

INSTALLATION GUIDE

- Make the most of your Business Internet High Speed service! 1**
 - Minimum hardware requirements 2
 - Quick start procedures 2
- Installing the Hardware 3**
 - Check the contents of your Starter Kit 3
 - Connecting a filter to every phone 4
 - If a wall jack is to be shared by modem and phone (optional) 4
 - Connecting the modem 5
 - Checking your setup 6
- Configuring the Software. 8**
 - Installing the Business Internet High Speed software 9
 - Configuring the Business Internet High Speed software 10
 - Configuring the Internet Explorer Software. 11
- Connecting and Disconnecting from the Internet 12**
 - Importing mail from another email program 14
 - Creating a second Outlook Express Identity 14
- Troubleshooting 15**
- Section 2: Setting up your optional Business Internet Dial Hours 18**
 - Configuring a Dial-up connection with Mac OS 8.6 and 9 18
 - Configuring a Dial-up Connection with Mac OS X 20
- Troubleshooting 23**
- Email 26**
 - Unified Web Messaging 26
 - Security and management email features 27
- eCare 28**
 - Setting up additional email accounts with eCare 28
- Dial-up Numbers 29**
- Terms and Conditions Appendix I**

BX-E-041 Macintosh

Installation Guide
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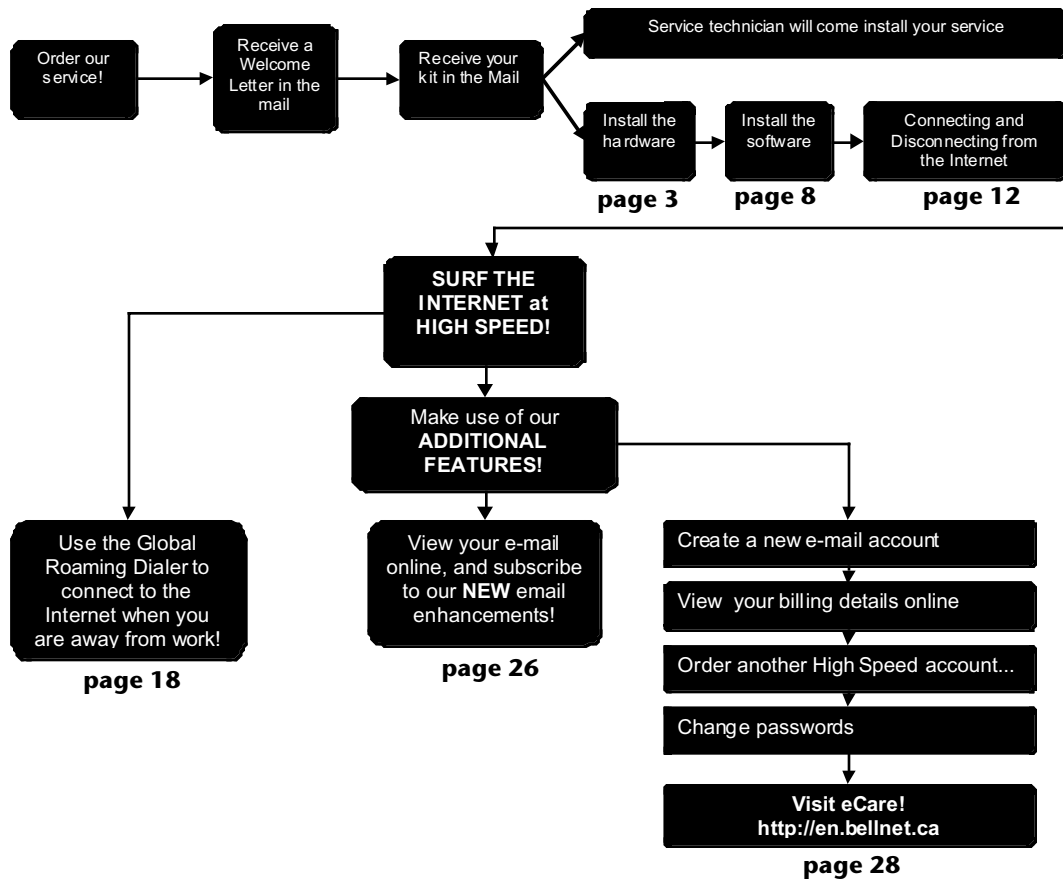
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MAKE THE MOST OF YOUR BUSINESS INTERNET HIGH SPEED SERVICE!

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



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

MINIMUM HARDWARE REQUIREMENTS

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

	Macintosh
Processor	Power PC
System	Mac OS 8.6 - 9.2
Memory	32 MB RAM
Hard drive	75 MB free
Display	256 colours with 800x600 resolution
Network card	Ethernet card
CD-ROM drive	Required

QUICK START PROCEDURES

Check the contents of your Starter Kit

To see a list of the equipment you should have, consult *Check the contents of your Starter Kit* on page 3.

Install the hardware

1. Connect the modem and install the phone filters on every phone with the same telephone number as your Business Internet High Speed service. Do not install filters on your modem.
2. Check your setup. Please refer to *Checking your setup* on page 6 for an illustration of the proper hardware setup.

Install the software

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

Connecting and Disconnecting from the Internet

6. Double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder. The Business Internet High Speed software starts. Click **Connect** to connect to the Business Internet High Speed service.
7. To disconnect, click the **File** menu in Internet Explorer, then click **Quit**. To disconnect from the Internet, double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder, then click **Disconnect**.

INSTALLING THE HARDWARE

CHECK THE CONTENTS OF YOUR STARTER KIT

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



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

Leave your computer on while you perform the following steps.

CONNECTING A FILTER TO EVERY PHONE



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

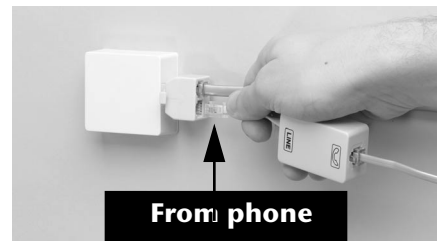
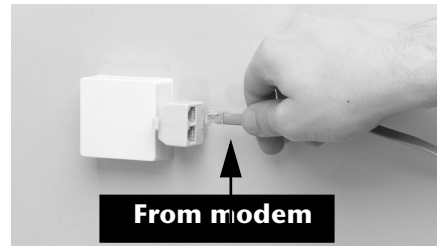
Repeat this process for **every desktop phone** on the same line as your Business Internet High Speed service:

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



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

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



CONNECTING THE MODEM

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

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

2. Connect one of end of the Ethernet cable to the Ethernet card installed in your desktop computer, or to the media coupler attached to your laptop computer.



Phone cable

Ethernet cable



Laptop

Desktop

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

Depending on your modem brand, the jack will be labeled

Ethernet, 10Base T, ENET, or this symbol .




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



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

Depending on your modem brand, the jack will be labeled **ADSL,**

DSL, Line, or this symbol .



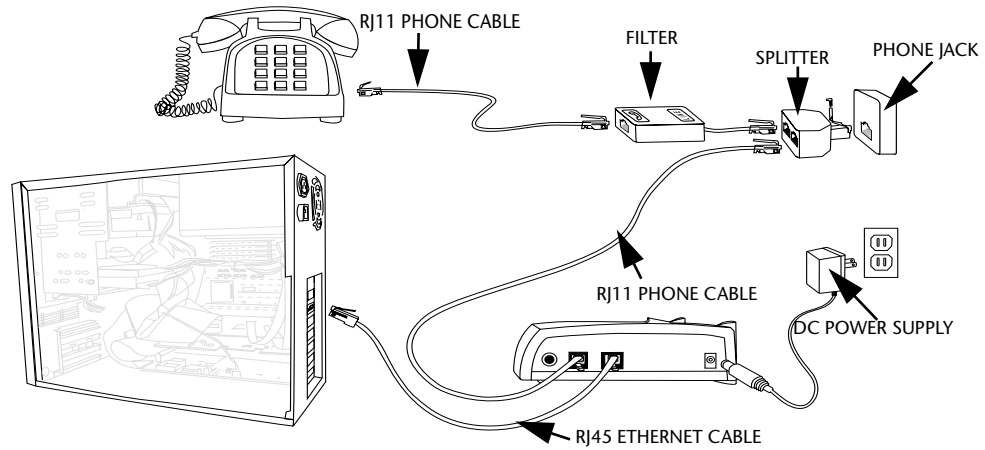
6. Connect your modem's power supply to the modem, and then plug the other end into a power bar. A surge protected power bar is recommended.



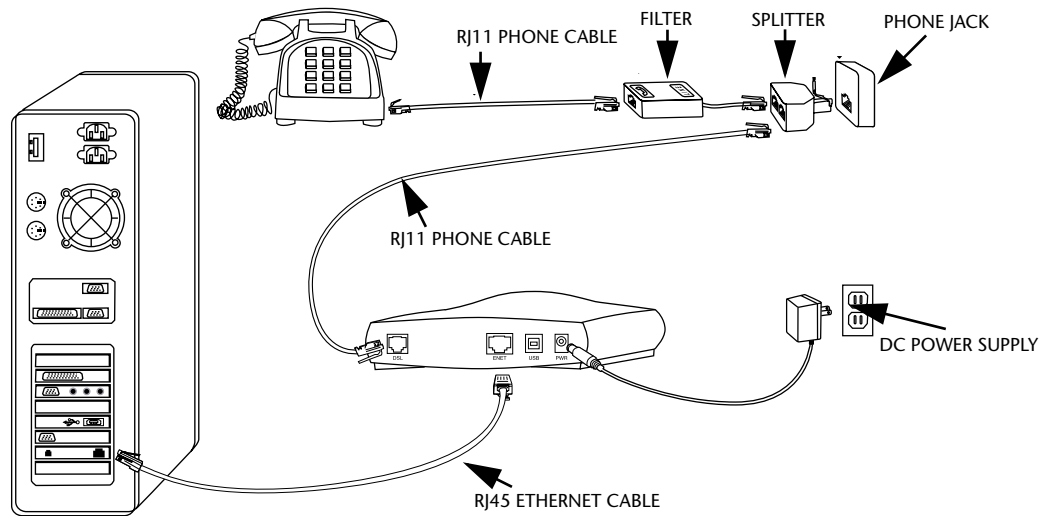
Proceed to *Checking your setup* on page 6.

CHECKING YOUR SETUP

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

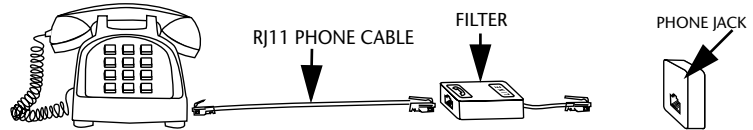


If you have the SpeedStream modem, the setup should look like this:



CHECKING YOUR SETUP (CONTINUED)

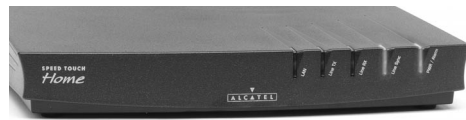
All other rooms with phones that have the same number as your internet service:



1. Make sure your modem and computer are turned on.
2. If you have the SpeedStream modem, wait until the **pwr**, **dsl**, and **enet** lights are on.



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



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



Proceed to *Configuring the Software* on page 8.

CONFIGURING THE SOFTWARE

BEFORE YOU BEGIN



At this point you should have completed *Installing the Hardware* and your DSL High Speed modem should be connected to your phone line and turned on, your telephone filters should also be installed.

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

Before you begin, *have the following information ready* in order to install the software:

- your Business Internet High Speed
 - User ID
 - password
 - email address
- outgoing mail (SMTP) server
- incoming mail (POP) server
- news (NNTP) server

INSTALLING THE SOFTWARE



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

If you have Mac OS X, please turn to *Connecting to the Business Internet High Speed with Mac OS X* on page 13.

1. Exit any applications or programs, and disable any virus protection software before installing the software. For instructions, see the manual that came with your virus protection software.
2. Insert the Business Internet Dial CD into your CD-ROM drive. Double-click the **English** folder in the CD-ROM window that appears. Drag the **Microsoft Internet 5** folder to your hard drive.

INSTALLING THE BUSINESS INTERNET HIGH SPEED SOFTWARE

1. In the CD-ROM window, double-click **English** folder, then the **High Speed** folder, then the **Internet High Speed128** icon.
2. The Business Internet High Speed installation screen appears. Follow the instructions to install the software.
3. The screen displays the Business Internet High Speed setup window. Enter your Business Internet High Speed User ID, followed by the @ symbol and your domain name, and your Business Internet High Speed password in lower case letters in the appropriate boxes.



The image shows a software installation window titled "Business Internet High Speed". The window has a header with the product name and a Bell logo. Below the header, there are three input fields labeled "Network:", "User Name:", and "Password:". An "OK" button is located at the bottom right of the window.

4. A progress bar displays the Business Internet High Speed software being copied to your hard drive.




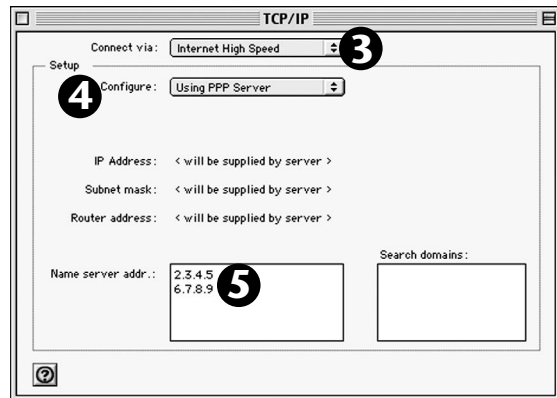
5. You will see a screen indicating that the installation is finished. Click **OK**. Your computer will restart. Proceed to *Configuring the Business Internet High Speed software* on the next page.

CONFIGURING THE BUSINESS INTERNET HIGH SPEED SOFTWARE



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

1. Click the **Apple**  menu in the top-left corner of the screen.
2. Click **Control Panels**, then click **TCP/IP** from the sub-menu. If you see a message saying that **TCP/IP** is not active, activate it by clicking **Yes**.
3. Click the menu next to **Connect Via** and select **Internet High Speed Classic**.
4. Click the menu next to **Configure** then select **Using PPP Server**.
5. Click in the **Name server addr** box, and type **2.3.4.5**, then press **Return**, then type **6.7.8.9**.



6. Click the **File** menu, then select **Quit**.
7. Click **Save** to save your settings.
8. Open the **Internet High Speed** folder, then double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder.
9. The Business Internet High Speed software starts. Click the pull-down menu next to **Connect via** and click **Ethernet**.
10. Type your Business Internet High Speed User ID and your Business Internet High Speed password in the **User ID** and **Password** boxes respectively. Make sure that your User ID is followed by the @ symbol and your domain name.
11. Close the Business Internet High Speed window and click **Save** to save your settings.


For information on connecting automatically with the Business Internet High Speed software, please refer to *Connecting automatically to the Business Internet High Speed Service* on page 12.





You have configured your computer's TCP/IP settings. Please proceed to *Configuring the Internet Explorer Software* below.

CONFIGURING THE INTERNET EXPLORER SOFTWARE

1. Double-click the **Internet High Speed** folder on your hard drive.
2. Double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder.
3. In the Business Internet High Speed window, click the **Connect** button.
4. Double-click the **Applications** folder (or whatever folder you chose to install the software into).
5. Double-click the **Microsoft Internet 5** folder.
6. Double-click the **Outlook Express**  icon.
7. In Outlook Express, click the **Tools** menu, then click **Accounts**.
8. In the Accounts window, click the **New** button.
9. Follow the instructions provided by the Account Setup Assistant. You will need the following information to configure your Business Internet Dial settings.
 - Your desired email display name
 - Your email address
 - Incoming mail POP3 Server: **pop51.bellnet.ca**
 - Outgoing mail SMTP Server: **smtp10.bellnet.ca**
 - Your user/account name
 - Your password
10. Click the **News** tab, then click **Add**.
11. Follow the instructions provided by the Account Setup Assistant. You will need the following information to configure your Business Internet Dial settings.
 - Your desired display name
 - Your email address
 - News Server: **news21.bellnet.ca**
12. If you wish to import mail and preferences from other mail programs, click the **File** menu in Outlook Express, then click **Import**, then follow the instructions.



The installation and configuration of your Business Internet High Speed software is now complete. For information on how to use the Business Internet High Speed software refer to *Connecting and Disconnecting from the Internet* on page 12.

CONNECTING AND DISCONNECTING FROM THE INTERNET



You must install the Business Internet High Speed software to connect and disconnect from the Business Internet High Speed service. To install the Business Internet High Speed software, follow the instructions in *Configuring the Software* on page 8.

If you have Mac OS X, please turn to *Connecting to the Business Internet High Speed with Mac OS X* on page 13.

CONNECTING TO THE INTERNET

1. Double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder. The Business Internet High Speed software starts.
2. Click **Connect** to connect to the Business Internet High Speed service.

DISCONNECTING FROM THE INTERNET

1. In Internet Explorer, click the **File** menu, then click **Quit**.
2. To disconnect from the Internet, double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder, then click **Disconnect**.

CONFIGURING THE BUSINESS INTERNET HIGH SPEED SOFTWARE TO DISCONNECT AFTER A SET AMOUNT OF TIME

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

- a. Double-click the Business Internet High Speed icon in the **Internet High Speed** folder.
- b. Click **Edit**, then click **Preferences**.
- c. In the Preferences window, select a number of minutes in the pull-down menu next to **Idle Timeout Value**. Click **Save**. The next time you connect, you will be automatically disconnected if you are not using the Internet after the number of minutes you specified. When you want to re-connect, click **Connect** in the Business Internet High Speed window.


CONNECTING AUTOMATICALLY TO THE BUSINESS INTERNET HIGH SPEED SERVICE

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

1. Double-click the **Business Internet High Speed** icon in the **Internet High Speed** folder.
2. Click **Edit**, then click **Preferences**.

3. In the Preferences window, check **Automatically connect on launch** if you want to connect automatically, bypassing the need to click the **Connect** button.
4. Uncheck **Launch Browser after Connection** if you do not want the Web browser software to start automatically after the Business Internet High Speed software connects.
5. If you want the browser to start automatically, check this option and type the URL you want the browser to start with in the box.
6. Click **Save**.
7. Click once on the **Business Internet High Speed** icon. Click the **File** menu, then click **Make Alias**.
8. Drag the alias of the Business Internet High Speed icon into the **Startup Items** folder in the **System Folder**. The next time you start your computer, the Business Internet High Speed software will start automatically.

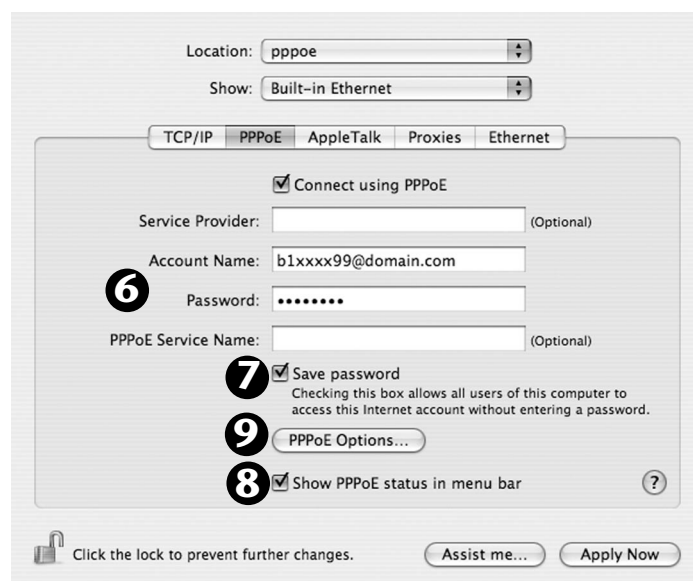
CONNECTING TO THE BUSINESS INTERNET HIGH SPEED WITH MAC OS X

1. Click the Apple  menu, then click **System Preferences**.
2. In the System Preferences window, click **Network**.
3. In the **Show** menu, click **Active Network Ports**. Uncheck the ports you do not need. Normally you should only have **Built-in Ethernet** checked.
4. Click the **Show** menu again, then click **Built-in Ethernet**.
5. Click the **PPPoE** tab. Check the **Connect using PPPoE** box.

6. Type your Business Internet High Speed username (followed by @ and your domain name) and password in the appropriate boxes. In the **Service Provider** box, type **Business Internet High Speed**. Leave the **PPPoE Service Name** box blank.
7. Check the **Save password** box if you do not want to type your password in every time you connect.

Note: checking this box will allow all users of this computer to connect without typing a password.

8. Check the **Show PPPoE status in menu bar** box.
9. Click the **PPPoE Options** button.





10. If you check **Connect automatically when starting TCP/IP applications**, then you will automatically be connected to the Business Internet High Speed service when you start your browser or email program.

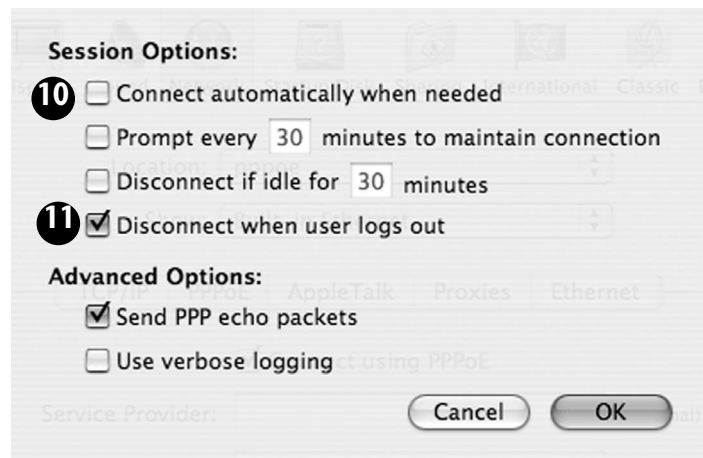
11. If you check **Disconnect when user logs out**, you will be disconnected when you log out of OS X. We recommend that you check this option.

12. Click **OK** to close the Options window.

13. Click the **Save** button at the bottom of the System Preferences window, then quit System Preferences.

14. To connect to the Business Internet High Speed service, click the Ethernet icon  in the menu bar, then click **Connect**.

15. To disconnect from the Business Internet High Speed service, click the Ethernet icon  in the menu bar, then click **Disconnect**.



IMPORTING MAIL FROM ANOTHER EMAIL PROGRAM

1. In Outlook Express, click **File**, then **Import**. The Outlook Express Import window appears.
2. Follow the instructions to import your mail from another program.

CREATING A SECOND OUTLOOK EXPRESS IDENTITY




If a second person is using Outlook Express and you wish to keep your mail separate, follow the instructions below.


1. In Outlook Express, click **File**, then **Switch Identities**.
2. Click **Switch**.
3. In the window that appears, click **New**.
4. Type a name for the identity, then click **OK**.
5. The mail account information is imported into your new identity by default.

TROUBLESHOOTING

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

PROBLEM	SUGGESTED ACTION	REFERENCE
The power light on my Efficient Networks SpeedStream 5200 modem is blinking red	The power light will blink red for a few minutes after the power supply is connected.	<i>Checking your setup on page 6</i>
I want to set up another Outlook Express Identity with my Business Internet High Speed settings	Follow the instructions under <i>Creating a second Outlook Express Identity</i> on page 14	<i>Creating a second Outlook Express Identity on page 14</i>
You don't have enough free hard drive space to install the Business Internet High Speed software	Delete any files you don't need, but do not delete files if you don't know what they are for. Empty the Recycle Bin or Trash. Try to install the Business Internet High Speed software again.	<i>Configuring the Software on page 8</i>
Your computer crashed while using the browser (computer will not respond to mouse)	Low disk space: Make sure that you have sufficient free disk space on your computer. Empty the Recycle Bin or Trash. You may need to delete some files from your hard drive. Corrupt cache: To clear the cache with Internet Explorer, click the Edit menu, click Preferences , click Advanced , then click Empty Now . Click OK .	
"System Error", "Application Error", or "General Protection Fault"	These are operating system errors. Please refer to the user manual that came with your computer.	
You cannot browse the Internet	Make sure that the cable is connected securely to the Efficient Networks SpeedStream 5200 modem and cable, and that you are using the right kind of cable. If you are using the Ethernet cable, turn the Efficient Networks SpeedStream 5200 modem off, then back on.	<i>Installing the Hardware on page 3</i>

PROBLEM	SUGGESTED ACTION	REFERENCE
You see a message about a network error	Exit the browser software, then restart your computer and try connecting again. Follow the instructions under <i>Your computer crashed while using the browser (computer will not respond to mouse)</i> on page 15. Turn Virtual Memory off (if it was on). To do this, click the Apple  menu, click Control Panels , then click Memory . Switch Virtual Memory off, close the Memory window, restart your Macintosh, and then start your browser.	
You see an error message of type #1, #10 or #11 when starting the browser	<ol style="list-style-type: none"> 1. Click on the Apple  menu, click Control Panels, then click Extensions Manager. 2. Click on the menu beside the Selected Set: option and select Mac OS 8.X All or Mac OS 9, then also make sure that the item Business Internet High Speed is checked. Click Restart at the bottom of the window. 3. Make sure that virtual memory is off. To do this, click the Apple  menu, click Control Panels, then click Memory. Switch Virtual Memory off, close the Memory window, restart your Macintosh, and then start your browser. 	
You see a message about Business Internet High Speed not being configured to automatically make a connection	Start the Business Internet High Speed software and click Connect before you start your browser or email software.	
The Business Internet High Speed software stops at "Negotiating link" when you try to connect	<ol style="list-style-type: none"> 1. Ensure that the DSL high speed modem is connected to the Ethernet card. 2. Ensure that the DSL high speed modem is on. 	
The Business Internet High Speed software stops at "Authenticating" when you try to connect	<ol style="list-style-type: none"> 1. Make sure you have typed your Business Internet User ID correctly and in lower case letters in the User ID box. 2. Make sure you have typed your Business Internet password correctly in the Password box. 3. Make sure that your network name is entered in lower-case letters in the Network box. 	
The Connect via: Internet High Speed Classic option does not appear in the TCP/IP control panel	Reinstall the Business Internet High Speed software as described in <i>Configuring the Software</i> on page 8.	<i>Configuring the Software</i> on page 8

PROBLEM	SUGGESTED ACTION	REFERENCE
The Connect Via: Ethernet built-in does not appear in the Business Internet High Speed software	Click the Apple  menu, click Control Panels , then click Extensions Manager . In the Extensions Manager list, make sure the Ethernet (Built-in) extension is checked. If your Ethernet card is not an Apple Ethernet card, select the proper extensions for your card. If the extensions are not present in the Extensions Manager window, reinstall the driver for your Ethernet card from the original disks or from your Apple System CD-ROM.	
The TCP/IP control panel isn't installed or doesn't appear in the Control Panels menu or folder	Reinstall Open Transport from the Mac OS CD that came with your computer. Consult the instructions that came with your Mac OS CD for more information.	

REMOVING THE BUSINESS INTERNET HIGH SPEED SOFTWARE FROM THE COMPUTER

Removing the Business Internet High Speed software:

- a. Drag the **Business Internet High Speed** folder to the Trash.
- b. Double-click your **System Folder**, and double-click the **Extensions** folder. Drag **Internet High Speed Classic** from the **Extensions** folder to the Trash.
- c. Double-click the **Control Strip Modules** folder in the **System Folder**. Drag **Internet High Speed Strip** to the Trash.

OTHER TROUBLESHOOTING RESOURCES

- As part of your Business Internet High Speed membership, the Help section of the Business Internet High Speed Web site (<http://en.bellnet.ca>) is a great resource for up-to-date information about your account and how to use the Business Internet High Speed software. At any time you are connected to the Internet, click the Help button on any Business Internet High Speed page. You will be linked to the latest news and tips about your Business Internet High Speed software, including information about available upgrades, and billing information.
- If you need help using the Internet Explorer software, you can consult its built-in help by clicking the **Help** menu, then by clicking **Internet Explorer Help**.
- You can get help for the Business Internet High Speed software by double-clicking the Business Internet High Speed icon, double-clicking the Business Internet High Speed icon, then clicking the **Help** button. You do not have to be online to do this.
- If you receive an error message on your screen, please write it down before contacting our support services. Also, if the error occurred while following the instructions in this guide, note the page and step you were at. This information will help the technical support agent's give you the assistance you need as quickly as possible.
- If you cannot send email to our support services, please have your personal Business Internet account information in front of you, then call the **Business Internet Technical Support Line**. The appropriate number for your region is on the first page of this guide.

SECTION 2: SETTING UP YOUR OPTIONAL BUSINESS INTERNET DIAL HOURS




As part of your Business Internet High Speed service you receive 20 hours of Business Internet Dial service FREE each month! When you want to access the Business Internet service while away from the office, you can use a dialup connection. Follow the directions below to configure a dialup connection.

You will need the following items.

- A regular dial-up modem to connect your computer to a telephone line.
- Your Business Internet Login ID and password.

Ensure that your regular dial-up modem is installed. If necessary, consult the documentation that came with your modem.

CONFIGURING A DIAL-UP CONNECTION WITH MAC OS 8.6 AND 9

1. Insert the Business Internet Dial CD into your CD-ROM drive.
2. Double-click the **Dial** folder, then the **BELL_NEXXIA_MAC_iPC_v18** icon in the CD-ROM window.
3. Follow the instructions to install iPassConnect.
4. After iPassConnect is installed, double-click your hard drive icon, then double-click the iPassConnect folder.
5. Double-click the iPassConnect icon. 
6. The first time you start iPassConnect, the End User Agreement appears. Read the agreement, and click **Agree** if you agree.
7. In the iPassConnect- window, click your country in the **Country** pull-down menu.
8. Click you Province in the **State** pull-down menu.
9. Click your city in the **City** pull-down menu.
10. Click the number you want to dial from the list that appears in the **Phone Book** section of the window.
11. If you need to use dialing prefixes or codes to turn off Call Waiting™ or to access an outside line before dialing, click **Dial Properties** and type them in the Dial Properties window.



12. Click **Connect** to connect to the Business Internet Dial service. A User Info window will appear. Type your Business Internet Dial username and password in the boxes provided. If your domain is not **bellnet.ca**, ask your account administrator for your domain, and type it in the **Domain** box. Click **Connect**.
13. If you need more help using the iPassConnect software, click the **Help** menu, then click **iPassConnect Help**.
14. Double-click the **Internet Explorer** icon in the **Microsoft Internet 5** folder.



The screenshot shows a dialog box titled "User Info". At the top, there is a note: "Note: You must enter all user info to make a connection!". Below the note is the "Internet Login" section. It contains three input fields: "Username" with the text "b1xxxx99", "Domain" with a dropdown menu showing "bellnet.ca", and "Password" with masked characters "*****". There is a "Save Password" checkbox which is checked. At the bottom right, there are "Cancel" and "Connect" buttons.

DISCONNECTING FROM THE INTERNET

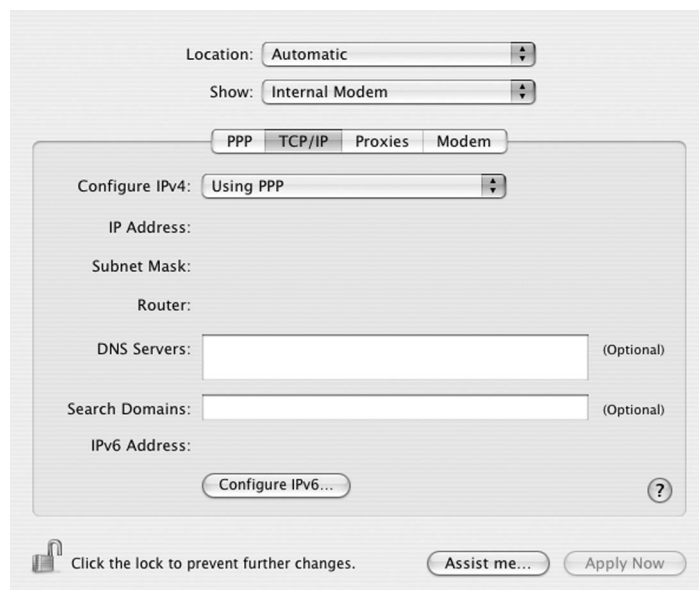
1. Quit the Internet applications you are using.
2. Click iPassConnect in the Application menu (in the top right hand corner of the screen).
3. From the iPassConnect **File** menu, click **Disconnect**.

CONNECTING TO YOUR BUSINESS INTERNET HIGH SPEED SERVICE

If you have created a dialup connection on a computer that was used for your Business Internet High Speed account, and you now want to use your Business Internet High Speed account again, simply follow the instructions under *Configuring the Business Internet High Speed software* on page 10 to connect with the Business Internet High Speed software.

CONFIGURING A DIAL-UP CONNECTION WITH MAC OS X

1. Click the Apple menu, then click **System Preferences**.
2. In the System Preferences window, click **Network**.
3. In the Location menu, click **New Location**.
4. Type **Dialup** as the name of your new location, then click **OK**.
5. In the **Show** menu, click **Active Network Ports**. Uncheck the ports you do not need. Normally you should only have **Modem** checked.
6. Click the **Show** menu, then click **Modem**.
7. Click the **TCP/IP** tab. Click the **Configure** menu, then click **Using PPP**.
8. Click **Save** or **Apply Now** at the bottom of the window. Then click the **PPP** tab.




9. Type your Business Internet username (followed by @ and your domain name) and password in the appropriate boxes. Type your local dial-up access number in the **Telephone number** box. In the **Service Provider** box, type Business Internet Dial. Refer to *Dial-up Numbers on page 29* for a list of dial-up numbers.
10. Check the **Save password** box if you do not want to type your password in every time you connect. **Note:** checking this box will allow all users of this computer to connect without typing a password.

11. Click the **PPP Options** button.
12. If you check **Connect automatically when needed**, then you will automatically be connected to the Business Internet service when you start your browser or email program.
13. Make sure that **Disconnect when user logs out** is checked.
14. Click **OK** to close the Options window, then click the **Save** or **Apply Now** button at the bottom of the System Preferences window. Then click the **Modem** tab.


15. Make sure that your modem is selected in the **Modem** menu.
16. Make sure that **Show modem status in menu bar** is checked.
17. Click **Save** or **Apply Now**, then quit System Preferences.



CONNECTING TO THE INTERNET WITH MAC OS X

To connect to the Business Internet Dial service, click the Modem icon  in the menu bar, then click **Connect**.


DISCONNECTING TO THE INTERNET WITH MAC OS X


To disconnect from the Business Internet Dial service, click the Modem icon  in the menu bar, then click **Disconnect**.

TR O U B L E S H O O T I N G

As a subscriber of the Business Internet Dial service, support is always available to you. Most problems are easy to solve. Here are the solutions to some of the most common problems you might encounter while installing and using the software.

PROBLEM	SUGGESTED ACTION	REFERENCE
<p>There is no dial tone present on your phone line</p>	<p>If your connection software tells you that your phone line does not have a dial tone, here are some tips to help you resolve the problem:</p> <ul style="list-style-type: none"> • Pick up the receiver of your telephone and listen for a dial tone. If you do not hear a dial tone, another telephone on the same line might be off the hook. Or, there might be something wrong with your phone line. • Make sure that the modem is turned on, and that the phone cables are properly connected to the modem and the phone line. Most modems have two ports on the back. One should be connected to your telephone wall jack, and the other may be connected to a standard telephone. Dial tone errors may result if the two lines are reversed. External modems will also have a cable which connects the modem to the back of your computer, and a power cord which reaches from the modem to the electrical wall outlet. Make sure all cables and the power cord are firmly plugged in. If the modem has external lights, at least one of them should be on. • If you have Call Answer or Message Manager service on the phone line used by your modem, and you have new messages waiting, most modems require that you listen to your messages before trying to connect. Often these extra phone services provide warnings and notifications to the customer by sending a slightly different dial tone, which may not be properly detected by your modem. 	

PROBLEM	SUGGESTED ACTION	REFERENCE
You can't connect to the Business Internet Dial service	<ul style="list-style-type: none"> • Check for a dial tone on your phone line. For more information, please consult <i>There is no dial tone present on your phone line</i> above. • Your modem may need to be reset for it to initialize properly. If you have an external modem, you can reset it simply by turning it off and then on again. If you have an internal modem, you will need to shut down your computer and restart it again. Once your modem has been reset, try connecting again. • Verify that any required software for your modem has been installed properly. If you are not sure about whether your modem includes special software, look in the user guide that came with your modem. If you are not sure whether the software is present on your computer, reinstall the software according to the manufacturer's instructions. • Make sure that no other programs are currently using your modem, such as fax software waiting for an incoming fax. 	
The browser is unable to connect to the network	<p>Clear the browser's cache:</p> <ul style="list-style-type: none"> • To clear the cache with Internet Explorer, click the Edit menu, click Preferences, click Advanced, then click Empty Now. Click OK. • Try reloading the page using the Reload or Refresh button on the browser toolbar. • If this does not work after a couple of tries, quit the browser, disconnect from the Business Internet Dial service, and check that your name server addresses in the TCP/IP Control Panel are correct. • Turn Virtual Memory off (if it was on). To do this, click the Apple menu, click Control Panels, then click Memory. Click Off under Virtual Memory, close the Memory window, restart your Macintosh, and then start your browser. <p>Note: These are generic errors. Do not assume that the Business Internet Dial service is unavailable.</p>	
The Connect button is greyed out in PPP or Remote Access	To solve this problem, click the Apple  menu, select Control Panels , and then click TCP/IP . Make sure the Connect Via option is set to PPP .	

PROBLEM	SUGGESTED ACTION	REFERENCE
You see a message saying there is a problem with the modem	This problem occurs if your modem requires the use of a high-speed modem cable and you are not using one. Try to use the cable that came with your modem. If it is not available, obtain a modem cable that is specifically designated "high speed". It has wires for signals that regulate the flow of data at high speed.	
Your new modem does not seem to be working	When you change modems you need to update your modem settings to be able to connect to the Business Internet Dial service. Once you have physically installed the new modem and any driver software that came with it, follow these instructions: <ol style="list-style-type: none"> 1. Exit your browser software. 2. Click the Apple  menu, select Control Panels, then select Modem. Check to see that your modem settings are correct. Check the documentation that came with your modem. 	
The TCP/IP control panel isn't installed or doesn't appear in the Control Panels menu or folder	Reinstall Open Transport from the Mac OS CD that came with your computer. Consult the instructions that came with your Mac OS CD for more information.	
Removing the Business Internet Dial software from your computer	Locate the Microsoft Internet folder by double-clicking on the icon for your hard drive. Drag the Microsoft Internet folder to the trash.	

OTHER TROUBLESHOOTING RESOURCES

REMOVING THE GLOBAL ROAMING SOFTWARE

1. Drag the iPassConnect folder to the Trash.

IF NONE OF THE RESOURCES ABOVE HAVE ANSWERED YOUR QUESTION OR PROBLEM

Don't worry, we're here to help you. Our support services are staffed by friendly experts who will be happy to answer your questions.

If you receive an error message on your screen, please write it down before contacting our support services. Also, if the error occurred while following the instructions in this guide, note the page and step you were at. This information will help our support services give you the assistance you need as quickly as possible.

If you cannot send e-mail to Member Services, please have your personal Business Internet Dial account information in front of you, then call the **Business Internet Technical Support Line**. The number is on the first page of this guide.

Please remember that our support services are only equipped to answer questions related to the Business Internet Dial software described in this guide.

EMAIL



There are two methods by which you can access your email accounts. The first method is by setting up an email account in Outlook Express. This is automatically set up for you once you complete *Configuring the Internet Explorer Software* on page 11.

The second method is through the world wide web from any computer! For more information, please see Unified Web Messaging below.

UNIFIED WEB MESSAGING

Unified Web Messaging, offered to Bell Business Internet customers free of charge, provides you with a single convenient Web interface to access and manage all of your Web-based messaging services.

HOW DO I ACCESS MY EMAIL ACCOUNT ONLINE?

Web access to email (also known as Webmail) is a free service that lets you access your email account over the Internet, giving you total mobility and freedom to travel. You get access to most of the same features as your regular email. Additional services include anti-spam, vacation alerts, forwarding, etc.

- From <http://en.bellnet.ca>, click the **e-mail** located on the toolbar on the left-hand side of the screen, then click the **Unified Web Messaging** link. You will then be prompted for your Business Internet e-mail address and Password. You should use the Business Internet email address and password provided in your starter kit.
- Once you have accessed your email online you have entered the Unified Web Messaging Interface, at this time you will have the option to use all of the other features listed below.
- Complete your profile settings if you do not want to enter your user ID and password for each of the applications you use on Unified Web Messaging, you will only need to enter them once in the Profile section.

WIRELESS ACCESS TO EMAIL

Wireless access to email lets you configure your business email account so you will be able to access your messages on your Bell Mobility PCS phone (via the mobile browser service). You can view your email messages by scrolling down on the display screen. Wireless access to email is free.

WIRELESS ACCESS TO VOICENET SERVICES

Wireless access to VoiceNet services allows you to keep up-to-date and stay connected to the world through your cellular phone. You can listen to helpful audio information, such as stock quotes, sports updates and weather forecasts, or even hear your email messages. Voice-activated navigation provides safe, convenient and hands-free access. VoiceNet services are subscription-based.

TEXT MESSAGING (SMS)

The text messaging (SMS) lets you send messages to Bell Mobility subscribers from anywhere in the world. There is no charge for the person sending the message, but there is a charge for the person receiving it.

E PAGE MESSAGING

EPage messaging allows you to easily connect your Bell Mobility pager to the Internet. You can forward office and Internet email directly to your pager and receive messages from any Internet site in the world via webDirect™, Bell Mobility's World Wide Web paging interface (the first 100 characters are sent to alphanumeric pagers only). To access this service, you must use Internet Explorer.

SUPPORT

For the support of specific services within Unified Web Messaging, please click the **Help** buttons available in each application.

SECURITY AND MANAGEMENT EMAIL FEATURES

The following features will provide you with greater security and more flexibility when managing your email accounts. Here is an overview of our features, for more information you can visit our Website at www.bell.ca/bizemailinfo.

ANTIVIRUS

Scan and clean all incoming emails for viruses before they reach your computer.

IMAP4

Store and manage mail on the server as well as create folders to organize messages.

SSL ENCRYPTION

Allows you to send and receive email through a Secure Socket Layer (SSL). This is the industry standard for security.

ADDITIONAL STORAGE

Allows you to increase your mailbox storage on individual email accounts in increments of 10MB, providing more flexibility and helping you manage your emails.

EMAIL DELUXE BUNDLE

The bundle includes antivirus, IMAP4, SSL Encryption, and 10MB of additional storage.

SECURE LOGON TO WEBMAIL

This feature will encrypt the logon activities of users when they access the Web interface. It ensures that your user ID and password are protected (through encryption) when logging on through the Webmail site.

ZIXMAIL

This end to end email encryption solution allows you to send secure email to any email addresses. This service prevents security breaches and protects confidential information from falling into the wrong hands.

E CARE

SUBSCRIBE TODAY BY VISITING OUR BELL WEBSITE AT <http://en.bellnet.ca> AND CLICK eCARE!

WHERE TO FIND THE eCARE TOOL

1. Go to the Bell website. (<http://en.bellnet.ca>).
2. Click eCare.
3. Click **Enter** on the Online Services home page.

To ensure that only authorized personnel have access to eCare, it will ask you the following information:

- **User name (Login ID) - Code d'utilisateur** The same as your Business Internet Access account login ID. For example, **yourID@bellnet.ca** (if you have a standard domain name) or **yourID@yourcompany.com** (if you have a custom domain name).
- **Password:** The same as your Business Internet password.

If you have any question about eCare, please call our Business Office. For the Business Office number please refer to **Contact Numbers** on the first page of this guide.

SETTING UP ADDITIONAL EMAIL ACCOUNTS WITH eCARE

eCare is an online account management tool for your Bell Business Internet account. Since it is available on World Wide Web, it's accessible from anywhere at any time and puts you in direct control of your account. It can help you to:

- Create more Dial up users within minutes
- Order additional High Speed service
- Create email accounts
- Suspend users
- Check the usage details
- View invoices
- Change passwords, etc.
- Subscribe to email features (**NEW!**)

Individual users will have access to only their own account information. However, company designated IT Administrators will have access to all features. If during the initial setup, you did not register yourself as an IT administrator, call our Business Office. For the Business Office number please refer to **Contact Numbers** on the first page of this guide.

DIAL-UP NUMBERS

Abbotsford	604-755-7003		
Barrie	705-721-5572	Northbay	705-474-1047
Belleville	613-966-8374	Oshawa	905-571-6869
Brantford	519-750-0010	Ottawa	613-350-2243
Brockville	613-345-3236	Owen Sound	519-371-7542
Calgary	403-237-7314	Pembroke	613-735-8124
Chatham	519-352-6634	Prince George	250-275-7007
Chicoutimi	418-696-0028	Peterborough	705-745-5737
Clinton	519-482-8542	Quebec City	418-694-1429
Cobourg	905-377-1400	Red Deer	403-755-7999
Cornwall	613-932-2576	Regina	306-545-5678
Drummondville	819-472-7461	Riviere Du Loup	418-860-2701
Edmonton	780-990-0016	Roberval	418-275-1698
Elliot Lake	705-461-8139	Sarnia	519-332-6501
Fort MacMurray	780-747-7999	Sault Ste. Marie	705-254-1974
Granby	450-777-1412	Sherbrooke	819-829-5847
Grand Prairie	780-833-7999	Sorel	450-742-9463
Guelph	519-767-0495	St. Catherines	905-684-3106
Haliburton	705-457-2180	St. Hyacinthe	450-773-8377
Halifax	902-454-0933	St. Jerome	450-432-6734
Hamilton	905-546-9642	St. John's	709-739-6618
Huntsville	705-788-3210	St. Jovite	819-425-3470
Joliette	450-759-0596	St-Agathe	819-321-2396
Kelowna	250-448-7042	Sudbury	705-669-1712
Kamloops	250-434-7000	Thetford Mines	418-335-7772
Kingston	613-536-1639	Thunder Bay	807-623-1307
Kitchener	519-743-3791	Toronto	416-681-1168
La Malbaie	418-665-8032	Trois Rivi res	819-694-7562
Lindsay	705-324-1153	Valleyfield	450-373-2231
London	519-438-9242	Vancouver	604-602-3087
Medicine Hat	403-488-7999	Vernon	250-275-7007
Moncton	506-382-4564	Victoria	250-220-7005
Montreal	514-350-5262	Victoriaville	819-752-6347
Newmarket	905-954-0660	Windsor	519-561-7330
		Winnipeg	204-957-7441
		North America Wide Number*	1-800-670-7489

* The North America wide number is useful for those areas where there is no local PoP

- The list provides the names of the cities where this service is available locally.
- Calls to a neighbouring town may be local to a PoP city. For example, calls from Mississauga (905 area code) are local to our PoP in Toronto (416 area code)

Checking specific customer locations

English: <http://en.bellnet.ca/poptool/dialpops.jsp>