

FAQ (Frequently Asked Questions)

Terms used in this FAQ

● User Name

This is a character string provided by an Internet service provider (InterQ, PSInet, SANNET, HighwayInternet, BIGLOBE, NewWeb, Plala, IJ, etc.), which may be called as Log in ID, User Name, PPP ID, Authentication ID, Network ID or PPP Log in Name.

Note that the subscriber ID "CTCXXXXXXXXXX" printed on the document from NTT East Corporation is not your User Name.

● Domain Name (an identifier of a Internet service provider)

This is a character string that is used to select a provider to be connected, which is required to add after a user name as a suffix. Note that this may not be same as the domain name of your mail address.

Q1 What settings vary depending on the provider?

A1 There are some difference for [認証方式](Authentication Procedure), [DNS アドレス](DNS Address Configuration) and/or [発信者番号の通知](Display of Calling Line Identification) of each provider. For the details, see "List of domain names of ISPs" and "Notes for Configuration".

Q2 Access is rejected owing to the authentication error when calling NTT's access number (dial-up number).

A2 "@domainname" is required to be typed in the User Name field, following your User Name. This field is called [ユーザ名](User Name) for Windows and [名前](Name) for Mac.

※ Example: A User Name is [xyz] and a domain name is [abcnet.ne.jp].
(Sample)[xyz@abcnet.ne.jp]

For the details, see "List of domain names of ISPs" and "Notes for Configuration". And see "Points to check when you fail to connect to the Internet" on page 25 of the Setup Guide.

Q3 Connection with the Internet is established but no home page is displayed.

A3 The configuration of DNS (Domain Name Server) may be required for some providers. Confirm the configuration specified by a provider.

Q4 The line in service of Flet's·ISDN is used for the dial-in service (including the i-number service), too. Are there any notes?

A4 If the calling line identification of the port, which is used for the connection with a TA or a router (digital port and/or USB port, etc.), is set to the prefix number for the dial-in service (as well as for the i-number service), your computer can not access to any service.

※The access with calling user number notification is available, even if the dial-in service (including the i-number service) is in service.

Q5 The line is disconnected occasionally after logging in.

A5 If the "asynchronous" is selected in the field of TA, the line will be disconnected within several minutes. Select "synchronous 64Kb/s".

※For the details, see the user manual of your TA. See also "Points to check when you fail to connect to the Internet" on page 28 of the Setup Guide, for the notes for the combined configuration like as "Macintosh + Remote access + PAP authentication provider".

Q6 Whenever calling [接続先番号 (ダイヤルアップ番号)](Access number (Dial-up number)), the line is busy. Is anyone calling?

A6 When you call [接続先番号 (ダイヤルアップ番号)](Access number (Dial-up number)), the busy tone sounds on the telephone. This is not a malfunction. And no one is calling.

Q7 When I accessed from the other ISDN line, I could not log in the service.

A7 This service only supports the access from the subscriber's line. Therefore, the access from the other line is not authenticated.

Q8 Does this service support the analog line and/or any mobile device (a hand-held phone and a PHS)?

A8 This service is only available via the subscriber's ISDN line. Therefore, the access via any mobile device is rejected.

Q9 Will it be requested to change the access number, when changing to the other provider or registering plural providers? And will additional applications to NTT East be requested?

A9 The access number (dial-up number), that was presented on the "Service Initiation Notice" separately provided by NTT East, is not changed. The access number is common for any other providers, so you can select a provider by changing a User Name and a password on the access dialog box. No application to NTT East is requested.

Q10 Can I access Flet's ISDN from the TA connected with the analog port?

A10 The access from the analog port is not supported.
This service is applicable only for the digital communication mode (synchronous 64Kbit/s).
The TA should be connected with the COM port on the computer by the RS232C cable. And it also supports the connection via USB port, if equipped.

Q11 Can I access Flet's ISDN from the router connected with the analog port?

A11 The access from the analog port is not supported.
This service is applicable only for the digital communication mode (synchronous 64Kbit/s).
The router should be connected with the Ethernet port on the computer by the 10BASE-T (straight) cable. Another connection, that uses the data port of the router, is available. And it also supports the connection via USB port, if installed.

Q12 Which configuration should be selected for the router, Terminal mode or LAN mode?

A12 Currently, select the terminal mode.

Q13 What is the throughput rate of the regional IP network ?

A13 This service is the best effort type service using a single B channel of ISDN with the max. 64Kbit/s of throughput rate.

Q14 Is the rate of 128Kbit/s (MP) supported?

A14 This service supports only the digital communication of 64Kbit/s. Now, the 128Kbit/s communication is not available.

Notice on charges except the fixed rate charge

Connection to any number except the access number (dial-up number) presented in the separated sheet from NTT East Corporation are out of Flet's·ISDN service, and they are separately charged at ordinary communication rates.

[IMPORTANT]

- 1** Before the attempt to connect to the Internet through your browser (home page navigation software) such as "InternetExplorer" or "NetscapeCommunicator", confirm that the access number is set to Flet's·ISDN.

- 2** Before the attempt to connect by pushing [インターネットへ接続するボタン](Internet Access button) or [電子メールをする] (E-mail button) on the keyboard and so on, confirm that the access number is set to Flet's·ISDN.

- 3** Before the attempt to communicate by E-mail software such as "Outlook Express", confirm that the access number is set to Flet's·ISDN.

- 4** Before the attempt to connect to the Internet through other applications, confirm that the access number is set to Flet's·ISDN.

- Plural icons for the Internet navigation may cause the access except Flet's·ISDN.
- When you change an access point, see the user manual of your computer and/or software, or consult with a vender or a manufacturer of them.

Memo
