PNCC Internet Services

PNCC is Palau's first and only nationwide Internet service provider. Super fast internet services are offered from Kayangel to Angaur.

Visit www.pnccpalau.com for worldwide access to your PalauNet email account via Webmail, service FAQ's, online TV guide, click on myPNCC to view and pay your bill, and more.

High-speed Broadband Services
PNCC is the only provider of fixed line high-speed broadband services via technologies such as VDSL and fiber.

Over 250 WiFi Hotspots
Convenient high-speed access for your wireless device, including both indoor and outdoor locations. Use Prepaid Internet Cards or PalauNet accounts to log on.

Home DSL
Offers residential customers affordable high-speed broadband DSL bundled with fixed line telephone service. Plans offered include always-on DSL connections (Home DSL, Home DSL Premium) or prepaid access (HomeNet). *See user guide on page 12.*

PalauNet Accounts
PalauNet offers a variety of monthly plans that may be used to log on at any PNCC WiFi Hotspot or via HomeNet. *User Guide on page 15.*

PalauCel Mobile Data
Enjoy the freedom of mobile Internet access wherever there is a PalauCel signal. Save with prepaid data plans.

For more information
on Internet services and rates:
Call Sales & Support at 488-9000 or visit
www.pnccpalau.com.

PNCC WiFi Hotspot Locations FAQ

Enjoy Nationwide
Hi-Speed Wireless Internet
Over 250 Hotspots
Log on with PNCC Prepaid
Internet Card or PalauNet Account

WiFi Hotspot Troubleshooting Tips

Question	Answer
If I'rn using my PalauNet account to **log on**, What is the User ID?	Do not enter the full e-mail address as the user ID for WiFi, just the ID without @palaunet.com Example: pncc@palaunet.com, only enter pncc
What is the address to **log in** to PNCC WiFi?	login.palaunet.com
What is the address to **log off** PNCC WiFi?	logout.palaunet.com

USER GUIDE
• **Enjoy faster speeds**

• **Easy to use**

• **2 OPTIONS for access via:**
  ☛ PNCC Prepaid Internet Card
  ☛ PalauNet Account User ID & Password

   • Do not enter entire @palaunet.com address as WiFi User ID
   Example: User ID-pncc@palaunet.com; only enter **pncc**

HOW TO LOG ON
Turn on your device's wireless access*
Select PNCC WiFi Hotspot
Open your web browser & type any website in address bar or www.palaunet.com
Wait for redirection to the login page.
Log-In by entering your user ID and password.
Minimize the login screen to keep session active; use the same screen to log off and end your Internet session.

Using a WiFi 802.11 b/g enabled laptop computer, tablet or smartphone

What is Home DSL Service?

Super Fast Internet@ Home
Surf & Talk on the Same Line at the Same Time!

Get 2 great services in 1 affordable subscription!
- Home DSL includes both residential fixed line telephone service and high-speed internet access.
- Log in to the Internet any time with a Prepaid Internet Card or a PalauNet account username and password.
- Always-on Home DSL also available, no log on required.
- Call Customer Sales and Support at 488-9000 for current rates and plans, or visit www.pnccpalau.com

What is Home DSL Service?
Home DSL is a subscription service for residential customers that includes two services for one low monthly rate

☛ Voice telephone service (landline), plus Internet Access Port/ xDSL modem in your home.

- With Home DSL service, you can make and receive phone calls while the Internet is on, using the same phone line to talk at the same time.
- Home DSL is available in most areas of all states from Kayangel to Angaur.

  available for residential customers only; installation charges may apply

Can I keep my land line telephone number? Yes, customers who convert an existing fixed line account to Home DSL may keep their current phone number.

What is included in Technical Support for HomeNet Service? The monthly subscription fee includes technical support for landline and the Prepaid Internet Access Port/ xDSL modem, including inside wiring repairs on the original installed inside wiring up to the xDSL device (Splitter/Modem). Telephone units repair or replacement cost not included.

How do I log on to HomeNet?
1. Open your browser and type login.palaunet.com to get the HomeNet/WiFi log on page.

2. Using a Prepaid Internet Card or a PalauNet account, enter the User Name and Password.

3. Minimize the log on page but don't close it, so you can log off when your session is ended.

After successful authentication, you are now connected to the internet so you can start surfing!

IMPORTANT: Minimize "Log on" page (don't close it).

How do I log off from HomeNet?
Click on the logout button in the HomeNet log in page or type logout.palaunet.com in the address bar then log off. Failing to do so will not end your internet session/connection and will continue to deduct your Internet card or PalauNet account.

Home DSL Hardware & Setup Guide
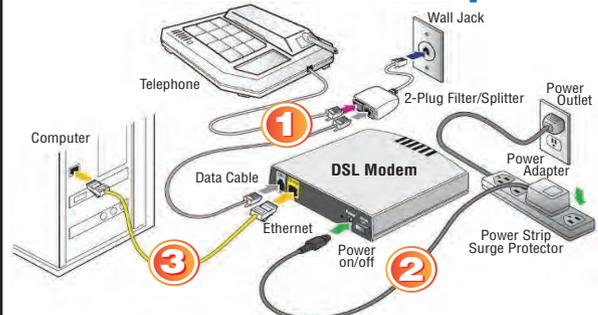
STEP 1: Connect the Filter/Splitter
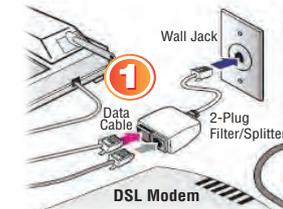
Connect the 2-plug filter/splitter into your main wall jack. Plug both telephone line and modem data cable into the 2-plug filter.

STEP 2: Connect Modem to Power.
Connect the supplied power adapter to 'Power' port of your ADSL modem adn plug the other and into a power outlet. Press'On/Off/ button to power the mode. NOTE: Highly recommended to use a surge protector to protect your modem.
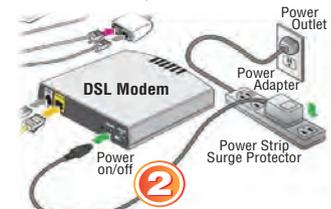
STEP 3: Connect Modem to the PC/Laptop
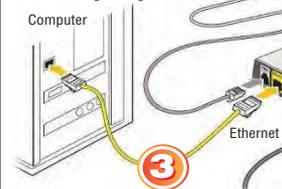
Using Ethernet cable, attached one end into the Ethernet port of your ADSL modem and the other end into the LAN port on your desktop or laptop computer.

STEP 4: Connecting to the Internet.
PLEASE NOTE: Turn off your pop-up blocker to allow login.palaunet.com to launch the connection

A. Open your preferred browser (IE, Mozilla Firefox, Google Chrome, etc.)
B. In the address bar type login.palaunet.com

What if I accidentally close the Web Page without logging off HomeNet?
Your internet session/connection does not end and will continue to deduct your Internet card or PalauNet account. You can re-open the HomeNet Log on Web Page by opening another browser and typing: login.palaunet.com then click on the HomeNet Logout button to properly end your session.

Home DSL Modems – Trouble-Shooting Guide

HOME DSL TROUBLE-SHOOTING TIPS

If you are getting 'Limited Connectivity', and cannot connect to the internet, follow the troubleshooting steps below.

First, check your DSL modem status

by verifying all LEDs are lighted or turned on

- Power or PWR
- DSL–indicates connection to PNCC network
- WPS–Wireless/SSID (Home WiFi signal)
- LAN–indicates connection to customer computer, laptop, wireless router
- Internet – indicates network activity

If DSL or internet LED is not lighted, try the following:

- "Power cycle" your modem. This means turning your power switch/button and waiting for 5 minutes before turning it back on again. This allows your modem to reestablish connection to the PNCC network.
- Wait until lights are normal and then check connection.
- When everything comes back up, open a browser page and type https://www.pnccpalau.com/login.html to bring login page.
- If the power or DSL and Internet lights on your modem are still not turning on, this may indicate your modem needs replacement, please call 611 or 587-9696 to report it.
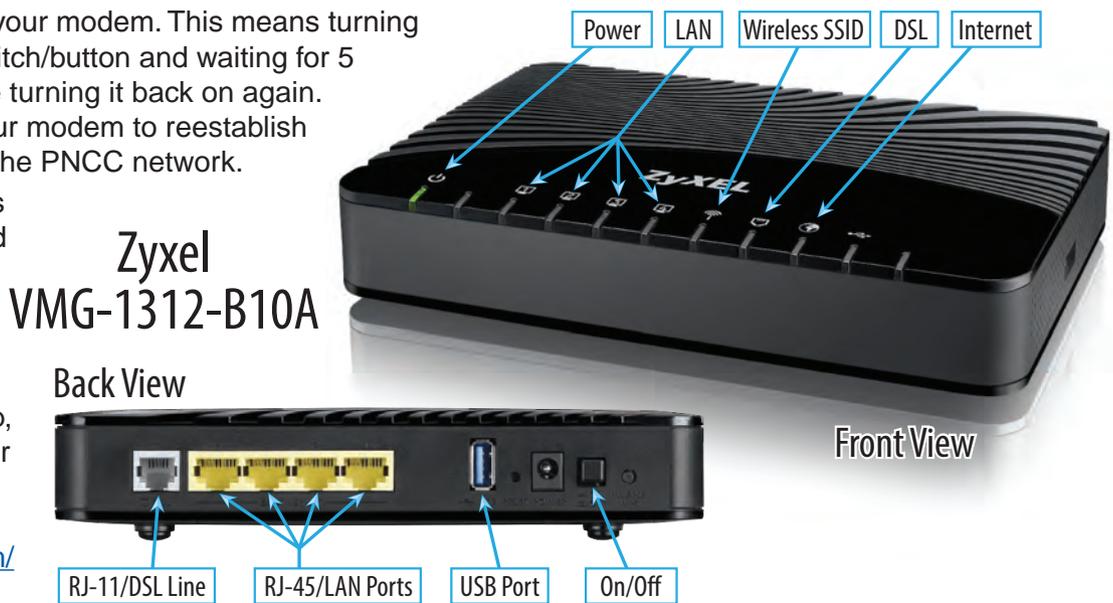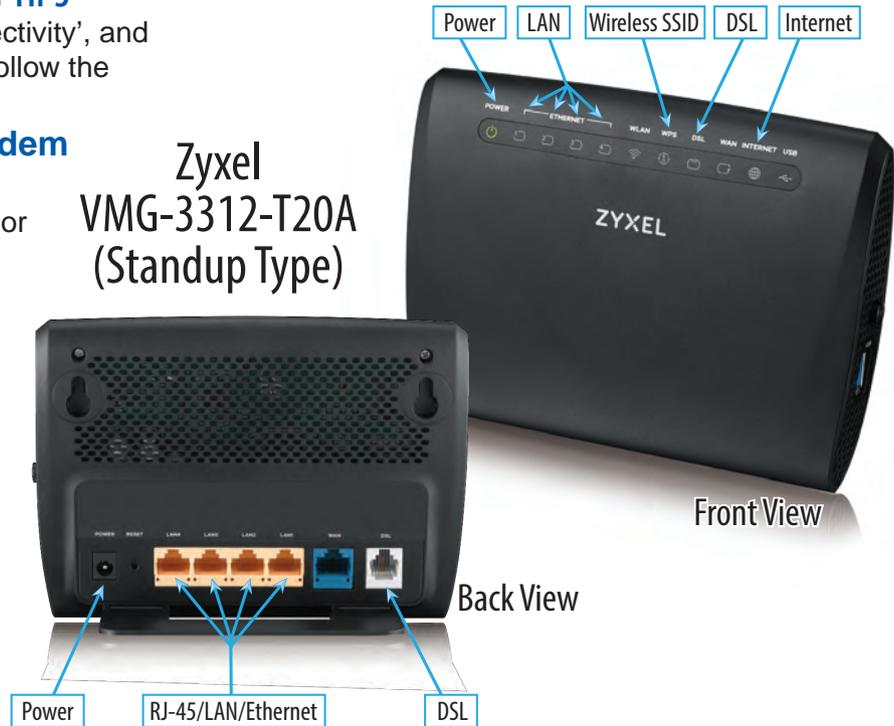
Zyxel VMG-3312-T20A (Standup Type)

Power | LAN | Wireless SSID | DSL | Internet

Front View

Back View

Power | RJ-45/LAN/Ethernet | DSL

Zyxel VMG-1312-B10A

Power | LAN | Wireless SSID | DSL | Internet

Front View

Back View

RJ-11/DSL Line | RJ-45/LAN Ports | USB Port | On/Off

Home DSL Technical Support

Trouble Reports: 611 (7am–12am daily)
Technical Support: 587-9696 (8am–5pm M-F)
Customer Sales & Support: 488-9000

Screenshot 1

Screenshot 2

Screenshot 3

How to Set Up and Change
SSID and Wireless Password (Home DSL)

To change your home wireless network name (SSID*) and/or the wireless password on the Home DSL modem (ZyXEL VMG1312 shown here) you will need to access the router interface through a web browser. To do this make sure you're on a device that is connected to the router, open a web browser, and then type the IP address of the router (192.168.1.1 by default) into the address bar then press enter. You will then be asked to log into the router.

By default the username is admin and the password is 1234, but the password should have been changed during the setup of the router. (*See Screenshot 1*)

*SSID is simply the technical term for a network name. When you set up a wireless home network using Home DSL, you give it a name to identify it. You'll see this name when you connect your computer, smartphone or tablet to your wireless network.

Once logged into the router hover over the "Network Setting" option on the bottom menu and select the "Wireless" option from the popup menu. (*See Screenshot 2*)

Once in the wireless section of the router you will see "Wireless Network Name (SSID)" below the heading "Wireless Network Settings". Change the value in this box to change the SSID. Here you can also choose whether to broadcast the SSID or not, set the maximum number of devices allowed to connect wirelessly, and the maximum download/upload bandwidth allowed for wireless traffic. (*See Screenshot 3*)

At the bottom of the page there is also the "Security Level" section. Changing the security level will change the wireless security mode

Home DSL
Technical Support

Trouble Reports: 611
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Customer
Sales & Support: 488-9000

Screenshot 4

(none/WEP/WPA2), it is advisable that you leave it on "More Secure" if all of your wireless devices support WPA2.

To change the wireless password un-tick the "Generate password automatically" box and then enter the password you want into the "Password" box. You can tick the "password unmask" box if you wish the characters to be visible. (*See Screenshot 4*)

Once you've made the changes you wish to make scroll down to the bottom and click "Apply". (*See Screenshot 5*)

Screenshot 5
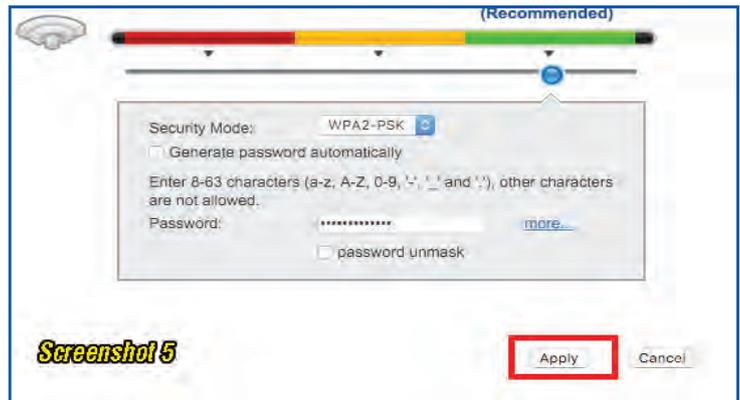
How to Use PalauNet Accounts

Activating Your PalauNet Account

Visit PNCC Customer Sales & Support in Koror (488-9000) or Airai (587-9000) for PalauNet User-ID registration and account activation. **PalauNet Accounts give you the flexibility of Internet access at over 250 WiFi Hotspots or via HomeNet.**

E-mail Set-Up Tips

You can use e-mail software like MS Outlook, or you can access your PalauNet email through the PNCC website at www.pnccpalau.com, or at mail.palaunet.com.

Configure your email software POP3 and SMTP to the following settings. When in doubt, follow the simple instructions available in the HELP section of your email program by typing 'POP3' or "SMTP".

- **Incoming Mail Server (POP3) = mail.palaunet.com**
- **Outgoing Mail Server (SMTP) = mail.palaunet.com**
- **PalauNet Primary DNS: 202.124.238.71**
- **PalauNet Secondary DNS: 202.124.238.72**

Once connected, PalauNet will ask for your user ID. At the prompt, type the USER ID and Password supplied with this account.

Using PalauNet WebMail

PalauNet WebMail is a web-based email system that you can access from anywhere in the world to check your e-mail, send messages and organize your mail in folders.

URL: mail.palaunet.com

Protect Your Password!

Don't give out your password! We cannot retrieve forgotten passwords. It is your responsibility to secure your password. You are responsible for all charges to your PalauNet account. If you forget your password, please visit PNCC Customer Support to get a new one.

Important PalauNet Numbers

Technical Support 587-9696*
E-mail. .... techsup@pnccpalau.com
Customer Service 488-9000
Or Call.. 587-9000
Billing Department 587-9800

for basic questions and network-related troubles only. For software or hardware configuration, see Computer Sales & Service in the Yellow Pages.

IMPORTANT PALAUNET E-MAIL TIPS
- E-mail messages are stored in PalauNet Webmail for 30 days.
- PalauNet e-mail attachment maximum size Is 10MB (sending or receiving).