

A photograph of a man and a young boy sitting at a desk, looking at a laptop. The man is on the left, smiling broadly with his eyes closed. The boy is on the right, laughing with his mouth wide open. The laptop is in the foreground, and the background shows a home office setting with a window and shelves.

A guide to using Qwest
High-Speed Internet®
and Windows Live.™

Qwest

Qwest



Windows Live™

Welcome to Qwest

Thank you for choosing Qwest as your High-Speed Internet service provider. This user guide provides important information about your new services, answers to frequently asked questions, and includes a glossary of Internet terms in order to help you get the most out of your new Qwest services.

If you have not set up your modem, begin that process using the fold-out Modem Installation Guide that came with this kit.

It is recommended that you fill out the customer information on page two and keep this guide handy (e.g., by your modem or in your home office) in case you have any questions about your Qwest products or services in the future.

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Customer Information

Please use this page to write down the following information about your Qwest High-Speed Internet service. If you need to contact technical support, they may ask you for some of this information. Please have this page available whenever contacting technical support.

Qwest Telephone Number (QuickConnect™ Number) — this number can be found on the Activation Letter included with your modem.	_____
QuickConnect Code — this alphanumeric code can be found on the Activation Letter included with your modem.	_____
Login e-mail address (Windows Live™ ID) — this is the e-mail address you created or linked to your account when your Qwest High-Speed Internet was first set up (e.g., yourname@q.com, yourname@msn.com, or yourname@hotmail.com).	_____
Password — this is the password you entered for your login e-mail address (Windows Live ID) when your Qwest High-Speed Internet was first set up.	_____
Modem Model Number — as displayed on the front or bottom of the modem.	_____
Wireless Network Name (SSID) — as displayed on the sticker on the back or bottom of the modem.	_____
Wireless Network Security Key (Password) — as displayed on the sticker on the back or bottom of the modem.	_____

If you are unable to find any of this information, you can find most of it listed within the Qwest Configuration Details document that was saved to your My Documents folder (or wherever you saved it) when your Qwest High-Speed Internet was first set up.

Use the space below to record additional relevant information regarding additional e-mail accounts or details provided by Qwest representatives during the life of your service:

E-mail Account	Password	E-mail Account	Password
1.		6.	
2.		7.	
3.		8.	
4.		9.	
5.		10.	

Additional information: _____

Reference Information

<p>www.qwhelp.com</p>	<p>The Qwest Internet Help Website provides additional information regarding your Qwest service, self-help troubleshooting information, interactive tutorials, and Click-to-Chat with Qwest High-Speed Internet support.</p> 
<p>Windows Live Member Center member.q.com</p>	<p>The Member Center site is where Windows Live customers can manage their Windows Live accounts, learn about features, find tips and FAQs, get help by topic, or download additional Windows Live services.</p>
<p>Help for Mac users</p>	<p>Find out about using Windows Live on your Mac by going to http://www.qwest.com/internethelp/opsystems/mac/osx/</p>
<p>E-mail question to Qwest</p>	<p>Pose your question by going to http://www.qwest.com/hsisupport/email/ and you will receive an e-mail response from a Qwest representative.</p>
<p>Qwest Internet Online Community www.forums.qwest.com</p>	<p>Get answers to your questions from other Qwest customers.</p>
<p>User Manual</p>	<p>An online version of this User Manual is available at http://www.qwest.com/internethelp/windowslive/</p>
<p>Qwest Sales 1 800-475-7526</p>	<p>Contact Qwest Sales in order to make changes to your current services.</p>
<p>Tech Support 1-888-777-9569</p>	<p>Technical Support Representatives are avail-able 24 hours a day, 7 days a week to help answer your questions or troubleshoot issues.</p>



Featured Services with Qwest High-Speed Internet

• Free Qwest Wi-Fi powered by AT&T Wi-Fi

Free Qwest Wi-Fi, powered by AT&T Wi-Fi, at thousands of locations including coffee shops, bookstores, and restaurants nationwide.

Online access is now more accessible than ever

Qwest Wi-Fi gives you the freedom to connect to the Internet while away from your home or office.

Visit qwest.com/wifi to:

- See a full list of FREE Qwest Wi-Fi locations
- Learn how to log in to a Qwest Wi-Fi location
- Learn about your Qwest MyAccount login (or your telephone number and customer code), which you will need to sign in

Qwest Wi-Fi powered by AT&T Wi-Fi is a complimentary service available only to Qwest High-Speed Internet subscribers. Access is subject to AT&T Terms of Service and Acceptable Use Policy. Go to qwest.com/wifi to find participating locations and for further details.

• Qwest @Ease™ is already yours!

This complete suite of backup, security and support services is already yours as a Qwest High-Speed Internet customer. You'll rest easy knowing that you can effortlessly control, protect and connect to all of your digital devices.



Your benefits include:

- Norton™ AntiVirus brought to you by Qwest@ with industry leading virus and spyware protection that won't slow you down
- Automatic Online Backup in the Qwest Personal Digital Vault with 2GB capacity to keep your digital world safe
- Support online and over the phone
- Warranties and guarantees that put your mind at ease
- Secured wireless home networking available

Because everyone is different, we offer a range of comprehensive services. Find the one that fits you and your family best, then sit back and leave the rest to us.

Learn more at qwest.com/easecompare.

Qwest @Ease plans are available only to Qwest High-Speed Internet® subscribers. Each plan covers one High-Speed Internet line. See the Qwest @Ease Web site at <http://www.qwest.com/ease> for complete details.

Norton Antivirus Protection requires acceptance of Norton Online Software Service License Agreement. Customers with Qwest High-Speed Internet with Internet Basic are not eligible for Norton AntiVirus with the Qwest @Ease \$0.00 Plan. Not available to customers with an independent ISP.

Personal Digital Vault: Requires acceptance of Qwest Personal Digital Vault™ Terms of Service. This is an on-line back-up service for files stored on personal computer and is not designed to be an alternative storage site. Includes 2 GB storage capacity per account at no charge for Qwest High-Speed Internet subscribers. Customer can have more than one account but can only back-up only one computer per account. Each account requires a different e-mail address. Additional capacity available for purchase. Cannot be used for business or other commercial activity. Service is subject to additional restrictions and Terms of Service agreement.

• Entertain yourself with qZone™

Qwest qZone presents an online cross-media world of downloadable digital entertainment, exclusively for Qwest High-Speed Internet customers.



Life is now a little more fun.

Whether at home or on-the-go, qZone provides you one place to browse, preview and purchase digital entertainment with a catalog including millions of songs, thousands of movies, TV shows, PC games, free web games, with even more cool stuff arriving soon. Movie and game purchase options include pay-as-you-go as well as monthly subscriptions. MP3 music purchases and downloads work seamlessly with your iTunes or Windows Media Players. In addition, Qwest rewards you for your purchases made on qZone with Loyalty Points which may be redeemed later for free stuff on qZone. All purchases are secure and conveniently applied to your monthly Qwest bill.

Visit qwest.com/qzone to:

- Browse and preview from a vast catalog of digital entertainment
- Purchase individual songs, movies, TV shows, PC games and more
- Purchase monthly subscriptions for all you can watch or play movies and games
- Play Free web games
- Earn Loyalty Points redeemable for free digital entertainment purchases on qZone

• QuickCare™

A free program installed on your desktop during installation that identifies and automatically fixes many typical Internet problems.



- Safeguards your application settings so they can be restored quickly and easily.
- Troubleshoots and auto-corrects problems so you can avoid lengthy technical support calls.
- Repairs your Internet connection and notifies you of any service interruptions.

Features and Services of Windows Live™ from Qwest

Windows Live has all of the essential tools you need to be informed, connected and protected while online. Note: Certain features of Windows Live are not available to Mac (Macintosh) users. The following tools and products are included with your service to make your online experience even better:

- **Homepage for Windows Live from Qwest**—Windows Live has all of the essential tools you need to be informed and connected, with built-in security features.
 - Your **www.qwest.live.com** homepage brings your online world together in one place:
 - Personalize your **www.qwest.live.com** homepage with news, weather and more—all the information you care about.
 - Customize the layout, colors, and theme of your homepage.
 - Sign in to your homepage and preview the messages in your **user@q.com**, **user@msn.com**, **user@hotmail.com**, or **user@live.com** inbox on your homepage.

Qwest

 Windows Live™



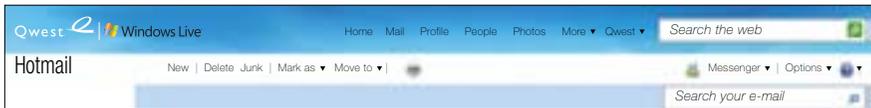
- For tips on how to set up your **qwest.live.com** homepage, please go to visit **www.member.q.com** and reference the **Tips** link in the **Learn** section.
- Note: the **qwest.live.com** homepage, does not work with a Safari browser.

- **Bing™ Search by Microsoft.**

Introducing Bing, the new decision engine that helps you overcome search overload and quickly make more informed choices.



Use the search box in the mail header to search for messages in your inbox or the Internet.



- With **Windows Live Hotmail**, your e-mail is within reach anywhere there's a Web browser. And it's faster, more powerful, and more secure than Hotmail® has ever been before.
 - Up to 11 e-mail accounts.
 - As much storage as you should ever need.
 - Advanced SPAM filters that help prevent unwanted messages from getting to your inbox.
 - **Color coding for safety:** Red and yellow highlights at the top of your e-mail messages alert you to suspicious e-mails.
 - **Virus scanning:** Virus scanning of attachments to e-mail helps protect your computer.
 - **Drag and drop:** Easily organize your messages by creating folders and dragging and dropping messages between them.
 - Easily reset your password, add new accounts to your subscription, update your profile, and more using the **Manage your Accounts** links in the **Windows Live Member Center (www.member.q.com)**.
 - Two easy ways to access your e-mail in-box:
 - Sign in to your **www.qwest.live.com** homepage and view your inbox using the **mail gadget**. Click the **Inbox** link to go to your inbox or click on any message to go directly to that message.
 - Go to **http://mail.live.com** and sign in using your e-mail address (**Windows Live ID**) and password.

- **Windows Live™ Messenger** helps you connect and share instantly with your family and friends. It's the perfect way to share secrets, finalize plans for a big night out, or visit with loved ones across town or around the world.



- Go to **www.member.q.com** and click **Windows Live** under the **Learn** section. Then click on **Messenger** to see a demonstration.



- Launch messenger by clicking the **Windows Live Messenger** feature under the **Start Menu**.

• Family Safety Settings



- Helps protect your family online with age-based guidance from experts at the American Academy of Pediatrics.
- Filter Web content and monitor activity reports to stay informed about how your children are browsing the Web.
- Create “allow” lists to help prevent your children from crossing paths with unknown contacts when using **Windows Lives Spaces, Messenger, or Hotmail®**.
- Go to **www.member.q.com** and click on the **Family Safety** link under the **Downloads** section to download the **Family Safety Settings**.
- When **Family Safety** is running, the  icon appears in the lower-right-hand side of your screen, where the time and other icons appear. (This is called the “notification area” of your computer.)



Note: Family Safety software must be installed on each computer your children use. If software is not installed, the safety settings cannot be enforced.

- **Windows Live Photo Gallery:** Import, edit, and share your photos in a snap.



- Move photos and videos straight from your digital camera onto your computer—no need to install any special camera software.
- Download entire photo albums at high resolution to save or have printed at your favorite photo site, including Kodak, Fujifilm, Shutterfly, and many more.
- To access Photo Gallery visit **<http://photogallery.live.com>** or go to **www.member.q.com** and click on the Photo Gallery to download the Photo Gallery.
- After downloading Photo Gallery, you can access it through the icon that appears in the lower-right-hand side of your screen, where the time and other icons appear. (This is called the “notification area” of your computer.)



- **Windows Live Writer:** Compose your blog offline, then publish your entry to one or multiple blogging sites with just a few clicks. It's easy to bring your posts to life with photos, video, music, maps, emoticons, and more—and Writer lets you preview your blog before you publish, so you can make sure you've got your story straight.



- To access Writer visit **<http://writer.live.com>** or go to **www.member.q.com** and click on the **Writer** link under the **Downloads** section to download the Writer.

- After downloading Writer, you can access it through the icon that appears in the lower-right-hand side of your screen, where the time and other icons appear. (This is called the “notification area” of your computer.)



- **Windows Live Mail (Desktop Mail):**



- With Windows Live Mail, you can access multiple e-mail accounts in one place. The clean design, similar to the familiar features of Microsoft Office Outlook®, speeds you through common tasks with ease.
- Install Windows Live Mail by visiting the **www.member.q.com**. Visit the Windows Live Mail link in the Downloads section.



- Once Windows Live Mail is installed, you can access your mail through your desktop. If you are not connected to the Internet, you can still read, delete, and write e-mail messages that will be sent when you're reconnected to the Web.

- **Windows Live Member Center:**

- Your one-stop shop for information on Windows Live, including informative demos and links to download most of the services.
- Help completing many tasks, including password resets and adding e-mail accounts.
- Get your Frequently Asked Questions answered by using the **Windows Live™ from Qwest FAQs** link in the Learn section of the Windows Live Member Center (**www.member.q.com**).



- Additional Helpful Links: Use your **Windows Live ID** (e.g. username@q.com) to login or when downloading applications.

Homepage for Windows Live™ from Qwest	http://qwest.live.com
Hotmail® 	http://mail.live.com or http://hotmail.com
Contacts	http://contacts.live.com or click the Contacts button in your Windows Live™ from Qwest e-mail account.
Calendar 	http://calendar.live.com or click the Calendar button in your Windows Live™ from Qwest e-mail account.
Personal Webpage	http://spaces.live.com
Download Family Safety Settings 	www.member.q.com . Visit the Downloads section.
Download Windows Live Messenger 	www.member.q.com . Visit the Downloads section.
Download Desktop Mail 	www.member.q.com . Visit the Downloads section.
Download Live Writer (Blogging Tool) 	www.member.q.com . Visit the Downloads section.
Self-help troubleshooting tips for the services listed in this table	https://support.live.com

- To see demos that highlight the features of Windows Live and to read FAQs about Windows Live, visit the Member Center (**www.member.q.com**).

Additional Services with Qwest High-Speed Internet

- **Online Payments/My Account Updates** — To make updates to your Qwest account information or to pay a bill online, visit <https://myaccount.qwest.com>.
- **Speed Upgrades** — To increase your Internet speed, please visit www.qwest.com or contact Qwest Sales: **1 800-475-7526**.
- **Modem Upgrades** — To upgrade your modem, please visit www.qwest.com or contact Qwest Sales: **1 800-475-7526**.
- **Filters** — If you add new equipment (such as telephones, answering machines, caller ID boxes, satellite TV receivers, TiVo boxes, Xboxes, fax machines, alarm systems, or automatic water meters) that shares the same telephone line (same telephone number) as your Qwest High-Speed Internet service, you must install a filter between the equipment and the wall jack.
If you need to request additional filters, contact Qwest Sales: **1 800-475-7526**.
To replace existing filters, contact technical support: **1 888-777-9569**.
- **Wall-Mount Filters** — If you need to request additional wall-mount filters to work with a wall-mounted telephone, you can order them online at <http://www.qwest.com/internethelp/wallmount/index.html>.
- **Moving** — If you are moving and need to move your Qwest High-Speed Internet service to a new address, you can update your account online, request a FREE movers kit, and reference the Move Planner, a comprehensive pre-move checklist that will help you organize your move-related tasks available at <http://qwest.moving.com> or you can contact: **1 866-413-MOVE**.



E-mail Set-up and Instructions

- There are different types of e-mail accounts that are available with your Qwest High-Speed Internet service:
 - **Windows Live** – E-mail for residential customers that is set up during the modem installation process. The e-mail address will end in **@q.com**. New customers can also link their account to an existing **@msn.com**, **@hotmail.com**, or **@live.com** e-mail address.
 - **Other Internet Service Providers (ISPs)**– For help with an e-mail service that is provided by an Internet Service Provider (ISP) not listed above, you need to contact your ISP.
- Creating a Qwest e-mail address (also your Windows Live ID)
 - Up to 11 Qwest (@q.com) e-mail addresses are included with your Internet service. Follow the on-screen instructions that are part of the installation process to set up your e-mail account address and password.
 - If you did not get a Qwest e-mail address during the installation process, go to **http://connect.qwest.com** and follow the steps to create your primary e-mail account and to download the Windows Live applications.
- E-mail Tutorial
Go to **http://www.qwest.com/internethelp/email/** and click on the e-mail tutorial that provides step-by-step directions with screenshots and videos on how to:
 - Set up your first Qwest e-mail account
 - Set up an e-mail client, including Outlook 2003, Outlook 2007, Windows Live Mail, Windows Mail, and Mail (for Mac)
 - Manage e-mail accounts
- Additional e-mail help and troubleshooting can be found on **www.qwhelp.com** or on **www.member.q.com**.

- **E-mail Account Management** — You can add, remove, or change the settings for each e-mail account (up to 11 accounts) by going to the Member Center website at www.member.q.com and clicking on the **E-mail Accounts** link.
 - Visit <http://www.qwest.com/internethelp/windowslive/> to find step-by-step instructions on how to:
 - Add a new member account (sub account) with an existing Qwest or Hotmail® e-mail address.
 - Add a new member account (sub account) with a new Qwest e-mail address.
 - Remove an account (sub account).
 - Reset a password.
- **Desktop Application Setup** — To set up a desktop e-mail client application (such as Outlook® or Windows Live Mail Desktop) to send and receive e-mails with your Qwest or MSN® e-mail address, visit <http://www.qwest.com/internethelp/email/> for step-by-step instructions.



Wireless Instructions

If you have a wireless modem, wireless instructions will be included with your modem. The wireless instructions can also be found online for your modem at:

<http://www.qwest.com/internethelp/modems/>

Your wireless network name (SSID) and key/passphrase can be found on the sticker on the back or bottom of your modem. You can write these down as part of your Customer Information on page 2.

If you would like to upgrade to a wireless modem, please visit **www.qwest.com** or call Qwest Sales: **1 800-475-7526**.

Go to **<http://www.qwest.com/internethelp/networking/wireless/>** for additional wireless instructions, including:

- Wireless Tutorial - An interactive tutorial to guide you through setting up your wireless connection with step-by-step directions, screenshots, and videos.
- Wireless setup instructions for specific computer operating systems

Basic Troubleshooting Steps

If you are experiencing issues with your Internet connection, you can follow some of these basic troubleshooting steps. In the chart below, find the symptom that you are currently experiencing and follow the suggestions provided.

Static on phone line	<ol style="list-style-type: none">1. Ensure filters are installed properly on all telephone devices that share the same line (same telephone number) as your Qwest High-Speed Internet service.<ol style="list-style-type: none">a. This includes telephones, answering machines, caller ID boxes, satellite TV receivers, TiVo boxes, Xboxes, fax machines, alarm systems, and automatic water meters.b. Please note: NO, single-port filter should be placed between your modem and the wall jack. Some modems do use a wall-jack splitter in order to share a wall jack between the modem and a phone. The wall-jack splitter has two ports; one port labeled "To Modem" or "DSL/HPNA," which is unfiltered for the modem; and another port labeled "Phone," which is filtered for a telephone.c. To review proper setup of filters, see:<ul style="list-style-type: none">• The Installation Guide included with your modem. The Installation Guide is also available online at http://www.qwest.com/internethelp/modems by clicking on the Basic Setup link for your modem.• View the Filter Installation Tutorial available at http://www.qwest.com/internethelp/modems  <p>The image shows three types of telephone filters. On the left is a yellow single-port filter. In the center is a yellow wall-mount filter. On the right is a white wall-jack splitter with two ports.</p>
Slow Internet Connection	<ol style="list-style-type: none">1. Unplug your modem from the power outlet, wait 10 seconds, then plug your modem back in.2. Check the phones in your home that are on the same phone line as your DSL service (have the same phone number). If there is static on the line, refer to the Static on the Phone Line issue above.3. If you are using a wireless connection, connect directly to the modem using an Ethernet cord.4. If you have multiple computers accessing the Internet, it could be that one computer is using most of the bandwidth (playing online computer games or watching movies).5. Plug your modem directly into your computer, removing all secondary devices such as routers and/or splitters.6. Clear your Internet temporary files, cache, and history.<ol style="list-style-type: none">a. To do this in Internet Explorer: Click on the Tools menu and select Internet Options.b. Under the General tab clear your Internet cache by clicking on Delete under Browsing History. On the pop up, click on the Delete All button to delete all temporary Internet files, cookies, history, form data, and passwords (IE7).c. Close the window.d. Click OK.

<p>All of the modem LED lights are off</p>	<ol style="list-style-type: none"> 1. Verify that the power cord is plugged into the modem and the wall outlet. 2. Test the power outlet that the modem is plugged into. Plug a lamp or other electronic device that you know is working into the outlet to confirm that the outlet has power. 3. Unplug your modem from the power outlet, wait 10 seconds, then plug your modem back in. 4. Check the back of your modem for a power button. Some modem models—specifically the Motorola 3347—have power buttons. If your modem has a power button, confirm that it is switched to “ON.”
<p>Power light on modem is red</p>	<ol style="list-style-type: none"> 1. Unplug your modem from the power outlet, wait 10 seconds, then plug your modem back in. 2. Wait at least one minute. Some modems take longer for the power light to turn green.
<p>DSL light on modem is flashing</p>	<ol style="list-style-type: none"> 1. Make sure today's date is beyond the service activation date listed on the activation letter that came with your modem. 2. Check that the phone cord is plugged directly into the port labeled LINE on your modem. 3. Check that the phone cord from your modem is plugged directly into a working telephone wall jack. If your modem came with a two-port wall jack splitter, try removing the splitter and plugging the phone cord from the modem directly into the telephone wall jack. 4. Try a different telephone wall jack. 5. Unplug your modem from the power outlet, wait 10 seconds, then plug your modem back in. 6. Make sure you have installed a filter on any telephone device that is on the same phone line (same phone number) as your Qwest High-Speed Internet service. Devices that must have a filter could include telephones, answering machines, caller ID boxes, satellite TV receivers, TiVo boxes, fax machines, alarm systems, and automatic water meters. You MUST disconnect any device that does not have a filter. For additional help, view the Filter Installation Tutorial available at http://www.qwest.com/internethelp/modems 7. Check if there is a network issue affecting your area by calling 1-888-777-9569. A recorded message will confirm any network issues and you will be able to request a telephone notification once the issue has been resolved.
<p>Internet light on modem is red, amber or off</p>	<ol style="list-style-type: none"> 1. Verify that all cables are connected securely on both ends (including the Ethernet cord, phone cord and power cord). 2. Unplug your modem from the power outlet, wait 10 seconds, then plug your modem back in. 3. Check if there is a network issue affecting your area by calling 1-888-777-9569. A recorded message will confirm any network issues and you will be able to request a telephone notification once the issue has been resolved.

Frequently Asked Questions (FAQs)

A full list of FAQs can be found at the following locations online:

- Top Help Questions are available on the Qwest Internet Help Website — www.qwhelp.com.
- Windows Live FAQs are available on the Member Center Website — www.member.q.com.

Q. How do I connect a second computer to my modem?

- A- Once you have configured your modem for the first time, you can connect a second computer to the modem through:
- An Ethernet cable connection – if additional Ethernet ports are available on the back of your modem.
 - A wireless connection – if you have a wireless modem, follow the wireless instructions included with your modem. Additional instructions are also available online at <http://www.qwest.com/internethelp/modems> by clicking on the **Basic Setup** link for your modem.
- A- To install the software included with your Qwest High-Speed Internet service, run the Installation CD on the second computer or go to <http://go.qwest.com/addcomputer>.

Q. What do I do if I forget my Windows Live ID e-mail password?

- A- You can reset your password through the Member Center website (www.member.q.com) and click on the **Forgot your password?** link. This link will lead you through the process to create a new password.

Q. Will my alarm system be affected by my new service?

- A- If you have a security alarm system that can automatically contact your security company using the same telephone line (same telephone number) as your Qwest High-Speed Internet service, please contact your security company and ask for the proper way to filter the phone line connected to the alarm system.

Q. Where can I find additional information about my modem?

- A- Additional information about your modem can be found online at: <http://www.qwest.com/internethelp/modems/>

Glossary—Common Internet Vocabulary

Address Bar — The space on the Web browser screen where the current Website address is displayed; also, the place where you may type the address of the Website you wish to access.

Antivirus Software — Programs to detect and remove computer viruses.

Broadband — A type of high-speed data transmission in which the bandwidth is shared by more than one simultaneous signal.

Browser — A software program that allows you to explore the Internet in an easy-to-use way. Navigating the Internet through a series of links, you are able to “browse” the Internet.

Cache — High-speed data storage mechanism.

Cookie — A small piece of information/data that a Web server can store temporarily with your Web browser to “remember” you.

Download — To transfer data or programs from a server or host computer to one’s own computer or digital device.

DSL (Digital Subscriber Line) — A technology that allows high-speed transmission of text, audio, and video, usually over standard telephone lines; a form of broadband transmission.

Ethernet — A local-area network protocol featuring a bus topology at 10/100 (and sometimes 1000) megabits per second data transfer rate.

Firewall — Any of a number of security schemes that prevent unauthorized users from gaining access to a computer network or that monitor transfers of information to and from the network.

Home Page or **Homepage** — The initial page of a site on the World Wide Web; or, a Web page you assign to appear upon initial launch of your Web browser.

Internet — Also known as the Net or the Web, the Internet is the huge network connecting computers all over the world.

Instant Messaging (IM) — A computer application that allows for communications in real time; a live chat and e-mail service.

Glossary—continued

ISP (Internet Service Provider) — A company that provides Internet services such as e-mail and Web hosting.

Member ID — A unique name chosen during registration that is used to sign in to an account.

Network — A system of computers interconnected by telephone wires or other means in order to share information.

Plug-in — An accessory software program that extends the capabilities of an existing application.

POP3 e-mail — POP is short for Post Office Protocol and is useful for computers (e.g. mobile or home computers) without a permanent network connection, that require a “post office” (the POP server) to hold their mail until they can retrieve it.

Power Cycle — Unplugging the modem from its power source (outlet) for approximately 10 seconds and then plugging it back in.

Spam — A disruptive, especially commercial message posted on a computer network or sent as e-mail.

Sub Account — An additional e-mail address.

Upload — To transfer (software, data, character sets, etc.) from a smaller to a larger computer.

URL (Universal Resource Locator) — A global electronic address for documents and Websites on the World Wide Web.

USB (Universal Serial Bus) — A standard for connection sockets on computers and other electronic equipment.

Virus — A software program capable of reproducing itself and usually capable of causing great harm to files or other programs on the same computer.

Need additional help?
1 888.777.9569
qwest.com/internethelp

