



OPEN ME FIRST

Please **DO NOT** install any equipment until you review this guide.

WINDSTREAM HIGH-SPEED INTERNET



HIGH-SPEED INTERNET

UNLIMITED PHONE

STREAMING ENTERTAINMENT

DIGITAL TV

WINDSTREAM.NET

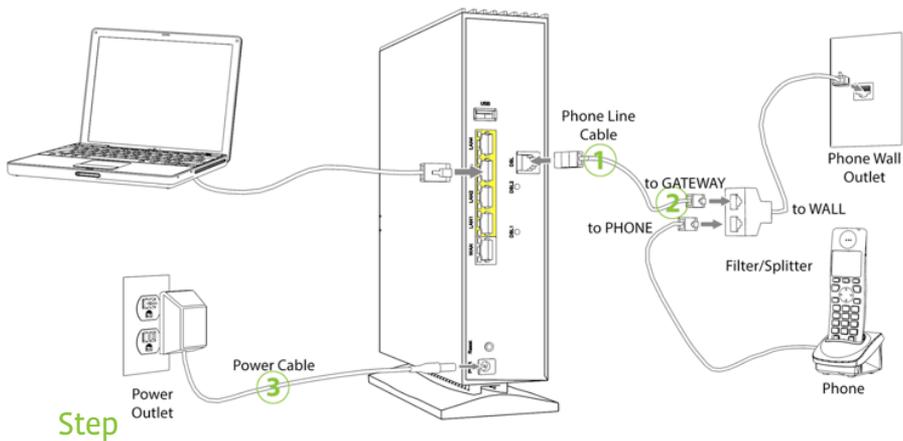


Please read this brochure
for important information
concerning your new account.

Thank you for choosing Windstream.

We know you have a choice in your Internet service provider. You can always count on us for reliable connections and unparalleled customer service.

Below are all instructions needed to walk through setting up your high-speed service. If you have problems during the installation, please see the troubleshooting steps on the back of this guide.



Step

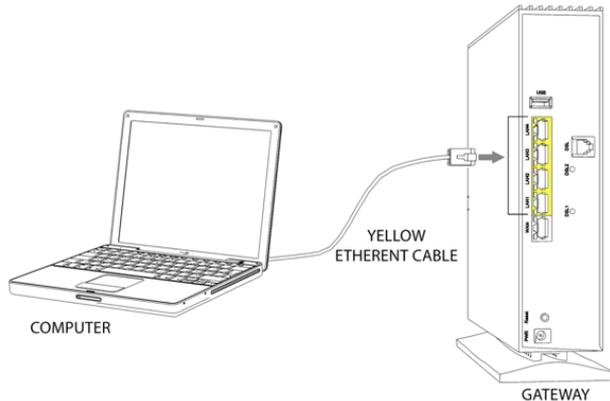
1

CONNECTING YOUR ACTIONTEC WIRELESS GATEWAY

1. Connect the GREEN phone line cable into the gateway port marked “DSL”.
2. Connect the other end of the GREEN phone line cable into the side of the phone line filter marked “DSL/Modem.”
3. Connect one end of your POWER ADAPTER to your gateway and then plug the other end into the power outlet in your wall.

Step

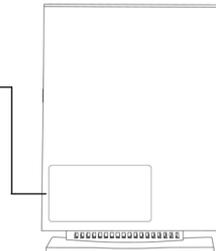
2



CONNECTING A COMPUTER TO YOUR ACTIONTEC WIRELESS GATEWAY

1. Connect the YELLOW Ethernet Cable to one of the four LAN ports on your gateway.
2. Connect the other end of the Ethernet cable to your computer (Laptop or Desktop)

Note: If you are connecting a computer wirelessly to the gateway, the required WPA2 (Wireless Password) is located on the front of the gateway after the word "(WPA2):". This is only needed for wireless connections.



Step

3

WAITING FOR YOUR GATEWAY LIGHTS TO TURN GREEN

The two lights on the front of your gateway will flash and then turn solid green. This will take a few moments. Note: The Globe Light will flash when there is Internet activity.

**If the two lights do NOT turn solid green, please make sure you followed the previous steps correctly.



Step

4

OPEN INTERNET EXPLORER

Open Internet Explorer and you will be redirected to Windstream where we will guide you through the rest of the install.

Note: You will not be able to browse the Internet until the install is complete.



High-Speed Internet Service Agreement

Information about your High-Speed Internet Service Agreement can be found at <http://www.windstream.com/terms>. If you have questions about your agreement, please call **1.800.347.1991** (residential customers) or **1.800.843.9214** (business customers).

High-Speed Internet Frequently Asked Questions

HELPFUL TIP: Get 24/7 FREE technical support for your PC or laptop from the Windstream Service Center online at <http://activation.windstream.com/SSC>. Click “download now” button in the bottom right corner to begin.

FAQs

Installation FAQs

- 1) Question:** What should I do first to install my High-Speed Internet service?
Answer: It is very important to start your High-Speed Internet installation by following the instructions provided before connecting any equipment. If you purchased the Windstream Shield, please use the following steps after the High-Speed Internet installation is complete:
 - 1 – Visit www.windstream.com/Service-Agent/
 - 2 – Click on “Download Now” button
 - 3 – After completing the installation, follow the on screen instructions to activate your Shield services

For additional help with downloading and installing, please visit www.windstream.com/support and use the keyword “service agent.”

- 2) Question:** What is my High-Speed Internet telephone number?
Answer: It is the telephone number of the telephone line at your location on which High-Speed Internet is being installed.

3) **Question:** Why do I need to install microfilters on telephones and other devices on my line?

Answer: Microfilters prevent the High-Speed Internet signal from interfering with any other devices on the same line. Filters are necessary on every device, including telephones, security systems, caller ID boxes, answering machines, fax machines, satellite tuners and anything else that may access the line. These devices should be plugged into the “Phone” side of the filter; only the High-Speed Internet modem should be plugged into the “DSL” side. If a filter is not installed on each device, you could experience noise and slow connections on your High-Speed Internet service.

4) **Question:** I received my modem in the mail, but when I install it, the High-Speed Internet connection doesn't work.

Answer: Verify you are installing your High-Speed Internet service after the due date provided when your service was ordered. Usually you will receive your High-Speed Internet modem in advance of the due date to ensure you can begin using the service as soon as possible after the installation date. Provisioning of your High-Speed Internet service may take until the end of business on the due date to be completed.

Connection FAQs

1) **Question:** I can't connect or my connection is slow.

Answer: Please follow these steps for resolution:

- 1 – Unplug the power source.
- 2 – If you have any other network devices (wireless router, hub, etc.) turn off and unplug them.
- 3 – Shut your computer down using the normal process, then turn it off for at least 10 seconds.
- 4 – Without plugging in the modem or other network devices, turn your computer on and wait until it is completely booted up.
- 5 – Plug in the power sources for the modem and any other network devices and turn them on.

The lights on the modem will flash and then go solid green as it establishes the High-Speed Internet connection. (Refer to the table of light indicators in Step 3.) If this does not re-establish the connection, please call **1-888-292-3827**.

2) **Question:** I can get connected but can't maintain the connection.

Answer: Please ensure all devices that share the telephone line with your High-Speed Internet service are filtered properly and plugged into the “Phone” side of the High-Speed Internet microfilter. The High-Speed Internet modem should be the only device connected to the “DSL” side of the microfilter. In addition to checking the microfilters, please follow the five steps in the previous FAQ.

3) **Question:** How can I test the speed of my High-Speed Internet connection?

Answer: Many factors can affect the speed of your High-Speed Internet connection. Factors include: distance from the Windstream serving office, proper installation of microfilters, condition of the wiring inside and outside your home, congestion on the Internet and your computer configuration. The speeds advertised are the maximum available speed from Windstream's network. Various factors may impact performance when using wi-fi, such as other electronic devices, number of users, and positions of the wireless router. You can test your speed at **www.windstream.com/SpeedTest**.

Modem FAQs

- 1) **Question:** What information do I need to set up my High-Speed Internet modem?

Answer: To set up your High-Speed Internet modem, Windstream recommends following the instructions provided in this brochure. You will also need to know the telephone number on which your High-Speed Internet service is installed.

- 2) **Question:** If my High-Speed Internet modem loses power, will I lose my telephone service?

Answer: No. The voice transmission has already been separated from the data transmission before reaching the modem. Therefore, you will not lose voice communications if your modem fails or is turned off.

- 3) **Question:** How do I set up the wireless feature on my modem?

Answer: Please first connect the Wireless Gateway as described in Step 1. After you have connected to the Internet, please visit www.windstream.com/support and enter the keywords “wireless gateway” in the search bar on the top right of the page for help with wireless networking.

- 4) **Question:** Why does the DSL light on my modem blink?

Answer: While the High-Speed Internet modem is connecting, the DSL light will blink steadily. The DSL light may also turn off. This is normal. Once the High-Speed Internet modem has connected, the DSL light will become solid. If the DSL light continues to blink steadily for several minutes or turns off, this would most likely indicate a loss of High-Speed Internet signal to the equipment. Use the following steps to resolve this issue:

- 1 – Make sure you have filters on every phone line, security system, satellite, fax machine, caller ID box or any other device that shares the same line as your High-Speed Internet service.
- 2 – Turn off your High-Speed Internet modem for a full minute and then turn the modem back on.
- 3 – Check the telephone jack that the High-Speed Internet modem is plugged into and ensure it is producing a dial tone.
- 4 – If the light does not turn solid green, try connecting the High-Speed Internet modem to a different telephone jack in the house.

E-mail FAQs

- 1) **Question:** Where can I access Windstream email and get help with email set up and password settings?

Answer: Windstream High-Speed Internet Subscribers have up to five e-mail accounts available per DSL line. During Internet setup, a main account is created. Additional accounts can be created after initial setup by visiting **www.windstream.net** then accessing the “my account” section.

We recommend using Windstream Webmail (<http://webmail.windstream.net>) for immediate e-mail access from any location. Benefits of using Windstream's Webmail include:

Accessible from any location, easy to use interface with no software to configure, automatic message filtering and forwarding, online address book, and multiple folder setup for easy message organization.

Alternately, some Windstream High-Speed Internet Subscribers elect to use an e-mail client for storing messages on their computer (Ex: Outlook Express/ Outlook, etc). Basic setup for common e-mail clients are as follows:

E-mail Settings:

For additional support with e-mail client setup, please visit <http://www.windstream.com/Support/Email>

Incoming Mail Server (POP3): pop.windstream.net

Outgoing Mail Server (SMTP): smtp.windstream.net (Authentication is required.)

E-mail Address Format: login@windstream.net (where login is your Windstream e-mail account ID)

Web E-mail: webmail.windstream.net

USER ID Settings:

Your user name or ID is the same as your initial Windstream e-mail address including the @windstream.net.

Passwords:

- Must be at least 6 characters long.
- Cannot contain 4 CONSECUTIVE DIGITS FROM THE USERNAME
- Cannot contain 4 CONSECUTIVE DIGITS FROM THE CUSTOMERS FIRST OR LAST NAME
- Cannot contain 4 CONSECUTIVE DIGITS FROM THE ADDRESS
- Cannot contain 4 CONSECUTIVE DIGITS FROM THE PHONE NUMBER
- Cannot contain the numbers 123456 in succession
- Cannot contain the words Windstream, welcome, password, or changeme.
- Must contain 1 capital and lowercase letter.
- Must contain 1 number.
- Cannot have 4 or more repeating characters (example: Notvalid4444)
- Example of Good Password: M1gr4te

2) **Question: What can I do to protect myself against identity theft?**

Answer: Be sure you have reached a legitimate or trustworthy Web site before inputting any personal account information. Most companies, like Windstream, never ask customers to provide their user name, password or other personal account information via e-mail. Instead, Windstream directs customers to sign in via our SSL-secured login site.

Also, Windstream offers the Windstream Shield for protection and damage coverage. For more information on Internet security, please visit our security center at windstream.com/support/security-packages.

3) **Question: What is Windstream doing about spam and how can I report it?**

Answer: Windstream is committed to fighting spam and has installed spam filters on our e-mail server. However, spammers go to great lengths to evade filters and spend large amounts of effort to avoid detection. When spam is delivered to your mailbox, we ask that you report it to us quickly. We must receive the spam within three days of receipt to effectively write rules to filter it. After three days, attacks are usually complete or changed, so writing a rule against the message is not productive.

From Outlook Express, simply go to the Menu Bar at the top of the screen, and select “Message.” From there, scroll down to “Forward As Attachment.” Enter abuse@windstream.net in the “To” field and send the message.

For additional support with spam, please visit www.windstream.com/support and use keyword “spam”.

High-Speed Internet Usage FAQs

1) **Question:** I don't remember what my user name and password are for Internet access. How can I find them?

Answer: Your user name to connect to the Internet is your Windstream e-mail address, including the @windstream.net. If you do not remember your Windstream e-mail address, or if you don't remember your password, please call Windstream at **1-888-292-3827**.

2) **Question:** Can I still make or receive a phone call if I'm using High-Speed Internet?

Answer: Yes. Other than the impressive speed of High-Speed Internet, the other main benefit is the ability to use your phone line at the same time that you are online. High-Speed Internet modems operate at the part of the bandwidth above voice frequencies, so both may pass through simultaneously.

If you experience dropped calls or static on your phone line, or your Internet connection drops when you receive calls, report the issue to us at **1.888.292.8827**.

Other Useful Info

Virus Prevention and Computer Security Tips

The threat of viruses and theft of personal and confidential information are a serious matter. Luckily, the steps for avoiding an infection on your equipment and preventing theft of information are relatively simple.

Keeping your operating system up-to-date – It is important for every computer end-user to keep their computer's operating system up-to-date by installing updates and patches. Neglecting to keep your operating system updated leaves your system, and also that of anyone in your e-mail contact list, at risk.

Install security applications/suites- It is important to protect your computer and personal information from viruses, worms and hackers. Windstream offers the Windstream Shield that includes McAfee Security Suite (the leading dedicated Internet security technology company), that provides 24/7 protection for your computer and Internet connection. The Windstream Shield protects your computer by stopping viruses, blocking spyware, securing your identity, and much more.

To learn more, visit www.windstream.com/security-packages.

Pay special attention to unknown e-mail messages – At times you will receive an e-mail message that may be forged asking you for personal information, such as your social security number, passwords, credit card numbers, etc. The messages will appear official but will direct you to a fake Web site with the sole purpose to collect and steal information.

This is known as **phishing**. Windstream will never ask for this information through email. Windstream recommends either deleting the message or contacting the company's corporate office to verify if the message is legitimate. You may also contact Windstream Internet Security at abuse@windstream.net.

Having Trouble?

Many issues can be resolved in 3 simple steps.



1. Check your connection.

Verify the cables and cords on all devices are connected as specified in steps 1-3.

Make sure:

- The phone line is plugged into the filter and the filter is plugged into the wall jack.
- Cables make a click when connected. If you are connected and still unable to connect to the internet, try another phone jack.



2. Power down, then power up.

Unplug the black Power Adapter and any other devices from the Wireless Gateway. Wait 15 secs. and then plug devices back in, making sure the power light is on, (if the light is not on, try another power outlet.)



3. Wait for blinking light indicator.

Wait for blinking light indicators to turn solid (may take up to 2 minutes), then attempt to access the Internet.

Help & Support

windstream.com/support

Technical Questions: **1.888.292.3827**

Billing Questions: **1.888.925.5835**

**FOR ASSISTANCE WITH YOUR COMPUTER,
SOFTWARE OR ROUTER WE HAVE SUPPLIED
THE FOLLOWING INFORMATION:**

Tech Support

- www.windstream.com/support
- 1.888.292.3827

Windstream Customer Service

- Residential: 1.800.347.1991
- Business: 1.800.843-9214

Computer

- Apple: 1.800.275.2273
- Dell: 1.800.624.9896
- Gateway/E-machines: 1.866.586.2237
- HP: 1.800.474.6836
- HP/Windstream: 1.800.334.5144
- Sony: 239.768.7669

Software

- McAfee: 1.900.733.2582
- Microsoft: 1.866.234.6020
- Norton: 1.800.745.6061

Router

- Belkin: 1.800.223.5546
- D-Link: 1.877.453.5465
- Linksys: 1.800.326.7114
- Netgear: 1.888.638.4327

