

Hello and welcome

We really hope you'll enjoy using Plusnet and being part of our community. This guide will help you get your broadband set up. It'll also show you how to set up your email and tell you about the many features and tools you can use.

After you've settled in and you've used Plusnet for a bit, you can start to look at the other benefits you get. These include our Community site and referrals scheme where you can save money by recommending us to family and friends.

Happy browsing

Steve Woods

General Manager, Plusnet Customer Support

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Things to know before your broadband is ready

You should be ready to start surfing the Internet about a week after you've signed up. If you're paying by Direct Debit only you might have to wait a little bit longer while we sort out the details with your bank.

You can follow the progress of your broadband as we get it ready for you at the Order Tracker:
<http://tracker.plus.net>

To connect you'll need a modem or router and at least one microfilter (we'll come back to these later). If you're going to use a modem or router from a different broadband provider, check you can use it with us. If you're not sure, ask us.

If you've ordered a modem or router from us, we'll include everything you need to get started. It should have arrived by the time your broadband is activated.

We'll email you as soon as our broadband boffins have switched your broadband on.

Setting up

Once your broadband's ready, it'll be time to install your equipment.

Plug in your microfilter(s)

A **microfilter** (fig. 1) is a little box that plugs into your phone socket and stops interference between your broadband and phone services. It's quite important to plug them in the right way. If you don't, you might end up with problems with your connection and speed. You may also hear pops and whistles whilst you're chatting on the phone.



Fig. 1

Do

Plug a microfilter into all the telephone extension sockets in your home that you're using (i.e. that have equipment plugged in). This includes answer machines, digital TV equipment, alarms and fax machines. Check out the diagrams below for a few examples.

Don't

Plug two microfilters into the same telephone socket (Fig. 2c). Whoops - this just won't work at all.

Examples of how to set up your microfilters:

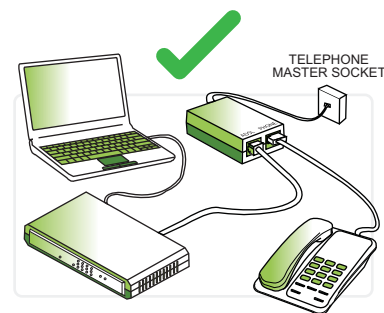


Fig. 2a

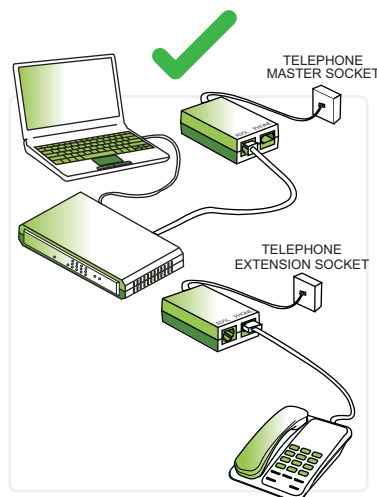


Fig. 2b

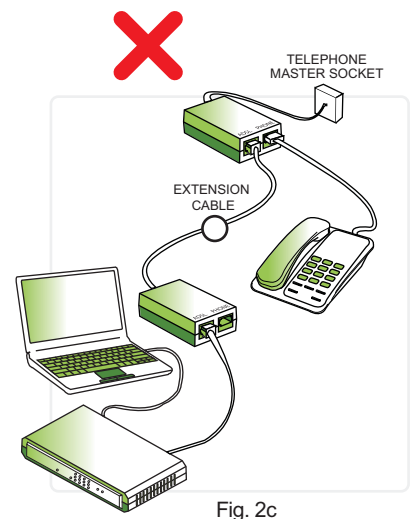
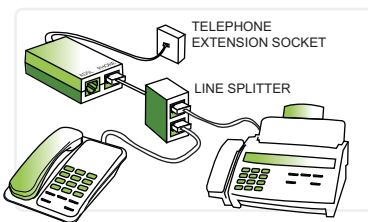


Fig. 2c



Switch on your modem/router

Plug in the power cables for your modem or router. It's a good time to actually switch the modem or router on too, to check the power light comes on. It does? That's a good sign.

Connect your modem or router to the microfilter

Grab the DSL Cable (looks a little like a telephone cable) and pop one end into the DSL socket on your microfilter. Plug the other end into the DSL socket of your modem or router. You might need to check that Internet connection light comes on (sometimes marked 'sync' or 'DSL').

Connect your modem or router

Get the DSL Cable (looks a little like a telephone cable) and pop one end into the DSL socket on your microfilter. Plug the other end into the DSL socket of your modem or router. You might need to check that Internet connection light comes on (sometimes marked 'sync' or 'DSL')

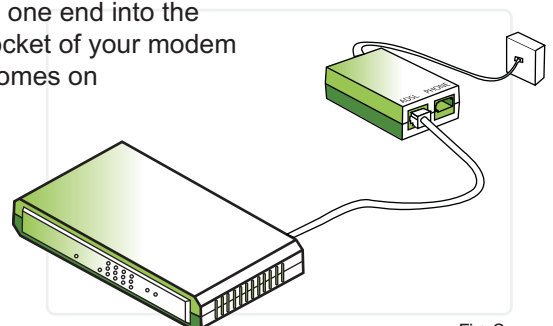


Fig. 3

Setting up (cont.)

Connect your PC

Ethernet cable (Fig. 4a)

Plug one end into your modem or router's network socket. Then plug the other end into your computer's network socket.

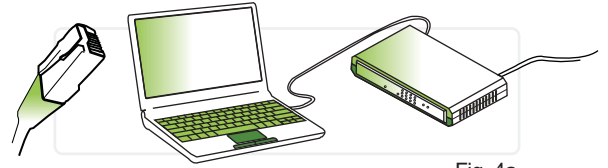


Fig. 4a

USB cable (Fig. 4b)

You might be more familiar with this type of cable. Plug one end of this into your modem or router and the other end to one of your computer's USB sockets. Check your modem or router's manual at this point (sometimes you need to load the software before plugging in the cable, sometimes it's the other way around).

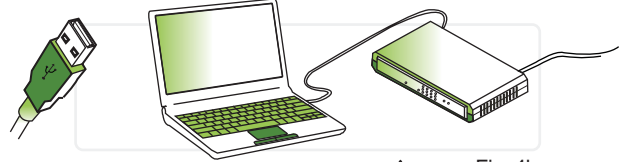


Fig. 4b

Wireless (Fig. 4c)

Just use your computer's wireless software to scan for your router and connect after it's found it. You might need to enter a 'security key' (a type of password). Your modem or router instruction manual should tell you more about this.



Fig. 4c

Set up your connection

Now you'll need to tell your modem or router to connect to the Internet. Sometimes a setup CD will come with your modem or router, although you won't always need one. Often you can set up your connection using a web browser like Internet Explorer.

Open up a browser and type in the address for your modem or router. The settings are usually protected by a username and password. Again, check the manual for your modem or router for details, as both are often set to "admin".

You'll see the settings on web pages which are stored inside your modem or router. The only things you usually need to change are your broadband username and password.

Broadband username

So, what's your broadband username and password? Dig out the email we sent you when you signed up. You'll find the details in there. It'll look a bit like - **<your account username>@plusdsl.net**
E.g. If your account username is "smith" your broadband username would be smith@plusdsl.net

You probably won't need to enter any other technical settings, but here they are in case you do:

Encapsulation: PPPoA (or PPP over ATM)

VPI: 0

VC1: 38

Multiplexing: VC Based (or VC-MUX)

Now you've entered your details, you should be able to click the "connect" button to start using your service. See, we said it was easy.

Wireless Security

We think wireless networks are brilliant. No clutter, no tripping over cables, but you need to take wireless security seriously. If you don't, any Tom, Dick or Harry could connect to your broadband service, and maybe get access to your personal files. We know that's something you can do without.



Thankfully, most modems or routers now come with security built-in. At first glance it might all look a bit complicated, but often you'll just need to choose the type of security. For more details check the instructions that came with your wireless equipment.

Troubleshooting

Having trouble getting things working?

Firstly we need to hunt down where that problem is. The lights on your modem or router are a good place to start - they'll give us an idea of what might be going wrong.

Check your connection light

This can be called 'sync', 'link', 'ADSL' or 'DSL'. Check the instructions if you can't tell which one it is.

If your Internet connection light is: On

Great, it means your modem or router is now connected. So the problem is probably to do with your settings. Have a look at your broadband username and password, just to make sure you've entered them properly. (The 'broadband username' section earlier on in this guide might help you too).

Internet connection light: Off or flashing

It appears your modem or router can't make a connection. Not to worry, you might just need to check that everything is plugged in properly, and that you've got microfilters in the right places.

If you don't find the problem, try:

1. Connecting your modem or router to your master telephone socket* and unplug all other telephone equipment from any other sockets in your home.
2. Is the connection light now on? If it is, something you've unplugged is causing the problem.
3. If the light's not on, test your connection using a different microfilter. Does it connect? If it does, your first microfilter is faulty.

** Don't know where your master telephone socket is? It's found in different places in different homes, but it'll be the one through which your telephone line enters your building.*

Internet connection light: Comes and goes

Getting regularly disconnected and then reconnected? We call this an 'Intermittent fault'. These tend to be caused by interference or 'noise' on your phone line.

Follow the directions above, connecting to your master telephone socket. Do you get disconnected now? If you don't then either something you've unplugged or one of your filters is causing the problem.

We've found that connection problems are often due to:

- Telephone equipment/extension cables without microfilters.
- Electrical equipment near your telephone line, or cordless phones.
- Changes to your computer setup.
- New software or hardware you've installed.
- A change in your BT contract, such as a name change on your bill.

Still trying to figure out what's wrong?

Give us a call on: **0800 432 0200**.

If you'd prefer, you can tell us about the fault using our Broadband Fault Checker - <http://faults.plus.net>

If you can't get online you can always use another Internet connection, i.e. a friend's or while at work, to report a fault.

Your first 10 days of broadband

At first we won't know exactly how fast your broadband will be. During the first 10 days you'll see your speeds go up and down. You might even get disconnected from time-to-time. Don't worry though, this doesn't mean you've got a problem, so please bear with it. This period is where we find the best balance between speed and reliability. In a few days it'll settle down for you.

Why am I not getting maximum speeds?

The maximum speed is the theoretical maximum possible based on ideal conditions. The length and quality of the phone line between your house and your local exchange all affect the speeds you can get. The broadband network will adjust your line speed to be as fast as possible without becoming unreliable.

My broadband speed has suddenly dropped. Why?

A temporary fault on your telephone line, even some dodgy British weather can cause your speed to drop, as we try to keep your connection stable. Once the problem has passed you'll see your speeds go up again.

If your speed doesn't go back to normal after 3 days, try switching your modem or router off and on again, once a day for about 5 days. This forces the network to get your line's highest speed.

My broadband is too slow to use

Your broadband shouldn't be that slow. If you can, try and tell us about your problem through our Broadband Fault Checker - <http://faults.plus.net>

Just before you do, you'll need to do 3 speed tests using BT's Speed Tester website.

Go to <http://www.speedtester.bt.com/> and follow the on screen instructions.

Try to do the 3 tests at different times of the day. This will give the best average.

<http://faults.plus.net>

Having connection problems but still able to get online? Give our Broadband Fault Checker a try.

Firstly the Broadband Faults Checker will test your phone line. It'll then ask you a few questions to work out what's gone wrong.

Sometimes it can't work out the cause of the fault right away. If this happens it'll let our Support Team know. They'll then look into your fault in a bit more detail, keeping you regularly updated about what's happening.



Tip: You can use the Broadband Fault Checker from any Internet connection. This means you don't have to use your own, you can tell us about a fault from a friend's house, the library, or from work.

If you can't get online, just call our Support Team on 0800 432 0200.

Setting up your email

If you've chosen a Plusnet email address, there are guides to show you how to set up email programs such as Windows Mail, Mac Mail, Outlook and Entourage on our website. Find them by going to <http://help.plus.net> and searching for email.



If you've not yet created a Plusnet email address you can do this at any time by following the instructions at <http://email.plus.net>

Summary of Email Settings

Incoming mail server: mail.plus.net

Outgoing mail server: relay.plus.net

Username: Your account username

Password: The password you provided when you signed up

Your default email address: <your first name>@<your username>.plus.com

What's my email address?

Your address is made up using your account username, so it'll look like this:
something@accountusername.plus.com

E.g. if your account username was 'smith' your email address would be:
sarah@smith.plus.com

If you didn't choose one we'll have set your address by default to
<your first name>@accountusername.plus.com

It's easily changed though, whenever you want.

Need more email addresses?

That's fine, you can have as many email addresses as you like. Go to Manage My Mail in the Member Centre and here you can add new mailboxes, new names for mailboxes, or redirect your emails somewhere else.

Go to Manage My Mail:
<http://email.plus.net>

If you're confused about email or just want to find out more check our help pages:
<http://www.plus.net/support/email>

When you need help

There are lots of ways for you to get help if things go wrong. Even if you don't have a problem and just want to ask us something about your service, we'll be happy to hear from you.

Service Status

<http://status.plus.net>

Is your service playing up? It's possible that it's not just happening to you, so we may already know about a problem. If you can get online, head to Service Status. Once we've found a problem, we'll announce details about it straightaway. Whilst we work to fix what's gone wrong we'll post regular updates.

Help & Support

<http://support.plus.net>

This is our online library of guides and Frequently Asked Questions (FAQs). If you'd prefer, you can even sit back and watch a video tutorial. Browse through loads of different topics, or do a search to find what you're after.

Help Assistant

This will give you a helping hand with your service when you need it. Use it to find information more quickly, or send a message to our Support Team.

We reckon it's the best way to get in touch with us.

Why?

- You'll get quick answers to your questions, so no waiting in phone queues at busy times.
- You can track the messages (we call them Questions or Tickets) you send to our Support Team. Just log into the Help Assistant and choose My Questions to see how we're getting along with your enquiry.
- We don't do our support by email because emails sometimes get lost and it's hard to follow the history of an email conversation.
- The Help Assistant lets you rate the level of help we've given you. That way you can tell us if you're happy, so you'll be helping us too.

Go to the Help Assistant by clicking Help & Support on the top menu bar of our website www.plus.net and then the Help Assistant link. Or you can just go directly there: <http://help.plus.net>

Support Line

Our support team are available on our helpline 24/7. So, no matter what time it is, there's always someone here who'll be happy to help. Ring us on **0800 432 0200**.

Alternatively, if you can get online then you might find the answer to your question on the website and fix it without having to call us.

Member Centre

<http://portal.plus.net>

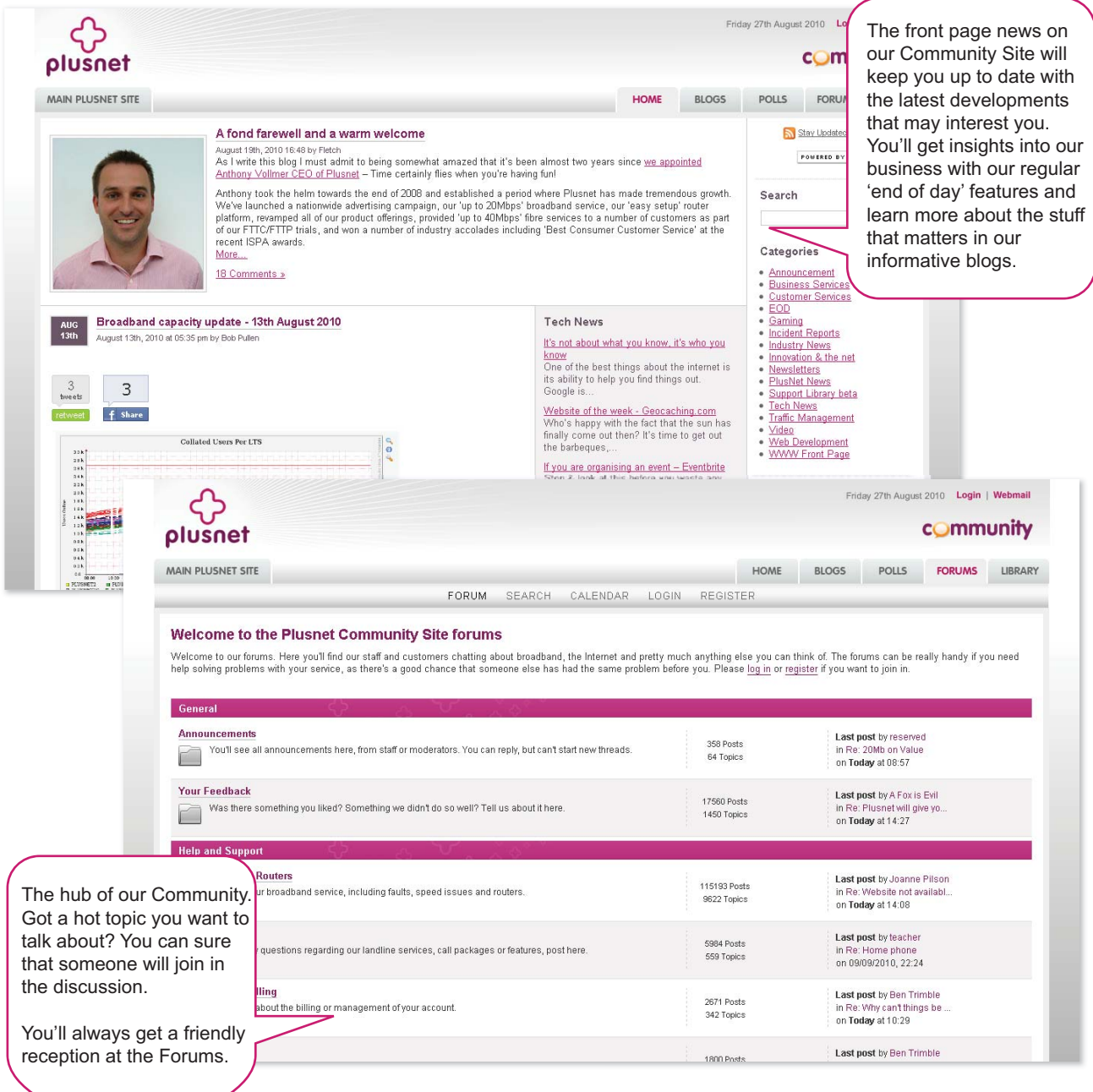
Member Centre is the part of our website where you can take control of your account features. It's where you can check your Webmail, set security preferences, view payment details, manage your webspace, plus loads more. We'll also feature news, competitions and polls here.

To pay a visit, just enter your Plusnet username and password you chose during signup.

Our Community

Plusnet isn't just a company, it's a community. What do we mean? The best way to find out is to have a look around our Community Site - <http://community.plus.net>.

It's a great place to tell us what you like and don't like about Plusnet. You'll find other customers and members of our staff in the Forums. This makes it a great place to get some quick help from people 'in the know'. Even so, if you're feeling shy you can just as easily read our blogs or keep up with the latest news.



The front page news on our Community Site will keep you up to date with the latest developments that may interest you. You'll get insights into our business with our regular 'end of day' features and learn more about the stuff that matters in our informative blogs.

The hub of our Community. Got a hot topic you want to talk about? You can be sure that someone will join in the discussion. You'll always get a friendly reception at the Forums.

Blog Post: A fond farewell and a warm welcome
 August 19th, 2010 16:48 by Fletch
 As I write this blog I must admit to being somewhat amazed that it's been almost two years since we appointed [Anthony Valliner CEO of Plusnet](#) - Time certainly flies when you're having fun!
 Anthony took the helm towards the end of 2008 and established a period where Plusnet has made tremendous growth. We've launched a nationwide advertising campaign, our 'up to 20Mbps' broadband service, our 'easy setup' router platform, revamped all of our product offerings, provided 'up to 40Mbps' fibre services to a number of customers as part of our FTTC/FTTP trials, and won a number of industry accolades including 'Best Consumer Customer Service' at the recent ISPA awards.
[More...](#)
 18 Comments >

Forum: Welcome to the Plusnet Community Site forums
 Welcome to our forums. Here you'll find our staff and customers chatting about broadband, the Internet and pretty much anything else you can think of. The forums can be really handy if you need help solving problems with your service, as there's a good chance that someone else has had the same problem before you. Please [log in](#) or [register](#) if you want to join in.

Category	Description	Posts / Topics	Last post
General			
Announcements	You'll see all announcements here, from staff or moderators. You can reply, but can't start new threads.	358 Posts 84 Topics	Last post by reserved in Re: 20Mb on Value on Today at 08:57
Your Feedback	Was there something you liked? Something we didn't do so well? Tell us about it here.	17560 Posts 1450 Topics	Last post by A Fox is Evil in Re: Plusnet will give yo... on Today at 14:27
Help and Support			
Routers	our broadband service, including faults, speed issues and routers.	115193 Posts 9622 Topics	Last post by Joanne Pilson in Re: Website not availabl... on Today at 14:08
Landline	questions regarding our landline services, call packages or features, post here.	5984 Posts 569 Topics	Last post by teacher in Re: Home phone on 09/09/2010, 22:24
Billing	about the billing or management of your account.	2671 Posts 342 Topics	Last post by Ben Trimble in Re: Why can't things be... on Today at 10:29
Other		1800 Posts	Last post by Ben Trimble

Visit <http://community.plus.net> anytime and take a look for yourself!

Earn some cash by telling people about us

Recommend us to your mates and you could get even better value for money. When your friend signs up for broadband or home phone on your recommendation we'll cut your monthly bill. That's every month that they remain a paying customer.

So where do you start?

- **Chat to people**

If you like our service and know someone else who might too, why not let them know about us? When you mention Plusnet, don't forget to tell them your account username. When they sign up we'll ask them who recommended us.

- **Get messaging**

Our online referrals tool makes it really easy to spread the news about Plusnet. We've designed it so you can email up to 5 people at once if you want. Every email you send includes a unique link which makes sure you get credited if that person then signs up with us.

- **Fly Plusnet's colours**

Got a website? Why not pop a referral banners on it? Each time someone clicks through and then signs up you'll get the credit.

If you're interested in finding out more about referring go to <http://referrals.plus.net>