Broadband

Broadband support guide.

Version 1.0

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Setup

1 What router can I use on my connection?

When you order an internet connection with Claranet SOHO or an upgrade to your existing service you will be offered a pre-configured router from us which will be pre-configured with your username and password settings to get you connected to the internet. If you prefer to use your own router this is also possible as long as it is compatible with the service you have.

If you are moving to a ADSL/ADSL2+ service you will need to use a Router that can connect using the PPPoA protocol.

If you are moving to a FTTC/FTTP service and you have a separate modem that the router will connect to then you will need to use a Router that can connect using the PPPoE protocol.

If you are moving to a FTTC/FTTP service and are not going to be using the separate modem that is provided as part of the installation then you will need to use a VDSL modem router that can connect using the PPPoE protocol.

When you are ordering your new service/upgrade you can discuss all possible options further with our account managers to determine which is the most suitable option for your needs.

2 Router setup

To set up your router simply connect the router to a power source and the master socket. Once this has been done the broadband light should come on.

Your router has been pre-configured and may take up to 30 minutes to establish an Internet connection. Once a connection has been established the light labelled Internet will turn on.

If your router has taken longer than 30 minutes to connect to the internet, please call our technical support team on 0800 640 8010 or email **support@claranetsoho.co.uk** between 9am and 8pm Monday to Friday and 9am to 6pm Saturday and Sunday.

You can connect your PC/Laptop wirelessly using the details supplied in your welcome letter.

Search for the network amongst the list of available wireless networks and click on it to connect. You should then be prompted for the wireless key. Once the key is entered, your device will take a few seconds to connect to the network.

You can also connect your PC/Laptop to the router using a LAN cable. These can be found at electrical stores and online. Once you have a LAN cable, simply plug one end into the LAN1 socket on the router and plug the other end into your PC/Laptop.

3 How to move your broadband when moving office or home

We understand how important is it to get your connectivity up and running when you are moving premises. If you're moving your office or home please allow 10 or more working days to move your broadband. Inform Claranet SOHO of your moving date as soon as you are aware and we will work closely with you to ensure your connectivity is working as quickly as possible after you have moved into your new premises.

There are two ways a customer can move their broadband service whether they have ADSL or Fibre.

Moving your existing telephone number to the new address – Simultaneous Shift.

If you are taking your existing telephone number with you to your new address Claranet SOHO will require the following information:

• The address of your new office or home
• A Sim Shift number provided from your telephone line provider.

The Sim number is then used to inform suppliers that when your telephone line moves your ADSL / FTTC/ FTTP service is required to move as well. Installation charges apply and are dependent on the service you require, please talk to one of our account managers who can run through what payments apply.

Brand New install

If you are installing a new telephone number Claranet SOHO requires the following information:

• Your new address
• New telephone number
• A new ADSL line is ordered with a 5 – 10 working days lead time for installation

Claranet SOHO advise getting your telephone line working before you move so your connectivity is working ahead of moving into your new premises.

In both cases all existing contracts will cease and a new contract will be entered into.

Claranet SOHO can provide a 'data' only telephone line for you giving you the benefit of having your line and connectivity with one supplier, removing the need to deal with one company for your telephone line and another for your connectivity. Call 0800 640 8009 for more details.

Troubleshooting

If you either cannot connect or lose your connection to the internet, Claranet SOHO advise you to refer to the following guide. We recommend that you print out a copy of this to reference to if you experience any connection problems.

4 No Synchronisation

When the ADSL/DSL light is flashing amber or switched off, you won't be able to connect. If you experience this, please run through the checklist below.

- Check if the phone line has a dial tone and if it's working

- Check if the cables for the router and computer are connected correctly
- Remove any other devices from the phone line, e.g. fax, Digital box, etc.
- Change the micro filter which is the white square box between the BT phone socket and ADSL router. This is sometimes referred to as a 'splitter'
- Make sure that you are connected to the master phone socket and not using any extension leads
- Connect directly into the test socket by removing the front face plate on the master socket to see if this connects

If you have checked all of the above and still cannot connect, please contact our **support team** for further diagnostics.

5 Intermittent Connection

- Check if there is any noise, apart from the default noise on the phone line. If there is any, you must report this to BT. You can check for noise by performing a silent line test. To perform a silent line test, dial 17070 and choose the option for a silent/quiet line test.
- Remove any other devices from the phone line, e.g. fax, digital box, etc
- Change the micro filter which is the white square box between the BT phone socket and ADSL router. This is sometimes referred to as a 'splitter'
- Make sure that you are connected to the master phone socket and not using any extension leads
- Connect directly into the test socket by removing the front face plate on the master socket to see if this connects.
- Make a note of whether the connection loss occurs only at certain times of the day or if it is continuous
- When the connection is lost make a note of whether you were browsing a particular web site, downloading a large file or if the connection was idle.

If you have checked all of the above and still cannot connect, please contact our **support team** for further diagnostics.

6 I cannot connect to my broadband

- Check if the phone line has a dial tone and if its working
- Check the status lights on the router. The ADSL / DSL light should be solid in order for a connection to be made
- Is the internet light off or red? If yes, check the username and password in the router configuration that they are correct
- Turn off the router for 5 minutes and turn it back on (If you are on an FTTC/FTTP connection you will need to power down both the modem and the router and then first only power back on the Modem and then once the DSL light is solid, at that point turn on the router.
- Check whether you can ping the router's IP address
- Check whether you can ping an external website from your computer and if possible from the router. If you can ping using your router, please check the cabling of your internal network.

If you have checked all of the above and still cannot connect, please contact our **support team** for further diagnostics.

7 Slow Speeds (ADSL Max and ADSL2+)

Please ensure that the issue is not directly related to your current network set up. You can do this by connecting a computer directly to the router and running a speed test, thus bypassing any servers or firewall or switches or hubs which may a contributing factor. If you have an IT person on-site please check with them before doing that.

Please ensure you have performed a virus scan and a Spy-Ware scan to ensure no problems could be caused due to virus/spy-ware.

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If this does not resolve the issue, please perform the following test three times a day for a rough guideline and email the results once compiled to us along with a description of your problems our technical support team at support@claranetsoho.co.uk. We will send you back a ticket reference number, and you can quote this when speaking to us over the phone.

To do the speed test, please complete the following:

- Browse to the website **http://speedtest.btwholesale.com**
- Follow the steps shown in red
- Click on Yes
- Click on "Begin Test"
- Wait for test results
- Click on "Further Diagnostics"
- Enter the telephone number of the broadband circuit (for ADSL and FTTC- fibre) or the Post Code of the installation address (for FTTP)
- Click "Run Diagnostic Test"
- Make a note of the test details. If the test fails multiple times, contact our technical support team.

After running the first speed test, if it shows the slow speed, please change the ADSL filter.
After running the second speed and the speed hasn't improved, please try an alternative router.

After running a third speed test which shows the slow speed, contact our technical support team with the speed test results.

We will then attempt to resolve the issue with advanced troubleshooting.
If we are unable to fix the issue we may need to raise a fault with our supplier.

8 Slow Speeds (FTTC)

Please ensure that the issue is not directly related to your current network set up. You can do this by connecting a computer directly to the router and running a speed test, thus bypassing any servers or firewall or switches or hubs which may a contributing factor. If you have an IT person on-site please check with them before doing that.

Please ensure you have performed a virus scan and a Spy-Ware scan to ensure no problems could be caused due to virus / spy-ware.

If this does not resolve the issue please perform the following test three times a day for a rough guideline and email the results once compiled to us along with a description of your problems our technical support team. We will send you back a ticket reference number, and you can quote this when speaking to us over the phone.

To conduct the speed test, complete the following steps:

- Browse to the website **http://speedtest.btwholesale.com**
- Follow the steps shown in red
- Click on Yes
- Click on "Begin Test"
- Wait for test results
- Click on "Further Diagnostics"
- Enter the telephone number of the broadband circuit (for ADSL and FTTC- fibre)
- Click "Run Diagnostic Test"
- Make a note of the test details. If the test fails multiple times, contact our technical support team.
- After running the first speed test which shows the slow speed, please do the following after 1 hour:
- Connect your computer directly to the BT Openreach Modem with a network cable
- Create a PPPoE dialup connection. You will need your broadband username and password to do this, if you are unsure of these details or unsure of how to create the dialup connection, please contact the technical support team

9 Will I use more data if my line is faster?

Not unless you want to. The usage limit counts the overall volume of data transferred, so it doesn't make any difference how quickly that data is downloaded. Only if your habits change (e.g. watching more videos online now that the line is faster) will you find your usage increasing.

10 How do I change my Broadband password?

To change your broadband password you can login to the customer portal at **https://customer.clara.net**, once logged in on the left hand menu there is an option for "Password Change".

Please remember if you change your Broadband password, you will also need to login to your router and update the password that the router uses to connect to the new password that you have set, if you do not do this, next time the router drops the internet connection it will not be able to reconnect as it will still be configured with the old password.

11 How can I change the name servers for my domain name?

If you wish to change the name servers for your domain this can only be done by the company that the domain is registered with. If the domain is registered with Claranet SOHO and you wish to change the name servers, this can be done by sending an email to **hostmaster@uk.clara.net** with the request. On this request you will also need to confirm security information and will also need to specify the new name servers.

Please note: If the name servers are changed this will effect where all DNS records for the domain point to so this may also affect the MX records, A records, CNAME records etc.

If you would like any advice regarding DNS changes, you can email us at: **support@claranetsoho.co.uk** or call us on 0800 640 8010.

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