

**For assistance with your computer,  
software or router we have  
supplied the following information:**

**Tech Support  
1-855-546-5000, press 1**

**Talk America Services Customer Service  
1-855-546-5000, press 3**



**Open Me First**

Please do not install  
any equipment until you  
review this guide.

**TALK AMERICA SERVICES  
HIGH-SPEED INTERNET**





**Please read this brochure for  
information concerning your new  
High Speed Internet Service.**

*You will frequently see references to **Windstream  
Communications**. Windstream is Talk America Service's  
preferred vendor for High Speed Internet connectivity, Email  
Hosting and superior Technical Support.*

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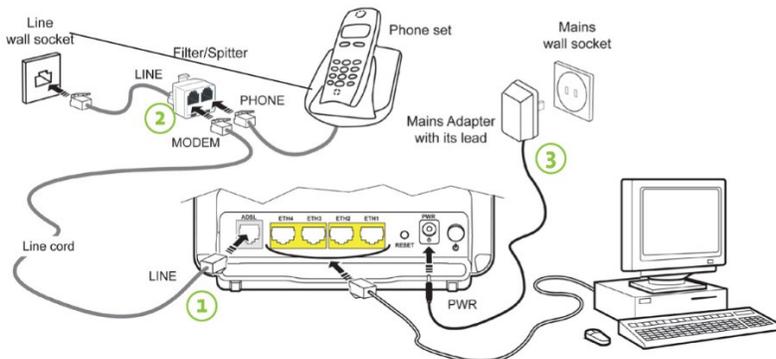
**Thank you for choosing Talk America Services.**

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

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# SETUP

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

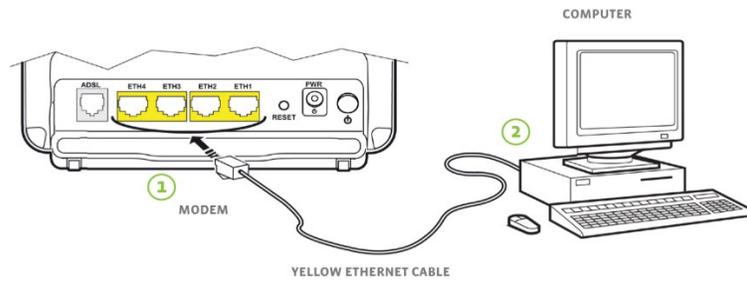


## Step

1

### CONNECTING YOUR SAGEMCOM WIRELESS GATEWAY

1. Connect the GREY phone line cable into the modem port marked "ADSL."
2. Connect the other end of the GREY phone line cable into the side of the phone line filter marked "DSL/Modem."
3. Connect one end of your power adapter to your modem and then plug the other end into the power outlet in your wall.



Step

2

**CONNECTING A COMPUTER TO YOUR SAGEMCOM WIRELESS GATEWAY**

1. Connect the YELLOW Ethernet cable to the “Eth1” port on your modem.
2. Connect the other end of the Ethernet cable to your computer (Laptop or Desktop).

**Note:** If you are connecting a computer wirelessly to the gateway, the required WEP (Wireless Encryption Key) is located on the bottom of the gateway after the word “passphrase.” This is only needed for wireless connections.

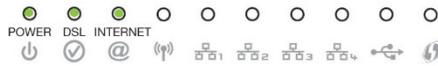


Step

3

### WAITING FOR YOUR MODEM LIGHTS TO TURN GREEN

The DSL and Internet lights on your modem will flash and then turn solid green. This will take a few moments. Note: The Internet light will flash when there is Internet activity.



\*\*If your DSL lights don't turn solid green please make sure you followed the previous steps correctly.

Step

4

### OPEN INTERNET EXPLORER

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



Note: You will not be able to browse the internet until the installation is complete.

\*\*Windstream will continue to provide technical support for Talk America Services modems and Broadband Services, therefore some of the URLs you are being directly to will be Windstream's.

## High-Speed Internet Frequently Asked Questions

**HELPFUL TIP:** Get 24/7 FREE technical support for your PC or laptop from the Broadband Checkup Center online at <http://www2.windstream.net/checkup/checkupCenter.html> . Click “download now” button in the bottom right corner to begin.

### Installation FAQs

**Question:** What are the minimum system requirements for my computer/device to work best on High-Speed Internet?

**Answer:** You will need a High-Speed Internet modem that is provided by Talk America Services; a microfilter on the phone line, also provided by Talk America Services; a High-Speed Internet compatible computer/device; and an Ethernet Card installed.

**Question:** What should I do first to install my High-Speed Internet service?

**Answer:** It is very important to start your High-Speed Internet installation by following the instructions provided before connecting any equipment.

**Question:** What is my High-Speed Internet telephone number?

**Answer:** It is the telephone number of the telephone line at your location on which High-Speed Internet is being installed.

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

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

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

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

### Connection FAQs

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

**Answer:** Please follow these steps for resolution:

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

The lights on the modem will flash and then go solid green as it establishes the High-Speed Internet connection. If this does not re-establish the connection, please call 1-855-546-5000.

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

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

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

**Answer:** Many factors can affect the speed of your High-Speed Internet connection. Factors include:

- distance from the Talk America Services serving office,
- proper installation of microfilters,
- condition of the wiring inside and outside your home, and
- congestion on the Internet and your computer configuration.

You will be connected at the maximum available speed from Talk America Services' network. You can test your speed at <http://speedtest.windstream.net/>.

## **Modem FAQs**

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

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

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

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

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

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

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

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

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

## E-mail FAQs

**Question:** What are the DNS, news, mail, and Web addresses for Talk America Services?

**Answer:** Talk America Services High-Speed Internet Subscribers have up to five e-mail accounts available per DSL line. During Internet setup, a main account is created. Additional accounts can be created after initial setup by visiting [www.windstream.net](http://www.windstream.net) then accessing the "my account" section. We recommend using Talk America Services Webmail (<http://webmail.windstream.net>) for immediate e-mail access from any location. Benefits of using Talk America Services' Webmail include:

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

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

**E-mail/News Settings:**

For additional support with e-mail client setup, please visit [www.windstream.com/support/email](http://www.windstream.com/support/email) and click on "Set up a new email address".

- **Incoming Mail Server (POP3):** pop.windstream.net
- **Outgoing Mail Server (SMTP):** smtp.windstream.net (Authentication is required.)
- **E-mail Address Format:** [login@windstream.net](mailto:login@windstream.net) (where login is your Talk America Services e-mail account ID)
- **Web E-mail:** webmail.windstream.net
- **USER ID Settings:**
  - Your user name or ID is the same as your initial Talk America Services e-mail address including the @windstream.net.
- **Passwords:**
  - Must be between 6 and 20 characters
  - Must contain at least 1 upper case letter
  - Must contain at least 2 lower case letters
  - Must contain at least 1 number
  - Cannot contain the user's name
  - Cannot contain repeating characters (ex: AAAAAA)

**Question:** Why are my e-mails being returned to me undelivered?

**Answer:** E-mail messages can be rejected for many reasons. Usually the returned message will have an explanation as to the cause of the failure. Some of the most common causes of returned e-mail messages are:

- *Invalid e-mail address:* This is usually due to a typographical or other user error.
- *Non-active recipient e-mail account:* The address you're sending to has been suspended for some reason. The recipient will have to ask their server administrator to check their account.
- *Blocked e-mail:* Either our server or the recipient's server has been set to block your message or all messages. You can tell which server is blocking your message from the returned e-mail.
- *Relaying messages blocked:* Customers connecting through one ISP should not use another ISP's mail server to send mail, as this is considered relaying and is customarily forbidden.
- *Mail content filters:* A few Internet providers filter their customers' e-mail messages based on content. Additionally, some customers, either through mail program settings or anti-virus settings, will filter incoming messages for content.

**Question:** Why do I receive a warning about reaching my e-mail storage capacity?

**Answer:** Talk America Services currently has a feature built into Webmail to send you a warning message when your account reaches 70 percent of your maximum storage limit of 1 GB. For customers who elect to use the Talk America Services Webmail application, the maximum storage limit of 1 GB includes the total storage use of the Inbox, user-created folders, the Sent Mail folder and the Trash folder. If you randomly receive large messages, this warning may be sent to you as a warning or precaution. If you receive this warning, just check your e-mail and clear any unnecessary or large messages that could be causing your account to reach this warning threshold. Also, make sure that the Trash folder is emptied. You can change your warning threshold by visiting [www.windstream.net](http://www.windstream.net), clicking on the email login, then select "Settings" and "Preferences".

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

**Answer:** Be sure you have reached a legitimate or trustworthy Web site before inputting any personal account information. Most companies, like Talk America Services, never ask customers to provide their user name, password or other personal account information via e-mail. Instead, Talk America Services directs customers to sign in via our SSL-secured login site. To update your Talk America Services account data, go to [www.windstream.net](http://www.windstream.net) and log into the My Account site. To further protect yourself while using the Internet, security software can be purchased to meet all of your needs and concerns.

**Question:** What is Talk America Services doing about spam and how can I report it?

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

From Outlook Express, simply go to the Menu Bar at the top of the screen, and select "Message." From there, scroll down to "Forward As Attachment." Enter [abuse@windstream.net](mailto:abuse@windstream.net) in the "To" field and send the message. No Reply.

For additional support with spam, please visit [www.windstream.com/support/email](http://www.windstream.com/support/email) and use keyword "spam".

#### **High-Speed Internet Usage FAQs**

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

**Answer:** Your user name to connect to the Internet is your primary e-mail address, including the @windstream.net. If you do not remember your primary e-mail address, or if you don't remember your password, please call Talk America Services at 1-855-546-5000 and select repair.

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

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

If you experience dropped calls or static on your phone line, or your Internet connection drops when you receive calls, report the issue to us at 1-855-546-5000, select repair.

## **Other Useful Information**

### **Virus Prevention and Computer Security Tips**

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

### **Keeping your operating system up-to-date**

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

### **Install security applications/suites**

It is important to protect your computer and personal information from viruses, worms and hackers. There are many different companies that offer Security Software to keep your computer secure with routine updates to handle new viruses or worms.

**Pay special attention to unknown e-mail messages**

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

This is known as phishing. Talk America Services will never ask for this information through email. Talk America Services recommends either deleting the message or contacting the company's corporate office to verify if the message is legitimate. You may also contact Talk America Services Internet Security at [abuse@windstream.net](mailto:abuse@windstream.net). Your issue will be investigated, but unless additional data is needed for the investigation, you will not receive a reply.

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# Having Trouble?

*Many issues can be resolved in 3 simple steps.*

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## 1. Check your connection.

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

Make sure:

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



## 2. Power down, then power up.

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



## 3. Wait for blinking light indicator.

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

### Help & Support

Technical Questions:	1-855-546-5000, press 1
Billing Questions:	1-855-546-5000, press 3