



Tamaani Internet User Guide

©Tamaani Internet (KRG)
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Getting Started

Introduction

Welcome to Tamaani Internet! We hope that you will enjoy your new Internet service. The installation is very simple and in most cases it does not require the help of a technician. If you run into trouble during the installation, we are available to help Monday to Friday from 9am to 8pm at 1-888-TAMAANI (or 964-2158 in Kuujuaq).

The Start-up Kit

Your Internet start-up kit should contain the following items:







-  A NextNet wireless modem
-  A power supply for the NextNet wireless modem
-  A cable to plug the power supply into an electrical outlet
-  A cable to plug the NextNet wireless modem into you computer's Ethernet port.
-  An instruction sheet entitled *Installing the Wireless Modem* included by NextNet.
-  This Manual



Figure 1 These Items can be found in your NextNet box

Connecting the Modem

Please read through these instructions completely before following them step by step. The modem can be very easily installed by following these steps:

1. Pick up the wireless modem and rotate the attached base until it clicks into place. This will help the modem stay upright.
2. Connect the power supply cable to the power supply
3. Connect the power supply to the round plug at the base of the wireless modem
4. Plug the power supply into the wall. The modem should now turn on.
5. When the modem powers up, you will see some of the green lights at the top of the modem come on. This is the modem self-test sequence. The sequence takes a few seconds to complete. Once this is done, the modem will try to connect to the tower in your community.
6. After the self-test you should see a number of lights blinking on the modem. The number of blinking lights indicates the strength of the wireless signal. Rotate the

- modem until you get the most number of lights blinking to get the best possible signal. The modem will work properly and at full speed even if only one of the lights remains lit.
7. Make sure your computer is off and plug the Ethernet Cable from the modem to the computer's Ethernet port.
 8. Turn on your computer and wait for it to finish booting up. Once your computer is on, you should see the lights on the modem remain solidly lit.

After following these instructions, your Internet connection should be functional. If your computer still can not connect to the Internet, please refer to the troubleshooting section of this manual.








Configuring your Email

Account name and password

You should have received an account name and a password from your local agent or from Tamaani's technical support specialist. Generally, your account name will be the first part of your email address. Please keep your password private as anyone who knows your email address and your password can read or erase your email.



Email Parameters

There are several parameters required to configure an email client. Regardless of which email software package you use, all of them require this information to work:

-  Your email address (jdoe@tamaani.ca)
-  Your account name (jdoe)
-  Your password
-  The protocol used is either POP3 or IMAP. Both will work but we recommend IMAP
-  The POP3 or IMAP server is mail.tamaani.ca
-  The SMTP server is smtp.tamaani.ca
-  Some email software packages may require additional information.

Email software

There are many different types of email software packages available. Tamaani Internet supports the following email software packages:

-  Outlook Express 6
-  Netscape 7.2

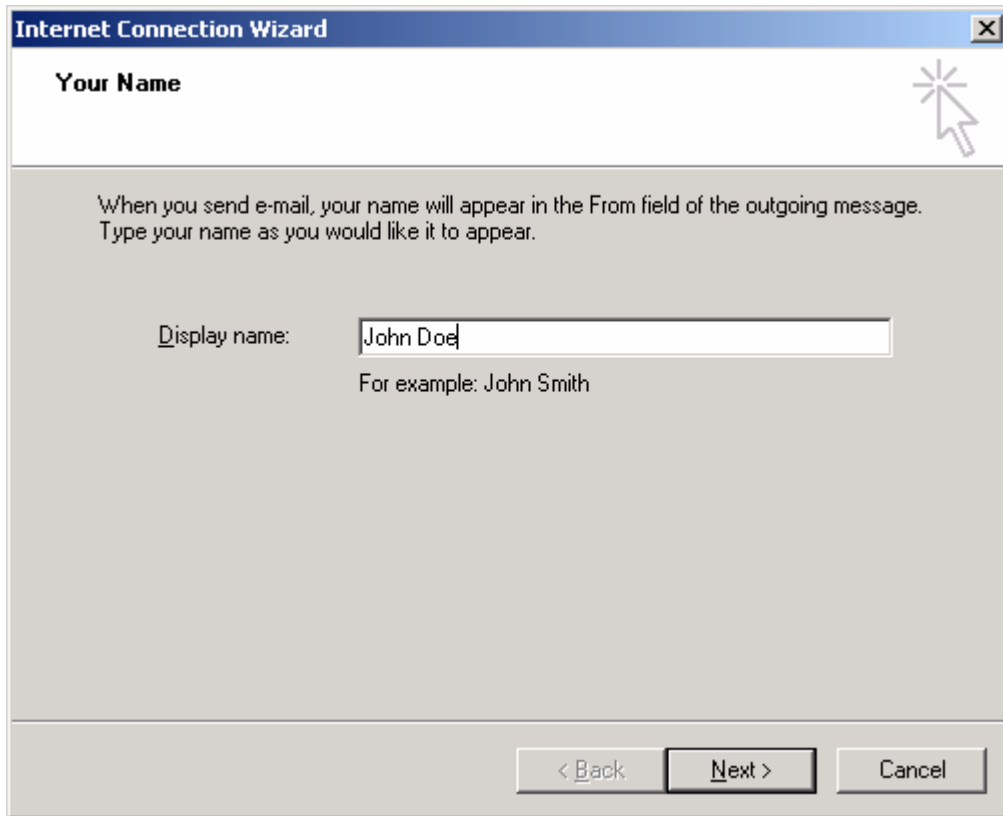
If you use a different email software package, we may or may not be able to provide you with technical support for your email.

Outlook Express 6

If you have never used Outlook express, the Internet Wizard will launch when you first start it. Simply follow the instructions to configure your email.

The Outlook Express Wizard

1. Enter your real name



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard". The window has a blue title bar with a close button (X) in the top right corner. Below the title bar, the text "Your Name" is displayed in a bold font. To the right of this text is a small icon of a hand pointing at a star. Below this, a message reads: "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear." Below the message is a text input field with the label "Display name:" to its left. The input field contains the text "John Doe". Below the input field, the text "For example: John Smith" is displayed. At the bottom of the dialog box, there are three buttons: "< Back", "Next >", and "Cancel".

Internet Connection Wizard

Your Name

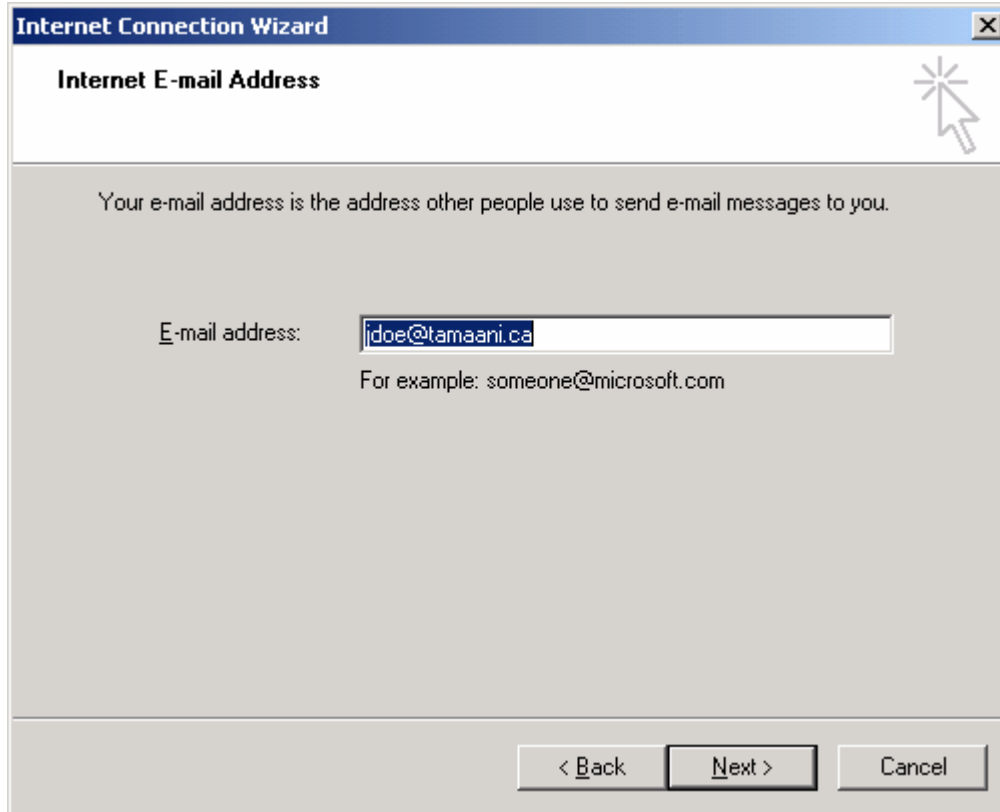
When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.

Display name:

For example: John Smith

< Back Next > Cancel

2. Enter your new email address:



The screenshot shows a Windows-style dialog box titled "Internet Connection Wizard". The subtitle is "Internet E-mail Address". Below the subtitle, there is a text box for the email address. The text box contains "jdoe@tamaani.ca". Below the text box, there is a hint: "For example: someone@microsoft.com". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

Internet Connection Wizard

Internet E-mail Address

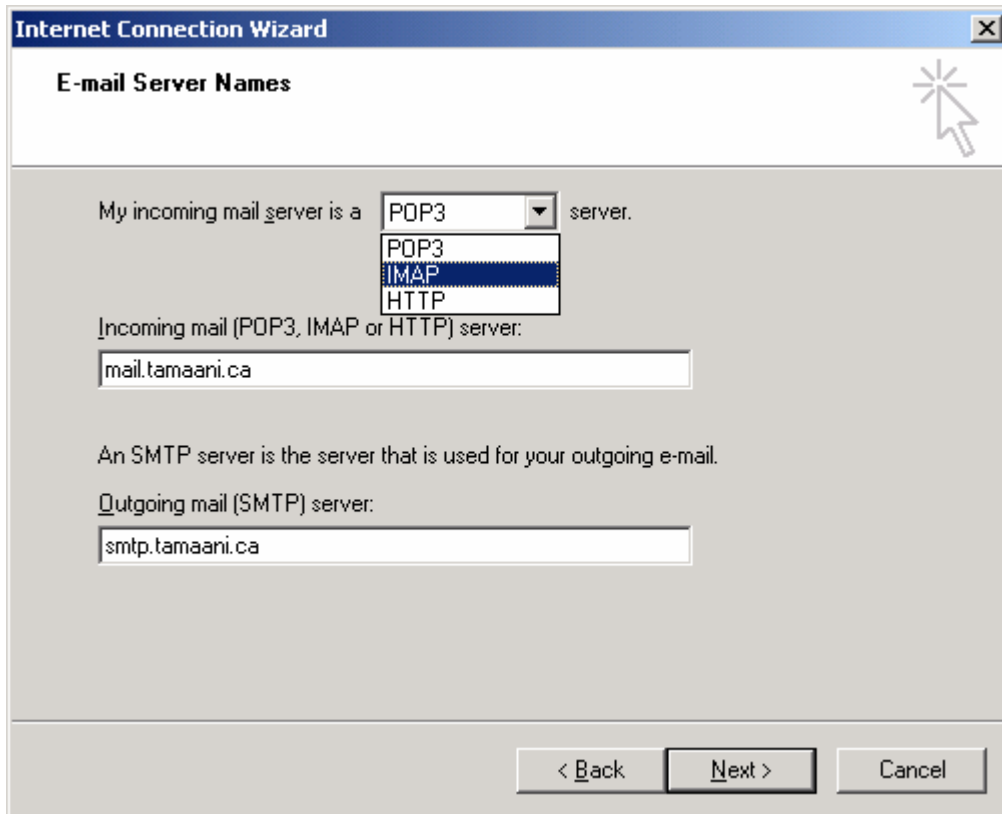
Your e-mail address is the address other people use to send e-mail messages to you.

E-mail address:

For example: someone@microsoft.com

< Back Next > Cancel

3. Select IMAP (recommended) or POP3 as the incoming mail server. Enter mail.tamaani.ca for the Incoming server and smtp.tamaani.ca as the outgoing server.



Internet Connection Wizard

E-mail Server Names

My incoming mail server is a **POP3** server.

POP3
IMAP
HTTP

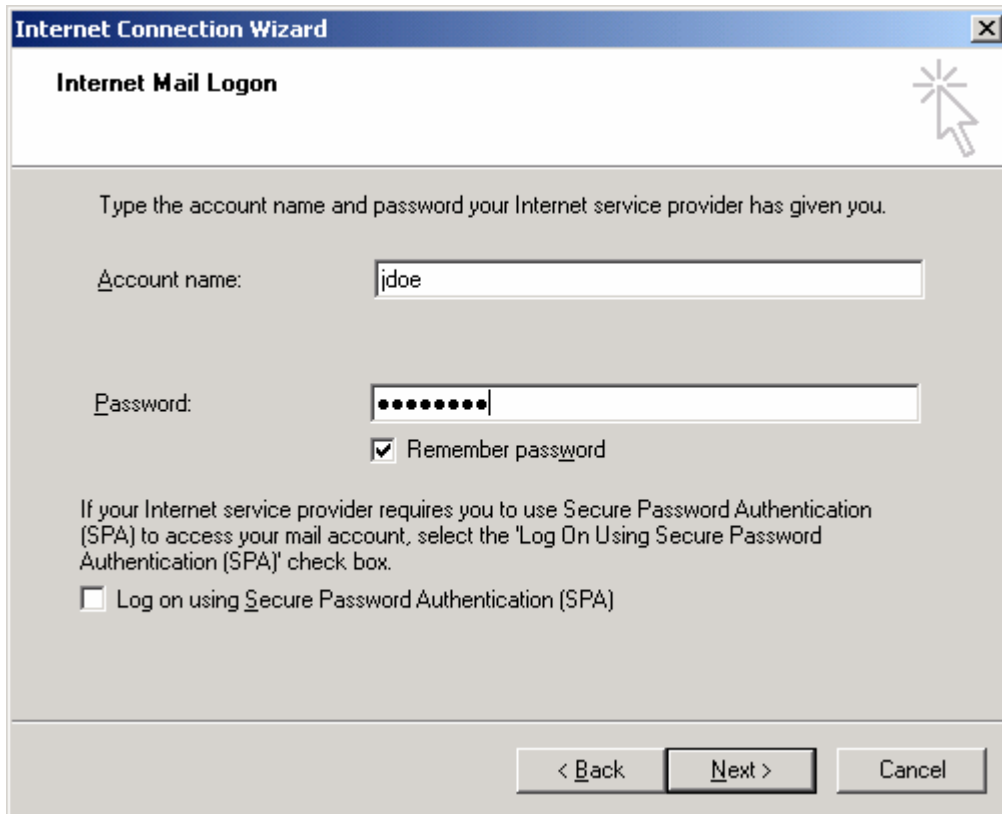
Incoming mail (POP3, IMAP or HTTP) server:
mail.tamaani.ca

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:
smtp.tamaani.ca

< Back Next > Cancel

4. Insert your account name and password. If you check of “remember password” please keep in mind than anyone who uses your computer will be able to read your email.



Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name:

Password:

☒ Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

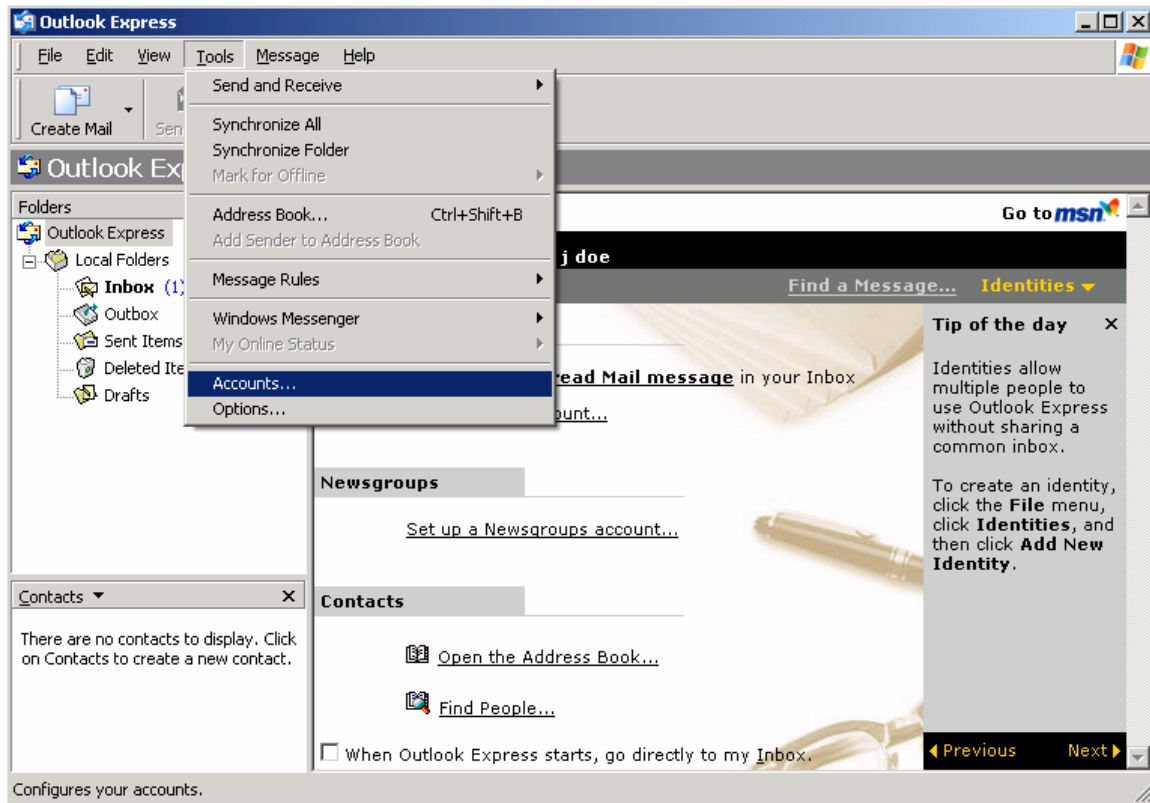
☐ Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

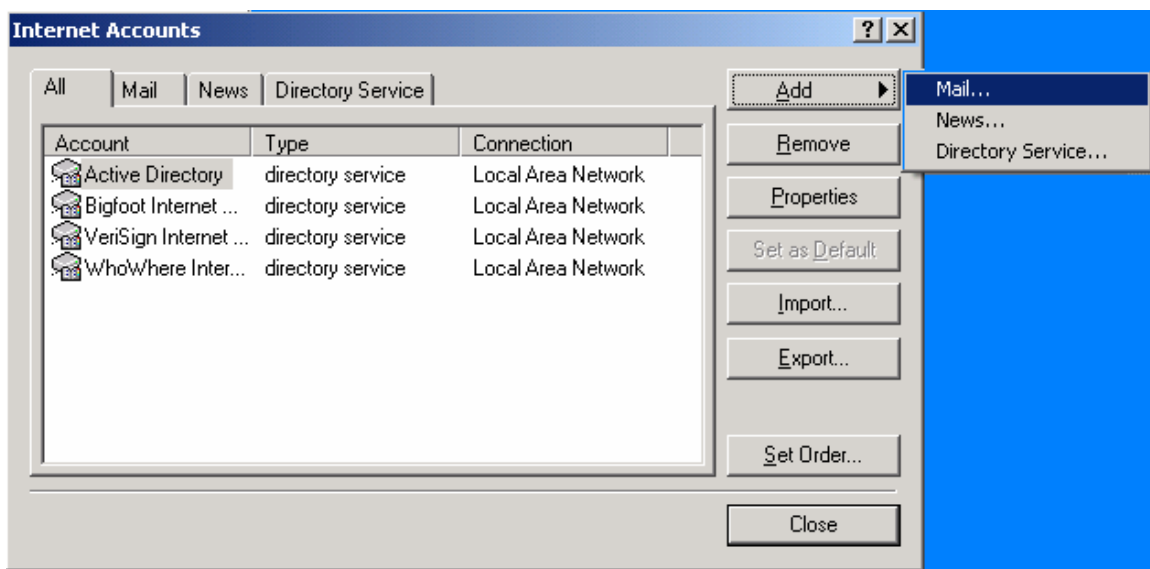
Starting the Outlook Express Wizard

If the Outlook Express Wizard did not start automatically, you can make it start by following these steps:

1. Select the “Tools” menu and click on “Accounts”



2. Click on the “Add” button and select “Mail...” The wizard should now start.

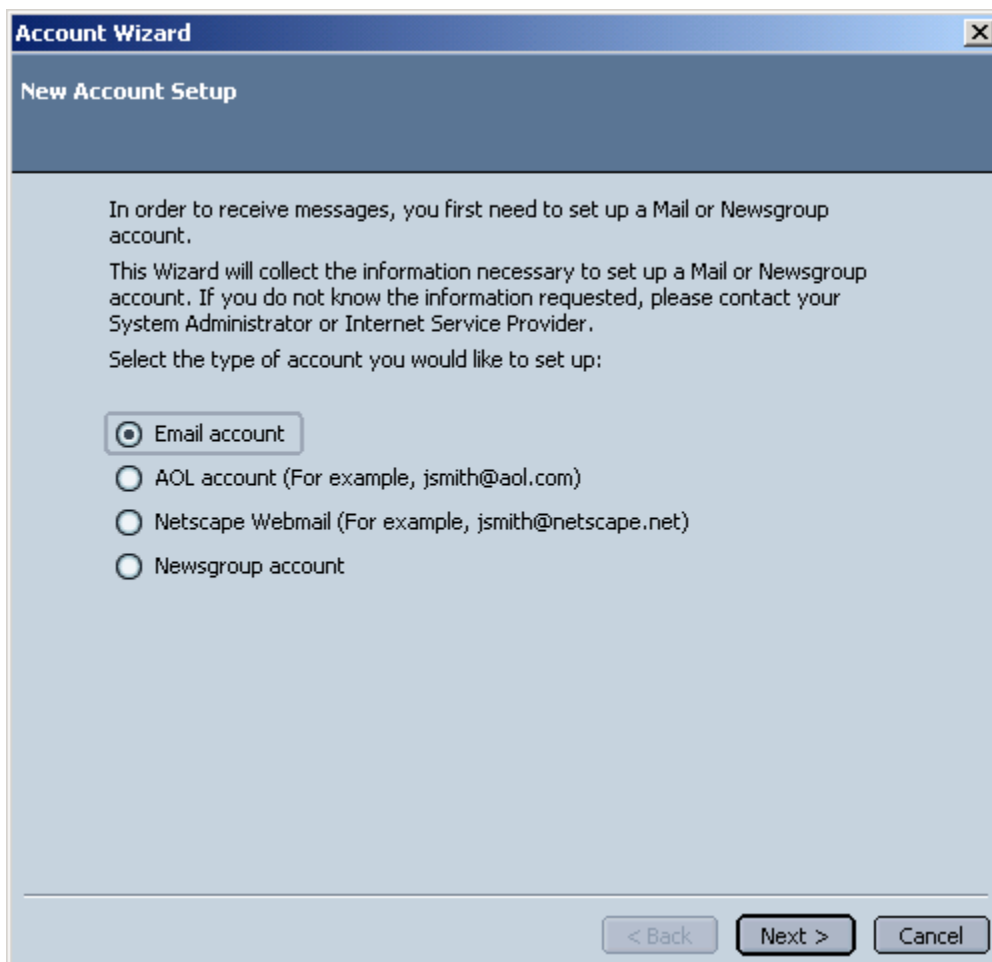


Netscape Mail 7.2

If this is your first time using Netscape for email, the Account Wizard will launch automatically when you select Mail and Newsgroups from your Start Menu. Follow these simple steps to configure your account:

The Netscape Account Wizard

1. The first page will ask for the type of account you wish to configure. For Tamaani's email service, select *Email Account* as shown below. Click *Next* once you have done this.



Account Wizard

New Account Setup

In order to receive messages, you first need to set up a Mail or Newsgroup account.

This Wizard will collect the information necessary to set up a Mail or Newsgroup account. If you do not know the information requested, please contact your System Administrator or Internet Service Provider.

Select the type of account you would like to set up:

☒ Email account

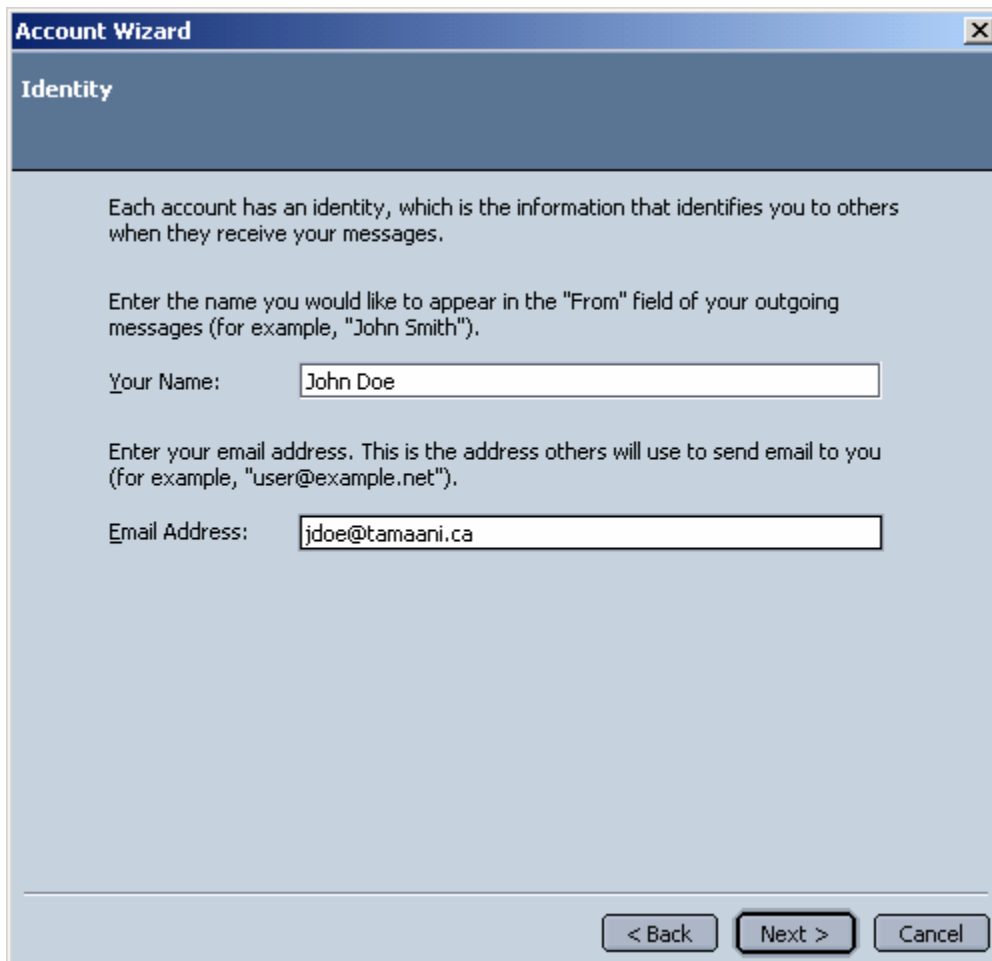
☐ AOL account (For example, jsmith@aol.com)

☐ Netscape Webmail (For example, jsmith@netscape.net)

☐ Newsgroup account

< Back **Next >** Cancel

2. In the Identity page, enter your real name in the box labelled *Your Name* and enter the email address given to you by Tamaani in the box labelled *Email Address*. Click *Next* once this is done.



Account Wizard [X]

Identity

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

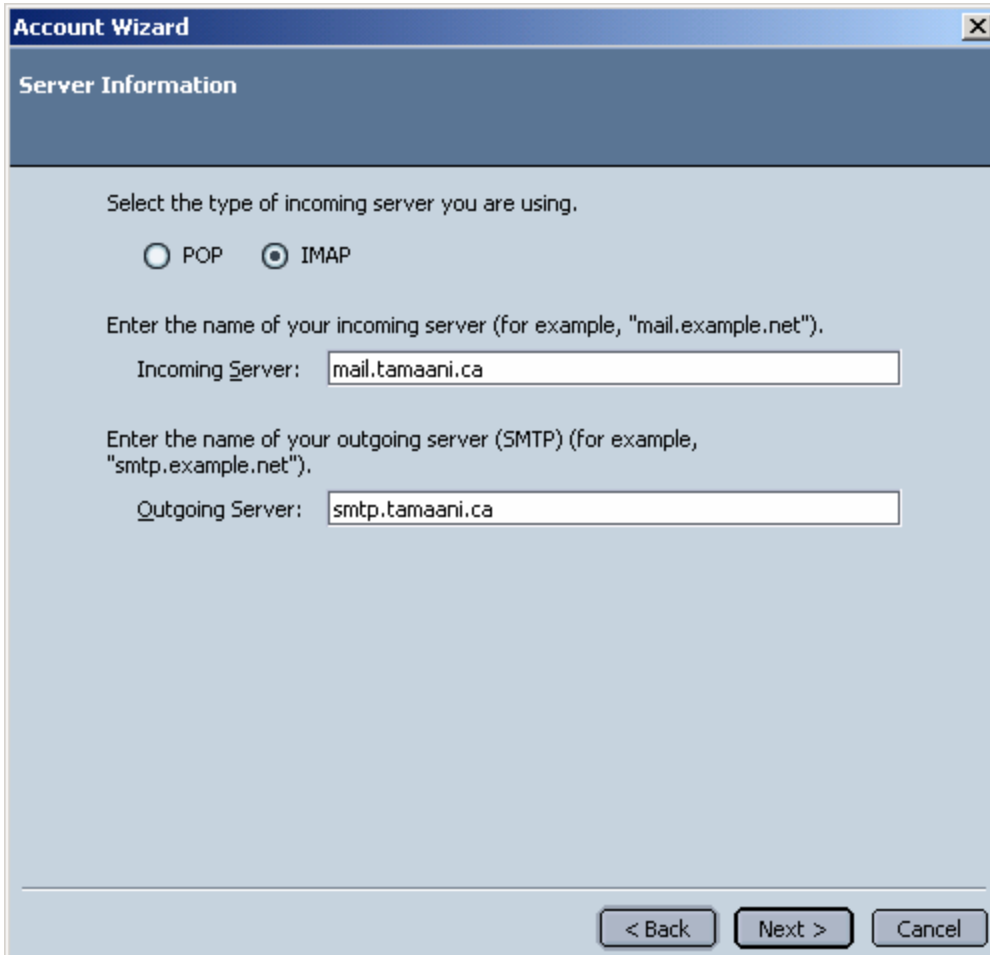
Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

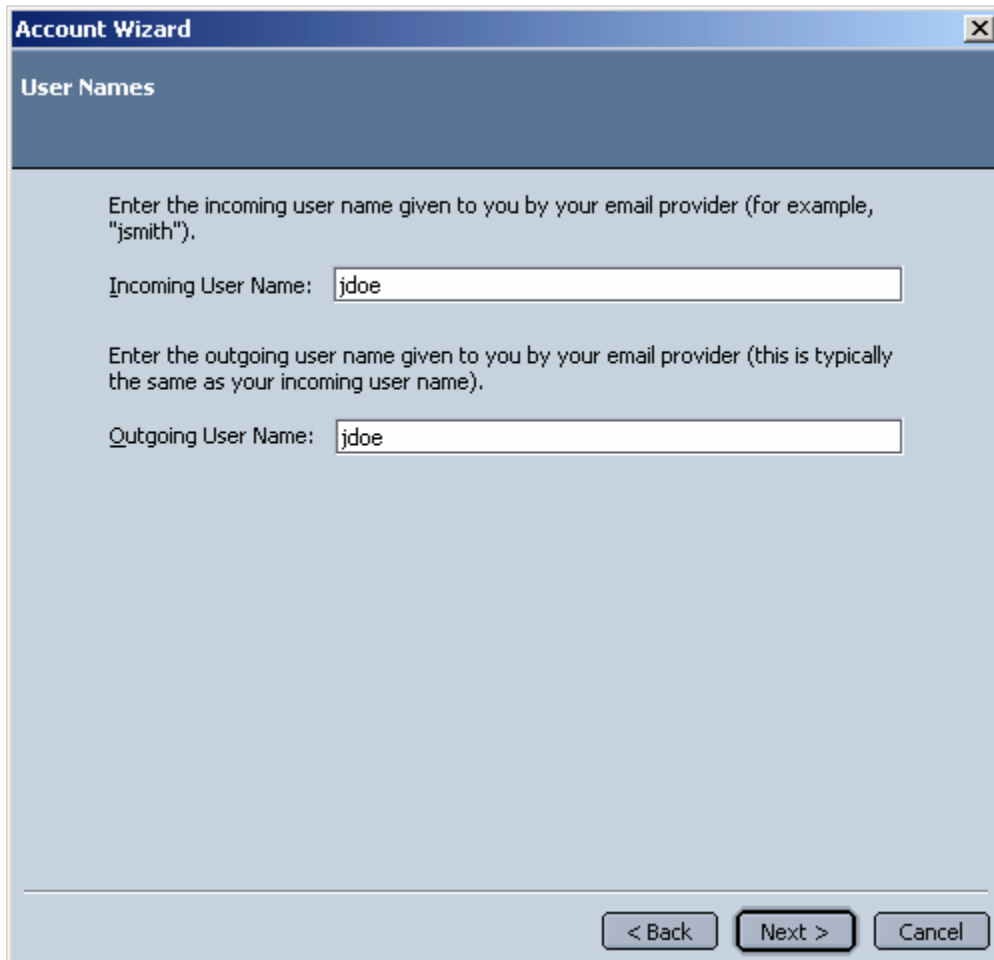
< Back Next > Cancel

3. In the server information page, select either POP or IMAP. For Tamaani's email service, either will work but we recommend IMAP. In the *Incoming Server* box, enter **mail.tamaani.ca** and in the *Outgoing Server* box, enter **smtp.tamaani.ca** and click *Next* when you are done.



The screenshot shows a Windows-style dialog box titled "Account Wizard" with a close button (X) in the top right corner. The main heading is "Server Information". Below this, the text reads "Select the type of incoming server you are using." There are two radio buttons: "POP" and "IMAP", with "IMAP" being selected. Below this, the text says "Enter the name of your incoming server (for example, 'mail.example.net')." There is a text input field labeled "Incoming Server:" containing the text "mail.tamaani.ca". Below that, the text says "Enter the name of your outgoing server (SMTP) (for example, 'smtp.example.net')." There is a text input field labeled "Outgoing Server:" containing the text "smtp.tamaani.ca". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

4. On the *User Names* page, enter your account name in both the *Incoming User Name* and the *Outgoing User Name* boxes. Click on *Next* when you are done.



The screenshot shows a window titled "Account Wizard" with a close button in the top right corner. Below the title bar is a header area labeled "User Names". The main content area contains two instructions and two input fields:

Enter the incoming user name given to you by your email provider (for example, "jsmith").

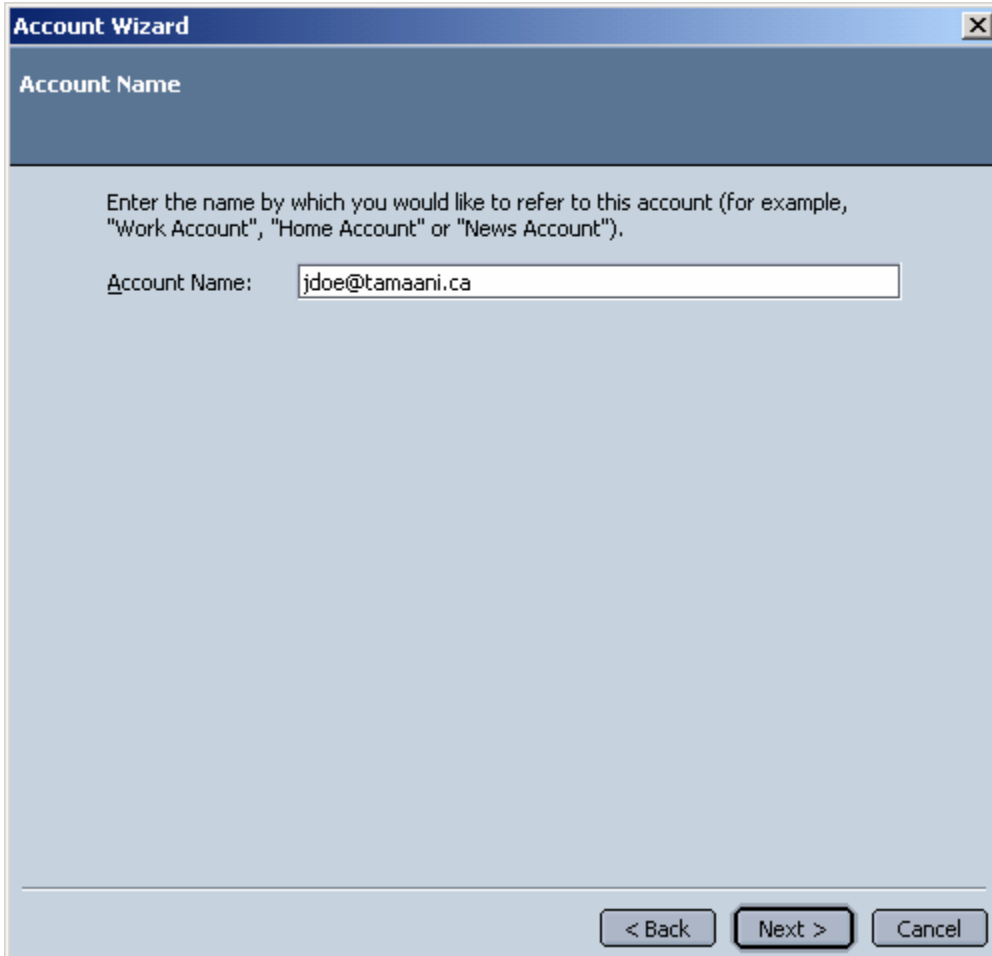
Incoming User Name:

Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name).

Outgoing User Name:

At the bottom of the window, there are three buttons: "< Back", "Next >" (which is highlighted with a black border), and "Cancel".

5. In the *Account Name* box, you may enter any name you like that will identify this account for you. By default, Netscape uses your email address. You may leave this as-is if you so choose. Click on *Next* when you are done.



Account Wizard

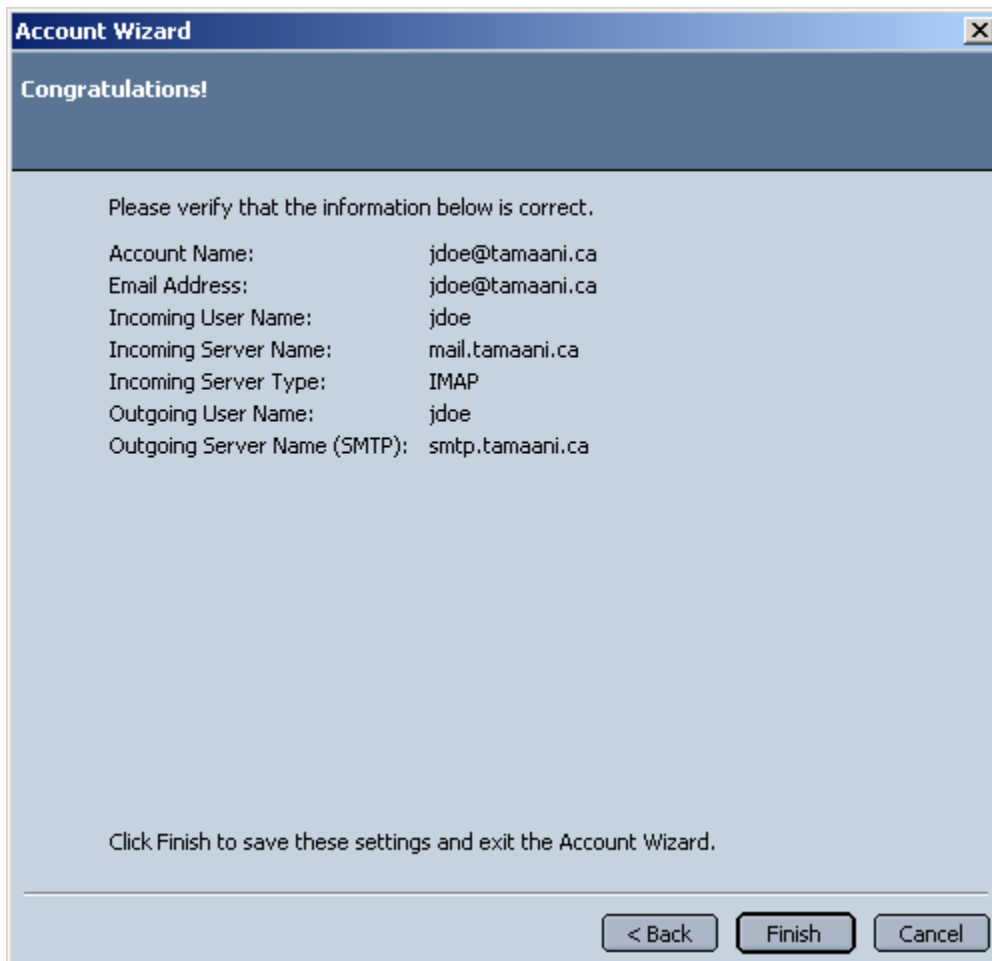
Account Name

Enter the name by which you would like to refer to this account (for example, "Work Account", "Home Account" or "News Account").

Account Name:

< Back Next > Cancel

6. The last page of the wizard lets you review the information you entered. If you wish to change any of this information, click on the *Back* button, otherwise click on *Finish* to complete the configuration and download your email.

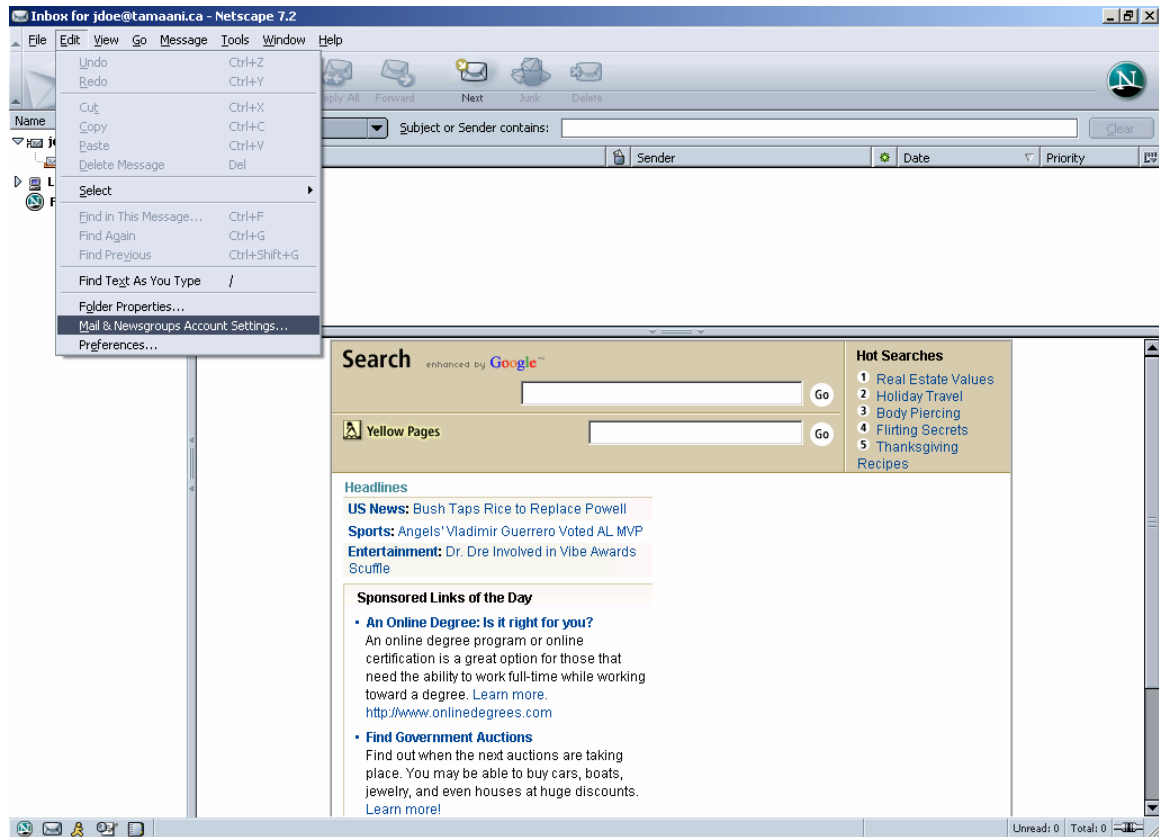


Launching the Netscape Account Wizard

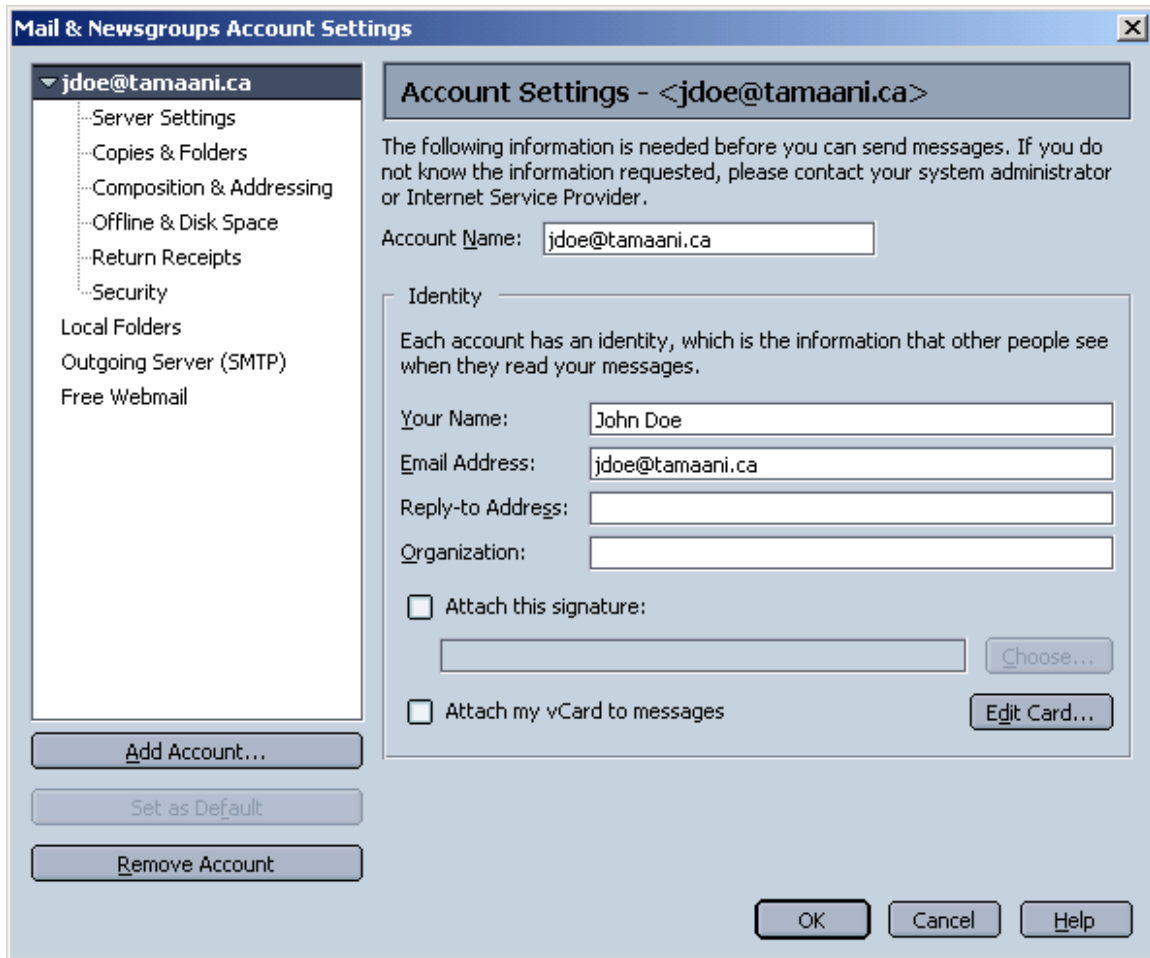
If you have used Netscape for email previously, the Netscape Account Wizard will not launch. In order to launch the Wizard follow these steps:

1. Start Netscape Mail & Newsgroups

2. From the *Edit* menu, select *Mail & Newsgroups Account Settings...*



3. From the *Mail & Newsgroups Account Settings* window, select the *Add Account...* button near the bottom left. This should launch the Netscape Account Wizard.



Mail & Newsgroups Account Settings

▼ **jdoe@tamaani.ca**

- Server Settings
- Copies & Folders
- Composition & Addressing
- Offline & Disk Space
- Return Receipts
- Security
- Local Folders
- Outgoing Server (SMTP)
- Free Webmail

Account Settings - <jdoe@tamaani.ca>

The following information is needed before you can send messages. If you do not know the information requested, please contact your system administrator or Internet Service Provider.

Account Name:

Identity

Each account has an identity, which is the information that other people see when they read your messages.

Your Name:

Email Address:

Reply-to Address:

Organization:

☐ Attach this signature:

☐ Attach my vCard to messages

Ethernet Network Adapter

Physical Connection

The NextNet Wireless Modem connects to your computer through an Ethernet Adapter. Below is a picture of an Ethernet adapter as it might look on the back of your computer. Please note that there are many different brands of Ethernet Adapters and you may have a different number of lights, but the socket is standard and should be identical.



Figure 2 The Ethernet adapter should be located on the back of your computer.

Warning: Never plug a telephone cord into an Ethernet Adapter. Doing so will damage the adapter. Use only a standard Ethernet Cable like the one provided by Tamaani Internet.

Ethernet Configuration

Both Windows and Macintosh are configured by default to use dynamic configuration (DHCP). In most cases, you will only need to plug the NextNet modem into your Ethernet adapter and your computer will automatically connect to the Internet. If your computer is on when you plug the NextNet modem into it, you may need to reboot it.

Troubleshooting Guide

NextNet Wireless Modem Issues

Lights in a chase sequence

The chase sequence (lights light up one at a time, one after the other repeatedly) indicates that the modem is searching for Tamaani's antenna. This usually happens when the signal is too weak for the modem to lock on. Try rotating the modem or moving it closer to a window or to a different room. If the modem still can't lock on, please call Tamaani Internet's technical support.

Lights Blinking

If a number of light (from one to five depending on signal strength) are blinking steadily, this indicates that the modem has locked onto the tower, but it is not connected to your computer (or the computer is off). If the small light between the power connector and the Ethernet socket on the modem is off, your modem is not connected to your computer. Check the Ethernet cable between the modem and your computer and make sure your computer is on. Try to reseal (jiggle) the Ethernet cable and make sure it is firmly plugged into the Ethernet socket on both the modem and your computer. If the lights continue to blink, the cable may need to be replaced, or the Ethernet adapter on your computer may be misconfigured or defective.

Lights Alternate between steady and blinking

If the modem has not been activated by Tamaani Internet, you will see a number of lights (from one to five depending on the signal strength) light up solid but blink periodically at regular intervals. If this happens, please call Tamaani Internet as your modem might not be activated on our system.

Only one light is lit

A single light indicates a signal strength of one out of five, which is very weak. The modem will function at full speed even with a very weak signal but it may do so only sporadically and you may lose your connection to the internet frequently. Try to re-orient the modem or move it to another location so that you get at least a signal strength of two.

No lights on the modem

If you do not see any lights at all on the modem, check the power cord and make sure it is plugged into the wall socket. Double check the green light on the modem's power supply and make sure it is lit. If the power supply light is not lit, the modem is not getting any power. Double check the connection between the power cord and the power supply. If the light on the power supply remains off, the plug or the power supply might be defective.

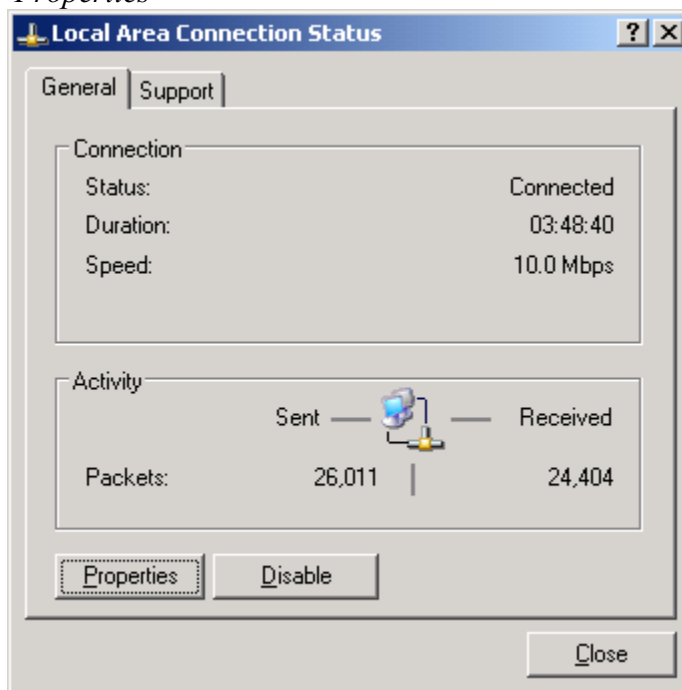
Internet Connection Issues

If your modem is connected to your computer and has between one and five lights solidly lit, you should be able to access the Internet. If you still can't connect to the Internet, please read the following suggestions:

Windows XP Network Connection

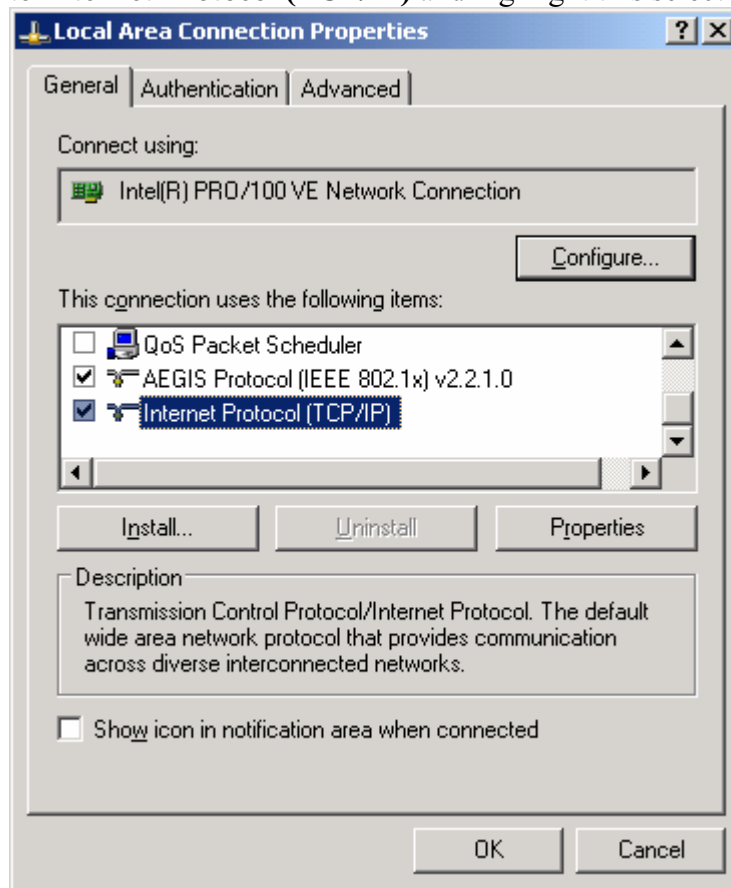
Verify that your network is configured to obtain an address automatically. In Windows XP:

1. Click on the *Start* Menu on your taskbar (usually bottom left) and select *Settings* then *Network Connections* then *Local Area Connection*.
2. You should see the *Local Area Connection Status* window appear. Click on *Properties*



3. You should now see the *Local Area Network Properties* appear. Scroll down until you see **Internet Protocol (TCP/IP)**. Make sure there is a check mark next

to **Internet Protocol (TCP/IP)** and highlight this selection. Click on *Properties*.



4. The *Internet Protocol (TCP/IP)* window should appear. Make sure it is configured to **Obtain IP address automatically** and **Obtain DNS server address automatically**. These are the default configuration settings. Click on *Ok* if you had to make changes.
5. If you had to make changes, you may need to reboot your PC for them to take effect.

Firewall problems

Personal network firewall software is vital to protect your computer, but if misconfigured it can lock you out of the Internet. To test your firewall, you can deactivate it briefly and test your connection. If the firewall is the problem, you may need to adjust the firewall settings or re-install it.



Contacting Tamaani Internet

Our support hours are:

Monday to Friday: **9am to 8pm**

Saturday: **Noon to 5pm**

Support email can be sent to:

Email: **support@tamaani.ca**

We can be reached at the following telephone numbers:

In Nunavik (except Kuujjuaq): 1-888-TAMAANI or 1-888-826-2264

In Kuujjuaq and outside Nunavik: 1-819-964-2158

By Fax: 1-819-964-2255

Our Mailing address is:

Tamaani Internet, KRG

P.O. Box 9

Kuujjuaq, Quebec, J0M 1C0

On the web:

WWW.TAMAANI.CA