



## Bell Sympatico Internet Service Agreement

Use of the Sympatico Internet service is subject to the terms and conditions of the applicable Sympatico Service Agreement. By installing and/or using the service, you are accepting these terms and conditions. The Sympatico Service Agreement is included in your installation kit and is available at **[www.agreements.sympatico.ca](http://www.agreements.sympatico.ca)**. If you do not agree with these terms and conditions, refer to the Refund/Cancellation Policies section of the Sympatico Service Agreement for information on cancelling the service.

# Sympatico™ Personal Account Information

Please write your personal account information below or place your Account Information sticker (attached to your welcome letter) for future reference.

**Note:** If you are an existing customer or you purchased your service in a Bell World store, an Account Information sticker may not have been included in your installation kit.

Place your account information sticker here:

Sympatico™ PIN: \_\_\_\_\_

User ID: \_\_\_\_\_

Access Password: \_\_\_\_\_

Incoming Mail Server: pophm.sympatico.ca

Outgoing Mail Server: smtphm.sympatico.ca

Once you have set up your Sympatico email address and My Bell profile, please fill out the rest of your personal account information below.

## Email Information

Main Email Address: \_\_\_\_\_@sympatico.ca

Main Email Password: \_\_\_\_\_

## My Bell Profile

My Bell Username: \_\_\_\_\_

Password: \_\_\_\_\_

(See page 31 for more information on your My Bell profile)

## Home Network Settings

SSID: \_\_\_\_\_

Wireless Channel: \_\_\_\_\_

Wireless Encryption Security Key: \_\_\_\_\_

Home Network Administrator Username: \_\_\_\_\_

Home Network Administrator Password: \_\_\_\_\_

(See page 10 to learn more about modifying your home network settings)

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# Installing your Sympatico Internet Service

## Before you Begin

1. Please disable any anti-virus or firewall software and close any open applications before continuing with the installation. Most anti-virus and firewall programs will have a small icon in your system tray on the bottom right-hand corner of your desktop (computer screen). If you are unsure what your application icon looks like, try holding the mouse pointer over the different icons, and the name of the application should appear (Figure 1). Once you have identified which icon is for your anti-virus and/or firewall program, right-click it and select the option that disables the program.



Figure 1: System Tray

2. Ensure that you have the following information ready in order to install the software:
  - Sympatico User ID
  - Access Password

You will find this information in your welcome letter. We suggest you affix the account information sticker to the first page of this guide for future reference.

**Note:** If you are an existing customer or you purchased your service in a Bell World store, an account information sticker may not have been included in your installation kit. If you cannot locate your Sympatico account information, please call **310-SURF (310-7873)**.

3. Place the activation CD in your computer's CD-ROM drive and follow the instructions on the screen. The on-screen instructions will guide you through all of the software and hardware installation steps.

**DO NOT PLUG IN ANY CABLES UNTIL INSTRUCTED TO DO SO BY THE ACTIVATION SOFTWARE.**

**Note:** If your computer does not have Autorun enabled, or if you have a Macintosh, you may have to launch the CD manually (using Explorer on a Windows computer, or with the Finder on a Macintosh). Double-click the CD icon, then double-click the Sympatico icon.

## System Requirements

Before the activation begins, the software quickly checks your computer to make sure it meets the minimum and recommended system requirements for use with the service.

## Setting up your Hardware

**IMPORTANT: Before beginning, insert the activation CD included in your kit into your computer and follow the installation instructions.**

**Note:** Your modem may not look exactly as pictured here.

### 1. Connect the phone filters

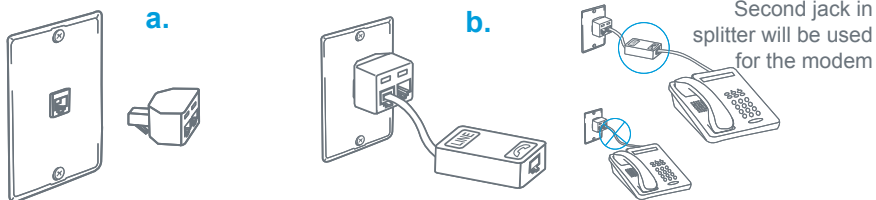
Repeat this process for **every phone** on the same line as your Sympatico Internet service.

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

### 2. Using a filtered phone and a modem in the same jack

If the wall jack is to be shared by the DSL high speed modem and a phone:

- Plug the splitter into the wall jack.
- Plug the filter (from the phone) into the splitter.
- In the next step (Step 3 on the next page), you will plug the cable from the modem into the splitter.



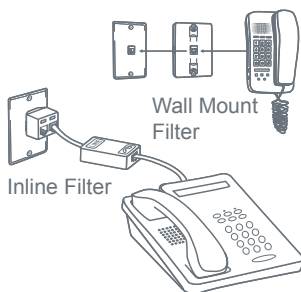
**All phones, faxes and satellite receivers connected to your phone line MUST be filtered.**

### If you have a wall-mounted phone

The wall-mount filter is not included in the kit. If you have a wall-mounted phone, please visit this site to order a wall mount filter: **[www.Bell.ca/MyInternet](http://www.Bell.ca/MyInternet)**

You will need your User ID and Password.  
Or call **310-SURF** to order.

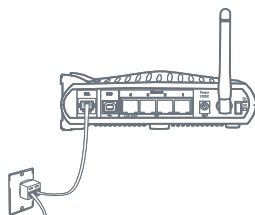
**In order to connect to the Internet, disconnect your wall-mounted phone until you receive the wall-mount filter.**



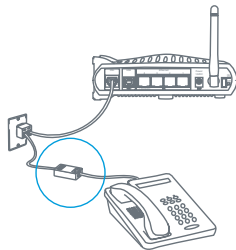
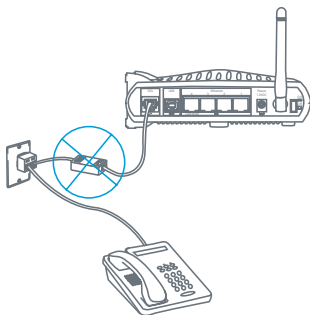
### 3. Connecting your modem and phone to the phone line

**IMPORTANT:** Before continuing, please make sure that you have inserted the activation CD into your computer and followed the installation instructions.

- Connect one end of the phone cable to your telephone wall jack (or the splitter you set up in step 2).
- Connect the other end of the phone cable to the port on the back of your DSL modem labeled **DSL**.



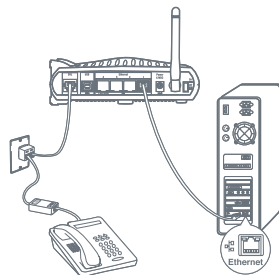
**Note:** Do not attach a filter to the modem. Filters must only be attached to a phone or fax.



## 4. Connecting the modem to the computer

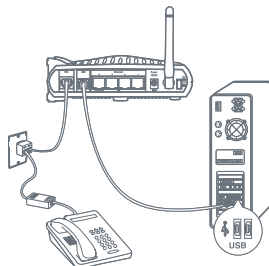
If you are using the Ethernet cable

- Connect one end of the Ethernet cable to the Ethernet port on your computer.
- Connect the other end of the Ethernet cable to the port on the back of the DSL modem labeled **1** or **Ethernet**.



If you are using the USB cable

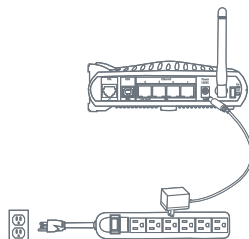
- Connect the USB cable to the USB port on your computer.
- Connect the other end of the USB cable to the port on the back of the DSL modem labeled **USB**.



**Note:** You must only connect the USB cable when asked to do so by the software.

## 5. Power Cord Connection

- Connect your DSL modem's power supply to the DSL modem, and then plug the other end into a surge-protected power bar (not provided).
- Make sure that the modem and computer are powered on.



## 6. Verify the modem lights

Once you have completed the installation steps and turned on the modem, verify the lights on your modem. The following lights should be lit depending on which setup (Ethernet or USB) you have completed:

**Ethernet:** **Power**, **Ethernet** and **DSL** lights all need to be lit.

**USB:** **Power**, **USB** and **DSL** lights all need to be lit.

### Surge Protector

You must ensure that the Bell modem is connected to a surge protector, such as a power bar. In fact, the power cord for the modem is the **ONLY** connection that should be connected to a surge protector. **DO NOT** run your telephone cable through a surge protector as this will cause interruptions with your Sympatico Internet service. The telephone cable should always be connected **DIRECTLY** from the wall jack to the modem.



# Technical Support

Bell offers free desktop and online support tools with just a click of a button at no extra cost! These tools provide the functionality to resolve most common Internet-related issues via automated solutions and online support resources 24/7.

## Internet Check-up™



Internet Check-up from Bell is all about finding and fixing common Internet problems faster. The Internet Check-up software is automatically included in the Sympatico installation package. Double-click the Internet Check-up icon located on your desktop anytime you need Sympatico help. If you just want to run a fix related to your problem, start with Internet Check-up, there are many common tasks automated for your convenience there.

Key features of Internet Check-up:

- Self-help automated troubleshooting for **connection problems**.
- Proactive alerts to help solve connection, browser and **email problems**.
- **24/7** online **chat** support for technical and billing questions.
- Available online to help you with common PC related set-up and maintenance tasks!

**No Desktop icon?** If you need help but don't have our desktop icon, please visit **[fix.sympatico.ca](http://fix.sympatico.ca)**. It will:

1. Look for common problems with your email, browser and security software.
2. Propose fixes to automatically repair problems found.

If more help is needed, it will collect and safely send your settings to our representatives in order to shorten your call or chat with Customer Service.

## Discussion Forum – Help and Support



Get the assistance you need from fellow Sympatico customers and Bell experts with the Sympatico Discussion Forum Web site. This free service allows members to help each other resolve Internet-related issues in easy-to-use discussion forums. Simply post your question online, and a fellow member will respond to your enquiry.

Visit **[www.bell.ca/internetforum](http://www.bell.ca/internetforum)** to sign up and access the Discussion Forum.



### Emily™ Virtual Agent

Emily™ virtual agent is a Bell service which offers online assistance as you navigate through the Sympatico Customer Service Web site, making sure that your online experience is seamless and enjoyable. This service is designed to help you locate the content you need as quickly and efficiently as possible. Need help? Just ask!

Visit **[www.service.sympatico.ca](http://www.service.sympatico.ca)** and click on the Emily virtual agent to learn more.

## Online Tutor

What do you do if your technical problem is not directly related to your Sympatico connection?

Online Tutor from Bell provides you with a dynamic, chat-based advanced technical support and learning environment on a vast range of computer topics such as home networking routers, security software, common email and Web browsing applications. Online Tutor provides you with unlimited access to specially trained agents, 24 hours a day, 7 days a week, which means you have someone to turn to when you need help. Enjoy peace of mind knowing that our team of dedicated experts are at your side 24/7, ready to help you with your computer and technology-related questions.

To learn more, visit **[www.bell.ca/onlinetutor](http://www.bell.ca/onlinetutor)**.

## Contact Us

### 24/7 Technical Support

Your Sympatico service includes access to FREE technical support, 24 hours a day, 7 days a week. Most issues can be easily solved by visiting our Customer Service site at **[www.service.sympatico.ca](http://www.service.sympatico.ca)**. Here, you will find answers to a variety of account and technical concerns. Help is just a click away. At Bell, customers like you come first. We are here to help and offer you a variety of ways to get in touch. Before you call us, please take a moment to learn what we do and do not support with your Sympatico Internet service at **[www.supported.sympatico.ca](http://www.supported.sympatico.ca)**.

### Chat with Us

Visit **[www.bell.ca/internetchat](http://www.bell.ca/internetchat)** to chat with Sympatico representatives for technical or billing questions 24/7!

### Phone Us

**Before calling**, visit **[fix.sympatico.ca](http://fix.sympatico.ca)** and run Internet Check-up to fix your Internet problems faster. It will diagnose your Internet settings and will provide quick solutions to resolve most common problems. You can also submit your PC settings to our customer support so when you chat or call, our representatives will be able to see the problem and assist you in less time!

Technical support is available over the phone 24 hours a day, 7 days a week.

In Ontario and Quebec, call **310-SURF (310-7873)**.

Elsewhere in Canada, call **1 800 773-2121**.

From anywhere in North America, call **1 800 668-6878**.

If you receive an error message on your screen, please write it down before contacting our support service agents. This information will help the technical support agents give you the assistance you need as quickly as possible.

# Modifying your Home Network Settings

## Configuring Additional Settings on your Wireless Home Networking modem

In order to access your wireless home networking modem settings:

1. Open your Web browser.
2. Type **http://mynetwork** (or **http://192.168.2.1**) into the address bar, then press the Enter key.
3. Enter your home network administrator username and password.
4. Click the **Basic Setup** tab.

### Basic Setup

In addition to being the Home screen when logging in to the wireless home networking modem, the Basic Setup screen (Figure 1) provides access to re-configure settings established during your initial installation; the options available are displayed in the left pane of the screen.

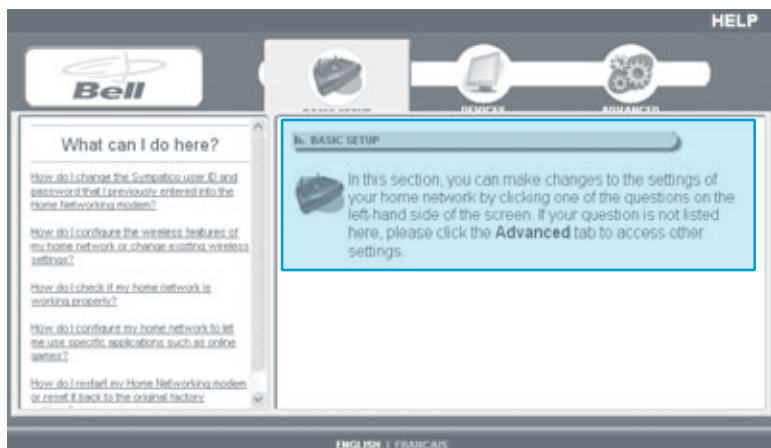


Figure 1: Basic Setup Screen

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

## How do I change the Sympatico User ID and Access Password that I previously entered into the home networking modem?

Selecting this option allows you to change the Sympatico User ID input in the Setup Wizard (Figure 2).



**Important!** This should only be changed when directed by Sympatico Member Services.

To change the Sympatico User ID and Access Password:

1. Type your User ID in the **b1 number** box.
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.

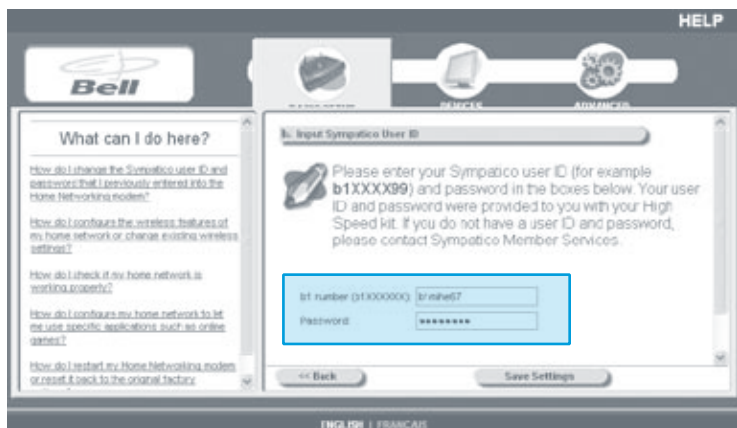


Figure 2: Input Sympatico User ID Screen

## How do I configure the wireless features of my home 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 equipment in your wireless home networking modem.



**Note:** The wireless settings on the wireless home networking modem 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** (Figure 3).

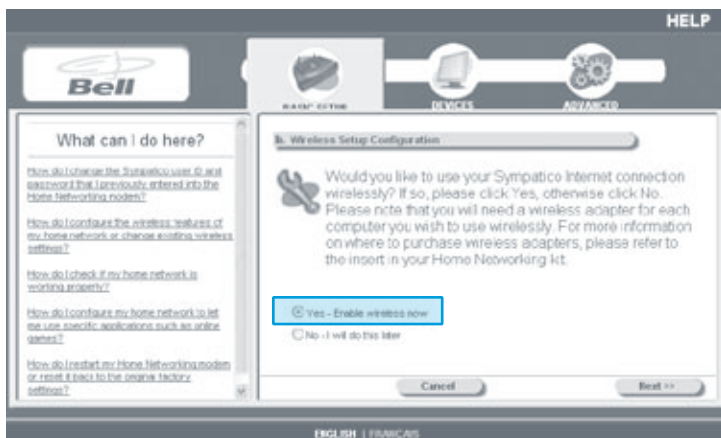


Figure 3: Wireless Setup Configuration Screen

2. Click **Next**. The system responds with the Wireless Security Configuration (Figure 4).

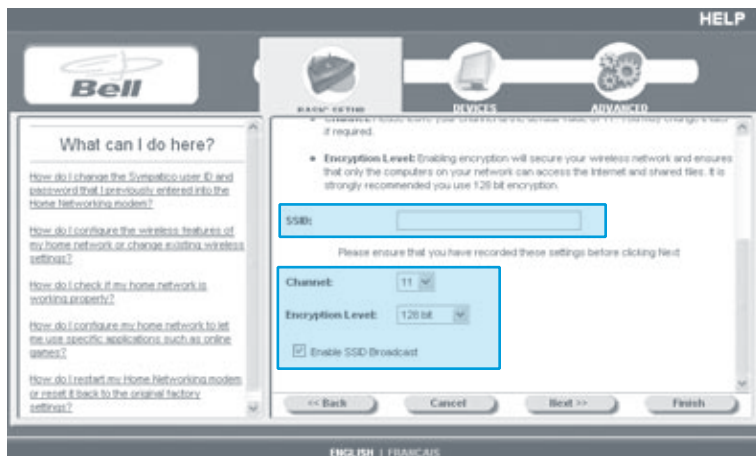


Figure 4: Wireless Security Configuration Window



**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 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 modem.
5. The Wireless Security Configuration window also allows you to set the security level you wish to use. All wireless devices attached to the modem **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 Home Networking modem 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. Click **Next**.

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

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. This section assumes you currently have one of the Wireless Security Configuration windows (Figures 5 and 6) displayed.

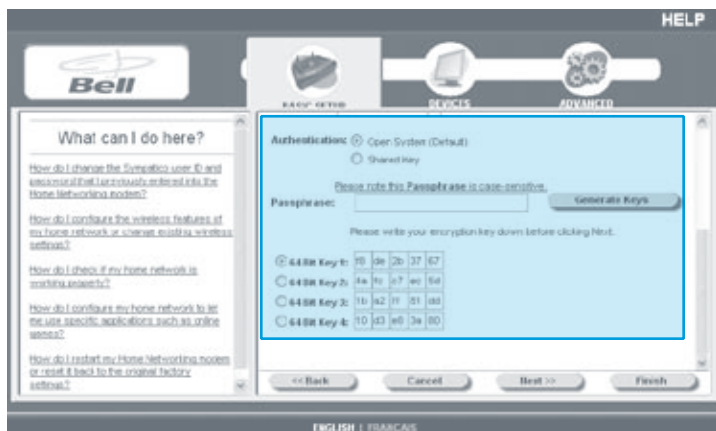


Figure 5: Wireless 64-bit Configuration

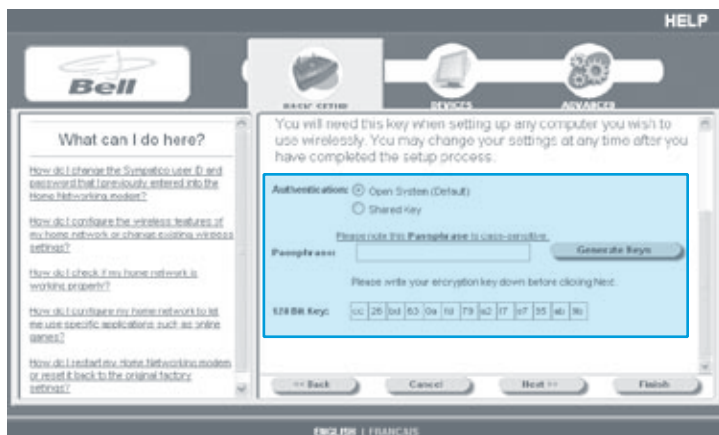


Figure 6: Wireless 128-bit Configuration

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 home networking modem 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 in the back cover of this guide.



**Note:** 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.

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

## How do I check if my home network is working properly?

This option presents a status display of all the current connections associated with your wireless home networking modem (Figure 8). Each connection's status is indicated by colour, text and a graphical indicator as shown in the example below.

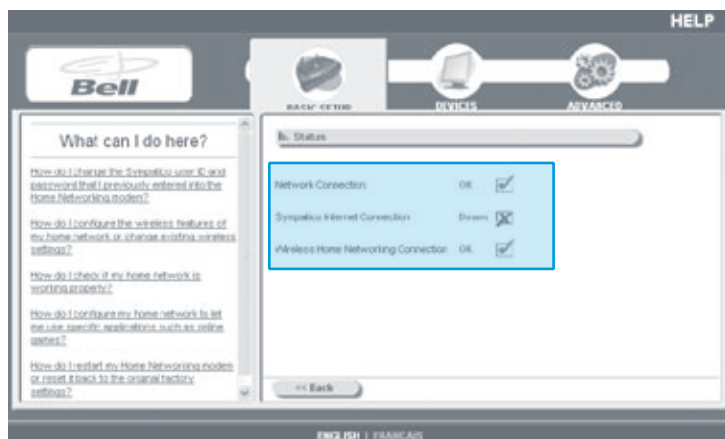


Figure 8: Status Screen

**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 modem.

## How do I configure my home network 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. 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. In the **Available Applications** list (Figure 9), click the name of the application you wish to enable on your computer.

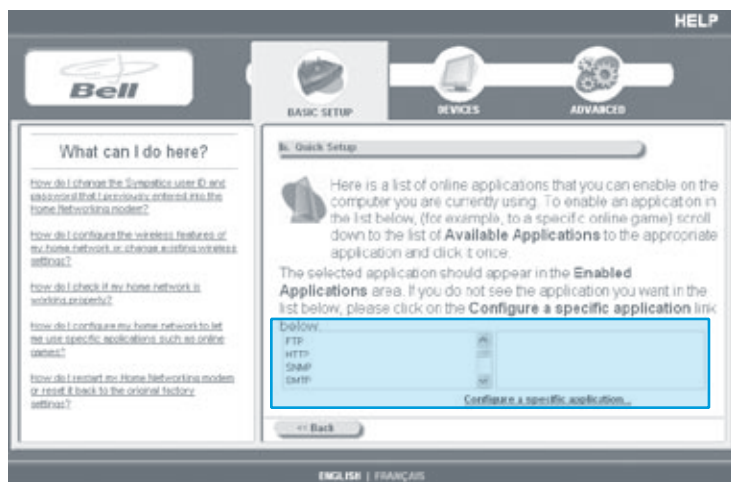


Figure 9: Quick Setup Screen

The application is moved to the list on the right.

2. Repeat step 1 until all preferred applications have been enabled.
3. If the preferred application is not in the Available Applications list, you can click the **Configure a specific application** link. For more information on editing these entries, please refer to the Wireless Home Networking Advanced Features Guide. You will find this guide on the Activation CD. The file is called **Advanced Features Guide.pdf**.

How do I restart my home networking modem or reset it back to the original factory settings?

Selecting this option takes you to the System Reboot screen (Figure 10). The Reboot feature offers two options for restarting your modem: **Reboot** and **Reset**.

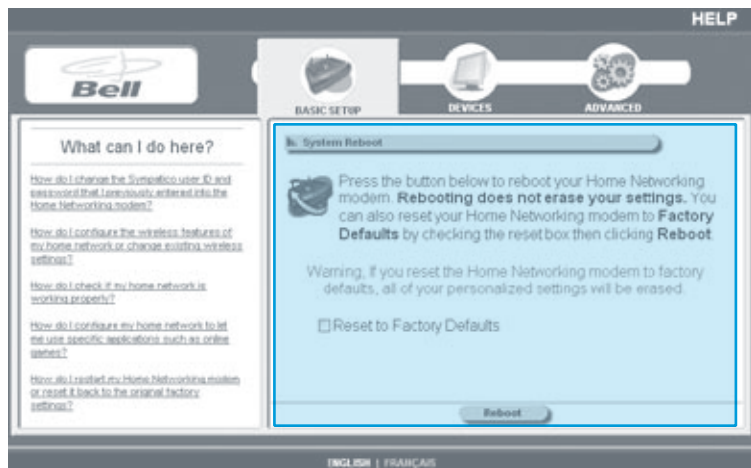


Figure 10: System Reboot Screen

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



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

**Reset to Factory Defaults:** 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 home networking modem does not appear to be working properly.



**Important:** This option resets all personalized settings on your modem.

To use the Reset 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 modem.

# Introduction to Wireless

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. Please visit **[www.homenetworking.sympatico.ca](http://www.homenetworking.sympatico.ca)** for more information.

## Wireless Home Networking Terminology

**802.11** - This is the general standard for wireless local area networks. Your wireless home networking modem 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 modem; 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 modem 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 modem being placed too close to a wall. It is also advisable to place your wireless home networking modem in a central location in your home, as



this will allow the greatest range for connecting wireless devices in other parts of the home.

## Changing your Wireless Channel

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

1. Access your modem settings by opening your Web browser and typing **http://mynetwork** (or **http://192.168.2.1**) into the address bar, then click **Enter**.
2. After entering your administrator username and password, click **How do I configure the wireless features of my home network or change existing wireless settings?** from the **What can I do here?** section.
3. From the new screen ensure that **Yes – Enable wireless now** is selected, and click **Next** in the bottom right corner.
4. Select the **Channel** you want to use from the drop-down box and click **Finish**.
5. Select **Finish** from the **Your settings have been saved** screen. Your modem will now reboot with the new settings.

## Configuring your Computer to Work Wirelessly

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

### Before you begin

Please ensure you have completed the following:

- You have successfully completed the initial installation of the modem using the Activation CD.
- 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 modem). Have your SSID and Encryption Key readily available as they will be required during this setup.

- If you did not enable wireless access during the initial setup, please refer to *How do I configure the wireless features of my home network or change existing wireless settings?* on page 12.
- 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 Zero Configuration service to connect wirelessly).

This section will walk you through the configuration necessary to connect your computer to your wireless home networking modem. Only one of the following four sections will apply to you:

- I) Laptops with Built-In Wireless Adapters
- II) Wireless Adapters Using your Adapter's Software
- III) Wireless Adapters Using Windows XP's Wireless Utility
- IV) Wireless Adapters Using Windows Vista Wireless Utility

## I) Laptops with Built-In Wireless Adapters

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:
  - a. Are you within range? Try moving the wireless home networking modem closer to the computer while trying to connect.
  - b. Try rebooting your PC with the wireless adapter switch turned on.
  - c. Have you changed any of the Advanced Settings on the modem? (For instance, broadcast mode may be disabled.)
  - d. Is the **Wireless** light blinking on the modem? If the **Wireless** light is not blinking, wireless access may not have been correctly enabled.
  - e. 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):

- Windows XP users may need to disable the Windows XP Zero Configuration service. To do this, follow these steps:
  - a. Click **Start**, then **Control Panel**, then **Network and Internet Connections**.
  - b. Click the **Network Connections** icon.
  - c. Click the **Wireless Network Connection** icon.
  - d. Click **Change Advanced Settings** (if you have Windows XP Service Pack 2).

- e. From the Wireless Networks Connection Properties window, click the **Wireless Networks** tab.
  - f. Uncheck the **Use Windows to configure my wireless network settings** box.
  - g. Click **OK**.
- Ensure that you do not have any conflicts described earlier. (For example: channel conflicts, physical obstructions, 2.4Ghz cordless phones, etc.)

## II) Wireless Adapters Using your Adapter's Software

- **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:
    - a. Are you within range? Try moving the wireless home networking modem closer to the computer while trying to connect.
    - b. Try rebooting your PC with the wireless adapter connected and turned on.
    - c. Have you changed any of the Advanced Settings on the modem? (For instance, broadcast mode may be disabled.)
    - d. Is the **Wireless** light blinking on the modem? If not, wireless access may not have been correctly enabled.

- e. 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.

### III) Wireless Adapters 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** (Figure 12). Click the message or double-click the icon to enter the setup screen (Figure 1).

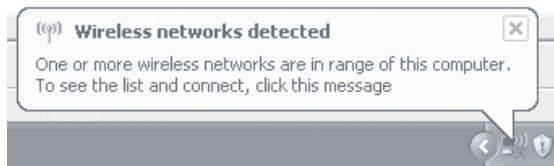


Figure 1: Wireless networks detected

2. You will see a setup screen similar to one shown below (Figure 2):

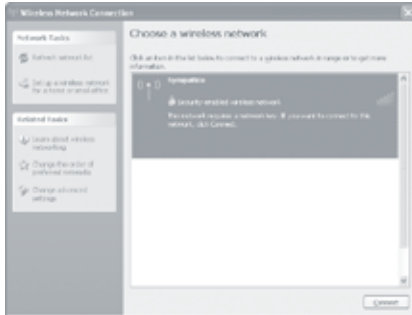


Figure 2: Choose a wireless network

3. Your **SSID** (network name that you selected earlier) **will appear in the dialogue 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 home networking modem 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 modem? (For instance, broadcast mode may be disabled.)
  - Is the **Wireless** light blinking on the modem? 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. In the **Wireless Network Connection** box that appears, type in your 26 hexadecimal character WEP key, and re-type it in the **Confirm Network Key** box (Figure 3). Manually type this key. Do not cut and paste it from another window.

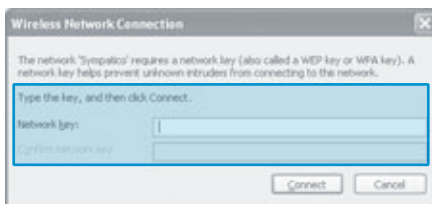


Figure 3: WEP key

5. Click **Connect**.
6. You are connected to the wireless network (Figure 4).

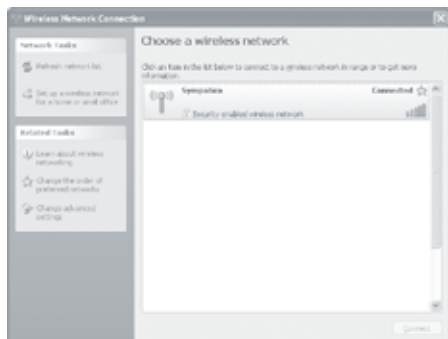


Figure 4: Choose a wireless network

## IV) Connecting to Wireless Networks with Windows Vista

1. Click **Start**, then click **Connect to**.
2. A setup screen similar to the one shown below appears (Figure 5).

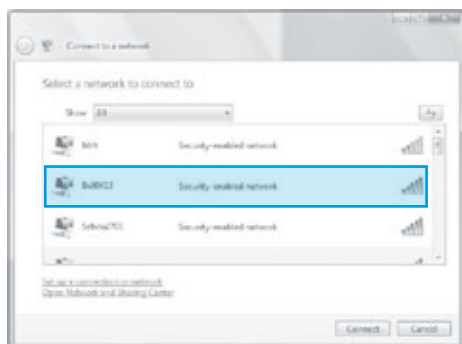


Figure 5: Connect to a network

3. **Your SSID appears in the dialogue box.** Click the two arrows in the top right corner of the dialog box if your network doesn't appear. This refreshes the network list.  
If your network still does not appear, follow these suggestions:
  - a. Are you within range? Try moving the wireless home networking modem closer to the computer while trying to connect.
  - b. Try rebooting your computer with the wireless adapter connected and turned on.
  - c. Have you changed any of the Advanced Settings on the modem?

(For instance, broadcast mode may be disabled.)

- d. 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. Type your 26 hexadecimal character WEP key in the **Security key or passphrase text** box (Figure 6). Do not cut and paste it from another window.

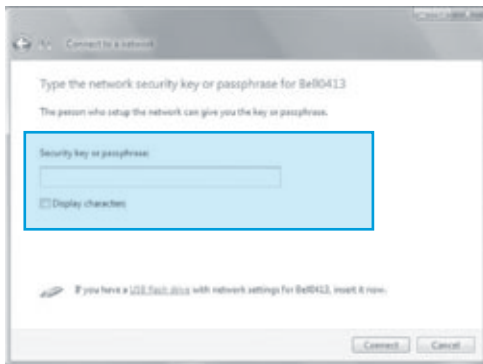


Figure 6: Network security key

5. Click **Connect**.
6. You are connected to the wireless network (Figure 7).

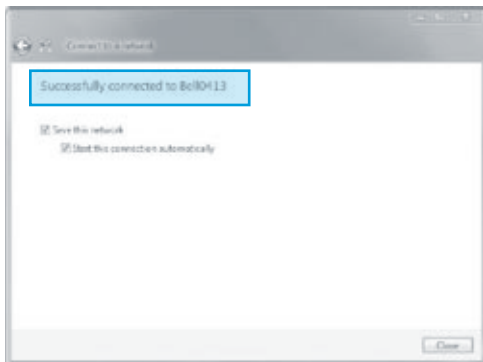


Figure 7: Successfully connected



# Managing your Sympatico Account

## My Bell Profile

Bell is making it easier to manage all your accounts online. From now on, when you log in to My Bell, not only do you have the ability to manage your Internet account, but the entire site becomes instantly tailored to you.

To log in, you will need a My Bell username and password that can be created at **[www.Bell.ca/MyInternet](http://www.Bell.ca/MyInternet)**. Once your My Bell profile is created, you can record your username and password on the inside cover of this guide.

## My Internet Service

Using your My Bell username and password, you can log in to the My Internet Service section of Bell.ca. This area empowers you to manage your Sympatico account. For instance, you can:

- View your current and past bills online
- Update your payment information, contact email address and passwords
- Create a main Sympatico email address and additional addresses
- Subscribe to and download additional services
- Order additional filters and CDs
- Upgrade your Sympatico Internet service
- Learn how to resolve various technical issues you may encounter

To access My Internet Service, visit **[www.Bell.ca/MyInternet](http://www.Bell.ca/MyInternet)** and log in using your My Bell username and password.

## Billing Information

Your billing begins upon activation of your service. Even if you choose to wait to connect your service, your billing will begin four days after your activation date.

## View your Bill Online

In an effort to be kinder to the environment, your Sympatico bill is not sent by mail. It is available online at **[www.Bell.ca/MyInternet](http://www.Bell.ca/MyInternet)**. Here, you can view your current bill, as well as past bills. If you subscribe to One Bill service, you can view your invoice by logging in to **[www.bell.ca/login](http://www.bell.ca/login)**.

## Understanding your First Bill

Please note that your first bill may appear higher than expected. Since your services are billed one month in advance, your first statement may include charges for both a partial month (your activation month) and full month (your first full month of service), depending on your activation date. For more information about your first bill or our billing cycle, please visit **[www.yourbill.sympatico.ca](http://www.yourbill.sympatico.ca)**.

# Email and Online Tools

## Bell Sympatico Mail

Your Bell Sympatico Mail account gives you access to a wide array of industry-leading tools that help you make the most of your time online. Your Sympatico 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 Sympatico Mail 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 Sympatico Mail.
- **More email addresses:** Create up to 10 additional Sympatico 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 Sympatico email address can be used to access services like Windows Live™ Messenger, Windows Live Spaces, My Page feature at **[www.sympatico.msn.ca](http://www.sympatico.msn.ca)** as well as your MSN® Calendar via the Web.

## Windows Live™ ID

Comprised of your email address and password, your Windows Live ID provides you with the benefit of a single sign-on for the following Sympatico and MSN® services: Sympatico Mail and MSN® Calendar, My Page, Windows Live Messenger and Windows Live Spaces. This single sign-on lets you share your information, such as contacts, across the different tools and services (Figure 1).



Figure 1: Windows Live Sign In

## Access your Email with Sympatico Mail at [www.sympatico.msn.ca](http://www.sympatico.msn.ca)

Sympatico Mail gives you all the features and functionalities 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.

Sympatico Mail allows you to 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:

1. Visit [www.sympatico.msn.ca](http://www.sympatico.msn.ca) and click the **Sympatico Mail** link (Figure 2).

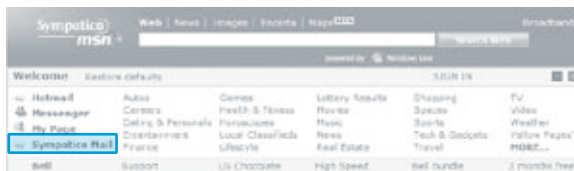


Figure 2: The Sympatico Mail link

2. Type your Sympatico email address and click the **OK** button (Figure 3).

### Log in to Sympatico Mail

Please provide your Sympatico e-mail address so we can show you the appropriate content.

E-mail

Example: johndoe@sympatico.ca

☒ Remember my e-mail address

Alert Alert e-mail users click here.

Figure 3: Log in to Sympatico Mail

3. Log in using your email address and password (Figure 4).



Figure 4: Sign in to Sympatico/MSN

4. Click the **Mail** tab to display your emails (Figure 5).

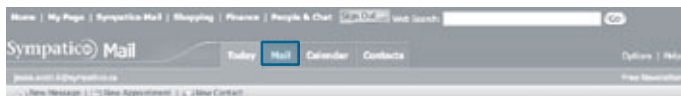


Figure 5: Sympatico Mail

The Sympatico Mail service also gives you access to enhanced email protection with Junk Email Guard and Email Virus Scan.

## 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. It allows you to customize the level of Junk Mail Filtration as well as review email that is being directed into your Junk Mail folder.

**Important:** We recommend checking 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 Sympatico Mail interface for more information.

## Creating Sympatico Email Addresses

With your Sympatico Internet service, 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.

## Calendar

Never miss that important appointment again! With your subscription, you now have access to an online calendar where you can store all your appointments (Figure 6). Customize the calendar to send yourself reminders or share your calendar with friends and family for those important meetings. To access your calendar, log in to your Sympatico Mail (as outlined in *Access Your Email With Sympatico Mail* at [www.sympatico.msn.ca](http://www.sympatico.msn.ca) on page 34) and click the **Calendar** tab.

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.

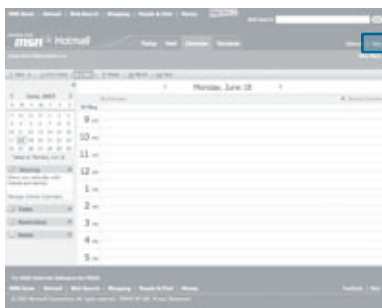


Figure 6: MSN Calendar

## Windows Live™ Messenger

Windows Live Messenger is 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.

If you do not have Windows Live Messenger installed, visit <http://messenger.msn.ca> to download the software.


Windows Live Messenger is also a quick way to access your Windows Live Spaces and your Sympatico Mail. After signing in to Windows Live Messenger with your Sympatico email address and password, simply click the envelope to open your Sympatico Mail or click  to view your Windows Live Space (Figure 7).



Figure 7: Windows Live Spaces button

## 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 albums so that your friends and family can view your latest adventure.



**Create a blog:** Keep an online journal to describe your day, event or favourite movie.



**Personalize your space:** Select the layouts, colours, and themes that fit your personality.

Access your own Space by clicking the  icon in the Windows Live Messenger interface or by going to [www.spaces.live.com](http://www.spaces.live.com) (Figure 8).

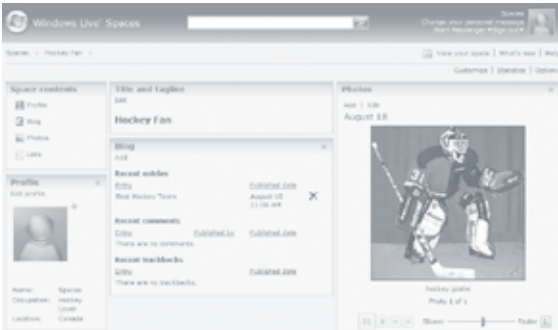


Figure 8: Windows Live Spaces

For assistance on creating your own Space, click **Help** on the Windows Live Spaces site.

## My Page

My Page is your personalized news and information site on [www.sympatico.msn.ca](http://www.sympatico.msn.ca). 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 (Figure 9).



Figure 9: My Page



To access My Page:

1. Visit **www.sympatico.msn.ca**.
2. Click the **My Page** link (Figure 10).

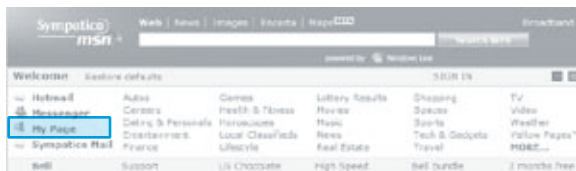


Figure 10: My Page link

3. Sign in using your Sympatico email address and password.

For assistance on configuring My Page, click **Help** once you are signed in to My Page.

## Configuring Email Software for Accessing Sympatico 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. Or visit **fix.sympatico.ca** and **Internet Check-up** can do the configuration for you, all you need is your Sympatico email address and email password ready.

**Quick tip:** If you use Sympatico Mail, there are no configurations required to start sending and receiving email. Simply log in using your Sympatico email address and password at **www.sympatico.msn.ca**, and you are ready to go.

## 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.

# Security and the Internet

Surfing the Internet can be entertaining and informative, but you need to be aware of security issues when you are online. The Internet is filled with hackers, viruses, spyware and other threats designed to damage your computer and steal your personal information. At Bell, we recognize the importance of online safety and offer the following security services to help protect you and your family.

## Subscription based services



### Anti-Virus service

#### What is the threat?

Computer viruses, worms and Trojan horses are major threats to your computer. It is important to be able to identify these threats as soon as they are presented and remove them appropriately. Connecting to the Internet without Anti-Virus protection is like leaving your front door unlocked.

#### How does Sympatico Anti-Spyware service help protect my computer?

Sympatico Anti-Virus service provides full-scale protection by scanning your computer for threats with up-to-date and comprehensive virus definitions. Virus definitions consist of a database in which Anti-Virus service lists all viruses, worms and Trojan horses as well as instructions on eliminating the threat.

It is important to keep your Anti-Virus service up to date. With Sympatico Security services, the Anti-Virus definitions are automatically updated, so you're always protected from the latest viruses, worms and Trojan horses. Anti-Virus service is also able to detect viruses already running on the computer memory so you are protected at all times. It also automatically scans all incoming email attachments and online downloads.



### Firewall service

#### What is the threat?

When you are online, your computer is connected to servers all around the world. Whether you are checking your web mail, browsing web pages or streaming video, networks (the Internet and your computer) are constantly accessing each other to exchange data. Unfortunately,

hackers try to access your network for malicious purposes such as infecting you with a virus or stealing personal information.

### How does Sympatico Firewall service help protect my computer?

Sympatico Firewall service acts as a control point between your computer and the Internet. It is much like a security guard in that it determines who over the Internet is allowed access to your computer and who is not. Sympatico Firewall service provides:

- Real time alerts: if an intruder is attempting to hack into your PC you will receive an alert advising you of the intruder's IP address.
- Detailed event logs: all attempted intrusions and blocked packets are included in a comprehensive log.
- Active connections list: see every active application running on your computer in one click.
- Firewall exclusion list (white list).
- Protection for up to 3 computers in your home.



### Anti-Spyware service

#### What is the threat?

Spyware is tracking software put onto your computer for the purpose of gathering your personal information without your consent. Spyware can track the web pages that you visit and the files you download so a profile can be created about you.

The main culprits in Spyware transmission are Peer-2-Peer applications (such as Mp3 file sharing programs), “freeware” or “shareware” programs, Internet browsers using cookies (especially Internet Explorer), “special offers” found on the Internet, and sometimes even legitimate commercial software.

### How does Sympatico Anti-Spyware service protect my computer?

Sympatico Anti-Spyware service protects your privacy by providing real-time scanning, detecting, and deleting of malicious spyware from commonly infested areas of the desktop. Sympatico Anti-Spyware is automatically updated and provides on-demand or scheduled weekly or daily scans. Our databases contain the latest spyware definitions so that you have the most comprehensive means of protecting yourself against spyware. Anti-Spyware service will improve your system's performance and ensure that no one is collecting information from you without your consent.



## Fraud Protection service

### What is the threat?

Each day there are an increasing amount of Phishing schemes. Phishing is an attempt to fraudulently acquire sensitive information, such as personal passwords and credit card information by posing as a legitimate business such as a bank or credit card company. Users are sent an email from fraudulent businesses that direct them to a fake Web site requesting that they update their personal information. Once personal information has been acquired, it is used for identity theft or can be sold online to the highest bidder.

### How does Sympatico Fraud Protection service protect my computer?

Fraud Protection proactively protects you from accessing fraudulent web sites by submitting the URL for verification against the Fraud Protection database. A warning message will appear if the site is identified as fraudulent. A suspicious website can also be reported using the Fraud Reporting email address on the Fraud Protection Home Page. The website will be investigated to verify its legitimacy. Fraud Protection also protects you from attacks made through links in applications such as email and instant messaging.



## Disk Optimizer

Declutter your computer and enhance your privacy with Sympatico Disc Optimizer, which eliminates useless files that clog your hard drive and result in slow downs. By deleting your computer's temporary Internet files, cookies, cache, run commands, history and recently viewed documents as well as permanently deleting files in your recycle bin, it enhances your privacy, making this information unavailable to snoops. It also gives you back valuable hard-disk space!

Sympatico Disk Optimizer service also includes:

- Back up and restore functionality allowing you to back up your data to an alternative safe location, such as a writeable CD or external hard drive.
- Scanning and correction of problems caused by invalid entries, references and links in Windows®.
- Improved and faster access to the files on your computer by defragmenting it.
- Scheduled tune-ups to help your system consistently perform at its peak.

Complimentary services available to all Sympatico customers



## Parental Controls

### What is the threat?

While the Internet offers several beneficial opportunities for children, it also presents many dangers. The Internet is host to many web sites that may be inappropriate for your children and teens. There are also Internet predators that target the youth through the use of chat rooms and instant messenger.

### How do Sympatico Parental Controls protect my child?

Parental Controls are content filtering tools designed to protect children from accessing inappropriate sites and help parents control their children's online activities. The tools are secure and user friendly. They can grant or restrict access to specific web sites based on rules set by an administrator (typically a parent). Parental Controls can also operate on a schedule and block access to the Internet at predetermined times. You can create multiple user accounts, each with their own unique restriction levels. With automatic updates, Parental Controls have the most recent list of inappropriate web sites to be blocked. This will allow your children to enjoy the Internet without having to worry about the dangers it presents.



## Pop-Up Blocker

Sympatico Pop-up Blocker service ensures users gain a clean and fast browsing session uncluttered by pop-ups, pop-unders, banners, animations and tile ads by blocking them before they are downloaded to the computer.



## Web Privacy Control

Sympatico Web Privacy Control instantly scans users outgoing communications for sensitive or identifying information and prevents its release without consent. The service also allows the users to manage cookies and control external tracking of browsing habits. In addition its cleaning feature allows users to automatically remove traces of data left behind by browsers and Windows.

## Activate Your Sympatico Security Services

Sympatico offers a full suite of security services as a complement to your Internet service. To purchase Sympatico Security services please visit **[www.securityservices.sympatico.ca](http://www.securityservices.sympatico.ca)** or call **310-SURF**.

If you are a Total Internet Performance or a Total Internet Max subscriber, our entire suite of security services is included with your Internet access.

If you have purchased Sympatico Security services along with your Internet access or are subscribed to Total Internet Performance or Total Internet Max, your Sympatico Security services will be automatically downloaded after activating your Internet connection. If you wish to install your security services directly from the CD and not by downloading the setup, please follow the instructions below. This is recommended for Basic Lite and Total Internet Essential customers.

1. Open **My Computer**.
2. Right-click the drive labelled **Sympatico**, and select **Explore**.
3. Go to: **Install - Setup - SympaticoSecurity**.
4. Double-click **frdm\_en.exe**.

If you have Microsoft Windows Vista, please visit **[www.securityservices.sympatico.ca/download.do](http://www.securityservices.sympatico.ca/download.do)** and follow the instructions to download the latest version of Sympatico Security services.

# Tips & Troubleshooting

## Quick Solutions

Internet Check-up can help troubleshoot most common Internet problems. It is available online anytime you need it and can automatically configure an email account, optimize your browser settings, and check your PC settings. These are just a few examples of what is available when you visit **fix.sympatico.ca**.

## FAQs

### What does this error message mean: “Error Reading CD-ROM in Drive D:”?

You will get this message if you have installed the previous version of the Sympatico software and then immediately installed this new version without restarting your computer first.

In this case, please follow these instructions:

1. Click **Cancel**.
2. Restart your computer.
3. Insert the new Sympatico CD into your computer and install the software.

### Why do I get an error message after entering my Sympatico User ID and access password?

It is very important that you enter your Sympatico account information as accurately as possible. Mistyping your User ID or access password may result in problems. Keep in mind that they are case sensitive. You will find your Sympatico User ID and access password, as well as your default Sympatico email address, printed on the quick reference card and sticker attached to your welcome letter.

**Note:** If you are an existing customer or you purchased your service in a Bell World store, a welcome letter may not have been included in your installation kit.

## Do I really need telephone filters?

Yes. Filters are necessary to block interference that the modem can cause. If you did not receive enough filters with your installation kit, you can order more from **[www.Bell.ca/MyInternet](http://www.Bell.ca/MyInternet)**.

## Why am I being prompted to specify the correct network interface card (NIC)?

Depending on your computer's hardware configuration, you may be prompted to specify the correct network interface card (NIC) for the Sympatico Internet service. This might happen if you have previously installed USB modem drivers on your computer or if you have more than one Ethernet card installed in your computer. Please select the network card that you have connected to the Bell DSL modem with the Ethernet cable.

## What should I do if I don't have enough free hard disk space to install the Sympatico software?

Delete any files you do not need (but avoid deleting files if you don't know what they are for) and back up any files you can to a CD-ROM or external hard disk. Empty the Recycle Bin or Trash. Relaunch the activation CD and try again.

## With Macintosh, why do I get an "Error Setting Up Your Modem" message?

If you have Mac OS X 10.1 and two Ethernet adapters, you may see this message if you choose the wrong adapter.

1. Click the **Apple** menu, then click **System Preferences**.
2. Click **Network**.
3. In the **Location** menu, click **Edit Locations** or **Edit Location**.
4. Click the Sympatico location, then click **Delete**.
5. Click **Done**, then close the System Preferences window.
6. Restart the Sympatico installation program.



I am experiencing speeds that are slower than normal. What can I do?

Try to recycle or reboot your modem. This means turning the power off for three minutes and then turning the power back on. You should always try this as a first step before calling for technical support. To ensure your modem works at its optimum level, you should perform this reboot exercise once every two weeks.

### Should I use the Ethernet Cable or the USB cable?

The Ethernet connection is recommended. To connect your modem using this connection type, you will use the Ethernet cable included in this kit. However, if you are connecting the modem to a laptop, you may need to select the USB connection type, especially if you do not have an Ethernet card installed in your computer.

**Note:** The USB option is only available to Windows users. USB drivers for the Efficient Networks SpeedStream series modems are currently not supported for Macintosh.

### How do I switch from the USB cable to the Ethernet Cable?

If you are using the modem with a USB cable and you wish to use the Ethernet cable instead, please follow these instructions:

1. Shut down your computer, then unplug the USB cable from the computer.
2. Turn on your computer, then run the activation CD.
3. When you are asked to choose your modem connection type, choose the Ethernet-based connection.
4. Your new modem connection is configured. You may be asked to specify the correct network interface card to be used with your Bell modem. Make sure that you select the correct network interface card.

### How long should my modem cables be?

Keep the modem cables short for best performance.

The telephone cable (RJ11) attached to the wall jack and to the back of your modem should be six feet or less in length. Anything longer than six feet can result in a degradation of your Internet speeds. You may use a longer Ethernet cable (RJ45) than the one provided, as the length of the Ethernet cable will not slow down the speed of your Internet service.

## Troubleshooting your Hardware Setup

If you are having issues with your service, follow these steps:

1. Check the **DSL** light on your modem. If it's turned off or not solid green, check that all phones are filtered properly (see step 1 on page 4).

If all phones are properly filtered, then:

1. Unplug all devices (phones, fax, receiver, or anything using your phone service) from the phone jacks.
2. Plug your modem into a different phone jack using our 6-foot phone cable with NO telephone filter (see step 3 on page 5).
3. Turn on your modem and wait two minutes for the modem to power up completely.
4. If the DSL light turns solid green in the different phone jack, then try the modem back in the original jack, again with NO telephone filters. If you still have issues, please contact our Helpdesk at **310-SURF**.
5. If the DSL light flashes green or does not turn on at all, please contact our Helpdesk at **310-SURF**.

**Other Issues:** Try rebooting the modem by turning it off for two minutes, and then turning it back on and waiting for two minutes for it to power up completely. If you still cannot connect, please contact our Helpdesk at **310-SURF**.

# Using Dial-up Access

As a Sympatico DSL Internet member, 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 Sympatico 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](http://www.service.sympatico.ca/dialsetup).

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

## QUÉBEC

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.

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