



Internet Services

General

How do I contact Datanet support?

You can either contact Datanet's support team by telephone or email. Telephone: 0845 130 6010 option 2. Email: Support@datanet.co.uk. Datanet's technical support operates during our usual hours of business. If you have our 24-hour support option, please refer to your welcome letter for contact details.

I would like to change my DNS / MX / A records

In order to do this for you, Datanet support will require an email from you with your company details and a request to do this. Email support@datanet.co.uk

I have misplaced my username and password how can I get this information from you?

Please contact the technical support line on 0845 130 6010 option 2. Details will be sent either by email or fax. We regret that we do not give out passwords and logins unless you originate from the main contact details we have on our system.

Email

DNS settings

Primary: 80.68.34.6, Secondary: 77.241.177.2, Tertiary: 80.68.34.8

How long can my emails remain on Datanet's mail servers?

With an SMTP Feed, emails will be stored on our servers for 120 hours (5 days) before they are returned to sender as undelivered. With a POP Box, emails will be delivered to the POP Box and stored for 60 days before automatically being removed if not collected by the customer.

I need to send a mail shot, what is the total of recipients I can send to?

The maximum individual outbound or inbound email size is 50MB and the maximum number of recipients is 50 (total of To, CC, and BCC fields). This helps to reduce spam.



Reporting spam for our MessageScreen users

If you have received an email into your inbox that you believe should be marked as spam, send the email as an attachment, with the message subject "IS SPAM" to: spamtrainer@messagescreen.co.uk

If MessageScreen mistakenly flags an email as spam, send the email as an attachment, with the message subject "NOT SPAM" to: spamtrainer@messagescreen.co.uk

These actions will help MessageScreen learn and block spam correctly for you in the future

I cannot send and receive emails via outlook.

Check if you are connected to the internet. If your DSL is down your outlook will not work.

Turn off the antivirus if there has been any update recently and check if you are able to send or receive emails.

If that still does not work contact support with the error message you might be getting while sending and receiving emails.

I am not able to send email to a particular email address.

Are you getting any bounce back when you try sending the email? If so please email the bounce back to support@datanet.co.uk

If you are not getting any bounce back please email support with the email address that you are trying to send to.

I am not receiving emails from a particular domain or email address.

Are they receiving any bounce back saying that they have been black listed? If so they need to white list themselves. The procedure for that would be generally provided in the link in the bounce back.

If they are receiving bounce back saying that email was rejected because it is a spam, please email support@datanet.co.uk the email address or the domain if you are a MessageScreen customer and we will add to the white list.

If they are not getting any bounce back please email support@datanet.co.uk the address or the domain and we will try and track it for you.

datanet.co.uk

Business Class Internet

Domain Names

How can I find out if a domain name is available for me to purchase?

Please visit our domain checker here

How long does it take to transfer a domain name?

Transfers are dependant on the co-operation Datanet receives from the existing supplier.

Security

Firewall

I need to update my firewall with the latest firmware and software, can you help?

Datanet can provide a managed service for all provided firewalls please refer to our [Premier Support](#) page.

Do I need a firewall?

Datanet actively recommend using firewalls to protect your network and data. Please refer to our [firewalls](#) page to discover the benefits.