



Installation Guide

You will need:

Your **Seriously Internet username**

Your **Seriously Internet password** (These can be found on your email from Seriously Internet notifying you your service was active)

Microfilters (1 per telephone socket within the building)

ADSL modem/router with installation disk (If you don't have your installation disk see step 5)

Step 1

Connect one microfilter to every telephone socket in your building and re-connect all telephone devices to the telephone sockets via a microfilter including Sky Digiboxes, fax machines, etc.

Step 2

Connect your ADSL modem/router to the telephone socket via a microfilter.

Step 3

If you are using a modem connect the USB cable (which should have been supplied with your modem) into your ADSL modem. Do not plug the USB cable into your PC yet.

If you are using a router simply connect the Ethernet cable provided to your PC and plug in the power adapter.

Step 4

Turn on your PC and run the disk that you received with your hardware. Follow the necessary setup instructions through to completion. Depending on the hardware you are using you may have to enter some specifications. The most common of these are:

VPI: 0

VCI: 38

Protocol: PPPoA

Encapsulation: VCMUX

QoS: UBR

MTU: 1458

DNS servers: Primary – 195.74.102.146 Secondary: 195.74.102.147

Alternate DNS servers: Primary – 195.74.113.58 Secondary: 195.74.113.62

You will also be asked to enter your Seriously Internet username and password. This information can be found in your email from Seriously Internet notifying you that your service is active.

Step 5

If you do not have your modem/router installation disk follow the instructions below to manually reconfigure your hardware.



Reconfiguring your modem without the installation disk

If the modem you are using has previously been connected to this PC simply connect the modem to the PC and the PC should detect the correct drivers. Whenever you connect to the internet you will be prompted for a username and password. This was provided in your email from Seriously Internet advising you that your service is active.

If your PC does not detect the correct drivers then you will need to download the drivers online or invest in a new modem/router.

1. Connect your router to your PC with the Ethernet cable provided. When the PC has found the router your local area connection will be enabled. This will be indicated by an icon of 2 monitors together at the bottom right hand side of the screen.
2. Once the network is enabled go to Start -> Run, type **cmd** and press enter.
3. This will bring up a black DOS prompt box. Here you need to type **ipconfig**. Once this has completed make a note of the set of numbers next to 'default gateway'. This will start 192.168. When you have made a note of the numbers (IP address), close the window.
4. Open a browser e.g. internet explorer and type the IP address into the address bar.
5. The router homepage should appear. Next you will need to enter the router password which can be found on the bottom of the router or in the manual. Follow the instructions explained at the beginning of this installation guide to finish the reconfiguration.

Step 6

Once you have successfully completed the installation, connect the USB cable from your modem/router to your PC. You should now be online and ready to go. If you are using a modem you may need to reconnect every time you turn your PC on, however, if it is a router, your connection will always be online, even when your PC is turned off.



Common Problems

Flashing ADSL light on the modem/router

This means that you have lost synchronization with the telephone line. Check your microfilters and modem/router is plugged in correctly. If the problem persists try using alternative equipment e.g. a different modem/router.

If the problem continues contact our technical support team for further assistance at support@seriouslyinternet.com or on **08450 34 64 24**.

ADSL Light is solid but no connection

Ensure that all the settings stated in step 4 match those specified by your modem/router manufacturer. To do this you will need to access your hardware configuration screen. Check your modem/router manual for further instructions. If you require further assistance contact our technical support department at support@seriouslyinternet.com or call **08450 34 64 24**.

Online but cannot browse websites

This is usually due to your hardware not picking up any DNS servers. Enter the DNS servers stated in step 4. If the problem persists follow the instructions below.

Go to Start -> Control Panel -> Network Connections

Right click on the Local Area Network that should be connected and select properties. Highlight the TCP / IP section and select properties.

Enter the DNS servers (as shown in step 4) manually.