



XO Enterprise Dial Administrator Guide

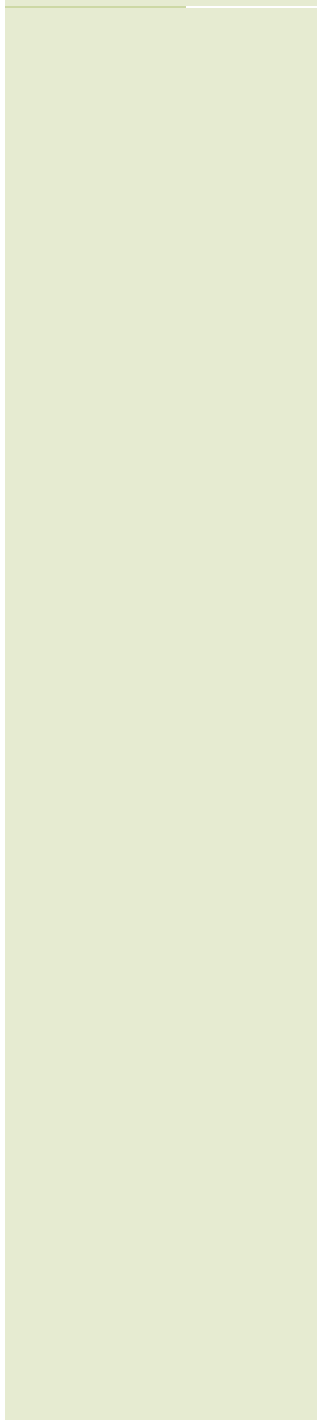
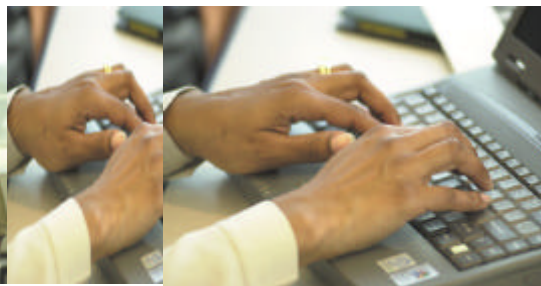
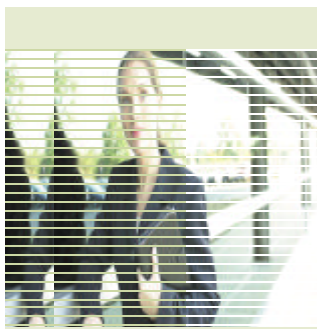




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Introduction

About the XO Enterprise Dial Administrator Guide

This guide describes how to manage the administrative functions for the XO Enterprise Dial service after it has been deployed. It provides high-level information about how XO Enterprise Dial works and describes the features and support of the service.

About the XO Enterprise Dial Service

XO Enterprise Dial provides global remote dial access to Local Area Networks (LANs), Virtual Private Networks (VPNs), and the Internet. Based on the XO network and extensive peering relationships, XO Enterprise Dial allows you to cost-effectively connect multiple remote users through local, toll-free, and international access numbers. Accompanied by a Web-based usage reporting tool and the Access Finder dialer software, XO Enterprise Dial makes managing user access and getting online fast and easy.

The XO Enterprise Dial service provides:

- Connectivity to the Internet from remote sites for employees who travel or telecommute
 - A secure, Web-based usage reporting tool
 - XO Access Finder dialer software for domestic use
 - Global Access Finder dialer software for international use
 - 24X7 XO Helpdesk Support to Corporate IT Administrator
-

Features of XO Enterprise Dial

Web-Based Usage Reporting

Through our secure, Web-based usage reporting tool, this easy-to-use system allows the administrator to view usage statistics by user.



Access Finder Software

XO Enterprise Dial includes the Access Finder software that automatically locates a local access number for dial-up access. If there are no local numbers available, Access Finder provides a toll-free access number. Access Finder also updates the list of POPs available each time a user connects to the network.

XO Global Access Through GRIC Alliance

The need for remote access does not end when an employee travels internationally, but in fact increases. The XO Global Access Finder uses the GRIC Network to enable dial-up customers to have secure remote access to a corporate VPN from thousands of connections around the world. XO is a member of the GRIC Network.

Note

XO offers a VPN remote dial service as a separate product. For more information on the XO VPN service, contact your XO Account Manager.

Enterprise Dial Ordering and Provisioning Process

After you place an order for your XO Enterprise Dial service, the XO Provisioning Team performs a number of steps to make your service operational. The Provisioning Team is specially trained and experienced with installation procedures to help you facilitate a smooth and effortless implementation of your solution. The team coordinates the setup of your Enterprise Dial account and addresses any technical issues. To ensure excellent communication with the Provisioning Team and the XO Operations Desk who support your service after it is operational, you will need to designate contacts from your company. The contacts are as follows:

Contact	Description
Primary Technical Contact	The main contact for the technical coordination of your service order. This person's name will be listed on your order as the person in your company with intimate knowledge of your network and the pending installation.
Secondary Technical Contact	This contact is required for times when the Customer Primary Technical Contact or Customer Primary Contact is unavailable, especially in the event of an emergency.
Billing Contact	This is the main contact person who will coordinate billing and miscellaneous account issues between your company and XO.

Your XO Sales Representative should ask for this contact information while you are setting up your service. However, if you have any questions or changes to your company's contact information, please contact the Operations Desk. Refer to Appendix D for contact information.



The installation process for Enterprise Dial service takes approximately 7 to 10 days from the date the sales order is confirmed. The exact number of days varies slightly depending on the complexity of the Enterprise Dial service. After the setup is complete, you will receive an email that provides the information required to access your account. At several points during the provisioning process, the team will provide status updates of the installation process.

These procedures describe the ordering and provisioning process performed before installing XO Enterprise Dial. The ordering and provisioning processes initiate the collaboration between XO staff and the customer that continues throughout the installation and production phases.

Step	Procedure
1.	A customer contacts the XO Sales Representative and places an order for XO Enterprise Dial.
2.	The team configures your Enterprise Dial account on the XO server and sends the required setup information to your Primary Technical Contact via email.
3.	The XO Provisioning Team manages the activation of your Enterprise Dial service. The team reviews your order to ensure that it meets technical and design requirements.

Note

See Enterprise Dial statement of work for details of the XO provisioning process. Your XO Sales Representative should provide you with a copy of the statement of work while you are setting up your service.



Enterprise Dial Usage Reporting

This chapter outlines the features of the Enterprise Dial Usage Reporting tool. The usage reporting tool is a secure, Web-based tool that enables administrators to view usage statistics on end-users. The site requires a User ID and password that is provided to the administrator upon provisioning the service. All reports can be downloaded in CSV format.

The following reports are available:

Network Usage Summary

- Date
- Max Simultaneous Users (Month-to-Date)
- Hours Used to Date (Month-to-Date)
- Usage Graph depicting Max Simultaneous Users for a given timeframe

Detailed Network Usage Log

* Shows following information by date:

- Date
- Login Time
- Logoff Time
- Session Duration
- User ID
- Local Session Count
- 800 Session Count
- International Session Count
- Local Hours
- 800 Hours
- International Hours
- Local Session Average
- 800 Session Average
- International Session Average
- Total User IDs, Sessions/Hours, 800 Sessions/Hours, Average, 800 Average, International Sessions/Hours, International Average by date

Monthly Usage Report

* These are all by Date, with a monthly total row (run total) after end date of each month:

- Date
- Local Session Count
- 800 Session Count
- International Session Count
- Local Hours
- 800 Hours
- International Hours
- Local Session Average
- 800 Session Average
- International Session Average
- Total Unique User IDs



Access Finder for Windows 95/98/2000 or NT

The Access Finder software locates an XO access number for you to use for local dial-up access. Before you can use Access Finder, you must download the software and install it. Once installed, you will be able to use Access Finder to locate a valid XO access number for your dial-up access. If there are no local numbers available, Access Finder will provide you with a toll-free access number.

Note

Clicking the "Locate" button on Access Finder will automatically update the software with all the latest new access numbers.

Downloading and Installing Access Finder

Minimum System Requirements

Before starting Access Finder installation, review the following system requirements:

Windows 95/98

- 75 MHz Pentium processor (100 MHz recommended)
- 16 MB RAM (32 MB RAM recommended)
- 8 MB unused hard disk space
- 28.8 Kbps modem
- Windows 95/98 setup disks or CD-ROM (for Microsoft Dial-Up Networking installation)

Windows 2000/NT

Note

You will need Administrator privileges to install on Windows NT and 2000.

- 233 MHz Pentium processor (350 MHz recommended)
- 64 MB RAM (128 MB RAM recommended)
- 8 MB unused hard disk space
- 33.6 Kbps modem (56 Kbps or higher recommended)
- Windows NT 4.0 operating system (with Service Pack 3 or higher)
- Windows 2000/NT setup disks or CD-ROM (for Microsoft Dial-Up Networking installation)

How to Download Access Finder Software

1. Open your Internet browser and type <http://www.support.xo.com/entdial/> in the Web address field. The XO Customer Care page opens.



The screenshot shows the XO Customer Care website. At the top, there is a navigation bar with links for PRODUCTS, CUSTOMER CARE, INVESTORS, CAREERS, OUR STORY, PARTNERS, NEWS, and CONTACT US. Below this is the XO logo and a 'Customer Care' header. A left sidebar contains links for XO ENTERPRISE DIAL HOME, CUSTOMER CARE HOME, and NETWORK NEWS. The main content area is titled 'XO™ Enterprise Dial' and includes a welcome message. Below this, there are two columns of links. The left column includes links for 'Access Finder' (Downloading Access Finder, System Requirements, Getting Started with Access Finder), 'FAQs' (Account, Global Access Finder, Access Finder, 10-digit dialing/Area Code, Overlay FAQ), 'Non-Enterprise Dial Administrator site', and 'Enterprise Dial Administrator site'. The right column includes links for 'Global Access Finder' (Downloading Global Access Finder, System Requirements, Set Up Global Access Finder, Additional Settings, Main Menu Functions), 'Troubleshooting', and 'Contact Customer Care'.

2. Click **Downloading Access Finder**. The Download Access Finder page opens.
3. Follow instructions on the screen.

How to Install Access Finder

Before you begin the installation process:


- Close all other applications.
- Verify that your modem is turned on and functioning.
- Verify that you have administrator privileges for Windows 2000 and NT installation.



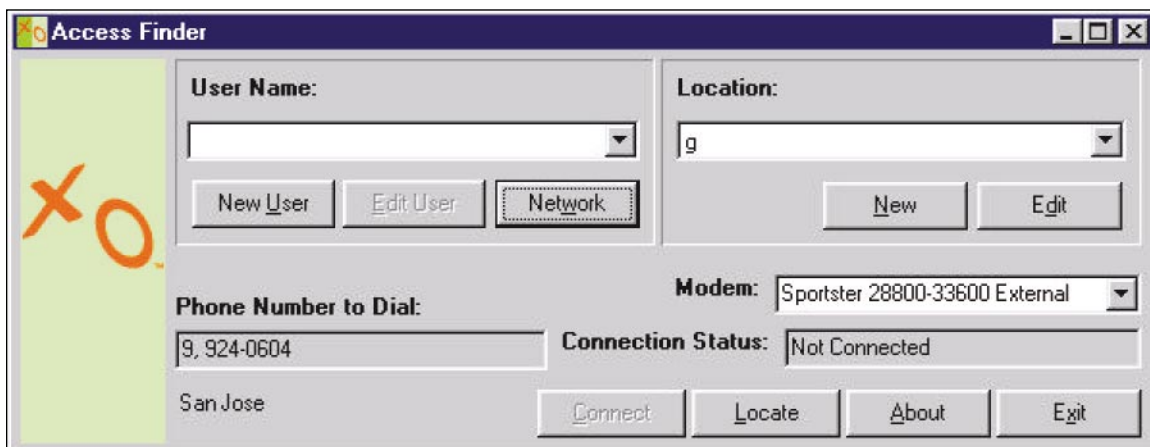
1. Locate the file **AccessFinderFull.exe**. If you cannot locate the file, click **Start** and choose **Search: For Files and Folders** and in the **Search for Files or Folders Named** field type **Access Finder** and click **Search Now**. Record the location where the file is stored.
2. Click **Start** and choose **Browse** to select the disk drive on which Access Finder is located.
3. Double-click the file **AccessFinderFull.exe**. This initiates the installation process. The Install Wizard opens. Follow the instructions on the screen.

How to Use Access Finder

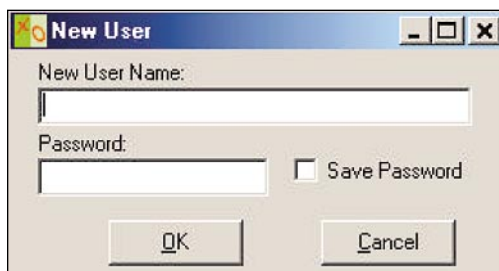
Before you launch Access Finder verify that your modem is turned on and functioning.

1. To start Access Finder double-click the Access Finder icon  on your desktop
Or

Select **Programs** and choose **Access Finder**. The Access Finder window opens.



2. Click **New User**. The New User window opens.



3. Enter your **User ID** and **Password** and click **OK**. Your User ID displays in the User Name field.
Example: userid@yourdomain.com

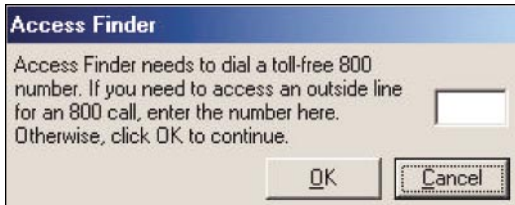


4. Click **Locate**. The latest XO poplist is updated.

An Information dialog box displays to inform you that Access Finder needs to dial an 800 number.

Note

If you need to use a number, such as 9, to access an outside line, type the **Number** and a **Comma** in the data field. The comma places a one second delay between the 9 and the phone number.



5. Access Finder dials the XO server to find a list of access numbers for you. When Access Finder identifies access numbers for you to use, the Choose a Phone Number window opens.

Access Finder displays the best available local access numbers for your location. If there are no local numbers available, the default toll-free service will be recommended.

To use the toll-free service, you must have toll-free access on the Enterprise Dial Admin site given by your Administrator.

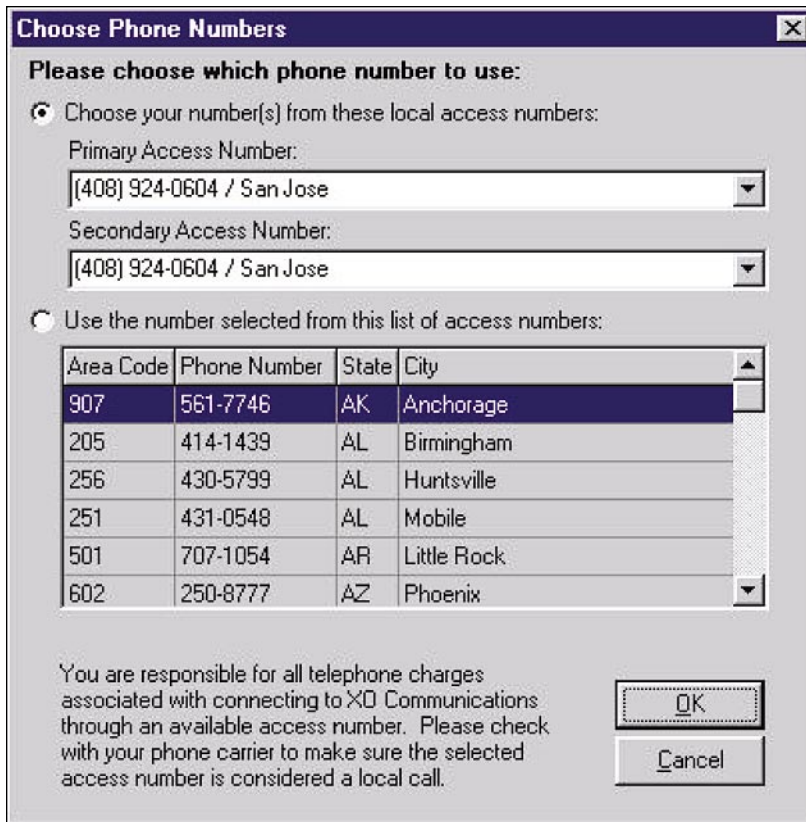
6. Click **OK** to accept the local access number

Or

Select an alternate **Number** from the phone list.

Note

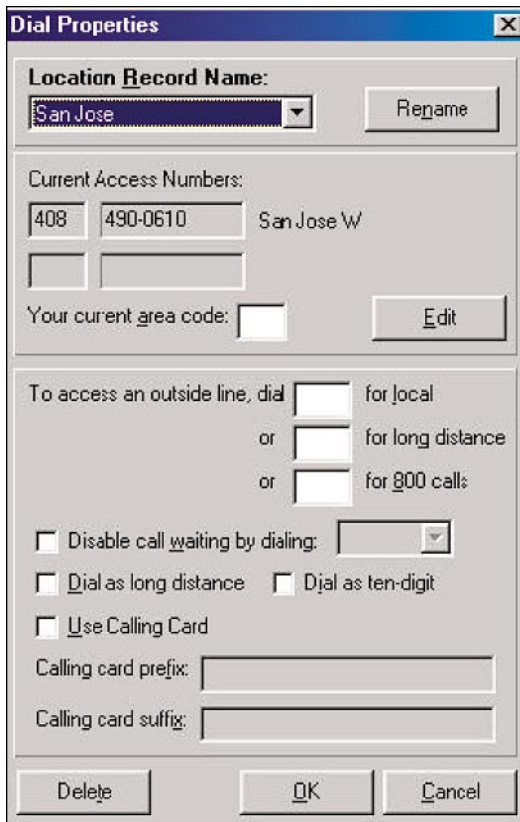
You are responsible for all telephone charges associated with connecting to the XO network through an available access number. Please check with your phone carrier to make sure the selected access number is considered a local, non-toll call.



- The New Location window appears and prompts you to enter a name for your new connection. This name can be anything you choose. Enter the **Connection Name** and click **OK**. The Dial properties window opens.



- Configure your dial settings and click **OK**.



10. Access Finder is now ready to connect to the Internet.

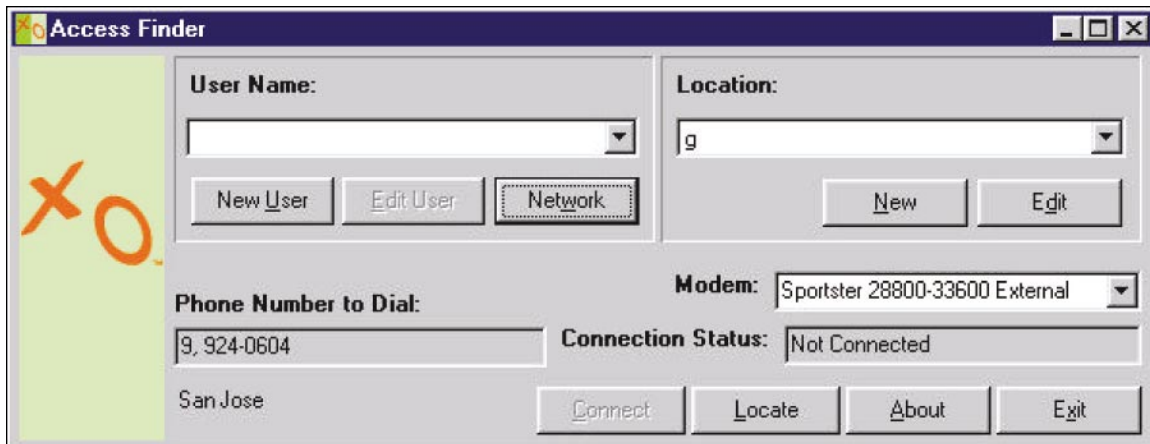
How to Create Another Location

1. Double-click the Access Finder icon  on your desktop

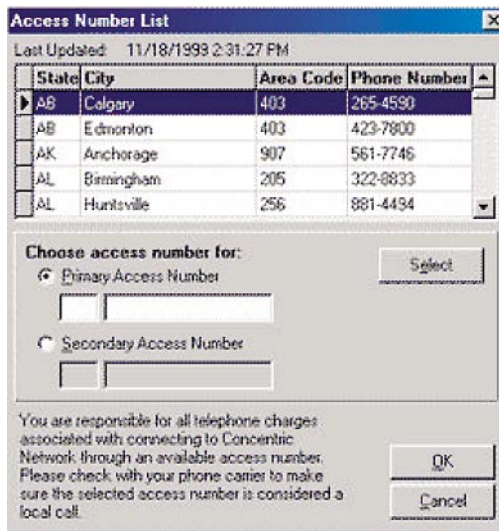
Or

Click **Start**, select **Programs**, and choose **Access Finder**.

The Access Finder window opens.



2. Click **New** in the Location pane.
3. Enter your **Location** and click **OK**. The Access Number List dialog box opens.



4. Click the **Primary Access Number** radio button. Scroll through the **Access Numbers** provided and select one as your Primary Access Number. Click **Select**. The access number displays in the Primary Access Number field.
 5. Click the **Secondary Access Number** radio button. Scroll through the **Access Numbers** provided and select one as your Secondary Access Number. Click **Select**. The access number displays in the Secondary Access Number field.
 6. Click **OK**.
 7. Click **Connect** to connect to the Internet
- Or
- Click **Exit** to close Access Finder.



How to Connect to the Internet

1. Double-click the Access Finder icon  on your desktop

Or

Click **Start**, select **Programs**, and choose **Access Finder**.

The Access Finder window opens.

2. Verify that the User Name and Phone Number to Dial information is present and click **Connect**. A connection will be established.

How to End an Access Finder Session

1. Click **Access Finder** on the taskbar. The Access Finder window expands.
2. Click **Hang-up** and **Exit**.

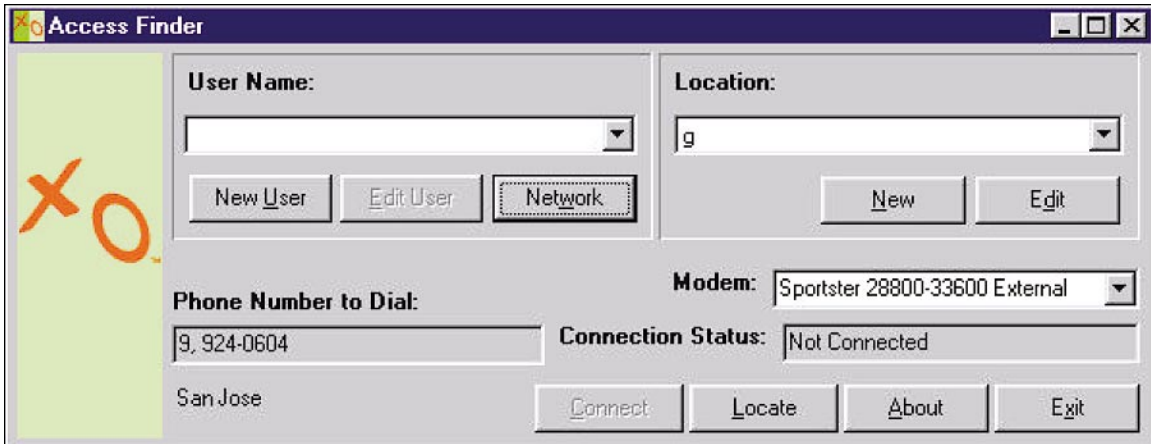
Or

When the Access Finder window expands, click **Exit**.

How to Configure your Network Settings

You have the option to add your Network Settings. If you do not want to add your Network settings, Access Finder will use the XO default Network Settings.

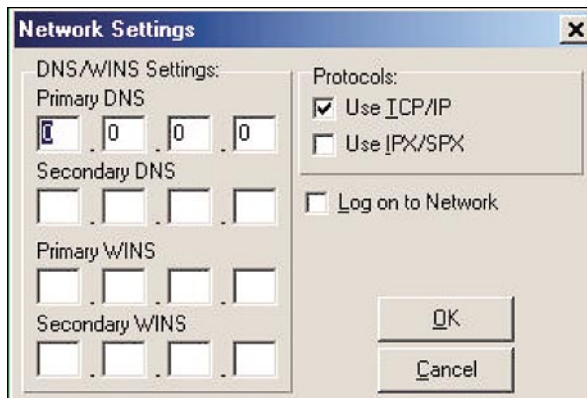
1. To add your Network Settings, click **Network** on the Access Finder main window. The Network Settings dialog box opens.



2. Enter the desired Network Settings.

Refer to your company's Network Administrator for your primary and secondary DNS and WINS settings (if applicable).

After configuring the Network Settings, click **OK**.





XO Global Access Finder for Windows ME/98/2000/XP or NT

The XO Global Access Finder software is an application for locating and connecting to the nearest access number from international locations. The XO Global Access Finder uses the GRIC Network to provide users with a secure and reliable remote access to a corporate VPN from thousands of locations around the world.

This section provides an overview of the different options found in the XO Global Access Finder menu. This information can also be found by choosing either the User Guide or the FAQ sections in the Help menu of the Global Access Finder dialer.

If you have any questions on setting up or using the Global Access Finder, please call our support center at 1-888-699-6398 or send an email to enterprise@xo.com.

Features of the XO Global Access Finder 3.3.2

- Supports Windows ME, 98, NT4, 2000 and XP Operating Systems
- One time login of UID and password
- Ability to auto launch applications such as your browser or email
- The phonebook automatically updates with any new access numbers each time the service is launched
- Fail Over Functionality—the end user has the ability to select a group of access numbers. The dialer will automatically attempt to dial one number after another, until a successful connection is established.
- Stored Locations—the end user can create “locations” to store groups of highly used access numbers. Example—if you have an end user who typically has business in Spain, Germany and England—you can store those frequently dialed access numbers in one location for increased convenience.
- International Support—in the details box for each access number, there is a local support phone number and a home ISP support phone number, so if you’re traveling and have a question, you’re only a local phone call away from a support desk.

Downloading and Installing XO Global Access Finder

Minimum System Requirements

If you are using Windows 98/2000/XP, the following two components should be installed before using XO Global Access Finder:

- Dial-up Networking
- TCP/IP protocol for Dial-up adapter

If you are using Windows NT 4.0 Server or Workstation, the following two components should be installed before using XO Global Access Finder:

- Service Pack 3
- Dial-up Networking



How to Install Dial-up Networking for Windows 98/2000/XP

To verify if Dial-Up Networking is installed, double-click on the **My Computer** icon from your desktop. If the Dial-Up Networking icon is missing in My Computer, follow these steps to install it.

1. Select **Start** and **Settings** and choose **Control Panel**.
2. Double-click **Add/Remove Programs**.
3. Select the **Windows Setup** tab.
4. Double-click **Communications**.
5. Click on the **Dial-Up Networking** check box and click **OK**. Click **Apply**. Restart your computer if prompted.

How to Install the TCP/IP Protocol for Dial-up Adapters

To verify if Dial-Up Networking is installed, double-click on the **My Computer** icon from your desktop. If the **Dial-Up Networking** icon is missing in My Computer, follow these steps to install it.

1. Select **Start** and **Settings** and choose **Control Panel**.
2. Double-click **Network**.
3. Select the **Configuration** tab, and verify that the TCP/IP _ Dial-up Adapter is present.
If not, click **Add**.
4. Double-click **Protocol**.
5. Scroll down the list and select **Microsoft**.
6. Choose **TCP/IP** and click **OK**.
7. Insert your Windows disks or CD-ROM if prompted. Click **OK**.
8. Keep clicking **OK** until you are asked to restart the system, and then **Restart**.



How to Install Dial-up Networking for Windows NT

To verify if Dial-Up Networking is installed, double-click on the My Computer icon from your desktop. Double-click the Dial-Up Networking icon. If the Install button is present, Dial-up Networking is not installed. Follow these steps to install it.

1. In the Add RAS Device window, select the modem you are going to use and click OK.

If you use NT Workstation, click Continue in the Remote Access Setup window and go to the next step.

If you use NT Server, click Configure and select **Dial Out Only** or **Dial Out and Receive** calls; then click OK and Continue.

2. Follow the instructions on screen to complete the installation.
3. After Dial-Up Networking and RAS are successfully installed, restart your computer.

How to Install Service Pack 3 for Windows NT

1. Open your Internet browser and type <http://support.microsoft.com/support/kb/articles/q152/7/34.asp> in the Web address field. The Microsoft Product Support Services page opens.
2. Click on the link for information about other Windows NT service packs, <http://support.microsoft.com/support/NTServer/Content/ServicePacks/Default.asp>. The Windows NT Service Packs page opens.
3. Click **Service Pack 3**. The Windows NT Service Pack 3 page opens.
4. Click **I want to download Service Pack 3** and select the **Location** to which you want to download Service Pack 3.
5. The download initiates. Follow the instructions for completing the download and installing Service Pack 3.



How to Download XO Global Access Finder Software

You will need a User ID and password to download the XO Global Access Finder software.

1. Open your Internet browser and type <http://www.support.xo.com/ent/> in the Web address field. The XO Customer Care page opens.

The screenshot shows the XO Customer Care website. At the top, there is a navigation bar with links for PRODUCTS, CUSTOMER CARE, INVESTORS, CAREERS, OUR STORY, PARTNERS, NEWS, and CONTACT US. Below this is the XO logo and the text "Customer Care". A left sidebar contains a menu with links for XO ENTERPRISE DIAL HOME, CUSTOMER CARE HOME, NETWORK, and NEWS. The main content area is divided into two columns. The left column contains sections for "Access Finder" (with links for Downloading, System Requirements, and Getting Started), "FAQs" (with links for Account, Global Access Finder, Access Finder, 10-digit dialing/Area Code, and Overlay FAQ), "Non-Enterprise Dial Administrator site" (with a warning about firewall protection), and "Enterprise Dial Administrator site" (with a warning about SSL and password protection). The right column contains sections for "Global Access Finder" (with links for Downloading, System Requirements, Set Up, Additional Settings, and Main Menu Functions), "Troubleshooting" (with a warning about network connectivity), and "Contact Customer Care" (with a warning about assistance options).



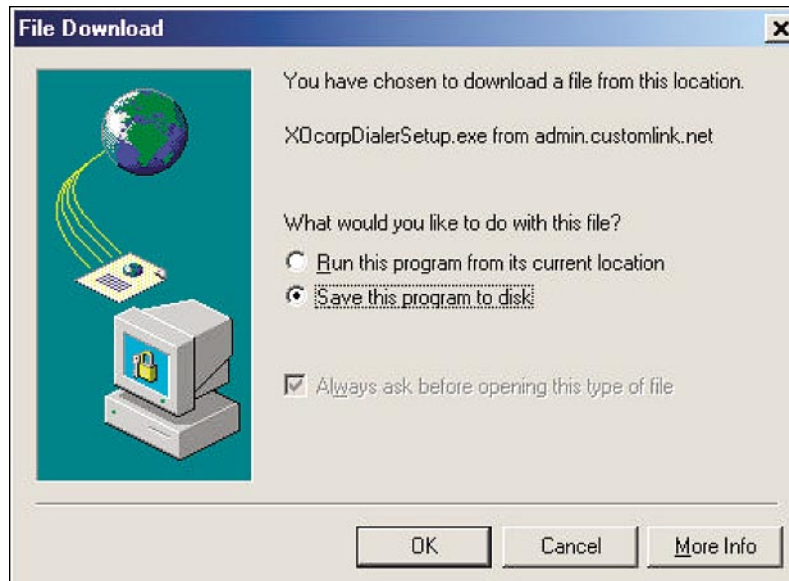
2. Click **Downloading Global Access Finder**. The Enterprise Dial Global Access Finder page opens.



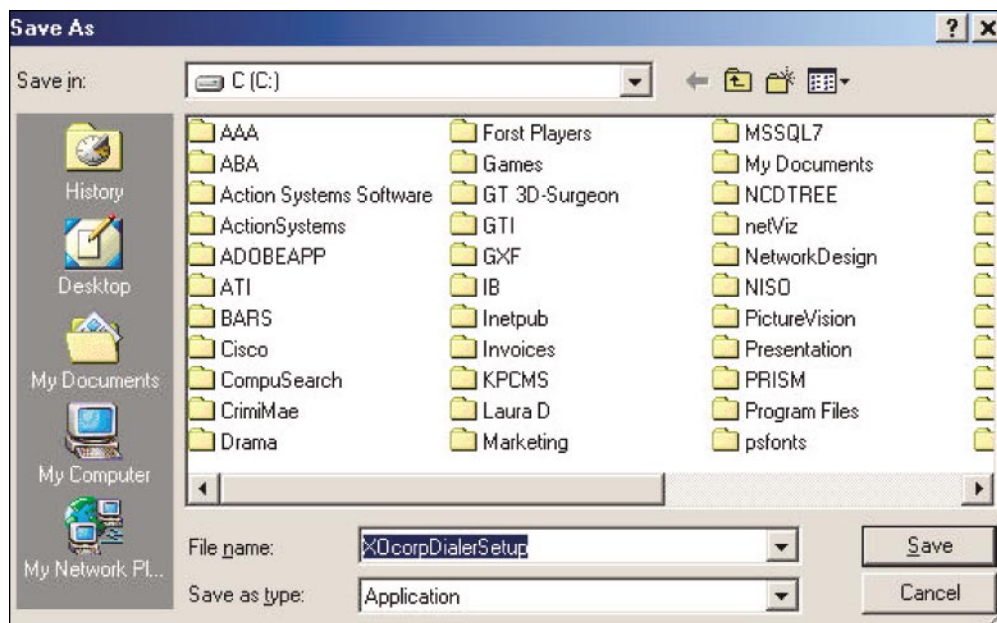
3. Click **Begin Downloading Global Access Finder**. The Enter Network Password dialog box opens.



4. Enter your **User Name** and **Password** in the appropriate fields. The File Download page opens.

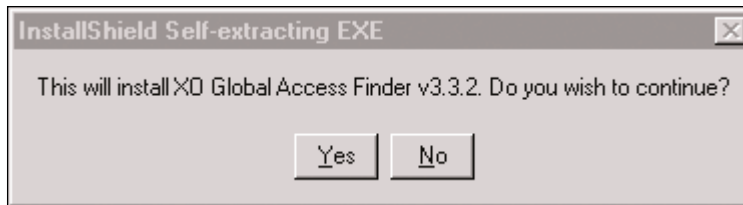


5. Select **Save this program to disk** and click **OK**. The Save As dialog box opens.
6. Select the **Location** where you want to save the XO Global Access Finder software and click **OK**. The default location is set to C:\XOEntDialerSetup. A window displays the status of the download and closes when the file has been downloaded.

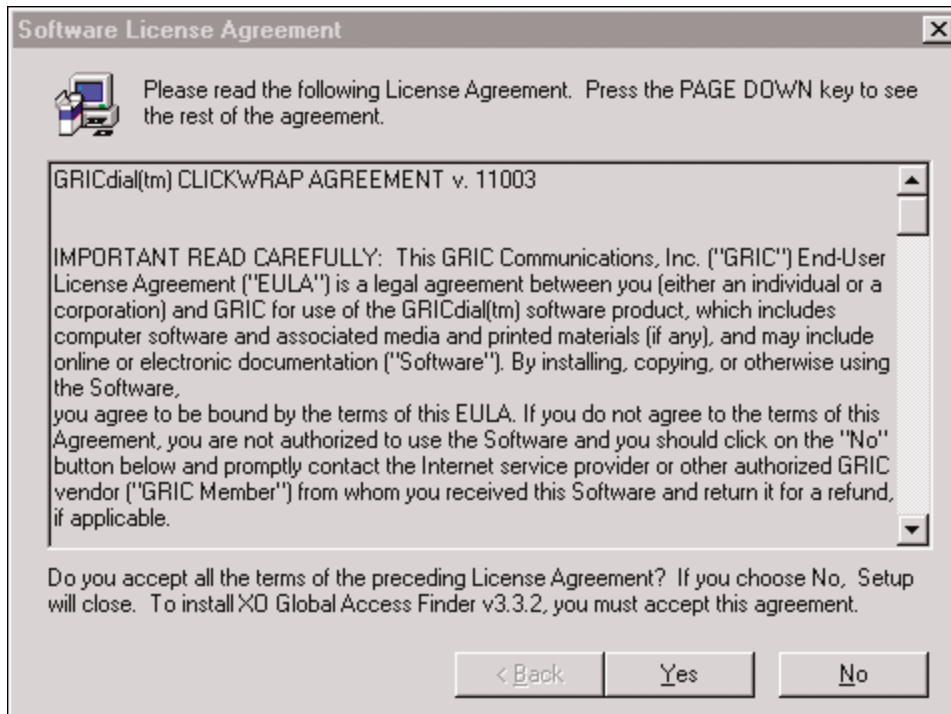


How to Install XO Global Access Finder

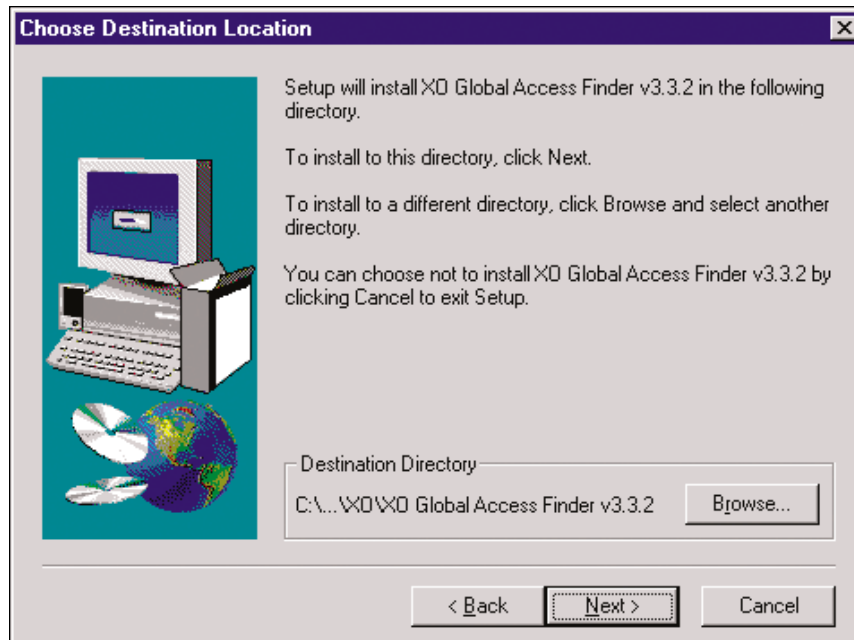
1. Locate the file XOEntDialerSetup.
2. Double click **XOEntDialerSetup**. A confirmation window opens.



3. Click **Yes** to confirm that you want to install XO Global Access Finder. The License window opens.



4. Click **Yes** to accept the license agreement. The Choose Destination window opens.

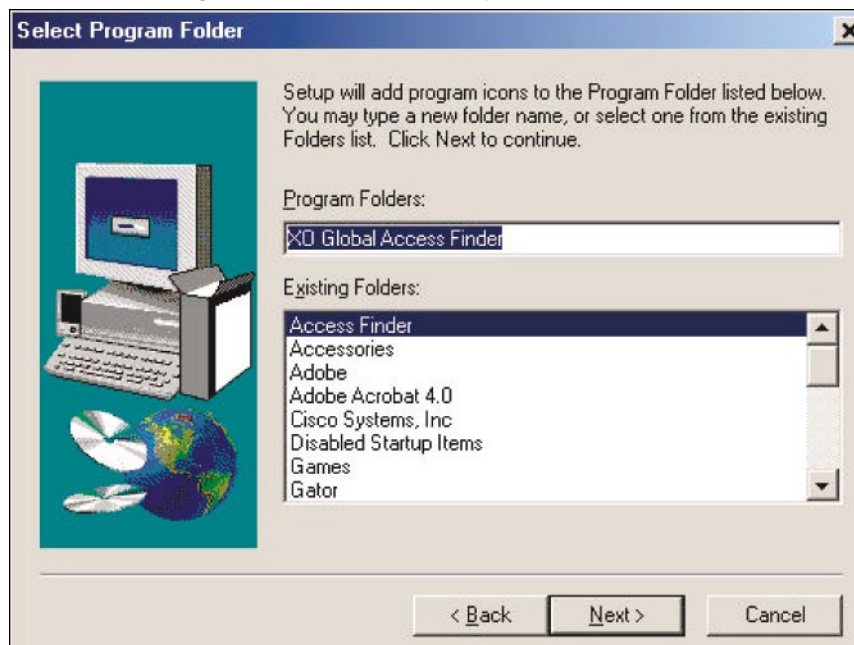


5. Click **Next** to accept the default.

Or

Click **Browse** to select a different **Location** and click **Next**.

The Select Program Folder window opens.



6. Select the **Folder** in which you want the XO Global Access Finder icon displayed and click **Next**. The installation process initiates. A confirmation window informs you when the installation is complete.
7. Click **Finish** to complete the installation.



Getting Connected with XO Global Access Finder

How to Create a Connection with XO Global Access Finder

1. Double click the XO Global Access Finder icon on your desktop



Or

Click **Start**, select **Programs**, and choose **XO Global Access Finder**.

The XO Global Access Finder window opens.





2. To search and select an access number enter the appropriate search criteria as follows:

To search by ... Then...

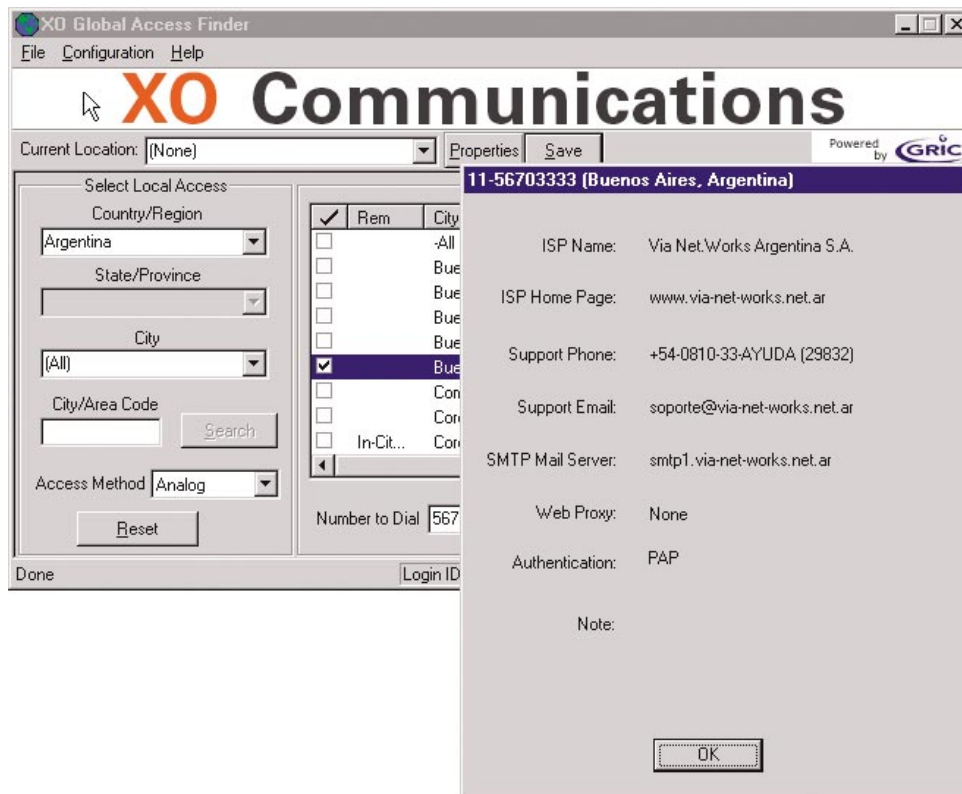
- | | |
|----------------|---|
| Country | Click on the Country drop-down list to select the Country from which you are dialing. If that country is not on the list, select the nearest country. |
| State | Select the State from the state drop-down list. If the state is not on the list, try searching by city. |
| City | Select the City from the city drop-down list. If the city is not on the list, select the nearest city. |
| Area/City Code | Specify the Area/City Code by typing it directly into the search box. |

Searching by an Area/City Code while a country is selected will restrict the search to just that country. A list of all available POPs (Points of Presence) will display on the right side of the screen. If your search results in multiple POPs in the area that you specified, you can choose one from the list.

To reset the search criteria, click **Reset**.

3. Click **Detail** to view detail information for a specific POP. The ISP Information window opens and displays information including the Internet Service Provider (ISP) name, customer support number, news server, and the configuration for the POP currently selected.

To close the ISP Information window, click **OK**.



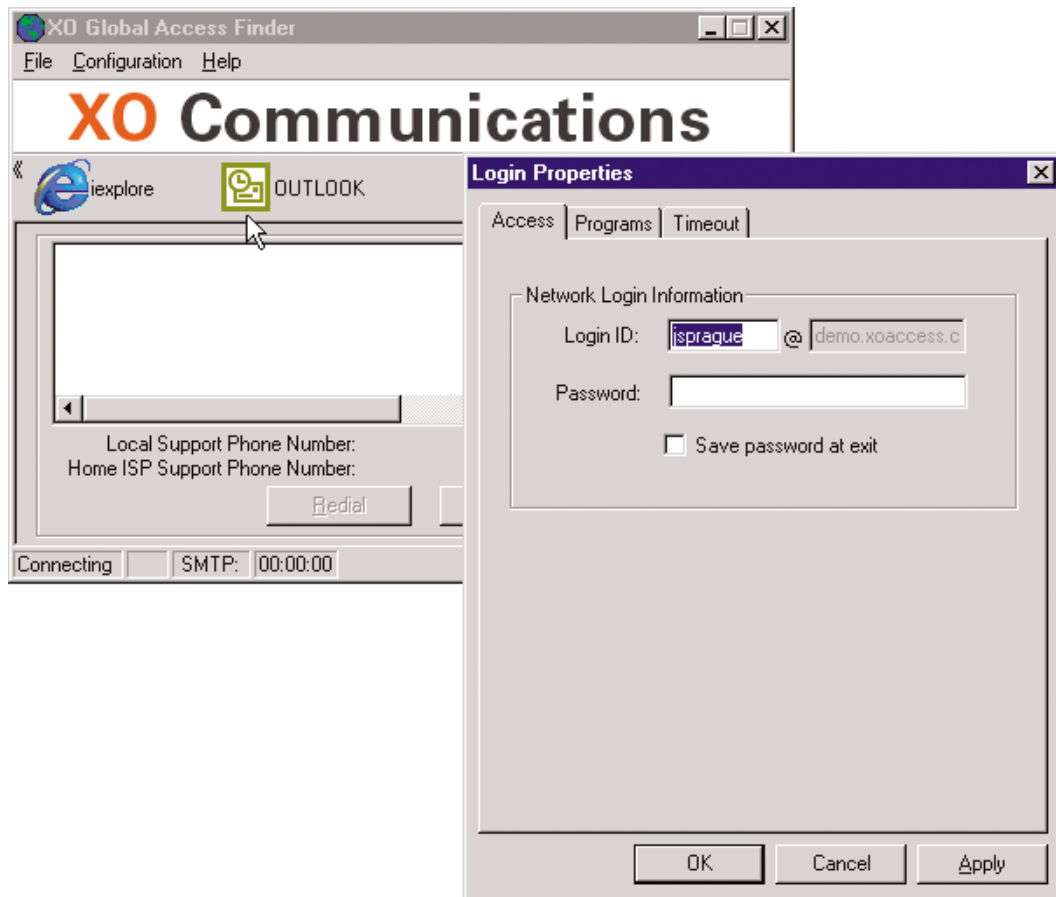


4. After you have selected the access number you want to use, click Connect. The User Information window opens. Enter your **User ID** and **password** in the Login ID and Password fields.

Note

A User Name is formatted as `userid@yourdomain.com`

In version 3.3.2, a second "roaming" domain of `@ivpn.com` is automatically appended to your Login ID. The roaming domain box is non-editable and no user action is required. When you enter your Login ID, your domain name is automatically moved into the roaming domain box. You will only need to enter your Login ID and password once. Your login information is the same you use for Access Finder.





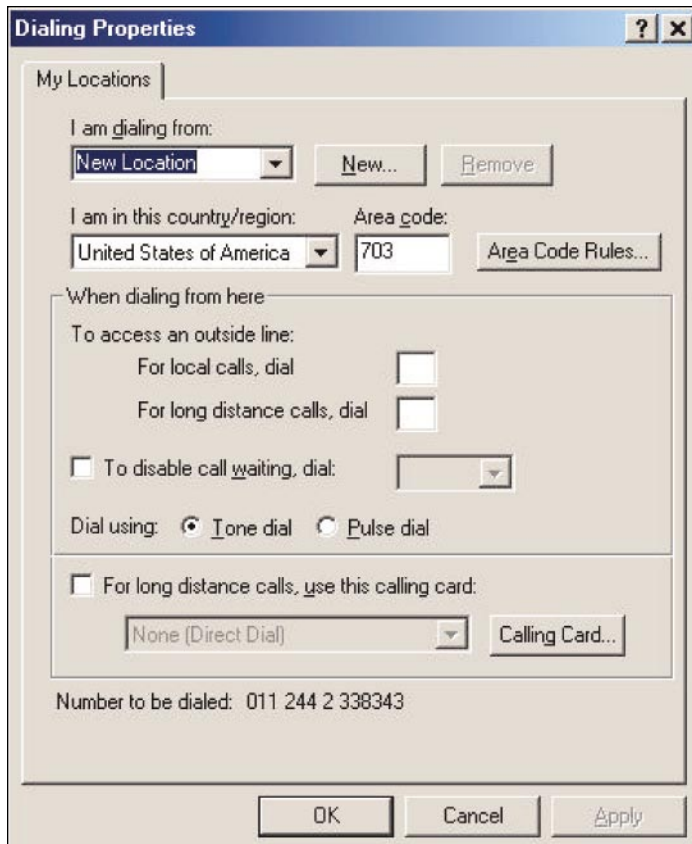
- To view **Dial Properties**, click on **Properties**. The Dialing Properties window opens.



- Resetting your domain

Note

If you mistakenly enter the wrong domain, close the dialer. Navigate to the Program Files/XOGlobalAccessFinder/bin/regreset.exe directory and double-click on the RegReset icon. You may then re-enter your domain.



7. Select the **Location** from which you are dialing from the I am dialing from dropdown list

Or

- Click **New** to create a new location. See How to Set Dialing Properties.
8. Select the **Country** from which you are dialing from the I am in this country/region dropdown list if necessary.
9. Enter the **Area Code** for the location from which you are dialing if necessary.
10. Enter any access codes required to obtain an outside line such as such as dial "9" to access an outside line.
11. Disable call waiting by specifying a disabling dial pattern such as "70."
12. Specify either **Tone Dial** or **Pulse Dial**.
13. Click **OK**. The Dial Properties window closes.
14. From the User Information window, verify and modify as necessary the **Access Number** in the Phone Number to be Dialed field.
15. Click **Dial**. The connection is established.



Additional Dialer Features

Configuration/Login Settings

The Login Settings option from the Configuration menu allows you to configure the following dialer features:

- From the Access tab, configure and save your network login information (required).
- From the Timeout tab, enable session duration and inactivity timeouts (recommended).
- From the Programs tab, define the applications you want to launch automatically whenever the dialer connects (optional).

Enabling Duration and Inactivity Timeouts (recommended)

The dialer provides a way to terminate POP connections based upon duration and inactivity criteria that you set in advance.

Note The dialer only supports the Timeout feature on the Windows NT 4.0 and Windows 2000 platforms.

To enable dialer duration and inactivity timeouts:

1. Activate the dialer to display the Main window.
2. From the Configuration menu, click the Login Settings option to display the Login Properties dialog box.
3. Click the **Timeout** tab to display the Timeout page.
4. Indicate your preferences for duration and inactivity timeouts, automatic disconnects, and timeout warning messages.

Duration Timeout — Enter the number of minutes (1 to 300) after which the connection will terminate, even if you are actively working on the Internet. If you enable the Duration Timeout feature, it is recommended to also enable “Display Warning before Timeout.”

Inactivity Timeout — If you are not actively working on the Internet for the specified number (1 to 180) of minutes, the modem will disconnect.

5. Click **Apply** to save your Timeout changes.
6. Click the **OK** button and return to the Main window.



Defining Applications to Launch Automatically

The dialer allows you to configure itself to automatically launch specified Windows programs when the dialer connects to the Internet. To specify auto-launch applications:

1. Activate the dialer to display the Main window.
2. From the Configuration menu, click the **Login Settings** option to display the Login Properties dialog box.
3. Click the **Programs** tab.
4. Choose one of the following:
 - To specify a new application to be launched, click **Add** and then click **Browse** to locate the executable file of the applicable program (e.g. C:\Program Files\Internet Explorer\Explorer.exe). Click **OK** to return to the Login Properties window with the path name in the Program Location field.
 - To modify the pathname and/or parameters of an existing application, select it and click **Modify**. Make the necessary adjustments and click **OK** to return to the Login Properties window.
 - To delete an auto-launch application, select it and click **Delete**.
5. To save the changes to the Program Location tab, click **Apply**.
6. Click **OK** to return to the Main window.

Configuration/Connection Settings

From within the dialer, you can specify three types of connection properties:

- Modem configuration
- Retry (number of times to connect to the modem if the first attempt fails)
- Update (frequency of updating the phonebook with the most current POP information)

Specifying Modem Properties

When the dialer establishes a POP connection, it always connects with the modem that is highlighted in the List of Modems box, on the Modem tab of the Connection Properties dialog box. To specify a different modem, or change modem settings, go to the Configuration menu and choose Connect Settings. The procedures for specifying modem properties will vary between operating systems; click the applicable platform link to access the information.

Specifying Retry Properties

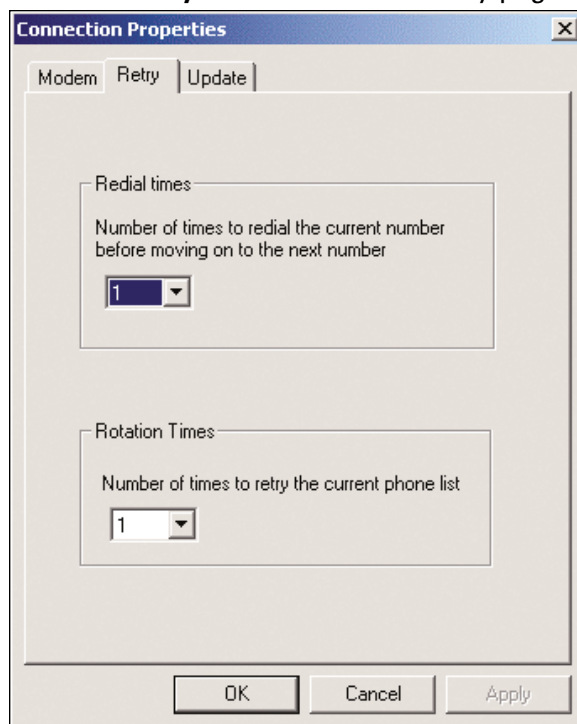
From the Retry tab of the Connection Properties dialog box you can indicate:

- The number of times the dialer will redial a single POP telephone number
- The number of times the dialer will redial an entire list of POP telephone numbers

The Retry tab's functionality is most useful when you have selected a list of POP telephone numbers and there are problems connecting to the POPs on the list. Assigning redial and rotation values to dialing lists makes multi-POP dialing almost automatic, because the dialer will redial each POP the number of times you specify here, and retry the entire list the number of times you specify unless a successful connection is made before the dialer reaches that number.

To specify the dialer's Retry properties:

1. Activate the dialer to display the Main window.
2. From the Configuration menu, select the **Connect Settings** option to display the Connection Properties dialog box.
3. Click the **Retry** tab to access the Retry page.



4. To redial the currently selected number a certain number of times before moving to the next number, select a value from 1 to 4 from the **Redial Times** drop-down list.
5. To redial the list of selected POPs a certain number of rotations, select a value from 1 to 3 from the **Rotation Times** drop-down list.
6. Click **Apply** to save the Retry settings.
7. Click **OK** to return to the Main window.



Phonebook Updates

The Update tab of the Connection Properties dialog box provides the options noted below.

- Specify the frequency that the dialer updates the Phonebook to ensure you access the most recent list of POP numbers. If the “Automatically check for updates after connection” checkbox is selected and a newer version of the Phonebook is available, the dialer starts updating the Phonebook immediately upon connection.

You can choose to update the Phonebook less frequently by deselecting “Automatically checks for updates after connection” (the default) and then entering the number of days between update intervals. The default is 1 day and 45 days is the maximum duration allowed. If you attempt to set duration higher than the system maximum, a warning message is displayed and your change is not allowed.

If the phone book is updating, you can choose to cancel the operation at any time. When a Phonebook version is changed (either updated or rolled back) this fact is reflected in the dialer's About box. The Rollback Phonebook menu option only becomes available after a Phonebook update operation has been carried out.

How to Specify the Dialer's Update Properties

1. Activate the dialer to display the Main window.
2. From the Configuration menu, select the **Connect Settings** option to display the Connection Properties dialog box.
3. Click the **Update** tab to display the Update page.
4. Make the changes to the applicable feature as explained above.
5. Click **Apply** to save the Update modifications.
6. Click **OK** to return to the Main window.

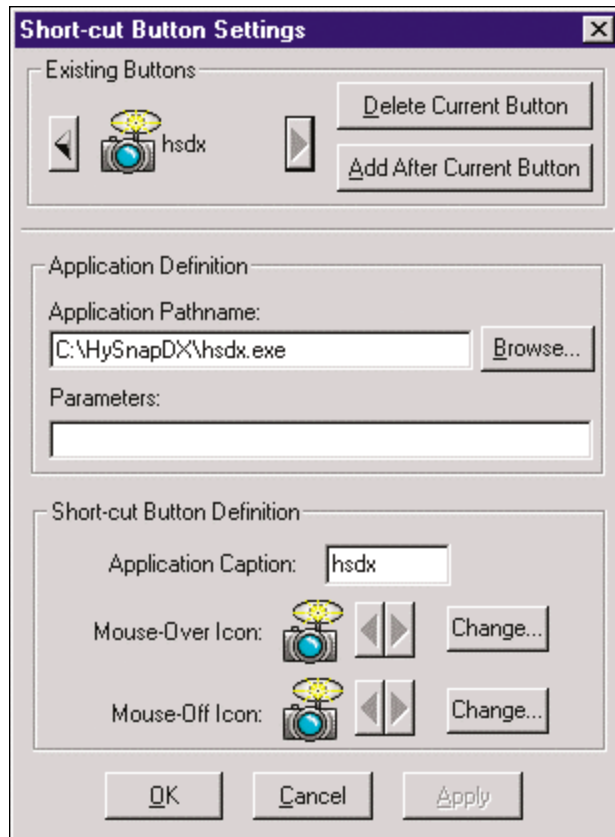
Configuration/Shortcut Button Settings

The Shortcut Button feature allows you to create shortcut icons that will be displayed on the Connection window so you can manually choose to launch another application from the Connection window after connecting to the POP.

The dialer automatically detects and configures your system's default Windows Internet browser and e-mail client programs for you. However, you can modify the parameters of these programs whenever necessary.

How to Define the Connect Window Shortcut Button Settings

1. Activate the dialer program.
2. From the Main window, select **Shortcut Button Settings** from the Configuration menu option to display the Shortcut Button Settings dialog box.



4. You can modify the parameters of either existing shortcut applications (e.g. your Internet browser or e-mail package), OR click **Change** to select a different .ico file to use as your Mouse-Over icon and another for the Mouse-Off icon.
5. Click **Add After Current Button** to add another application.
 - a. Enter the **Pathname** of the Executable File for that application by clicking **Browse** and locating it on your hard drive. Upon locating the file, select it and click **OK**.
 - b. Enter any **Parameters** that dictate how you want the application to launch. For example, you could specify a word processing application to launch with a specific file open.
 - c. Enter the label that will appear on the button for the application in the Application Caption field.
 - d. Accept the default icon that will display when the mouse moves over the button. Or select a different icon by clicking the **Change** button in the Mouse-Over Icon field. If you click the Change button, you will be able to browse your hard drive for the .ico files you want to use.



- e. Accept the default icon that will display when the mouse moves past the button. Or select a different icon by clicking the **Change** button in the Mouse-Off Icon field. If you click the Change button, you will be able to browse your hard drive for the .ico files you want to use.
 - f. Repeat all the procedures in Step 5 for each additional button you want to define.
6. Click **Apply** to accept the shortcut button changes.
 7. Click **OK** to return to the Main Window.

Saving Location Settings

If you frequently dial from a specific location, you can specify the dialing settings in the Current Location field. Location settings include the name of the location, if any prefix numbers should be dialed prior to dialing the POP number (e.g. from a hotel, you may have to preface the number with 9). You can save an unlimited number of location settings.

1. Select **POP number(s)** for the location from which you are dialing.
2. When the Connect option is activated, the dialer will first dial that 7digit number; if the connection attempt is unsuccessful, the dialer will try to connect to the second selected number, and so on through the selection list.
3. Click **Save** to save the default Location settings.
4. You can make the following changes to the Current Location settings:
 - Change the dialing order of the POPs. Right-click on the **POP** to be moved to display a Move shortcut menu; select the applicable move option (up, down, top, bottom). Click **Save** to save the changes.
 - Change the name of the Location setting. Click in the **Current Location** field to select the existing name. Type the new name. Click **Save** to save the changes. For example, you can name the Location setting Home, New Jersey Office, or Ritz-Seattle.
 - Select another Location setting from the drop-down list.
 - Delete the Current Location setting by clicking **Remove**.



Appendix A

Policies for Enterprise Dial Administrator

This chapter contains descriptions of the service contract, XO Enterprise Dial Support Policy, and the Acceptable Use Policy for XO Enterprise Dial administrators. These policies are designed to complement your Enterprise Dial service.

Service Contract

For information on service policies such as cancellation, termination, confidential information, legal notification, liability, etc., please familiarize yourself with the provisions of the contract you signed with XO. This document governs the terms and conditions under which service is provided. Please also examine the XO Acceptable Use Policy, a part of the contract, for specific rules on your use of the service.

XO Enterprise Dial Helpdesk to Helpdesk Support Policy

In-Scope Items

The Enterprise Dial Technical Support Team performs the following functions and considers these to be inside the scope of support:

Software

- Settings for mail, news, DNS, FTP, chat, and authentication
- Installation/un-installation/reinstallation of Dial-up Networking and its components
- Placement of settings in Internet Explorer, Netscape Communicator, and Outlook Express
- Troubleshooting of winsock files
- Troubleshooting of software installation issues
- Troubleshooting of basic browser and email issues

Hardware

- Issues with recognizing the modem within the dialer
- Issues with the dialer initialization. We'll supply the following generic initialization strings: ATZ, AT&F, and AT&F1, if the dialer initialization does not seem to work correctly.
- Identification of a hardware issue that will involve more system repair. We'll identify whether the problem seems to be hardware-related and direct you to have your operating system checked out by a third party.



Account Administration

- User ID verification
- Cancellations
- Issues related to registration

Billing Issues

- Billing questions
- Refunds/credits
- Suspending/unsuspending accounts

Network Connectivity

- All issues relating to the POP site and network viability

Web Site Support

- Authentication to premium content
- Verification via “ping” of email, chat, news, and streaming video servers. We will report to the Operations Desk any network-related difficulties with these servers.

Out-of-Scope Items

- Communication with or being contacted by end users. This is your responsibility as the Tier 1 provider. Operating system problems
- Ex. Troubleshooting the Windows desktop
- Ex. Dial-Up Networking that won't hold settings or is corrupted and uninstall/reinstall won't correct the issue

Memory conflict issues

Advanced browser and email software issues

Hardware issues other than those stated above

- Ex. Modem issues not corrected by taking above stated measures
- Ex. Floppy drive problems
- Ex. Interrupt ReQuest (IRQ) issues

Issues related to specific Web sites or content

Web page creation

General Internet instruction

HTML coding

Use of Frontpage, other than settings

Installation/configuration and use of software other than our own



Instruction and configuration of plug-ins.

Software additions such as: Netshow, MS Chat, VDO live player, Progressive Networks "Real Audio Player," IE optional Soundpak, Shockwave Director/Shockware Flash, and MS wallet

Escalation Procedures

XO also provides a separate document outlining escalation procedures for Enterprise Dial administrators. If you do not receive these escalation procedures, contact the Operations Desk to request a copy of the document.



Appendix B

Enterprise Dial Support Policies

With the XO Enterprise Dial service, XO takes responsibility for managing the XO network. Consequently, troubleshooting is fairly simple; just determine whether the problem is occurring on the XO network or on your network.

Note

Since XO monitors the XO network, in most cases we will already be working on resolving any telephone company problems or other problems that may occur with the XO network.

Preliminary Troubleshooting for End Users

XO does not support your end users directly. Please answer the following questions before you call the XO Enterprise Dial Helpdesk. These answers will assist you and the XO Helpdesk in quickly pinpointing the issues and the possible reasons for them:

What kind of difficulty is it?

- Busy Signals—indicative of capacity issues, improper dialer settings, or accessing via a Private Branch Exchange (PBX).
- Error messages—indicative of a dialer issue. What is the error message?
- Operator message—indicative of a telco issue. What is the message?
- Modem difficulties—Does the customer hear the modem dial out? If not, this is indicative of a dialer or modem issue.

Have you ever been able to connect successfully?

- If you have been able to connect in the past, this is more indicative of a network problem than if you've never been able to connect at all.
- If you have been able to connect successfully in the past, use that computer to dial a different access number including the 800#. If successful, this could be indicative of an access site issue. This could also be an issue with the coding and the modem driver.
- When possible, try the same number with a different computer. If successful, this is indicative of a system issue.
- Even if you have been able to connect in the past, we need to continue to check if you've made any changes to your system, dialer, modem, or location. There are times when changes that seem unrelated are affecting the issue.

Is the access number being dialed through a PBX?

Dialing through a PBX can cause the following difficulties:

- Busy signals—Sometimes you will get a busy signal if you need to dial a digit to access an outside line (typically 9 or 8).
- Outside digit difficulties—The PBX may fail to dial or dial the incorrect number if the time to access an outside line is longer than the pause between dialing the outside digit (9 or 8) and dialing the access number. One way to determine this is to add two or three commas between the numbers (e.g., 9,,,18009914227).
- Latency on the line—The quality of outside lines via a PBX is not always of the same quality as that of an individual line. This is most likely in a hotel setting. One way to determine this is to try to access the number from a non-PBX or number outside that specific PBX.



How many users are experiencing this issue?

- One person having difficulty when others accessing this number is indicative of an individual issue.
- Multiple users experiencing the same problem or different problems with the same site is more indicative of a network or access site issue.
- It is best to begin by treating individual users as a system issue while being aware of developing trends for a site.

Are modem issues affecting the situation?

- Make sure you are using the most updated driver. Drivers are generally available from the modem manufacturer from their Web page. Driver disk space tends to be relatively small. Therefore, you can usually download it onto a floppy and install it on the problematic system.
- Try re-recognizing the modem itself.
- Try a different initialization string. Typical strings that set the modem to factory specifications are AT&F, AT&F1, and ATZ. Other initialization strings can be acquired from the modem manual, from the modem manufacturer both over the phone and via their Web page or by using a search engine and typing "initialization strings" as your key phrase.

What dialer program is being used?

- If you are using Microsoft Dial-Up Networking (DUN), Macintosh's FreePPP, or MacPPP, be sure that you have the most recent version.
- If you are using another dialer program, try the one included with your OS.
- If you are using the XO Access Finder, try dialing directly from the dialer located in the following path: My Computer/Dial-Up Networking/Dialer.

Do you have difficulty with connecting initially and with disconnects?

With both difficulty connecting initially and with disconnects, it is a good practice to create a new connection. This includes uninstalling/reinstalling the TCP/IP stack, which can become corrupted and cause connectivity problems.

1. Uninstall the TCP/IP stack.
2. Reinstall the stack.
3. Recreate the actual dialer.

What applications were you running at the time of the disconnect?

If the issue is a disconnect problem keep in mind what application(s) were running during disconnect. Be aware that there are times when applications such as call minders and fax software can interrupt connections. Attempt the connection with the application disabled to determine if this is the problem.



Operations Desk Contact Requirements

The Operations Desk is the primary point-of-contact. This team is staffed with an experienced group of system administrators and engineers who are dedicated to troubleshooting network situations, communicating with the Network Operations Center (NOC), communicating system and network status, and ensuring you are satisfied with the service.

If you are contacting the Operations Desk regarding connectivity problems via email, send a detailed message to Enterprise@xo.com that includes the following information:

- Company name
- Your domain name
- A detailed description of the problem
- How long the problem has been occurring
- Any error messages cut and pasted
- The XO access number being dialed
- Your email address
- Your telephone number and hours of availability

Operations Desk Phone Requirements

If you are contacting the Operations Desk regarding connectivity problems via telephone, please document what you have done and have the answers to the following questions ready prior to calling:

- What is the XO access number being dialed?
- What is the phone number(s) that the modem is dialing FROM? This is used to determine if the issue is a local telco or an access site issue.
- Is the issue intermittent or constant? If intermittent, what was the date and time that the issue was experienced? (This information helps to pinpoint what period of time we need to review to see the problem.)
- How often do you experience the issue? What was the date and time that the issue was experienced? (This information helps to pinpoint what period of time we need to review to see the problem.)
- Did a connection actually take place? If so, what was the call duration before disconnect?
- What is the exact error message(s) that you are getting?
- What is the make, model, and speed of the computer? (Some computers have pre-installed generic modems that have more issues than others.)
- What is the make, model, speed, and most recent flash/upgrade of the modem? (Some modems or versions of drivers have more issues than others.)
- What version of what operating system is the computer using?
- Has anything else been done to resolve the issue(s)? If so, please explain what.



XO Support for End Users

Any company employees having difficulty connecting with access numbers should contact their Corporate IT Team. XO does not support Enterprise Dial end users directly.

Personnel Changes

If there are any changes in your network management team, please inform the Operations Desk immediately. The Operations Desk will reflect these changes in the XO Customer Information records, which will help the Operations Desk expedite service in the event of any line problems, troubleshooting, alarms, or changes that may impact your service. To inform XO of any personnel changes, contact the XO Operations Desk at one of the following:

- Phone (toll-free): 888-699-6398
- Email: Enterprise@xo.com



Appendix C

End User Frequently Asked Questions (FAQs)

Below are FAQs that your end users may ask you. For your convenience, XO has created this appendix. You may want to make it available to your end users.

Who do I contact if I have questions about my Access Finder, XO Global Access Finder, or the XO Enterprise Dial account?

First, contact your Corporate IT Team. If they cannot answer your question, they will contact the XO Operations Desk.

What are the default Domain Name System (DNS) settings so that I can access the Internet through XO?

You should choose "Server Assigned Name Server Address," however, contact your Corporate IT Team for verification.

Why won't Access Finder dial my modem?

Reasons for this happening could include:

- The communications (COM) port your modem is set to may be in use by another application. To fix this, close all applications that you are not using.
- Your modem may not be turned on (external modems) or properly connected to your PC. Make sure the power cord is properly connected to the modem and is plugged into an outlet. Also, make sure the serial cable is linked to both the modem and the computer.
- Your modem may not be configured properly. To check, open the Control Panel, double-click the Modems icon, and click the General tab. If your modem is configured, it will appear on this screen. If your modem does not appear, or you do not think it was configured correctly, refer to the documentation that came with your modem.

During installation of Access Finder, I received the following error message: "The file being copied is older than the file that is currently on your computer. It is recommended that you keep your existing file. Select Yes or No."

Select Yes. During installation, the software may install shared library files that are used by other software programs.

Consequently, the software may attempt to reinstall files that are already on the system. This message informs you that a newer version of the file already exists. Selecting Yes ensures the most up-to-date version remains on your computer system.



During installation of Access Finder, I received the following error message: "Access Finder requires Dial-Up Networking to function properly. Please install Dial-Up Networking from the control panel."

You may need to upgrade to the latest Microsoft Dial-Up Networking version. If you need assistance, contact your Corporate IT Team.

During installation of Access Finder, I received the following error message: "Access Finder XX requires a new version of Dial-Up Networking to function properly. Please download and install the latest version of Microsoft Dial-Up Networking 1.3 from the location where you obtained Access Finder"

You will need to upgrade to Microsoft Dial-Up Networking version 1.3. If you need assistance, contact your Corporate IT Team.

XO Global Access Finder FAQs

Note

These are also available in the Help menu of the dialer.

What domain name do I enter in my Login?

Your domain name for using the Global Access Finder is userid@yourdomain.com

Why do I have two domain names?

Due to some changes in the build, the dialer will automatically append @ivpn.com onto your Login. This is in a non-editable field and you do not need to do anything differently.

I entered in the wrong domain name. How do I reset the dialer?

If you mistakenly enter the wrong domain, close the dialer. Navigate to the Program Files\XOGlobalAccessFinder\bin\regreset.exe directory and double-click on the RegReset icon. You may then re-enter your domain.

Is the Black Ice Agent firewall included in the dialer?

No, it is not. However, the dialer does support the Black Ice Agent if you have it installed on your machine.

How do I configure the buttons on the Connection window's Toolbar?

See the Configuration/Shortcut Button Settings section of the help file for complete instructions.

How do I create a location group?

See the Saving Location Settings topic of the help file, and the adjoining topics on removing and renaming location groups.

Why does the dialer not recognize the dial tone on the hotel phone system?

This is because the hotel phone system is digital, and you are using an analog modem. You need a switch to connect the modem to the handset interface, and allow the phone to perform the analog-to-digital conversion.



I am in a hotel and I need to dial a number to access an outside line. Where should I enter it?

Create a Location Group and edit the Property Settings for that group by clicking the Properties button. Enter the number the hotel requires in the appropriate place on under the section "To access an outside line." The appearance of the Dialing Properties box is dependent upon the operating system of your computer. For specific dialing properties information for your operating system, see the Specifying Dialing Rules section of the dialer Help and click on the applicable platform link. Be aware that in some places, you need to enter an area code even for local calls.

How do I enter a calling card number?

To enter calling card numbers, open the Dialing Properties dialog box, which is accessible from the Properties button on the dialer's Current Location bar. The appearance of the Dialing Properties box is dependent upon the operating system of your computer. For specific dialing properties information for your operating system, refer to the section Specifying Dialing Rules of the dialer Help and click on the applicable platform link.

When I dial, I receive a "No PPP control protocols configured" message. What is wrong?

You must have at least one modem installed and configured and TCP/IP installed and configured.

When I launch the dialer, I receive an error message "Initialization of the dynamic link library C:\WINNT\System32\rasman.dll failed. The process is terminating abnormally." What is wrong?

You need to have Dial-Up Networking installed. For installation information and other required components, refer to the Dial-Up Networking section of the dialer Help.

After I change the setting in Dial-Up Networking's GRIC Phonebook entry, the dialer no longer works. What should I do?

You should delete this entry, and use the dialer as before. The dialer will create this entry again with the default setting.



Wireless-Specific Help

Why can't I establish a Wireless connection?

In order to use the Wi-Fi technology with the dialer, your computer must have the following components and setup:

- Dialer software,
- Wireless Fidelity (IEEE 802.11b) compliant PCMCIA card with a maximum 11 Mbps data rate and operational distance of up to 165 feet indoors, and
- The client utility driver for the applicable Wi-Fi PCMCIA card. The configuration for all cards should include two settings:
 - **WEP Security must be disabled.** Refer to the instructions for disabling WEP.
 - DHCP activated — **do not specify Static IP.** Refer to the instructions for activating DHCP.

Note

Some Wi-Fi PCMCIA cards can be launched with or without the client utility driver.

- **Be sure the SSID is correct.** The dialer does NOT auto-associate with a Wireless Hotspot after clicking Login on the dialer screen. If your wireless client supports SSID browsing (automatically displays a list of available access points), be sure to select the correct SSID. If your wireless client does not support SSID browsing, manually enter the dialer provided SSID in your client driver's configuration profile.

Do I need to log out of both the dialer and the Wireless Web browser window?

Yes. It is important to log off from both the Dialer Connection screen and Status screens before the wireless connection is terminated or you will continue to be charged for the connection time. For details, refer to Terminate the Wireless Connection of the dialer Wireless Help file.

When I dial, I receive a "Cannot open the phone book file." message. What is wrong?

You need to have Dial-Up Networking installed. For installation information and other required components, refer to the Minimum System Requirements section in the chapter, Access Finder for Windows 95/98/2000 or NT.

I have two modems on my computer. How do I ask the XO Global Access Finder to use the one I prefer?

Refer to the Multiple Modems section in Chapter 6. For NT 4.0, a known bug in Microsoft Remote Access service will reset the selected modem to the first available modem. Microsoft expects to have this problem fixed in a new service pack. Install only one modem to avoid this problem.

Why does the dial-up window keep reappearing while entering the password?

Use your complete user ID (i.e., userID@yourwebaddress.com) and then your regular password.

When trying to connect with the XO Global Access Finder, I get an error saying "Access is denied." What is wrong?

The local ISP may not recognize your account. Make sure you are using your complete user ID as your login ID, and then your regular password. If the problem persists, you can call the support number listed in the ISP Information window of the number you are trying to dial and inform them that you are using the GRIC dial service. You can bring it up by clicking Detail in the XO Global Access Finder main window.



I get connected, but why does it frequently disconnect me or say that it was an unreliable connection?

The most probable cause could be the noisy phone lines, or your hotel PBX system. The best solution if you are using Windows 95/98 is to double-click the My Computer icon, double-click Dial-Up Networking, right-click the XO Global Access Finder icon, select Properties, click Configure, and reduce the maximum speed.

What access number should I use if none of the numbers found by the XO Global Access Finder are in my calling area?

If none of the access numbers found by the XO Global Access Finder are in your calling area, you can still use one of the listed numbers but you will be responsible for any charges (i.e., toll) associated with using that number.

I am using the XO Global Access Finder and I am having problems connecting to one of the ISPs that it provides me. How do I contact customer support?

Every ISP that is associated with the XO Global Access Finder has a customer support email address and telephone number listed in the Detail section. This information can be found by highlighting the access number you are dialing in the main XO Global Access Finder menu and clicking Detail. This brings up the window that displays information such as the ISP name, customer support number, customer support email address, and the settings configuration for the POP currently on the screen.

I am having problems downloading or configuring the XO Global Access Finder. How do I contact customer support?

If you are having trouble downloading or configuring the XO Global Access Finder, you should check with your company's Enterprise Dial administrator.

My connection is fine, and I have no problems with email, but why am I unable to surf the Web?

This is probably related to the proxy settings between your ISP and the ISP you are dialing into. They are clashing. This setting is in your Web browser (either your Internet Explorer or Netscape). The proxy configuration you will need is listed in the ISP Information window of the number you dial.



Appendix D

Contact Information

Account and Billing Information

Should you have any questions about your Enterprise Dial account status, payment options, or related billing questions, contact the Operations Desk at 888-699-6398 and choose the billing option.

XO Operations Desk (Post Installation)

The Operations Desk will also address any issues regarding propagation within the XO network and XO products. Contact the Operations Desk 24 hours a day, 7 days a week at one of the following:

- Phone (toll-free): 888-699-6398 (US only)
- Fax: 989.758.6510
- E-mail: Enterprise@xo.com
- Technical Support Web site: <http://support.xo.com/ent>
- Enterprise Dial Administration System Web site (password protected): <http://admin.xoaccess.com/>

Note

Pre-installation questions can be directed to your Sales or Account Manager.

Sales

To add additional services or upgrade bandwidth, contact XO Sales at one of the following:

- Phone: 800.539.0214, option #3
- Website: <http://www.xo.com/contact/sales/>

XO Communications Headquarters

To learn more about XO Communications and its products, contact XO Corporate Headquarters at one of the following:

XO™ Communications
11111 Sunset Hills Road
Reston, VA 20190-5339
Tel: 703.547.2000
Fax: 703-547-2881
Web Site Home: <http://www.xo.com>