

# FastAccess Wireless HomeNetworking Installation Guide



[fastaccess.com](http://fastaccess.com)

 **BELLSOUTH**<sup>®</sup>

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# **Welcome to BellSouth® FastAccess® DSL Wireless HomeNetworking Service!**

This guide was designed to help you install the software and hardware used for BellSouth FastAccess DSL HomeNetworking Service quickly and easily. **It is very important that you follow the step-by-step instructions in order. Please do not skip any of these steps, even if you are already very experienced with installing software.**

## **For Your Records**

Your User ID \_\_\_\_\_@bellsouth.net

Your Password \_\_\_\_\_

Your e-mail address \_\_\_\_\_@bellsouth.net

Your HomePortal Key Code:

525Z	—	25Z4	—	6266	—	22AS	—	B2DC
------	---	------	---	------	---	------	---	------

BellSouth FastAccess Help Desk **1-877-263-2421**

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# BellSouth FastAccess Internet Service Kit

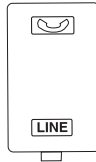
Please check the contents of your BellSouth FastAccess kit before you begin. Please call 1-877-263-2421 if there are any components that are missing or damaged. Please follow the step-by-step instructions enclosed for a successful installation.

## Your BellSouth FastAccess kit contains the following items:

### 1-Wall Mounted Phone Filter



### 4- Phone Line Filters



### FastAccess Installation Wizard CD (Blue CD)



### 2Wire HomePortal Kit



### Home Network Adapter Kit (optional purchases)



\*To insure the best performance, it is important to use phone cords included in this kit.

# Step 1

## GETTING STARTED

***There are a few things that you need to do before you install your BellSouth FastAccess DSL HomeNetworking Service:***

- A. Verify that the computer that will be connected to the HomePortal meets the system requirements as shown on the chart below. Information on your system may be found by right clicking on "My Computer" and then selecting "Properties". If your computer does not meet these requirements, your computer will not be compatible with FastAccess Service. Please call 1-877-263-2421 with questions or for instructions on how to return your self-installation kit.

Minimum System Requirements:

Operating System	Processor	Memory	Free Disk Space	CD-ROM Space	Network Interface	Monitor Resolution
Windows® Me™	Pentium or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open PCI slot or USB port or installed 10/100 BASE-T Ethernet NIC and installed dial-up modem	800 x 600 pixels
Windows® 2000	Pentium or Equivalent 166Mhz or faster	64MB	50MB	Yes	Open PCI slot or USB port or installed 10/100 BASE-T Ethernet NIC and installed dial-up modem	800 x 600 pixels
Windows® 98	Pentium or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open PCI slot or installed 10/100 BASE-T Ethernet NIC and installed dial-up modem	800 x 600 pixels
Windows® 98SE	Pentium or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open PCI slot or USB port or installed 10/100 BASE-T Ethernet NIC and installed dial-up modem	800 x 600 pixels
Windows NT® (Version 4.0 w/Service Pack 4 or higher)	Pentium or Equivalent 100Mhz or faster	32MB	50MB	Yes	Open PCI slot or installed 10/100 BASE-T Ethernet NIC and installed dial-up modem	800 x 600 pixels
Macintosh® (OS 8.6 – 9.2)	Power Mac or faster	32MB	50MB	Yes	USB port or installed 10/100 BASE-T Ethernet NIC and installed dial-up modem	800 x 600 pixels

**Attention Windows NT and Windows 2000 Users:** HomePortal software installation requires administrator privileges. Refer to your Windows NT/2000 user documentation for details.

You may also access our **Computer Qualification** tool to test for minimum system requirements and see if your computer is compatible with FastAccess service. Please go to [www.pcqual.com](http://www.pcqual.com) to download this tool and test your computer.

- B. You may need screwdrivers and a pair of pliers.
- C. You may need the Windows operating system CD during installation. If you do not have this CD, you will need to contact your PC vendor for details on where the Windows files are stored.
- D. You will need a telephone jack for your HomePortal phone line near your computer. If you would like for BellSouth to install your jack, please call your local BellSouth office to arrange for installation. (There will be a charge for installation of a jack.)
- E. Determine the HomePortal placement. The HomePortal should be placed in a secure place near a power outlet and a telephone wall jack on your DSL line. We also recommend that you locate the HomePortal on a desk near a computer.
- F. Remove conflicting applications. Reinstall all applications after installation is complete.

Applications that enable a computer to share its Internet connection typically interfere with the HomePortal and should be uninstalled before you install the HomePortal.

The HomePortal provides all the same features as these products — and more — so you don't need to be concerned about losing Internet sharing and security capabilities.

If you have any of the following (or similar) applications installed on your computers, you should uninstall them before proceeding.

**Internet sharing applications** such as:

- 3Com HomeClick
- Microsoft Internet Connection Sharing
- Intel Anypoint ISS

**Proxy software** such as:

- WinGate
- Sygate

**Security software** such as:

- Norton
- Black Ice
- Zone Alarm

The following table will guide you through uninstalling conflicting applications for your computer. *Refer to Windows Help for instructions on uninstalling Microsoft Internet Connection Sharing.*

Macintosh*	Windows: Method 1**	Windows: Method 2**
<ol style="list-style-type: none"> <li>1. Locate the CD and place in CD-ROM drive.</li> <li>2. Double-click to open the icon that appears on your desktop.</li> <li>3. Choose Uninstall.</li> </ol>	<ol style="list-style-type: none"> <li>1. From Start, select Settings &gt; Control Panel.</li> <li>2. Double-click on the Add/Remove Programs icon.</li> <li>3. From the list of programs, select the networking software and click Add/Remove.</li> <li>4. Click Yes to confirm that you want to remove the program and all of its components.</li> </ol>	<ol style="list-style-type: none"> <li>1. From Start, select Programs.</li> <li>2. From the list of programs, select the networking software.</li> <li>3. From the submenu, select Uninstall.</li> <li>4. Click Yes to confirm that you want to remove the program and all of its components.</li> </ol>

\* If you cannot locate the CD, you may need to contact your service provider or the manufacturer of the conflicting application for instructions in uninstalling the software.

\*\* Windows provides two methods for uninstalling software. The method you use depends on the type of software you are uninstalling. Consult the documentation of the conflicting software for complete uninstall instructions, or use these instructions as a guideline.

## Networking Technology Overview

This kit may contain computer network adapters for the different networking technologies described below. You will use these adapters to connect your computers together to create your network.

A home network consists of two or more computers that have been connected so they can “talk” to each other. A home network enables the computer users in the household to share one Internet connection, share files without trading diskettes, and share peripherals such as printers and external drives.

### HomePortal

The 2Wire HomePortal residential gateway makes it possible to create a home network using any of the technologies on the next page. By enabling you to connect the computers in your home, the HomePortal provides you with all the benefits of networking, including the ability to share one Internet connection among all the computers and computer users in your household.

The HomePortal securely delivers rich content such as games and music from the Internet, distributing it to multiple simultaneous users within your household. The HomePortal is easy to install and as easy to use as browsing the Web. The HomePortal also makes it easy to share printers, MP3 players, Internet radios, game consoles and other Internet devices.

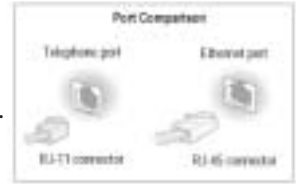
The HomePortal enables high-speed, Internet access to the computers on your home network — while working to keep your private files safe from Internet hackers. The firewall and denial-of-service attack protection built into the HomePortal helps keep your data safe.



## Ethernet

*It is recommended that you use an Ethernet connection to connect your first computer directly to the HomePortal.*

Ethernet is a technology that lets you create a home network using special wiring such as the dark gray (Ethernet) cable included with the HomePortal. Many new computers are shipped with a built-in Ethernet adapter. You can identify an Ethernet connection jack by its rectangular shape and size, which is slightly larger than a standard telephone jack.



PCI Ethernet Card



## USB

Most computers and digital devices manufactured in the last few years come with USB connections. USB ports, which are small and rectangular, are located on the back of the computer. Desktop computers typically have two USB ports, and notebook computers commonly have one. The HomePortal has one USB port for direct connection to a computer. USB connection is recommended if your primary computer will be in the same room as the HomePortal.

USB port (series A)



USB port (series B)



## Home Phonenumber Networking (HomePNA)

The HomePortal supports the HomePNA (Home Phonenumber Networking Alliance) protocol. Home phonenumber networking uses HomePNA technology to let you connect computers in different rooms using your home's existing telephone wiring. To create a home phonenumber network, you need to either install a PCI HomePNA card into your computer or use an external HomePNA adapter. These devices make it possible to connect each additional computer through the phonenumber.

Home phonenumber networking (HomePNA) is recommended for connecting additional computers to your HomePortal if those computers are in the same room as the HomePortal, and for connecting computers in other rooms to the HomePortal.

2Wire PC Port External HomePNA Adapter

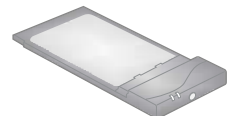


PCI HomePNA Card



## Wireless

Wireless networking uses radio waves to connect your computers to your network. A PC Card (PCMCIA) wireless adapter looks like a flat, metal credit card with a piece of black plastic attached at one end. Wireless technology is recommended for networking computers in the same room as the HomePortal or for adding computers in other rooms to the network.



Wireless Adapter

## Planning Your Network

The following are a few scenarios to help you plan the connections for your first and subsequent computers:

1. **Study/home office.** Place your HomePortal in a visible, easily accessible location near a power outlet, a phone jack, and a computer. If you have multiple computers requiring Ethernet, we recommend you purchase an Ethernet hub to connect them to the HomePortal.
2. **Kitchen.** Web pads or notebook computers may be your best choice in the kitchen, because of limited counter space. We recommend using home phonline networking (HomePNA) or wireless to connect the computer in the kitchen to the network.
3. **Bedrooms.** We recommend using home phonline networking (HomePNA) or wireless to connect computers in bedrooms to the network, because bedrooms are likely to have phone jacks. This makes home phonline networking quite convenient.
4. **Common living areas.** We recommend connecting with home phonline networking (HomePNA) or wireless, because common areas are likely to have phone jacks.
5. **Basements/attics/garages.** Because of fluctuations in temperature and humidity, the HomePortal is not recommended for use in unfinished basements, attics, or garages.

# Step 2

## INSTALL FILTERS

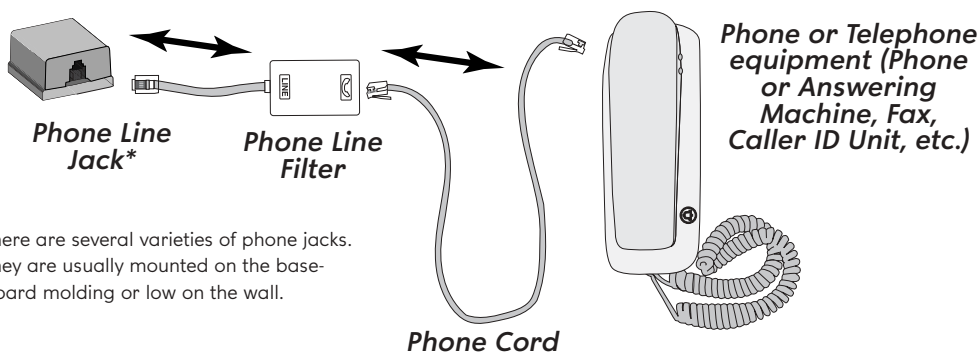
EVERY phone jack on your FastAccess DSL line, which has a telephone or other telephone device connected, must have filters installed. Filters reduce interference on your telephone devices from the digital signal provided by FastAccess service. Examples of telephone devices include:

- telephone sets
- answering machines
- fax machines
- Caller ID units
- analog modems
- satellite television devices

If you need to order additional filters, visit [fastaccess.com/consumer](http://fastaccess.com/consumer), choose "Your FastAccess DSL Account", and choose "Order Additional Equipment". You can continue with your FastAccess installation by disconnecting the unfiltered telephone devices in your home until you receive additional filters.

### *Filter Installation for Phones or Telephone Devices Not Mounted on Wall*

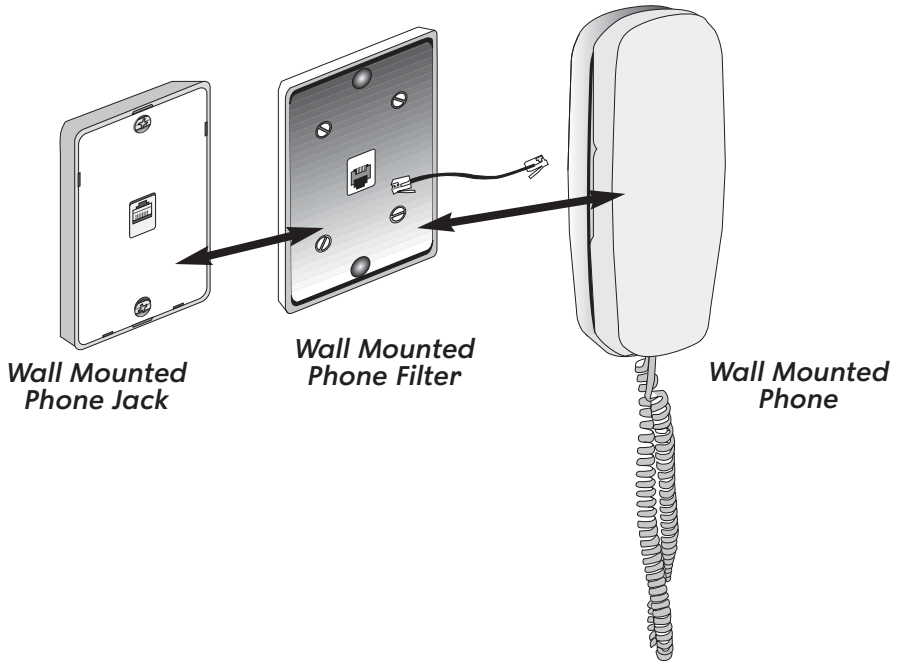
Install line filters for desktop phones and telephone devices in the order shown below. Plug the telephone or other analog devices into the "PHONE" jack on the filter as shown below. Once you have installed the filters, check for a dial tone on all of your telephones.



\*There are several varieties of phone jacks. They are usually mounted on the base-board molding or low on the wall.

## *Filter Installation for Wall Mounted Phones*

Install the filter to the wall phone jack in the order shown below. After installing your filter, check for a dial tone on your telephone.



## Step 3

### **INSTALL YOUR FASTACCESS INSTALLATION WIZARD SOFTWARE CD**

Turn on your computer and wait until all programs have fully loaded. Close all applications including firewall and virus detection packages.

Insert the **FastAccess Installation Wizard CD** (Blue CD) and follow the on-screen instructions and prompts to complete your installation of BellSouth FastAccess DSL Service. When prompted for equipment type, select "2Wire".

**Do not install the HomePortal until instructed by the Installation Wizard software.**





The **Connection Manager** is a valuable new diagnostic tool designed to monitor, manage, and diagnose your FastAccess DSL connectivity. BellSouth highly recommends installing this tool. An interactive Online Tutorial has been developed to provide information and instructions on how to use the **Connection Manager**. To view the tutorial, please go to [fastacesstools.com](http://fastacesstools.com) and click on the Connection Manager Online Tutorial.

# Step 4

## CONNECT YOUR FIRST COMPUTER TO THE HOMEPORTAL

### Choose a computer and connection type

The first computer you connect to your home network should be near your DSL service wall jack and near the HomePortal. You will set up your home network by connecting your first computer to the HomePortal via its Ethernet or USB port.

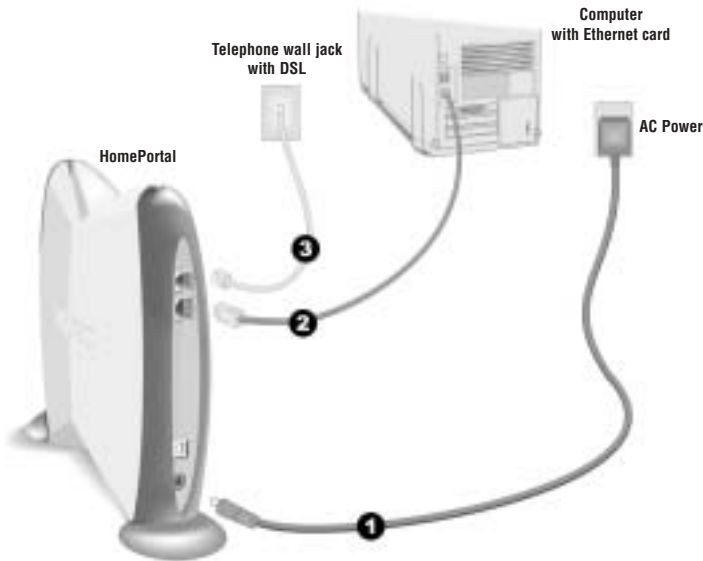
	<b>Connection Type</b>	<b>Go to page...</b>
	<b>Choice A: Ethernet</b> Requires: A computer with an Ethernet port. Recommended for: First computer in the same room as the HomePortal.	<b>Page 11</b>
	<b>Choice B: USB</b> Requires: A Windows XP, 98 SE, ME, or 2000 computer with an available USB port. Recommended for: First computer in the same room as the HomePortal.	<b>Page 12</b>
	<b>Choice C: Network connection via Ethernet hub or switch</b> Requires: An Ethernet hub or switch and a computer with an Ethernet port. Recommended for: Multiple computers in the same room as the HomePortal.	<b>Page 15</b>
	<b>Choice D: Wireless</b> Requires: A computer with an 802.11b wireless network adapter installed.* Recommended for: Mobile computers such as laptops. <small>*If you use a 2Wire wireless adapter for wireless networking, the HomePortal Setup Wizard software automatically configures it to communicate with the HomePortal during setup, but you will need to install the driver. BellSouth only supports 2Wire Wireless Adapters.</small>	<b>Page 16</b>

# INSTALLING HOMEPORTAL 1000S



## Choice A: Ethernet Connection

Requires a computer with an Ethernet port (not provided)



**IMPORTANT:** Make sure your computer is powered **off** before you begin.

1. Connect the provided AC power adapter first to the POWER port on the HomePortal. The green POWER light on the front of the HomePortal should come on.
2. Connect the provided Ethernet cable from the LOCAL ETHERNET port on the HomePortal to your computer's Ethernet port.
3. Connect the provided telephone cable from the PHONE LINE port on the HomePortal to a telephone jack with DSL service.
  - If you received a Line Combiner in your installation kit, follow the provided instructions included with the Line Combiner.

This connects the HomePortal's internal DSL modem to your FastAccess DSL service and sets up your home network for home phoneline (HomePNA) networking. If you have been using an external DSL modem, you will no longer need it.

## Check your connections

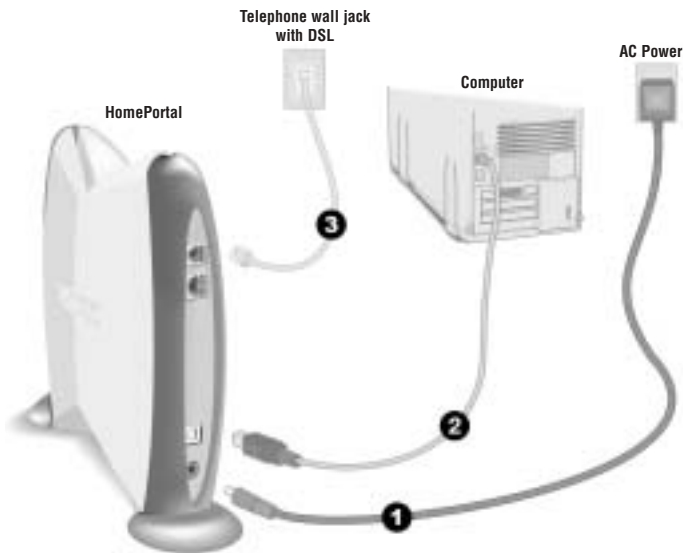
- Power on your computer.
- After all programs have fully loaded, verify the **POWER** and **HOME NETWORK** indicator lights on the front of the HomePortal are green. If they are not, see "Checking Indicator Lights" on page 56. The **BROADBAND LINK** indicator light will not turn green until the HomePortal software has been installed.

Continue from here to Step 6 "Install the HomePortal Software."



### Choice B: USB Connection

Requires a Windows 98 SE, Windows ME, Windows 2000, or Windows XP computer with an open USB port



**Note:** In a HomePortal network, only one Windows 98 SE, Windows ME, Windows 2000, or Windows XP computer can be directly connected to the HomePortal via USB. Additional computers may be added to the network using connection options such as home phoneline networking (HomePNA). USB/HomePortal connectivity is not available for Macintosh, Windows 95, Windows 95 OSR2, all versions of Windows 98 (except SE), or Windows NT.

**IMPORTANT:** Make sure your computer is powered off before you begin.

1. Connect the provided AC power adapter first to the **POWER** port on the HomePortal.

2. Connect the provided USB cable from the **PC** port on the HomePortal to your computer's USB port.
  3. Connect the provided telephone cable from the **LINE** port on the HomePortal to a telephone jack with DSL service.
- If you received a Line Combiner in your installation kit, follow the provided instructions included with the Line Combiner.

This connects the HomePortal internal DSL modem to your DSL service provider and sets up your home network for home phoneline (HomePNA) networking. If you have been using an external DSL modem, you will no longer need it.

### Install a Windows USB driver

Before installing your HomePortal software, you must install a Windows USB driver on your computer. The following screens may vary somewhat on Windows ME, Windows 2000, and Windows XP.

1. Power on your computer. The Add New Hardware Wizard opens. Click **Next** to continue.



2. Select **Search for best driver for your device** and click **Next** to continue.



3. Place the HomePortal Setup Wizard CD in the CD-ROM tray and select **CD-ROM drive**. Click **Next** to continue.

**Note:** Make sure only the CD-ROM drive is selected. Otherwise Windows may load the wrong file.



4. Select **The updated driver** and click **Next**.



5. Click **Next**.

**Note:** If asked to insert your **Windows CD**, please do so and follow the onscreen instructions. If you don't have your **Windows CD** handy, look for the Windows .cab files in the locations listed below:

C:\WINDOWS\options\cab

C:\WINDOWS

C:\WINDOWS\system

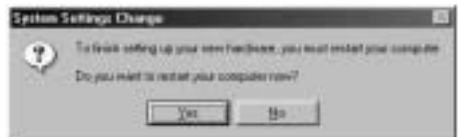
C:\Win98



6. Click **Finish**.



7. Remove the CD from the CD-ROM tray, then click **Yes** to restart your computer.



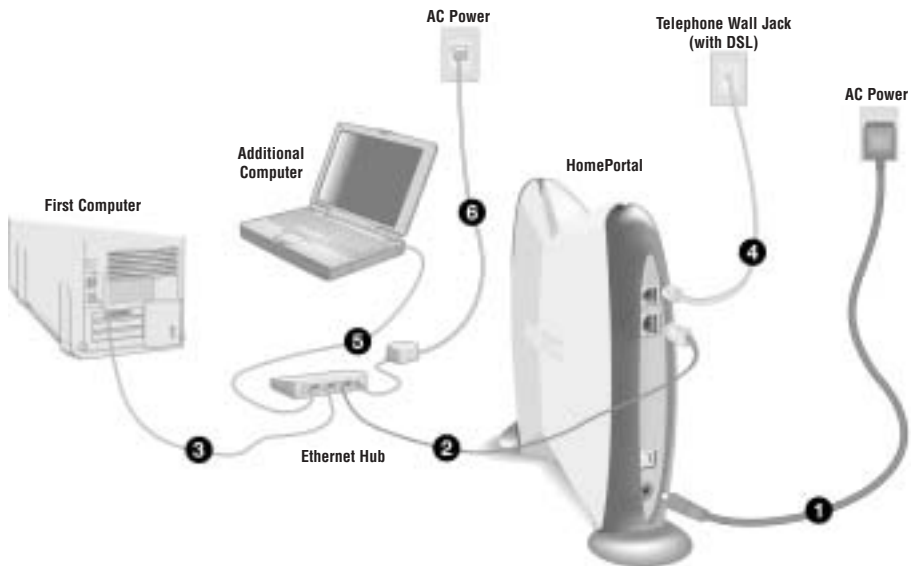
## Check your connections

- After all programs have fully loaded, verify the **POWER** and **HOME NETWORK** indicator lights on the front of the HomePortal are green. If they are not, see “Checking Indicator Lights” on page 56. The **BROADBAND LINK** indicator light will not turn green until the HomePortal software has been installed.

Continue from here to Step 6 “Install the HomePortal Software”.



### **Choice C: Network with Ethernet Hub or Switch** Computer has Ethernet adapter and you are using an Ethernet hub or switch



**Note:** The HomePortal has an auto-crossover port. You do not need to use a special crossover cable or make any changes to the configuration of your HomePortal, Ethernet hub, or switch. The HomePortal will establish the type of connection needed during setup.

**IMPORTANT:** Make sure your computer is powered off before you begin.

1. Connect the provided AC power adapter first to the **POWER** port on the HomePortal. Then, and only then, connect the other end of the power adapter's cord to an electrical outlet. *It is very important to make the power adapter connections in this order.*
2. Connect the provided Ethernet cable from the **LOCAL ETHERNET** port on the HomePortal to an open port on the hub.
3. Connect the first computer's Ethernet adapter to the hub using an Ethernet cable.

4. Connect the provided telephone cable from the **PHONE LINE** port on the HomePortal to a telephone jack.
  - If you received a Line Combiner in your installation kit, follow the provided instructions included with the Line Combiner.
5. Using an Ethernet cable, connect any additional computers to the hub.
6. Plug the hub into an electrical outlet.

### Check your connections

- Power on your computer.
- After all programs have fully loaded, verify the **POWER** and **HOME NETWORK** indicator lights on the front of the HomePortal are green. If they are not, see "Checking Indicator Lights" on page 56. *The **BROADBAND LINK** indicator light will not turn green until the HomePortal software has been installed.*

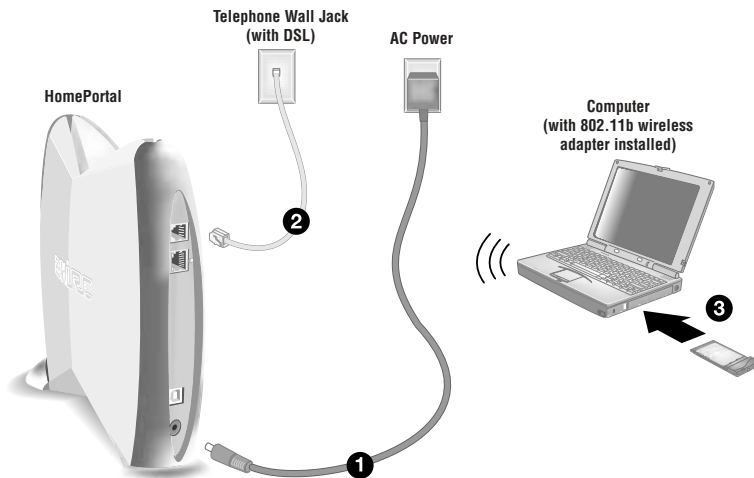
**Repeat this step for each additional computer connected to the hub. Continue from here to Step 6 "Install the HomePortal Software."**



### Choice D: Wireless Connection

Model 1000SW only

Requires a computer with 802.11b wireless adapter installed



1. Connect the provided AC power adapter from the HomePortal's **POWER** port to an electrical outlet. The green **POWER** light on the front of the HomePortal should come on.
2. Connect the provided telephone cable from the **PHONE LINE** port on the HomePortal to a telephone wall jack.
  - If you received a Line Combiner in your installation kit, follow the provided instructions included with the Line Combiner.

3. Install your wireless adapter according to the manufacturer's instructions (see note below).

**Note:** *If you use a 2Wire wireless adapter for wireless networking, the HomePortal Setup Wizard software automatically configures it to communicate with the HomePortal during setup, but you will need to install the driver. If you are NOT using a 2Wire wireless adapter, you will need to manually configure your adapter of choice to communicate with the HomePortal BEFORE installing the HomePortal software. BellSouth only supports 2Wire Wireless Adapters.*

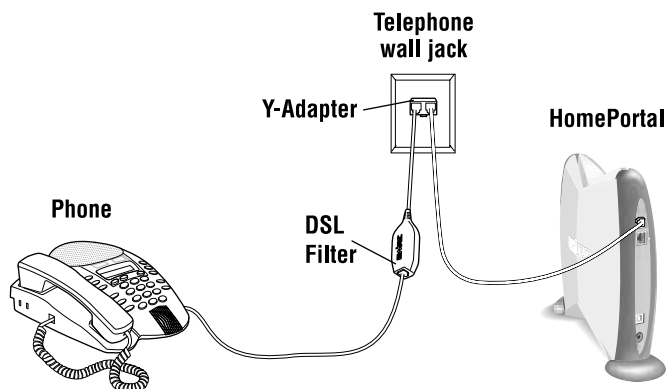
### **Check your connections**

With your computer completely started, verify the POWER and **HOME NETWORK** indicator lights on the front of the HomePortal are green. If they are not, see "Checking Indicator Lights" on page 56. The **BROADBAND LINK** indicator light will not turn green until the HomePortal software has been installed and an Internet connection has been established.

**Continue from here to Step 6 "Install the HomePortal Software".**

# Step 5

## USING THE SAME TELEPHONE JACK FOR YOUR HOMEPORTAL AND TELEPHONE



1. Insert the Y-Adapter into the telephone jack.
2. Connect the phone cable from the Y-Adapter to the HomePortal's LINE port.
3. Connect the DSL Phonenumber filter from the Y-Adapter to telephone cable and connect the telephone cable to the telephone.

If you need additional filters, visit [Fastaccess.com](http://Fastaccess.com) and choose "For Home" and then choose "Your FastAccess DSL Account". You can continue with your installation by disconnecting the unfiltered telephone equipment until you receive your additional filters.

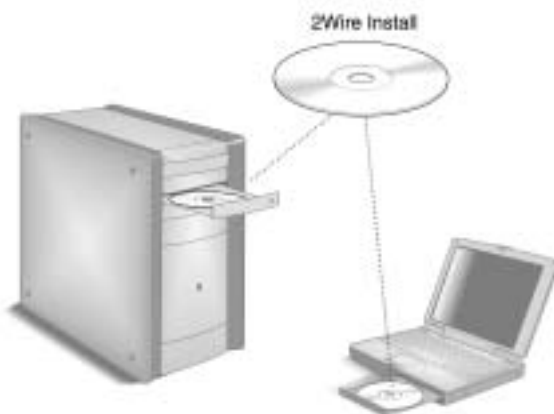
# Step 6

## INSTALL THE HOMEPORTAL SETUP WIZARD CD ON YOUR FIRST COMPUTER

Before installing the HomePortal software, it is very important that you note your HomePortal Key Code (525Z-25Z4-6266-22AS-B2DC) and uninstall any conflicting applications such as firewall and file – and printer-sharing applications. See Step 1 “Getting Started”.

### Installing the HomePortal Setup Wizard on Windows PCs

1. Close all programs before running the HomePortal Setup Wizard.
2. Insert the *HomePortal Setup Wizard* CD in the CD-ROM drive of your computer. It may take up to one full minute for the Setup Wizard to start.
3. Follow the on-screen instructions.



### Starting the Setup Wizard manually on Windows PCs.

If, after a full minute the Setup Wizard doesn't run automatically:

- Double-click on the **My Computer** icon located on the desktop.
- Double-click on the icon that corresponds to your **CD-ROM** drive, then double-click **Setup.exe**.

1. During Step 1 of the setup, you are given an opportunity to change the Computer's Network name. You may wish to change the Computer's name to represent its location, for example study or bedroom. After completing Step 1, you will be prompted to reboot. Once rebooted, the setup will start at Step 2.



2. During Step 2, when prompted for the Key Code, Enter:  
**525Z-25Z4-6266-22AS-B2DC.**



3. When asked for your username and password, enter your BellSouth.net FastAccess username using this format:  
**username@bellsouth.net**



4. After the Setup Wizard completes, the **BROADBAND LINK** indicator light on the front of your HomePortal will flash green as the HomePortal establishes a connection to BellSouth FastAccess DSL. This could take several minutes. The light will turn solid green when the connection is established.

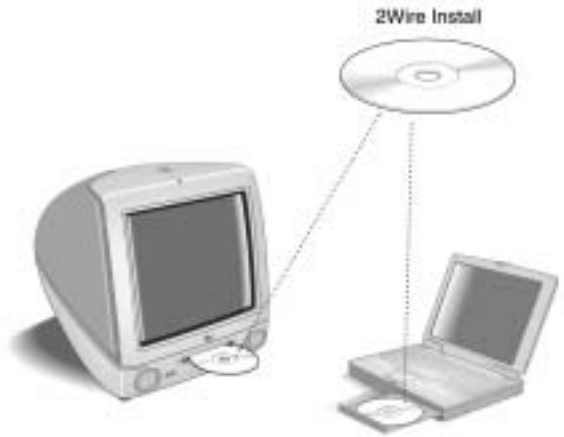


5. Please continue setup by completing the online registration.

## Installing the HomePortal Setup Wizard on Macintosh Computers

**Note:** Close all programs before installing the HomePortal Setup Wizard.

1. If your Macintosh does not have either the Internet Explorer 5.5 or Netscape 4.76 Web browser, you must install one before installing the HomePortal software. To install Internet Explorer 5, drag the Internet Explorer folder from the HomePortal Setup Wizard CD to your Macintosh hard drive, double-click the Internet Explorer icon, and, when prompted, agree to make Internet Explorer 5 your default browser.



2. Insert the HomePortal Setup Wizard CD in the CD-ROM drive of your computer.
3. Double-click on the 2Wire icon. A window opens with two icons. One is a HomePortal Install icon and the other is an Internet Explorer 5 folder. Double-click the HomePortal install icon and click Continue.
4. Click Install to copy the HomePortal software to a folder called 2Wire HomePortal on the Macintosh hard drive. To copy the files to a different folder, click Select Folder...from the pull-down menu and select another folder. Click Install and follow the onscreen instructions.
5. After the Setup Wizard completes, the **BROADBAND LINK** indicator light on the front of your HomePortal will flash green as the HomePortal establishes a connection to your broadband service provider. *This could take several minutes.* The light will turn solid green when the connection is established.





# Step 7

## CONNECTING ADDITIONAL COMPUTERS TO YOUR NETWORK

Now that your first computer is connected to the HomePortal and your Internet connection has been established, it is time to connect your other computers to the network. We recommend adding computers to your network using home phonenumber networking (HomePNA), because the technology does not require new wiring throughout your home. To use home phonenumber networking to add computers to the network, you will need a HomePNA adapter or card to connect each additional computer through the phone line.

Use the following table as a guide for connecting additional computers and/or Internet devices to your home network.

Select ONE of the following choices for each additional computer.

Connection Type	Go to page...
 <b>Choice A: HomePNA Adapters</b> Requires: PC Port (USB HomePNA Adapter)	<b>Page 23</b>
 <b>Choice B: HomePNA Adapters</b> Requires: PCI HomePNA Adapter	<b>Page 26</b>
 <b>Choice C: Ethernet Hub</b> Requires: An Ethernet hub or switch and a computer with an Ethernet port.	<b>Go to Step 4, Choice C, of this guide.</b>
 <b>Choice D: Wireless (Model 1000SW only)</b> Requires: A computer with an 802.11b wireless network adapter installed.* <small>*If you use a 2Wire wireless adapter for wireless networking, the HomePortal Setup Wizard software automatically configures it to communicate with the HomePortal during setup, but you will need to install the driver. BellSouth only supports 2Wire Wireless Adapters.</small>	<b>Page 29</b>

If you need additional adapters, visit [fastaccess.com](http://fastaccess.com) and choose "For Home" and then choose "Your FastAccess DSL Account".

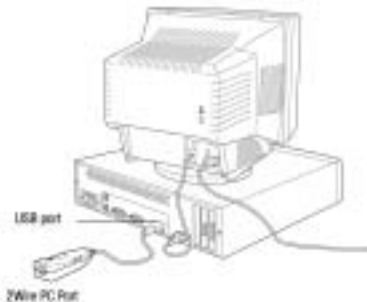
## CHOICE A: Installing a USB HomePNA PC Port Adapter

The PC Port adapter is an adapter that you can use to connect a computer to the HomePortal to share Internet Access, files and printers, and using the telephone jacks.

### Installing the PC Port adapter on a Windows PC

1. Turn your computer off.
2. Insert the PC Port adapter into an available USB port on your computer.
3. Connect one end of the supplied telephone cable to the PC Port adapter and the other end of the telephone cable to an available wall jack.

**Note:** You may have more than one phone line in your home. Your networked computers and devices must be connected to the same phone line in order to be on the same network.



### Installing the Drivers For Windows

**Note:** The following screens show network driver installation on a computer running Microsoft Windows ME. Screens for computer running other Windows versions may appear in a different order and may have a slightly different appearance.

1. Power on your computer.
2. When the Add New Hardware Wizard window opens, select Specify the location of the driver (Advanced), and click **Next**.



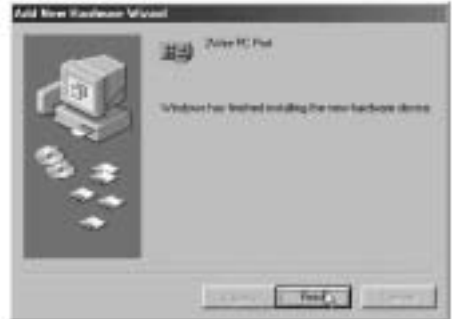
3. Insert the HomePortal Setup Wizard CD into your CD-ROM drive. Select Removable Media (Floppy, CD-ROM...), and click **Next**.



4. Windows is now ready to load the network drivers. Click **Next**.



5. After the drivers are copied, click **Finish**.

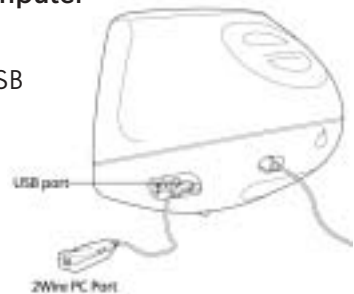


6. When the System Settings Change window opens, click Yes to reboot your computer to complete the installation. If the System Settings Change window does not open, restart your computer. From the Start menu, select Shut Down, select Restart, and click **OK**.



## Installing the PC Port adapter on a Macintosh Computer

1. Turn your computer off.
2. Insert the PC Port adapter into an available USB port on your computer. You can use any USB port except the keyboard port on the iMac.
3. Connect one end of the supplied telephone cable to the PC Port adapter and the other end of the telephone cable to an available wall jack.



## Installing the Drivers For Mac OS

1. Power on your computer.
2. Mac OS recognizes the PC Port and asks if you would like to load the driver over the Internet. Click **Cancel** to continue.



3. Insert the 2Wire PC Port CD.  
Select the 2Wire PC Port Installer from the CD and click **Continue**.



4. Accept or decline the License Agreement.  
Click **Accept** to continue your PC Port installation. Selecting Decline will end your installation.



5. Select **Easy Install**.  
Verify that Easy Install is selected in the PC Port for Mac window. If it is not, select it from the pull-down menu.



6. Restart your computer.  
Your PC Port installation is complete. Click Restart to load the PC Port settings.



7. Establish your PC Port connection.  
From the Apple menu, select Control Panel, then TCP/IP. Set the Connect via field to 2Wire PC Port and close the window. If the Save changes window displays, click **Save** to complete your installation.



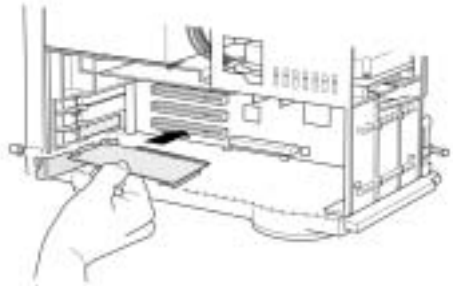
## CHOICE B: Installing a PCI HomePNA Adapter

The Internal Phonenumber Adapter allows you to build a network using standard home telephone lines. Using the Internal Phonenumber Adapter, you do not need to install separate hardware or special cables.

### Installing the Internal Phonenumber Adapter

**Note:** To avoid static electric charges, touch an unpainted screw on the outside of the power supply before installing or working with the adapter.

1. Turn your computer off and unplug the power cord.
2. Remove the outer cover of your computer and locate an available PCI slot.
3. Remove the backplate (the small piece of metal that covers the opening for the PCI card on the back cover that you just removed).
4. Insert the PCI adapter into the PCI slot.
5. Secure the adapter with the screw from the backplate and replace the cover of your computer.
6. Use the supplied telephone cable to connect the adapter to a telephone wall jack.



### Installing Drivers For Windows 98

**Note:** The following screens show network driver installation on a computer running Microsoft Windows ME. Screens for computers running other Windows versions may appear in a different order and may have a slightly different appearance.

1. Power on your computer. After Windows loads, the Add New Hardware Wizard will open. Click **Next** to continue.



2. When prompted, select Search for a better driver for your device (Recommended), and click **Next**.



3. Insert the HomePortal Setup Wizard CD into your CD-ROM drive, uncheck Floppy disk drives, select the CD-ROM drive checkbox, and click **Next**.



4. After Windows locates the best driver for your device. Click **Next** to continue.



5. Once the drivers are copied, click **Finish**.



6. When the System Settings Change window opens, click Yes to reboot your computer to complete the installation. If the System Settings Change window does not open, restart your computer. From the Start menu, select Shut Down, select Restart, and click **OK**.



### **Installing Drivers For Windows ME/XP**

1. Power on your computer. Windows ME/XP automatically installs the drivers for the Internal Phoneline Adapter.
2. Reboot your computer.

### **Installing Drivers For Windows 2000**

1. Power on your computer and insert the HomePortal Setup Wizard CD into your CD-ROM drive.
2. When the Found New Hardware Wizard window opens, click Next to continue.
3. The next window prompts you to install device drivers. Select Search for a suitable driver for my device (recommended), and click Next.
4. When the Locate Driver Files window opens, uncheck Floppy disk drives, select the CD-ROM checkbox, and click Next.
5. When the Driver Files Search Results window opens, click Next.
6. When the Digital Signature Not Found window opens, click Yes to copy the driver files.
7. Click Finish to complete the installation.

## CHOICE D: Installing a 2Wire Wireless Adapter

The Wireless PC Card is a wireless network card that fits into any standard PC Card Type II slot. Using the Wireless PC Card, you have the same connectivity Ethernet without the wires. Expanding or redesigning your network is easy, and unlike cabled Ethernet, the Wireless PC Card allows you to roam throughout the home while remaining connected to FastAccess DSL.

BellSouth recommends that you complete your wireless Adapter installation in the same room as your HomePortal to receive the best signal strength and to have easy access to the numbers on the bottom of the HomePortal that will be required for the installation.

### Install the Wireless PC Card

To install the Wireless PC Card, turn off your computer and simply insert the card into the PC Card slot.



## Wireless Adapter Driver Installation

### Installing Drivers For Windows 98SE

1. Power on your computer. The Add New Hardware Wizard opens. Click **Next** to continue.



2. When the next window opens, select **Search for a better driver for your device (Recommended)**, and click **Next**.



3. Insert the HomePortal Setup Wizard CD into your CD-ROM drive, uncheck **Floppy disk drives**, select the **CD-ROM drive** checkbox, and click **Next**.



4. Windows locates the best driver for your device. Click **Next** to continue.



5. After the drivers are copied, click **Finish**.



6. When the System Setting Change window opens, click **Yes** to reboot your computer and complete the installation.



## Installing Drivers For Windows ME

1. Power on your computer and insert the HomePortal Setup Wizard CD into your CD-ROM drive.
2. When the Add New Hardware Wizard window opens, select **Automatic search for a better driver (Recommended)**, and click **Next**.
3. After the driver files are copied, click **Finish**.



4. When the System Settings Change window opens, click **Yes** to reboot your computer and complete the installation.



## Installing Drivers For Windows 2000

1. Power on your computer and insert the HomePortal Setup Wizard CD into your CD-ROM drive.



- When the Found New Hardware Wizard window opens, click **Next** to continue.
- The next window prompts you to install device drivers. Select **Search for a suitable driver for my device (recommended)**, and click **Next**.



- When the Locate Driver Files window opens, uncheck **Floppy disk drives**, select the **CD-ROM drives** checkbox, and click **Next**.



- When the Driver Files Search Results window opens, click **Next**.



- When the Digital Signature Not Found window opens, click **Yes** to copy the driver files.



7. Click **Finish** to complete the installation.



## Installing Drivers For Windows XP

1. Power on your computer and insert the HomePortal Setup Wizard for Windows XP CD into your CD-ROM drive.
2. When the Found New Hardware Wizard window opens, select **Install from a list or specific location (Advanced)** and click **Next** to continue.



3. When prompted to choose your search and installation options, ensure that the **Search removable media (floppy, CD-ROM)** checkbox is selected.



4. If the Hardware Installation window opens, click **Continue Anyway** to copy the driver files. If the Hardware Installation window does not open, continue to the next step.



5. Click **Finish** to complete the installation.



## Step 8

### **INSTALL YOUR FASTACCESS INSTALLATION WIZARD SOFTWARE CD ON YOUR ADDITIONAL COMPUTERS**

Turn on your computer and wait until all programs have fully loaded. Close all applications including firewall and virus detection packages.

Insert the **FastAccess Installation Wizard CD** (Blue CD) and follow the on-screen instructions. When prompted for equipment type, select "2Wire".

The **Connection Manager** is a valuable new diagnostic tool designed to monitor, manage, and diagnose your FastAccess DSL connectivity. BellSouth highly recommends installing this tool. An interactive Online Tutorial has been developed to provide information and instructions on how to use the **Connection Manager**. To view the tutorial, please go to [fastacesstools.com](http://fastacesstools.com) and click on the Connection Manager Online Tutorial.

# Step 9

## INSTALL THE HOMEPORTAL SETUP WIZARD CD ON YOUR ADDITIONAL COMPUTERS

After installing your network adapter, you must configure each additional computer to communicate with your HomeNetwork.

- Start your computer and wait until all programs have fully loaded.
- Place the HomePortal Setup Wizard CD in CD-ROM drive.
- Wait a full minute for CD to start up.
- Follow on-screen instructions.
- When prompted for Key Code, use the Key Code listed below:  
**525Z-25Z4-6266-22AS-B2DC.**
- When prompted to enter username, enter your BellSouth.net username using this format: **username@bellsouth.net**
- After a reboot, if you are prompted for a Windows Network login it is recommended that you leave the password blank and click **OK**.

To insure the proper configuration it is recommended that the HomePortal setup wizard be run on all PC's. The CD can be used to configure Windows 98, ME, NT 4.0, Win 2000, Win XP and Macintosh 8.6 or higher.

Setting up a PC for the HomeNetwork without the CD

- Connect the computer to the HomeNetwork via Ethernet or HomePNA.
- Start your computer and wait until all programs have loaded.
- Uninstall or disable any personnel firewalls, proxy software or Internet sharing software. (ie, Zone Alarm, Black Ice, Win Proxy). Reinstall all applications after installation is complete.
- Configure the IP stack to obtain an IP address automatically.
- Verify the computer obtained an IP address from the Homeportal.
- Open the browser and attempt to surf the Internet.

**This computer is now connected to your home network. Please repeat Steps 7, 8 & 9 for each computer you would like to connect to your home network.**

# Step **10**

## **INSTALL BELLSOUTH CUSTOMIZED BROWSER**

For your convenience, BellSouth offers a customized version of Microsoft Internet Explorer. In order to take full advantage of BellSouth Internet Services features, we recommend installing this browser. Installing this version will update all previous versions of Internet Explorer on your computer.

If you did not install the BellSouth customized browser during the previous step, please go to <http://services.bellsouth.net/member/upgrades/> to download the latest version.

# CONGRATULATIONS!

*You have completed the installation steps  
for your FastAccess HomeNetworking Service.*

Please review the next few pages for important information regarding Internet security networking tools, troubleshooting tips, and file and printer sharing.

Also, for post-installation information on how to set up your e-mail account, frequently asked questions, and other useful tips, please refer to the

**Welcome Guide** available online. Visit [fastaccess.com](http://fastaccess.com) and choose

**"For Home"** and then **"Your FastAccess DSL Account"**. Click on

**"Self-Installation Guides"**. This site will provide the latest version of

the **Welcome Guide**.

# **MONITORED ALARM NOTICE**

## ***Attention: Customers With A Monitored Alarm Or Emergency Response System***

**The installation of BellSouth FastAccess Internet Service may interfere with the normal operation of a monitored alarm or emergency response system.**

1. Immediately after you have completed the installation and testing of your BellSouth FastAccess DSL service, you will need to test your alarm system to ensure proper operation.
2. Your computer must be on and connected to FastAccess DSL service throughout the test.
3. Contact your alarm or emergency response monitoring company and explain that you have installed DSL service at your home and would like to test your alarm system.
4. The monitoring company will provide you with specific instructions to complete this test.
5. During the test you may lose Internet connection or sync. This interruption of service is normal and should be only temporary.
6. When the test is completed, your monitoring company will be able to tell you if the alarm operated correctly.
7. If your monitoring company advises you that the test was successful, your FastAccess DSL installation is completed.
8. If your monitoring company advises you that the test was not successful, please turn your Computer modem off and repeat steps 3 through 6. If the alarm test fails in both situations, please contact your alarm company for assistance, as the cause is not the FastAccess installation. If the alarm test fails only when the HomePortal is on, immediately contact BellSouth FastAccess Service at 1-800-695-6361.
9. Explain to the FastAccess Help Desk Representative that you have installed FastAccess service at your home and you have discovered through testing with your monitoring company that your alarm system is not operating correctly.


10. The BellSouth representative will schedule a priority service appointment to have a BellSouth installer come to your home and resolve the issue.
11. It will be necessary for you to leave your HomePortal off until the BellSouth installer is able to resolve the issue. Unfortunately, you will not have Internet access during the time that your HomePortal is turned off.

**Note:** *We recommend periodic testing using the above steps, particularly if changes have been made to your alarm/emergency response system or FastAccess Service.*

# Using HomePortal Monitor




HomePortal Monitor provides useful networking tools for all the computers in your home network. It also provides information about the status of your broadband connection.

## HomePortal connection status indicators


After running the HomePortal Setup Wizard, a  icon appears in the task bar of your computer screen.





The state of this icon indicates the status of your connection to the HomePortal and the HomePortal's connection to the Internet.


-  A red icon indicates your computer is connected to the home network and the HomePortal is connected to the Internet.
-  A gray icon indicates that your HomePortal has detected a problem with its connection to the Internet. For more information on diagnosing your connection status go to HomePortal Help.
-  A gray icon with a red exclamation point down the center indicates that your computer is not currently connected to the HomePortal. For more information on diagnosing your connection status go to HomePortal Help.

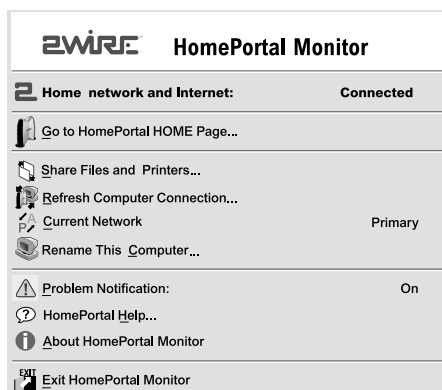
## HomePortal Monitor tools

Clicking on the  icon launches the HomePortal Monitor, a handy menu of tools such as Share Files or Printers, Current Network, and Help.

The following information briefly describe how to use the tools in HomePortal Monitor. For more detailed instruction click the  icon to launch HomePortal help.

-  **HomePortal...**  
Launches your home console (<http://homeportal>).

-  **Go to HomePortal Summary Page...**  
Launches your default Web browser and opens the HomePortal Summary page.





### **Share Files or Printers (available on Windows 98, 98 SE, and ME)...**

Selects drives and printers you wish to share with other Windows 98, 98 SE, or ME computers on the network. This is a computer-specific option, so if you want to share all drives and printers, you must use this tool on each computer.



### **Refresh Computer Connection...**

Re-establishes your computer's network connection and its connection to your HomePortal. Click this selection each time you disconnect and reconnect a computer to your network to tell the HomePortal to dynamically reassign an IP address to your computer.



### **Current Network...**

Switches your computer's network settings between two different profiles, Primary and Alternate.



### **Rename This Computer...**

Allows you to specify a unique computer name for each computer on your network.



### **Problem Notification...**

Notifies you, via pop-up window, when your computer encounters a problem with its connection to the HomePortal or when the HomePortal has a problem with its Internet connection.



### **HomePortal Help...**

Launches the HomePortal Help system.



### **About HomePortal Monitor...**

Displays the HomePortal Monitor version number and copyright information.



### **Exit HomePortal Monitor...**

Closes the HomePortal Monitor and allows you to specify whether HomePortal Monitor should run when your computer is restarted.

# FILE AND PRINTER SHARING

Now that your computers are connected to each other on a network, you can share files and network resources such as printers. To learn how, read these sections.

1. Enable file and print sharing.
2. Set up file and print sharing.
3. Access shared files and printers.

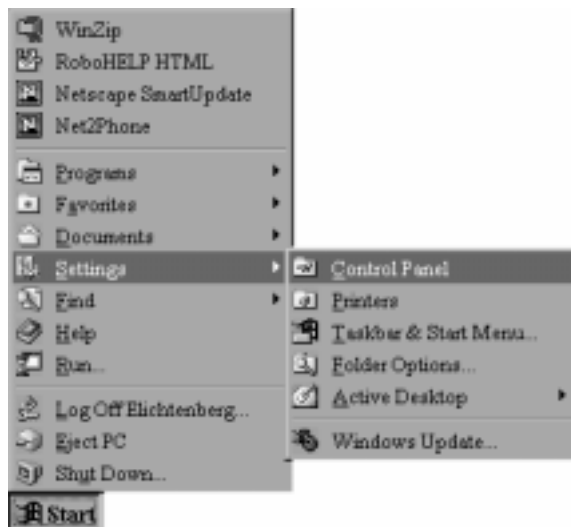
**Note:** The file and printer sharing instructions in this online Help system are for Windows 95, 98, and ME computers. For Windows NT, 2000, and Macintosh computers, see the file and printer sharing procedures explained in the Windows NT, 2000, and Macintosh online Help systems.

## Enable File And Print Sharing

The first step to sharing files and printers is enabling sharing on your computers.

To enable file and print sharing:

1. Click **Start > Settings > Control Panel**.



2. Double-click the **Network** icon.



3. Click the **File and Print Sharing...** button, then select **I want to be able to give others access to my files** and **I want to be able to allow others to print to my printer(s)**.



4. Click **OK** to close the File and Print Sharing dialog box. Click **OK** to close the Network dialog box.
5. If file and printer sharing is not already installed on your computer, you will be prompted for your Windows operating system CD.



6. When prompted, insert your Windows CD, click **OK**, and follow on-screen instructions.

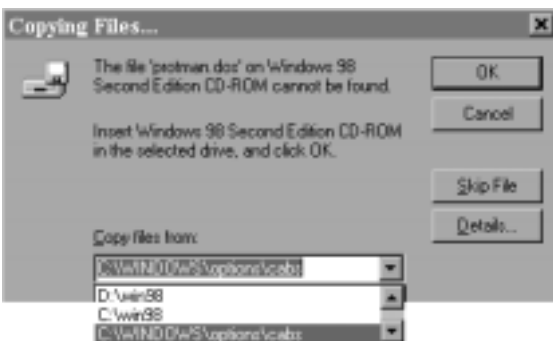
If you don't have your Windows CD, try the following options for locating the needed files:

C:\WINDOWS\options\cabs

C:\Windows

C:\Windows\system


C:\Win98



7. When prompted, **restart your computer** to allow the new settings to take effect.

## Using HomePortal Monitor To Set Up Sharing

You can use HomePortal Monitor to set up sharing of drives and printers for Windows 95, 98, and ME computers:

1. Click the (  ) at the bottom of your computer screen to open HomePortal Monitor.
2. From HomePortal Monitor, select **Share Files or Printers....**  
*Note: If file sharing is not enabled, Share Files or Printers... is grayed out in HomePortal Monitor, and you must enable file and print sharing on your computer.*
3. Select the drive or printer you wish to share. The Enter Share Name dialog box appears.
4. Enter a name up to 12 characters or digits, including spaces. This will be the name that appears on your home console Network page.
5. Repeat steps 3 and 4 for each drive and printer you wish to share.
6. Click **OK**.

### To control access by using a password

1. Under the list of available drives and printers, select the **Use Password** box.
2. Enter the password.
3. Click **OK**.

## Share Files And Printers

After you have enabled file and printer sharing on your computer, you can set up the files and printers you wish to share.

*Note: The file and printer sharing instructions in this Help section are for Windows 95, 98, and ME computers. For Windows NT, 2000, and Macintosh computers, see the file and printer sharing procedures explained in the Windows NT, 2000, and Macintosh online Help systems.*

### To share a folder

1. In Windows Explorer or My Computer, click the folder you want to share.
2. On the **File** menu, click **Properties**.
3. Click the **Sharing** tab, and then click **Shared As**.
4. Click the Access Type you want, and, if necessary, enter a password.

## Notes

If the Sharing tab is not visible, you need to enable file and print sharing services. See “Enable File and Print Sharing”.

You can also share disk drives by using this method.

### To share a printer

1. Click **Start**, point to **Settings**, and then click **Printers**.
2. Click the printer you want to share.
3. On the **File** menu, click **Properties**.
4. Click the **Sharing** tab, and then click **Shared As**.

## Notes

- If the Sharing tab is not visible, you need to enable file and print sharing services. See “Enable File and Print Sharing”.
- You can only share a printer that is connected to your computer.
- Not all printers support sharing. If you have difficulty, return to the Printer Manufacturer Documentation.

## *Access Shared Files and Printers*

To access shared files on another computer double-click Network Neighborhood, and then double-click the computer where the shared folder is located.

### To use a shared network printer

1. Double-click Network Neighborhood, and then locate the computer with the printer you want to use.
2. Click the computer with the printer you want, and then click the printer icon.
3. To set up the printer, follow the instructions on the screen.


## Notes

After you have set up a network printer, you can use it as if it were attached to your computer.

To see which computers have shared printers, on the **View** menu, click **Details**, and look for printer names or descriptions in the **Comment** column.

### Shortcut for users of Internet Explorer

This method of accessing shared files and printers is only available when using Internet Explorer on Windows 98 SE and ME.

1. Double-click the (  ) icon on the bottom of your computer screen or open your browser to <http://homeportal> to open the home console.
2. From the home console, click the Network tab.
3. Click the **Access shared files...** link corresponding with the computer whose shared files or printer you wish to access.

# USING NETWORK-ENABLED GAMES AND APPLICATIONS

For security reasons, the HomePortal normally blocks communication from the Internet to “application servers” on your home network. If you need to “host” an application server in your home, you may designate one computer in your home as the host computer for that application, allowing data specifically associated with that application to pass through to that computer. Only one computer may host a particular application server at a time.

## To view available hosted applications:

1. Double-click the **2Wire** icon on the bottom of the computer screen or open your browser to <http://homeportal>.
2. Click the **Network** tab and select the computer that you want to host the application.
3. Click the **Advanced...** link corresponding with the computer you want to set up as a host computer.

## To assign a hosted application to a computer:

1. From the left-hand list of available hosted applications, click to select the one you want to apply to your network computer.
2. Click **Add>>**, then click **OK**.

## To remove a hosted application assignment:

1. From the right-hand list of assigned hosted applications, click to select the one you want to remove from your network computer.
2. Click **Remove>>**, then click **OK**.

# FREQUENTLY ASKED QUESTIONS

Following are frequently asked questions for networking in general, the HomePortal, and HomePNA.

## *Frequently Asked Questions About Networking*

### **How can I share files and printers between Macintosh computers?**

The HomePortal does not interfere with the Macintosh method for sharing files and printers on a network. Refer to your Macintosh online Help system for setup and configuration.

### **How can I share files and printers between Windows NT machines?**

The HomePortal network fully supports Windows NT and Windows 2000 file and printer sharing. However, the HomePortal Monitor's sharing setup feature is not currently supported for Windows NT and 2000. Instead, use the Windows method for setting up file and printer sharing; this method is explained in detail in the Windows online Help system.

### **Do I need to use a network hub or switch with my home network?**

Only if you want to connect more than one Ethernet device (for example, two computers with Ethernet cards or one computer with an Ethernet card and one wireless base station). You do not need to use crossover cables when connecting devices to the HomePortal.

### **What kind of Ethernet cable should I use, and how should I connect it?**

With HomePortal you can use any kind of Ethernet cable and connect it in either direction. This is because the HomePortal features built-in automatic sensing capability that detects the difference between crossover and straight-through Ethernet cabling (RJ-45 CAT 5). You still need to be careful with other devices connected to your hub and follow the instructions that come with those devices.

### **How far apart can any two computers be in my network?**

Up to 500 feet for a phonenumber network, and 300 feet for an Ethernet network.

**IMPORTANT:** *2Wire recommends using the included light-gray telephone cables to connect computers via phonenumber and the included dark-gray Ethernet cable to connect computers via Ethernet.*

## How many computers can I attach to my home network?

You can attach as many as 253 computers or Internet devices (only 30 computers via HomePNA).

## *Frequently Asked Questions About HomePortal*

### **What security features does the HomePortal provide?**

The HomePortal provides some of the best security on the market by acting as a barrier between your computer and the Internet.

The HomePortal does several key things to help protect your computer:

- As a separate piece of hardware it offers a layer of protection for a computer owner.
- The HomePortal cannot run software beyond what is factory installed. This helps to prevent a hacker from using the HomePortal to relay attacks.
- Because the HomePortal uses solid state memory and does not have a hard drive, it can only provide limited functionality and is not open to becoming a host to a number of Trojan horses and other hacker applications that are used to crack systems.
- The HomePortal hides the IP addresses of the computer(s) attached to it. This means that a port scanner scans the HomePortal open ports, not your computers. As a first line of defense, this will help to stop you from being marked as a potential victim by someone who is looking for an easy target with a port scanner. It is similar to a house alarm or large dog that will make a burglar look for another house to rob instead of yours.
- The HomePortal also blocks ports. This means that a port may be open on your computer(s), but the open port will not be accessible from the Internet.
- The HomePortal helps to prevent denial of service and distributed denial of service attacks. This means that many attempts to attack your home network by using repeated connect requests, a common technique used by hackers, will fail.
- The HomePortal supports VPN (virtual private network) software, which encrypts data and network addresses before sending them through the public network and decrypts them at the receiving end.

## How can I change my home page in my browser to the HomePortal?

**Note:** You can reach the HomePortal default page anytime simply by typing *homeportal* in your browser's address field.

To make HomePortal your default home page:

1. Click the "2" icon at the bottom of your computer screen to open HomePortal Monitor.
2. From HomePortal Monitor, select Make HomePortal My Default Web Page.

## Does the HomePortal work with Linux, FreeBSD, and other operating systems?

Installation of the HomePortal software on your first computer should be done on a computer running Windows 98, NT, 2000, XP, or Macintosh 8.5 or higher. Also, the HomePortal Monitor portion of the graphical user interface requires Windows 98, NT, 2000, XP, or Macintosh 8.5 or higher. Other operating systems are not fully supported by 2Wire.

However, any computer capable of using a dynamically assigned IP address via DHCP can be used within a HomePortal network. This means that computers running any network-capable operating system can benefit from the security and Internet sharing capabilities of the HomePortal. They can also point their browsers to the HomePortal Web user interface (<http://homeportal>). To use the HomePortal with an unsupported operating system:

1. On the PC, verify that the DHCP server and the DNS (Domain Name Server) are stopped.
2. Configure your system to run as a DHCP client.
3. Connect the computer to the HomePortal network by way of HomePNA, or Ethernet.

**Note:** *USB is not a supported method for adding computers with unsupported operating systems.*

## Is the HomePortal software compatible with other Internet sharing software packages out there?

No. You must disable or uninstall other Internet sharing software packages. The HomePortal is designed to serve the Internet sharing function, and if two or more software packages that provide Internet sharing are present, none of the packages perform correctly. If you have inadvertently installed another Internet sharing software package on a machine in your network, then you need to uninstall it and re-install the HomePortal software.

## **How can I uninstall the HomePortal software?**

You can remove all of the HomePortal components installed on your system with the Uninstall utility.

### **To uninstall HomePortal (Windows):**

1. From the Start Menu, select Programs > HomePortal.
2. From the HomePortal submenu, select Uninstall HomePortal.
3. Click Yes to confirm that you want to remove the program and all of its components.

### **To uninstall HomePortal (Macintosh):**

1. Insert the HomePortal Setup CD.
2. Double-click the 2Wire icon on the desktop.
3. Double-click the HomePortal Install icon.
4. Click Continue.
5. From the pull-down menu select Uninstall.
6. Click Uninstall.
7. Click Continue.

## ***Frequently Asked Questions About HomePNA***

### **Do I need to use phonenumber filters in a HomePortal-enabled HomePNA network?**

Yes, whether or not you are using HomePNA. Phonenumber filters are required if you have splitterless DSL and sometimes they are required even if you have splintered DSL because splitters installed by DSL service providers do not always completely eliminate noise on the phone line. Use phonenumber filters on each phone, answering machine, fax machine, security system, and analog modem. You can order phonenumber filters from 2Wire (2Wire DSL Filter).

### **Does my DSL service interfere with my HomePNA network?**

No. The HomePNA network is designed to be compatible with ADSL as well as voice band.

### **Can I use HomePNA and my telephone at the same time?**

Yes. If you have splitterless DSL, you must use a phone-line filter on each phone in your home.

### **Can I use HomePNA and the HomePortal in a digital telephone system such as those found in many corporate environments?**

No. HomePNA is designed to be used only with standard analog home telephone systems.

### **Will some devices interfere with my HomePNA network?**

Yes, but only if you are using the older HomePNA 1.0 standard. Ham radios on bands between 4.5 and 9 MHz, some cordless phones, power devices with a rheostat (dimmer switch), and some older phones may affect the HomePortal network. To diagnose such a problem, unplug all of the telephone devices in your house, and turn off any power devices on dimmer switches and ham radios. Then connect the HomePortal network and plug in, one at a time, each of the telephone devices, checking the effect on your network before moving to the next device. Then turn on your dimmer switch and ham radio, and check the result on the HomePortal network connection. 2Wire recommends using only HomePNA devices that support the HomePNA 2.0 standard.

# FASTACCESS TROUBLESHOOTING

## Problems With Connection

If you are experiencing problems with your FastAccess DSL connection, please use the **Connection Manager** to troubleshoot. If you continue to experience problems, you can also try the recommendations listed below.

**BellSouth FastAccess Support Site** – Please visit [www.support.fastaccess.com](http://www.support.fastaccess.com) for all of your troubleshooting needs. BellSouth has developed a new, convenient site for you to get answers to commonly asked questions and view step-by-step instructions for resolving your technical problems. In addition, you will also find automated solutions that will solve many of your issues with just a couple of clicks. Please visit this site for any support or troubleshooting questions, as we will continue to add enhancements to maximize your FastAccess online experience.

If you continue to have problems, please contact the FastAccess Help Desk at 1-888-263-2421.

Symptom:	Try and Check:
<ul style="list-style-type: none"><li>Noisy FastAccess DSL phone line</li><li>Static on FastAccess DSL phone line</li><li>FastAccess connection drops when phone rings or is in use</li></ul>	<ul style="list-style-type: none"><li>Ensure filters are installed on all phone jacks with analog devices (See Install Filters section of this guide).</li><li>Unplug individual phones or other telephone devices to see if problem is resolved. If problem is resolved and you have a filter attached to the unplugged device, the telephone device may be the cause of the problem.</li></ul>
<ul style="list-style-type: none"><li>Experience intermittent loss of connection</li></ul>	<ul style="list-style-type: none"><li>If you have a 900 MHz phone or greater near your computer, try moving the phone away to see if the problem is resolved.</li><li>If you have a Burglar Alarm or an Emergency Response System, please refer to the "Monitored Alarm Notice" in this guide.</li></ul>
<ul style="list-style-type: none"><li>FastAccess DSL connection does not work (cannot connect to the internet)</li></ul>	<ul style="list-style-type: none"><li>Check the HomePortal status icon on the task bar on your desktop.</li><li>Check all connections.<ul style="list-style-type: none"><li>Ensure you plug the phone line connected to your DSL HomePortal directly into the phone jack or into the side of the filter labeled ADSL HPN.</li><li>Ensure filters are installed on all phone jacks with telephone devices (See Install Filters section of this guide).</li><li>Do not plug your DSL HomePortal into a surge protector. This may cause signal issues that will prohibit FastAccess service from working.</li></ul></li><li>Completely shut down your computer.</li><li>Remove phone line from HomePortal.</li><li>Wait two minutes.</li><li>Plug phone line back into HomePortal and power up the computer.</li></ul>

Symptom:	Try and Check:
<ul style="list-style-type: none"> <li>No dial tone</li> </ul>	<ul style="list-style-type: none"> <li>Make sure your telephone line is connected.</li> <li>Ensure filters are installed properly on the FastAccess DSL line for all telephone devices (See Install Filters section of this guide).</li> <li>This is a telephone line problem. Please call 611.</li> </ul>
<ul style="list-style-type: none"> <li>Slow response</li> </ul>	<ul style="list-style-type: none"> <li>Clear the cache on your browser (clear Temporary Internet files). **</li> <li>Reboot your Computer and HomePortal.†</li> </ul>
<ul style="list-style-type: none"> <li>Cannot send/retrieve email</li> </ul>	<ul style="list-style-type: none"> <li>From your desktop, double-click the Outlook Express icon. Click Tools and then click Accounts. Click Add and then click Mail. Follow the instructions on the screen.</li> </ul>

\*\*To clear your cache, you must open Windows Explorer, and then open your temporary Internet files folder. You should see a cache folder here. Empty all of its contents.

†To **Re-Boot** (without shutting off power to the computer): From the **Start** menu select **Shutdown**. Choose the **Restart the Computer** option and click **Yes**. This procedure should be followed after making system changes, when applications are not responding, or after completing an installation.

To **Shutdown**: From the **Start** menu select **Shutdown**. Choose the **Shutdown the Computer** option and click **Yes**. This procedure shuts off all power to the computer, and should be used only when the computer does not respond to an attempt to re-boot.

To perform a **Power Cycle**: Press the **Power-On/Power-Off** button: this will power-off your computer. After waiting approximately two minutes, press the **Power-On/Power-Off** button again to power-on the computer and restart. Follow this procedure when the computer fails to respond at all.

# TROUBLESHOOTING HOMEPORTAL

This chapter describes some problems you may encounter with your HomePortal network, and it provides suggestions for solving these problems. In most cases, you'll be able to diagnose and solve these problems quickly and easily, following the suggestions provided.

If you're having a problem with your HomePortal network, please check this chapter first to see if the problem is included here. Then check 2Wire's online Troubleshooting system before contacting the BellSouth Customer Care Center. If the problem you're having is not covered here or online or if the suggestions provided do not solve the problem, then please don't hesitate to contact us.

## *Troubleshooting Installation*

**I'm not sure whether my computer has a network adapter that can work with the HomePortal.**

**To check Windows 95, Windows 98, and Windows ME:**

1. On your desktop, right-click My Computer.
2. Select Properties, then click the Device Manager tab.
3. Double-click Network adapters and verify that Ethernet or HomePNA is listed.
4. If one of these adapters is not listed, install or reinstall an adapter on this computer.

Consult the manufacturer's documentation for installation instructions.

**To check Windows NT 4.0 and Windows 2000:**

1. Right-click Network Neighborhood.
2. Select Properties.
3. Select the Adapters tab and verify that Ethernet or HomePNA is listed.
4. If one of these adapters is not listed, install or reinstall an adapter on this computer.

Consult the manufacturer's documentation for installation instructions.

## To check Macintosh OS 8.5 or higher:

1. On your desktop, double-click your Hard Drive icon.
2. Select System Folder > Extension Folder and verify that Ethernet or HomePNA is listed.
3. If one of these adapters is not listed, install or reinstall an adapter on this computer.

Consult the manufacturer's documentation for installation instructions.

## Checking Indicator Lights

The HomePortal has three indicator lights you can use to diagnose installation and connection problems.

### Power light

If the Power indicator light is not lit the HomePortal is not getting power:

- Check to see if the power cable is plugged into the power outlet or power strip.
- Check to see if the power strip is turned on.
- Check to see if the power cord is plugged into the HomePortal.

The power cord is keyed and can only go in one way. You should feel a click when you plug it in.

**Note:** *If the Power indicator light is red, there is a system error, and you should contact BellSouth Customer Care.*

### Broadband link light

If the Broadband Link indicator light is off, there is no physical connection to broadband link.

- Verify that a regular telephone cord is plugged into the Line port on the HomePortal and into the telephone outlet in the wall.
- Verify that the included light-gray telephone cable is connected from the HomePortal DSL port to your DSL service wall jack.

**Note:** *The DSL service wall jack is a special jack set up during installation of DSL service. One way to verify that this is the right telephone line is to attach a telephone to the wall jack and then listen for a dial tone. If you do not hear a dial tone through the handset, this is probably the right telephone line to connect to the HomePortal DSL port.*

If the Broadband Link indicator light is red, the HomePortal has not been able to establish a physical connection to your broadband link:

- Restart the HomePortal by disconnecting and re-connecting the power cord. This will restart the HomePortal search for your broadband link.

If the Broadband Link indicator light is solid orange, the HomePortal has established a physical connection to your broadband link, but has not been able to connect to your broadband services:

- Verify that DSL services are activated.
- Your computer may have applications installed that conflict with the HomePortal. Before you can use the HomePortal to share your broadband connection, you must remove any conflicting applications. See “Remove conflicting applications” on page 3.
- If you changed your user name and password through your ISP, you need to change them on the HomePortal, too. Open your browser to <http://homeportal/setup> and enter your new user name and password.

### **Home Network light**

If your networked computers are powered on and the Home Network indicator light is not lit, the HomePortal may not be connected to any computer or hub by way of Ethernet, USB or HomePNA. The HomePortal must be connected to your home network in one of these ways:

- Ethernet: Verify that the Ethernet (dark-gray) cable is connected from the HomePortal LOCAL ETHERNET port (4th plug from bottom) into the Ethernet card in the computer or into an Ethernet hub. The Ethernet port on the computer looks like a regular telephone jack, but bigger. If you are using an Ethernet hub, verify the hub is plugged into a power outlet.
- USB: Verify that the ivory-colored USB cable is plugged into the computer and the HomePortal PC port (2nd plug from bottom).
- HPNA: Verify that a regular telephone cord is connected to your HPNA card or adapter and into a telephone outlet. Also verify that the second included light-gray telephone cord is connected to the HomePortal Line port and into a telephone outlet.

### **I’m having trouble installing the HomePortal software on Windows NT or Windows 2000.**

Verify that you have administrator user privileges. You must have administrative user privileges to install the HomePortal software on Windows NT.

### **I can’t connect my computer to the HomePortal.**

1. Make sure the computer has an adapter installed.

#### **On Windows 95, 98, and ME:**

- On your desktop, right-click My Computer.
- Select Properties, then click the Device Manager tab.
- Double-click Network adapters and verify that an Ethernet or HomePNA is listed.
- If the adapter is not listed, reinstall the adapter on this computer. Consult the manufacturer’s documentation for installation instructions.

- If more than one adapter is listed, you may need to disable the adapters that are not being used for your HomePortal network. This is especially true if you are using a Windows 98 computer to connect via USB. To disable an inactive adapter, double-click the adapter, select Disable, and click OK. Repeat for each unused adapter.

**Note:** *A disabled adapter is unavailable. Therefore, if you use the adapter on another network (such as work), do not disable it. Instead, use the adapter rather than USB to connect your computer to the HomePortal network.*

#### **On Windows NT 4.0:**

- Right-click Network Neighborhood.
- Select Properties.
- Select the Adapters tab and verify that an Ethernet or HomePNA is listed.
- If the adapter is not listed, reinstall the adapter on this computer. Consult the manufacturer's documentation for installation instructions.
- If more than one adapter is listed, you may need to disable the adapters that are not being used for your HomePortal network. To do this, click the Bindings tab. From the Show Bindings for pull-down menu, select all adapters. Then select your unused adapter(s) and click Disable.

#### **On Windows 2000:**

- On your desktop, right-click My Computer.
- Select Properties, click the Hardware tab, and click the Device Manager tab.
- Double-click Network adapters and verify that an Ethernet or HomePNA is listed.
- If the adapter is not listed, reinstall the adapter on this computer. Consult the manufacturer's documentation for installation instructions.
- If more than one adapter is listed, you may need to disable the adapters that are not being used for your HomePortal network. To do this, double-click the unused adapter, from the Device Usage pull-down menu on the General tab select Do not use this device (disable) and click OK. Check the Home Network indicator light.

#### **On Macintosh OS 8.5 or higher:**

1. On your desktop, double-click your Hard Drive icon.
  - Select System Folder>Extension Folder and verify that an Ethernet or HomePNA is listed.
  - If the adapter is not listed, reinstall the adapter on this computer. Consult the manufacturer's documentation for installation instructions.
2. Check the Home Network indicator light.
  - If it is not on, check the adapter's power supply, if one is used.
  - If it is on, make sure the adapter is connected to the computer properly.

- If the adapter is not listed, reinstall the adapter on this computer. Consult the manufacturer’s documentation for installation instructions.
3. Check the adapter’s power supply, if it requires a power supply.
    - Make sure the outlet has power.
    - Make sure the AC adapter is plugged in.
    - Unplug the adapter and plug it in again.
    - If you have another adapter power cable, try it with the adapter that is causing problems.
  4. If you have changed the way your computer connects to your network (for example, from Ethernet to HomePNA), you should first uninstall and then reinstall the HomePortal software on your computer.

If you have further problems, consult the Troubleshooting section in the user guide that came with your adapter.

## ***Troubleshooting Internet Connection***

### **I got connected once successfully but am now having problems.**

From HomePortal Monitor, select Refresh Home Network Connection.

### **I can’t connect to the Internet.**

Following are some tips to help you diagnose and remedy common Internet connection problems:

1. Make sure the HomePortal is on and that the indicator lights are green. See “Checking indicator lights” on page 56.
2. If everything seems ok, but you still cannot connect to the Internet, close any open applications on the computer, and restart it. When the computer has finished restarting, try connecting again.
3. Click the (2) at the bottom of your computer screen to open HomePortal Monitor. From HomePortal Monitor, select Refresh Home Network Connection.
4. Note to laptop users: You may need to switch back to your home settings. From HomePortal Monitor, select Change Mobile Computer Location and change to your home settings.

# SETTING UP YOUR BACK-UP DIAL CONNECTION

## *Back-Up Internet Dial-Up Account*

Your FastAccess DSL Service includes a back-up BellSouth Internet Service dial-up account. You can use this account while you are traveling or in the event that your FastAccess service is temporarily interrupted. To utilize your back-up dial account, you will need to connect your telephone line to your dial-up modem (not your HomePortal).

The back-up dial account provides for 20 hours of usage per month at no additional cost to you. (You will, however, be responsible for any long distance or roaming charges that may be incurred for all back-up dial usage.) In the event you use your back-up dial-up account for more than 20 hours in any month, you will be charged:

- Two dollars for the first hour or a fraction thereof in excess of 20 hours.
- One dollar per hour for each additional hour or fraction thereof in excess of 21 hours.
- The total charge for the back-up dial-up account will not exceed \$19.95 per month.

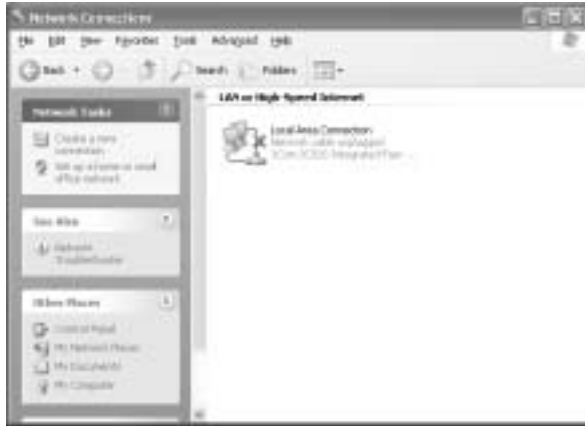
When you installed your FastAccess service, your back-up dial account should have been established and a back-up dial **BellSouth.net** icon should have been placed on your desktop. If this did not occur, please see the following instructions for the operating system that you currently use.

# Windows XP Dial-Up Networking Procedures

Dial-Up Networking can be located by selecting **Start > Control Panel > Network and Internet Connections > Network Connections**.

To launch your FastAccess Dial-up Connection using Windows XP, follow the instructions below.

1. In the Network Connections window under Network Tasks, click **Create a New Connection**.



2. Click **Next**.



3. Highlight **Connect to the Internet** and click **Next**.



4. Highlight **Set up my connection manually** and click **Next**.



5. Highlight **Connect using a dial-up modem** and click **Next**.



6. Select **Modem** and click **Next**.



7. Type in **Bellsouth.net** and click **Next**.



The screenshot shows the 'New Connection Wizard' dialog box. The title bar reads 'New Connection Wizard'. The main heading is 'Connection Name' with a sub-question: 'What is the name of the service that provides your Internet connection?'. There is a telephone icon in the top right corner. Below the heading, it says 'Type the name of your ISP in the following box.' followed by 'ISP Name:'. A text input field contains 'BellSouth.net'. Below the field, it says 'The name you type here will be the name of the connection you are creating.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

8. Enter in the appropriate number, and click **Next**.

**Note:** See the table in the *Connection Information* section of this guide to find the Dial-Up phone number for your area.



The screenshot shows the 'New Connection Wizard' dialog box. The title bar reads 'New Connection Wizard'. The main heading is 'Phone Number to Dial' with a sub-question: 'What is your ISP's phone number?'. There is a telephone icon in the top right corner. Below the heading, it says 'Type the phone number below.' followed by 'Phone number:'. A text input field contains '0951234'. Below the field, it says 'You might need to include a "1" or the area code, or both. If you are not sure you need the extra numbers, dial the phone number on your telephone. If you hear a modem sound, the number dialed is correct.' At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

**Note:** The phone number shown above is an example only and should not be used as actual data.

9. Enter the customer's **user name** (using the format **username@bellsouth.net**) and **Password**, uncheck **Make this the default connection** and **Turn on Internet Connection Firewall**, and click **Next**.



10. Click **Finish**.

**Note:** Check the box to add a shortcut to your desktop, if desired.



11. The **Connect to BellSouth.net** window will appear. Click **Properties**.

**Note:** If this window does not appear, then it can be found at **Start > Control Panel > Network and Internet Connections > Network Connections** and then click **BellSouth.net**.



12. Click the **Networking** tab.

13. Highlight **Internet Protocol (TCP/IP)**, and then click **Properties**.



14. Select **Obtain an IP address automatically** and select **Obtain DNS server address automatically**.
15. Click **Advanced**.



16. Check **Use the default gateway on remote network** and **Use IP header compression**, and then click **OK**.



17. Click **OK**.
18. Click **OK**.

19. Enter the customer's **user name** (using the format **username@bellsouth.net**) and **Password**, and click **Dial**.



**Note:** The phone number shown above is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-up phone number for your area.

20. Attempt to browse.

## ***Creating a Shortcut to Your Back-Up Dial Account***

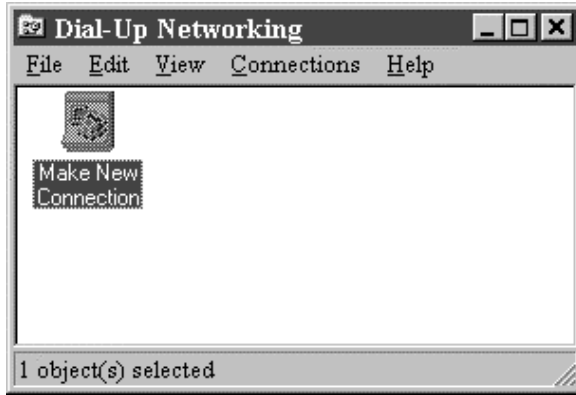
### **Windows XP**

1. Click the **Start** button, point to **Control Panel > Network and Internet Connections**, and then click on **Network Connections**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

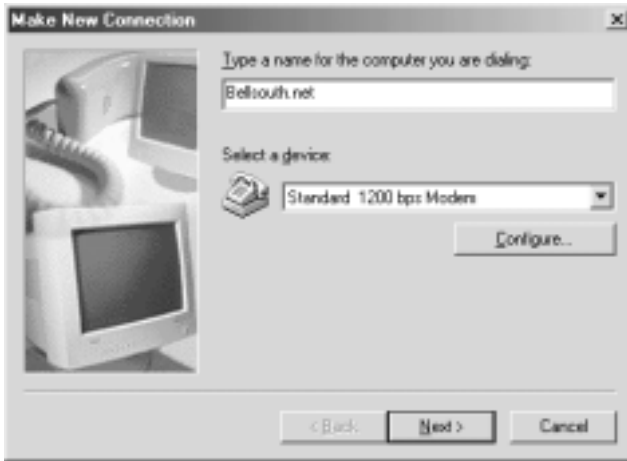
# Windows® Me™ Dial-Up Networking Procedures

Dial-Up Networking can be located by selecting **Start > Settings > Dial-Up Networking**.

1. In the Dial-Up Networking window, double-click **Make New Connection**.

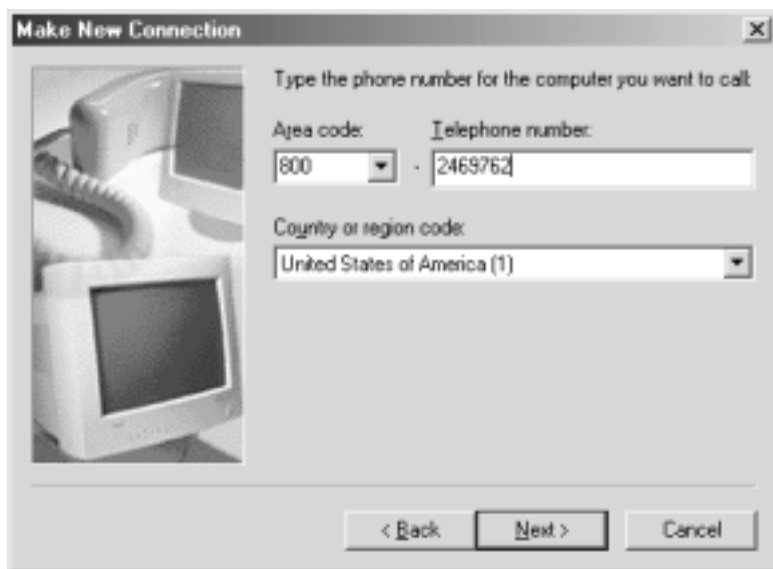


2. Name the new entry **BellSouth.net**, and click **Next**.



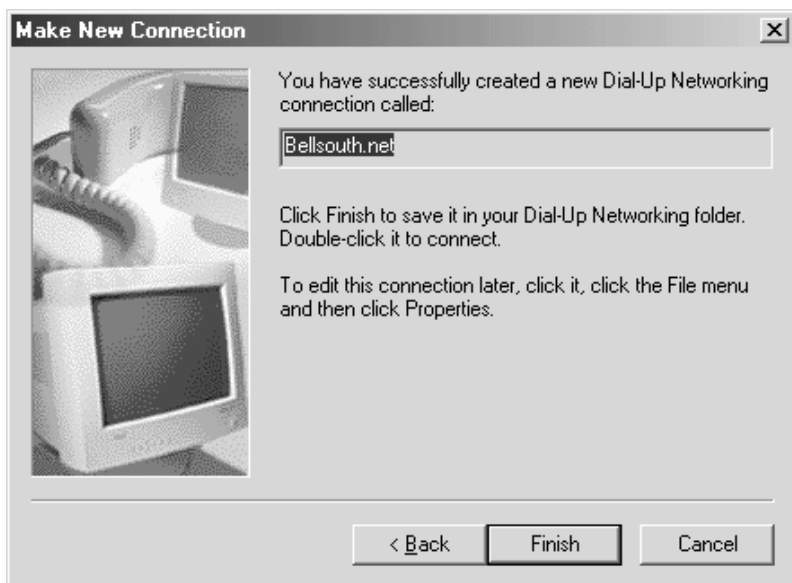
3. Enter the appropriate number, and click **Next**.

**Note:** See the table in the *Connection Information* section of this guide to find the Dial-Up phone number for your area.



**Note:** The phone number shown above is an example only and should not be used as actual data.

4. Click **Finish** to save.



- Return to the Dial-Up Networking window and right-click the **BellSouth.net** icon. Click **Properties**.



- Click on **Networking** tab.

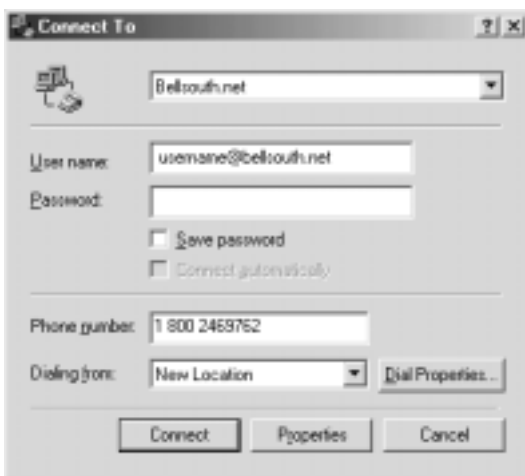


- Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
- Click **TCP/IP Settings**.

9. Select **Server assigned IP address** and select **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



12. Return to the Dial-up Networking window and double-click on the **BellSouth.net** icon.
13. Enter the customer's **user name** (using the format **username@bellsouth.net**) and **Password**, and click **Connect**.



**Note:** The phone number shown above is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-up phone number for your area.

14. Attempt to browse.

# *Creating a Shortcut to Your Back-Up Dial Account*

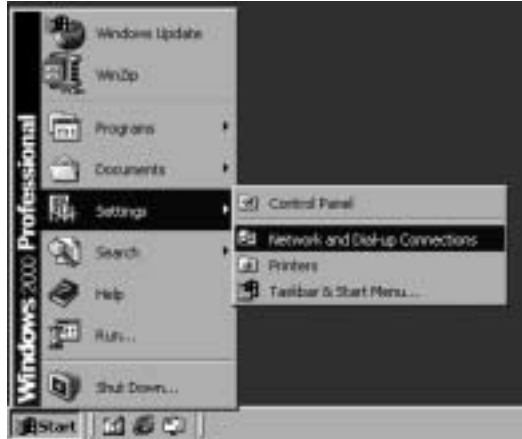
## Windows Me

1. Click the **Start** button, point to **Settings**, and then click **Dial-up Networking**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

# Windows® 2000 Dial-Up Networking Procedures

To launch your FastAccess Dial-Up connection using Windows 2000, follow the instructions below:

1. Open **Network and Dial-Up Connections** by selecting **Start > Settings > Network and Dial-Up Connections**.



2. Double-click on **Make a New Connection** icon to open the connection Wizard.



3. Click Next.



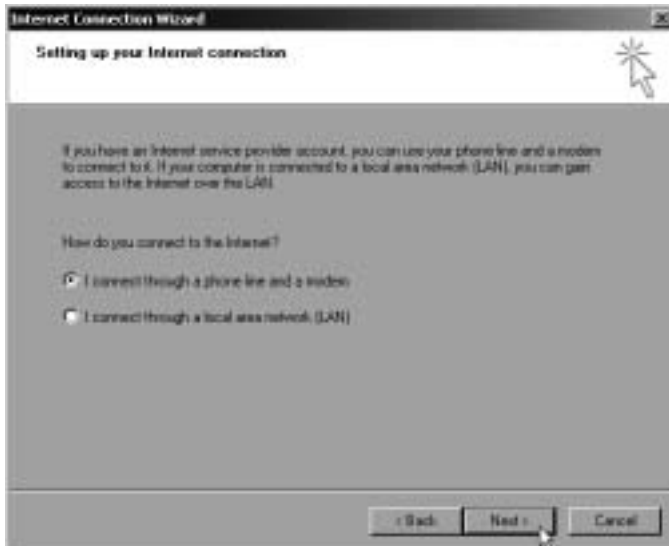
4. Select Dial-Up to the Internet. Then click Next.



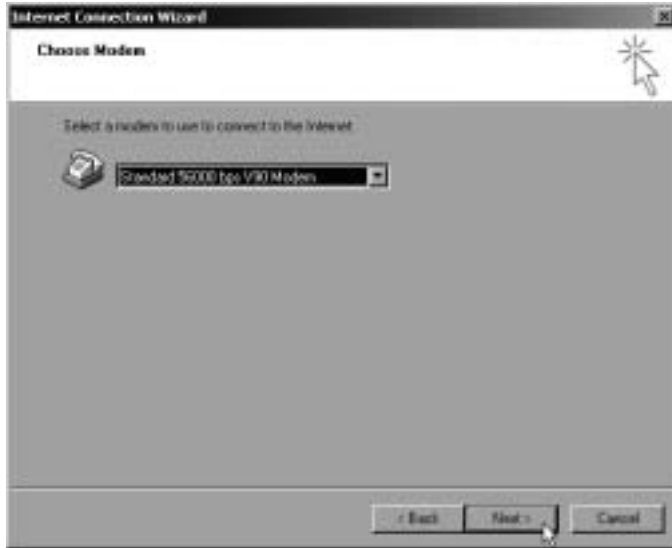
5. Select **I want to set up my Internet connection manually, or I want to connect through a local area network (LAN)**. Then click **Next**.



6. Select **I connect through a phone line and a modem**. Then click **Next**.



7. If the following screen appears, select your analog modem from the drop-down menu. Click **Next**.

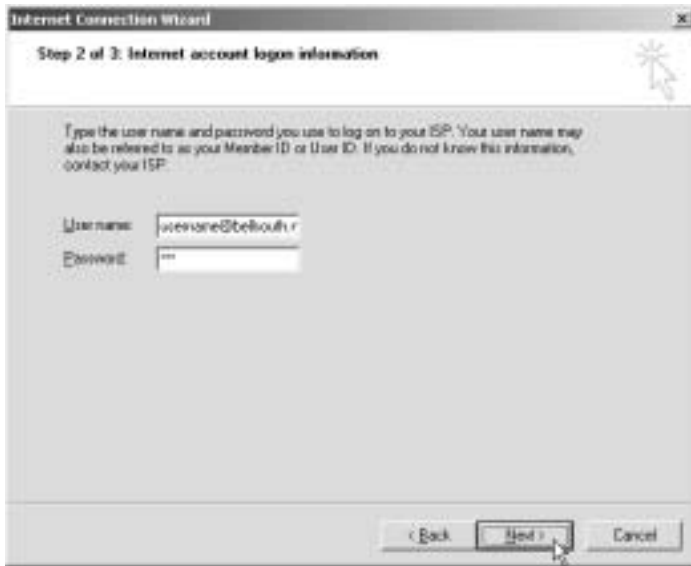


8. Enter the area code and telephone number for the local Dial-Up connection. Then click **Next**.

**Note:** The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



9. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **password**. Then click **Next**.



10. Name the new entry **BellSouth.net** and click **Next**.



11. You will be asked if you want to set up an e-mail account. Select **No** and click **Next**. By leaving the check in the box in the final screen and then clicking **Finish**, you will automatically connect to the Internet via Dial-Up.



## *Creating a Shortcut to Your Back-Up Dial Account*

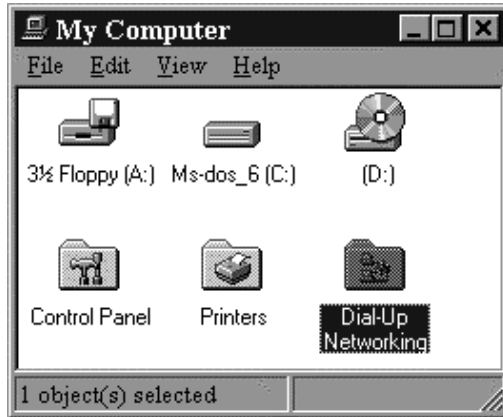
### Windows 2000

1. Right-click on **My Network Places** on your desktop and choose **Properties**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**

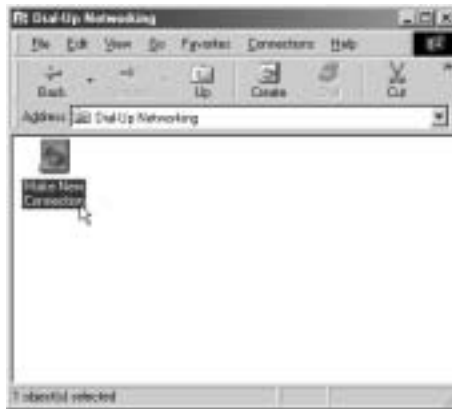
# Windows® 98 Dial-Up Networking Procedures

To launch your FastAccess Dial-Up connection using Windows 98, follow the instructions below:

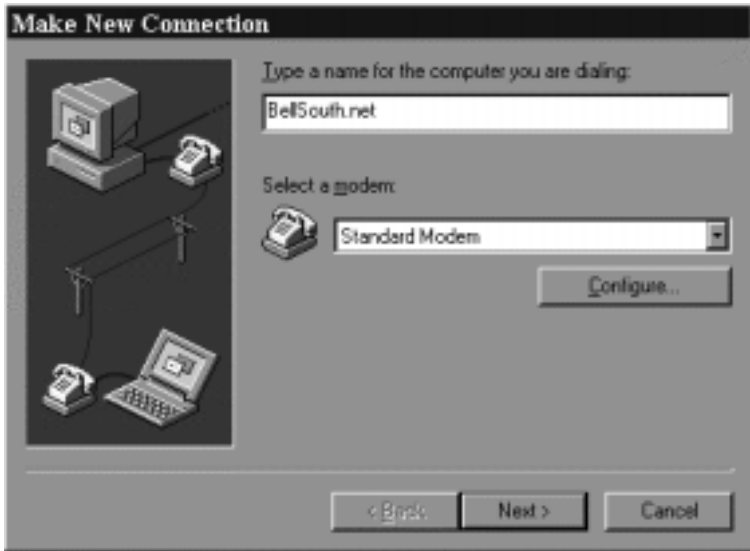
1. Double-click the **My Computer** icon.
2. In the My Computer window, double-click **Dial-Up Networking**.



3. In the Dial-Up Networking window, double-click **Make New Connection**.



4. Name the new entry **BellSouth.net**, and click **Next**.



5. Enter the appropriate telephone number, and click **Next**.

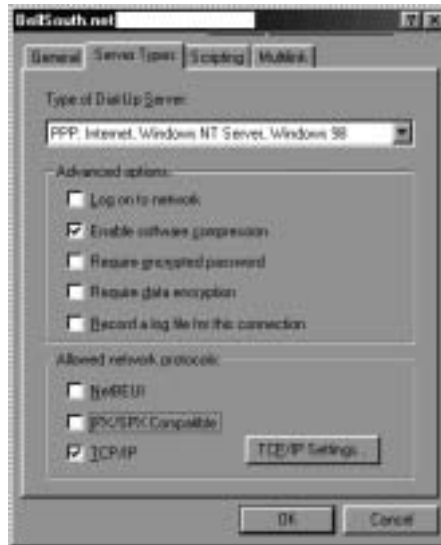
**Note:** The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up telephone number for your area.



6. Click **Finish** to save.

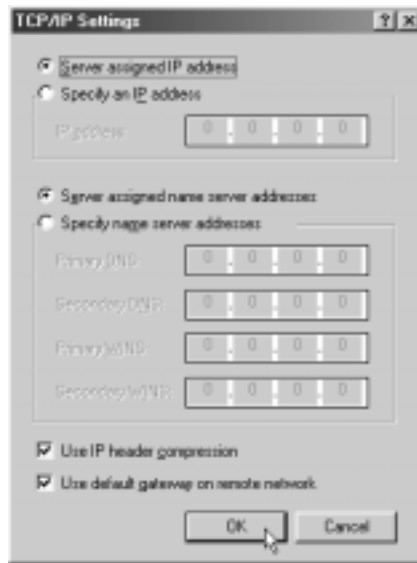


7. Return to the Dial-Up Networking window and right-click the BellSouth.net icon. Click **Properties**.
8. Click the **Server Types** tab.

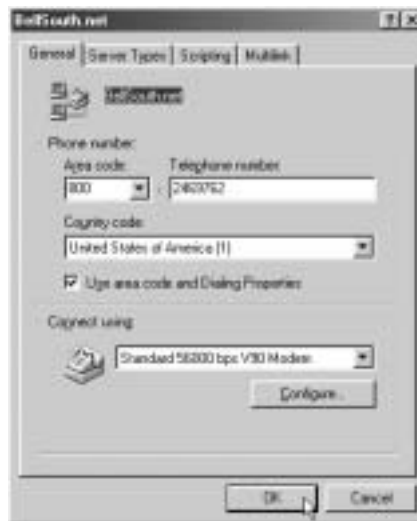


9. Select the **Enable software compression** and **TCP/IP** check boxes. The other choices should not be selected.
10. Click **TCP/IP Settings**.

11. Select **Server assigned IP address** and **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



12. Click **OK**.
13. Click **OK**.

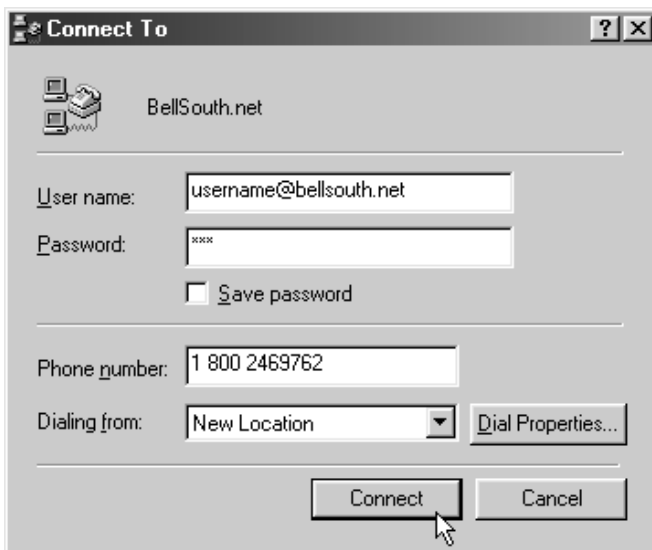


14. In the Dial-Up Networking window, to connect, double-click the **BellSouth.net** icon.



15. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **Password**. Click **Connect**.

**Note:** The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide.



16. Begin browsing.

# *Creating a Shortcut to Your Back-Up Dial Account*

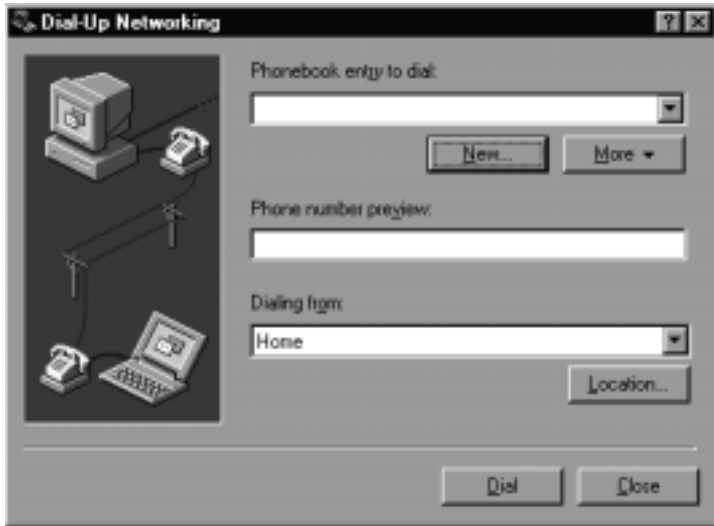
## Windows 98

1. Click the **Start** button, point to **Programs > Accessories > Communications > Dial-up Networking**.
2. Right-click and drag the **BellSouth.net** icon to your desktop and release the mouse button.
3. Click **Create Shortcut(s) Here**.

# Windows® NT Dial-Up Networking Procedures

To launch your FastAccess connection using Dial-Up Windows® NT, follow the instructions below:

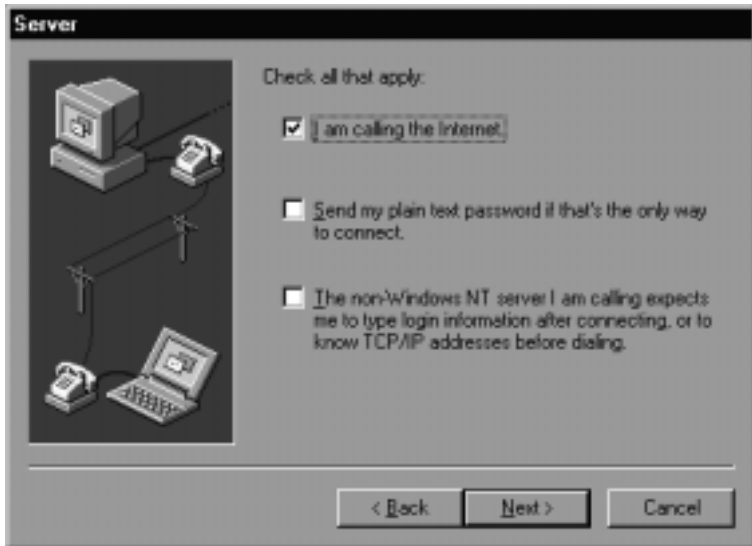
1. Double-click **My Computer**.
2. In the My Computer window, double-click **Dial-Up Networking**.
3. In the **Phonebook entry to dial** section, click **New**.



4. Name the new entry **BellSouth.net** and click **Next**.



5. Select the **I am calling the Internet** check box, and click **Next**.



6. Enter the appropriate number, and click **Next**.

**Note:** The phone number shown is an example only and should not be used as actual data. See the table in the *Connection Information* section of this guide to find the Dial-Up phone number for your area.



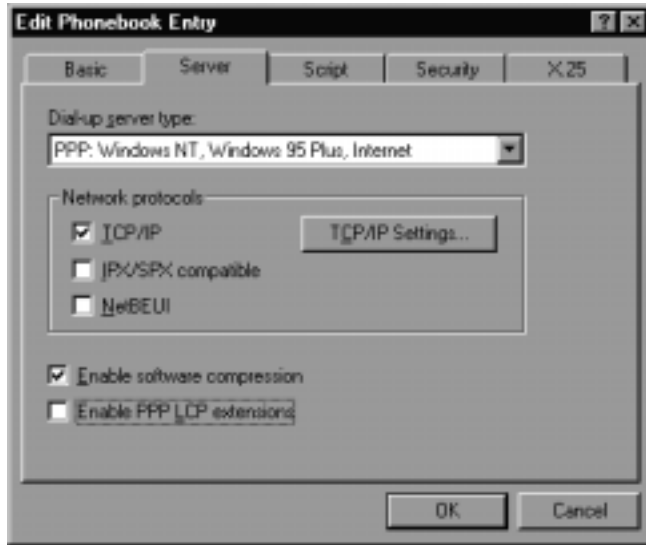
7. Click **Finish** to save.



8. In the Dial-Up Networking box, click the **More** menu and select **Edit entry and modem properties**.



- Click the **Server** tab. Select the **TCP/IP** and **Enable software compression** check boxes. The other choices should be left blank. Click **TCP/IP Settings**.

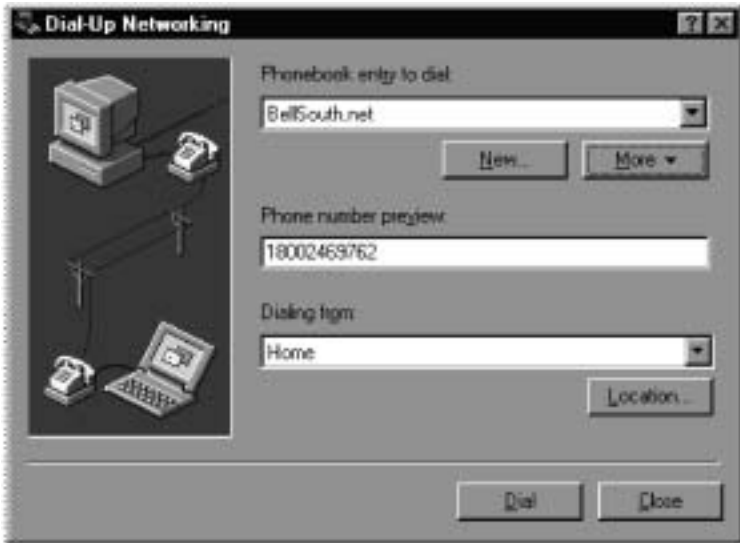


- Select **Server assigned IP address** and **Server assigned name server addresses**. Select the **Use IP header compression** and **Use default gateway on remote network** check boxes.



- Click **OK**.
- In the Edit Phonebook Entry screen, click **OK**.

13. In the Dial-Up Networking screen, click **Dial** to connect.



14. Enter your **user name** (using the format **username@bellsouth.net**) and enter your **password**. Click **OK**.



15. Begin browsing.

# *Creating a Shortcut to Your Back-Up Dial Account*

## Windows NT

1. Click the **Start** button, point to **Programs > Accessories > Dial-up Networking**.
2. Click the **More** button and select **Create shortcut to entry**.
3. Choose to look in the desktop and click **OK**.

# Macintosh® Dial-Up Networking Procedures

To launch your BellSouth FastAccess Internet Service connection using Macintosh® Dial-Up Networking, follow the steps below:

1. To open the TCP/IP configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **TCP/IP**.
2. To create a new FastAccess DSL TCP/IP configuration, click the **File** menu and select **Configurations**.
3. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **FastAccess DSL**).
4. Select **Make Active** to make this the active configuration.
5. In the **Connect Via** field, select **PPP** from the drop-down menu. In the **Configure** field, select **Using PPP Server**. Close the window and choose **Save** when prompted.
6. To open the modem configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Modem**.
7. To create a new configuration for your FastAccess DSL modem, click the **File** menu and select **Configurations**.
8. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **FastAccess DSL**).
9. Select **Make Active** to make this the active configuration.
10. In the **Connect Via** field, select **Alcatel SpeedTouch USB** from the drop-down menu. In the **Modem** field, select **Null Modem 115200** from the drop-down menu. Close the window and click **Save** when prompted.
11. To enter remote access settings for your FastAccess DSL connection, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Remote Access**.
12. To create a new configuration, click the **File** menu and select **Configurations**.
13. Highlight a configuration and choose **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **FastAccess DSL**).
14. Enter your FastAccess user name (using the format **username@bellsouth.net**) and password in the respective fields, and enter a digit (e.g. 0) in the **Number** field.
15. Click the **Connect** button to launch your FastAccess DSL connection.

# Macintosh® Dial-Up Configuration

To launch your BellSouth dial-up connection using Macintosh® Dial-Up Networking, follow the steps below:

1. To open the TCP/IP configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **TCP/IP**.
2. To create a new dial-up TCP/IP configuration, click the **File** menu and select **Configurations**.
3. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
4. Select **Make Active** to make this the active configuration.
5. In the **Connect Via** field, select **PPP** from the drop-down menu. In the **Configure** field, select **Using PPP Server**. Close the window and choose **Save** when prompted.
6. To open the modem configuration utility, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Modem**.
7. To create a new configuration for your modem, click the **File** menu and select **Configurations**.
8. Highlight a configuration and click **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
9. Select **Make Active** to make this the active configuration.
10. In the **Connect Via** field, select **Internal Modem** (or the dial-up modem of your choice) from the drop-down menu. In the **Modem** drop down menu, select the modem you want to connect with. Close the window and click **Save** when prompted.
11. To enter remote access settings for your BellSouth.net dial-up connection, click the **Apple** in the upper left corner of the screen, select **Control Panels**, and then click **Remote Access**.
12. To create a new configuration, click the **File** menu and select **Configurations**.
13. Highlight a configuration and choose **Duplicate**. In the prompt that appears, give the profile an appropriate name (e.g. **BellSouth.net**).
14. Enter your FastAccess user name (using the format **username@bellsouth.net**) and password in the respective fields, and enter the phone number digit in the **Number** field. Note: See the table in the Connection Information section of this guide to find the Dial-up telephone number for your area.
15. Click the **Connect** button to launch your BellSouth.net dial-up connection.

**Note:** To make your **FastAccess DSL** connection active again, you must go to **Apple** and select **Control Panels**. Click on **Remote Access** and go the **File** menu and select **Configurations**. Highlight the **FastAccess DSL** connection. Select **Make Active**. Go to **Apple** and select **Control Panel**. Click **Modem** and go to the **File** menu and select **Configurations**. Highlight the **FastAccess DSL** connection. Select **Make Active**. Your **FastAccess DSL** connection is now the active connection.

# REGULATORY INFORMATION

## Declaration of Conformity

<b>Trade Name:</b>	2Wire
<b>Responsible Party:</b>	2Wire, Inc.
<b>Address:</b>	1704 Automation Pkwy. San Jose, CA 95131
<b>Telephone Number:</b>	408-428-9500

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

Only peripherals (computer input/output devices, terminals, printers, and so forth) that comply with FCC Class B limits may be attached to this computer product.

Operation with noncompliant peripherals is likely to result in interference to radio and television reception.

All cables used to connect peripherals must be shielded and grounded. Operation with cables, connected to peripherals, that are not shielded and grounded may result in interference to radio and television reception.

**CAUTION:** To comply with FCC RF exposure requirements, a separation distance of at least 8 inches (20 cm) must be maintained between the antenna of this and all persons.

### FCC Part 68

This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If the terminal equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operations of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact the store, reseller, or agent from whom the HomePortal was purchased.

Repair of this equipment should be made only by the 2Wire Service Center or a 2Wire authorized agent.

## LIMITED HARDWARE WARRANTY

Thank you for selecting 2Wire products. Retain your proof of purchase along with this warranty card.

### Limited Hardware Warranty

2Wire warrants to the original owner that the hardware product delivered in this package will be free from material defects and workmanship for one (1) year following the date stated on the receipt evidencing proof of purchase of the product. The warranty does not cover the product if it is damaged in the process of being installed.

THE ABOVE WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO ANY WARRANTY OF NONINFRINGEMENT OF INTELLECTUAL PROPERTY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTY ARISING OUT OF ANY PROPOSAL, SPECIFICATION, SAMPLE OR OTHERWISE.

This warranty does not cover replacement of products damaged by abuse, accidental misuse, neglect, alteration, repair, disaster, improper installation or improper usage. If the product is found to be otherwise defective, 2Wire, at its option, will replace or repair the product at no charge, except as set forth below, provided that you deliver the product along with a return material authorization (RMA) number either to the company from whom you purchased it or to 2Wire (North America only) within the one-year warranty period, or within 5 days after expiration of the warranty period (to allow for delivery time). If you ship the product, you must assume the risk of damage or loss in transit. You must use the original container (or the equivalent) and pay the shipping charge. 2Wire may replace or repair the product with either new or remanufactured product or parts, and the returned product becomes 2Wire's property. 2Wire warrants the repaired or replaced product to be free from material defects and workmanship for a period of the greater of: (i) ninety (90) days from the date you received the repaired or replaced product, or (ii) the period of time remaining on the original one (1) year warranty. This warranty gives you specific legal rights, and you may have other rights that vary from state to state. All parts or components contained in this product are covered by 2Wire's limited warranty for this product.

### Returning a Defective Product (RMA)

Before returning any product, contact 2Wire Customer Support and obtain an RMA number by calling:

US & Canada only:

1-800-877-5718 for filter and adapter products

1-877-347-8680 for residential gateway products or,

Return the product to the place of purchase. If 2Wire Customer Support determines that the product may be defective, they will issue you an RMA number to place on the outer package of the product. 2Wire cannot accept any product without an RMA number on the package.

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2Wire SHALL HAVE NO LIABILITY FOR ANY INDIRECT OR SPECULATIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, CONSEQUENTIAL, INCIDENTAL AND SPECIAL DAMAGES ARISING FROM THE USE OF OR INABILITY TO USE THIS PRODUCT, NEGLIGENCE, TORT, AND/OR BREACH OF WARRANTY, IRRESPECTIVE OF WHETHER 2Wire HAS ADVANCE NOTICE OF THE POSSIBILITY OF ANY SUCH DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF USE, INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS, BUSINESS INTERRUPTIONS, AND LOSS OF PROFITS. NOTWITHSTANDING THE FOREGOING, 2Wire's TOTAL LIABILITY FOR ALL CLAIMS UNDER THIS AGREEMENT SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS ON POTENTIAL LIABILITIES WERE AN ESSENTIAL ELEMENT IN SETTING THE PRODUCT PRICE. 2Wire NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER LIABILITIES.

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5100-000082-000 Rev A

February 2002

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# Connection Information

Please follow the directions below to access helpful information to be used when configuring your e-mail account and back-up dial account, including numbers for mail servers, news servers, and general dial-up for your location.

For the most current connection information please visit the BellSouth website: [home.bellsouth.net](http://home.bellsouth.net). Click on the **Member Services** tab. Click on **My Account**. Click **Log in Now**. Type your Login ID (user name) and Password and then click **Login**. Click **Dial-in Sites** under Cities. Click your city and then click **Get Info**.

Dial-up phone numbers for your location have been included for your convenience.

Metro	Dial-Up Phone Number
<b>ALABAMA</b>	
Anniston	(256) 231-0890
Auburn	(334) 501-1398
Birmingham	(205) 871-5621
Cullman	(256) 737-9853
Decatur	(256) 301-0606
Florence	(843) 317-1211
Gadsden	(256) 543-7771
Huntsville	(256) 864-3226
Jasper	(205) 221-4020
Mobile	(334) 432-4398
Montgomery	(334) 833-0905
Selma	(334) 877-4009
Tuscaloosa	(205) 330-0806
<b>FLORIDA</b>	
Boca Raton	(561) 392-2770
Cocoa	(321) 504-4110
Daytona Beach	(904) 238-8881
Ft. Lauderdale	(954) 522-3610
Fort Pierce	(561) 462-3004
Gainesville	(352) 377-5820
Jacksonville	(904) 350-1090
Miami	(305) 373-8280
Orlando	(407) 896-7275
Panama City	(850) 769-7667
Pensacola	(850) 969-0044
Spring Hill	(352) 683-2919
Stuart	(561) 219-6984
Vero Beach	(561) 562-1990
W. Palm Beach	(561) 835-1220

Metro	Dial-Up Phone Number
<b>GEORGIA</b>	
Albany	(912) 430-9042
Athens	(706) 549-2131
Atlanta1	(770) 300-8900
Atlanta2	(404) 248-3900
Augusta	(706) 849-0820
Brunswick	(912) 262-0970
Calhoun	(706) 602-7779
Columbus	(706) 561-4846
Macon	(912) 752-0861
Savannah	(912) 644-6703
Stone Mountain	(770) 300-8900
Valdosta	(912) 333-0490
Vidalia	(912) 537-1005
<b>KENTUCKY</b>	
Bowling Green	(270) 393-2311
Georgetown	(502) 867-5820
Hopkinsville	(270) 881-9876
Louisville	(502) 582-9225
Owensboro	(270) 683-9064
Paducah	(270) 415-9134
<b>LOUISIANA</b>	
Alexandria	(318) 427-9262
Baton Rouge	(225) 343-0205
Hammond	(504) 230-0560
Houma	(504) 223-0704
Lafayette	(318) 289-6743
Lake Charles	(337) 474-2382
Monroe	(318) 322-5008
New Orleans	(504) 525-3398
Shreveport	(318) 675-2450
Slidell	(504) 641-5222

Metro	Dial-Up Phone Number
<b>MISSISSIPPI</b>	
Biloxi	(228) 374-3043
Hattiesburg	(601) 261-9448
Jackson	(601) 351-4826
<b>NORTH CAROLINA</b>	
Arden	(828) 654-8224
Charlotte	(704) 331-0136
Gastonia	(704) 869-9606
Greensboro	(336) 292-5168
Raleigh	(919) 685-9500
Wilmington	(910) 251-7676
Winston Salem	(336) 724-1160
<b>SOUTH CAROLINA</b>	
Anderson	(864) 222-0924
Camden	(803) 425-4100
Charleston	(843) 720-8854
Columbia	(803) 252-8294
Florence	(843) 317-1211
Greenville	(864) 271-2091
Orangeburg	(803) 535-4003
Seneca	(864) 888-8003
Spartanburg	(864) 577-9421
<b>TENNESSEE</b>	
Chattanooga	(423) 265-5045
Clarksville	(931) 221-0704
Jackson	(901) 265-0503
Knoxville	(423) 525-6729
Memphis	(901) 495-1700
Nashville	(615) 254-8787

# BellSouth® Internet Service

# Service Agreement

This is a legal agreement between you and BellSouth Telecommunications, Inc. ("BellSouth") for the use of the BellSouth® Internet Service online gateway (including BellSouth® FastAccess® Internet Service) and Internet access service and related features (the "Service"). If you do not agree to the terms and conditions in this Agreement, do not register for or use the Service. By completing the registration and using the Service, you signify your agreement with the terms and conditions of this Agreement. If you do not agree to all of the terms and conditions of this Agreement, please return the client software and all associated materials to BellSouth.

## 1. The Service.

### A. GENERAL

BellSouth® Internet Service, which may be marketed as BellSouth® Internet Service or under various other BellSouth names or marks including any Equipment and Software used in conjunction therewith, are referred to collectively herein as the "Service". The Service consists of Internet Protocol ("IP") connectivity to the BellSouth® Internet Service online gateway, as well as access or connectivity to any of the information sources or services which may be provided by BellSouth or be available from other service providers participating in or connected to BellSouth's Service. Some of these additional services may be provided without charge to users of BellSouth's Service, but separate charges may be applicable to some of these other services. These charges may appear on your bill from BellSouth, or they may be billed to you separately by the providers of such services. Some other providers may also have additional registration or eligibility requirements in order to use their services. By posting updated versions of this Agreement on the Service or otherwise providing notice to you, BellSouth may modify the terms of this Agreement or prices for the Service, and may discontinue or revise any or all other aspects of the Service in its sole discretion and without prior notice. All such changes shall become effective upon posting of the revised Agreement on the Service, as to Service used by you after the date of such changes. The updated, online version of this Agreement shall supersede any prior paper or disk-based or CD-based copies of this Agreement that may have been included in any browser software or related materials provided by BellSouth.

### B. FastAccess

BellSouth's high-speed Internet access service is known as BellSouth® FastAccess® Internet Service.

**Service Description:** BellSouth FastAccess Internet Access is a best efforts service, which can provide speeds up to 1.5 Mbps downstream (from the BellSouth facility to the customer location) and 256Kbps upstream (from the customer location to the BellSouth facility). The Service is a best efforts service. The actual speed experienced by customers may vary and depends on several factors including customer location, destination on the Internet, traffic on the Internet, interference with high frequency spectrum on the customer's telephone line, etc. No minimum level of speed is guaranteed.

**Back-Up Internet Dial-Up Account:** BellSouth FastAccess DSL Service includes access to a back-up BellSouth Internet Service dial-up account. This account is intended to be used while you are traveling or in the event that FastAccess service is temporarily interrupted. The back-up dial account provides for 20 hours of usage per month at no additional cost to you. (You will, however, be responsible for any long distance or roaming charges that may be incurred for all back-up dial usage.) In the event you use your back-up dial-up account for more than 20 hours in any month, you agree to pay BellSouth two dollars for the first hour or fraction thereof in excess of 20 hours and one dollar per hour for each additional hour or fraction thereof in excess of 21 hours. Billing for usage over 20 hours will not exceed \$19.95.

The total charge for the back-up dial account will not exceed \$19.95 per month.

- 2. Term.** This Agreement for the use of the Service will be in effect from the date your completed registration is accepted by BellSouth. This Agreement and your use of the Service may be terminated by either you or BellSouth at any time by written notice to the other, or by BellSouth at any time with or without notice for your non-payment or other default. The provisions of paragraphs 4-9 and 12, and all obligations of and restrictions on you and any user of your account with respect to the Service shall survive any termination of this Agreement.
- 3. Service Rates and Charges.** The rates and charges for the Service shall be as set forth in your registration package or otherwise in accordance with BellSouth's rate schedule as in effect from time to time, a copy of which will be available online on the Service or otherwise shall be provided to you upon request. Rates and charges, and other terms and conditions of the Service, are subject to change by BellSouth from time to time by notice to you provided on the Service or otherwise. You will be invoiced monthly for usage of the Service and for any other services utilized by you or other users of your account which are billed for by BellSouth in connection with the Service (including any applicable taxes), either directly by BellSouth or through your designated credit card company.

If you choose to have the charges for your Service added to your telephone bill, then any late payment/interest charges will be computed in accordance with standard telephone company billing practices and procedures using those rates applicable to tariffed local service. If you choose to pay by credit card, the terms of the applicable credit card agreement will apply and any late payment/interest charges will be computed in accordance with your credit card agreement.

- 4. Other Responsibilities of User.** You agree that you will be the only user of your account ID and password and that you will not transfer or disclose either your account ID or password to any other person (except that you may at your own risk and on your own responsibility permit other members of your family or business associates to access the Service using your account ID and password), and that you will be responsible for all usage of the Service and any other services accessed through the Service on your account whether or not authorized by you. You agree to pay the applicable fees as set forth in your billing statement by the due date, and to pay any interest or late fees incurred for late payment of the required fees. You agree not to transmit or publish on or over the Service any information, software or other content, which violates or infringes upon the rights of any others or to use the facilities and capabilities of the Service to conduct any business or activity or solicit the performance of any activity which is prohibited by law. You agree to comply with all applicable laws, rules and regulations in connection with the Service. You acknowledge that you are aware that certain content, services or locations of the Service or of other parties that may be accessible through the Service may contain material that is unsuitable for minors (persons under 18 years of age). You agree to supervise usage of the Service by any minors whom you permit to use the Service.
- 5. Limitation of Warranties and Liability; Disclaimer of Warranties.** YOU EXPRESSLY AGREE THAT USE OF THE SERVICE IS AT YOUR SOLE RISK. NEITHER BELLSOUTH NOR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE; NOR DOES BELLSOUTH OR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS MAKE ANY WARRANTY AS TO THE RESULTS TO BE OBTAINED FROM USE OF THE SERVICE. THE SERVICE IS DISTRIBUTED ON AN "AS IS", "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHERWISE, OTHER THAN THOSE WARRANTIES (IF ANY) WHICH ARE IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION, OR MODIFICATION UNDER THE LAWS APPLICABLE TO THIS SERVICE AGREEMENT, ALL SUCH WARRANTIES BEING EXPRESSLY DISCLAIMED. NEITHER BELLSOUTH NOR ANY OF ITS UNDERLYING SERVICE PROVIDERS, INFORMATION PROVIDERS, LICENSORS, EMPLOYEES, OR AGENTS SHALL HAVE ANY

LIABILITY FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT OR SPECIAL DAMAGES SUFFERED BY YOU OR ANY OTHER PARTY AS A RESULT OF THE OPERATION OR MALFUNCTION OF THE SERVICE, REGARDLESS OF WHETHER OR NOT SUCH PARTIES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU EXPRESSLY ACKNOWLEDGE THAT THE PROVISIONS OF THIS SECTION SHALL ALSO APPLY TO ALL CONTENT OR OTHER SERVICES AVAILABLE THROUGH THE SERVICE. YOU AGREE THAT YOU WILL NOT IN ANY WAY HOLD BELL SOUTH RESPONSIBLE FOR ANY SELECTION OR RETENTION OF, OR THE ACTS OR OMISSIONS OF, THIRD PARTIES IN CONNECTION WITH THE SERVICE (INCLUDING THOSE WITH WHOM BELL SOUTH MAY CONTRACT TO OPERATE VARIOUS AREAS ON THE SERVICE).

6. **Remedies of User.** Your sole and exclusive remedy for any failure or non-performance of the Service (including any associated software or other materials supplied in connection with the Service) shall be for BellSouth to use commercially reasonable efforts to effectuate an adjustment or repair of the Service and, in the event such downtime exceeds twenty-four consecutive hours, to receive a pro-rata refund or credit of or against any charges otherwise payable for the Service for the period of Service downtime.
7. **Limitation of Liability.** In the event that a court should hold that the limitations of liabilities or remedies available as set forth in this Agreement, or any portions thereof, are unenforceable for any reason, or that any of your remedies under this Agreement fail of their essential purpose, you expressly agree that under no circumstances shall BellSouth's total liability to you or any party claiming by, through or under you for any cause whatsoever, and regardless of the form of action, whether in contract or in tort, including negligence, in the aggregate, exceed the amount of charges paid by you for use of the Service under this Agreement during the twelve-month period preceding the date such claim first arose.
8. **Indemnification by User.** You shall indemnify and hold harmless BellSouth and any of its underlying service providers, information providers, licensors, employees or agents from and against any and all claims, demands, actions, causes of action, suits, proceedings, losses, damages, costs, and expenses, including reasonable attorneys fees, arising from or relating to your use of the Service, or any act, error, or omission of you or any user of your account in connection therewith, including, but not limited to, matters relating to incorrect, incomplete, or misleading information; libel; invasion of privacy; infringement of a copyright, trade name, trademark, service mark, or other intellectual property; any defective product or any injury or damage to person or property caused by any products sold or otherwise distributed through or in connection with the Service; or violation of any applicable law.
9. **Use of Materials, Marks and Information.**
  - a. You may use, copy and distribute the materials found on the Service for internal, noncommercial, informational services only. All copies that you make of the material must bear any copyright, trademark or other proprietary notice, which pertain to the material being copied. Except as authorized in this paragraph, you are not being granted a license under any copyright, trademark, patent or other intellectual property right in the material or the products, services, processes or technology described therein. All such rights are retained by BellSouth, its affiliates and/or any third party owner of such rights.
  - b. The BellSouth company names and logos and all related product and service names, design marks and slogans are the property of BellSouth or its affiliates. You are not authorized to use any BellSouth name or mark in any advertising, publicity or in any other commercial manner without the prior written consent of BellSouth.
  - c. Any feedback, data, answers, questions, comments, suggestions, ideas or the like, which you send to BellSouth will be treated as being nonconfidential and nonproprietary. BellSouth assumes no obligation to protect such information from disclosure and will be free to reproduce, use, and distribute the information to others without restriction. BellSouth will also be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose whatsoever including but not limited to developing, manufacturing and marketing products and services incorporating such information. BellSouth may also use your status as a subscriber to the Service for the purpose of marketing to you other BellSouth products and services.
10. **Endorsements.** All product and service marks contained on or associated with the Service that are not BellSouth marks are the trademarks of their respective owners. References to any names, marks, products or services of third parties or hypertext links to third party sites or information do not necessarily constitute or imply BellSouth's endorsement, sponsorship or recommendation of the third party, information, product or service.
11. **Browser Software.** If any Internet browser or other software has been provided to you for use with the Service, you agree to be bound by and to comply with the terms and conditions of the separate software license, which is applicable to and was provided to you along with such software.
12. **Personal Webpages.** BellSouth may make personal Webpages available as an optional feature of its BellSouth® Internet Service. If you subscribe to such feature the following provisions of this Section shall apply (in addition to the other provisions of this Agreement):
  - a. BellSouth may provide a listing/link to users' personal Webpages on its BellSouth® Internet Service gateway or other mechanisms. By subscribing to the personal Webpage feature, you authorize and grant BellSouth the right to use your name, Website address and similar information in such listing or directory sites or applications. You may use the complete address (URL) granted to you as part of the personal Webpage feature (which may have names or marks of BellSouth embedded therein) so long as you are obtaining the personal Webpage feature from BellSouth hereunder, but only for the purpose of identifying the location of your personal Website on BellSouth's Service. Otherwise, you shall not utilize the name or any marks of BellSouth or any of its affiliates in any press releases, promotional materials or other commercial manner without the express prior written approval of BellSouth in each instance.
  - b. Ownership of all graphics, text or other information or content materials supplied or furnished by you for incorporation into or delivery through your personal Website shall remain with you (or the party which supplied such materials to you). Ownership of any software developed or modified by BellSouth and all graphics, text or other information or content materials supplied or furnished by BellSouth for incorporation into your personal Website, shall remain with BellSouth (or the party which supplied such materials to BellSouth), and may be used only while you are obtaining the personal Webpage feature from BellSouth. The domain name and address (URL) granted to you for use with the personal Webpage feature shall remain the property of BellSouth, shall be used by you only so long as you are obtaining the personal Webpage feature from BellSouth hereunder, and may be subject to change by BellSouth or the InterNIC or other applicable Internet domain name registry or granting authority from time to time. BellSouth reserves the right to approve the subscriber Uniform Resource Locator (URLs) that will be used in conjunction with a BellSouth registered domain name and personal Webpage feature. URLs registered using a BellSouth owned domain name are nontransferable by subscribers upon account termination and will be retained by BellSouth.
  - c. You acknowledge and agree: (i) that the primary function of BellSouth's personal Webpage feature as it relates to your personal Website is to facilitate access by end users to the information provided through your personal Website; (ii) that BellSouth has no proprietary, financial, or other interest in any of the content or information that may be described in or

made available through your personal Website; and (iii) that you are solely responsible for the content, quality, performance, and all other aspects of the information or other content contained in or provided through your personal Website. You warrant that you will own or have the right to use and offer all such information or other content in the manner in which the same will be used, offered or provided in connection with your personal Website. You shall indemnify and hold harmless BellSouth from and against any and all claims, demands, actions, causes of action, suits, proceedings, losses, damages, costs, and expenses, including reasonable attorneys fees, arising from or relating to your personal Website or an end user's use thereof, or any act, error, or omission of yours in connection therewith, including, but not limited to, matters relating to incorrect, incomplete, or misleading information; libel; invasion of privacy; infringement of a copyright, trade name, trademark, service mark, or other intellectual property; or violation of any applicable law.

**13. DISPUTE RESOLUTION – INDEPENDENT ARBITRATION.**

**PLEASE READ THIS SECTION CAREFULLY. THIS SECTION SETS FORTH THE PROCEDURE FOR THE RESOLUTION OF DISPUTES THROUGH FINAL AND BINDING ARBITRATION BEFORE A NEUTRAL ARBITRATOR INSTEAD OF IN A COURT BEFORE A JUDGE OR JURY OR THROUGH CLASS ACTION.**

**a. BINDING ARBITRATION.** THE ARBITRATION PROCESS ESTABLISHED BY THIS SECTION IS GOVERNED BY THE FEDERAL ARBITRATION ACT ("FAA"), 9 U.S.C. §§ 1-14. IF YOU HAVE A DISPUTE THAT MEETS THE SMALL CLAIMS COURT REQUIREMENTS IN THE STATE IN WHICH YOU RECEIVE SERVICE, YOU HAVE THE RIGHT TO TAKE SUCH DISPUTE TO SMALL CLAIMS COURT RATHER THAN ARBITRATION. ALL OTHER DISPUTES ARISING OUT OF OR RELATED TO THIS AGREEMENT (WHETHER BASED IN CONTRACT, TORT, STATUTE, FRAUD, MISREPRESENTATION OR ANY OTHER LEGAL OR EQUITABLE THEORY) SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION. THIS INCLUDES ANY DISPUTE BASED ON ANY PRODUCT, SERVICE OR ADVERTISING HAVING A CONNECTION WITH THIS AGREEMENT AND ANY DISPUTE NOT FINALLY RESOLVED BY A SMALL CLAIMS COURT. THE ARBITRATION WILL BE CONDUCTED BY ONE ARBITRATOR USING THE PROCEDURES DESCRIBED IN THIS SECTION. IF ANY PORTION OF THIS DISPUTE RESOLUTION SECTION IS DETERMINED TO BE UNENFORCEABLE, THEN THE REMAINDER SHALL BE GIVEN FULL FORCE AND EFFECT.

THE ARBITRATION OF ANY DISPUTE INVOLVING \$10,000 OR LESS SHALL BE CONDUCTED IN ACCORDANCE WITH THE ARBITRATION RULES FOR THE RESOLUTION OF CONSUMER-RELATED DISPUTES OF THE AMERICAN ARBITRATION ASSOCIATION ("AAA"), AS MODIFIED BY THIS AGREEMENT, WHICH ARE IN EFFECT ON THE DATE A DISPUTE IS SUBMITTED TO THE AAA. THE AAAS COMMERCIAL ARBITRATION RULES AND FEE SCHEDULES WILL APPLY TO ANY DISPUTES IN EXCESS OF \$10,000. YOU HAVE THE RIGHT TO BE REPRESENTED BY COUNSEL IN AN ARBITRATION. IN CONDUCTING THE ARBITRATION AND MAKING ANY AWARD, THE ARBITRATOR SHALL BE BOUND BY AND STRICTLY ENFORCE THE TERMS OF THIS AGREEMENT AND MAY NOT LIMIT, EXPAND OR OTHERWISE MODIFY ITS TERMS. YOU MAY REQUEST A COPY OF THE AAAS ARBITRATION RULES BY WRITING TO BELLSOUTH TELECOMMUNICATIONS, INC., ATTENTION: E-COMMERCE PARALEGAL, 675 W. PEACHTREE STREET, SUITE 4300, ATLANTA, GA 30375, OR FROM THE AAA AT WWW.ADR.ORG.

**NO DISPUTE MAY BE JOINED WITH ANOTHER LAWSUIT, OR IN AN ARBITRATION WITH A DISPUTE OF ANY OTHER PERSON, OR RESOLVED ON A CLASS-WIDE BASIS. THE ARBITRATOR MAY NOT AWARD DAMAGES THAT ARE NOT EXPRESSLY AUTHORIZED BY THIS AGREEMENT AND MAY NOT AWARD PUNITIVE DAMAGES OR ATTORNEYS' FEES UNLESS SUCH DAMAGES ARE EXPRESSLY AUTHORIZED BY A STATUTE. YOU AND BELLSOUTH TELECOMMUNICATIONS, INC. BOTH WAIVE ANY CLAIMS FOR AN AWARD OR DAMAGES THAT ARE EXCLUDED UNDER THIS AGREEMENT.**

**b. ARBITRATION INFORMATION AND FILING PROCEDURES.** BEFORE YOU TAKE A DISPUTE TO ARBITRATION OR TO SMALL CLAIMS COURT, YOU MUST FIRST CONTACT A BELLSOUTH INTERNET SERVICE CUSTOMER SERVICE REPRESENTATIVE AT THE NUMBER POSTED ON THE BELLSOUTH FASTACCESS WEBSITE, OR WRITE TO US AT BELLSOUTH TELECOMMUNICATIONS, INC., ATTENTION: GENERAL COUNSEL – BROADBAND AND INTERNET SERVICES, 675 W. PEACHTREE STREET, SUITE 4300, ATLANTA, GA 30375, AND GIVE US AN OPPORTUNITY TO RESOLVE THE DISPUTE. SIMILARLY, BEFORE BELLSOUTH TELECOMMUNICATIONS, INC. TAKES A DISPUTE TO ARBITRATION, WE MUST FIRST ATTEMPT TO RESOLVE IT BY CONTACTING YOU. IF THE DISPUTE CANNOT BE SATISFACTORILY RESOLVED WITHIN SIXTY DAYS FROM THE DATE YOU OR BELLSOUTH TELECOMMUNICATIONS, INC. IS NOTIFIED BY THE OTHER OF A DISPUTE, THEN EITHER PARTY MAY THEN CONTACT THE AAA IN WRITING AT AAA SERVICE CENTER, 2200 CENTURY PARKWAY, SUITE 300, ATLANTA, GA 30345-3203, AND REQUEST ARBITRATION OF THE DISPUTE. THE ARBITRATION WILL BE BASED ONLY ON THE WRITTEN SUBMISSIONS OF THE PARTIES AND THE DOCUMENTS SUBMITTED RELATING TO THE DISPUTE, UNLESS EITHER PARTY REQUESTS THAT THE ARBITRATION BE CONDUCTED USING THE AAAS TELEPHONIC, ON-LINE, OR IN-PERSON PROCEDURES. ADDITIONAL CHARGES MAY APPLY FOR THESE PROCEDURES. ANY IN-PERSON ARBITRATION WILL BE CONDUCTED AT A LOCATION THAT THE AAA SELECTS IN THE STATE OF YOUR PRIMARY RESIDENCE (IF YOU ARE A RESIDENTIAL CUSTOMER OR PLACE OF BUSINESS (IF YOU ARE A BUSINESS CUSTOMER)). ANY ARBITRATION AND ITS RESULT SHALL REMAIN CONFIDENTIAL. NEITHER YOU NOR BELLSOUTH TELECOMMUNICATIONS MAY DISCLOSE THE EXISTENCE, CONTENT, OR RESULTS OF ANY ARBITRATION OR AWARD, EXCEPT AS MAY BE REQUIRED BY LAW, OR TO CONFIRM AND ENFORCE AN AWARD.

**c. FEES AND EXPENSES OF ARBITRATION.** YOU MUST PAY THE APPLICABLE FILING FEE WHEN YOU SUBMIT YOUR WRITTEN REQUEST FOR ARBITRATION TO THE AAA. ARBITRATOR COMPENSATION IS NOT INCLUDED IN THE INITIAL FEE AND, UNLESS THE PARTIES AGREE OTHERWISE, WILL BE ALLOCATED BY THE ARBITRATOR IN THE AWARD. UNLESS APPLICABLE SUBSTANTIVE LAW PROVIDES OTHERWISE, EACH PARTY WILL PAY ITS OWN EXPENSES TO PARTICIPATE IN THE ARBITRATION, INCLUDING ATTORNEY'S FEES AND EXPENSES FOR WITNESSES, DOCUMENT PRODUCTION, AND PRESENTATION OF EVIDENCE. THE PREVAILING PARTY MAY, HOWEVER, SEEK TO RECOVER THE AAAS FEES AND THE EXPENSES OF THE ARBITRATOR FROM THE OTHER PARTY.

**14. General.**

- a. BellSouth shall not be responsible for any delay in delivery or performance of any of its duties hereunder due to acts of God, acts or omissions of any regulated telephone network or any other occurrence commonly known as force majeure.
- b. Your right to use the Service is not transferable and is subject to any limits established by BellSouth, and by your credit card company if billing is through a credit card.
- c. No action, regardless of form, arising out of the Service or this Agreement may be brought by you or any party claiming by, through or under you more than one year after the cause of action has arisen.
- d. This Agreement and the Service shall be governed by the laws of the State of Georgia, without regard to its conflicts of laws provisions. If any provision or provisions hereof shall be held to be invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not be in any way affected or impaired thereby.
- e. This Agreement and any modifications published by BellSouth over the Service constitute the entire and only agreement between you and BellSouth with respect to the Service and supersede all other communications and agreements with regard to the subject matter hereof. Your use of the Service is also governed by BellSouth's Acceptable Use Policies applicable to the Service, which are available online via the Service and which are subject to change by BellSouth from time to time.

- f. You are responsible for and must provide all telephone and other equipment, software (other than any browser software that may be provided by BellSouth) and services necessary to access the Service, including any interexchange (interLATA) long distance service, which must be provided by the carrier or other provider of your choice.
- g. Because of current legal restrictions, BellSouth's Service includes direct connectivity only to information sources or service providers within specified calling areas known as LATAs. In order to connect to Internet-based services or other parties, networks or sites located outside of the local LATA (including the world-wide Internet) through BellSouth's Service, you will need to obtain interLATA Internet service (where available) from a Global Service Provider ("GSP") of your choice who is connected to BellSouth's Service. Information about which GSP's are connected to the Service from time to time may be obtained online on the Service or by contacting BellSouth. You are responsible for choosing such a provider and for paying all applicable charges for such GSP's service, as well as all charges for any purchases made through the Service and any charges incurred while using any supplemental networks or services other than the Service. BellSouth will facilitate the process of registering your account with the available GSP of your choice, and that provider's charges may be included on your bill from BellSouth. Any computer system, database access, Internet connection or other services which may be provided or made available to you by your GSP or any other party are the sole responsibility of and at the sole discretion of such party, and are not included in or a part of BellSouth's Service. BellSouth makes no selection, endorsement or recommendation with respect to any GSP or other interexchange long distance service provider, Internet access provider or other aspect of any service provided by the GSP or other party, and BellSouth shall have no responsibility, obligation or liability of any nature with respect thereto. The reliability, availability and performance of resources accessed through the Internet or other services connected to BellSouth's Service are beyond BellSouth's control and are not in any way warranted or supported by BellSouth. You acknowledge that safeguards relative to copyright, ownership, decency, reliability and integrity of content may be entirely lacking with respect to the Internet or other services or content accessible through BellSouth's Service. You assume all risk and liability of your use of the Internet or other services or content accessible through BellSouth's Service, including your continuous compliance with this Agreement.

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Wireless HomeNetworking New Customer  
Part #5100-000174-000