wightcable

What you need to know about your telephone

Simple, easy to understand tariffs…

FREE calls to other Wightcable customers

Wightcable customers can take advantage of **FREE** calls to other Wightcable customers

Enjoy local call rates across Scotland and Northern England

Our extended local call area is far larger than with BT as it covers the whole of Scotland and Northern Ireland and a large section of Northern England. So you can call from Blackpool to Newcastle, Glasgow to Shetland, or Lancaster to Belfast for the price of a local call.
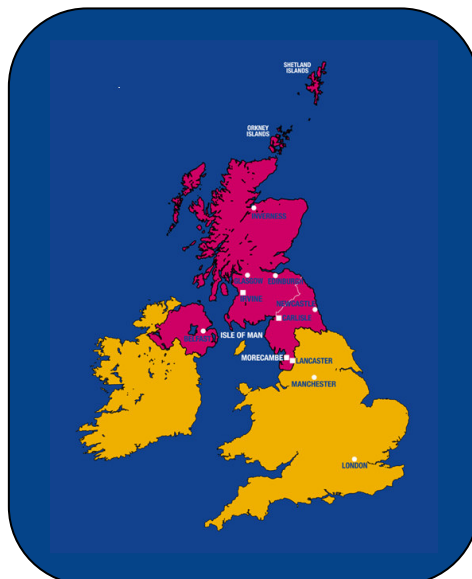
Call charges

This is a list of our call charges at the time of printing. Please see our website www.Wightcablenorth.com for details of the latest prices.

Summary of UK domestic call charges

	Daytime Mon to Fri	Evening Mon to Fri	Weekend
Wightcable to Wightcable	Free	Free	Free
Local	2.5p	0.75p	Free
UK	3p	1.75p	Free

UK Mobile Charges

	Daytime Mon to Fri	Evening Mon to Fri	Weekend
O2	17p	11.5p	1.75p
Vodafone	18p	8.5p	2.5p
T-Mobile	20p	14p	3.5p
Orange	18.5p	14p	5.5p
Virgin	20p	10p	4p
3	20p	10p	4p

All mobile calls are subject to a call set up charge of 3p

Summary of international landline call charges

	Daytime Mon to Fri	Evening Mon to Fri	Weekend
North America	5	5	5
Rep. of Ireland	5	5	5
Rest of EU, Switzerland and Norway	5	5	5
Australia, New Zealand & Hong Kong	20	8	8

All prices are 'pence per minute' rates and include VAT
For a full list of destinations please visit our website.
www.Wightcablenorth.com

Telephone features

Line Rental

Our standard line rental includes FREE local and national weekend calls, Call divert, caller display, call waiting and ringback.

Who called ? (1471)

Dial 1471 on your telephone keypad to find out the telephone number of the last caller.

Please note that if the number was through an older telephone exchange, or if the caller withheld their number then this feature will not operate.

Call return

If you have identified a caller using 1471, you can call them back simply by pressing 3. You will be connected automatically.

Number conceal (141)

Sometimes, you might want to conceal or suppress your own number, to prevent people from using 1471 to identify your number when you're calling.

To do this dial 141 and wait for the dial tone, then dial the number you want in the normal way.

If you want to withhold your number permanently, please call us 150.

Caller display

This shows the number of your caller as the telephone rings. This feature works with most standard display handsets.

Call waiting

If you're on a call, call waiting tells you - with a discreet beep every 10 seconds – if someone else is trying to get through. You can put the first person on hold while you speak with the new caller.

When you hear the Call Waiting beep:

- press R (Recall button) to put the first caller on hold and to speak with the second caller
- press R again to return to the first caller
- to switch between the two callers press R
- to cancel call waiting for the duration of the call, press *72 at any time

Please note, Call Waiting and Voicemail cannot be active on the same phone line at the same time.

Three-way calling

This allows you to have a three way conversation between yourself and two other callers.

- call the first person and tell them you're setting up a three-way call
- press R and wait for the feature tone (this sounds like a two-tone dial tone)
- enter the second person's phone number
- when they answer, press R - all speakers are now connected
- if there's no answer, pressing R reconnects you to the first person called

Call divert

If you're expecting a call and have to go out, or just want to keep in touch, you can divert your calls to another phone in the UK, even mobiles. Calls are directed to your nominated number and the caller pays the normal cost of the call. The cost of diverting the call to your nominated number is added to your monthly bill at your usual rates.

- press *70
- enter the number you want calls diverted to (including area code, unless in the same STD area)
- you will hear a confirmation tone (two beeps)
- replace the handset
- to cancel diverts press #70

Call divert on busy (when you are on another call)

- press *76
- enter the number you want calls diverted to (including area code, unless in the same STD area)
- you will hear a confirmation tone (two beeps)
- replace the handset
- to cancel diverts press #76

Call divert on no answer

- press *77
- enter the number you want calls diverted to (including area code, unless in the same STD area)
- you will hear a confirmation tone (two beeps)
- replace the handset
- to cancel diverts press #77

Please note, an intermittent tone tells you that Call Divert is operating but you can still dial out. To change the number where you're diverting calls, simply programme a new number. Calls cannot be diverted to operators, and diverted calls are charged as if you're making a call from your phone to the diverted number.

Call Divert is not available with Call Waiting.

Call barring

There may be times when you don't want to make any calls, or when you just don't want the phone to ring. Call barring stops your phone being used without your permission for outgoing calls (like premium rate services or international calls) or prevents incoming calls from disturbing you. This makes call barring ideal for shared households or families with teenagers.

Setting up call barring

Please call the Wightcable customer services team who will issue you with a PIN number and activate the service on your phone line. Call barring cannot be used to prevent reverse charge calls.

Outgoing call barring

- full call barring prevents any calls being made with the exception of 999 emergency calls
- partial call barring stops certain types of calls being made, like international, premium rate, most mobile phones and pagers

To make a call (bypassing call barring)

- press *80 and you will hear the feature tone (this sounds like a two-tone dial tone)
- enter your four-digit PIN
- enter the number you want to call

Cancelling call barring

Call Wightcable customer services quoting your telephone number.

Speed-dial

This service means you can pre-programme and store 'frequently used' numbers and then speed dial them using your telephone keypad.

You can enter and store a maximum of 30 short codes using the two-digit codes *00 to *29 inclusive.

Storing Speed-dial numbers

- lift handset and press *75
- enter the two-digit code (e.g. 04) then the phone number to be stored/dialled under that number enter # you'll hear a confirmation tone (two beeps)

For example, if you want to store the number 0161 240 9900 at code 02, this would be the key sequence: *750201612409900#.

Using Speed-dial numbers

Press * followed by the two digit code/number that the phone number was stored against – for example, *13 for 01294231374

Reminder (alarm) calls

With this service, you can set a reminder call for a day and time of your choosing. This is sometimes referred to as an alarm call.

- reminder calls must be booked at least 15 minutes in advance
- dial *73HHMM# where HH is the hour and MM are the minutes in the 24-hour clock format - for example, 8.20am (twenty past eight in the morning) would be *730820# and 9.40pm (twenty to ten in the evening) would be *732140#
- once set, you can cancel the reminder call by dialling #73

wightcable

What you need to know about your digital TV service

Getting started

Your Wightcable remote control

switching on your set-top box
to put your set-top box into or out of standby mode, press the button at the very top of your Wightcable remote control. Please ensure your TV is on channel 6 or AV, as required.

Numbered buttons:

To change channels and key in onscreen numbers, like your PIN

Help:

To display onscreen help information

Mute:

To turn the sound on/off

+ and - volume:

Use your TV remote to control the volume

+ and - Ch:

To change channel up or down

Colour buttons:

To perform various functions (if you need to use one, the colour button is shown on screen)

Page up and down:

To view the previous or next section of a list

Back:

To return to the previous page when using interactive services

Arrow buttons:

To move the highlight bar around an onscreen display; to display the previous or next item in a list to show additional information

OK:

To confirm or select a highlighted item in an onscreen display

TV:

To return to the digital TV channel your set-top box was most recently tuned to

TV guide:

To view the channel list and programme guide for up to seven days

Interactive:

To display Wightcable interactive services like TV e-mail, games, shopping and selected internet sites

TV on demand:

To display the movies, sports and events 'on demand' screen. This service is not currently available

Handy tips:

To return to what you were watching most recently, press the 'TV' button

To move the highlight bar around your screen, use the arrow buttons in the circular green section of your remote control

At the bottom of some screens, actions or choices are shown next to coloured dots - to select an action, press the corresponding coloured button on your remote control

Changing channels:

There are various ways to change channels:

- use the 'Ch +' or 'Ch -' buttons (upper right hand side of your remote control)
- use the number buttons at the top of your remote to enter a specific channel number
- use the 'TV guide' and 'Favourites' buttons

Using your electronic programme guide (EPG):

This onscreen guide provides full listings of what's on today and up to seven days in advance.

- pressing 'TV Guide' gives you a full list of channels
- use the arrow buttons (in the circular green section of your remote control) to move up and down the list
- to view the current programme on a highlighted channel, press 'OK' (or the red button)
- to see today's 'programme list' for the highlighted channel, press the green button; use the arrow buttons to move up and down this list

- to view the list for another day, use the < or > arrows to highlight 'today', then the ^ and v arrows to choose the day you're interested in; this information may take a few seconds to appear
- to go back, use the blue button
- to return to what you were watching, use the TV button

Updating the Electronic Programme Guide:

To ensure that your EPG is up to date with all your channel listings, you must turn to channel 101 once a day, this is the channel we transmit all channel line-up information to.

Setting a reminder:

If you're using the onscreen guide and see a programme that's starting next or later, you can set a reminder.

- use the arrow buttons to highlight the programme you want and press the red button (or OK)
- an onscreen message appears - 'Your reminder has been set' - and the channel you were watching most recently is re-displayed

- a few minutes before the programme you want to watch starts, a message appears on your screen
- to change channel and watch this programme, press the red button
- to remove the reminder without changing channel, press the blue button
- if you don't press any buttons, the reminder remains onscreen for about 10 minutes and then disappears

You've got entertainment wrapped up…

Basic	Standard	Family
BBC 1	**All 'Basic' channels plus:**	**All 'Standard' channels plus:**
BBC 2		
BBC Four		
BBC News 24	British Eurosport	Biography
BBC Parliament	British Eurosport 2	Bravo
BBC Three	Challenge TV	Cartoon Network
Bad Movies	Discovery	CNN
Bid Up TV	Discovery Animal Planet	Comedy
Boomerang	Discovery Home & Health	Discovery - Civilisation
CBBC	Discovery Realtime	Discovery Kids
Cbeebies	LivingTV	Discovery Travel & Living
Channel 4	MTV	Discovery Wings
Channel 5	National Geographic	Hallmark
Disney Channel	TCM	MTV Base
Disney Channel + 1	UK TV Documentary	MTV Dance
E4	UK TV Gold	MTV2
E4 + 1	VH1	Nickelodeon
God TV	VH1 Classic	Nick Junior
I Buy TV		Paramount
ITV		Sci-Fi Channel
ITV 2		Sky Travel
ITV 3		
ITV 4		
Matinee Movies		

Basic	Standard	Family
Men & Motors		The History
More 4		Channel
More4 + 1		Trouble
MTV Hits		UK TV Drama
Playhouse Disney		UK TV Style
Price Drop TV		
Quiz TV		
QVC		
Sky News		
Sky One		
Sky Sports News		
Speed Auction TV		
TMF – The Music Factory		
True Movies		
TV Travel Shop		
TV Travel Shop 2		

To change your package simply call us on 150

All the best of Sky: Sports and Movies …

Movie Collection	Sports Collection	Premium Package
Sky Movies 1-8 Sky Cinema 1 & 2	Sky Sports1 Sky Sports2 Sky Sports3 Sky Sports Extra	Sky Movies 1-8 Sky Cinema 1 & 2 Sky Sports1 Sky Sports2 Sky Sports3 Sky Sports Extra

Premium Channels
Adult Collection 1
Adult Collection 2
Adult Collection 3
Celtic
Disney Cinemagic
Film 4
MUTV
Rangers
SPL Channel

Call 150 or 08000 706 150 to add these fantastic packages to your existing package

A-Z of Digital TV Channels

BBC One	101	Discovery Animal Planet	509
BBC Two	102		
BBC Three	106	Discovery Civilisation	503
BBC Four	107	Discovery Home and Health	127
BBC News 24	201		
BBC Parliament	206	Discovery Realtime	119
Bid TV	704	Discovery Kids	608
Biography	507	Discovery Travel and Living	502
Boomerang	604		
Bravo	116	Discovery Wings	504
British Eurosport	405	Disney Cinemagic	612
British Eurosport 2	406	Disney Cinemagic + 1	613
Cartoon Network	603	Disney Channel	609
CBBC	601	Disney Channel + 1	610
CBeebies	602	E4	129
Celtic TV	407	E4 + 1	130
Challenge TV	115	Film 4	331
Channel 4	104	Film 4 + 1	332
Channel 5	105	Film 4 Weekly	333
Climax 3.1	754	Hallmark	338
Climax 3.2	755	History Channel	506
Climax 3.3	756	iBuy	702
CNN	204	iBuy Quiz TV	703
Discovery Channel	501	ITV	103

ITV 2	108	QVC	701
ITV 3	109	Rangers TV	409
ITV 4	110	Sci-fi	118
Living TV	113	Setanta sports 1	408
Men & Motors	121	Setanta Sports 2	398
More 4	131	Sky Cinema 1	321
More 4 + 1	132	Sky Cinema 2	322
MTV	451	Sky News	202
MTV Base	456	Sky One	111
MTV Dance	457	Sky Movies 1	301
MTV Hits	452	Sky Movies 2	302
MTV 2	455	Sky Movies 3	303
MUTV	410	Sky Movies 4	304
National	505	Sky Movies 5	305
Geographic		Sky Movies 6	306
Nick Junior	606	Sky Movies 7	307
Nickelodeon	605	Sky Movies 8	308
Paramount	117	Sky Sports Extra	400
Comedy Channel		Sky Sports 1	401
Playboy 1	710	Sky Sports 2	402
The Adult Channel	751	Sky Sports 3	403
Playhouse Disney	611	Sky Sports News	404
Premiership Plus	399	Sky Travel	122
Price Drop TV	706	Speed Auction TV	707
Quiz Call	708	Spice Extreme	753

TCM	341	UK Drama	124
The God Channel	251	UK Gold	112
TMF	450	UK Playboy TV	752
Trouble	607	UK TV	508
True Movies	299	Documentary	
TV Travelshop	702	UK Style	123
TV Travelshop 2	703	VH1	453
		VH1 Classics	454

Digital radio

Every Wightcable package includes all these digital radio channels with superb sound quality.

Channel Name	Channel No
BBC Asian Network	809
BBC Radio 1	801
BBC Radio 2	802
BBC Radio 3	803
BBC Radio 4 FM	804
BBC Radio 4 LW	805
BBC Radio 5 live	862
BBC Radio Scotland FM	806
BBC Radio Ulster FM	808
BBC Radio Wales FM	807
BBC W/S Europe	810
Capital Gold 1548	852
Classic FM UK	863
Costcutter Digital Radio	857
Heart 106.2 FM	856
Jazz FM	860
Oneword	858
Planet Rock	854
Primetime Radio	859
Radio Caroline	855
Sunrise Radio 1458	861
The Storm	864
Virgin Radio	851
XFM 104.9	853

wightcable

What you need to know

about your Broadband

Broadband

Internet for Everyone

At Wightcable, we believe that the internet access is about choice, value for money, reliability and most importantly – what suits your individual needs!

High speed broadband internet access

Up to forty times faster than an ordinary 56k modem, our broadband service allows you to download music, movie clips and files in a flash.

Internet access is instant, so there's no waiting to dial up. There is one low monthly fee – so no additional internet charges and your phone line won't be tied up while you are online! All Wightcable broadband services are **Unlimited download.**

> 1mb, 2mb & 4mb
> broadband
> available

Open Access Internet

The Wightcable Open Access dial-up internet service offers great value for money. For one low monthly fee, you can use the internet whenever you want, for as long as you want.

wightcable

Trouble shooting

Guide

Troubleshooting - TV

If you encounter any problems with your digital TV service please reboot your set-top box.

The majority of faults can be resolved by doing this.

How to reboot the set top box	- Unplug at the mains - Check all connections between the set-top box and all other equipment - Remove viewing card and clean with a non abrasive dry cloth - Open door on front of set top box and insert viewing card in box making sure it is in the **bottom** slot - Ensure card is firmly fitted, then re power and set box to channel 101

If you are still experiencing problems, please refer to the help guide overleaf.

The TV remote isn't operating the set-top box	▪ First, check your set-top box is out of standby mode, and ensure that you are pointing the remote control directly at the set-top box and there are no obstructions between you and the box display. Also, the batteries in your remote may be flat, so it's worth changing them
You can hear a channel but can't see it	▪ Your set-top box may be tuned to an audio channel. Press the 'TV' button on your remote control. If this fails reboot set-top box
Missing Channels	▪ Reboot set-top box
Resetting for new channels	▪ Reboot set-top box

Picture frozen	- Set the channel on the set top box to 101 (BBC1).
	- Power off the box at the mains for a few moments.
	- If you have a broadband connection through the box then shut down your computer
	- Power up the set top box. This will take a few moments as the box goes through the various set up screen.
	- Once you have picture and sound, try changing channels. Firstly with the remote control then with the channel up and down buttons on the front of the set top box.
	- If the channels only respond to changes made via the up/down button on the front of the box then the issue may lie with the remote control itself. Typically using brand new batteries will resolve most remote control issues

Picture frozen (continued)	- If the box does not respond to either, then please contact Customer Care in the first instance
	- Do not switch on your PC until you are fully satisfied that the issue has been resolved
	- If the problem returns AFTER you start using the PC then the issue may lie with the PC. Typically, your PC will be using a large percentage of the available upstream bandwidth. This can be caused by malware; spyware, virus etc.
	- Malware will be working in the background of your connection without your knowledge. Another cause of upstream activity will be file sharing in all its forms. Reducing your upstream load significantly, should help

Set-top box turns off when I press channel up/down on remote	▪ Batteries in the remote control need changing
Volume/sound is muted	▪ Batteries in the remote control need changing
You have a picture but no sound	▪ Check the 'mute' button has not been pressed. If this fails reboot the set-top box

If **both** the reboot and the help guide have not solved your problem, please call our customer services team on 150 or 08000 706 150

Please have your Wightcable customer reference number to hand. This can be found on the top left hand side of your bill. Please note that if a call out is required and the fault you reported to us was NOT as a direct result of the Wightcable connection/equipment there will be a £25 charge

Troubleshooting – Telephone

"It is always advisable if you have a problem with your phone to remove all handsets from all sockets and try a new/different handset in the sockets. This will rule out the possibility of a faulty handset".

Phone isn't ringing?	▪ Check that the ringer button on your phone is switched on
No dial tone?	▪ Please check all wall socket and telephone connections, including any other phones in the household, to ensure all extensions are on the hook
Is your telephone handset playing up?	▪ To check this, try plugging a different phone into the socket

Unable to use special features?	▪ Please check the phone is switched to 'tone' rather than 'pulse' and that you have subscribed and correctly programmed the feature(s) you want
Unobtainable tone after dialling a few digits?	▪ Please check that Call Barring hasn't been placed on your phone
Interrupted dial tone?	▪ This indicates that Call Barring or other special features may be activated
Crackling on the line?	▪ Please check your phone handset is correctly plugged into the socket. If the crackle gets worse when you move the handset around, the wire connecting the handset to the phone could need replacing

If you are still experiencing problems, simply call our customer services team on 150 or 08000 706 150

Please have your Wightcable customer reference number to hand. This can be found on the top left hand side of your bill. Please note that if a call out is required and the fault you reported to us was NOT as a direct result of the Wightcable connection/equipment there will be a £25 charge.

Broadband Trouble-Shooting

Internet speeds are dependant on a variety of things.

- **A computer in good working order.** If your PC has malware of any kind, i.e; virus, trojan, worm or spyware, then this will have an affect on your connection

- **Contention.** Wightcable broadband is a contended residential service.

- **Time of day** (peak & off peak). Evenings and weekends are when a large majority of users use their internet access

- **The site you are accessing.** A particular site maybe experiencing a lot of traffic at any given moment

- **The person or server you are sharing data with**.

Most important of all, we offer speeds up to a particular level; 1024kbps, 2048kbps for example. There are no guaranteed speeds.

Wightcable offer a callout service. These visits are free should the issue be with Wightcable equipment. Otherwise a call-out fee will be applied to your next bill.

We recommend you take all reasonable measures to maintain and fault-find your own equipment. In the majority of call-outs, the issue lies outside our equipment. Before booking home visits make sure you have done all you can as a charge may apply.

Cable Broadband Trouble-Shooting

Your broadband connection may come into your home via your Wightcable set top box. Any fault, or issues with that, may affect your internet access. In the first instance reset (reboot) the set top box and all associated hardware; any PC's, any Routers.

In the first instance this reboot of the hardware should be the very first thing you should try with ANY issues you experience.

Common Issues:

My computer tries to dial out on my phone line?

Open Internet Explorer
Click on 'Tools' then 'Internet options'.
Click on the 'Connection' tab.
Choose 'LAN settings'.
Remove the tick from the box 'Automatically detect settings'.
Click 'OK'.

Make sure the choice 'Never dial a Connection' is active. This stops your PC trying to make a call.

Click 'Apply' then 'OK' to finish.

ADSL Broadband Trouble-Shooting

The majority of ADSL broadband faults can be resolved by re-setting the ADSL modem. The reset procedure is as follows.

- Shut down the PC & disconnect the modem from your PC.

- Re-start the PC with the modem unplugged

- Plug the modem back into your PC.

- The modem will now 'train' itself, re-establishing the ADSL connection.

- Make sure you are logging on with the correct username & password.

Try to access again. If this is unsuccessful, then you may need to completely re-install the modem. To do this you will need to have the original driver disc which came along with the modem.

If you do not have the disc, then do not try to re-install the modem.

Contact Wightcable customer care in the first instance.

If you do have the disc then simply un-install the modem, or remove from the 'Add/Remove' program list.

Once you have done this, simply run the install disc and follow all the on-screen instructions.

Once you run the disc, plug the modem into the computer and restart.

Always make sure you have the correct username & password.

Wireless

Home Wireless Network: You can use up to 4 of your home computers with a wireless network. You enjoy the benefits of a network without the hassle of the cables. You'll be able to browse the web, write an email or even balance your spreadsheet, from your sofa, bedroom or even your garden!

Installation Service: In addition we offer an engineer installation. Sit back and relax while one of our fully qualified technicians installs and configures your network. You don't need to know anything about wireless networks as we take care of everything.

Free Security Set Up: We ensure that your network is secure and make sure that you know all the relevant passwords.

All our equipment is to the current Wireless standard

Wireless Trouble-Shooting

A wireless connection can be affected by many things. Many of them local to your home setup.

- The further apart the wireless equipment is from the wireless router the poorer the signal will be.

- The more 'obstacles' between the equipment, the poorer the signal will be. Obstacles can be walls, floors etc. Wireless signals travel in a particular manner, and direction, and do not simply 'bounce' around a room.

- Internal wiring in your home walls and floor.

- Household appliances; microwaves for example.

- Brick internal walls as apposed to wood, plaster etc.

Basic trouble-shooting would involve bring all the relevant equipment together in the same room in order to see how the signal performs. As with normal broadband trouble-shooting, each piece of hardware needs to be rebooted.

The CD-ROM included in your Wireless Pack includes a full user guide with help on how to trouble-shoot the router.

Dial-Up Internet Trouble Shooting

Re-start your PC and try making a fresh connection.

Make sure no other applications are using the same communication port. Disable any fax software from your start menu and re-start.

Try picking up the telephone and dialling the internet access number. If you hear the modem noise' then your line is working correctly. If you do not, it could mean the line is the problem.

Verify that any additional telephone cable you are using (allowing you to have the PC on the other side of the room for example) is working correctly. This also applies to any adaptors, or connectors, you maybe using to allow you to keep your telephone & PC plugged into the same telephone socket. Any of this equipment could be the weak link in your connection.

Q. When I go onto the internet, I do not see any websites. Is it my computer?

A. As long as you have not changed the settings that control your dial-up connection a simple reboot of your computer should resolve in most cases.

Q. I get the message that I have the wrong password.

A. Make sure your password and username are exactly as you first created. They are case sensitive.

Q. My PC disconnects after a set period; 5 minutes, 20 minutes, etc.

A. Your PC maybe set to disconnect if you are not actively using it. This is 'idle time'

Q. Can I stop disconnecting every 2 hours?

A. Unfortunately no, however you can simply re-connect again.

Q. When I go in for my mail, I see the message 'server not found'.

A. Check that your POP settings are correct. It should be **pop.wightcablenorth.net**

Q. I cannot check mail because my programme just freezes then I see a 'timeout error' message.

A. Your email box may contain a lot of information; either numerous emails or a few large ones. The delay in getting them might timeout your email programme. Increase the timeout setting on your software. Most email software will take each email as it comes. If it cannot download a particular email, it will not skip it and move on. It will simply give up trying to retrieve any mail.

Q. I cannot seem to send email although people can send to me.

A. Check that your SMTP server is correct **smtp.wightcablenorth.net**

<u>Creating a Dial-Up Connection</u>

Windows 95 & 98

Double click the 'My Computer' icon on your desktop.

Double click 'Make New Connection'
The telephone number is 08440967482
Connection name is Wightcable
You should now have a Wightcable icon

Double click 'Wightcable' and enter your full email address in the 'username' box. Put your password in the 'password' box.

Your connection is complete and you can create a shortcut on your desktop.

Windows ME

Click on the 'Start' button.
Choose the 'Settings' option.
Double click 'Dial-up networking'
Double click 'Make New Connection'
The telephone number is 08440967482
Connection name is Wightcable
You should now have a Wightcable icon.

Double click 'Wightcable' and enter your full email address in the 'Username' box. Put your password in the 'Password' box.

Your connection is complete and you can create a shortcut on your desktop.

Windows XP

Click on the 'Start' button & choose 'Control panel'.
Double click 'Network connections'.
Click the 'Create a New Connection' link.

The Connection Wizard should now be on the screen.

Click 'Next' to begin.

Select the 'Connect to Internet' option, then 'Next'.

Select 'Set-up Connection Manually' option, then 'Next.
Select 'Connect using a Dial-up Modem' option, then 'Next'.
Enter Wight Cable as the connection name.
Enter 08440967482 as the telephone number.
Enter your full email address in the 'Username' field.
Enter your password, confirm the password again.

You can now enable or disable XP's firewall on this new connection.

Check the box 'Add a shortcut to this connection to my desktop'.

Click 'Finish'

Your broadband connection is an 'always on' connection and as such you are prone to viruses and other attacks on your connection. You will need 3 kinds of protection; anti-virus, anti-spyware and a firewall.

- http://www.getsafeonline.org/ Provides information to help get started.

Various software companies sell these kinds of programs; **McAfee**, **Symantec**, **Norton** etc**.** They can be purchased online from the manufacturer or from any good PC stockist.

Here are links to FREE programs that will provide similar cover…

- **Anti-Virus Software**

- http://free.grisoft.com/freeweb.php/doc/2/lng/us/tpl/v5

- **Spyware Protection**

- http://www.safer-networking.org/en/spybotsd/index.html

- **Firewall Protection**

- http://www.zonelabs.com/store/content/home

Wightcable take measures to protect the integrity and security of the overall network. These measures are to protect the network as a whole, not to protect the individual PC in your home.

Each customer must take the necessary action to protect their own PC and Wightcable are not responsible for the upkeep and protection of your PC.

We have protection in place to stop as much 'spam' & 'virus' email as we can. This is a free service provided by us but is not meant as the sole means of protection for your own PC.

An unprotected PC is at risk. It is not a question of 'if' but 'when' that PC is infected with malware.

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Useful numbers

Dial	Service	Charge
100	Operator	Free
123	Time	3p call set up charge
155	International Enquiries	Free
150	Wightcable Customer Services	Free
153	International Directories Enquiries	£1.55 standard charge
999	Emergency Services	Free