



INTERNET YOU CAN TAKE WITH YOU



Reference Guide

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Navigo Personal Account Information

Dear Navigo Broadband Customer,

Welcome, and thank you for choosing Navigo High Speed Broadband Internet Service (Navigo Broadband). This makes getting online a breeze! Once you are ready, simply follow the instructions in this guide and you'll be surfing the Web in minutes.

We hope that you will enjoy the flexibility and nomadicity that Navigo Broadband provides. It's your Internet to take with you, whenever and where ever you want.

If you have any problems, please contact us at customerservice@navigonet.ca or refer to our Web site at www.navigonet.com.

Sincerely,

Your Navigo Broadband Team

A Complete French Reference Guide is available for download from our website www.navigonet.com.
Téléchargez le guide de référence complet en français sur notre site Web au www.navigonet.com.

The device is intended to be powered by Listed/CN ITE LPS or Class II power supply with output rated 13 V dc, 1.3 A minimum.



IC / FCC Information

NOTICE: This equipment has been tested and found to comply with FCC and Industry Canada Radio Frequency Radiation Exposure Limits. A minimum of 20 centimetres (8 inches) separation between the Wireless Modem and the operator and all other persons should be maintained.

BWA-REF-ENG



Table of Contents

Quick Start Installation	3
Before you begin	3
Step 1: Wireless modem setup	5
Step 2: Finding the best signal	6
Step 3: Connecting the wireless modem to your computer	7
Step 4: Configuring your computer	8
Step 5: Setting up your account	14
Managing your Navigo High Speed Broadband Internet Service	15
Frequently Asked Questions	17
Contact Us	29

Navigo High Speed Broadband Internet Service Agreement

Use of the Navigo Broadband Service is subject to the terms and conditions of the applicable Navigo Broadband Service Agreement, which can be found in your installation kit, or at www.navigonet.com. By installing the wireless modem, you are accepting these terms and conditions. If you do not agree with these terms and conditions, please refer to our cancellation policy at www.navigonet.com.

Quick Start Information

Before you begin

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

Check the contents of your installation kit

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



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

If any items are missing, please return to your point of purchase or contact us at customerservice@navigonet.ca

For more information, visit www.navigonet.com

3

Verify that your computer meets the minimum system requirements

At a minimum, your computer must meet the following requirements:

	Windows	Macintosh
Operating System	98 Me, 2000*, XP	8.6 or more recent
Processor	Pentium 166 MHz or equivalent	Power PC 166 MHz
Memory	32 MB XP: 128 MB	32 MB
Hard Drive	200 MB	
Ethernet card	Required	
Browser	Microsoft Internet Explorer 5.5 or higher	Microsoft Internet Explorer 5.1 or higher, Safari for OS X (10.2.7 or higher)

* Windows 2000 users should have the latest service pack installed. You may require your original operating system CD for installation of the service pack.

Step 1: Wireless modem setup

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



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



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

For more information, visit www.navigonet.com

5

Step 2: Finding the best signal

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



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



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

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

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



Step 3: Connecting the wireless modem to your computer

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



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

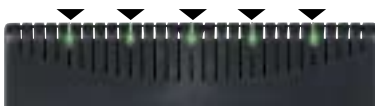


Desktop computer



Laptop computer

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



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

For more information, visit www.navigonet.com

Step 4: Configuring your computer

In this section, you will configure your computer to work correctly with the Navigo Broadband wireless modem. For this service to work, your computer must be configured to receive an IP address automatically. If your computer is already configured to receive an IP address automatically, please proceed to *Step 5: Setting up your account* on page 14. Otherwise, please proceed with the instructions below.

The process for configuring your computer settings varies by operating system. If you know which operating system your computer uses, proceed to the appropriate instructions in this section. Otherwise, complete the following steps to determine which operating system your computer uses:

Windows:

1. Click the Start button, click Settings, and then click Control Panel.
2. Double-click the System icon.
3. The window displays the operation system that you are using. Once you have determined your operating system, click the Cancel button.

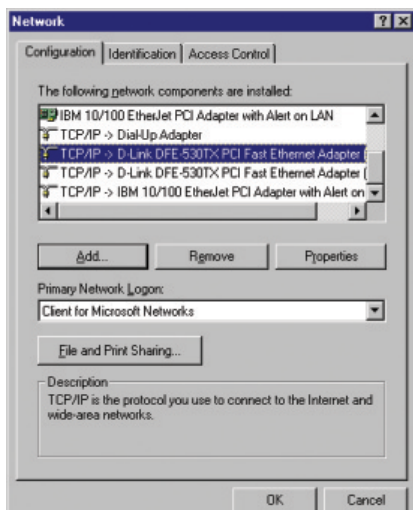
Macintosh:

1. Click the Apple menu, then click About This Computer or About This Macintosh.
2. The window displays the operation system that you are using. Once you have determined your operating system, close the window.

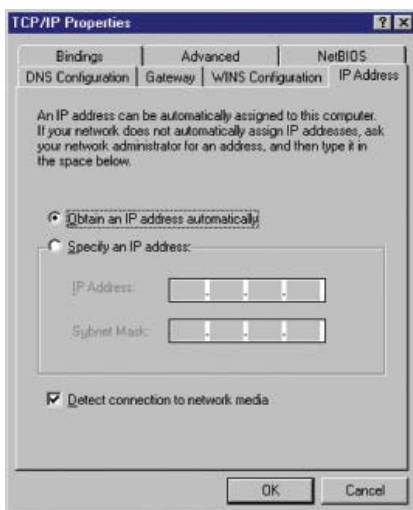
Windows 95/98/NT/Me

1. Click the Start button, click Settings, and then click Control Panel to open the Control Panel window.
2. Double-click the Network or Network Connections icon to open the Network window.
3. Click the TCP/IP entry for the Network Interface Card.

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



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



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

For more information, visit www.navigonet.com

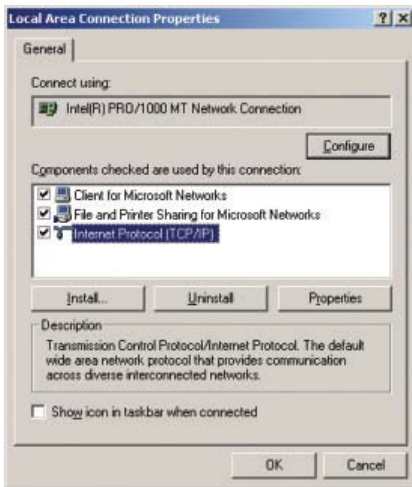


Note: The installation will not be complete until the computer has restarted.

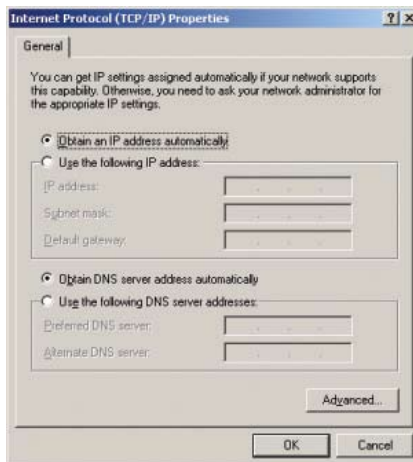
10. Proceed to *Step 5: Setting up your account* on page 14.

Windows 2000

1. Click the Start button, click Settings, and then click Network and Dial-up Connections to open the Network and Dial-up Connections window.
2. Right-click the icon for your Network Interface Card, then click Properties to open the Properties window.
3. In the Properties window, double-click Internet Protocol (TCP/IP).



4. In the Properties window that appears, click the radio button to select Obtain an IP address automatically.



5. Click OK to close the Properties window, then click OK to close the Local Area Connection Properties window.
6. Proceed to *Step 5: Setting up your account* on page 14.

Windows XP

1. Click the Start button, then click Control Panel to open the Control Panel.
2. Click Network Connections to open the Network Connections window.
3. Right-click the icon for your Network Interface Card, then click Properties to open the Properties window.

4. In the Properties window, double-click Internet Protocol (TCP/IP) to open the TCP/IP Properties window.



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



6. Click OK to close the Properties window, then close the Control Panel.
7. Proceed to *Step 5: Setting up your account* on page 14.

Mac OS 8 and 9

1. Click the Apple menu, then click Control Panels to open the Control Panels.
2. Double-click TCP/IP to open the TCP/IP window.
3. In the Connect via pull-down menu, click Ethernet.
4. In the Configure pull-down menu, click Using DHCP Server.



5. Close the window.
6. In the dialogue box that appears, click Save.
7. Restart your computer.



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

8. Proceed to *Step 5: Setting up your account* on page 14.

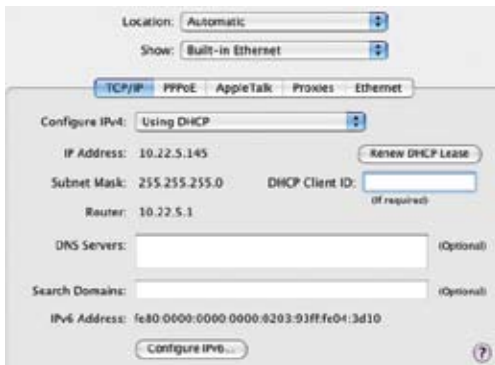
Mac OS X

1. Click the Apple menu, then click System Preferences to open the System Preferences window.
2. Double-click Network to open the Network window.
3. In the Show pull-down menu, click Built-in Ethernet.
4. Click the TCP/IP tab.

For more information, visit www.navigonet.com

13

5. In the Configure pull-down menu, click Using DHCP.



6. Close the window.
7. In the dialogue box that appears, click the Apply Now button, the close the window.
8. Restart your computer.



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

9. Proceed to Step 5: *Setting up your account*, below.

Step 5: Setting up your account

1. After your computer has restarted, double-click your browser and follow the online instructions that appear the first time you setup your Navigo High Speed Broadband Internet Service.
2. After completing the online instructions, please turn off your computer and wait 3 minutes before restarting your computer.
3. Click your browser to begin surfing.

Managing your Navigo High Speed Broadband Service

Billing Information

Your billing begins upon activation of your service. This takes place as soon as you complete your initial online setup.

View your bill online

In an effort to be kinder to the environment, your Navigo Broadband bill is not sent by mail. It is available online at our Customer Service site, www.navigonet.com. Here, you can view your current bill, as well as past bills by logging into Customer Self Care.

Understanding your first bill

Please note that your first bill may appear higher than expected. Since your Navigo Broadband is billed one month in advance, your first statement may include charges for both the current month and the next upcoming full month, depending on when you activate.

Bills are processed on the 1st of every month. If you activate after the 1st, your charge will be pro-rated based on the date of your service being activated.

Customer Self Care

Using your Navigo Broadband customer identifier and password, you can manage your account online in the Customer Self Care section of the Navigo Broadband Web site. This area allows you to manage your account, view past monthly statements online, change your personal information, reset your password and update your payment information.

To access Self Care, visit www.navigonet.com and log in using your customer identifier and password.

For more information, visit www.navigonet.com

15

Frequently Asked Questions

Frequently Asked Questions about the Navigo High Speed Broadband Service

1. How does the Navigo High Speed Broadband Internet Service work?

It uses a network architecture similar to that of mobile phones, seamlessly linking a large number of towers with a highly reliable land-based IP network. The technology uses fully licenced frequencies to enable efficient communication between your wireless modem and our towers as far as 5 km away. Your wireless modem is the link between your computer and the broadband signals these towers carry.

2. Is the Navigo High Speed Broadband Internet Service portable?

Yes. You will be able to take the wireless modem with you and access the Internet using Navigo High Speed Broadband Internet Service from anywhere within the coverage area.

3. Is the Navigo High Speed Broadband Service mobile?

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

4. What is the national coverage area of the Navigo High Speed Broadband Service?

To check whether your home or office is within our wireless coverage area, please consult the Coverage Area maps at www.navigonet.com. To check that the specific address(es) you will use the service from is within the coverage area please consult our locator tool.

5. Can I access the Internet from outside of Canada using my Navigo High Speed Broadband Service?

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

6. Is the Navigo Broadband Service compatible with WiFi systems?

The Navigo Broadband Service can be used with Wi-Fi routers and access points.

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

Yes. The Navigo High Speed Broadband Service technology uses a separate wireless connection that leaves your phone line free. So, unlike dial-up, you can be online without interfering with your telephone or fax usage.

8. Is the wireless modem covered by a warranty? If so, what do I do if there is a problem?

Your wireless modem is covered for defects and workmanship for a period of 12 months from the date of purchase. A Navigo High Speed Broadband Service representative will be more than happy to help if you encounter any difficulties. You can reach us at customerservice@navigonet.ca, or return to any retail outlet. For full warranty terms and conditions, please see the documents in your installation kit.

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

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

10. What are the system requirements for using the Navigo High Speed Broadband Service?

The Navigo High Speed Broadband Service is compatible with Windows and Macintosh. View our complete minimum system requirements on page 4 of this guide or online at www.navigonet.com.

For more information, visit www.navigonet.com

17

Frequently Asked Questions about Installing the Navigo High Speed Broadband Service

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

First, the location from which you are using your Navigo High Speed Broadband Service must be within our wireless coverage area. While it is rare, it is possible to be within the coverage area but to receive a poor signal due to unusual geography or if you are surrounded by tall buildings. If you experience difficulties obtaining a signal, contact a Technical Support Representative at 1 867 668-2056.

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

Once you have found the room with the strongest signal, place the wireless modem in a location that is convenient for you. Fine-tune your wireless modem by pointing the back of the wireless modem (the side without the logo) toward a window. Note the number of lights that blink. Then rotate the wireless modem by turning it to the left and right until the most number of lights are blinking. The more lights that are on, the stronger the signal the wireless modem is receiving. See *Step 2: Finding the best signal* on page 6.

If you'd like further assistance, please contact a Technical Support Representative at 1 867 668-2056.

3. Why does the signal strength change?

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

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

No.

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

Use a standard RJ45 Ethernet cable of a longer length.

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

If you tried to connect to only your home page, try to connect to a few more Web sites. If you still can't connect to any Web sites, turn off your computer, wait three minutes and then turn it on. If your Internet browser still cannot open any Web sites, make sure that your computer is set up to automatically receive an IP address as described in *Step 4: Configuring your computer* on page 8.

7. Do I need special software?

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

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

- Make sure the computer is configured correctly. Follow the instructions under *Step 4: Configuring your computer* on page 8.
- If you have followed the instructions under *Step 4: Configuring your computer* on page 8 and you still cannot connect, restart your computer.
- Make sure that your browser's homepage is not set to about:blank the first time you connect to the Internet to setup your account.
- Check the status of the wireless modem. Follow the instructions under *Using the lights to troubleshoot* on page 22.
- If the lights are solid, then the wireless modem is receiving a signal. Restart your computer.
- You may need to disable your proxy server settings. Follow the instructions under *Disabling proxy server settings (Windows only)* on page 24.

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

If the Northwestel Dial-up Accelerator is running, you may see a message, stating that “the Dial-up Accelerator was unable to connect to the remote server”.



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

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

10. Using the lights to troubleshoot

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

No lights are on:



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

The lights are blinking quickly:



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

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



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

For more information, visit www.navigonet.com

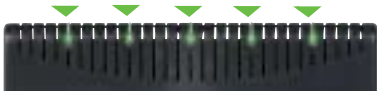
21

The lights are blinking slowly:



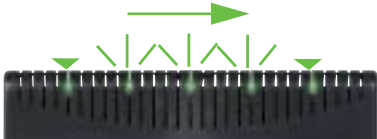
- The wireless modem has found a signal and is connecting. If this persists, contact customer support.

The lights are solidly lit:



- The wireless modem is working normally.

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



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

Any other combinations of lights are lit:

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

Other Frequently Asked Questions

1. How do I hook up more than two computers at home to share the Internet connection?

You need to have a hub, switch, or router in order to share the Navigo Broadband connection. If a router is connected between the wireless modem and computers, the router needs to be configured to obtain an IP address automatically.

2. Can I use my email address with the Navigo High Speed Broadband Service?

Yes. If you have an existing email service you may use it. You can also use the email services available with Navigo Broadband.

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

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

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

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

5. Disabling proxy server settings (Windows only)

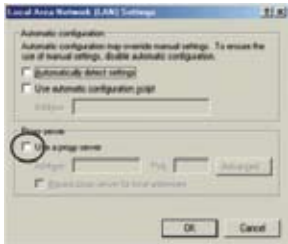
Windows 95/98/NT/Me

1. Click the Start button, click Settings, then click Control Panel to open the Control Panel.
2. Click Internet Options to open the Internet Options window.
3. Click the Connections tab, and then click the LAN Settings button.

For more information, visit www.navigonet.com

23

4. Make sure that the Use a Proxy Server for Your LAN checkbox is not selected.



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

Windows XP

1. Click Start, click Control Panel, and then click Internet Options to open the Internet Options window.
2. Click the Connections tab, and then click the LAN Settings button.
3. Make sure that the Use a Proxy Server for Your LAN checkbox is not selected.
4. Click OK.



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

Windows 2000

1. Click the Start button, click Settings, and then click Internet Options to open the Internet Options window.
2. Click the Connections tab, and then click the LAN Settings button.

3. Make sure that the Use a Proxy Server for Your LAN checkbox is not selected.



4. Click OK.
5. Click the OK button in the Internet Options window.
6. **My monitor flickers when the modem is on.**
If the modem is located too close to the monitor, you may see flickering on the monitor. Moving the modem further from the monitor will eliminate this problem.

Contact Us

24/7 Technical Support

Your Navigo Broadband Service comes backed with access to FREE technical support, 24 hours a day, 7 days a week. Most issues can be easily solved by visiting our customer service site at <http://www.navigonet.com>. Here, you will find answers to a variety of account and technical concerns. Help is just a quick click away. At Navigo, customers like you come first. We are here to help and offer you a variety of ways to get in touch.

Phone Us

A technical support representative is available over the phone 24 hours a day, 7 days a week. Contact us at 1 867 668-2056.

If you received an error message on your screen, please write it down before contacting technical support. This information will help our technical support representatives give you the assistance you need as quickly as possible.

Advanced Technical Support

Navigo Broadband also offers advanced technical support to help you with those annoying electronic integration challenges, like getting your PDA set up or troubleshooting your digital camera. Please speak to a Technical Support Representative at 1 867 668-2056 for more details.

For more information, visit www.navigonet.com