

Everything Your Mouse Controls Is Right Here.

QWEST CHOICE™ ONLINE

Welcome Kit

Qwest Choice™ TV and OnLine Services Customer Privacy Policy

Our business records contain information about our subscribers.

In order to provide television and online service to you, we maintain business records that contain certain information about you.

- I. This information includes your name, address and telephone number; information about the services you subscribe to use; information about the equipment used to provide service to you; and accounting records reflecting payments you have made for services (“personal account information”). Except in the following circumstances, we do not make such personal account information available to others without your permission.
 - Where necessary to perform maintenance or repair services, we may make your name, address, telephone number or services and equipment information available to qualified repair contractors or engineers.
 - To perform auditing, bookkeeping, billing and collection functions, we may also make personal account information available to accountants, program providers, computer service bureaus and others engaged in maintaining, auditing or reviewing our financial records and in the billing collection of accounts.
 - When necessary to render services and related services to our subscribers, Qwest Choice™ TV & OnLine may also provide personal account information to other outside agents such as cable program guide distributors, customer satisfaction polling services or system testing services who assist us in providing service.
 - Qwest® is required to provide appropriate personal account information to governmental agencies if a court order is issued requiring us to do so. Unless directed not to, we will promptly inform any affected subscriber if we receive such an order.

- II. From time to time, Qwest may alert you by mail or telephone about our services or about other products and services that we think will interest our subscribers. Some of these offers will be for products or services we think may be of particular interest to you, based on the type of Qwest Choice TV & OnLine services that you purchase. On occasion, we are also asked by charities or businesses for the names, addresses and telephone numbers of subscribers to one or more of our services, so that those entities can contact subscribers to seek charitable contributions or to make offers of products or services. Our general policy is not to provide this information to others, although we can make certain exceptions where we believe the matter may be of particular interest to our subscribers. If you do not wish for us to disclose your name, address and telephone number to others for purposes not related to Qwest’s services, please contact us at the local number listed under section IV of the privacy policy.

Customer Privacy Policy

III. Our business records containing personal account information are retained for the period that an individual remains a Qwest Choice TV & OnLine subscriber and are destroyed after the individual ceases to be a subscriber, all billing and collections functions are completed and record retention periods imposed by law have elapsed. Qwest employees, contractors and agents are permitted access to personal account information to maintain and repair your account, manage our overall network and business operations and to provide you with Qwest products and services. When Qwest agents or contractors access or use personal account information, they are bound by the same confidentiality commitments that Qwest makes to you here. They are fully trained in their obligation to maintain the confidentiality of such information and to prevent access by unauthorized persons.

IV. You have the right to examine all personal account information that Qwest maintains. If you believe any of the information in our records is incorrect, we will make every reasonable effort to correct any error. Call the appropriate customer service number below.

V. Federal law [47 U.S.C. 551 (f)] provides that, in addition to other remedies, subscribers to Qwest Choice TV & OnLine who believe their federal rights have been violated may institute civil suit in federal court. Remedies for violation of such rights include actual damages or liquidated damages (of up to \$1,000), punitive damages and reasonable attorney fees and costs.

Qwest Choice TV & OnLine is committed to protecting your privacy rights. Qwest encourages you to regularly review these privacy rights online at qwest.com/legal/privacy or qwest.com/legal/choice_privacy.html as these rights are updated from time to time. Your continued use of the Service(s) constitutes your acceptance of any changes. To view the broader Qwest Privacy Policy with respect to noncable information, visit our Web site at qwest.com/legal/privacy.html. If you have any questions or concerns, please contact us immediately at the local number below. This document applies only to Qwest and to providers under contract to Qwest. Remember that the global Internet is not owned, managed or controlled by Qwest. Each Internet Service Provider sets and manages their own customer information policies. Qwest strongly recommends that you exercise appropriate caution in sharing personal information with service providers.

Phoenix Customer Service: 1 602-266-1700

Denver Customer Service: 1 303-383-9400

Guarantees

Our service guarantees mean you can always expect the best service at a terrific value.

On-time service calls

We are committed to making our installation and service appointments fit your schedule. Installation appointments are scheduled at your convenience for a four-hour window. Repair appointments are scheduled for a specific time. In either case, if for any reason we're not there within 30 minutes of the close of the scheduled appointment, you'll receive a \$20 credit on your next bill.

Rapid response

If you ever experience a problem with your online service, just call us any day before 6 p.m., and if it's a problem with the Qwest® network, we'll fix it the same day. Call after 6 p.m., and we'll have it corrected by noon the next day. If it is determined by Qwest that Qwest is responsible for the problem, we will credit you for the portion of the monthly recurring charge for service for the period of the outage.

One-stop shopping

Get your Internet and local telephone service from one convenient source — and see all your monthly charges together on one itemized bill. Call 1 602-266-1700 for details and to find out about our convenient payment options.

Arizona Customers

Where to send your payment:

If you're a Qwest telephone customer and:

Your Qwest bill is over \$100:

Qwest
P.O. Box 29060
Phoenix, AZ 85038

Your Qwest bill is under \$100:

Qwest
P.O. Box 29013
Phoenix, AZ 85038

If you're not a Qwest telephone customer:

Qwest
P.O. Box 29025
Phoenix, AZ 85038

Guarantees

Colorado Customers

Where to send your payment:

If you're a Qwest telephone customer and:

Your bill is over \$100:

Qwest RPS Center
Denver, CO 80244

Your bill is under \$100:

Qwest
P.O. Box 173754
Denver, CO 80217-3754

If you're not a Qwest telephone customer:

Qwest
P.O. Box 29025
Phoenix, AZ 85038

Satisfaction

Use Qwest Choice™ OnLine for 30 days — if for any reason you're not satisfied, we'll credit your account for your regular monthly charges. Installation charges are not refundable. If you ever have concerns about your Qwest Choice OnLine service or Qwest telephone services, please call us at 1 602-266-1700 and we will answer your questions right away. If you have a concern with your bill, please call us at 1 602-266-1700. We'll be happy to explain the charges that have appeared on your bill, as well as investigate any charges you feel have been wrongly applied.

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This guide is written to Release 6.2/RG 2.1 capabilities.

Version: January 2006

Terms and Conditions

Qwest Choice™ TV services are governed by Terms and Conditions, which are located at qwest.com/legal. Qwest routinely updates the Terms and Conditions from time to time. Your continued use of the Service(s) constitutes your acceptance of any changes.



QWEST CHOICE™ ONLINE
User's Guide

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SECTION 1

Qwest Choice OnLine Features

THE GATEWAY BOX

When you subscribe to Qwest Choice™ TV your ETHERset is contained within the Gateway box and an additional modem is not required.



THE ETHERSET

If you do not subscribe to Choice TV, you will need an Ethernet modem. This amazing little device is your new connection to the Internet with high-speed access that's always one click away. The ETHERset replaces your modem. Because you won't dial in, you won't experience busy signals. And because you use the ETHERset to connect to Qwest Choice™ OnLine, you may see this referred to as a LAN connection (Local Area Network) by some Internet Service Providers (ISPs) and in software documentation.

With this advanced network and your ETHERset connection, you will enjoy the Internet the way you want it to be, instead of the "World Wide Wait" you may have experienced before.



**TABLE 1:
QWEST CHOICE ONLINE FEATURES**

- Unlimited high-speed Internet access
- Choice of two service levels to best fit your needs
- One click away
- Dedicated line
- No additional equipment needed, if you are a Qwest Choice TV customer

Qwest Choice OnLine Service	Choice OnLine	Choice OnLine Deluxe	Choice OnLine Premier
Downstream data rate	up to 256Kbps	up to 1.5Mbps	up to 3Mbps
Upstream data rate	up to 256Kbps	up to 896Kbps	up to 896Kbps
E-mail accounts	two	five	ten
Personal Web Space	up to 5MB storage space and up to 500MB transfer bandwidth per month	up to 20MB storage space and up to 1000MB transfer bandwidth per month	up to 25MB
Maximum number of computers supported	one	four	five
Domain hosting of e-mail and personal Web site	No	Vanity domain for Web site and e-mail convenience	Vanity domain for Web site and e-mail convenience
Dial-Away Roaming access*	Yes	Yes	Yes
*Available in select locations in the 14-state Qwest® region. Long-distance charges may apply when you connect from outside the local calling area or from outside the Qwest region.			

PROFESSIONAL INSTALLATION

Complete installation service by our professionally trained computer installers is available. The installation service includes:

- Installation of a wall jack wired to the incoming high-speed line
- Connection of the modem equipment
- Installation of a Network Interface Card (NIC) in your computer, if necessary
- Configuration of one computer's operating system for networking
- Configuration of Web and e-mail software
- A basic tutorial on using the service

A customer self-installation option is available for qualified lines in some areas. Installation and network configuration to more than one computer is available at an additional charge.

SOFTWARE SUITE

Wireless installation for up to five computers is available at an additional charge per computer.

For a low monthly fee, you can get in-home support for your wireless network.

SUPPORT PLUS

Qwest Choice™ OnLine gives you more than just lightning-fast Internet access. You also receive round-the-clock technical customer support when you need it, 24 hours a day, 365 days a year, with live, professionally trained support technicians. OnLine support is also available via e-mail at choice@qwest.com as well as Help, How To and FAQs on the home page Web site.

LOCAL CUSTOMER HOME PAGE

Each city where Qwest Choice OnLine is available has a dedicated Qwest Choice OnLine home page, with local content, Qwest Choice™ TV listings and useful Internet tools. This home page is also your link to the Account Manager, where tasks such as adding e-mail accounts and setting passwords can be accomplished.

FEATURES DEFINED

Personal e-mail

Qwest Choice™ OnLine – Two Accounts

Qwest Choice™ OnLine Deluxe – Five Accounts

Qwest Choice™ OnLine Premier – 10 Accounts

Every customer receives unique, personal e-mail accounts. Incredibly easy to use and reliable, e-mail is also very fast, usually taking just a few seconds to deliver your message. The Account Manager provides a simple way to update your e-mail address, change your password and more. E-mail addresses are in the format username@qwest.net and can contain from three to 16 characters for the username, which you can customize as you wish the first time you log in to the site. You will need to choose a unique username for each user account you activate.

Personal Web space

Qwest Choice OnLine –

up to 5MB storage space,
up to 500MB a month transfer limit

Qwest Choice OnLine Deluxe –

up to 20MB storage space,
up to 1000MB a month transfer limit

Qwest Choice OnLine Premier –

up to 25MB storage space
up to 2000MB a month transfer limit

Personal Web page space is maintained on our servers so you can put up several megabytes of information about you and your family, including pictures, letters, contact information and more. Your Web page is viewable by everyone on the World Wide Web.

Note: Qwest® will not allow posting of obscene or otherwise offensive material as determined solely at our discretion. Qwest will not allow posting of materials that infringe or misuse our trade names, trademarks or copyrights. Qwest is not responsible for the content of your Web site, including, but not limited to, materials that may infringe on others' marks. Qwest reserves the right, at its sole discretion, to remove Web site content on its servers that it finds to be obscene, offensive or otherwise unlawful. Additional information is available on the Terms and Conditions page, and the Acceptable Use Policy is available at qwest.com/legal.

USENET newsgroup access

Qwest Choice OnLine gives you access to discussion groups and bulletin boards used by people around the world. With USENET News, you can join discussions of over 20,000 topics, from car-buying to computers, investing to education and sports. If you have a hobby, you can almost always find others who share your interests.

Internet, FTP, Telnet and IRC

Our full-service, high-speed Internet access means that we give you the latest Web browser and full access to view Web pages on the Internet, as well as full-file transfer protocol (FTP) access for downloading and uploading files on the Internet. You may also use client software to run IRC and Telnet sessions. Note: You may not operate Internet servers and FTP servers on the Qwest Choice OnLine connection. For other usage information please review the Choice OnLine Terms and Conditions and the Acceptable Use Policy at qwest.com/legal.

Dial-Away Roaming service

Your Qwest Choice™ OnLine service includes traditional dial-up access into the qwest.net local dial-up access ports from selected locations throughout the 14-state region Qwest® serves. This includes dial-in access when you are away from home and want to check your e-mail and surf the Web.*

Vanity domain name

(Qwest Choice™ OnLine Deluxe customers only)

Qwest Choice OnLine Deluxe users receive free domain name service for their account. Note: You are responsible for any fees associated with registering your domain name with InterNIC.

Domain names are easy-to-remember words that represent locations on the Internet, such as www.qwest.net. If you have a domain name registered with InterNIC, Qwest will allow you to map the domain to your e-mail user accounts to create username@yourdomain.com, instead of username@qwest.net for your e-mail address. DNS service is also mapped to your personal home page Web space, so instead of a personal home page address such as: **www.users.qwest.net/~username** You will have: **www.yourdomain.com**.

If you do not have a domain name, you can use your Qwest Choice OnLine home page to order a domain name from InterNIC. This feature can be located by clicking on the My Account link from the Qwest Choice OnLine home page. If you want the service, the cost for the domain name (about \$70) is billed directly to you by InterNIC. Qwest is not responsible for this process or payment.

Multiple computer access

(Qwest Choice OnLine Deluxe customers only)

Qwest Choice OnLine Deluxe customers can have up to four computers per household set up for simultaneous Internet access (per-computer installation fees apply — call your local Qwest Choice OnLine service center for details). Qwest Choice OnLine customers are limited to one computer per household.

*Access using dial-up numbers outside the local calling area may incur long-distance charges.



SECTION 2

Minimum System Requirements

WINDOWS®

- Pentium class processor or better
- 166MHz processor speed or better
- 32MB of RAM or better
- Functional CD-ROM drive
- Functional floppy drive
- Built-in Ethernet or available PCI expansion slot
- Supported Windows operating systems:
 - Microsoft Windows 98 SE
 - Microsoft Windows XP
 - Microsoft Windows NT 4.0 Workstation
 - Microsoft Windows 2000 Professional

MACINTOSH®

- Power PC processor or better
- 32MB of RAM or better
- Functional CD-ROM drive
- Built-in Ethernet or available expansion slot
- Mac OS version 9.2 or higher

The computer must be in stable operating order for the installation to be performed. Computers with existing chronic operating system or hardware problems cannot be installed until the owner resolves any existing issues.

The following are not supported:

- Any operating system not listed above as supported. Other operating systems can be configured by experienced owners, but will not be supported by Qwest®
- “Multi-homed” systems (i.e., systems connected to more than one ISP simultaneously or with multiple Ethernet cards installed in them)
- Firewalls
- Third-party software
- Systems with existing network settings from which the customer will not or cannot authorize removal. Usually, this kind of computer is an employer-issued portable that is connected to an Ethernet network at the owner’s place of employment. In many cases, altering the settings to allow this kind of computer to access the Qwest Choice™ OnLine network results in an interruption of the computer’s ability to connect to the existing network at the owner’s place of employment
- Prerelease or beta versions of operating systems, hardware or application software
- Any computer that does not support the addition of Ethernet capability (i.e., no expansion slots)



SECTION 3

Internet Security

SYSTEM SECURITY

Qwest is providing the information below for customer service and educational purposes only. Qwest assumes no liability for use of such information.

Qwest gives you unrestricted access to the Internet. This means we have no control over what Internet content you decide to see or use. Qwest cannot be responsible for problems you may encounter with content, security and privacy on the Internet.

Staying safe when you're on the Internet is not only important, it's relatively easy to do.

Remember, we will never ask for your password or any other personal information through e-mail, and neither should anyone else. Since you are a Qwest subscriber, we have your phone number. If we have a question, we will call you. If we can't reach you, we will e-mail you to find a time when it is convenient to contact you. If you do get e-mail asking for personal information, your best course of action is to call us to confirm that Qwest is the one asking.

Do not accept files unless they come from someone you know and trust. Like the real world, there are a lot of nice people in

cyberspace, but a few people are not so nice. And sometimes, even when the nice people have the best of intentions, they can still cause you some trouble.

HOW QWEST SECURITY COMPARES

Qwest provides each customer his or her own dedicated connection, which is one of the best possible security measures on an open network such as the Internet. Cable modems often use network design where connections are shared, potentially making your information more vulnerable than a dedicated connection.

PARENTAL CONTROL SOFTWARE

"Parental control" is the phrase often associated with software used to perform services such as site-blocking, language filtering and limited security features. Qwest feels strongly that parents should have as many tools as possible to ensure their children have a great, healthy online experience.

GIVING OUT INFORMATION

On the Internet, you will be inundated with requests for information about you. Most of this information is used to provide custom-tailored services and products catered to your tastes. It is up to you to decide when and what information you release on the Net.

We recommend you set an information policy early for your family and household. Determine what information you will and will not give out. This is especially critical if you have children in your home. Children should never respond to requests for information from people or anonymous users they don't know and that you have not approved.

It is important never to give out their names, ages, addresses or phone numbers, no matter who asks.

Finally, we suggest you choose sites you are comfortable with before giving out important information. If you choose reputable sites from solid vendors, you are more likely to feel secure about giving out your personal information and credit card numbers — just like in the real world.

COMPUTER VIRUSES

Seriously damaging viruses occasionally infect the Internet. You should take appropriate precautions. Computer viruses are malicious software programs designed to interrupt, slow down, damage or in other ways negatively affect data on your computer. By definition, viruses are self-replicating and can spread to other computers. You don't want one!

The best way to avoid viruses is to download and run software only from trusted sources.

A recent scam to get you to load a virus is to pretend to send legitimate update e-mail. For example, "This is the new security patch for your Netscape browser. Please load it immediately." Remember, legitimate software providers will almost never send you software this way. They normally ask you to visit the site, if they ask at all.

USING CREDIT CARDS ONLINE

There is a lot of concern and press coverage about the security of giving your credit card number to a merchant on the Internet to purchase goods and services. The reality is that this is as safe as using a credit card at such places as restaurants — and maybe safer. However, you always need to make a judgment regarding the credibility of the organization to which you give your credit card information.

Browser Software has built-in security, which can encrypt your credit card number, making it unreadable to anyone who should not see it.

Credit card transactions over the Internet are likely more secure than reading your card number to someone over the phone or actually handing your card to a waiter, who then disappears with it for a while where you cannot see him or her.

Additionally, many Internet merchants are beginning to offer 100% fraud protection guarantees (to supplement the \$50 deductible normally associated with credit card fraud).



SECTION 4

Acceptable Use Policy

All use of the Services will comply with the AUP, posted at qwest.com/legal/. Among other things, the AUP prohibits sending unsolicited e-mail messages, including bulk commercial advertising or informational announcements (collectively, “Spam”). Qwest® may immediately terminate or suspend any account which Qwest believes is transmitting or is otherwise connected with any Spam. Further, Qwest may hold you liable for Qwest’s actual damages in any way arising from, or related to, any Spam transmitted by or in any way connected to you or your account, to the extent such actual damages can be reasonably calculated. If actual damages cannot be reasonably calculated, you agree to pay Qwest liquidated damages of five U.S. dollars (\$5) for each piece of Spam transmitted from or otherwise connected with you or your account. You will not, however, be liable for actual or liquidated damages arising from Spam generated from you or your account if you establish that the Spam was sent as a result of a virus or worm or other malicious software infection and if you have taken reasonable actions to prevent and resolve such infections and stop the Spam.

SECTION 5

Troubleshooting Your Computer

NETWORK SETUP

This section gives you step-by-step instructions for the network (TCP/IP) setup for the following operating systems:

- Windows 98, XP
- Windows NT 4.0 Workstation
- Windows 2000 Professional
- Macintosh OS 8.6 or higher

WHAT YOU NEED

The following are components necessary for Internet service in the case of reinstallation or troubleshooting:

- A personal computer that meets the Qwest Choice™ OnLine minimum specifications
- A supported operating system
- A Web browser (Netscape 4 or greater, Internet Explorer 4 or greater)
- A working network interface card (Ethernet, 10baseT); follow manufacturer's installation instructions

TCP/IP IN WINDOWS 98, XP

Where to look

Go to the Start Menu>Settings>Control Panel and double-click the Network icon. This will load the Network Applet Panel for Windows 95/98, as in Figure 1.

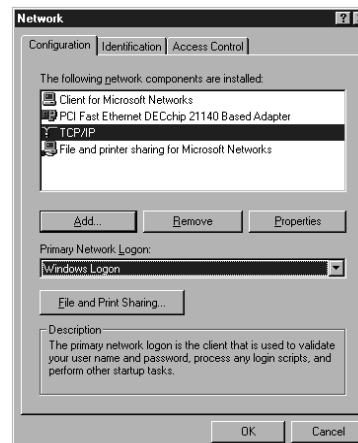


Figure 1

What to look for

Under the Configuration tab of the Network window, you will see a list of network components installed on your machine. In order for your computer to utilize Qwest Choice OnLine, you need two components:

- An Ethernet adapter. This may also be labeled “Network Adapter” or “NIC.” Popular brands include 3com, NetGear and Novell
- The TCP/IP protocol. If you only have one adapter of any kind installed, the TCP/IP protocol will be named “TCP/IP”

If you have another, or multiple adapters, installed in your machine (modem, second NIC, virtual private networking adapter), confirm that TCP/IP is listed and followed by the name of your Ethernet adapter (i.e., TCP/IP => PCI Fast Ethernet DECchip 21140 Based Adapter).

Verifying TCP/IP

If both network adapter and TCP/IP are installed, you may want to confirm that TCP/IP is configured correctly. Under Network Components Installed, select TCP/IP (for your network card). Then select Properties.

Select each of the following tabs from the TCP/IP properties window and check configuration.

- Under the IP Address tab (Figure 2), select “Obtain an IP address automatically” (DHCP)
- Under the DNS Configuration tab (Figure 3), select Disable DNS
- Under the Bindings tab (Figure 4), uncheck any checked boxes. You will be prompted to confirm that you have not chosen any bindings and asked whether you wish to select one at that time. Choose No (Figure 5)
- Under the Gateway tab, nothing should be listed. Remove any entries that appear

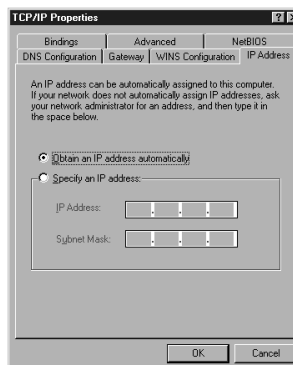


Figure 2

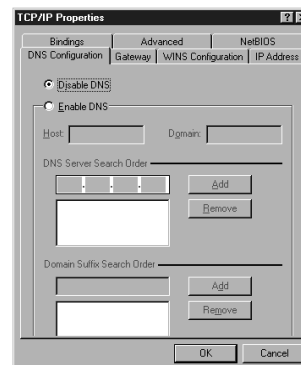


Figure 3

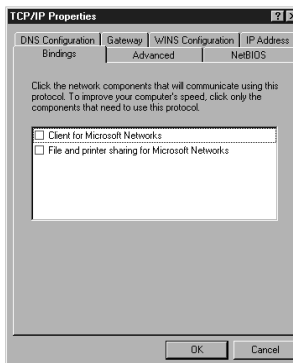


Figure 4

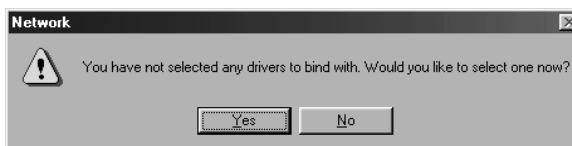


Figure 5

Leave other tabs with their default settings. If you made changes, click OK and restart when prompted. If you did not make any changes, click Cancel.

Testing your TCP/IP connection

After confirming your network settings, you can check to see whether you're talking to Qwest's online servers. If everything is working, you will be able to obtain an IP address.

- Select the Start Menu/RUN, type "winipcfg" and click OK
- In the IP Configuration window (Figure 6) use the drop-down menu to select the name of your Ethernet card

When your computer has a connection, you will have values for IP Address, Subnet Mask and Default Gateway. If you do not have values for all three categories, it will look like Figure 7.

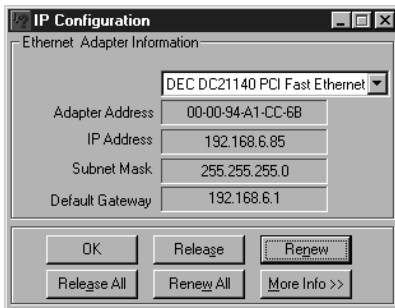


Figure 6

To try to obtain an address, click the Renew button and wait for your computer to obtain values for the three categories. If your computer is unable to obtain values for all three categories, your networking is not configured correctly or needs further service. You will see an error message like the one shown in Figure 8.

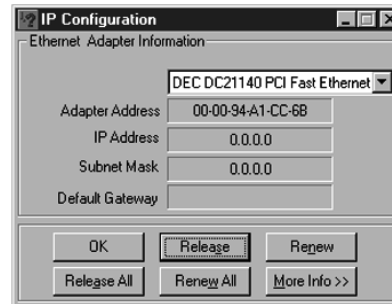


Figure 7

If you are unable to obtain an IP address, but you are certain your Ethernet card is installed properly, and your connection between your computer and the Gateway or ETHERset is good, contact the Qwest® Help Desk for further assistance.

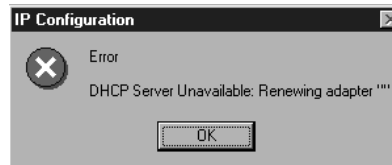


Figure 8

TCP/IP IN WINDOWS NT 4.0 WORKSTATION

From the Windows desktop, right-click on the Network Neighborhood icon and choose Properties, or go to the Network Control Panel (Figure 9).

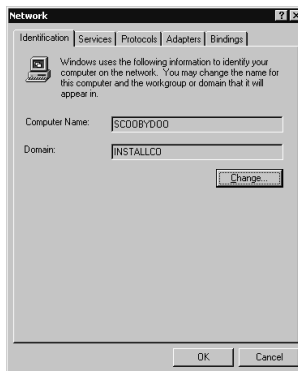


Figure 9

- Click on the Protocols tab (Figure 10). If there are no protocols installed, the window will be blank. This lists all the currently installed networking protocols on your computer

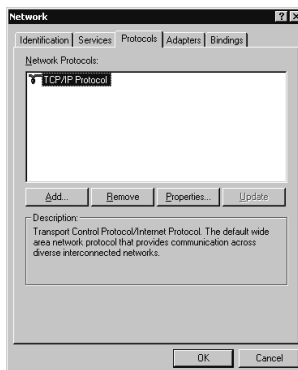


Figure 10

- If TCP/IP is not already present, click on Add... to add the protocol. The window that opens will look like Figure 11

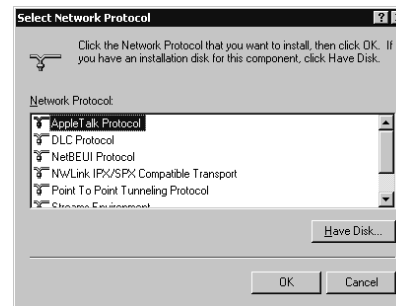


Figure 11

- Scroll down and select TCP/IP. The computer may need access to the Windows NT workstation CD. Once you have added TCP/IP, the system will return you to the Protocols tab. Click on TCP/IP, then click on Properties. The window that opens will look like Figure 12

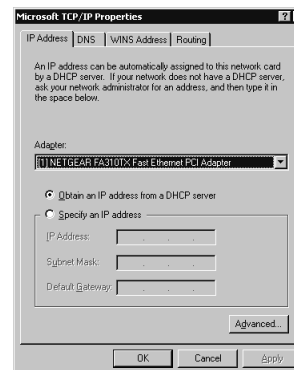


Figure 12

- Click on the Adapter pull-down menu and verify that the only adapter listed is the one you have installed or are working with. Remove any existing Gateway, Subnet Mask or IP address. Select “Obtain an IP Address from a DHCP server.” Click on the Advanced... button. The window that opens will look like Figure 13

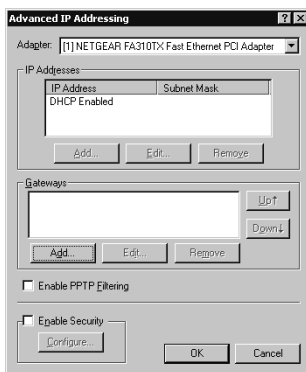


Figure 13

- Remove any existing gateways, uncheck Enable PPTP Filtering and uncheck Enable Security
- Click OK to return to the previous window. Click on the DNS tab. The window that opens will look like Figure 14

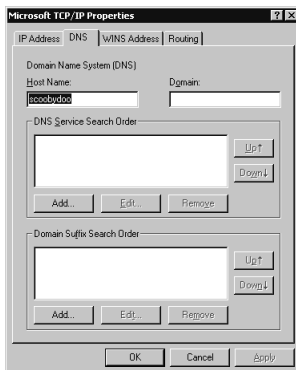


Figure 14

Verify that the host name matches the computer name specified earlier. Remove any and all DNS server information, along with any domain suffix search order information.

- Click on the WINS Address tab. The window that opens up will look like Figure 15

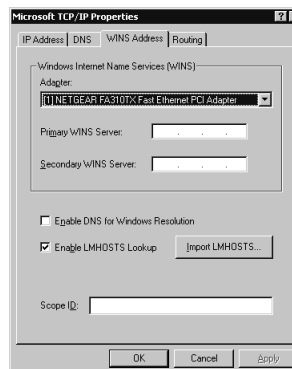


Figure 15

- Remove any WINS server addresses. Leave them blank
- Click OK to return to the Network Control Panel, then click OK again to commit the changes. The computer will need to access the Windows NT Workstation CD. You will be prompted to restart. Restart the computer

Testing the TCP/IP configuration

- Open a command prompt. Click on the Start menu, then choose Run. Type “command” in the window that opens, then click OK, as shown in Figure 16



Figure 16

A window with a command prompt will open up (see Figure 17)



Figure 17

- Type “ipconfig” at the command prompt and hit ENTER. Something like Figure 18 will appear. Note: If the dial-up adapter is installed, you will see more than one IP configuration. Only pay attention to the Ethernet adapter and its settings

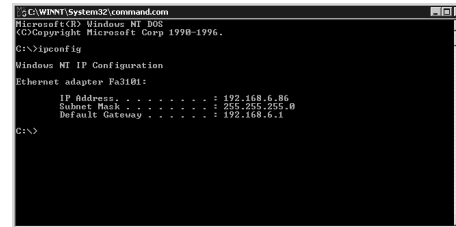


Figure 18

- If you get the response “No IP address” and/or “No Default Gateway,” try to renew the settings. Type “ipconfig/release” and hit ENTER. Then type “ipconfig/renew” and hit ENTER. Your screen should look like Figure 19
- If you are unable to release or renew, verify that your Ethernet card is installed properly and that the wiring between the Ethernet card and the Gateway or ETHERset is good. Contact the Qwest Help Desk for further assistance

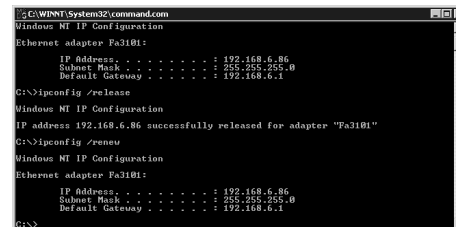


Figure 19

TCP/IP IN WINDOWS 2000 PROFESSIONAL

Windows 2000 should install TCP/IP by default when the Ethernet card is installed. To verify the presence and configuration of TCP/IP, right-click on the My Network Places icon and choose Properties from the menu that appears. The window that appears will look like Figure 20.

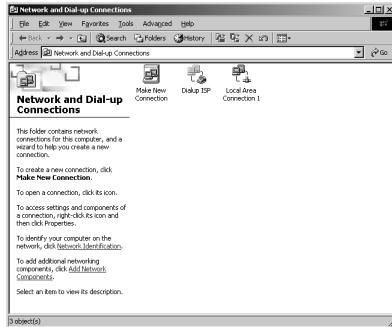


Figure 20

- Right-click on Local Area Connection and choose Properties from the menu that appears. The window that appears will look like Figure 21

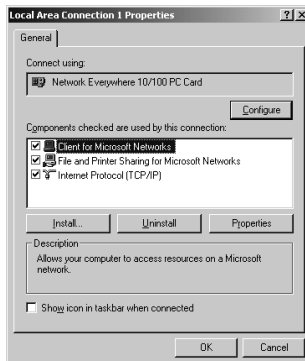


Figure 21

- If “Internet Protocol (TCP/IP)” does not appear, then click on the Install... button to add it. The window that appears will look like Figure 22

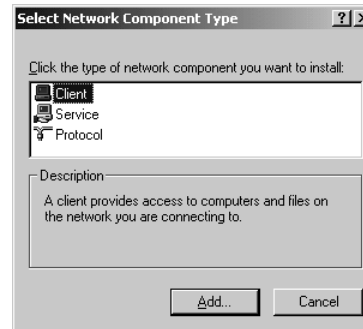


Figure 22

- Click on Protocol to select it, then click on Add... The window that appears will look like Figure 23
- Click on TCP/IP to select it, then click on the OK button to proceed. (In Figure 23, TCP/IP is not in the list because it has already been installed. On a computer without TCP/IP installed, it will be an option)

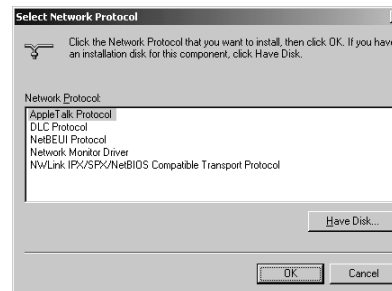


Figure 23

Depending on the state of the operating system, you may or may not be prompted to restart after the system is done copying files. If you are not prompted to restart, it should be possible to proceed with TCP/IP configuration.

- From the window shown in Figure 24, double-click on Internet Protocol (TCP/IP). The window that appears will look like Figure 25

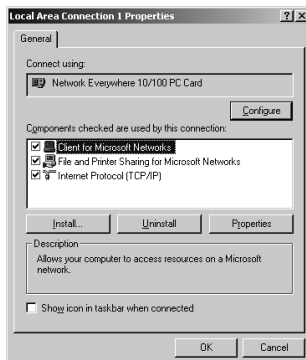


Figure 24

- Select “Obtain an IP address automatically” and “Obtain DNS server address automatically”

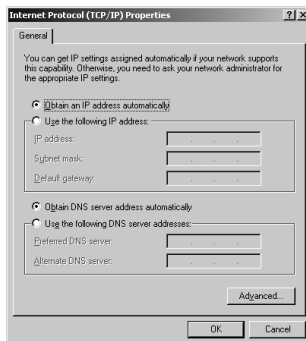


Figure 25

- Click on the Advanced... button. The window that appears will look like Figure 26

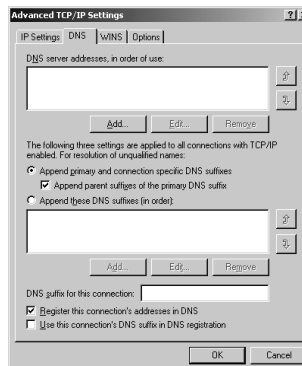


Figure 26

- Click on the DNS Tab. The window that appears will look like Figure 27

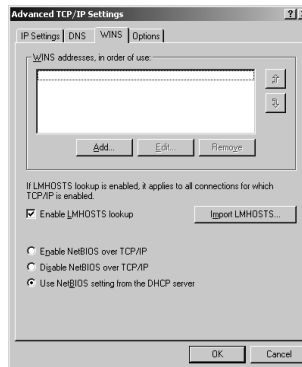


Figure 27

- Verify that there are no entries in any of the text boxes on this tab. Click on the WINS tab. The window that appears will look like Figure 28
- Verify that there are no entries in the WINS Addresses text box
- Click OK when you are done. Click OK on the remaining windows to exit back to the desktop. You may be prompted to restart

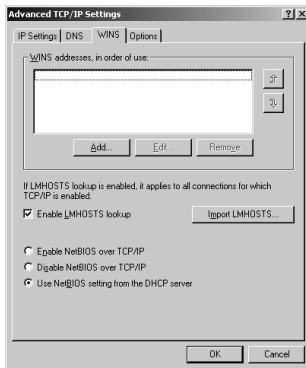


Figure 28

Testing the TCP/IP connection

To open a command prompt, click on the Start menu, then choose Run. Type “command” in the window that opens (Figure 29), then click OK.



Figure 29

A window with a command prompt will open up, as shown in Figure 30



Figure 30

- Type “ipconfig” at the command prompt and hit ENTER. Your screen should look like Figure 31. Note: If the dial-up adapter is installed, you will see more than one IP configuration. Only pay attention to the Ethernet adapter and its settings
- If the message “No IP address” and/or “No Default Gateway” appears, try to renew the settings



Figure 31

- Type “ipconfig / release” and hit ENTER. Then type “ipconfig / renew” and hit ENTER. The screen will look like Figure 32
- If you are unable to release or renew, verify that your Ethernet card is installed properly and that the Gateway or ETHERset is connected. If you need further assistance, contact the Qwest® Help Desk

```

C:\WINDOWS\System32\command.com
Windows NT IP Configuration
Ethernet adapter Fa3100:
    IP Address. . . . . : 192.168.6.86
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.6.1
C:\>ipconfig /release
Windows NT IP Configuration
IP address 192.168.6.86 successfully released for adapter "Fa3100"
C:\>ipconfig /renew
Windows NT IP Configuration
Ethernet adapter Fa3100:
    IP Address. . . . . : 192.168.6.86
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.6.1
  
```

Figure 32

TCP/IP IN MAC OS 8.6 OR HIGHER

Be sure TCP/IP is installed and configured on your computer. TCP/IP is the networking protocol that allows your computer to communicate with the Internet.

In order to configure TCP/IP on a Macintosh, you must have either Open Transport or MacTCP installed. You must also have a built-in Ethernet or a third-party Ethernet card and its associated drivers installed in your Macintosh.

- Go to the Apple Menu, select Control Panel, and select TCP/IP or MacTCP
- In the TCP/IP or MacTCP/More window, select or enter information as shown in Figure 33:

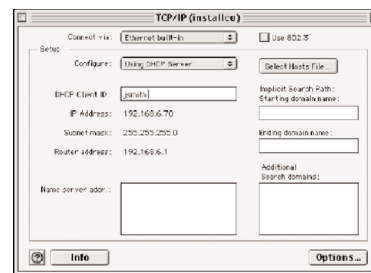


Figure 33

- Connect Via: Ethernet
- Configure: Using DHCP
- DHCP Client ID: Enter username
- IP Address: Will be automatically assigned
- Subnet Mask: Will be automatically assigned
- Router Gateway Address: Will be automatically assigned
- Domain Name server address: Will be automatically assigned
- Starting domain name: Not able to change
- Ending domain name: Leave as is
- Close the TCP/IP Control Panel and click Save to save the settings. If you are using Open Transport, you do not need to restart, although in some cases it may be necessary



SECTION 6

Using E-Mail

YOUR E-MAIL ACCOUNT

With your Qwest Choice™ OnLine service you can have more than one e-mail box within one Qwest Choice OnLine account. Additional e-mail boxes are known as subaccounts or secondary accounts.

Qwest Choice OnLine service includes two e-mail boxes.

Qwest Choice OnLine Deluxe service includes five e-mail boxes.

ADDING A NEW E-MAIL BOX

Use this process either to add your free mailboxes or to purchase extra e-mail boxes. There are two steps to adding an e-mail box:

1. Report the new e-mail box to the Qwest Choice OnLine server using the Account Manager.
2. Make changes to configure the new e-mail box on your computer.

Instructions for these steps follow.

Step One: Report the new e-mail box to the Qwest Choice OnLine server

- To open the Account Manager, go to the Qwest Choice OnLine home page that was specified during your installation. Click My Account, then click Account Manager
- The system will ask for a username and password. Be sure to sign in with the primary username and password; this is the only account that has the ability to create subaccounts
- Click the Add Subaccount button. If you have already added the e-mail subaccounts that are free with your service, a screen will appear about purchasing additional e-mail subaccounts
- Otherwise, enter information as requested. Write down the new username and password, and keep them in a safe place. Be sure to write down the exact username and password you enter, paying special attention to uppercase and lowercase letters. Within 30 minutes, your new account will be able to send and receive e-mail

Step Two: Create the additional e-mail box on your computer

Which instructions you follow to create the additional e-mail box on your computer depends on whether you have Netscape or Outlook Express. Instructions for each of these follow.

NETSCAPE

Setting up a user profile

- Windows 98/NT/2000/XP: Click the Start button on your task bar. Select Programs, then Netscape Communicator, then Utilities, then User Profile Manager
- Macintosh: Inside the Netscape Communicator folder, double-click User Profile Manager. Create a new profile (for all operating systems)

With the User Profile Manager open, complete the following eight steps.

1. Click New and follow the instructions given on each screen.
2. On the second screen, click Yes to answer the question “Will you be using the same Internet account as another profile?”
3. On the third screen, enter your name and the username you selected when you added a new e-mail box in Account Manager. Then click Next.
4. The profile will automatically be named with the subaccount username you just entered. If you wish, you may change the profile name. Note: Even if you change the profile name, the username will remain unchanged on the system. Click Next.
5. Click Mail Server under Mail & Newsgroups. In both the Incoming Mail Servers box and the Outgoing Mail (SMTP) Server box, select Mail and enter the server information you recorded, such as “pop. dnvr.qwest.net”. Now each of these two boxes should contain only an address such as pop.xxxx.qwest.net (where “xxxx” is four letters specific to the server in your area).
6. Under Mail & Newsgroups, click Newsgroup Servers. Replace the word “news” with “news.qwest.net”. Now the Newsgroup Servers box should contain only “news.qwest.net”.
7. On the following screen, you will be asked to select the Internet account you wish to use for this profile. Your original or primary account should already be selected. Click Next.

8. The final screen instructs you to use the Start Communicator button to launch Netscape Communicator with your new profile. Please note: If you are not presently connected to Qwest Choice OnLine, you will need to quit Netscape Communicator and then connect. Once you are connected, restart Netscape Communicator and select your newly created profile. You have now completed the Netscape User Profile setup for your new subaccount.

Remember: It takes up to 30 minutes for a new account to be ready to send and receive mail. If you try to access the account before it is ready, the Qwest Choice OnLine server will not recognize it.

Troubleshooting

If you have already created a new profile for the additional e-mail box and are unable to access mail or news, you must modify your Netscape Preferences as follows.

1. Open Netscape Communicator using your original user profile or primary account. (If you have a qwest.net icon on your desktop, click Connect to open Netscape Communicator.)
2. Under the Edit menu, select Preferences.
3. In the Preferences window, click on the plus sign (+) or triangle to the left of the title to expand the Mail & Newsgroups menu.
4. Click Mail Server under Mail & Newsgroups. Mail server settings will appear to the right.
5. Write down the information in the Outgoing Mail (SMTP) Server and Incoming Mail Server boxes. (Note: The information should be the same in both boxes, such a pop.dnvr.qwest.net.)
6. Click Cancel. Quit Netscape Communicator.
7. Open Netscape Communicator again, this time using your new profile or new subaccount.

8. In Netscape, from the Edit menu, select Preferences. Again expand the Mail & Newsgroups menu by clicking on the plus sign (+) or triangle to the left of the title.
9. Click Mail Server under Mail & Newsgroups. In both the Incoming Mail Server box and the Outgoing Mail (SMTP) Server box, select mail and then enter the server information you recorded, such as “pop.dnvr.qwest.net”.
10. Under the Mail & Newsgroups category, click Newsgroup Servers. Replace the word news with “news.qwest.net”. Now the Newsgroup Servers box should contain only “news.qwest.net”.
11. Click OK. The preferences window will save your changes and close.

OUTLOOK EXPRESS 4.0

Once you have created an additional e-mail box, your new account on the server will be ready within 30 minutes. To access that new account, you must enter settings into Outlook Express on your computer.

Recording server information

Before setting up your new account in Outlook Express, you must first record your incoming and outgoing server information as follows.

1. Open Outlook Express.
2. From the Tools menu, select Accounts.
3. In the Internet Accounts window, click the Mail tab.
4. Select your primary account from the list. Click Properties.
5. Select the Servers tab. Write down the information in the Outgoing Mail (SMTP) and Incoming Mail (POP3) boxes. Note: The information should be the same in both boxes. An example of what you will see is “pop.dnvr.qwest.net”.
6. Click OK.

Setting up an account

To set up an account in Outlook Express, complete the following steps.

1. In the Internet Accounts window, click the Mail tab. Click Add and select Mail. This will launch the Internet Connection Wizard.
2. In the Internet Connection Wizard window, enter the following information where prompted.
 - a. Your Name: Enter the full name for your additional e-mail account in the Display name box. Click Next.
 - b. Internet e-mail Address: Enter the e-mail address for your additional e-mail account in the E-mail address box. Click Next.
 - c. E-mail Server Names: Select POP3 for the incoming mail server type. Enter the mail server information you recorded earlier in the Incoming Mail (POP3 or IMAP) server and Outgoing Mail (SMTP) server boxes. Note: The information should be the same in both the incoming and outgoing mail server boxes, such as “pop.dnvr.qwest.net”. Click Next.
 - d. Internet Mail Log on: Select “Log on using:” and enter your additional e-mail account’s username in the POP account name box. Enter the password in the Password box. Click Next.
 - e. Friendly Name: Clear the Internet mail account name box and enter the full name for the additional e-mail account. Click Next.
 - f. Choose Connection Type: Select “Connect using my phone line” and click Next.

- g. Dial-Up Connection: Select “Use an existing dial-up connection” and select the primary account’s qwest.net connection. Click Next.
3. Click Finish to close the Wizard. Your new e-mail account will now appear in the Internet Accounts window. Click Close.

CHANGING YOUR ACCOUNT PASSWORD

To change your Qwest Choice OnLine password, complete the following steps.

1. From your network home page (see the My Settings page for the address for your locale specific homepage), click on the blue My Account icon, located below the selection bar.
2. Click on Account Manager.
3. Log on using your primary account username and password.
4. Select the e-mail account that the new password will pertain to.
5. Click on the Change Password button.
6. Click in the first box.
7. Type in the new password. Note: Check that the password meets the requirements.
8. Click on the second box.
9. Type in the new password a second time.
10. Click on the Submit button.

At this point the password has been submitted. Allow up to 30 minutes for this change to take effect. The previous password will continue to be valid until the new password takes effect.



SECTION 7

Using Newsgroups (NNTP)

UNDERSTANDING NEWSGROUPS

Newsgroups provide access to information on any topic of interest. This section helps you set up and manage newsgroups using your Web browser.

NEWSGROUPS IN NETSCAPE MESSENGER

Reading newsgroups can be done from Netscape's Messenger, the same interface used for your e-mail.

Set your preferences to use the qwest.net news server as follows.

1. Go to Edit -> Preferences...
2. Select Mail & Newsgroups.
3. Select Newsgroup Servers.
4. If news.qwest.net is not listed as your server, select Add...and enter news.qwest.net. You do not need to set the Port or the checkboxes for the SSL or "Always use name and password". We do not require a secure connection or that you log on, so leave those boxes unchecked.
5. Click the OK button.

6. If this is the only newsgroup listed, it will be your default. If not, you can set this as your default by making sure news.qwest.net is highlighted and clicking the Set as Default button.
7. Select the OK button to save the settings and close the Preferences window.
8. To see what newsgroups are available, open your e-mail and go to File -> Subscribe....

Note: The first time that you choose this, Netscape will download the names for all 35,000+ newsgroups. Depending on your access speed, it may take approximately 10 minutes for this to finish.

Finding and subscribing to newsgroups

To find newsgroups you are interested in, complete the following steps:

1. Select the Search tab.
2. Enter a subject in the Search For box.
3. Click the Search Now button.

For example, a search for “antiques” might return:

```
alt.antiques.delaware.joe
rec.antiques
rec.antiques.bottles
rec.antiques.marketplace
rec.antiques.radio+phono
```

To subscribe to a newsgroup, complete the following steps.

1. Select the newsgroup you are interested in, such as “rec.antiques.bottles”.
2. Click the Subscribe button. (You can subscribe to additional newsgroups following these two steps.)
3. Click the OK button when you are finished selecting all the newsgroups you would like to subscribe to. Unsubscribing from a newsgroup.

Reading and participating in newsgroups

To read the newsgroup from your Netscape Messenger window, which is where you may also read your e-mail, complete the following steps:

1. Select news.qwest.net.
2. Scroll down to the name of the newsgroup you subscribed to (such as “rec.antiques.bottles”) and click on it.
3. Click the Download button.

Note: If you do not see news.qwest.net or your subscribed newsgroups, click on the plus sign. You can read and post messages and reply to e-mail the same way:

- To send to the newsgroup, click the Reply button. Using the pull-down menu (right-click the mouse), select Newsgroup (Ctrl+R)
- To respond to the person, press the Reply button. Using the pull-down menu (right-click the mouse), select Sender Only
- To respond to both, press the Reply to All button

For more help with newsgroups and Netscape, try the following:

1. Select Help from the top right on your Netscape browser.
2. Select Help from the pull-down list.
3. Choose Newsgroups for more information on using newsgroups.

Unsubscribing from a newsgroup

To unsubscribe from a newsgroup, complete the following steps:

1. Go to File -> Subscribe...
2. Select the group you wish to unsubscribe from.
3. Click the Unsubscribe button. When the check turns into a dot, you know that you have unsubscribed.
4. Click the OK button when you are finished.

NEWSGROUPS IN MICROSOFT OUTLOOK EXPRESS

Reading newsgroups can be done from Outlook Express, the same interface used for your e-mail.

Getting started

Set your preferences to use the qwest.net news server as follows:

1. Within Outlook Express, go to Tools -> Accounts.
2. Select the News tab.
3. If news.qwest.net is not listed as your server, click Add -> News... followed by Internet Connection Wizard.
4. Enter the name you want to use when you post a message or send e-mail and click the Next button.
5. Enter an e-mail address so people can reply to your e-mail message and click Next.
6. Enter news.qwest.net when prompted for your News (NNTP) Server. We do not require that you log on, so leave that box unchecked and click Next.
7. Click Finish to save your changes.
8. If this is the only newsgroup listed, it will be your default newsgroup. If others are listed, you can set this as your default by making sure news.qwest.net is highlighted and clicking the Set as Default button.
9. Click Close.
10. Click Yes to download newsgroups.

Note: The first time that you choose this, Outlook Express will download the names for all 35,000+ newsgroups. Depending on your access speed, it may take approximately 10 minutes for this to finish.

11. Click the OK button to close the window.

Finding and subscribing to newsgroups

Once you finish setting your preferences, the news server should appear as a folder in Outlook Express. The folder will be labeled: news.qwest.net.

To find newsgroups you may be interested in, complete the following steps.

1. Click on news.qwest.net.
2. If you are not already subscribed to any newsgroups, Outlook Express will ask you if you want to see a list of available newsgroups. Click the Yes button.
3. Find newsgroups you are interested in.
4. Once you see the list of newsgroups, you can search for a topic that you are interested in by typing the subject of interest into the "Display newsgroups" box near the top of the Newsgroups Subscriptions window.
5. Enter a subject in the Display newsgroups box. Note: Outlook Express Version 5.0 will begin searching after you type in your subject. For example, a search for "antiques" might return:
alt.antiques.delaware.joe
rec.antiques
rec.antiques.bottles
rec.antiques.radio+phono

To subscribe to a newsgroup, complete the following steps.

1. Select the newsgroup you are interested in, such as rec.antiques.bottles.
2. Click Subscribe. (You can subscribe to additional newsgroups by repeating these two steps.)
3. Click OK once you have subscribed to all the newsgroups that interest you.

Reading and participating in newsgroups

Read the newsgroup as you would your e-mail within Folders:

1. Using Outlook Express, scroll down to the name of the newsgroup you subscribed to (rec.antiques.bottles) and double-click on it.
2. Using Internet Explorer, select Tools -> Mail and News -> Read News. This will open Outlook Express.
3. Scroll down to the name of the newsgroup you subscribed to (e.g., rec.antiques.bottles) and double-click on it.

You can read and post messages just like you read and reply to e-mail:

1. To send a message to the newsgroup, click on Reply Group.
2. To respond to the person, select the Reply button.

Unsubscribing from a newsgroup

To unsubscribe from a newsgroup:

1. In Outlook Express, double-click on news.qwest.net from your Folders.
2. Click the Newsgroup button.
3. Click the Subscribed tab.
4. Click the group you wish to unsubscribe from.

5. Click the Unsubscribe button.

6. Click OK.

Help

For more help with newsgroups and Outlook Express:

1. Select Help from the top right on the Outlook Express toolbar.
2. Click Contents and Index.
3. Click the Contents tab.
4. Choose Viewing and Posting to Newsgroups to bring up more information on using newsgroups.



SECTION 8

Using Your Web Space

UNDERSTANDING WEB SPACE

With your Qwest Choice™ OnLine account you can publish your own Web pages using an FTP client, Microsoft Internet Explorer, Microsoft FrontPage 98, Microsoft FrontPage 2000 or Netscape Composer. You can also edit your Web pages locally or directly on the server, and get information on your disk space.

Important: Only the primary account user can create a Web space and publish pages. The primary account is the one that was designated as primary during your installation.

Note: Qwest® will not allow posting of obscene or otherwise offensive material, as determined solely at our discretion. Qwest will not allow posting of materials that infringe or misuse our trade names, trademarks or copyrights. Qwest is not responsible for the content of your Web site, including, but not limited to, materials that may infringe on other's marks. Qwest reserves the right, at its sole discretion, to remove Web site content on its servers that it finds to be obscene, offensive or otherwise unlawful. Additional information is available on the Terms and Conditions page.

FTP AND HTTP SUPPORT

In addition to supporting hypertext transport protocol (HTTP), Qwest Choice OnLine supports File Transfer Protocol (FTP). You may use either method to publish and modify your Web pages on the qwest.net Web site server.

GETTING STARTED

Before you can publish your first Web page, you will need to create your Web space on our server.

1. From your locale-specific home page, click on My Account.
2. Click on the link Create Your Web Space. Sign in using your primary username and password, and follow the instructions on that page.
3. Be sure that you have the URL for your Web space on hand, because you will need this to upload your page. The format of your URL should be `http://www.users.qwest.net/~username`.

Next, create the name `index.html` for your main Web page (this is so that your main Web page will automatically load when the address for your Web site is entered). Other pages you create that are linked to this main page may be named anything.

PUBLISHING YOUR WEB PAGES

Using FTP (Experienced Users)

Qwest.net offers FTP access to our Web server. We will set up your primary account username and password on our FTP server to allow you to access your Web site files.

Use the following information to configure your FTP client or software:

- Host name (or Host): ftp.users.qwest.net
- User name: Your primary account username
- Password: Your primary account password

When you have successfully connected to the qwest.net FTP server, you will see the message “Welcome to qwest.net FTP Web Publishing.”

You can now use your FTP software to manage the files in your qwest.net Web space.

The qwest.net Web page server will disconnect after 15 minutes of inactivity. Depending upon your FTP client software, you may increase this setting to a maximum of 60 minutes. As long as you remain active, the FTP server will maintain the connection.

Using Microsoft FrontPage 98

Qwest.net now supports Microsoft FrontPage 98 extensions. Follow these instructions:

1. In FrontPage Explorer, open the Web site that you want to publish.
2. Click the Publish button on the FrontPage Tool bar. The dialog box appears in Figure 45.

3. Add the URL to publish your site as shown, making sure to add your username after the tilde (~):
http://www.users.qwest.net/~yourusername.

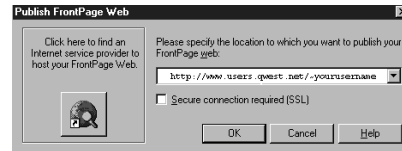


Figure 45

4. Do not click the Secure connection required (SSL) box. (SSL is not currently supported in the qwest.net environment.)
5. Enter your username and password (the same username and password you use to access qwest.net).
6. Click OK.

The Publish FrontPage Web dialog box will close and there will be a pause as FrontPage contacts the Web server. Note: FrontPage now begins copying all your Web site files from your computer to the Web server. Depending on the size of your Web site and the speed of your Internet connection, this process may take a few minutes.

After your files have been copied, the FrontPage Status Bar will display the message “Published to,” followed by the destination URL. Your site is now ready to view.

To view your Web site you can either:

1. Open a browser and type in your site URL (e.g., http://www.users.qwest.net/~yourusername/) or
2. Open the site by highlighting the site from FrontPage Explorer and double-clicking.

Using Microsoft FrontPage 2000

Qwest.net supports Microsoft FrontPage 2000 extensions. In addition to the following instructions, FrontPage FAQs are also available.

1. In Microsoft FrontPage, open the Web site that you want to publish.
2. Select File -> Publish Web, or click the Publish Web icon on the FrontPage toolbar. The dialog box shown in Figure 46 will appear.
3. Add the URL address to publish, using the format `http://www.users.qwest.net/~yourusername`.
4. Click the appropriate radio buttons to publish or update your Web site.
5. "Publish changed pages only" is the default. This feature will publish your entire site the first time.

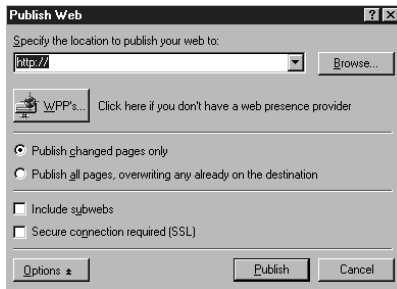


Figure 46

6. "Publish all pages" overwrites pages already published. This feature is used to update your entire site.
7. "Include subwebs" should be checked if you have any on your Web site.
8. Do not select Secure connection required (SSL is not currently supported in the qwest.net environment).

9. Enter your username and password (the primary username and password).

10. Click Publish.

Note: A status dialog box will appear that tells you what is going on. When you update your Web site, a FrontPage dialog box notifying you that a file you are publishing will replace a current file on the server will appear and ask whether that is what you want to do. The size of your Web site files will determine the time it takes for your Web site to update. It could take several minutes.

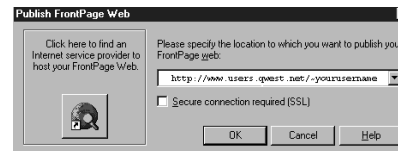


Figure 47

Once all the files are published, the dialog box shown in Figure 47 will appear. Clicking on the hyperlink opens your Web site in your default browser. Clicking the Done button takes you to the FrontPage screen you used to publish your site.

Using Netscape Composer

You can create your own Web pages using Netscape Composer. This software is built into the Netscape software you installed. You can create Web pages that include pictures and links to your favorite Web pages.

Consult Netscape's NetHelp for Netscape Composer if you have questions about creating your Web site using Composer. (This can also be found under "Help Contents" in Netscape's Help menu.)

Publish your new Web site by clicking the Publish button. Then fill in the dialog box (Figure 48) as follows:

1. Page Title: Enter what you want to show in the top bar of your Netscape Browser.
2. HTML Filename: Name your file index.htm if you want your page to automatically display when someone enters your URL.
3. HTTP or FTP location to publish to:
Enter `http://www.users.qwest.net/~icservices1/index.htm`
4. Username: Enter your primary username.

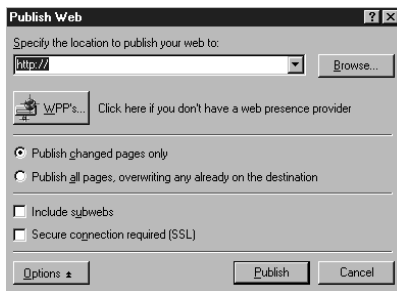


Figure 48

5. Password: Enter your password. (Click the Save Password box so you don't have to re-enter your password for every file you upload.)
6. Files associated with this page: Make sure the button is selected if you are using any graphics on your page. Click the OK button.

USING WEB SITE MANAGER

You can use your FTP software or you can use the Web Site Manager to see how large your files are and how much space remains.

1. Open the Web Site Manager (click the My Account link from the home page).
2. Click Maintain Your Web Site to view your file sizes and disk space.

DELETING A WEB PAGE

1. Open the Web Site Manager (click the My Account link from your locale-specific home page).
2. Click Maintain Your Web Site.
3. Enter the username and password of your primary account. (Only primary account users can delete Web pages.)
4. To delete a file, click in the box located to the left of the file name in the Delete column. (You may delete files one at a time or select several files to delete.)
5. Once you finish selecting the files you want to delete, click on the Delete Selected Files button.
6. A delete confirmation screen will appear. Double check the list of files you marked for deletion. Files accidentally deleted cannot be restored.
7. If the delete list is correct, click Yes to delete the files. Otherwise, click No to cancel the delete request.
8. After the delete request is complete, the Web Site Manager will display a list of the files that remain.
9. When you are finished deleting files, click the Back button, close the window, or go to a new URL location.

Frequently Asked Questions

Q: Will I miss any e-mail messages while my computer is off?

A: Absolutely not. Just like the brick-and-mortar post office, our mail system works around the clock to receive your mail when it arrives. Just as you don't have to be at your mailbox when a letter arrives, your computer doesn't have to be on to receive mail. E-mail messages remain in your electronic mailbox on the qwest.net server until you turn on your computer and check your e-mail. Then your mail is sent to and stored on your computer for you to read, print and delete, as you like.

Q: Does everyone in the family have to share the same e-mail?

A: No! You receive separate e-mail accounts in association with one primary account. See Section 1 for more information.

Q: How do I get my e-mail?

A: As soon as you install and configure your e-mail service information, you are able to receive e-mail with the primary account you registered, at the e-mail address you chose. Instructions follow on how to check your e-mail and e-mail settings.

HOW TO CHECK YOUR E-MAIL USING NETSCAPE MESSENGER:

Double-click the Netscape Navigator icon on your desktop to open your browser. In the Communicator menu, select Messenger Mailbox. Click the Get Messages button. The server will ask for your password.

Any outgoing messages in your outbox will be sent. New e-mail messages will then be delivered to your computer for you to read, print and delete at your convenience. Once you receive your messages, they are on your computer, so you can read them and compose replies at your leisure without tying up your network connection.

HOW TO CHECK YOUR E-MAIL USING OUTLOOK EXPRESS:

Open Outlook Express (open it from the Programs menu or double-click the Outlook Express icon). Click the Send and Receive button. The server will ask for your password.

Any outgoing messages in your outbox will be sent. New e-mail messages will then be delivered to your computer for you to read, print and delete at your convenience. Once you receive your messages, they are on your computer, so you can read them and compose replies at your leisure without tying up your network connection.

IF YOU ARE HAVING TROUBLE RECEIVING YOUR E-MAIL:

You may want to check your e-mail settings. Your e-mail settings are configured properly at the time of registration/installation and would not have changed without your specifically changing them. Exercise caution with e-mail settings, and do not make any changes you are not completely certain about.

Q: Is my identity protected while I'm using the Internet?

A: Qwest.net does not make any of your account information available for public access. But you're free to pass around any information about yourself that you wish to share with other Internet users. We recommend that you exercise great caution when giving out private information because that information can travel quickly.

Q: What do I do if I need to reinstall my software?

A: If you purchase another computer or would like to use your existing qwest.net account from additional computers, you may reinstall from the same CD you initially used. Follow the browser installation instructions in this guide.

Q:When using Dial-Away Roaming, why do I sometimes have trouble connecting to the Internet?

A: One possible reason may be that your modem is not connecting at a stable rate. An effective solution is entering three commas (,,,) after the dial-in number in your dialer. You can also check to see that your connection set-up is configured correctly. Instructions vary depending on the software that you have:

WINDOWS 98/XP

1. Double-click the My Computer icon on your desktop, and then double-click the “Dial Up Networking” icon.
2. Right-click the qwest.net dialer connection and select “Properties.”
3. Select the General tab. In the Phone number box, click after the dial-in phone number and enter three commas (,,,) after the number.
4. Select the Server Types tab. Make sure that only the Enable software compression and TCP/IP check boxes are selected.
5. Click OK.

WINDOWS NT 4.0

1. Double-click the My Computer icon on your desktop, and then double-click the Dial Up Networking icon.
2. Select the drop-down arrow next to the Phonebook entry and select the dialer connection you would like to change from the drop-down list. Click More and then click Edit entry and Modem properties.
3. Select the Basic tab. In the phone number box, click after the dial-in phone number and enter three commas (,,,) after the number.
4. Select the Server tab. Make sure that only the Enable software compression and TCP/IP check boxes are selected.
5. Click OK. Click Dial to save the change and connect to qwest.net.
6. From the File menu, select Configuration. Select the dialer for qwest.net from the list, which makes this dialer active.

MACINTOSH

1. Open the Apple menu. Select Control Panels and then select Remote Access. (If you are running an OS version earlier than 8.5, you will not see Remote Access as an available selection. Use the instructions that follow these for the Free PPP Set-up selection.)
2. The Remote Access window appears for the dialer that is active. In the Number box, click after the dial-in phone number and enter three commas (,,,) after the number. Click Save.

For users running an OS version 2 earlier than 8.5:

1. Open the Apple menu. Select PPP Set-up or Free PPP Set-up — make sure the arrow points down.
2. On the General tab, make sure the Allow Applications to Open Connection and Disconnect if Idle (this is optional) options are checked.
3. Click the Accounts tab: the label should show qwest.net or your username (yourname@qwest.net).
4. Select Edit.
5. For Server Name choose qwest.net.
6. Make sure the local dial-in number is correct.
7. Click OK.
8. Click the General tab again. Select TCP IP. Click OK.
9. Restart your computer and try connecting again.

Q:Where do I find a list of local dial-in numbers?

A: From the default Qwest Choice™ OnLine home page, click on the Help link.

Q:How do I link my domain name to my qwest.net account?

A: You must be a Qwest Choice OnLine customer with an active user ID and password in order to use your own domain. You can get to this information by clicking on the My Account link from the default Qwest Choice OnLine home page. Choose Link Your Domain Name to Your Web Site, sign in using your primary username and password and follow the instructions that appear.

Q:I do not remember my password. What should I do?

A: Most questions can be answered in the changing your password and changing your Username Help sections. If you are still having problems, please contact technical support.

