate number for your region is on the first page of this guide.

SETTING UP YOUR OPTIONAL BUSINESS INTERNET DIAL ENTERPRISE HOURS



As part of your Business Internet High Speed Enterprise service you receive 20 hours of Business Internet Dial Enterprise 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 Login ID and 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 High Speed Enterprise 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**.

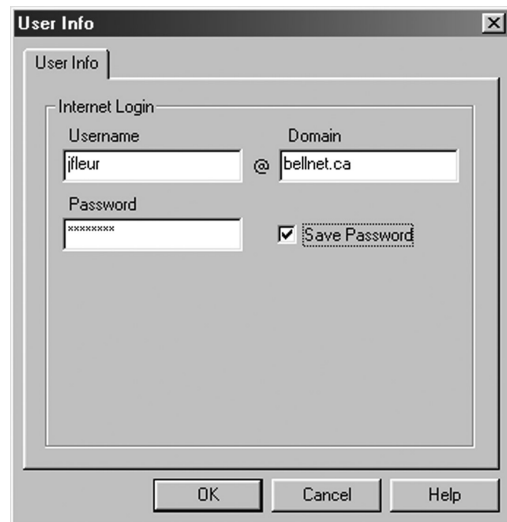


6. Double-click the Global Roaming icon  on the desktop.
7. If this is the first time you have used Global Roaming, you will see a license agreement. Read the agreement, then click **Accept** if you agree.

8. In the Global Roaming window, click your country in the **Country** pull-down menu.
9. Click your city in the **City** pull-down menu.
10. Click the number you want to dial from the list that appears in the **Phone Book** section of the window.
11. 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.



12. Click **Connect** to connect to the Business Internet Dial Enterprise service. A User Info window will appear. Type your Business Internet Dial Enterprise 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.




13. Click the **Options** menu, then click **Update Phonebook**. If you are going to be dialing into the Business Internet service from other cities, make sure that you update the phonebook before you travel.
14. Double-click the **Internet Explorer** icon on your desktop. Internet Explorer will start and display your Business Internet Dial Enterprise 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 Enterprise 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 right-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 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.

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

CONNECTING TO YOUR BUSINESS INTERNET HIGH SPEED ENTERPRISE SERVICE

If you have created a dialup connection on a computer that was used for your Business Internet High Speed Enterprise account, and you now want to use your Business Internet High Speed Enterprise account again, simply follow the instructions under *Connecting and disconnecting from the Internet* on page 18 to connect with the Access Manager.

TROUBLESHOOTING

As a subscriber of the Business Internet Dial Enterprise 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.

PROBLEM	SUGGESTED ACTION	REFERENCE
There is no dial tone present on your phone line	<p>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:</p> <ul style="list-style-type: none">• 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.	

PROBLEM	SUGGESTED ACTION	REFERENCE
You can't connect to the Business Internet Dial Enterprise service	<ul style="list-style-type: none"> • Check for a dial tone on your phone line. For more information, please consult <i>There is no dial tone present on your phone line</i> 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 <i>There is no dial tone present on your phone line</i> on page 31. 	
The browser is unable to connect to the network	<p>Clear the browser's cache:</p> <ul style="list-style-type: none"> • 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 Enterprise service, and check that your name server addresses in the TCP/IP Control Panel are correct. <p>Note: These are generic errors. Do not assume that the Business Internet Dial Enterprise service is unavailable.</p>	
Your browser does not start when double-clicked	<p>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.</p>	

OTHER TROUBLESHOOTING RESOURCES

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 RESOURCES ABOVE 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 Member Services, please have your personal Business Internet Dial Enterprise 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 Enterprise software described in this guide.