

## Welcome to Nildram Broadband ADSL

11 August 2005

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**Dear Sir/Madam**

Thank you for your subscription to Nildram's Broadband ADSL service – the Ultimate Broadband experience! We've provided this pack so you have all the information you need to start using your account.

### **Broadband ADSL activation**

Your ADSL service will be activated on **16-08-2005**. This does not usually require a visit from an engineer. Should a visit be required, you will be informed separately.

### **What's included in this pack**

We've provided you with a range of useful help sheets that cover the different features of your account. The most important of these is the 'Account Details' sheet, which explains your login details. Please check now that this sheet is included and the billing details are correct.

If we have supplied you with a router or modem, we have included guides to help you get up and running quickly with minimum inconvenience.

### **What to do now**

We suggest installing Microfilters on each telephone point now so your service is not interrupted when ADSL is activated.

On the activation date, install your modem or router and configure your PC:

- If you have chosen a Nildram modem or router, please refer to the Quick Start guide.
- If you have purchased your own modem or router, follow the manufacturer's instructions referring to the Account Details and Setup Information sheets.

Welcome again to Nildram Broadband, we look forward to offering you a reliable and fast service.

## Account Details please keep this document safe!

### Login and access information

These details will be referred to in the guides for Nildram modems and routers. If you have purchased your own modem or router, the manufacturer's instructions will also ask for this information.

<b>Username</b>	wingpath@gotadsl.co.uk	This is your username and is unique to you
<b>Password</b>	klok2fiv	Please keep this a secret!
<b>Static IP (If requested)</b>	62.3.234.1	If your account features a static IP, your computer or network is always identified by the same address. You need a static IP if you want to run your own e-mail or web servers.
<b>e-mail address</b>	wingpath@gotadsl.co.uk	This is your unique e-mail address. Your account permits you to create additional addresses. Please see the e-mail sheet included in this pack.
<b>VPI / VCI</b>	0 / 38	
<b>Authenticate Using</b>	CHAP	
<b>PPP Type</b>	PPPoA (PPP over ATM) <b>not</b> PPPoE	
<b>Framing</b>	VC-MUX	
<b>Modulation</b>	G.DMT	
<b>DNS Servers</b>	Primary: 213.208.106.212    Secondary:213.208.106.213	

### Dialup access

If you need Internet access while away from your ADSL line, or should a problem occur with the ADSL service, you can use our backup dialup service

<b>Dialup login</b>	wingpath	Note the difference from the ADSL login
<b>Dialup phone number</b>	0845 601 3930	This is a local rate phone number

### Billing details

Please ensure the details below are correct. If you see any errors, you can update your details in the My Controls area of our Web site, or contact our accounts department on 08701 600 197, alternatively by e-mail to [accounts@nildram.net](mailto:accounts@nildram.net).

<b>Contact name</b>	Frank O'gorman
<b>Company</b>	
<b>Address</b>	Frank O'gorman Wingpath Limited 6 Eddeys Lane Headley Down BORDON Hampshire GU35 8HU
<b>Telephone</b>	01428713624
<b>e-mail</b>	frank@wingpath.co.uk
<b>Service</b>	Broadband 2. 2Mbps service speed

## Accessing the 'My Controls' panel

Once online, you can access your unique Nildram 'My Controls' panel for a range of useful features to help you get the most out of your Nildram account.

### To access 'My Controls'

1. Access the Nildram web site at <http://www.nildram.net>
2. Click 'My Controls'
3. Enter your ADSL username and password
4. Click 'Login'

The control panel provides a range of facilities including:

### My Account Details

You can check or modify your contact details here.



### Change Password

Keep secure by changing your password on a regular basis.

### Mail

This section allows you to control your e-mail settings. Please see the separate guide on e-mail for more details.

### Ticket Information

Our ticketing system advises customers of any maintenance or problems affecting the Nildram network.

### Access Stats

Keep track of your usage and data transfer.

### Global Roaming

You can activate Nildram's global roaming facility on your account. Global roaming allows you to access the Internet from just about any phone line in the world at a fixed rate with no need to reconfigure your account.

### Product Control

If you have purchased a Broadband 2go service, the usage stats associated with this are available when you enter the My Controls area of our web site. You can also configure e-mail alerts should your account reach your limit in this section.

## How to access your free Web space

Your account includes the ability to host a basic web site on our 'homepages' server. Here is how to access your space:

### To upload files

You will need an FTP (File Transfer Protocol) client to transfer files to the server. A very basic command-line client is included with many versions of Windows but is only suitable for experienced users. We recommend WS-FTP, which is available from many shareware sites such as [www.ftpplanet.com](http://www.ftpplanet.com) or [www.tucows.com](http://www.tucows.com).

Whichever client you choose, the same three pieces of information will be required:

<b>Username</b>	wingpath	This is your dial-up login
<b>Password</b>	klok2fiv	Please keep this a secret!
<b>Server</b>	homepages.nildram.co.uk	The server that stores the web pages

When you connect, you will be automatically moved into your 'root' directory. You will see a single directory called 'www'; this is where you place your web pages.

The homepages server is compatible with many website authoring tools such as Dreamweaver or FrontPage.

### To access the Website

The address of your site will be:

**`http://homepages.nildram.co.uk/~wingpath`**

Remember to include the tilde (~).

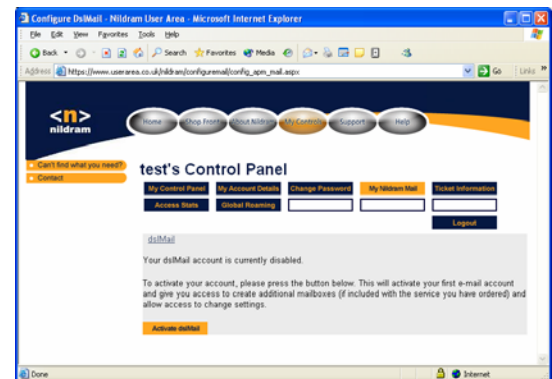
For more information on the homepages server, please have a look at our guides on <http://www.nildram.net/support/>. Please note that we cannot provide advice or technical support on the authoring of web pages.

## Activating and configuring e-mail

Every Nildram Broadband ADSL user benefits from our powerful dsIMail service. However, you must activate the account before use. Follow these steps to activate your account and for help with configuring your e-mail client.

### Step 1: Activate your e-mail account

1. Access the Nildram web site at **<http://www.nildram.net>**
2. Click 'My Controls'
3. Enter your ADSL username and password and click 'Login'
4. Click the 'Mail' button
5. Click 'Activate'

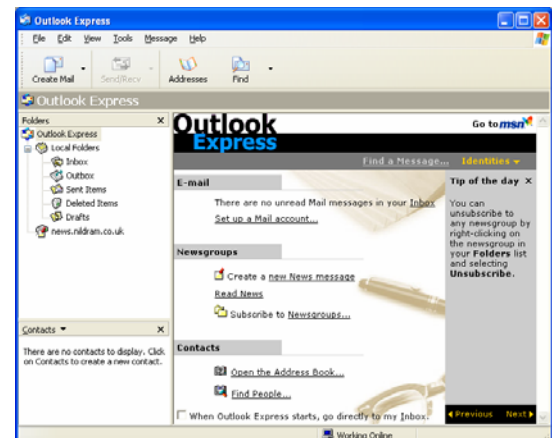


Your e-mail account is now ready for use. Your e-mail address will be as stated on your 'Account Details' sheet included with your welcome pack.

### Step 2: Choose an e-mail client

There are many different e-mail clients available. One of the most popular is Outlook Express, which is pre-installed on many versions of Windows or can be downloaded for free. Other free clients include Eudora and Mozilla Mail.

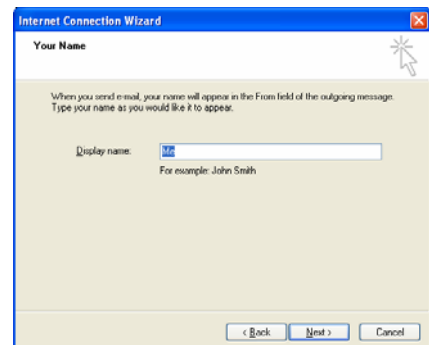
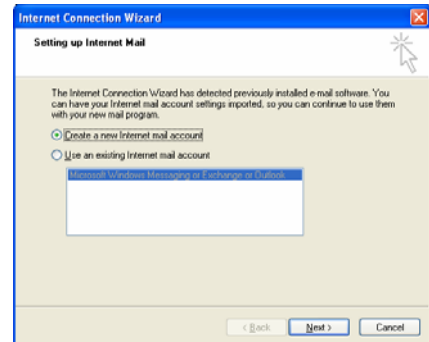
The following instructions are for Outlook Express 6. However, e-mail clients are similar in operation and you should be able to apply this procedure without too much difficulty.



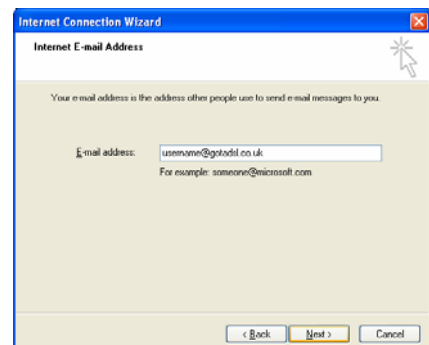
## Step 3: Configure Outlook Express v6

Follow these steps carefully to configure Outlook Express v6 to use your e-mail account:

1. Start Outlook Express. It is normally found under Accessories or the main Programs menu in Windows.
2. Click on 'Create a new mail account'. A setup wizard will start.
3. If the wizard asks you if you want to use an existing mail account, select 'Create a new mail account' and click 'Next'.
4. Enter your choice of 'Display' name, the name others will see when e-mail arrives from you. This can be anything you like but is normally your full name. Click 'Next'.



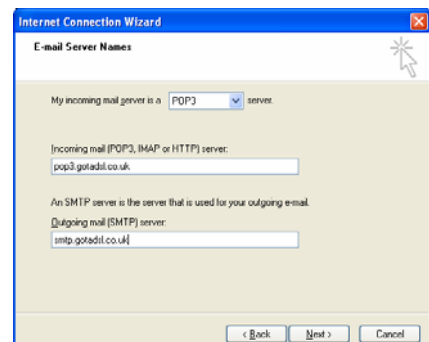
5. On the 'Internet E-mail Address' screen enter your e-mail address as stated on your 'Account Details' sheet. Click 'Next'.



6. On the 'E-mail Server Names' screen enter the following *exactly* as shown:

My incoming mail server is a **POP3** server  
Incoming Mail: **pop3.gotadsl.co.uk**  
Outgoing Mail: **smtp.gotadsl.co.uk**

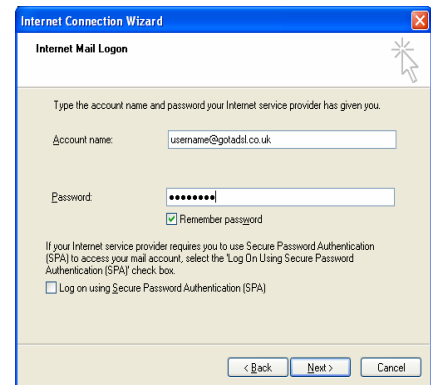
7. Click 'Next'.



You now need to enter your login details. This is your **e-mail** address as stated on the 'Account Details' sheet. It may not be the same as your ADSL login.

8. Enter your password. If you wish, you can have Outlook prompt you every time you want to check your e-mail. Click 'Remember Password' to suppress this.
9. Do not select the 'SPA' option.
10. Click 'Next'.

Your setup is now complete. Click 'Finish' to close the wizard.

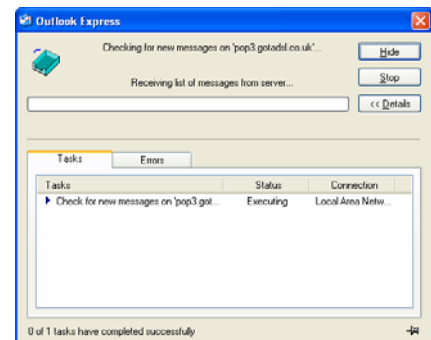


## Step 4: Send and receive

To test your connection is fully operational:

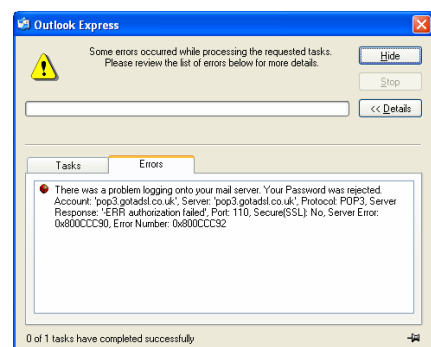
- Click 'Send/Recv' on the main toolbar of Outlook Express.

The status screen shows progress as the client checks for new e-mail. Any problems will be reported here.



If you find the send and receive process fails for any reason, read the error message carefully. Normally, a failure occurs due to the misspelling of a server name or account name. Check everything by looking in Tools / Accounts / Mail and viewing the properties for the account you have just created.

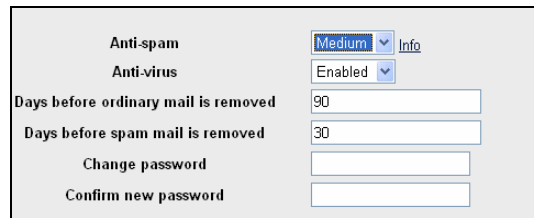
The screen on the right shows a password error.



## Step 5: Protect yourself against junk and spam

Junk mail ('spam') and viruses can hinder your usage of e-mail. Nildram dsIMail comes with free tools to protect you against these unwanted messages.

We provide powerful anti-spam and most accounts also have anti-virus 'filters' that can check all e-mail sent to your account.



Anti-spam	Medium	Info
Anti-virus	Enabled	
Days before ordinary mail is removed	90	
Days before spam mail is removed	30	
Change password		
Confirm new password		

To enable these filters and protect yourself from junk and viruses:

1. Log into 'My Controls' as described in step 1 and select 'Mail'.
2. You are shown your primary e-mail account. Click 'Settings'.
3. You can now enable the anti-spam and if available with your account, anti-virus filters. These both come into effect as soon as you click 'Apply'.

### Anti-Spam strength

There is no 'perfect' anti-spam filter. One person's junk is another's important mailshot. You can control how 'severe' the filter is in deciding what is junk and what is valid.

We recommend you initially set the filter to 'Low'. If a significant number of unwanted e-mails continue to arrive, return to the site and increase the level until the junk stops.

## Getting more from e-mail

The e-mail control panel allows you to:

- Create additional mailboxes
- Set anti-spam and anti-virus settings per mailbox
- Create 'alias' e-mail addresses so different addresses can go to the same mailbox

If you prefer, you can also use the IMAP protocol to access the server.