



broadband support guide



manx telecom

Thank you for choosing Manx Telecom,
the Island's leading Internet Service
Provider for your Broadband connection.

This guide will provide you with useful
information to help you get the most
from your Broadband.

Username

Password

The space above is for you to insert your Broadband Username and Password, please keep this information as you will be required to use it during the set-up process for your Broadband connection. Also, you may find that you require this information again so be sure to keep it safe for future reference.

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installation

Broadband utilises Manx Telecom ADSL and VDSL for high speed Internet access. ADSL stands for Asymmetrical Digital Subscriber Line. This means that the flow of information is faster in one direction than the flow in the opposite direction, i.e. you can receive, or download data, faster than you can send, or upload data.

ADSL2+ is a new international standard of ADSL that offers a faster upstream and downstream speed than the standard Broadband service. These speeds offer a maximum download speed of up to 16Mbps and an increased upload speed of up to 832Kbps. If you are an existing broadband customer and have not yet upgraded to ADSL2+ please contact Manx Telecom Sales.

Ultima is the latest standard in broadband services based on Very High Speed Digital Subscriber Line (VDSL) technology and offers download speeds of up to 40mbps. This service is available to customers who's line is within 2km of their local telephone exchange (includes remote exchange cabinets). For information on whether you are within range and able to benefit from our Ultima service please visit our website on www.manxtelecom.com/speed

Please note in order to upgrade to ADSL2+ or Ultima (VDSL), a compatible router is required. For more information or router options please contact **624 624** or visit our website on www.manxtelecom.com/shop

Which Package is right for you?

Manx Telecom's Broadband packages are not based on the connection speed but by the amount of data usage per month.

Broadband 15GB (ADSL and ADSL2+ only)

If your home has one computer and is only used for surfing and emailing this package could be for you. This package is ideal for beginners to the Internet or occasional users.

Broadband 40GB (ADSL and ADSL2+ only)

If your home has one or two computers and the Internet is used regularly, even for occasional file downloads, then this could be the package for you. 25GB is a generous cap for typical family use of the Internet on one or two computers.

Broadband 150GB (ADSL and ADSL2+ only)

If your household has more than one computer or games console and the Internet is used regularly for gaming, file downloads, streaming of video/radio but at the same time, you do not think it necessary to subscribe to the unlimited package then this may be the best choice for you.

Broadband Unlimited (ADSL, ADSL2+ and Ultima VDSL)

If your home has one or more computers or games consoles, and if you download or stream lots of videos and/or online gaming then this could be for you. Ideal for heavy use, particularly when two or more computers / consoles are connected.

Installation

To configure your router please refer to the manufacturer's installation guide.

If you have difficulty we may be able to help. A specially trained engineer will visit your property and install your router and configure your broadband to ensure everything is ready for you to surf at high speeds. This service is a chargeable service and can be arranged through our Sales department on **624 624**. Alternatively please visit our support site for further help: www.manxtelecom.com/support.

Please note that for Ultima services an engineering visit is required and is covered by the installation fee. Ultima requires the installation of a new NTE socket for VDSL and the engineer will configure your service to ensure everything is ready for you to surf at high speeds on VDSL.

Equipment Needed: Router

A router is a device that allows you to connect to Manx Telecom's Broadband network. The router is also responsible for the transfer of your data across the network in your property.

Routers are capable of sharing a single Internet connection with a group of computers on a network. This means if you have more than one computer at home, you can browse the Internet on them at the same time in different areas.

You will need a VDSL compatible router to take advantage of our Ultima service.

Router Facts

- The Internet itself is a global network connecting millions of computers and smaller networks together via modems and routers
- Routers connect multiple computers, games consoles or other devices to the Internet from one connection
- Routers can provide wireless capabilities

installation

Filters

As Broadband services are delivered through the standard telephone line, the ADSL filter separates the Broadband signal from your voice signal so there is no interference caused by either service.

The following diagrams should assist you in connecting your Broadband equipment:

The images to the right show that there are two types of phone socket used by Manx Telecom and these are filtered differently. If your telephone socket is the same as 'fig1', then you can simply connect your telephone and Broadband equipment into that socket and no filters are required for any other sockets. This is the socket type which will be required to have VDSL services in your property. The engineer will install this during his visit.

If your telephone socket is the same as 'fig2' then you must use a filter in every phone socket that has equipment connected to it, (including Sky boxes and oil monitors).

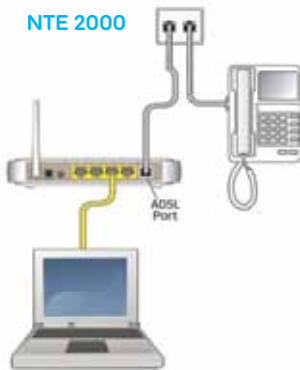


fig 1

Standard Connection

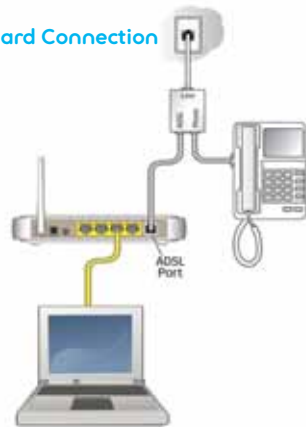


fig 2

It is important that you keep any spare filters that you are provided with and it may also be necessary to purchase a spare filter if you do not have any. This is so that if issues occur with any filters, you can swap them if required.



Filter

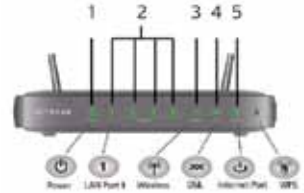
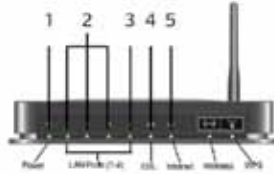
Filter Facts

- Filters prevent interference between the ranges of frequencies used by your Broadband connection and by your telephone connection
- A filter can also be referred to as a “Microfilter”
- Equipment such as oil monitors, Sky TV and other telephones must be connected to your phone line through the use of a filter if you are using a standard socket.
- A faulty filter can cause either your phone line, Internet connection or both to stop working

troubleshooting

Lights on your router – what do they mean?

*Icons may vary depending on model and manufacturer.



Router Light	Light Colour	Meaning
1 Power	Green	Router working ok
	Red / Unlit	Start-up or issue with router
2 Ethernet connection (If connected to the router via cable)	Green	Connection fine
	Red / Amber	Issue with connection
3 Wireless (If in use)	Green	Connection fine
	No Light	No connection
4 ADSL Signal (Link between router and line)	Green	ADSL signal received
	Flashing	No ADSL signal
5 Internet Signal (shows if you are logged onto the Internet)	Green	Connected to Internet
	Red / Unlit	No connection

Unable to browse

There are several causes of this issue, for example:

- You may not currently be 'logged in' to Manx Telecom's Broadband service; meaning that whilst you may have set-up your equipment, there is currently no connection between your computer and the Broadband service. You should log in to your router to check your connection status.
- If you are subscribed to one of our capped Broadband services it may be that you have reached your monthly limit. When this happens you will have 'trickle access' until the end of that calendar month at which time your cap is reset. This allows you very limited access to the internet and email. You will be presented with a screen advising of this when you reach your limit. If not, contact our service centre on **624 624** for further information regarding this.
- There could be an issue with software installed on your computer; sometimes when free trials included with a new computer expire or security on your software has been set too high, this can prevent you from viewing the Internet, so be sure to check this.

Checklist if you are unable to browse

- Check your router lights; 'Power', 'DSL' and 'Internet' are all green
- Check your router's settings to see if you have the correct username & password entered
- Check the router settings to ensure the following are correct:

For ADSL

Multiplexing Method is set to "VC-BASED"
VPI is set to "0"
VCI is set to "38"
Encapsulation is set to "PPPoA (PPP over ATM)"

For VDSL

Multiplexing Method is set to "VC-BASED"
VPI is set to "0"
VCI is set to "38"
Encapsulation is set to "PPPoE (PPP over ATM)"

If you are subscribed to a capped Broadband package, check whether you have exceeded your monthly allowance by contacting our Service Centre on **624 624** or logging into 'My Account' on the Manx Telecom website - www.manxtelecom.com

troubleshooting

Connection dropping

When your connection drops, the link between your router and Manx Telecom's Broadband equipment is lost. There can be many reasons for your Broadband connection to drop its signal such as a damaged filter, interference on the line, "electrical" noise e.g. microwaves, baby monitors, fluorescent lighting, low voltage lighting or other wireless devices.

In order to prevent your connection dropping it's vital to ensure that all telephone points that are in use are connected with a filter, unless NTE2000 sockets are in use – see diagrams on page 6.

Quick steps

- Disconnect all equipment from the line
- Connect your router to the main telephone point through a filter for standard sockets
- Connect to your router using an Ethernet cable
- Monitor the connection to see if it remains stable
- Change the filter if the problems remain
- Try connecting your equipment one at a time whilst checking if the connection is stable
- Contact our Service Centre on **624 624**

Slow Broadband connection

There are a number of factors that will affect the speed of your connection. For this reason the speed of your Broadband service can never be guaranteed.

The speed of your connection will vary significantly due to a range of factors, including:

The distance of your home / office from our local exchange. The longer the line, the slower the speed. Please note that Ultima is only available if you are within 2km of your local exchange.

The number of other people online at any one time – because the Internet in general, is a shared service. Speeds are slower at times of peak use. Customers who usually connect at higher speeds may find that their connection during busy periods is slower than expected.

The specification of equipment and wiring in your home or office, including PCs, laptops, etc. Poor wiring or older equipment can reduce the speed considerably.

Checklist if you are experiencing slow speeds

- Remove all equipment from the line aside from the filter, ethernet cable, your ADSL router and your main PC / Laptop
- Run a Speedtest at the following site <http://speedtest.manx.net/>
- Try swapping the filter you use to connect your router to the telephone line if appropriate
- Check your phone line to see if there is any interference. If there is, contact our Service Centre on **624 624** who can test your line
- Try the router on the main telephone point which is usually where the telephone line enters the property.
- Re-run a Speedtest at the following site <http://speedtest.manx.net/>

wireless hints & tips

Wireless hints & tips

Although wireless networks are a great way of sharing your Internet connection through your household they can cause numerous browsing and connection issues. However, with the correct advice the majority of these can be eliminated. Some common issues include being unable to browse, low signal strength, connection dropping and security issues.

When setting up your router it is important that you configure the security of your wireless connection and change the default name of your wireless network, this is so that no one can access your connection without authorisation; this is vital if you have neighbours close by or live in a busy area as there could potentially be unauthorised use of your monthly bandwidth. To secure your network please refer to your router's setup guide.

If you are experiencing problems with your wireless setup please refer to the 'Quick tips' on the right.

Quick tips if you are unable to browse

- Ensure you are connected to your wireless network
- Connect with the Ethernet cable and try browsing
- Turn your router off and on
- Ensure your router has the correct login details by connecting to the router's Admin page

Quick tips if you have low signal strength

- Ensure that the router is at least 1 metre away from any electrical equipment such as cordless phones and microwave ovens, fluorescent or low voltage lighting
- Try changing the wireless channel that the router uses by logging into the router's admin page, then test the connection – see your router's instructions for details
- Change the location of the router, also try changing the position of the antenna if your router has one

Quick tips if you are unable to connect to wireless

- Ensure that you have the correct wireless network password
- If this fails, connect to the router with your ethernet cable and change the wireless network name and password
- Try connecting to the wireless network again
- If the above fails you may need to contact your router manufacturer

maximising your broadband connection

Extending Your Network

Devolvo Homeplugs can extend your Broadband network by sending data signals through the power circuit in your property. You can extend the range and availability of your Broadband connection without the need for additional telephone sockets or engineering visits.

For further information please call our Sales department on **624 624** or visit our shop in Victoria Street, Douglas.

Maximise your Broadband Connection

Peak surfing hours affect browsing speeds

More people attempt to access the Internet at certain times of day than at others, this results in slower speeds as the Internet is a shared resource.

Peak Internet times include late afternoon and during the evenings from 16:00 to around 20:00. This is due to a high volume of users logging onto the Broadband network, this could be people finishing school or work and logging onto the network, or also a large volume of users accessing the Internet world-wide.

If you can avoid going online at these busy times, you'll find your experience should be a much faster Broadband connection.

Remove Line Extensions

While phone line extensions can be very useful, they act like a large antenna that can interfere with your wireless Broadband connection. It may sound extreme, but if you are suffering from an extremely poor connection then the cause may be the line extension. To solve the problem and reduce interference with your wireless network, it may be worth considering the removal of your line extension.

Monitor your system

Software such as Download Managers, Windows Updates and TV streaming software similar to the BBC iPlayer can continue to run in the background of your PC even after you've closed them.

They continually upload and download data, which means they are constantly using your Internet connection and will not only slow you down - they'll also use up your allocated data if you are on a Capped service. Make sure you exit these programs fully when you close them.

maximising your broadband connection

Bandwidth Monitoring

Bandwidth monitoring programmes are available to download, these provide an approximate guide of your Internet usage and how much of your allowance for the month remains.*

These vary in appearance, cost and availability. Different versions can be found by searching the Internet with “Bandwidth Monitor” as the search criteria. Examples include: www.hootech.com/netmeter or www.bandwidthmonitorpro.com

You should install this software on each computer that you will use with your Internet connection and remember that game consoles and portable devices such as iPods using the Internet connection are not measured by the monitor.

Customers on a capped broadband services will be able to view their usage via the Manx Telecom ‘My Account’ service. Please note this is not available for unlimited tariff customers as unlimited tariffs are not monitored. For more information please visit our website on www.manxtelecom.com/myaccount

*Actual usage is measured by Manx Telecom and your allowance will reflect this.

Router Issues

If you access the Internet via a wireless router you may get a slower Broadband connection than if you were connected to your Broadband router or modem directly with an Ethernet cable.

Connecting via Ethernet or upgrading your wireless Broadband router (routers can differ in performance levels and ease of use) could make a real difference to the speed of your Broadband connection.

Upgrading the Firmware of your router can solve some issues also, please check the support section of your router manufacturer’s website for further details.

Persistent issues

If you experience issues that you are unable to resolve or would like further advice, the information below should be of help to you.

Manx Telecom Service Centre

The Manx Telecom Service Centre on **624 624** is a fault reporting service that is provided to all customers. They deal with basic troubleshooting, reporting faults and answering queries that you may have. The Manx Telecom Service Centre is open 24 hours a day, 365 days a year.

How can we help?

For our Broadband customers, we provide support for basic technical issues. If you are unable to browse the Internet or if you do not seem to be receiving your Internet connection, we can provide you with advice and guidance on how to deal with these issues.

Before contacting Manx Telecom please refer to the Summary of Support Issues table on the next page for what we do and don't support.

Summary of support issues

What we support	What we don't support
<p>Assistance with setup of Manx Telecom supplied equipment</p> <p>Netgear</p> <p>Slow DSL connection/ disconnections</p> <p>Unable to browse</p> <p>ADSL username and password request</p> <p>Capped usage queries</p> <p>General DSL related issues/queries</p>	<p>Setup of non supplied Manx Telecom equipment</p> <p>Wireless issues</p> <p>Anti-Virus / Malware related issues</p> <p>Software issues</p> <p>Computer support</p> <p>Issues with web sites</p>

Engineering services

As part of our engineering service we can provide a specially trained engineer to visit your property and install and configure your router to ensure everything is ready for you to surf at high speeds. In addition, we can provide engineering support at any time after installation if you experience problems with your broadband service. Please note that our engineering services are chargeable for all but Manx Telecom network related faults (this means any issue found to be past the main socket in your premises; this can include filter issues, extension socket issues, router issues or anything related to customer owned equipment which is not part of the Manx Telecom network up to your property).

To arrange an appointment please contact our sales department on **624 624** for further details.

How to contact us

The Manx Telecom Service Centre can be contacted in the following ways:

- By phone on **(01624) 624 624**
- By email at **csa@manx-telecom.com**
- By viewing the Manx Telecom website at **www.manxtelecom.com/support**

Useful contact numbers

The following numbers may be useful to you for contacting the manufacturer of your broadband equipment:

- | | | |
|--------------|---------------|---|
| • Netgear: | 0844 875 4000 | Calls cost 7p per minute at all times on Standard Choice tariff |
| • Apple: | 0844 209 0611 | Calls cost 7p per minute at all times on Standard Choice tariff |
| • Microsoft: | 0844 800 2400 | Calls cost 7p per minute at all times on Standard Choice tariff |

Terms and Conditions

*The above prices are based on the Manx Telecom Standard Choice line. Prices correct at time of going to print. Prices include VAT @ 20%.

A detailed list of Manx Telecom's terms and conditions of service can be found either by requesting a copy from one of our stores, or by visiting

<http://www.manxtelecom.com/utis/terms-and-conditions.aspx> where it can be found under "Broadband 15GB, 40GB, 150GB & Broadband Unlimited"

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