

# A Brief Guide to ASAHI Net's Services



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*Thank you for joining ASahi Net. We hope you find this brief guide to our services useful. It should supplement the other information you find in your ASahi Net User ID package. ASahi Net is progressively modifying and improving its service, so we suggest you take a look at our Web site from time to time and keep yourself in tune with what we offer.*

*ASAHI Net English Support Team*

## The ASahi Net Web Site

<http://asahi-net.jp/en/>

The ASahi Net English language Web site address is: <http://asahi-net.jp/en/>

We recommend you place the address in your Web browser's Favorites (Internet Explorer) or Bookmarks (Firefox) so that you can find it easily when you need to. Much more detail about our services is available on our Web site.

## The ASahi Net Server Address Chart

The following is a list of the main server addresses that members may need to enter into their software to use our services.

ASAHI Net Services	Server Names And Port Numbers		
DNS	Set to "Automatic"	Only if essential, use:	Primary 202.224.32.1 Secondary 202.224.32.2
<b>Mail Servers</b>	<b>Server</b>	<b>Ports</b>	<b>Conditions</b>
Incoming Mail (POP3)	<b>pop.asahi-net.or.jp</b>	<b>110</b> <b>995</b> POP over SSL/TLS	APOP/POP Authentication
Outgoing Mail (SMTP)	<b>mail.asahi-net.or.jp</b>	<b>465</b> SMTP over SSL/TLS <b>587</b> Submission Port	SMTP Authentication
	<b>mails.asahi-net.or.jp</b> (for the Virus Check service)	<b>465</b> SMTP over SSL/TLS <b>587</b> Submission Port	SMTP Authentication
<b>Mailing List</b>	<b>ml.asahi-net.or.jp</b>		
<b>WWW</b>	<b>http://asahi-net.jp/en/</b>	<b>443/80</b>	
<b>Account maintenance / Web Mail</b>	<b>https://bbb.asahi-net.or.jp/en/</b>	<b>443</b>	SSL
	<b>http://bbb.asahi-net.or.jp/en/</b>	<b>80</b>	Non-SSL
<b>FTP</b>	<b>netftp.asahi-net.or.jp</b>	<b>21</b>	Individual homepage service
	<b>netftp.mmjp.or.jp</b>		Virtual Domain /MMJP service
<b>NTP Server</b>	<b>ntp.asahi-net.or.jp</b>	<b>123</b>	

# NTT's FLET'S ADSL Services

IP-Phone  
available

- ✓ **FLETS ADSL. Fixed-fee always-on ADSL connection. Up to 47Mbps.**
- ✓ **FLETS ADSL Entry. Fixed-fee always-on ADSL connection. Up to 1Mbps.**

Both services are best effort services; actual speeds are dependent on factors such as line conditions, Internet congestion, etc. There is no guarantee of actual speeds that will be achieved through use of these services.

## Requirements for FLET'S ADSL

1. Visit <https://asahi-net.jp/en/service/fletsadsl/> and read about the service.
2. Enter into a contract with NTT for their FLET'S ADSL service.
3. Make sure you have applied to use ASAHI Net's FLET'S ADSL Course before NTT open their service on your line.  
Check via this URL: <https://asahi-net.jp/en/support/account/0004.html>  
Enter your ASAHI Net User ID and password to access the option, then follow the on-screen instructions.
4. Configure your computer to connect to NTT's FLET'S ADSL service (see Connecting below).

## Requirements for FLET'S ADSL Entry (1M)

1. Visit <https://asahi-net.jp/en/service/bbentry/> and read about the service.
2. Enter into a contract with NTT for their FLET'S ADSL Entry service.
3. Make sure you have applied to use ASAHI Net's BB Entry Course before NTT open their service on your line.  
Check via this URL: <https://asahi-net.jp/en/support/account/0004.html>  
Enter your ASAHI Net User ID and password to access the option, then follow the on-screen instructions.
4. Configure your computer to connect to NTT's FLET'S ADSL Entry service.

## Connecting

Instructions in English are available on our Web page.

<http://asahi-net.jp/en/support/guide/>

### 1. Received a VoIP router-type ADSL modem?

Example VoIP ADSL modems are: MNV, SVII and NVIII. These modems have a "V" for "VoIP" in their model name and a "VoIP" lamp. Follow the instructions supplied with the modem to configure it for FLET'S ADSL connection.

### 2. Received a bridge-type ADSL modem?

Example ADSL modems are: MNII, MNIII, N, NII and S. You'll need to setup PPPoE software in your computer. **Using Windows XP / Vista / 7 or MacOSX?** These operating systems have PPPoE software installed. You should not install NTT's Japanese FLET'S Connection Tool - instead configure XP, Vista, 7 or OSX to make a Broadband PPPoE connection.

### 3. Basic settings

User name	ASAHI Net User ID@atson.net	
Password	ASAHI Net password	
DNS	Set to "Automatic"	
Authentication	FLET'S ADSL	PAP
	FLET'S ADSL Entry	CHAP

### 4. Example configuration

(Windows XP PPPoE with bridge-type modem)  
From XP's **Start** menu, select **Connect To** then **Show all connections**. In the Network Connections window, click the **Create a new connection** link. In the New Connection Wizard, click **Next**, select **Connect to the Internet**, click **Next**, select Set up my connection manually, click **Next**, select **Connect using a broadband connection that requires a user name and password**, click **Next**, type "ASAHI Net" in the **ISP Name** box, click **Next**, enter your ASAHI Net User name and password in the boxes provided, click **Next**, click **Finish**. When the Connect window opens, click the **Connect** button.

## ✓ Important Points

### Can't connect (e.g. getting a 691 error message)?

The most common cause is not adding the "@atson.net" suffix to your ASAHI Net User ID for the User Name setting. See section 3. **Basic settings** on this page.

### Can't see some or all Web pages?

See our FAQ pages for suggestions, or contact ASAHI Net. One possible cause is if you are using a router that has not been supplied by NTT; you may need to change its MTU setting to 1454 to make it compatible with NTT's network.

FAQ: <https://asahi-net.jp/en/support/qa/>

### Also want to make dial-up connections?

Dial-up connections to our access points in Japan are possible, even at the same time as you are connected to a FLET'S ADSL service. But be warned that your monthly dial-up time is dictated by the amount of hours set on the ASAHI Net pricing Plan you are using: take care not to exceed it or excess usage charges will be billed.

### Dual FLET'S service connections are not possible.

Simultaneous connection with your ASAHI Net User ID to two FLET'S services is not possible.

### Moving?

Inform NTT as soon as possible. You may be able to move your NTT FLET'S ADSL/FLET'S Entry contract to your new address. Call NTT in English on 0120-364463 (NTT East), 0120-064337 (NTT West).

### Want a Fixed IP address?

Apply for ASAHI Net's Fixed IP Address option:

<https://asahi-net.jp/en/service/fixedip/>

## For more information about these services, visit:

ASAHI Net's FLET'S ADSL page.  
ASAHI Net's BB Entry page.

<https://asahi-net.jp/en/service/fletsadsl/>  
<https://asahi-net.jp/en/service/bbentry/>

# NTT's B FLET'S and FLET'S Hikari Services

Phone and TV available

✓ **B FLETS. Fixed-fee always-on fiber-optic connection. Up to 100Mbps.**

✓ **FLETS Hikari. Fixed-fee always-on fiber-optic connection. Up to 200Mbps.**

Both services are best effort services; actual speeds are dependent on factors such as line conditions, Internet congestion, etc. There is no guarantee of actual speeds that will be achieved through use of these services.

## Requirements for these services

1. Visit our Web page and read about the service you want. It is possible to order the NTT service through ASAHI Net as part of our **FTTH with FLET'S service** and have ASAHI Net charge you for our service (NTT will bill you their charges).
2. Request NTT open their B FLET'S, FLET'S Hikari Premium, FLET'S Hikari Next or FLET'S Hikari Light service.
3. Configure your computer to connect to NTT's B FLET'S, FLET'S Hikari Premium, FLET'S Hikari Next or FLET'S Hikari Light service. NTT's instructions are in Japanese; ASAHI Net has some instructions in English on our Web page.

## Connecting

Instructions in English are available on our Web page.

<http://asahi-net.jp/en/support/guide/>

### 1. Had B FLET'S or FLET'S Hikari opened?

Connect your computer with a length of Ethernet cable to the device that NTT has installed for you (media converter, VDSL modem, etc.) and then make a PPPoE connection.

If the device is a router you may configure it with your ASAHI Net User Name and Password to make the Internet connection instead of making the configuration in your computer. If the device is not a router, you'll need to configure the PPPoE software in your computer.

#### Using Windows XP / Vista / 7 or MacOSX?

These operating systems have PPPoE software installed. Do not install NTT's Japanese software - instead configure XP, Vista, 7 or OSX to make a Broadband PPPoE connection.

### 2. Had FLET'S Hikari Premium opened?

Connect your computer with a length of Ethernet cable to the CTU device that NTT has installed for you and then configure the CTU device with your ASAHI Net User name and password so that it connects to the Internet. To log into the CTU device you will need the Customer ID and Access Password supplied by NTT. After you log into the CTU, enter your ASAHI Net User name and password.

### 3. Basic settings

User name	ASAHI Net User ID@atson.net	
Password	ASAHI Net password	
DNS	Set to "Automatic"	
Authentication	B FLET'S	<b>PAP</b>
	FLET'S Hikari Premium	<b>CHAP</b>
	FLET'S Hikari Next	<b>CHAP</b>
	FLET'S Hikari Light	<b>CHAP</b>

### 4. Example configuration (not for Hikari Premium)

(Windows XP PPPoE with B FLET'S VDSL modem)

From XP's **Start** menu, select **Connect To** then **Show all connections**. In the Network Connections window, click the **Create a new connection** link. In the New Connection Wizard, click **Next**, select **Connect to the Internet**, click **Next**, select **Set up my connection manually**, click **Next**, select **Connect using a broadband connection that requires a user name and password**, click **Next**, type "ASAHI Net" in the **ISP Name** box, click **Next**, enter your ASAHI Net User name and password in the boxes provided, click **Next**, click **Finish**. The **Connect** window will open; click the **Connect** button.

## ✓ Important Points

### Can't connect (e.g. getting a 691 error message)?

The most common cause is not adding the "@atson.net" suffix to your ASAHI Net User ID for the User Name setting. See section **3. Basic settings** on this page.

### Can't see some or all Web pages?

See our FAQ pages for suggestions, or contact ASAHI Net. One possible cause is if you are using a router that has not been supplied by NTT; you may need to change its MTU setting to 1454 to make it compatible with NTT's network.

FAQ: <https://asahi-net.jp/en/support/qa/>

### Don't know your NTT Customer ID?

If using NTT West's FLET'S Hikari Premium service you'll need the Customer ID to configure the NTT CTU device. Please contact NTT West in English on 0120-064337.

### Dual FLET'S service connections are not possible.

Simultaneous connection with your ASAHI Net User ID to two FLET'S services is not possible.

### Moving?

Inform NTT as soon as possible. You may be able to move your NTT B FLET'S/ FLET'S Hikari contract to your new address. Call NTT in English on 0120-364463 (NTT East), 0120-064337 (NTT West).

### Want a Fixed IP address?

Apply for ASAHI Net's Fixed IP Address option:

<https://asahi-net.jp/en/service/fixedip/>

### Need an IP-Phone service?

NTT's Hikari Denwa IP-Phone service is compatible with the B FLET'S and FLET'S Hikari services. Visit our Web page to find out more about the Hikari Denwa service:

<https://asahi-net.jp/en/service/hikaridenwa/>

### Need a TV service?

If you have a NTT B FLET'S or FLET'S Hikari line you may be able to apply for the Hikari TV for ASAHI Net service. Visit our Web page to find out more about the Hikari TV for ASAHI Net service:

<http://asahi-net.jp/en/service/hikaritv/>

**For more information about these services, visit:**

ASAHI Net FTTH Connection page.

<https://asahi-net.jp/en/service/ftth.html>

- ✓ **Neo-Discount ADSL 12M. Fixed-fee always-on ADSL connection. Up to 12Mbps.**
- ✓ **Neo-Discount ADSL 50M. Fixed-fee always-on ADSL connection. Up to 50Mbps.**

All services are best effort services, so actual speeds depend on factors such as line conditions, Internet congestion, etc. There is no guarantee of the actual speeds that will be experienced through use of these services.

## Requirements for these ADSL services

1. Visit our Web page and find out if a Neo-Discount ADSL service is offered in your area and meets your requirements.
2. Can your computer handle an ADSL service? Your computer must have a LAN board/card installed because the ADSL modem provided has to connect to it via a length of *straight* Ethernet cable.
3. Apply for the service you want via the appropriate ASAHI Net Web page for that service.

## From application to opening of service

### 1. Application

Accurately enter your name, postal address and the name of the owner of your telephone line. Mistakes will result in NTT putting your application on hold until you supply correct information.

### 2. NTT's ADSL line compatibility check

This is usually carried out about one week after receipt of your application. NTT do not visit your home to do this check. Results are sent to you by post and email. A negative result may mean the cancellation of your application.

### 3. The ADSL modem

A rental ADSL modem is provided with these ADSL services – it is not possible to purchase the modem or to choose to not rent the modem. The ADSL modem will be delivered to you before the day of service opening. ADSL modem specs are listed on the ADSL provider's Web pages.

### 4. NTT's work to open service

For Type 1 lines, NTT do work at their central office – they do not visit your home. For Type 2 lines, NTT do work at their central office and, on the same day, they may need to gain access to your home to install the Type 2 line; you will be notified by postal mail if they need access to your home.

### 5. ADSL setup

If you choose to setup the modem and connection yourself (DIY), you should do so following the instructions sent to you. If you choose to have the ADSL provider do the setup, a representative of the ADSL provider will contact you by telephone to arrange the date on which they will visit to do the setup for you: an extra charge is made for this service.

### 6. Configuration of the ADSL modem

1. Connect a length of Ethernet cable between your computer and the ADSL modem.
2. Configure the networking side of your computer so that it recognizes the ADSL modem.
3. Open your Web browser and use it to log into the ADSL modem.

After logging into the ADSL modem, configure it with these settings.

**Neo-Discount ADSL 12M and 50M** (this information is in eAccess' letter confirming the opening date of the ADSL service)

User name	E-EA999X999@atson.net *
Password	Do not enter a password

\* This is an example of the User name. Please use the Neo-Discount ADSL User name sent to you by post from eAccess.

For more detail, please refer to the ADSL modem setup guide supplied by the ADSL provider, or visit ASAHI Net's Web page. <http://asahi-net.jp/en/support/guide/0120.html>

## ✓ Important Points

### Application.

Always check your email for any contact from your ADSL provider or from ASAHI Net regarding your application. Supply your mobile phone number as your contact number so that NTT or the ADSL company can contact you easily.

### Correspondence.

All correspondence between the ADSL provider and you will be in Japanese. Please read that sentence again!

### Can't connect?

Check the settings below have been made. Check the ADSL provider has opened the service. Check the ADSL modem setup guide's troubleshooting section. Contact ASAHI Net.

### Can connect, but only sometimes and/or get disconnected frequently?

ADSL data is provided on your analog phone line, and is therefore sensitive to poor line quality, noise on the line, etc. Make sure you are using the correct wall jack, and have nothing plugged into other wall jacks. Contact ASAHI Net if the problem persists.

### Moving?

If changing address, inform ASAHI Net as quickly as possible. Your ADSL service will have to be cancelled and a new ADSL application made for your new address. There is no need to cancel your ASAHI Net membership.

**For more information about these services, visit:**

ASAHI Net's ADSL page.

<https://asahi-net.jp/en/service/adsl.html>

# ASAHI Mobile WiMAX Service

✓ **Mobile broadband connection at up to 40Mbps download. Simple configuration.**  
This is a best effort service. It is possible to get downloads of 40Mbps with the WiMAX service however factors including the service area signal strength will cause actual speeds to be lower.

## Requirements for this service

1. Visit ASAHI Net's Web pages and read about the ASAHI Mobile WiMAX service.
2. Make sure the place(s) you want to use the service are in WiMAX service areas.
3. Apply for the ASAHI Mobile WiMAX service. You can choose to purchase a communications device from ASAHI Net.
4. Configure the communication device to connect to the ASAHI Mobile WiMAX service.

## Connecting

Instructions in English are available on this Web page.  
<http://asahi-net.jp/en/support/guide/mobile/wimax/>

### 1. Purchased device from ASAHI Net?

When making an application for ASAHI Mobile WiMAX directly to ASAHI Net, members may choose to purchase a data communication device from ASAHI Net. After receiving and configuring it, connection to the Internet will be possible.

### 2. Purchased device yourself?

Please refer to the documentation supplied with the device to make a wireless connection between your computer and the device. Use the WiMAX portal Web site (Japanese) to apply to use the ASAHI Mobile WiMAX service.

Information required to make the WiMAX connection is sent to the WiMAX device and the connection will be dropped. On re-connection you will be able to use the ASAHI Mobile WiMAX service.

## ✓ Important Points

### ASAHI Net User ID and password not required

Your ASAHI Net User ID and its password are not required for connecting to the ASAHI Mobile WiMAX service.

### Using an English-language computer/device?

The manuals supplied with the Wi-Fi router are in Japanese, however there is no configuration required for the Wi-Fi router. The installation of WiMAX Connection Utility software is required with the USB device, however on setup it is possible to choose to do the installation in English.

### Are you in a WiMAX service area?

The WiMAX service covers 95% of Japan's 12 major cities and 99% of Japan's 3 metropolitan areas. Please only apply if you will use the service in a service area.

Service Area: <http://clever.e-map.ne.jp/>

# Neo-Discount Mobile Service

✓ **Broaband mobile connection at up to 7.2Mbps.**  
This is a best effort service; it is possible to get the maximum 7.2Mbps however factors including the communication environment and congestion will cause the actual speed to be lower.

## Requirements for this service

1. Visit our Web page and read about the Neo-Discount Mobile service and check availability.
2. Apply for the Neo-Discount Mobile service.
3. Wait for delivery of the communication device.
4. Configure your computer to connect to the Neo-Discount Mobile service with the communication device. Instructions will be provided in Japanese.

## Connecting

Instructions in English are available on this Web page.  
<http://asahi-net.jp/en/support/guide/0863.html>

### 1. Basic connection settings.

User name	ASAHI Net User ID@atson.net
Password	ASAHI Net password
APN	atson.net
Dial/Connect number	PC Card Type: *99***2# USB Type: *99***1#

\* Please use the settings you are provided, please do not change them.

## ✓ Important Points

### Can't connect (e.g. getting a 691 error message)?

A possible cause is not adding the "@atson.net" suffix to your ASAHI Net User ID for the User Name setting. See section 1. **Basic connection settings** on this page.

### Can't connect (e.g. getting a 619 error message)?

Please make sure the User Name, Password and APN entries are correct. It is also possible to get this message if attempting to connect outside a service area.

FAQ: <https://asahi-net.jp/en/support/qa/>

### Get disconnected after long connection periods?

To avoid network congestion, connections lasting more than 6 hours get cut off automatically.

**For more information about these services, visit:**

ASAHI Net's Mobile Connection page. <https://asahi-net.jp/en/service/mobile/>

# au Hikari Home Giga and Mansion Services

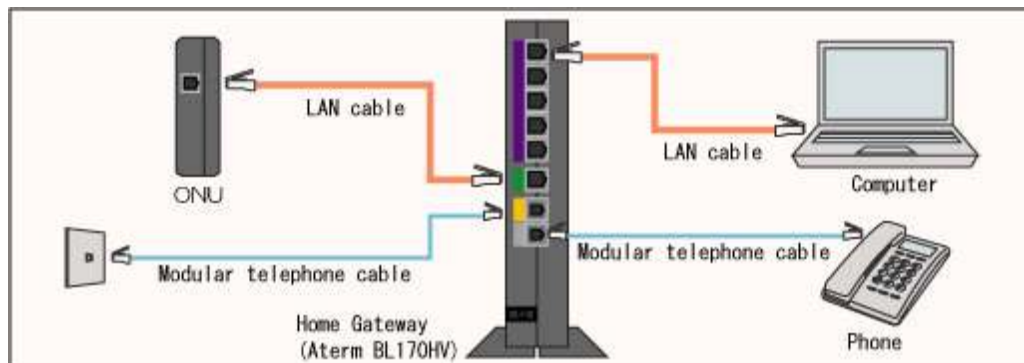
Phone and TV available

✓ **au Hikari Home Giga. Fixed-fee always-on fiber-optic connection. Up to 1Gbps.**

✓ **au Hikari Mansion. Fixed-fee always-on fiber-optic connection. Up to 100Mbps.**

Both services are best effort services; actual speeds are dependent on factors such as line conditions, Internet congestion, etc. There is no guarantee of actual speeds.

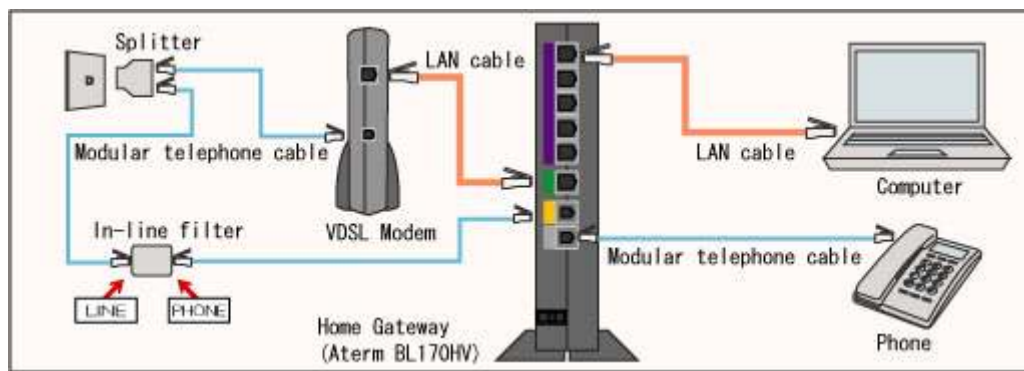
## Layout



### Home Giga

Use LAN cable of the straight type.

If not using the Phone Portability option then there is no need to have modular telephone cable connected to the Home Gateway.



### Mansion

Use LAN cable of the straight type.

If not using the Phone Portability option then there is no need to have modular telephone cable connected to the Home Gateway.

## Requirements for these services

1. Visit our Web page, read about the au Hikari service you want and check availability.
2. Apply for the au Hikari service. If you need KDDI's setup support "Kaketsuke" then select it on the application form.
3. Wait for the result of KDDI's study of your application. If KDDI can offer you their service, continue to step 4.
4. KDDI will do construction work to open the au Hikari service.
5. Connect to the au Hikari service. KDDI will provide instructions in Japanese; ASAHI Net has some instructions in English on our Web page. KDDI offer on-site setup support called "Kaketsuke".

## Connecting

More detailed instructions in English are available on our Web page: <http://asahi-net.jp/en/support/guide/0845.html>

### 1. Layout

If KDDI has not done the setup for you, connect your computer with a length of straight-type Ethernet cable to the Home Gateway device that KDDI has provided and follow KDDI's instructions for connecting up the equipment provided; please refer to the layout examples above. Use LAN cable of the "straight" type.

### 2. Computer (client-side) configuration

To have your computer recognize it is connected to the Home Gateway (Aterm BL190HW) you will need to make sure the computer's network settings allow an IP address to be obtained automatically.

### 3. Computer (client-side) IP address confirmation

You will need to make sure your computer has been assigned the correct IP address. In a normal assignment you will find an address listed for each of the IP Address (e.g. 192.168.0.2), Subnet Mask (e.g. 255.255.255.0) and Default Gateway (e.g. 192.168.0.1) fields.

### 4. Confirm the connection is working

Please confirm that the Home Gateway's Internet lamp is on and green. Open a Web browser (e.g. Internet Explorer) and make sure you can view Web pages.

**For more information about au Hikari Giga and au Hikari Mansion services, visit:**

ASAHI Net's au Hikari page. <https://asahi-net.jp/en/service/hikarione/>

# Dial-up Service / NTT's FLET'S ISDN Service

## What do we mean by “dial-up”?

Dial-up is when you connect your telephone line to your computer's modem (or to a terminal adapter if using ISDN) and, just as when you make a telephone call and dial a number, your computer's modem or terminal adapter dials an access point number, and connects you through to the Internet. With a 56K (V.90/K56flex) modem the maximum possible data rate is 56Kbps (kilo bits per second) and with a terminal adapter and an ISDN line the data rate is 64Kbps. ADSL and FTTH (Fiber To The Home) are not “dial-up” services: no telephone number is dialed.

## Requirements

1. A computer and a telephone line. If you have a plain old telephone line, you will need to connect the telephone line directly to your computer's analog modem. Some new computers come with a pre-installed internal 56K modem. If your telephone line is an ISDN line, you will need to connect it to a terminal adapter, and also connect your computer to the terminal adapter so that the computer can dial-up through it.
2. Configure your computer's Internet connection software so that it tells the modem or terminal adapter to dial an access point and give your computer a connection to the Internet.

## Configuring Internet connection software

### Windows XP, Windows Vista, Windows 7

**Windows XP** users can find a **Create a new connection** wizard by opening *Control Panel*, then *Network Connections*. **Windows Vista** users can find **Set up a dial-up connection** from the *Start* menu; select *Connect to*, then *Set up a connection or networks*. **Windows 7** users can find **Set up a new connection or network** from the *Network and Sharing Center*.

### Macintosh Mac OS X

Users of **Mac OS X** can open the *Apple* menu, choose *System Preferences*, and then open *Network* from the *Network & Internet* section.

## Settings for ASAHI Net's All-Japan and Prime access points

Do not use these access points if you have NTT's FLET'S ISDN service – see below for the settings you need for FLET'S ISDN. The basic settings to get your computer connected to ASAHI Net's All-Japan and Prime access points are:

User name	ASAHI Net User ID@atson.net
Password	ASAHI Net password
Access Point numbers (can be dialed from any part of Japan)	<i>All-Japan Access Point</i> <b>0570-037-001</b> <i>Prime Access Point</i> <b>186-0120-253531</b>
DNS numbers	Set to “ <b>Automatic</b> ”

## Settings for NTT's FLET'S ISDN access point (NTT FLET'S ISDN contract required)

Users of NTT's FLET'S ISDN service must use NTT's 1492 access point number and must prefix their ASAHI Net User Name with “i.” to allow connection to NTT's FLET'S ISDN access point:

User name *	<b>i.</b> ASAHI Net User ID@atson.net
Password	ASAHI Net password
Access Point number	<i>NTT FLET'S ISDN Access Point</i> <b>1492</b>
DNS numbers	Set to “ <b>Automatic</b> ”

## Use ASAHI Net's All-Japan Access Point or the Prime Access Point?

### **All-Japan Access Point**

You pay the dial-up telephone charge for the access point connection to your telephone company. You will be charged as if making a local call, regardless of which part of Japan your computer is connecting from.

### **Prime Access Point**

You **do not** pay the dial-up telephone charge for the access point connection to your telephone company; instead you will be charged by ASAHI Net at the rate of 8.40 yen (including tax) per three minutes, at all times of the day, regardless of which part of Japan your computer is connecting from.

### ***For more information about configuration, settings and access points, visit:***

ASAHI Net's Configuration Guide.

<https://asahi-net.jp/en/support/guide/>

Access Points.

<https://asahi-net.jp/en/support/ap/>

FLET'S ISDN Configuration.

<https://asahi-net.jp/en/support/guide/0122.html>

# Email

- ✓ **Create an ASAHI Net email address (MyMail address) of your choice via our Web page.**
- ✓ **Send and receive ASAHI Net email with email software, or with our Web Mail service.**

In brief <https://asahi-net.jp/en/service/mail/>

ASAHI Net provides all members with a mailbox. Members who wish to use ASAHI Net’s email service are urged to create an email address of their choice (MyMail address) via our Web page – as explained below, and use email software to send and receive their ASAHI Net email.

## Sending and receiving email

### Sending

There is basically no restriction on the amount of email that can be sent, or the size of attachments. However, the receiver of your email may have difficulties in receiving too much data, so you may want to keep each attachment to less than 1MB and compress it before sending.

### Receiving

There is basically no limit to the size of your mailbox, however excessive amounts of mail in a mailbox may result in difficulties when downloading. There is a 180-day limit on the keeping of mail in an ASAHI Net mailbox.

ASAHI Net MyMail address <https://asahi-net.jp/en/service/mail/mymail.html>

A MyMail address takes the form **yourname@subdomain.email.ne.jp**. You can choose whatever you like for **yourname**; your first name, your last name, some combination of these, a nickname, etc. For the **subdomain** part, you can choose any of 255 options that include: japan, my, home, happy, office, company, etc. The **email.ne.jp** part is fixed and cannot be changed.

Using and configuring email software <https://asahi-net.jp/en/support/guide/>

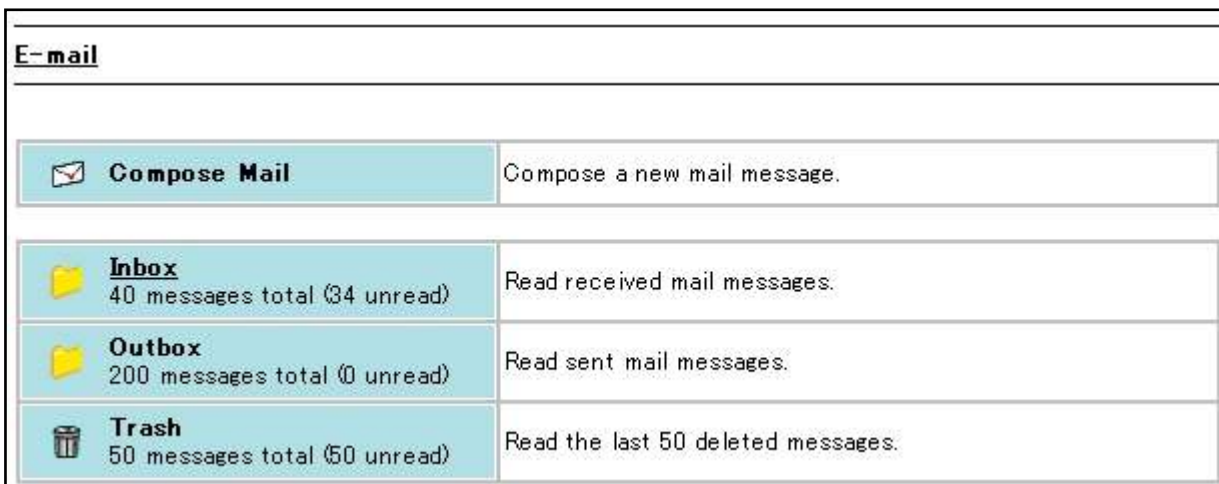
Email software such as Outlook Express can be used for sending and receiving ASAHI Net email. ASAHI Net’s Internet Software Guide offers guides to the setup of email software like Outlook Express, Netscape, Eudora, etc. For a list of server addresses, ports and conditions please refer to **The ASAHI Net Server Address Chart** on page 1.

Using Web Mail <https://asahi-net.jp/en/service/mail/webmail.html>

You may read, write and send your ASAHI Net email from ASAHI Net’s Web page. This is useful for members using a computer connected to another Internet connection service, for example when in an office or Internet café. You’ll need to use your ASAHI Net User ID and password to access Web Mail. The service gives direct access to your ASAHI Net mailbox, and so any email deleted from the Inbox is permanently purged, so please don’t delete email you want to be able to download later.

**Important:** log out of Web Mail after you have finished using it by clicking the “ASAHI Net Top Page (Exit BBB)” link.

### A screenshot of the Web Mail interface



***For more about ASAHI Net email, configuration of software, virus checking, etc., visit:***

Configuration Guide.

<https://asahi-net.jp/en/support/guide/>

# FAX Problem Sheet

Fax to 03-3569-3501

## Problems relating to ASAHI Net's service

Date / /

Personal information you supply such as your name, telephone number and nature of your inquiry will be kept on record so that we can handle your inquiry. We will also use the information to enable us to promptly deal with future inquiries you may have. Your personal information is handled in accordance with our Personal Information Protection Policy.

	First	Last	ASAHI Net User ID		
Name			-		
Fax Number		Telephone Number		E-mail Address	

- In the boxes above, enter as much of the data as you can.
- In the boxes below, complete only those boxes appropriate to the problem.

Operating System (check one)					
Windows XP		Windows Vista		Windows 7	
MacOS X					

Make of Computer	Model of Computer

Type of Connection Service (check one or if not present enter the service name in a box)				
B FLET'S	FLET'S ADSL	Neo-Discount ADSL	FLET'S Hikari Next	FLET'S Hikari Premium
au Hikari	High-Speed Mobile (Xi & FOMA)	Neo-Discount Mobile	FLET'S Hikari Light	WiMAX

Make/Model of Modem/Device	Access Point Number	Date / Time of Problem
Browser Name	E-mail Software Name	FTP Client Name

Error Message / Number

Your Comments

Please fax or post this sheet to ASAHI Net. <b>ASAHI Net English Customer Support</b> FAX : 03-3569-3501 Tel : 03-3569-3522 Asahi Bldg. 8F, Ginza 6-6-7, Chuo-ku, Tokyo 〒104-0061	Received	Processed

Please copy this page, and then complete the copied version before sending.

# FAX Change Sheet

Fax to 03-3569-3501

Password Re-issue / Change of Address or Credit Card      Date    /    /

Complete this sheet and send it to ASAHI Net. If you require confirmation that we received this sheet, please call our office.

	First	Last	<b>ASAHI Net User ID</b> If you don't know it, please write "don't know"
<b>Name</b>			—
<b>Date of Birth</b>	/ / 19	<b>Sex (M / F)</b>	
<b>Address Registered with ASAHI Net</b>			<b>Postal Code</b>
			—
<b>Home Phone</b>			<b>Other Phone</b>
<b>Family Members only</b>	Paying member's ASAHI Net User ID		—

Personal information you supply such as your name, telephone number, fax number and nature of your inquiry will be kept on record so that we can handle your inquiry. We will also use the information to enable us to promptly deal with future inquiries you may have. Your personal information is handled in accordance with our Personal Information Protection Policy.

1. In the boxes above, enter all required data.
2. Check the box below for the change you require, and complete all required data.

**Password Re-issue**      If you have forgotten your password.

**We will send the new password to you by post. Note that during the period of re-issue, your existing password will become invalid. Also, in some cases, where the information you register on this page is different to what you previously registered with ASAHI Net, we may not be able to re-issue the password.**

**Change of Address**      Please notify us any time you change your postal address.

<b>New Address</b>			
	<b>Postal Code</b>	—	<b>Telephone</b>
		—	—

**Change of Credit Card**      You must be the cardholder.

<b>New Card</b> Please circle one	<b>VISA</b>	<b>UC</b>	<b>JCB</b>	<b>DC card</b>	<b>Million card</b>
	<b>AMEX</b>	<b>Diners</b>	<b>JACCS</b>	<b>NICOS</b>	<b>MasterCard</b>
<b>Issued By</b>					
<b>Card Number</b>	—	—	—		
<b>Good thru.</b>	<b>Month (MM)</b>		<b>Year (YY)</b>		

Please fax or post this sheet to ASAHI Net. <b>ASAHI Net English Customer Support</b> <b>FAX : 03-3569-3501    Tel : 03-3569-3522</b> <b>Asahi Bldg. 8F, Ginza 6-6-7, Chuo-ku, Tokyo 〒104-0061</b>	<b>Received</b>	<b>Processed</b>

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