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1. About this FAQ

This FAQ tries to answer the most common questions asked by customers when they first connect to Guernsey.Net. If you have any further questions after reading this FAQ please email support@guernsey.net.

2. Settings

2.1 What is my email address?

It is <username>@guernsey.net (bloggs@guernsey.net) If you wish to use multiple email addresses then use the format : <anything>.<username>@guernsey.net (joe.bloggs@guernsey.net). Please use the request form on our website to setup multiple addresses.

2.2 What number should I call to connect to Guernsey.Net?

Guernsey.Net dial access number is 0845 2555500

2.3 What are the server settings?

- Our incoming mail server is post.guernsey.net
- Our outgoing is post.guernsey.net
- Our news server is news.guernsey.net
- The Primary DNS is 195.226.128.2
- The Secondary DNS is 195.226.128.3

2.4 How do multiple email addresses work?

We have included full instructions for Outlook Express and a request form on our website.

3 Web site Questions

3.1 What is the URL of my home page?

Its <http://www.guernsey.net/~<username>>

3.2 How do I upload my web pages?

When uploading your pages please remember the following:

- In all ftp software (also called an FTP client) you will need to connect to: www.guernsey.net
- You will need to supply your username and password.
- If there is a file called index.html already in your web space, it needs to be removed and replaced by your version (index.html is the first page seen in your web site).
- Note: Your first page *must* be called index.htm or index.html (all in lowercase) otherwise your site will not be viewable.
- Upload text files as ASCII - otherwise you may get strange characters.
- Graphical files should be uploaded in binary mode.
- File names should be all in lower case and so should all links to them.

3.3 How big is 10 Meg?

It is the equivalent of about 2500 pages of text. Pictures take up far more space than text files. To conserve space, you should use pictures that are compressed (GIF, JPG and PNG are all well supported formats).

3.4 Does Guernsey.Net have a web cache?

Yes. It's proxy.guernsey.net, port number 3128. A web cache stores a copy of pages viewed on a local machine and, if it hasn't been updated, will get the page from this local store. This will make downloading these pages faster.

4. News (USENET) Questions

4.1 What is Usenet?

News (or Usenet as it is also called) is like a huge international bulletin board. It consists of over 20,000 discussion groups, each on its own topic, to which people send messages (called news articles) which can be read by people all over the world. Almost everyone who has access to news will be able to read any messages you send (post) to Usenet within a day or so.

Guernsey.Net gives you access to any of the newsgroups available to them, except for a few because of their illegal content. These articles are sorted into groups - these are collections of articles (usually) connected to a particular subject. These groups are collected together under sub-headings known as a hierarchy. Some groups have only two words in their title (for example news.answers). Others have more (for example comp.sys.ibm.pc.games.flight-sim) and will usually give some clue as the general subject of the group.

The following are some of the main divisions:

- comp - Everything relating to computers
- sci - Subjects relating to science
- rec - Recreational - sports, hobbies, arts
- soc - Social groups e.g. soc.singles, soc.couples.wedding
- news - Relating to Usenet itself
- misc - Miscellaneous - everything that doesn't belong anywhere else
- talk - Discussion groups
- uk - The UK specific groups
- alt - 'Alternative' groups

Most newsgroups available contain FAQ's - this stands for Frequently Asked Questions (this is a FAQ file). A FAQ is a list of the answers to the questions that appear on the group over and over again. They can be a very good starting point for research into a topic as they will often have details of where to go for more information. They also often give details of what type of articles are welcomed into that particular group. Binary groups are also useful. A binary is a computer program or something else (such as a picture or a word file) which is other than plain text. They are only posted to binary groups. These will have binary somewhere in their name. With Atlantis the decoding is very simple and these files can be viewed or used almost instantly.

4.2 Can I connect to Guernsey.Net news server when not connected via a Guernsey.Net Account

No. This is to stop our server being overloaded by non-Guernsey.Net users.

5 Mail Questions

5.1 Can I send mail via the Guernsey.Net mail server when I'm not dialed into Guernsey.Net?

No. This is because people were misusing the open server to send Unsolicited Commercial Email. Only people dialed into Guernsey.Net or sending mail to Guernsey.Net customers can use it now.

5.2 Can I read my Guernsey.Net mail when logged in via another ISP/from work?

Yes. Set up a POP3 client (Outlook Express, Eudora Lite, Pegasus) to collect mail from post.guernsey.net. This server is open to connections from all over the world.

6. Miscellaneous Questions

6.1 Does Guernsey.Net Support V.90?

We are running the V.90 code, the number to dial is 0845 2555500

6.2 What are attachments?

A file attachment can be any kind of computer file, a picture, a spreadsheet, a database or a binary executable. Before a file can be sent with an email message it must first be encoded. Outlook Express and many other 32bit mail clients handle the encoding when you select the file to be attached. Once the file has been encoded, it will be inserted in the message body and sent with your message. When you receive an attachment it will be shown as a Paper clip attached on your mail if using Outlook Express other mail programs display an attachment differently. Once you click on the paper clip it will ask you to either "open file" (on the understanding you have a program installed on your PC that will open the file extension that you have received) Or "Save to Disk" where you can specify where to put it on your hard disk/floppy disk for viewing later.

6.3 What is the Internet?

The Internet is a network of computers all over the world which connect to each other using a network protocol called TCP/IP. When you are dialed into Guernsey.Net your machine is part of the Internet. You can use the Internet to exchange electronic mail or to look at the Web. The Web is a vast collection of documents stored all over the Internet complete with pretty pictures and sounds. Most of your use of the Internet will probably be looking at Web pages and sending email.

6.4 How do I close my account?

To close your account just telephone Guernsey.Net on 700670 during office hours.

7. Contacting Technical Support

Support will be available from 08:00 to 21:00 Monday to Friday and from 18:00 to 21:00 on both Saturday, Sunday and bank holidays. For support call 727799.

We also answer mail sent to support@guernsey.net

When sending mail to support it is important you include as much information as possible. This cuts down on the amount of time it will take to answer your question. When you are getting an error message make sure you tell us exactly what the message is.

Information to be included with all queries:

- What hardware are you using (e.g. PC compatible, Macintosh)?
- What operating system (e.g. MS-DOS 5, System 7.0, Windows95)?
- Have you had any other Internet software on your machine? If yes, what software and what ISP was it used for?

Information to be included with Modem problems:

- What type of modem are you using (manufacturer & speed)?
- Is it internal or external?
- Are you using a buffered UART (16550)?
- Which phone number are you calling?

8. Glossary

Some terms you'll see used and what they mean:

- Bandwidth: The amount of information that can be passed through a connection.
- BCC: It stands for blind carbon copy - this sends an exact copy of the email to another address without the recipient knowing.
- CC: Carbon copy - this sends an exact copy of the email to the address you enter as well as to the recipient.
- Header: The information at the top of each email that says where it came from and what route it took. Most email and news clients hide these but they can be useful for tracking down problems.
- POP3: Post Office Protocol - this controls the way your mail is delivered to you from our mail server.
- PPP: This is the protocol that is used to negotiate your connection to the Internet via your modem and Guernsey.net's modems.
- SMTP: Simple Mail Transfer Protocol - the way our mail server delivers mail to the mail server of the person you are sending mail to.
- SPAM: Unsolicited Email - adverts sent to you via email when you haven't shown any interest in the product.