

Frequently asked questions about qHome™ Integrated Message Manager

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About qHome – Integrated Message Manager

What is qHome?

qHome is a new Qwest product that integrates the Qwest services on your home phone with your Qwest Internet services. Through the qHome online portal, you get the convenience of one single place to view, listen to and manage all of your messages – e-mail, instant messages and even Voice Mail!

Plus, you'll be able to place phone calls through your computer, keep track of your home Caller ID activity from most personal computers connected to the internet, , link to your Qwest account, and so much more.

With intuitive icons and mini-applications known as "gadgets," qHome is not only incredibly handy, it's easy and fun to use, too.

What does qHome cost?

qHome is offered at no additional charge to Qwest customers who have all of the following:

- Qwest Choice[®] Home home phone package, with Voice Mail and Caller ID as selected features
- Qwest High-Speed Internet with Windows Live[™] (minimum 1.5 Mbps recommended)
- A **q.com** or **msn.com** member name/e-mail address

Free upgrades for Microsoft[®] products and services can be found at the [Qwest Member Center](#). Scroll down to the Download section and click on Qwest[®] QuickConnect[™] to get the full suite of applications recommended for qHome.

How do I install qHome?

Once you have placed your order for qHome and your Qwest High Speed Internet service is set up, the qHome tab should show up automatically when you go to <http://qwest.live.com> (after 11 p.m. on the next business day after your order is placed).

If the qHome tab does not appear in the bar on the top left of your screen, go to <http://qwest.live.com/?addTemplate=QwestqHome> to reload it.

Keep in mind that you need to be using the most current Qwest by Windows Livesuite of applications in order to take advantage of the full functionality of qHome.

If you haven't already switched over to the newest applications, go to the [Qwest Member Center](#) first. Scroll down to the Download section and click on Qwest QuickConnect.

The Qwest by Windows Live suite of applications includes Windows Internet Explorer® 7, Windows Live OneCare™ security service, Windows Live Toolbar and Qwest Messenger by Windows Live. Even though qHome may work with earlier versions of these applications, we recommend downloading the newest versions for optimal performance.

What are the system requirements for qHome?

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

Download the latest recommended Qwest Live suite of applications at the [Qwest Member Center](#) under the Downloads/Qwest QuickConnect section.

What are the system recommendations for qHome?

- Qwest Connect® Silver with Windows Live minimum, Qwest Connect® Platinum with Windows Live recommended
- Computer with 1GHz CPU or better recommended
- Minimum 500Mb RAM, 750Mb or more recommended

Qwest Mail by Windows Live and Integrated Voice Messages

How do I access Qwest Mail by Windows Live account directly?

Qwest Mail by Windows Live can be accessed by pointing your browser to <http://mail.live.com>.

With qHome, what is the relationship between my home phone services and my e-mail?

qHome integrates your home phone services with your e-mail by sending a copy of the Voice Mail messages and Call Logs you receive at home to your Qwest Mail by Windows Live account. It's important to note that although you can create a number of Qwest Live e-mail accounts, the qHome functions will only interact with the **primary** e-mail address associated with your Qwest High Speed Internet service.

How do Voice Mail messages arrive in my Qwest Mail by Windows Live inbox, and what do I do with them?

Whenever a Voice Mail message is left on your home phone, an audio copy of the voice message will be sent to your e-mail inbox. Each message will be in two places: the original message on your home phone, and a copy in your e-mail.

The message appears just like an e-mail message, with an audio attachment that you can listen to on your computer speakers.

Within Qwest Mail by Windows Live, these Voice Mail messages can be played as many times as you like, saved, filed and deleted just like any normal e-mail message. From your computer, you'll also be able to Delete the voice message from your home phone or Mark the message to be saved on your home phone.

Think of the advantages. You can keep track of the voice messages you receive at home while you're away during the day. It's also a convenient way to replay, delete, forward and save your messages without using the phone.

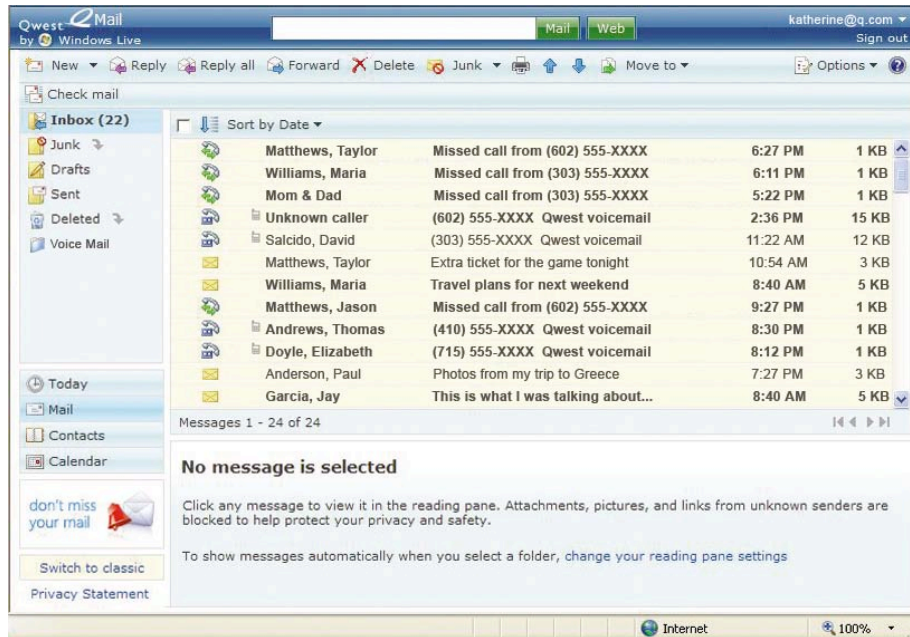


Besides Voice Mail, are there other types of messages that may arrive in e-mail?

Besides Voice Mail messages, qHome can also send a brief e-mail of each incoming and outgoing phone call that occurs on your home phone line. These Call Details or Call Log events can easily be filed into a folder for later review. If Call Details are generating more e-mail than you would prefer, you can turn off this option using your **Preferences** gadget on the <http://qwest.live.com> qHome page.

What do Voice Mail messages and Call Logs look like in my e-mail inbox?

Here is an example of a Qwest Mail by Windows Live inbox containing several different types of messages. Unread and unheard new messages are shown in bold type, and handy icons indicate the types of messages.



What do all these new icons in my Qwest Mail by Windows Live indicate?

In Qwest Mail by Windows Live (Full version), some special icons related to voice messages and phone activity will appear. The icons give you an easy way to identify your regular e-mail from voice messages and call logs.




Qwest Voice Mail message with an audio attachment



Call Log with details about all incoming and outgoing call activity on your home phone line



Voice Mail message that has not yet been heard, and is still available both on your computer and your home phone


 Voice Mail message that you have listened to via your e-mail, and that has been deleted from your home phone

How are the Voice Mail messages in my e-mail synchronized with my home phone?






The Voice Mail messages you receive in Qwest Mail by Windows Live are copies of the same messages on your home phone Voice Mail system. Most of the actions that you take with a voice message in Qwest Mail by Windows Live are synchronized with the original message in your Voice Mail at home.


For example, when you play a Voice Mail message online, it will no longer be identified as "New" on your home phone, but instead will be identified as "Skipped."


Also, while you're in qHome, there are two ways to delete a Voice Mail message without even picking up the phone. First, you could click "Delete from Phone" (see diagram below) from the message playback screen, which will remove the message from your home phone, and keep the e-mail copy. Or, you could simply delete the e-mail copy which will also delete the message entirely, from your home phone and online.

 Known sender. Delete this voicemail from your phone?
[Delete from phone](#) | [Mark as saved](#)

How do I play a Voice Mail message in Qwest Mail by Windows Live?

	Matthews, Taylor	Extra ticket for the game tonight
	Williams, Maria	Travel plans for next weekend
	Matthews, Jason	Missed call from (602) 555-XXXX
	Andrews, Thomas	(410) 555-XXXX Qwest voicemail
	Doyle, Elizabeth	(715) 555-XXXX Qwest voicemail

In your Qwest Mail by Windows Live inbox, new Voice Mail messages are shown in bold type, with a phone and recorder icon . The voice message will be in Mp3 format, attached to your e-mail just like any other attachment. You can either:

- Click on the message itself or click the little handset icon  to open a playback window. Click the Arrow to play the message. Make sure your speakers are on.



- Or, save the attachment to your computer and use whatever audio player you prefer.

If you don't see the message playback window, you may be using the "Classic" version of Live Mail instead of the "Full" version. To get the embedded audio player to show up within your Voice Mail messages again, go to the Mail options at the bottom of your screen to switch back to the Full version.

If I listen to and delete a message on my home phone, what happens to the message in qHome?

Once a copy of a voice message is sent from the Qwest Voice Mail system to your Qwest Mail by Windows Live, it can be deleted from your phone without affecting the copy you have online.

However, it's important to know that the opposite is not true. If you're online, and you delete an e-mail that contains a voice message, it will clear the message entirely from the system – the original voice message will no longer be on your phone.

What if I accidentally delete a Voice Mail message in qHome before I listen to it?

When the e-mail message containing a Voice Mail is deleted from Qwest Mail by Windows Live, the original voice message on your home phone is also deleted permanently. If your "Deleted" e-mail folder has not been emptied yet, you may still be able to recover the message from there.

How many Voice Mail messages can be saved in qHome?

The current Qwest Mail by Windows Live platform has a generous multi-gigabyte data capacity for receiving and saving messages,

including Voice Mail, Call Logs and e-mail. If you like to save your voice messages for reference and mementoes, you will be able to store many more voice messages online than you can on your phone. Since the Qwest Voice Mail telephone platform only allows for a default of 35 messages, you'll get a greatly expanded message-saving capacity with qHome.

If you need an expanded Voice Mail capacity on your phone, call Qwest for details.

Can I create a folder to hold my Voice Mail messages and Call Logs?

Saving voice messages and telephone call logs into handy folders within your Qwest Mail by Windows Live account is one of the best advantages of qHome! Simply create a new e-mail folder for your voice messages, just as you would for your regular e-mail.

To create a new e-mail folder, use the "New" dropdown menu option. You can create as many folders as you want, and name them in a convenient way, such as "Voice Mail" and "Call Logs."

Then, from your e-mail window, simply select the voice message(s) you want to file, and either drag it into the appropriate folder or use the "Move to" dropdown menu option.



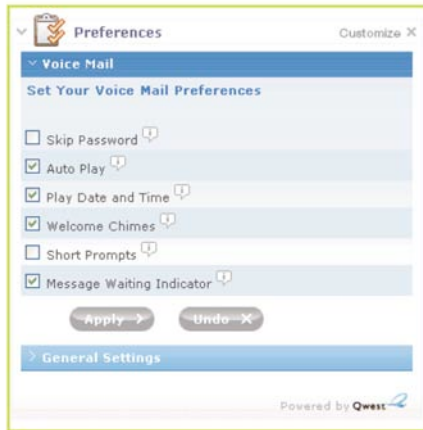
How do I create a rule to automatically file my Voice Messages and Call Logs?

Simplify the handling of your voice messages and call logs by automatically sorting them into folders as soon as they arrive. Here's how:

- Create new folders to hold the messages you want to sort (see Creating a folder above).
- Select the "Options" link at the top right of your screen and scroll down to "More Options" at the bottom of the displayed list.
- From "More Options," select "Automatically sort e-mail into folders."
- Then click the Create a New Filter button, and follow the rest of the prompts to have your e-mail messages automatically filed into your available folders.

Can I manage my Voice Mail preferences through qHome?

The Voice Mail tab in the Preferences gadget lets you modify, from your computer, how your Voice Mail service works on your home phone.



When you view the Preferences gadget, it will reflect the current settings you have on your phone. Simply check the box in front of each feature to make a change. You'll then see a message that says "Changes Pending..." Make sure to click Apply to complete your choice, or Undo if you change your mind.

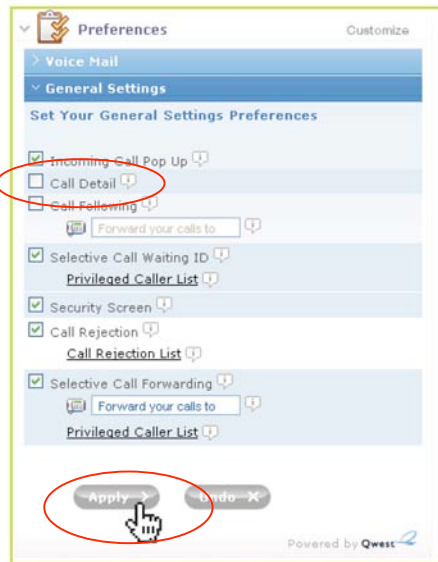
- Skip Password takes you directly to your messages, without entering a password first. You can only skip your password when you're calling to check messages from your home phone.
- Auto Play starts playing messages immediately, without requiring you to press 1 to listen.
- Play Date & Time announces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

I have too many Call Logs in my inbox. Can I turn off that option?

If you are receiving more Call Logs in your Qwest Mail by Windows Live inbox than you want to manage, it's easy to turn off that option.

- In the Preferences gadget, click on the General Settings tab.

- Go to Call Detail, and uncheck that box.
- Make sure to click the Apply button to complete your choice.
- Return to the Preferences gadget any time you want to turn Call Detail back on.





Placing Calls and Managing Contacts

How do I place a phone call from my computer?


The ability to initiate telephone calls while you're busy on the computer is one of the many exciting features of qHome! Select a number from your Contacts list, get the call started right on your screen, and then pick up the phone when you're ready to talk.

IMPORTANT: Anyone you want to call must already be entered in your Contacts list with a 10-digit phone number. See [Create my Contacts](#) and [Quick Dial](#) for more information.

To place a telephone call:

- Go to the QuickCall gadget.
- Choose the Contacts or the Quick Dial tab, then 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. Handy icons indicate whether it's the person's home, mobile or office number.
- To start your call, click the green arrow  next to the number you choose. You'll see a status message that says "Placing Call..."
- Your home phone will ring.
- Pick up your home phone handset and dial 1 to complete the call.
- If you started a call by mistake, simply hang up. The call will not go through.



If you accidentally click on a Call arrow  while you're doing something else, simply ignore your phone when it rings. The call will not go through.

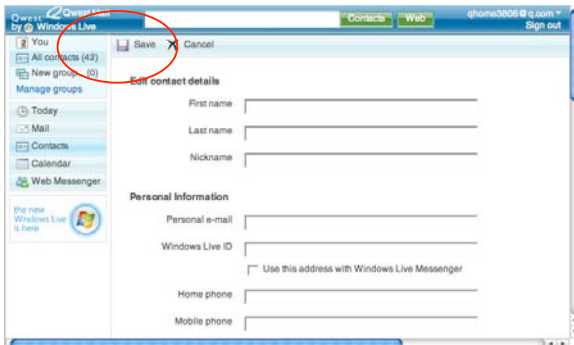
How do I create my Contacts list?

In order to place calls in qHome, you need to first build a list of contacts in your Windows Live Hotmail or Messenger application.

Anytime you log in to qHome, it will automatically search your existing Windows Live Hotmail and Messenger accounts for all the contacts that have a 10-digit phone number associated with them. Those contacts will appear under the Contacts tab in the QuickCall gadget.

To add new Contacts, or to update existing Contacts:

- Sign in to your Qwest Mail by Windows Live/Windows Hotmail account.
- Open your Contacts list from the left sidebar.
- Choose a contact from your list to edit, or click the New button to add a contact.
- Enter the Contact information as usual, making sure to include the person's 10-digit phone number (area code + 7 digits).
- When you're done, click Save in the bar at the top.




- Now, return to your qHome screen.
- Go to the QuickCall gadget, click Customize in the upper right corner, then scroll down to Refresh.
- Your new Contact(s) should now appear in the list under the Contacts tab. If not, press [Ctrl][F5] to completely refresh the

page, or log out and log in again. Remember, each contact must include a 10-digit phone number in order to show up in qHome.

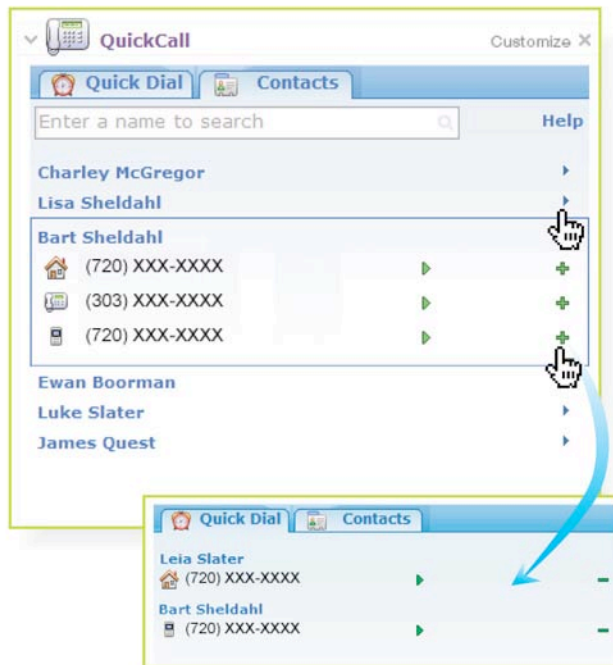
Is there an easy way to find the Contacts I call most often?

The Quick Dial tab at the top of the QuickCall gadget is a great way to quickly locate the contacts you call all the time.

To add a Contact to your Quick Dial list:

- From the QuickCall gadget, click on the Contacts tab.
- Scroll down or use the Search box to find the person you want to add to Quick Dial.
- Click the blue arrow  to bring up a list of the person's phone numbers.

- Click the plus + symbol to add the number to your Quick Dial list.



How much information does each Contact need to contain?

Contacts you intend to call via qHome MUST be listed with a 10-digit telephone number (area code + prefix + 1234). Otherwise, you can include as much or as little information as you want, just like any address book.

Aren't all the phone calls I place through qHome free of charge?

The QuickCall gadget is simply a convenient link to your ordinary home telephone service. The local and long-distance phone calls you initiate in qHome are not conducted over the Internet, and are billed according to the calling plan(s) you have set up on your home phone account. Long-distance charges may apply.

Qwest Messenger by Windows Live and Call Notification

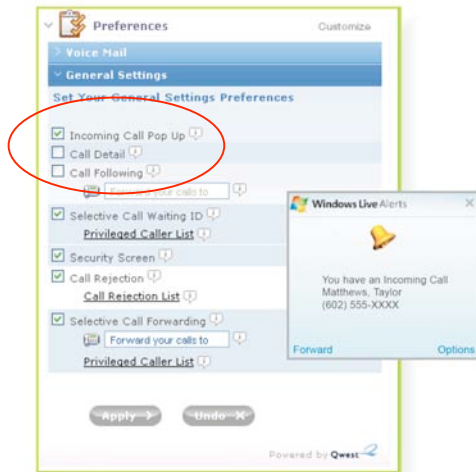
How does Incoming Call Notification work?



qHome is integrated with Qwest Messenger by Windows Live to provide real-time instant messaging pop ups when your home phone is receiving a call. You'll also see a pop up when you receive a new voice message.

To use Incoming Call Pop Ups:

- You must be signed in to Qwest Messenger by Windows Live using the e-mail address associated with your qHome service.
- "Incoming Call Pop Ups" must be turned on in the qHome **Preferences** gadget.



What can I do when I receive an Incoming Call Pop Up?

At this time, the notification pop ups are only for your information. If you're at home, use the pop ups just like Caller ID -- you can choose to pick up the phone and talk, or not, depending on who's calling. And, if you're not at home, the notifications will give you a heads-up if someone important is trying to reach you, and a good idea of how many calls you get at home when you're not there.

What if I'm not seeing the caller name in Incoming Call Pop Ups?

Incoming Call Pop Ups work with the same information available on the Caller ID system. Some callers will choose to block their identification, and others may have unlisted or private numbers.

Even though your Call Logs and Voice Mail messages can show the names and numbers of matching people in your Contact List, the Incoming Call Pop Ups cannot retrieve that information.



Qwest Live Gadgets

What are Gadgets?

Gadgets are what we call the sections you see on your Qwest Mail by Windows Live screen. They are actually mini-applications that bring specific content onto your page, such as news and weather. Most importantly, they also provide quick and convenient access to your Qwest phone and High Speed Internet services.

Several unique Qwest gadgets appear when you click on the "Qwest qHome" tab. When you enroll as a qHome user, the qHome tab will automatically appear on your Qwest Live page.

Do I need to use these Gadgets?

No. The qHome gadgets are just part of the total qHome functionality, which includes Qwest Voice Messaging, Qwest Live, Qwest Mail by Windows Live and Qwest Messenger by Windows Live. The gadgets are simply an easy, visual way for you to use your Qwest features, and build a customized landing page with content that's important to you. You can add or delete any of the gadgets at any time.

What User Name and Password do I use in the MyAccount gadget?

The MyAccount gadget is a direct link to your account information on www.qwest.com. Here you can view the current status of your Qwest account, contact customer service, schedule repairs, and more.

To check any of the information, you will be asked for a user name and password you have established with Qwest to access your account – not your qHome log-in information.

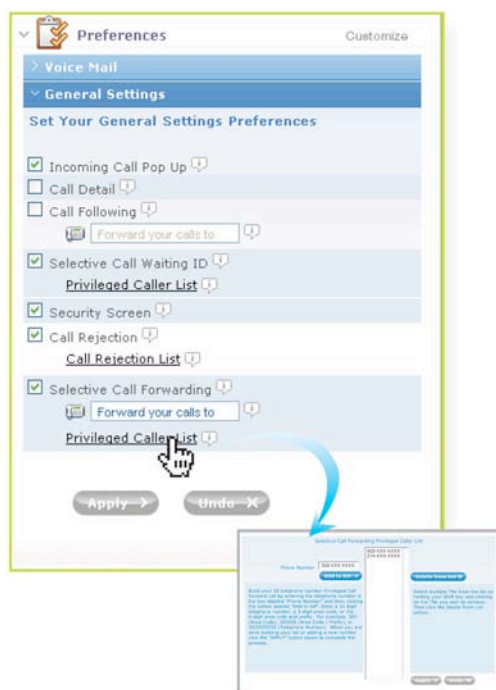
If you have not already established a MyAccount user name and password, please go to <http://www.qwest.com/myaccount> and set up a new account.

What can I do with the other Qwest services listed in the Preferences gadget?

Under the General Settings heading, you can also manage up to five popular Qwest calling features online. Make sure to click Apply whenever you make a change to your current settings.



- Call Following – Enter the telephone number you want incoming calls forwarded to.
- Selective Call Waiting ID – Set up and manage your Privileged Caller List. Only incoming calls from telephone numbers you enter will signal you with a Call Waiting alert if they call.
- Security Screen – Turn on Security Screen to block unidentified callers before they ring through to your phone.
- Call Rejection – Set up and manage a list of telephone numbers of callers you want to reject.
- Selective Call Forwarding – Set up your Call Forwarding number and manage your list of Privileged Callers. Only calls from the telephone numbers on your list will forward to another phone.



To build a Privileged 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.

Only the features you already have on your account will be active in the General Settings gadget. The inactive features will be grayed out. If you would like to add any of these features, or if they are not showing up properly, call us for assistance.



Troubleshooting

I've clicked on a link or button (e.g. "reply all" in e-mail) and nothing happens. What's the problem?

Your pop-up blocker may be interfering with the actions in your browser. Go to your Internet Explorer pop-up blocker and set it to medium or low. If you still have trouble, set the pop-up blocker to off.

I was told qHome would be installed by 11:30 pm yesterday. It is the next day and the qHome tab still doesn't show up when I sign in. What do I do now?

Go to <http://qwest.live.com> and sign onto your account. Once you're signed in, type the following URL into the browser window.

`http://qwest.live.com/?addTemplate=QwestqHome`

The qHome tab will automatically reload when you hit enter.

If the qHome tab still does not appear, please call 1 888-777-9569 for assistance.

Oops! I deleted all the gadgets and the qHome tab by mistake. How do I get the qHome tab back?

Go to <http://qwest.live.com> and sign into your account. Once you're signed in, type the following URL into the browser window:

`http://qwest.live.com/?addTemplate=QwestqHome`

The qHome tab will automatically reload when you hit enter.

Qwest Live or the qHome tab stop loading halfway through, or an individual gadget doesn't load properly. What do I do?

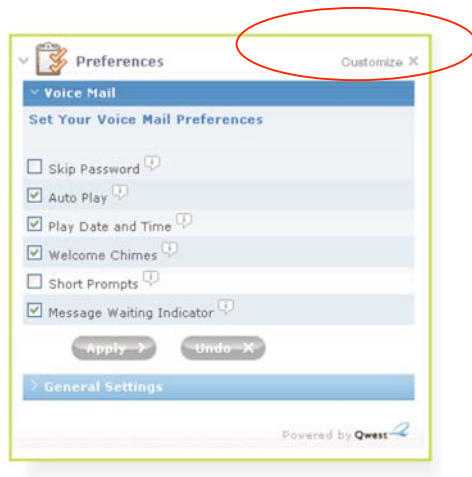
- If there are multiple problems on the page, press [Ctrl][F5] at the same time to completely refresh the page.
- To refresh a particular gadget only, click Customize in that gadget's header, then scroll down and click on Refresh.
- If neither of these methods remedies the problem, please log out and sign in again.

When I am trying to get to the qwest.live.com page or qHome tab, a yellow triangle with an exclamation point shows up in the bottom left hand corner. Clicking it brings up a funny error message. What is this and what do I do?

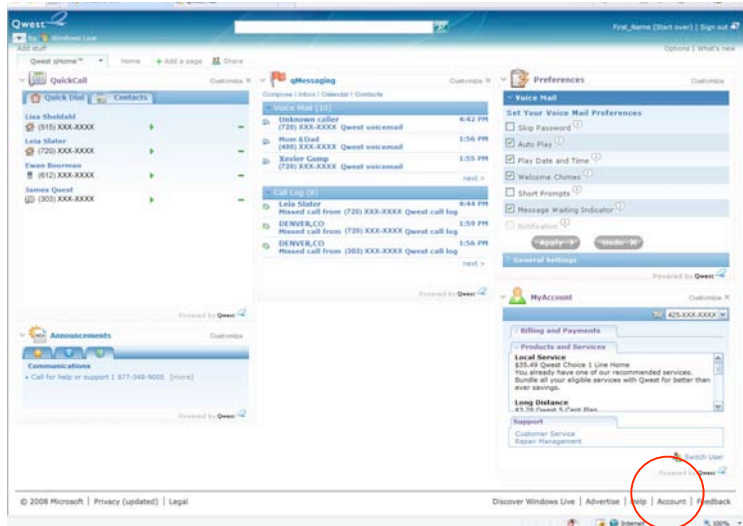
Try performing a screen refresh [Cntl][F5]. If the triangle is still there, then call 1 888-777-9569 for assistance.

One of the gadgets seems to be stuck on "loading" or the border is there, but the inside is empty. Can I refresh just this gadget instead of refreshing the entire page?

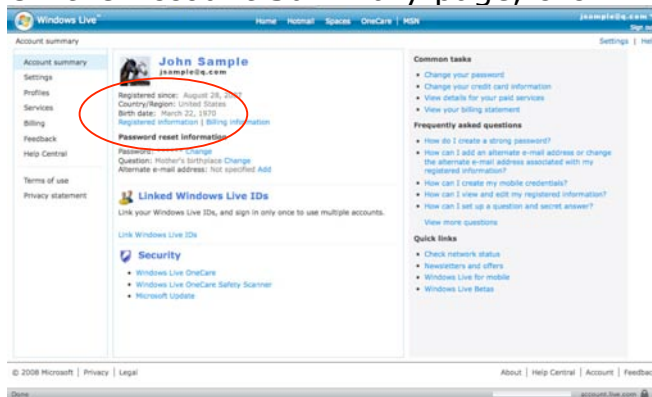
- In the upper right hand corner of the particular gadget, click on Customize. From there, scroll down and click on Refresh. This will refresh just that gadget.
- You can also try a complete page refresh with [Cntl][F5].



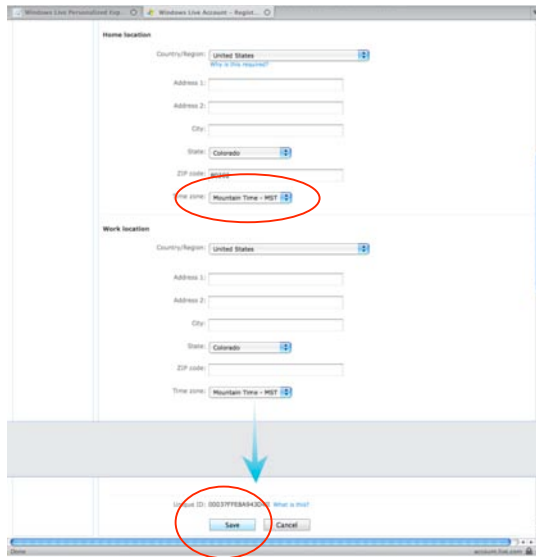
My e-mail arrival times are incorrect, or in the wrong time zone. How do I fix it?



- In the bottom right corner of your main screen, click on "Account"
- On the Account Summary page, click "Registered Information."



- Scroll down to "Home Information" or "Work Information" and set the time zone you want to use.



- Make sure to scroll to the very bottom of the page and click on Save.
- Arrival times for Voice Mail messages can be slightly off due to timing windows. The Voice Mail arrival time is marked when the message is sent to the e-mail system, not necessarily the exact time the message arrives.

Why does my Hotmail inbox keep showing up in “Classic” view instead of “Full” view?

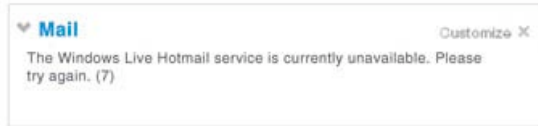
Your computer is setting a timer. If your computer determines that it’s taking too long to load the Full view, you’ll automatically be directed to the more optimized Classic view.

To manually reset to Full view:

- Click on Options in the top right corner under your log-in name.
- One of the first help items is setting e-mail to “Full version” or “Classic version”.
- The next time you view your email this will be the default setting.

In my Mail gadget, I get an error message that says, “The Windows Live Hotmail service is currently unavailable. Please try again (7).” What should I do?

The Mail gadget is found under the Home tab at qwest.live.com. It can be moved to the qHome tab via drag-and-drop if you prefer. The error message will look like this:



- In the header of the Mail gadget, click on Customize, and choose Refresh.
- If that doesn't work, press [Ctrl][F5] at the same time to refresh your entire screen.
- If that still doesn't work, log out and log back in again.
- If you still see the error (7) message, try accessing your e-mail via the reduced functionality from:
 - <http://www.hotmail.com>
 - <http://qwest.my.msn.com>

What should I do if I get a “reauthenticate by clicking here” message in the Mail gadget?

The “reauthenticate by clicking here” message is a Hotmail security measure. Just click where it says “here” and you'll be directed to the sign-on screen again. Log in as usual.

The Mail gadget is found under the Home tab at qwest.live.com. It can be moved to the qHome tab via drag-and-drop if you prefer.

My Blind Accessibility tools aren't working with qHome. What can I do?

Unfortunately, the new technology that runs the gadgets is not always compatible with blind accessibility reader software. Here are two ideas you can try:

- Reset your blind accessibility reader software by refreshing the gadget. In the header of the gadget, click on Customize, and choose Refresh.
- If this doesn't work, simply bypass the gadget and read your Voice Mail and Call Logs directly through your normal Windows

Live Hotmail screen instead.

Why can't I access qwest.live.com and/or the qHome tab at my office?

Many companies put corporate firewalls, proxies and smart filters in place to block inappropriate Web sites, applications with high virus potential, personal email access, webmail services, and so on. These protective measures often block public webmail services such as those from Microsoft, Google, Yahoo, and AOL. If you are experiencing difficulties accessing qwest.live.com or qHome, we suggest you investigate the following within your work environment:

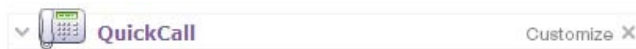
- Contact your Internet security administrator to find out if you can have the firewalls/proxies/smart filters modified to allow your calls and messages to enter qwest.live.com and qHome.
- Check your company policy to determine whether you are allowed to access your personal e-mail services within the company's secure network.
- Other rules may apply, so we encourage you to check with your management on using qwest.live.com and qHome in a work environment.

What if I don't want to use my original Qwest e-mail address as my primary e-mail address in qHome?



qHome only works with the original e-mail address you used to set up your high-speed Internet connection in the Qwest QuickConnect set-up process. If you prefer to use a different e-mail address for your primary correspondence, yet still want access to qHome services, we suggest you open two separate Internet Explorer browser windows (not tabs). Use one window to access qHome with your original Qwest e-mail address, and use it to view Call Logs, Voice Mail and set your feature preferences. Use the second window to access your preferred e-mail address.

The qHome Integrated Message Manager Checklist

To make sure all the features of qHome are functioning properly, we suggest you run through the handy checklist below. If you still have questions, please call us any time at 1 888-777-9569.



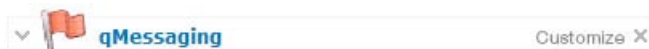
QuickCall Gadget

- Go to your Hotmail contacts list, and add a new contact. Make sure to include a 10-digit phone number.
- Return to the qHome tab, and refresh the QuickCall gadget. Your new contact should be listed under the Contacts tab.
- Click on the arrow  to the right of the new contact's name, then click  to add the contact to your Quick Dial list.
- Now, go to Quick Dial tab and click on that person. Your home phone will ring. Pick up the receiver and dial 1 when asked to place the call. Then, your contact's phone should ring.



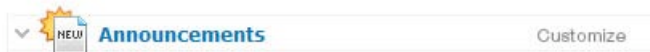
qMessaging Gadget: Check Call Logs

- First, make sure you have Incoming Call Logs turned on in the Preferences Gadget, General Settings.
- Call your home phone using another phone (such as a cell phone) that does not have call rejection or other special forwarding activated. Hang up after 2 rings, then check your Call Log after 5-6 minutes to make sure the call shows up.
- When you place this call, if you are online and signed on to Windows Live Messenger, you should see the Incoming Call Pop-Up window in the bottom left corner of your screen when the call goes through to your home phone.
- After 5-6 minutes, look for another Pop-Up window to indicate that the Call Log event is now listed in Hotmail.
- Go to Hotmail and check that the Call Log has arrived.



qMessaging Gadget: Check Voice Mail

- Calling your home phone using another phone, and leave a Voice Mail message.
- When you place this call, if you are online and signed on to Windows Live Messenger, you should see the Incoming Call Pop-Up window in the bottom right corner of your screen when the call goes through to your home phone.
- After leaving your message, another Pop-Up will appear, indicating that you have a Voice Mail message in your e-mail.
- Go to Hotmail and check that the voice message has arrived.
- If you are using the "full" version of Hotmail, click on the message to open the media player and listen to it.
- If you are using the "classic" version of Hotmail, double click on the WAVE (.wav) file attachment and listen to the message.



Announcements Gadget

- Click on one of the announcements listed under the Star tab. All of the items listed should be accessible.



MyAccount Gadget

- Enter your MyAccount user name and password.
NOTE: This is not the same log-in information you use for qHome or Windows Live. Your MyAccount user name and password are the ones you established for your Qwest billing account.
- Once you're logged in, you should be able to see your Qwest account information.
- If you do not already have a MyAccount user name and password, go to <http://www.qwest.com/myaccount> and set up a new account.

Who do I call for help with qHome?

Please call 1 888-777-9569 anytime, day or night, for customer support.

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