

# Welcome to PlusNet!

Welcome to PlusNet, we hope you will enjoy using our service. The following guide should help you set up your new account and provide you with some information you should find useful.



## Hardware Installation

All hardware that is shipped from PlusNet comes with an installation guide to help you get set up. You can view online versions of these guides in our [Starter Pack Guide](#). If you got your hardware from another provider, you can find more general help in the [Hardware Help](#) section.

## Connecting to Broadband

Most ADSL hardware should already be configured with the right settings. If you should need to add them yourself use the information provided below:

- ADSL username: *username@plusdsl.net*
- DNS: Primary – *212.159.13.49*
- DNS: Secondary – *212.159.13.50*
- VPI (Virtual Path Identifier): *0*
- VCI (Virtual Channel Identifier): *38*
- Data Link Encapsulation: *PPPoA*
- PPP properties: *VC Multiplexed*

### Further help

If you are experiencing difficulties connecting then we would advise checking the following before you contact us.

Is your modem synchronising with your local exchange? This would normally be indicated by a steady DSL or link light on the modem. If you've received confirmation from us that the ADSL service is active but the modem isn't synchronising then we would advise that you try connecting the modem directly into the master telephone socket using one filter with no other devices (i.e. disconnect all telephones, fax machines, Sky Digital, analogue modems, caller ID boxes, alarm systems, dialer boxes) connected to the line.

If the modem does have synchronisation try running through the portal broadband [Troubleshooter Guide](#), which can help you quickly resolve many of the most common connection problems.

## Important Information About Internet Security

With the always-on, fast connection you get from broadband, your computer becomes much more vulnerable to hackers, viruses and other security risks. Even if you don't store sensitive information on your computer, you **MUST** take action to make it secure.

To meet minimum standards of Internet security you **MUST** have both a firewall and anti virus program installed and active on the computers you connect to your broadband service.

For more information, view the [Security Guide](#).

There are are some firewall and anti-virus programs that are free for residential use. You can read about them on the [Security Software](#) page.

### Common difficulties when getting started with broadband

#### → Synchronising your modem

To get started with broadband you need to synchronise your modem/router with your local telephone exchange. You can usually tell if your modem is synchronised by checking for a steady DSL or 'link' light on the modem. If this light is not on try connecting the modem directly into the master telephone socket using one filter with no other devices connected to the line (i.e. disconnect all telephones, fax machines, Sky Digital decoders, analogue modems, caller ID boxes, alarm systems and dialler boxes).

#### → Once your modem is synchronised

If the DSL or 'link' light is on and you're still having connection problems, try the following test usernames and passwords and then try again using your own details.

Username: *bt\_test@startup\_domain*  
Password: *test*

Username: *bt\_test\_user@plusdsl.net*  
Password: *test*

Please record the results of each of these tests and any error messages you see. This will help our support team if you need to contact us for advice.

