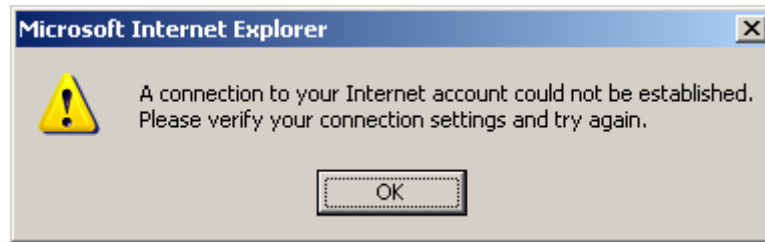


**My Modem router refuses to connect to my ADSL account, even after I've correctly entered my connection username and password.**



If you encounter this error message when configuring your ADSL account, follow the instructions below:

- Verify that your Modem router is properly synchronized. The LED corresponding to your ADSL must be lit up, and not flashing.
- Re-enter your connection username, making sure that it is actually your connection username (and not your email address, for example), and your password.
- Be sure to respect any upper or lower case characters in your connection username or password, and do not enter any spaces.
- By default, the Hercules Modem router is pre-configured with the required settings for the ADSL connections: Wanadoo, BT Broadband, BT Yahoo, Tiscali, Virgin, PIPEX (in UK). If you are using one of these service providers, simply enter your connection username and password and then click "*Apply and Save*". If you still encounter the same error message, we recommend that you try to manually configure your setup as indicated below.

This page allows you to communicate your ADSL connection settings supplied by your ISP (Internet Service Provider) to your Hercules modem router. Make sure that you have all of your subscription settings in hand, then follow the instructions below.

To manually fill in the settings below, make sure that you have your subscription information for your ADSL line in hand, as well as the "Reminder sheet" form found in your user manual. You may have to get in touch with your service provider for details on some of the requested settings.

Connection type:

Connection Username (Login):

Connection Password:

Encapsulation:

VPI :

VCI :

Always stay connected:

Configure all settings manually:

Apply and Save

Clear

Connection status: Disconnected

Connect

Disconnect

Download speed: 0 kbps

Upload speed: 0 kbps

IP address: N/A

Some Internet accounts require the addition of the domain name following the connection username (example: [username@domaine.fr](mailto:username@domaine.fr)). Please refer to the following table for details of the specific settings for your Internet Service Provider. You can also contact your Internet Service Provider directly for help with your settings.

Country	ISP	Connection type	Encapsulation	VPI	VCI	MTU (bytes)	Comments
UK	Brightview	PPPoA	VC-Mux	0	38	1500	
	AOL	PPPoA	VC-Mux	0	38	1400	Add "@aol.com" after your Username (Login)
	Wanadoo	PPPoA	VC-Mux	0	38	1500	
	Tiscali	PPPoA	VC-Mux	0	38	1500	
	Virgin	PPPoA	VC-Mux	0	38	1500	Add "@adsl.virgin.net" after your Username (Login)
	PIPEX	PPPoA	VC-Mux	0	38	1500	
	FreeSurf	PPPoA	VC-Mux	0	38	1500	
	BT Yahoo! Broadband	PPPoA	VC-Mux	0	38	1500	
	BT Broadband	PPPoA	VC-Mux	0	38	1500	
	België	Belgacom	PPPoA	VC-Mux	8	35	1500
Skynet		PPPoA	VC-Mux	8	35	1500	Voeg "@SKYNET" toe aan je gebruikersnaam (Login)
Versatel		PPPoA	VC-Mux	8	35	1500	
Tiscali		PPPoA	VC-Mux	8	35	1500	
Edpnet		PPPoE		8	35	1492	
Scarlet		PPPoA	VC-Mux	8	35	1500	Voeg "@SCARLET" toe aan je gebruikersnaam (Login)
Nederland	Planet	PPPoA	VC-Mux	8	48	1500	
	Het Net	PPPoA	VC-Mux	8	48	1500	
	XS4ALL	PPPoA	VC-Mux	8	48	1500	
	KPN	PPPoA	VC-Mux	8	48	1500	
	Zonet	PPPoA	VC-Mux	8	48	1500	
	bbned	PPPoA	LLC-Mux	0	35	1500	
	Euronet	PPPoA	LLC-Mux	0	35	1500	
	Cistron	PPPoA	LLC-Mux	0	35	1500	

Country	ISP	Connection type	Encapsulation	VPI	VCI	MTU (bytes)	Comments
España	Terra (Direccionamiento estático)	DHCP(RFC1483R)	LLC	8	32		
	Terra (Direccionamiento dinámico)	PPPoE		8	35	1492	
	Telefonica (Direccionamiento estático)	DHCP(RFC1483R)	LLC	8	32		
	Telefonica (Direccionamiento dinámico)	PPPoE		8	35	1492	
	Wanadoo (Direccionamiento estático)	DHCP(RFC1483R)	LLC	8	32		
	Wanadoo (Direccionamiento dinámico)	PPPoE		8	35	1492	
	Retevision	PPPoA	VC-Mux	8	35	1500	
	EresMas	PPPoA	VC-Mux	8	35	1500	
	Ya.com	PPPoE	LLC-Mux	8	32	1492	Añadir "@yacomads!" después del Nombre de usuario (Inicio de sesión)
	Ola Internet	PPPoA	VC-Mux	0	35	1500	
	Colt Telecom	PPPoA	VC-Mux	0	35	1500	
	Albura	PPPoA	VC-Mux	1	32	1500	
	Italia	TIN.IT	PPPoA	VC-Mux	8	35	1500
Fastweb		PPPoA	VC-Mux	8	35	1500	
Wind		PPPoE		8	35	1492	
Tiscali		PPPoA	VC-Mux	8	35	1500	