

# Get more from your account

You can do so much with your new Broadband account. Simple ways to keep in touch and powerful website hosting tools. Online applications and access to your account details around the clock. All these features and more are available from the Portal, the essential website available to all customers - your communication centre, support resource and Internet control panel all in one. Visit the unique Portal for your chosen Service provider:



**When your hardware arrives** attempt to connect it to your phone line, configure it with your settings and attempt a connection. An automated system will monitor for these attempts and activate your ADSL once the connection has reached us. Your settings were emailed to you on signup/upgrade.

## Hot Links for Broadband

Broadband ADSL gives you the Internet the way you've always wanted: fast, convenient and 'always-on'. To make the most of your new Broadband access, visit some of our Hot Links below. These websites are bursting with exciting features that really show you what Broadband ADSL can do.



## Website Design

Creating and uploading your website is so much faster with Broadband ADSL. If you want to create your first ever webpage or want some fresh ideas, visit WebMonkey for great advice and tutorials.

① [www.webmonkey.com](http://www.webmonkey.com)

## Software

There's no need to wait for hours while you download large files over Broadband. Visit one of the following websites for the latest in software downloads.

① [www.download.com](http://www.download.com)

① [www.tucows.com](http://www.tucows.com)

## Live radio

Many varied radio channels are available live over the Internet.

① [www.bbc.co.uk/radio](http://www.bbc.co.uk/radio) - All 5 Stations

① [www.classicfm.com](http://www.classicfm.com) - Classical Music

① [www.xfm.com](http://www.xfm.com) - Indie and Rock

## Useful Business Links

① [www.ft.com](http://www.ft.com)

① [www.yell.co.uk](http://www.yell.co.uk)

① [www.multimap.co.uk](http://www.multimap.co.uk)

## At the Portal...

### My Referrals

For every person who opens an eligible account on your recommendation, you'll receive a reduction on your subscription for as long as they remain a customer. No 'one-off payment', this means that not only can you, in no time at all, entirely cover the cost of your own Internet access, but start to actually MAKE MONEY on the deal!

### Contact Us

'Contact Us' is a ground-breaking alternative to e-mail, providing a means of raising and tracking any issues you may have with your service. You can log in to the Portal at any stage to check on the progress of your enquiry. A full history is available to you, so that you can see the entire record of your account. With Contact Us, Support is always available.

## Troubleshooting Quick Tips

If you are having problems connecting here are some suggestions to help you:

### Modem Users:

If you cannot get your modem to connect or 'synch' (as shown in the modem Control Panel), try using a different splitter and try again. Don't forget that your ADSL equipment must be connected (in 'synch') before your username and password can be verified.

### Some common errors you may experience:

#### Error

Error 619 The specified port is not connected

Error 629 You have been disconnected from the computer you dialled. Double-click the connection to try again

Error 651 Opening port: The modem (or other connecting device) has reported an error

Error 691 Access was denied because the username and/or password was invalid on the domain

#### Fix

Check all phone cables are plugged in.

Check all phone cables are plugged in.

Check phone cables are plugged in and that your equipment is connected (in 'synch')

Check that your username and password are entered correctly

## Important Information About Returning Faulty Hardware

If you are having a problem with your hardware and the troubleshooting tips above do not help please contact the support team. If it is later discovered that there is a fault with the hardware that you received please note that **opening, damaging or defacing the hardware and/or its packaging may result in the rejection of a return or a restocking fee at the suppliers sole discretion.** Please refer to our Terms and Conditions for more information.

Turn over for your free ADSL Setup Guide