



## **Bell WiMAX In-home service Agreement**

Use of the Bell WiMAX In-home service is subject to the terms and conditions of the applicable Bell WiMAX In-home service Agreement. By installing the wireless modem, you are accepting these terms and conditions. The Bell WiMAX In-home 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 Bell WiMAX In-home service Agreement for information on cancelling the service.

For more information visit **[www.agreements.sympatico.ca](http://www.agreements.sympatico.ca)**

The device is intended to be powered by Listed/CN ITE LPS or Class II power supply with output rated 13 V dc, 1.3 A minimum.



### IC / FCC Information

NOTICE: This equipment has been tested and found to comply with FCC and Industry Canada Radio Frequency Radiation Exposure Limits. A minimum of 20 centimetres (8 inches) separation between the Wireless Modem and the operator and all other persons should be maintained.

# Bell WiMAX In-home Personal Account Information

Please write your personal account information below.

**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.

**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: \_\_\_\_\_

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## Before you begin

A professional Bell technician will install your WiMAX In-home modem on the exterior of your home and will provide an ethernet connection into your home for your Internet access.

## Check the contents of your installation kit

Your installation kit includes the following items (may not be exactly as shown).



1. WiMAX In-home modem  
Note: If you purchased your service at a Retail store, the Bell technician will bring the WiMAX In-home modem, Ethernet cable, power supply, and power cord at the time of Installation
2. Ethernet cable
3. Power cord
4. Power supply
5. User Guide (the document you are currently reading)
6. WiMAX In-home Service Agreement
7. Equipment Terms of Sale
8. Welcome Letter



If any items are missing, contact Customer Service at **310-SURF** or **1-866-716-8402** if you are located outside of Ontario or Quebec. Otherwise, continue with the following instructions in this guide to begin.

## Verify that your computer meets the minimum system requirements

At a minimum, your computer must meet the following requirements:

	<b>Windows</b>	<b>Macintosh</b>
<b>Operating System</b>	98, Me, 2000*, XP, Vista	8.6 or more recent
<b>Processor</b>	Pentium 166 MHz or equivalent or faster	Power PC 166 MHz or faster
<b>Memory</b>	32 MB XP, Vista: 128 MB	32 MB
<b>Hard Drive</b>	200 MB of free space	
<b>Ethernet card</b>	Required	
<b>Browser</b>	Microsoft Internet Explorer 5.5 or higher	Microsoft Internet Explorer 5.1 or higher, Safari for OS X (10.2.7 or higher)

\* Windows 2000 users should have the latest service pack installed. You may require your original operating system CD for installation of the service pack.

## Step 1: Connecting the WiMAX In-home modem to your computer

1. Make sure your computer is off.
2. Plug the power cord into the power supply.



3. Plug the cable from the outdoor modem into the port of the double jack marked **OSU/POWER** attached to the power supply



4. Plug one end of the other Ethernet cable into the Ethernet jack marked **COMPUTER** on the power supply.



5. Plug the other end of the Ethernet cable into the Ethernet port on the computer or laptop.



Desktop computer



Laptop computer

6. Turn the computer on.

## Step 2: Configuring your computer

In this section, you will configure your computer to work correctly with the WiMAX In-home modem.

For this service to work, your computer must be configured to receive an IP address automatically.

- If your computer is already configured to receive an IP address automatically, please proceed to *Step 3: Setting up your account* on page 17.
- If your computer is not configured to receive an IP address automatically, please proceed with the instructions below.

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

### Windows:

1. Click the **Start** button, click **Settings**, and then click **Control Panel**.
2. Double-click the **System** icon.
3. The window displays the operation system that you are using. Once you have determined your operating system, click the **Cancel** button.

### Macintosh:

1. Click the Apple menu, then click **About This Computer** or **About This Macintosh**.
2. The window displays the operation system that you are using. Once you have determined your operating system, close the window.

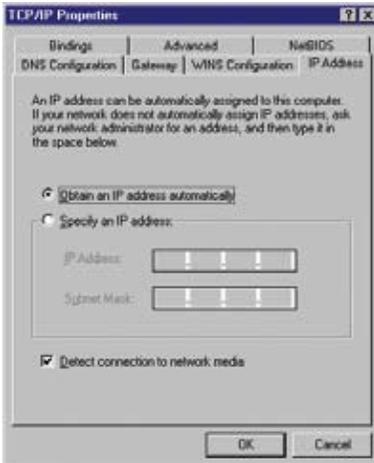
### Windows 95/98/NT/Me

1. Click the **Start** button, click **Settings**, and then click **Control Panel** to open the Control Panel window.
2. Double-click the **Network** or **Network Connections** icon to open the Network window.
3. Click the **TCP/IP** entry for the Network Interface Card.

- Click the **Properties** button to open the Properties window.



- Click the **IP Address** tab.
- Click the radio button beside **Obtain an IP address automatically**.



- Click **OK** to close the Properties window, then click **OK** to close the Network window.
- Close the Control Panel.
- Restart your computer.



**Note:** The installation will not be complete until the computer has restarted.

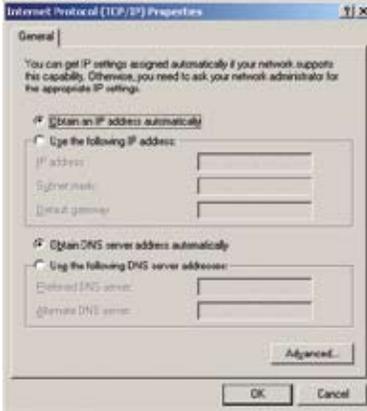
10. Proceed to *Step 3: Setting up your account* on page 17.

## Windows 2000

1. Click the **Start** button, click **Settings**, and then click **Network and Dial-up Connections** to open the Network and Dial-up Connections window.
2. Right-click the icon for your Network Interface Card, then click **Properties** to open the Properties window.
3. In the Properties window, double-click **Internet Protocol (TCP/IP)**.



4. In the Properties window that appears, click the radio button to select **Obtain an IP address automatically**.



5. Click **OK** to close the Properties window, then click **OK** to close the Local Area Connection Properties window.
6. Proceed to *Step 3: Setting up your account* on page 17.

## Windows XP

1. Click the **Start** button, then click **Control Panel** to open the Control Panel.
2. Click **Network Connections** to open the Network Connections window.
3. Right-click the icon for your Network Interface Card, then click **Properties** to open the Properties window.

4. In the Properties window, double-click **Internet Protocol (TCP/IP)** to open the TCP/IP Properties window.



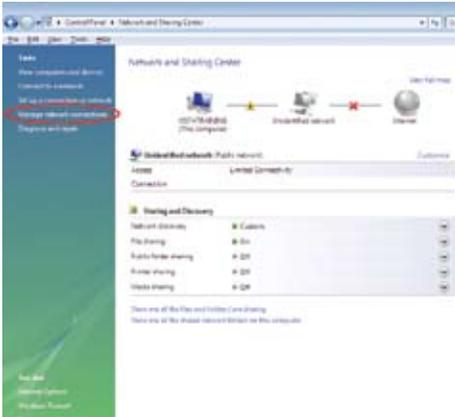
5. Click the radio button to select **Obtain an IP address automatically**.



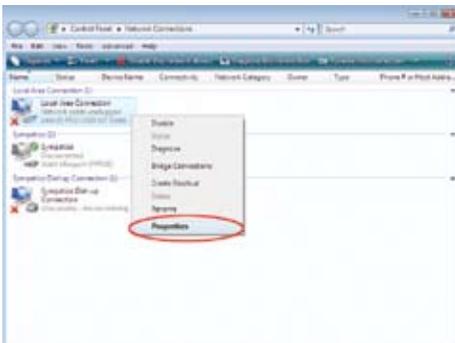
6. Click **OK** to close the Properties window, then close the Control Panel.
7. Proceed to *Step 3: Setting up your account* on page 17.

## Windows Vista

1. Click **Start**, then click **Control Panel** (or click **Start, Settings**, and then click **Control Panel**).
2. Click **Classic View** at the top-left corner if you are not in Classic View.
3. Click **Network and Sharing Center**.
4. Click **Manage network connections**.



5. Right-click the **Local Area Connection** (the one connected to the modem).
6. Click **Properties**.

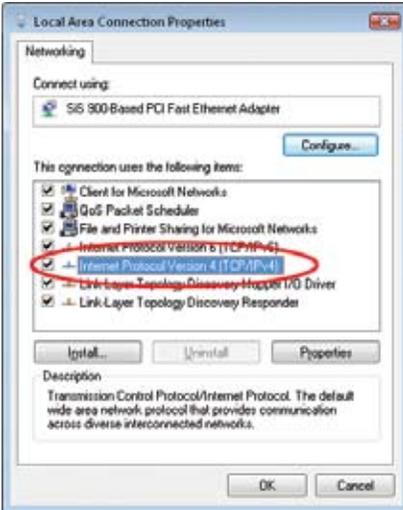


7. When you click **Properties**, a User Account Control window appears, asking for your permission to continue. Click **Continue**.

8. Click **Internet Protocol Version 4 (TCP/IPv4)**.
9. Click **Properties**.



**Note:** Internet Protocol Version 6 is not supported by the WiMAX In-home service.



10. Click the radio button to select **Obtain an IP address automatically**.



11. Click **OK** to close the Properties window, then close the Control Panel.
12. Proceed to *Step 3: Setting up your account* on page 17.

## Mac OS 8 and 9

1. Click the Apple menu, then click **Control Panels** to open the Control Panels.
2. Double-click **TCP/IP** to open the TCP/IP window.
3. In the **Connect via** pull-down menu, click **Ethernet**.
4. In the **Configure** pull-down menu, click **Using DHCP Server**.



5. Close the window.
6. In the dialog box that appears, click **Save**.
7. Restart your computer.



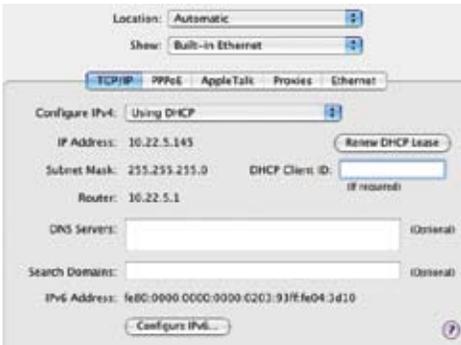
**Note:** The installation will not be complete until the computer has restarted.

8. Proceed to *Step 3: Setting up your account* on page 17.

## Mac OS X

1. Click the Apple menu, then click **System Preferences** to open the System Preferences window.
2. Double-click **Network** to open the Network window.
3. In the **Show** pull-down menu, click **Built-in Ethernet**.
4. Click the **TCP/IP** tab.

5. In the **Configure** or **Configure IPv4** pull-down menu, click **Using DHCP**.



6. Close the window.
7. In the dialog box that appears, click the **Apply Now** button, then close the window.
8. Restart your computer.



Note: The installation will not be complete until the computer has restarted.

9. Proceed to Step 5: Setting up your account below.

### Step 3: Setting up your account

1. After your computer has restarted, double-click your browser and follow the online instructions that appear the **first time** you setup your WiMAX In-home service.
2. Have your User ID (**b1xxxx##**) and Access Password ready and complete the online instructions.
3. After completing the online instructions, please turn off your computer and wait 3 minutes before restarting your computer.
4. Click your browser to begin surfing.



Note: The installation will not be complete until the computer has restarted.



# Managing your Bell WiMAX In-home 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**. 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 Bell WiMAX In-home 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
- 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** and log in using your My Bell username and password.

## Billing Information

Your billing begins upon activation of your service. This takes place as soon as you complete your initial online setup.

## View your bill online

In an effort to be kinder to the environment, your Bell WiMAX In-home bill is not sent by mail. It is available online at **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**

## Understanding your first bill

Please note that your first bill may appear higher than expected. Since your WiMAX In-home service is billed one month in advance, your first statement may include charges for a partial month (your activation month) and full month (your first full month of service) depending on when you activate. For more information about your first bill or our billing cycle, please visit [www.service.sympatico.ca](http://www.service.sympatico.ca).

# Frequently Asked Questions

## Frequently Asked Questions about the WiMAX In-home service

### 1. How does the WiMAX In-home service work?

It uses a network architecture similar to that of mobile phones, seamlessly linking a large number of towers with a highly reliable land-based IP network. The technology uses fully licensed frequencies to enable efficient communication between your wireless modem and our towers. Your wireless modem is the link between your computer and the broadband signals these towers carry.

### 2. Is the WiMAX In-home service compatible with Wi-Fi systems?

The WiMAX In-home service can be used with Wi-Fi routers and access points.

### 3. Can I use my telephone or fax machine when I am online?

Yes. The WiMAX In-home service technology uses a separate wireless connection that leaves your phone line free. So, unlike dial-up, you can be online without interfering with your telephone or fax usage.

### 4. Is the wireless modem covered by a warranty? If so, what do I do if there is a problem?

Your wireless modem is covered for defects and workmanship for the duration of your 3 year contract period from the date of activation. Please do not attempt to service your outdoor modem yourself. A Customer Service Representative will be more than happy to help if you encounter any difficulties. You can reach us at **310-SURF** or **1-866-716-8402** if you are located outside of Ontario or Quebec. For full warranty terms and conditions please see the documents in your installation kit.

### 5. What are the system requirements for using the WiMAX In-home service?

The WiMAX In-home service is compatible with Windows and Macintosh. View our complete minimum system requirements on page 6 of this guide or online at **[www.minreq.sympatico.ca](http://www.minreq.sympatico.ca)**.

## Frequently Asked Questions about Installing the WiMAX In-home service

### 6. What could affect my ability to receive the wireless signal?

First, the location from which you are using your WiMAX In-home service must be within our wireless coverage area. A professional Bell technician will find the optimal location to place the modem in order to receive the wireless signal. The ability to receive the wireless signal can be affected by buildings, trees or other elements. The Bell technician will ensure they test the ability to receive the wireless signal prior to installing the modem to your home.

### 7. Is my outdoor unit weatherproof?

Yes. Along with the placement of the unit under the roofline for protection, the outdoor unit is all-weatherproof and functions in temperatures between minus 40 degrees celsius and 60 degrees celsius.

### 8. What is the procedure for installation of WiMAX In-home?

Once the Bell technician is at your location, signal strength will be assessed. If signal strength is not available or is found to be weak in your area, then the technician will not proceed with installation. In this case, your deposit fee will be refunded.

If you receive a strong wireless signal, the technician will continue with the installation of your outdoor modem. This requires mounting the modem to the side of your home anywhere up to the roofline (the technician will need to drill holes and affix the modem to a bracket). The technician will run two cables from the modem. One cable will be used to ground the unit. The other will be an Ethernet cable that will run into your home, through a drilled opening that will connect to your computer and provide the high speed Internet connection. The Ethernet cable runs 90 feet long. That is the maximum amount of cable that is available to run through your home to connect to your computer.

Once connected to your computer, the technician will remain onsite with you until you are able to activate your service online. Should you experience any problems that are not associated directly with the installation procedure, please call Customer Service at **310-SURF** or **1-866-716-8402** if you are located outside of Ontario or Quebec.

## 9. Is there any software to install?

No. There is no software or installation CD required.

## 10. Once installed, am I able to move the location of the outdoor modem?

No. A Bell technician will choose the optimal placement for the outdoor modem. If you experience difficulties obtaining a signal, contact a Customer Service Representative.

## 11. Who do I contact with questions or concerns?

If you have any questions or concerns with your modem or service please contact us at **310-SURF** or **1-866-716-8402** if you are located outside of Ontario or Quebec.

## Other Frequently Asked Questions

### 12. How do I hook up more than two computers at home to share the Internet connection?

You need to have a hub, switch, or router in order to share the WiMAX In-home connection. If a router is connected between the WiMAX In-home modem and computers, the router needs to be configured to obtain an IP address automatically. If you have any questions or concerns please contact us **310-SURF** or **1-866-716-8402** if you are located outside of Ontario or Quebec.

### 13. When does my billing start for the service?

When you place your order your credit card will be charged a one-time deposit fee that will be credited back to your account once you have activated the WiMAX In-home service. Once your service has been activated you will be charged a one time installation and activation charge. If you signed onto a Finance-to-Own access plan, your monthly access and modem fees will also begin once installation is complete and you have activated the service online. If you have signed onto an Out-Right-Sale access plan, you would have been charged an upfront modem fee at the time of order. Your monthly access fee will begin once installation is complete and you have activated the service online.

### 14. Is WiMAX In-home secure?

The WiMAX In-home connection uses a proprietary broadband wireless technology. Your modem operates over a licensed, protected frequency band. Your broadband modem has been pre-configured with all the required settings, and does not allow for any user reconfiguration.

### 15. Disabling proxy server settings (Windows only)

#### **Windows 95/98/NT/Me**

1. Click the **Start** button, click **Settings**, then click **Control Panel** to open the Control Panel.
2. Click **Internet Options** to open the Internet Options window.
3. Click the **Connections** tab, and then click the **LAN Settings** button.

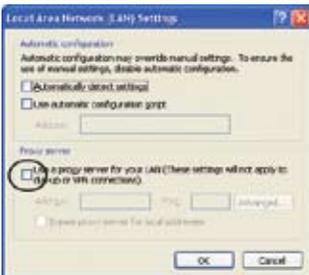
4. Make sure that the **Use a proxy server for your LAN** checkbox is not selected.



5. Click **OK**.
6. Click the **OK** button in the Internet Options window.

## Windows XP

1. Click **Start**, click **Control Panel**, and then click **Internet Options** to open the Internet Options window.
2. Click the **Connections** tab, and then click the **LAN Settings** button.
3. Make sure that the **Use a proxy server for your LAN** checkbox is not selected.
4. Click **OK**.



5. Click the **OK** button in the Internet Options window.

## Windows Vista

1. Click **Start**, then click **Control Panel** (or click **Start**, **Settings**, and then click **Control Panel**).
2. Click **Classic View** at the top-left corner if you are not in Classic View.
3. Double-click **Internet Options**.

4. Click the **Connections** tab, and then click the **LAN Settings** button.
5. Make sure that the **Use a proxy server for your LAN** checkbox is not selected.
6. Click **OK**.



7. Click the **OK** button in the Internet Options window.

## Windows 2000

1. Click the **Start** button, click **Settings**, and then click **Internet Options** to open the Internet Options window.
2. Click the **Connections** tab, and then click the **LAN Settings** button.
3. Make sure that the **Use a proxy server for your LAN** checkbox is not selected.



4. Click **OK**.
5. Click the **OK** button in the Internet Options window.

## 24/7 Technical Support

Your WiMAX In-home service comes backed with 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 quick 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.

## Phone Us

A technical support representative is available over the phone 24 hours a day, 7 days a week. Please contact customer service at **310-SURF (7873)** or **1-866-716-8402** if you are located outside of Ontario or Quebec.

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



## **access point**

A Wireless Access Point is another term for a wireless router. See router.

## **broadband**

Broadband Internet access is a fast Internet connection. Broadband Internet access technologies include wireless modems like the WiMax In-home modem.

## **Ethernet cable**

An Ethernet cable (also sometimes called a RJ45 connector) connects a computer to a modem or other device. An Ethernet cable looks like a phone cable, but the plug is slightly wider.

## **Ethernet card**

The Ethernet card is the part of the computer that connects to the Ethernet cable. Most modern computers come with an Ethernet card.

## **home networking**

A home network is a network of computers in a home that all share the same Internet connection. A home network is created with a home networking router.

## **IP**

Internet Protocol. See TCP/IP.

## **LAN**

Local Area Network. A LAN is a network of computers that are all in the same area, for instance in a home.

## **memory**

Memory, or RAM (Random Access Memory) is the part of the computer that retains information on a short-term basis. Memory is measured in megabytes (MB) and gigabytes (GB). The amount of memory in the computer can determine the speed of the computer.

## **modem**

A modem connects a computer to the Internet, either through a phone line or through a wireless signal.

## **operating system**

The operating system is the software that runs a computer. Two of the most popular operating systems are Windows and Mac OS X.

## **processor**

The processor or CPU (central processing unit) is the part of the computer that processes information. The speed of the processor is measured in megahertz (MHz) or gigahertz (GHz).

## **router**

A router connects one network to another. For instance, a home networking router connects a home network to the rest of the Internet. Routers can use wire, or be wireless, or can use a combination of both.

## **TCP/IP**

Transmission Control Protocol/Internet Protocol. TCP/IP is the method that computers use to communicate with each other on the Internet.

## **Wi-Fi**

Wi-Fi is the technology used in wireless local area networks, such as the home wireless network created by a wireless router.



