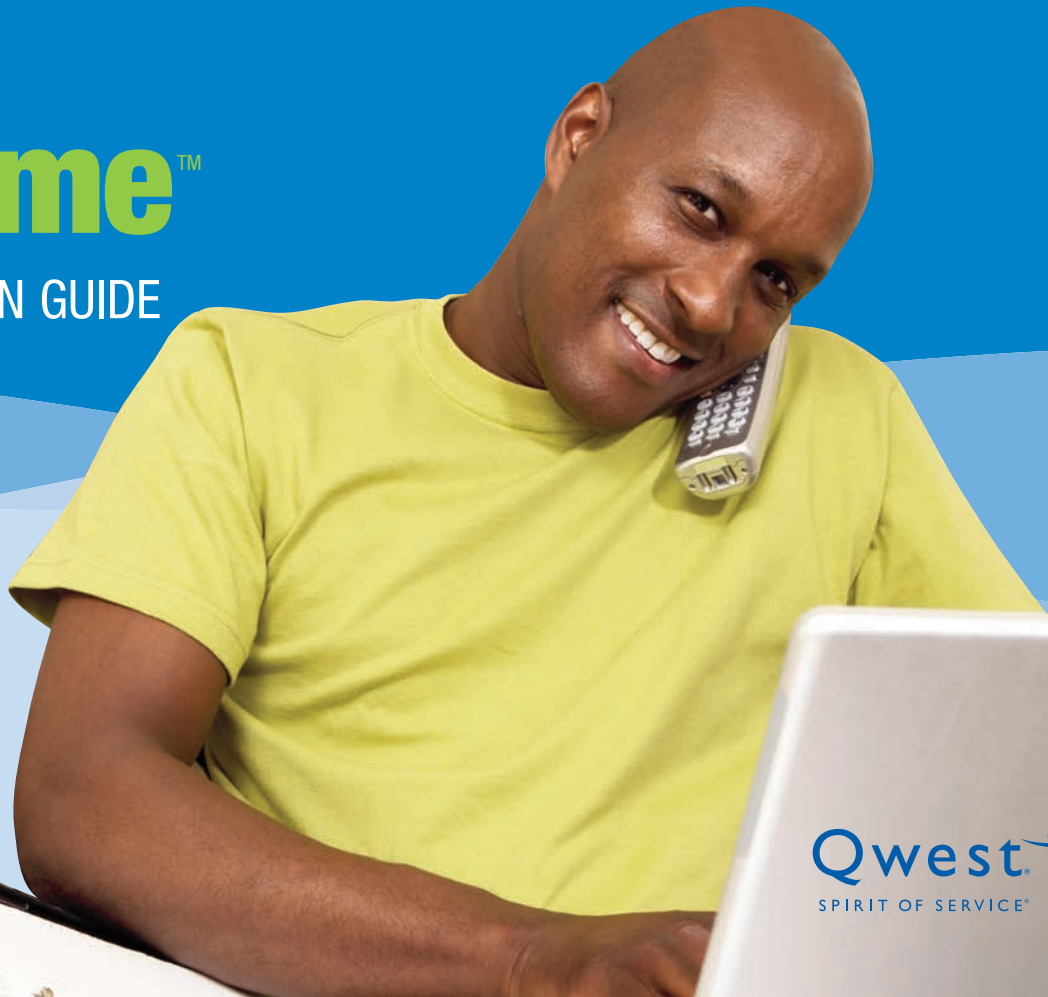


qHome™

INSTRUCTION GUIDE



Qwest 
SPIRIT OF SERVICE®

Welcome to qHome!


The new qHome™ service from Qwest adds more fun and functionality to your Windows Live™ online experience. In addition to bringing all of the content you're interested in together on one screen, now you can see who's calling you, place a call, manage your contact list, review your voice messages along with your e-mail — all from your computer. Set preferences however you like. Add more “gadgets” and move things around. You'll wonder how you ever lived without qHome.

And, when you're away from home — at work or on vacation — you can log in from another computer and view your home phone activity, listen to and manage your home voice mail, access your contact list and more. (See back page for restrictions.)

Best of all, qHome is available at no additional charge with Qwest Choice® Home and Qwest® Broadband with Windows Live.*

Let's get started:

 Windows Live - Microsoft Internet Explorer provided by Qwest

 <http://qwest.live.com>

- Using Internet Explorer 6 or higher, go to <http://qwest.live.com>.
 - Sign in with your Windows Live user ID and password. This is the same e-mail address and/or user ID you use for your Windows Live Hotmail® or Windows Live Messenger accounts.
- If you don't already have a Windows Live ID, use the link provided to sign up.

qHome System Requirements

- Qwest Choice Home and Qwest Broadband with Windows Live™*
- Windows® XP Service Pack 2 (SP2) or Windows Vista® operating system
- Internet Explorer® version 6 or higher
- A Windows Live user ID and password (msn.com or hotmail.com e-mail address, or Windows Live ID)

Find upgrades at the Qwest member center: www.member.q.com

qHome Recommended System Requirements:

- Qwest Connect® Silver with 1.5 Mbps DSL minimum, Qwest Connect® Platinum up to 7 Mbps DSL recommended.
- Computer with 1 GHz CPU or higher
- Minimum 500 Mb RAM, 750 Mb or more recommended

* Voice Mail and Caller ID required for full qHome functionality.



The qHome™ Homepage

The diagram below is an example of the start-up qHome screen. The page is divided into sections called “gadgets.” Drag the gadgets into any order, Customize them, or delete (X) them from the screen whenever you want.

The qHome tab

The next time you sign in to Windows Live after ordering qHome, you'll notice a new tab at the top. Click the regular Home tab to go to the main Windows Live page.


qMessaging Gadget

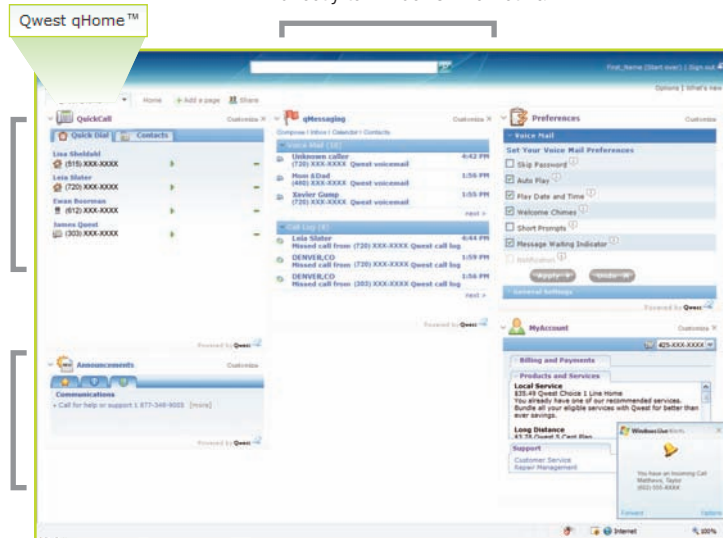
The real powerhouse of qHome! See who's calling your home phone, and if they've left a message. Listen to and manage Voice Mail messages from your computer. View a snapshot of the 10 most recent Voice Mail or call logs. Clicking any item takes you directly to Windows Live Hotmail.

QuickCall Gadget

Conveniently gathers contacts from your Windows Live services into one place. Choose a contact and use your computer to initiate a call on your home phone line.

Announcements Gadget

This section is regularly updated to give you current news about qHome and Windows Live. Click the  tab for handy tips and ideas about using qHome.



Preferences Gadget

Specify how incoming calls and call detail are handled, and adjust the functions of your home Voice Mail service and other select Qwest calling features.

MyAccount Gadget

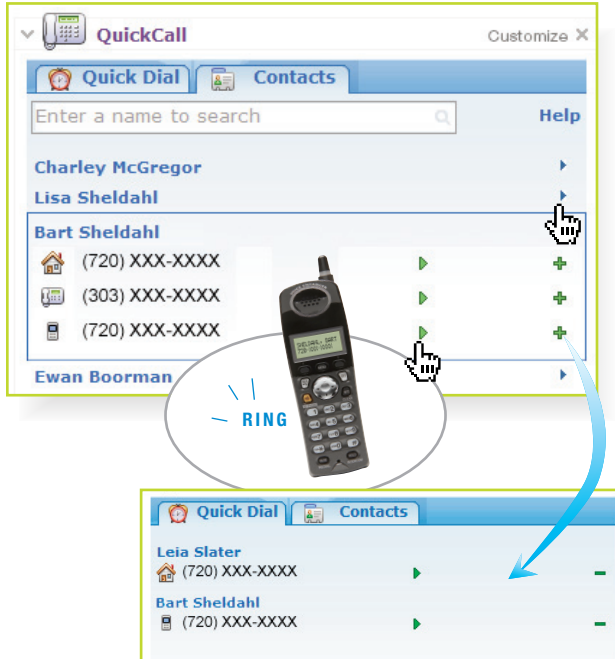
Provides the current status of your Qwest account and links to customer service, and more.

Incoming Call Pop-Up

Handy visual alert whenever you receive a call, e-mail or Voice Mail message.

QuickCall Gadget:

- Automatically collects all of your contacts from Windows Live Hotmail and Messenger into one convenient place
- Places phone calls from your home phone to those on your Contact list
- Create Quick Dial contacts for speed dialing those you call most often



Whenever you log in to your qHome page, the QuickCall gadget will collect all of the contacts from your Windows Live Hotmail and Messenger accounts.

To place a phone call from your home phone via qHome

- Scroll down or use the Search box to find the person you want to call.
- Click the blue arrow ► to bring up a list of the person's phone numbers. Icons next to each number indicate what type of number it is.
- Click the green arrow ► next to the number you want to call. You'll see a status message that says "Placing Call..."
- Your home phone will ring. Pick it up and dial 1 when instructed to place the call. If you initiated this call by mistake, simply hang up.

Create a Quick Dial List for contacts you call often

- From detail list, click the + to add that number to the Quick Dial tab.
- To place a call from the Quick Dial list, simply click on a phone number.
- Click the minus - symbol to remove a name from the list.

HINTS: To place calls in qHome, you must first build a list of contacts in your Windows Live Hotmail or Messenger application. Then, qHome will bring those contacts into the Contacts tab, and update them each time you log in. Make sure each contact has a phone number associated with it in order to use the calling feature in qHome.

qMessaging Gadget:

- Monitor all of the calling activity on your home phone from your computer, no matter where you are
- See who has left a Voice Mail message and listen to it on your computer
- View a snapshot of the 10 most recent e-mails in your Windows Live Hotmail inbox, and link to them

The screenshot shows the qMessaging gadget interface. At the top, there is a red flag icon, the text "qMessaging", and a "Customize X" link. Below this are navigation links: "Compose | Inbox | Calendar | Contacts". The main content is divided into two sections: "Voice Mail (10)" and "Call Log (8)".

Voice Mail (10)

Unknown caller (720) XXX-XXXX Qwest voicemail	4:42 PM
Mom & Dad (480) XXX-XXXX Qwest voicemail	1:56 PM
Xavier Gump (720) XXX-XXXX Qwest voicemail	1:55 PM

next >

Call Log (8)

Leia Slater Missed call from (720) XXX-XXXX Qwest call log	4:44 PM
DENVER,CO Missed call from (720) XXX-XXXX Qwest call log	1:59 PM
DENVER,CO Missed call from (303) XXX-XXXX Qwest call log	1:56 PM

next >

Powered by Qwest

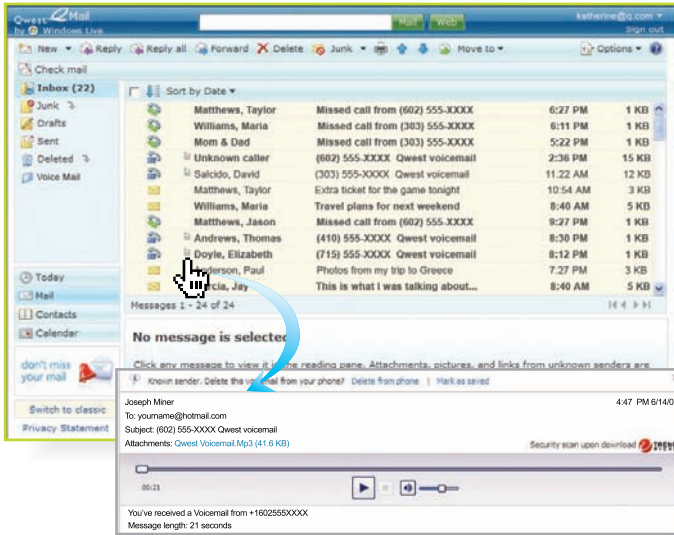
Voice Mails

- The Voice Mail tab shows a log of the 10 most recent messages that have been left on your home phone. Voice messages you have not heard yet are shown in **bold** type.
- An audio copy of the message is sent as an attachment to your primary Hotmail or MSN® mailbox. Click on any message and go directly to your Windows Live Hotmail to listen to it.




Qwest Call Logs

- View Caller ID information for calls received on your home phone line.
- If the caller's number matches one in your contact list, the name will also match how you've named it, for instance "Mom & Dad."
- At this time, names in your call log cannot be moved to Contacts.
- If you would rather not receive Call Log events in e-mail, go to the Preferences gadget and turn off Call Detail.


HINT: Click any item in the qMessaging Gadget to automatically open your Windows Live Hotmail e-mail window. If you prefer, you can go directly to Windows Live Mail at www.mail.live.com



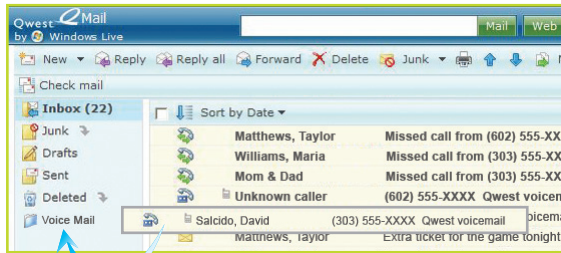
To listen to your Voice Mail on your computer

- When a message is left on your home phone, an audio copy of the message is sent as an attachment to your Windows Live Hotmail inbox.
- Voice Mail messages you have not heard yet are shown in bold type.
- Click on the message you want to hear.
- qHome will automatically open your Windows Live Hotmail e-mail window.
- Unheard voice messages are **bold**, with a phone/recorder icon.  Urgent messages are highlighted with a red ! symbol. Click on the e-mail, or on the handset icon  to open a playback screen.
- Click the Play  button. Make sure your speakers are on.
- To rewind or fast-forward, drag the progress button along the line.
- Control the volume with the speaker slider.

After listening, you have several options:

- Choose **Delete from phone** to erase the message from your phone only. The voice message will remain in your e-mail as a read message. The handset icon changes to a paper clip  to show the message has been read.
- Choose **Mark as saved** to save the message on your phone and in e-mail.
- Delete the e-mail entirely to remove the message from both places.
- Once you have listened to a voice message in your e-mail, it will remove the message waiting indication (interrupted dial tone) from your home phone.

HINT: Treat your voice messages just like e-mail! Create Hotmail folders to organize your messages, save them on your computer, and forward them to others so they can hear the details firsthand!



Preferences Gadget:

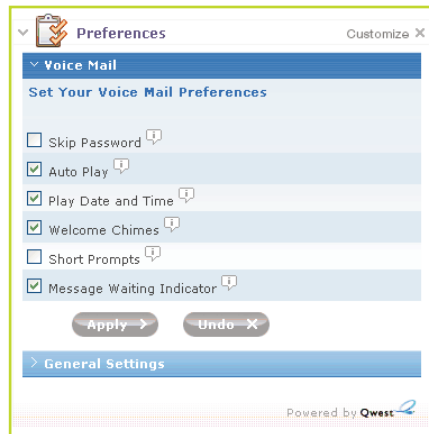
- Customize the features of your Voice Mail service
- Set up message notifications and Group Distribution lists online

Voice Mail Preferences

The Voice Mail tab lets you modify how your Voice Mail service works on your home phone. See illustration on the right for programmable options. All of the features shown are “Off” when you first get your service. When you change an option, you’ll see a message that says “Changes Pending...” Choose Apply to complete your choice, or Undo if you change your mind.

- Skip Password takes you directly to your messages, without entering a password first. You can only skip your password when you’re calling to check messages from your home phone.
- Auto Play starts playing messages immediately, without requiring you to press 1 to listen.
- Play Date & Time announces when each message is received.
- Welcome Chimes is the “ding-dong” that callers hear when they reach your Voice Mail.
- Short Prompts lets you shorten the instructions Voice Mail gives you.
- Message Waiting Indicator plays the “interrupted” dial tone when you have a message.

Refer to your Voice Mail user guide for more information about these features.



Preferences Gadget:

- Turn Incoming Call Pop-ups and Call Detail on and off
- Customize your other Qwest calling features

General Settings Preferences

Incoming Call Pop Up

Display a pop-up on your computer when you have an incoming call on your home phone! You also need to have Windows Live Messenger open to use this handy feature. Note: you cannot answer the call on your computer. You will need to pick up the phone. Also alerts you to new e-mail and Voice Mail messages.

Call Details

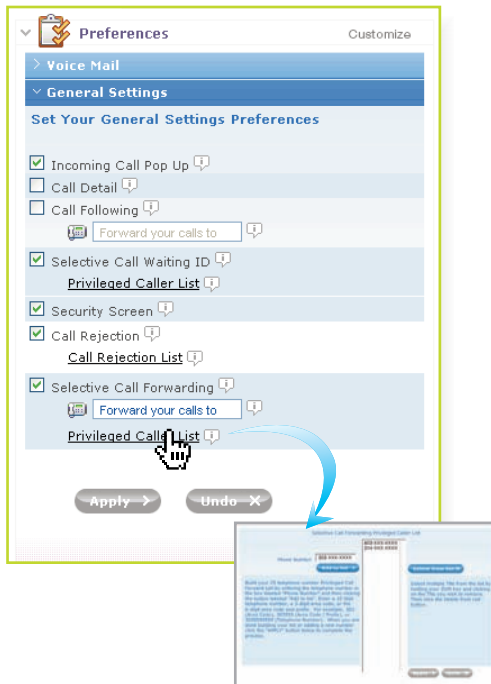
This option sends a record of each incoming and outgoing call to your Windows Live Mail account, where you can file calls by name, date and subject, just like e-mail.

General Settings for other Qwest features

Conveniently manage up to five popular calling features through your computer. Set up your call forwarding numbers, manage your privileged caller lists and more.

To build a caller list, click to bring up a window where you can easily type in and edit a list of telephone numbers for your feature. Make sure to click the Add to List or Delete from List buttons, then the Apply button at the bottom to finish building your list.

HINT: Remember, anytime you change an option, you'll see a message that says "Changes Pending..." Choose Apply to complete your choice, or Undo if you change your mind.

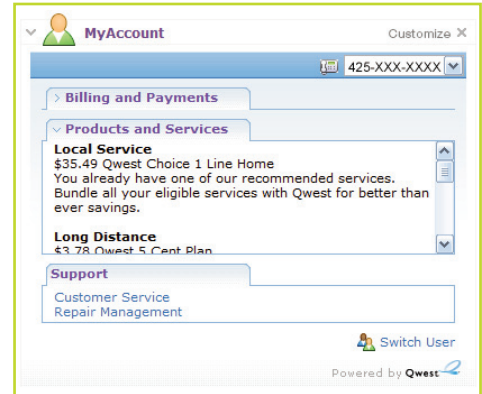


MyAccount Gadget:

- A convenient overview of your Qwest billing summary
- Quick links to MyAccount on qwest.com, customer service and repair

Using MyAccount

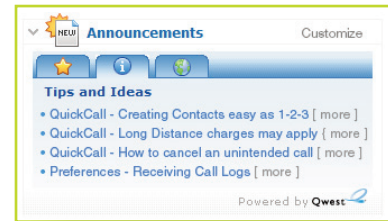
- The first time you log in to qHome, the MyAccount gadget will ask for your user name and password. This is not the same password as your qHome log-in! If you don't already have a Qwest® MyAccount user name and password, you'll need to go to www.qwest.com/myaccount to create an account first.
- Once you're logged in, qHome will retrieve the billing information associated with your primary home phone line.
- To manage your account online, click [More] under Products and Services to link to qwest.com and log in to MyAccount to pay your bill and more.
- Additional links for customer service and repair are shown under the Support heading.
- "Switch User" in the lower right corner lets you switch to another MyAccount number, or log off this gadget.



Announcements:

- At-a-glance news from Qwest about qHome
- Handy tips and ideas to learn more about qHome

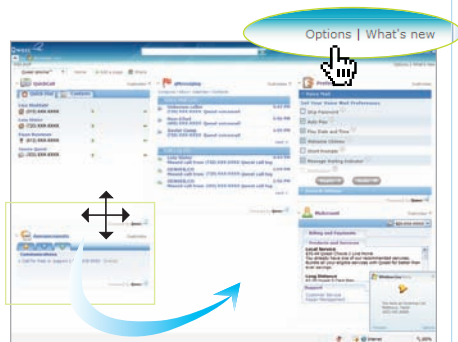
- The Announcements gadget gives you the most up-to-the-minute news about your qHome service, including help getting started, new features, and trouble reporting.
- This gadget can be moved around on your screen, but it cannot be deleted.




Customizing qHome™

Reorganizing your gadgets

- Click “Options” in the upper right corner of the screen to change the number of columns on the page and the background color.



- Move any gadget to a different part of the screen. Just position your cursor over the blank heading area of the gadget you want to move. When it's in the right place, the cursor will change to a Move icon . Click and hold, then drag and drop the gadget to its new location.

Delete a gadget

- It's easy to remove gadgets you don't use. Just click the X in the top right corner of the gadget you want to delete.



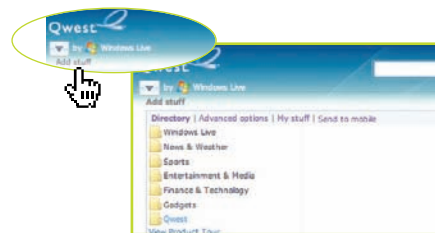
- Announcements gadget cannot be deleted.
- To restore gadgets, see “Add gadgets.”
- If you delete the qHome tab by mistake, go to <http://qwest.live.com/?addTemplate=QwestqHome> which will re-add the tab and gadget template.

Customize gadget headings

- If you'd like to rename the gadgets to something that makes more sense for you, click Customize to the right of the gadget heading.
- Pull down and choose “Rename”
- The heading will be highlighted. Type in your new heading name.
- Go back under Customize and choose Refresh to show the new name.
- If you remove, then re-add this gadget later, your edited name will revert to the default heading name.

Add gadgets

- To re-add a Qwest gadget that you've deleted, go to “Add Stuff” above the qHome tab. Pull down to the Qwest section and choose the gadget you want to restore.



- You can also add other gadgets to your qHome page — sports, weather, news, and lots more! Choose the gadget(s) that suit your interest, and click ADD. You can even add an “Add a Gadget” gadget!
- If a gadget you've added doesn't show up immediately, Refresh your screen, or log out and log back in to qHome.
- To completely re-load all the original qHome gadgets, choose Reset under the qHome tab. Warning: any customized settings will be lost.

qHome™ Troubleshooting

qHome tab or gadgets not visible

- Make sure you are logged in with the primary Windows Live account for your household.
- You must be using Windows Live and Internet Explorer 6 or higher to see all of the features.
- Your service may not be on yet. qHome should be available between 7 p.m. and 11 p.m. on the next business day after your order is placed.
- If you are accessing qHome from a computer other than your primary home computer, some of the settings may be different.

Contacts missing

- Choose Refresh under the Customize tab. If this doesn't work, refresh your browser or press **[Ctrl] [F5]**. Or, log out and in again.
- Only contacts with at least one phone number associated with them will show up in qHome.

Gadgets with no information

- Your session may have timed out. Click "Sign in" in the upper right corner and enter your log-in again.

Gadgets stop loading

- You need to upgrade to Windows Live and Internet Explorer 6 or higher. Find upgrades at <http://www.member.q.com>.

Incoming call pop-ups don't work

- In addition to qHome, you also need to be logged in to Windows Live Messenger with your primary Windows Live ID.
- Incoming Call Pop-Ups must be turned on and accepted with [Submit] in the Preferences gadget.

Information in one gadget out of sync with another gadget

- Choose Refresh under the Customize tab of the gadget that's out of sync, or refresh your browser if needed. Keep in mind that messages you delete over the phone will still be available online. Messages deleted via qHome are erased from both locations.
- You may have messages in Voice Mail that were there before qHome was activated.

Can't hear message

- Make sure speakers are turned on, or headphones plugged in and volume is high enough to hear.

For more help with qHome, call 1 800-247-7285

Service not available in all areas. Subject to applicable restrictions, tariffs and service agreements. Contact Qwest for details. **Qwest Choice® Home:** Feature availability varies by customer. **Qwest Broadband:** Speeds vary by location and actual speeds will fluctuate due to many factors. Requires compatible modem. Also requires acceptance of Microsoft's terms and conditions. **qHome™:** Requires Qwest Choice Home and Qwest Connect with Windows Live. Requires Windows® XP Service Pack 2 or Windows Vista operating system and Internet Explorer Version 6.0. Microsoft, Internet Explorer, Hotmail, MSN, Windows, the Windows logo, Windows Live, the Windows Live logo, Windows Vista and the Internet Explorer logo are trademarks of the Microsoft group of companies. All other trademarks are owned by Qwest.