

BellSouth® **FastAccess**®
Internet Service

> *FastAccess DSL*
connection guide >>

>>> connect >> and create somethingSM  **BELLSOUTH**®

Welcome to BellSouth® FastAccess® DSL Internet Service!

This guide was designed to help you install the software, hardware, and filters used by BellSouth FastAccess DSL Internet 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 BellSouth FastAccess Software Registration Number _____

(located on the back panel of your BellSouth CD package.)

BellSouth FastAccess Help Desk **1-888-321-2DSL (2375)**

If you have any problems during the installation of your BellSouth FastAccess Kit, please refer to the troubleshooting section of this manual.

INSTALLATION GUIDE

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BellSouth® FastAccess® DSL Internet Service Kit

Please check the contents of your BellSouth FastAccess DSL kit before you begin, and call **1 888 321-2DSL (2375)** if there are any components that are missing or damaged. Please follow the step-by-step instructions in this guide for a successful installation.

Your BellSouth FastAccess DSL kit contains the following items:

1-Wall Mounted Phone Filter



4-Phone Line Filters



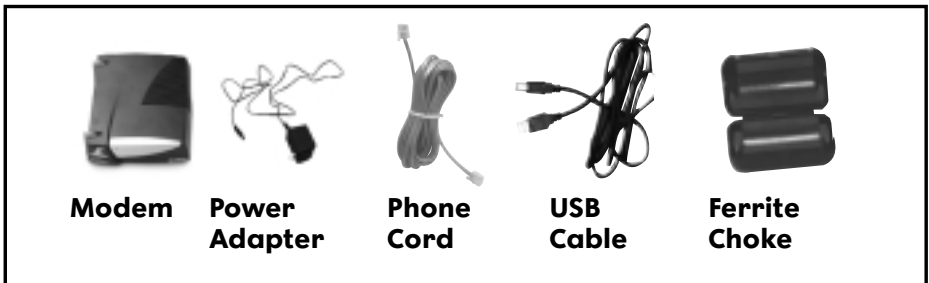
BellSouth FastAccess Welcome Software CD



SpeedStream Modem Software



Modem Carton Contains:



Step 1

GETTING STARTED

There are a few things that you need to do before you install your BellSouth® FastAccess® DSL Internet Service software:

A. Verify that your computer meets the system requirements as shown on the chart below. Information on your system may be found on your desktop by right clicking on **My Computer** and clicking on **Properties**. It can also be found in the *manual* provided with your PC.

Your computer must meet the following system requirements prior to installing FastAccess DSL service with the SpeedStream 4060 modem. Please make any necessary upgrades before proceeding or follow the instructions included in your Welcome Packet on how to return your self-installation kit.

Minimum System Requirements for the SpeedStream 4060 modem:

Operating System	Processor	Memory	Free Disk Space	CD-ROM Space	Network Interface drive
Windows® Me™	Pentium or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open USB port
Windows® 2000	Pentium or Equivalent 166Mhz or faster	64MB	50MB	Yes	Open USB port
Windows® 98	Pentium or Equivalent 166Mhz or faster	32MB	50MB	Yes	Open USB port

- B. You must have ordered BellSouth FastAccess DSL service for the BellSouth phone line that you are using for your modem. If you do not have this service, call **1 888 321-2DSL (2375)**.
- C. If you want to have FastAccess charged to your BellSouth telephone bill, you will need your BellSouth account number (phone number plus 3 digits) from the top corner of your BellSouth phone bill to complete installation of your service.

- D. You will need a telephone jack for your modem phone line near your computer. If you would like for BellSouth to install your jack, please call **1 888 321-2DSL (2375)** to arrange for installation. (There will be a charge to install a jack.)
- E. If you have a monitored alarm or emergency response system installed in your home, please refer to the "Monitored Alarm Notice" that is included on page 37 of this guide.
- F. You may need screwdrivers and a pair of pliers.
- G. 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.



Be sure you have completed all of the steps in this section before you proceed.

Step 2

INSTALL BELLSOUTH FASTACCESS DSL INTERNET SERVICE SOFTWARE

Be sure to back up any important files on your hard drive before you install any new software or hardware.

- Note:** Your computer's CD-ROM drive letter is needed to complete the installation. To locate the CD-ROM drive, double-click the **My Computer icon** on the desktop and note the appropriate drive for later use.
- A. The first step towards FastAccess DSL setup is to install your BellSouth FastAccess Welcome Software and activate your service. **This step is required for all FastAccess DSL subscribers, including current BellSouth Internet Standard Dial-up subscribers.**
- Insert the **BellSouth FastAccess Welcome Software CD**. The setup program should start. If the Setup program does not start automatically, please follow these steps:
 - Select **Start/Run** on the lower left corner of your screen.
 - Type **D:\setup.exe** (where D: is your CD-ROM drive).
 - Click **OK**.
 - Follow the on-screen instructions and prompts to complete the activation.
 - FastAccess DSL Service provided is subject to the Terms and Conditions of the Service Agreement for BellSouth Internet Service. During the registration process, you will be given the opportunity to accept or decline the Service Agreement. If you decline, you will not be able to register for FastAccess DSL Service. A copy of the BellSouth service agreement is included in your BellSouth FastAccess DSL kit. You can also find the Service Agreement online by visiting:
http://services.bellsouth.net/footer/legal/service_agreement.html
 - When you are prompted for a **registration code**, enter the code located on the back of your BellSouth FastAccess DSL CD package. If a code is not printed on the back of your CD case, please contact the Help Desk at **1-888-321-2DSL (2375)**
 - When you complete this step, remove the **CD** from the CD drive.

Step 3

INSTALL FILTERS

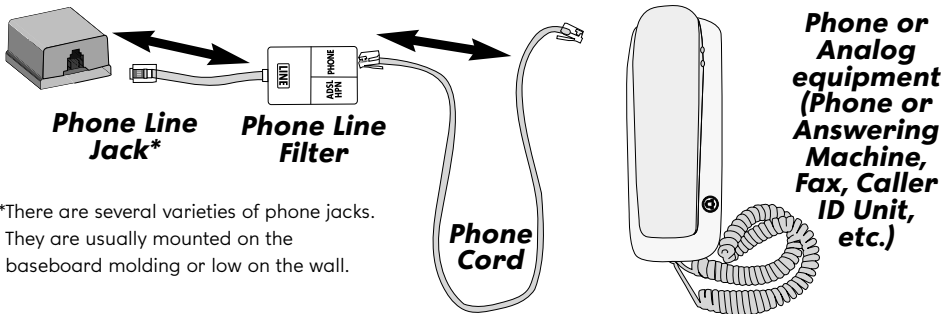
EVERY phone jack on your FastAccess DSL line, which has a telephone or other analog device connected, must have a filter installed. This reduces interference on your analog devices from the digital signal provided by FastAccess DSL service. Examples of analog devices include:

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

If you need to order additional filters, please visit fastaccess.com and choose My *FastAccess Account*. You can continue with your FastAccess installation by disconnecting the unfiltered analog devices in your home until you receive your additional filters.

Filter Installation for Phones or Analog Devices

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

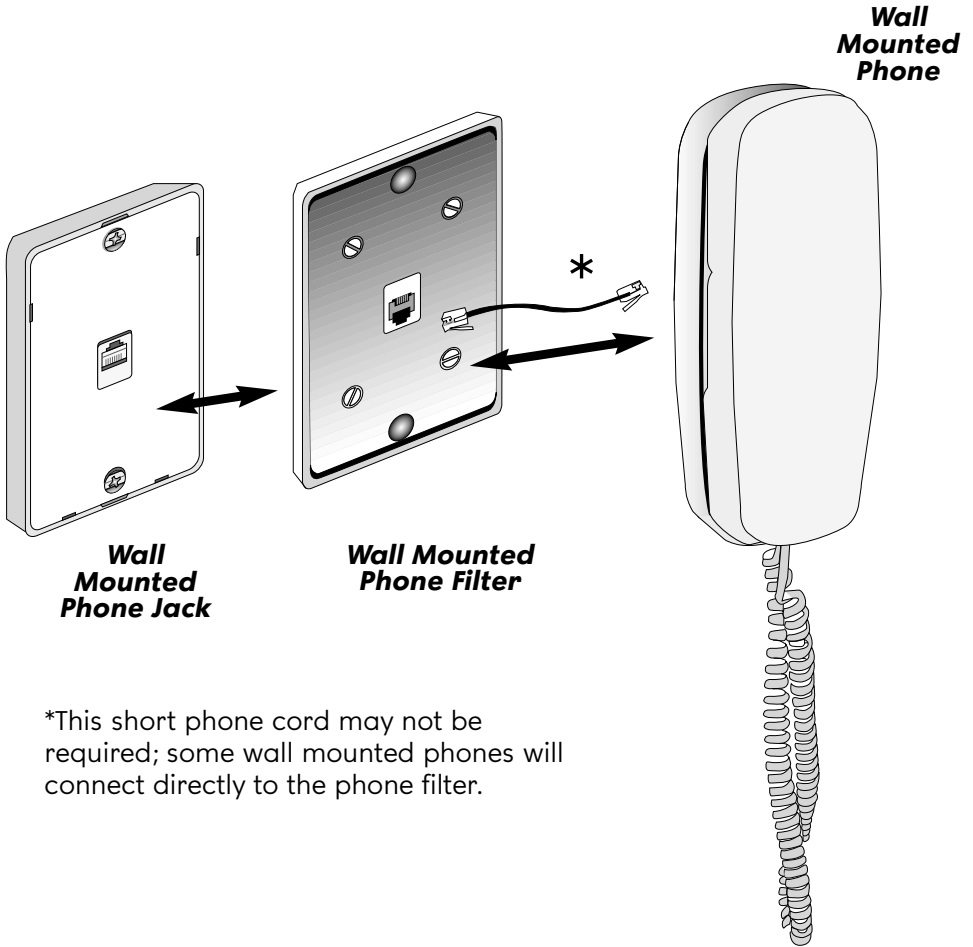


*There are several varieties of phone jacks. They are usually mounted on the baseboard molding or low on the wall.



Filter Installation for Wall Mounted Phones

Install the filter to the wall phone jack in the order shown below.



*This short phone cord may not be required; some wall mounted phones will connect directly to the phone filter.



Remove phone and install filter on existing phone jack



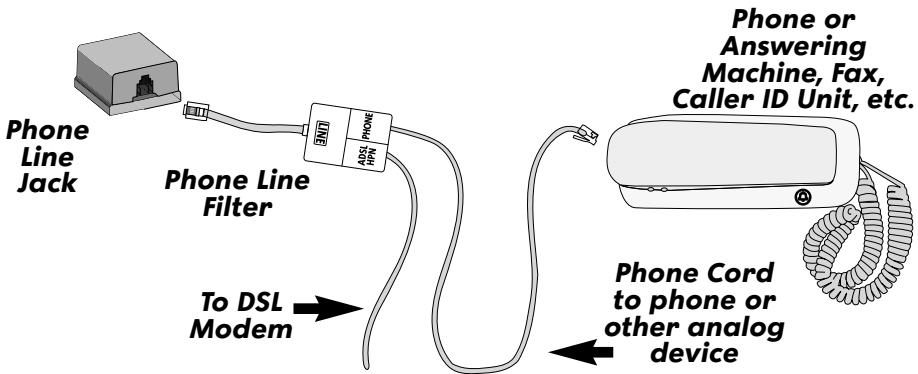
Install phone directly onto filter

Using the Same Jack for Your DSL Modem and an Analog Phone or Device

If you want to connect a phone or other analog device and your DSL modem to the same phone jack, install the components in the order shown below.

Plug the telephone or the analog equipment devices into the side of the phone line filter labeled **"PHONE"**.

Plug the DSL modem phone line into the side of the phone line filter labeled **"ADSL HPN"**.



If you are not connecting a phone or another analog device and your DSL modem to the same jack, plug the DSL modem phone line directly into the phone jack without a filter.

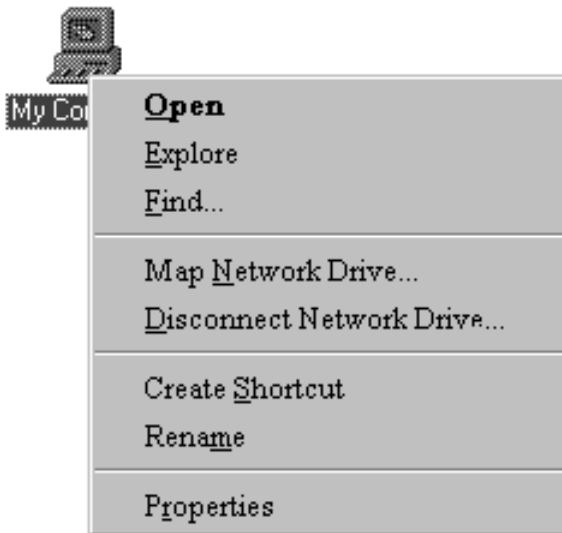
Step 4

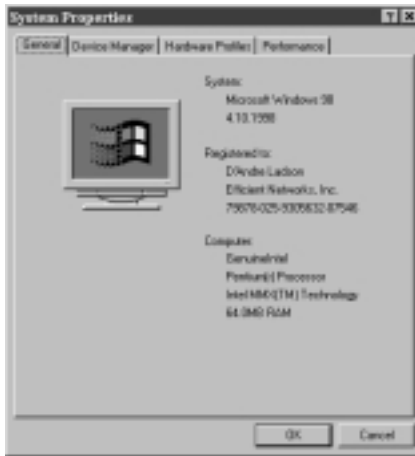
VERIFY DIAL-UP ADAPTER AND INSTALL DIAL-UP NETWORKING FOR WINDOWS ME, 98 SE, AND 98 RETAIL

Note: Windows 2000 (only) users already have Dial-Up capability and do not need to complete this section. Please proceed to *Step 5: Install Your Modem Software and Hardware*.

Verify Dial-Up Adapter

1. Turn on your computer. If your computer is already on, then there is no need to reboot your computer.
2. To verify that Dial-Up Adapter is installed, right-click on the **My Computer** icon and select **Properties**.





3. Once the *System Properties* window is displayed, select the **Device Manager** tab.



4. Double-click **Network adapters**. If Dial-Up Adapter is displayed under Network adapters, Microsoft® Dial-Up Networking does not need to be installed. In this case, click **OK**, and skip ahead to the *Step 5: Install Modem Software and Hardware*.
5. **Microsoft® Dial-Up Networking (MSDUN)** must be installed in the following cases:
 - a. If Dial-Up Adapter is **not** displayed.
 - b. If Network Adapters is **not** displayed.
6. To install Microsoft® Dial-Up Networking, follow the instructions on the next page.

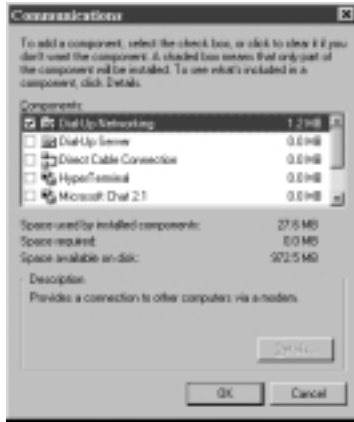
Installing Microsoft® Dial-Up Networking

NOTE: Install Microsoft® Dial-Up Networking only if the criteria mentioned in the Verify Dial-Up Adapter section is missing. If Microsoft® Dial-Up Networking does not need to be installed, proceed to *Step 5: Install Your Modem Software and Hardware*.

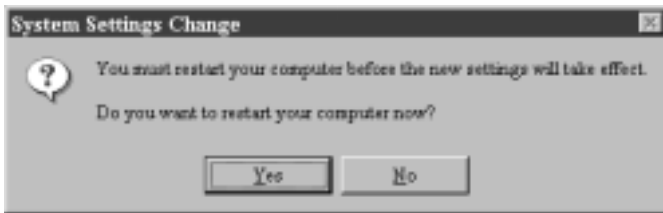
1. From the **Start button** (lower left-hand side of the computer screen), select **Settings** to open the *Control Panel*. Double-click the **Add/Remove Programs icon**, and select the **Windows Setup** tab.



2. Select the **Communications** checkbox, and click **Details**.



3. Select the **Dial-Up Networking** checkbox, and click **OK** (there is no need to deselect other checked boxes). Windows may prompt you for your operating System CD.



4. After Dial-Up Networking has been installed, click **Yes** to restart the computer.



Be sure you have completed all of the steps in this section before you proceed.

Step 5

INSTALL YOUR MODEM SOFTWARE AND HARDWARE

The order in which the SpeedStream modem software and hardware are installed is important, and varies by the operating system on your computer.

Windows 2000, ME, and 98 SE

Go to pages 12-19

Windows 98 Retail

Go to pages 20-30

Before you begin your modem software and hardware installation, be sure to close all of your applications including any firewall detection programs.

Windows® 2000, ME and 98SE SpeedStream Modem Software and Hardware Installation

1. Insert the SpeedStream Modem Software CD in your CD-ROM Drive.



2. The window shown above should appear on the Desktop.

If this window does not display:

- Click the **Start** Button on the desktop and choose **Run**.
- Type (**CD-ROM Drive Letter:\setup.exe**). The window shown above should appear.

3. If you accept the terms of the License Agreement, click **ACCEPT**. If you choose **Decline**, the installation will stop.



4. Click **NEXT**.



5. Compare the modem in your Bellsouth FastAccess DSL installation kit to the picture and answer accordingly. The first picture displayed will not look like the modem in your FastAccess DSL kit. Click **No** to proceed.



6. You will be prompted that the system is ready to copy the necessary files to your PC. Choose **Next**.
7. The drivers will be copied to your system. No further action is required until you see the window in the next step.



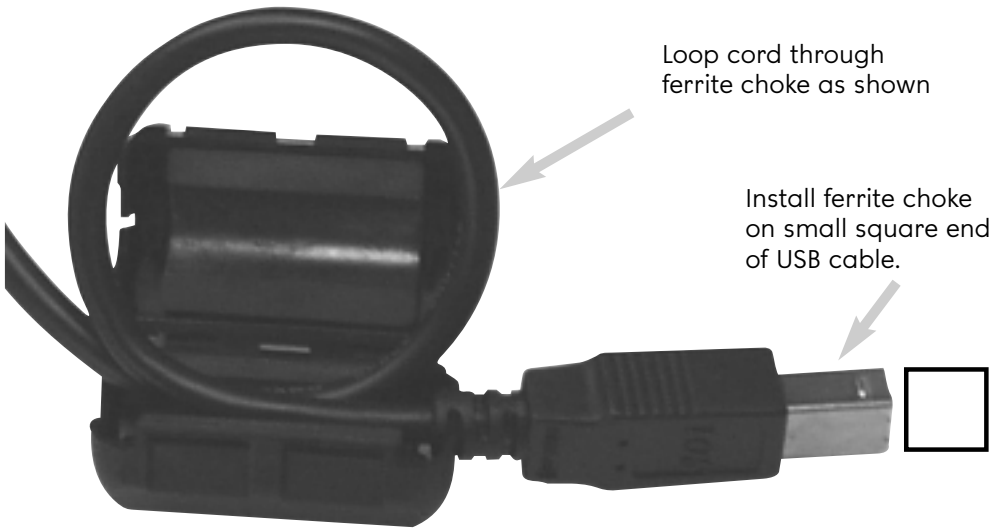
8. You will be prompted to install the modem hardware.

IMPORTANT!

Before you begin any hardware installation be sure to back up any important files located on your hard drive.

9. **Attach the ferrite choke to the USB Cable.**

Locate the ferrite choke and open it by pulling up on the lip on the non-hinged side. Attach the choke to the USB cable as shown in the figure below. Note that the choke should be attached to the USB cable at a point very close to the end of the cable that plugs into the modem. Then close the ferrite choke so that it encloses the looped cord.



10. **Attach the cords to the modem.**

Attach the phone cord, USB cable, and power cord to the ports as described below.



Insert the phone cord here. Insert the other end of phone cord directly into the phone jack or the side of the phone line filter labeled ADSL HPN.

Insert the end of the USB cable with the ferrite choke installed on it here.

Insert the power cord here. Insert the other end of the power cord into a surge-protected outlet.

11. **Check your connections.**

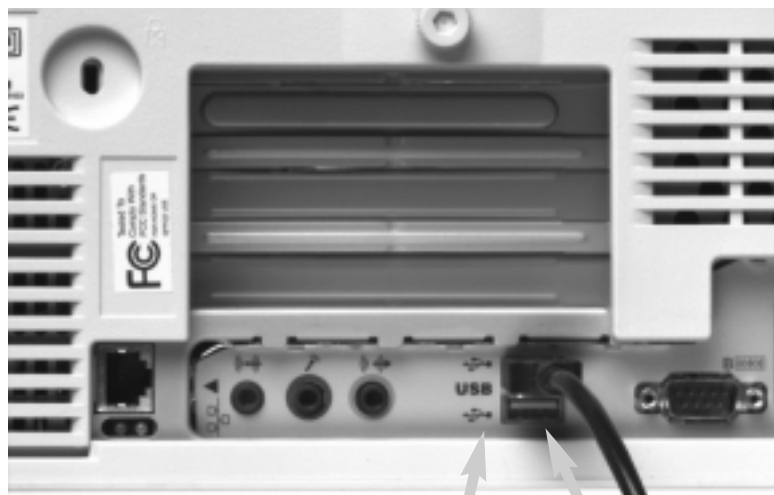
This picture shows what your 4060 external modem will look like after you have attached the phone cord, USB cable, and power cord. Note that the ferrite choke is attached close to the end of the USB cord plugged into the modem.



Looped cable
with ferrite
choke

12. Attach the USB cable to the USB port on the computer.

Locate the USB port on your computer. You may have one or more ports. Each port is denoted by the USB symbol. The end of the USB cable will show this symbol as well. Plug one end of the USB cable into an available USB port on your computer.



The USB symbol looks like this.



This symbol appears on the USB cable and next to the USB ports.

Plug in the rectangular end of the USB cable.

13. Finish Installing the Modem Software.

If your SpeedStream Modem Software CD is not already in your CD-ROM drive, please insert it now.



14. A *Found New Hardware* window will appear after you install the modem hardware.

For Windows 98 SE Only



15. You will be prompted to reboot your computer to complete the installation. Close all other applications and choose **Reboot**. Your system will automatically reboot.



16. Click **Finished** when this window appears.
17. You have completed the modem software and hardware installation. Please proceed to *Step 6: Personalize Your Internet Connection*.

After completing this section, please proceed to Step 6: Personalize Your Internet Connection.



Windows 98 Retail SpeedStream Modem Software and Hardware Installation

1. Insert the SpeedStream Modem Software CD in your CD-ROM Driver.



2. The window shown above should appear on the Desktop.

If this window does not display:

- Click the **Start** Button on the desktop and choose **Run**
- Type **(CD-ROM Drive Letter:\setup.exe)**. The window shown above should appear.

3. If you accept the terms of the License Agreement, click **ACCEPT**. If you choose Decline, the installation will stop.



4. Click **NEXT**.



5. Compare the modem in your Bellsouth FastAccess DSL installation kit to the picture and answer accordingly. The modem in this FastAccess DSL kit should not look like the picture on this window. Click **No** to proceed.



6. You will be prompted that the system is ready to copy the necessary files to your PC. Choose **Next**.
7. The drivers will be copied to your system. No further action is required until you see the window in the next step.



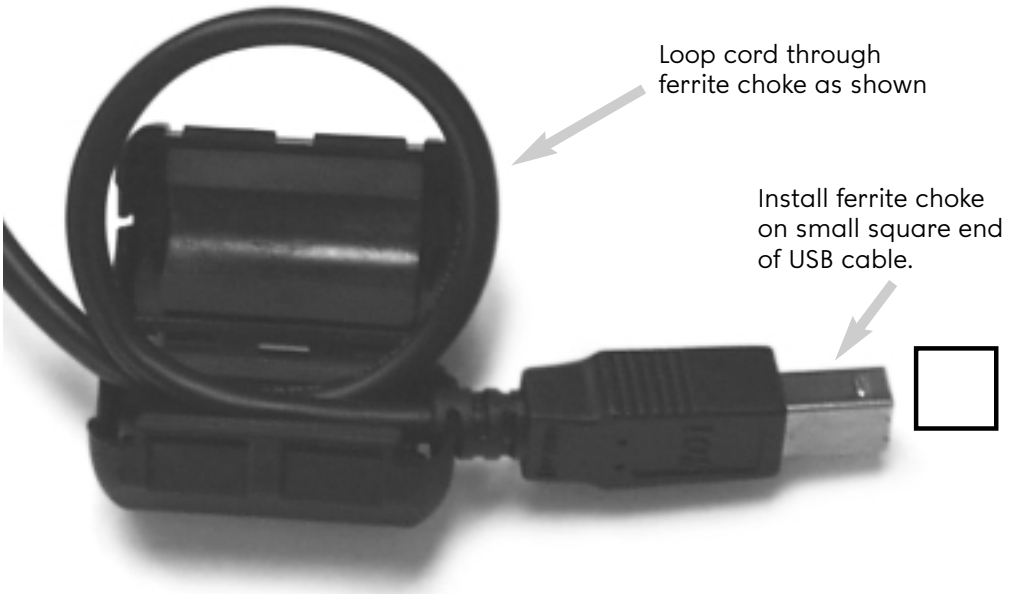
8. You will be prompted to install the modem hardware.

IMPORTANT!

Before you begin any hardware installation be sure to back up any important files located on your hard drive.

9. Attach the ferrite choke to the USB Cable.

Locate the ferrite choke and open it by pulling up on the lip on the non-hinged side. Attach the choke to the USB cable as shown in the figure below. Note that the choke should be attached to the USB cable at a point very close to the end of the cable that plugs into the modem. Then close the ferrite choke so that it encloses the looped cord.



10. **Attach the cords to the modem.**

Attach the phone cord, USB cable, and power cord to the ports as described below.



Insert the phone cord here. Insert the other end of phone cord directly into the phone jack or the side of the phone line filter labeled ADSL HPN.

Insert the end of the USB cable with the ferrite choke installed on it here.

Insert the power cord here. Insert the other end of the power cord into a surge-protected outlet.

11. **Check your connections.**

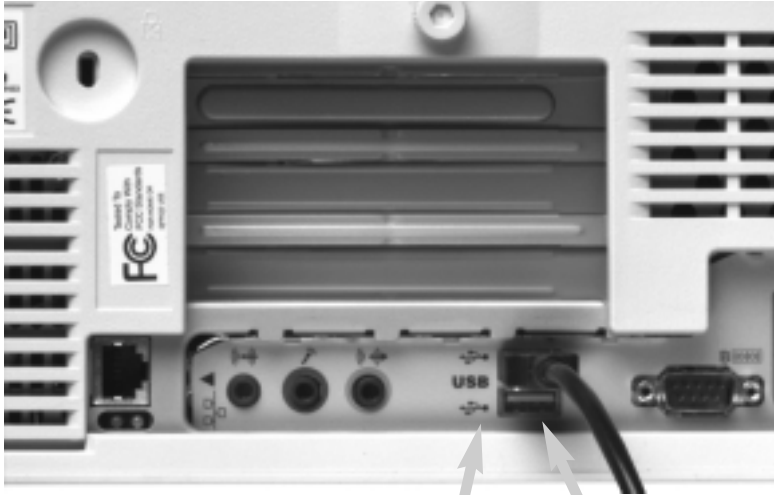
This picture shows what your 4060 external modem will look like after you have attached the phone cord, USB cable, and power cord. Note that the ferrite choke is attached close to the end of the USB cord plugged into the modem.




Looped cable
with ferrite
choke

12. **Attach the USB cable to the USB port on the computer.**

Locate the USB port on your computer. You may have one or more ports. Each port is denoted by the USB symbol. The end of the USB cable will show this symbol as well. Plug one end of the USB cable into an available USB port on your computer.



The USB symbol looks like this. 
This symbol appears on the USB cable and next to the USB ports.

Plug in the rectangular end of the USB cable.

13. **Finish Installing the Modem Software.**

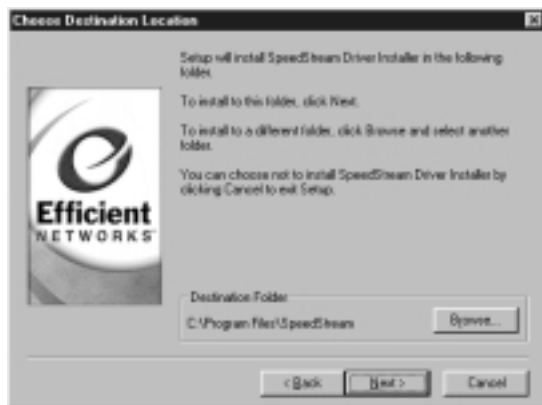
If your SpeedStream Modem Software CD is not already in your CD-ROM drive, please insert it now.



14. The SpeedStream Driver Software installation will continue after you have installed the modem hardware. Click **Next**.



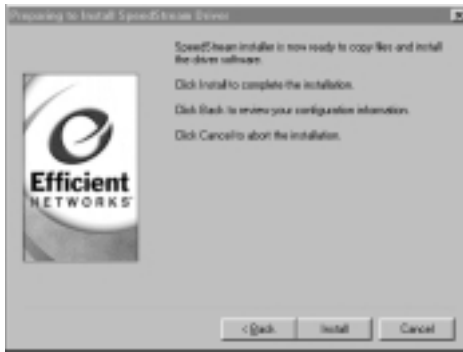
15. Click **Yes** if you agree to the terms of the Efficient Networks License Agreement; the installation will stop if you click No.



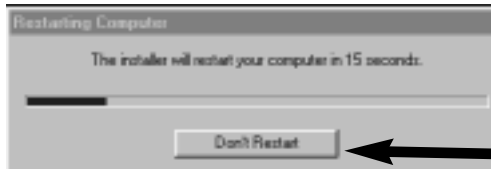
16. Click **Next** if you want the files to be installed in the predetermined location. If you want to select another location, click **Browse** and choose another location.



17. The system automatically sets up a folder for your SpeedStream modem. Click **Next**.



18. Click **Install** when the *Preparing to Install SpeedStream Driver* window appears.



Do not click

19. **Do not click** "Don't Restart" when this window appears. The computer will automatically reboot.



20. The *Setup Complete* window automatically appears after your computer reboots. Click **Finish** to complete the Driver Installation.
21. To create a short-cut on your desktop for FastAccess DSL, go to your desktop and click **Start**. Point to **Programs**, point to **Accessories**, point to **Communications**, and click on **Dial-up Networking**. Right click on **FastAccess ADSL Dial-up icon**, and select **Create Shortcut**.

After completeing this section, please proceed to Step 6: Personalize Your Internet Connection



Step 6

PERSONALIZE YOUR INTERNET CONNECTION

The following instructions will enable you to configure your Internet connection so that BellSouth FastAccess DSL Internet Service can be launched from Internet Explorer versions 4 and 5.

To view the screen required to begin personalizing your browser, select **Start** from the menu bar; then select **Settings** and **Control Panel**. Double-click on the **Internet** or **Internet Options** icon, then select the **Connections** tab at the top of the *Internet Properties* window.

If the screen on the right appears, you have Internet Explorer Version 5. Follow the instructions on page 32.



If the screen on the left appears, you have Internet Explorer Version 4. Follow the instructions on page 33 .

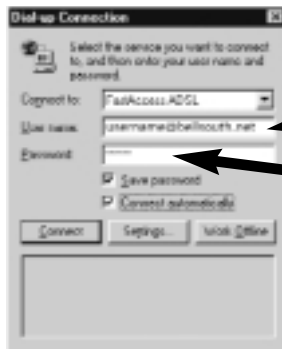


Personalize Your Internet Connection

Internet Explorer Version 5



1. From the **Connections** page of the *Internet Properties* window, look under the *Dial-up settings* section and select the **FastAccess ADSL** entry. Next, select **Always dial my default connection**, and then click **Set Default**. Next, click **OK** at the bottom of the window.
2. Launch your *Internet browser*.



**your
username@bellsouth.net**

your password

3. Your *Internet browser* will appear along with the *Dial-Up Connection* window. Enter your **user name** (using the format: **username@bellsouth.net**) and enter your **password**. Click the **Connect** button in order to connect to the Internet. Optionally, Windows can be made to remember your password by placing a check in the **Save password** field prior to connecting. Also, when a check is placed in the **Save password** field, the **Connect automatically** field becomes active. If this field is also checked, Windows will, in the future, begin dialing your connection automatically.

Personalize Your Internet Connection

Internet Explorer Version 4



1. From the **Connection** page of the *Internet Properties* window, look in the *Proxy server* section and make certain that **Access the Internet using a proxy server** is not checked. Next, look in the *Connection* section and select **Connect to the Internet using a modem**. Then click **Settings**.



**your
username@bellsouth.net**

your password

2. When the *Dial-Up Settings* window appears, click the **scroll window** and select **FastAccess ADSL** as the connection to use. Enter your **user name** (using the format: **username@bellsouth.net**) and enter your **password**. Next, uncheck the **Disconnect if idle for** selection and then click **OK**.
Note: The domain field is not required and may be left blank.



3. The *Internet Properties* window will appear. Click **OK**.



4. Launch your *Internet browser*.

5. Your *Internet browser* will appear along with the *Dial-Up Connection* window. Enter your password and click the **Connect** button in order to connect to the Internet. Optionally, Windows can be made to remember your password by placing a check in the **Save password** field prior to connecting. Also, when a check is placed in the **Save password** field, the **Connect automatically** field becomes active. If this field is also checked, Windows will, in the future, begin dialing your connection automatically.

Step 7

INSTALL YOUR BELLSOUTH CUSTOMIZED BROWSER AND CONNECTION MANAGER

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 *Step 2: FastAccess DSL Internet Service Software*, please download the latest version <http://services.bellsouth.net/member/upgrades/>

BellSouth Connection Manager

As part of BellSouth's on going effort to enhance your Broadband experience, we have made available a valuable diagnostic tool to help manage your FastAccess DSL connection. The **Connection Manager** tool is designed to:

- Assist in diagnosing your FastAccess DSL Internet connectivity and will notify you in case of temporary service interruption
- Monitor e-mail server and news server connectivity
- Repair/restore software and network settings by maintaining a backup copy of working settings for e-mail, browser and network applications
- Provide both online and offline help files for troubleshooting connectivity issues

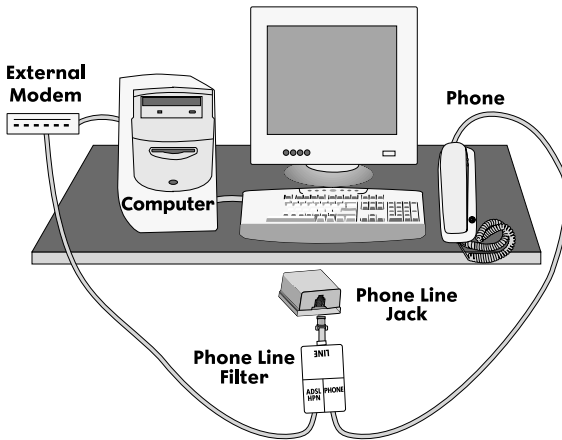
Please go to www.fastaccess tools.com to download this valuable tool. We highly recommend using the Connection Manager to get the most benefits from your FastAccess service. We have included an interactive online tutorial to provide detailed information and instructions on how to use the Connection Manager.

CONGRATULATIONS!

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

Complete System Setup

The diagram below represents an example of how your system should appear after completing the installation steps.



You should also see the BellSouth FastAccess icon on your desktop. If this icon does not appear, please refer to the *FastAccess DSL Troubleshooting* section of this guide.

Please review the following pages for important information regarding a monitored alarm notice, Internet security, and troubleshooting tips.

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 included in your installation kit.

MONITORED ALARM NOTICE

**Attention: Customers with a Monitored Alarm or
Emergency Response System**

The installation of BellSouth® FastAccess® DSL 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 BellSouth 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 PC 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 DSL installation. If the alarm test fails only when the modem is on, immediately contact BellSouth FastAccess DSL Service at **1-800-695-6361**.

9. Explain to the BellSouth FastAccess DSL Help Desk Representative that you have installed FastAccess DSL 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 modem off until the BellSouth installer is able to resolve the issue. Unfortunately, you will not have Internet access during the time that your modem 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 DSL Service.*

Helpful Web Sites

Special Web Sites for BellSouth FastAccess DSL Internet Service Subscribers

Internet Security: <http://www.bellsouthinternetsecurity.com>

For a limited time, we have arranged for you to receive special discounts on a wide variety of popular Norton™ Internet security software titles from Symantec™ to help protect against dangerous viruses, intrusions into your confidential information, harmful content, and other Internet threats. After installing BellSouth FastAccess DSL Internet Service, visit **www.bellsouthinternetsecurity.com** to take advantage of this special offer.

BellSouth Internet Service Home Page: <http://www.bellsouth.net>

The BellSouth Internet Service Home Page organizes the Web for you. With areas dedicated to local information, entertainment, sports, business and more, we comb the Web to find area sites and arrange them to make surfing easier for you. And we provide you with easy access to your e-mail, newsgroups and national content sites.

FastAccess Website: <http://www.fastaccess.com>

The FastAccess.com Home Page provides you with the most recent up-to-date information of our FastAccess DSL service. We have provided answers to Frequently Asked Questions about DSL to keep you as informed as possible about our service and the technology behind it.

FastAccess DSL Troubleshooting

Problems with Connection

Problem: The FastAccess DSL phone line is noisy or there is static on the line.

What to Try: Ensure that there are filters on the FastAccess DSL line between the phone jacks and all analog devices (telephones, fax machines, Caller ID units, answering machines, etc.). Ensure that filters are installed properly as shown in Step 3 of this guide. Unplug individual phones or other analog devices to see if the problem is resolved. If the problem is resolved and you have a filter attached to the unplugged device, the analog device may be the cause of the problem.

Problem: The FastAccess DSL connection drops when the phone rings or is in use.

What to Try: Ensure that there are filters on the FastAccess DSL line between the phone jacks and all analog devices (telephones, fax machines, Caller ID units, answering machines, etc.). Unplug individual phones or other analog devices to see if the problem is resolved. If the problem is resolved and you have a filter attached to the unplugged device, the analog device may be the cause of the problem.

Problem: The FastAccess DSL connection does not work.

What to Try:

- Check the modem status icon on the task bar on your desktop.
- Ensure that the FastAccess DSL phone line has a dial tone.
- Ensure that there are filters on the FastAccess DSL line between the phone jacks and all analog devices (telephones, fax machines, Caller ID units, answering machines, etc.). Unplug individual phones or other analog devices to see if the problem is resolved. If the problem is resolved and you have a filter attached to the unplugged device, the analog device may be the cause of the problem.

Problem: You are experiencing intermittent loss of connection.

What to Try:

- If you have a 900 MHz phone or greater, this may be causing the problem. If this occurs while talking on the phone or the phone base is near the computer, try moving the phone away to see if the problem is resolved.
- If you have a monitored Burglar Alarm or Emergency Response system, please refer to the **Monitored Alarm Notice** included within this guide. If you continue to experience intermittent connection, contact BellSouth's help desk **1-888-321-2DSL (2375)**.

Standard Dial-Up Networking Errors that May Occur when a Connection Is Being Attempted

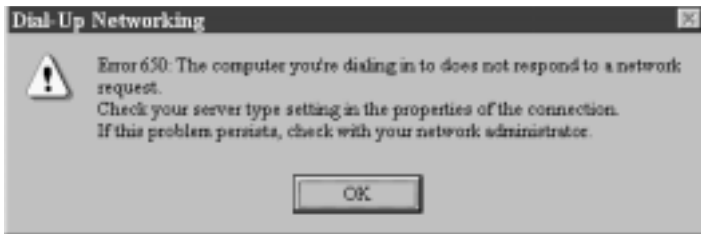
Error 691: This message indicates that the user name or password may not have been entered correctly.

What to Try: Click **OK**. Re-enter the correct user name (using the format **username@bellsouth.net**) and password.



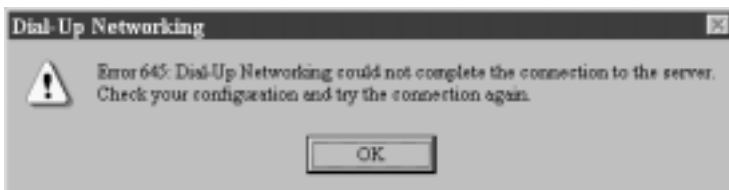
Error 650: This message indicates that the circuit may be inactive, or the server may be down.

What to Try: Check the modem status icon on the task bar on your desktop (red indicates link is down.) Verify Dial-up Networking settings by going to **Dial-up Networking** under **My Computer** and right-click on the **FastAccess DSL icon**. Select **Properties**. Reboot your computer and attempt to reconnect.



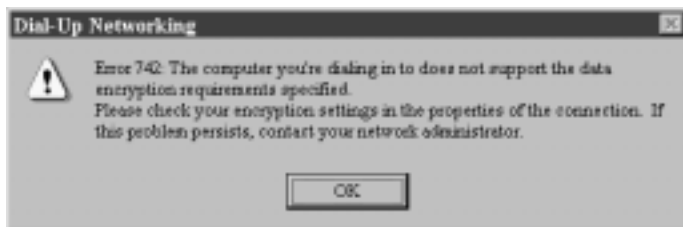
Error 645: This error indicates that **Require encrypted password** has been checked under *Properties*.

What to Try: To correct this, go to **Dial-Up Networking** under **My Computer** and right-click on the **FastAccess icon**. Select **Properties** and select the **Server Types** tab. Uncheck the box labeled **Require encrypted password**. Select **OK**.



Error 742: This error indicates that **Require data encryption** has been checked under *Properties*.

What to Try: To correct this, go to **Dial-Up Networking** under **My Computer** and right-click on the **FastAccess icon**. Select **Properties** and select the **Server Types** tab. Uncheck the box labeled **Require data encryption**. Select **OK**.



LED Status Indicators

LED - Off

No line power or the USB cable is disconnected.

LED - Yellow

Power applied. Firmware downloading from host computer.

LED - Blinking Yellow/Green

Power-On Self-Test (POST) passed. The modem is searching for ADSL signals.

LED - Blinking Green

ADSL line is attempting to sync with the modem.

LED - Solid Green

The modem has synced with the ADSL line. The modem is operational.

LED - Red

Hardware failure.

Creating a BellSouth FastAccess Icon on your desktop

Windows 2000

- On your desktop, click **Start**, and point to **Programs**, point to **Accessories**, point to **Communications**, and click on **Network and Dial-up** connections. Right click on the **FastAccess ADSL Dial-up icon** and select **Create Shortcut**.

Windows ME

- Click **Start**, and point to **Programs**, point to **Accessories**, point to **Communications**, and click on **Dial-up Networking**. Right click on the **FastAccess ADSL Dial-up icon** and select **Create Shortcut**.

Windows 98 SE and 98 Retail

- Click **Start**, and point to **Programs**, point to **Accessories**, point to **Communications**, and click on **Dial-up Networking**. Right click on the **FastAccess ADSL Dial-up icon** and select **Create Shortcut**.

Additional Equipment Related Issues

Windows 98 Retail, Windows 98 SE, Windows ME, and Windows 2000

- Do not unplug the USB cable while installing the SpeedStream software. If you do unplug the USB cable during installation, run the clean-up utility to prepare your machine for reinstallation: Click the **Start** button on your desktop and select **Efficient Networks > SpeedStream DSL > Cleanup install**.
- If you click the Cancel button while files are being copied onto your system during the software installation, you should use the included clean utility before attempting to reinstall the drivers. Click the **Start** button on your desktop and select **Efficient Networks > SpeedStream DSL > Cleanup install**.
- If you have SpeedStream 3.3 Beta software installed on your system, uninstall this software before installing any new SpeedStream software.

Windows ME

- Do not unplug the USB cable while the computer is in suspend mode. Otherwise, your system may become unstable.

Windows 98SE

- If the DSL cable is disconnected, the Microsoft PPP over ATM driver does not correctly indicate its state to the rest of the operating system. This results in the SpeedStream status icon in the system tray incorrectly showing an active dial-up connection. Also, double clicking the status icon incorrectly shows data being transmitted.
- (PPP over ATM only) If you do not have the Windows 98 SE cab files on your hard drive when installing the SpeedStream software, you may receive a blue text field box asking you to insert your SpeedStream CD. Insert the SpeedStream CD and click **Enter** to proceed with the installation.

Windows 98 Retail and Windows 98 SE

- Occasionally, when uninstalling the SpeedStream software, the system may become unstable. In addition, pressing Ctrl > Alt > Delete shows a "Msgsrv32 is not responding" message. Restart your system and repeat the uninstall process to resolve this issue.

Windows 98 Retail, Windows 98 SE, and Windows ME

- Because some computers, by design, do not have a networking component fully installed, the SpeedStream software may not install correctly. To resolve this issue, install a networking component like "Dial-up Networking" before installing the SpeedStream software.

- If you add a PPP over ATM adapter through the Device Manager, you will notice upon reboot that the Device Manager shows an additional PPP over ATM adapter that is disabled. Do NOT remove the disabled adapter. Removing it may cause an error and will prevent you from dialing into your ISP.
- Dial-up Networking must be installed on your system before using PPP over ATM.
- Do not move an internal modem to a different PCI slot once you have installed the modem software. Otherwise, modem status will incorrectly indicate, "No hardware found."

If you are still having problems, please call our Help Desk at 1 888 321-2DSL (2375).

Warranty Information

The warranty information pertaining to BellSouth® FastAccess® DSL Internet service and the SpeedStream modem are contained in separate documents included in your BellSouth® FastAccess® DSL kit. If your modem becomes defective within the first year from the date of purchase, call **1-888-321-2DSL**. If the modem becomes defective beyond one year from the date of purchase, contact the modem manufacturer at the address below:

Efficient Networks, Inc.
4849 Alpha Road
Dallas, Texas 75244
888-286-9375
Email: support@efficient.com

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