

# Quicker Broadband Just gets faster now upto 8 meg

leaving you more time to do things that matter!

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## Welcome to Quicker Broadband ADSL

### Dear Customer

Thank you for your subscription to Quicker 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 the **10 days from your order**. 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 we have your billing details 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 Micro filters 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 Quicker Broadband 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 Quicker Broadband Broadband, we look forward to offering you a reliable and fast service.

The Operations Team!

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## Account details - please keep this document safe!

### Login and access information

These details will be referred to in the guides for Quicker Broadband 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>	****@quickerisp.mydsl	This is your username and is unique to you
<b>Password</b>	*****	Please keep this a secret!
<b>Static IP</b>	n/a	Your account features a static IP address. This means 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>	****@quickerbroadband.com	This is your unique e-mail address.

\* - for security we cannot show

### 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>	qisp@mydsl.co.uk	Note the difference from the ADSL login
<b>Dialup phone number</b>	0845 22 20 22	This is a local rate phone number
<b>FRIACO no.</b>	0808 993 3205	This is a free phone number provided as part of your dslPro account. It will only operate when you are disconnected from ADSL.

### 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 0871 504 0875 ext 224, alternatively by e-mail to [accounts@quickerbroadband.com](mailto:accounts@quickerbroadband.com)

<b>e.g. Contact name</b>	John Murray
<b>Company</b>	Web Activations Ltd
<b>Address</b>	PO BOX 30,000, Kirkcaldy, Fife, KY2 6WH
<b>Telephone</b>	0871 504 0875
<b>E-mail</b>	john@webactivations.com
<b>Service</b>	Pay As You Go

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## Activating and configuring e-mail

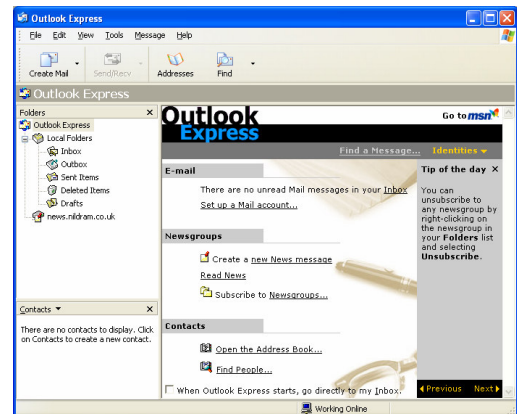
### Mail

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

### Step 1: 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.



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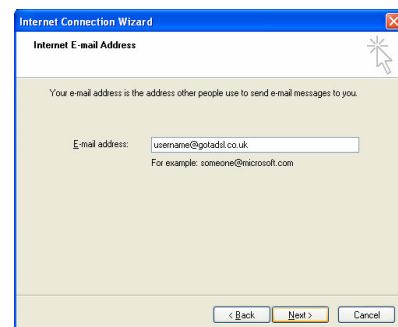
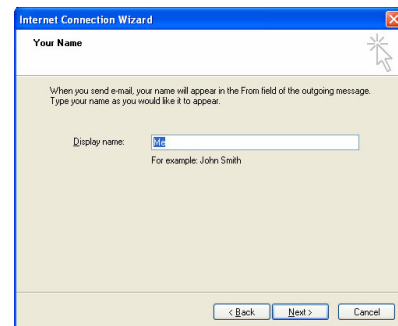
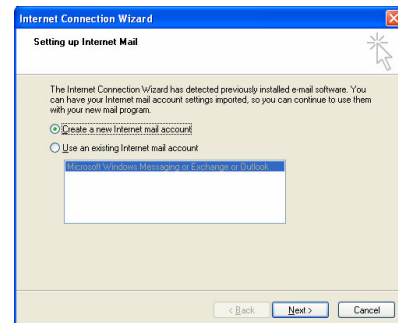
## Step 2: Configure Outlook Express v6

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'.

e.g. **John Murray**

5. On the 'Internet E-mail Address' screen enter your e-mail address as stated confirmed by your technician.



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

My incoming mail server is a **POP3** server  
Incoming Mail:  
**mail.quickerbroadband.com**  
Outgoing Mail:  
**mail.quickerbroadband.com**

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.

e.g. \*\*\*\*\*@quickerbroadband.com

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.

e.g. \*\*\*\*\*

9. Do not select the 'SPA' option.
10. Click 'Next'.

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

Internet Connection Wizard

E-mail Server Names

My incoming mail server is a **POP3** server.

Incoming mail (POP3, IMAP or HTTP) server:  
pop3.gotadsl.co.uk

An SMTP server is the server that is used for your outgoing e-mail.

Outgoing mail (SMTP) server:  
smtp.gotadsl.co.uk

< Back Next > Cancel

Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: username@gotadsl.co.uk

Password: \*\*\*\*\*

Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

Log on using Secure Password Authentication (SPA)

< Back Next > Cancel

## Step 4: Send and receive

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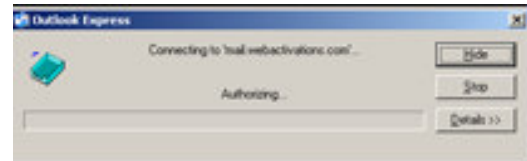
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To test your connection is fully operational:

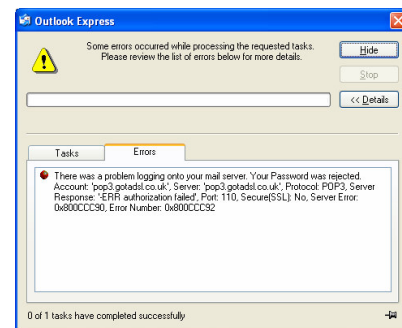
- Click 'Send/Recv' on the main toolbar of Outlook Express.

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.



Thank You for choosing **Quicker Broadband**