



## Bell WiMAX Unplugged Service Agreement

Use of the Bell WiMAX Unplugged service is subject to the terms and conditions of the applicable Bell WiMAX Unplugged Service Agreement. By installing the wireless modem, you are accepting these terms and conditions. The Bell WiMAX Unplugged 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 Unplugged 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 Unplugged Personal Account Information

Please write your personal account information below for future reference. You can find this on the Welcome Letter inside your installation kit.

**Note:** If you are an existing customer or you purchased your service in a Retail store, your account information will be provided in another format.

**Sympatico PIN:** \_\_\_\_\_

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

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

Incoming Mail Server: **popm.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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# Quick Start Installation

## Before you begin

Before you begin the installation of your WiMAX Unplugged wireless modem, you will need to check the contents of your installation kit and verify that your computer meets the minimum system requirements.

## Check the contents of your installation kit

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



1. Wireless modem
2. Power supply
3. Ethernet cable
4. Reference Guide (the document you are currently reading)
5. Quick Start Guide
6. WiMAX Unplugged Service Agreement
7. Equipment Terms of Sale



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	Power PC 166 MHz
<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: Wireless modem setup

1. Rotate the leg of the wireless modem out for support and place the modem on a flat surface.



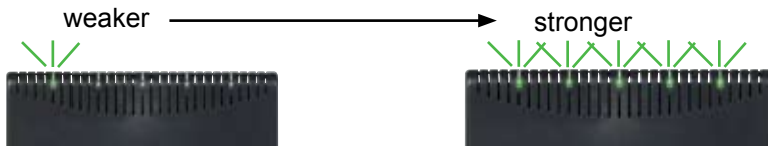
2. Plug the power supply into a wall outlet. Plug the other end of the power cable into the wireless modem.  
**Do not connect the Ethernet cable yet.**



**Surge Protector:** When installing the wireless modem, you must ensure that a surge protector, such as a power bar, is installed between the electrical wall outlet and the wireless modem. Never overload your surge protector by inserting more power connections than it was designed to accept.

## Step 2: Finding the best signal

1. Once power is connected, the lights on the top of the wireless modem start to track (move from one end to the other) while it searches for a signal.
2. Once a strong signal is received, the lights stop tracking and begin to blink. The more lights that blink, the stronger the signal.



3. If the wireless modem is not receiving a signal, the lights continue to track. In this case, you should try moving the wireless modem to another location to obtain a stronger signal.



**Note:** At a minimum, your wireless modem should have at least two lights lit in order to provide a reliable and robust Internet experience. Anything greater than two lights will ensure the best performance possible. If only one light is lit, please try installing your modem in a different location.

**HINT:** You may need to try multiple locations before finding the best signal. In most cases, the strongest signal can be found near a window, and with the back of the wireless modem (the side without the logo) facing the window.

4. Turn the wireless modem to the left and to the right to try to get a stronger signal.
5. Position the wireless modem so that the most number of lights are blinking. Make sure that the lights continue to blink after you have moved your hand away from the wireless modem.





## Step 3: Connecting the wireless modem to your computer

1. Make sure your computer is off.
2. Plug the Ethernet cable into the wireless modem.



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



Desktop computer



Laptop computer

4. Turn the computer on.
5. As your computer powers up, the lights on the wireless modem will stop blinking and become continuously lit.



**Note:** Depending on the strength of the signal received in the location where you install, the actual number of lights lit may vary.

## Step 4: Configuring your computer

In this section, you will configure your computer to work correctly with the WiMAX Unplugged wireless 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 5: Setting up your account* on page 18.
- 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.

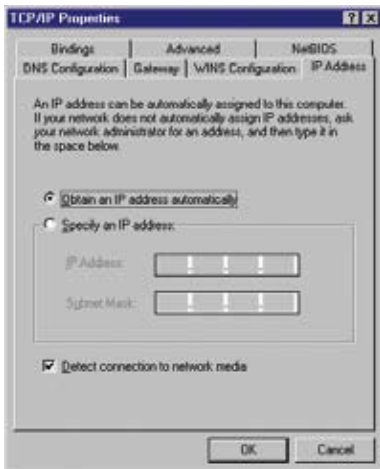
### Windows 95/98/NT/Me

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.

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



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



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



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

10. Proceed to *Step 5: Setting up your account* on page 18.

### 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 5: Setting up your account* on page 18.

## 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.



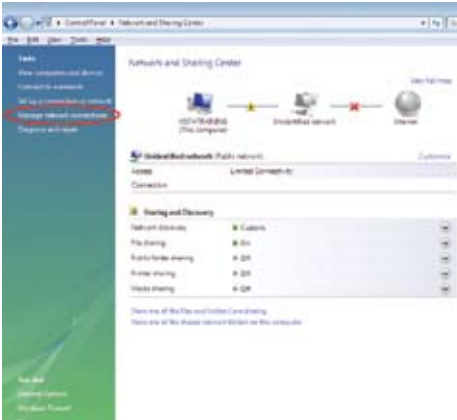
5. Click the radio button to select **Obtain an IP address automatically**.



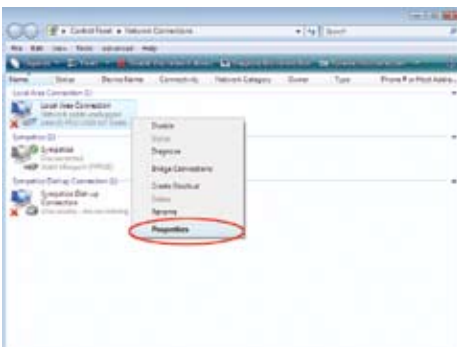
6. Click **OK** to close the Properties window, then close the Control Panel.
7. Proceed to *Step 5: Setting up your account* on page 18.

## 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**.



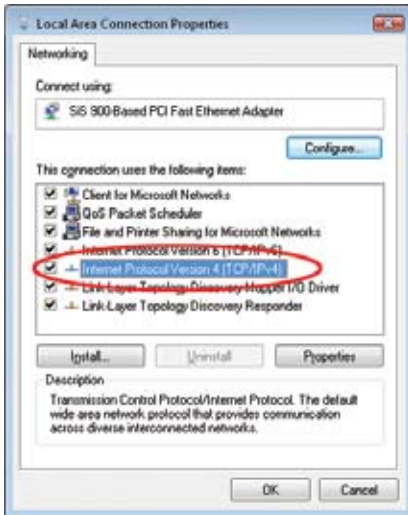
5. Right-click the **Local Area Connection** (the one connected to the modem).
6. Click **Properties**.



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 Unplugged service.



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



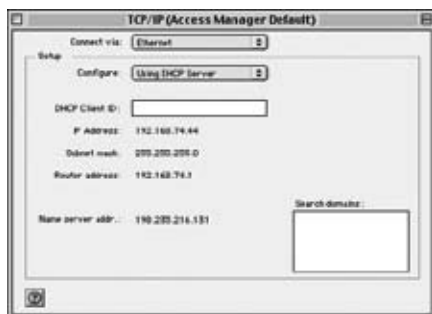
11. Click **OK** to close the Properties window, then close the Control Panel.

12. Proceed to *Step 5: Setting up your account* on page 18.



## 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.



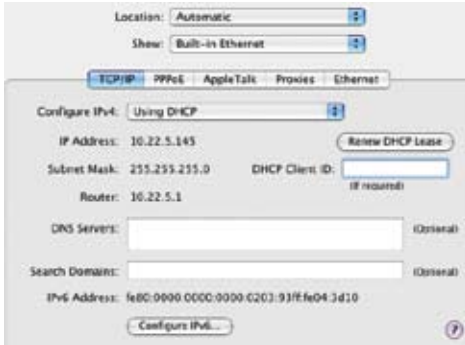
**Note:** The installation will not be complete until the computer has restarted.

8. Proceed to *Step 5: Setting up your account* on page 18.

## 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 5: 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 Unplugged 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.

# Managing your WiMAX Unplugged 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 WiMAX Unplugged 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 WiMAX Unplugged 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 Unplugged service is 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 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 Unplugged service

### 1. How does the WiMAX Unplugged 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 licenced 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 Unplugged service portable?

Yes. You will be able to take the wireless modem with you and access the Internet using WiMAX Unplugged service from anywhere within the coverage area.

### 3. Is the WiMAX Unplugged service mobile?

No. You will not be able to use your service while you are on the move (for example, in a car, on a commuter train, etc.). Unlike cellular service, WiMAX Unplugged will not allow the signal to be seamlessly handed off from tower to tower to maintain a continuous IP connection.

### 4. What is the national coverage area of the WiMAX Unplugged service?

To check whether your home or office is within our wireless coverage area, please consult the Coverage Area maps at **[www.bell.ca/unplugged](http://www.bell.ca/unplugged)**. To check that the specific address(es) you will use the service from is within the coverage area please consult our locator tool.

### 5. Can I use my WiMAX Unplugged service in other communities? If so, how much will it cost?

Yes. You may take your wireless modem to any city across Canada within the wireless coverage area and access the Internet. For a limited time, you can access the Internet from anywhere within the national coverage area at no additional charge.

6. Can I access the Internet from outside of Canada using my WiMAX Unplugged service?

Not at the present time. In the future, it may be possible to access the Internet using WiMAX Unplugged in countries with similar wireless networks.

7. Is the WiMAX Unplugged service compatible with Wi-Fi systems?

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

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

Yes. The WiMAX Unplugged 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.

9. 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 a period of 12 months from the date of purchase. 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.

10. Is it dangerous to be near the wireless modem when it is transmitting?

No. The wireless modem operates within the specified guidelines for RF exposure. A minimum of 20 centimetres (8 inches) separation between the wireless modem and the operator and all other persons should be maintained.

11. What are the system requirements for using the WiMAX Unplugged service?

The WiMAX Unplugged 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 Unplugged service

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

First, the location from which you are using your WiMAX Unplugged service must be within our wireless coverage area. While it is rare, it is possible to be within the coverage area but to receive a poor signal due to unusual geography or if you are surrounded by tall buildings. If you experience difficulties obtaining a signal, contact a Customer Service Representative at **310-SURF** or **1-866-716-8402** if you are located outside of Ontario or Quebec.

### 2. How can I adjust the wireless modem to receive the strongest signal possible?

Once you have found the room with the strongest signal, place the wireless modem in a location that is convenient for you. Fine-tune your wireless modem by pointing the back of the wireless modem (the side without the logo) toward a window. Note the number of lights that blink. Then rotate the wireless modem by turning it to the left and right until the most number of lights are blinking. The more lights that are on, the stronger the signal the wireless modem is receiving. See *Step 2: Finding the best signal* on page 8.

If you'd like further assistance, please **contact a Customer Service Representative**.

### 3. Why does the signal strength change?

The number of lights on the wireless modem indicate the strength of the signal it is receiving. The more lights that are on, the stronger the signal. It is usual for the signal strength to vary from time to time, due to the terrain, buildings, and moving objects. **As a result, lights may turn on or off during operation.** A weaker signal does not mean that your connection is slower.

### 4. Do I need to connect the wireless modem to a computer in order to test locations for signal strength?

No.

5. The location where my wireless modem receives the best signal is more than ten feet from my computer. What kind of cable do I need?

Use a standard RJ45 Ethernet cable of a longer length.

6. I'm getting a signal, but I still can't connect to a Web site.

If you tried to connect to only your home page, try to connect to a few more Web sites. If you still can't connect to any Web sites, turn off your computer, wait three minutes and then turn it on. If your Internet browser still cannot open any Web sites, make sure that your computer is set up to automatically receive an IP address as described in *Step 4: Configuring your computer* on page 10.

7. Do I need special software?

No. There is no driver or special software required on the computer.

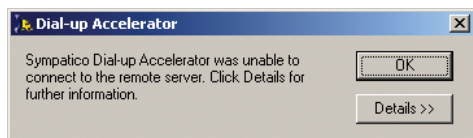
8. Why can't I connect to the Internet?

- Make sure the computer is configured correctly. Follow the instructions under *Step 4: Configuring your computer* on page 10.
- If you have followed the instructions under *Step 4: Configuring your computer* on page 10 and you still cannot connect, restart your computer.
- Make sure that your browser's homepage is not set to **about:blank** the first time you connect to the Internet to setup your account.
- Check the status of the wireless modem. Follow the instructions under *Using the lights to troubleshoot* on page 25.
- If the lights are solid, then the wireless modem is receiving a signal. Restart your computer.
- You may need to disable your proxy server settings. Follow the instructions under *Disabling proxy server settings (Windows only)* on page 28.



## 9. I see a message saying that Dial-up Accelerator cannot connect to the server.

If the Sympatico Dial-up Accelerator is running, you may see this message.



If you see this message, click the **OK** button. Then uninstall Dial Accelerator by following these instructions:

1. With Windows XP, click **Start**, then click **Control Panel**. With other versions of Windows, click **Start**, then click **Settings**, then click **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. In the Add/Remove Programs window, click **Dial Accelerator**, then click **Add/Remove**. With Windows 2000, double-click **Change/Remove**.
4. Follow the instruction on the screen to uninstall Dial Accelerator.

## 10. Using the lights to troubleshoot

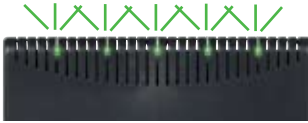
The lights can help you determine whether something is wrong with the wireless modem.

### No lights are on:



- Check the wireless modem connection to the power cable.
- Ensure that the power supply is connected to the power cable, and to the power outlet.
- Check the outlet for power by connecting another known working device to the same outlet.

**The lights are blinking quickly:**



- Check the connection between the wireless modem and the computer.
- The lights blink quickly if the wireless modem is not connected to a computer, or if the computer is off.

**The lights are tracking from one end of the modem to the other:**



- The wireless modem cannot receive a signal. Try moving the wireless modem to another location.

**The lights are blinking slowly:**



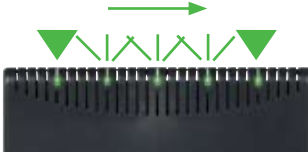
- The wireless modem has found a signal and is connecting. If this persists, contact customer support.

**The lights are solidly lit:**



- The wireless modem is working normally.

**The left and right lights are solidly lit, and the three middle lights are blinking in sequence:**



- The wireless modem is too hot. Reduce the temperature in the room containing the wireless modem.

**Any other combinations of lights are lit:**

- Please call Customer Service, and a Customer Service Representative will help you troubleshoot the wireless modem.

## Other Frequently Asked Questions

### 1. 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 Unplugged connection. If a router is connected between the wireless modem and computers, the router needs to be configured to obtain an IP address automatically.

### 2. Can I use my email address with the WiMAX Unplugged service?

Yes. If you have an alternate email service you may use it. Additionally, your WiMAX Unplugged service provides you with 11 Sympatico email addresses to use, each with a large 2 GB e-mail storage space. You can store your emails online for as long as you like, so you never have to worry about losing emails. As well, our email anti-virus service and junk mail filter help keep your inbox free of spam and viruses.

### 3. My wireless modem works at home but not at my work or friend's house. Why?

It is possible that you may have moved to an geographic location that is not serviced by WiMAX Unplugged.

#### 4. How do I exchange the wireless modem if it stops functioning properly?

A Customer Service Representative will be more than happy to troubleshoot problems with you, or let you know how to return your wireless modem.

#### 5. 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.

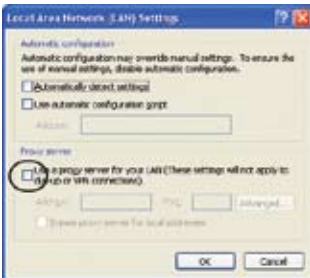


5. Click **OK**.
6. Click the **OK** button in the Internet Options window.

##### 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.

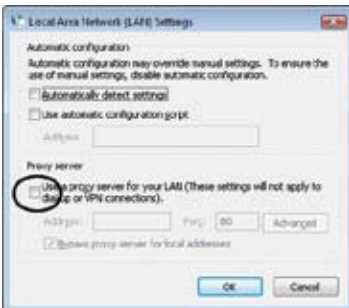
4. Click **OK**.



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.
6. **My monitor flickers when the modem is on.**

If the modem is located too close to the monitor, you may see flickering on the monitor. Moving the modem further from the monitor will eliminate this problem.

### 24/7 Technical Support

Your WiMAX Unplugged 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. From anywhere in Canada, call **310-SURF** 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.

