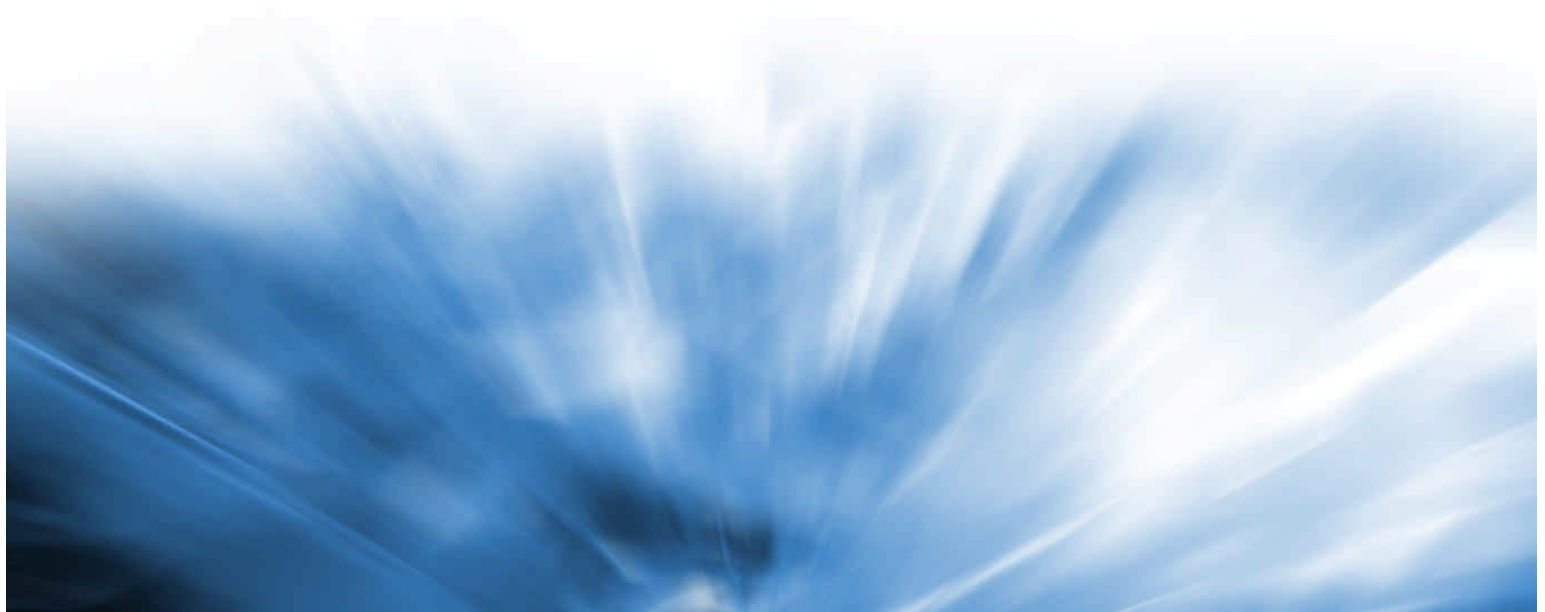




**Broadband Pro
Installation Guide for
Windows**



Guernsey.Net Broadband Connection Information

Your Username: @guernsey20.net (all in lowercase)

Your Email Username: (all in lowercase)

Your Password: (all in lowercase)

Router IP: . . .

Netmask: . . .

Static IP: . . . /
(If Applicable)

Guernsey.Net Support Information

Our support lines are open:

Monday to Friday from 8:00am to 9:00pm

Saturday and Sunday from 6:00pm to 9:00pm

Telephone: 01481 727799

Email: support@guernsey.net

If you have any other enquiries, our office number is 01481 700670. We are open Monday to Friday from 8:30am to 5:00pm.

Congratulations on choosing Guernsey.Net as your Broadband ISP!

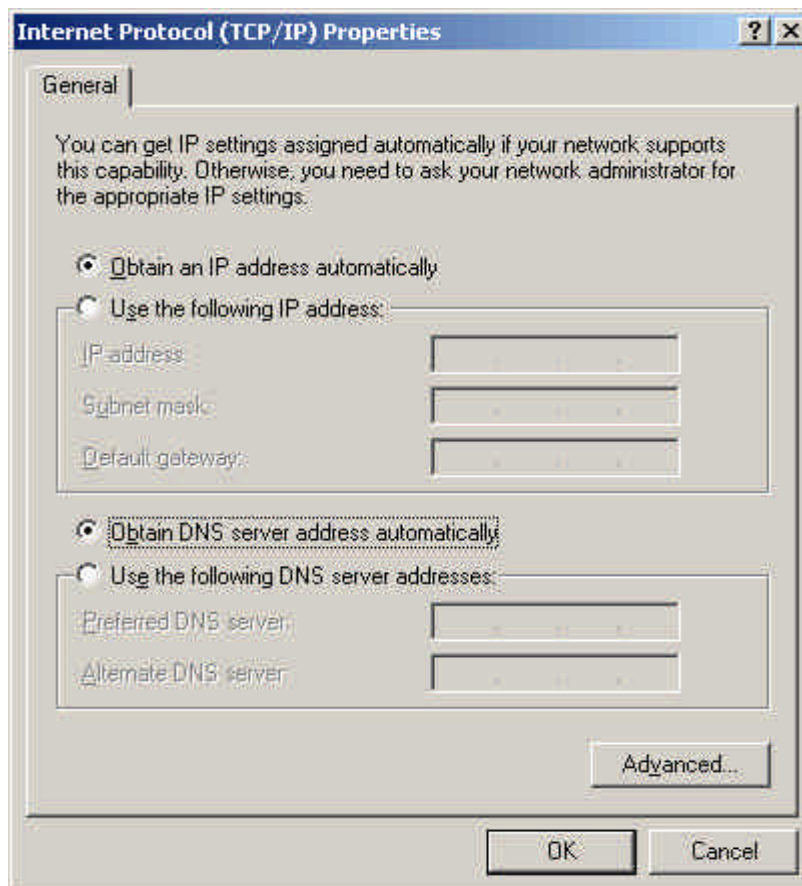
Once the Telecom's engineer has fitted your new ADSL connection. He will have tested the line, and now this guide will help you setup your computer so you can start enjoying Broadband Internet from Guernsey.Net. **You must notify us when the engineer has finished so we can enable your account.**

Note: The router's LAN interface IP will have been specified by you in the application form, and is noted on page 2.

There are two LAN configuration settings possible on your Broadband router/modem, DHCP enabled and DHCP disabled. Please follow the section of this guide that is relevant to your situation.

DHCP Enabled

1. Open your network and dial up connection folder (accessible from the control panel).
2. Click TCP/IP properties.
3. Ensure 'Obtain an IP address automatically' and 'Obtain DNS server automatically' are selected.



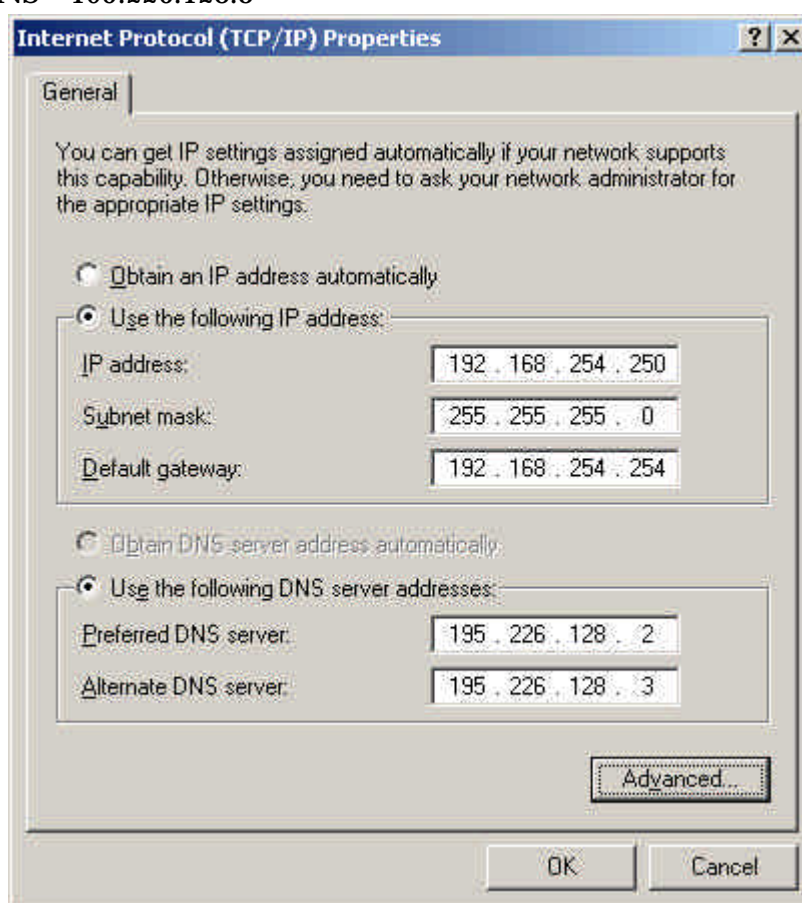
This is how TCP/IP properties should look with DHCP enabled on the Broadband router.

4. Open your Web Browser – If you are using Internet Explorer, then the Internet Connection Wizard may appear. If it does, click `Setup Connection Manually' → NEXT → `Connect through a LAN' → NEXT → Auto detect settings should not be ticked → NEXT → NO to setting up a mail account NEXT → FINISH.
5. In the address bar, where you normally enter web site addresses, enter the IP address of your Broadband routers LAN interface, and hit the return key. (As specified on page 2 of the manual).
6. You will see the Broadband login screen.
7. Now enter your username and password, (As specified on page 2 of the manual).
8. Click Connect.
9. After a few seconds your login information will be verified and the box that did say Idle will now say Connected. You are now connected to the Internet.

Once you have entered your username and password, you should not need to re-enter this information again, as the router will store it. You won't need to return to the Broadband login screen to connect the router, as the router will automatically connect when you access the Internet. You can clear your connection if necessary by re-visiting the Broadband login screen.

DHCP Disabled

1. Open your network and dial up connection folder (accessible from the control panel).
2. Click TCP/IP properties.
3. 'Use the following IP Address' should be selected. In IP address you should make sure there is an address, which is on the same subnet as the LAN interface you requested on your application, (As specified on page 2 of the manual). This may form part of your internal network or the Static IP range requested from us.
4. 'Use the following DNS server addresses' should be selected.
5. Primary DNS – 195.226.128.2
Secondary DNS – 195.226.128.3



An example of how your configuration may look. The setup here reflects default parameters set in the router.

6. Click OK, then OK again.
Note: If prompted, you may need to restart your machine.
7. Open your Web Browser – If you are using Internet Explorer, then the Internet Connection Wizard may appear. If it does, click 'Setup Connection Manually' → NEXT → 'Connect through a LAN' → NEXT → Auto detect settings should not be ticked → NEXT → NO to setting up a mail account NEXT → FINISH.
8. In the address bar, where you normally enter web site addresses, enter the IP address off your Broadband routers LAN interface, and hit the return key. (As specified on page 2 of the manual).

9. You will see the Broadband login screen.
10. Now enter your username and password, (As specified on page 2 of the manual).
11. Click Connect.
12. After a few seconds your login information will be verified and the box that did say Idle will now say Connected. You are now connected to the Internet.

Once you have entered your username and password, you should not need to re-enter this information again, as the router will store it. You won't need to return to the Broadband login screen to connect the router, as the router will automatically connect when you access the Internet. You can clear your connection if necessary by re-visiting the Broadband login screen.

SECURITY NOTE: The "always on" nature of ADSL connections can present security issues that do not exist with regular dialup connections. If your line is used in an office where security is a particular concern, you may wish to acquire a separate firewall product and/or have your network audited by security specialist. If you would like more information, please call us for recommended local specialists.

Troubleshooting Guide: -

Q. I can't get my web browser to display the Broadband login screen?

- Check you have followed the steps listed above carefully, repeat them if necessary. If the problem still exists your Broadband router may not be connected properly.
- Check the Router is connected to the splitter point the C&W engineer will have left at your premises. The correct port on this point is marked with a computer symbol. The voice port will be marked with a telephone symbol.
- Ensure that the router's power, test and link light are green. This will indicate a valid connection with your network. Should these light be not on or amber, please check your connections.
- Verify you have entered the correct IP address in your web browser. The IP is shown on page 2 of this manual.
- You should also check your network card is setup correctly. To do this open a command window and type ``ping loopback'`, if correct you should see the following:
Reply from 127.0.0.1:bytes=32 time<10ms TTL=128
If you do not get a reply like above you may need to reinstall your network drivers or you card may be malfunctioning. If you do receive a reply try typing ``ping'` followed by the IP address specified in the TCP/IP settings. If you are able to receive a reply then you should be able to view the Broadband login screen.

Q. I have entered my username and password, but the Current status remains idle even after I click on connect?

- You may be experiencing authentication difficulties. Make sure you have contacted us to enable you ADSL connection. If you have done so then make sure your username and password details have been entered correctly. The username should take the following format *YOURUSERNAME@guernsey20.net* (This information is located on page 2 of this manual).

Q. I am downloading a file but it appears to be slower than usual, is there a problem with my connection?

- It is unlikely you have a connection problem. It is more likely that there is a bottleneck of traffic on the Internet, or the remote site may be experiencing problems. Both situations we have no control over.

If you are still experiencing problems then please contact our helpdesk as detailed on page 2 of this manual.